

UHS Arrangements in Accordance with the Launch of the Group Medical Insurance Scheme

Notice to all Eligible HKU Staff and their Dependants

With effect from **1 September 2026**, the University will implement a new **Group Medical Insurance Scheme** for eligible HKU staff members and their dependants. For information on the new Group Medical Insurance Scheme, please refer to the Bulk Email issued by the Human Resources Office (HRO) on 17 August 2026: **Bulk Email** [[please click here for details](#)].

While the overall change and policy arrangements have been led by the Human Resources Office (HRO), the University Health Service (UHS) is required to implement the necessary adjustments to its services and operational arrangements for eligible staff members and dependants in accordance with the University's direction.

UHS Main Campus Clinic will operate as a **non-network / non-panel clinic** under the new Group Medical Insurance Scheme until further notice. HKU staff members and eligible dependants may continue to use the General Practice (GP) and physiotherapy services at UHS Main Campus Clinic and, where applicable, submit claims to Insurer for reimbursement in accordance with the terms and conditions of the insurance scheme.

As a non-network / non-panel clinic, eligible HKU staff members and their dependants attending UHS Main Campus Clinic are required to pay for all services at the point of service. These services include, but are not limited to, medical consultations, medications, nursing services, physiotherapy services, and dental services.

As advised by HRO, UHS Main Campus Medical Clinic will charge **HK\$280 per consultation**, covering a medical consultation together with up to **three days' supply of basic medication**.

Please note that starting from 1 Sep 2026, UHS Main Campus Clinic will not be involved in the claim process under the Group Medical Insurance Scheme and therefore cannot advise on claim-related matters.

Staff members and their dependants are strongly advised to clarify the claim submission requirements with HRO and/or the insurer before attending UHS Main Campus Clinic, in order to avoid potential claim rejection or disappointment.

For enquiries about the new group medical insurance scheme, matters related to claims, and level of benefits, all eligible HKU staff and their dependants are advised to approach the Human Resources Office.

- Email: hro.healthcare@hku.hk
- Website: <https://rewards.hku.hk/mb/newmb/>

For more details, please refer to the UHS dedicated webpage titled "Operational arrangements of UHS (Main Campus) for eligible HKU staff and dependants starting from 1 September 2026": <https://www.uhs.hku.hk/operational-arrangements/>

Notice to all Eligible Students and Retirees

There will be no change to the current operational arrangements of UHS for students, retirees and their dependants, as these user groups are not covered under the Group Medical Insurance Scheme.

Thank you.

University Health Service