



United Family Healthcare  
和睦家医疗

## Individual Membership Guidelines

The Individual Membership Program is designed to provide substantial healthcare benefits to you and your family. The membership enrollment fee is 1,500 RMB for adults (over 12 years) and 1,000 RMB for children (up to 12 years) annually.

### Individual Membership Benefits

- Membership card that can be used at Beijing, Guangzhou, Shanghai, Qingdao, and Tianjin UFH facilities, excluding UFH-Pudong and Wuxi.
- 20% discount on healthcare services and 10% discount on dental services, the following terms and conditions apply:
  - Discounts apply only to cash/credit card payment at the time of service.
  - Discounts apply only to non-covered items after direct billing is applied (deductible and co-payment must be paid in full at the time of service).
  - Discounts apply on the total bill amount when direct billing is not applicable.

Adults (over 12 years old) may enjoy one free dental screening and basic teeth cleaning every year. Kids may enjoy one free dental screening every year. (This free dental service is only available at United Family Quankou Clinic, in Shanghai.)

- In order to ensure you enjoy your dental service at your most convenient time, please call us at (021) 2216 3909 to schedule an appointment at least one month in advance.
- To claim the free dental screening, the member must present the dental voucher, provided by Shanghai United Family Hospital, on arrival to their appointment.
- Special rate for UFH organized/sponsored events.
- Complimentary UFH quarterly magazine, Health Matters, an up-to-date health resource for members.
- 20% discount on membership renewal (1,200 RMB for adults and 800 RMB for children).

### Individual Membership Regulations

- The following items are excluded from the 20% healthcare and 10% dental discounts:
  - Special packages (including birthing, prenatal, and health check-up packages)
  - Laser skin treatments
  - Glass frames and contact lenses
  - Over-the-counter (OTC) medication
  - Orthodontics
  - Seasonal promotions
  - Indirect services and consumables
  - Copying fees for providing requested copies of medical records and diagnostic images
  - Other restrictions also may apply
- This free dental service may only be used by members. Any transfers will be deemed invalid.
- The membership card is effective at the time of application.
- Retroactive discounts will not be granted under any circumstances.
- To enjoy membership privileges, members must present a valid form of identification (passport or ID card), membership card, and insurance card (if applicable) when payment is due.

### Direct Billing

United Family Healthcare (UFH) has direct billing with over 40 insurance companies and provides direct billing as a privilege for members by sending the claim forms on behalf of its members. If a member's insurance company does not pay within 30 days of receiving the claim, UFH reserves the right to collect the amount due from the member. Members are ultimately responsible to pay for any charges not reimbursed by their insurance company. Members are responsible to read and understand their own insurance policies. UFH is not obliged to answer any queries with regards to a member's insurance policy. In general, direct billing will not be extended for a member's first dental clinic visit due to the need for pre-verification with the insurance company.

### More Information

For further information please visit our website [www.ufh.com.cn](http://www.ufh.com.cn) or contact following number:  
Shanghai United Family Hospital & Clinics (021) 2216 3900 x 1588.

This individual membership guideline will be applied on May 1, 2017.



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## 和睦家医疗个人会员制度：

和睦家医疗为个人提供会员服务。该项服务可使您及您的家人在和睦家旗下医院及诊所享受便利快捷的优质服务。成人每年会员费用为人民币1500元（12岁以上），儿童（12岁以下）每年会员费用为人民币1000元。

### 和睦家医疗个人会员制度：

- 该会员卡可在北京、天津、上海、广州、青岛任何一家和睦家医疗机构使用，会员卡不适用于上海浦东和无锡的和睦家医疗机构。
- 可得到口腔科医疗费用10%的折扣和其它医疗费用20%的折扣：
  - 所有以现金/信用卡支付的医疗服务费用享受折扣优惠；
  - 享受与保险公司的直接结算服务时，只在受保范围以外的医疗服务项目上享受折扣优惠，绝对免赔额及自付额需全款付清；
  - 超出保险额度之外，不能享受直接结算服务的费用，也可以享受会员折扣；
- 可在和睦家医疗组织和赞助的活动中享受特殊优惠。
- 免费赠予有关医疗、健康知识的和睦家医疗季刊。
- 可以8折优惠续办个人卡（成人每年会费人民币1200元，儿童每年会费人民币800元）。
- 成人会员（12岁以上）每年可免费享受一次牙科检查与基础洁牙服务。儿童会员每年可免费享受一次牙科检查。（在上海和睦家医院购买个人会员所获赠的免费口腔科服务仅限在和睦家泉口门诊部口腔科使用。）
- 为了保证您能在自己首选的日期和时间体验口腔科服务，请您至少提前一个月进行预约，预约电话：(021) 2216 3909。
- 使用会员免费口腔科服务时，会员必须在体验时提供上海和睦家医院免费齿科服务券（齿科服务券由上海和睦家医院收银部统一发放）。

### 个人会员制规定

- 以下项目不适用医疗服务费用8折，口腔科服务费用9折的会员折扣
  - 特殊套餐（包括生产、产前检查及体检套餐）
  - 皮肤激光治疗
  - 眼镜框及隐形眼镜
  - 非处方药
  - 牙齿矫正
  - 季节性促销
  - 间接服务及消耗品
  - 提供要求的病历和诊断影像的拷贝费用
  - 其它
- 免费口腔科服务仅限会员本人使用，转让无效。
- 个人卡生效前的任何未付款项均不能享受会员折扣。
- 个人会员费付清后，及时生效。
- 在任何情况下事后折扣都不予追加。
- 会员在结账时必须出示有效的身份证件（护照或身份证）、保险卡（如有）以便享受折扣。

### 直接结算：

和睦家医疗（UFH）与40多家保险公司签订了直接赔付协议，会把会员的理赔单直接寄给保险公司。如果保险公司在收到理赔单后30天内不付账，和睦家将有权向该会员索取医疗费用。保险不包括的费用将由会员本人支付。会员有责任阅读及理解其保险政策，和睦家将没有义务回答任何有关保险政策的问题。一般来讲根据保险公司预评估的要求，直接赔付不适用于首次口腔科诊疗。

### 更多详情。

欲加入和睦家会员或了解更多有关和睦家会员制度的信息，敬请登录和睦家网站 [www.ufh.com.cn](http://www.ufh.com.cn) 或联系：上海和睦家医院：(021) 2216 3900转1588。

本个人会员制度自2017年5月1日起执行。