

About Ping An Health

Ping An Health (PAH) is a specialized health insurer under the Ping An Group, a Fortune 500 company.

In 2010, PAH entered into partnership with Discovery, a world leader in consumer-driven healthcare with operations in South Africa, the UK and US.

Local strengths USPs

Direct Billing Service, China's largest direct billing network, provides a hassle-free hospital experience with over 510 facilities covering 43 cities and 25 onsite consultants based in the most widely used hospitals in the network providing translation, inquiry and administration services to our clients in mainland of China and over 900,000 high performing medical providers all over the world.

The Ping An Health Vitality program is a groundbreaking innovation that provides a built-in wellness solution for employers. The program is based on the internationally acclaimed Vitality program that covers over six million lives in the United States, the United Kingdom, South Africa and now China.

Ping An Health offers comprehensive health insurance as well as Vitality, its built-in wellness solution for employers.

This approach has allowed PAH to increase its membership to over 400,000 – making it the largest insurer in the group high-end market by number of lives covered.

We operate a 24*7 bilingual hotline with an average call-waiting time of under 11 seconds.

Clients can conduct hospital lookups, policy enquiries, make appointments and claims applications through the Ping An Healthy Living account on their mobile phone.

HALO, is Ping An Health's set of health analytic tools and applications that enable us to manage the cost of healthcare and deliver benefits to clients at a lower price.

Provide one-stop solutions in high-end medical insurance, mid-end medical insurance, local Employee Benefits medical insurance, life insurance and health management service.

Facts & figures

- Insurope member since: 2001
- Financial Rating: A by A.M. Best

Average Turnaround Times

- General Questions: 1 working day
- Local Quote: 5 working days
- Annual Renewal: 60-90 days in advance depending on the size of the company
- Rate Review: 5 working days
- Death Claims: 10 to 15 working days
- Disability Claims: N/A
- Medical Claims: 10 to 15 working days

Benefits

- Insurable Benefits: ADLMCI
- Poolable Benefits: ADLMCI

Minimum lives criteria

- For a group quote: 3 employees
- For pooling contract: 3 employees

Local contact information

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