

AIA's Personal Medical Case Management

AIA

Powered by **Teladoc**
HEALTH

A woman and a young girl are walking hand-in-hand on a paved path in a park. The woman is wearing a white short-sleeved shirt and a patterned skirt, and the girl is wearing a light-colored dress. They are surrounded by lush green trees and a street lamp. The scene is bright and sunny.

**WE'LL DO WHATEVER
IT TAKES TO PUT YOU
IN THE BEST HANDS**

Access Expert Care worldwide throughout your medical journey!

Have you ever thought what you would do if you had to cope with a serious illness? What is the best recovery plan for you?

How would you know which doctor to go to? Which treatment should you get and from whom? How would you confirm your diagnosis and ensure you are receiving the appropriate treatment? How would you handle different specialist opinions from different disciplines?

Through a partnership with AIA, Teladoc offers third party expert advice, support and assistance along your medical journey -- from diagnosis, treatment through rehabilitation - - the Personal Medical Case Management Services provided by Teladoc will alleviate stress and ensure you are receiving the best possible medical care and support.

What is Personal Medical Case Management (PMCM)?

Personal Medical Case Management is about re-assessing a medical case and providing detailed planning, coordination, implementation, and on-going supervision to ensure the best quality care possible and customer support throughout your medical journey.

What are Teladoc's solutions for you?

- End to end case management to take care of patients' needs along the entire medical journey
- A licensed physician appointed as Physician Case Manager to provide personalised case management
- Expert Medical Opinion to provide validation and confirmation of treatment plan through independent case review by a panel of 50,000+ experts
- Medical Concierge with a targeted match to two treating doctors to help find the right doctor for treatment
- Monitoring and Ongoing support to ensure pro-active support throughout your medical journey.

Upon consensus among doctors, Teladoc will provide you with advice on the optimal and most efficient treatment, personalising your medical journey to ensure that you receive the care you deserve.

Teladoc Service for **AIA RUBY** MEMBER



RUBY
MEMBER

Three personal medical case management services which can be used by Ruby members or can be shared with their loved ones.

How to get in touch with Teladoc?



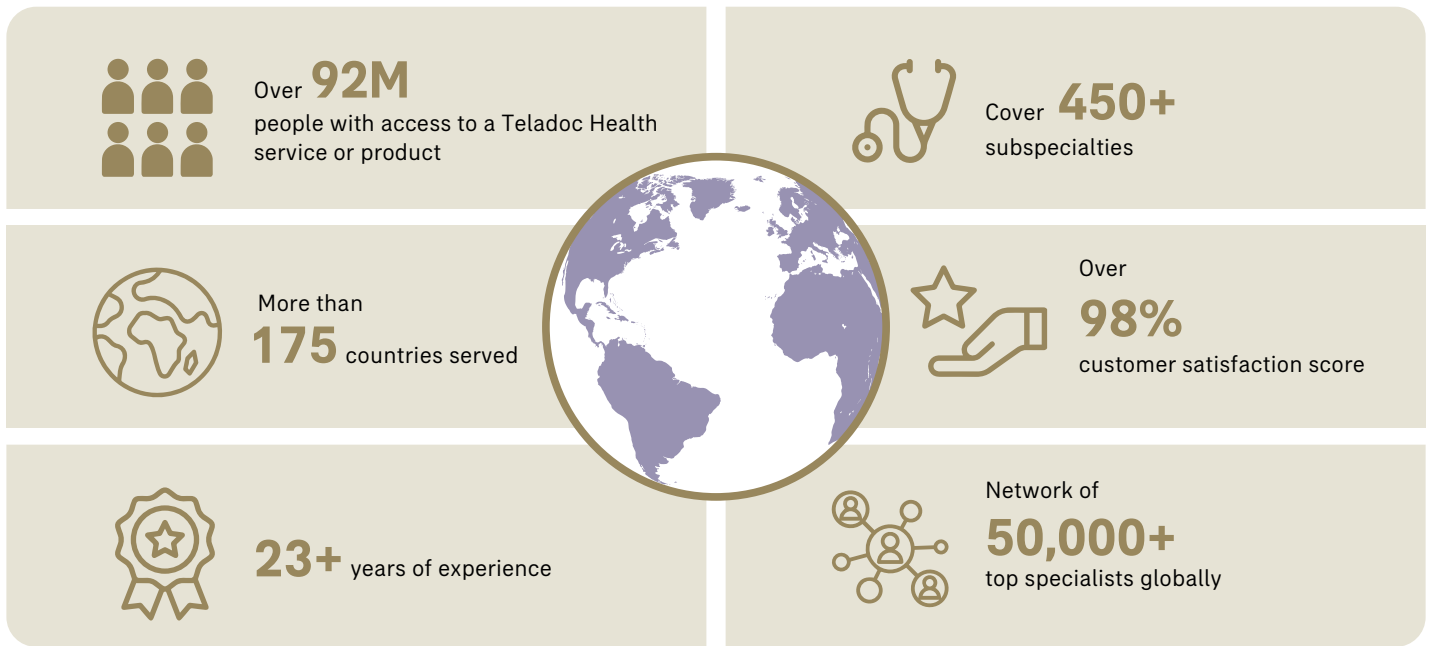
Get in touch

AIA Members can call AIA SHER team at
+959 944 705 440 (available 24/7) for enquiries or
email at **sher@aia.com**.

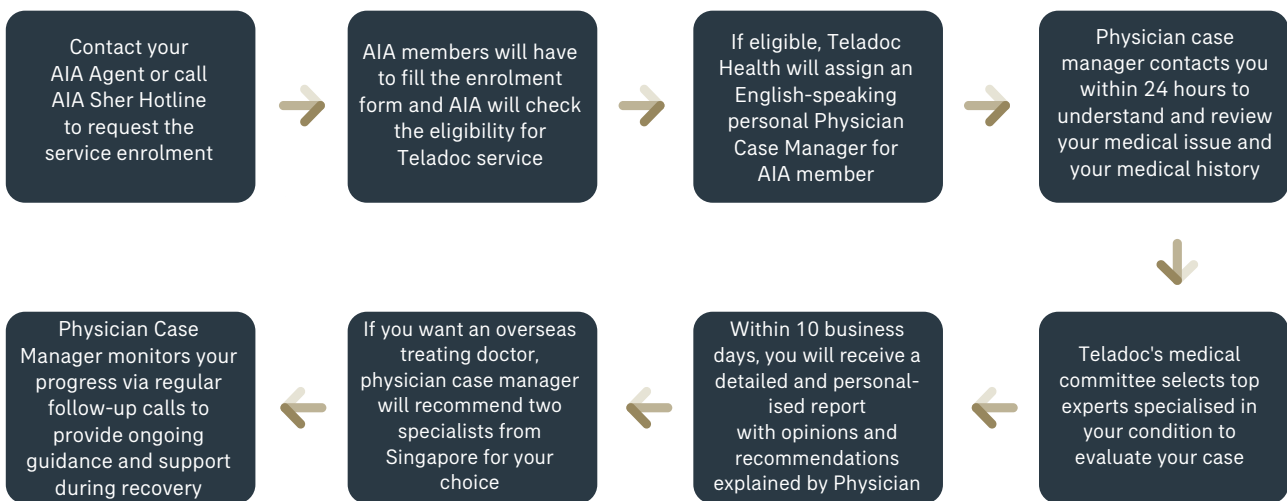
Who is Teladoc?

Teladoc is a global & leading provider of innovative, high-quality medical management solutions. Teladoc's services offer its customers the Confidence, Clarity, Control and Care to navigate their medical journey together with leading medical specialists.

Teladoc is an independent third-party professional consultant specialising in innovative health management services



How does "Personal Medical Case Management Services" work?



IMPORTANT INFORMATION

1. The Personal Medical Case Management service provided by Teladoc is a complimentary service and is not part of any contractual benefit. AIA reserves the right to amend or cancel the service at any time without prior notice at its absolute discretion.
2. Ruby members will receive three PMCM services, which can be used for themselves or be shared with their loved ones.
3. Eligibility for services is subject to evaluation by AIA and Teladoc. Services provided are subject to Teladoc' terms and conditions. Please contact Teladoc for full details of their scope of service.
4. AIA shall not be responsible or liable for any medical services, product propositions offered by Teladoc. AIA is not involved in the recommendations that Teladoc makes as the intent is for Teladoc to provide independent medical advice.
5. Upon the member's informed consent, their medical history will be handed over to Teladoc for assessment.
6. Test, treatments, procedures, devices, or medication recommended by Teladoc may be subject to additional charges if they are not covered by AIA and members' insurance plans.
7. Statistics and service information stated in this brochure have been verified by Teladoc only.

AIA

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