



HEALTHIER, LONGER,
BETTER LIVES

medix
It's a matter of life

Medix Personal Medical Case Management

AIA has partnered Medix to provide you with additional personal medical support from diagnosis to recovery.

**Supported
by leading
global
medical
network**





We have enhanced
our holistic healthcare
proposition by partnering
with Medix - an exclusive
and innovative medical
service that will help
support and improve your
journey to recovery.

Healthcare concerns

Our research* has found that while 68% of our customers feel that their current health insurance provides sufficient protection for them,

34%

are concerned about unnecessary or incorrect diagnosis

29%

are concerned about lack of on-going personal healthcare support

27%

are concerned about lack of coordinated care and support

*AIA's Understanding Healthcare Needs and Expectations Study, April 2018

Personal support throughout your medical journey with AIA

We know how tough it can be to make critical medical decisions that are often life changing. AIA would like to help you alleviate the stress and confusion by providing you with access to independent, global expert medical advice through Medix.

For serious medical conditions¹, eligible AIA insured customers will be able to utilise Medix for 24/7 support from a personalised medical team to help them understand and manage their medical diagnosis, treatment and recovery.

Eligibility

Medix Personal Case Management is a complimentary service exclusively available to our insured customers with AIA Max VitalHealth A, AIA Max VitalCare, AIA Max Essential A, AIA Max Essential A Saver, AIA Beyond Critical Care and AIA Power Critical Cover plans.



How does Medix work?

The Medix Personal Medical Case Management team first gathers and reviews your existing medical information and tests³, then consults with leading specialists around the world, across multiple disciplines, to reach the correct diagnosis.



Contact Medix
Call: 6228 6968
or Email:

aiasg-cs@medix-asia.com



Services Introduction
& Eligibility Check



Consent Form &
Service Initiation



Submission of
Medical
Information³

The Personal Medical Case Management team will then discuss the diagnosis and the recommended treatment options (which will include relevant up-to-date medical research, technologies and clinical trials), with you and your treating doctor. Medix will also help to synthesize different opinions together to establish the best course of action, rather than leaving you to make sense of multiple points of view.



Present consolidated
expert medical
recommendations



Refer and arrange further
medical tests⁴ if needed



Review and evaluate
submitted medical
information

The Medix team will also monitor your progress and support you through your medical treatment journey to recovery. So you can rest assured that you'll have the most appropriate and holistic medical treatment plan available.



Support insured customers
in making objective
treatment decisions



Monitor progress,
provide on-going
guidance and support



Answer all your medical
questions along the way

Peace of mind knowing a leading global medical support network² will be right by your side



Get started today

To access this exclusive service, please approach your AIA Financial Services Consultant/Insurance Representative or call Medix at **(65) 6228 6968** or email: **aiasg-cs@medix-asia.com**

AIA Singapore Private Limited

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Important Notes:

This brochure is not a contract of insurance and is for information only. Medix is an independent third-party company. AIA shall not be responsible or liable for any medical service, product and solicitation effort provided by Medix, which is not sold or marketed by AIA.

1. Please visit <https://www.aia.com.sg/PMCM> for the full list of serious medical conditions that Medix accepts for case management. Eligibility for service is subject to evaluation by AIA and Medix and the services provided are subject to the terms and conditions of Medix. Please contact Medix for full details of the scope of the service.
2. Statistics and service information stated in this leaflet have been verified by Medix only.
3. AIA will only release personal medical history of a customer to Medix, upon receipt of the “Informed Consent and Medical Confidentiality Waiver” form that has been signed by said customer.
4. The Medix Personal Medical Case Management service is a complimentary service for our insured customers with AIA Max VitalHealth A, AIA Max VitalCare, AIA Max Essential A/A Saver, AIA Power Critical Cover and AIA Beyond Critical Care plans only. Tests, treatments, procedures, devices or medication recommended by Medix 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 19 February 2021.