

Members who are insured under GlobalHealth Advantage 200 (with out-patient option), Advantage 400 and Advantage 500 may participate in our Direct Billing Facility. The plans must be taken out with the nil deductible option to enjoy out-patient direct billing. This facility allows members to seek out-patient medical treatment from any of the clinics listed on our Panel of Doctors without paying for their treatment. The medical bill will be settled between Chartis and the clinic.

The following is a list of services available through the Direct Billing Facility:

- General Practitioner Consultation
- Specialist Consultation
- Laboratory Investigation
- Diagnostic X-ray
- Prescribed Medication obtained at the clinic on same day of consultation

Procedure for Direct Billing Facility

1. Documents to bring to the clinic:

- GlobalHealth Member Card
- Identification Card/Passport

If you do not present your Member Card and Identification Card/Passport at the clinic, you will be asked to settle your bills directly with the clinic and seek reimbursement from Chartis thereafter by submitting a claim form together with the receipt. You may be required to complete and sign a Credit Card Authorisation Form at the clinic to facilitate payment to the clinic in the event that your claim is being denied by Chartis.

2. Claim form:

Obtain and complete Part A of the Medical Claim Form prior to leaving the clinic. Claim forms are obtainable from all participating clinics or you may also download a copy of the claim form from our website. In the event that you are unable to complete a claim form at the clinic, please settle your bills with the clinic and seek reimbursement from Chartis thereafter by submitting a claim form with the receipt.

3. Verification:

If your GlobalHealth policy has any non-standard policy exclusions applied to it, there will be a "V" indicated on your Membership Card. For Insured Members whose GlobalHealth Membership Card indicates a "V", the clinic is required to contact GlobalHealth for verification on the policy exclusions before they can proceed with the Direct Billing Facility.

Verification may be obtained from GlobalHealth between 9am to 6pm (Mondays – Fridays excluding Public Holidays). For consultations during other hours, please settle the treatment fees with the clinic and seek reimbursement from Chartis thereafter by submitting a claim form together with the receipt.

Exclusions

All items under the Policy Exclusions and any excluded item as specified by a Policy Endorsement is NOT eligible for coverage; please do not use the Member card for ineligible treatments.

This product is underwritten by Chartis Singapore Insurance Pte. Ltd. This form is for reference only and does not serve as a contract of insurance. The specific terms, conditions and exclusions applicable to this insurance are set out in the policy.

Chartis Singapore Insurance Pte. Ltd.

CHARTIS Building
78 Shenton Way #07-16
Singapore 079120

Email: membercare@globalhealthasia.com

Web: www.globalhealthasia.com
www.chartisinsurance.com/sg
Co. Reg. No. 201009404M