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 53,000+ 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 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

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 service for our insured customers with eligible plans.

Please refer to our Corporate website:
www.aia.com.sg/personal-case-management
for details.

Please find list of eligible medical conditions on page 9

Medical conditions that are eligible for Personal Case Management Service

1. Medical Conditions without a Diagnosis [1]
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 [2]
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

[1] *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*

[2] *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 [3] such as diabetes, high blood pressure, high cholesterol, and chronic hepatitis
6. Mental health conditions such as anorexia nervosa, bulimia nervosa and anxiety

[3] *Complications of chronic diseases are eligible for the personal case management service*

About Teladoc Health

53,000+
Top specialists globally

450+
Sub specialties covered

100M+
Members

5,000+
Employees Worldwide

500M+
Health Interactions

60M+
Cumulative Virtual Care Visits

80+
Net Promoter Score in Asia

#1
Most recognised virtual care brand

98%
Satisfaction

26+
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

Important Notes:

This Brochure is not a contract of insurance and is for information only. The Personal Case Management service is not a contractual benefit of the insurance policies underwritten by AIA Singapore Private Limited, and is not a service provided by it or its associated persons/organizations, its and their representatives, whether within or outside Singapore ("AIA"). AIA reserves the right, at its sole and absolute discretion, to cancel, suspend, terminate or withdraw this value-added service at any time or for any reason without notice.

Teladoc Health is an independent third party company and does not represent AIA. AIA accepts no responsibility and will not be held responsible or liable in any way for the acts, omissions, advice, information, or statements made or given by Teladoc Health and other persons (including healthcare providers) arising from or in connection with its or their activities provision of all services and products. In accepting the services and products provided by Teladoc Health, its service providers (if any) and its and their personnel, the policyholder and the insured agrees to unconditionally waive any and all rights (whether accrued, accruing or contingent) that he/they may have or may purport to have, to make or bring any claims, actions, proceedings and demands whatsoever against AIA and release AIA from any and all losses, claims and demands arising from and in connection with such services, products and activities.

The availability of the Personal Case Management service does not mean that the medical bill(s) will be automatically eligible for claims under the insurance policy(ies). Claims admissibility will always be subject to the terms and conditions of the applicable insurance policy(ies).

The availability of the Personal Case Management service should not be construed as approval, representation or warranty by AIA as to the suitability, fitness for purpose or quality of the Teladoc services and products. All Teladoc Health related statistics and service information have been verified by Teladoc Health only.

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 prescribed by Teladoc Health and the terms and conditions of the enrolment form. Please contact Teladoc Health for full details of the scope of the service and applicable terms and conditions.
2. AIA will only release information on the policy held by a customer to Teladoc Health once the service Enrolment Form has been signed by the said customer.
3. The Teladoc Health Personal Case Management service is a service for customers insured with AIA under eligible plans. Tests, treatments, procedures, devices and medication recommended by Teladoc Health may be subject to additional charges that are not covered by your insurance policy(ies). Please consult your AIA Consultant for more details.
4. The Teladoc Health portal is a third party site that is not developed, managed or maintained by AIA. Accordingly, AIA has no liability for any loss or damage that may arise as a result of any representations, breakdown, disruption, suspension, termination, malware or unavailability of such site, the contents or data contained within and the services listed under such site.

Collection and Use of Personal Data: Any and all personal data provided to us will be used to ascertain your eligibility to use the services. In addition, you consent to the collection, use, disclosure, storage, retention and processing of your personal data as set out here and which you accept is subject to the AIA Privacy Policy Statement (Singapore) | AIA Singapore.

The 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.

These policies are 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 or www.lia.org.sg or www.sdic.org.sg).

The information is correct as at 14 October 2025.