



SUN GREPA ICU PROTECT

Prevention & Wellness Benefits

CLIENT GUIDE

Ver. 2 August 2022

Introduction

Sun Grepa ICU Protect is a health solution for life's critical moments. It offers various benefits, including Prevention and Wellness Programs, which are positioned to help our clients live a healthier life.

This Client Guide is a complete and handy tool for Sun Grepa ICU Protect policyholders on how they can conveniently access the Preventive Health Care benefits of their policy.

For more detailed information, clients are encouraged to refer to their Sun Grepa ICU Protect policy contract or reach out to a Bancassurance Sales Officer / Agency Sales Associate for assistance.

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Reminders in Setting Appointments

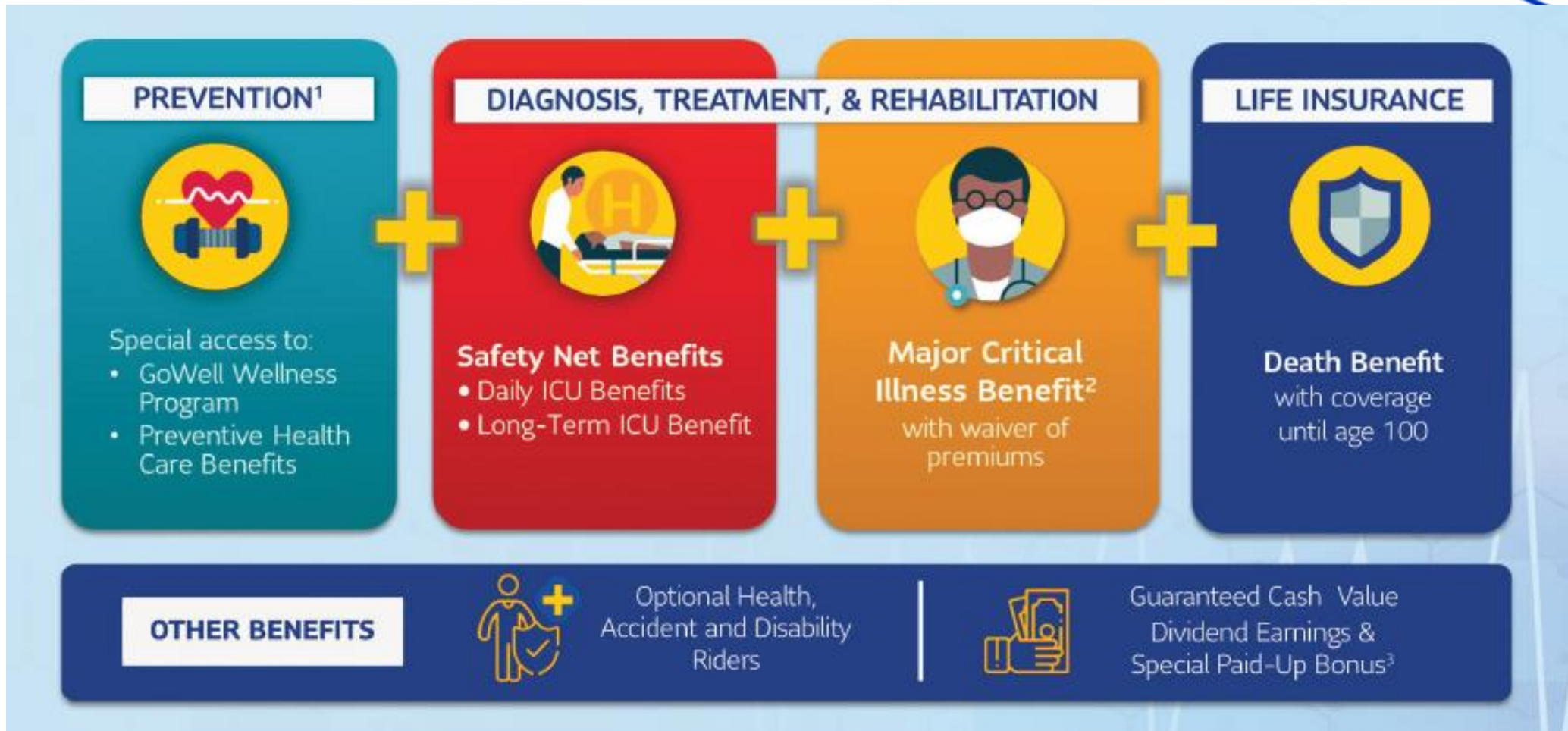
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Sun Grepa ICU Protect at a Glance



¹Sun Life reserves the right to determine the wellness programs.

²Benefit will be payable provided that the diagnosis of any covered major critical illness condition or surgery performed is aligned with the definition stated in the insurance policy contract provisions.

³Special Paid-up Bonus and dividend earnings are not guaranteed.

Prevention - Access to GoWell



Get exclusive access to content, perks, rewards and workouts from GoWell.



GoWell is a wellness community promoting holistic wellness through fit and active lifestyle, healthy eating, and living a balanced life. It is the health and wellness advocacy of Sun Life, aimed at helping people live a healthier, brighter life.

As a Sun Grepa ICU Protect client, you get to enjoy these exclusive benefits as a **GOLD** member:



- **ACCESS TO HEALTH AND WELLNESS CONTENT:** Practical tips, healthy recipes, and useful information on health and wellness at www.gowell.com.ph.
- **EXCLUSIVE ACCESS TO GOWELL STUDIO:** Sun Life's Premier wellness on demand platform form the best coaches and health practitioners in the industry.
- **COMMUNITY WORKOUTS:** Regular workouts with other community members, such as the Namaste Run, Family Zumba or Sweat Night. You gain Gold access for that event which allows for express entry, reserved space, and a chance to bring your advisor along for the event. Booking is free but required on the website,
- **PERKS AND PRIVILEGES:** Bigger discounts from partner establishments. Check the perks, and rewards tab on the website for the full listing.
- **POINTS & REWARDS:** Earn points for reading articles on the website and attending events. Redeem useful and exciting rewards that will help guide in your wellness journey.

Prevention – Upgrade to GoWell Gold Membership



To upgrade to Gold membership, follow these simple steps:

Step 1: Sign up/ Log in to GoWell.com.ph

Step 2: Click on USER Profile

Step 3: Click Upgrade & input your Sun Grepa ICU Protect policy email, address and full name

Once you have been upgraded to Gold, you may use the same email to access the Gold member exclusive, GoWell Studio – Sun Life’s premier wellness on demand platform (the tab / link can be found in www.gowell.com.ph)

Prevention – Your Choice of Preventive Health Care Benefits



Sun Grepa ICU Protect comes with your choice of preventive health care benefits that can be availed **starting on the 2nd year of your policy and every other year thereafter until your policy's 20th year (up to 10 availments)**. Select your preferred medical facility accredited by Sun Life Grepa then choose one (1) of the following options below:

Hi-Precision Diagnostics



**Preventive
Medical Exam**



**Flu or Pneumonia
Vaccination**



**COVID-19
Screening Test**

Grepalife Medical and Diagnostic Center (GMDC)



**Preventive
Medical Exam**



Flu Vaccination

Note: The list of appointed service providers for Sun Grepa ICU Protect and its Preventive Health Care Benefits are subject to regular review and may change over time, depending on the availability of relevant programs, tests or procedures. All trademarks/copyrights are the property of their respective owners.

The Letter of Authorization

Important Notes:

- The Preventive Health Care Benefit can only be availed of by the Life Insured.
- A Letter of Authorization (LOA) will be sent directly to the Policyowner to remind him that the Life Insured may avail of the preventive health care scheduled during the specific policy years, so that he in turn can inform the Life Insured. The Life Insured will be copied in the email if the Policyowner is a Company.
- The Servicing Advisor will also be copied in the email to the Policyowner to ensure that he/she will be ready to help in case assistance is needed when the preventive health care is availed of by the Life Insured.

REMINDER!

Always bring a printed or electronic copy of the accomplished LOA on your appointment schedule.

Also bring at least one (1) valid government-issued ID with picture (*i.e.* Company ID, SSS, Driver's License, NBI Clearance, etc.) for proper identification.



Letter of Authorization - Sun Grepa ICU Protect Preventive Health Care Benefit

Sun Life Grepa Financial, Inc.
A joint venture of Sun Life and the Yuchengco Group

Date November 3, 2022

The LOA is valid within two (2) months from the date of the letter. For guidance, please take note of the "valid only until" date and make sure to book your appointment with Sun Life Grepa's accredited medical facilities before the LOA expiry date.

This certifies that the Life Insured is entitled to avail one (1) Preventive Health Care Benefit:

Life Insured's Name <Juan Dela Cruz>	
Age <30>	Sex <Male>
Kindly select only one (1) Preventive Health Care Benefit. For the list of available benefits*, you may refer to the Sun Grepa ICU Protect Client Guide under the Prevention benefits: https://www.sunlifegrepa.com/home/insurance/health-protection/sun-grepa-icu-protect/	
<input type="checkbox"/> Preventive Medical Exam	
<input type="checkbox"/> Vaccine (please specify): _____	
<input type="checkbox"/> Screening Tests / Others: _____	
*Not all benefits are available in all accredited medical facilities. You may refer to the Sun Grepa ICU Protect Client Guide for details.	

Note: This benefit is valid only until January 3, 2023
This LOA can be used up to the next business day following the date indicated herein, provided that the "valid only until" date falls on a weekend or holiday.

This is a system generated letter which does not require a signature.

Choosing your Preventive Health Care Benefit



Kindly select only one (1) Preventive Health Care Benefit. For the list of available benefits*, you may refer to the Sun Grepa ICU Protect Client Guide under the Prevention benefits: <https://www.sunlifegrepa.com/home/insurance/health-protection/sun-grepa-icu-protect/>

- ☐ Preventive Medical Exam
- ☐ Vaccine (please specify): _____
- ☐ Screening Tests / Others: _____

**Not all benefits are available in all accredited medical facilities. You may refer to the Sun Grepa ICU Protect Client Guide for details.*

Accomplish your LOA by indicating only one (1) Preventive Health Care Benefit option of your choice.

Hi-Precision Diagnostics

- Preventive Medical Exam
 - Package for Pedia (17 years old and below)
 - Package A (Male and Female, 18 to 35 years old)
 - Package B (Male and Female, 36 to 49 years old)
 - Package C (Female, 50 years old and above)
 - Package D (Male, 50 years old and above)
- Flu Vaccine (Quadrivalent)
- Pneumonia Vaccine (5YR)
- COVID-19 Screening Tests
 - COVID-19 RT PCR Test (48-72 or 24-36 hours results)
 - COVID-19 Antigen Rapid Diagnostic Test (Panbio) (24 hours results)
 - Fully Automated (CMIA) SARS CoV-2 IgG/IgM
 - Total Antibody Testing (Roche)



Grepalife Medical and Diagnostic Center

- Preventive Medical Exam
 - Package for Pedia (17 years old and below)
 - Package A (Male and Female, 18-35 years old)
 - Package B (Male and Female, 36 to 49 years old)
 - Package C (Female, 50 years old and above)
 - Package D (Male, 50 years old and above)
- Flu Vaccine (Quadrivalent)



Note: All trademarks/copyrights are the property of their respective owners.

Vaccine Prescription Request from Sun Life Grepa's Medical Team



If you prefer to avail Flu or Pneumonia vaccine from **Hi-Precision Diagnostics**, their on-site Doctors are available for consultation before the procedure, subject to additional fee charged to the client. You can also get a vaccine prescription by consulting your own Doctor. The non-reimbursable cost of the said consultations should be paid directly by the client to Hi-Precision Diagnostics or to the Doctor of choice. A vaccine prescription can also be issued by Sun Life for free but subject to initial screening and approval. Make sure to follow these steps and wait for feedback from our Claims Department:

Notes:

1. You cannot change to another type of Preventive Health Care Benefit within the designated policy year once you have confirmed the pre-order of vaccine with Hi-Precision Diagnostics.
2. All other tests or expenses outside the Sun Grepa ICU Protect Preventive Health Care Benefit shall be for the client's account and must be settled by the Client directly with the medical facility following the standard branch rate. This includes, among others, the Doctor's Consultation Fee for the request / prescription to avail COVID Screening Test, Vaccination or other charges like cost of PPE and consumable fees (approximately P100 per patient) during the preventive medical exam.
3. All trademarks/copyrights are the property of their respective owners.

1

Indicate your preferred vaccination (flu or pneumonia) in the LOA.

2

Kindly email phil_claims@sunlife.com and request for a Vaccine Prescription.

3

Answer the Vaccination Screening Questionnaire and email the accomplished form to phil_claims@sunlife.com

4

Wait for the email confirmation from Claims Department and follow instructions for next steps.

If assessment is approved, you will receive via email the Doctor's Prescription for vaccine. Send this vaccine prescription together with your LOA when you set your appointment¹ with Hi-Precision Diagnostics.

If assessment is not approved, you will receive email notification to seek medical advice from your preferred Doctor prior to any vaccination.²

Vaccine Screening Questionnaire



Vaccination Screening Questionnaire

This form is required in securing a Doctor's Request from Sun Life Grepa Financial, Inc. ("Sun Life Grepa Financial") if you are opting to avail the flu or pneumonia vaccine under your Sun Grepa ICU Protect Policy. The Doctor's Request is free of charge, subject to initial eligibility assessment of Sun Life Grepa Financial's Claims Department and medical evaluation of Sun Life Grepa Financial's Medical Services Team. You may also opt to secure a medical endorsement from your own doctor or request the same from accredited facilities by Sun Life Grepa Financial, subject to any applicable fees.

1. Sun Life Grepa Financial will review your request and information and give updates as soon as reasonably possible. If all is in order, Doctor's Request will be sent via your registered email address within two (2) business days. If your request is disapproved, an update will be sent accordingly through the same email address.
2. You must send the Doctor's Request to the accredited facility together with your LOA to avail the flu or pneumonia vaccine. Please refer to the Client Guide for more information. You may access the Client Guide under the Prevention Benefits section through this link: <https://www.sunlifegrepa.com/home/insurance/health-protection/sun-grepa-icu-protect/>.

To get started, kindly provide the needed information and answer the questions below. Please read the declarations carefully and sign if you agree. Once accomplished, you may send the signed questionnaire to phil_claims@sunlife.com.

Life Insured's Name: _____

Age: ____ years and ____ months Sex: _____

1. Do you have symptoms of sickness today (e.g. cough, colds, fever)? ☐ No ☐ Yes Please provide details for YES answer _____

2. Do you have any severe allergies to eggs? ☐ No ☐ Yes Please provide details for YES answer _____

3. Do you have any history of allergies to flu or pneumococcal vaccine? ☐ No ☐ Yes Please provide details for YES answer _____

4. Do you have history of previous Pneumonia Vaccine? ☐ No ☐ Yes Please provide details for YES answer
(You may refer to your vaccination card for details)
Type / Brand _____
Year given _____

By accomplishing, signing, and submitting this Vaccination Screening Questionnaire, you accept and agree with the following statements:

1. You attest that all the responses provided in this Vaccination Screening Questionnaire are correct and accurate.
2. Your responses shall be the basis of issuance of the Doctor's Request.
3. You agree that Sun Life Grepa Financial shall process your personal data in this questionnaire to: a) evaluate if a Doctor's Request for the flu or pneumonia vaccine may be issued; and b) administer the issuance of the Doctor's Request. You likewise agree that the data privacy consent and declarations you provided in your Sun Life Grepa Financial insurance application form shall apply hereto.

Signature over Printed Name of the
Life Insured

_____ Date

For any YES answer or should you fail to provide all relevant information for Sun Life Grepa Financial to process this request (i.e. no available details about your latest Pneumonia vaccination), please consult with your attending physician for immediate assistance.

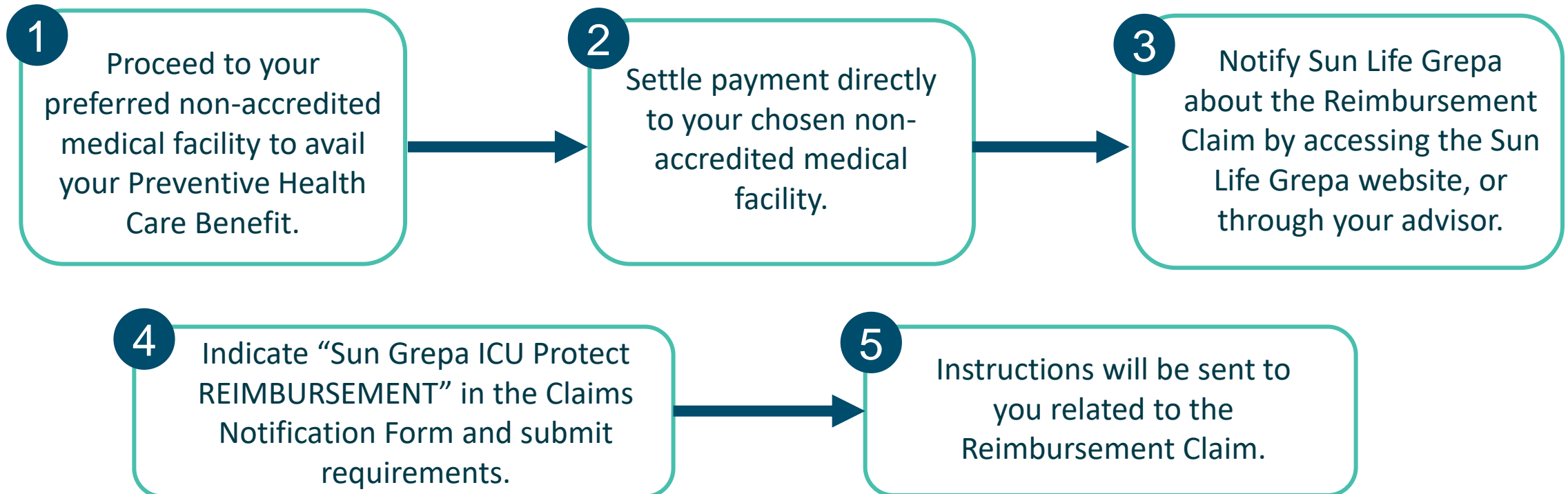
Important Notes:

1. A Sun Life Grepa-issued Medical Prescription for Vaccination can only be requested should the client wishes to avail the Flu or Pneumonia Vaccination benefit from Hi-Precision Diagnostics.
2. In case the Hi-Precision Diagnostics' doctor requests the client to undergo further examination prior to any vaccination, or if the Hi-Precision Diagnostics' doctor defers the initial vaccination schedule of the client due to health findings, the Sun Life Grepa doctor's prescription shall no longer be valid. The client will need to secure clearance from his/her attending doctor or consult with the Hi-Precision Diagnostics' doctor onsite.
3. All trademarks/copyrights are the property of their respective owners.

Reimbursement Guidelines



You may also avail your Preventive Health Care Benefits in non-accredited clinics or hospital via Reimbursement.



Note: Reimbursement is subject to approval, requirements and limits set by Sun Life Grepa.

How to File for Reimbursement



In case of reimbursement, you may file the requirements mentioned below through your Bancassurance Sales Officer or Agency Sales Associate at any SLGFI Branch nearest you.

Requirements

- ✓ **Original Billing Statement and Official Receipt**
- ✓ **Copy of LOA from Sun Life Grepa**

Additional Requirements



If via deposit:

Valid ID, Copy of Deposit form and Proof of bank account

Note: We will reimburse in Philippine Peso (PHP) the cost of the eligible Preventive Health Care Benefit availed via Home Service or from a Non-Accredited Medical Facility, subject to certain amount limits, requirements, review and approval of Sun Life Grepa Claims Department.

Important Contact Information



- **SUN LIFE GREPA CLAIMS DEPARTMENT**

For LOA Concerns, email - phil_claims@sunlife.com

- **HI-PRECISION DIAGNOSTICS**

For Appointment Setting Requests, email - sales.endorsement@hi-precision.com.ph;
and SALEsteamWalkin@hi-precision.com.ph

or

call Hi-Precision Diagnostics' Sales Coordinators – 0977-8271816 or 0933-819873



- **Grepalife Medical and Diagnostic Center (GMDC)**

For Appointment Setting Requests, email - gmdc@sunlifegrepa.com

or

call any of these contact numbers – 8843-5063 or 88886-6586 local 107 / 108

Hi-Precision Diagnostics

Sun Grepa ICU Protect Prevention and Wellness Benefits

CLIENT GUIDE

Table of Contents: Hi-Precision Diagnostics



Overview of the available Preventive Health Care Benefits

- Preventive Medical Exam
- Flu / Pneumonia Vaccination
- COVID-19 Screening Tests



How to Avail the Preventive Health Care Benefit



What to do before and during the Appointment



Kindly visit Hi-Precision Diagnostics updated branch list and schedule:

- Branch List and Schedule – <https://www.hi-precision.com.ph/our-locations>
- RT-PCR Tests - <https://www.hi-precision.com.ph/pcr-and-antigen-swab-testing-directory>



Reminders in setting appointments



Triage, Process and Other Reminders



Accessing of Results



What if I Missed my Appointment

Prevention – Your Choice of Preventive Health Care Benefits (Hi-Precision Diagnostics)



PREVENTIVE MEDICAL EXAM

Basic 5: Complete Blood Count (CBC) with Platelet Count, Urinalysis, Fecalalysis, Chest X-Ray and Complete Physical Exam; Other tests may be added to Preventive Medical Exam package for higher age groups.



VACCINATION

Includes immunization to protect against flu or pneumonia.



COVID-19 SCREENING TESTS







































































Includes antigen, antibody or RT PCR tests, depending on the client's preference and urgency of the test results needed.

Important Notes:

- For the MINOR insured, the policyowner will facilitate the requirements needed to avail of the Preventive Health Care benefit.
- For Preventive Health Care benefits not performed in the appointed medical facility by Sun Life Grepa, a claim for reimbursement may be submitted. However, approval is subject to the review of Sun Life Grepa Claims Department.
- Vaccination at Hi-Precision Diagnostics is administered to adults only. For clients who are 17 years old and below (MINOR insured), flu or pneumonia vaccine may be done in other hospitals or clinics outside of Hi-Precision Diagnostics. The cost for which can be reimbursed from Sun Life Grepa, subject to certain amount limits, requirements and approval of Sun Life Grepa Claims Department.
- The benefit is non-transferrable and can only be used by the policy insured.
- All trademarks/copyrights are the property of their respective owners.

Preventive Medical Exam Packages (Hi-Precision Diagnostics)



Exam Checklist	 Ages 17 and below	 Ages 18 – 35 (Male & Female)	 Ages 36 – 49 (Male & Female)	 Ages 50 & above (Female)	 Ages 50 & above (Male)
BASIC 5 (Complete Blood Count with Platelet Count, Urinalysis, Fecalalysis, Chest X-Ray and Complete Physical Exam)	 *Chest AP/Lat (Pedia)				
FBS					
CHOLESTEROL					
TRIGLYCERIDES					
ECG					
LIPID PROFILE (Cholesterol, Triglycerides, HDL / LDL)					
CREATININE					
URIC ACID					
BUN					
SGPT					
SGOT					
LDH					
PSA					

How to Avail -Preventive Health Care Benefit (Hi-Precision Diagnostics)



1

You may only avail of the Prevention Benefit upon receipt of Sun Life Grepa's email which includes a Letter of Authorization (LOA).

2

Check correctness of all personal information in the LOA and indicate the Preventive Health Care Benefit that you prefer to avail.

3

Plan your desired schedule including your appointment date on or before the "expiry date" in your LOA, time and the Hi-Precision Diagnostics branch to visit.

5

Proceed to the Hi-Precision Diagnostics branch on your designated appointment schedule.

4

Book your appointment with Hi-Precision Diagnostics and wait for their confirmation email. You will be given specific instructions to follow. You will also be asked to send them a copy of your accomplished LOA via email, Viber or Messenger.

Things to remember:

1. An email from Sun Life Grepa Claims Department, which includes the LOA for the Preventive Health Care Benefit, will be automatically generated starting on the 2nd policy year and every 2 years afterwards until the 20th policy year.
2. Insured can choose one (1) of the prevention benefits indicated in the LOA.
3. Availment of benefit should be within the policy year when the benefit is available (i.e. 2nd, 4th, 6th year, etc.). If not availed as scheduled or within the policy year, this benefit will be forfeited and cannot be accumulated or carried over to the next year or any subsequent benefit availment period.
4. The benefit may be availed at Hi-Precision Diagnostics. For availment in other medical facilities not accredited by Sun Life Grepa, refer to the Reimbursement Guidelines.
5. The Preventive Health Care Benefit should be availed on or before the date indicated in the letter (valid only until "date").

What to Do Before and During Appointment (Hi-Precision Diagnostics)



1

Set an Appointment

Email or call Hi-Precision Diagnostics. Provide your desired appointment date, time and clinic as well as a copy of your LOA. Wait for Hi-Precision Diagnostics' email confirmation and additional instructions.

2

Visit the Hi-Precision Diagnostics Branch

Once confirmed, proceed to your designated Hi-Precision Diagnostics branch on your scheduled appointment.

3

Fill-out forms

Fill-out the Hi-Precision Diagnostics Patient Registration Form with Data Privacy Consent in the branch or designated collection site.

4

Present LOA & and Other Requirements

Submit the LOA Form (printed copy or show proof of the LOA) and present any valid identification. For COVID-19 Screening & Vaccine, submit a copy of your doctor's request or prescription.

5

Avail the Benefit

Avail your Preventive Health Care Benefit. Follow the on-site health protocols.

Note: All trademarks/copyrights are the property of their respective owners.

Reminders in Setting Appointments (Hi-Precision Diagnostics)



Scheduling an appointment must be coordinated in advance with Hi-Precision Diagnostics:

Preventive Health Care	Turn Around Time (TAT)	Requirements
Flu or Pneumonia Vaccine	3 – 5 days before the preferred schedule	LOA Doctor's Request
Preventive Medical Exam	2 days before the preferred schedule	LOA
COVID 19 Screening Test	2 days before the preferred schedule	LOA Doctor's Request
Requests received by Hi-Precision Diagnostics between 7:00 am to 1:00 pm shall be processed within the day. Requests received beyond 1:00 pm shall be processed the next day and shall follow the corresponding TAT.		

Other Reminders:



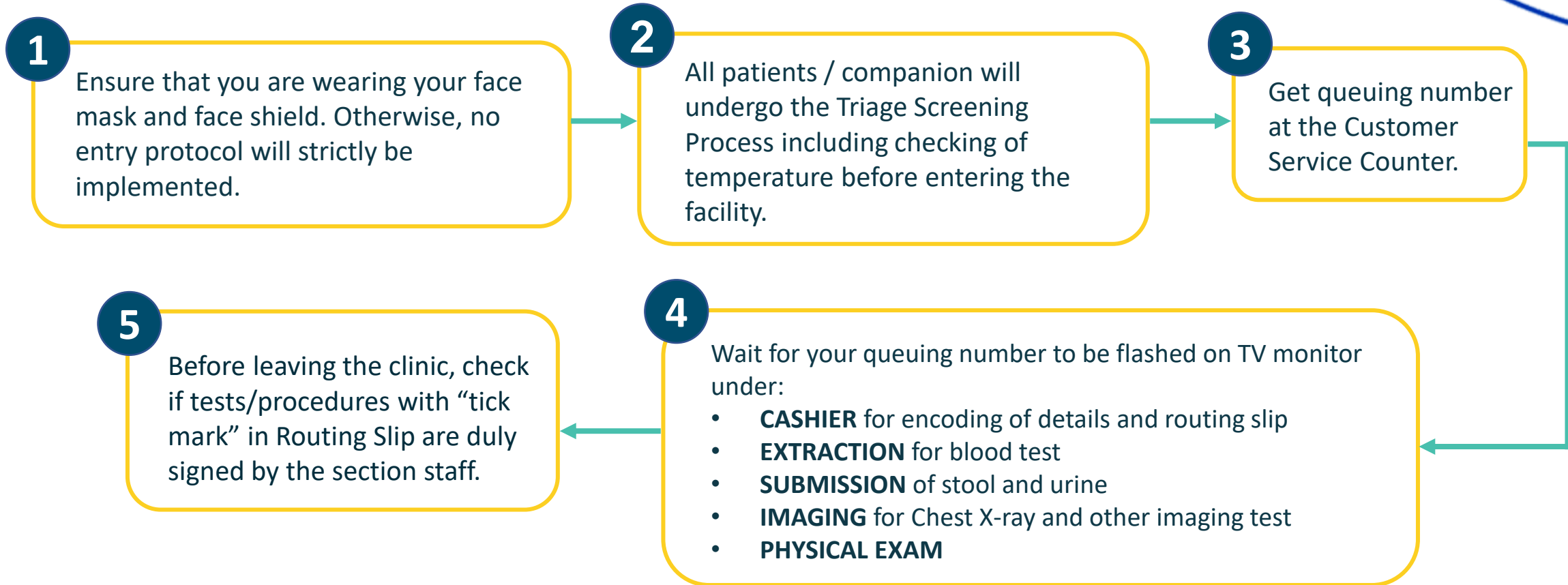
You cannot change to another type of Preventive Health Care Benefit within the designated policy year once you have confirmed the pre-order of vaccine with Hi-Precision Diagnostics.



All other tests or expenses outside the Sun Grepa ICU Protect Preventive Health Care Benefit shall be for the client's account and must be settled by the Client directly with the medical facility following the standard branch rate. This includes, among others, the Doctor's Consultation Fee for the request / prescription to avail COVID Screening Test, Vaccination or other charges like cost of PPE and consumable fees (approximately P100 per patient) during the preventive medical exam.

Note: Sun Life Grepa Financial, Inc. is not affiliated with Hi-Precision Diagnostics which is an independent third-party service provider. Hi-Precision Diagnostics is commissioned only as an accredited service provider specifically for the preventive health care benefits of Sun Grepa ICU Protect. All trademarks/copyrights are the property of their respective owners.

Triage Process and Reminders (Hi-Precision Diagnostics)



Notes:

- *Hi-Precision Diagnostics branches can accommodate / cater ASYMPTOMATIC patients only.*
- *If 37.5C and above, client will not be allowed to continue to the Triage Screener.*
- *Regular and Priority Lane (Senior/ PWD/ Pregnant Women) are still being observed.*
- *Only those elderly, minor and incapacitated patients are allowed to have one companion unless necessary.*
- *All trademarks/copyrights are the property of their respective owners.*

Accessing the Results (Hi-Precision Diagnostics)



TURN AROUND TIME: INDIVIDUAL RESULT

For Basic 5



- **Hard Copy Results** : 3 to 5 working days
- **Online results** : 24 hours for the laboratory test and other results within 48 to 72 hours.

ONLINE ACCESS RESULTS



1. You may check results online through the website via www.hi-precision.com.ph
2. Patient will be given a PID Access by Hi-Precision Diagnostics during the appointment. Log your online access provided by Hi-Precision Diagnostics.
3. The completed results shall be available within 24 hours while Physical Examination (PE) / Medical Report with doctor's evaluation and classification shall be made available within 72 hours.
4. If the client will come on a Saturday, online laboratory results will be available within 24 hours, while imaging and PE will be available on the next working day (Monday).

Note: Kindly refer to page 14 for Important Contact Information. All trademarks/copyrights are the property of their respective owners.

What if I Missed My Appointment? (Hi-Precision Diagnostics)



The Preventive Health Care benefit should be availed on or before the “valid until date” indicated in the LOA. For missed appointments, client should follow these instructions:

Scenario		Instructions
1	<ul style="list-style-type: none">Client missed the appointment date set with Hi-Precision Diagnostics.LOA has not expired based on the LOA “valid date”.	Email or call Hi-Precision Diagnostics to request for a new appointment. No need to request for a new LOA.
2	<ul style="list-style-type: none">Client missed the appointment date set with Hi-Precision Diagnostics.LOA expired based on the LOA “valid date”.Preferred appointment schedule is beyond or after the LOA “valid date” but still within the designated policy year.	Email Sun Life Grepa Claims and request for a new LOA. Then email or call Hi-Precision Diagnostics to request for a new appointment.
3	<ul style="list-style-type: none">Client missed to avail the Preventive Health Care Benefit and the LOA has expired.Preferred appointment schedule is beyond the designated policy year.	No LOA can be issued. Client needs to wait until the next policy year when the Preventive Health Care Benefit is available.

Note: Requests for extension on the validity period of the LOA is subject to review and assessment of the Sun Life Grepa Claims Department. All trademarks/copyrights are the property of their respective owners.

Grepalife Medical and Diagnostic Center (GMDC)

Sun Grepa ICU Protect Prevention and Wellness Benefits

CLIENT GUIDE

Table of Contents: GMDC



Overview of the available Preventive Health Care Benefits

- Preventive Medical Exam
- Flu / Pneumonia Vaccination



How to Avail the Preventive Health Care Benefit



What to do before and during the Appointment



Onsite Health Protocols and Accessing of Results



Reminders in Setting Appointments



What if I Missed my Appointment



Where is GMDC located?

- Mezzanine Tower II RCBC Plaza, 6819 Ayala Avenue, San Antonio, Makati City

Prevention – Your Choice of Preventive Health Care Benefits (GMDC)



PREVENTIVE MEDICAL EXAM

Basic 5: Complete Blood Count (CBC) with Platelet Count, Urinalysis, Fecalalysis, Chest X-Ray and Complete Physical Exam; Other tests may be added to Preventive Medical Exam package for higher age groups.



VACCINATION






Includes immunization to protect against flu

Important Notes:

- For the MINOR insured, the policyowner will facilitate the requirements needed to avail of the Preventive Health Care benefit.
- For Preventive Health Care benefits not performed in the appointed medical facility by Sun Life Grepa, a claim for reimbursement may be submitted. However, approval is subject to the review of Sun Life Grepa Claims Department.
- Vaccination at Grepalife Medical and Diagnostic Center (GMDC) is administered to adults only. For clients who are 17 years old and below (MINOR insured), flu vaccine may be done in other hospitals or clinics outside of Grepalife Medical and Diagnostic Center (GMDC). The cost for which can be reimbursed from Sun Life Grepa, subject to certain amount limits, requirements and approval of Sun Life Grepa Claims Department.
- The benefit is non-transferrable and can only be used by the policy insured.
- All trademarks/copyrights are the property of their respective owners.

Preventive Medical Exam Packages (GMDC)



Exam Checklist	 Ages 17 and below	 Ages 18 – 35 (Male & Female)	 Ages 36 – 49 (Male & Female)	 Ages 50 & above (Female)	 Ages 50 & above (Male)
BASIC 5 (Complete Blood Count with Platelet Count, Urinalysis, Fecalalysis, Chest X-Ray and Complete Physical Exam)	✓ *Chest AP/Lat (Pedia)	✓	✓	✓	✓
FBS	✓	✓	✓	✓	✓
CHOLESTEROL	✓	✓	✗	✗	✗
TRIGLYCERIDES	✓	✓	✗	✗	✗
ECG	✓	✓	✓	✓	✓
LIPID PROFILE (Cholesterol, Triglycerides, HDL / LDL)	✗	✗	✓	✓	✓
CREATININE	✗	✗	✓	✓	✓
URIC ACID	✗	✗	✓	✓	✓
BUN	✗	✗	✓	✓	✓
SGPT	✗	✗	✓	✓	✓
SGOT	✗	✗	✓	✓	✓
LDH	✗	✗	✓	✓	✓
PSA	✗	✗	✗	✗	✓

How to Avail -Preventive Health Care Benefit (GMDC)



1

You may only avail of the Prevention Benefit upon receipt of Sun Life Grepa's email which includes a Letter of Authorization (LOA).

2

Check correctness of all personal information in the LOA and indicate the Preventive Health Care Benefit that you prefer to avail.

3

Plan your desired schedule including your appointment date on or before the "expiry date" in your LOA.

5

Proceed to the Grepalife Medical and Diagnostic Clinic on your confirmed appointment schedule.

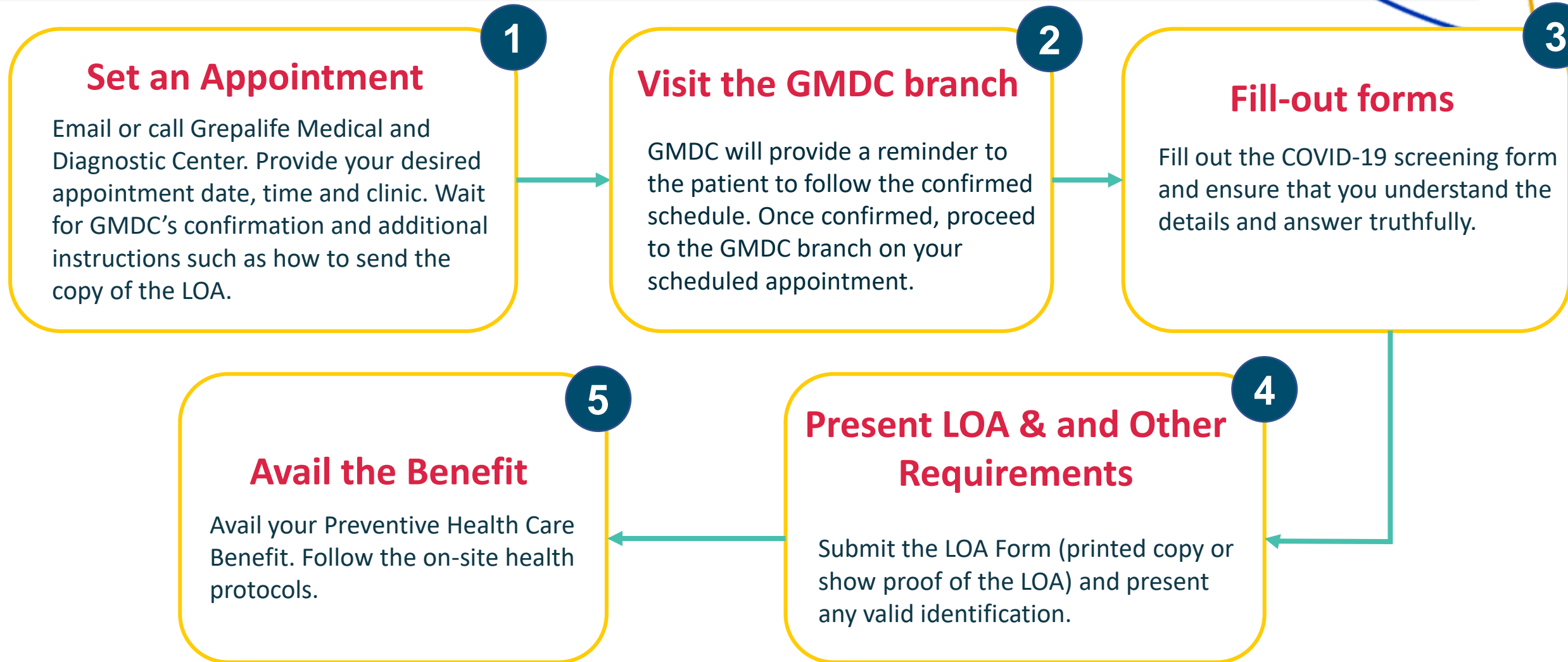
4

Book your appointment with Grepalife Medical and Diagnostic Center and wait for their confirmation. You will be given specific instructions to follow. You will also be asked to send them a copy of your accomplished LOA.

Things to remember:

1. An email from Sun Life Grepa Claims Department, which includes the LOA for the Preventive Health Care Benefit, will be automatically generated starting on the 2nd policy year and every 2 years afterwards until the 20th policy year.
2. Insured can choose one (1) of the prevention benefits indicated in the LOA.
3. Availment of benefit should be within the policy year when the benefit is available (i.e. 2nd, 4th, 6th year, etc.). If not availed as scheduled or within the policy year, this benefit will be forfeited and cannot be accumulated or carried over to the next year or any subsequent benefit availment period.
4. The benefit may be availed at Grepalife Medical and Diagnostics Center (GMDC). For availment in other medical facilities not accredited by Sun Life Grepa, refer to the Reimbursement Guidelines.
5. The Preventive Health Care Benefit should be availed on or before the date indicated in the letter (valid only until "date").

What to Do Before and During Appointment (GMDC)



Note: All trademarks/copyrights are the property of their respective owners.

Onsite Health Protocols and Accessing of Results (GMDC)



The following protocols should be strictly observed:

Before going inside the clinic	While inside the clinic
<ul style="list-style-type: none">The patient needs to accomplish COVID screening form and ensure that he/she understands the details and answers truthfully since GMDC is following protocol for contact tracing purposes.*The patient who had Respiratory symptoms (Cough, Colds, Sore throat), Fever and Body pain need to consult their Medical Doctor of choice and seek clearance prior going to clinic.	<ul style="list-style-type: none">NO face mask NO entry inside the clinicPhysical Social Distancing (at least 6 feet)Restrict non-essential physical contact (holding hands, touching)Refrain from talking when not necessaryThe patient is advised to leave the clinic premises or the vicinity once all medical exam is done. Waiting for other colleagues will not be allowed to avoid crowding from the different areas in the clinic.

Two (2) ways on how to access your results from GMDC:

HARD COPY RESULTS



- The hard copy results shall be for pick up by the Patients.*
- Preventive Medical Exam / Medical Report with doctor's evaluation and classification shall be made available in three (3) days.*

SOFT COPY RESULTS



Password-protected soft copies of the results will be emailed to the insured's registered email address after three (3) days upon availability of the complete laboratory requirements / medical exam.

Notes:

- Access to Preventive Medical Exam results should be limited to the Patient or Guardian (if the Life Insured is a minor) only.*
- Kindly refer to page 13 for Important Contact Information.*
- All trademarks/copyrights are the property of their respective owners.*

Reminders in Setting Appointments (GMDC)



Scheduling an appointment must be coordinated in advance with GMDC:

Preventive Health Care	Turn Around Time (TAT)	Requirements
Flu Vaccine	At least three (3) working days prior to preferred appointment schedule	LOA Doctor's Request
Preventive Medical Exam	At least two (2) days prior to the preferred appointment schedule	LOA
Requests received by GMDC shall be processed the next day and shall follow the corresponding Turn Around Time (TAT).		

Other Reminders:



Vaccines are pre-ordered by GMDC. The patient needs to call GMDC prior to the set appointment date to confirm if the vaccine has arrived to the GMDC clinic.



All other tests or expenses outside the Sun Grepa ICU Protect Preventive Health Care Benefit shall be for the client's account and must be settled by the Client directly with the medical facility following the standard branch rate. This includes, among others, the Doctor's Consultation Fee for the request / prescription to avail the Vaccination or other charges like cost of PPE and consumable fees (approximately P100 per patient) during the preventive medical exam.

Note: Sun Life Grepa Financial, Inc. is not affiliated with Grepalife Medical and Diagnostic Center (GMDC) which is an independent third-party service provider. Grepalife Medical and Diagnostic Center (GMDC) is commissioned only as an accredited service provider specifically for the preventive health care benefits of Sun Grepa ICU Protect. All trademarks/copyrights are the property of their respective owners.

What if I Missed My Appointment? (GMDC)



The Preventive Health Care benefit should be availed on or before the “valid until date” indicated in the LOA. For missed appointments, client should follow these instructions:

Scenario		Instructions
1	<ul style="list-style-type: none">Client missed the appointment date set with GMDC.LOA has not expired based on the LOA “valid date”.	Email or call GMDC to request for a new appointment. No need to request for a new LOA.
2	<ul style="list-style-type: none">Client missed the appointment date set with GMDC.LOA expired based on the LOA “valid date”.Preferred appointment schedule is beyond or after the LOA “valid date” but still within the designated policy year.	Email Sun Life Grepa Claims and request for a new LOA, then request for a new schedule from GMDC.
3	<ul style="list-style-type: none">Client missed to avail the Preventive Health Care Benefit and the LOA has expired.Preferred appointment schedule is beyond the designated policy year.	No LOA can be issued. Client needs to wait until the next policy year when the Preventive Health Care Benefit is available.

Note: Requests for extension on the validity period of the LOA is subject to review and assessment of the Sun Life Grepa Claims Department. All trademarks/copyrights are the property of their respective owners.