MasterCare Medical Plan

Medical Assistance Service Guide

Lifelong Promise • Lifelong Partner

Customer Service Hotline
399 95519 www.chinalife.com.hk

中國人壽 CHINA LIFE | 海外

MasterCare Medical Plan
Medical Assistance Service Guide

Thank you for choosing MasterCare Medical Plan (the "Plan"). The Plan is dedicated to providing you prestigious medical services from outpatient, inpatient to post-hospitalization in Hong Kong, Mainland China and even Worldwide, so as to safeguard your health throughout the medical journey.

Medical Assistance Service Coverage

Hong Kong

- Medical Appointment Scheduling Service
- Medical Concierge Service
- Hospitalization Direct Billing Service (Cashless Hospitalization Service)
- Medical Second Opinion Service

Mainland China

- Medical Appointment Scheduling Service
- Medical Concierge Service
- Hospitalization Direct Billing Service (Cashless Hospitalization Service)
- Medical Second Opinion Service

Global

- Hospitalization Direct Billing Service (Cashless Hospitalization Service)
- Medical Second Opinion Service
- 24-hour Worldwide Emergency Assistance Service

Medical Assistance Service Overview

Medical Appointment Scheduling Service in Hong Kong

If you are seeking a medical consultation in Hong Kong, you can simply call the Customer Hotline and make an outpatient appointment within our Hong Kong health network.

Medical Concierge Service in Hong Kong

When a network doctor refers you to receive inpatient treatment in Hong Kong, our professional coordinator will accompany you to the hospital from your residence or hotel in Hong Kong and assist you with your hospital admission. Please call our Customer Hotline to schedule this service at least 2 working days prior to hospitalization. This service is available for all medical conditions and up to 3 times per annum.

Medical Appointment Scheduling Service in Mainland China

If you are seeking a medical consultation in Mainland China, you can make an appointment through the online Health Assistant Service Platform, which covers consultation services provided by experienced specialists at over 600 grade 3A hospitals. The appointment result will be provided within 2 working days and the medical consultation will be arranged within 14 days. This service is available for all medical conditions and up to 3 times per annum.

Medical Concierge Service in Mainland China

If you are seeking a medical consultation in a grade 3A network hospital in Mainland China, our professional coordinator will accompany and assist you in managing medical registration, billing, lab test result retrieval and collecting medicines. The appointment result will be provided within 2 working days and the medical consultation will be arranged within 14 days. This service is available for all medical conditions and up to 3 times per annum.

Medical Second Opinion Service

Professionals from the leading medical institutions will provide you medical second opinion after reviewing your medical reports and records, which can help you to choose the best possible solution. Please refer to "Medical Second Opinion Service" leaflet for more information.

Hospitalization Direct Billing Service (Cashless Hospitalization Service)

You can enjoy this service in Hong Kong, Mainland China and worldwide simply by completing a pre-approval procedure. We will settle your eligible medical expenses directly with the hospital upon discharge, so you can focus on your recovery without any worries during the hospital stay. Please refer to "MasterCare Medical Plan – Services Guide" for details.

24-hour Worldwide Emergency Assistance Service

If you suffer from an accidental injury or an illness outside Hong Kong, you can access the comprehensive coverage under 24-hour Worldwide Emergency Assistance Service. You can just call the Customer Hotline to reach emergency medical support.

How to access to the Medical Services?

Medical Services	Booking Procedures
• Medical Appointment Scheduling Service in Hong Kong • Medical Concierge Service in Hong Kong • Hospitalization Direct Billing Service (Cashless Hospitalization Service) • Medical Second Opinion Service • 24-hour Worldwide Emergency Assistance Service	Please call **MasterCare Customer Hotline** at (852) 3999 5501 during office hours Office hours: From 9 a.m to 6 p.m, Monday to Friday (24-hour Worldwide Emergency Assistance Service is also available at toll-free number 800906445)
• Medical Appointment Scheduling Service in Mainland China • Medical Concierge Service in Mainland China	Please book through the Health Assistant Service Platform website: http://cicare.mobilelab.cn/ or Please book through the WeChat official site:

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