

Liberty Health Cover Policy Conditions

2018

Liberty Health Cover Policy Conditions

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1 Introduction

This document describes the terms and conditions applicable to the health insurance benefits covered under your Liberty Health Cover policy. This policy document must be read in conjunction with the Liberty Health Cover benefit tables, which describe the benefits which you are entitled to and the limits attached to these benefits. This policy document together with the Liberty Health Cover benefit tables, the Company Health Insurance Agreement and the application form constitute the agreement between the Policyholder, Insured Person and Liberty Health Holdings. We have taken every effort to ensure that all the important information you require is in this policy document.

2 Definitions

Below is a list of words that are used throughout your policy. These words have the same meaning, as defined below, wherever they are used in your policy.

The **Company, We, Our, Us** means Liberty Health Holdings (Pty) Ltd.

The **Policyholder** means the employer, group, sponsor or individual who has purchased this policy on behalf of Eligible persons and is responsible for the payment of premiums under this policy.

Accident means bodily injury caused solely by violent, accidental, external and visible means and not by sickness, disease or gradual physical or mental process.

Acute condition means conditions that generally appear suddenly, progress rapidly and are relatively short in duration.

Age means the age (last birthday) of the Principal member or dependant as at the Policy commencement or renewal date for the applicable Policy year.

Area of cover means the territories or countries stipulated in the Liberty Health Cover benefit tables in which the Insured Person will be covered under this policy.

Beneficiary means the principal member or person registered as a dependant of a principal member.

Chronic condition means conditions that require medication and treatment for more than three continuous months.

Claims Debt means claims paid by the Company that are recoverable from the Policyholder.

Condition-specific waiting period means a period during which an Insured Person is not entitled to claim benefits in respect of a Pre-existing condition. Premiums remain payable during the course of the condition-specific waiting period.

Corporate client means a policyholder with 30 or more employees

Dependant means:

- A spouse or living-in partner of the Principal member or

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- A spouse, living-in partner or child (as defined below) of a deceased Principal member
- A natural child, stepchild, legally adopted child, or any child placed in the care and custody of the Principal member or the principal member’s spouse or partner or where there is a liability for financial support enforceable by a court of law. A child Dependant must be:
 - up to the age of 21 (inclusive) or
 - between the ages of 22 and 25 (inclusive) provided that he or she can provide proof of registration as a full-time student at a recognized educational institution (student cards do not qualify) or
 - dependent on the Principal member due to mental or physical disability (A copy of the doctor’s medical report confirming permanent disability may be requested)

Beneficiary Type	Applicable premium rate
Principal member	Individual - relevant year of age rate SME - relevant year of age rate Corporate - Adult rate
A spouse or living-in partner of the Principal member	Individual - relevant year of age rate SME - relevant year of age rate Corporate - Adult rate, even if the spouse or partner is under the age of 22 years
Child	Individual - relevant year of age rate SME - relevant year of age rate Corporate - child rate applicable to 0-21 premium age group

Eligible Person means a Principal member or Dependant, who qualifies for coverage under this policy and who is not covered under another health plan (including any other Liberty Health Cover product or option).

Emergency evacuation means immediate and urgent movement and en route care provided by medical personnel to patients being evacuated from their current location to the nearest centre of medical excellence in order to undergo care, on account of a Medical Emergency.

Health Insurance Plans means the Liberty Health Cover benefit plans as described in the benefit tables.

Health Insurance Questionnaire means the Application Form, signed by the principal member, dependant or special dependant. This also includes any written statement, representation or document given to Liberty Health Cover that contains information we relied on to issue this policy.

Hospital means an institution which is legally licensed as a medical or surgical Hospital in the country in which it is located. It must be under the constant supervision of a Doctor.

Insured Person means an Eligible person who has been accepted by Us for coverage under this policy.

Late joiner means an eligible person who does not apply for cover within the policy rules and timelines.

Liberty tariff is the rate or price at which we reimburse healthcare services as determined by Us from time to time.

Life changing event means divorce, marriage, retrenchment, spouse or partner's change of employment or death.

Living-in partner means a person with whom the Principal member has a committed and serious relationship akin to a marriage based on objective criteria of mutual dependency and a shared and common household, irrespective of the gender of either party.

Managed Healthcare Programme means a healthcare delivery arrangement designed to ensure access to affordable, appropriate, good quality and effective healthcare that allows for the efficient utilization of benefits available to each Insured Person.

Medical Emergency means a medical condition resulting from an Accident, or any sudden beginning or worsening of a severe illness that presents an immediate and serious threat to the Insured Person's health and requires immediate medical attention by a Doctor.

Medical Practitioner or Doctor means a person who is legally qualified in medical practice following attendance at a recognized medical school, to provide medical treatment and licensed by the competent medical authorities of the country in which treatment is provided but who should not be the Insured Person or the relative, sibling, spouse, child or parent of the Insured Person.

Policy year means a period of 12 months starting from original (start) date for this Policy and each consecutive 12-month period thereafter for which this Policy is renewed.

Pre-Existing Conditions means any injury, illness, condition or symptom:

- for which treatment, or medication, or advice, or diagnosis has been sought or received or was foreseeable by the Insured Person prior to the policy commencement date, or
- which originated or was known to exist by the Policyholder or the Insured Person prior to the policy commencement date whether or not treatment, or medication, or advice, or diagnosis was sought or received.

Pre-authorization means authorization approved/given in writing in advance of a relevant healthcare service or treatment being provided.

Preferred Provider Network is a list of medical service providers with whom We have negotiated defined tariffs for the provision of healthcare services. These providers will be paid directly by Us up to the specified benefit limits and subject to the conditions of this policy.

Premium Debt means Premiums outstanding by a Policyholder.

Principal member means:

- an employee who is employed on a full-time, permanent basis and full-time employees who retire from the services of the Policyholder and are eligible for cover at the date of retirement.
- An individual who has purchased this policy in their private capacity.

Reasonable and Customary Charges means charges for healthcare which We consider to be reasonable and customary if they are within a general level of charges being made by other care providers of similar

standing in the locality where the charges are incurred when giving like or comparable treatment, services or supplies to individuals of the same gender and of comparable age for a similar disease or injury.

Roaming means where a beneficiary electively obtains medical services outside the country of residence, in line with the region of cover on their selected option and that does not require an emergency evacuation.

Secondment means a temporary transfer to another job or post within the same organization for a period of more than three months.

SME client means a small to medium enterprise comprising of a minimum of 6 employees and a maximum of 29.

Specialist means a qualified and licensed Doctor, possessing the necessary additional qualifications and expertise to practice as a recognized Specialist of diagnostic techniques, treatment and prevention, in a particular field of medicine including but not limited to psychiatry, neurology, paediatrics, endocrinology, obstetrics, gynaecology and dermatology.

Spouse means the person to whom the member is married in terms of any law or recognised custom.

Trauma means an injury caused by an extrinsic agent.

Waiting Period means the period of time from the policy commencement date during which this policy does not cover any treatment made necessary by any cause. Premiums remain payable during the course of this waiting period.

3 General Policy Conditions

3.1 Insurance Cover

We have partnered with local insurers to license and insure the Liberty Health Cover policy in the local country where the policy is issued. Please contact us, or visit our website (www.libertyhealth.net) for the list of our local insurance partners.

The Liberty Health Cover policy is reinsured by us through a cell captive arrangement established with Swan Reinsurance PCC (registered in Mauritius, registration no.C105419). The cell, including its risks and liabilities, are fully owned and backed by us. Liberty Health Holdings (Pty) Ltd is part of the Liberty Group, which in turn is part of the Standard Bank Group. According to the international Fitch Ratings, the Liberty Group and Standard Bank Group have a National Long-term Rating of AA- and AA, respectively.

3.2 Applicable Law

This policy will be governed by and construed, determined and enforced in accordance with the law of the country in which this policy is issued.

3.3 Assignment

The Policyholder or the Insured Person will have no rights to assign this policy or any insurance coverage effected under this policy.

3.4 Non-disclosure

If an Insured Person makes a false declaration or knowingly fails to disclose that he has or is suffering from an illness or condition, then the Company reserves the right to:

- impose waiting periods,
- impose premium loadings,
- specifically exclude benefits in respect of a particular medical condition, disease, disorder or disability that existed at the time of application for coverage under this Policy.
- Terminate the cover of the Insured Person
- Recover any or all medical costs incurred in respect of this condition from the Insured Person

The Company shall notify the Insured Person in writing of any limitation, premium loading, or specific exclusion imposed or termination of the Policy

3.5 Residence

The Insured Person must reside in the country in which this policy is issued or registered in order to qualify for coverage under this policy, except where otherwise agreed beforehand between the Policyholder and The Company.

3.6 Commencement of coverage

3.6.1 This insurance policy will only commence once the application form has been accepted by the Company and the Insured Person or Policyholder has paid the premium due in full.

3.6.2 All completed application and amendment forms are valid for a period of 90 (ninety) days from the Date of Declaration as indicated by the applicant

3.6.3 If the application for coverage under this Policy is approved by Us during a month within a policy year, then the commencement date of cover will be the first day of the month immediately following the month in which the application for coverage is approved. Alternatively, an Insured Person can opt for immediate coverage, but will be charged the full month's premium.

3.6.4 All dependants must be registered under the same option as the Principal Member. A dependent cannot select a different option to that of the Principal Member.

3.6.5 In the case of newborns, coverage will commence from the first day of birth provided that notification in writing has been made within 60 (sixty) days from date of birth and approved by

Us. Premiums will be charged from the first day of the month immediately following the month of birth.

In the event of an emergency should the newborn require in-hospital care immediately following the birth, the newborn will be covered under the mother's policy for In-Patient benefits only for the first 30 (thirty) days.

If the newborn is not registered within 60 (sixty) days of birth then coverage under this policy will not commence from the first day of birth. Instead, coverage for the newborn will commence as specified in sub-clause 3.6.1 and subject to underwriting as specified in sub-clause 3.16.

3.7 Age Limit

This policy will not cover a new applicant over the age of 70 years old.

For an existing Insured Person who was less than 70 years old when cover under this policy originally commenced but who subsequently aged beyond 70 years old, will continue to be covered under this policy.

3.8 Changing Health insurance plans

An Insured Person can only change their Health insurance plan at policy renewal subject to giving Us written notice 30 (thirty) days prior to policy renewal.

3.9 Termination of Insured Person's Coverage

An Insured Person's cover under this policy will terminate on the date any one of the following events first occurs:

- a) the entire policy is terminated as provided in sub-clause 3.10 of this section;
- b) where the Insured Person no longer qualifies as an Eligible person;
- c) in the case of a Dependant, where the Principal Member is no longer eligible for coverage under this policy;
- d) non-payment of premiums due under this Policy.

The Policyholder or Principal member must provide Us with 1 (one) calendar month written notice of the termination, for any reason whatsoever, of a Principal member and/or dependants of any such change. Should such notification reach Us after the notice period and claims have been paid in respect of the Principal member or dependants we reserve the right to:

- Charge premiums for the period for which claims were paid even if the Principal member or dependants were no longer eligible for cover
- Decline funding for any claims received after the notice period.
- Recover the costs incurred relating to such claims from the Policyholder

When a dependant ceases to be eligible as a dependant, he shall no longer be deemed to be registered as such for the purpose of this Policy or entitled to receive benefits, regardless of whether notice has been given in terms of this Policy or otherwise.

3.10 Cancellation

The Policyholder may cancel the policy by giving 90 (ninety) days advance notice in writing to Us. The cover on all Insured Persons will cease on the date the policy is cancelled.

In the event of war (declared or undeclared) or act of war (whether or not there has been a declaration of war), We reserve the right to terminate this policy with immediate effect by notifying the Policyholder.

3.11 Renewal

At the renewal date (usually at the end of each policy year) the policy may be renewed for a further term of 1 (one) year subject to the mutual agreement between the Company and the Policyholder on the renewal terms. At policy renewal, the Company will review the benefits, policy conditions and premiums subject to the mutual agreement of the Company and the Policyholder and subject to the Company giving the Policyholder 90 (ninety) days advance notice of the renewal terms in writing.

If renewal terms are not agreed and finalised by the renewal date, membership will be suspended from the 1st day following the contract end date until terms are agreed. Should renewal terms not be agreed 90 (ninety) days after renewal date, membership will be cancelled as at the policy end date.

3.12 Fraud

If any claim shall in any respect be false or fraudulent or if fraudulent means or devices are used by the Insured Person or anyone acting on their behalf to obtain benefit under this policy, the policy may be cancelled immediately and all benefit and premium forfeited. Legal action may also be instituted against the parties in question.

3.13 Membership cards

3.13.1 A membership card, per beneficiary, is only issued upon receipt of a fully completed application form.

3.13.2 Should the card be lost or stolen it is incumbent on the Policyholder and/or Insured Person to inform the Company immediately, failing which the Policyholder and/or Insured Person could be

held liable for any claims paid through misuse. The cost for producing additional card(s) will be at the cost of the Policyholder and/or Insured Person.

3.13.3 The utilization of the membership card by any person other than the Insured Person, with the knowledge or consent of the Insured Person, is an abuse of the benefits of the Health insurance plan and will be dealt with by the Company in accordance with sub-clause 3.12.

3.14 Pro-rated benefits

If an Insured Person joins the policy during a policy year, then out-patient annual benefit limits and premiums will be pro-rated on a monthly basis to reflect that coverage does not apply for a full year.

3.15 Liberty Tariff

The Liberty tariff is the tariff set within a specified country and is the maximum we will pay for treatment and services. The tariff may vary between contracted and non-contracted providers.

Where no tariff has been set we will pay what is considered reasonable and customary within the country in which the treatment and services were obtained.

3.16 Underwriting

3.16.1 For Individuals and SME clients and late joiners (Individuals, SME and Corporate clients) the following may be applied at application for membership or in cases of non-disclosure (clause 3.4):

- 3.16.1.1 A waiting period of up to 24 months applicable for a specified condition, benefit limit (including maternity), avocation, occupation or general health status.
- 3.16.1.2 A premium loading in respect of a specified condition, avocation, occupation or general health status
- 3.16.1.3 A lifetime exclusion of cover in respect of a specified condition, avocation or occupation
- 3.16.1.4 Decline cover

3.16.2 Should an Insured Person undergo a life changing event and apply to be admitted or re-admitted as a member of Liberty Health Cover within 30 (thirty) days of the life changing event taking place, he or she shall be registered as a member without the imposition of any underwriting.

3.16.3 For corporate clients only the following is applicable:

3.16.3.1 No underwriting shall be imposed on an Insured Person in respect of whom application is made for membership within 30 (thirty) days of a specified period of secondment by the Employer.

3.16.3.1.1 It is compulsory for an employee to apply for coverage under this policy within 30 (thirty) days of the policy commencement date or employment date of the employee in order to obtain coverage with no underwriting; such employees must be registered as from the date of employment or policy commencement date or underwriting will apply.

- 3.16.3.1.2 Dependents who apply for coverage within 30 (thirty) days of the policy commencement date or employment date of the employee will obtain coverage with no underwriting; such dependent must be registered as from policy commencement date or employment date or underwriting will apply.
- 3.16.3.1.3 In the case of a newborn, application must be made within 60 (sixty) days of the birth date in order to obtain coverage with no underwriting; such dependents must be registered as from their date of birth or underwriting will apply.
- 3.16.3.1.4 In the case of an adopted child or child placed in the custody of an Insured Person, application must be made within 60 (sixty) days of the adoption or custody date in order to obtain coverage with no underwriting; such dependents must be registered as from date of adoption or legal custody or underwriting will apply.
- 3.16.3.1.5 In the case of a newly married spouse or living-in partner, they must be registered for coverage under this policy within 30 (thirty) days of the marriage date or date of co-habitation, such dependent must be registered as from date of marriage or date of co-habitation in order to obtain coverage with no underwriting otherwise underwriting as per will apply.
- 3.17 No underwriting will apply to a new subsidiary company acquired by an existing employer group provided application is made within 30 (thirty) days of the acquisition and the group size exceeds 29 employees.
- 3.18 All new applicants are required to complete a Health Insurance Questionnaire which forms the basis of the contract
- 3.19 All application forms must be duly completed, together with the signature and date of declaration
- 3.20 Any additional information, due to constraints of the form, can be completed on a separate sheet of paper
- 3.21 All completed forms are valid for a period of 90 (ninety) days from the Date of Declaration as indicated by the applicant
- 3.22 Eligible persons who do not join within the timelines specified within clause 3.16.1 may be subject to late joiner underwriting.

4 Premiums

- 4.1 Premiums are payable in advance and the selected frequency may only be amended on the anniversary of the agreement.
- 4.2 Premiums for SME clients (6-29 employees) and Corporate clients (30+ employees) are payable monthly, quarterly, bi-annually or annually.
- 4.3 Premiums for Individual clients (less than 5 employees or lives) are payable annually in advance.
- 4.4 Premiums billed on a monthly basis are required to be settle by no later than the 7th of the month to which the bill relates.
- 4.5 Premiums billed on a quarterly, bi-annual and annual basis are required to be settled by no later than the 7th of the first month following the issue of that invoice of the quarterly, bi-annual or annual period of billing.
- 4.6 The first premium invoice payment must be physically received into the Company's nominated bank account before the commencement date of this Agreement to enable activation of membership and benefits.
- 4.7 Invoices will be produced on the membership amendments processed up to the 15th of the current month.
- 4.8 Membership amendments received after the 15th of the month will be reflected in the subsequent invoice.
- 4.9 Where a group pays quarterly, bi-annually or annually in advance membership amendments will be invoiced monthly.
- 4.10 The Company reserves the right to review premiums at any time during a policy year due to unforeseen changes in policy taxes or legislation.
- 4.11 The Company reserves the right to suspend benefits to eligible employees of the sponsor, if the sponsor has not paid the full amount of the premium due and owing within 30 (thirty) days of the 1st of the month in which it became due. When the full amount of premiums is paid, the Company shall reinstate benefits to Eligible Employees.
- 4.12 Premiums will be appropriately adjusted from the first of the month following the month in which the change has been submitted.

5 Debt

5.1 Recovery of debt

5.1.1 Premium debt

5.1.1.1 Premiums are payable by no later than the 7th of the month to which the bill relates.

5.1.1.2 If no payment is received within 15 (fifteen) days of the 1st of the month when it became due, all benefits will be suspended.

5.1.1.3 If no payment is received within 60 (sixty) days of the 1st of the month when it became due, the Policy will be terminated and written notification will be sent to the Policyholder. The collection of the outstanding debt will be referred to a debt collection agency and where necessary, a legal collection process would be pursued.

5.1.2 Claims Debt

Active members

5.1.2.1 Claims debt is payable immediately by the Eligible Person.

5.1.2.2 If Claims debt is not paid after 60 (sixty) days of the debt became due, benefits for the Eligible Person will be suspended (premiums will still be raised). The Eligible Person and the Policyholder will be informed via written correspondence.

Terminated members

5.1.2.3 Claims debt is payable immediately and will be recovered from the Policyholder.

5.1.2.4 If Claims debt is not paid after 60 (sixty) days of the debt became due, the Policy will be suspended. The Policyholder will be informed in writing.

6 How to claim

We will act in good faith in all Our dealings with the Policyholder and Insured Persons. The Policyholder and Insured Persons, in turn, must ensure that the following are observed:

6.1 The payment of treatment costs under this policy is subject to Our contracted tariffs in the relevant country where treatment is received and where such contracted tariffs do not exist, claim payments will be reimbursed subject to what We consider to be Reasonable and Customary charges in the country where treatment is received. The Insured Person is liable for treatment costs in excess of Our contracted tariffs or what We consider to be customary and reasonable charges.

6.2 In-network treatment

If an Insured Person goes to Our Preferred Provider Network for treatment then We will arrange direct payment for the cost of treatment to the healthcare provider up to the specified benefit limits and subject to the conditions of this policy.

An Insured Person must always present his/her membership card to the healthcare provider in order to receive treatment.

6.3 Out-of-network treatment

On options with restricted provider networks no claims will be paid directly to a non-contracted provider or refunded to a member using the services of a non-contracted provider.

6.4 Out of country treatment

For the Health insurance plans that allow roaming, in the case where an Insured Person goes for treatment outside the country where this policy is issued, we will only fund treatment at contracted network providers. If there is no contracted provider network in a specific country, we will pay claims at what we consider to be reasonable and customary charges, subject to clause 6.1. No costs related to travel and accommodation are funded for out of country treatment.

Claims for treatment outside of country of residence will be converted at exchange rate valid on the date of service or discharge in the case of hospitalisation.

6.5 Requirements for the submission of a claim

In order to process and pay a claim the following information must be clearly provided on the account:

- Policy/Membership number
- Patient Name and Surname
- Date of birth
- Diagnosis
- Date of service (for hospital please include admission and discharge dates)
- Detailed Treatment or Service description for each item received/provided (i.e. name of medicine, ward level)
- Quantity (i.e. 30 Disprin, 3 days in general ward)

- Tariff code (if available)
- Amount charged per service or treatment received
- Name of treating Healthcare professional
- Facility Name (i.e. General Hospital, Africa Medical Clinic)
- Total charged (which must add up to the amounts charged individually on the account)
- Pre-authorisation number (if applicable and where the service requires pre-authorization – see 6.8)
- Proof of payment in the case of a refund to the Principal member. The only document we will accept as proof of payment is a receipt or proof of electronic (EFT) payment. If the correct proof of payment is not attached, the account will be rejected.
- Signature of the patient or Principal member if the patient is a minor
- Signature of the provider
- Date of the account and account reference number

Failure to observe the above claim conditions, without any reasonable explanation, may invalidate a claim. It is recommended that the Insured Person keeps copies of any medical information that he sends to Us. This will help the Insured Person keep track of what We owe to him, and will be helpful if he needs to follow up on his claim.

6.6 Period for the submission of claims

In order to qualify for the payment of benefits, a claim must reach the Company within 120 (one hundred and twenty) days of the treatment or discharge date. A claim submitted beyond this timeframe will not be paid.

6.7 An Insured Person must make sure that he or she can afford treatment

The Company can determine if an Insured Person is eligible for a particular treatment in terms of his policy, as well as advise him whether he has funds available to pay for it (within benefit limits stated in the Benefit Table). However, it is up to him to confirm that he has funds available by checking with Us or referring to the Liberty Health Cover benefit table, and asking the Doctor or Hospital what the charge for treatment will be.

6.8 Services or benefits that requires pre-authorisation

For certain services or benefits the Insured Person must obtain pre-authorisation from the Company. Services or benefits that require pre-authorisation include:

- Hospitalisation (elective and non-elective)
- Cancer treatment (in- and out-patient)
- Renal (Kidney) dialysis (in- and out-patient)
- Specialized radiology (in- and out-patient)
- Emergency evacuation (in-country and international)
- Chronic medicines
- Appliances and prosthesis
- Organ transplants
- Compassionate travel

- Repatriation of mortal remains
- Ambulance services (Air and road)

The relevant managed care application form and clinical information should be provided to the Company at least 48 (forty-eight) hours prior to the Dependant obtaining the treatment/service. If the Insured Person does not obtain pre-authorisation, he may be held personally liable for his medical costs.

In case of an Accident or hospitalisation in the event of an emergency, written notification together with reasonable available supporting medical information must be submitted to Us within 48 (forty-eight) hours of the event, or if it is a weekend or public holiday, on the next working day.

Where pre-authorisation is required and is not obtained We reserve the right to:

- Decline funding or
- Apply a co-payment of 20% of the total value of the claim

6.9 Examinations

The Company will have the right and opportunity through its medical representatives to examine the Insured Person whenever and as often as it may reasonably require within the duration of any Policy. In addition, the Company will have the right to require a post mortem examination, where this is not forbidden by law.

6.10 Legal Proceedings

No action in law or equity shall be brought to recover under the policy until after the expiration of 60 (sixty) days from the date that proof of a claim has been furnished in accordance with the policy conditions. The parties have agreed that the law of the country in which this policy is issued shall govern and control in the event of any conflict or dispute between the parties with regard to the policy, and that the parties submit themselves to that exclusive venue and jurisdiction for the resolution of any such conflict or dispute.

6.11 Arbitration

Any difference of medical opinion in connection with the results of any Accident, illness, death or expense will be referred to two medical experts appointed respectively, in writing, by the two parties to the dispute, for resolution by said experts. Any difference of opinion between the two medical experts shall be referred to an independent mediator, who shall have been nominated, in writing, by the two medical experts at the outset.

7 Benefits

This section should be read in conjunction with the Liberty Health Cover benefit tables. Please refer to the Liberty Health Cover benefit tables of your selected health insurance plan to understand exactly what you are covered for under your policy. This section provides more detail on the health insurance benefits that you are entitled to under your Liberty Health Cover policy where such detail is not included on the Liberty Health Cover benefit tables.

Please note that benefits vary depending on the country and option selected and therefore may not be applicable to your option or country. Should you be unsure of what is applicable please call your in country office for clarification. Claims will not be funded for services that are not covered under your relevant benefit option.

No Insured Person is entitled to assign, transfer, pledge or cede his/her benefits or rights to benefits in or from this Policy.

7.1 Day-to-day Benefits (Out-patient)

This category of cover provides for out-patient medical treatment that does not require hospitalisation. The following services and treatment fall under this category of cover:

7.1.1 Out-patient treatment for acute conditions

This includes:

- General practitioner (GP) consultations.
- Specialist consultations.
- Pathology, i.e. blood tests requested by a Doctor in the course of your day-to-day consultations.
- Radiology, i.e. out-of-Hospital basic x-rays.
- Out-of-Hospital, non-surgical procedures, such as applying plaster of paris and stitches.
- Physiotherapy
- Biokinetics and chiropractics
- Psychology
- Occupational therapy
- Speech therapy / Audiology
- Hearing aid acoustician
- Podiatry
- Dietician
- Orthotist / Prosthetist
- These include medicines which are medically necessary and legally restricted to those prescribed by a Doctor for use by the Insured Person on an out-patient basis.
- Annual medical examination at your doctors rooms

7.1.2 GP consultations (applicable in Nigeria and Zimbabwe only)

Unlimited GP consultations at selected Liberty Network of General practitioners. Consultations will be reimbursed at the negotiated Liberty tariff for service providers in the network. This limit

does not apply to consultations with general practitioners outside of your country of residence (Nigeria or Zimbabwe)

7.1.3 Vaccinations

Childhood vaccinations for children below the age of six (6) years old (inclusive) will be covered under the acute medicines (day-to-day) benefit subject to the Company's clinical policy.

Childhood vaccinations up to and including age 6

- Diphtheria
- German measles (Rubella)
- Haemophilus influenza type B
- Hepatitis A
- Hepatitis B
- Measles
- Meningitis
- Mumps
- Pneumococcal infections
- Polio
- Rotavirus
- Tetanus
- Tuberculosis (BCG)
- Typhoid
- Vitamin A (not a vaccination but part of the schedule in some countries)
- Whooping Cough (Pertussis)
- Yellow Fever

For older age groups access to the following will be covered:

- Hepatitis B
- HPV (subject to pre-authorization and clinical criteria)
- Influenza
- Meningitis
- Pneumococcal infections
- Tetanus
- Typhoid
- Yellow Fever

7.1.4 Out-patient benefit for Chronic conditions

In order to access the chronic medicine benefit an Insured Person, who is diagnosed with a chronic condition, will be required to obtain pre-authorization by registering on the Managed Healthcare Programme. To register on this programme, the treating Doctor together with the Insured Person will need to complete a chronic medicine application form and submit this form to Us. Treatment of chronic conditions will be subject to Our chronic disease list, clinical protocols and approved medicine formularies.

It is important to note that if an Insured Person does not register on the Managed Healthcare Programme, then he/she will not be able to access the chronic benefit.

7.1.5 This benefit provides cover for the following services (for registered chronic conditions only):

- medication
- consultations
- basic radiology
- pathology tests

Chronic Disease List	
Acne	Hypertension
Addison’s disease	Hyperthyroidism
Allergic rhinitis	Hypothyroidism
Alzheimer’s disease	Hypopituitarism
Anaemia	Malabsorption syndrome
Ankylosing spondylitis	Male hypogonadism
Anorexia nervosa	Meniere’s disease
Arrhythmias and conduction disorders	Menopausal and perimenopausal disorders
Asthma	Menorrhagia
Attention deficit hyperactivity disorder (ADHD)	Motor neuron disease
Barrett’s oesophagitis	Multiple sclerosis
Benign prostatic hypertrophy	Muscular dystrophy
Bipolar mood disorder	Myasthenia gravis
Bronchiectasis	Neuropathy
Bulimia nervosa	Obsessive compulsive disorder (OCD)
Cardiac failure	Osteoarthritis
Cardiomyopathy	Osteoporosis
Chronic obstructive pulmonary disorder (COPD)	Paget’s disease
Chronic renal disease	Paralytic syndromes and associated complications
Conn’s syndrome	Parkinson’s disease
Cor pulmonale	Pemphigus
Coronary artery disease/Ischemic heart disease	Polyarteritis nodosa
Crohn’s disease	Polycystic ovarian syndrome
Cushing’s disease	Polymyalgia rheumatica
Cystic fibrosis	Post-traumatic stress disorders
Deep vein thrombosis	Primary/idiopathic thrombocytopaenic purpura
Depression	Psoriasis
Dermatitis/eczema	Psoriatic arthritis
Dermatomyositis	Pulmonary interstitial fibrosis
Diabetes insipidus	Rheumatoid arthritis
Diabetes mellitus type 1	Rosacea
Diabetes mellitus type 2	Sarcoidosis
Diverticular disease	Schizophrenia
Dysrhythmias	Scleroderma and systemic sclerosis
Dystonia	Sicca syndrome
Endometriosis	Stroke

Chronic Disease List	
Epilepsy	Systemic lupus erythromatosus
Generalised anxiety disorder (GAD)	Thrombosis and embolism
Glaucoma	Tourette’s syndrome
Gastro-oesophageal reflux disorder (GORD)	Transient ischaemic attacks
Gout	Trigeminal neuralgia
Haemophilia	Tuberculosis
Hepatitis B	Ulcerative colitis
Hepatitis C	Urinary tract infection (chronic)
HIV/AIDS	Urinary incontinence
Hyperlipidaemia	Valvular heart disease
Hyperparathyroidism	Zollinger-ellison syndrome
Hypoparathyroidism	

7.1.6 Out-patient maternity benefits

This benefit provides additional day-to-day benefits to cover the costs of out-of-Hospital maternity care, including consultations, basic radiology (such as ultra-sounds), blood tests and other diagnostic tests. The maternity benefits specified in this clause 7. apply **in addition** to the other day-to-day benefits specified throughout this clause. This means that if this benefit is fully used by an Insured Person, then the Insured Person can access his/her other day-to-day benefits for out-of-Hospital maternity care.

7.1.7 Basic Dentistry

This benefit covers the following dental treatments and services on an out-patient basis:

- Dental consultations
- Basic dental procedures, including removal of teeth and roots, fillings, preventative treatment, scaling and polishing and x-rays

7.1.8 Specialised Dentistry

- Specialized dentistry including root canal treatment, dentures, inlays, crowns, bridges, periodontal treatment, orthodontic treatment and dental surgery including maxilla facial and oral surgery and removal of impacted wisdom teeth. Orthodontic treatment will be will be restricted to members up to the age of 21 (twenty-one) years inclusive.

7.1.9 Optical benefits

The following optical benefits are covered on an out-patient basis:

- Eye examination annually
- Frames and lenses (including contact lenses) every 2 (two) years

7.2 Hospital Benefits (In-patient)

Before an Insured Person begins treatment as a Hospital in-patient (except in cases of Accident or Medical Emergency), the Insured Person must obtain pre-authorisation from Us at least 48 (forty-eight) hours before the Hospital admission. The request should be submitted in writing using the relevant Hospital request form. If the Insured Person does not obtain pre-authorisation, he may be held personally liable for his medical costs.

Pre-authorisation allows Us to ensure that the most appropriate treatment is provided at the most appropriate cost, and enables Us to monitor the quality of care that the Insured Person receives.

In cases of Accident or Medical Emergency, written notification together with reasonable available supporting medical information must be submitted to Us within 48 (forty-eight) hours of the event, or if it is a weekend or public holiday, on the next working day.

The following Hospital benefits are covered under this policy:

7.2.1 Hospital Treatment and Related Services

Cover includes:

- Hospital accommodation in a standard private room.
- In-Hospital fees for Doctors, Specialists, surgeons, anaesthetists, physiotherapists, or other relevant Specialist consultations rendered in Hospital.
- Operating theatre charges.
- Medicines to take home (limited to 14 days' supply)
- Apparatus, material, and ward and theatre medicines used in Hospital.
- Accommodation charges incurred by one parent sharing the Hospital room of an Insured child under 12 (twelve) years old (inclusive), where the latter is treated at a Hospital, as an in-patient for a period, and the treating Physician has advised in writing that a parent should remain with the insured child.

7.2.2 Ambulance services

We will pay for an in-country ambulance, subject to Our pre-authorisation, to transport the Insured Person to the nearest, appropriate in-country medical facility for treatment. Pre-authorisation must be obtained and will be subject to clinical protocols.

7.2.3 In-patient maternity childbirth

Under this benefit We cover in-Hospital maternity benefits including confinement, childbirth (natural delivery) and midwives.

Note: Childbirth by caesarean section is excluded except where there is a clinical indication for a caesarean section and where pre-authorisation has been obtained from Us.

As specified in clause 3.6.5, a newborn baby will be covered for 30 (thirty) days immediately following the birth of the child under the mother's Liberty Health Cover policy subject to the in-

patient maternity benefit limit specified in this clause 7.2.3. As an exception, any complications related to the newborn will be covered under the neonatal care benefit specified in clause 7.2.4.

7.2.4 Neonatal care

This benefit covers the treatment costs for neonatal care required in the case of a newborn baby. In particular, this benefit covers the following:

- Neonatal ward (incubator)
- Phototherapy
- Congenital abnormalities
- Prematurity

Note: This benefit will apply from birth until the baby has been discharged.

7.2.5 Psychiatric Hospitalisation

This benefit pays for the costs of psychiatric treatment received as an in-patient in a psychiatric unit of a Hospital. All treatment must be administered under the direct control of a registered psychiatrist.

7.2.6 Prosthesis

Under this benefit We will pay for the costs of artificial limbs, and internal (surgically implanted) prostheses, such as:

- Orthopaedic prostheses, including hip replacements, bone lengthening devices, spinal plates and screws.
- End-vascular devices and devices for the central nervous system, cardiac system and ophthalmic system.

7.2.7 External Medical Appliances

We will pay for external medical appliances, including wheelchairs; glucometers, hearing aids, and large orthopaedic orthotics (e.g. back braces).

7.2.8 Specialised Radiology

Under this benefit, We will cover the costs of specialized radiology required in or out of Hospital, (PET-CT scans, Radioisotope scans, Computed tomography (CT) scans and Magnetic resonance imaging (MRI) scans). All specialized radiology (in or out of Hospital) is subject to pre-authorisation.

On certain options, specialized radiology is only covered in cases of trauma. Please refer to your benefit table or contact your local office to confirm benefits and obtain pre-authorisation.

7.3 Major disease benefit

Up to the major disease benefit limit and subject to clinical /treatment protocols, this benefit covers the cost of treatment (in and out of Hospital) for oncology (cancer), organ transplants and renal (kidney) dialysis.

7.3.1 Oncology

This benefit covers the costs of cancer treatment irrespective of whether such treatment is received as a registered in-patient or as an out-patient at a registered cancer treatment centre. The benefit is provided when patients are undergoing active cancer treatment, including associated costs up to and including a 12 (twelve) month period (after active treatment) when the patient is in remission.

In particular, We cover the following:

- Chemotherapy / oncology medication
- Radiotherapy
- Specialized radiology:
 - CT / MRI scans (2 per Insured Person per annum)
 - PET scans (1 per Insured Person per annum)
 - Bone scans (1 per Insured Person per annum)
- Consultations
- Pathology
- Hospitalisation for in-patient cancer treatment.

7.3.2 Organ Transplants

This benefit covers the cost of operations for the transplantation of the kidneys, heart, liver, lung, cornea or bone marrow where the Insured Person is the recipient, but does not include:

- Any costs related to or for the organ donor or cadaver, including organ harvesting and donor work-up testing.
- Transportation of the patient or organ.
- Search or cross-match for the donor match, either locally or internationally.

Other medical costs associated with an organ transplant are also covered, including:

- Hospitalisation
- Consultations
- Anti-rejections drugs (in and out of Hospital)
- Pathology
- Radiology

7.3.3 Renal dialysis

This benefit covers the treatment costs for renal (kidney) dialysis irrespective of whether such treatment is received as a registered in-patient or as an out-patient at a legally registered dialysis centre.

Associated medical costs are also covered, including hospitalisation (for in-patient treatment), consultations, medication and pathology.

This benefit excludes the reimbursement for automated peritoneal dialysis.

7.4 International Emergency Evacuation (only applicable to some options)

7.4.1 International emergency evacuation

7.4.1.1 In the case of a Medical Emergency and where treatment is not available locally, We will pay for the transportation costs for the Insured Person to be evacuated from the country where the Medical Emergency occurred to the nearest, appropriate medical facility within the Area of cover. The nearest medical facility could be within the country where the Medical Emergency occurred. The following classes of conditions could result in an emergency evacuation:

Accidents

An Insured Person will be evacuated to an appropriate facility in the event that the required specialty is not available in the country where the Insured Person is at time of Accident. Whether a specific specialty is required will be determined by Our Medical Advisor in terms of advice received from the treating in-country Doctor. The Medical Advisor may from time to time request an additional opinion from an alternative Specialist. In terms of ICU care being required, the presence of an ICU in country will determine that the Insured Person is treated in country for ICU care.

Non-Accident Related Acute Conditions Requiring Specialist Treatment

A member will be evacuated for an acute event to another country if there is no Specialist ordinarily available in the country to manage the particular condition. In this regard, the following will be accepted as appropriate to treat conditions requiring Specialist treatment:

- Medical conditions – Physician
- Surgical conditions – General Surgeon

Emergency evacuations will not be carried out for deteriorating chronic conditions.

7.4.1.2 International emergency evacuation will be subject to the approval of Our Medical Advisor, availability of benefits (dependent on the plan selected) and policy rules. Our Medical Advisor will, in consultation with the relevant medical professionals and subject to Our internal evacuation criteria (amended from time to time), determine whether an Insured Person's medical condition constitutes a serious or life threatening Medical Emergency that requires immediate evacuation to obtain treatment in order to avoid death or serious impairment to an Insured person's immediate or long-term health prospects. The seriousness of the medical condition will be judged within the context of the Insured Person's geographical location and local availability of treatment or medical facilities.

7.4.1.3 General evacuation principles

The following evacuation principles apply:

- The transferring Doctor is responsible for assessing the stability of the patient to travel; that it is in the patient's best interest to be evacuated; and that the patient's prognosis will be materially improved by evacuation.

- Appropriate referral screening, clinical examination, special investigations and stabilization/resuscitation of the patient has to be completed by the referring Doctor, if possible.
- Care initiated by the transferring facility may need to be continued during transport.
- All relevant clinical documentation must accompany the patient with regard to the assessment and management prior to evacuation (copies of tests done, medication given and referral letter to the accepting Doctor).
- A decision on the mode of transport will be made.
- Evacuation will be either “inter-Hospital transfers” (from one medical facility to another – within the Area of Cover), or “primary response” (where patient has received no or only pre-Hospital care).
- The decision as to which mode of transport is used will reside with the emergency evacuation services employed and Our Medical Advisor. (Many factors need to be considered, including: landing areas, mobilization time, weather en route, time and distance of the flight and certain legal restrictions may also apply such as a limitation requirement i.e. a two-engine aircraft, or at night.)

7.4.1.4 Following an international emergency evacuation, We will pay for the costs to transport the patient back to his country of residence, provided that these costs are pre-authorized by Us.

7.4.2 Compassionate travel

We will pay the expense of the cost of one economy class return airfare and all ancillary charges (accommodation, food and transport only) up to the limit as stated in the Liberty Health Cover benefit tables, for a family member to join an Insured Person who requires international emergency evacuation.

Compassionate travel will be subject to Our pre-authorization and availability of benefits.

7.4.3 Repatriation of mortal remains

In the event that an Insured Person dies outside his home country during an international emergency evacuation, We will pay for the costs of preparation and transportation of the Insured Person’s mortal remains from the place of death to his home country, or We will pay for the costs of preparation and local burial of the mortal remains in the country where death occurred. We will only pay up to the cost of a standard repatriation coffin.

Payment of the costs related to the repatriation of mortal remains is subject to Our pre-authorization.

8 What We don't cover

Under this policy, there are certain costs which We do not cover. The following treatment items, conditions, activities and their related or consequential expenses are excluded from the policy and the Company will not be liable for them:

- 8.1 Cosmetic treatments and plastic surgery.
- 8.2 Pre-existing conditions as defined unless otherwise declared on the application form and expressly confirmed acceptance by Us.
- 8.3 Prescribed alternative medicines such as, but not limited to, homeopathy, acupuncture, Chinese medicine, reflexology, aromatherapy, patent medicines and household remedies.
- 8.4 Services or treatment in any home, spa, hydro-clinic, sanatorium, private nursing/home care, frail care or long term care facility that is not a Hospital as defined.
- 8.5 Tests, treatment or procedures related to infertility, contraception (with the exception of oral or injectable contraception subject to the Company's clinical protocols), reversal of vasectomies and tubal ligations, impotence or sexual dysfunction.
- 8.6 Treatment by the Insured Person himself or family member or spouse.
- 8.7 All costs relating to muscular, skeletal or human organ or tissue transplant from a donor to a recipient and all expenses directly or indirectly related to organ transplantation (except as defined under the Organ Transplant Benefit).
- 8.8 Treatment of self-inflicted injury, attempted suicide, abuse of alcohol and drug addiction or abuse including the complications associated with any of the above.
- 8.9 Experimental, investigational or pioneering medicines or medical/ surgical techniques not commonly available which the Insured Person chooses to receive even though treatment usually and customarily provided for the medical condition concerned is available within the Area of Cover of the Policy.
- 8.10 Injury or illness while serving as a full-time member of a police or military unit and treatment resulting from voluntary participation in war, invasion, civil war, rebellion, revolution, riot, civil commotion or any illegal act including resultant imprisonment.
- 8.11 Travel costs or non-medical costs, unless specifically provided for in the Policy.
- 8.12 Malaria prophylaxis and vaccinations, such as travel vaccinations, epidemics and pandemics, and any other vaccinations.
- 8.13 Hospital in-patient treatment if the Insured Person could have been treated properly for the condition as an out-patient.
- 8.14 Charges for appointments not kept.
- 8.15 Costs relating to Injuries and or medical conditions resulting from extreme sports or activities including but not limited to: Rock climbing, mountaineering, potholing, skydiving, parachuting,

hang-gliding, piloting a plane (unless approved by Us in writing), parasailing, ballooning, all diving (unless the person concerned has been duly qualified and certified as a diver by an internationally recognized diving organization or unless such person is at the time of the happening of the event giving rise to a claim actually receiving diving instruction from a duly qualified and certified diving instructor), racing of any kind other than on foot and all professional or inherently dangerous sports unless declared to and accepted by Us in writing prior to the event giving rise to a claim.

- 8.16 Costs or benefits payable under any legislation or corresponding insurance cover relating to occupational death, Injury, Illness or disease.
- 8.17 The cost of transporting an Insured Person by means of your own transport, and the cost of medical treatment given by the following parties unless We agree in writing to meet such costs:
- Your personnel or at Your medical facilities
 - By a third party under a contract between that third party and you.
- 8.18 Costs arising out of any litigation or dispute between the Insured Person and any medical person or establishment from whom treatment has been sought or given, or any other costs not directly and specifically related to the payment of the medical expenses covered by the Policy.
- 8.19 Any loss or damage, cost or expense of whatever nature directly or indirectly caused by, resulting from or in connection with any of the following even though some other cause or event may contribute at the same time or in any other sequence to the loss:
- ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component
 - any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction of radioactive force or matter.
- 8.20 Services or treatments where pre-authorization should have been obtained and was not.
- 8.21 Other exclusions
- Anabolic steroids and testosterone
 - Art therapy
 - Autopsies
 - Humidifiers
 - Medicated shampoos and conditioners, including those for hair loss. This limitation does not include those preparations used for the treatment of lice, scabies and other microbial infections as well as coal tar preparations for the treatment of psoriasis.
 - Unregistered medicines
 - Massages
 - Multivitamins and tonics (except where stated in the Liberty benefit table)
 - Treatment for Obesity
 - Sleep studies
 - Slimming preparations
 - Soaps, scrubs and other cleansers
 - Sunglasses, readers, coloured contact lenses, contact lens preparations

- Sun screening and sun tanning preparations
- Toiletries
- Treatment for hair removal
- Breast reductions or enlargements and gynaecomastia
- Search and rescue
- Dental implants
- Refractive eye surgery or laser eye treatment
- Food and nutritional supplements, including baby food and special milk preparations
- Anti-smoking preparations.
- Repairs to external medical appliances as specified under 7.2.7
- Any health technology, procedure, or medicine deemed as a Policy Exclusion following the conclusion of an evidence-based health technology assessment process.
- Probiotics

9 Contact Us

If you have any further questions regarding your Liberty Health Cover policy, or if you are dissatisfied with any aspect of your policy, please contact Us, your financial adviser/intermediary, or visit Our website.