

# Group Outpatient and Day Surgeries

## Direct Billing Pre-approval Service Guide



China Life (Overseas) has launched the **Outpatient and Day Surgeries "Direct Billing Pre-approval Service"** for specific group medical policies. When eligible employees and dependents receive specified outpatient/ day surgeries arranged by a designated doctor within our medical network, we can settle the covered expenses for you directly with the medical institution. This arrangement eliminates the need for upfront payments and saves your time on subsequent claims procedures.

## Service Scope

### This service covers the following eligible surgeries:



**Oesophago-gastro-duodenoscopy (OGD)**  
(includes polypectomy)



**Colonoscopy**  
(includes polypectomy)

#### Eligibility

This service is applicable for specific policies under China Life (Overseas) Group Medical Insurance Plan. To check your eligibility, please contact your Human Resources Department.

#### Designated Medical Network

To enjoy this direct billing pre-approval service, customers must receive treatment arranged by designated doctors within our medical network.

### Designated medical network and doctors:

<b>Doctor Name</b>	<b>Dr. Wong Oi Yee Kitty</b> <b>Dr. Hung Cheung Tsui</b> <b>Dr. Yip Jeremy</b> <b>Dr. Tam Tak Lap Derek</b>	<b>Dr. Mui Lik Man Wilfred</b>	<b>Dr. Li Chujun</b> <b>Dr. Wang Chen</b> <b>Dr. Sun Tingji</b> <b>(Gastroenterology)</b>
<b>Location of Consultation and Surgery</b>	Gleneagles MediCentre	Hong Kong Health Check Centre Endoscopy Centre	Shenzhen Qianhai Taikang Hospital
<b>Address</b>	Shop 1-41,G/F, Admiralty Centre, 18 Harcourt Road, Admiralty, Hong Kong	4/F, Hong Kong Health Check Centre, 241-243 Nathan Road, Jordan, Hong Kong	No. 3099 Menghai Avenue, Nanshan District, Qianhai Shenzhen-Hong Kong Modern Service Industry Cooperation Zone, Shenzhen, Guangdong, Province, China
<b>Appointment Phone No.</b>	(852) 3903 8600	(852) 3678 8288	40001-95522 press 6

In addition to make appointment by phone, you can also visit the following website <https://bookyourservice.lovable.app/service/painless-gastroscopy> to make an appointment for an outpatient specialist consultation, the clinic staff will confirm the appointment details by phone/email/SMS.

Note: The Company reserves the right to update the designated medical network at any time without prior notice. Please visit our website [www.chinalife.com.hk](http://www.chinalife.com.hk) to review relevant latest information.

## 4 Simple Steps For Pre-approval Application

Enjoy a stress-free direct billing service following the below simple steps:

1



### Step 1: Consultation and Application

- Following an initial consultation by a designated doctor within our medical network, if the doctor recommends subsequent outpatient / day surgeries, please complete the "Group Medical Insurance Direct Billing Pre-approval Request Form".
- The medical institution will submit your application at least 4 working days prior to your treatment.

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### Step 2: Notification of Result

- We will notify you and the medical institution of the approval result by letter via email and mailing within 3 working days upon receipt of all necessary documents.

3



### Step 3: Treatment

- Once approved, attend your treatment as scheduled without settling the approved fees on-site.
- You will only be responsible for settling any portion exceeding the pre-approved limit (if applicable).

4



### Step 4: Claims Settlement:

- The medical institution will submit receipts and claim documents directly to us.
- If a shortfall occurs, we will issue a "Shortfall Payment Notice" and deduct the amount from your authorized credit card after 14 days.

## Enquiry and Contact Methods

For enquiries regarding this service, please contact our  
Customer Service Hotline (852) 399 95500:

While in Mainland China, you may call China Life (Overseas)  
**Dedicated Mainland China customers service hotline^ at 95519** (Press "#" after connection and then press "8" and then press "1" and then press "2"); or  
**400 service hotline 400 60 95519** (Press "1" after connection and then press "2").

### Service Hours

Monday to Friday: 9:00 AM – 6:00 PM

Saturday: 9:00 AM – 1:00 PM

Sunday and Hong Kong Public Holidays: Closed

^This service hotline can be accessed by mobile lines, fixed telephone lines, payphones and call cards and are free of IDD charge. Nevertheless, callers have to bear local access fees (if any) from their service providers.

## Terms and Disclaimers :

- The aforesaid plans are underwritten by China Life Insurance (Overseas) Company Limited ("China Life (Overseas)", the "Company" or "us/we/our").
- **Initial Specialist Consultation:** Fees for the first consultation must be settled by the customer upfront. If covered under the policy, a claim may be submitted to the Company subsequently.
- This **Outpatient and Day Surgeries Direct Billing Pre-approval Service Guide** for selected customers (the "Service Guide") is for reference only. It does not form a contract between China Life (Overseas) and anyone or any entity else. The detailed terms, conditions and exclusions of the aforesaid plans are subject to the relevant policy contract. You are reminded to review the policy contract and to seek independent professional advice if necessary. For a copy of the policy provisions, please contact your Human Resources Department for enquiry.
- China Life (Overseas) reserves the right to update the relevant arrangements/procedures mentioned in this Service Guide at any time without prior notice.
- All services stated in the Service Guide are provided by third party service provider(s). China Life (Overseas) make no representation, warranty or undertaking as to the quality and availability of the services, and shall not accept any responsibility or liability for the services provided by the designated service provider concerned. Under no circumstance shall China Life (Overseas) be responsible or liable for the acts or omissions or services of the designated service provider. China Life (Overseas) reserves the right to replace the designated service provider and review, revise and change the details, the terms and conditions of the services to be provided from time to time, as well as to cease and/or suspend the provision of such services at any time at its sole and absolute discretion without giving prior notice. The provision of such services by the designated service provider and/or the acceptance thereof by you shall constitute a contract between you and the service provider concerned which is separate and independent from the Plan.

### China Life Insurance (Overseas) Company Limited



Address : 22/F, CLI Building, 313 Hennessy Road, Wan Chai, Hong Kong

Email : [info@chinalife.com.hk](mailto:info@chinalife.com.hk)

Customer Service Hotline : 399 95500

Website : [www.chinalife.com.hk](http://www.chinalife.com.hk)