



A guide to Colonoscopy and Gastroscopy Services at Day Surgery Centres

(Applicable to insured employees and their insured dependents (the "Insured") under Sun Life's group health insurance tailor-made plans, and SunMaster Group Medical Package Plan)

Sun Life Hong Kong Limited ("Sun Life") has teamed up with UMP Healthcare Group and its healthcare network ("Provider") to provide a convenient process of having colonoscopy and gastroscopy services at day surgery centres. Only a few simple steps, the Insured can receive professional medical services without any pre-authorization required.



► Step 1:

The Insured suffers from symptoms of large intestines / digestive system disorder and shall consult a general practitioner ("GP"), who may issue a referral letter (if applicable) for the Insured to receive specialist care.

► Step 2:

The Insured calls one of the following designated specialist medical centres, and makes an appointment with a specialist as an Insured of Sun Life's group health insurance plan. At the time of the appointment, the GP's referral letter (if applicable) and a valid Sun Life Privilege Care Card ("Medical Card") (if applicable), or the member's section on the "My Sun Life HK - Group Health" mobile app will be used to verify the identity of the Insured. The Insured should settle the consultation fee with the valid Medical Card or with direct payment to the designated specialist medical centres provided by the Provider.

Designated specialist medical centres (see note 1 of Other important notes)

Hong Kong Island

Central Specialist Medical Centre
Room 1403, Wing On House,
71 Des Voeux Road Central
Tel: 2507 1039

Kowloon

Jordan Specialist Medical Centre
Rm 05-09,16/F,
238 Nathan Road
Tel: 3549 6979

New Territories

Tsuen Wan Specialist Medical Centre
Shop 1070, Level 1, D-PARK,
398 Castle Peak Road, Tsuen Wan
Tel: 2940 1338

► Step 3:

If the specialist recommends colonoscopy and/or gastroscopy, the Insured will be arranged to examine at one of the following day surgery centres provided by the Provider.

Day surgery centres (see note 1 of Other important notes)

Hong Kong Island

Paeon ProCare Day Surgery Centre

1/F, 22 Des Voeux Road Central, Hong Kong
Tel: 3700 8700

Kowloon

238 Day Surgery & Endoscopy Centre

Room 1610-11, 16/F, 238 Nathan Road,
Jordan, Kowloon
Tel: 2372 9668

► Step 4:

After the procedure is completed, the specialist will provide diagnostic and professional advice to the Insured, and will assist the Insured for bill settlement (for details, please refer to the important notes of claims below).

If you require assistance, please call the **Group Insurance Client Service Hotline** at **3183 2099**.

Important notes of claims:

- Using Medical Card with credit facilities (if applicable)
 - The Insured must provide a valid Medical Card to verify identity on the date of colonoscopy and/or gastroscopy procedure;
 - After receiving procedure, the Insured is required to fill in and sign Part A of the "Group Hospitalization & Surgical Insurance Claim Form", ensure that the attending physician has filled in Part B of the "Group Hospitalization & Surgical Insurance Claim Form", and that the information is correct;
 - If the scope of procedure exceeds the range of credit facility, the Insured is required to make direct payment to the Provider and obtain a copy of the "Group Hospitalization & Surgical Insurance Claim Form" and the relevant receipts, which should be mailed to Sun Life's Group Insurance Administration for claim assessment;
 - If the Incurred medical expenses exceed the policy's maximum benefit limit or its scope of coverage, the Insured is required to pay the outstanding balance bill issued by Sun Life.
- Using medical card without credit facilities or using the member's section on the "My Sun Life HK - Group Health" mobile app
 - After receiving procedure, the Insured is required to pay the incurred medical expenses, fill in and sign Part A of the "Group Hospitalization & Surgical Insurance Claim Form", ensure that the attending physician has filled in Part B of the "Group Hospitalization & Surgical Insurance Claim Form", and that the information is correct; and
 - Mail the completed "Group Hospitalization & Surgical Insurance Claim Form" and original receipts to Sun Life's Group Insurance Administration within 90 days of the colonoscopy and/or gastroscopy procedure. Photocopies are not accepted.
- For information regarding the policy's maximum benefit limit, claim procedure and method, please refer to the Insured's group health insurance introduction, or use a mobile device to log onto "My Sun Life HK - Group Health", Sun Life's group health insurance app to check details

Other important notes:

- The medical services of specialist medical centres and day surgery centres are provided by the Provider, who are not the members of the Sun Life, but are independently licensed medical contractors. Sun Life does not have any control over the Providers and shares no liability for the same.
- Sun Life bears no responsibility for actions, omissions and negligence of the Provider, nor is it responsible for quality of services provided by the Provider.
- The information above does not constitute any form of advice or recommendation from Sun Life to the Insured to use colonoscopy and gastroscopy services at day surgery centres. If you are in doubt regarding the aforementioned services, please seek other professional advice.
- This material contains general information only; it is not a policy contract and does not constitute part of a policy contract. Please refer to the relevant policy documents for the full terms, conditions and exclusions of Sun Life's group insurance policies. In the event of discrepancy between this material and policy documents, policy documents shall prevail.

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