

CUSTOMER NOTICE

Oceania Hospitals (OHPL) Tele-Consult Service

BSP Health (BSPH) wishes to advise its Insureds that OHPL has initiated a **Tele-Consult Service** for those that would require medical assistance during the current lockdown period. The Tele-Consult Service is optional should one choose not to leave their home and prefer Medical Consultation over the phone. BSPH will include the Tele-Consult Service under its Outpatient Benefit and insured members with the Outpatient Benefit may use this service within their eligible Limits. As with any Benefit, where the Outpatient Benefit Limit is exhausted, insured members will need to pay for their Tele-Consult Service.

The OHPL Tele - Consult number | Phone: 9924 598.

OHPL Service	Costs
Tele - GP Consult	\$30
Tele - Specialist Consult	\$50
Pharmacy Services	<ul style="list-style-type: none">• optional to pick up from OHPL, or medications delivered at a cost of \$15 to be paid by the insured member. <p><u>Note: Delivery costs will NOT be covered by BSPH</u></p>

PROCESS

- Insured Member calls OHPL on 9924 598.
- OHPL obtains the Insured's Policy details and verifies his/her Outpatient Benefit Limit.
- If the Insured is eligible, the Insured is referred to GP/ Specialist. *Note: If Insured does not have sufficient Outpatient Benefit Limit, OHPL will advise the Insured to pay for consultation.*
- GP/ Specialist consultation takes place over the phone.
- OHPL charges BSPH for consultation as applicable.
- Prescription is sent to the OHPL Pharmacy.
- OHPL Pharmacy will verify the Outpatient Benefit Limit and medications covered. If the Insured is eligible, the prescription is attended to. *Note: If the insured member does not have sufficient Outpatient Benefit Limit, OHPL Pharmacy will advise the insured to pay for medications.*
- OHPL Pharmacy will charge BSPH for medication costs as applicable.
- OHPL/BSPH contacts the Insured to collect medications, or alternatively courier medications (*costs of courier \$15 to be paid by Insured*).

Please call 132 700 for more information or visit www.bsplife.com.fj

