



## **FREQUENTLY ASKED QUESTIONS**

Questions and answers to the most common questions about Veiovis

### **Veiovis**

#### **What is Veiovis?**

Veiovis is a medical travel facilitator with a strong inherited legacy of superior health care management and overseas patient care facilitation. Its medical expertise follows the same care model developed over the last two decades by TakeCare Insurance, selected by the the U.S. Federal Employee Health Benefit Program as the sole Guam-based health insurance provider.

With over 20-years of experience in health insurance and clinic operations, active presence in the Asian region, on-the-ground knowledge of overseas locations and seamless global communications with first-rate network providers, Veiovis is an industry leader and the ideal medical travel partner.

#### **What standards does Veiovis meet for medical travel?**

Veiovis consistently meets and exceeds the highest benchmarks for medical tourism facilitators set by the American Medical Association and the Medical Tourism Association. The providers in its network consistently meet quality standards set by such accrediting agencies as the International Society for Quality in Healthcare and Joint Commission International.

#### **What services does Veiovis offer?**

Veiovis' commitment to the highest levels of quality and service finds deliberate expression in well-designed products and systems. These include: access to a global provider network, access to the FHP Health Centers on Guam/Saipan at discounted rates, comprehensive medical reviews and referrals, thorough concurrent reviews, hassle-free discharge planning, complete post-recovery care, efficient clinical claims review, and access to international travel and concierge services for every aspect of treatment and travel.

#### **Who are the clients of Veiovis?**

Veiovis clientele includes health insurance providers, self-insured corporations as well as individual travelers seeking comprehensive end-to-end assurance of medical excellence.



### **What locations are included in the Veiovis network?**

In Asia-Pacific, Veiovis network providers operate medical hubs and facilities in New Zealand, the Philippines, Thailand, Taiwan, Singapore, Japan, South Korea, and Malaysia. The vast web extends to Hawaii, California, the Pacific Northwest and other United States regions.

### **Is Veiovis accredited by a reputable third-party organization?**

Veiovis consistently meets and exceeds the highest benchmarks for medical tourism facilitators set by the American Medical Association, the Medical Tourism Association, the International Society for Quality in Healthcare and Joint Commission International.

### **How does Veiovis guarantee safe medical travel?**

Veiovis' extensive experience in health care management and travel facilitation has expanded its vision of medical travel. This benefits patients insofar as experience-based skills, available information, range of options, reliable systems and proven results.

Health care providers in the Veiovis network each subscribe to the highest levels of quality, as determined by the following criteria:

- International accreditation from the Joint Commission International or a similar Organization;
- Highly educated physicians and specialists with solid track records and experience working in international facilities;
- Leading diagnostic and specialty centers with strong research and development support;
- Special facilities and services for international patients;
- Modern medical equipment and infrastructure;
- Efficient systems and processes;
- Highest quality of service; and
- Holistic, compassionate and personalized care.

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