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ASIA EDITION

AIA Singapore and Medix unites to provide personal medical case management service

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AIA Singapore and Medix have entered into an exclusive partnership to provide Personal Medical Case Management Services (PMCM) to customers. This adds to AIA Singapore's comprehensive healthcare proposition, which is focused on providing quality healthcare and the best customer experience, enabling customers to receive the best possible treatment and personalised ongoing support throughout their medical journey when they face serious medical conditions.

The service, which is the first of its kind in Singapore, will help AIA Singapore's customers facing serious medical conditions by making sure they obtain the right diagnosis as fast as possible, have access to optimal treatment, and are supported through their treatment journey till recovery.

This will alleviate the stress and pressure those customers and their families face when dealing with serious medical problems, and ensure that customers receive the best quality care.

AIA Max Essential A and A Saver policyholders will be able to use Medix to receive personal support along every step in the management of their serious medical conditions.

This includes medical assessment, re-evaluation, referral for testing, ongoing multi-disciplinary consultations and long term medical guidance by Medix' 300 in-house doctors and a global network of over 3,000 leading independent specialists.

The service is provided for a period of at least 3 months and available upon need throughout the customer's medical journey.

Medix will first summarise a customer's medical history and current test results, collect multidisciplinary opinions from different specialists and hold multidisciplinary team discussions. Based on this, Medix will convey the most advanced, up to date, and appropriate tests to ensure that the right diagnosis has been made, and then recommend and coordinate the best possible treatment plan.

This will include referral or recommendation of the most suitable doctor for the customer's condition based on its own independent quality standards.

Subsequently, Medix will continue to support customers, and work in collaboration with the customer's treating doctor, to deal with on-going treatments, side-effects, complications if any and questions, in order to ensure that the best quality care is provided.

AIA Singapore's partnership with Medix complements its existing AIA Quality Healthcare Partners (AQHP), which consists of a network of more than 200 qualified medical specialists, providing customers with peace of mind and ensuring a comprehensive healthcare proposition for them.