



Help for the whole family

Better help for everyone –
also for you

Familie360 covers healthcare advice and healthcare navigation in the event of a serious illness or a serious accident involving you, your children and/or your parents.

With **Familie360** you receive:



Health Navigator for insurance coverage, advice from a healthcare professional and navigation of the public health system



Help in the event of a serious illness and a professional healthcare support person/contact to guide you through the process



Help to relatives so that no one feels alone when navigating the healthcare system

Security and relief in the event of serious illness or serious accident

Being a relative of a close family member with a serious illness can challenge your emotions and time.

With Family360, you and your family will never feel abandoned by the healthcare system.

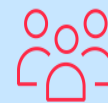
Family360 provides for the whole family, regardless of who falls ill or experiences a serious accident – we also include consequential conditions and relapses. The 20 serious illnesses covered are:

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| 1. Cancer that falls under the public health service's 'Standardised treatment regime' | 11. Kidney failure |
| 2. Alzheimer's/dementia | 12. Muscular dystrophy |
| 3. Cerebral hemorrhage (stroke) | 13. HIV/AIDS |
| 4. Thrombus (blood clot) | 14. ALS (an incurable disease affecting the brain and spinal cord) |
| 5. Aneurysm (dilatation of the artery wall) | 15. Pulmonary embolism |
| 6. Heart failure | 16. Parkinson's |
| 7. The narrowing of coronary arteries requiring a bypass or PCI (percutaneous coronary intervention) | 17. Total blindness/deafness |
| 8. AMI (blood clot in the heart) | 18. Type 1 Diabetes |
| 9. Sclerosis | 19. Post-concussion syndrome (long-term consequences lasting more than 24 months after the concussion) |
| 10. Heart rhythm disorder requiring an ICD | 20. Chronic whiplash |

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”Sometimes it would be nice to just be a family member instead of having to focus on logistics.”

Malene, 43 years old



Covers the entire family in case of illness



Assigns a permanent contact nurse



Provides coverage when public health insurance does not



Gives you time to be a true family member



Offers safe and efficient process

Family360

Has a family member suffered from a blood clot or stroke? What are the consequences for that person and the family going forward??



Has something not been registered in your medical records?

Did you or your relative arrive too late for treatment??

Did you misunderstand what the doctor said?

Is your mother's medication schedule outdated? Is she taking pills that have no effect or counteract one another?

Are you still waiting for your test results?

Do you know what help you can get and how to apply for it?





Health navigator

- ✓ Medical doctor advice
- ✓ Healthcare professional advice
- ✓ Navigation and coordination within the public and private healthcare systems
- ✓ Pregnancy counselling by a personal pregnancy adviser
- ✓ Case management advice via smartphone



Help with the difficulty to manage

- ✓ Contacting public hospitals in regard to scheduled appointments and follow-up, including ensuring compliance with applicable examination and treatment guarantees
- ✓ Preparing you for public hospital
- ✓ consultations, examinations and courses of treatment
- ✓ Booking appointments for treatment or examination, to the extent that the public hospital allows it
- ✓ Helping to book transport or other assistance



Help with the medical and technical

- ✓ Being the family's professionally competent and independent adviser, and participating in conversations with doctors via digital platforms or mobile
- ✓ Helping to review a patient's medical records and examination results from public hospitals
- ✓ Medical advice from Familie360's own medical consultants, including whether planned examinations are sufficient, relevant and expected given the patient's illness or disorder



Help with what is needed

- ✓ Clinical counselling, including advice on medication
- ✓ Caregiving calls to the sick and their family
- ✓ Assistance in establishing contact with the relevant pension company, accident insurance company and the like
- ✓ Contacting municipal authorities, if necessary
- ✓ Assisting in the transition between admission and discharge
- ✓ Social worker counselling
- ✓ One year membership of a relevant patient association



Help with the things that are difficult to talk about

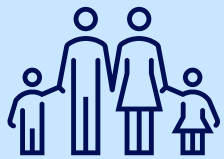
- ✓ Psychological counselling for serious illness, grief and crisis
- ✓ ☒ End-of-life conversation

Waiting period

- ✓ There is a six-month waiting period for benefits covering pre-existing conditions, unless there is a direct transfer from one of our other health insurance plans
- ✓ If there is a transfer from a different health insurance provider or if there is no prior health insurance, there will be a six-month waiting period for pre-existing conditions

Spouses/ live-in partners

- ✓ Co-insured spouses/live-in partners have a six-month waiting period for pre-existing conditions, unless there is a direct transfer from one of our other health insurance plans
- ✓ Spouses/live-in partners have the same coverage



Register your family

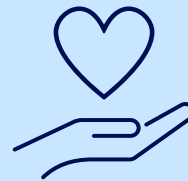
We can also help your spouse/live-in partner and your children (0-27 years)



Call us at
+45 70 20 61 21

Or make a claim online at
[Brugerportalen.](#)

Your claim will be assessed
when all necessary
information has been
received



We've got you!

Once you have made a claim,
it will be approved by our
skilled healthcare staff



You are assigned a nurse

A permanently assigned nurse
will help you through your
treatment process



You receive an action plan

So that you know what's
going to happen. When
there is no longer a need or
after two years of hospital
care, the plan will end with
an interview

Familie360

Compulsory agreement < 100 employees

Family coverage (Primary insured, spouse/partner, children)

Annual price per person

457 DKK

Family coverage incl. 4 seniors (Primary insured, spouse/partner, children, 4 grandparents)

929 DKK

Voluntary agreement

Family coverage (Primary insured, spouse/partner, children)

Annual price per person

807 DKK

Family coverage incl. 4 seniors (Primary insured, spouse/partner, children, 4 grandparents)

1.870 DKK

- ✓ Prices include 1.1% in state taxes
- ✓ Pre-existing conditions that occur before Familie360 comes into force will not be covered for 6 months
- ✓ Family members can log into User portal to register, and are only covered upon registration