

**50 REASONS
FOR
NOVITAS BKK!**

**SERVICE: EVERY DAY
AROUND THE CLOCK**

- ✓ 24-hour service: 0800 664 8233
- ✓ Specialist appointment service: 0800 123 7654
- ✓ Call-back service: **novitas-bkk.de/rueckruf**
- ✓ Medical hotline: 0800 123 7654
- ✓ Online office
- ✓ Service promise

QUALITY: EXCELLENT PERFORMANCE AND SERVICES

- ✓ TÜV (Technical Supervisory Association): Service tested (good 1.9)
- ✓ Focus Money: Excellent customer advice
- ✓ Focus Money: Customer wishes fulfilled in an exemplary manner
- ✓ Focus Money: Excellent service
- ✓ krankenkasseninfo.de: Trainee health insurance test (very good 1.4)
- ✓ krankenkasseninfo.de: For pregnant women and young parents (very good 1.2)
- ✓ krankenkasseninfo.de: Self-employed (good 1.8)
- ✓ Handelsblatt (Trade journal): Best customer-oriented health insurance (very good)
- ✓ IMAGE: Germany's King of Counselling (High Quality of Counselling)

ADVICE: INDIVIDUAL, PERSONAL AS WELL AS ONLINE

- ✓ Criticism management
- ✓ Personal contact person
- ✓ Doctor, clinic and nursing care finder
- ✓ OnlineCheck – ICD 10 diagnosis code
- ✓ Video counselling
- ✓ Text chat
- ✓ Novitas BKK Service App

**PREVENTION: MORE HEALTH WITH
A FEEL-GOOD FACTOR**

- ✓ Medical second opinion for serious therapy decisions
- ✓ Discovering hands: Special palpation examination of the breast
- ✓ Travel vaccinations (up to 200 euros per year) and advice
- ✓ All vaccinations recommended by the STIKO
- ✓ Flu vaccinations without age restriction
- ✓ HPV vaccination up to 25 years
- ✓ Wellness and activity programmes
- ✓ Various online courses (nutrition counselling or quitting smoking)
- ✓ All statutory preventive and early detection examinations



TREATMENT GUARANTEE: IN EVERY SITUATION

- ✓ Integrated care contracts
- ✓ Outpatient operations
- ✓ Treatment programmes for the chronically ill
- ✓ Support in the event of treatment errors

**SAVING: PERSONAL
FINANCIAL ADVANTAGES**

- ✓ **FLEXCHECK**-Start-up credit of 50 euros per year, which you can use for the following extra services:
 - Professional teeth cleaning
 - Alternative remedies
 - Homeopathic medicines
 - Osteopathy
 - Antenatal classes for fathers-to-be
 - Additional benefits for pregnant women
- ✓ Up to 300 euro bonus per year, also for co-insured relatives, children and young people up to 250 euros. More at **novitas-flexcheck.de**
- ✓ **FLEXCHECK**-Additional credit*: Up to 200 euro allowance optionally for:
 - Spectacle lenses and contact lenses or
 - Naturopathic treatment
 - Osteopathy
 - Implant restoration
 - Acupuncture
 - An eye test
 - The first-time conclusion of a private supplementary insurance policy (e.g. accident or supplementary health insurance).
 - A sports medical examination
 - A first-aid course or driver safety training,
 - Parent-baby or parent-child courses (e.g. PEKiP or ElBa)
 - Orthodontic treatment outside the SHI system
 - Midwife on-call service
 - Doula- non-medical helper for pregnant women
- ✓ Up to 400 euro immediate premium for persons participating in the optional tariff **FLEXGIRO** (depending on the tariff class selected)
- ✓ Dentures without co-payment
- ✓ Reimbursement of prevention courses up to 300 euros per year
- ✓ Free family insurance possible

PARENTS AND CHILDREN: SPECIAL ADDED VALUES

- ✓ 150 euro **baby bonus in the 1st year of life** (Prerequisite: Your child should attend the U1 to U6 medical examinations and receive the recommended vaccinations)
- ✓ Up to 1,200 euro allowance for three fertility treatments
- ✓ Special programmes for pregnant women to reduce the risk of preterm births
- ✓ Digital midwife consultation
- ✓ Midwife on-call service (We will reimburse you for the costs of a midwife being on call in the 38th to 42nd week of pregnancy up to a max. amount of 150 euros)
- ✓ Online childbirth preparation courses
- ✓ Birth centres
- ✓ Annual skin cancer screening without age limit
- ✓ Dental sealant for fixed braces
- ✓ Domestic help



24-HOUR SERVICE: 0800 664 8233 (no fee) Note: Prerequisites and scope of these benefits are derived from the law and the statutes. *Prerequisite: Use of four measures of the Active bonus. | Version : PB163 02/2023

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