



# PERSONAL MEDICAL 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?"**



### **Teladoc Health**

: 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?"**



**Teladoc Health** : 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?"**



**Teladoc Health** : 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?"**



**Teladoc Health** : Recommendation of leading specialists globally

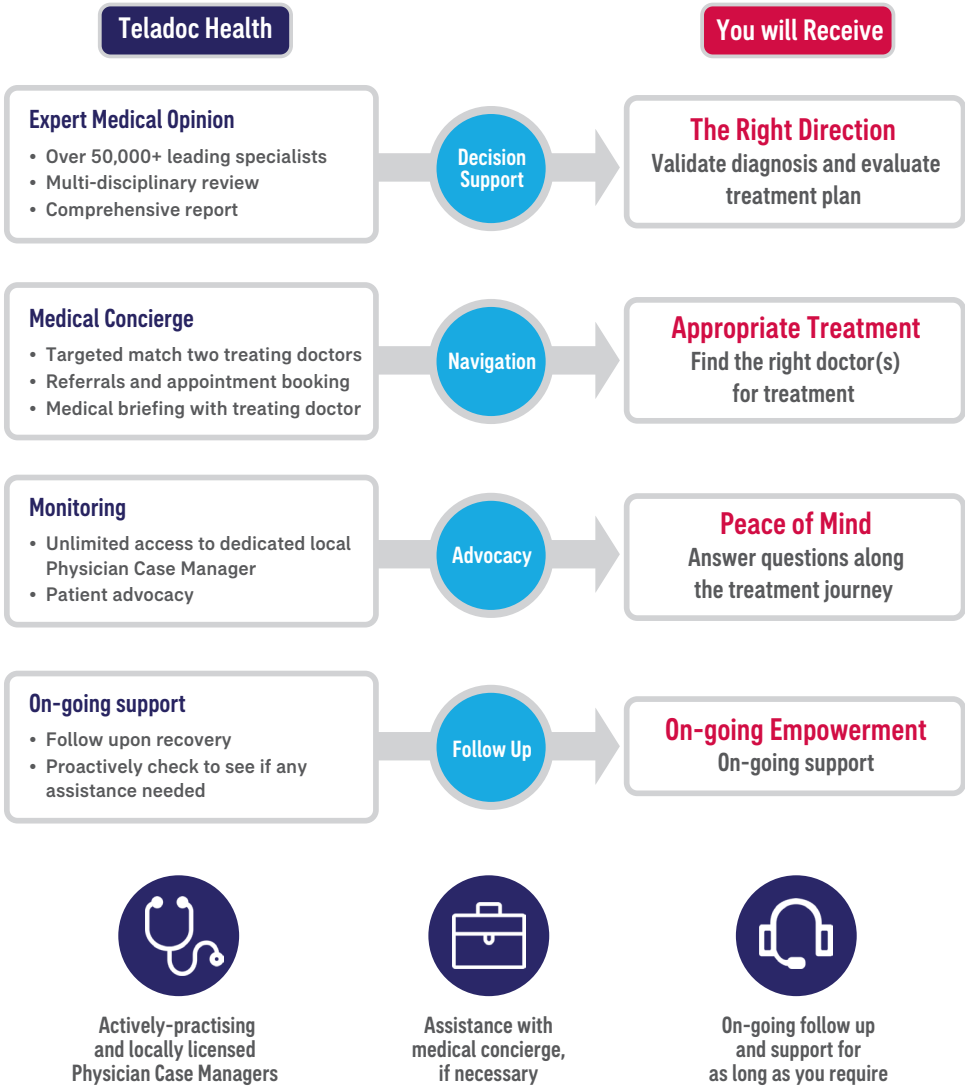


**"I have recently undergone chemotherapy. What should I be monitoring on a regular basis?"**

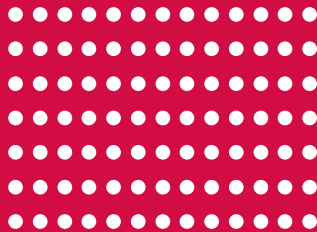


**Teladoc Health** : Unlimited access to the Physician Case Manager for ongoing advice and support

With Teladoc Health’s comprehensive suite of case management services, customers can expect high quality, personalized support.



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.



## Testimonial for Personal Medical Case Management



**Khun Chai, aged of 45, a pillar of family who becomes a successful entrepreneur.**

Khun Chai trusted to purchase AIA Health Happy rider plan 25 million baht to support for medical expenses that may occur in the future.

Khun Chai at the age of 60 has a backache that he has never felt before. When receiving a treatment, a doctor diagnosed his symptom with slipped disc. The doctor recommended Khun Chai to receive treatment by undergoing surgery.

Khun Chai became greatly concerned because he has never had any surgeries for entire life. He is afraid of the risks that could arise during the surgery. Khun Chai contacted AIA agent to consult about his medical expense coverage before deciding on the surgery. Once AIA agent acknowledged the situation, the agent referred him to Personal Medical Case Management for guidance on the appropriate medical treatment plan for Khun Chai.

## When Khun Chai decided to enroll in Personal Medical Case Management by Teladoc Health

### 1 Khun Chai contacts Teladoc Health

- Service eligibility check
- Khun Chai discloses his medical information and signs a consent form

### 2 Teladoc Health assigns Physician Case Manager

- Teladoc Health contacts Khun Chai to better understand the slipped disc conditions and
- Collection of medical information and reports from Khun Chai



### 3 Teladoc Health identifies global experts to review Khun Chai's case

- Independent medical report with second opinion obtained from global experts

### 4 Physician Case Manager of Teladoc Health

- Compiles consolidated medical report with recommendations and explains the report in detail to Khun Chai
- Clarifies treatment options and supports Khun Chai in making objective treatment decisions. One of the treatment plans is a physiotherapy.
- Khun Chai makes decision to treat his slipped disc by physiotherapy.

### 5 Teladoc Health supports in making referrals and appointments with appropriate physiotherapy specialists, where need

- Monitor progress, follow up and provide ongoing guidance and support
- Answer all medical questions along the way while Khun Chai is receiving a service from Personal Medical Case Management

**Teladoc Health** would like to help Khun Chai understand his diagnosis and select a course of treatment, by providing an independent, global expert medical advice, as well as on going support throughout your medical journey.

## Medical conditions that are eligible for Personal Medical Case Management Service



- 1 Medical conditions without a diagnosis. The customer must have had previous medical inquiries and consultations with at least one specialist in a field related to the medical problem;
- 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 Rheumatology/ Immunological diseases;
- 17 Infectious diseases, including HIV/ AIDS;
- 18 Cosmetic surgery which is medically necessary;
- 19 Fertility-related conditions or procedures;
- 20 Obstetric conditions;
- 21 Sexual diseases/ sexually transmitted diseases;
- 22 Paediatrics conditions;
- 23 Obesity;
- 24 Recovery/ rehabilitation phase for stroke;
- 25 Recovery/ rehabilitation phase for severe burns;
- 26 Medical conditions in the fields of dentistry;
- 27 Combined pathologies; and
- 28 All medical conditions other than those listed in Exclusion.

## 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, such as ICU admission;
- 4 Daily or common issues, such as colds, flu, fever, occasional rash etc.;
- 5 Long term chronic diseases management such as chronic hepatitis, diabetes, high blood pressure, high cholesterol etc. (however, any complications of chronic diseases shall be covered); or
- 6 Mental health conditions such as anorexia/bulimia, mental health-related sleeping disorder, anxiety, depression etc.



### Note:

To qualify for the service, the eligible individual must have had previous medical inquiries and consultations with at least one medical practitioner, with a prior diagnosis, in a file related to the medical problem.



## Contact Us

- Eligibility check or ask for more details, please contact:
  - Your AIA agent
  - Teladoc Health call: 02 026 0306, service hour 9:00 – 21:00 hrs. every day excluding public holidays. Available in Thai and English.
  - Teladoc Health email: [aiath\\_casemgt@teladochealthasia.com](mailto:aiath_casemgt@teladochealthasia.com)
- Receive a service, go to portal: <https://agthap.teladochealthasia.com/>
- Or study for more details: <https://www.aia.co.th/th/help-support/health-services/pmc>

## 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
- More than 175 countries served
- 40+ languages spoken
- Over 92 million people with access to a Teladoc Health service
- 98% customer satisfaction score
- JD Power Award in 2021

## Important notes

- The Personal Medical Case Management service is a complimentary service for our insured customers with specific plans. Your policy must be effective as of the date of this Personal Medical Case Management service enrolment. Eligibility for service is subject to evaluation by AIA Thailand and Teladoc Health and the services provided are subject to the terms and conditions of AIA Thailand and Teladoc Health.
  - Teladoc Health is an independent third-party company. AIA Thailand shall not be responsible or liable for any service, review, product, advice, recommendation, procurement and solicitation carried out or provided by Teladoc Health, which are not sold, produced or marketed by AIA Thailand. The availability of this Personal Medical Case Management service shall not be construed as any approval, representation or warranty by AIA Thailand as to the fitness for purpose or quality of the Teladoc Health Services.
  - Tests, treatments, procedures, devices or medication recommended by Teladoc Health may be subject to additional charges that are not covered by your insurance plan.
  - AIA Thailand will only disclose information on the policy held by a customer to Teladoc Health once the service Enrolment Form has been signed by the said customer.
  - Statistics number and service information stated in this brochure have been verified by Teladoc Health.
  - Please contact Teladoc Health for full details of the scope of the service.
- The English version is unofficial translation of the original Thai version for reference only and has no legal binding as the protective control.



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