

Police Mutual No.1 Healthcare Scheme Guide



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Welcome to the Police Mutual No.1 Healthcare Scheme

This guide provides an overview of the benefits available to you under your Healthcare Scheme. It should be read together with the No.1 Healthcare Scheme Rules, which can be found on our website www.policemutual.co.uk/products/healthcare/healthcare-scheme/ or a copy can be requested at anytime.

The website also contains details about the Scheme and frequently asked questions as well as the process you should follow to access your benefits. If you have questions relating to any aspect of your Healthcare, please call 01543 441 630.

Your Healthcare Scheme has been designed to provide you with fast access to treatment in the event of an illness or injury. You have access to quality private treatment with Nuffield Health, Spire Healthcare and Circle Healthcare.

Your Healthcare Scheme, is administered by Police Mutual Healthcare (PMHC).

The Police Mutual Healthcare Scheme team

There is a dedicated Healthcare claims team available to make accessing private treatment and the claims process as easy as possible. Please contact the team, before making any arrangements and they will be able to guide you through the process.

What the Scheme will pay for

Your Healthcare Scheme is designed to pay for treatment for curable short term illnesses or injuries, known as acute conditions. Your Scheme does not pay for long term chronic conditions. There are also a number of conditions and treatments which are not eligible under the Scheme.

Your Healthcare Scheme is a discretionary scheme so it does not pay for every type of healthcare service. It is important that you contact the team before arranging treatment. If you undergo treatment that has not been authorised by the team, you could have to pay some or all of the costs.

Contact the Healthcare team before arranging any treatment

01543 441 630 or healthcare@pmas.co.uk

Monday to Friday 8.30am - 5.00pm

Supported by



Healthcare Benefits

The benefits provided are at the discretion of PMHC Limited. The annual maximum benefit payable, per member, per year, is £50,000. Once a claim is authorised, we will ask the member to pay a contribution. £75 for outpatient treatment. A further £75 contribution towards any surgical procedures, (up to a maximum of £150 per episode of treatment). These amounts are subject to review & may change.

Discretionary benefits payable subject to the rules¹

In-patient and day-patient treatment	NHS pay-bed ² and private hospital charges for: Accommodation, nursing, operating theatre, drugs, dressing, eligible surgical appliances and prostheses used in connection with treatment, physiotherapy, podiatry, other ancillary charges and diagnostic tests including pathology, x-rays, ECGs and all medical scanning and imaging techniques including MRI, CT and PET scans	Paid in full (subject to annual limit)
	Accommodation for one parent or guardian accompanying a dependant(s) under 12 years of age who is undergoing eligible in-patient treatment	Paid in full (subject to annual limit)
	Fees for consultations and treatment charged by specialists including surgeons, anaesthetists and physicians	Paid in full (subject to annual limit)
	Treatment for cancer, including radiotherapy and chemotherapy	Paid in full (subject to annual limit)
Out-patient treatment	Up to £1000 - Consultations and diagnostic tests including pathology, radiology, ECG's and ultrasound scans.	Up to £1,000 a year for consultations and diagnostic tests
	Up to £500 Physiotherapy, Chiropractic treatment and Osteopathy	Up to £500 a year of the £1,000 for Physiotherapy and other therapies
	Up to £250 Acupuncture and Homeopathy	Up to £250 a year of the £1,000 for complimentary medicine
	All computerised tomographic scanning and medical imaging techniques including MRI, CT and PET scans	Paid in full (subject to annual limit)
Other services	Radiotherapy and chemotherapy	Paid in full (subject to annual limit)
	Nursing at home arranged by a specialist for medical reasons following in-patient or day-patient treatment	Up to £1000 per year
	Transport by private ambulance in the UK when medically necessary for the purpose of treatment	Up to £60 for each single trip up to an overall max amount of £120 per year
NHS cash benefit	When elective in-patient treatment is received as an NHS patient without charge	£100 per night

¹The benefits provided are at the discretion of PMHC Limited.

²An NHS pay bed is available to NHS patients who wish to pay for the privacy of a single en-suite room whilst their **treatment** remains on the NHS. Cannot be used in conjunction with NHS cash benefit.

Which hospitals can be used?

As a member of the Healthcare Scheme, you can choose from a range of private UK hospitals and facilities from Nuffield Health, Spire Healthcare and Circle Healthcare.

Physiotherapy Treatment

Please contact the Healthcare team if you require physiotherapy. They will be able to advise on how you can access convenient treatment.

What we will not pay for

The following services are not eligible under the Healthcare Scheme

- Chronic conditions. This can mean a disease, illness or condition of long duration, often involving very slow changes and often of gradual onset, that requires continuous or ongoing treatment and does not imply anything about the severity of the disease, illness or condition and includes (without limitation) conditions such as asthma, diabetes and arthritis.
- The services of a GP outside of the 24/7 GP Consultation Service detailed below
- Drugs and dressings provided whilst an out-patient
- Dental treatment unless listed as an oral surgical procedure carried out by a specialist.
- Dental appliances
- Sight testing or the provision of glasses or contact lenses
- Hearing tests unless recommended by your specialist for diagnostic purposes
- Hearing aids
- Routine monitoring and examinations or health screenings even if recommended by a GP or specialist
- Cosmetic treatment, other than as a result of an accident or illness
- Pregnancy and childbirth
- Infertility investigations (and/or treatment)
- HIV/AIDS unless contracted during a documented police duty related incident
- Learning difficulties, behavioural and developmental problems, including dyslexia, Attention Deficit Disorder (ADD), shortness of stature or delayed speech
- Treatment for sexually transmitted diseases
- Gender re-assignment
- Donor or autologous organ, bone marrow and stem cell transplantation operations or related treatment
- Treatment for psychiatric conditions, or addictive conditions

- Injury from engaging in dangerous or professional sports or hobbies
- Personal items of expenditure incurred in hospital, such as newspapers, telephone calls, alcoholic drinks or visitors' meals
- Monitoring, adjustments, replacements and battery changes of implantable electronic devices
- Treatment relating to ageing, menopause and puberty
- Treatment for allergies or allergic disorders
- Dialysis
 - for regular and/or long term dialysis in respect of chronic or end stage renal failure
- HRT and bone densitometry
- Treatment received outside the UK
- Any treatment following an emergency admission or transfer from an NHS hospital
- Any treatment for obesity including, but not limited to, weightloss surgery, whether medically necessary or not

NHS cash benefit

If you choose to be treated as an NHS patient for which no charge is made, you may be able to claim a tax free cash benefit for each night you spend in hospital. We will only consider a claim for treatment that would be authorised under the Scheme rules and has a minimum of 1 night stay. We do not cover any treatment following an emergency admission or transfer from an NHS hospital or inpatient admissions for drugs/monitoring. The Scheme does not cover the cost of any emergency treatment or procedures.

Pre-existing medical conditions

There are a number of medical conditions which the Healthcare Scheme will not pay for. The Healthcare Scheme will not pay for treatment of an illness from which you are suffering, or already had, before you joined the Healthcare Scheme.

This is known as a pre-existing condition and applies to any medical condition for which you have received medication, advice, treatment or you have experienced symptoms, whether the condition has been diagnosed or not.

24/7 GP Consultation Service

Members have access to a confidential GP telephone consultation service, available 24 hours a day, every day of the year, from any location in the world. Members pay the cost of the telephone call to book the appointment. You do not need an authorisation from the Healthcare team to use the GP consultation service.

To book an appointment:

1. Call 0345 222 5802
2. Visit policemutual.gpsurgery.uk.com

How to use your Healthcare Scheme

It is important that you call the healthcare team on 01543 441 630 before you receive any medical treatment you think you may need to claim for. All claims are dealt with on a case by case basis.

- 1) Ask your GP for an open referral - if you are in your first 2 years of membership we will also need a GP report to confirm your claim isn't for a pre-existing condition*
- 2) Contact Police Mutual to request authorisation to attend a consultation on 01543 441 630. Once agreed, Police Mutual will transfer you through to our booking line at one of our approved hospitals to arrange your appointment. We will also send you a claim form
- 3) During your consultation, you or the healthcare professional should use the claim form to record any tests or treatment being recommended
- 4) Contact the Healthcare team to request authorisation for the recommended treatments or tests on 01543 441 630 or email the completed claim form to healthcare@pmas.co.uk or by post to PMHC, Building 3, Lichfield South, Birmingham Road, Lichfield, WS14 OQP

*A pre-existing condition is any medical condition that you were aware of, or ought reasonably to be aware of prior to joining the scheme, even if medical advice has not yet been sought. For a pre-existing condition to be eligible for cover you need to have had a period of five years without medical attention for the condition.

**Member contribution as per scheme rules.

- 5) Once your claim is authorised, we will ask you to pay your member contribution** over the telephone and your authorisation letter will be emailed or posted to you
- 6) Treatment can then be received

If you receive any invoices for treatment

You will need to send these within six months of treatment to: PMHC, Building 3, Lichfield South, Birmingham Road, Lichfield, WS14 OQP or email to healthcare@pmas.co.uk.

Please attach a note giving your name (or the patient's name if it is for someone else), Healthcare Scheme name and authorisation number.

How can I complain?

We hope you won't ever need to complain about any aspect of the service you receive from us - but if you do, please phone us on 01543 441630, email groupcomplaintsteam@pmas.co.uk or write to us at Police Mutual No.1 Healthcare Scheme, Building 3, Lichfield South, Birmingham Road, Lichfield, WS14 OQP.