

Insurance Information

The itemized payment receipt and a diagnosis sheet will be provided at the cashier's desk for your reimbursement. We also offer to fill out claim forms without extra charge, the completed form will be sent to your home/office within 2-3 weeks by post. For direct-billing (Cash-less) services, a guarantee letter of payment (treatment guarantee) from your insurance company is required. Please contact your insurance company to request this and instruct them to send it via email to GOP@tmisc.jp or by fax to +813-3436-5024 prior to your appointment time. Please note that we cannot accept any treatment guarantees that arrive after the medical services have been rendered. Direct billing services to your insurance company are only available when the costs of the services are 100% covered with no co-payment nor deductible. If you have to pay any deductible or co-payment, we request that you pay in full at the time of your appointment and then file a claim to your insurance company. We are unable to accept any partial payments for services rendered. Japanese National Health Insurance is not available at this clinic.

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.

*** Euro Center Sydney**

0034 800 401 184 (tel) / +61 2 8274 5700 (tel)/ sydney@euro-center.com (e-mail)
<https://www.euro-center.com/cms/>

*** Aetna International Hong Kong**

Unit 401-403, DCH Commercial Centre, 25 Westlands Road, Quarry Bay Hong Kong
85230715022 (tel) / 85228662555 (fax)/ 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/>

***April Hong Kong**

9th Floor, Chinachem Hollywood Centre, 1-13 Hollywood Road, Hong Kong.
852-2526-0918(tel)
<https://hk.april-international.com/en/living-abroad/myhealth-hong-kong>

***Henner**

Contact person: Medical Network Coordinator
Tel: +331-49-70-26-75
Fax: +331-53-25-23-93
Gmc.network@henner.com

[For direct-billing for outpatient services to Henner members. A Membership Card & Direct Settlement Card are required at cashier desk. For Physical examination, a separate guarantee letter of payment issued by Henner is required when you make an appointment. Please note that you cannot receive cash-less services 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
Contact person: Mr. Hans van der Tang. 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 make an insurance claim later.**

*** Inter Global-Aetna**

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 speak in easy Japanese and explain the health care system. They also have interpreters who speak English, Chinese, Korean, Thai, Spanish & Portuguese to help during a consultation with a Japanese doctor.

TEL : 03-6233-9266 Website : <https://www.amdamedicalcenter.com/consaltant>
On Weekdays between 10:00 – 15:00 except 29th Dec. through 3rd Jan.

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>