



HEALTHIER, LONGER,
BETTER LIVES

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 Teladoc Health to provide personalised medical support and guidance from diagnosis, treatment, through to recovery.



“My oncologist recommended immune therapy.
**Is this treatment best for me?
Are there 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 orthopedic doctor recommends surgery.
When do I know it is the right time?”



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**



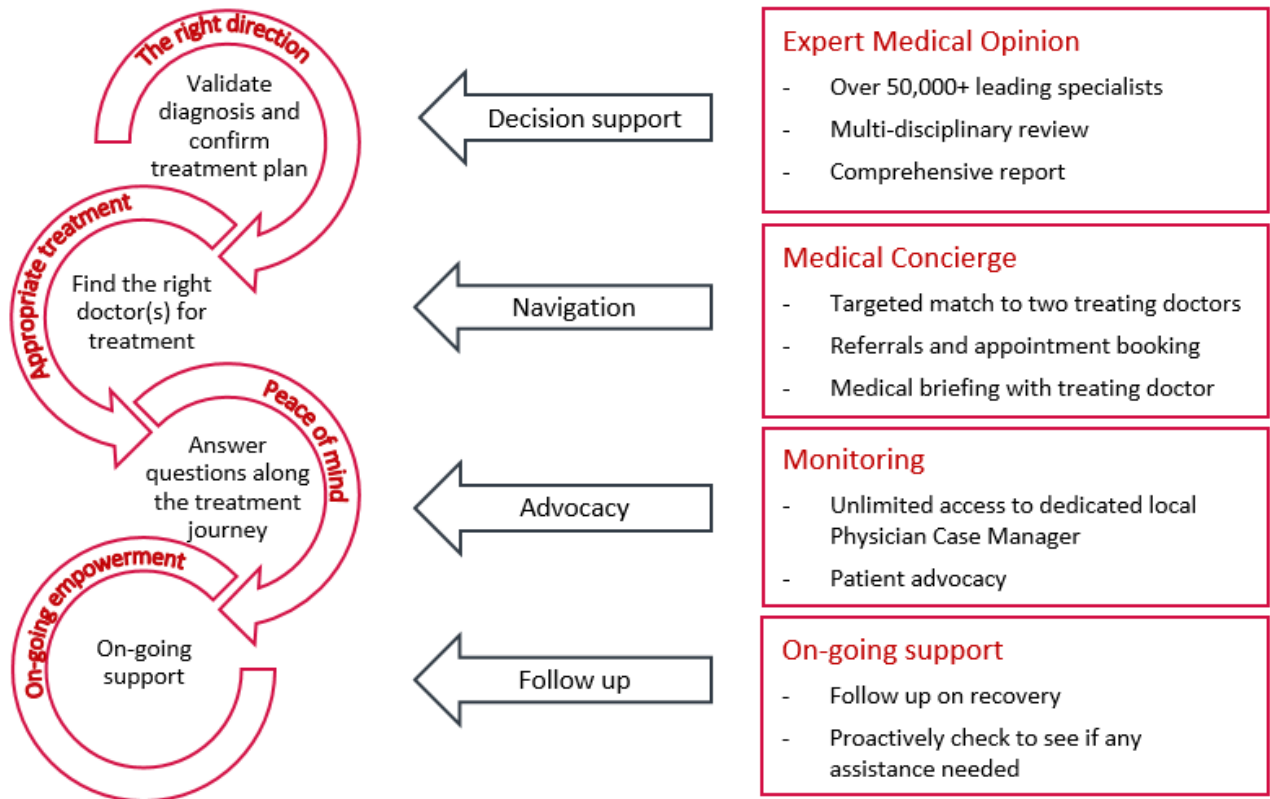
“I have recently undergone chemotherapy.
What should I be monitoring on a regular basis?”



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.



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



Actively-practising and locally-licensed Physician Case Managers

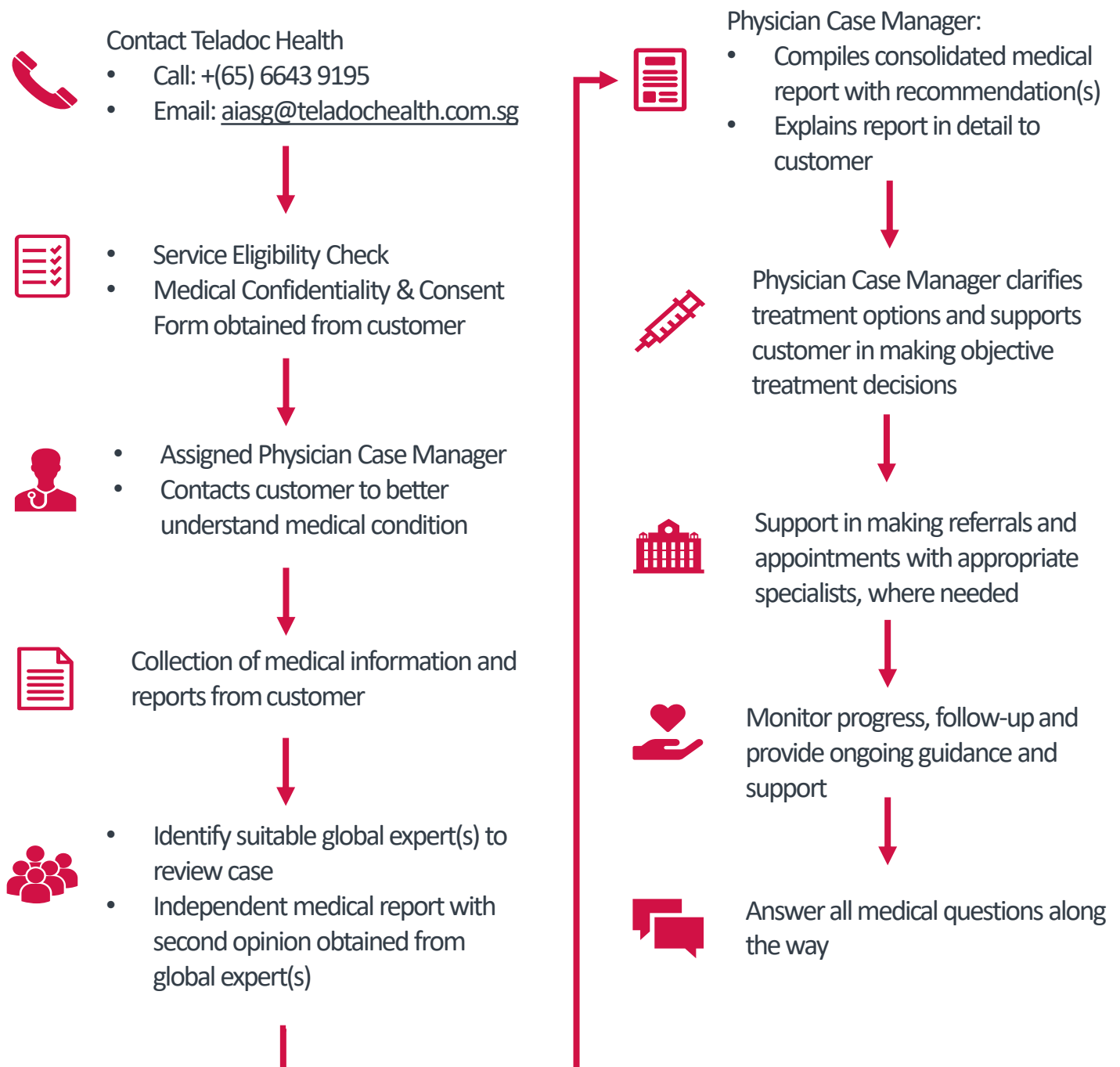


Assistance with medical concierge, if necessary

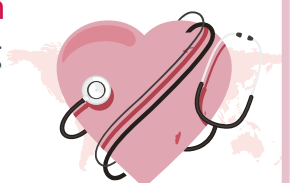


On-going follow up and support for as long as you require

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



Through this **value-added service**, we would like to help you **confirm your diagnosis** and select the **best course of treatment**, by providing you access to **independent, global expert medical advice**, as well as **on-going support** throughout your medical journey.



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

Please find list of excluded medical conditions on the AIA website

Eligibility

The Teladoc Health Personal Case Management service is a complimentary service exclusively available to our customers with AIA Max VitalHealth A, AIA Max VitalCare, AIA Max Essential A/A Saver, AIA Power Critical Cover, AIA Triple Critical Cover (with Power Upgrade Rider), AIA Beyond Critical Care and AIA Absolute Critical Cover plans only.

Contact Teladoc Health

You can access this service via the following touchpoints:



Your AIA Financial Services Consultant / Insurance Representative



Teladoc Health Hotline: (65) 6643 9195

(Monday - Sunday: 9am - 9pm, excluding public holidays)

Available in English & Mandarin



Email: aiasg@teladochealth.com.sg

About Teladoc Health

Teladoc Health is a leader in **whole-person virtual care services**, with **over 20 years** in the business serving millions of customers in Asia and across the globe.



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- ✓ Network of **50,000+ top specialists** globally
- ✓ Covers **450+ sub-specialties**
- ✓ Over **800 dedicated health professionals**
- ✓ Over **450 medical doctors** on staff
- ✓ More than **175 countries** served
- ✓ **40+ languages** spoken
- ✓ **Over 51.5 million** people with access to services
- ✓ **98%** customer satisfaction score
- ✓ **JD Power Award** in 2019

AIA Singapore Private Limited
(Reg. No. 201106386R)

1 Robinson Road, AIA Tower, Singapore 048542
Monday – Friday: 8.45am – 5.30pm
AIA Customer Care Hotline: 1800 248 8000
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 shall not be responsible or liable for any medical service, product and solicitation effort provided by Teladoc Health, which is not sold or marketed by AIA.

1. Please visit <https://www.aia.com.sg/> for the full list of serious medical conditions that Teladoc Health accepts for 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 our insured customers with AIA Max VitalHealth A, AIA Max VitalCare, AIA Max Essential A/A Saver, AIA Power Critical Cover, AIA Triple Critical Cover (with Power Upgrade Rider), AIA Beyond Critical Care and AIA Absolute Critical Cover plans only. 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.

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 there 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 or www.lia.org.sg or www.sdic.org.sg).

The information is correct as at 1 October 2021.