

October 2024

DKV Click!

Publication for our customers

We offer you
the best so you
can take care of yourself

News
2025

New cover



Cutting-edge medical diagnostic technology

Multi-parametric magnetic resonance imaging (mpMRI) for the prostate

Prior prescription from the specialist and with medical report, in the following indications:

- High clinical risk of carcinoma.
- Local staging of carcinoma.
- Active surveillance or planning of focal therapies.
- Suspicion of recurrence after cancer treatment.

Its indication as a preventive screening test is excluded (6-month waiting period).



Therapeutic provisions

Muscle-skeletal lithotripsy (shock wave therapy)

Increase in the number of sessions from 5 to 10 per insured person and calendar year, in the corresponding associated centres of national reference belonging to the DKV Network of Healthcare Services. In the following indications: pseudoarthrosis, osteonecrosis and chronic insertion tendinitis (over 3 months) of the shoulder, elbow, knee, heel and sole of the foot (6-month waiting period).

Clinical psychology

Increase from 20 to 40 sessions of outpatient individual psychotherapy to take care of the emotional health of children and youth, up to 24 years of age. Prior prescription from the psychiatrist, oncologist or paediatrician of the corresponding DKV Network of Healthcare Services, according to the modality contracted.



Prevention

General medical check-up

People who have taken out the comprehensive individual modality or the primary medical assistance with specialists module will be provided an **annual general medical check-up in a single appointment**, which includes:

- Physical consultation and examination.
- Basic blood and urine test.
- Cardiac (electrocardiogram), auditory (audiometry) and ophthalmological (visual acuity and correction) tests.

Includes subsequent medical guidance on the results of the check-up. This general medical check-up is provided per insured person and calendar year, exclusively through the "DKV Network of Healthcare Services" (own services modality), prior authorisation by the company.



Other cover aspects

Higher limit of worldwide travel assistance from 20,000 to 30,000 euros

In the event of an emergency, for trips under 180 days, per insured person and illness or accident sustained during the trip.



New features in the Quiero cuidarme Más app

Possibility of three-way video calls to accompany elderly or disabled insured persons on their appointments

The Quiero cuidarme Más app allows making **video calls with three different users (and three devices)**. This feature allows inviting the caregiver or relative, who can accept, receive the appointment on their calendar and attend the virtual consultation from their user.

Specialised support for epilepsy

New section in the application that provides access to chat support with professionals specifically trained to deal with problems related to epilepsy. These consultations include **post-crisis support chat, chat with primary care or paediatrics, video call with psychology and neurology**. It also includes content of interest on epilepsy and featured services in DKV Club de Salud y Bienestar. If the user uses the mjn-SERAS device, they can directly receive the reports and gain access. **Included in DKV Profesional and DKV Modular when taking out the Primary Care and Specialists modules together.**



New Psychoemotional health test

The application's **Take care of your mind** section features new services related to mental health. Each person can complete a questionnaire and receive an automatic assessment on their well-being. It also offers **psychological guidance through chat**, where the psychologist will have the questionnaire's information available in order to assess the consultation. It also provides the option of making a video call with psychology and psychiatry and using other services and tools that help maintain good mental health.



Extensive offer of digital healthcare services

In addition to new cover, you will continue enjoying the most comprehensive digital health services from the Quiero Cuidarme Más app

- 24-hour medical chat.
- Video consultation with 17 specialities.
- Pharmaceutical chat and electronic prescription.
- Chat with midwife.
- Personalised preventive programmes with the support of a coach for assessment and monitoring purposes.
- Online physiotherapy programme.
- Chat for first psychological guidance in Take care of your mind.



Physiotherapy helps improve our health

We have added advanced (with new techniques), sports and postural re-education physiotherapy services.



One check-up a year... It's really important!

DKV Club de Salud y Bienestar offers various examinations and check-ups (basic, comprehensive and complete) and sports medicine check-ups (basic, advanced and complete). We also offer nutritional medicine.

We have different types of magnetic resonance imaging

For specific cases, we have top professionals who work on different types of magnetic resonance imaging. We have recently added: fibroscan or liver elastography, (3D) multiplanar CT arthrography imaging (called arthro-MRI) and magnetic resonance enterography (called EnteroMRI).

We have a wide range of non-invasive prenatal diagnostic services

We work with the best brands specialising in prenatal diagnosis, offering studies such as Bbsafe standard basic, plus and advanced as well as plus, extended or special prenatal tests (nipt).

We are more than a price

Life-long insurance policy

We commit to not cancelling your policy if you have held your DKV insurance for more than three years. In the Individual modality.

Extensive and quality medical directory

The best medical staff and hospitals: Clínica Universidad de Navarra, Quirón, Teknon or Grupo HLA.



Take care of your smile too

Dental service included, at no additional cost, unlike many other companies. Dental cleanings and more than 50 services for free.

We are always right by your side in the event of an accident

Many companies offer you optional, or directly not provide, assistance in work-related and/or traffic incidents. With DKV, you have it covered, and at no extra cost!

New cover and services for 2025



	Medical directory policies				Reimbursement policies					
	DKV Profesional DKV Modular		DKV Integral	DKV Mundiplus	DKV Mundiplus				DKV Residentes	DKV Top Health
	Primary care	Diagnostic specialists and methods			Hosp. and surgical procedures	Mundi Plus / Complet	Mundi Classic Hosp.	Mundi Classic / Elite		
Other cover aspects										
Improved Worldwide travel assistance cover from 20,000 to 30,000 euros	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DKV Club Salud y Bienestar Services										
Specific physiotherapy services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Medical examination or medical check-up services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Magnetic resonance imaging focused on specific body parts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Prenatal diagnostic services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Customer service

900 814 390 reimbursement policies
900 810 072 medical directory policies



Support via WhatsApp

960 160 602 Monday to Friday from 9:00 am to 9:00 pm.



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 Informació personalitzada
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Support on social networks



DKV