

## 出院免找數服務



真生活 真夥伴  
THE REAL LIFE COMPANY

AIA一向重視優質服務，為了更貼心照顧您的需要，我們特別為指定住院產品\*客戶推出「出院免找數服務」，讓您無需為出院及索償程序而操心，可以在住院期間專心接受治療。「出院免找數服務」申請簡易，一經成功安排，我們會替您直接向有關私家醫院繳付有關住院開支，讓您輕鬆出院，回家安心休養。

### 化繁為簡，申請簡易五步曲

#### 1. 索取「入院前登記表格」

- 請致電AIA預先入院登記查詢熱線 (852) 2232 8870，或從AIA網站 [aia.com.hk](http://aia.com.hk) (快速連結▶常用表格▶入院前登記表格及簡易步驟) 下載「入院前登記表格」。

#### 2. 遞交「入院前登記表格」

- 填妥「入院前登記表格」，並於入院前最少四個工作天以傳真 (852) 3118 9083 或電郵 [hk.pre-admission@aia.com](mailto:hk.pre-admission@aia.com) 方式遞交。

**請注意：**

- 第一及第二部分：供您/受保人填寫個人/保單資料及收取差額的信用卡授權書
- 第三部分：供主診醫生/外科醫生填寫入院資料

#### 3. 發出「住院付款保證信」

- 整個申請手續需由我們收到「入院前登記表格」後起計四個工作天內完成。一經成功安排，我們會有專人以電話方式聯絡您，並透過手機短訊發送參考號碼予受保人；
- 我們會從客戶授權的信用卡中保留5,000港元信用額作為入院按金，直至理賠程序完結為止；
- 我們同時會向有關醫院發出「住院付款保證信」，您亦可要求傳真副本以作參考。

#### 4. 入院時

- 請向醫院出示受保人的身份證明文件以作核實。

#### 5. 出院時

- 受保人只需要在由醫院提供的住院索償表格上簽名，醫院會於其後直接向我們遞交住院單據，我們會替您直接繳付有關住院開支，並同時計算可獲賠償金額；
- 若有關住院開支高於可獲取賠償金額時，我們將發出「差額付款通知書」通知您，並於發信日14天後直接從授權信用卡中扣除有關差額。



## 適用醫院

「出院免找數服務」適用於以下12間香港及澳門私家醫院：

### 香港

#### 香港島

- 香港養和醫院
- 聖保祿醫院
- 嘉諾撒醫院
- 香港港安醫院
- 明德國際醫院

#### 九龍

- 聖德肋撒醫院
- 香港浸信會醫院
- 寶血醫院
- 播道醫院

#### 新界

- 荃灣港安醫院
- 沙田仁安醫院

### 澳門

- 鏡湖醫院

## 常見問題

### 1. 出院時有什麼手續要辦理？

受保人只需要在由醫院提供的住院索償表格上簽名，醫院會於其後直接向我們遞交住院單據，我們會替您直接繳付有關住院開支，並同時計算可獲賠償金額。若有關住院開支高於可獲取賠償金額時，我們將發出「差額付款通知書」通知您，並於發信日14天後直接從授權信用卡中扣除有關差額。

### 2. 為什麼會有差額情況出現？

當實際住院費用高於保障上限，或於住院期間涉及保障範圍以外的收費時，該等未能獲得賠償的收費就是「差額」。有關細明將於「差額付款通知書」上逐項列明。

### 3. 如何繳付差額？

當出現差額的情況，我們會向您發出「差額付款通知書」，並將於該通知書發出後14天直接從授權的信用卡戶口收取有關差額，您或可選擇以支票方式直接繳付。如於14天後未能收取有關差額，AIA將發出「逾期繳款通知書」，並暫停您及受保人任何其他出院免找數服務及索償申請。

### 4. 什麼原因會令「出院免找數服務」不能成功安排？

申請有可能基於但不限於以下原因而不能成功安排：

- 入住服務範圍以外的醫院
- 「入院前登記表格」上資料不全，例如沒有提供信用卡資料，或由主診醫生/外科醫生填寫的入院資料不足
- 入院原因屬於不受保事項
- 未有清繳逾期差額

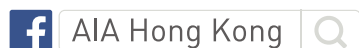
### 5. 如未能安排「出院免找數服務」，會怎樣通知客戶？

AIA會以電話通知您及受保人（如適用），並解釋未能安排之原因。

如未能成功安排「出院免找數服務」，您需於出院時自行繳付有關住院費用，然後填寫「住院賠償表格」申請索償。

## 請即聯絡您的財務策劃顧問或致電預先入院登記查詢熱線瞭解詳情

香港 ☎ (852) 2232 8870 | 登入 🌐 [aia.com.hk](http://aia.com.hk)



\*「出院免找數服務」適用於「亞洲至尊」醫療計劃、「亞洲至尊明珠」醫療計劃、「至尊醫療計劃2」、「至尊醫療計劃（環球）2」、「至尊明珠醫療計劃2」、「至尊明珠醫療計劃（環球）2」、「至尊醫療計劃」、「至尊醫療計劃（環球）」、「富泰醫療計劃」、「富泰醫療計劃（環球）」、「尊貴醫療計劃」及「尊貴環球醫療計劃」的獨立版本及附加契約版本，為一項就受保人於住院期間所衍生的受保開支而設的行政安排，而並非保單保障內容，AIA有權隨時撤銷此項服務而毋須另行通知，並保留絕對決定權。

有關上述保障計劃之詳情、條款及細則，請參閱有關之個別產品簡介。

此簡介只供參考，有關保單契約條款之定義、契約條款及保障條件之原文及完整敘述，請參閱保單契約。

「AIA」、「本公司」或「我們」是指友邦保險（國際）有限公司（於百慕達註冊成立之有限公司）。



## Credit Facility Service for Hospitalisation



THE REAL LIFE  
COMPANY

At AIA, we are committed to providing quality services that meet your needs. For your complete peace of mind when hospitalised, we are pleased to introduce a cashless hospitalisation arrangement, "Credit Facility Service for Hospitalisation", on designated products\*. Once your "Credit Facility Service for Hospitalisation" has been successfully arranged, we will settle payment directly with the hospital on your behalf — saving you the hassle of settling hospital bills and making a claim.

### Simplifying the Application Process into Five Easy Steps

#### 1. Obtain your Pre-Admission Form (PA Form)

- Simply call the AIA Hong Kong Pre-Admission (PA) Hotline at (852) 2232 8870, or download the PA Form from [aia.com.hk](http://aia.com.hk) (Quick Links ➔ Useful Forms ➔ Pre-Admission Form and Easy Guide).

#### 2. Submit the Completed PA Form

- Complete and return the PA Form to us via fax (852) 3118 9083 or email ([hk.pre-admission@aia.com](mailto:hk.pre-admission@aia.com)) at least 4 working days prior to hospital admission.

**Please note:**

- Part I and II: Personal / policy details and Credit Card Authorisation Form for shortfall collection must be completed by you / the Insured.
- Part III: Hospitalisation details must be completed by the attending physician / surgeon.

#### 3. Issuance of the "Letter of Guarantee" (LOG)

- It takes 4 working days to process your LOG application once we have received your completed PA form. We will inform you the detail arrangements by phone and send a case reference number to the Insured via SMS once the "Credit Facility Service for Hospitalisation" has been successfully arranged.
- We will hold a deposit of HK\$5,000 on the designated credit card as a hospital deposit until the claim assessment is completed.
- We will issue a "Letter of Guarantee" (LOG) to the concerned hospital for admission. Upon request, a copy of the LOG will be faxed to you for reference.

#### 4. Upon Admission

- Please present the Insured's personal identification documents to the hospital for verification.

#### 5. Upon Discharge from the Hospital

- At discharge, the Insured is only required to sign the Hospitalisation Claim Form provided by the hospital. The hospital will send the invoice directly to us. We will settle the invoice on your behalf and calculate the claim entitlement.
- If the hospital expenses incurred have exceeded the eligible claim amount, a Shortfall Notification will be sent to you, and the shortfall amount will be charged to the designated credit card 14 days from the date of the notification.

## PROTECTION

### Credit Facility Service for Hospitalisation



## List of Hospitals

The "Credit Facility Service for Hospitalisation" will be available at the following 12 private hospitals in Hong Kong and Macau:

### Hong Kong

#### HK Island

- Hong Kong Sanatorium & Hospital
- St. Paul's Hospital
- Canossa Hospital (Caritas)
- Hong Kong Adventist Hospital
- Matilda International Hospital

#### Kowloon

- St. Teresa's Hospital
- Hong Kong Baptist Hospital
- Precious Blood Hospital (Caritas)
- Evangel Hospital

#### The New Territories

- Tsuen Wan Adventist Hospital
- Union Hospital

### Macau

- Kiang Wu Hospital

## Frequently Asked Questions

### 1. What happens upon discharge?

At discharge, the Insured is only required to sign the Hospitalisation Claim Form provided by the hospital. The hospital will send the invoice directly to us, and we will settle the invoice on your behalf and calculate the claim entitlement. If the hospital expenses incurred have exceeded the eligible claim amount, a Shortfall Notification will be sent to you, and the shortfall amount will be charged to the designated credit card 14 days from the date of the notification.

### 2. Why would there be a shortfall?

A shortfall occurs when hospitalisation charges incurred exceed the entitlement, or when a service listed in the hospital invoice is not covered. An itemised list of charges will be attached with the Shortfall Notification.

### 3. How is a shortfall settled?

In case of a shortfall, a Shortfall Notification will be sent and the designated credit card will be automatically charged with the shortfall amount 14 days from the date of the notification. Alternatively, the shortfall may be settled by cheque. If for any reason the shortfall is not settled within 14 days, a Shortfall Reminder Notification will be issued. All of the Insured's and your further claim reimbursements and the Credit Facility Services will be temporarily suspended.

### 4. Why was the "Credit Facility Service for Hospitalisation" not processed successfully?

There may be a number of reasons why the application could not be arranged, including but not limited to the following:

- The hospital is not on the list of hospitals for this service
- The Pre-Admission Form contains insufficient information, such as missing credit card details and / or insufficient admission information provided by the attending physician / surgeon
- The reason for admission falls under an exclusion in the policy
- There is an overdue shortfall from a previous LOG arrangement

### 5. How will AIA notify me if the "Credit Facility Service for Hospitalisation" cannot be arranged?

We will inform you and the Insured (if applicable) by phone and provide the reason(s) for the decline.

If the application is declined, you should pay the hospital bill first and file the claim with us using the Hospitalisation Claim Form.

## Please contact your financial planner or call Pre-Admission Hotline for details

Hong Kong ☎ (852) 2232 8870 | visit 🌐 [aia.com.hk](http://aia.com.hk)



\* The "Credit Facility Service for Hospitalisation" is not a contractual service but an administrative arrangement offered in our absolute discretion under the standalone and rider versions of *CEO Essence Medical Plan*, *CEO Essence Pearl Medical Plan*, *CEO Medical Plan 2*, *CEO Medical Plan (Worldwide) 2*, *CEO Pearl Medical Plan 2*, *CEO Pearl Medical Plan (Worldwide) 2*, *CEO Medical Plan*, *CEO Medical Plan (Worldwide)*, *Regal Health Plan*, *Regal Health Plan (Worldwide)*, *Executive Health Plan* and *Executive Health Worldwide Plan* in respect of covered expenses incurred during the Insured's Confinement in Hospital. It is subject to termination at any time without prior notice.

For details of protections, terms and conditions of the related protection plans, please refer to the respective product brochures.

This brochure is for reference only. Please refer to the Policy contract for the definitions of capitalised terms, and the exact and complete terms and conditions of coverage.

"AIA", "the Company", "we", "us" or "our" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).