

Insurance Information

How to use your insurance policy :

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 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 e-mail to GOP@tmisc.jp prior to your appointment time. Please note that we can't accept the letter arrived after the medical services were rendered. 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 》

* Euro Center Sydney

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

* 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>

*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 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>

***April Hong Kong Limited**

9th Floor, Chinachem Hollywood Centre, 1-13 Hollywood Road

+886-22838-5884(tel)

<https://www.april-international.com/en/destinations/asia-pacific/health-insurance-in-hong-kong>

***Unitedhealthcare Global Expatriate Insurance (through Emergency Assistance)**

+1 763 274 7362(tel) / Email address: Expatriateinsurance_Ops@uhcglobal.com

URL: <https://www.uhcglobal.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 take an insurance claims procedure later for outpatient services.**

*** 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>

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>