



## Out-patient direct settlement at our network providers

Dear Bupa Global Member,

We are pleased to inform you that you can now benefit from direct settlement for out-patient services at the following network hospitals in Athens:

- Athens Medical Group
- Euroclinic
- Henry Dunant
- Hygeia
- Iasso
- Mediterraneo
- Mitera
- Metropolitan and Metropolitan General

To benefit from this service, you should present your Bupa Global membership card upon arrival at the hospital and they will contact our local representative to check your policy coverage. Eligible services will be settled between the hospital and Bupa Global.

If you have a remaining deductible or co-insurance on your plan it will be your responsibility to pay these as per the terms of your policy. Please refer to your policy documents for further information on how deductibles and co-insurances work.

Please note that our local representative's office hours are 9am – 4pm Monday to Friday.

If you are seeking out-patient services outside of these hours you may be required to pay and claim, but we are working on a solution to offer you 24/7 service by the end of 2019.

This is our first exciting development of 2019 but there is much more to come. We will be in contact with you soon with details of another initiative we are launching in Greece this year.

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