

Description	
Urgent Care and Emergencies	24 hours a day, 365 days a year. Vittal phone 4000-8888 or 4556-4556.
Coordinating Centre	Monday to Friday 5 PM to 8 AM. Saturday, Sunday and Holidays 24 hours a day. 0810-222-4673.
Complementary diagnostic exams	100 % covered by William Hope with in-network practitioners; disposable material and radioactive substance included.
High, medium and low complexity practice	100 % covered by William Hope with in-network practitioners. Authorization required only for high complexity practice.
Kinesiology and Speech and Hearing Therapy	Up to 30 sessions a year per person. Authorization required.
Kinesiology Home Care	Coinsurance payable by enrolled member.
Transfer by ambulance	100 % covered by William Hope with in-network practitioners.
Intensive Care	100 % covered by William Hope with in-network practitioners.
Clinical interventions / Surgical procedures	100 % covered by William Hope with in-network practitioners.
Hospitalization service	100 % covered by William Hope with in-network practitioners/facilities in single room, clinic expenses and fees included.
Cardiovascular surgery	100 % covered by William Hope with in-network practitioners/facilities in single room, clinic expenses and fees included.
Maternity	100 % covered by William Hope with in-network practitioners/facilities in single room, clinic expenses and fees included.
Maternal and child health care plan (Plan Materno Infantil - PMI)	100% coverage for the baby during his/her first year of life and for the mother during the baby's first month of life.
Outpatient medication	40% coverage in network pharmacies, 50% coverage in participating pharmacies, 70% coverage in prevalent chronic diseases.
Vaccines	100 % covered by William Hope according to the National Vaccine Plan (40% coverage of vaccines not included in the Plan).
Phlebology (Sclerotherapy)	Up to 10 sessions a year per person, with in-network specialized practitioners.
Oncology	100 % covered by William Hope with in-network specialized practitioners.
Allergy	Tests covered and \$150 monthly subsidy for vaccines.
Psychiatric hospitalization	Up to 30 days of hospitalization, with hired healthcare facilities.
Odontology	100 % covered by William Hope with in-network specialized practitioners.
Haemodialysis	100 % covered by William Hope with prior Medical Audit authorization.
Prosthesis	Domestic prosthesis 100 % covered by William Hope.
Orthosis	Domestic orthosis 70% covered by William Hope.
Refractive surgery	100 % covered by William Hope according to applicable regulations, in patients with more than 2 diopters, with in-network practitioners.
Celiac disease	Reimbursement according to resolution in force 102/11 MS, attaching the corresponding invoices.
Genetic studies	100 % covered by William Hope with prior authorization.

WAITING PERIODS FOR THE APPLICANT			
Health Services	Period	Health Services	Period
Medical consultation	No delay	(*) Diagnostic imaging	6 months
Emergency surgery	No delay	Non-Specified lab analysis	6 months
General Dentistry	No delay	(**) Programmed surgery	6 months
Specified lab analysis	No delay	Medical Hospitalization	6 months
Mental health	No delay	Dental prosthesis / Orthodontics	12 months
Non-contrast Radiology	No delay	Maternity	13 months
Outpatient drugs	No delay	Cardiovascular and/or hemodynamic exams	18 months
Kinesthetic or phoniatric rehab	No delay	Cardiovascular surgery with/without pacemaker	18 months
Contrast-enhanced Radiology / Simple Ecography	3 months	(***) Subsidies	18 months
Cardiological exams	3 months	Chemotherapy or Radiotherapy	24 months

(*) CT scans / Nuclear Magnetic Resonance Imaging / Non-specified Ecographies / EcoDoppler / Non-specified Diagnostic Methods.

(**) Medications, disposable materials and prosthesis included.

(***) Hearing aids, orthosis, optical materials, etc.

Urgent Care and Emergencies – Home Visits: 4000-8888 / 4556-4556
 William Hope Coordinating Centre: 0810-222-4673 (HOPE)
 For enquiries of Urgent Care and Emergencies.
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