

Insurance claims handling process

IF4: 2024 edition

Web update 1: 21 March 2024

Please note the following update to your copy of the IF4 study text:

Chapter 2, section J, page 2/19

Please amend the questions so the following answers are reflected (amendment in **bold**) to read as follows:



Question 2.8

Which two, out of the three following statements about benefit policies are correct?

- A benefit policy will pay a set amount for a loss, agreed at the commencement of the policy **(correct)**
- A personal Accident policy is an example of a benefits policy (correct)**
- Sickness insurance will pay out for an unlimited period, should you be unable to work through illness **(incorrect)**

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Medical expenses insurance refers to a type of coverage that helps individuals manage the costs associated with healthcare and medical treatments. This is not a benefit policy, as such, as it provides indemnity for the cost of treatment provided privately. Some key points about medical expenses insurance in the UK are:

1. Coverage Scope:

- Healthcare costs – this covers various health-related expenses including doctor visits, hospitalisation, surgery, as well as prescription medications.
- Dental treatment – some policies include cover for dental treatment and expenses.
- Emergency medical expenses – some policies cover medical cover whilst travelling abroad, such as emergency medical costs.
- Specialist consultations – expenses related to consultations with specialists, or referrals, are typically included.
- Diagnostic tests – cover for diagnostic tests, scans and laboratory work are also typically covered.

2. Private vs Public Healthcare:

- The UK has both a public healthcare system (NHS) and a private health insurance sector.
- Medical expenses insurance can complement the NHS by providing additional coverage and flexibility.
- Private health insurance allows individuals to access private healthcare.
- Facilities, choose their doctors and receive faster healthcare provision.
- Many policies are provided for groups of individuals, under a staff or employee scheme.