



Taking care of tomorrow



Dear Partner,

We're thrilled to announce the launch of our new virtual GP service, provided by eMed, for our UK members, effective 1st August 2024.

Freedom Health Insurance is partnering with eMed (formerly Babylon) to replace Health Hero. This new partnership is designed to bring our members even greater convenience and wider access to healthcare pathways and services.

### Discover the new benefits:

#### Musculoskeletal Pathway



Access physio appointments and tailored physio programmes for faster rehabilitation.

#### Mental Health Pathway



Get in-moment consultations with qualified mental health practitioners for mental health concerns.

#### Advanced Technology



"My Health" is a digital self-care tool that empowers users with an understanding of their well-being.

- **Personalised Care:** eMed triages members to the most suitable clinician, be it a GP, physio, mental health practitioner, or pharmacist.
- **Leading NHS Virtual GP Provider:** eMed is a leading NHS virtual GP provider, ensuring referrals adhere to NHS guidelines.
- **Secure Medical Records:** Store and manage all medical records on the app, with secure sharing options with an NHS GP.
- **Comprehensive Services:** From specialist referrals to prescription management, eMed offers an extensive range of services.

### Our Smooth Transition Plan:

To ensure a seamless transition from Health Hero to eMed, we are implementing the following steps:

- **Training Sessions for Intermediaries:** We will incorporate eMed training into our intermediary training plan. If you prefer to discuss this with our sales team, you can book a training session [here](#).
- **Member Communication:** On **8th July**, we are sending an email to our UK policyholders to inform them of the change, with a reminder and their membership code on launch day, **1st August**.

### Will this switch affect the claims process?

This will **not** affect the claims process. Any onward referral from our member's GP or virtual GP should be submitted directly to our claims team for assessment at [claims@fhi.co.uk](mailto:claims@fhi.co.uk).

Appointments can be cancelled at any time without charge. However, if a member fails to cancel and misses an appointment, they will be responsible for the cost.

### What happens from now until 31st July?

From now until **31st July**, members will be able to continue to utilise our current provider, Health Hero, as normal. However, from **1st August**, all virtual GP appointments should be booked via our new provider, eMed.

### What happens from 1st August?

From **1st August**, members can book virtual GP appointments with eMed. For more information about this new partnership with eMed you can see the [User Guide](#). Booking appointments with Health Hero will no longer be available.

Thank you for your continued support.