















#### For Planned Admission in Mauritius

Notify Medscheme at least 3 days before by email on clinic@medschemeinternational.com or call on 403 5073.

You will need to share the following information to request for a *Prise* en *Charge* (*PEC*):

- Admission Date
- Clinic Name
- Medical Reports
- Treatment Plan
- Cost Estimate (If Available)

Medscheme will then review your documents and confirm your level of coverage.

### **Admission Checklist**



What do you need to bring when admitted to the clinic?

- ✓ National Identity Card/Passport
- MoSanté Membership Card
- Medical Reports
- ✓ Treatment Plan
- Current Medication

How do you access your

Membership Card?

- 1 Log on MoSanté App
- 2 Select the beneficiary
- 3 Tap on "Membership Card"



### For Emergency Admission in Mauritius

Present your MoSanté Membership Card and NIC/Passport to the clinic upon admission.

Once the clinic informs Medscheme of your admission, they will both exchange the necessary information on your medical treatment to ensure a smooth discharge.



# Treatment Not Available in Mauritius

Request for an approval from Medscheme by email on overseas@medschemeinternational.com at least 7 business days before departure for your overseas treatment.

You will also need to share the following information to request for an overseas *Prise en Charge (PEC)*:

- Medical Reports
- Doctor's Recommendation for Overseas Treatment
- Treatment Plan
- Cost Estimate with Clinic Details
- Planned Admission Date

Medscheme will then review your documents and confirm if the overseas treatment will be covered as well as the level of cover.

#### What do we cover?



✓ Accommodation\*

Cost of Treatment as per your Cover Limit

\*Applicable for the Patient and the Treating Doctor or another Accompanying Person. Terms & Conditions apply.

# Treatment Available in Mauritius but You Prefer to go Overseas

Request for an approval from Medscheme by email on overseas@medschemeinternational.com at least 7 business days before departure for your overseas treatment.

You will also need to share the following information to request for an overseas *Prise en Charge (PEC)*:

- Medical Reports
- Doctor's Recommendation for Overseas Treatment
- Treatment Plan
- Cost Estimate with Clinic Details
- Planned Admission Date

Medscheme will then review your documents and confirm if the overseas treatment will be covered as well as the level of cover.

Prior approval from Medscheme is compulsory.

#### What do we cover?

✓ Treatment costs based on Mauritian rates (As per the Scale of Cost)



If you had to undergo an overseas treatment without obtaining prior approval from Medscheme, you will need to proceed as per below:

- ✓ Make full payment to the clinic abroad
- Submit your claim to Medscheme ensuring that the below supporting documents are attached:
- Claim Form (Not required for Snap & Send)
- Full Medical Report (Diagnosis & Treatment Plan)
- Final and Detailed Invoice from the Clinic
- Proof of Payment to the Clinic

Medscheme will then process your claim and refund you based on your level of cover and the Terms and Conditions of the MoSanté health plan.

### **Territorial Limits**

The MoSanté health plan excludes treatment in these countries:

- USA
- Canada
- Singapore\*
- Japan\*



\*Our Inpatient Cover caters for medical treatment in Singapore & Japan, as per the available limit.





Should you have any questions or concerns, Medscheme's CRM Team is here to support you on :



403 5073 (from 08.30 to 16.45 during office hours)

A Hotline is exclusively available to all clinics around the island if you are admitted after working hours.