

APRIL Outpatient Direct Billing Panel Network (Physiotherapy Centre & Imaging / Lab Centres)



INTRODUCTION AND TERMS OF USE

APRIL's Outpatient Direct Billing Network is designed to provide our members with a service that makes claiming for outpatient services quick and convenient.

When members with a valid APRIL Member Card use clinics within our network, APRIL will settle eligible medical expenses incurred directly with the medical provider.

Only members with outpatient benefits can use direct billing services. Please note that Moratorium policies are not eligible to this service.

Use of this list is governed by your Policy's Terms and Conditions and is also subject to the guidelines, exclusions and remarks listed below.

Download our Easy Claim app on your smartphone to search and locate healthcare providers within our Asia network.



With the app, you can:

- ✓ Search a healthcare practitioner by name, location or specialty.
- ✓ Check whether you are eligible for direct billing in the displayed facilities

To verify your eligibility for direct billing, log in to the app and click on the "E-card" button:

- If the code "DB" is displayed on your card, you are eligible for direct billing within our whole Asia general network.
- If the code "PNW" is displayed, you can enjoy direct billing within our Hong Kong panel network.

Reminder

Members with outpatient benefits should have access to this service, however, if you have not used our Outpatient Direct Billing Network before, or have any problems using the Network, please call us at +852 2526 0505 (Hong Kong) or email your questions to claims.hk@april.com

Inpatient Direct Billing

For inpatient treatment, APRIL can arrange direct billing if proper notification and documentation are provided and subject to the hospital's agreement. If you would like APRIL to arrange direct billing for inpatient services, please inform your hospital and notify APRIL at least 5 working days prior to admission or for a planned surgery/procedure/operation.

Emergencies

If you have an accident or emergency and urgently need APRIL to guarantee your expenses, please call APRIL Assistance whose contact details are printed on the back of your member card.

Maternity

Direct billing for outpatient maternity benefits may also be arranged within our network, but only with ONE PROVIDER per policy year (per pregnancy) in order to keep track of applicable sub-limits. Once you have decided on your sole provider within the network, please inform APRIL and we will provide a Letter of Authorization with a benefits balance for you to present to the clinic for record keeping.

Eligible Outpatient Direct Billing Services

The following outpatient services may be direct billed to APRIL:

- General Practitioner consultation
- Specialist consultation
- Laboratory investigation
- General X-ray
- Prescribed medications obtained at the clinic on the same day of consultation

Diagnostic procedures such as CT scan, MRI, Ultrasound, Mammography or other investigations for chronic conditions as well as inpatient and outpatient surgery require pre-authorization which can be obtained by completing Section C of the Medical Claim Form and submitting it to APRIL for approval.

For information on how to access direct billing, please refer to the claim instructions included in your member pack or contact APRIL Claims Department whose contact details are printed on the back of your member card.

Exclusions*

The following is a summary of conditions that are NOT ELIGIBLE for outpatient direct billing:

- Pre-existing Conditions where coverage has not been expressly granted by APRIL.
- Routine medical examinations or check-ups.
- Cosmetic surgery and reconstructive surgery.
- Tests or treatment related to fertility, impotence or erectile dysfunction, contraception, sterilization, birth defects and congenital conditions.
- Pregnancy or childbirth including pre-natal and post-natal care (except where agreed in writing by APRIL).
- Prostheses and corrective devices.
- Test or treatment of psychiatric, psychological, mental or nervous disorders.
- Test or treatment for illness/injury as a result of excessive consumption of alcohol or narcotics or similar drugs or agents.
- Sleep disorders
- Learning difficulties, behavioral or developmental disorders or venereal disease.
- Test or treatment in connection with Human Immunodeficiency Virus (HIV) related Illness including Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC).
- Experimental or pioneering medical and surgery techniques.
- Refractive defects of the eye, such as nearsightedness and astigmatism, spectacles, monocles or contact lenses.
- Dentistry.

*See the Exclusions within your Medical Policy for full details.

The following APRIL Outpatient Direct Billing List applies to:

- Members holding a valid membership card with a PNW & DB Code.
- Members having outpatient benefits with 20% co-insurance that restricts direct billing access to the Panel Network below.

The following participating clinics are available to these members:

The availability of outpatient direct billing and benefits are subject otherwise to the terms and conditions and benefits schedule of the policy. Please refer to your policy for specific coverage.

Physiotherapy Centre				
Area	District	Provider Name	Address	Tel
Hong Kong	Causeway Bay	Canadian Asia Neck & Back Institute	Mezzanine Floor, Lippo Leighton Tower, 103 Leighton Road	2805 6903
Hong Kong	Causeway Bay	S K Integrated Therapy Centre	10B, Lee West Commercial Building, 375-379 Hennessy Road	2813 2012
Hong Kong	Causeway Bay	Advanz Physiotherapy Centre	Room 2002, 20/F, Cameron Commercial Centre, 458 - 468 Hennessy Road	3904 3388
Hong Kong	Causeway Bay	Cosmo Physiotherapy Centre	Room 1116, 11/F., East Point Centre, 555 Hennessy Road, Causeway Bay, Hong Kong	2577 2008
Hong Kong	Central	ASA Physiotherapy Clinic	Room 1402 14/F Chuang'S Tower, 30-32 Connaught Road	2826 9261
Hong Kong	Central	CCC Physiotherapy Centre	8A, Li Dong Building, 9 Li Yuen Street East	2651 1186
Hong Kong	Central	Canadian Asia Neck & Back Institute	Unit 2001, 20/F, Hing Wai Building, 36 Queen's Road Central	2782 5488
Hong Kong	Central	Quality HealthCare Physiotherapy Centre (Central)	4/F, V Huen Building, 138 Queen's Road Central	2523 6378, 2523 6933
Hong Kong	Central	Ken Lee Physiotherapy Clinic (Central)	Room 405, 4/F., New World Tower 1, 16-18 Queen'S Road Central, Central, Hong Kong	3426 8233
Hong Kong	North Point	Recovfast Physiotherapy Centre	Unit 2309B, Island Place Tower, 510 King's Road	2566 1783
Hong Kong	Quarry Bay	Quality HealthCare Physiotherapy Centre (Quarry Bay)	Suite 1505, 15/F, Chinachem Exchange Square, 1 Hoi Wan Street	2214 0623
Hong Kong	Wanchai	Prime Rehabilitation Services	17/F, CNT House, 120 Johnston Road	2110 4248
Hong Kong	Wanchai	Empower Physiotherapy Centre	Suite 1103 -1104, 11/F, Chinachem Johnston Plaza, 178 -186 Johnston Road	3622 3738
Hong Kong	Wanchai	Prime Rehabilitation Services (Wanchai)	17/F., CNT House, 120 Johnston Road, Wanchai, Hong Kong	2110 4248
Kowloon	Jordan	Simon Leung Physiotherapy Practice	Room 812 Champion Building, 301-309 Nathan Road	2388 9880
Kowloon	Jordan	Hong Kong Traumatology & Orthopaedics Institute	Rm 611, 6/F., Champion Bldg., 301-309 Nathan Raod	2385 0883
Kowloon	Jordan	HK Traumatology & Orthopaedics - PHYSIO Centre	Unit 710-713, 7/F., Hong Kong Pacific Centre, 28 Hankow Road, Tsim Sha Tsui, Kowloon	2366 0828
Kowloon	Jordan	HK Traumatology & Orthopaedics - PHYSIO Centre	Room 610, 6/F., Champion Building, 301 - 309 Nathan Road, Jordan, Kowloon	2385 0883
Kowloon	Kowloon Bay	ASA Physiotherapy Clinic	Unit 514 Telford Plaza II	2380 0208

Physiotherapy Centre				
Area	District	Provider Name	Address	Tel
Kowloon	Kowloon Bay	Quality HealthCare Physiotherapy Centre (Kowloon Bay)	G/F, Block I, Telford Gardens,	2750 2218
Kowloon	Kwun Tong	ASA Physiotherapy Clinic	Unit 2802, BEA Tower Millennium City 5, 418 Kwun Tong Road	5703 7750
Kowloon	Kwun Tong	Hong Kong Traumatology and Orthopaedics Institute	Rm 1602, Entrepot Centre, 117 How Ming Street	2345 3630
Kowloon	Kwun Tong	Prime Rehabilitation Services	Room C, 25/F, Legend Tower, 7 Shing Yip Street	2793 9899
Kowloon	Kwun Tong	Prime Rehabilitation Services (Kwun Tong)	Room C, 25/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon	2793 9899
Kowloon	Kwun Tong	HK Traumatology and Orthopaedics Institute - TOI Physiotherapy Centre	Room 1602, Entrepot Centre, 117 How Ming Street, Kwun Tong, Kowloon	2345 3630
Kowloon	Mei Foo	Advanz Physiotherapy Centre	Shop N16B, Stage 5, 2 Nassau Street	3428 3788
Kowloon	Mongkok	Quality HealthCare Physiotherapy Centre (Mongkok)	7/F, Fee Tat Commercial Centre, No. 611-615 Nathan Road	2369 1203
Kowloon	Mongkok	Cosmo Physiotherapy Centre	Room 713A, Argyle Centre, Phase 1, 688 Nathan Road, Mongkok, Kowloon	2309 1950
Kowloon	Mongkok	Cosmo Physiotherapy Centre	Room 1511, Argyle Centre, Phase 1, 688 Nathan Road, Mongkok, Kowloon	2309 1951
Kowloon	Mongkok	Ken Lee Physiotherapy Clinic (Mongkok)	Room 1803, 18/F., Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon	3428 8038
Kowloon	Mongkok	Prime Rehabilitation Services (Mongkok)	Unit 906, 9/F., 700 Nathan Road, Mongkok, Kowloon	3422 8980
Kowloon	Mongkok	Prime Rehabilitation Services	Unit 906, 9/F, 700 Nathan Road	3422 8980
Kowloon	Mongkok	Physiocare Physiotherapy Centre	Rm 703, 7/F, 168 Sai Yeung Choi Street	2789 1030
Kowloon	Tseung Kwan O	ASA Physiotherapy Clinic	Shop F92, Popcorn II, 9 Tong Chun Street	2752 1129
Kowloon	Tseung Kwan O	Prime Rehabilitation Services	Shop G33, G/F, Metro City Plaza, Phase3, 8 Mau Yip Road	3105 9816
Kowloon	Tsim Sha Tsui	ASA Physiotherapy Clinic	Room 401, 4/F Kaiseng Commercial Centre, 4-6 Hankow Road	2723 0856
Kowloon	Tsim Sha Tsui	Bethesda Rehabilitation Services	Room 904, Albion Plaza, 2-6 Granville Road	2723 7128
Kowloon	Tsim Sha Tsui	Hong Kong Traumatology and Orthopaedics Institute	Unit No.710-713, 7/F., Hong Kong Pacific Centre, 28 Hankow Road	2366 0828
Kowloon	Tsim Sha Tsui	Advanz Physiotherapy Centre	Room 702-704, 7/F, Albion Plaza, 2-6 Granville Road	2712 3606
Kowloon	Yau Ma Tei	Pro-Health Physiotherapy Centre	Room B, 19/F., Nathan Tower, 518 Nathan Road, Yau Ma Tei, Kowloon	2156 3773
Kowloon	Yau Ma Tei	Canadian Asia Neck & Back Institute	14/F, S.B. Commercial Building, 478 Nathan Road	2723 8800

Physiotherapy Centre				
Area	District	Provider Name	Address	Tel
New Territories	Shatin	Quality HealthCare Physiotherapy Centre (Shatin)	Room 712, New Town Tower, 10-18 Pak Hok Ting Street	2606 0803
New Territories	Shatin	Town Health Physiotherapy Centre	Shop 212-213, 2/F., Citylink Plaza, Shatin, New Territories	2601 0711
New Territories	Shatin	Town Health Orthopaedics Centre	Shop 212-213, 2/F, Citylink Plaza	2601 0711
New Territories	Sheung Shui	TOI Physiotherapy Centre	Units 905-907, Level 9, Landmark North, 39 Lung Sum Avenue, Sheung Shui, New Territories	2651 2899
New Territories	Sheung Shui	Hong Kong Traumatology and Orthopaedics Institute	Units 905-907, Level 9, Landmark North, 39 Lung Sum Avenue	2651 2899
New Territories	Tai Po	Cosmo Physiotherapy Centre	Shop 352, Level 2, Zone E, Tai Po Mega Mall, No. 3 Po Wu Lane, Tai Po, New Territories	2680 4050
New Territories	Tseung Kwan O	Quality HealthCare Physiotherapy Centre (Tseung Kwan O)	Shop 234-236, 2/F, Phase 1, Metro City Plaza,	2623 7320
New Territories	Tseung Kwan O	Prime Rehabilitation Services (Tseung Kwan O)	Shop 114, Level 1, Metro City Plaza, Phase III, Tseung Kwan O, Kowloon	3105 9816
New Territories	Tsuen Wan	Simon Leung Physiotherapy Practice	Unit 819-820 Nan Fung Centre, 264-298 Castle Peak Road	2414 7655
New Territories	Tsuen Wan	Prime Rehabilitation Services	Unit 804, Nan Fung Centre, 264-298 Castle Peak Road	3427 9795
New Territories	Tsuen Wan	Canadian Asia Neck & Back Institute	Room 2006A, Nan Fung Centre, 264-298 Castle Peak Road	2412 2010
New Territories	Tsuen Wan	Summit Rehabilitation Services	2301-D2, 23/F, Nan Fung Centre, 264-298 Castle Peak Road	2762 9123
New Territories	Tsuen Wan	Hong Kong Traumatology and Orthopaedics Institute	Unit nos. 713 & 714, Nan Fung Centre, 264-298 Castle Peak Road	2715 9229
New Territories	Tsuen Wan	Prestige Integrated Therapy Centre	Rm 2203N, 22/F, Nan Fung Centre, 264-298 Castle Peak Road	2393 3356
New Territories	Tsuen Wan	Advanz Physiotherapy Centre	Unit 2202F, 22/F, Nan Fung Centre, 264-298 Castle Peak Road	2618 0770
New Territories	Tsuen Wan	Quality HealthCare Physiotherapy Centre (Tsuen Wan)	Room 703, Nan Fung Centre, 264-298 Castle Peak Road	2402 8060
New Territories	Tsuen Wan	Cosmo Physiotherapy Centre	Room 711, Nam Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, New Territories	2498 9652
New Territories	Tsuen Wan	Prime Rehabilitation Services (Tsuen Wan)	Room 804, Nam Fung Centre, 298 Castle Peak Road, Tsuen Wan, New Territories	3427 9795
New Territories	Tsuen Wan	HK Traumatology & Orthopaedics - PHYSIO Centre	Unit 713 & 714, Nam Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, New Territories	2385 0883

Physiotherapy Centre				
Area	District	Provider Name	Address	Tel
New Territories	Tuen Mun	Prime Rehabilitation Services	Room 1511, 15/F Parkland Square, 2 Tuen Hi Road	3106 4560
New Territories	Tuen Mun	Advanz Physiotherapy Centre	Shop 30 & 40, G/F, Waldorf Garden Shopping Arcade, 1 Tuen Lee Street	2451 8808
New Territories	Tuen Mun	Prime Rehabilitation Services (Tuen Mun)	Room 1511, 15/F, Tuen Mun Parklane Square, 2 Tuen Hi Road, Tuen Mun, New Territories	3106 4560
New Territories	Yuen Long	Hong Kong Traumatology and Orthopaedics Institute	1/F, Glassview Commercial Building, 65-67 Castle Peak Road	2715 9199
New Territories	Yuen Long	TOI Physiotherapy Centre	1/F., Glassview Commercial Building, 65-67 Castle Peak Road, Yuen Long, New Territories	2715 9199
Lantau Island / Outlying Island	Discovery Bay	Quality HealthCare Physiotherapy Centre (Discovery Bay)	Shop 108, 1/F, Block B, Discovery Bay Plaza,	2473 6200
Lantau Island / Outlying Island	Tung Chung	Quality HealthCare Physiotherapy Centre (Tung Chung)	Shop 18, G/F, Tung Chung Crescent, 1 Hing Tung Street	2403 6328

Diagnostic Imaging & Lab Centre				
Area	District	Provider Name	Address	Tel & Fax
Hong Kong	Causeway Bay	Opus Medical Diagnostic Centre	14/F., Fortune Centre, 44 - 48 Yun Ping Road, Causeway Bay, Hong Kong	2576 3023
Hong Kong	Central	IRAD Medical Diagnostic Centre (Central)	2-3/F, Virtus Medical Tower, No. 122 Queen's Road Central, Central, Hong Kong	2525 4723
Hong Kong	Central	IRAD Medical Diagnostic Centre (Central)	Room 1705-07, 17/F, Melbourne Plaza, Central, Hong Kong	2523 2798
Hong Kong	Central	Diagnostix Medical Centre (Central)	Rm 601, China Insurance Group Bldg., 141 Des Voeux Road Central, Central, Hong Kong	2562 6690
Hong Kong	Central	Diagnostix Medical Centre (Central)	Room 705, 7/F, Melbourne Plaza, 33 Queen's Road Central, Central, Hong Kong	2877 9329
Hong Kong	Central	Hong Kong Health Check and Medical Diagnostic Centre	Room 601, 6/F., Pacific House, 20 - 20B Queen's Road Central, Central, Hong Kong	2537 6698
Hong Kong	Taikoo / Quarry Bay	Diagnostix Medical Centre (Kornhill)	Rm. 505, 5/F, Office Tower, Kornhill Plaza, Quarry Bay, Hong Kong	2904 6576
Kowloon	Jordan	IRAD Medical Diagnostic Centre (Jordan)	Room 701-704, 7/F, No. 238 Nathan Road, Jordan, Kowloon	2320 2977
Kowloon	Jordan	Hong Kong Health Check and Medical Diagnostic Centre	LG2, 348 Nathan Road, Jordan, Kowloon	3678 8288

Kowloon	Jordan	Opus Medical Diagnostic Centre	Room 907-908, Champion Building, 301-309 Nathan Road, Jordan, Kowloon	2770 9822
Kowloon	Jordan	Opus Magnetic Imaging Centre	G/F., Ultragrace Commercial Building, 5 Jordan Road, Jordan, Kowloon	2783 9325
Kowloon	Mongkok	IRAD Medical Diagnostic Centre (Mongkok)	Room 1215, 12/F, Office Tower One, Grand Plaza, No. 639 Nathan Road, Mongkok, Kowloon	2392 2334
Kowloon	Mongkok	Diagnostix Medical Centre (Mongkok)	Rm. 911, 9/F, 688 Nathan Road, Argyle Centre Phase 1, Mongkok, Kowloon	2392 3886
Kowloon	Mongkok	CT Scan Diagnostic Centre	Room 1303, Argyle Centre Phase 1, 688 Nathan Road, Mongkok, Kowloon	2398 1818
Kowloon	Mongkok	Impact Medical Imaging Centre	Suite 712-715, One Grand Tower, 639 Nathan Road, Mongkok, Kowloon	2397 2111
Kowloon	Tsim Sha Tsui	Concord MRI Diagnostic Centre	Shop 9, G/F., Lucky Building, 73 Austin Road, Tsim Sha Tsui, Kowloon	3690 1630
Kowloon	Yau Ma Tei	SunLab Medical Laboratory and X-ray Centre	7/F., Nathan Tower, 518 Nathan Road, Yaumatei, Kowloon	2359 3178

Remarks

- Providers may change from time to time. Please check with APRIL for the latest listings.