

Simply Well Insured

Services At A Glance



Experience Our Service

Do you have any questions? We will be pleased to answer them – personally on site, by phone or by email. See for yourself!

We Are There For You

Personal Contact

You can reach us across Germany at 110 service points. If you wish, we will also come to visit you personally at home. We will gladly arrange an individual consultation appointment with you.

Phone Contact

Some questions just can't wait. In this case you can reach us free of charge around the clock at **0800 5548640554** – also on weekends, Sundays and public holidays.

All references to people in this publication refer to all genders (m/f/x). However, to make our printed material easier to read, not all genders are always mentioned.

Email Contact

Would you prefer to send us an email? No problem! We look forward to your mail at service@kkh.de or via our contact form at [kkh.de/kontaktformular](https://www.kkh.de/kontaktformular)

On The Internet – My KKH

“My KKH” – Fast, straightforward and open for you 24/7/365.

Your personal area is available for you to take care of many things online. For instance, sending in your sick notes or other documents electronically. Take advantage of all the benefits and register now at [kkh.de/meinekkh](https://www.kkh.de/meinekkh)

Are you interested in health topics or in our products and services? If so, follow us on our social media channels:



Our Special Service For Your Health

Second Medical Opinion

Deciding for or against an operation can sometimes be very difficult - in this case a second opinion from a doctor may be helpful. We already offer this service for many scheduled operations to help you make a safe decision. For example in orthopaedics, ENT medicine, cardiology, urology or prior to cancer therapy. For more information please visit [kkh.de/zweitmeinung](https://www.kkh.de/zweitmeinung)

International Emergency Phone

Diseases do not understand national borders neither does our service. We will therefore also consult you if you become ill or have medical questions while abroad. Simply contact us on **+49 511 23567396** or at [kkh.de/notruf-ausland](https://www.kkh.de/notruf-ausland)

Email Reminder Service

Our email reminder service helps you to plan your preventive medical examinations even better. You will get an email from us in due course to inform you about your upcoming preventive care examination. You can find out how easy this is by visiting [kkh.de/erinnerung](https://www.kkh.de/erinnerung)

Specialist Appointment Service

Do you urgently need an appointment with a specialist medical practice? We will gladly assist you in getting an appointment. You can reach our appointment service from Monday to Friday between 7:00 and 18:00 on **089 950084188** or at [kkh.de/facharzt-terminservice](https://www.kkh.de/facharzt-terminservice)

KKH Health Hotline

If you are ill and urgently need expert advice, simply call us. We will gladly assist you with qualified medical advice on diseases, medication and other health issues. You can reach our health hotline free of charge around the clock on **089 950084188**. For more information please visit [kkh.de/gesundheitsshotline](https://www.kkh.de/gesundheitsshotline)



Staying Healthy

Prevention is better than cure. That is why we support your health with our extensive offers for prevention and early detection. This way you stay active, fit and healthy for a long time.

Flu Vaccination

With us, no one needs to be afraid of the flu. We cover the flu vaccine for all our members – regardless of age and also for chronically ill people. For more information please visit khh.de/grippeschutz

Breast And Ovarian Cancer Screening

Breast and ovarian cancer are more common in some families than in others. We help women from these high-risk families to determine their individual risk and to detect the diseases early.

To this end, we work closely together with medical specialists and clinics. For more information please visit khh.de/brek

Health Check-Up

A health check-up serves to find out whether you are completely healthy. We will cover such a check-up once for our adult members aged 18-34 and every three years from their 35th birthday onwards. For more information please visit khh.de/check

Skin Cancer Screening

In order to better protect you from skin cancer, we subsidise skin cancer screening every two years from your 18th birthday onwards. From age 35, you will receive screening free of charge. For more information please visit

kkh.de/hautkrebsfrueherkennung

KKH Bonus

Do you lead a healthy and active life? In this case you can benefit from our KKH Bonus. As a reward for your health-conscious activities you will receive up to 50 euros in cash or you can benefit from a double health budget (e.g. for osteopathy, professional dental cleaning, etc.). For more information please visit kkh.de/bonus

Digital KKH Bonus

Do you prefer to take care of things online rather than by post? You can do the same with our bonus programme. Quickly and easily upload supporting documents relating to your health-conscious activities into your digital bonus booklet. For more information please visit kkh.de/bonusdigital

KKH Run

Doing something good on the run: You can do this if you take part in our KKH run. All entry fees are donated to a charitable relief organisation. For more information please visit kkh.de/lauf

Prevention Courses

Do you like exercise or are you interested in healthy nutrition? If so, we would be happy to subsidise two certified courses per calendar year in the areas of exercise, stress management, relaxation, nutrition or substance abuse prevention. Take a look at our prevention database - there is sure to be something for you too kkh.de/kurse

Prevention Trips

Do you not have any time to attend prevention courses in your area due to professional or private commitments? Why not try out aqua fitness, Nordic Walking or yoga in beautiful settings and without any time pressure? Our partner Dr Holiday has put together some attractive prevention travel packages for you. Your benefit: We subsidise the quality-checked prevention courses as part of the trips. For more information please visit kkh.de/reisewelten

PhysioPlus

Do you ever feel stiff and tight? Have yourself checked out at a physiotherapy practice. For this purpose, our members aged 18 and over have the opportunity to undergo a one-off PhysioPlus health check free of charge. Within 60 minutes you will learn how you can sustainably alleviate initial symptoms and increase your physical fitness. For more information please visit kkh.de/physioplus

Online Coaches

Why not simply attend your prevention courses from home? We offer you intelligent online programmes on stress and sleep, nutrition or back and exercise. These courses run over eight to ten weeks and give you valuable tips and suggestions for a healthy lifestyle. If you like, you can also have these courses credited to your KKH Bonus. For more information please visit kkh.de/coaches



Getting Well

To help you get well again quickly, we offer you innovative health services and reliable healing methods.

Outpatient Surgery

We are aware that not everyone wants to stay in hospital after an operation. For this reason, our members can benefit from outpatient surgery for a variety of medical conditions. Using proven and effective surgical methods, children and adults receive the best possible care and can then relax at home in a familiar atmosphere. For more information please visit [kkh.de/ambulante-op](https://www.kkh.de/ambulante-op)

Disease-Management-Programmes (DMP)

Are you chronically ill? We won't leave you alone with this! With our Disease Management Programmes (DMP) you will learn to better manage your illness such as diabetes, coronary heart disease (CHD), asthma, COPD or breast cancer. You will receive structured treatment according to the latest medical advances and, if required, special instruction and information brochures. For more information please visit [kkh.de/dmp](https://www.kkh.de/dmp)

Free Choice Of Hospital

We want you to feel comfortable. This is why with us you have the freedom to choose a contractual hospital anywhere in Germany. This means that you decide where you want to be treated - without any additional treatment costs.

Domestic Help

If you are ill and no one else can take care of your household or children, you may need a housekeeper. We will gladly assist you in covering the costs for a housekeeper if we have also paid for the treatment of your illness. For more information please visit kkh.de/haushaltshilfe

Migraine Centres

Do you regularly suffer from headaches or migraines? If so, we would like to help you alleviate your pain. For this purpose we offer you the opportunity to visit one of these two headache centres:

- Jena: Mitteldeutsches Kopfschmerzzentrum
 - Munich: Oberbayerisches Kopfschmerzzentrum
- You will be examined there in detail and we will then decide together what your further treatment and therapy should look like. For more information please visit kkh.de/kopfschmerz

Private Clinics

We cooperate with selected private clinics in which our members can receive exclusive treatment:

- Hamburg: Martini-Klinik
- Cologne: MediaPark Klinik
- Bad Griesbach: Asklepios Klinik St. Wolfgang
- Hanover: INI – International Neuroscience Institute

All clinics offer you a high level of hotel-like comfort. For more information please visit kkh.de/privatkliniken

Tinnitracks

Tinnitracks is a medical app that can make life with tinnitus easier. It offers those affected an online therapy. We are happy to assume the costs of treatment with the smartphone-based Tinnitracks Neuro Therapy (annual license) for our members. For more information please visit kkh.de/tinnitracks

Atrial Fibrillation

If your heart starts to stumble, be sure that we will catch you! In order to determine whether you suffer from atrial fibrillation, we assume the costs for a special ECG. For more information please visit kkh.de/vorhofflimmern



For The Entire Family

Health is a family matter. That is why we offer additional preventive medical check-ups and prevention services for adults and children.

Child Planning, Pregnancy and Maternity

We want to be there for you before, during and after your pregnancy. We therefore participate in the costs of artificial insemination, the streptococcus test for pregnant women, the midwife on call or a housekeeper. In addition, we take over the scheduled prenatal examinations during pregnancy. For more information please visit [kkh.de/schwangerschaft](https://www.kkh.de/schwangerschaft)

Birth Preparation Courses With Your Partner

So pregnancy is strictly a woman's business? Not necessarily. Many couples would like to prepare together for their forthcoming birth. Therefore we provide a subsidy of up to 80 euros for your partner's birth preparation courses. For more information please visit [kkh.de/hebammen](https://www.kkh.de/hebammen)

BabyCare Package For Pregnant Women

What is important, what is right? Many pregnant women ask themselves these questions. Our BabyCare package gives you the answers - with a comprehensive guide, in a practical app with tips and checklists, and with a questionnaire for your personal assessment. For more information please visit kkh.de/babycare

Vaccinations and preventive medical check-ups for children

Because our young ones need special protection, we take over all regularly scheduled vaccinations. These include, for example, vaccinations against rotaviruses for babies between six and 32 weeks or the HPV (human papilloma viruses) vaccination for children aged 9 to 14 years. In addition to the regular preventive medical check-ups (U1 to U9 and J1), our members receive additional preventive medical check-ups (U10, U11 and J2*) until their 17th birthday. For more information please visit kkh.de/kinderuntersuchungen

Free Family Insurance

With us you can insure your children free of charge up to their 25th birthday and, under certain conditions, your spouse. Members under 18 are even exempt from statutory co-payments (e.g. for medication, with the exception of statutory co-payment for travel costs).

Professional Dental Cleaning

Cleaning your teeth can be quite difficult when using dental braces. Therefore we will contribute to the costs of Professional Dental Cleaning before and after treatment with fixed braces. For more information please visit kkh.de/pzr

* Your physician settles the examination costs directly via your health card. For the U10, U11 and J2 examinations the doctor must be party to the contract between the KKH and the Bundesverband der Kinder- und Jugendärzte (BVKJ).

Caregiving Relatives

NursingCoach

Nursing a family member – this can come quite unexpectedly. We would like to help you with this demanding task with our NursingCoach. This coach will teach you the contents of a nursing course in a practical way with step-by-step instructions. You have easy 24/7 access to the online coach and you can use it right where the care takes place: at home. For more information please visit kkh.de/pflegecoach

Nursing Guide

With our nursing guide you can quickly and easily find the right nursing services for you or your family. It provides all the information you need: structure, prices and the address of the respective nursing facilities. It also contains the so-called nursing scores. For more information please visit kkh.de/pflegelotse

Trips For Caregiving Family Members

Nursing family members can be quite challenging. In such cases it is particularly important to not forget your own health. For this reason, our cooperation partner Dr Holiday has put together a special offer with preventive trips for our caregiving members. These trips include health-promoting exercise or relaxation courses and provide an ideal setting for sharing with others in the same situation. The programme also includes a free nursing seminar. There you can obtain detailed information about the subject of nursing and practical tips for more composure in everyday life. For more information please visit kkh.de/reisewelten



Take Advantage Of Our Benefits

Whether the Bonus Programme or the Optional Plan, anyone who leads a healthy life and actively contributes to his or her own health will benefit twice with us.

2te-ZahnarztMeinung (2nd Dentist Opinion)

We work together with 2te-ZahnarztMeinung, the auction portal for dentures. It allows you to compare various dental treatment services from your region. This can save you up to 56% of your co-payment. For more information please visit kkh.de/zweite-zahnarztmeinung

Biodentis

Be it a crown, partial crown, bridge or inlay, through our cooperation partner, biodentis GmbH, our members receive high-quality dentures at special

rates. Obviously exclusively made in Germany and with six years warranty. For more information please visit kkh.de/biodentis

Retainer

After orthodontic treatment your teeth may shift again. To prevent this, we will share the costs for a fixed retainer. We also subsidise possible repairs during ongoing treatment. For more information please visit kkh.de/retainer

KKH Bonus

Do you lead a healthy and active life? In this case you can benefit from our KKH Bonus. As a reward for your health-conscious activities you will receive up to 50 euros in cash or you can benefit from a double health budget (e.g. for osteopathy, professional dental cleaning, etc.). For more information please visit kkh.de/bonus

Optional Plans

Health-conscious living and saving money with it? Our optional plans make it possible! You will of course be comprehensively covered in the event that you do become ill. For more information please visit kkh.de/versicherung/wahltarife

- **Premium payment plan with freedom of choice** – we will refund you up to 600 euros, depending on your income. Ideal for when you are healthy and visit a medical practice or hospital only for preventive medical check-ups and screenings.

- **Sickness benefit plan for independent workers** – a safe bet if you get sick and your income is affected.
- **Excess Plan Plus** – you will get back up to 400 euros per year if you are rarely ill and only make use of very few of our services (e.g. prescription costs).
- **Vital Plan** – you will receive an immediate premium of up to 100 euros per year if you avoid a hospital stay.

Happy? We make recommending us worth your while!

GET
25 euros!

For each newly acquired member we will reward you with 25 euros. Simply recommend us directly at kkh.de/recommend or scan the QR Code.



KKH Kaufmännische Krankenkasse

30125 Hannover

service@kkh.de

kkh.de