

## Insurance Information

### How to use your insurance policy :

The itemized payment receipt and your diagnosis stated on the yellow copy of the charge card will be provided at the cashier's desk for your reimbursement. We also offer to fill out claim forms without charge, the completed form will be sent to your home/ office within 2-3 weeks by post. For the direct-billing arrangement (Cash-less services), when it's covered at 100% with no co-payment/co-insurance nor deductible we can do billing to the insurance company provided that a guarantee letter of payment from your insurance company is sent by fax to +813-3436-5024 prior to your appointment time. Please note that E-mailed guarantee letter is not acceptable. If you have co-insurance, co-payment or deductible to pay please file a claim to the insurance company after the payment because we don't accept partial payment. To request of a guarantee letter, please contact your insurance company. Japanese National Health Insurance is not available here.

### Looking for an insurance company?:

We have direct-settlement arrangements with the following insurance companies under certain conditions. Please contact the insurance companies for more details.

《 Insurance companies information 》

#### **\* Aetna International Hong Kong**

Unit 401-403, DCH Commercial Centre, 25 Westlands Road, Quarry Bay Hong Kong  
85230715022 (tel) / 85228662555 (fax)/ [asiapacservices@aetna.com](mailto:asiapacservices@aetna.com)

#### **\* AXA PPP Healthcare**

Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL., UK  
0870-608-0850 (tel) / 44 (0) 1892-515143 (fax)  
<http://www.axapphealthcare.co.uk>

#### **\* BUPA International**

Russell Mews, Brighton BN1 2NR, UK  
+44(0)1273-323564(tel)/+441273-820517(fax)  
<http://www.bupa-intl.com/membersworld>

#### **\*CIGNA Healthcare**

International Claims, 1 Knowe Road, Greenock PA15 4RJ, USA  
01475-492222 (tel) / 01475-492326 (fax)  
<http://www.cigna.com/>

#### **\*Global Health**

Suite 1401-3 Chinachem Hollywood Centre, 1-13 Hollywood Road, Hong Kong.  
852-2526-0505(tel) / 852-2526-0769 (fax)  
<http://www.globalhealthasia.com>

#### **\*GMC/ Henner**

Contact person: Ms. Sio-Chi Arrachepied (Medical Network Coordinator)  
Tel: +331-49-70-26-75  
Fax: +331-53-25-23-93  
[Gmc.network@henner.com](mailto:Gmc.network@henner.com)

For direct-billing for outpatient services to GMC, GMC Membership Card & GMC Direct Settlement Card are required at cashier desk. For Physical examination, a guarantee letter of payment issued by GMC is required when you make an appointment. Please note that you can't receive cash-less service without the cards or letter.

**\*HTH Worldwide/ Geo Blue**

1 Radnor Corporate Center, Suite 100, Radnor, PA 19087 USA  
 1-610-254-8744 (tel) / 1-610-293-3529 (fax)  
<http://www.hthworldwide.com>

Although we don't have a direct settlement arrangement with the following insurance companies, we have experience handling their claims.

**\* MedAire**

Corporate Headquarters, 80 East Rio Salado Pkwy, Suite 610, Tempe, AZ 85281  
 1-480-333-3700 (tel) / 1-480-333-3592 (fax)  
<http://www.medaire.com>

**\*IMG (International Medical Group, Inc.)**

Nishiwaseda 3-8-1-221, Shinjuku-ku, Tokyo, Japan 169-0051  
 03-5272-8286 (tel) / 03-5272-8286 (fax) [www.healthcaresolutions.jp](http://www.healthcaresolutions.jp)  
 Contact person: Mr. Hans van der Tang. [info@healthcaresolutions.jp](mailto:info@healthcaresolutions.jp)

**\* Aetna US**

4630 Woodland Corporate Blvd., F398 Tampa, FL 33614, USA  
 813-775-0146 (tel) / 813-775-0625 (fax)  
<http://www.aetna.com>

☆For members of Aetna, please settle the payment and take an insurance claims procedure later for outpatient services.

**\* Inter Global Ltd.**

P.O. Box 8672, Symonds Street, Auckland, New Zealand  
 64-9309-2119 (tel) / 64-9309-4119 (fax)  
<http://www.interglobal-nz.biz>

☆InterGlobal requires the members to pay first for out-patient services and file a claim later. They issue a guarantee letter for In-patient cases only. The claim form which doesn't require Doctor's signature is available at Oosaka Office.

**AMDA Medical Information Center**

The AMDA International Medical Information Center provides telephone services to foreigners in Japan in several languages. They introduce medical facilities with staff who speaks the patient's language and explain the health care system.

**Center Tokyo TEL : 03-5285-8088 (Consultation)** <http://eng.amda-imic.com/> (Website)

Languages	Days	Hours
English, Thai, Chinese, Korean & Spanish	from Monday to Friday	9:00 - 17:00
Portuguese	Monday, Wednesday, Friday	9:00 - 17:00
Pilipino	Wednesday	13:00 - 17:00

Should you have any queries or problems regarding payment, feel free to contact our accounting section.

**Accounting section / Tokyo Medical & Surgical Clinic**  
 #32 ShibaKoen Bldg.2F, 3-4-30 Shiba-Koen, Minato-ku, Tokyo #105-0011  
 +81-3-3432-6036 (Tel: Direct to Acc.) / +81-3-3436-5024 (fax)  
<http://www.tmsc.jp>