

# Insurance for Overseas Students in China

Whole Process Health Service Hotline: **400 810 5119**

## Service Procedure—Whole Process Health

### Feeling uncomfortable

Call 4008105119

Insurance confirmation

Responsibility notification

### Illness consulting

Illness diagnosis guidance

Internet hospital guidance

Outpatient advice

### Outpatient Services

Guidance for medical-seeking precautions

Guidance for claim documents

### Outpatient Care:

Students need to pay first and then submit required claim documents through express service for reimbursement.

### Hospitalization Care:

Students need to submit power of attorney and copy of passport and initiate the advance payment process of the Service Company.

## Claim Settlement Preparation:

Prepare below documents according to requirements--- send these documents to insurance company through

| Required Document<br>Application Item | Copy of passport and visa page | Original Invoice from hospital | Copy of medical record (the date of each medical care should correspond with date in invoice) | Original of detailed expenditure sheet | Accident report | Copy of discharge summary or copy of hospitalized medical record | Copy of Bank deposit book or client information table for bank card | Claim application form |
|---------------------------------------|--------------------------------|--------------------------------|---|--|-----------------|--|---|------------------------|
| Accident outpatient                   | Required                       | Required                       | Required  |  | Required        |  | Required  | Required               |
| Illness outpatient                    | Required                       | Required                       | Required  |  |                 |  | Required  | Required               |
| Inpatient (accident)                  | Required                       | Required                       |   | Required                               | Required        | Required   | Required  | Required               |
| Inpatient( illness)                   | Required                       | Required                       |   | Required                               |                 | Required   | Required  | Required               |

### Note:

1. Before seeing a doctor, please call 4008105119 for medical advice;
2. For accidents, accident reports or qualitative documents from relevant authorities (for example, traffic accident responsibility definition issued by traffic authority for traffic accident);
3. Bank account information needs to cover account name, number and opening bank information.

理赔材料寄送地址：北京市西城区金融街 23 号平安大厦 9 层(邮编 100033)

收件人：留学保险项目组

电话：400 810 5119

If you want to get more information, please scan the qr code on the right

