

Specified Inpatient Providers List and Guide



Members may opt to enjoy a premium saving by selecting a Hospital and Surgery module with a Specified Inpatient Providers restriction. If a Hospital and Surgical module with the Specified Inpatient Providers restriction is purchased, members may only enjoy cover under their Hospital and Surgery module at the following named providers:

Hong Kong: Canossa Hospital, Evangel Hospital, Gleneagles Hong Kong Hospital, Hong Kong Baptist Hospital, Hong Kong Hospital Authority Hospitals, Precious Blood Hospital, St. Paul's Hospital, St. Teresa's Hospital, Union Hospital

Singapore: Concord International Hospital, Farrer Park Hospital, Government Restructured Hospitals, Mount Alvernia Hospital, Parkway East Hospital, Thomson Medical Centre

For Hong Kong policyholders: Any treatment received outside of the facilities listed above will not be eligible for coverage.

For Singapore policyholders: Any treatment received outside of the facilities listed above will be subject to a 40% coinsurance.

Outside of Singapore and Hong Kong, treatment may be enjoyed at any Inpatient medical provider (**with the exception of United Family, Sino United and Parkway in Mainland China**) provided that the cost are (i) reasonable and customary and (ii) less than or equal to one of the providers listed above.

Guidelines for planned hospitalisation or treatments

For any planned hospitalisation or treatment, you must request pre-approval from APRIL at least 5 working days in advance:

1) Submit your request on our Easy Claim app

For the homepage, click on the "Hospitalisation" button, fill in the required fields and attach the relevant documents.

OR Fill in the Advance Request Form with the help of your attending physician, including the name of the medical facility, planned admission date and full breakdown of estimated cost and send it to provider.asia@april.com. Your Advance Request Form can be found on your Online Portal

2) APRIL will assess your request.

If some information is missing, we will contact you to finalise your request, so make sure that the phone number you indicated is correct.

3) When your request for hospitalisation or planned treatment is approved, we will provide you with the supporting documents (written approval or Letter of Guarantee).

REQUESTING PRE-APPROVAL FOR PLANNED HOSPITALISATION OR TREATMENT IS COMPULSORY. IF YOU DON'T REQUEST PRE-APPROVAL, WE MAY APPLY A 20% CO-PAYMENT ON YOUR MEDICALEXPENSES.

Which treatments require pre-approval?

- Hospital Benefits (other than in emergencies)
- Rehabilitation Treatment
- Surgery performed while a day-patient

Download Easy Claim now:



(Not downloadable in Mainland China)