

AIA MyCare

**EXPERT MEDICAL  
ADVICE, WHEN  
YOUR EMPLOYEES  
NEED IT MOST**



# AIA MyCare in collaboration with Teladoc Health gives your employees access to expert medical advice and guidance, from the comfort of their own home.

When someone is facing a health problem they need clear, definitive answers and reassurance that the advice they are getting is the best available. We remove medical uncertainty by providing your employees with easy access to leading GP's, specialists and mental health clinicians via Telehealth.

**+50,000**

leading doctors worldwide

**+450**

sub specialities



## A network of leading local and global experts

At the core of AIA MyCare is our expert database of more than 50,000 of the world's leading specialists. We use a peer nominated methodology that enables us to build a respected and unique network of specialists who are internationally recognised as the best in their field. All have one thing in common: dedication to providing our members with expert medical advice and support, whatever their medical concern.

### Physical condition outcomes

Modified diagnosis in



Modified treatment plan in



### Mental health outcomes

Modified diagnosis in



Modified treatment plan in



## The benefits of AIA MyCare to your employees



**Quick, easy and discreet access to leading medical advice**



**Cover extends to employee's partner, children and parents (incl. In-laws)**



**Avoidance of ineffective, costly and potentially intrusive treatments**



**Certainty around medical conditions**



**The best chance of returning to former quality of life**



**No limit or costs in using the services & completely confidential**

## The benefits of AIA MyCare to employers

### Reduce employee absenteeism

**26%** reduction in risk of absenteeism for physical conditions<sup>1</sup>

**40%** of off work employees return to full or part time work after using Mental Health Navigator.<sup>2</sup>

**\$600 - \$1,000** lost by NZ companies per employee per year, due to absenteeism<sup>3</sup>

### Improve employee productivity

**54%** average improvement in work productivity following Teladoc Health support<sup>4</sup>

**x3** healthy employees are x3 more productive than unhealthy employees<sup>5</sup>

### Enhance your employee benefits package

**98%** said that Best Doctors was an important part of their employee benefits package<sup>2</sup>

**+68** Net Promoter Score for customer satisfaction<sup>2</sup>

<sup>1</sup>Rice Warner 2015

<sup>2</sup>Best Doctors Outcomes Reporting May 2020

<sup>3</sup>Southern Cross Wellness in the Workplace Survey, 2017

<sup>4</sup>Based on the World Health Organisation Health and Work Performance Questionnaire

<sup>5</sup>The Health of Australia's workforce, Medibank Private 2005

## Support for your employees, whatever the condition

AIA MyCare in collaboration with Teladoc Health can be used for a wide range of medical conditions, from serious illnesses such as cancer and heart disease, to mental health conditions as well as less critical conditions such as back pain, severe migraines, skin conditions or diseases of the eye. The only conditions AIA MyCare does not review are dental and emergency situations.

### These are some of the reasons why your employees might contact AIA MyCare:

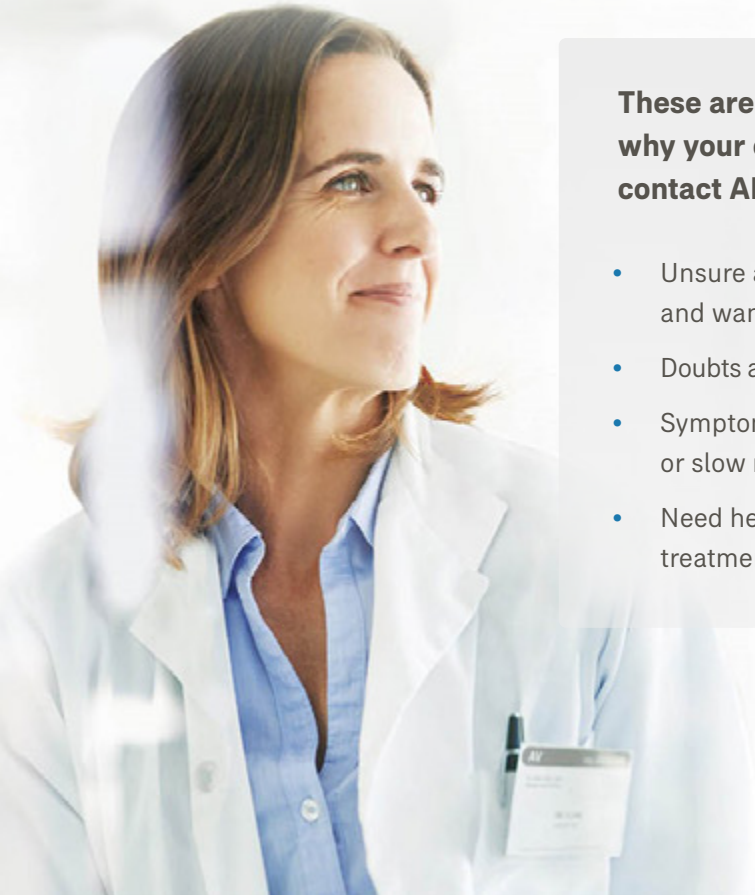
- Unsure about their diagnosis and want a second opinion
- Doubts about treatment or surgery
- Symptoms not improving or slow recovery
- Need help deciding between treatment options

“This service is amazing. I feel so much better having spoken to you and the psychiatrist. It has all been so easy. I would not have accessed help if I had to go out and do it myself.”

— Teladoc Health User

“I would never have got as healthy as I have, as quickly as I have without the intervention of Teladoc Health.”

— Teladoc Health User



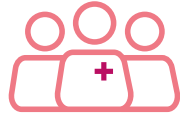
# How does it work?

From the first contact, our clinical team will guide you through the process



## Initiate

Member initiates by web or phone.



## Speak with us

Our clinical team will identify how we can best assist and then provide guidance and support throughout the journey.



HEALTHIER, LONGER,  
BETTER LIVES

AIA MyCare is provided by Teladoc Health as part of your corporate policy with AIA New Zealand Limited (AIA).



## Mental Health Navigator

A quick and easy review of your mental health via Telehealth by a team of leading New Zealand registered experts – with ongoing support from a mental health nurse.



## Expert Medical Opinion

An in-depth second medical opinion of any physical condition by leading global experts to help you better understand your diagnosis and treatment options.



## Ask a GP

Ask a New Zealand GP your general medical questions online.

You can access our services by calling

**0800 425 005** or visiting **[www.aiamycare-teladoc.com](http://www.aiamycare-teladoc.com)**

Please keep in mind that AIA MyCare is not insurance (including health insurance) and does not take the place of the member's present doctor or medical professional. To utilise Mental Health Navigator, members must be 18 years or over and residing in New Zealand.