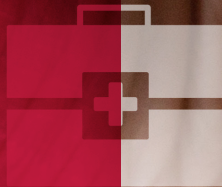




HEALTHIER, LONGER,
BETTER LIVES



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, throught 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 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.



"My orthopaedic doctor recommends surgery. Is surgery the only option?"



Peace of mind about treatments and clarification regarding the next steps



"Something is not right with my daughter's heart. Who is the 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.

The Right Direction	Appropriate Treatment	Peace of Mind	Ongoing
Validate diagnosis and confirm treatment plan	Find the right doctor(s) for treatment	Answer questions along the treatment journey	Empowerment ongoing support
			
Decision Support	Navigation	Advocacy	Follow up
<p>Expert Medical Opinion</p> <ul style="list-style-type: none">• Over 50,000+ leading specialists – who will extensively assist you for a personalised medical support from diagnosis to recovery for critical medical conditions• Multi-disciplinary review – you will receive an end-to-end case management which is reviewed by a panel of multidisciplinary and independent experts• Comprehensive report which will allow you to understand your case in detail with opinions and recommendations that assist to make the best informed-medical decision	<p>Monitoring</p> <ul style="list-style-type: none">• Unlimited access to dedicated local Physician Case Manager – you can always seek your Case Manager to clear the on-going doubts and questions during treatment journey• Patient advocacy you will be actively listened and answered by your personal Case Manager concerning any medical terms, procedures, and other explanations	<p>Medical Concierge</p> <ul style="list-style-type: none">• Targeted match to two treating doctors – you will be having the right doctors for the appropriate treatment• Referrals and appointment booking – there is assistance in place to book the appointment with your doctors when needed• Medical briefing with treating doctor – there is support on briefing your medical case with your treating doctor	<p>Ongoing support</p> <ul style="list-style-type: none">• Follow up on recovery – frequently check-up during your recovery journey and to ensure that you will be rebuilding your confidence• Proactively check to see if any assistance needed – we assure that you are always welcomed for any assistance



**Actively-practising
and locally licensed
Physician Case
Manager**



**Assistance with
medical concierge, if
necessary**



**Ongoing follow up and
support if you require**

You will be assigned a dedicated medical team, led by a Physician Case Manager who will provide medical advice, guidance, and support on an ongoing basis for an unlimited period.

How does it work?



Contact AIA Cambodia Client Care via
086 999 242 to validate your
eligibility

Send filled Enrolment Form with your
signature to AIA Cambodia



After receipt of enrolment, Teladoc
Health will assign you a personal
Physician Case Manager who speaks
English and will guide you through
the entire Personal Care Management
process



Your Physician Case Manager will
contact you within **24 hours** to
understand and review your medical
history.



Within **10 business days**, you will
receive a detailed and personalised
report with opinions and
recommendations explained by your
Physician Case Manager.



The Medical Committee selects top
experts specialised in your conditions
to review your case.



If you want an overseas treating
doctor or you are not satisfied with
your current one, your Physician Case
Manager will recommend other two
specialists in Singapore to you and
you can choose from these two
options. Care Coordinator will make
an appointment for you.



Your Physician Case Manager will
make the follow up calls to ensure
you have received the right treatment
and have recovered as planned.
Follow-up calls will be ceased only
when you request.

WHO WILL BENEFIT FROM THE PERSONAL CASE MANAGEMENT SERVICE?

This complimentary service will be exclusively available to the following insured customers



Customers must have policy in force at the point of a case opening or case extension with Critical Illness benefit sum assured of **US\$20,000** or above.

Please find list of eligible medical conditions on page 6.



CONTACT AIA CAMBODIA:

- Your **AIA Life Planner**
- Contact AIA Client Care
- Tel: 086 999 242
- Telegram Channel: AIACambodia
- (Mon-Sun 8am-10pm, including public holiday)
Available in English speaking

MEDICAL CONDITIONS THAT ARE ELIGIBLE FOR PERSONAL CASE MANAGEMENT SERVICE

1. Medical condition without diagnosis
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 conditions
15. Metabolic diseases
16. Immunological diseases
17. Infectious diseases, including HIV/AIDS
18. Snoring surgery/sleeping apnoea
19. Cosmetic/aesthetic surgery
20. Fertility-related conditions or procedures
21. Obstetric conditions
22. Sexual diseases/sexually transmitted diseases
23. Paediatric
24. Obesity
25. Recovery/rehabilitation phase for stroke
26. Recovery/rehabilitation phase for severe burns
27. Medical conditions in the fields of dentistry
28. Combined pathologies
29. And all medical conditions other than those listed in the Exclusion List below



EXCLUDED MEDICAL CONDITIONS

Customer diagnosed with one of the following medical conditions are not eligible for the Service:

Medical emergencies

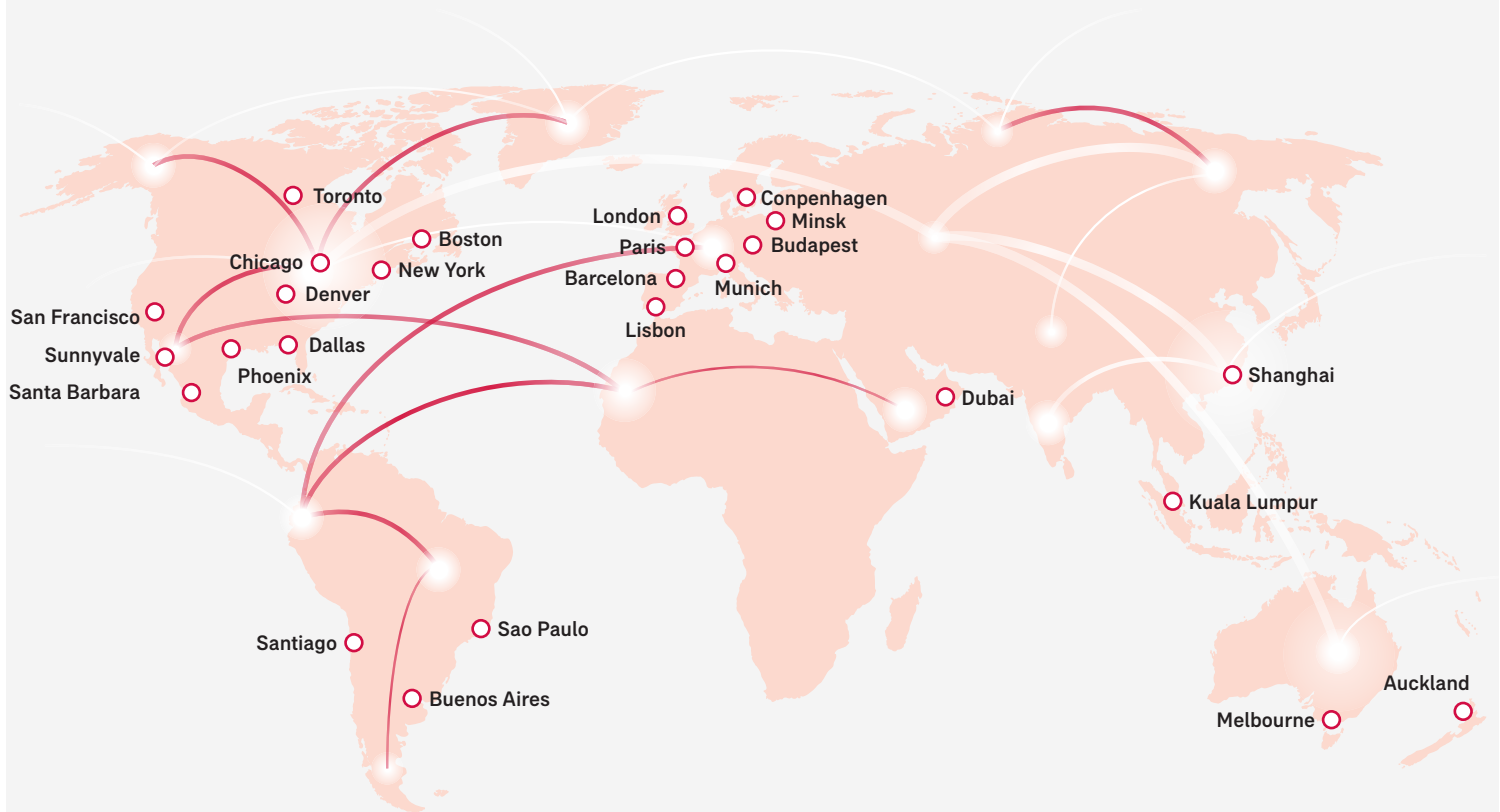
1. Accidents
2. Urgent or life-threatening situations
3. Daily or common issue such as cold, flu, fever or occasional rashes
4. Chronic diseases such as diabetes, high blood pressure, high cholesterol, and chronic hepatitis
5. Mental health conditions such as anorexia nervosa, bulimia nervosa and anxiety

Note:

- 1- For medical conditions without diagnosis, the client must have had previous medical inquiry and consultation with at least one medical practitioner in the field related to the medical problem
- 2- Complication of chronic diseases are eligible for Personal Case Management service

ABOUT TELADOC HEALTH

Teladoc Health is a leader in whole person virtual care service, 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+
Subspecialties



More than **175**
Countries Served

40+ Languages Spoken



Over 92+ Millions of
People with Access to
Teladoc Health Service or
Product

98% Customer
Satisfaction Score

JD Power Award in 2021



**HEALTHIER, LONGER,
BETTER LIVES**

HEAD OFFICE

GIA TOWER, 31ST FLOOR, SOPHEAK MONGKUL STREET, PHUM 14,
SANGKAT TONLE BASSAC, KHAN CHAMKAR MORN, PHNOM PENH,
THE KINGDOM OF CAMBODIA

SIEM REAP BRANCH

#29 & 30, CHARLES DE GAULLE ROAD SALA KANSENG,
SANGKAT SVAY DONGKOM, SIEM REAP

BATTAMBANG BRANCH

HOUSE NO. 2-6, STREET 3, PHUM KAMMEAKAR, SANGKAT
SVAY POR, KRONG BATTAMBANG, BATTAMBANG

KAMPONG CHAM BRANCH

VILLAGE 15, SANGKAT KAMPONG CHAM, KRONG KAMPONG
CHAM, KAMPONG CHAM

KAMPOT BRANCH

STREET 700, VILLAGE 1 OSSAPHEA, SANGKAT KAMPONG
KANDAL, KRONG KAMPOT, KAMPOT

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 IA 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 (Cambodia) Life Insurance Plc (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

The information is correct as at 1st July 2022.