

A cartoon illustration of a man with dark skin, black hair, and glasses, wearing a dark blue suit jacket, a white shirt, and an orange tie. He is giving a thumbs-up gesture with his right hand. To his right is a white sign on a black tripod stand. The background is a light blue sky with stylized clouds and a city skyline silhouette. The text 'Welcome to Team HYGEIA' is on the left.

Welcome to
Team
HYGEIA

Congratulations on joining Nigeria's most comprehensive healthcare network.

This guide will help you seamlessly use our service and show you that access to care truly is available at your finger tips.

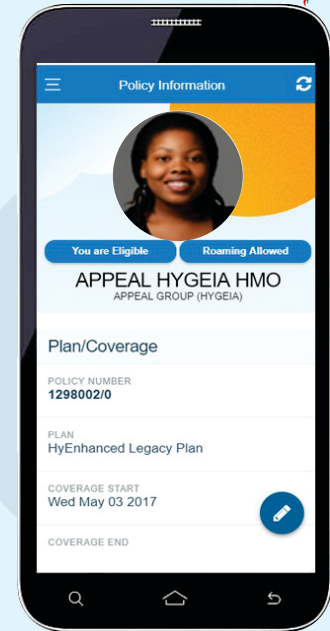


Now That
You're Hygeian

www.hygeiahmo.com

Your e-ID will be on our Mobile App.

Download Hygeia HMO
Mobile App



Login with your enrollee ID(username) & year
of birth(password) i.e 1234567/0(username)
1978(password)



Introducing the new HYGEIA HMO BOT!

You can now open an account, buy a plan, report delays, and view balance on benefits available via WhatsApp

Add us today on +2349017900000

Your access to quality healthcare is a WhatsApp message away

You can chat with a service representative



Use Our All-New Hygeia HMO Bot

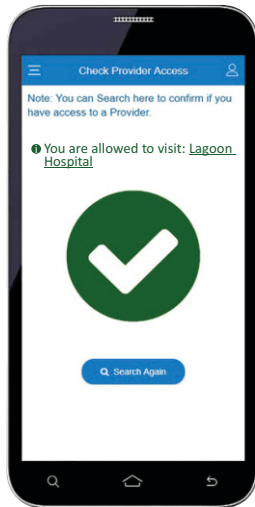
Step 1:

Add 0901 790 0000 to your contacts so you can reach us on WhatsApp

Step 2:

Send "Hello" on WhatsApp and Send "My Information" to get your details

You can check your provider access



We have the widest coverage of providers across all 36 states and the Federal Capital Territory.

For example, to confirm if your plan gives you access to Lagoon Hospitals in **Ikoyi, VI, Ikeja & Apapa**. You can search.

'Lagoon' in the app to see this.



In an emergency

- You or your dependants should be taken to the nearest hospital.
- Notify Hygeia HMO immediately or as soon as consciousness is regained, depending on the case.
- This notification is very important for proper medical intervention and or refunds where applicable.
- Please always call our 24 hour call centre on 0700 HYGEIA HMO (0700-494342-466) in an emergency or reach out to your account manager.

***THE AUTHORIZATION
FOR EMERGENCY
SURGERIES IS GIVEN
INSTANTLY***

If your doctor recommends an elective surgery, please ensure the hospital sends us a notice 7 days before surgery date.

We will issue authorizations a maximum 24 hours before so that you do not need to wait and the hospital has sufficient time to prepare.

You can also pre inform us by sending a mail to hycare@hygeiahmo.com

Telemedicine by Hygeia HMO

Call A
DOCTOR
0800 043 2584
ANYTIME, FROM ANYWHERE

How does it work

- **STEP 1:** Call 0800 043 2584 (toll free) from your registered phone number to talk to licensed medical doctors. Doctors speak English, Yoruba, Igbo and Hausa.
- **STEP 2:** The doctors will give you medical consultations and you can access medications, laboratory investigations and referrals for specialist care on the Hygeia HMO network of providers.

Drug Delivery

- 1 When your doctor prescribes a medication, you may receive the drugs at the provider
- 2 Pick them up at a nearby pharmacy
- 3 Get them delivered to you if you're in a location where delivery services are available. This is available whether you need regular drug refills or not.

In the event that you don't feel comfortable with the drugs available at a provider, please email us your prescription and we'll make it available at a pharmacy near you within our extensive network.

Our email is drugrefill@hygeiahmo.com

Enrollee Refunds

- 1** Notify Hygeia HMO before paying out of pocket
- 2** Fill a claim form and submit with the following
 - (a)** Medical Report
 - (b)** Original Receipt
- 3** Submission must be within 30days of payment/event
- 4** Refund payment within 15 days of submission **SUBJECT** to verification of claims
- 5** Refund is payable only to registered principals account via transfer or cheque
- 6** All Details are confidential



Delayed At The Hospital?

***If you are delayed, type
DELAY on WhatsApp to
0901 790 0000
(WhatsApp Only)***

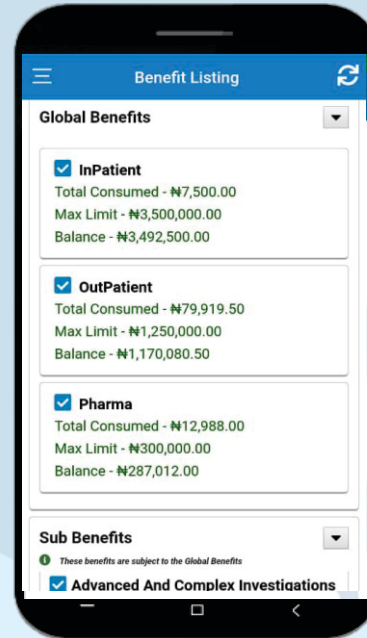
Please always call our 24 hour call centre on 0700 HYGEIA HMO (0700-494342-466) or email hycare@hygeiahmo.com

In an emergency or reach out to your account manager.



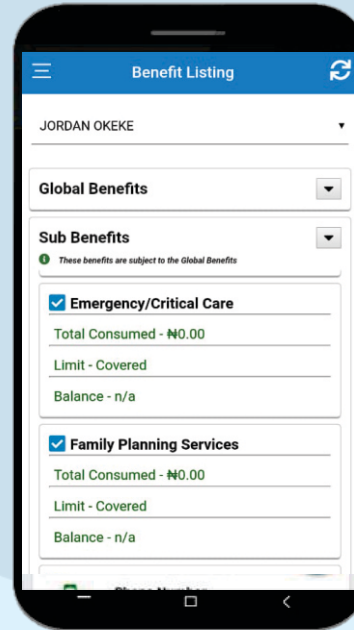
Know Your Plan

- Download Hygeia HMO mobile app
- Check Benefit usage to see which services you're covered for.
- Check all these for your dependants, if you have any on your plan



Refused care that's covered

If a hospital says your plan does not cover a particular service, please point to your benefits on the mobile app and if they still refuse, escalate to hygeia via hycare@hygeiahmo.com or call our 24 hour call centre on 0700 HYGEIA HMO (0700-494342-466)



A smiling Black woman in a white healthcare uniform, holding two blue folders, stands in a hospital hallway. The background is blurred, showing other people and hallway lights. Overlaid on the right side of the image are two overlapping circles: a light blue one on top and a dark blue one on the bottom. The text is placed within these circles.

Need to see a specialist?

There are providers on our network who offer access to medical specialists. If your GP determines you need to see a specialist, you will get a referral.

If you use a provider without specialist services and you need to see one, please email that request to us on hycare@hygeiahmo.com

A photograph of a man and a woman lying in bed, smiling and looking at each other. The man is on the left, wearing a grey hoodie, and the woman is on the right, wearing a green top. They are both smiling broadly. The background shows a white pillow and a light-colored wall.

Some services do not need approval from Hygeia HMO

These include:

- General outpatient treatments
- Basic laboratory tests
- **Basic Immunizations**
- Regular drugs
- GP consultations

A smiling man in a light brown suit and striped tie stands in the background. The text is overlaid on a semi-transparent blue circle on the left side of the image.

Some other services do need approvals (Pre-Auths) from us

to ensure the quality of care you're receiving and to make sure the system remains fair to everyone. You may need to wait a bit for these

These include:

- Specialist consultations
- Inpatient treatments or admissions
- Advanced laboratory tests
- Anti-retroviral & hormonal drugs
- Secondary care
- Chronic medications
- Radiology investigations



After Hospital

Rate service received

- Please rate the service you received from the hospitals via the app, our aftercare survey or send a mail to hycare@hygeiahmo.com
- If you're not satisfied with the quality of drugs or care received, please escalate immediately to Hygeia with an email address to HyCare.

Rate Provider

Provider Name [\[search again\]](#)

Lagoon Clinic, V/I.

How quickly where you attended to?

Choose one...

Rate your customer service experience at the hospital

Choose one...

Rate your clinical experience at the hospital

Choose one...

How would you rate your overall experience at the hospital?

Choose one...

Save Rating

A man in a blue suit and glasses is speaking in a conference room. He is standing and gesturing with his right hand. In the background, two women are seated at a table, looking towards him. The room has large windows and a whiteboard.

Let us be your advocate

Ensure you take your medication as prescribed and if you are not getting better, please let us know before you revert to the hospital.

It is in your best interest as you need an advocate to have your back.

HOW TO REACH US ANYTIME



QUESTIONS OR COMPLAINTS

Call: 0700 494342 466

Send an email:
hycare@hygeiahmo.com



DELAYED AT THE HOSPITAL?

Please text DELAY to
0901 790 0000 on
WhatsApp



QUESTIONS OR COMPLAINTS

Send an email to
hycare@hygeiahmo.com



EMERGENCY?

Just go the closest hospital
on our network or any other
if no network hospital is
close by.
Please contact your HR rep or
Hygeia HMO relationship
manager as soon as possible

**Stay
engaged!**

Regularly check for wellness competitions
on social media as a reward for staying healthy.

Contact us if you have an issue.

Email: hycare@hygeiahmo.com

Call: 0700 HYGEIA HMO (0700 494342 466)

WhatsApp bot for delays: 0901 790 0000



HygeiaHMO



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