

Taiping Shengshi Worldwide Group Health Plan 太平盛世环球团体医疗保险计划

Customer Service Guide 客户服务手册

Preface Every day is the best day in the year. — Emerson

Dear Customer:

Welcome to Taiping Shengshi Worldwide Group Health Plan.

Your insurance protection plan is:

☐ Select ☐ Premier ☐ Elite ☐ Customized

We designed this guide to guarantee you convenient and effective health protection. Please read this guide carefully. Please contact us by phone or email if you need further information.

Dedicated Service Helpline: (0086) 400-650-2280

E-mail: china@ervchina.com Fax: (0086) 10-8461-1175

Topic Information Website: http://www.tppension.com/txfw/

zgdjkxfw/hqyl/default.shtml

Kindly Reminder:

The above contact information is very important. We have printed this on the back of your Health Insurance Card. Please keep this card with you at all times so that you may obtain immediate

What is forever? Merely the extension of a moment. Because we are living in an amazing, contradictory, unpredictable age, every day when we awake, we must face a world which is slightly different.

On the other hand, some of us utilize our innate intelligence: relying on our awareness, the sum total of our infinite life experiences, we nurture our innate ability to pursue wisdom. This innate ability leads us to flee from the various limitations placed on us by our human nature and evokes in us a great love for nature and health, for security and respect, for understanding, love, and affection. It ultimate leads us to find a kingdom of freedom in which our body and spirit may rest.



Preface • 1



Taiping Supreme Healthcare Charity Action:

After you purchase this Health Protection Plan, China Taiping will contribute an amount as 3‰ of your premium to charitable causes for the health of children living in impoverished areas of central and western China. We will also provide you with scheduled reports on the performance and achievements of such charitable activities.

Taiping Supreme Healthcare Environmental Protection Advocacy:

Care the green forest, care the source of life on earth and reduce the paper consumption. We will try our best to promote paperless operations. We sincerely hope you could support us by providing your valid email address.

Content

Plan Features

Treatment and Claims	7
What liabilities are not covered?	17
FAQs	19
${\bf AbouttheHealthcareandTravelAssistanceSupplier}$	23
About Taiping Pension Insurance Co., Ltd	25
Worldwide Group Health Plan Hospital Network	27

This insurance plan is one of the products under our medium-to-high-end health insurance brand "Supreme Healthcare". We will be committed to provide customers with our high standard health insurance services in the brand spirit that aims "high-end positioning, superior quality, cherishing, and good health".

These instructions are provided only for the purpose of understanding the relevant products. The details thereof are subject to the policy terms and the Insurance Contract.

Preface • 3

Plan Features

24 - 7 Worldwide Assistance

Our multi-lingual customer service hotline and Rapid Response Emergency Assistance Center (RREAC) is open 365 days a year, 24 hours round the clock to provide you with reliable medical advice, to help you to identify the most appropriate treatment or physician and to provide you with emergency assistance services anytime, anywhere.

Highly-valued Protections

We are able to pay up to RMB 16,000,000 coverage per year per insured, based on your personalized protection requirements. This will guarantee you ample cash support whenever or wherever a disease or an accident occurs.

(Note: please refer to the terms of your insurance contract for the amount of your personal protection and insurance benefits)

Comprehensive and Detailed Benefits Schedule

We provide comprehensive coverage for inpatient, outpatient and daycare expenses, offer emergency medical transfer/evacuation, maternity care and routine health care. In addition, Premier Plan and Elite Plan provide coverage for treatment of chronic illnesses.

Exclusive Cashless Settlement

If you call our hotline 4 hours before your treatment, go to one of our designated direct-billing network hospitals in mainland China for treatment and sign

the claim form, you don't need to pay the amount of the bill which is in excess your co-payment or deductible. We will directly settle with the hospital for the amount which exceeds the co-payment or deductible.

If you need to be hospitalized or to visit the hospital for major outpatient treatment or overseas inpatient treatment, you must contact us 48 hours in advance, in order for us to arrange advance pre-authorization and direct payment settlement with the hospital.

Providing meticulous care for your family

To give your family the comprehensive care it deserves, with your employer's permission, you can include your spouse and children as insured dependents under this plan. They will receive the same benefits coverage as you.

Emergency Medical Transfer and Evacuation

If you are in a life-threatening condition that requires treatment, you only need to make one phone call to us and we will evacuate you to the nearest, best-qualified medical center to ensure that you receive prompt treatment and satisfactory care. We will also arrange for your children who are left alone at home to a be sent to a designated location or will arrange for professional staff to go to your home to take care of them. We will also pay for the relevant expenses.

Preventive and Routine Care

It is said that prevention is better than cure. We couldn't agree more. We provide you with up to RMB 16,000 per year for Routine Dental, Optical and Hearing care in our Elite Plan. In this way, you can define your own health care program in accordance with your personal needs.

Selected Medical Treatment Evacuation

If you must undergo special treatment under a specific medical item designated in your treatment plan, we will arrange and pay for your medical transfer to the country stipulated in the insurance voucher.

Select Your Geographical Coverage Area

We offer two geographical coverage options:

- Worldwide in countries and regions excluding the United States and Caribbean Countries.
- 2. All countries and regions worldwide.



Treatment and Claims

We have prepared the following guidelines for you to assist you to receive appropriate treatment and to assist you to promptly file your claim.

Outpatient

If you go for treatment to a hospital which is a member of our direct billing hospital network, you only need to pay the deductible or co-payment indicated in your policy (or insurance voucher). Other expenses will be directly settled by us with the hospital. If you go to a doctor in Mainland China, please contact our Worldwide Customer Service Helpline 4 hours in advance to confirm whether the hospital to which you are going for treatment is a member of our direct billing hospital network. If you go to a hospital which is outside Mainland China, you must call our Worldwide Customer Service Helpline 48 hours in advance.

If you go to a medical provider outside of our direct billing hospital network, you must pay all the costs in full at the time of treatment, and then submit a claim to us for reimbursement.

Pre-authorization

To ensure that we provide you timely and accurate services, we must be contacted 48 hours in advance for pre-authorization before the treatment under the following circumstances:

- Hospitalization
- Outpatient surgery
- · Outpatient tumor treatment
- Kidney failure and peritoneum outpatient dialysis
- Accidental dental treatment (for emergency treatment of natural teeth which have been accidentally damaged, which have never undergone any treatment and were previously intact.)
- Amniocentesis (for pregnant women less than 35 years old)
- Home nursing care
- Other procedures including CT, PET-CT, MRI, Stereotactic Conformal Radiotherapy (Gamma Knife)
- Purchase or rental of crutches, walkers, wheelchairs and basic orthopedic prosthesis and equipment
- Any scheduled procedures or any series of treatments or treatments which requires two or more treatment sessions/consultations

If you fail to contact us in time, you must bear an additional 25% of the expenses incurred for treatment and hospital services under the claim.



Hospitalization

When you need to be hospitalized for treatment, please contact our Worldwide Customer Service Helpline 48 hours before hospitalization. You need to provide full details of your condition, proposed treatment (including dates and names of procedure if known), name(s) of specialist(s) and hospital details.

- If you provide sufficient information, our service staff will advise you of the range of coverage which you may obtain. If not, they will advise you that further detailed information is required.
- Before your hospitalization, our customer service staff will clarify your benefits coverage verbally or in writing. Our customer service staff will then arrange direct settlement of all reasonable expenses with the hospitals after your treatment.

Note: If the hospital require us to pay a certain deposit before you (or your dependents) receive treatment, we require you (or the policyholder) to comfirm in writing that you/he/she will be obligated to bear the expenses not covered under the policy.

If you fail to contact us in time, you must bear an additional 25% of the expenses incurred for treatment and hospital services under the claim.

Emergency Hospitalization

In emergency, if you or your dependants are physically prevented from contacting us immediately, you or your dependants or someone designated must contact our Worldwide Customer Service Helpline within 48 hours of the incident. Please give us a telephone or fax number where we can contact you or your dependants or leave messages at any time of day and night. You or your dependants should not make any promise for payment on behalf of us without our prior consent. If you fail to follow these conditions, the reimbursement amount will be reduced by 25% for the treatment and hospital services incurred.

Taiping Shengshi Worldwide Group Health Plan:

Exclusive Service Helpline: (0086) 400-650-2280 Topic Information Website: http://www.tppension.com/txfw/zgdjkxfw/hqyl/default.shtml

Euro-Alarm (Beijing) Co., Ltd.

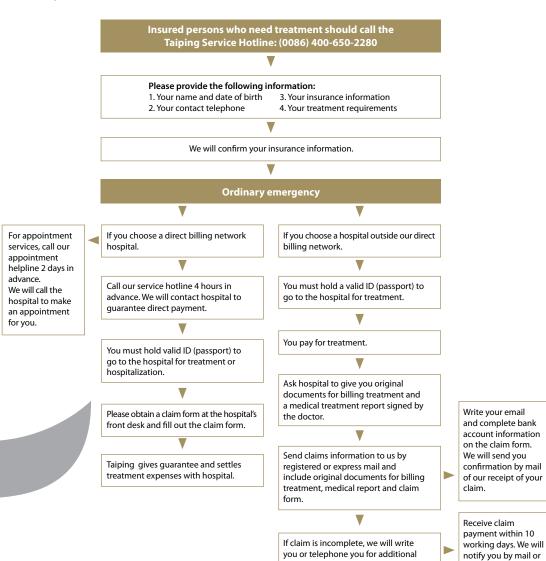
Address: 601,Bld.C,East Lake Villas,35 Dongzhimenwai Dajie,Dongcheng District ,Beijing,China

Postal code: 100027 Fax: (0086) 10-8461-1175 E-mail: china@ervchina.com



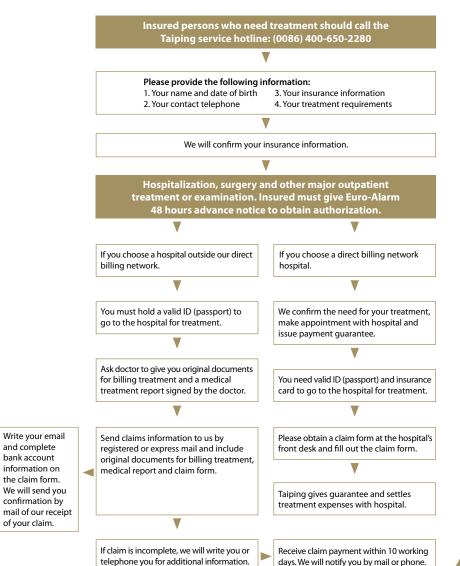
Medical Treatment and Claim Service Workflow

- 1. Mainland China Medical Treatment and Claim Service Flowchart
- General Outpatient



information.

Hospitalization, surgery and other major outpatient treatment and examination



Treatment and Claims • 11 ent and Claims • 12

phone.

and complete

bank account

of your claim.

2. Medical Treatment and Claim Service Flowchart for treatment outside Mainland China (including Hong Kong, Macao and Taiwan)

Insured persons who need treatment should call the Taiping service hotline: (0086) 400-650-2280



- 1. Your name and date of birth
- 3. Your insurance information
- 2. Your contact telephone
- 4. Your treatment requirements



We will confirm your insurance information.



Customer coordination staff will provide information on and make arrangements for your treatment at a medical institution outside China.



You must have valid ID (passport) to go to the hospital for treatment or hospitalization.

Fill out authorization letter and claim application form



If you choose to settle payment for treatment expenses.



If you opt to settle payment for treatment expenses through Taiping.



Ask doctor to give you original documents for billing treatment and a medical treatment report signed by the doctor.



Please give your written authorization and completed claim form to your primary care physician.



Send claims information to us by registered or express mail and include original documents for billing treatment, medical report and claim form.



If your claim is fully documented, you can receive payment within 10 working days. We will notify you of the status of your claim by mail.

Write your email and complete bank account information on the claim form. We will send you confirmation by mail of our receipt of your claim.



Receive claim payment within 10 working days. We will notify you by mail or phone with information on the status of your claim.

Receive claim payment within 10 working days. We will notify you by mail or phone with information on the status of your claim.



If you choose a direct billing network hospital (you must use your Worldwide Medical Insurance Card).

Prior to receiving medical services, please contact us 4 hours in advance when receiving general outpatient and emergency treatment, and 48 hours in advance when being hospitalized and undergoing serious outpatient treatment. We will make arrangements in advance for you to receive treatment after we have received your request. If you receive treatment at a hospital which is a member of our billing network, please make sure that you first show the hospital your Worldwide Medical Insurance Card and ID card. After you have received treatment, the company will directly pay our network hospital the fees for medical treatment which are covered under your Certificate of Insurance. You should also keep copies of relevant medical treatment receipts for your record, even if you don't need to file a claim application. When receiving treatment and assistance if you receive treatment or utilize services which are not covered under your Insurance Contract during your treatment, we will issue a "Medical Fees Payment Notice" notifying you to repay us within 30 days for fees that we have paid in advance on your behalf through direct billing.

If you choose a hospital which is not a member of our direct billing network, you must submit the relevant claim information to us to receive reimbursement for your claim after you have undergone treatment.

Please pay attention to the following matters when filing your claim application:

- If the information you submit with your claim application is insufficient, processing of your claim application may be delayed or your claim application may be refused.
- 2. Valid period for completing the claim: most claim applications will be completed within 10 working days after you submit a complete claim application; The relevant claim settlement payment will be transferred by bank transfer to your designated bank account.

Information which the customer must provide for the claim application:

- 1. Outpatient Claim Information:
- Completed claim application form (with customer's signature)
- Photocopies of the customer's ID card or passport as well as the Worldwide Healthcare Card
- · Original medical treatment invoices
- Photocopies of fees statement(s)
- Photocopy of the physician's prescription(s) (if there are prescribed drugs)
- Photocopies of other medical treatment information (if any)



- 2. Hospitalization Claim Information
- Completed claim application form (with customer's signature)
- Photocopies of customer's ID card or passport as well as a photocopy of the Worldwide Healthcare Card
- Original medical treatment invoices
- Photocopies of fees and statement(s)
- Photocopy of relevant case history and hospital leave summary
- Photocopies of other medical treatment information (if any)

3. Please send your claim application information to the following address:

(Your claim application must be sent by express delivery or registered mail)

Euro-Alarm (Beijing) Co., Ltd.

Address: 601,Bld.C,East Lake Villas, 35 Dongzhimenwai Dajie,Dongcheng District , Beijing,China

Postal code: 100027 Fax: (0086) 10-8461-1175 E-mail: china@ervchina.com

Taiping Shengshi Worldwide Group Health Plan:

Exclusive Service Helpline: (0086) 400-650-2280
Topic Information Website:

http://www.tppension.com/txfw/zgdjkxfw/hqyl/

default.shtml



What liabilities are not covered?

The plan provides comprehensive coverage, but some expenses are still not covered. Below are some examples of major exclusions. For a full list of exclusions please refer to the Policy Instructions.

- · Pre-existing medical conditions (unless such conditions have been declared by the insured and accepted by us in writing)
- Treatment received within the first four weeks of the coverage commencement date. (This exclusion does not apply to medical treatment received for injury resulting from an accident.)
- Alcoholism, drug abuse and self-inflicted injury
- Contraception and sterilizations
- Chronic or end-stage kidney failure which requires regular or long-term dialysis
- Travel undertaken against medical advice
- Congenital condition
- · Artificial heart implantation
- · Costs associated with organ transplants and positioning
- · AIDS & HIV
- · Unproven medical treatment or drug therapy
- · Cosmetic treatment
- Surgery to correct near-sighted vision or far-sighted vision (unless caused by an accident or illness occuring during the period of coverage)
- · Hazardous sports or activities such as (but not limited to) the following: motor sports, aerial sports, scuba diving below 30 meters or at a location which is not covered under a PADI Certificate, or any sport involving animals, competiton which involves speed, skiing outside of ski resorts, and racing of any form (other than on foot)
- Search and rescue
- Fees for any therapeutic or restorative therapy not required during hospitalization
- · Radioactive & biological contamination

What liabilities are not covered? • 17





FAQs



Q: Who provides worldwide medical emergency assistance services?

A: Euro-Alarm Beijing, a worldwide assistance services company, is the service provider for this Plan.

Q: Can my family members be covered?

A: Yes, they can. You may apply for coverage for your spouse and unmarried children under 23 years of age who can receive the relevant coverage subject to our approval.

Q: How can my newborn child join the plan?

A: Newborns can be covered as dependents of the insured under the policy from their date of birth, provided that we receive notification within 14 days thereof. Otherwise their coverage as dependents of the insured under the policy will take effect from the date of notification.

Q: Am I covered for any illness or injury I have had before joining the plan?

A: Yes, you are, provided such conditions have been declared and accepted in writing by us. Please refer to your Certificate of Insurance to see whether specific exclusions apply thereunder.

Q: How do I know if I am covered before receiving treatment?

A: It is advisable to contact the Worldwide Customer Service Helpline to confirm whether your treatment is covered under your policy. You can also read review your insurance contract to understand what insurance benefits you have under the policy.

Q: Am I free to choose hospitals?

A: After you have notified us of your treatment reguirements, you have the freedom to visit any hospital or practitioner of your choice as long as you can get sufficient and suitable treatment. See the "Medical Treatment and Claim Service Flowchart" on Page 11 for a flowchart of medical treatment procedures. If you would like us to assist you please call our Worldwide Customer Service Helpline.

Q: Can I get treatment anywhere in the world?

A: Yes, you can. Whether you are on holiday or travelling on a business trip, you receive coverage worldwide. Coverage outside your geographical coverage area is restricted to accidents, provided you stay less than 30 days outside of your coverage area. Please refer to your Certificate of Insurance to know which coverage area is applicable under your policy.

Q: What should I do when I need to transfer to another hospital?

A: Please call our 24 Hour Worldwide Customeroriented Helpline 48 hours in advance. We will handle your request in a timely manner.

Q: How can I receive my claim reimbursement? Am I paid in US Dollars or Euros?

A: If you pay medical expenses when you receive treatment, you must submit a claim for reimbursement. Eligible expenses will be reimbursed via bank transfer either in US Dollars or Euros.

We generally reimburse you in RMB and credit your bank account in the People's Republic of China; or





Q: What should I do if I lose my Certificate of Insurance or my Worldwide Medical Insurance Card, or if I run out of claim forms?

A:

(1) Call our Worldwide Customer Service Helpline (0086) 400-650-2280 and we will contact the person at your company who handles your insurance coverage to reissue the Certificate of Insurance/Worldwide Medical Insurance Card. And you can also entrust the handling person of your enterprise to contact us to reissue the Certificate of Insurance/Worldwide Medical Insurance Card.

(2) All the forms can be downloaded from our website at http://www.tppension.com/txfw/zgdjkxfw/hqyl/default.shtml

Q: How can I use my medical insurance card?

A: Your medical insurance card is unique and ensures that we can identify you. We recommend that you carry it at all times. You will then have access to our 24-Hour Worldwide Wide Customer Service Helpline at all times, which will ensure that emergency rescue

Q: How can I renew my policy the following year?

A: If we receive a premium from you to renew your policy before the expiry date of the existing policy, confirm your payment, and agree to renew the policy, this policy will be automatically renewed for an additional 12 months. The insurance benefits, exclusions and premium under the renewal policy will remain the same. If you wish to change your scope of coverage, please notify us in advance. For additional detailed information, please call our Worldwide Customer Service Helpline: (0086) 400-650-2280



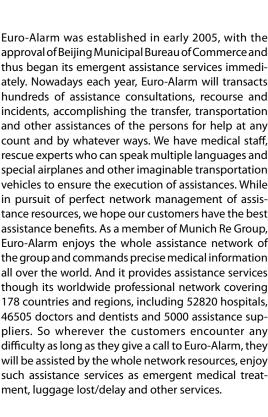
About the Healthcare and Travel Assistance Supplier

In order to provide customers with comprehensive protection, superior services and in-time help, we discreetly choose Euro-Alarm (Beijing) Co., Ltd (Euro-Alarm) which boasts worldwide and professional medical and travel assistances as the medical care and travel assistance supplier of Taiping Worldwide Group Health Plan Products.

As a subsidiary of Munich Re Group, Euro-Alarm tends to provide emergent assistances in a worldwide area. Available 24 hours a day, all year round and with an internationally oriented and multilingual assistance and medical staff, Euro-Alarm aiming to provide quick and effective solutions to persons in difficulty who are far ways from their hometown so as to create a secure and reassuring travel and living environment and help them solve difficulties at any time.

The purpose of Euro-Alarm is to provide customers with continuous aid plan and superior services in an all round and multiple perspective manner so as to decrease and debase negative effects on the family, group or individual brought by unforeseeable incidents.

Euro-Alarm was established in early 2005, with the approval of Beijing Municipal Bureau of Commerce and thus began its emergent assistance services immediately. Nowadays each year, Euro-Alarm will transacts hundreds of assistance consultations, recourse and incidents, accomplishing the transfer, transportation and other assistances of the persons for help at any count and by whatever ways. We have medical staff, rescue experts who can speak multiple languages and special airplanes and other imaginable transportation vehicles to ensure the execution of assistances. While in pursuit of perfect network management of assistance resources, we hope our customers have the best assistance benefits. As a member of Munich Re Group, Euro-Alarm enjoys the whole assistance network of the group and commands precise medical information all over the world. And it provides assistance services though its worldwide professional network covering 178 countries and regions, including 52820 hospitals, 46505 doctors and dentists and 5000 assistance suppliers. So wherever the customers encounter any difficulty as long as they give a call to Euro-Alarm, they will be assisted by the whole network resources, enjoy such assistance services as emergent medical treatment, luggage lost/delay and other services.







About Taiping Pension Insurance Co., Ltd

As an important subsidiary of China Taiping Insurance Group (China Taiping), Taiping Pension Insurance Co., Ltd. (Taiping Pension) was incorporated in Shanghai in 2004.

As a state-owned financial and insurance group founded in 1929, and now directly governed by the State Council of China, China Taiping (previously known as China Insurance Group) has the capability to provide diversified financial services for clients based on insurance business and supplemented by asset management, and it currently has presence in Mainland China, Hongkong, Macau, Europe, Oceania, East Asia and Southeast Asia, etc.

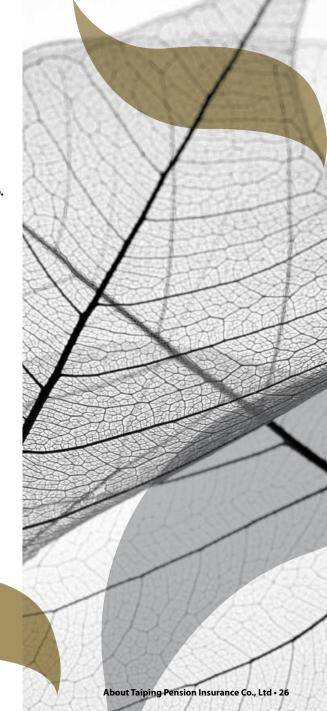
Relying on its parent company's diversified financial service platform, Taiping Pension proudly provides enterprise and corporate clients with comprehensive insurance and financial services including enterprise annuity and employee benefit plan. With enterprise annuity as the core business, the company's pension division offers full range of products and service such as trustee administration and investment of enterprise annuity, entrusted management pension, and occupational annuity. The Company's employee benefit plan division has covered products and services such as corporate life insurance, accident insurance, supplementary medical and health insurance. Furthermore, the Company continues to explore new service concepts and methods in individual pension insurance and relevant businesses.

Immediately after establishment, the Company was selected as a representative of the insurance industry to participate in the building of China's enterprise annuity system and the trial run of commercializing operation. Relying on the specialty edge, Taiping Pension has become one of the important pension insurance providers widely recognized by nationwide enterprises and partners, and it is one of the market leaders by the number of clients and AUM (assets under management). By way of specialty innovation and continuous improvement, Taiping Pension has set up its unique advantage in SMEs' employee benefit plan, medium and high-end medical insurance, and is also the exclusive partner of IGP (International Group Program, which is the world's biggest reinsurance consortium of employee benefit plan for MNCs) in China. Moreover, the Company has cooperated with commercial banks, human resource agencies and other professional organizations to provide more products, more convenient services and more comprehensive values for enterprises and corporate clients.

Taiping Pension unswervingly adheres to the operation philosophy of "Run Business Wholeheartedly and Serve Customers Sincerely", strives to become "the most professional and innovative provider of enterprise annuity and employee benefit plan in China", and provides more values to enterprise and corporate clients and partners with its professionalism and innovation.

Subsidiaries of China Taiping Insurance Group Co. in Mainland China

Taiping Life Co. Ltd.
Taiping Pension Co. Ltd.
Taiping General Insurance Co. Ltd.
Taiping Assets Management Co. Ltd.
The Ming An Insurance Co. (China) Ltd.



Worldwide Group Health Plan Hospital Network 环球医疗保险计划医院网络

In order to ensure that our customers can enjoy "cash-free and direct billing guarantee medical treatment" in Mainland China, we have specially selected hospitals which we have organized in the following "Worldwide Medical Care Hospital Network". All these hospitals in our network can provide customers with direct billing of medical fees on the basis of our guarantee order. Of course, you can get medical treatment at other hospitals outside of our hospital network.

为了使我们的客户在中国大陆地区获得'就医免现金直付担保服务',我们特别甄选、组建了如下"环球医疗保险计划医院网络"。这些网络医院基于我们的担保指令,能够向客户提供医疗费用的直付担保服务。当然您也可以前往,此医院网络以外其他的医院,进行就医。

We will upgrade our hospital network continuously in order to ensure that you can enjoy better medical services. To obtain information contact us at:

我们将对医院网络进行不断的更新,以保证您享有更好的医疗服务,可以从如下方式获取:

Taiping Shengshi Worldwide Group Health Plan:

Customer-oriented Service Helpline: (0086) 400-650-2280 Topic Information Website:

http://www.tppension.com/txfw/zgdjkxfw/hqyl/default.shtml

太平盛世环球团体医疗保险计划:

客户专享服务电话: (0086) 400-650-2280

专题信息网页地址:

http://www.tppension.com/txfw/zgdjkxfw/hqyl/default.shtml

Introduction to Taiping Shengshi Worldwide Group Health Plan's hospital network

太平盛世环球团体医疗保险计划的医院网络介绍:

CITY 城市	DB NETWORKS 欧乐旅行援助直付网络医院	TELEPHONE 预约电话	ADDRESS 地址
Beijing 北京	New Century International Children's Hospital 北京新世纪国际儿童医院	010-68025588 88046000	56 NanLishilu, Xicheng District 北京市西城区南礼士路56号
Beijing 北京	Beijing New Century Harmony Pediatric Clinic 北京新世纪荣和儿科门诊部	010-64562599	K01 No. 19 Building, Harmony Business Center Li Yuan Street, Shunyi District 北京市顺义区天竺镇丽苑街 荣和商业中心19号楼K01
Beijing 北京	Amcare Women's & Children's Hospital 美中宜和妇儿医院	010-64342388 8006106200	9 Fang Yuan Xi Lu, Chaoyang District 北京市朝阳区芳园西路9号
Beijing 北京	Bayley & Jackson Medical Center 北京庇利积臣医疗中心	010-85629998	7 Ritan Dong Lu, Chaoyang District 北京市朝阳区日坛东路7号
Beijing 北京	Hong Kong International Medical Beijing Clinic 北京港澳国际医务诊所	010-65532288 ext. 2345/2346/2347	9F Swiss Hotel, No. 2 Chaoyangmenwai St., Chaoyang District 北京市东城区朝阳门外大街2号港澳中心 瑞士酒店办公楼九层
Beijing 北京	Peking Union Medical College Hospital (PUMC) 北京协和医院国际医疗中心	010-65295269 65295286	1 Shuaifuyuan, Wangfujing, Dongcheng Distirct 北京东城区王府井帅府园1号
Beijing 北京	Beijing Tiantan Puhua Hospital 北京天坛普华医院	010-67035566 80696309	12 Tiantan Nanli, Chongwen District 北京崇文区天坛南里12号
Beijing 北京	Beijing Best-Vision Eye Clinic 北京好好眼科门诊部	010-85999110	8th Floor, Lanbao International Center 1, Chaoyang District 北京市朝阳区蓝堡国际中心2座8层

Beijing 北京	Beijing Deheng Clinic 北京德恒门诊	010-65593936 65592933	9F, PUMC Mingri Bldg., 69 Dongdanbei Dajie, Dongcheng Disctrict 北京市东城区东单北大街69号 协和明日大厦9层
Beijing 北京	◆ Beijing United Family Hospital ◆ 北京和睦家医院	010-59277500 59277000 59277120 ER	2 Jiang Tai Lu, Chaoyang District 北京市朝阳区将台路2号
Beijing 北京	◆ Beijing United Family Health & Wellness Center ◆ 北京和睦家建国门保健中心	010-85321221	B-1 Beijing International Club, Jianguomenwai Street, Chaoyang District 北京市朝阳区建国门外 国际俱乐部公寓地下一层
Beijing 北京	◆ Beijing United Family Shunyi Clinic 北京和睦家顺义诊所	010-80465432 64332345 80461102 DENTAL	Tian Zhu Real Estate Development Zone, Shunyi District 北京市顺义区天竺开发区日祥广场818号
Beijing 北京	Global Doctor Beijing Clinic 环球医生北京诊所	010-51316222	9F, PUMC Mingri Bldg., 69 Dongdanbei Dajie, Dongcheng Disctrict 北京市东城区东单北大街69号 协和明日大厦9层
Beijing 北京	Beijing Orient Care Clinic 北京仁泰门诊	010-65981887	RM 102,16 business Bldg., China Central Place, 89 Jianguo Rd., Chaoyang District 北京朝阳区建国路89号华贸中心16号 商务楼102室
Beijing 北京	Beijing Vista Clinic 北京维世达诊所	010-85296618	Kerry Center B29/B30, Guanghua Road 1 北京市朝阳区光华路1号嘉里中心B29
Beijing 北京	◆ International Medical Center Beijing (IMC) ◆ 北京国际医疗中心	010-64651561	Lufthansa Business Center, Suite 106, No. 50 Liangmaqiao Road, Chaoyang District 北京朝阳区亮马桥路50号燕莎商务中心106号
Beijing 北京	Beijing New World Eaton Clinic 北京新世界耀东诊所	010-67085075	5F Beijing New World Shopping Mall, No. 3 Chongwenmenwai St. 北京市崇文区崇文门外大街3号 北京新世界中心商场五层
Beijing 北京	Beijing SDM Dental China World Shopping Mall Clinic 北京固瑞齿科国贸口腔诊所	010-65059431 65059439	NB210, China World Shopping Mall, No. 1 Jianguomenwai Ave, Chaoyang District 北京朝阳区建外大街1号国贸商城地下二层

Beijing 北京	Beijing SDM Dental 21st Century Hotel Clinic 北京固瑞齿科固瑞口腔诊所	010-64664814 64612745	2F 21st Century Hotel, No. 40 Liangmaquiao Road, Chaoyang District 北京市朝阳区亮马桥40号21世纪饭店二层
Beijing 北京	Beijing SDM Dental Sunshine Plaza Clinic 北京固瑞齿科亚运村口腔诊所	010-64972173 64982173	F-0186B, Sunshine Plaza, No. 68 An Li Rd., Chaoyang District 北京市朝阳区亚运村安立路68号 阳光广场东侧底商
Beijing 北京	Beijing SDM Dental Yuan Da Clinic 北京固瑞齿科远大口腔门诊部	010-88596912 88596913	RM 106, L1, Building 11, No. 22 Yuan Da Rd., Haidian District 北京海淀区远大路22号院11号楼1层106室
Beijing 北京	Beijing SDM Dental Euro Plaza Clinic 北京固瑞齿科欧陆口腔诊所	010-80466084 80461416	LB107, No.99 Euro Plaza, Yu Xiang Rd., Shunyi District 北京顺义区天竺镇裕祥路99号 欧陆广场LB107
Beijing 北京	Arrail Dental Beijing CITIC Clinic & Pediatric Dental 瑞尔齿科北京国际大厦诊所	010-65006473 13911001367	Room 208, CITIC Building, 19 Jianguomenwai Avenue, Chaoyang District 北京朝阳区建国门外大街19号 国际大厦A座208室
Beijing 北京	Arrail Dental Beijing Somerset Clinic 瑞尔齿科北京燕莎东诊所	010-84401926 84401928 13581538783	1F Somerset Fortune Garden, No. 46 Liangmaqiao Road, Chaoyang District 北京朝阳区亮马桥路46号盛捷福景苑1层
Beijing 北京	Arrail Dental Beijing Implant Center 瑞尔齿科北京京汇大厦诊所	010-65675670 13581538783	Room 201, the Exchange-Beijing, 118 Yi Jianguo Road, Chaoyang District 北京朝阳区建国路乙118号京汇大厦201室
Beijing 北京	Arrail Dental Beijing Zhongguancun Clinic 瑞尔齿科北京中关村融科诊所	010-82861956 13581538783	A308 Raycom Info Tech Park Tower, 2 Science Institute South Road, Haidian District 北京海淀区科学院南路2号 融科资讯中心A座308室
Beijing 北京	Careplus Dental Center 凯尔佳口腔诊疗中心	010-65862571 4008880580	3rd Floor, E Tower, No. C12, Guanghua Road, Chaoyang District 北京市朝阳区光华路丙12号数码01大厦三层
Beijing 北京	Joinway Dental Clinic 久汇齿科	010-84476092 84476093	11D, Building D, Oriental Kenzo Plaza, No. 48 Dongzhimenwai Street, Dongcheng District 北京东城区东直门外大街48号 东方银座D座11D

Shanghai 上海	Shanghai Children's Medical Center 上海交通大学医学院 附属上海儿童医学中心特需部	021-38626161	1678 Dongfang Rd., Pudong New District 上海市浦东新区东方路1678号
Shanghai 上海	International Peace and Maternity Hospital 国际和平妇幼保健院	021-64075328	910 Hengshan Lu, Xu Hui District 上海市徐汇区衡山路910号
Shanghai 上海	American-Sino OB/Gyn Service 美华妇产服务	021-62102299 62493246	3F 88 Lane, No. 6, Huashan Road, Jing An District 上海市静安区华山路88弄6号裙楼3楼
Shanghai 上海	TOWAKO Clinic Shanghai 上海永惠华门诊部	021-62113333	4th Floor, 88 Lane, No. 6, Huashan Road, Jing An District 上海市静安区华山路800弄6号4层
Shanghai 上海	Shanghai Ren Ai Hospital VIP Department 上海仁爱医院国际医疗中心	021-54893781	1F, 133 Caoxi Rd., Xujiahui District 上海市徐汇区漕溪路133号1层国际医疗中心
Shanghai 上海	Shanghai Bo Ai Hospital International Medical Center 上海博爱医院国际医疗中心	021-64315107 13501836738	1590 Huaihai Rd., Luwan District 上海市卢湾区淮海中路1590号
Shangha 上海	Shanghai Ruidong Hospital 上海瑞东医院国际医疗中心	021-58339595	120 Jinxiu Dong Rd., Pudong New District Shanghai 上海市浦东新区锦绣东路120号
Shanghai 上海	Shanghai Sakura Clinic LTD 上海櫻华门诊部	021-62099820	2F, 2nd Hall, 2558 Yan'an Xi Rd. 上海市长宁区延安西路2558号 新大楼东面4F
Shanghai 上海	Huashan Worldwide Medical Center (Puxi) 华山医院国际医疗中心外宾部 (浦西)	021-58299998 62483986	8th Floor, Tower 1, 12 Wulumuqi Zhong Road, Jingan District 上海市静安区乌鲁木齐中路12号1号楼8楼
Shanghai 上海	Huashan Worldwide Medical Center (Pudong) 华山医院国际医疗中心东院 门诊部(浦东)	021-50309907 38719999 ext. 1505	525 Hongfeng Rd., Pudong New District 上海市浦东新区红枫路525号

Shanghai 上海	Shanghai First People's Hospital International Medical Care Center (IMCC) 上海第一人民医院 国际医疗保健中心北部	021-63243852 63069480	585 Jiulong Road, Hongkou District 上海市虹口区九龙路585号
Shanghai 上海	Shanghai First People's Hospital International Medical Care Center (South) 上海第一人民医院 国际医疗保健中心南部	021-37798022 37798630	650 XinSongJiang Road, Songjiang District 上海市松江区新松江路650号
Shanghai 上海	Shanghai Changning Central Hospital 上海长宁区中心医院	021-62909911 ext. 1333	1111 Xianxia Road, Changning District 上海市长宁区仙霞路1111号
Shanghai 上海	Shanghai Guangci Memorial Hospital 上海广慈纪念医院 (上海瑞金医院内38号楼外宾部)	021-64664483 64370045	197 Ruijin Er Road, Shanghai Luwan District 上海市卢湾区瑞金二路197号
Shanghai 上海	Shanghai Ren Ji Hospital Special medical centre 上海交通大学医学院附属 仁济医院特需医疗中心	021-68383120	1630 Dongfang Rd., Pudong New District 上海市浦东新区东方路1630号
Shanghai 上海	◆ Shanghai United Family Hospital and Clinics ◆ 上海和睦家医院	021-22163900 51331999 ER	1139 Xianxia Lu, Changning District 上海市长宁区仙霞路1139号
Shanghai 上海	◆ Shanghai United Family Clinics (Minhang) ◆ 上海和美家诊所(闵行)	021-22010995	Ground Floor Clubhouse, 555 Jinfeng Lu Huacao Town, Minhang District 上海市闽行区华漕镇金丰路555弄 上海网球俱乐部内
Shanghai 上海	◆ PARKWAYHEALTH MEDICAL AND DENTAL CENTERS (Ruixiang Clinic) ◆上海瑞祥门诊部有限公司 (虹桥诊所)	021-64455999 62424244	2258 Hongqiao Lu, Changning District 上海市长宁区虹桥路2258号
Shanghai 上海	◆ PARKWAYHEALTH MEDICAL AND DENTAL CENTERS (Gleneagle Center) ◆ 上海百汇华鹰门诊部有限公司	021-64455999 63755588 ext. 622	B401-404, A407-410, 4F, Tommorrow Square, 389 Nanjing Xi Road, Huangpu District 上海市黄浦区南京西路389号上海明天广场裙房4楼B401-404, A407-410

Worldwide Group Health Plan Hospital Network • 31

Worldwide Group Health Plan Hospital Network • 32

Shanghai 上海	◆ PARKWAY HEALTH MEDICAL AND DENTAL CENTERS (Shanghai Center Dental Clinic) ◆ 上海瑞新医疗中心有限公司 (卢湾诊所)	021-64455999 62797418 ext. 8039	Suite 305 Shanghai Center, 1376 Nanjing Xi Lu, Jing An District 上海市静安区南京西路1376号 上海商城西峰305室
Shanghai 上海	◆ PARKWAY HEALTH MEDICAL AND DENTAL CENTERS (Specialty and Inpatient Center) ◆ 上海新瑞医疗有限公司 (新天地)	021-64455999 63859383	3rd Floor 170 Dan Shui Rd., Luwan District 上海市卢湾区淡水路170号2/3楼(新天地)
Shanghai 上海	◆ PARKWAY HEALTH MEDICAL AND DENTAL CENTERS (Jin Qiao Clinic) ◆ 上海瑞浦门诊部有限公司 (金桥诊所)	021-64455999 50314656 ext. 863	51 Hongfeng Lu Jin Qiao, Pudong District 上海市浦东区红枫51号(金桥诊所)
Shanghai 上海	Pu Nan Hospital of Shanghai Pudong New District 上海浦东新区浦南医院	021-50945088	2400 South Pudong Rd., Pudong New District 上海市浦东新区浦东南路2400号
Shanghai 上海	Shanghai East Hospital 上海东方医院特需部	021-58822171 58775261	No. 150 JiMo Road, PuDong New District of Shanghai 上海市浦东新区即墨路150号 (与东方国际医院相邻)
Shanghai 上海	◆ Shanghai East International Medical Center ◆ 上海东方国际医疗中心	021-58799999	551 South Pudong Road, Pudong District 上海市浦东新区浦东南路551号
Shanghai 上海	Global Health Care 上海全康医疗	021-52986339	Room 301, Shanghai Centre, 1515 Nanjing Road West , Jing'An District 上海静安区南京西路1515号上海嘉里中心301
Shanghai 上海	Shanghai Sun-Tec Medical Center 上海申德医院	021-51750505 62688811 ext. 1211	2281 Hongqiao Rd., Changning District 上海市长宁区虹桥路2281号
Shanghai 上海	◆ Shanghai St.Michael Hospital ◆ 上海康联医院	021-51551858	388 Hongbaoshi Road, Changning District 上海市长宁区红宝石路388号
Shanghai 上海	Shanghai Chenxin Hospital 上海辰新医院	021-62253456 ext. 2122	937 Yan'an Xi Road, Changning District 上海市长宁区延安西路937号

Shanghai 上海	Shanghai Healthway Nobel Eye Hospital 上海诺美尔眼耳鼻喉专科医院	021-6359116	371 Xinzha Rd., Jing An District 上海市静安区新闸路371号
Shanghai 上海	Shanghai St. John Health Clinic 上海景康健康管理中心	021-53029922 ext. 244/234	No. 4, Lane 398, Dapu Road, Luwang District 上海市卢湾区打浦路398弄4号1-2楼
Shanghai 上海	Tokushinkai Dental Hongqiao Clinic 德真会口腔虹桥诊所	021-52080208 52080218	3F, Maxdo Centre, 8 Xingyi Rd., Changning District 上海长宁区兴义路8号万都中心3F (仙霞路×遵义路)
Shanghai 上海	Tokushinkai Dental Jing'An Clinic 德真会口腔静安诊所	021-63400270 63400290	386 Dagu Rd. (Near Shimen Rd.), Jing'an District 上海静安区大沽路386号(近成都北路)
Shanghai 上海	Tokushinkai Dental Jinqiao Clinic 德真会口腔金桥诊所	021-50307858 50307868	160 Lan'an Rd. (Near Biyun Rd.), Pudong District 上海市浦东区蓝桉路160号(近碧云路)
Shanghai 上海	Tokushinkai Dental Lianyang Clinic 德真会口腔联洋诊所	021-68561040	1198 Dingxiang Rd., Pudong District 上海市浦东区丁香路1198号 (大拇指广场北侧)
Shanghai 上海	Arrail Dental Shanghai Lippo Plaza Clinic 瑞尔齿科上海浦西力宝广场 诊所(原淮海路那家)	021-53966539 13816302600	2nd floor, Corporate Avenue, No. 2 Building, Hubin Road, Luwan District 上海卢湾区湖滨路202号 企业天地2号楼2层
Shanghai 上海	Arrail Dental Shanghai Xujiahui Clinic 瑞尔齿科上海徐家汇诊所	021-64737733 13816902600	2F, Jinguo Garden, 245 Tianping Road, Xuhui District 上海徐家汇天平路245号巾帼园2楼
Shanghai 上海	Arrail Dental Shanghai Huarun Times Square Clinic 瑞尔齿科上海浦东华润 时代广场诊所	021-58368100 13816902600	Room 417, Huarun Times Square, 500 Zhangyang Road 上海浦东新区张杨路500号 华润时代广场417室
Shanghai 上海	Arrail Dental Shanghai Super Brand Mall Clinic 瑞尔齿科上海正大广场诊所	021-50476878 13816902600	B1, Super Brand Mall, Lujiazui Pudong 上海浦东陆家嘴西路正大广场地下一层

Shanghai 上海	Shanghai MingFan Dental Clinic 上海名范口腔门诊部	021-62267646	3F 11 Zhang Ning Rd., Changning District 上海市长宁区镇宁路11号丽月座3楼
Shanghai 上海	Alpha Dental Clinic Shanghai 上海康怡口腔门诊部	021-62702875 13918111319	1919 Hong Qiao Road, Xijiao Guest House Garden Villa (East Wing) Office Area Block M, Changning District 上海市长宁区虹桥路1919号 西郊花园别墅(东苑)办公区M幢
Shanghai 上海	Shanghai DUZ Dental Clinic 上海得之口腔诊所	021-62473247	28D East Tower XinAn Building, 200 ZhenNing Rd., Jing'An District 上海市静安区镇宁路200号 欣安大厦东楼28D
Shanghai 上海	Shanghai iMD Dental Clinic 上海新景口腔门诊部	021-63843010	2F, 119 Madang Rd., Xin Tian Di, Luwan District 上海卢湾区新天地马当路119号2楼
Shanghai 上海	Dr. Harriet Jin's Dental Surgery 上海金翠口腔诊所	021-64480882	1904 Huiyin Plaza, South Building, 2088 Huashan Road, Xu Hui District 上海市徐汇区华山路2088号 汇银广场南楼1904室
Shanghai 上海	Shanghai Mingjia Dental Clinic 上海名嘉口腔门诊部	021-64386300	8F 123 Tianyao Qiao Rd., Xuhui District 徐汇区天钥桥路123号香榭俪舍8楼
Shanghai 上海	Shanghai SDM Dental Gubei Clinic 上海古北美科诊所	021-62786602	333 Shui Cheng Nan Rd., Gubei District 上海市古北新区水城南路
Shanghai 上海	Shanghai KOWA Dental 上海科瓦齿科	021-51082222	3N1-3N3, 88 Century Boulevard, Pudong New Area, JinMao Tower 上海浦东金茂大厦裙房时尚生活中心3N1-3N3
Guangdong 广东	Guangzhou Nanfang Hospital 广州南方医科大学南方医院 惠乔科	020-61642284	1838 Guangzhou Dadaobei 广州市白云区广州大道北1838号
Guangdong 广东	Guangzhou Clifford Hospital 广州中医药大学祈福医院	020-84518222 ext. 88180/82000	Clifford Estates, 8 Shiguang Road, Panyu District 广东省广州市番禺区市广路8号

Guangdong 广东	Eur Am International Medical Center 广州康辰国际医疗中心	020-37855328 37591168	1/F North Tower, Ocean Pearl Building, 19 Hua Li Lu, Zhu Jiang New City 广州市天河区珠江新城华丽路19号 远洋明珠大厦北座1层
Guangdong 广东	◆ Guangzhou United Family Clinic ◆ 广州和睦家诊所	020-87106000	1F, PICC Building, 301 Middle of Guangzhou Ave., Tianhe District 广州市天河区广州大道中301号 PICC大厦首层
Guangdong 广东	Global Doctor Guangzhou Clinic 广州欧博医疗中心	020-81045173	Guangzhou Huaqiang Road, Zhujiang New City on the 3rd R & F, North Tower-Ying Li 3A 401-403, Tianhe District 广州市天河区珠江新城华强路3号 富力颖力大厦北塔3A 401-403
Guangdong 广东	Guangzhou CanAm International Medical Center 广州加美医疗中心	020-83866988	5/F Garden Tower, Garden Hotel, 368 Huanshi Dong Road, Yue Xiu District 广州市越秀区花园酒店花园大厦5楼
Guangdong 广东	Global Doctor Dongguan Clinic 环球医生东莞诊所	0769-2030011	1st Floor, Building 30, International Block Yin He Chuan Shuo IEO, Eastern District 东莞市东城区星河传说IEO国际街区30栋楼
Suzhou 苏州	Suzhou Kowloon Hospital VIP Medical Center & Foreign Patient Clinic 苏州九龙医院VIP诊疗中心	0512-62627998 62627999	118 Wan Sheng Street, Suzhou Industrial Park 苏州工业园区万盛街118号
Suzhou 苏州	Global Doctor Nanjing Clinic 环球医生南京诊所	025-86519991 13805174397	Zuolinfengdu Garden, No. 6 Mochou Park East Road, Jianye District 南京市建邺区莫愁湖东路6号 左邻风度花园01幢1楼
Suzhou 苏州	Tokushinkai Dental Wuxi Clinic 无锡德真会口腔诊所	0510-85281121	B-1F, No. 6-8, The Euro-Plaza, Xingchuang 6th Rd. (Near Gaolang Rd East), Singapore Industry Zone, Wuxi New District 无锡新加坡工业园行创六路6-8号 欧陆风情广场B楼1F(近高浪东路)
Suzhou 苏州	Health Care Center 1st Affiliated Hospital of Suzhou University 苏州大学第一附属医院 特需门诊国际部	0512-67780942 67780888	188 Shizi Street, Suzhou 苏州十梓街188号保健中心一楼

Worldwide Group Health Plan Hospital Network • 35

Suzhou 苏州	Tokushinkai Dental Suzhou Clinic 苏州德真会口腔诊所有限公司	0512-67635720 67635721	1F, Suxin Building 88 Jinjihu Rd., Suzhou 苏州工业园区金鸡湖路88号苏信大厦1F
Suzhou 苏州	Tokushinkai Dental SDN Clinic 苏州德盛会口腔诊所	0512-68032501 68032502	3F, The Emerald City, 436 ChangJiang Road, Suzhou New District 苏州高新区长江路436号绿宝广场3楼 (近苏州乐园)
Suzhou 苏州	North American International Hospital Hangzhou 杭州北美诊所	0571-87780120	419 He Fang Str. Hangzhou 杭州河坊街419号
Shenzhen 深圳	Arrail Dental Shenzhen DiWang Clinic 瑞尔齿科深圳地王大厦诊所	0755-25835788 13823568391	02-G3 & G4/F, Office Tower Shun Hing Square, Diwang Commercial Center 5002 Shen Nan Zhong Road 深圳罗湖区深南东路5002号信兴广场 地王商业中心G3 & G4层2单元
Shenzhen 深圳	Arrail Dental Shenzhen NuoDe Clinic 瑞尔齿科深圳诺德中心诊所	0755-82028928 13823568391	Room A, 2/Floor. Noble Centre No. 1006, 3rd Fuzhong Road, Futian District 深圳市福田区福中三路1006号 诺德金融中心2层A单元
Sichuan 四川	◆ Parkway Health Chengdu Medical Center ◆ 成都百汇医疗中心	028-13981813909	Chengdu No. 1 People's Hospital; 18 Wan Xiang North Rd., Fan Xiong Blvd., South High Tech Zone 成都市高新南区繁雄大道万象北路18号 (第一人民医院体检中心内)
Sichuan 四川	Global Doctor Chengdu Clinic 环球医生成都诊所	028-85226058	Ground Floor of Ting Tao Yuan, Bangkok Garden, No. 21, Section 4, Renmin Nan Rd. 成都市武侯区人民南路4区21号
Shandong 山东	Qingdao Municipal Hospital – The Qingdao International Clinic 青岛市市立医院国际门诊 (东院)	0532-85937678 85937690	5 Donghai Zhonglu, Shinan District Qingdao 山东省青岛市市南区东海中路5号
Shandong 山东	Bellaire Medical Center 贝利尔医疗中心	0532-8592 7119	Bldg. 49, Yindu Garden, #1, Zhanghua Lu, Qingdao 266071, Shandong Province 山东省青岛市市南区彰化路1号, 银都花园49号楼

Chongqing 重庆	Global Doctor Chongqing Clinic 环球医生重庆诊所	023-89038837	Rm, 701, Business Tower, Hilton Hotel, No.139 Zhongshan San Lu, Yuzhong District 重庆市渝中区中山三路希尔顿商务大厦701
Tianjin 天津	Western Hospital / Huawei International Clinic 华卫国际诊所 (隶属天津华达医疗机构)	022-66208676 15922138278	Jiafuyuan, 2nd Ave, Teda 天津开发区第二大街展望路2号
Liaoning 辽宁	Global Doctor Shenyang Clinic 环球医生沈阳诊所	024-24330678 24326409	54, Bang Jiang Road, Dadong District 大东区滂江街54号

Remark: According to standard contract provisions, an additional co-payment will be charged for the use of the providers with • listed above (except for other conditions defined under special agreement in the insurance contract).

注:按照标准条款约定,在以上有◆标示的昂贵/限制医院中产生的费用,其医疗费用赔付比例将低于其他医院 (保险合同内有特殊约定的情况下除外)。