

DIRECT BILLING OUT-PATIENT PROCESS	
	Created by Leapstack
Direct Billing	DIRECT BILLING OUT-PATIENT
	For identification purpose, insured presents his/her Healthcare card and proof of identification (see below), payment guarantee certificate (if planned hospitalization) to the provider prior to the treatment / hospitalization*. Proof of identification: For adults: Personal ID card or Passport (original) For children without ID card: copy of the family record book or copy of the birth certificate of the beneficiary.
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	The medical provider welcomes the insured and provides the treatment as normal
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5	Insured gets the treatment/tests/medicines following the normal process of hospital/clinic
Situation	→
Situ	Insured finishes his/her treatment
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	The medical provider contacts Leapstack for guarantee of payment (GOP)
	Leapstack responses the request within 30 minutes since receiving completed information from the medical provider
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	Insured settles any excess payments or non-covered items with the hospital, sign on related documents, receive his insurance card and proof of identification prior to leaving.

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