

APRIL Outpatient Direct Billing Panel Network



Hong Kong, Singapore, Thailand and Vietnam

INTRODUCTION AND TERMS OF USE

APRIL's Outpatient Direct Billing Network is designed to provide our members with a service that makes claiming for outpatient services quick and convenient.

When members with outpatient benefits and holding a valid APRIL Member Card (or eCard) use medical facilities within our network, APRIL will settle eligible medical expenses incurred directly with the medical provider.

Only members with outpatient benefits can use direct billing services. Please note that Moratorium policies are not eligible to this service.

Use of this list is governed by your Policy's Terms and Conditions and is also subject to the guidelines, exclusions and remarks listed below.

Download our Easy Claim app on your smartphone to search and locate healthcare providers within our Asia network:



With the app, you can:

- ✓ Search a healthcare practitioner by name, location, or specialty.
- ✓ Check whether you are eligible for direct billing in the displayed facilities.

To verify your eligibility for direct billing, log in to the app and click on the "E-card" button:

- If the code "**DB**" is displayed on your card, you are eligible for direct billing within our whole Asia general network. Full listing is available at <http://healthbyapril.com/generalnetwork> or on your app.
- If the code "**PNW**" is displayed, you can enjoy direct billing within our Panel Network.

If you encounter any issues why using direct billing or have any questions about the service, please contact your local APRIL office. You may find your contacts below your eCard on your Easy Claim app.

Inpatient Direct Billing

For inpatient treatment, APRIL can arrange direct billing if proper notification and documentation are provided and subject to the hospital's agreement. If you would like APRIL to arrange direct billing for inpatient services, please inform your hospital and notify APRIL at least 5 working days prior to admission or for a planned surgery/procedure/operation.

Emergencies

If you have an accident or emergency and urgently need APRIL to guarantee your expenses, please call APRIL Assistance whose contact details are printed on the back of your member card.

Maternity

Direct billing for outpatient maternity benefits may also be arranged within our network, but only with ONE PROVIDER per policy year (per pregnancy) in order to keep track of applicable sub-limits. Once you have decided on your sole provider within the network, please inform APRIL and we will provide a Letter of Authorization with a benefits balance for you to present to the clinic for record keeping.

Eligible Outpatient Direct Billing Services

The following outpatient services may be direct billed to APRIL:

- General Practitioner consultation
- Specialist consultation
- Laboratory investigation
- General X-ray and Ultrasound
- Prescribed medications obtained at the clinic on the same day of consultation.

Diagnostic procedures such as CT scan, MRI, Mammography, or other investigations for chronic conditions as well as inpatient and outpatient surgery require pre-authorization which can be obtained by completing Section C of the Medical Claim Form and submitting it to APRIL for approval.

For information on how to access direct billing, please refer to the claim instructions included in your member pack or contact APRIL Claims Department whose contact details are printed on the back of your member card.

Exclusions*

The following is a summary of conditions that are NOT ELIGIBLE for outpatient direct billing:

- × Pre-existing Conditions where coverage has not been expressly granted by APRIL.
- × Routine medical examinations or check-ups.
- × Cosmetic surgery and reconstructive surgery.
- × Tests or treatment related to fertility, impotence or erectile dysfunction, contraception, sterilization, birth defects and congenital conditions.
- × Pregnancy or childbirth including pre-natal and post-natal care (except when agreed in writing by APRIL).
- × Prostheses and corrective devices.
- × Test or treatment of psychiatric, psychological, mental or nervous disorders.
- × Test or treatment for illness/injury as a result of excessive consumption of alcohol or narcotics or similar drugs or agents.
- × Sleep disorders
- × Learning difficulties, behavioral or developmental disorders or venereal disease.
- × Test or treatment in connection with Human Immunodeficiency Virus (HIV) related illness including Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC).
- × Experimental or pioneering medical and surgery techniques.
- × Refractive defects of the eye, such as nearsightedness and astigmatism, spectacles, monocles or contact lenses.
- × Dentistry.

*See the Exclusions within your Medical Policy for full details.

The following APRIL Outpatient Direct Billing List applies to:

- ✓ Members holding a valid membership card with a **PNW or DB Code**.
- ✓ Members having outpatient benefits with 20% co-insurance that restricts direct billing access to the Panel Network below.


The availability of outpatient direct billing and benefits are subject otherwise to the terms and conditions and benefits schedule of the policy. Please refer to your policy for specific coverage.

Remarks Providers may change from time to time. Please check with APRIL for the latest listings.

Hong Kong Panel Network

Area	Provider name	Address	Phone	Website
Hong Kong – Panel Network				
Hong Kong	Dr. Vio & Partners	Multiple locations	Connect to the website to search for a clinic	https://vos4.doctorvio2.info/VIOVOSApplication/home User ID: viodoctors Password: uptodate
Hong Kong	Healthcare Medical & Paramedical Services Operations (HK) Ltd.	Multiple locations	Connect to the website to search for a clinic	www.healthcare2u.com Username: hcmps Password: vpn3601*
Hong Kong	Human Health Associated Limited	Multiple locations	Connect to the website to search for a clinic	www.humanhealth.co.hk
Hong Kong	Quality HealthCare	Multiple locations	Connect to the website to search for a clinic	https://eportal.qhms.com/eservice_portal User ID: april Password: aprilHK
Hong Kong	Town Health Medical Network Services Ltd.	Multiple locations	Connect to the website to search for a clinic	www.townhealth.com/en User ID: drvio Password: uptodate
Hong Kong	Dr. Ernest Li Hang Fi (Gastroenterology and Hepatology Center)	Room 2006, 20/F, Crawford House, 70 Queen's Road Central	T: +852 2388 8430	www.cghcenter.com
Hong Kong	Diagnostix Medical Centre (Central)	Rm 601, China Insurance Group Bldg., 141 Des Voeux Road Central, Central	T: +852 2562 6690	www.diagnostix.com.hk
Hong Kong	Diagnostix Medical Centre (Central)	Room 705, 7/F, Melbourne Plaza, 33 Queen's Road Central, Central	T: +852 2877 9329	www.diagnostix.com.hk
Hong Kong	Diagnostix Medical Centre (Kornhill)	Rm. 505, 5/F, Office Tower, Kornhill Plaza, Quarry Bay	T: +852 2904 6576	www.diagnostix.com.hk
Hong Kong	Diagnostix Medical Centre (Mongkok)	Rm. 911, 9/F, 688 Nathan Road, Argyle Centre Phase 1, Mongkok, Kowloon	T: +852 2392 3886	www.diagnostix.com.hk
Hong Kong	Diagnostix Medical Centre (Tsuen Wan)	Rm. 733, 7/F Nan Fung Centre, 64-98 Sai Lau Kok Road, Tsuen Wan, Kowloon	T: +852 2412 7211	www.diagnostix.com.hk

Singapore Panel Network

Area	Provider name	Address	Phone	Website
Singapore – Panel Network				
Singapore	Integrated Health Plans Pte Ltd (IHP)	Clinics listing (GPs Specialists Physiotherapists) https://assets.april.fr/april-international/Network/zip-network-ihp-listing.zip	T: +65 6715 9420	Member cards with  will have access to IHP panel network

Thailand Panel Network

Thailand policyholders with a “Core” Outpatient module are only eligible for outpatient coverage in the facilities listed below. Outpatient expenses occurring in other medical facilities will not be covered.

Area	Provider name	Address	Phone	Website
Thailand – Panel Network				
Bangkok	Bangkok Christian Hospital	124 Si Lom, Suriya Wong, Bang Rak, Bangkok	T: +66 2625 9000	www.bch.in.th
Bangkok	Kluaynamthai 1 Hospital	80 Soi Sangchan – Rubia Prakanong, Klongtoey Bangkok 10110	T: +66 2769 2000	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (70 Rai Community Branch)	215 – 217 Lok 1 (70 Rai), Dumronglatthipathana Road, Klongtoei, Klongtoei District, Bangkok 10110	T: +66 2671 4053	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (On nut Branch)	227/1,229 Soi Sukhumvit 77, Sukhumvit Road, Pra Kanong Nuea, Wattana District, Bangkok 10110	T: +66 2742 4398	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Ram 2 Branch)	136/1-2 Moo 8, Ramkhamhaeng 2 Road, Dok-mai, Prawet District, Bangkok 10250	T: +66 2751 6746	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Sathorn Branch)	90/7 G Floor, Sathornthani Building, Sathorn Nuea Road, Silom, Bangrak District, Bangkok 10500	T: +66 2636 7733	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Sukhumvit 56 Branch)	18/2 Soi Sukhumvit 56, Sukhumvit Road, Bang Chak, Bang Na District, Bangkok 10260	T: +66 2741 6774	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Supapong 3 Branch)	13/69 Soi Supapong 3, Srinagarindra Road, Nong Bon, Prawet District, Bangkok 10250	T: +66 2743 4963	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Tungsonghong Branch)	183/509-510 Soi Chaeng Wattana 10, Kosum-Songprapa Road, Tungsonghong, Lak-Si District, Bangkok 10260	T: +66 2982 3001	www.kluaynamthai.com
Bangkok	Kluaynamthai Clinic (Yingcharoen Market Branch)	259/99 Phahon Yothin Road, Anusawari, Bang Khen District, Bangkok 10210	T: +66 2972 5553	www.kluaynamthai.com
Bangkok	Kluaynamthai Polyclinic (Asok Branch)	217/1 G Floor, Asoke Towers, Sukhumvit 21 (Asok) Road, Klongtoei Nuea, Wattana District, Bangkok 10110	T: +66 2664 0153	www.kluaynamthai.com
Bangkok	Kluaynamthai Polyclinic (Sukhumvit 93 Branch)	21/5-7 Soi Sukhumvit 93, Sukhumvit Road, Bang Chak, Pra Kanong District, Bangkok 10260	T: +66 2742 5661	www.kluaynamthai.com

Bangkok	Kluaynamthai Polyclinic (The Shoppes Grand Rama 9 Branch)	131/1 Praram 9 Road, Huai Khwang, Huai Khwang District, Bangkok 10310	T: +66 2168 1112	www.kluaynamthai.com
Bangkok	Paolo Phahonyothin Hospital	670 1 Phahonyothin Rd, Samsen Nai, Phaya Thai, Bangkok 10400	T: +66 2279 7000	www.paolohospital.com/en-US/phahol/Home
Bangkok	Phyathai 1 Hospital	364/1 Thanon Si Ayutthaya, Thanon Phaya Thai, Ratchathewi, Bangkok 10400	T: +66 2201 4600	www.phyathai.com
Bangkok	Phyathai 2 Hospital	943 Phaholyothin Road, Samsanni Phayathai, Bangkok 10400	T: +66 2617 2444	www.phyathai2international.com
Bangkok	Thonburi Bamrungmuang Hospital	611 Bamrungmuang Rd, Khlong Maha Nak, Pomprapsatruphai, Bangkok 10100	T: +66 2220 7999	www.thonburibamrungmuang.com
Bangkok	Samitivej Hospital Chinatown	624 Yaowarat Rd, Khwaeng Samphanthawong, Bangkok 10100	T: +66 2118 7888	www.samitivejchinateown.com
Bangkok	Samitivej Srinakarin Hospital	488 Srinakarin Road, Suanluang Bangkok 10250	T: +66 2378 9000	www.samitivejhospitals.com
Bangkok	Samitivej Sukhumvit Hospital	133 Sukhumvit 49, Klongtan Nua Vadhana, Bangkok 10110	T: +66 2711 8181	www.samitivejhospitals.com
Bangkok	Sikarin Hospital	976 Lasalle Road, Bangna Tai, Bangna, Bangkok 10260	T: +66 2366 9900	www.sikarin.com
Bangkok	Sukumvit Hospital	1411 Sukhumvit Rd., Prakanong-Nua, Wattana, Bangkok 10110	T: +66 2391 0011	www.sukumvithospital.com
Chiang Rai	Bangkok Hospital Chiang Rai	369 Moo.13 Tambol Nang Lae, Amphur Muang Chiangrai, Chiangrai 57100	T: +66 5205 1800	www.bangkokhospital-chiangrai.com
Chiang Mai	Bangkok Hospital Chiang Mai	88/8 Moo 6, Tumbol Nong Pa Khrang, Amphur Muang Chiang Mai, Chiang Mai 50000	T: + 66 5208 9844	www.bangkokhospital-chiangmai.com
Chiang Mai	Chiang Mai Ram Hospital	8 Bunrueang Rit Rd, Tambon Su Thep, Mueang Chiang Mai District, Chiang Mai 50200	T: +66 5392 0300	www.chiangmairam.com
Chonburi	Samitivej Sriracha Hospital	8 Soi Laemket, Jermopol Road Sriracha Chonburi 20110	T: +66 3832 0300	www.samitivejsriracha.com
Chonburi	Bangkok Hospital Pattaya	301 Moo 6 Sukhumvit Road Km. 143 Naklua Banglamung Chonburi 20150	T: +66 3825 9999	www.bangkokpattayahospital.com
Krabi	Wattanapat Ao Nang Hospital	555 Moo 5 Tumbol Aonang, Amphur Muang, Krabi 81180	T: +66 7581 5555	www.wattanapat.co.th
Krabi	Andaman International Clinic Koh Lanta -1	458/3, M. 3,T.Saladan ,A.Kohlanta, Krabi 81150	T: +66 7565 6188	www.andamanclinic.net
Krabi	Andaman International Clinic Koh Lanta -2	33- 33/1 Moo 8, Klong Nin, Koh LantaYai, Koh Lanta District, Krabi 81150	T: +66 7581 0321	www.andamanclinic.net
Krabi	Krabi Nakharin International Hospital	1 Pisanpop Rd Pak Nam, Mueang Krabi District, Krabi 81000	T: +66 7562 6555	www.krabinakharin.co.th
Krabi	South Lanta Medical Clinic - Branch 1	361/6 Moo2 Klong Khong Saladan Koh Lanta Yai Krabi, 81150	T: +66 7565 6843	-
Krabi	South Lanta Medical Clinic - Branch 2	488 Moo1 Saladan Koh Lanta Krabi, 81150	T: +66 7565 6134	-

Prachuap Khirikhan	Bangkok Hospital Hua Hin	888 Petchkasem Road Hua Hin Prachuapkhirikhan 77110	T: +66 3261 6800	www.bangkokhospitalhuahin.com
Phuket	Bangkok Hospital Siroj	44 Chalermprakit Rama 9 Road, Vichit, Muang District, Phuket 83000	T: +66 7636 1888	www.phuketinternationalhospital.com
Phuket	BeCare Medical Clinic	61, Kadekwan Road, T.Karon, A. Muang, Phuket 83100	T: +66 7654 0599	
Phuket	Phuket Mission Hospital	4/1 Moo 3 Thepkasatri Road Ratsada, Mueang Phuket District, Phuket 83000	T: +66 7623 7220	-
Samutprakarn	Princ Hospital Suvarnabhumi	35/2 Moo 12 Bangna-Trad Rd., km.6 Bang Kaew Bang Phli, Samutprakarn 10540	T: +66 2080 5999	www.princsuvarnabhumi.com
Surat Thani	Bandon International Hospital	123/1 Moo 1, Thaweerat Phakdee Rd. 84320 Amphoe Ko Samui	T: +66 7733 2706	www.bandonhospitalsamui.com
Surat Thani	First Western Hospital	Thong Sala 112/44 Moo 1, Koh Phangan, Surat Thani Thailand, 84280	T: +66 7737 7474	www.firstwesternhospital.healthcare
Surat Thani	Thai International Hospital	25/25 Ko Samui District, Surat Thani 84320	T: +66 7733 2654	www.thaiinterhospital.com
Surat Thani	Wattanapat Samui Hospital	555 Moo. 1 Taweeratpakdee Road, Amphur Ko Samui, Surat Tani 84320	T: +66 7796 5889	www.wattanapat.co.th
Trang	Wattanapat Trang Hospital	247/2 Phatthalung road, Mueang Trang District, Trang 92000	T: +66 752 05555	www.wattanapat.co.th

Vietnam Panel Network

Area	Provider name	Address	Phone	Website
Vietnam – Panel Network				
Danang	VINMEC Danang International Hospital	30/4 Street, Residential Area 4 Nguyen Tri Phuong, Hoa Cuong Bac Ward, Hai Chau District, Danang	T: +84 236 371 1111	www.vinmec.com
Ha Long	VINMEC Ha Long International Hospital	10A Le Thanh Tong Street, Hong Gai Ward, Ha Long City, Quang Ninh Province	T: +84 203 382 8188	www.vinmec.com
Hai Phong	VINMEC Hai Phong International Hospital	31 Civil Group, Vinh Niem Ward, Le Chan District, Haiphong	T: +84 225 730 9088	www.vinmec.com
Hanoi	VINMEC Metropolis International Clinic	1st Floor, M1 Building, Vinhomes Metropolis Lieu Giai, no.29 Lieu Giai Street, Ngoc Khanh ward, Ba Dinh District, Hanoi	T: +84 243 975 6887	www.vinmec.com
Hanoi	VINMEC Royal City International Clinic	1st Floor, R2B Building, Royal City, 72A Nguyen Trai, Thanh Xuan District	T: +84 24 6664 6868	www.vinmec.com
Hanoi	VINMEC Times City International Hospital	458Minh Khai, Vinh Tuy, Ward, Hai Ba Trung District	T: +84 243 974 3556	www.vinmec.com
Ho Chi Minh City	City International Hospital	No. 3, Street 17A, Binh Tri Dong B Ward, Binh Tan Dist., HCMC	T: +84 286 280 3333	www.cih.com.vn

Ho Chi Minh City	Columbia Asia Gia Dinh International Hospital	01 No Trang Long Street, Ward 7, Binh Thanh District, HCM City, Vietnam	T: +84 283 803 0678	www.columbiaasia.com/vietnam/hospitals/gia-dinh
Ho Chi Minh City	Columbia Asia Saigon International Clinic	8 Alexandre de Rhodes, Ben Nghe Ward, Dist 1	T: +84 283 823 8888	www.columbiaasia.com/vietnam/hospitals/saigon/overview
Ho Chi Minh City	VINMEC Central Park International Hospital	208 Nguyen Huu Canh, Ward 22, Binh Thanh District, HCMC	T: +84 283 622 1166	www.vinmec.com
Ho Chi Minh City	VINMEC Saigon International Clinic	2-2Bis Tran Cao Van, Da Kao Ward, District 1, HCMC	T: +84 283 520 3366	www.vinmec.com
Ho Chi Minh City	Victoria Healthcare – Clinic Luong Dinh Cua	37-39 Luong Dinh Cua St, Binh An Ward, Dist 2, HCMC	T: +84 283 910 4545	www.victoriavn.com
Ho Chi Minh City	Victoria Healthcare – Clinic Nguyen Luong Bang	Broadway D, 152 Nguyen Luong Bang St, Phu My Hung, District 7	T: +84 283 910 4545	www.victoriavn.com
Ho Chi Minh City	Victoria Healthcare – Clinic Nguyen Van Troi	135A Nguyen Van Troi St, Ward 12, Phu Nhuan Dis, HCMC	T: +84 283 910 4545	www.victoriavn.com
Ho Chi Minh City	Victoria Healthcare– Clinic Dinh Tien Hoang	20-20Bis-22 Dinh Tien Hoang St, Dakao Ward, Dist 1st, Dakao Ward, Dist 1	T: +84 283 910 4545	www.victoriavn.com
Nha Trang	VINMEC Nha Trang International Hospital	42 Tran Phu Street, Vinh Nguyen Ward, Nha Trang City, Khanh Hoa Province	T: +84 258 390 0168	www.vinmec.com
Phu Quoc	VINMEC PHU QUOC International Hospital	Bai Dai, Ganh Dau Commune, Phu Quoc District, Kien Giang Province	T: +84 297 398 5588	www.vinmec.com

MyHEALTH Vietnam members with a 20% coinsurance are also eligible for full outpatient coverage in all Vietnam medical facilities other than those listed below. However, no direct billing services will be provided outside our panel network.

Area	Provider name
Ho Chi Minh City	FV Hospital
Ho Chi Minh City	American International Hospital
Hanoi	ProChiro Clinic
Hanoi	L'hôpital Français De Ha Noi
All Vietnam Locations	Hanh Phuc Hospital
All Vietnam Locations	ACC: American Chiropractic Clinic
All Vietnam Locations	Family Medical Practice Clinic
All Vietnam Locations	Raffle Medical Group

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