

Publication for our customers

OCTOBER 2023

DKV Click!

NEW FOR
2024



THE INSURANCE FOR THOSE WHO WANT TO TAKE BETTER CARE OF THEMSELVES

And offer you the best so you achieve it:

- Activa DKV app
- With more digital health services
- With new services featuring deductibles
- With improved therapeutic and diagnostic means





CUSTOMER APP: ACTIVA DKV

WITH THE ACTIVA DKV APP, MANAGE YOUR INSURANCE HOWEVER, WHEREVER AND WHENEVER YOU WANT

- View your available **healthcare professionals and emergency services**, or chat with a doctor.
- Access **digital healthcare** services to take care of your health in the most convenient way.
- Digital medical card.
- Request **authorisations and reimbursements** and find out their status.
- Check your **bills and copayments**.
- Access the **Quiero cuidarme Más app** and view your **medical reports** and electronic prescriptions.
- Manage your **Healthy Lifestyle index**.



PSYCHOEMOTIONAL HEALTH

MENTAL HEALTH PREVENTION AND CARE

- **Self-care** tools and a chat with a psychologist via the "Take care of your mind" function in the Quiero Cuidarme Más app.
- In **DKV Omm**, you can learn how to manage and improve your emotions.
- It also offers a psycho-emotional helpline: **900 810 675**.
- Virtual consultations with **psychiatrists and psychologists** through the Quiero Cuidarme Más app, with no authorisation.
- Consultations with psychiatrists and, if prescribed, individual psychotherapy treatments within the policy's limits. Also for minors, with a paediatrician's prescription, and for cancer patients, with an oncologist's prescription.
- **Discounts** on therapy to resolve family conflicts, digital detoxification and more through DKV Club de Salud y Bienestar.





DIAGNOSTIC MEANS

HIGH DIAGNOSTIC TECHNOLOGY

Multi-parametric magnetic resonance imaging (mpMRI) for the prostate, in the following cases:

1. High clinical risk of prostate cancer, when at least two of the following criteria are met: High Prostate Specific Antigen (hereinafter, PSA) in blood (between 4-10 ng/ml) for more than three months, the PSA ratio (free/total) is less than 20% or the rectal examination of the suspect prostate surface is different (the size, hardness, consistency and changes with respect to its normal state are assessed).
2. Local and regional staging of prostate cancer.
3. Active surveillance or planning of focal therapies.
4. Suspicion of recurrence after cancer treatment.

THERAPEUTIC PROVISIONS

CLINICAL PSYCHOLOGY: FACE-TO-FACE PSYCHOTHERAPY AND TELEPSYCHOTHERAPY

Psychological care for cancer patients with a prescription from the oncologist.

Clinical psychology: Outpatient psychotherapy sessions on an individual basis and telepsychotherapy* sessions (counted together towards the limit of sessions established in the policy), with a prior prescription from an oncologist and without having to visit a psychiatrist, for cancer patients.

- In medical directory policies up to a maximum limit of 20 sessions per insured person and per calendar year.
- In reimbursement policies, with the maximum annual limit of sessions per insured person and per year specified in the table of coverage and limits attached to the specific terms and conditions (sum of own services and external services).

* Telepsychotherapy can only be accessed through the network arranged by DKV Seguros (own services modality).



DIGITAL HEALTH

TAKE MEDICATION ALERT IN "MI FARMACIA" (QUIERO CUIDARME MÁS APP)

The insured person receives a reminder at the time they should take their medication, making sure they don't skip it.

NIXI FOR CHILDREN

Virtual reality kit to prepare children patients before surgery. With the VR glasses and the help of the character Nixi, minors will explore the operating room inside, as well as visit the preoperative and recovery rooms, with the aim of reducing their anxiety before the procedure. Nixi is not only in virtual reality, it also comes in the form of a plush toy to play together.

A service per minor and a policy life up to the age limit of 12.



OCCUPATIONAL TETHERAPY FOR NEUROLOGICAL DISEASES (QUIERO CUIDARME MÁS APP)

Scheduled **virtual treatment** sessions provided through the corresponding "DKV Network of Telemedicine Healthcare Services" (own services), according to the insurance modality contracted and with the company's prior authorisation.

Occupational teletherapy: Virtual occupational therapy sessions prescribed by a rehabilitation doctor or neurologist. Aimed at treating and rehabilitating the loss of cognitive and motor functions in the following neurological pathologies: Parkinson's disease, Alzheimer's disease, multiple sclerosis and stroke. In stages of the disease where the person can benefit from this type of therapy. With a limit of 12 sessions per insured person per calendar year.



NEW COVER AND SERVICES FOR 2024

	MEDICAL DIRECTORY POLICIES				REIMBURSEMENT POLICIES					
	DKV Modular / DKV Profesional			DKV Integral	DKV Mundisalud				DKV Residentes	DKV Top Health®
	Prim. care	Spec. and Diagnostic means	Hospit. and Surg.		Completo Plus	Classic Hosp.	Classic Élite	Premium		
NEW COVER										
Diagnostic means										
Multiparametric MRI for the prostate. Cover extension: for people with suspected prostate cancer.	✗	✓	✗	✓	✓	✗	✓	✓	✓	✓
Therapeutic provisions										
Psychotherapy: sessions prescribed by an oncologist for cancer patients.	✗	✓	✗	✓	✓	✗	✓	✓	✓	✓
DIGITAL HEALTH										
Take medication alert in "Mi Farmacia" (Quiero cuidarme Más app).	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NIXI FOR CHILDREN: Preparation of paediatric patients through Virtual Reality aimed at reducing preoperative anxiety.	✗	✗	✓	✓	✓ OS	✓ OS	✓ OS	✓ OS	✓ OS	✓ OS
Occupational teletherapy (Parkinson's, Alzheimer's, multiple sclerosis and stroke)(Quiero cuidarme Más app).	✗	✓	✗	✓	✓ OS	✗	✓ OS	✓ OS	✓ OS	✓ OS
NEW DKV CLUB SALUD Y BIENESTAR SERVICES WITH DEDUCTIBLES										
Instituto Quirúrgico Capilar. Clinic specialising in hair transplant procedures.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lullaai service. Improve your baby's sleep.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Linde. Solutions for patients with sleep apnea and oxygen therapy.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CUSTOMER APP: ACTIVA DKV										
With the Activa DKV app , manage your insurance however, wherever and whenever you want.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

os: cover in own services, arranged by DKV Seguros.



ADVANTAGES OF BEING HEALTH ACTIVISTS

- **Guaranteed price: The price of your insurance will not be affected by you** using your policy. Exclusively for the individual modality.
- **Lifelong policy: We guarantee that we will not cancel individual health policies after the third year.** Exclusively for the individual modality.
- **Extensive medical directory: More than 51,000 professionals,** 874 centres, 17 own centres and 6 dental spaces.
- **We work with the best practitioners and hospitals: Teknon, Ruber, Quirón, CUN (Clínica Universidad de Navarra), Montepíncipe, Sanchinarro, 9 de Octubre, MD Anderson...** and without having to pay more.
- **Dental service included,** at no additional cost.
- **The most extensive cover on the market for worldwide emergency travel assistance,** up to 180 days and €20,000.
- **Medical assistance for traffic or work-related accidents** without paying extra.



NEW DKV CLUB SALUD Y BIENESTAR SERVICES WITH DEDUCTIBLES

INSTITUTO QUIRÚRGICO CAPILAR. CLINIC SPECIALISING IN HAIR TRANSPLANT PROCEDURES

Hair loss treatment and hair transplant with a remote consultation service, so that you don't have to travel before the surgery.



LULLAAI SERVICE. IMPROVE YOUR BABY'S SLEEP

A personalised sleep plan service that will help you set routines and better understand your baby's sleep.

LINDE. SOLUTIONS FOR PATIENTS WITH SLEEP APNEA AND OXYGEN THERAPY

CUSTOMER SERVICE

900 814 390 reimbursement policies
900 810 072 medical directory policies



SUPPORT ON SOCIAL NETWORKS



INFORMACIÓN PERSONALIZADA
INFORMACIÓ PERSONALITZADA
PERSONALISED INFORMATION
PERSONALISIERTE INFORMATIONEN



SUPPORT VIA WHATSAPP Monday to Friday from 9 am to 9 pm

960 160 602



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