



National Police Service & Kenya Prisons Service Medical Scheme



Dental cover (as per the limits):

- Dental consultation and anesthetist fees
- Dental X-ray
- Root canal
- Tooth extraction
- Normal compound filling
- Scaling necessitated by prevailing medical conditions prescribed by a dentist
- Accident related Dental treatment

Exclusion

- The cost of replacement or repairs of old dentures, bridges and plates unless damage to the said dentures, bridges and plates arises as the result of bodily injury sustained by the Member caused solely and directly by accidental external and visible means.
- The cost of orthodontic treatment of a cosmetic nature unless such treatment becomes necessary as the result of bodily injury sustained by the Member caused solely and directly by accidental external visible means or as a result of disease other than normal decay.
- Filing using semi-precious and precious metals

Optical (as per the limits)

- This benefit caters for expenses related to eye treatment. Optical cover includes the cost of lens and frames. Members who have obtained frames will not be entitled to a replacement within the contract year unless necessitated by a medical condition or accidental injury
- Prescription for ophthalmic treatment and eye lenses to be issued by an Ophthalmologist
- There would be a sublimit within the ophthalmic cover for frames and lenses Ophthalmic ultrasound if prescribed by the Ophthalmologist
- The frames shall be limited to one pair for every two years (2) and up to a maximum of KShs 10,000 or the maximum optical limit whichever is lower.

Exclusion

- The replacement of frames unless directly caused as a result of an accidental injury.
- The replacement of lenses unless necessitated in the course of further treatment in connection with the contingency insured hereby.
- Sunglasses and Plano lenses / contact lenses prescribed or otherwise

International & Domestic Referrals

- Referral to medical institutions that offer specialized services not available in the country

Medical Evacuation- Emergency Road and Air Rescue/ Evacuation, Including Treatment Abroad

- Scheme members will be covered for the following Road and Air ambulance and evacuation services:
- Emergency Air Ambulance Evacuation Services within East Africa
 - Emergency Road Ambulance Evacuation services within East Africa
 - Overseas Evacuation/Treatment abroad (e.g. India, South Africa, Europe) where treatment is not available locally and within policy limits.

Who Is Eligible?

Eligible Employee - An employee is eligible for membership under this Policy upon entering Full Time Active Service of the Insured i.e. 18 years to mandatory retirement age

Eligible Dependent - Means one (1) legal spouse of the Member and/or unmarried children or legally adopted children who are dependent upon the Member for support, provided always that such children are aged not less than 38 weeks (full term birth) and not more than 18 years at the date of enrolment into the Scheme (extended to 25 years if in full time formal education) and are residing with the Insured employee.

Eligibility for new members- An eligible person shall be any person who is:

- An employee who is yet to attain the age of 65 years.
- A spouse who is yet to attain the age of 70 years.

How To Register For and Access Service For The Medical Scheme

A) Mobile Phone USSD Registration:

1. Type *252# from either a SAFARICOM or AIRTEL line
2. Enter your Employment Number and National ID Number. The above will be verified against the database
3. If successful, you will be asked to enter Name (surname and other names), DOB, Workstation Number, family size including self, gender and whether you and other members of your family stay together
 - If not successful, you will be asked to contact a number at Administrator for further assistance (020 4974 799, 0730 674 799, 0719 044 799)
 - All erroneous attempts will be logged onto the system and will be queried so as to reach the officer in 'Registration Distress' or control fraudsters
4. Once done, you will be given a pass-code that you can use to register your dependants and a message confirming that you are now a fully registered member with the Medical Scheme
5. While registering your spouse, please provide a telephone number
6. For dependent children over eighteen (18) of age, kindly provide their ID Numbers



Safaricom Users:
Dial *252#



Airtel Users:
Dial *252#



Registration Passcode
sent to you

Note: During registration, you will be entitled to a maximum of three (3) free attempts

B) Application Form Registration:

Physical Registration Forms can be collected from the nearest National Police Service or Kenya Prisons Service station or office.

The National Police Service / Kenya Police Service Panel List of Healthcare Facilities

Officers and their families will have access to:

- Healthcare facilities countrywide
- Healthcare facilities in East Africa
- Panel of Providers worldwide on referral including India, Turkey, Jordan, Israel, United Kingdom, South Africa, Australia, Switzerland and Pakistan for critical medical evacuation

The full list of the medical service providers' panel has been circulated to all Officers countrywide by National Police Service / Kenya Police Service and is also available on the Aon Kenya website; www.aon.com/kenya and the National Police Service / Kenya Police Service websites www.*****.go.ke.

Administrator will be seeking feedback on any adjustments to the list that they propose to be made and updated lists will be communicated accordingly.

Procedures for Access to Medical Care under the Scheme

- Confirm the nearest healthcare facility to you from the Administrator Panel List of Healthcare Facilities
- Avail yourself at the healthcare facility
- Present your medical Smart Identification Card at the healthcare facility
- You and your eligible dependants seeking treatment will be asked to register your finger prints in the smartcard system for identification
- On successful identification, you will receive treatment and be asked to sign a claim form

Note: Any misrepresentation or fraud by a member shall lead to termination of cover for the entire family.

Registration is ongoing For All
Members of The National Police
Service & Kenya Prisons Service

Communication

Officers are requested to contact the administrator for any enquiries or clarifications on their new medical scheme as follows:

Tel: 020 4974 799; 0730 674 799; 0719 044 799;
Email: nps.kps@aon.co.ke