

# AIA SINGAPORE'S COMPREHENSIVE HEALTHCARE SUPPORT FOR HEALTHIER, LONGER, BETTER LIVES



## PROVIDING YOU WITH PEACE OF MIND

### AIA PRE-AUTHORISATION SERVICE

for non-emergency hospitalisations and day surgeries

Now available at all private specialists so more customers can enjoy the benefits

- No bill shock
- Minimise cash outlay
- Ensure treatment is in line with medical norms
- Keep medical costs affordable

Activate service via:

- AIA Website<sup>3</sup>
- AIA HealthShield hotline at 1800 248 8000

### AIA HEALTHSHIELD GOLD (HSG) MAX<sup>1</sup>, MediSave-approved Integrated Shield Plan

- Highest annual claim limit of up to \$2 million per policy year
- Longest pre- and post-hospitalisation coverage of up to 13 months
- Guaranteed lifetime coverage and unlimited claims<sup>2</sup>
- Only plan that covers congenital abnormalities with no waiting period
- **New!** Provides Inpatient Hospice Palliative Care Benefit, in line with MediShield Life enhancements

Access your policy information via My AIA SG app

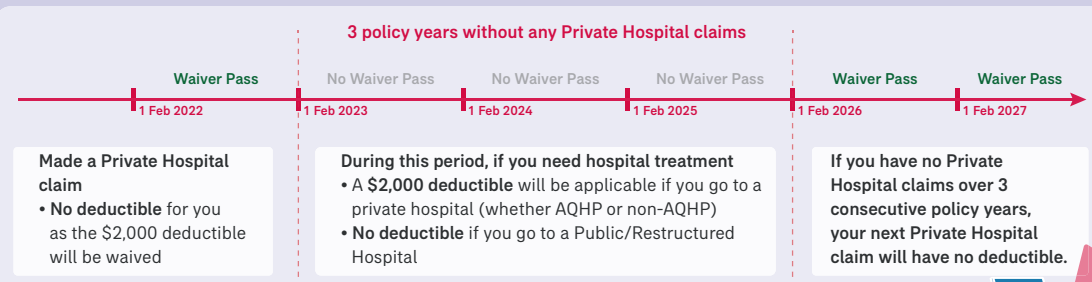
### AIA MAX VITALHEALTH

- Optional enhancement to your AIA HSG Max plan to keep out-of-pocket expenses (i.e. co-payment & deductibles) affordable
- 5% co-payment for each claim will be capped at \$3,000 per policy year if:
  1. Treatments are done at a Public/Restructured Hospital or with AIA Quality Healthcare Partners (AQHP), or
  2. Treatment by non-AQHP are pre-authorized by AIA Singapore
- First and only in market to offer early detection screening benefit from age 40 onwards<sup>4</sup>

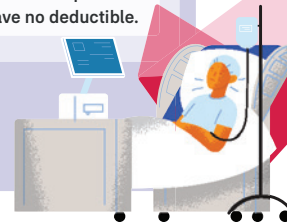
#### **New!** FOR AIA MAX VITALHEALTH A<sup>5</sup> CUSTOMERS:

**Deductible Waiver Pass:** Enjoy zero deductible<sup>6</sup> on your first Private Hospital claim regardless of doctor. The deductible waiver will reset if there are no Private Hospital claims over 3 consecutive policy years.

Private Hospital Claims without the Deductible Waiver pass will be subject to a \$2,000 deductible.



**Home Palliative Benefit** For Insureds with Terminal Cancer. Up to \$15,000 per month, limited to \$45,000 per lifetime.



## SUPPORTING YOU WHEN YOU ARE UNWELL

### AIA QUALITY HEALTHCARE PARTNERS (AQHP)

First insurer to form a direct network of more than 300 experienced specialists

Book an appointment via:

- AIA medical concierge hotline at 1800-248-8000,
- AIA Healthcare app, or
- AIA website<sup>3</sup>



### WHEN YOU ARE FEELING UNWELL

**On-Demand Telemedicine Service by WhiteCoat**

Access service via:

[www.aia.com.sg/telemedicine](http://www.aia.com.sg/telemedicine)

- Stay contactless and consult a doctor in the comfort of your home
- Average waiting time to see a WhiteCoat doctor is less than 10 minutes<sup>7</sup>
- Receive your medication within 90 minutes
- **From 1 Apr 2021!** Up to \$50 medication, consultation and delivery fees will be covered, with only \$5 co-payment required for AIA HealthShield Gold Max Insureds

### WHEN YOU ARE DIAGNOSED WITH A SERIOUS MEDICAL CONDITION

**Personal Case Management Service by Teladoc Health**

Access service via:

- Call (65) 6643 9195 for eligible AIA customers
- Call (65) 6643 9196 for AIA representatives/Corporate Solutions team
- Email [aiasg@teladochealth.com.sg](mailto:aiasg@teladochealth.com.sg)

- Receive medical advice from over 50,000 leading global specialists
- Service is available daily from 0900–2100 hrs (except public holidays), in English and Mandarin
- Complimentary for AIA Max VitalHealth A, AIA Max VitalCare, AIA Max Essential A and A Saver customers



## EMPOWERING YOU TO IMPROVE YOUR HEALTH

### AIA VITALITY — A COMPREHENSIVE HEALTH AND WELLNESS PROGRAMME

Your health is the real reward

**Enhanced!** Now with personalised targets to help pace and improve your health and fitness level.

[AIAVitality.com.sg](http://AIAVitality.com.sg)



<sup>1</sup>AIA HealthShield Gold Max and AIA Max VitalHealth product brochure for more information: [www.aia.com.sg/aiahsgmax-brochure](http://www.aia.com.sg/aiahsgmax-brochure) <sup>2</sup>Subject to policy year limit and any overall benefit limits. <sup>3</sup>AIA Singapore Website: [www.aia.com.sg/healthshieldsupport](http://www.aia.com.sg/healthshieldsupport) <sup>4</sup>Subject to terms and conditions.

<sup>5</sup>Existing 'AIA Max Essential A Saver' plans will be known as 'AIA Max VitalHealth A'. <sup>6</sup>Subject to 5% co-payment. <sup>7</sup>For requests submitted on Mondays to Fridays, between 8.45am to 5.30pm. Excludes Public Holidays.

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