



HEALTHIER, LONGER,
BETTER LIVES

TeladocTM
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 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 orthopedic 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.



Decision support

Navigation

Advocacy

Follow up

Expert Medical Opinion

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

Medical Concierge

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

Monitoring

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

On-going support

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

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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

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.

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



- Contact Teladoc Health
 - ✓ Call: +(65) 6643 9195
 - ✓ Email: aiasg@teladochealth.com.sg
- 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, 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

This complimentary service is exclusively available to the following insured customers:

AIA HealthShield Gold Max A with Rider

- ✓ AIA Max VitalHealth A
- ✓ AIA Max VitalHealth A Value
- ✓ AIA Max VitalCare
- ✓ AIA Max Essential A
- ✓ AIA Max Essential A Saver

AIA Critical Illness Protection

- ✓ AIA Beyond Critical Care
- ✓ AIA Absolute Critical Cover
- ✓ AIA Power Critical Cover
- ✓ AIA Triple Critical Cover (with Power Upgrade Rider)

AIA HealthShield Gold Max B with Rider

- ✓ AIA Max VitalHealth B

Please find list of eligible medical conditions on page 6 

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



Medical conditions that are eligible for Personal Case Management Service

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

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

Notes:

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
 3. Complications of chronic diseases are eligible for the personal case management service
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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.

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 **92 million** people with access to a Teladoc Health service or product

92% customer satisfaction score

JD Power Award in 2021

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. 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/A Value, AIA Max VitalCare, AIA Max Essential A/A Saver, AIA Beyond Critical Care, AIA Absolute Critical Cover, AIA Power Critical Cover, AIA Triple Critical Cover (with Power Upgrade Rider) and AIA Max VitalHealth B 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 1st July 2022.