



HEALTHIER, LONGER,  
BETTER LIVES

Care by  
**Teladoc**  
HEALTH



# PERSONAL CASE MANAGEMENT

AIA partners with Teladoc Health  
to provide you personal medical support  
throughout your medical journey.

# Greater assurance throughout your medical journey

At AIA, we know how tough it can be to make critical, life changing decisions for serious medical conditions.

That is why, we have enhanced our holistic healthcare proposition by partnering with Teladoc Health to provide personalised medical support and guidance from diagnosis, treatment, through to recovery.



"My oncologist recommended immunotherapy. Is this the best treatment for me? Are there any other options?"



**An in-depth review based on the latest research and development in the medical field**



"I have received very different diagnoses from various doctors. What do I do?"



**Access to a panel of multi-disciplinary experts to provide a holistic view of your medical condition**



"My orthopaedic doctor recommends surgery. Is surgery the only option?"



**Peace of mind about treatment plans and clarifications regarding the next steps**



"Something is not right with my daughter's heart. Who is a cardiologist I can trust?"



**Recommendation of leading specialists globally**



"I have recently undergone chemotherapy. What should I be looking out for on a regular basis?"



**Unlimited access to the physician case manager for ongoing advice and support**

# What can Teladoc Health do for you?

With Teladoc Health's comprehensive suite of case management services, customers can expect high quality, personalised support.



**Actively-practising and locally-licensed Physician Case Managers**



**Assistance with medical concierge, if necessary**



**Ongoing follow up and support for as long as you require**

You will be assigned a dedicated physician team, led by a Physician Case Manager, who will provide you medical opinion, guidance and support on an ongoing basis for an unlimited period of time.

# Bring to you a comprehensive medical service

## The right direction

Validate diagnosis and  
confirm treatment plan



## Decision support



## Expert Medical Opinion

- Over 50,000+ leading specialists
- Multi-disciplinary review
- Comprehensive report

## Appropriate treatment

Find the right doctor(s)  
for treatment



## Navigation



## Medical Concierge

- Targeted match to two treating doctors
- Referrals and appointment booking
- Medical briefing with treating doctor

## Peace of mind

Answer questions along  
the treatment journey



## Advocacy



## Monitoring

- Unlimited access to dedicated local Physician Case Manager
- Patient advocacy

## Ongoing empowerment

Ongoing support



## Follow up



## Ongoing support

- Follow up on recovery
- Proactively check to see if any assistance needed

# How does Teladoc Health's Personal Case Management service work?



- Enrol via AIA+ or Teladoc Health Portal
- Service Eligibility Check
- Medical Confidentiality & Consent Form obtained from customer



- Assigned Physician Case Manager
- Contacts customer to better understand medical condition
- Collection of medical information and reports from customer



- Identify suitable global expert(s) to review case
- Independent medical report with second opinion obtained from global expert(s)



- Physician Case Manager:
  - Compiles consolidated medical report with recommendation(s)
  - Explains report in detail to customer
- Physician Case Manager clarifies treatment options and supports customer in making objective treatment decisions



- Support in making referrals and appointments with appropriate specialists, where needed
- Monitor progress, follow up and provide ongoing guidance and support
- Answer all medical questions along the way

**Through this value added service, our experts will guide to establish a diagnosis and recommend the appropriate course of treatment, by providing you access to independent, global expert medical advice, as well as ongoing support throughout your medical journey.**

# Contact Teladoc Health

You can access this service via the following touch points:



**Your AIA Financial Services Consultant /  
Insurance Representative**



**Enrol via your AIA+ app:**

Login to your AIA+ app

- ↳ Health360
- ↳ Healthcare
- ↳ Get medical support



**<https://agsgap.teladochealthasia.com/>**



**Email: [aiasg@teladochealth.com.sg](mailto:aiasg@teladochealth.com.sg)**



**Teladoc Health Hotline/WhatsApp:  
(65) 6643 9195**

(Monday - Sunday: 9am - 9pm,  
excluding public holidays)  
Available in English & Mandarin

# Who will benefit from the Personal Case Management service?

**Customers diagnosed with a serious medical condition who:**

**Wish to seek a second opinion regarding their diagnosis and treatment options**

**Want to better understand their medical condition**

**Want to learn about treatment alternatives**

**Need to make a critical medical decision and would like support**

**Require ongoing support and medical advice to better manage their condition**

**The Teladoc Health Personal Case Management service is a complimentary service for our insured customers with eligible plans.**

**Please refer to our Corporate website:  
[www.aia.com.sg/personal-case-management](http://www.aia.com.sg/personal-case-management)  
for details.**



# Medical conditions that are eligible for Personal Case Management Service

1. Medical Conditions without a Diagnosis<sup>1</sup>
2. Cancer
3. Neurological diseases
4. Ear, nose and throat (ENT) diseases
5. Ocular diseases/ophthalmology conditions
6. Cardiovascular diseases
7. Respiratory diseases
8. Gastroenterological diseases
9. Liver diseases
10. Kidney diseases
11. Urological conditions
12. Endocrine diseases
13. Orthopaedic conditions
14. Haematological diseases
15. Metabolic diseases
16. Immunological diseases
17. Infectious diseases, including HIV/AIDS
18. Snoring surgery and sleep apnoea
19. Cosmetic/Aesthetic surgery
20. Fertility-related conditions or procedures
21. Obstetric conditions
22. Sexual diseases/ sexually transmitted diseases
23. Paediatrics
24. Obesity
25. Recovery/rehabilitation phase for stroke
26. Recovery/rehabilitation phase for severe burns
27. Any condition resulting from substance, drug or alcohol addiction<sup>2</sup>
28. Medical conditions in the fields of dentistry
29. Combined pathologies
30. And all Medical Conditions other than those listed in the Exclusion List below

<sup>1</sup> For medical conditions without a diagnosis, the client must have had a previous medical inquiry and consultation with at least one medical practitioner in the field related to the medical problem

<sup>2</sup> As long as the condition is non-mental health related

## Excluded Medical Conditions

Customers diagnosed with one of the following medical conditions are not eligible for the Service:

1. Medical emergencies
2. Accidents
3. Urgent or life-threatening situations
4. Daily or common issues such as cold, flu, fever, and occasional rashes
5. Chronic diseases<sup>3</sup> such as diabetes, high blood pressure, high cholesterol, and chronic hepatitis
6. Mental health conditions such as anorexia nervosa, bulimia nervosa and anxiety

<sup>3</sup> Complications of chronic diseases are eligible for the personal case management service

# About **Teladoc Health**



**50,000+**

Top specialists globally

**450+**

Sub specialties covered

**80M+**

Members

**5000+**

Employees Worldwide

**500M+**

Health Interactions

**50M+**

Cumulative Virtual Care Visits

**60+**

Net Promoter Score

**#1**

Most recognised virtual care brand

**98%**

Satisfaction

**24+**

Years Experience

**AIA Singapore Private Limited**  
**(Reg. No. 201106386R)**  
**1 Robinson Road,**  
**AIA Tower,**  
**Singapore 048542**

**AIA Customer Care Hotline: 1800 248 8000**  
**Monday - Friday: 8:45am to 5:30pm**  
**Website: [aia.com.sg](http://aia.com.sg)**

#### **Important Notes:**

This brochure is not a contract of insurance and is for information only. Teladoc Health is an independent third-party company. AIA Singapore Private Limited ("AIA") shall not be responsible or liable in any way for any act, omission, advice or information that is given, or statements made by Teladoc Health or other persons (including healthcare providers) arising from or in connection with the provision of the medical services, products, any other value-added services provided by Teladoc Health or any marketing activities conducted by Teladoc Health.

1. Please click [here](#) for the full list of serious medical conditions that Teladoc Health accepts for personal case management. Eligibility for service is subject to evaluation by AIA and Teladoc Health and the services provided are subject to the terms and conditions of Teladoc Health. Please contact Teladoc Health for full details of the scope of the service.
2. Statistics and service information stated in this leaflet have been verified by Teladoc Health only.
3. The Teladoc Health Personal Case Management service is a complimentary service for customers insured with AIA under eligible plans. Tests, treatments, procedures, devices or medication recommended by Teladoc Health may be subject to additional charges that are not covered by your plan. Please consult your AIA Financial Services Consultant for more details.

The services provided by Teladoc Health are not contractual benefits provided AIA. AIA reserves the right, at its sole and absolute discretion, to cancel, terminate and/or withdraw this value-added service any time or for any reason without notice.

Insurance plans are underwritten by AIA Singapore Private Limited (Reg. No. 201106386R). All insurance applications are subject to AIA's underwriting and acceptance. This is not a contract of insurance. You are advised to read the policy contract for the precise terms and conditions of the plan.

Buying health insurance products that are not suitable for you may impact your ability to finance your future healthcare needs. You are discouraged from switching from an existing accident and/or health insurance policy to a new one without considering whether the switch is detrimental, as they may be potential disadvantages with switching. A penalty may be imposed for early policy termination and the new policy may cost more or have fewer benefits at the same cost.

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact your insurer or visit the GIA/LIA or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg) or [www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg))

This advertisement has not been reviewed by Monetary Authority of Singapore.

The information is correct as at 4 Nov 2024.