



Irish Life  
health

# Terms and Conditions General Practitioner

2021

# TERMS AND CONDITIONS FOR PAYMENTS TO GENERAL PRACTITIONERS FOR MEDICAL SERVICES PROVIDED TO IRISH LIFE HEALTH MEMBERS

("Terms and Conditions") from 14 June 2021

## 1 DEFINITIONS

- 1.1 In these Terms and Conditions and in the Schedules unless the context otherwise requires or unless otherwise specified:

**Acceptance Form** means the form attached at Schedule 1 of these Terms and Conditions.

**Agreed Rate** means the Participating Rate or the Standard Rate as appropriate.

**Business Day** means a day other than a Saturday, Sunday or public holiday in Ireland when banks in Ireland are open for business.

**Claim** means the submission, by a medical facility, of a Claims Form, invoices and any other supporting documentation, to ILH, in accordance with the requirements which are set out in clauses 22 and 23 of the General Ground Rules in the Schedule of Benefits, for the purpose of seeking payment for the health care providers who/ that have provided medical services to a Member, and which includes General Practitioner's invoices. Cognate words shall have the same meaning.

**Claims Form** means the standard ILH form which ILH requires health care providers to complete and submit to ILH in order to seek direct payment for providing medical services to Members.

**Claim Records** means all relevant documents, information and records relating to a Claim.

**General Practitioner** means a medical practitioner who:

- a) holds a current full registration as a specialist with the Medical Council of Ireland and is listed on the Specialist Division of the Register of Medical Practitioners maintained by the Medical Council of Ireland
- b) is registered with ILH
- c) has completed their Continuing Professional Development requirements.

**Data Protection Legislation** means any laws applicable to the Parties in relation to the processing of the Relevant Personal Data under this agreement, including: i) the European Communities (Electronic Communications Networks and Services) Regulations 2011; ii) the General Data Protection Regulation (Regulation (EU) 2016/ 679 of the European Parliament and the Council of 27 April 2016) (the "GDPR"); iii) the Data Protection Acts 1988 to 2018, and iv) any mandatory guidance and/ or codes of practice issues by the Data Protection Commissioner or other relevant Supervisory Authority, including the European Data Protection Board.

**Data Controller** means as defined in the Data Protection Acts 1988 to 2018.

**Data Processor** means as defined in the Data Protection Acts 1988 to 2018.

**Data Subject** means as defined in the Data Protection Acts 1988 to 2018.

**Direct Settlement** means the process whereby a Member's health insurance Claim is submitted to ILH by the Member's health care provider on behalf of the Member and consequently such Claim is paid by ILH directly to the health care provider.

**Health Insurance Contract** has the meaning assigned to it in the Health Insurance Act 1994 as amended.

**ILH** means Irish Life Health Designated Activity Company.

**Lawful Purposes** means those purposes set out in clause 7.3 of these Terms and Conditions.

**Medically Necessary** means medical care which is prescribed by a consultant, GP, dentist, oral surgeon or periodontist, and which, in the opinion of our medical advisors, is generally accepted as appropriate with regard to good standards or medical practice; i) is consistent with the member's symptoms or diagnosis or treatment; ii) is necessary for such a diagnosis or treatment; iii) is not provided primarily for the convenience of the member, the medical facility or health care provider or at the request of the member; iv) is furnished at the most appropriate level, which can be safely and effectively provided to the member; v) is for procedures and investigations that are medically proven and appropriate and; vi) does not include extended convalescence or palliative care.

**Member** means a person insured under a Health Insurance Contract underwritten by ILH.

**Participating General Practitioner** means a General Practitioner who has notified ILH that they wish to be a participating General Practitioner in accordance with clause 2.3 or is deemed to have done so in accordance with clause 2.5.

**Participating Rate** means the sum a Participating General Practitioner shall charge Members, in respect of their professional fees for providing Treatment to such Members, and which ILH shall pay directly to the Participating General Practitioner, to fully indemnify the Member for such charges, where such charges are covered under the Member's Health Insurance Contract. The Participating Rate in respect of each Treatment is set out in the Schedule of Benefits.

**Party** means the General Practitioner or ILH and Parties shall mean the General Practitioner and ILH.

**Payment** means the payment of the Agreed Rate by ILH to the General Practitioner.

**Personal Data** has the meaning assigned to it in the Data Protection Acts 1998, 2003 and 2018.

**Registered with ILH** (and cognate words) mean the General Practitioner has provided ILH with the following:

- a) Their curriculum vitae.

- b) Copies of any contracts and/or agreements, and/or evidence of any arrangements, governing their ability to practice medicine and/or where they can practice medicine.
- c) Confirmation of Public contract type and date of appointment
- d) Proof of their registration with the Medical Council of Ireland and inclusion on the Specialist Division of the Register of General Practitioners maintained by the Medical Council of Ireland
- e) Their bank account details.
- f) Their Taxation reference number

**Relevant Personal Data** means the Personal Data and any Special Categories of Personal Data as listed in Schedule 2.

**Schedule of Benefits** means ILHs Schedule of Benefits for Professional Fees 2021.

**Special Categories of Personal Data** means as assigned in the Data Protection Acts 1998, 2003 and 2018.

**Standard Rate** means the sum ILH shall pay directly to a Standard Rate General Practitioner to partially indemnify a Member who has received Treatment from the Standard Rate General Practitioner where the Standard Rate General Practitioner's professional fees are partially covered under the Member's Health Insurance Contract. The Standard Rate in respect of each Treatment is set out in the Schedule of Benefits.

**Standard Rate General Practitioner** means a General Practitioner who has notified ILH that they wish to be a Standard Rate General Practitioner in accordance with clause 2.3 or is deemed to have done so in accordance with clause 2.6.

**Treatment** means the medical treatments, procedures and services set out in the Schedule of Benefits.

**VAT** means value added tax.

## 2. GENERAL

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- 2.1 Where the General Practitioner provides Treatment to a Member, ILH shall discharge the General Practitioner's professional fees on behalf of the Member by Direct Settlement, subject always to these Terms and Conditions and the terms of the Member's Health Insurance Contract.
- 2.2 The General Practitioner acknowledges that, in order to receive Payments from ILH, they must (a) be registered with ILH and (b) accept these Terms and Conditions and (c) notify ILH whether they wish to be a Participating General Practitioner or a Standard Rate General Practitioner.

- 2.3 The General Practitioner shall accept these Terms and Conditions and notify ILH whether they wish to be a Participating General Practitioner or a Standard Rate General Practitioner by completing the form attached at Schedule 1 of these Terms and Conditions and returning it to ILH.
- 2.4 Notwithstanding clause 2.3 of these Terms and Conditions, the General Practitioner shall be deemed to have accepted these Terms and Conditions as if these Terms and Conditions were an agreement signed by both Parties when they submit a Claim to ILH and/or a Claim is submitted to ILH on the General Practitioner's behalf by a medical facility.
- 2.5 Notwithstanding clause 2.3 of these Terms and Conditions, the General Practitioner shall be deemed to have notified ILH that they wish to be regarded as a Participating General Practitioner where a Claim submitted by the General Practitioner or on the General Practitioner's behalf by the medical facility includes an invoice for Participating Rates.
- 2.6 Notwithstanding clause 2.3 of these Terms and Conditions, the General Practitioner shall be deemed to have notified ILH that they wish to be regarded as a Standard Rate General Practitioner where a Claim submitted by the General Practitioner or on the General Practitioner's behalf by the medical facility includes an invoice for Standard Rates.
- 2.7 Where a General Practitioner is deemed to have notified ILH that they wish to be regarded as a Participating General Practitioner or a Standard Rate General Practitioner in accordance with clause 2.5 or 2.6 respectively, ILH shall be entitled to treat the General Practitioner accordingly and until the General Practitioner formally notifies ILH that they wish to be regarded otherwise. For the avoidance of doubt subsequently including an invoice for an alternative Agreed Rate as part of a Claim will not amount to formal notification that the General Practitioner wishes to change his/her status with ILH.
- 2.8 Where the General Practitioner has accepted or been deemed to accept these Terms and Conditions, these Terms and Conditions shall govern the relationship between ILH and the General Practitioner as if these Terms and Conditions were an agreement signed by both parties.
- 2.9 All Payments shall be made by Electronic Funds Transfer to the General Practitioner by ILH.

### 3. TERM AND AMENDMENTS

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- 3.1 Subject to clause 3.2, these Terms and Conditions (including the terms and the Agreed Rates set out in the Schedule of Benefits for Professional Fees 2021) shall apply from the date of this agreement and shall continue to be applied unless and until replaced by ILH.
- 3.2 Notwithstanding clause 3.1, the new Agreed Rates (i.e. the Agreed Rates set out in this Schedule of Benefits for Professional Fees 2021) shall not apply where the General Practitioner submits or has submitted an invoice to ILH (or an invoice is submitted or has been submitted on their behalf) which contains the previously issued Rates contained in ILH's previous Schedule of Benefits for Professional Fees (i.e., the Agreed Rates contained in ILH's Schedule of Benefits for Professional Fees applicable to the dates of service).
- 3.3 Where ILH wishes to amend or replace these Terms and Conditions, the General Practitioner shall be given 30 calendar days advance notice of the replaced and/ or amended Terms and Conditions to their last known address.
- 3.4 The General Practitioner agrees that the Schedule of Benefits forms part of these Terms and Conditions and that they will at all times be bound by the contents of the Schedule of Benefits. The General Practitioner acknowledges that the Schedule of Benefits which forms part of these Terms and Conditions is available at [www.irishlifehealth.ie](http://www.irishlifehealth.ie) and the General Practitioner hereby confirms their acceptance of the manner in which the Schedule of Benefits is incorporated into these Terms and Conditions.
- 3.5 ILH may amend the Schedule of Benefits on 1 September, 1 December, 1 March and 1 June each year and shall publish each amended Schedule of Benefits on [www.irishlifehealth.ie](http://www.irishlifehealth.ie). The General Practitioner shall be bound by the most recent Schedule of Benefits published on [www.irishlifehealth.ie](http://www.irishlifehealth.ie). and shall be responsible for obtaining the most recent version of the Schedule of Benefits from [www.irishlifehealth.ie](http://www.irishlifehealth.ie).

### 4. TERMINATION

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- 4.1 ILH shall have the right to terminate the arrangement between ILH and the General Practitioner with immediate effect if:
  - 4.1.1 the General Practitioner breaches these Terms and Conditions.
  - 4.1.2 the General Practitioner is not or ceases to be registered as a specialist with the Medical Council of Ireland or listed on the Specialist Division of the Register of Medical Practitioners maintained by the Medical Council of Ireland.
  - 4.1.3 the General Practitioner is no longer registered with ILH.
  - 4.1.4 the General Practitioner provides fraudulent information as part of a Claim.
  - 4.1.5 the General Practitioner is grossly negligent as determined by the Medical Council of Ireland in the provision of Treatment to a Member.

- 4.1.6 the General Practitioner is a Participating General Practitioner and seeks payment from a Member for providing Treatment to such Member.
- 4.1.7 the General Practitioner seeks payment from a Member in contravention of clause 6.6.
- 4.2 Any termination of the relationship between ILH and the General Practitioner pursuant to Clause 4.1 above shall be without prejudice to any right or claim ILH may have against the General Practitioner.
- 4.3 At any time, either Party may terminate the arrangement between them by giving the other Party 30 calendar days' notice in writing sent to the last known address of the other Party.

## 5. GENERAL PRACTITIONER'S OBLIGATIONS

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- 5.1 The General Practitioner warrants:
  - 5.1.1 that they are registered as a specialist with the Medical Council of Ireland and is included on the Specialist Division of the Register of Medical Practitioners maintained by the Medical Council of Ireland.
  - 5.1.2 that their provision of Treatment to Members does not violate or conflict with any law applicable to the General Practitioner.
  - 5.1.3 that they have all required qualifications, training, registrations and specialisations to provide Treatment to Members.
  - 5.1.4 that they shall provide all Treatment to Members as soon as might practicably be arranged.
  - 5.1.5 that they shall provide all Treatment to Members to the highest level of professional skill and care.
  - 5.1.6 that they shall at all times abide by the rules and recommendations of the Medical Council of Ireland.
  - 5.1.7 that the information which they provided to ILH, in order to Register with ILH or, in accordance with clause 5.3, is true and accurate.
  - 5.1.8 that they shall abide by all rules and requirements in the Schedule of Benefits, and in particular, the General Ground Rules, the surgery and procedure Ground Rules, the payment rules and the payment indicators, when providing Treatment to Members.
- 5.2 The warranties referred to in clause 5.1 shall be deemed to be repeated by the General Practitioner each time a Claim is made to ILH.
- 5.3 The General Practitioner shall inform ILH immediately in the event that there is any change to any contract, agreement and/or arrangement governing their ability to practice medicine and/or where they can practice medicine 30 calendar days in advance of such change becoming effective and shall provide ILH with a copy of the

updated/new/amended contract, agreement and/or arrangement as soon as it is available.

- 5.4 The General Practitioner shall inform ILH immediately in the event that there is any change to their registration as a Specialist with the Medical Council of Ireland or to their inclusion on the Specialist Division of the Register of Medical Practitioners maintained by the Medical Council of Ireland.
- 5.5 In advance of any Treatment of a Member, a Standard Rate General Practitioner shall ensure that the Member understands that ILH shall only pay the Standard Rate in respect of Treatments provided by them and shall inform the Member of the amount that Member will be required to pay to the Standard Rate General Practitioner themselves.
- 5.6 Where the Agreed Rates are not payable by ILH for any reason (including but not limited to where the Agreed Rates are not payable in accordance with clauses 6.3.15 and 6.3.16 of these Terms and Conditions), the General Practitioner shall in advance of providing the Treatment to the Member in question, ensure that the Member understands that ILH shall not pay the Agreed Rates on the Member's behalf and shall inform the Member of the amount that the Member shall be required to pay to the General Practitioner themselves.
- 5.7 All Professional Fee accounts must be submitted within 36 months of the discharge of the Member for payments in full as per the Terms and Conditions of this agreement. For Professional fee account submissions made more than 36 months after discharge of the Member; these will not be payable and the Member may not be billed for such services unless cases of genuine error or hardship occur, which will be reviewed upon request on a case-by-case basis.
- 5.8 The General Practitioner shall notify ILH of their current medical practice address and will notify ILH of any change of practice address as soon as practicable.

## 6. PAYMENTS

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- 6.1 Subject to clause 6.3, ILH shall pay a Participating General Practitioner the applicable Participating Rate where they have personally provided Treatment to a Member and such Member's Health Insurance Contract with ILH provides that such Member shall be indemnified for such Treatment. For the purposes of these Terms and Conditions, a Participating General Practitioner will not have provided Treatment to a Member where the Participating General Practitioner supervised another doctor who performed the Treatment i.e. the General Practitioner must personally perform the treatment/ service for which payment is being sought.
- 6.2 Subject to the clause 6.3, ILH shall pay a Standard Rate General Practitioner the applicable Standard Rate where they have personally provided Treatment to a Member and such Member's Health Insurance Contract with ILH provides that such Member shall be indemnified for such Treatment. For the purposes of these Terms and



Conditions, a Standard Rate General Practitioner will not have provided Treatment to a Member where the Standard Rate General Practitioner supervised another doctor who performed the Treatment i.e. the General Practitioner must personally perform the treatment/ service for which payment is being sought.

- 6.3 ILH shall not pay the Agreed Rates to the General Practitioner where:
- 6.3.1 the General Practitioner has breached these Terms and Conditions.
  - 6.3.2 the General Practitioner has not complied with the rules and requirements set out in the Schedule of Benefits.
  - 6.3.3 ILH's medical advisors are of the opinion that the Treatment provided to the Member was not Medically Necessary, was provided to the Member in error, or was provided to the Member in order to remedy medical treatment and/or services given in error.
  - 6.3.4 the Treatment is not within the General Practitioner's speciality or within the scope of the General Practitioner's field of experience.
  - 6.3.5 the General Practitioner provides fraudulent information as part of a Claim.
  - 6.3.6 there is a bona fide dispute between the Member and the General Practitioner in respect of the Treatment, the Claim and/or the amount of professional fees which the General Practitioner has charged the Member.
  - 6.3.7 the General Practitioner is a Participating General Practitioner and has sought payment from the Member in respect of the Treatment.
  - 6.3.8 the medical treatment, procedure and/or service provided by the General Practitioner to the Member is not listed in the Schedule of Benefits.
  - 6.3.9 the General Practitioner is not or ceases to be registered with ILH.
  - 6.3.10 the Claim is not made in accordance with the requirements set out in the General Ground Rules in the Schedule of Benefits, including but not limited to clauses 22 and 23.
  - 6.3.11 the General Practitioner did not provide the Treatment to the Member.
  - 6.3.12 the General Practitioner supervised another doctor who provided the Treatment to the Member.
  - 6.3.13 ILH is not obliged, under the Member's Health Insurance Contract with ILH, to indemnify the Member for the professional fees of a General Practitioner in respect of the Treatment.
  - 6.3.14 the Member's Health Insurance Contract stipulates that the Member shall pay the General Practitioner's professional fees directly to the General Practitioner and claim part or all of such payment back from ILH.
- 6.4 Participating General Practitioners shall accept the Participating Rate in full and final settlement for providing Treatment to Members in all circumstances other than where they provide Excepted Treatment to Members on an In-Patient or day care basis.

- 6.5 A Participating General Practitioner shall not seek any payment from Members for providing Treatment to such Members.
- 6.6 A Participating General Practitioner shall not seek any sum from ILH other than the Participating Rate in respect of the Treatment they have provided to Members.
- 6.7 A Standard Rate General Practitioner shall not seek any sum from ILH other than the Standard Rate in respect of the Treatment they have provided to Members.
- 6.8 The General Practitioner shall not seek any sum from ILH in respect of persons who are not Members.
- 6.9 The Agreed Rates shall be inclusive of VAT.
- 6.10 The General Practitioner shall reimburse ILH any sums paid to them where ILH has paid such sums due to a fraudulent Claim or in error. Where the General Practitioner fails to reimburse ILH for such sums within a reasonable period of time, ILH may off set such sums against any other sums payable to the General Practitioner on any account whatsoever.

## 7. DATA PROTECTION

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- 7.1 Each Party shall, to the extent required by law, comply, and procure that all of its employees, agents and subcontractors comply with the provisions of Irish Data Protection Legislation.
- 7.2 It is acknowledged by the Parties that each Party has independent purposes and means for processing the Relevant Personal Data and that accordingly, each Party acts as an independent Data Controller in relation to such processing. It is further acknowledged by the Parties that, in relation to the Relevant Personal Data, the Parties are not joint Data Controllers and neither Party is a Data Processor on behalf of the other.
- 7.3 The Parties acknowledge that it will be necessary for each Party to share the Relevant Personal Data of Members with the other party for the following Lawful Purposes: in connection with the submission, processing, assessment and payment of Claims and in determining whether the Member's Health Insurance Contract provides that ILH shall indemnify the Member for the Treatment to be provided by the General Practitioner. Each Party shall ensure that the Personal Data which it shares with the other Party can be lawfully used or disclosed for the Lawful Purposes and in the manner, it is disclosed to the other Party.
- 7.4 To the extent that each Party acts or is held to act as a Data Processor in respect of the Relevant Personal Data of Members it receives from the other Party, each Party undertakes as follows:

- 7.4.1 to process the Relevant Personal Data solely in accordance with the instructions of the other Party and solely in connection with the submission, processing, assessment and payment of Claims and to determine whether the Member's Health Insurance Contract provides that ILH shall indemnify the Member for the Treatment to be provided by the General Practitioner.
- 7.4.2 to ensure that sufficient technical security measures and organisational measures are in place to protect such Relevant Personal Data from unauthorised or unlawful processing and to prevent the accidental loss, destruction or damage of such Relevant Personal Data.
- 7.4.3 to notify the other Party of any breaches to its security (including any unauthorised or accidental access) which are likely to, or actually effect, the Relevant Personal Data it has received from the other Party or its security, immediately upon becoming aware of such a breach.
- 7.4.4 not to transmit such Relevant Personal Data to a country or territory outside of the European Economic Area (which shall, for the purpose of this clause include the Isle of Man) without the express consent of the other Party.
- 7.4.5 refer to the other Party any request it receives from a Member for access or changes to the Relevant Personal Data it has received from the other Party.

Provided that nothing in this clause 7.4 shall preclude the Data Processor from complying with any obligation placed on it by law.

- 7.5 The Parties agree that the responsibility for complying with any Data Subject request (in relation to any rights of Data Subjects or otherwise) falls to the Party receiving the Data Subject request in respect of the Relevant Personal Data held by that Party. The Parties agree to provide reasonable and prompt assistance (and in any event within 3 (three) Business Days of a request for assistance from the other Party) to enable the other Party to comply with any Data Subject requests and to respond to any other queries or complaints from Data Subjects.
- 7.6 The Parties agree to implement appropriate technical and organisational measures to protect the Relevant Personal Data in their possession against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure in accordance with Data Protection Legislation.
- 7.7 Immediately upon the termination (for whatever reason) of the arrangement between the Parties, each Party shall surrender any Personal Data it received from the other Party to the other Party and shall destroy all copies of such Personal Data (in whatever medium) except as otherwise prescribed by law.
- 7.8 The Data Processor shall not acquire any rights in, or title to, any part of Relevant Personal Data processed by it on behalf of the Data Controller and shall not use or reproduce (in whole or in part) such Relevant Personal Data in any form except as may be required pursuant to these Terms and Conditions.

- 7.9 For the purposes of this clause 7, the terms “Data Controller”, “Data Processor”, “Relevant Personal Data” and “Process” or “Processed” shall have the meanings set out in the Data Protection Legislation.

## 8. AUDIT

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- 8.1 The General Practitioner shall, on request and upon reasonable notice, afford ILH or ILH’s representatives’ access to such records as are required by ILH or its representatives to verify the General Practitioners compliance with these Terms and Conditions and/or to investigate suspect fraud and/ or investigate waste, abuse or error, that may result in financial or reputational loss to ILH.
- 8.2 Notwithstanding the generality of clause 8.1 the General Practitioner shall keep and maintain, for a period of 6 years from the date of submission of a Claim to ILH, full and accurate records relating to such Claim (Claim Records).
- 8.3 The General Practitioner shall, on request and upon reasonable notice, afford ILH or ILH’s representatives’ such access to the Claims and Medical Records and any other documents as may be required by ILH or its representatives in order to:
- Investigate or identify suspected fraud or material accounting mistakes
  - Fulfil any auditing, legal or regulatory requirement
  - verify the accuracy of Claims
  - verify compliance with these Terms and Conditions
  - verify compliance with the rules and requirements set out in the Schedule of Benefits
  - verify any amount payable or receivable by ILH
- 8.4 The General Practitioner shall ensure that the Claim Record contains sufficient information to enable ILH or its representative to carry out the activities listed at point 8.3 above of these Terms and Conditions.
- 8.5 ILH acknowledges that the General Practitioner must at all times comply with the laws and regulations governing the General Practitioners relationship with their patients. ILH agrees that nothing in this clause 8 shall preclude the General Practitioner from satisfying their legal or regulatory obligations.

## 9. CONFIDENTIALITY

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- 9.1 The General Practitioner hereby undertakes to ILH to keep confidential all information (written or oral) concerning the business and affairs of ILH or any company in the ILH group of companies that they shall have obtained or received as a result of the arrangement between the General Practitioner and ILH.

- 9.2 The General Practitioner hereby undertakes to ILH to keep the contents of the Schedule of Benefits confidential and not to disclose the Schedule of Benefits in whole or in part to any other person save those of its employees, agents or sub-contractors involved in the provision of Treatment to Members and who are required to know the same.

## 10. ENTIRE AGREEMENT

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- 10.1 This Agreement constitutes the entire agreement between the Parties in relation to the subject matter hereof and supersedes any previous agreement, oral or written.

## 11. GOVERNING LAW & JURISDICTION

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- 11.1 These Terms and Conditions shall be interpreted, construed and governed by Irish Law and the Parties shall submit to the exclusive jurisdiction of the Irish Courts.

## 12. SEVERABILITY

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- 12.1 If any provision of these Terms and Conditions shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of these Terms and Conditions and all provisions not affected by such invalidity or unenforceability shall remain in full force and effect.

## 13. WAIVER

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- 13.1 The waiver by either Party of a breach or default of any of the provisions of these Terms and Conditions by the other Party shall not be construed as a waiver of any succeeding breach of the same or other provisions nor shall any delay or omission on the part of either Party to exercise or avail itself of any right power or privilege that it has or may have hereunder operate as a waiver of any breach or default by the other Party.

## 14. DISPUTE RESOLUTION

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- 14.1 If any dispute arises in connection with these Terms and Conditions, the Parties shall, within 21 Business days of a written request from one Party to the other, meet in a good faith effort to resolve the dispute.
- 14.2 If there is failure to reach agreement between the Parties within a 21 Business day period (or such other length of time as the Parties may from time to time agree) from the date the Parties meet to resolve the dispute in accordance with clause 14.1 above, then the Parties will attempt in good faith to settle the dispute by mediation in accordance with the Centre for Disputes Resolution (CEDR) Model Mediation Procedure.

- 14.3 No Party may commence any court proceedings / arbitration in relation to any dispute arising out of these Terms and Conditions until it has attempted to settle the dispute in accordance with clauses 14.1 and 14.2.
- 14.4 If the dispute or difference has not been resolved by mediation within 30 calendar days of the initiation of such procedure, or if either Party refuses to participate in the mediation procedure, then the courts of Ireland shall have exclusive jurisdiction to settle the dispute or difference and to hear and decide any suit, action or proceedings relating to the dispute or difference and, for these purposes, each Party irrevocably submits to the jurisdiction of the Courts of Ireland.



## SCHEDULE 1

### ACCEPTANCE OF TERMS AND CONDITIONS AND NOTIFICATION OF GENERAL PRACTITIONER STATUS

Please complete the form below and return to:

Provider Support Section

Irish Life Health DAC

P.O. Box 13028

Dublin 1

I, .....

confirm that I accept

ILH's Terms and Conditions for Payments to General Practitioners for Medical Services  
Provided to ILH Members.

I choose to be a:

(Tick as appropriate)

☐

Participating General Practitioner

☐

Standard Rate General Practitioner

I confirm that I am registered on the Irish Dental Register:

Signed:

.....

Date:

.....

Name:

.....

Medical Council Registration Number:

.....

ILH Provider Number:

.....



## SCHEDULE 2

### RELEVANT PERSONAL DATA

For the purposes of the Lawful Purposes as set out in clause 7.3 of these Terms and Conditions, the following types/categories of Relevant Personal Data may be shared between the Parties:

#### HOSPITAL CLAIM FORM

##### PART 1 - SECTION COMPLETED BY PATIENT:

###### Patient Details

- Patient's name
- Daytime contact number or mobile of patient
- Was treatment received directly as a result of an accident?
- Patient's membership number
- Patient's date of birth
- Did you elect to be a private patient of the General Practitioner?
- When did you first suffer from these symptoms or illness?
- When did you first visit your doctor with these symptoms?
- Name and address of doctor first attended
- Telephone number of doctor first attended
- Have you ever made a claim for this or any other similar condition in the past with Irish Life Health or any other health insurer?
- If yes, please supply details of where and when

###### Personal Injury Claims

- Date of occurrence of injury:
- Brief description of how injury occurred:
- Place of injury:
- Do you plan to pursue a claim against a third party?

###### Third Party Claims

- Name and address of person
- Company or public body responsible
- Name of insurance company
- PIAB contact name
- Name/Contact number of solicitor:

*Customer Consent & Declaration at end of section (See Appendix 1)*

##### PART 2 - SECTION COMPLETED BY DOCTOR/GENERAL PRACTITIONER/GP

- Nature of symptoms
- Duration of symptoms
- Has the patient a history of these or any related symptoms?
- If yes, please give the details and dates of the treatments prior to this admission
- Is the admission/treatment related to a clinical research study
- When did the patient first consult you with these symptoms?
- Please supply full description and details of tests/treatment supplied covered by this claim
- Procedure Codes
- Date of Procedure
- Medical Attendance
- In non-surgical cases please list medical treatment offered and description