



2018

Changes to your
Elite Health plan
from renewal
Individuals & Families

We're here to help

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What's different for 2018

There will be quite a few changes to your plan from your renewal date. We have highlighted the key changes in the first part of this booklet.

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What's different for 2018

We are always thinking about how we can improve our health plans and the service that we offer to our customers. We have made quite a few changes this year, and these will affect you from your plan renewal date. These changes are outlined for you in this booklet: please read it in conjunction with your 2018 plan agreement. The most important changes are highlighted for you on this page.

Your custom is very important to us, and we are here if you would like to discuss any of the changes we have made to your plan, or if you would like to talk about your premium increase. You can find our contact details throughout this booklet.

1.1 Higher benefit limits

We have made some improvements to your benefits. We now cover kidney dialysis in full and we have increased your benefit limit for genome testing of cancers. We have also introduced an option for you to increase your benefit limit for well-being care, including health checks, eye exams, and hearing tests.

1.2 Explaining your renewal premium

An important part of our plan changes is pricing. With the introduction of expensive new treatments and drug therapies, medical treatment costs around the world are on the rise. It is inevitable that insurance premiums will have to keep pace. Because of this, your premium for 2018 is higher than your premium for 2017.

1.3 The insurer for your plan

Your health plan is underwritten by the Allianz group of companies, one of the largest financial services providers in the world. Previously, the company that insured your plan was Allianz Benelux N.V., registered in the Netherlands. From your plan renewal date, the company that insures your plan will be AWP Health & Life S.A., registered in Paris, France. Both companies are part of the Allianz group, and the change of insurer will not affect the service you receive from us.

The changes are stated in full in the next part of this booklet. Please also refer to your 2018 plan agreement.

Please don't hesitate to contact us about your renewal premium. We'd love to hear from you. You can also find ways to reduce your premium in this booklet.

The change in insurer means that our complaints procedure is changing. You can see the new procedure in your 2018 plan agreement.

Changes to your benefits

This part outlines in full the changes to your benefits from your plan renewal date. Please read in conjunction with your 2018 plan agreement.

2.1 Higher benefits and new excesses for customers paying in Sterling

Following the fall in value of Sterling, we have increased the Sterling benefit limits throughout the table of benefits. We have also updated our range of Sterling excesses.

What your Sterling excess will be in 2018

2017	2018
£30 per claim	£33 per claim
£60 per claim	£67 per claim
£150 per annum	£167 per annum
£1,000 per claim	£1,060 per claim
£3,000 per claim	£3,330 per claim

2.2 Kidney dialysis

We now cover kidney dialysis in full. Previously, we only covered up to 4 weeks of dialysis treatment.

2.3 Cancer genome testing

We have increased the benefit limit for cancer genome testing to US\$6,000 or £4,000 or €4,500. Previously, the limit was US\$2,000 or £1,250 or €1,500.

2.4 Reconstructive surgery

We have amended the wording for your reconstructive surgery benefit. You are now eligible for only two reconstructive surgeries per lifetime.

2.5 Out-patient physiotherapy

We have amended the wording for your out-patient physiotherapy benefit. We now require a medical report after your 6th session of physiotherapy. Previously, it was after your 10th session. After you have had 6 sessions, we will write to your doctor for a medical report if you need more physiotherapy treatment.

2.6 Boost your well-being benefit

From your plan renewal date, you may boost the limits of your preventive health and well-being benefit. Within the boosted limit, you may claim for a range of health checks, hearing tests, eye exams, and flu jabs.

If you have a Silver plan, you may boost your benefit limit to US\$500 or £330 or €375 per period of cover. If you have a Gold plan, you may boost your benefit limit to US\$1,300 or £860 or €975 per period of cover.

Please note that this change will only affect you if you pay your premium in Sterling.

This change is based on research we have undertaken into genome testing technology around the world.

Please note that, if you wish to boost your well-being benefit, a 6-month waiting period will apply to the boosted limit. You will still be able to claim as normal up to the standard limit.

2.7 Terminal illnesses

We have revamped the terminal illnesses benefit to make it clearer and easier to understand. The terminal illnesses benefit was previously set out as follows:

Terminal illnesses

Bronze	Silver	Gold
Lifetime limit of US\$25,000 or £15,625 or €18,750	Lifetime limit of US\$50,000 or £31,250 or €37,500	Lifetime limit of US\$100,000 or £62,500 or €75,000

Palliative and/or hospice care, and care for persistent vegetative state

On diagnosis of a terminal medical condition covered by your plan, all costs for treatment received on the advice of a medical practitioner or specialist for the purpose of offering relief of symptoms. This includes all hospital or hospice accommodation, and nursing care by a qualified nurse. All treatment and care received after you have been in a persistent vegetative state for a period of eight consecutive weeks due to an injury or illness covered by your plan.

Cover is up to the lifetime limit for your plan.

From your renewal, we have renamed this benefit as the **lifetime care benefit**. We have also re-written some of the benefits within this section. This section now reads as follows:

Lifetime care

Bronze	Silver	Gold
Lifetime limit of US\$25,000 or £15,625 or €18,750	Lifetime limit of US\$50,000 or £31,250 or €37,500	Lifetime limit of US\$100,000 or £62,500 or €75,000

Hospice and palliative care

On diagnosis of a terminal medical condition covered by your plan, all costs for treatment received on the advice of a medical practitioner or specialist for the purpose of offering relief of symptoms. This includes all hospital or hospice accommodation, and nursing care by a qualified nurse.

Cover is up to the lifetime limit for your plan.

Artificial life maintenance

Treatment you require after you have already been on artificial life maintenance for 8 weeks.

Cover is up to the lifetime limit for your plan.

Persistent vegetative state and neurological damage

Treatment you require after you have been in hospital for 8 weeks for permanent neurological damage or if you are in a persistent vegetative state.

Cover is up to the lifetime limit for your plan.

Your new lifetime care benefit looks very different, but, in practice, all we have done is group together in one place various terms & conditions that already featured in different places in your plan agreement.

Your renewal premium

3.1 Premium increases

The premium increase for most of our customers will be 5.25%. However, it may be higher for one (or more) of the reasons stated below.

3.2 If you pay your premium in Sterling

Following the fall in value of Sterling, customers paying in Sterling will see a higher than average rise in their premiums. This is because the majority of claims are made in countries where the economy is aligned to the US Dollar. The falling Sterling means that these claims are costing insurers more. For 2018, we have adjusted the Sterling exchange rate to reflect market conditions. The good news is that the Sterling benefit limits on your plan will also increase, though this also means your excess (if applicable) will also increase.

3.3 If you have entered a higher age bracket

We calculate your premium according to the age bracket you fall into. Each age bracket spans at least five years (e.g. 25-29, 30-34, 35-39). If your premium increased more than you were expecting, it may be because you now fall into a higher age bracket. The good news is that you will remain in this age bracket for five years, so future premium increases will be comparatively less.

3.4 If you have a US\$1,600 or £1,000 or €1,500 per claim excess

We have reduced the premium discount for this excess. If you pay in Sterling, this reduction will be more noticeable due to the falling value of Sterling.

3.5 If you have a US\$250 or £167 or €225 per annum excess

We have reduced the premium discount for this excess on the Silver plan only. If you pay in Sterling, this reduction will be more noticeable due to the falling value of Sterling.

3.6 If you live in Indonesia

We are noticing that more and more of our customers living in Indonesia are travelling to Singapore for medical treatment, leading to a considerable increase in our claims costs for Indonesian residents. As such, we have adjusted our premiums.

If you live in Indonesia your renewal premium will be subject to a 22% increase, on top of any other increases outlined in this document (e.g. if you have crossed into a new age band). Please note that this 22% increase will not apply if you live in Bali.

We recognise that this is large increase, so we are offering two options to help you to reduce your renewal premium. Your renewal is based on the standard area of cover (worldwide cover, excluding the USA). The two options below provide more restricted areas of cover, in return for a reduced renewal premium.

Please don't hesitate to contact us about your renewal premium. We are here to help.

Contact us about switching from Sterling to another currency.

Contact us about switching to a different excess.

If you would like to discuss the other options, please contact us and we will be happy to help.

Option 1: Worldwide excluding the USA, with 20% co-insurance in certain countries

With this option you will be eligible for cover worldwide, excluding the USA. However, there will be a 20% co-insurance when you travel to certain locations for medical treatment. These locations are Singapore, Hong Kong, China, Japan, Macau, Taiwan, Swizerland, and the London area. In these lcoations, we will only cover you up to 80% of your costs.

However, we will reimburse you up to US\$100,000 for emergency treatment that you receive whilst on temporary trips to these location.

Option 2: Regional cover for Southeast Asia (Lotus)

If you select the Lotus option, you will only be eligible for cover in the Lotus countries. These are Indonesia, Thailand, Vietnam, Malaysia, Laos, Cambodia, Brunei, Philippines, South Korea, Kazakhstan, Kyrgyzstan, Mongolia, Papua New Guinea, Tajikistan, Turkmenistan, Uzbekistan, and all countries within Africa & the Indian Subcontinent.

You'll be covered for up to US\$100,000 for emergency treatment that you receive whilst on temporary trips outside the Lotus countries, but you won't be covered for any treatment received in the USA, Canada, any Caribbean country or island, or the London area.

3.7 If you live in Hong Kong

Medical costs in Hong Kong are second only to the USA, and they are rising each year at a phenomenal rate. As such, we have increased our premiums in Hong Kong by more than the 5.25% global average. If you pay your premiums in Sterling, you will notice an even higher increase in premiums.

3.8 If you have a child-only plan

We are changing how we offer child-only plans because of the high number of claims we receive. From your renewal date, you will need to pay a higher premium for each child. In addition, the minimum excess we can offer on child-only plans is now US\$50 or £33 or €45 per claim.

3.9 If you live in China, Macau, Japan, Taiwan or Singapore

If you live in China, Macau, Japan, Taiwan or Singapore, and you also have a Bronze or Silver plan on the standard area of cover (i.e. worldwide excluding the USA), your premium increase at renewal will be higher than the 5.25% global average. Customers with a Bronze plan and the standard area of cover will notice a 7.78% premium increase. Customers with a Silver plan and the standard area of cover will notice a 5.66% premium increase.

3.10 Ways to reduce your premium

If you are concerned at your premium increase, there are ways you can reduce your premium.

Consider a different plan

You may be able to switch to a cheaper Elite plan with fewer benefits. Alternatively, customers living in Southeast Asia (excluding Singapore), Africa, the Indian Subcontinent, Eastern Europe, and Latin America might consider switching to an Essential plan. Please visit our [website](#) to view our 2018 plan range.

Change your payment frequency

If you are currently paying your premium on a monthly basis, you can save

The Lotus area of cover also includes Indonesia, Thailand, Vietnam, Malaysia, Laos, Cambodia, Brunei, the Philippines, South Korea, Kazakhstan, Kyrgyzstan, Mongolia, Papua New Guinea, Tajikistan, Turkmenistan, Uzbekistan, and all countries in Africa and the Indian Subcontinent.

If you previously had a child-only plan with a nil excess, you will notice that renewal has been offered on the basis of a US\$50 or £33 or €45 per claim excess.

If you want to know more about the ways you can reduce your premium, please contact us. We'd love to hear from you.

5% by paying on an annual basis. You can also make a saving if you are currently paying your premium on a quarterly or semi-annual basis.

Increase your excess

Increasing your excess can reduce your premium. We have several excess options, ranging from US\$50 or £33 or €45 per claim, all the way up to US\$10,000 or \$6,600 or €10,000 per claim.

Reduce your area of cover

If you have chosen optional cover in the USA, you might wish to consider downgrading to the standard area of cover, which is worldwide excluding the USA. Customers in Indonesia, Africa, and the Indian Subcontinent can also choose to restrict their area of cover to their region, with cover outside their region limited to treatment for accidents and emergencies only.

Treatment room discounts (if you reside in Hong Kong)

You can consider our semi-private room or ward discount, which will give a discount on your premium.

Please note that this option is only available if you are resident in Hong Kong.

Changes to your terms & conditions

4.1 Administrative changes

The following changes affect when you must contact us about your treatment, and how much time you have to submit your claims.

When you are admitted to hospital in an emergency

If you are admitted to hospital in an emergency and it is not reasonably possible for you to contact us in advance of your admission, we will consider your claim provided you contact us within 24 hours of your admission. If you do not contact us within 24 hours, we may decline your claim, or subject your claim to 20% co-insurance.

The time limit for submitting reimbursement claims

You must submit your claim within 6 months of your treatment date, unless it was not reasonably possible for you to submit the claim within this time. We will not pay any invoices received by us more than 12 months after the treatment date.

Changes to the direct billing service

We have changed the terms & conditions governing your use of medical services providers within our direct billing service. There are new eligibility criteria for the service, and you will need to complete a new direct billing form. If you previously had an arrangement in place with us concerning direct billing, this will no longer be valid from your plan renewal date. We have also clarified the consequences of making an ineligible claim or failing to repay us following an ineligible claim.

4.2 Artificial life maintenance

We have added the following exclusion regarding artificial life maintenance:

You are not covered for artificial life maintenance, other than any benefit you are eligible for under the lifetime care benefit.

4.3 Change to the definition of 'medically necessary treatment'

Previously, we defined medically necessary treatment as follows:

Medically necessary treatment

Treatment that is medically appropriate and necessary to treat a condition and which is consistent with UK medical practice and guidelines regarding its type, frequency and duration. The UK guidelines used for the purpose will be those published by the National Institute for Health and Clinical Excellence (NICE) in the UK.

We realise that different countries follow different protocols regarding what is medically necessary. As such, we have amended our definition as follows:

Medically necessary treatment

Treatment that is medically appropriate and necessary to treat a condition covered by your plan. The treatment must be:

- *essential to diagnose or treat a patient's condition, illness or injury*
- *consistent with the patients, symptoms, diagnosis or treatment of the underlying condition*

- in accordance with generally accepted medical practice and professional standards of medical care at the time
- required for reasons other than the comfort or convenience of the patient or his/her physician
- proven and been demonstrated to have medical value, with international medical and scientific evidence of the effectiveness and safety of the treatment
- considered to be the most appropriate type and level of treatment taking patient safety and cost effectiveness into consideration
- provided at an appropriate facility, in an appropriate setting and at an appropriate level of care for the treatment of the patient's medical condition
- provided only for an appropriate duration of time.

4.4 Change to the definition of 'pre-existing medical condition'

We have added 'joint replacements' to the list of conditions that are excluded if you have had a joint replacement at any time before your date of entry.

4.5 Change to the exclusion for experimental drugs and treatment

Previously, the experimental drugs and treatment exclusion was as follows:

Experimental drugs and treatment

Treatment which is experimental, or has not been proven to be effective. This includes, but is not limited to:

- treatment that is provided as part of a clinical trial
- treatment that has not been approved by the National Institute for Clinical Excellence (NICE)
- any drug or medicine that is prescribed for a purpose for which it has not been licensed for or approved by NICE
- any combination of drugs or medicines prescribed for the purpose for which they have not been licensed for, or approved by NICE

In order to reflect different medical protocols in different countries, we have amended this exclusion as follows:

Experimental drugs and treatment

Treatment or medicine which in our reasonable opinion is experimental or unproven based on generally acceptable current clinical evidence and generally accepted medical practice.

4.6 Change to the exclusion for vitamins, dietary supplements, and natural substances

Previously, this exclusion read as follows:

Vitamins, dietary supplements, and natural substances

Naturally available substances that can be purchased without prescription, including, but not limited to, vitamins, minerals and organic substances. Please note however these may be covered under the 'Routine maternity care and childbirth' benefit.

From your renewal, the exclusion reads as follows:

Vitamins, dietary supplements, natural substances, and creams

You are not covered for commercially available substances that can be purchased without prescription, including, but not limited to, vitamins, minerals, organic, substances, moisturisers, oils, creams, or other pharmaceutical products, other than any treatment available to you under the routine maternity care and childbirth benefit within the maternity costs benefits section of the table of benefits.

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