

PROTECTION

PERSONAL MEDICAL CASE MANAGEMENT SERVICES WITH REHABILITATION MANAGEMENT

PERSONAL MEDICAL CASE MANAGEMENT SERVICES WITH REHABILITATION MANAGEMENT PROVIDED BY MEDIX

AIA brings you an exclusive and tailored solution to improve your medical and rehabilitation journey and do whatever it takes to get you back to living



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It's a matter of life



HEALTHIER, LONGER,
BETTER LIVES

Have you ever thought about what you would do if you had to cope with a serious illness? And 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 best treatment? How would you handle different specialist opinions from different disciplines? How would you understand your rehabilitation progress and whether any changes are required?

By offering access to third-party expert advice, support and assistance along your medical journeys – from diagnosis, treatment through rehabilitation – the Personal Medical Case Management Services with Rehabilitation Management* provided by Medix will alleviate stress and ensure that you are receiving the best possible medical care and support whether physically or psychologically.

What are Medix's solutions for you?

- **A personal and dedicated 24/7 service for a minimum period of 3 months**
- **A unique quality-accredited global network** supported by over 4,000 leading specialists from the USA, Israel, and foremost European countries
- **Offers third-party quality independent opinion** for various medical conditions along with ongoing support
- **Gathers collective multidisciplinary opinions** for discussions with your doctor. Upon consensus among doctors, Medix 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



Personal Medical Case Management Services

ensures your diagnosis is correct and your treatment plan is personalised



Rehabilitation Management*

offers you a 360-degree multidisciplinary personalised and comprehensive rehabilitation plan

Medix is an independent third-party professional consultant that specialises in innovative health management services

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Over **6M**
Insured Customers



Over **300**
In-House Specialist Doctors



Services Provided
in Over **90** Countries



Network of Over
2,000
Accredited Leading
Hospitals



Operational
24/7 in **20**
Languages



Global Network of Over
4,000
Leading Physicians in Different
Sub-Specialists

* Rehabilitation Management is applicable to customers with the following conditions:

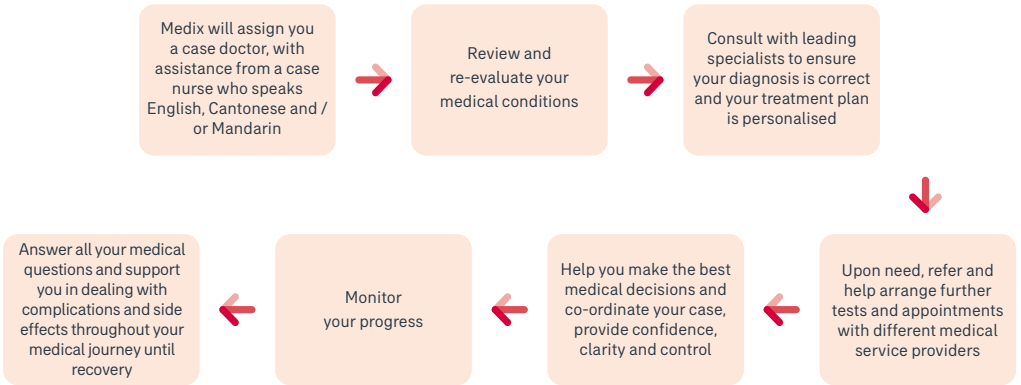
- Diagnosed with cancer and have received the relevant surgery, treatment or medical procedure, including radiotherapy, chemotherapy, immunotherapy, biological treatment; or
- Diagnosed with cardiovascular diseases and have completed the relevant surgery or medical procedure, including cardiac angioplasty, open heart surgery, heart valve replacement.

Remark: Please refer to the important information on the last page.

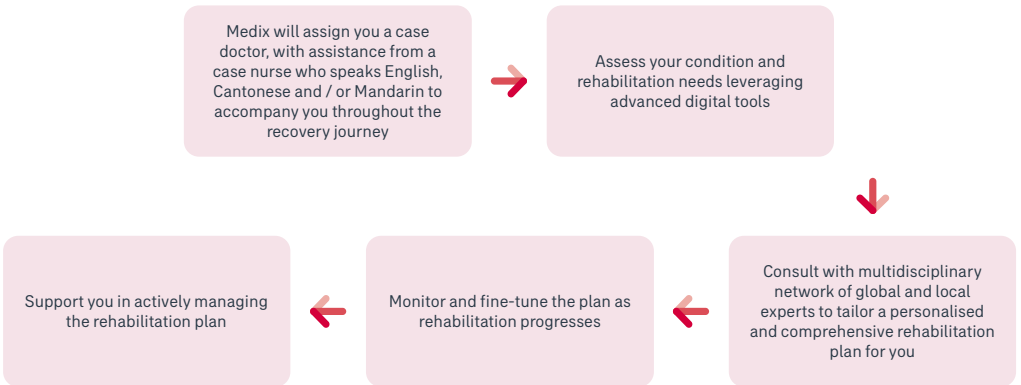
"AIA" herein refers to **AIA International Limited** (Incorporated in Bermuda with limited liability).



How do “Personal Medical Case Management Services” work?



How do “Rehabilitation Management*” work?



The whole process will reduce stress, uncertainty and pressure from you and your family members so you can focus on getting back to living. You will not be alone.

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Eligibility

This third-party service will be provided by Medix to AIA's eligible customers, who are insured with selected AIA plans.

For details, please visit www.aia.com.hk/medix



Get in touch

Eligible individuals may contact the hotlines at AIA or Medix:

AIA : (852) 2232-8820

Medix : (852) 3896-0500



Alternatively, you may contact your financial planner or email Medix at aia@medix-asia.com for enquiries.

Important Information:

1. Subject to individual policy provisions, the Personal Medical Case Management Services and / or Rehabilitation Management may only be the value-added services and not form part of the contractual benefit. AIA reserves the right to amend or cancel the service at any time without prior notice at its absolute discretion. For detail, please refer to your policy provision, or contact AIA for enquiry.
2. 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.
3. Eligibility for service is subject to evaluation[^] by AIA and Medix and the services provided are subject to the terms and conditions of Medix.
4. Additional charges might be incurred for some particular services stated by Medix.
5. With customer's informed consent, their medical history will be passed to Medix for providing the related services.
6. Statistics and service information stated in this leaflet have been verified by Medix only. AIA shall not be responsible or liable for the statistic and services information stated in this leaflet.
7. The above information is for reference only. Please contact Medix for full details of the scope of the service.

[^] Evaluation includes the status of customer's eligible benefit and his / her medical conditions. The service may not be applicable to certain medical conditions related to: conditions typically attended to by primary healthcare services (e.g. influenza), emergency conditions, cosmetic and aesthetic medicine, fertility and obstetrics, psychiatric and / or mental conditions, conditions which require regular management under specialised clinics (e.g. diabetes), dentistry related conditions, substance abuse related disorders and sexually transmitted diseases (STDs), etc. Rehabilitation Management is only applicable for Cancer and Cardiovascular Disease patients with specific conditions. Please contact Medix to learn more and check eligibility for specific cases.

