

TIBU



JW SEAGON
Insurance you can be sure of

JW Seagon.

The JWS Worldwide Health Plan Wellness Check.



What's covered?

Details of what is covered by the Wellness Check can be found in the policy General Terms & Conditions as follows:

- a. One (1) routine adult physical examination per Insurance Year for Insured Persons over the age of eighteen (18) years old, this benefit is limited to the charges for the Doctors fees and testing for body temperature, pulse, blood pressure, respiration, full blood count, fasting blood sugar, lipid (fast) profile, kidney function panel, liver function panel, and thyroid panel.
- b. One (1) Papanicolaou Screening (Pap smear) every three years or more if Medically Necessary for female Insured Persons over the age of twenty-one (21) years old.
- c. Mammograms for breast cancer screening or diagnostic purposes for female Insured Persons are included on the following basis:
 - i. One (1) baseline mammogram for asymptomatic women when they are aged between thirty-five (35) to thirty-nine (39) years old;
 - ii. One (1) mammogram for asymptomatic women aged forty (40) to forty-nine (49) years old every two years;
 - iii. One (1) mammogram every year for women aged fifty (50) years old and over.
- d. One (1) prostate Screening Test per Insurance Year for male Insured Persons from the age fifty (50) years old.
- e. One (1) testicular screening per Insurance Year for male Insured Persons over the age of fifteen (15) years old.
- f. One (1) colonoscopy every five (5) years for members aged fifty (50) and over.

TIBU Health is able to provide all elements of the Wellness Check apart from mammograms and colonoscopies.

Frequently Asked Questions about the Wellness Check delivered by TIBU Health.

Tell me more about TIBU Health

TIBU Health is a HealthTech Logistics company that connects you to healthcare services and professionals that deliver healthcare services at home or the office.

Is this service new?

Yes!

TIBU is the first company in Africa to leverage technology to provide a high-touch home healthcare experience.

Why should I use TIBU Health?

Because TIBU delivers healthcare at home, patients save 5 hours on average by using them for their routine care. Over 100 of Kenya's largest businesses regularly use TIBU because they are timely, professional and provide for a very user-focused experience.

Who delivers the Wellness Check?

Wellness checks are carried out by Registered Clinicians that have been vetted and trained by TIBU Health on home-based clinical service delivery.

Can I learn more about what is being tested and why?

Of course. When you schedule your appointment feel free to ask the TIBU team any initial questions you may have. They can provide basic information about the wellness check during this call and before the TIBU clinician visit.

Don't hesitate to ask the TIBU clinician whatever questions may come to mind. They are very knowledgeable and friendly.

How long does it take to carry out the Wellness Check?

Typically, TIBU clinicians interact with patients for about 45 minutes but it does vary quite a bit, depending on how many questions you have.

When will I get my results?

TIBU aims to get the report to you within 24 hours. Reports are released electronically by the TIBU medical team to the email address designated by you, and will be followed up with a phone call to discuss results.

How can I book my TIBU home service?

Services can be requested by contacting the TIBU customer experience teams via email, mobile or through our website. These are:

- + 254 769 402 089
- support@mmd.africa
- www.tibu.africa

What are TIBU's hours of operation?

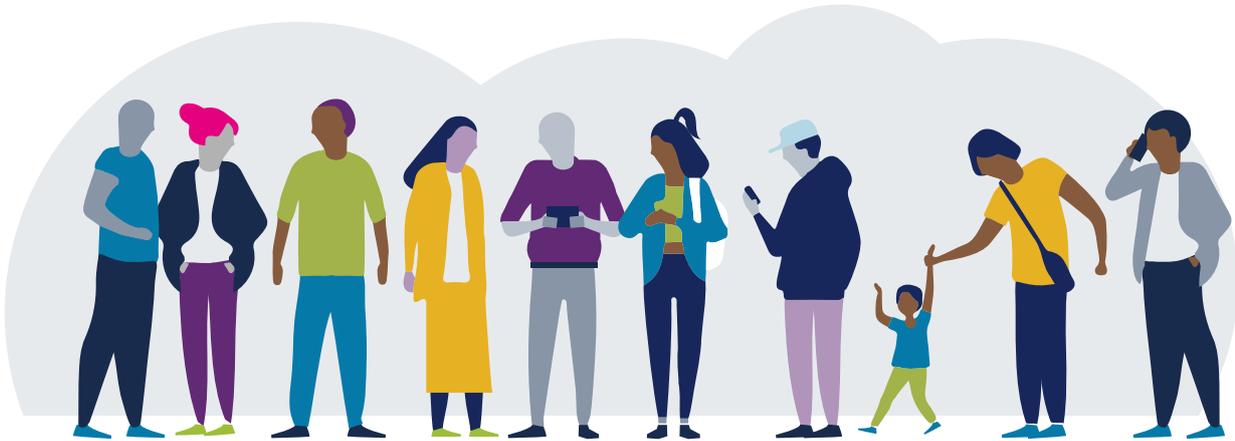
Tibu currently operates between 9 am and 6pm, seven days a week.

How does the scheduling process work?

TIBU likes to keep things easy.

Give them a call or send them an email and a member of the TIBU experience team will reach out to appropriately guide you and begin your medical journey with them. You then let TIBU know what date and time is convenient for your appointment and they will take care of the rest. On the day of your appointment, your assigned healthcare worker will call you before arrival at your location.





How much will it cost?

The cost of the physical examination with TIBU is KES 15,941.

If you opt to have a screen (please check you are eligible according to the rules above) the prices are as follows:

Screen	KES
Prostate Screening Test (PSA Total)	2,520.00
Prostate Screening Test (PSA Free & Total)	6,300.00
Pap smear	1,995.00
Testicular screening	1,850.00
Mammogram	Referral
Colonoscopy	Referral

How do I pay and claim?

You can pay for your Wellness Check with cash, credit card and mPesa.

The simplest way to have the cost reimbursed is to upload the invoice and proof of payment provided by the TIBU team on the Cigna app.

To book your wellness check with TIBU Health, call

+254 769 402 089

or Email support@mmd.africa

Be sure to let the TIBU Team know you are a JW Seagon client.

More about **TIBU Health**.

What is the scope of care TIBU delivers?

Because TIBU's healthcare workers deploy with their patented medical kits, they are able to cover all routine care from home. Said differently, all the routine healthcare services obtained in a clinic can now be carried out at home with TIBU Health!

Here are some of the services TIBU offer:

- Comprehensive medical check-ups and consultations
- Laboratory testing (250 tests without ever leaving home!)
- ECG (electrocardiography - 6 Lead, FDA Approved)
- Routine and travel vaccinations
- Antenatal care
- Chronic condition management
- COVID-19 testing and management

Who are TIBU's healthcare workers and can I trust them?

TIBU's healthcare workers are licensed and registered with the appropriate regulatory authorities. They take approximately two (2) weeks to onboard any healthcare worker onto the TIBU platform. The process includes validating licenses and credentials with the appropriate medical boards, background checks, technical interviews with the chief of medical, as well as an intensive 2-day training on how to deliver healthcare services at home with TIBU's medical kits and mobile apps.

TIBU's healthcare workers are always supported by a senior back-end medical team that is consulted as needed.

How many patients have TIBU served in Nairobi?

To date, TIBU has approximately 15,000 patients in Nairobi that LOVE their services.

Who is behind TIBU Health?

The founders are former WHO experts, McKinsey managers, IT professionals and Medical Doctors who came together to leverage technology to solve some accessibility problems they encountered during their 10+ years of work in the healthcare industry in Africa.



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