

PROTECTION  
HEALTH PILOT

# HEALTH PILOT

AIA One-Stop Cancer Care Solution offers holistic health care support with a personalised experience to you and your loved ones guiding you on your cancer journey



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HEALTHIER, LONGER,  
BETTER LIVES

Once you are diagnosed with a covered cancer, AIA is always on your side offering you tailored value-added services via designated service providers in helping you and your family to ease the worries on your way to fight against cancer and supporting you to get back to healthy life.

Health Pilot services offer you one-stop care support guiding you on every step

### Personal Medical Case Management

Offers third-party quality independent opinion with personal and dedicated team comprising of a case manager, doctor and nurse and ongoing support for a minimum period of 3 months which is supported by a unique quality-accredited global medical network with collective multidisciplinary opinion to ensures your diagnosis is correct and your treatment plan is personalised



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### Concierge for Oncology Related Service<sup>1</sup>

Offers a basket of oncology related services arrangement with our designated providers, including coordination for Chinese Medicine Practitioner Consultation, Dietitian Consultation, Psychological Counselling, Physiotherapy, Home Nursing, purchase of medical appliances and outpatient transportation arrangement, to meet your needs

### Caregiver Support

Provides simple training and related information to the caregiver, such as the minimal medical support for helping the patients at home and in their daily lives, so that they can get necessary medical support when they are home. Also, it can help ease the caregivers' worries

### Designated Hotline for Medical Enquiry with Empathy

When you are in need, we will provide you with professional medical advice and support through Personal Medical Care Management in assisting you overcome your worries and doubt

### Rehabilitation Management

Offers you a 360-degree multidisciplinary personalised and comprehensive rehabilitation plan through a unique quality-accredited global medical network providing you third-party quality independent opinion and ongoing rehabilitation support



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### Navigate Community Resources

Consolidates the information and resources offered by the non-profit organizations on cancer patients and shares with you when you in need

### Cashless hospitalisation and Claims Application Consultation

Provides guidance on applying the credit facility service for hospitalisation (Cashless hospitalisation) and claims application, allowing you to settle the administrative procedures and focus on treatment and rehabilitation

### Dedicated Claims Enquiry Hotline

Provides you with a dedicated claims enquiry hotline to ease your worry on the claims progress

<sup>1</sup> Service arrangement is only applicable for the designated service providers endorsed by AIA.

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

# Health Pilot services offer you one stop service

From enquiring cancer medical related service, making appointment of the related supporting services to claims enquiry, we provide you full support letting you to focus on treatment

Call the Health Pilot service hotline, you can...

Registered for  
Health Pilot services

Directly call us  
to enquire the latest claims  
approval status,  
after claims submission

Directly call us to  
apply the credit facility service  
for hospitalisation service  
(Cashless Hospitalisation) and  
to check the application status

Assign you a dedicated representative, your Health Pilot:

- ✓ introduce the service scope and understand your needs
- ✓ provide us your consent to kick start the service

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



## Eligibility

This service will provide to AIA's eligible customers, who are insured with designated AIA plans. For details, please visit [www.aia.com.hk/healthpilot](http://www.aia.com.hk/healthpilot)



## Get in touch

Eligible individuals may contact the hotline at AIA (852) 2232 8128 or contact your financial planner for enquiries.

### Important Information:

1. The above services are applicable to Insured of eligible product(s) only.
2. The above services are provided in Hong Kong by the designated service provider engaged by AIAHK and is not applicable to Macau Region.
3. Subject to individual policy provisions, the above service is the value-added services and not form part of the contractual benefit and non-guaranteed. AIA reserves the right to amend or cancel the service or service provider at any time without prior notice at its absolute discretion. For detail, please contact AIA for enquiry. Please take note that the actual claim reimbursement shall subject to complete claim documents, insured's benefits entitlement, exclusion, policy contract, terms and condition of eligible product(s).
4. The dedicated claims enquiry hotline is managed by AIA, while the other services are provided by Medix and designated service providers. 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.
5. For details of the endorsed designated service providers, please login to AIA Connect for the contact information or contact your Health Pilot directly.
6. Eligibility for the personal medical case management service and rehabilitation management service are subject to evaluation<sup>^</sup> by AIA and Medix and the services provided are subject to the terms and conditions of Medix. Please refer to the important information of the Personal Medical Case Management services with Rehabilitation Management leaflet for details.
7. For the avoidance of doubt, eligible customers can choose to apply the personal medical case management service and rehabilitation management service directly by themselves and call the hotline for claims enquiry without going through Health Pilot services.
8. Charges might be incurred for some particular services which are borne by users.
9. AIA is not the service provider or the agent of the service provider. We make no representation, warranty or undertaking as to the quality and availability of the service and shall not accept any responsibility or liability for the services provided by the service provider(s). Under no circumstance shall we be responsible or liable for the acts or omissions or services of the service provider.

<sup>^</sup> 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.