

# **With access to the best medical centres and treatments around the world**

**DKV MundiCare®  
Health insurance against  
serious illnesses, for you  
and for your family**

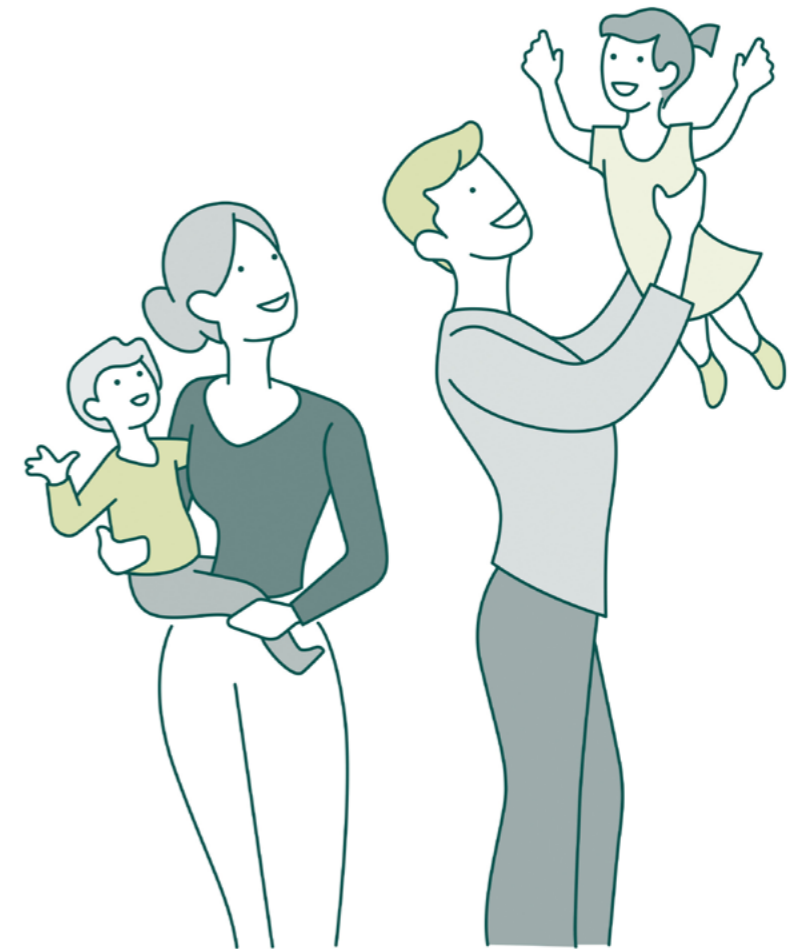
Take good care of yourself

# Introduction

We belong to the DKV Group, one of the largest insurance groups in Germany and Europe in over 30 countries, offering a full range of insurance and services.

In Spain, the DKV Group is present all over the country, with an extensive network of branch offices and practices, where almost 2000 employees serve nearly 2 million customers.

At DKV, we strive to create a healthier world, and develop actions that encompass the health and welfare of our policyholders, professionals, collaborators and society in general. Responsible management that brings value to our social and environmental surroundings, and allows for sustainable growth in the company.



## Any insurance policy must start with a commitment. Ours starts with five

DKV MundiCare® is insurance against serious illnesses, which guarantees the necessary protection, support and guidance for receiving **the best treatment with the most innovative techniques outside of Spain.**

1. When we say the best, we really mean the best: centres such as **John Hopkins Hospital in Baltimore; University of Texas Anderson Cancer Center in Houston; Mayo Clinic in Rochester; Duke University Hospital in Durham, or Mount Sinai Hospital in New York.**
2. We will directly cover all the expenses related to the serious illnesses covered (including travel, meals, accommodation, etc.), **with a maximum of 1 000 000 euros per person per year,** and with a total policy limit of 2 000 000 euros.
3. We know that when you are ill, it is essential not to waste time or energy on dealing with formalities or procedures. **We will take care of everything** so that you can just focus on getting better.
4. If you want to compare a diagnosis and need a **second medical opinion,** look no further.
5. You will also have access to **Digital Doctor,** an app that lets you talk with a doctor over the phone, **video call** or chat. Getting a medical consultation has never been so simple or immediate.



# Your health won't have any geographical barriers. Nor financial ones. Nor typological ones. Nor...

## How does it work?

1. You just need to contact us and tell us about the illness
2. A DKV doctor will contact you for more information, and to study your specific case. At this point, all the documentation will be sent to the medical committee.
3. We will then activate the **second medical opinion service**, whereby the world's top experts in that specific area will analyse each case.
4. The experts will identify and select the most suitable international centres for receiving the treatment.
5. At this point, you will just need to decide which centre you prefer. The **support service** will then be activated, to work out the best options for getting you there and managing all other procedures.
6. Once the treatment abroad has ended, medication expenses will continue to be reimbursed for up to 30 days after being discharged, and up to the established limit.

## Which serious illnesses?

- Cardiovascular: coronary bypass and heart valve replacements
- Oncological (except for skin cancer)
- Neurosurgery: intracranial and spinal tumour pathology
- Vital organ transplant: bone marrow, or an organ from a living donor
- Neurodegenerative diseases (ALS, Alzheimer's and Parkinson's). Up to 30 000 euros per person per year



## ... and although we want to give you maximum coverage, we also work to ensure you won't need it

### Online preventive medicine programmes

Programmes to promote healthy living habits and improve quality of life for both you and your family:

- Healthy living
- Cardiovascular prevention
- Obesity programme
- Childhood obesity prevention
- Breast cancer prevention
- Prostate cancer prevention
- Cervical cancer prevention
- Healthy pregnancy and childbirth
- Baby care
- Work-related stress prevention
- Healthy childhood
- Healthy adolescence

Ask your Health Expert, go to [planesdevidasaludable.dkvseguros.com](https://planesdevidasaludable.dkvseguros.com), or call 976 506 000 to access all the programmes.

### DKV Health and Well-being Club

Access a catalogue of health and well-being services at the best price.

- Acupuncture
  - Hearing aids
  - Surgery for nearsightedness and presbyopia
  - Medicine and plastic surgery
  - Quitting smoking
  - Dietetics
  - Biomechanical gait analysis
  - Gym/Fitness
  - Homeopathy
  - Optics
  - Orthopaedics
  - Osteopathy
  - Assisted reproduction
  - Wellness/Spas
  - Online health and beauty products
- And many more...

Find out more about the services and discounts by asking your Health Expert, going to [dkvclubdesalud.dkvseguros.com](https://dkvclubdesalud.dkvseguros.com), or by calling 976 506 010.

# Digital health, whenever you need it

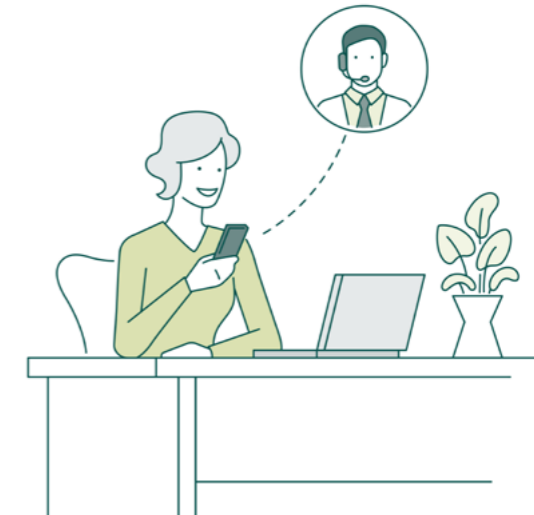
At DKV we are committed to digitalisation, using new technologies to improve health care. To do this, we put all our digital services at your disposal.

## The 'Quiero cuidarme Más' app

The most comprehensive digital health platform. This covers all your needs easily, conveniently and free of charge:

- **Quiero Cuidarme:** find out and improve your healthy lifestyle index.
- **Digital Doctor:** 24-hour medical assistance, symptom checker, video-consultation or online chat with specialists\* and general practitioners, so that you can look after your health anywhere and at any time.
- **Health diary:** personal agenda to record your medical appointments and other health activities.
- **Online appointment request:** in multiple medical centres.
- **Health folder:** save your medical reports and receive your test results automatically.
- **Coach:** chat with a professional to take up and maintain healthy habits in your daily life.
- **Digital midwife** to answer any questions post-partum.
- **DKV Health and Well-being Club** with customised offers on products and services.

\* Specialists: paediatrician, dermatologist, gynaecologist, orthopaedic surgeon, endocrinologist and psychologist.



## App DKV

DKV has a free mobile app where customers can access a range of different procedures:

- Consult your information.
- Locate branches and DKV Health Spaces.
- Search the medical directory by area or postcode, filtering by the most commonly used specialities.
- Customised notifications service.
- Save the details of your favourite doctors so they are always available.
- Request card duplicates, the particular conditions, or a travel assistance certificate.
- You can also send complaints or claims, which can be done via a simple form.

One app to manage your health insurance.

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Digital Doctor and Quiero Cuidarme Más are services managed by DKV Servicios SA, the entity responsible for providing and developing digital health services for persons insured by DKV Seguros y Reaseguros SAE.



## **It's not just your health that needs a periodical check-up**

And health doesn't just vary from one person to another. It also changes over time. So, it is very important that you review your insurance regularly to check that it is still the best fit for your needs. If this isn't the case, get in touch with your Health Expert to get a better solution.

[dkvseguros.com](http://dkvseguros.com)

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Customer service helpline  
operated by:

Fundación  
**INTEGRALIA DKV**



Responsible  
with your health,  
society and the planet.



Healthy company



Sustainable company