

Case Management Service

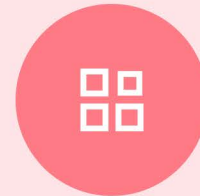


ABOUT TELADOC HEALTH



53,000+

Top specialists globally



450+

Sub specialties covered



100M+

Members



500M+

Health Interactions



98%

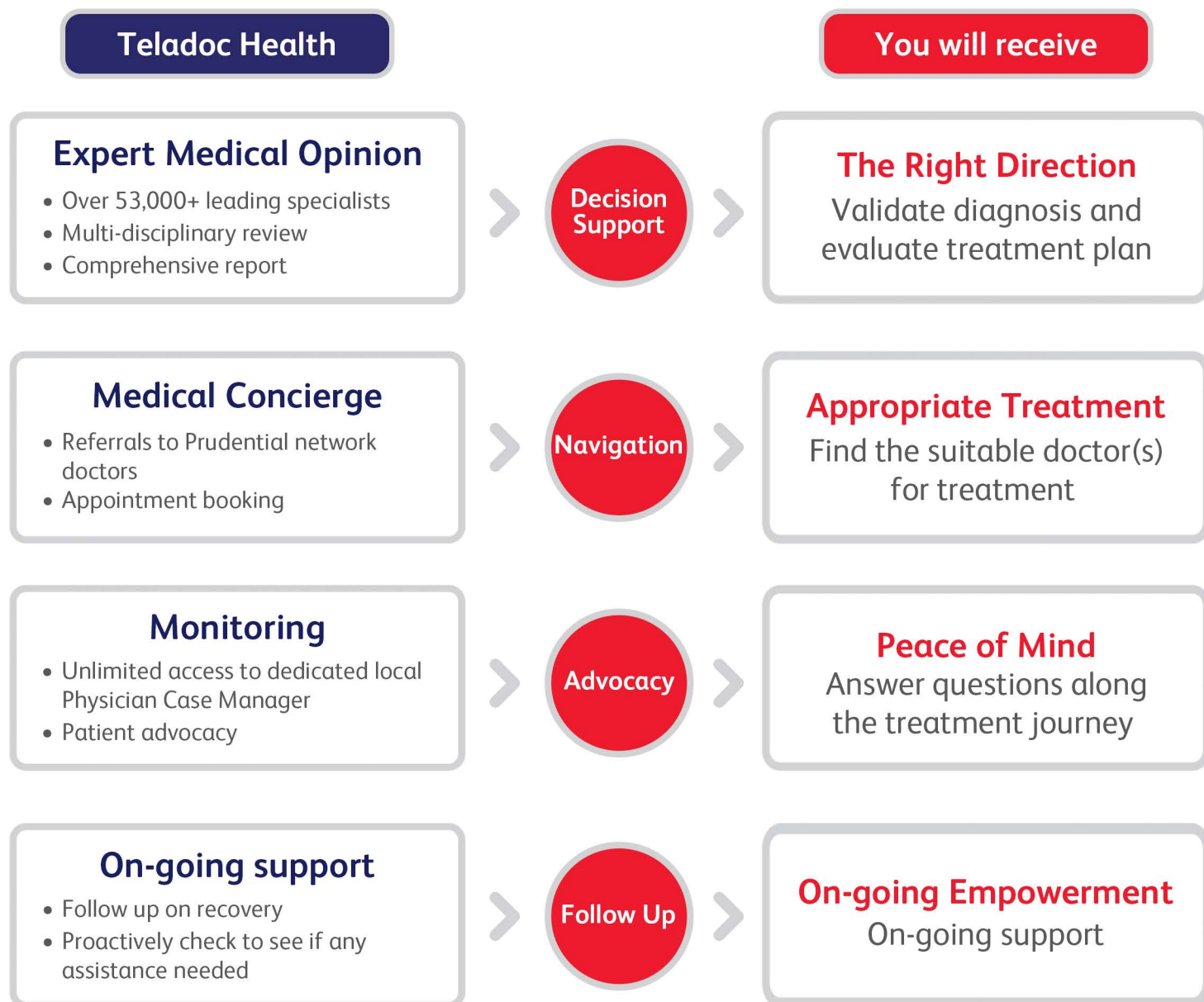
Satisfaction



26+

Years Experience

With Teladoc Health’s comprehensive suite of Case Management services, Prudential customers can expect high quality, personalized support.



Actively-practising and locally licensed Physician Case Managers



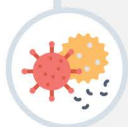
Assistance with medical concierge, if necessary



On-going follow up and support for as long as you require

Professional support throughout your medical journey

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

How does Teladoc Health's Case Management service work?

Contact Teladoc Health

- Enrolment via Portal: TBC



Email: TBC

- **Service Hours:** Monday to Sunday from 9am to 9pm (except public holidays)
- Service Eligibility Check
- Medical Confidentiality & Consent Form obtained from customer



1

Assign Physician Case Manager

- Contact customer to better understand medical condition
- Collect medical information and reports from customer



2

Identify suitable global expert(s) to review case

- Independent medical report with second opinion obtained from global expert(s)



3

Physician Case Manager

- Compiles consolidated medical report with recommendation(s)
- Explains report in detail to customer
- Physician Case Manager clarifies treatment options and supports customer in making objective treatment decisions

4

Support in making referrals and appointments with appropriate network specialists, where needed

- Follow up and provide ongoing guidance and support
- Answer all medical questions along the way

5

Medical conditions that are eligible for Case Management Service

- 1 Cancer;
- 2 Neurological diseases;
- 3 Ear, nose and throat (ENT) diseases;
- 4 Ocular diseases/ophthalmology conditions;
- 5 Cardiovascular diseases;
- 6 Respiratory diseases;
- 7 Gastroenterological diseases;
- 8 Liver diseases;
- 9 Kidney diseases;
- 10 Urological conditions;
- 11 Endocrine diseases;
- 12 Orthopaedic conditions;
- 13 Haematological diseases;
- 14 Metabolic diseases;
- 15 Rheumatology/ Immunological diseases;
- 16 Infectious diseases, including HIV/ AIDS;
- 17 Cosmetic surgery which is medically necessary;
- 18 Fertility-related conditions or procedures;
- 19 Obstetric conditions;
- 20 Sexual diseases/ sexually transmitted diseases;
- 21 Paediatrics conditions;
- 22 Obesity;
- 23 Recovery/ rehabilitation phase for stroke;
- 24 Recovery/ rehabilitation phase for severe burns;
- 25 Medical conditions in the fields of dentistry;
- 26 Combined pathologies; and
- 27 All medical conditions other than those listed in Exclusion List below.

Remarks:

The tests, treatments, procedures, devices or medication recommended may or may not be covered by Prudential. Customer is advised to confirm the policy coverage with Prudential before undergoing any services.



Excluded Medical Conditions

Customer diagnosed with one of the following medical conditions is 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 customer 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.

