

# YOUR PLAN TERMS AND CONDITIONS

IF YOU EVER NEED TO MAKE A CLAIM,  
YOU CAN DO SO ONE OF THREE WAYS:



**VITALITY GP APP**

Use our Vitality GP app to book a private video consultation with a GP



**MEMBER ZONE**

Submit a claim online in the Member Zone 24 hours a day, 7 days a week



**CALL US**

Call us on the number at the top of the letter you received from us when you joined

WELCOME TO VITALITY	5
SUMMARY OF COVER AND EXCLUSIONS	7
YOUR HEALTHCARE COVER EXPLAINED	10
EXCLUSIONS - WHAT'S NOT COVERED	18
IMPORTANT INFORMATION ABOUT YOUR COVER	22
THE VITALITY PROGRAMME	25
ACCEPTANCE TERMS	27
CLAIMS CONDITIONS	29
GENERAL CONDITIONS	32
MEMBERSHIP	35
PAYING PREMIUMS AND RENEWING YOUR PLAN	37
CANCELLING YOUR PLAN	38
HOW YOUR PREMIUM CAN CHANGE	39
DEFINITIONS	41
COMPLAINTS PROCEDURE	45
OTHER IMPORTANT INFORMATION	46
APPENDIX 1 - YOUR GUIDE TO OUR MORATORIUM CLAUSE	48
APPENDIX 2 - CHRONIC CONDITIONS INFORMATION	50
APPENDIX 3 - OUR ADVANCED CANCER COVER EXPLAINED	52
APPENDIX 4 - LIFESTYLE SURGERY BENEFITS	56



# WELCOME TO VITALITY

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## ABOUT THIS DOCUMENT

This document reflects the terms and conditions of your Personal Healthcare plan with us. Please refer to this document and your certificate of insurance for full details of the cover and any exclusions that apply. You will also find reference to our **Vitality Programme** in this document. The services, discounts and rewards offered during a **plan year** may change from time to time.

This document, your certificate of insurance and your hospital list (if applicable), along with the information contained in your application form, form part of the contract of insurance between yourself and Vitality Health Limited.

## ABOUT VITALITYHEALTH

VitalityHealth is owned by Discovery Holdings which was founded in 1992 as a specialist health insurance company in South Africa.

For more information visit [www.discovery.co.za](http://www.discovery.co.za).

## STATEMENT OF DEMANDS AND NEEDS

This plan is designed to meet the needs of people who wish to ensure their health requirements are met quickly; it complements the services provided by the NHS but does not replace them. We aim to offer increased choice and access to high quality, private facilities. This plan will also reward you if you make an effort to lead a healthy lifestyle. To ensure you are completely confident that this product will meet your needs, we would advise you to read the plan documentation.

## CONTACTING US

For more information or further clarification on the benefits, cover, exclusions and the rules included in this plan you can contact us as follows:

### Online:

Via our Member Zone at [vitality.co.uk/member](http://vitality.co.uk/member) and send us a secure message.

### By post to:

**VitalityHealth Customer Services  
Sheffield, S95 1DB**

Or contact your adviser.

### HOW WE WILL COMMUNICATE WITH YOU

We will use your (the **planholder's**) email address as the primary form of contact regarding this plan. Please note we generally do not send paper copies of our plan documentation or information to you unless you specifically ask us to. All plan documentation can be found by logging into our secure website.

### ABOUT THIS PLAN WORDING

We have tried to make sure that the plan wording is as clear and straightforward as possible. Please take time to read it carefully alongside your certificate of insurance, hospital list (if applicable) and any changes we tell you about, as they all form part of the contract of insurance and should be read as if they are one document.

### YOUR CERTIFICATE OF INSURANCE

It is especially important that you always refer to your certificate of insurance before making a claim as this shows which cover options you have, what limits if any apply, any **excess** that's payable and how it is paid, and any special terms that are specific to you and your **insured dependants**.

**If a cover option doesn't show on your certificate of insurance then you do not have that cover.**

Certain words used within these terms and conditions have special meaning that we'd like to draw your attention to:

We/us/our - means VitalityHealth

You/your - means the **planholder** and **insured dependants**

Where the words 'you' or 'your' refer specifically to the **planholder**, we'll say 'you (the **planholder**)'

We have printed the remaining defined words in bold to help you identify them as you read through this document. You'll find a full explanation of each word in the 'Definitions' section on pages 41 to 44.

If you have any queries about your plan, please don't hesitate to call our customer services team who will be happy to help you. Alternatively, you should contact the adviser who sold you your plan.

# SUMMARY OF COVER AND EXCLUSIONS

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This summary is intended to give you a brief overview of our Personal Healthcare plan. For full details of your own cover, please refer to your certificate of insurance and the terms and conditions contained later in this document.

## WHAT IS OUR PERSONAL HEALTHCARE PLAN?

- Our Personal Healthcare plan aims to cover the costs of private medical **treatment** for acute medical conditions for **UK** residents. The plan is not suitable for residents of other countries, including residents of the Republic of Ireland. Our Core Cover provides a GP consultation service, full cover for **in-patient** and **day-patient hospital treatment** and **out-patient** surgical procedures, and full cover for **cancer**. Other cover options you can choose to add are:
  - **Out-patient** scans, tests and **treatment**
  - Mental Health Cover
  - Therapies Cover
  - Dental Cover
  - Travel Cover
- It's a highly flexible plan that enables you to choose the benefits that suit you. Please be aware that requests to change your cover (including the **excess**) can only be made at renewal and, if available, this may be subject to new underwriting terms. For example the addition of a new cover option may be subject to our moratorium clause being applied with effect from the date the benefit is added.
- As part of your plan we also offer you discounts and cashback on healthy things to help you lead a healthier lifestyle and reward you for doing so.
- Your plan is bound by English law and comes under the jurisdiction of the **UK** courts.

*Please read 'Your healthcare cover explained' section together with your certificate of insurance to find out what cover you have.*

## HOW LONG DOES THE PLAN LAST AND HOW CAN IT CHANGE?

- Personal Healthcare is an annual insurance contract which means that the premiums, benefits, terms and conditions last for one year at a time, and can change at each **annual renewal date**.
- Premiums rise each year with age and usually rise higher than the Retail Price Index. This is due to factors such as the rise in charges made by hospitals and other providers, and medical advances that may enable more of our customers to be treated but which can be very expensive.
- If you choose to cancel your plan we won't pay for any more **treatment** you have after the cancellation date.

## WHAT DOES THIS PLAN NOT COVER?

- Like all health insurers there are some conditions and **treatments** we don't cover. Here are some of the key ones but please refer to 'Exclusions - what's not covered' on pages 18 to 21 of this document for a full list:
  - Any regular monitoring or ongoing **treatment** of chronic (long-term) medical conditions. Examples of **chronic conditions** include diabetes, multiple sclerosis and asthma
  - **Treatment** received outside the **UK**
  - Emergency **treatment**
  - **GP** consultations, except with a **Vitality GP** or a private **GP** on our provider panel
  - Pregnancy and childbirth
  - Cosmetic treatment (other than treatment we have authorised under our Lifestyle Surgery benefit)
  - Organ and whole body part transplants
  - **Treatment** not considered established medical practice in the **UK**
  - **Treatment** related to developmental problems, behavioural problems and learning difficulties, such as autism, dyslexia and attention deficit hyperactivity disorder (ADHD)

- **Treatment** for obesity (other than treatment we have authorised under our Lifestyle Surgery benefit)
- **Treatment** provided by a **consultant**, therapist or complementary medicine practitioner not recognised by VitalityHealth
- Our plans are designed to cover new conditions that arise after your plan starts with us, so you may also have exclusions personal to you that will show on your certificate of insurance, if you completed a health questionnaire.
- If you joined under our moratorium clause, any medical conditions you've had in the five years leading up to your **cover start date** are automatically excluded. These conditions can become eligible for cover if you don't consult anyone in a medical capacity, receive medical **treatment** or take medication for them or any **related conditions** for two continuous years.

*Please read the section 'Exclusions - what's not covered' and 'Acceptance terms' for full details*

#### WHICH HOSPITALS ARE ELIGIBLE UNDER YOUR PLAN?

- If you have one of our hospital list options, you should only go to a **hospital** on your chosen list, as you're only covered in full for **treatment** at those **hospitals**. If you go to a hospital that's not on your list, then you'll have to pay 40% of the costs of your **treatment** (excluding your **consultants'** fees).
- Some **consultants** can arrange for **diagnostic tests** and scans to be carried out in a number of different hospitals. It is important that you check that the hospital your **consultant** suggests you attend is eligible on your plan.
- If you have chosen our Consultant Select option, you must contact us before having **treatment** so we can arrange for you to see a **consultant** on our panel. Alternatively you can make an appointment with a **Vitality GP** who will arrange for you to see a **consultant**. The **consultant** will then choose the **hospital** you are treated in. We will not pay for **treatment** we have not authorised in advance.

#### WHAT IS THE VITALITY PROGRAMME?

- We believe in helping you to lead a healthier lifestyle too, which is why we help you take steps to improve your health. You can complete the online Health Review to find out your 'Vitality Age' and sign up for a Vitality Healthcheck. You'll also have access to a range of discounts on ways to get healthy, and devices to help you monitor your fitness.
- We'll help you improve your health by giving you discounts and cashback with our health partners. To help keep you motivated, we also give you rewards for being healthy. We do this by giving you access to further benefits and savings with our reward partners; and, the higher your Vitality status, the bigger the rewards you could receive.
- Because we are working with a range of partners and services that can change over time, we may change the way we award points that go towards your Vitality status and/or eligible partner activities. We may change the partners and the incentives we offer from time to time. Prices with our Vitality partners may also increase during the **plan year**.

*Please read the section called 'The Vitality Programme' on pages 25 and 26 to find out more.*

#### WHAT IF YOU (THE PLANHOLDER) WANT TO CANCEL YOUR PLAN?

- You have 14 days from your **plan start date** or from when you receive your plan documents, whichever is later, in which to cancel your plan and receive a full refund of your premium (provided you've not already claimed).
- If you cancel your plan after this time we'll refund any premiums you've already paid that are for a period after your cancellation date providing you haven't claimed. However, if you cancel the plan before the end of the 12 month term the plan covers, we reserve the right to charge an administration fee of £40.
- Please note that you may still be subject to the notice period of any relevant Vitality partner and to any other relevant terms and conditions of that Vitality partner. Also, there will be no refund in respect of any partner activities or Vitality points earned once a plan has been cancelled.



#### **WHAT HAPPENS IF YOU COMPLAIN BUT ARE NOT HAPPY WITH THE OUTCOME?**

We hope this never happens but if it does you can take your complaint to the Financial Ombudsman Service once you've received our final decision. This is a free service to you and does not affect your legal rights. You'll find contact details and information on how to make a complaint later in this document but here's their website address for your convenience: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

#### **WHAT PROTECTION IS THERE IF VITALITYHEALTH GOES OUT OF BUSINESS?**

VitalityHealth is covered by the Financial Services Compensation Scheme. If we are unable to pay your claim because we have become insolvent or are no longer in business, you may be entitled to compensation.

More details about the Financial Services Compensation Scheme, including who is eligible, can be found on their website: [www.fscs.org.uk](http://www.fscs.org.uk).

# YOUR HEALTHCARE COVER EXPLAINED

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In this section we have set out details of the cover options and the exclusions that apply to each option. Other exclusions applying to your plan are contained within the 'Exclusions - What's not covered' section on pages 18 to 21. You may also have exclusions personal to you based on your medical history. You will find details of any personal medical exclusions in your certificate of insurance.

## IMPORTANT NOTES

The purpose of this plan is to provide you with cover for eligible **treatment**, once you've been referred for further **treatment** by a **GP** or dental practitioner, that:

- aims to cure an **acute condition** or the **acute flare-up of a chronic condition** or to return you to your state of health immediately before suffering an **acute condition** or **acute flare-up of a chronic condition**
- is given by a **consultant**, therapist or complementary medicine practitioner recognised by us and takes place at a **hospital** or other facility that is eligible under your plan
- is appropriate for your condition and established medical practice at the time of the **treatment**
- is covered by the benefits of this plan, subject to any terms and conditions.

Subject to any limits that apply, we will pay for eligible **treatment** costs after taking off any **excess** that may apply under the plan. You must always contact us before you start your **treatment** to ensure your **treatment** will be covered.

Your plan also provides you with cover for Lifestyle Surgery for some specified medical conditions. Our general exclusion for pre-existing conditions doesn't apply to the conditions covered under this benefit but there are other rules specific to this benefit. Full details can be found in Appendix 4 on page 56.

## THE HOSPITALS ELIGIBLE UNDER YOUR PLAN

- If you have one of our hospital list options, you should only go to a **hospital** on your chosen list, as you're only covered in full for **treatment** at those **hospitals**. If you go to a hospital that's not on your list, then you'll have to pay 40% of the costs of your **treatment** (excluding your **consultants'** fees).
- Some **consultants** can arrange for **diagnostic tests** and scans to be carried out in a number of different hospitals. It is important that you check that the hospital your **consultant** suggests you attend is eligible on your plan.
- If you have chosen our Consultant Select option, you must contact us before having **treatment** so we can arrange for you to see a **consultant** on our panel. Alternatively you can make an appointment with a **Vitality GP** who will arrange for you to see a **consultant**. The **consultant** will then choose the **hospital** you are treated in. We will not pay for **treatment** we have not authorised in advance.

## WHAT HAPPENS IF YOUR COVER ENDS

This plan covers you for eligible **treatment** that takes place while the plan is still in force (in other words, whilst the plan is still active and has not been cancelled or lapsed for any reason) and all payments are up-to-date. We do not pay for **treatment** that takes place after your cover has ended, even if this is a continuation of **treatment** that started while you were still covered by this plan, or even if we've authorised it in advance but the **treatment** is now going to take place after your cover has ended.

## YOUR COVER

The tables on the following pages show all of the cover options that can be chosen.

You may have chosen to limit or remove cover options. Please always check your certificate of insurance, as that shows exactly what cover you have.

**If a cover option does not show on your certificate of insurance then you are not covered for it.**

The column on the right called 'What's not covered' shows some of the exclusions that apply to each aspect of cover. However, a full list of exclusions is included on pages 18 to 21. Please also read the 'Important information about your cover' section which tells you more about some of the options. This section can be found on pages 22 to 24.

## WHAT WE MEAN BY 'FULL COVER'

Wherever we say 'full cover' in your certificate of insurance we mean all of your eligible costs will be covered in full (unless any **excess** applies) providing you're being treated in a **hospital** or other facility that is eligible under your plan and by a **consultant** recognised by us, and we have authorised your treatment in advance.

For example, if you need an operation, our 'full cover' promise includes paying your surgeon's and anaesthetist's fees in full.

## CORE COVER – PRIMARY CARE

### WHAT'S COVERED

Video consultations with a **Vitality GP**

Face-to-face consultations with a private **GP** in our network\*

Charges for:

- minor **diagnostic tests** ordered by a **Vitality GP** or a private **GP** in our network
- medication prescribed by a **Vitality GP** or private **GP** in our network (for **treatment** of an **acute condition**).

**Please also see 'Important information about your cover' paragraph 1.4**

\*a co-payment applies to this benefit, please see your certificate of insurance for further details.

### WHAT'S NOT COVERED

Charges for **GP** consultations not undertaken by a **Vitality GP** or private **GP** in our network

#### Diagnostic tests:

- not ordered by a **Vitality GP** or private **GP** in our network
- ordered by a **Vitality GP** or private **GP** in our network, at the same time as they refer you to a **consultant**

Private prescription charges, where the medication is:

- not prescribed by a **Vitality GP** or private **GP** in our network
- a routine or repeat prescription
- available from a pharmacy as an over-the-counter medication
- a drug which has been prescribed during the last month (unless it is to complete a short course of **treatment**)
- for protection against disease when travelling abroad (including vaccinations)
- a supplement or feed (e.g. infant formulas).

## PRIVATE MEDICAL HELPLINE

This is a 24 hour phone line giving you access to medical advice seven days a week, 365 days a year. You can use this service if you want advice on general health topics or you are unsure whether to seek emergency **treatment**. However, they will not have any details about you in advance, and they will not be able to refer you to a **consultant** or prescribe medication. If you think you require **treatment** for a specific condition, you should arrange a video consultation with a **Vitality GP** or book a face-to-face consultation with a private **GP** in our network.

## CORE COVER – HOSPITAL FEES

### WHAT'S COVERED

Charges for **in-patient** and **day-patient treatment** at a **hospital** eligible under your plan:

- accommodation, nursing, drugs given for immediate use while in **hospital, critical care**
- operating theatre charges, surgical dressings and drugs
- surgical appliances needed as a vital part of an operation
- **diagnostic tests**, including pathology, radiology, CT, MRI and PET scans
- **physiotherapy** (when part of **in-patient treatment** only).

### WHAT'S NOT COVERED

- medical aids or appliances (e.g. neck collars, splints and foot supports)
- mobility aids (e.g. wheelchairs and crutches)
- spectacles, contact lenses, hearing aids or cochlear implants
- the provision or fitting of any external prosthesis
- drugs and dressings that you take home
- personal expenses such as newspapers, telephone calls, additional meals.

## CORE COVER – OUT-PATIENT SURGICAL PROCEDURES

### WHAT'S COVERED

Charges for **out-patient** surgical procedures\* at a **hospital** eligible under your plan or within the **consultant's** specialist consulting rooms, where appropriate:

- surgeons' and anaesthetists' fees
- operating theatre charges, surgical dressings and drugs used during the surgical procedure
- any other related and necessary medical **treatment** that takes place on the same day as the surgical procedure.

\***Out-patient** surgical procedure means an operation or other invasive procedure carried out on an **out-patient** basis.

### WHAT'S NOT COVERED

- scans and **diagnostic tests**
- **out-patient treatment** that is not a surgical procedure
- medical aids or appliances (e.g. neck collars, splints and foot supports)
- mobility aids (e.g. wheelchairs and crutches)
- spectacles, contact lenses, hearing aids or cochlear implants
- the provision or fitting of any external prosthesis
- drugs and dressings that you take home
- personal expenses such as newspapers, telephone calls, additional meals
- **treatment** given by a consultant not recognised by us.

## CORE COVER – CONSULTANT FEES

### WHAT'S COVERED

**Consultant** fees for **in-patient** and **day-patient treatment** that takes place at a **hospital** eligible under your plan:

- surgeons' and anaesthetists' fees for operations and surgical procedures performed as an **in-patient** or **day-patient**
- physicians' fees and other **consultant** appointments.

### WHAT'S NOT COVERED

- **treatment** given by a consultant not recognised by us.

## CORE COVER – PRIVATE AMBULANCE

### WHAT'S COVERED

Charges for the use of a **private ambulance** for transfer between **hospitals**, whether NHS or private, if a **consultant** recommends it as medically necessary.

Please also see 'Important information about your cover' paragraph 1.8

### WHAT'S NOT COVERED

- where use of the **private ambulance** is not medically necessary.

## CORE COVER – NHS HOSPITAL CASH BENEFIT

### WHAT'S COVERED

A cash amount payable for:

- eligible **in-patient treatment** that you choose to have as a non-paying NHS patient even though you could have had the **treatment** in a private facility
- eligible **day-patient treatment** that you choose to have as a non-paying NHS patient even though you could have had the **treatment** in a private facility.

### WHAT'S NOT COVERED

- if **treatment** is not eligible under this plan
- if you have already claimed a cash benefit for **treatment of cancer** that took place on the same day or night
- if you are admitted to an NHS hospital in an emergency, no benefit will be payable for any part of the admission
- if you choose to transfer to a private **hospital** for part of your **treatment**, then no benefit is payable for any of the nights you spent as a non-paying NHS patient
- if you are admitted as an **in-patient** after midnight, then no benefit is payable for that first night spent in hospital.

## CORE COVER – CHILDBIRTH CASH BENEFIT

### WHAT'S COVERED

A cash amount payable on the birth of a child or in the case of legal adoption. This benefit is payable once only per child.

Please also see 'Important information about your cover' paragraph 1.7

### WHAT'S NOT COVERED

- if you've not been covered under the plan for at least 10 months before the birth.

## CORE COVER – PARENT ACCOMMODATION

### WHAT'S COVERED

The cost of accommodation for you (the **planholder**) or your insured husband, wife or partner to stay with your insured child, while they are receiving **in-patient treatment** in a **hospital** eligible under your plan. This is providing your insured child is under the eligible age specified on your certificate of insurance.

Please also see 'Important information about your cover' paragraph 1.9

### WHAT'S NOT COVERED

- personal expenses.

## CORE COVER – PREGNANCY COMPLICATIONS

### WHAT'S COVERED

Charges for **in-patient** and **day-patient treatment** at a **hospital** eligible under your plan for the following conditions and directly associated complications:

- ectopic pregnancy
- miscarriage
- missed abortion
- stillbirth
- postpartum haemorrhage
- retained placental membrane
- hydatidiform mole

### WHAT'S NOT COVERED

- antenatal care
- normal pregnancy and childbirth
- intrauterine fetal surgery and transfusions
- any complication of pregnancy or directly **related condition** that the mother is aware of at her **cover start date**
- any complication of pregnancy except the specific conditions listed opposite.
- investigations and **treatment** of recurrent miscarriages
- **hospital** charges and **consultants'** fees not directly related to eligible **treatment** of the conditions listed.

## CORE COVER – ORAL SURGERY

### WHAT'S COVERED

Charges for **treatment** at a **hospital** eligible under your plan for the following oral surgical procedures only:

- reduction of facial and mandibular fractures following an accident
- surgical removal of impacted teeth, or partially erupted teeth, causing repeated pain or infections, and complicated buried roots
- infections causing facial swelling requiring surgical drainage
- removal of cysts of the jaw
- apicectomy.

### WHAT'S NOT COVERED

- elective surgery to correct conditions of the jaw bones and/or facial skeleton
- procedures to prepare for orthodontics or prosthetic surgery
- any other **dental treatment** or maxillofacial or oral surgical procedure
- **treatment** following an accident that happened before your **cover start date**
- **treatment** not provided by an oral surgeon
- **treatment** given by a consultant not recognised by us.

## CORE COVER – REHABILITATION

### WHAT'S COVERED

This benefit provides you with up to 21 days of **rehabilitation treatment** following a stroke or serious brain injury.

The **treatment** must:

- immediately follow a period of **in-patient treatment**
- start no more than two months after initial diagnosis or date of injury

### WHAT'S NOT COVERED

- **treatment** not undertaken in a rehabilitation unit at a recognised rehabilitation facility
- **treatment** given or arranged by a consultant not recognised by us.

## CORE COVER – HOME NURSING

### WHAT'S COVERED

Charges for the services of a qualified **nurse** for skilled nursing care at home. For you to qualify for this benefit, all **home nursing** must:

- immediately follow a period of **in-patient treatment** for a medical condition covered by the plan
- be certified by your **consultant** as necessary for medical (not domestic) reasons
- be skilled nursing care provided at your home, which would otherwise be provided in **hospital** as an **in-patient**
- be given by a qualified **nurse** and carried out under the direction of your **consultant**.

### WHAT'S NOT COVERED

- **home nursing** following **in-patient treatment** for psychiatric and mental conditions
- **home nursing** for a **chronic condition**
- any charges for domestic or social reasons
- frail care (e.g. care received in a convalescence or nursing home, respite care and domestic support)
- **home nursing** for end-of-life or palliative care.

## CORE COVER - TALKING THERAPIES

### WHAT'S COVERED

Up to eight sessions per **plan year** of mental health therapy, such as cognitive behavioural therapy (CBT) or counselling, undertaken as an **out-patient**, and arranged through our mental health panel.

**Please also see 'Important information about your cover' paragraph 1.5**

### WHAT'S NOT COVERED

- **treatment** not arranged through our mental health panel
- **treatment** that, in the opinion of our mental health panel, would be ineffective for your condition
- **in-patient** or **day-patient treatment**
- **out-patient** consultations with a psychiatrist or **clinical psychologist**

## CORE COVER - ADVANCED CANCER COVER

### WHAT'S COVERED

Charges for **cancer treatment**, including **in-patient**, **day-patient** and **out-patient treatment**, at a **hospital** eligible under your plan. We even cover eligible **treatment** at home where this would otherwise require **in-patient** or **day-patient treatment**.

Here's a quick summary of the cover available but please refer to Appendix 3 on page 52 for more details about this important part of your cover:

- surgery, including reconstructive surgery
- radiotherapy
- chemotherapy (the use of drugs to destroy **cancer** cells)
- biological therapy, immunotherapy and targeted therapy.

These are substances, regardless of the size of the molecule or the manufacturing process, which either:

- aid the body's natural defence system in order to inhibit the growth of a tumour, or
- target the processes in **cancer** cells that help them to survive and grow

Examples include monoclonal antibodies (MABs) and **cancer** growth blockers.

- stem cell therapy
- **consultants'** fees for supervising the **treatment**
- **out-patient treatment**, including **diagnostic tests** and monitoring or follow-up consultations that are considered medically necessary
- the services of a qualified **nurse** for skilled nursing care at home, for end stage **cancer**.
- cash benefits for specified eligible **cancer treatment** that you choose to have as a non-paying NHS patient
- donation for each day spent in a hospice.

### WHAT'S NOT COVERED

Please refer to Appendix 3 for more details about our cover for **cancer treatment** and any relevant exclusions.

THE FOLLOWING OPTIONS ARE ONLY AVAILABLE TO YOU IF YOU HAVE CHOSEN THEM. YOU ARE ONLY COVERED FOR ANY COVER OPTIONS THAT SHOW ON YOUR CERTIFICATE OF INSURANCE. PLEASE ALSO REFER TO IT FOR DETAILS OF ANY LIMITS THAT APPLY.

**OUT-PATIENT COVER**

WHAT'S COVERED	WHAT'S NOT COVERED
<p>Charges for:</p> <ul style="list-style-type: none"> <li>• <b>Consultant</b> appointments and <b>diagnostic tests</b> such as pathology, X-rays, ultrasound scans and ECGs undertaken as an <b>out-patient</b> at a <b>hospital</b> eligible under your plan.</li> <li>• MRI, CT &amp; PET scans undertaken as an <b>out-patient</b> at a <b>hospital</b> eligible under your plan.</li> </ul> <p><b>Out-patient physiotherapy</b></p> <p>We have agreed tariffs in place with a select panel of physiotherapists across the country.</p> <p>Providing you contact us so we can arrange for you to see a physiotherapist on our panel, we'll cover each <b>physiotherapy</b> session in full, it won't be subject to any limits on your 'Out-patient Cover' and we'll pay the provider direct. It is not necessary to obtain a referral from a <b>GP</b> if you follow this process.</p> <p><b>Physiotherapy</b> arranged by your <b>consultant</b> following surgery will also be covered in full and will not be subject to any limits on your 'Out-patient Cover'.</p> <p>If you arrange your own <b>physiotherapy</b> then we'll only pay a set amount per session, it will be subject to any limits on your 'Out-patient Cover' and you'll have to pay the provider direct yourself including making up any shortfall. You can find more details of the claims process, and the amounts we'll pay if you go out of network, by logging on to the Member Zone.</p>	<ul style="list-style-type: none"> <li>• routine medical or dental checks</li> <li>• routine sight and hearing tests</li> <li>• medical aids or appliances (e.g. neck collars, splints and foot supports) including consultations for measurements and fitting</li> <li>• mobility aids (e.g. wheelchairs and crutches and external prostheses)</li> <li>• spectacles, contact lenses, hearing aids or cochlear implants</li> <li>• drugs or dressings that you take home</li> <li>• any tests or scans, ordered by anyone other than your <b>consultant</b></li> <li>• <b>GP</b> visits</li> <li>• <b>physiotherapy</b> provided by a therapist not recognised by us.</li> </ul>

**OUT-PATIENT DIAGNOSTICS - FULL COVER**

WHAT'S COVERED	WHAT'S NOT COVERED
<p>Charges for <b>out-patient diagnostic tests</b> such as pathology, X-rays, ultrasound scans and ECGs are covered in full.</p> <p><b>Note:</b> This option is available if you buy our 'Out-patient Cover' but choose to limit that cover. If you choose this upgrade option, it means that your <b>out-patient diagnostic tests</b> will be covered in full and won't count towards your 'Out-patient Cover' limit.</p>	<ul style="list-style-type: none"> <li>• routine medical or dental checks</li> <li>• routine sight and hearing tests</li> <li>• drugs or dressings that you take home</li> <li>• any <b>treatment</b> or tests ordered by anyone other than your <b>consultant</b></li> <li>• <b>GP</b> visits.</li> </ul>



## MENTAL HEALTH COVER

### WHAT'S COVERED

Charges for **in-patient** and **day-patient treatment** in any psychiatric **hospital** eligible under your plan:

- accommodation, nursing, drugs prescribed on a ward, **diagnostic tests** and **consultants' fees**.

**Out-patient treatment** including:

- **consultant** appointments, electroconvulsive therapy (ECT) and **diagnostic tests**
- consultations with a **clinical psychologist** upon **GP** referral
- appointments with a mental health therapist where **treatment** is agreed as clinically appropriate by a consultant psychiatrist.

**Out-patient** talking therapies arranged through our mental health panel. These include:

- cognitive behavioural therapy (CBT)
- eye movement desensitisation reprocessing therapy (EMDR)
- counselling.

### WHAT'S NOT COVERED

- any **treatment** not under the control of a psychiatric **consultant** except
  - **out-patient** consultations with a **clinical psychologist** upon **GP** referral
  - where **treatment** is arranged through our mental health panel
- consultations that aren't face to face (for example telephone consultations), except initial consultations with our mental health panel
- **treatment** given by a consultant not recognised by us.

**Please also see 'Important information about your cover' paragraph 1.5**

## THERAPIES COVER

### WHAT'S COVERED

Charges for the following therapies or consultations after referral by a **GP** or **consultant**:

- **chiropractic**
- **osteopathy**
- **chiroprody/podiatry**
- **acupuncture**
- **homeopathy**
- consultations with a **dietician** (maximum of two per plan year).

**Please also see 'Important information about your cover' paragraph 1.6**

### WHAT'S NOT COVERED

- drugs or dressings that you take home
- medical aids or appliances (e.g. neck collars, splints and foot supports) including consultations for measurements and fitting
- mobility aids (e.g. wheelchairs and crutches)
- **treatment** following self-referral where you've not consulted a **GP**, unless this has been agreed by us in writing in advance of the **treatment**
- **treatment** given by a therapist or complementary medicine practitioner not recognised by us.

# EXCLUSIONS – WHAT'S NOT COVERED

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Below we've set out the exclusions that apply to this section of your plan. In addition, any consultations, complications or subsequent **treatment** related to these exclusions are also not covered.

For ease of reference, we have divided the exclusions into the following categories:

- Medical conditions
- Treatments and tests
- General exclusions.

## MEDICAL CONDITIONS

We will not pay for the following:

- a) If you or your **insured dependants** have a moratorium underwriting basis:

We will not pay for **treatment** of any medical condition or **related condition** which in the five years before your **cover start date** you:

- have received medical **treatment** for
- had symptoms of
- have asked advice on or
- to the best of your knowledge were aware existed.

This is called a 'pre-existing medical condition'.

However, subject to the plan terms and conditions, a pre-existing medical condition can become eligible for cover providing you have not:

- consulted anyone (e.g. a **GP**, dental practitioner, optician or therapist, or anyone acting in such a capacity) for medical **treatment** or advice (including **check-ups**), or
- taken medication (including prescription or over-the-counter drugs, medicines, special diets or injections)

for that pre-existing medical condition or any **related condition** for two continuous years after your **cover start date**.

For full details of how we deal with pre-existing medical conditions, please refer to Appendix 1 on pages 48 and 49 called 'Your guide to our Moratorium clause'.

- b) If you or your **insured dependants** have been **medically underwritten**:

- we will not pay for **treatment** of any medical condition we specifically exclude you or your **insured dependants** for as shown on your certificate of insurance. Please refer to the section entitled 'Full medical underwriting' under 'Acceptance terms' on pages 27 and 28 and to your certificate of insurance for further details.

- c) If you or your **insured dependants** have transferred from another insurer with a continued moratorium:

- we will not pay for **treatment** of any medical condition or **related condition** which is excluded under our moratorium rules applied from when your cover first started with your previous insurer. Please see your previous insurer's certificate of insurance or other relevant documentation for details of your **cover start date** with them. Please refer to the section entitled 'Continued personal medical exclusions' under 'Acceptance terms' on pages 27 and 28 for full details.

- d) If you or your **insured dependants** have transferred from another insurance plan with continued personal medical exclusions:

- we will not pay for **treatment** of any condition specifically excluded by your previous insurance plan. Please refer to the section entitled 'Continued personal medical exclusions' under 'Acceptance terms' on pages 27 and 28 for full details.

**NOTE: with regard to points c) and d) above, VitalityHealth may have also placed additional personal medical exclusions to the cover when transferring your insurance to us. Please refer to the section entitled 'Continued personal medical exclusions' under 'Acceptance terms on pages 27 and 28 and your certificate of insurance for full details and any additional personal medical exclusions that apply.**

Additional exclusions that apply under this medical conditions section are below. We will not pay claims relating to:

- **treatment** of HIV/AIDS, or any **treatment** related to this
- **treatment** of **alcohol abuse** or **drug abuse**, or any addiction, and **treatment** of any related medical conditions resulting from these

- **treatment** of any self-inflicted illness or injury, or any **treatment** related to them, or **treatment** arising from attempted suicide
- **treatment** of **chronic conditions** including investigations, regular monitoring or consultations with any healthcare professional. However, we will cover **treatment** of an **acute flare-up of a chronic condition** providing this is not part of the normal recurring nature of the condition
- **treatment** for any condition or injury arising from working offshore in the extraction/ refinery of natural/fossil fuels
- **treatment** for any condition or injury arising from working in the armed forces (including the Armed Forces Reservists) whilst on active service or on exercise in the **UK** or abroad
- **treatment** for any condition or injury arising from training for or taking part in **professional sports** or **semi-professional sports**, unless otherwise agreed in writing by VitalityHealth at your **cover start date**. This exclusion applies to **planholders** and **insured dependants** who have a **cover start date** of 01 March 2016 or after
- **treatment** for injuries arising from participation in high-risk activities. A full list of activities we consider high-risk is available on the Member Zone or can be requested from us. Examples include motor racing, mountaineering at altitude, skydiving, and scuba diving not within your certified limits
- **treatment** to maintain your state of health or to monitor your health on a regular basis
- **treatment**, including investigations and assessments, related to developmental problems, behavioural problems and learning difficulties including but not limited to autism, dyslexia and 'Attention Deficit Hyperactivity Disorder' (ADHD)
- **treatment** for myopia (short- sightedness), hypermetropia (long- sightedness), astigmatism or any other refractive error or **treatment** which results from, or is in any way related to, these conditions
- **treatment** of sleep apnoea, snoring, insomnia or other sleep disorders or **treatment** which results from, or is in any way related to, these conditions
- **treatment** for dermatochalasis (baggy eyes) or ptosis (drooping) of the eyelid or brow
- **treatment** for obesity and associated conditions, including surgery, or **treatment** which results from, or is in any way related to, this condition (other than treatment we have authorised under our Lifestyle Surgery benefits)
- **treatment** for hearing impairment or deafness that arises as a result of any congenital abnormality, maturity or ageing. We will only pay for **treatment** for hearing impairment or deafness that arises as a result of an **acute condition** diagnosed within the previous 12 months and after your **cover start date**
- **treatment** to relieve the symptoms commonly associated with physiological or natural changes as a result of ageing e.g. menopause or puberty (other than treatment we have authorised under our Lifestyle Surgery benefits)
- **treatment** for complications arising from medical conditions or **treatment** not covered by us. This includes complications arising from experimental **treatment** or **treatment** received overseas
- frail care such as care received in a convalescence or nursing home, respite care, and domestic support.

## TREATMENTS AND TESTS

We will not pay for the following **treatments**:

- the services of a **GP**, except a **Vitality GP** or a private **GP** on our provider panel
- **diagnostic tests** that have been arranged by anyone other than your **consultant**, except minor **diagnostic tests** ordered by a **Vitality GP** or a private **GP** on our provider panel
- emergency **treatment**, by which we mean:
  - **treatment** in an Accident & Emergency unit or other urgent care centre
  - any admission to **hospital** that was scheduled less than 24 hours in advance

However, we will cover admission to **hospital** for a surgical procedure that immediately follows an **out-patient** appointment with a **consultant** booked at least 24 hours in advance providing:

- you are referred to a **consultant** following a face-to-face appointment with a **GP**, or video consultation with a **Vitality GP**, and
- it was not known that admission would be required when the **consultant** appointment was booked, and
- your **consultant** appointment does not take place in an Accident & Emergency unit or other urgent care centre, and
- it is for **treatment** eligible under your plan

If you are already in **hospital**, we will only cover eligible **treatment** that takes place after your **consultant** has confirmed to us (at your request) that:

- your vital signs are within normal limits and have been for at least 48 hours, and
- you do not require **critical care** (for further information about **critical care**, please see section 1.3 on page 22)
- immediate admission to **hospital** if you have been repatriated to the **UK** in an emergency
- **treatment**, including surgery, to remove healthy or non-diseased tissue whether or not for psychological or medical reasons (other than treatment we have authorised under our Lifestyle Surgery benefits, or for the prevention of **cancer** in the circumstances listed in Appendix 3)
- **treatment** where the primary aim is to improve appearance (cosmetic treatment), whether or not for psychological reasons, or any **treatment** that results from or relates to previous cosmetic treatment, body modifications (e.g. piercings) or reconstructive surgery. However, we will cover certain cosmetic treatment where eligible under our Lifestyle Surgery benefits. We will also cover the initial **treatment** to restore function or appearance where this is needed as a direct result of an **accidental injury** (except a dental injury) or as a result of **treatment** for **cancer** that occurs after your **cover start date**. Any subsequent related **treatment** will only be covered if intended to cure an **acute condition**

- sex change/gender reassignment or **treatment** which results from, or is in any way related to, sex change/gender reassignment
- hormone replacement therapy
- **dental treatment** unless you have our Dental Cover as shown on your certificate of insurance
- regular or long-term dialysis for kidney failure
- organ and whole body part transplants
- stem cell therapy and bone marrow transplant, except where this is for the **treatment** of **cancer**
- **treatment** or drug therapy which, based on established medical practice in the **UK**:
  - is considered to be unproven, or
  - for which no standard treatment protocols exist, or
  - for which there is insufficient evidence of safety or effectiveness

However, we will consider a contribution towards a properly controlled clinical trial or where there is clear evidence that an experimental **treatment** is effective, in certain circumstances. Please see section 1.10 on page 24 for further details.

- any **treatment** using a drug not licensed in the **UK** or the use of drugs outside the terms of their licence in the **UK**
- **rehabilitation** following **treatment** except following a stroke or serious brain injury as shown in your benefits table
- the use of neurostimulators, or any **treatment** connected to the use of them
- **treatment** that's given solely to provide relief of symptoms including psychological support, end of life care or hospice care.
- However, we will cover end of life **treatment** to help relieve **cancer** symptoms or the side-effects of **cancer treatment**
- **in-patient** care where no medical **treatment** is being provided, such as needing help with mobility, washing or preparing meals
- any **treatment** for, related to or arising from or as a consequence of:
  - male or female birth control including sterilisation and its reversal
  - any type of contraception

- termination of pregnancy
- pregnancy or childbirth, except the conditions shown in your benefits table
- investigations into or **treatment** of infertility
- investigations into or **treatment** of impotence or other sexual dysfunction
- any form of human-assisted reproduction
- any **treatment** received within three months of birth by a dependant born as a consequence of any form of human-assisted reproduction
- oral and maxillofacial surgery, except those procedures shown in your benefits table
- routine, precautionary or preventive examinations, routine hearing and sight tests, vaccinations, screenings (including screenings of familial conditions) or preventive **treatment** (but we will cover the removal of healthy tissue for the prevention of **cancer** in specific circumstances. See Appendix 3 for details).
- **treatment** provided to the **planholder** or **insured dependant** by themselves or a member of their family
- any **treatment** provided by, or undertaken whilst under the care of, a consultant, therapist or complementary medicine practitioner or other clinician who is not recognised by us for the **treatment** being provided. We may not recognise a consultant who, among other reasons:
  - has had their permission to practice suspended or restricted by a professional or regulatory body, or
  - charges more than we think is reasonable compared to other consultants with a similar level of expertise.

To become recognised by us, providers

must meet our recognition criteria and agree to our terms of recognition.

### GENERAL EXCLUSIONS

In addition to the specific exclusions detailed, the following general exclusions apply. We will not pay claims relating to:

- **treatment** arising from nuclear or chemical contamination, war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, riot, civil disturbance, wilful violation of the law, rebellion, revolution, military force or coup, act of terrorism
- **treatment** received after the period covered by any premium or after the plan has been cancelled
- **treatment** that is available under a cover option that you have not chosen. Please refer to your certificate of insurance to check which cover options you have selected
- extra accommodation costs for going into **hospital** early or leaving late because of your or your **insured dependant's** domestic circumstances or where there is no required **treatment**
- **treatment** received outside the **UK** unless you have our Worldwide Travel Cover as shown in your certificate of insurance.

# IMPORTANT INFORMATION ABOUT YOUR COVER

## 1.1 COVER LIMITS

Any cover limits will show in your certificate of insurance and, unless stated otherwise, apply per person per **plan year**.

## 1.2 EXCESSES

Any **excess** due under your plan will show on your certificate of insurance. An **excess** can be payable either 'per claim' or 'per person per **plan year**' and your certificate of insurance will show you which one applies.

If you have a 'per claim' **excess**, we will deduct the **excess** from the first invoice we pay (and the next invoice if any **excess** still remains). We will reapply the **excess** if your claim continues for more than one year.

If you have a 'per person per **plan year**' **excess** we will deduct the **excess** from the first invoice for **treatment** taking place in the **plan year** (and the next invoice if any **excess** still remains).

You will then need to pay the **excess** amount to the relevant person, **hospital** or other facility that provided your **treatment**.

If an **excess** is paid towards eligible **treatment** costs that are normally subject to a limit, we will not reduce the benefit available by the **excess** amount.

**'Out-patient Cover' limit for a plan year: £500**

You incur out-patient costs of: £300

**You pay an excess of: £100**

We pay the balance of: £200

**The benefit remaining for the plan year is still: £300**

**NOTE:** *This example is an illustration only; please refer to your certificate of insurance to check if you have this cover and, if so, what limit applies.*

Even if the **treatment** costs are less than the **excess**, you should tell us so we can calculate how much of the **excess** there is left to pay. This will be to your advantage.

The **excess** doesn't apply to:

- Consultations with a **Vitality GP** or private **GP** on our provider panel (but you will have to make a co-payment for a face-to-face **GP** consultation). Full details can be found on the Member Zone.
- Minor **diagnostic tests** ordered by a **Vitality GP** or private **GP** on our provider panel
- Charges for medication where the prescription has been issued by a **Vitality GP** or a private **GP** on our provider panel
- NHS Hospital Cash Benefit
- Childbirth Cash Benefit
- Dental Cover (if you have this option)
- Worldwide Travel Cover (if you have this option - but a £50 excess applies to some sections of this cover)
- Claims under our Lifestyle Surgery benefits, but you will have to contribute 25% to the cost of consultations and package of treatment (full details can be found in Appendix 4).

## 1.3 CRITICAL CARE

We will pay for **critical care** in a private intensive care ward or private critical care ward that:

- follows a scheduled (planned) admission to the same **hospital**, for **treatment** covered by the plan
- is provided in a dedicated **critical care** area, and
- is the most appropriate setting for such **treatment**.

We will not pay for **critical care** that:

- follows an unscheduled admission
- follows **treatment** not covered by the plan
- is not medically necessary for the condition being treated
- immediately follows a transfer from another facility, or was likely to be required following the transfer

unless we agree to this in advance.



#### 1.4 PRIMARY CARE

In order to use the video consultation service, you will need access to an Apple or Android-compatible mobile phone or tablet device. The Vitality GP app is available to download for free from the App store and Google Play. Log into the Member Zone at [vitality.co.uk/member](http://vitality.co.uk/member) for a list of the compatible devices and minimum operating requirements.

Video consultations can be booked up to 48 hours in advance, with appointments available between 8am and 7pm Monday to Friday, and between 9am and 1pm on Saturdays.

During your consultation, the **Vitality GP** will capture information relating to your condition and the outcome of the consultation. This will be recorded securely in the app. You may choose for this information not to be shared with us. However, if you are issued with a prescription, or you are referred for further **treatment** that we cover you for, certain information will be shared with us so we can process your claim.

We reserve the right to charge £25 for each consultation that is missed, or cancelled less than 4 hours prior to the appointment time. Inappropriate use of the service, or aggressive or threatening behaviour towards the **Vitality GP**, may result in your access to the **Vitality GP** being withdrawn.

To book a face-to-face **GP** consultation, you will need to follow the booking process on the Member Zone. There will be a co-payment for each face-to-face **GP** consultation. Please check your certificate of insurance for details of any limits and co-payments that apply.

Should the **Vitality GP**, or private **GP** in our network, refer you for minor **diagnostic tests** or issue a prescription that is eligible for benefit and that you decide to fulfil at your own pharmacy, you will need to pay for these yourself. We will reimburse you from your primary care benefit, up to the limit stated on your certificate of insurance. If the prescription is fulfilled through our partner pharmacy then, providing you have sufficient benefit remaining, we will settle the bill directly.

#### 1.5 MENTAL HEALTH COVER

Due to the nature of mental illness it may be that over the course of **treatment**, the condition will be deemed to be chronic (long-term). Where this happens, we will always give you reasonable notice before withdrawing cover so that you can make alternative arrangements.

#### 1.6 THERAPIES COVER

If you have this benefit and want to claim then, to be eligible for cover, the therapy must be used for **treatment** of an **acute condition** following referral by a **GP** or **consultant**. All practitioners must be recognised by us, have adequate experience and indemnity insurance and must be registered with the appropriate authority and be a member of a speciality organisation. Our list of criteria for entry for all providers is available on request and on our website.

#### 1.7 CHILDBIRTH CASH BENEFIT

To claim this benefit you must provide us with a copy of the birth certificate and request the payment of benefit within six months of the birth, unless there is a good reason why this cannot be done.

This benefit is also payable in the case of legal adoption. To be eligible, the child must be under 18 years of age at the time of adoption and we must be informed within six months of the adoption taking place. You must also provide us with a copy of the necessary paperwork.

The 10 month waiting period required before the birth of a child:

- does not apply to adoption
- can include cover with your previous insurer if your underwriting terms are continued personal medical exclusions (switch).

#### 1.8 PRIVATE AMBULANCE

Use of an ambulance is covered for private transfers between **hospitals**, whether NHS or private. This use is limited to paid services provided by independent companies or the NHS. It is limited to medically necessary transfers where there is a reasonable medical need for the action to be taken. Transfers for non-medical reasons will not be covered.

#### 1.9 PARENT ACCOMMODATION

This cover is to enable one insured parent to stay in the same **hospital** as your insured dependent child when your child is admitted as an **in-patient** to a private **hospital** or an NHS private ward within an NHS Private Patient Unit (PPU). Paediatric conditions are mainly treated in NHS hospitals, though some private **hospitals** still provide **treatment**. If your **insured dependant** goes to an NHS hospital for eligible **in-patient** or **day-patient treatment**, they are eligible for the NHS Hospital Cash benefit. Please refer to your certificate of insurance for the age restriction that applies to this benefit.

### 1.10 TREATMENT THAT IS NOT ESTABLISHED MEDICAL PRACTICE IN THE UK

Our plan does not cover drugs and **treatment** that are not considered to be established medical practice in the **UK** or for which there is insufficient evidence of safety or effectiveness. This includes drugs that are used outside the terms of their licence or **treatment** that has not been reviewed and approved for general use in the NHS. However, we may consider a contribution towards the costs of such **treatment** where this is part of a properly controlled **UK** clinical trial or where we believe there is adequate evidence that the **treatment** is effective. You must contact us before undergoing **treatment** to check what we will cover.

If we agree to make a contribution towards the **treatment**, we will not:

- pay any costs if the **treatment** would in any event be excluded under the other terms and conditions of this plan
- pay more than the cost of the **treatment** if this is lower than the cost of its nearest equivalent established **treatment**
- pay for any further established **treatment** that you could have had instead
- pay for the **treatment** of any complications arising from the **treatment** or for any further **treatment** you might need because of the **treatment**
- pay for any costs if there is no alternative established **treatment** in the **UK**.



# THE VITALITY PROGRAMME

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Vitality is insurance that rewards you for being healthy. As well as protecting you when things go wrong, it also helps you lead a healthier life - meaning you don't have to claim to be able to benefit. It's the way insurance should be.

We give you advice about keeping well, and discounts to encourage you to get healthier. The more effort you make the more rewards we can offer you.

There are discounts with our health partners, as well as useful tools to help you understand and monitor your health. As you take steps to improve your health you'll earn Vitality points which count towards your Vitality status, helping you to see your progress.

## WE'LL HELP AND ENCOURAGE YOU TO LEAD A HEALTHIER LIFE BY:

1. Helping you understand your health
2. Making it cheaper and easier to get healthy
3. Rewarding you for doing healthy things

There are four statuses, Bronze, Silver, Gold and Platinum. Everyone starts at Bronze and your Vitality status is then determined by the points you build up during your **programme year**, through activities ranging from exercise and healthy eating to health screens and regular check-ups.

Your **programme year** begins again on your **programme anniversary** which is set when your first Vitality plan begins (which could be a VitalityHealth, VitalityLife or VitalityInvest plan providing it includes the benefit of the **Vitality Programme**) and will correspond to the **annual renewal date** of the plan. Your **programme anniversary** will remain the same for as long as you continuously hold at least one Vitality plan with the benefit of the **Vitality Programme**, unless you become a dependant on a plan held by another person, in which case it might change.

The Vitality status you achieve by the end of a **programme year** will then remain for the whole of the next **programme year**, unless you improve your status.

You can improve your Vitality status by achieving the required number of points to move you from one status to the next; we call this the 'Vitality status threshold'. For example, currently you need 800 Vitality points to reach Silver status and you would need to increase this to 1,600 points to achieve Gold status. When there is more than one adult on a plan the number of points required to reach each status is increased.

Your Vitality status can go down at each **programme anniversary** if the number of Vitality points you earn during that **programme year** isn't enough to maintain the status you previously achieved. Vitality status can also change midway through the **programme year** as new adult dependants are added or removed. You and your **insured dependants** must be 18 or over to benefit.

For full details on how it all works and the benefits you can enjoy, please log on to the Member Zone.

## HOW THE VITALITY PROGRAMME CAN CHANGE

1. The **Vitality Programme** will naturally change over time as new opportunities and technologies arise. They are also dependent on our relationship with third party providers and the range of services they offer.
2. We may change the way we award points and/or the eligible partner activities and the Vitality status you may achieve as a result. We may also change our Vitality partners from time to time and the incentives we offer. There may be instances where other aspects such as particular benefits, may be significantly enhanced, changed or withdrawn.
3. These changes may occur if our Vitality partners offer additional services or become unable to maintain their levels of service to us, or where we add new Vitality partners. Changes may also be required to prevent the fraudulent use of benefits. Revisions may be required as a result of other factors beyond our control.

4. Benefits can be expressed as a straightforward Pound amount, a percentage discount off a provider's standard price, a percentage cashback on the provider's standard price or as a benefit without a specific retail value. We reserve the right to increase a straightforward Pound amount of a particular benefit during the **programme year**. If we do need to increase these prices, we will increase them for all our members at the same time, to avoid any confusion. Any price increases will only occur once during a **programme year**. No price increase shall exceed the amount equal to the change in the Consumer Price Index (since our last price increase for that benefit) as calculated against the Bronze price (or the price paid by all members if there is no difference in price according to Vitality status). For example, if the Bronze price (or standard price, if applicable) for a particular benefit is £100, and the CPI increases 3%, the maximum price increase for any Vitality status shall be £3. Therefore, if the Platinum price for that particular benefit is £10, the most someone on Platinum status would pay is £13.
5. The cost of benefits expressed as a percentage discount off a provider's standard price, or as a percentage cashback on the provider's standard price, may vary during a **programme year** if that provider changes its standard price. For example, if the current standard price of a benefit is £40, and the current discount for that benefit is 50%, the cost to you would be £20. If the standard price was increased to £50, the cost to you would be £25.
6. We will usually tell you about any changes including any price increases, at least six weeks before the changes take effect, unless we're unable to do so due to factors outside our control. If you're not satisfied with the changes, you may cancel your plan in line with the cancellation provisions of your plan. For this VitalityHealth plan, the cancellation provisions are on page 38. However, please note that you may still be subject to the notice period of any relevant Vitality partner and to any other relevant terms and conditions of that Vitality partner.
7. Please note that the previous clause refers just to changes made within the **programme year** and does not prevent us from applying changes and price increases at the start of each new **programme year**.
8. New adult dependants or partners who join during a **programme year** may alter the Vitality status thresholds but can immediately participate in partner activities and earn Vitality points.
9. Anyone leaving Vitality before the end of the **programme year** will not be entitled to any share of benefits they may have earned during that **programme year**. All of a **planholder's** and **insured dependant's** benefits will cease when their cover ends subject to the notice period of any relevant Vitality partner. Also, all Vitality points they've earned will be removed from the plan and Vitality status thresholds will be adjusted accordingly. Your Vitality status may immediately go up as a result of such a change, but will not go down during that **programme year**.
10. There will be no refund/reward in respect of any partner activities or Vitality points earned once a plan has been cancelled.
11. Unless we tell you otherwise, the limits associated with the discounts and rewards we offer will not be multiplied by the number of plans you hold with the Vitality Group. For example, if you hold an insurance plan with VitalityHealth, and another insurance plan with VitalityLife, both of which offer the same benefit, you will not get double the benefit allowance. Not all plans offered by the Vitality Group have the same discounts, cashback and rewards associated with them. Where you have more than one plan with us, your discounts, cashback and rewards will be based on the plan that, in our view, gives you the most comprehensive package of benefits.

# ACCEPTANCE TERMS

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When you joined VitalityHealth, you were accepted on one of the following methods of underwriting. Your certificate of insurance will confirm which method applies to you.

Knowing in advance which conditions you are covered for will normally make the claims process more straightforward, but in all cases we will need to collect information from you when you come to make a claim, and in some cases we will need further information from your **GP**.

## 2.1 FULL MEDICAL UNDERWRITING

Before starting your cover, you (the **planholder**) completed an application form in which you gave us details about your medical history and that of any **insured dependants**. This information and any additional information supplied by you or a **GP** was then assessed by our medical underwriters. Medical conditions and **related conditions** you currently have, or had in the past, that are likely to need **treatment** in the future are not covered and are shown on your certificate of insurance as personal medical exclusions.

If you have failed to provide full and accurate information in answer to the questions asked on application, this may mean that we cannot cover a claim and that we need to correct your underwriting terms by adding personal medical exclusions. In rare circumstances, we may even have to cancel your plan.

## 2.2 MORATORIUM

Before starting your cover, you did not have to answer any health questions on your application form. Therefore, each claim is assessed on the information provided by you and a **GP** (or other medical practitioner) when you claim. We will not cover **treatment** of any medical condition or **related condition** which is excluded under the terms of our moratorium clause, as set out in the 'Exclusions - what's not covered' on pages 18 to 21.

You can find more information about how the moratorium works in practice by referring to Appendix 1 on pages 48 and 49.

## 2.3 CONTINUED PERSONAL MEDICAL EXCLUSIONS (SWITCH)

This is where you've been covered by another insurance plan and you (the **planholder**) applied to join us on the basis of continuing with the underwriting terms that applied to you and your **insured dependants** with that other insurance plan. You completed a short health questionnaire and we accepted you on one of the following bases:

### Where you were previously medically underwritten:

- either exactly the same personal medical exclusions that applied to you and your **insured dependants** under your previous insurance plan continue to apply under this plan, or
- the same personal medical exclusions applied to you and your **insured dependants** by your previous insurance plan continue to apply under this plan and additional personal medical exclusions imposed by us also apply.

### Where you were previously subject to a moratorium clause:

- either our moratorium clause applies but backdated to when your cover first started with your previous insurer, or
- our moratorium clause applies backdated to when your cover first started with your previous insurer and additional personal medical exclusions imposed by us apply from your **cover start date** with us.

### Where you were previously covered on a medical history disregarded basis:

This means no personal medical exclusions applied to your previous plan and this continues under this plan. However, the exception to this is if, on assessment of the answers you gave on the health questionnaire, we applied personal medical exclusions. If this is the case any such exclusions will be shown on your certificate of insurance.

#### 2.4 MEDICAL HISTORY DISREGARDED

This underwriting method means that we have not asked for any details of your health history, so you have not been **medically underwritten** and no personal medical exclusions have been applied to your cover. However this does not affect the remaining terms and conditions listed in this document, which will continue to apply. This method of underwriting will usually only apply to newborn babies, subject to the joining requirements set out in the Membership section (5.3) which can be found on page 35.

#### 2.5 REVIEWING PERSONAL MEDICAL EXCLUSIONS

Personal medical exclusions can, in some cases, be reviewed in the future if you ask us to do so following a minimum of 12 months cover with us and within 30 days of your **annual renewal date** but if we require medical evidence you will have to pay for this. However, we will not review or remove any personal medical exclusion for a **chronic condition**.

##### **Important notes about your acceptance terms:**

- If you have failed to provide full and accurate information in answer to the questions asked on application, this may mean one or more of the following:
  - we cannot cover a claim
  - we need to correct your **medical underwriting** terms by adding personal medical exclusions to you or your **insured dependants**
  - we have to cancel your plan
  - we need to reclaim the costs of any **treatment** already paid for by us.

##### **If you have joined us on continued personal medical exclusions terms, please note:**

- the benefits, terms and conditions of this plan may be different from those of your previous plan
- we may be unable to authorise any eligible claims if we do not receive your previous insurer's certificate of insurance.

# CLAIMS CONDITIONS

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## 3.1 THE COVER

The overall intention of this plan is to provide you with cover for access to prompt private medical care for **acute conditions** and to meet the eligible costs of **treatment** provided by a **consultant** for these **acute conditions**. **Acute conditions** often have a rapid onset and respond quickly to **treatment**. There should not be a need for prolonged care once recovery is complete.

You will see from the section headed 'Exclusions - what's not covered' on pages 18 to 21 that we do not pay for **treatment of chronic conditions**. Therefore, once it is clear that a medical condition is of a chronic nature, we will stop paying **treatment** costs.

For example, we will not pay for routine follow-up consultations or for the monitoring of medical conditions such as diabetes, multiple sclerosis and asthma. However, if you suffer an **acute flare-up of a chronic condition**, we will pay the eligible costs of the **treatment** required to return you to your state of health immediately before the acute flare-up.

For more information about **chronic conditions**, please refer to Appendix 2 on pages 50 to 51 called 'Chronic Conditions Information'.

## 3.2 YOUR RESPONSIBILITIES

These are conditions of the insurance you'll need to follow in order to make a claim.

- Cover under this plan requires you to first obtain a referral from a **GP**. Once you have received your referral, you must contact us to obtain authorisation for your claim before starting **treatment**. You can log in to the Member Zone to start your claim, or you can call us to discuss your claim.
- If your plan includes our Consultant Select option, you should ask your **UK GP** for an open referral (i.e. not to a specific **consultant**). You must contact us to obtain authorisation for your claim, and we will arrange for you to be referred to a **consultant** or therapist on our provider panel.
- You must ensure you're registered with a **UK GP** and that they have your full medical records. This will help avoid delay in getting authorisation for a claim by us.

- We may need your consent to obtain a medical report or a copy of your NHS medical records from your **GP, consultant** or another practitioner involved in your **treatment**, in accordance with your rights under the Access to Medical Reports Act 1988. If you do not give your consent, we may not be able to assess and pay your claim.
- More often than not we will be able to take claim details over the phone and authorise your proposed **treatment** at the same time.
- Sometimes, we may need you to send us a fully completed claim form to help us assess your claim. We will not pay fees charged by a medical practitioner for completing a claim form, and we will be unable to assess the claim or pay for any **treatment** before we receive the claim form.
- We may also need to request additional medical reports to monitor the progress of your **treatment**. If we do not receive the reports in a reasonable time after requesting them, we may be unable to continue paying your claim. If we need to obtain a medical report to help us assess or monitor an ongoing claim, we will pay a reasonable fee for that report.
- Before proceeding with any **treatment**, you must ensure that the **hospital** is eligible on your plan, the **consultant** or therapist is recognised by us, and that you have checked your cover and understand any payments you will need to make yourself.

### PRIVATE HEALTHCARE INFORMATION NETWORK

You can find independent information about the quality and cost of private treatment available from doctors and hospitals from the Private Healthcare Information Network: [www.phin.org.uk](http://www.phin.org.uk)

- Unless specifically confirmed by us, you may only use the **hospitals** eligible under your plan. We reserve the right to change the **hospitals** available to you at any time, at our discretion, but this will not affect your cover if you're already receiving **in-patient** or **day-patient treatment** in a **hospital** that was available to you when that **treatment** started. We may need to amend the **hospitals** available to you if, for example, we are unable to reach agreement with an individual **hospital**, or group of **hospitals**, on their proposed charges. Log in to the Member Zone to check which **hospitals** are available to you.
- Regardless of whether you have chosen our Consultant Select option or one of our hospital list options, you can use the **Vitality GP** service or a face-to-face consultation with a private **GP** on our provider panel, to obtain your referral. They may be able to authorise your proposed **treatment** at the time of your consultation. They will also arrange a referral to the appropriate **consultant** or therapist on our provider panel. In some cases they will ask you to seek authorisation for your **treatment** from us.
- Sometimes, your **Vitality GP** may decide that you require a consultation with a **GP** in person to determine the most appropriate **treatment**, and they will ask you to make an appointment with your **UK GP**.

### 3.3 IF YOU'RE COVERED BY ANOTHER PLAN

If you have any other current plan that covers the same costs as we do, you must provide us with full details of the other plan, including insurer name and address, plan and claim number and any other relevant information when you first submit your claim. We will then contact the other insurance company to ensure that we only pay our proportion of the claim; this may involve us sending your personal information regarding your claim to the other insurer.

### 3.4 IF SOMEBODY ELSE HAS CAUSED YOU TO CLAIM

If you, or an **insured dependant**, are claiming under this plan for eligible **treatment** for an illness or injury caused by somebody else (a 'third party'), you must tell us as soon as possible and supply us with all the relevant details of that third party.

If you are then pursuing a personal claim for damages against the third party, you must provide us with the full name and address of the solicitor handling the action. We will then contact the solicitor to register our interest and seek to recover our own costs, plus interest, in addition to any damages that you may recover or be awarded.

If we choose, we also have the right in your name but at our expense to:

- take over the defence or settlement of any claim
- start legal action to claim compensation from a negligent third party
- start legal action to recover from any third party payments that have already been made.

If you, or an **insured dependant**, are able to recover from the third party (whether or not through legal action) compensation that includes any **treatment** costs we've paid, you must repay that amount to us. Any interest that you may also have been awarded that relates to the recovered **treatment** costs is also payable to us. If you only receive a proportion of your claim for damages then you should repay to us the same proportion of our costs.

Any costs we recover will not be taken into account when calculating your renewal premium.

### 3.5 IF WE PAY TREATMENT COSTS OUTSIDE THE TERMS OF YOUR COVER

If we agree to pay **treatment** costs that aren't eligible under the terms of your cover with us, then any payments we make will still be subject to any **excess** or cover limits that apply, and they will be included in the claims amount when calculating your renewal premium for the following year. The fact that we've made these payments once does not mean we will make them again in the same or similar circumstances.

### 3.6 GENERAL CLAIMS CONDITIONS

- Any money paid to or by us will be in pounds sterling.
- We will not add interest to any money paid under the plan.
- We have arrangements in place with the **hospitals** on our lists that enable them to bill us direct for eligible **treatment**. Where this is the case, we will pay the **hospital** or person who provided your **treatment** directly.
- If you do receive any invoices for **treatment** covered under this plan then these should be sent to us within six months of your **treatment** to be eligible for payment, unless there is a good reason why you can't do this.
- If you have already paid for your **treatment**, then you will need to provide us with a receipted invoice and we will then reimburse you for any eligible costs. If you do not obtain authorisation from us for your **treatment** before it takes place, we will only pay you the amount we would have paid the provider directly had we authorised the claim in advance.
- You must submit your invoices within six months of the **treatment** taking place, otherwise we will be unable to reimburse you for your **treatment**. You must also submit any claims for NHS Hospital Cash Benefit within six months of the **treatment** taking place, and any claims for Childbirth Cash Benefit within six months of the birth or adoption. If you die after paying for your **treatment** but before reimbursement to you, we will reimburse the executors of your estate.
- If an **excess** applies under your plan, we will deduct this amount from the first invoice we pay (and the next invoice if any **excess** still remains). We will tell you when we've done this and you will then need to pay the **excess** amount to the relevant person, **hospital** or other facility that provided your **treatment**.
- If we do not exercise a right or obligation under these plan terms and conditions, or if we do not enforce an exclusion against you, this does not amount to a waiver of that right or obligation by us. We will not be prevented from exercising a right or obligation, or enforcing an exclusion under your plan against you, in other circumstances.



# GENERAL CONDITIONS

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These are the general conditions that apply to this plan. There are other conditions that specifically relate to the claims process that you must follow and these are shown within the 'Claims conditions' section.

## 4.1 WHAT WE EXPECT FROM YOU

It is your responsibility to:

- ensure that all premiums are paid when due
- inform us of your new address if you move house, or if your or any **insured dependants'** personal details change (this includes telephone numbers and email addresses). You can update all of these details on the Member Zone
- inform us if you or any **insured dependants** are no longer resident in the **UK**
- inform us if you or any **insured dependant** become employed in, or leave employment from any of the following occupations:
  - **professional sports** and **semi-professional sports**
  - working offshore in the extraction/refinery of natural/fossil fuels
  - armed forces (including the Armed Forces Reservists).

## 4.2 PLAN CONDITIONS

This plan lasts for one year at a time. We have the right to alter the terms of your plan at each **annual renewal date**, including premium rates and cover, but we will always give reasonable notice of any changes.

Your plan premium may change during the course of the year if you move house, or add dependants to your plan. The **hospitals** eligible under your plan and the **Vitality Programme** may be amended at any time. For more information relating to the **Vitality Programme** please read the separate section on pages 25 and 26.

Otherwise, your plan will only be changed at an **annual renewal date** unless the legal, regulatory requirements and/or tax treatment applying to your plan change, or in accordance with our rights as expressed in the section called 'Our right to cancel your plan'.

You may only apply to change the level of cover at the **annual renewal date**. Any increase in cover or change to your **excess** may be subject to new underwriting terms. Changes may not be available, for example, if you are in mid-claim at the time or are about to start a claim.

We will tell you about any changes to the cover or general procedures by email or by writing to your last known address. Even if you do not receive this, the change will still stand. In the unlikely event that you do not receive this at least one month before the end of the **plan year** you should contact us or your adviser.

We do not accept proof of posting an application form, claim form or premium payment as proof that we have received it.

Any changes to your cover we have issued previously will remain in force at each **annual renewal date** unless stated otherwise.

You cannot be insured on more than one Personal Healthcare plan at the same time.

## 4.3 YOUR CERTIFICATE OF INSURANCE

Your certificate of insurance should be read alongside these terms and conditions. It will list any other **insured dependants** that we have agreed to cover. The section 'Your cover' will show the specific cover options that apply to you, along with any limits where applicable. Any special terms, such as personal medical exclusions, or changes to your plan will also be shown.

We will send you a new certificate of insurance at renewal each year. It's your responsibility to ensure that your personal details are accurate and to let us know immediately if anything needs correction.



#### 4.4 DISHONESTY/FRAUD

We believe our customers are honest, and the contract between us is based on mutual trust. Representations including statements and information provided by you or any **insured dependants** are relied on in assessing the terms of cover. In the event that any of the information provided by you or any **insured dependant** is wrong or incomplete we may have the right to cancel cover with effect from inception and/or to decline claims made under the plan.

If any claim is in any respect dishonest or fraudulent or if any dishonest or fraudulent means or devices are used by you, any member of your household or anyone acting on your or their behalf to obtain benefit under your plan (including any cashback, discounts or rewards), then all benefits under your plan may be lost and you may have to return to us any payments already made as a result of any dishonest or fraudulent actions.

VitalityHealth is involved in a number of initiatives to detect and prevent insurance fraud. If fraud is suspected, we may exchange information about you with other insurance companies, fraud prevention agencies and the Police.

#### 4.5 PAYMENTS & CURRENCY

All payments we make to you will be in pounds sterling (GBP), to a bank account registered in the **UK**. All payments made to us must also be in pounds sterling, from a bank account registered in the **UK**. We would normally expect you (the **planholder**) to be the registered holder of the bank account, but it can also be in the name of your employer, or a person with whom you have a close personal relationship, such as a family member or close friend. We may make additional checks to establish your relationship with the account holder, and to ensure you have their agreement to make and receive payments. Please contact us if you are unsure whether the bank account is eligible.

#### 4.6 INTERNATIONAL SANCTIONS

We will not provide cover, pay a claim or provide any benefit or payment under the plan if, by doing so, we would be exposed to any sanction, prohibition or restriction issued by, amongst others:

- The United Nations
- The **UK** Government
- The European Union

If we discover that you or any **insured dependant**, or any person paying for (or benefiting from) the plan, is subject to international sanctions, either directly or indirectly, we will immediately stop providing cover and end all benefits and payments under the plan, without any refund of premiums.

If you are, or become, aware that you or any **insured dependant** are subject to such sanctions, you must let us know immediately.

Once sanctions against you are lifted, we may be able to reinstate your plan, or you may reapply for cover under a new plan. If you decide not to continue a plan with us, any premiums that were paid, for cover after the date on which we stopped providing benefit, will be returned to you.

#### 4.7 THE LAW APPLICABLE TO THIS PLAN

Your plan is bound by English law and comes under the jurisdiction of the **UK** courts. The language used in these terms and conditions and any communications relating to them will be in English. The contents page and any headings are for convenience only and do not form part of the plan itself and nor do they affect its construction.

#### 4.8 OUR LIABILITY UNDER THIS PLAN

Our liability under this plan is limited to paying for **treatment** or services in respect of eligible claims under this plan. The choice of provider of the **treatment** or services ("provider") for which you are claiming under this plan is your responsibility, except:

- if you are covered under our Consultant Select option, in which case your **treatment** will be provided by a **hospital, consultant** or therapist on our provider panel
- for Lifestyle Surgery benefits which must be arranged through a consultant group nominated by us.

We make no representations or recommendations to you or any of your **insured dependants** regarding the availability and standard of any **treatment** or services offered or provided by any provider.

We will not be held liable to you or any **insured dependant** for any loss, harm or damage of any description resulting from lack of availability or from a defect in the quality of any **treatment** or service offered or provided by such provider. This plan represents the whole and only agreement between you (the **planholder**) and VitalityHealth relating to the provision of private medical insurance.

We use partners to offer services and activities related to discounts, cashback and rewards. While these companies are carefully selected, we cannot be held liable for any loss or harm to you or any **insured dependants** arising from any act or omission on the part of a partner, or as a result of using any service or product provided by a partner.

Before undergoing **treatment**, you should contact us to ensure the **treatment** is eligible under your plan, and is given by a **consultant**, therapist or complementary medicine provider recognised by us.

#### 4.9 EVENTS OUTSIDE OUR CONTROL

We will not be liable for any delay or failure to perform our obligations under this plan if it is caused by circumstances beyond our reasonable control. Examples include:

- riot or civil commotion
- changes to the law or instructions from the regulator
- a fire, flood or storm.

# MEMBERSHIP

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## 5.1 WHO CAN BE COVERED UNDER THIS PLAN?

- you (the **planholder**) providing you are aged between 18 and 79 at the **plan start date**
- your (the **planholder's**) husband, wife or partner, who lives at the same address as you and is aged between 18 and 79 at the **plan start date** or their **cover start date**
- your (the **planholder's**) children (including adopted children) who must be aged 25 or under at the **plan start date** or their **cover start date**. No age limit applies if:
  - your (the **planholder's**) child is switching to us from another insurer with continued personal medical exclusions underwriting terms
  - they join us at the same time as you
  - they are covered under your (the **planholder's**) plan with their current insurer

There is no upper age limit for dependent children to remain on the plan, however if they are aged 21 or over they will be charged an adult rate. If they are aged 21 or over when they first join, the adult rate will apply immediately. Otherwise, it will apply from the **annual renewal date** following their 21st birthday.

You and your **insured dependants** must live in the **UK** for at least 180 days in each **plan year** and have been resident in the **UK** and registered with a **UK GP** for a minimum of six months prior to the **cover start date**. Ensuring that your **UK GP** and Dentist have your full medical/dental records will help avoid delays in getting an eligible claim authorised by us.

If any person applying to join this plan already has cover with another insurer, we recommend they do not cancel that cover until we have confirmed that we have accepted their application by issuing a certificate of insurance.

Our Worldwide Travel Cover is only available to you (the **planholder**) and your **insured dependants** providing everyone is aged 64 or under when this option is included.

## 5.2 ADDING MORE DEPENDANTS TO THE PLAN

Your (the **planholder's**) husband, wife or partner and dependent children may apply to join at any time during a **plan year** by completing the relevant form.

If we accept them, we will issue you with a revised certificate of insurance to confirm their **cover start date** and any special terms (including any personal medical exclusions) that may apply.

## 5.3 ADDING NEWBORN BABIES

If you (the **planholder**) add a newborn child to the plan as an **insured dependant** we will add them from their date of birth, and we will not apply the exclusion for pre-existing medical conditions or require them to be **medically underwritten**. They will be accepted on medical history disregarded terms, as outlined in section 2.4, providing:

- the parent has been an insured person for at least 10 months\* before the birth, and
- we receive the relevant application form within three months of the birth

\* this can include cover with your previous insurer if your underwriting terms are continued personal medical exclusions (switch).

#### 5.4 IF YOU DIE

If you (the **planholder**) should die, cover for any **insured dependants** will automatically end at midnight on the date of your death. If you have paid any premiums that relate to the period after the cancellation date, then these will be refunded to the executors of your estate. An **insured dependant** can continue their cover with us under their own individual plan providing they apply within 30 days of the date we were first informed of your death and they continue to meet the eligibility rules of the new plan. We will advise them of the new premium and, providing they join within the period stated above, they can continue with the same **medical underwriting** terms that applied under this plan. Cover must be continuous and any existing special terms, such as personal medical exclusions, will continue to apply. It should be noted that the benefits, terms and conditions of the new plan may be different from those of this plan.

If we are not contacted within the 30 day period stated, they will have to apply for a new plan effective from a current date and with new **medical underwriting** terms. This means that we may not cover pre-existing medical conditions and in some circumstances we may be unable to offer cover.

#### 5.5 IF YOU BECOME DIVORCED OR SEPARATED

If you (the **planholder**) have your husband, wife or partner covered on your plan and you become separated or divorced, then they will no longer be eligible to be included as an **insured dependant** on this plan. You must inform us in writing that you have become separated or divorced. Your husband, wife or partner can continue their cover with us under their own individual plan providing they apply within 30 days of the divorce or separation date and continue to meet the eligibility rules of the new plan. We will advise them of the new premium and, providing they join within that period, they can continue with the same **medical underwriting** terms that applied under this plan. Cover must be continuous and any existing special terms, such as personal medical exclusions, will continue to apply. It should be noted that the benefits, terms and conditions of the new plan may be different from those of this plan.

If we are not contacted within the 30 day period stated, they will have to apply for a new plan effective from a current date and with new **medical underwriting** terms. This means that we may not cover pre-existing medical conditions and in some circumstances we may be unable to offer cover.

# PAYING PREMIUMS AND RENEWING YOUR PLAN

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In this section we have set out the rules on paying premiums and also what happens at your plan renewal date.

**6.1** You should pay the premiums in accordance with the invoice we've sent you.

**6.2** You (the **planholder**) are responsible for paying premiums to us.

**6.3** This plan lasts for one year at a time. Before each **annual renewal date** we will tell you the premium rates and plan terms that will apply for the next **plan year**. We will also tell you of any changes to your cover and the plan terms for the next **plan year**. We will always give you reasonable notice of any changes to your plan terms. We will automatically renew your plan at each **annual renewal date** on the basis notified to you, unless you tell us not to.

**6.4** We may end the plan named on your certificate of insurance. If we do, we will offer to transfer you to another plan with similar benefits if one is available.

**6.5** You can choose to pay your premium annually, quarterly or monthly. If you pay annually, then your premium will correspond to one year's cover. If you pay quarterly or monthly then each premium will correspond to three months' or one months' cover, respectively.

**6.6** Your entitlement to benefit will end after the last day of the period covered by your final premium payment. In such circumstances, we will only be liable for the cost of eligible **treatment** that takes place before that date.

**6.7** Once your cover under this plan ends, no further benefit will be payable for any **treatment** received after that date by you or any of your **insured dependants**. This will be the case even if:

- a claim started before your cover ended, or
- you or any of your **insured dependants** are in the middle of **treatment**, or
- you have previously notified us of further **treatment** that is due to take place after your cover has ended.

# CANCELLING YOUR PLAN

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## 7.1 CANCELLING YOUR PLAN IN THE FIRST 14 DAYS

You may cancel your plan from the **plan start date** providing you tell us within the first 14 days of cover, or within 14 days from when you receive your terms and conditions, whichever is the later. The same cancellation rights also apply at each **annual renewal date** of your plan. We will refund all premiums you have paid, providing you've not already made a claim. However, you will not receive a refund for any partner activities used or points earned. Cancellation rights for any gym membership will depend on the terms and conditions of the relevant gym.

If you make a claim for which we pay invoices, you will need to pay this back to us. If the value of the claim is lower than the premium you have paid to us, we will deduct it from the premium amount we return to you.

## 7.2 CANCELLING YOUR PLAN AFTER THE 14 DAY PERIOD

If for any reason you decide to cancel your plan after the 14 day period, please let us know either by telephoning, emailing or writing to the customer services team that administers your plan. We will refund any premiums you have paid that relate to the period after your cancellation date, providing you've not already made a claim. Please note that we will not backdate cancellation or pay for any **treatment** that takes place after your last day of cover, you will not receive a refund for any partner activities used or points earned, and cancellation rights for any gym membership will depend on the terms and conditions of the relevant gym.

If you make a claim for which we pay invoices, then you will be charged your pro-rata premium, or the amount we have paid in claims, whichever is the greater. However, the charge will not be more than the full annual premium.

In addition, if you cancel your plan prior to the end of the 12 month term your plan covers, we reserve the right to charge an administration fee of £40.

## 7.3 OUR RIGHT TO CANCEL YOUR PLAN

We can cancel, refuse to renew or change the terms of your plan, or withhold any benefit under the plan, at any time if any of the following happen:

- you have given us incomplete or untruthful answers in any information we've asked you for
- you commit a breach of the terms of your plan. A breach will include, among other things:
  - the non-payment of premiums when they are due. We may, at our discretion, reinstate cover if any outstanding premiums are paid within seven days of our telling you that we have cancelled your plan due to non-payment
  - attempting to claim benefit that you know you are not entitled to claim
  - any circumstance where you and/or any **insured dependants** stop living in the **UK**.
- our relationship with you has, in our judgement, irreparably broken down. Circumstances include, but are not limited to:
  - being abusive to our members of staff,
  - issuing court proceedings entirely without merit
  - any action which leads us to believe you will not act in good faith in your dealings with us.

If we cancel your plan, we will write to you at your last known address giving you 14 days notice. This does not apply to cases where you have attempted to claim benefits you are not entitled to (fraud), in which case we will cancel the plan immediately.

Where we change the terms of your plan, we will advise you as soon as we can of the reasons for any such change.

# HOW YOUR PREMIUM CAN CHANGE

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We believe that premium changes should be fair, intuitive and transparent so, in this section, we have outlined how we calculate the changes to your premium at each **annual renewal date**. We call this our ABC pricing approach.

We take the following into account when determining your renewal premium:

- A** your **Age**. As it is more likely you will need to claim as you get older, your premium will rise each year to take account of this.
- B** the **Base rate**. This is the change in the cost of providing healthcare, taking into account the charges made by **hospitals** and other providers, as well as advances in areas such as medical technology and drugs.
- C** an adjustment for the **Claims** you have made, and your **Vitality** status. This is the part of your renewal price that you can control.

The increase in your renewal premium will be the sum of these three items (A + B + C).

## YOUR CLAIMS AND VITALITY STATUS RENEWAL TABLE

Before the start of each **plan year**, we will show on your certificate of insurance how your claims and Vitality status will affect your renewal premium at the next **annual renewal date**.

Please refer to your certificate of insurance to see how your premium will be affected at your next **annual renewal date**.

## WHEN ARE RENEWAL PREMIUMS CALCULATED?

We will calculate your renewal premium two months prior to your **annual renewal date**.

## BY HOW MUCH WILL THE PREMIUM RISE DUE TO AGE?

Typically this will be around 3%, but can be higher or lower than this depending on your age. If your children are insured on your plan, there will be a higher increase at the renewal following their 21st birthday, as they will be charged at an adult rate.

## HOW MUCH WILL THE BASE RATE RISE BY?

The base rate takes into account medical inflation, which tends to be higher than overall inflation, as measured by the Consumer Price

Index (CPI). This is due to advances in medical treatment that mean more conditions can be treated than ever before. The base rate can also vary according to where you live and your level of cover, as costs can rise more sharply for certain treatments and in certain parts of the country.

## HOW CLAIMS CAN AFFECT YOUR PREMIUM

In your first **plan year** we will calculate the total amount we have paid in claims for you during your first ten months on cover. In each subsequent **plan year**, we will calculate the total we have paid in claims for you in the last two months of the previous **plan year**, and the first ten months of the current **plan year**.

Based on the amount paid, you will be placed into a claims band. The level of claims that determine each band will depend on the number of adult members aged 18 or over on your plan, and is shown on your certificate of insurance. The lower your claims band, the lower your increase will be.

Please note that we will not allow invoices we have paid to be paid back in order to achieve a lower claims band.

## HOW VITALITY STATUS CAN AFFECT YOUR PREMIUM

Regardless of which claims band you fall into, increasing your Vitality status can reduce the increase to your premium. The higher your status, the larger the reduction is likely to be. If you make no claims at all, you could receive a discount on your premium, before your age and base rate increases are applied.

The Vitality status we use is the one you have achieved at the end of your tenth month of cover in each **plan year** - which could be the status you carried over from the end of your last **programme year**.

You must ensure that you notify us of any points-earning activity you have undertaken, and uploaded any exercise data, before 10 months of your **plan year** have elapsed, so that we calculate your renewal premium based on the correct Vitality status. You can see which points have been credited by checking your Vitality points statement on the Member Zone or on our Vitality Member app.



### MINIMUM PREMIUM

A minimum premium applies to our Personal Healthcare plan, which can vary from time to time. If you move house or remove a person from cover during the **plan year** then your premium may drop below the minimum we allow. If this happens, your premium will be adjusted back up to the minimum level. This can either happen at the time of the change or at your following **annual renewal date**. If we change our minimum premium amount, we will only apply the change with effect from your following **annual renewal date**.

Any adjustment for the minimum premium that is made at your **annual renewal date** will be reflected in a change to your base rate increase.

### CLAIMS PAID UNDER THE FOLLOWING BENEFITS WILL NOT BE INCLUDED:

- Primary Care Benefit, including consultations with a **Vitality GP** or private **GP** on our provider panel
- Prescription charges or minor **diagnostic tests** ordered by a **Vitality GP** or private **GP** on our provider panel
- NHS Hospital Cash Benefit
- Childbirth Cash Benefit
- Dental Cover (if you have this benefit)
- Worldwide Travel Cover (if you have this benefit).

### EXAMPLES (ALL FIGURES QUOTED ARE FOR ILLUSTRATIVE PURPOSE ONLY)

Sarah takes out a Personal Healthcare plan with us. Her certificate of insurance shows the following about how her claims and Vitality status will affect her renewal premium the following year:

1 ADULT ON THE PLAN	NO CLAIMS PAID	LESS THAN £300 PAID	£300 - £1,000 PAID	MORE THAN £1,000 PAID
2 OR MORE ADULTS ON THE PLAN	NO CLAIMS PAID	LESS THAN £450 PAID	£450 - £1,500 PAID	MORE THAN £1,500 PAID
<b>Bronze</b>	-1.0%	5.0%	12.5%	25.0%
<b>Silver</b>	-2.0%	2.5%	10.0%	20.0%
<b>Gold</b>	-3.0%	0.0%	7.5%	15.0%
<b>Platinum</b>	-4.0%	0.0%	5.0%	12.5%

Please note: this table is an example. The table that applies to you is shown on your certificate of insurance.

#### Example 1

After the first 10 months, Sarah's renewal premium for the following **plan year** is calculated. At this point, her age increase is 3% and the base rate increase is 6%. Sarah has made no claims, and has reached Silver status, and so receives a 2% discount on her premium. In total, her increase is  $3\% + 6\% - 2\% = 7\%$ .

#### Example 2

At the following renewal, Sarah's renewal premium is again calculated after 10 months of the **plan year**. Her age increase is 4% and her base rate increase is 6%. Sarah has made a small claim for which we pay £200 but she has increased her Vitality status to Gold, so there is no increase or discount applied. In total, her premium increase is  $4\% + 6\% + 0\% = 10\%$ .

#### Example 3

Sarah decides to renew her plan for a third year of cover. However, before the end of her second **plan year** she has a recurrence of the

condition she made a claim for and requires an operation, for which we pay £5,000. This does not result in a change to her premium for her third year of cover. After 10 months of her third **plan year**, Sarah's renewal premium is once again calculated, at which time her age increase is calculated at 2% and the base rate at 8%. She has also improved her Vitality status to Platinum and made no further claims. The £5,000 we paid at the end of the previous **plan year** is now taken into account, and Sarah receives a 12.5% increase to her premium. Sarah's total increase is  $2\% + 8\% + 12.5\% = 22.5\%$ .

#### Example 4

In her fourth year of cover, Sarah's renewal premium is again calculated after 10 months. Her age increase is calculated at 3% and the base rate at 7%. She has made no further claims, and she is still on Platinum status, having carried it over from the previous **plan year**. Sarah's total increase is  $3\% + 7\% - 4\% = 6\%$ .



# DEFINITIONS

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These definitions are shown in bold print throughout these terms and conditions and have the same meaning wherever they appear. If you have any difficulty understanding any part of the terms and conditions, please contact us.

## ACCIDENTAL INJURY

An injury directly caused by something accidental, outside the body, violent and visible. It does not include sickness, disease or any naturally occurring or deteriorating condition.

## ACUPUNCTURE

A type of alternative medicine that must be carried out by a member of the British Acupuncture Council, or the Acupuncture Association of Chartered Physiotherapists, or by a medical practitioner who holds a Certificate of Basic Competence or a Diploma of Medical Acupuncture issued by the British Medical Acupuncture Society and who is recognised by us.

## ACUTE CONDITION

A disease, illness or injury that is likely to respond quickly to **treatment** which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

## ACUTE FLARE-UP OF A CHRONIC CONDITION

A sudden and unexpected deterioration of a **chronic condition** that is likely to respond quickly to **treatment** that aims to restore you to your state of health immediately before suffering the acute flare-up. For example we would cover eligible surgery following a heart attack that resulted from chronic heart disease. This does not include deterioration of a **chronic condition** where this is part of the normal progress of the illness, or recurring relapses of a **chronic condition**.

## ALCOHOL ABUSE

Alcohol dependence or hazardous drinking that results directly in harm to physical or mental health.

## ANNUAL RENEWAL DATE

The date, 12 months after the **plan start date** and each anniversary after that date.

## CANCER

A malignant tumour, tissues or cells, characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue.

## CHECK-UP

A consultation with, or a visit to, any medical practitioner about any medical condition or any signs and symptoms of a medical condition. This includes attendance for an enhanced screening or monitoring programme following **cancer treatment**.

## CHIROPODY/PODIATRY

Diagnosis and treatment of disorders, diseases and deformities of the feet by a chiropodist/podiatrist. Treatment must be given by a practitioner who is registered with the Health and Care Professions Council (HCPC) and who is recognised by us.

## CHIROPRACTIC

A type of complementary medicine that must be carried out by a member of the General Chiropractic Council and who is recognised by us.

## CHRONIC CONDITION

A disease, illness or injury that has one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, **check-ups** and/or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires your **rehabilitation** or for you to be specially trained to cope with it
- it continues indefinitely
- it has no known cure
- it comes back or is likely to come back.

## CLINICAL PSYCHOLOGIST

A clinical psychologist is a mental health professional trained in the diagnosis and psychological treatment of mental illness, and who uses psychological techniques, rather than medication to treat mental illness. Psychologists must be registered with the Health and Care Professions Council (HCPC) and be recognised by us.

### CONSULTANT

A medical or dental practitioner recognised by us:

- whose name appears on the General Medical Council or General Dental Council specialist register and has a licence to practice in the **UK**, and
- who currently holds, or has held within the past five years, a substantive, non-locum appointment of consultant or senior lecturer status in an NHS or a Defence Medical Services hospital. Alternatively, if they do not hold a substantive NHS consultant post but can provide evidence of status and clinical experience which in the opinion of VitalityHealth is equivalent to that required for appointment to such a post and who has full practising privileges in a private hospital.

### COVER START DATE

The date on which each insured person's cover starts, as shown on your certificate of insurance.

### CRITICAL CARE

Any care given in an Intensive Care Unit, Intensive Therapy Unit, Coronary Care Unit, High Dependency Unit, Paediatric Intensive Care Unit, Neonatal Intensive Care Unit, Special Care Baby Unit or similar level of care, wherever provided, is considered critical care.

### DAY-PATIENT

A patient who is admitted to a **hospital** or day-patient unit because they need a period of medically supervised recovery but does not occupy a bed overnight.

### DENTAL TREATMENT

Dental procedures undertaken by your dental practitioner which are clinically necessary for the maintenance and/or restoration of oral health and are provided in accordance with accepted standards of dental practice.

### DIAGNOSTIC TESTS

Investigations, such as x-rays or blood tests, to find or to help to find the cause of your symptoms.

### DIETICIAN

A registered dietician who uses the science of nutrition to help in the treatment of medical conditions and to promote good health and who is recognised by us.

### DRUG ABUSE

The taking of any non-prescription drug, substance or solvent, or misuse of a drug prescribed by a **GP** or **consultant**.

### EXCESS - PER CLAIM

*Please refer to your certificate of insurance to see if this excess applies to you*

The maximum amount you will have to pay each time you or your **insured dependants** make a new claim for **treatment** covered by this plan. If **treatment** for the same condition has gone on for more than a year, we will treat it as a new claim for any further **treatment** after the anniversary of the claim and a further excess will be applied.

### EXCESS - PER PLAN YEAR

*Please refer to your certificate of insurance to see if this excess applies to you*

The first amount which must be paid by you before we make any payment under this plan for **treatment** covered by this plan. Only one excess is payable in each **plan year** for each insured person. This excess resets at the beginning of each new **plan year**.

### GP (GENERAL PRACTITIONER)

A medical practitioner who is registered and licensed with the General Medical Council and whose name appears on the GP register.

### HOME NURSING

Skilled nursing care provided by a qualified **nurse**. Home nursing must be supervised by an insured person's **consultant**.

### HOMEOPATHY

A type of alternative medicine that must be carried out by a member of The Faculty of Homeopathy, Society of Homeopaths or Alliance of Registered Homeopaths and who is recognised by us.

### HOSPITAL

Any private hospital, or private wing of an NHS hospital, that is included on your hospital list, or which we have agreed in advance you can attend.

### IN-PATIENT

A patient who is admitted to **hospital** and who occupies a bed overnight or longer, for medical reasons.

#### INSURED DEPENDANT

- Your (the **planholder's**) insured husband, wife or partner, aged between 18 and 79 at their **cover start date**, and who lives at the same address as you.
- Your (the **planholder's**) insured children (including adopted children), who must be aged 25 or under at their **cover start date**, unless you both joined us on a continued personal medical exclusions (switch) underwriting basis, in which case there was no upper joining age. Once accepted for cover, insured children will only be removed if requested by you (the **planholder**). Children aged 21 or over will be charged an adult rate. If they are aged 21 or over when they first join, the adult rate will apply immediately. Otherwise, it will apply from the **annual renewal date** following their 21st birthday.

#### MEDICALLY UNDERWRITTEN

##### MEDICAL UNDERWRITING

The basis on which you have applied for cover and the process we use to decide the terms on which we will accept you and your **insured dependants**, based on the medical information we receive when you make your application.

#### NURSE

A qualified nurse who is on the register of the Nursing and Midwifery Council (NMC) and holds a valid NMC personal identification number. Any **treatment** they provide must be under the supervision of a **consultant** recognised by us.

#### OSTEOPATHY

A type of alternative medicine that must be carried out by a member of the General Osteopathic Council (GOsC) who is recognised by us.

#### OUT-PATIENT

A patient who attends a **hospital**, consulting room or out-patient clinic and is not admitted as a **day-patient** or an **in-patient**.

#### PHYSIOTHERAPY

**Treatment** carried out by a person who is registered with the Health and Care Professions Council (HCPC) as a physiotherapist and who is recognised by us.

#### PLAN START DATE

The date on which the plan began, as shown on your certificate of insurance.

#### PLAN YEAR

A period of 12 months from the **plan start date** or from any **annual renewal date**.

#### PLANHOLDER

The person who has the contract with us as shown on the certificate of insurance.

#### PRIVATE AMBULANCE

A road vehicle built solely for use as an ambulance and run by a registered private ambulance service.

#### PROFESSIONAL SPORTS

Any sporting activity in which the **planholder** or **insured dependant** participates as their main paid occupation, as opposed to being an amateur or semi-professional.

#### PROGRAMME ANNIVERSARY

The date each year that is set when your first Vitality plan begins (which could be a VitalityHealth, VitalityLife or VitalityInvest plan providing it includes the benefit of the **Vitality Programme**) and will correspond to the annual renewal date of the plan. Your programme anniversary will remain the same for as long as you continuously hold at least one Vitality plan with the benefit of the **Vitality Programme**, unless you become a dependant on a plan held by another person, in which case it might change.

#### PROGRAMME YEAR

A period of 12 months starting on the **programme anniversary** date each year.

#### REHABILITATION

Medical services aimed at restoring a person's function and independence following **in-patient treatment** of a disease, illness or injury.

#### RELATED CONDITION

Any symptom, disease, illness or injury which reasonable medical opinion considers to be associated with another symptom, disease, illness or injury. It may also be known as 'an underlying cause' and/or a 'condition arising therefrom'.

### SEMI-PROFESSIONAL SPORTS

Any sporting activity for which the **planholder** or **insured dependant** receives payment (beyond expenses) for participation, irrespective of results, but which is not their main occupation.

### TREATMENT

Surgical or medical services (including **diagnostic tests**) that are needed to diagnose, relieve or cure a disease, illness or injury.

### UK

Great Britain and Northern Ireland, including the Channel Islands and the Isle of Man.

### VITALITY GP

A medical practitioner who you contact using our dedicated advice line or Vitality GP app.

### VITALITY PROGRAMME

A programme offered in conjunction with certain Vitality plans which provides ways to understand your health, help you get healthier, and reward you for doing healthy things.

# COMPLAINTS PROCEDURE

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## OUR COMMITMENT TO YOU

We understand that sometimes things can go wrong. You are important to us, so if you have reason to complain we want to know. We will try to resolve your complaint quickly in a professional and helpful way.

## HOW TO CONTACT US

You can contact us by letter, phone or email. It will help if you give your name, address and plan number. Either send us a secure message via our Member Zone at [vitality.co.uk/member](https://vitality.co.uk/member) or call us on the number shown on your certificate of insurance.

Or you can write to us at:

**VitalityHealth Customer Services**  
Sheffield, S95 1DB

## HOW WE WILL DEAL WITH YOUR COMPLAINT

The time it takes to resolve your complaint will depend on how complex it is and how much investigation we have to do. We will always try to resolve your complaint as quickly as possible, keeping you informed of our progress. We will:

- Acknowledge your complaint promptly
- Tell you who is dealing with your complaint so contacting us is easier. This person will be a trained complaint handler not directly involved with your case before the complaint
- Fully investigate your complaint and send you a detailed written report about our findings. We will clearly explain the reasons behind our decision and what action we will take to put things right, if appropriate
- Update you every four weeks if the investigation is not complete and explain the reason for the delay.

## WHAT TO DO IF YOU ARE STILL NOT HAPPY WITH THE OUTCOME

We want to resolve complaints to your satisfaction whenever possible. If we cannot reach agreement with you, you can refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an impartial adjudicator and provides a free, independent service for resolving disputes with financial services firms.

If you are going to ask the Financial Ombudsman to review your case, you should do so within six months of our giving you our final decision on your complaint. You can contact the Financial Ombudsman in the following ways:

**The Financial Ombudsman Service**  
Exchange Tower  
London, E14 9SR

Enquiry line:  
**0800 023 4567**

Website:  
**[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

Email:  
**[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

If you contact the Financial Ombudsman Service, this does not affect your right to take legal action if you are dissatisfied with and do not accept the outcome of the review.

# OTHER IMPORTANT INFORMATION

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## **YOUR RIGHTS UNDER THE FINANCIAL SERVICES COMPENSATION SCHEME**

VitalityHealth is covered by the Financial Services Compensation Scheme. If we are unable to pay your claim because we have become insolvent or are no longer in business, you may be entitled to compensation.

More details about the Financial Services Compensation Scheme, including who is eligible, can be found on their website: [www.fscs.org.uk](http://www.fscs.org.uk)

## **VITALITYHEALTH DATA PROTECTION NOTICE**

### **Why should you read this notice?**

We think it is important for all of our members to be made aware of what information Vitality holds about them and to have the reassurance of knowing that we comply with data protection legislations. The following is a summary of our Privacy Policy. For details of the full Privacy Policy please visit [vitality.co.uk/privacy](http://vitality.co.uk/privacy).

### **Who Vitality are**

Vitality is part of the Discovery Group of companies and is owned by Discovery Limited, a financial services firm based in South Africa.

Vitality Corporate Services Limited is an authorised intermediary of Vitality Health Limited ("VitalityHealth"), Vitality Life Limited ("VitalityLife") and ("VitalityInvest"). Together Vitality arranges and administers products provided by VitalityHealth, VitalityLife and VitalityInvest. Vitality Corporate Services Limited is the data controller for the management of interactions between us and you; Vitality Health Limited and Vitality Life Limited respectively are the data controllers for the personal data and special category data that you or your representative provide to us.

### **Sharing your personal data**

We may need to share your personal data for legal or regulatory purposes, with your authorised representative where you have appointed an insurance or financial adviser or with other companies in order to provide our products and services.

## **Processing claims**

In the event of a claim we may require a medical report from your GP. Such a report will only be requested with your consent and will be in compliance with the Access to Medical Reports Act 1988 ('AMRA'). The information requested from your GP will be limited to only the information relevant to your claim. You have the right to request to see the GP's report and to request any amendments be made by the GP where you consider the data to be inaccurate. The GP may agree to this at his/her discretion. You will be informed about the AMRA process at the time we request your consent to enable us to ask your GP for a report.

We may have to give some information about your plan and about your health or medical status to those involved in your treatment or care, (and/or your representative if you have consented to us doing this). Any such disclosure will be done confidentially unless you specifically instruct us otherwise.

If the claimant is aged 13 or over we will address any correspondence to the claimant in order to protect their right to confidentiality. The planholder will be informed only that a claim has been made and the value of the payment we have made; no details about the medical condition or treatment provided will be disclosed to them. If the claimant wishes to waive their right to confidentiality they should inform us at the time the claim is made.

If you have another insurance plan that covers the same costs that you are claiming from us, then we may also disclose your relevant personal data to that other insurer so that we can ensure we only pay our proportion of the claim.

Your information, and that of others also covered by the plan, may be disclosed to other parties (for example other insurance companies) with a view to preventing fraudulent or improper claims.

## **Marketing**

Vitality Corporate Services Limited would like to send you information about our products and future products, which currently include health

and life insurance, investments and general insurance. We are focused on bringing exciting new products to you and to enhance those already available by offering improved services and benefits as a Vitality member.

When you purchase a product from Vitality you will be provided with access to the Member Zone where you can manage your marketing preferences and choose your preferred method of receiving information about our products, services and the benefits at any time.

#### **Data protection complaints**

We want all of our members to be happy with the way their personal data, health data and medical information has been processed by us. If you are unhappy about the way we have managed your personal data, we would like to know about it as we are constantly striving to ensure we do the right thing and we would like to be able to put things right.

You'll find the contact details for our complaints teams at: [vitality.co.uk/legal/complaints](https://vitality.co.uk/legal/complaints).

However, if you are still dissatisfied you have the right to contact the Information Commissioner, who regulates compliance with data protection regulation and laws at: [ico.org.uk](https://ico.org.uk).

You can also call the ICO on **0303 123 1113** or **01625 545 745**, or write to them at:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF**

If you have any queries in respect of your data protection rights or the way your personal data is processed by Vitality, please call us on **0207 133 8600**, or write to us at:

**Data Protection Officer  
Vitality  
70 Gracechurch Street  
London  
EC3V 0XL**

All information about data protection and privacy can be found at [vitality.co.uk/privacy](https://vitality.co.uk/privacy)

#### **IMPORTANT REGULATORY INFORMATION**

VitalityHealth is a trading name of Vitality Health Limited and Vitality Corporate Services Limited. Vitality Health Limited, company registration number 05051253, is the insurer that underwrites this insurance plan. Vitality Corporate Services Limited, company registration number 05933141, acts as an agent of Vitality Health Limited and arranges and provides administration on insurance plans underwritten by Vitality Health Limited.

Registered office at 3 More London Riverside, London, SE1 2AQ. Registered in England and Wales.

Vitality Corporate Services Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 461107. Vitality Health Limited is authorised by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number: 400057.

You can check our authorisation on the Financial Services Register by visiting the Financial Conduct Authority's website: [register.fca.org.uk](https://register.fca.org.uk).

#### **THE PRODUCTS WE OFFER**

Vitality Corporate Services Limited only offers insurance products from Vitality Health Limited and Vitality Life Limited. A list of the products offered is available on request. Vitality Corporate Services Limited only offers private medical insurance products underwritten by Vitality Health Limited.



# APPENDIX 1

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## YOUR GUIDE TO OUR MORATORIUM CLAUSE

Please read this guide as it tells you how we deal with pre-existing medical conditions if you join under our moratorium clause.

## WHAT IS THE PURPOSE OF OUR MEDICAL INSURANCE PLANS?

Our plans provide you with benefit for the cost of treating medical conditions which arise after the date you have been accepted for cover. So, like any other type of insurance, you take out cover with us to protect yourself against the cost of unforeseeable events.

## WHAT ABOUT PRE-EXISTING MEDICAL CONDITIONS?

Like other medical insurers we have to exclude them from cover, otherwise people could join just to have **treatment** for a medical condition they already have. If we allowed people to do this, our premiums would have to be much higher.

## HOW DO YOU EXCLUDE PRE-EXISTING MEDICAL CONDITIONS FROM COVER?

With our moratorium clause, we do not ask you to give details of your medical history or make you undergo a medical examination. Instead, we apply a straightforward exclusion clause (our 'moratorium clause') which says:

We don't pay claims for the **treatment** of any medical condition or **related condition** which you have received medical **treatment** for, had symptoms of, asked advice on or, to the best of your knowledge and belief, were aware existed in the five years before your cover started (a 'pre-existing' medical condition).

However, subject to the plan terms and conditions, a pre-existing medical condition can become eligible for cover providing you have not consulted anyone (e.g. a **GP**, dental practitioner, optician or therapist, or anyone acting in such a capacity) for medical **treatment** or advice (including **check-ups**), or taken medication (including prescription or over-the-counter drugs, medicines, special diets or injections), for that pre-existing medical condition or any **related condition** for two continuous years after your **cover start date**.

## THIS CLAUSE CAN EASILY BE BROKEN DOWN INTO THREE PARTS:

Firstly, medical conditions that are covered from the first day of your insurance. These are conditions that are new to you after taking out your plan.

Secondly, pre-existing medical conditions which become eligible for cover after at least two years continuous insurance. We cover them if you have stayed free from receiving any **treatment**, advice or medication for a continuous period of two years after taking out your plan.

Thirdly, pre-existing medical conditions which we permanently exclude from cover. We exclude them because you will need regular or periodic **treatment**, advice or medication and you will never be able to remain free of this help for any continuous two-year period.

To help you understand how this clause works, we have set out a series of model questions and answers to the typical queries often raised:

### What is a 'related condition'?

A **related condition** is any symptom, disease, illness or injury which reasonable medical opinion considers to be associated with another symptom, disease, illness or injury. It could be deemed to be an underlying cause of, or directly caused by, another medical condition. For example: high blood pressure and heart disease; recurrent sore throats and tonsillitis.

### I suffer from high blood pressure for which I have to take tablets every day. How does this affect my cover?

Because you need continuous **treatment** for your medical condition, cover for this or any **related condition** would be permanently excluded.

### Some time after my cover has started, I go to my GP for a routine visit and a heart condition is diagnosed. It has obviously developed during the period before the start of my plan. Would I be covered?

The clause only applies to any medical condition or **related condition** (or both) which you were aware existed in the five years before the start of your plan. If:



- the heart condition was first diagnosed after you joined the plan; and
- you had no previous **treatment** for any obviously **related condition**, such as high blood pressure or chest pains; and
- you were not aware of any symptoms;

benefit would be available even if it was proved that the condition existed before your plan began.

**I have a medical condition that has existed during the five years before my cover began. I experience symptoms from time to time but I don't see my GP about it, I just take an over the counter medicine that I buy myself. Will I be able to claim for this condition, as I have not sought medical advice or taken any prescribed medication for it?**

The moratorium excludes all conditions that you were aware of during the five years before your cover began, even if you have not needed to see a **GP** about them or taken prescribed medicine. The condition will become eligible for cover, subject to the terms and conditions of your plan, if you have not received any medical advice or **treatment** or taken any medication for that condition, or any **related condition**, for a continuous period of two years after your cover starts.

**What if I suspect that I am suffering from a condition, for example, I have a lump, but have not seen a GP for the condition or received any firm diagnosis? Would I be covered if a visit to my GP after the start of the plan revealed that surgery for that condition was necessary?**

Because you were aware of the condition during the five-year period before the start of the plan, even though you weren't quite sure what it was, it would be excluded from cover for at least the first two years of the plan.

**What if I am uncertain whether treatment I received before the start of my plan is related to the condition for which I later wish to claim?**

Before undergoing any private **treatment** for which you wish to make a claim under your plan, you must submit a fully completed claim form to us to gain written pre-authorisation for your claim. This way we'll be able to establish the full facts about your condition and proposed course of **treatment** and will confirm our decision to you before you incur the costs of **treatment**.

**NOTE: These questions and answers provide broad guidance to help you understand how the moratorium clause works. Obviously, each claim is dealt with and treated on its own merits. How the clause is interpreted depends entirely on the facts presented. When we receive a fully completed claim form, we will be pleased to tell you whether cover is available before you have treatment.**

# APPENDIX 2

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## CHRONIC CONDITIONS INFORMATION

It is important when buying private medical insurance to understand that it is designed to cover **treatment** for curable (**acute**) **conditions**. It does not usually cover long-term **treatment** of **chronic conditions** where the purpose of that **treatment** is primarily just to keep the symptoms under control. Unfortunately, the cost of covering **treatment** of such conditions would make private medical insurance prohibitively expensive. This information is designed to help you understand more about what we mean by **chronic conditions** and when we will and will not cover **treatment** of these.

Please note that this guide does not include reference to **cancer treatment**. This is because we provide much more detail about this in Appendix 3.

## WHAT IS A CHRONIC CONDITION?

A '**chronic condition**' is a disease, illness, or injury that has at least one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, **check-ups**, and/or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires your **rehabilitation** or for you to be specially trained to cope with it
- it continues indefinitely
- it has no known cure
- it comes back or is likely to come back.

At VitalityHealth we cover the cost of **treatment** for **acute conditions**. These are conditions that respond quickly to **treatment** which aims to return you to the state of health you were in before suffering the condition, or which leads to your full recovery.

However, there are certain medical conditions that can end up needing regular consultations and **treatment** over a long period of time. These are the kinds of conditions which we, and the medical profession, usually refer to as **chronic conditions**. We will normally not cover **treatment** of a **chronic condition** if the purpose of the **treatment** is just to control the symptoms.

## WHAT DOES THIS MEAN IN PRACTICE?

Do be reassured that when you first become ill with a **chronic condition** we will pay for any **consultant** appointments and **diagnostic tests\*** you need to have in order to find out the cause of your symptoms. We will also pay for any initial **treatment** you require in order to stabilise your condition.

However, there may come a point when the kind of **treatment** you are receiving appears only to be monitoring your state of health or keeping the symptoms of your condition in check rather than actively curing it. When such circumstances arise, we will discuss the situation with you.

We may also ask for your consent to contact a **GP** or **consultant** to obtain further information about your condition and **treatment**. We will always take into account your own specific circumstances and we will never withdraw cover for that condition without giving you a reasonable amount of time to make alternative arrangements.

(\*providing your plan covers these)

## WHAT IF YOUR CONDITION GETS WORSE?

Although we might have withdrawn cover for a **chronic condition**, it does not mean that cover is permanently withdrawn.

If your condition gets worse and you suffer an **acute flare-up of a chronic condition**, then we may cover the **treatment** necessary to return you to the state of health you were in before your condition worsened. Examples of when **treatment** would be covered are contained in the next section.

## EXAMPLES OF CHRONIC CONDITIONS

The following are typical examples of **chronic conditions** and how we would usually deal with them. All of these examples assume that the chosen plan provides cover for the particular condition and **treatment**, that the plan premiums are being paid and that the first symptoms of the condition arose after the start of cover.

### Example 1

Alan has been with VitalityHealth for many years. He develops chest pain and is referred by his **GP** to a **consultant**. He has a number of investigations and is diagnosed as suffering from angina. Alan is placed on medication to control his symptoms.

*We cover Alan's initial consultations and tests and advise him that we will cover further consultations with his **consultant** until his symptoms are well controlled.*

Two years later, Alan's chest pain recurs more severely and his **consultant** recommends that he has a heart bypass operation.

*We confirm to Alan that we will cover this operation as it will substantially relieve his symptoms and stabilise the condition. We also advise him that we will cover his post-operative **check-ups** for one year to ensure that his condition has been stabilised.*

### Example 2

Eve has been with VitalityHealth for five years when she develops breathing difficulties. Her **GP** refers her to a **consultant** who arranges for a number of tests. These reveal that Eve has asthma. Her **consultant** puts her on medication and recommends a follow-up consultation in three months to see if her condition has improved. At that consultation Eve states that her breathing has been much better, so the **consultant** suggests she have **check-ups** every four months.

*We cover Eve's consultations and tests and agree to pay for her next **check-up**. However, we advise her that we will not be able to cover her regular **check-ups** after this because her condition is now well controlled.*

Eighteen months later, Eve has a bad asthma attack.

*Due to the severity of the asthma attack, Eve needs an emergency admission to an NHS hospital which our plans are not designed to cover. However, once her condition has stabilised, we agree to cover the cost of one follow-up consultation with her **consultant** to make sure that her symptoms are well-controlled again.*

### Example 3

Deirdre has been with VitalityHealth for two years when she develops symptoms that indicate she may have diabetes. Her **GP** refers her to an endocrinology **consultant** who organises a series of investigations to confirm the diagnosis, and she then starts on oral medication to control the diabetes. After several months of regular consultations and some adjustments to the medication regime, the **consultant** confirms that the condition is now well controlled and explains that he would like to see her every four months to review the condition.

*We pay for the **treatment** of Deirdre's condition up to this point. However, we advise her that because her condition is now stabilised we will not be able to continue to cover her regular four month **check-ups**. We tell Deirdre that we will cover one more **check-up** so that she has time to make alternative arrangements. We will not cover her medication at any time.*

One year later, Deirdre's diabetes becomes unstable and her **GP** arranges for her to go into hospital for **treatment**.

*Assuming the admission is on an emergency basis, then this will usually be to a NHS hospital which our plans are not designed to cover. However, once she has been discharged we will pay for one further **check-up** to make sure that her condition is now stable.*

### Example 4

Bob has been with VitalityHealth for three years when he develops hip pain. His **GP** refers him to an osteopath who treats him every other day for two weeks and then recommends that he return once a month for additional **treatment** to prevent a recurrence of his original symptoms.

*As Bob's plan includes cover for alternative therapies, we pay for two weeks of **treatment** as this helps stabilise his symptoms. We also tell him that we cannot cover his regular monthly **treatments**, as these are designed just to keep the symptoms in check but that if his symptoms worsen he should contact us again.*

*If Bob's condition did deteriorate significantly and his **consultant** recommended a hip replacement, VitalityHealth would cover the cost of this. As the operation would replace the damaged hip and thereby cure Bob's problem, we would pay for all the costs relating to this operation.*

# APPENDIX 3

## OUR ADVANCED CANCER COVER EXPLAINED

The following table gives more information about our cover for **cancer** so that you can fully understand this important part of your plan.

### WHERE ARE YOU COVERED FOR TREATMENT?

#### WHAT'S COVERED

- You're covered for charges for eligible **treatment** at any **hospital** or specialist **cancer** unit that is eligible under your plan
- If the specific course of private **treatment** recommended by your **consultant** is expected to cost in excess of £100,000, we reserve the right to direct you to a specific **hospital** or facility for that **treatment**
- You're also covered in full for charges for eligible **treatment** at home that would otherwise have to be delivered in **hospital** providing this is given by suitably qualified medical staff recognised by us
- We pay a charitable donation of £75 for each day spent in a hospice for end stage **cancer**.

#### WHAT'S NOT COVERED

- As with all other **treatment**, you will have to pay a contribution towards your costs if you choose to be treated at a hospital or other facility that's not eligible under your plan.

### WHAT DIAGNOSTIC TESTS ARE YOU COVERED FOR?

#### WHAT'S COVERED

- You're covered in full for charges for **diagnostic tests** arranged by your **consultant** and for associated consultations with your **consultant**. You're also covered for charges for CT, MRI and PET scans that take place in a **hospital** or specialist **cancer** unit eligible under your plan.

#### Important note:

Where it is unclear that diagnostic tests and associated consultations are cancer-related then the cost of these will initially come out of any 'Out-patient Cover' you may have. Once there is a confirmed diagnosis of cancer then these costs will be removed from your 'Out-patient Cover' and will be set against your 'Core Cover'.

#### WHAT'S NOT COVERED

- **Diagnostic tests** arranged by anyone other than your **consultant**
- Any **diagnostic tests** or **treatment** not considered clinically appropriate within the **UK**
- Genetic tests that are designed to find out how susceptible you are to getting **cancer** (but we do offer a discount on risk assessments for certain types of **cancer**)
- Normal preventive screens (but we do offer discounts on screens for certain types of **cancer**)
- As with all other **treatment**, you will have to pay a contribution towards your costs if you choose to be treated at a hospital or other facility that's not eligible under your plan.

### WHAT TYPES OF SURGERY ARE YOU COVERED FOR?

#### WHAT'S COVERED

- You're covered in full for charges for surgery used for diagnostic reasons as well as surgery to remove a **cancer** (tumour).

#### WHAT'S NOT COVERED

- Surgery that is not considered established medical practice in the **UK**, but we may make a contribution towards the costs where this is in place of established **treatment**. (See section 1.10 on page 24 for further details).
- **Treatment** given by a consultant who is not recognised by us.

## ARE YOU COVERED FOR PREVENTIVE TREATMENT?

### WHAT'S COVERED

- Charges for the removal of healthy tissue or organs in order to prevent the occurrence of **cancer** will be covered in full, in the following circumstances:
  - you have been covered on the plan for a continuous period of three or more years, and
  - you have been identified as being at very high risk of developing **cancer** in the affected tissue or organ, either through an assessment of family history, or a genetic test, or both, and
  - you have received genetic counselling to help you arrive at your decision, and
  - your **consultant** supports the choice you have made

For preventive **treatment** we reserve the right to direct you to a specific facility for your **treatment**.

### WHAT'S NOT COVERED

Our plans are primarily designed to help diagnose and treat an eligible condition where symptoms have occurred after your cover started. This means we don't cover:

- normal screening such as breast screens
- genetic tests to see if you're susceptible to a certain type of **cancer**
- vaccines such as the vaccine given to prevent cervical **cancer**.

However, we do offer discounts on risk assessments for some types of **cancer**. Details can be found on the Member Zone.

We also don't cover:

- preventive surgery in cases where it is not clear there is a very high risk of developing **cancer** in the affected tissue or organs
- **treatment** provided by a consultant not recognised by us

## WHAT DRUG THERAPIES ARE YOU COVERED FOR?

### WHAT'S COVERED

Charges for drug therapies includes the following:

- Charges for chemotherapy (the use of drugs to destroy **cancer** cells), including anti-sickness drugs and oral chemotherapy prescribed by an oncologist
- Charges for hormone therapy and bisphosphonates therapy
- Charges for biological therapy, immunotherapy and targeted therapy.

These are substances, regardless of the size of the molecule or the manufacturing process, which either:

- aid the body's natural defence system in order to inhibit the growth of a tumour, or
- target the processes in **cancer** cells that help them to survive and grow

Examples include monoclonal antibodies (MABs) and **cancer** growth blockers

### WHAT'S NOT COVERED

- The use of drugs outside the terms of their licence
- Any drugs that would normally be prescribed by a **GP**
- Unproven drugs where there is no evidence of their effectiveness
- Personal expenses
- Any **treatment** not considered clinically appropriate within the **UK**.

## ARE YOU COVERED FOR RADIOTHERAPY?

### WHAT'S COVERED

- Charges for radiotherapy are covered in full at a **hospital** eligible under your plan, including when given for pain relief.

### WHAT'S NOT COVERED

## ARE YOU COVERED FOR END OF LIFE CARE?

### WHAT'S COVERED

- Yes, we cover charges for care received solely to relieve pain and other symptoms at the end stage of **cancer**.
- You will be covered for the charges for a qualified **nurse** for skilled nursing care at home, up to a maximum of £1,000 per day for no more than 14 days.

### WHAT'S NOT COVERED

- The cost of personal care services, home adaptation or the supply of special bedding or other equipment.

## WHAT COVER DO YOU HAVE FOR MONITORING YOUR CONDITION AFTER YOU'VE FINISHED YOUR TREATMENT?

### WHAT'S COVERED

- We will cover charges for medically necessary follow-up tests at a **hospital** eligible under your plan, and **consultant** appointments needed to monitor your condition. There is no time-limit on the cover available for follow-up consultations, providing your plan remains in force.

### WHAT'S NOT COVERED

## WHAT BENEFITS ARE AVAILABLE IF YOU HAVE YOUR TREATMENT ON THE NHS?

### WHAT'S COVERED

- We will pay you a cash amount when you choose to have the following **treatment** as a non-paying NHS patient, even though you could have had the **treatment** in a private facility:
  - £100 for each night you spend in hospital receiving **treatment** for **cancer**
  - £100 for each day you are admitted to hospital as a **day-patient** for **treatment** of **cancer**
  - £100 for each day on which you attend hospital for radiotherapy (including your planning session), chemotherapy, biological therapy, immunotherapy or targeted therapy, related to the **treatment** of **cancer**

The maximum amount payable is £100 per person for a single day or night and £10,000 per person in any **plan year**.

### WHAT'S NOT COVERED

- **Treatment** not eligible under your plan
- Cash payments for any **treatment** not listed
- Cash payments for any **treatment** not undertaken as a non-paying NHS patient
- If you have claimed an NHS Hospital Cash Benefit for **treatment** taking place on the same day.

## WHAT OTHER TYPES OF TREATMENT ARE YOU COVERED FOR?

### WHAT'S COVERED

We will also cover charges for:

- stem cell therapy
- initial reconstructive surgery necessary following surgery to remove a tumour
- initial reconstructive surgery necessary following the removal of healthy tissue for preventive reasons, that is eligible under the plan
- new drugs or other **treatments** where, even though they may not have been reviewed or recommended by NICE, there is adequate evidence of their effectiveness
- charges for medication prescribed by your **consultant** for you to take at home immediately following **in-patient** or **day-patient treatment** in **hospital**
- scalp cooling treatment to minimise hair loss during chemotherapy and radiotherapy
- wigs and restyling of wigs, up to a maximum of £300 per condition
- mastectomy bras up to a maximum of £200 per condition
- external prostheses and associated costs up to a maximum of £5,000 per condition

### WHAT'S NOT COVERED

- More than one reconstructive surgical operation to the same part of the body. The initial surgery must also take place within five years of the original surgery
- Surgery to correct a reconstruction, except complications immediately following the initial surgery
- Alternative/complementary therapies (unless you have selected the 'Therapies Cover' option as shown on your certificate of insurance).
- Medical aids or appliances
- Mobility aids (e.g. wheelchairs and crutches)

## HOW OUR CANCER COVER WORKS IN PRACTICE

The following examples are designed to show how our **cancer** cover works in practice. All of these examples assume that the chosen plan provides cover for the particular condition and **treatment**, that the plan premiums are being paid and that the first symptoms of the condition arose after the start of cover:

### Example 1

Beverley has been with VitalityHealth for five years when she is diagnosed with breast **cancer**. Following discussion with her **consultant** she decides to have the breast removed followed by breast reconstruction. Her **consultant** also recommends a course of radiotherapy and chemotherapy. In addition she is to have hormone therapy tablets for several years. Will her insurance cover this **treatment** plan and are there any limits to the cover?

*We pay for the cost of the consultations and **diagnostic tests** to establish the diagnosis. We then pay for the mastectomy and the associated reconstructive surgery, as long as this takes place within five years of any related **treatment**. We then cover the course of radiotherapy and chemotherapy in full.*

*We will pay the cost of the hormone therapy in full as well as the cost of medically-necessary follow-up consultations and monitoring.*

### Example 2

Cara has previously had a breast **cancer** which was treated by lumpectomy, radiotherapy and chemotherapy under her existing plan. She now has a recurrence in her other breast and has decided to have a mastectomy, radiotherapy and chemotherapy. Will her insurance cover this and are there any limits to the cover?

*We will cover both the eligible **treatment** of new **cancers** and the **treatment** of complications of **cancer** and/or secondary **cancers**. So we would pay for the cost of Cara's mastectomy and the course of radiotherapy and chemotherapy in full. We will also cover the cost of any associated follow-up consultations where medically necessary.*

### Example 3

Monica, who was previously treated for breast **cancer** under her existing plan, has a recurrence which has unfortunately spread to other parts of the body.

Her **consultant** has recommended the following **treatment** plan:

- A course of six cycles of chemotherapy aimed at destroying **cancer** cells to be given over the next six months
- Monthly infusions of a drug (bisphosphonate) to help protect the bones against pain and fracture. This infusion is to be given for as long as it is working (hopefully years)
- Weekly infusions of a drug to suppress the growth of the **cancer**. These infusions are to be given for as long as they are working (hopefully years).

Will her insurance cover this **treatment** plan and are there any limits to the cover?

*We will cover in full all aspects of Monica's **treatment**.*

### Example 4

Sharon has end stage **cancer** and would like to be admitted to a hospice for care aimed solely at relieving symptoms. Will her insurance cover this and are there any limits to the cover?

*As hospices don't charge for their care we make a donation of £75 for each day spent in a hospice.*



# APPENDIX 4

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## LIFESTYLE SURGERY BENEFITS

This appendix gives more information about our cover for certain types of lifestyle and corrective surgical procedures that are not normally covered by private medical insurance. This cover has additional eligibility criteria and conditions and it is important that you fully understand this important part of your plan.

## WHAT BENEFITS ARE COVERED UNDER LIFESTYLE SURGERY?

Severe obesity is a very serious health condition that increases your risk of many different conditions, including diabetes and heart disease. Weight loss surgery is sometimes recommended to help treat severe obesity when other non-surgical treatments have failed. We will offer three types of weight loss surgery – gastric banding, gastric bypass and gastric sleeve – where it is clinically necessary and meets our eligibility criteria to help treat severe obesity.

Some conditions affecting young people may cause emotional and psychological distress. Where it is clinically recommended and meets our eligibility and age criteria, we will offer treatment to help treat port wine birthmarks on the face, surgical ear reshaping (pinnaplasty), surgical breast reduction and surgical treatment to correct excessive male breast tissue (gynaecomastia).

## WHO WILL CARRY OUT THE SURGERY?

We have contracted with a number of consultant groups to provide an initial consultation, all necessary tests and treatment for eligible members. These consultant groups will ensure you see the right **consultant**, with the right skills for your surgery. They will manage your treatment plan every step of the way.

This benefit will not be available if carried out by anyone other than a **consultant** arranged by a consultant group nominated by us.

## WHAT ARE THE ELIGIBILITY CRITERIA?

You will not be eligible until 12 months have elapsed from your **cover start date**. If new **insured dependants** join your plan they will not be eligible until 12 months have elapsed from their **cover start date**. No underwriting or personal exclusions will apply but the following tables set out the individual eligibility criteria that apply.

All surgery must be agreed as clinically necessary and appropriate by a **consultant** arranged by the consultant group nominated by us.

## WHERE IS THE SURGERY CARRIED OUT?

If you have selected one of our hospital list options, this does not apply to the Lifestyle Surgery benefit. The consultant group nominated by us will make the arrangements for treatment at a facility near you, where possible. Some facilities may be close to where you live but gastric banding and bypass may only be available at one site in London.

Cover under the Lifestyle Surgery benefit will not be available if treatment is not arranged by the consultant group nominated by us.

## WILL I HAVE TO CONTRIBUTE TO THE COST OF THIS SURGERY?

Yes. You will be required to make a contribution towards the cost of your treatment of 25% of the package price agreed by the consultant group. This includes the initial consultation fee. The package price will include all **in-patient** charges, surgeon's and anaesthetist's fees and clinically necessary follow-up appointments with the **consultant** and, if necessary, a **dietician**. You will be provided with details of the package price on application to the consultant group.

No **excess** applies to this benefit.



## WHO/WHAT ARE THE ELIGIBILITY CRITERIA?

PROCEDURES COVERED	TO BE ELIGIBLE	WHO/WHAT IS NOT ELIGIBLE?
Weight loss surgeries Gastric banding Gastric bypass Gastric sleeve	<p>You (the <b>planholder</b>) and/or your <b>insured dependants</b> must be 18 years of age or over at the start of treatment and:</p> <ul style="list-style-type: none"> <li>• Have a Body Mass Index (BMI) equal to or above 40 kg/m<sup>2</sup>; or</li> <li>• Have a BMI 35 - 40 kg/ m<sup>2</sup> and been diagnosed with at least one of the following conditions: <ul style="list-style-type: none"> <li>- Coronary artery disease - Type 2 diabetes mellitus - Obstructive sleep apnoea (OSA) - Obesity hypoventilation syndrome (OHS)</li> <li>- Pickwickian syndrome - NAFLD or non-alcoholic steatohepatitis</li> <li>- Hypertension - Dyslipidaemia - Venous stasis disease</li> </ul> </li> <li>• The procedure must be arranged by the consultant group nominated by us.</li> </ul>	<p>You (the <b>planholder</b>) and/or your <b>insured dependants</b>:</p> <ul style="list-style-type: none"> <li>• With reversible endocrine or other disorders that can cause obesity; or</li> <li>• Receiving <b>treatment</b> for drug or alcohol addiction or where there is evidence of current <b>drug abuse</b> or <b>alcohol abuse</b>; or</li> <li>• With uncontrolled, severe psychiatric illness, or</li> <li>• Who have previously had the same or similar procedure</li> </ul>
Removal of port wine birthmarks on the face	<ul style="list-style-type: none"> <li>• <b>Insured dependants</b> must be under 5 years of age at the start of treatment</li> <li>• The procedure must be arranged by the consultant group nominated by us.</li> </ul>	<ul style="list-style-type: none"> <li>• More than 10 treatments in total</li> <li>• <b>Insured dependants</b> who have previously had the procedure</li> </ul>
Ear reshaping (pinnaplasty)	<ul style="list-style-type: none"> <li>• <b>Insured dependants</b> must be aged 5 to 14 years (inclusive) at the start of treatment</li> <li>• The procedure must be arranged by the consultant group nominated by us.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Insured dependants</b> who have previously had the procedure</li> </ul>
Breast reduction including treatment for excessive male breast tissue (gynaecomastia)	<ul style="list-style-type: none"> <li>• You (the <b>planholder</b>) and/or your <b>insured dependants</b> must be under 21 years of age at the start of treatment; and</li> <li>• Have a BMI less than 27 kg/m<sup>2</sup></li> <li>• The procedure must be arranged by the consultant group nominated by us.</li> </ul>	<ul style="list-style-type: none"> <li>• You (the <b>planholder</b>) and/or your <b>insured dependants</b> who have previously had the procedure</li> </ul>





## FIND OUT MORE

For more information please speak to your  
adviser or visit our website [vitality.co.uk](http://vitality.co.uk)