

"No Hospital Bills To Pay" Service

This service is offered by Blue Cross (Asia-Pacific) Insurance Limited, a member of the BEA Group.

For the admission to 12 local private hospitals

- Service Advantages**
- ✓ Blue Cross pays the medical bills to private hospitals directly
 - ✓ No hassle of claim submission
 - ✓ Fast and easy application

Available to ✓ ProMedical Insurance

Application Procedure

- 1** Obtain the "Hospitalisation Pre-registration Form"
 - Via
 - Our website: www.hkbea.com
 - Customer Service Hotline: 3608 2928
- 2** Complete the "Hospitalisation Pre-registration Form"
 - Return it to Blue Cross within 4 working days prior to admission
 - Via
 - Email: cs@bluecross.com.hk
 - Fax: 3608 2995
- 3** Blue Cross shall issue a "Letter of Guarantee" (LOG) ^ to the insured member and the related hospital for admission
 - Via
 - Email
 - Fax
- 4** Upon admission, present the "Letter of Guarantee" (LOG) to the hospital for registration
- 5** Blue Cross shall advise policyholder the claim status in writing within 10 working days* after full documentation is received from hospital
 - In case of any uncovered medical expenses, the shortfall will be charged to the designated credit card account automatically after the issuance of "Claims Charge-back Notice" #
 - Via
 - Mail

^ If hospitalisation is due to illness/disability classified under exclusion, no LOG will be issued.

* The actual date of claims notification will depend on the submission of required documents from hospital or on case by case basis.

You are required to provide the related treatment information and authorise Blue Cross to collect the shortfall of medical expenses, if any, from your assigned credit card account.



BEA 東亞銀行

Extending Your Reach