

# AIA Health Product Enhancements – April 2022

## Overview

### Product Release 11.3

As part of our dream to be the healthiest and best protected nation in the world, we have an ongoing commitment to ensure our products are fit for purpose and meet our customers' needs.

From 8 April 2022, we'll be introducing enhancements to our on-sale AIA Private Health / Private Health Plus and AIA Cancer Care products.

The table below summarises the enhancements by product and benefit category. Further details including product enhancement summaries and policy wordings will be available on the Adviser Resources Enhancement page.

### Enhancement Summary

| Description   | Private Health | Cancer Care |
|---|----------------|-------------|
| <b>New Loyalty Benefits</b><br>Introducing two new loyalty benefits that provide a contribution towards the cost of Bilateral Breast Reduction and/or Bariatric Surgery after three years of continuous cover.  | ✓              | x           |
| <b>Breast symmetry surgery following mastectomy</b><br>Increasing the benefit amount available towards achieving breast symmetry following mastectomy.  | ✓              | ✓           |
| <b>Translation Costs (Voluntary Treatment Overseas)</b><br>a. Introducing a new requirement that information translations requested by AIA must be performed by a NZ registered translator; and<br>b. Introducing a new benefit for reimbursement of translation costs up to \$500 per policy year. | ✓              | ✓           |
| <b>Voluntary Treatment Overseas (Treatment outside Australia)</b><br>Increasing the benefit limit for 'Voluntary Treatment Overseas (Treatment outside Australia)' from 75% to 85% of reasonable charges.   | ✓              | ✓           |
| <b>Outpatient Treatment Support Costs</b><br>Extending the cover period available for consultations and diagnostic imaging and tests from 6 to 12 months.   | ✓              | ✓           |
| <b>Congenital Conditions</b><br>Introducing a new benefit to cover the surgical costs for a specified list of 7 congenital conditions that typically present in infancy, up to \$2,000.   | ✓              | x           |
| <b>Health Screening Allowance</b><br>For AIA Vitality members, increasing the benefit amount available and reducing the continuous cover period from three years to two years.  | ✓              | ✓           |
| <b>Excess</b><br>a. Customers' second excess may be waived in respect of a related surgery occurring within 3 months of the original surgery.<br>b. Lives assured will now be able to have differing excess amounts under one policy.   | ✓              | x           |

**Additional wording improvements (no change to product design)**

| Description   | Private Health | Cancer Care |
|---|----------------|-------------|
| <p><b>Diagnostics Imaging and Tests – Cancer Care Benefit</b><br/>                     Providing clarity that tumour genetic testing is included.</p>   | ✓              | ✓           |
| <p><b>Private Health change provisions</b><br/>                     Providing clarity in relation to changes implemented under enhancement pass back conditions.</p>  | ✓              | ✓           |
| <p><b>Changes to the Premium</b><br/>                     Restructuring 'Changes to the premium' section to improve clarity for customers at different age points.</p>  | ✓              | x           |
| <p><b>Chemotherapy/Immunotherapy</b><br/>                     a. Providing clarity that drugs administered at home under a specialist's direction are covered.<br/>                     b. Providing clarity that immunotherapy treatment is included alongside chemotherapy under the Cancer Care Benefit.</p> | ✓              | ✓           |

## FAQs

### Will the enhancements be passed-back to existing AIA Private Health / Private Health Plus customers?

- > Yes, the enhancements will be passed back to existing AIA Private Health / Private Health Plus customers, where the customer already has the benefit which is being enhanced and where the claimable event occurs after the effective date of the enhancement (8 April 2022).

### Will the enhancements also be passed-back to customers holding closed AIA and Sovereign Health products?

- > Yes, to ensure that cover for customers holding closed products remain modern, the enhancements will be passed back where appropriate to existing customers within the following product ranges where the customer already has the benefit which is being enhanced and where the claimable event occurs after the effective date of the enhancement (8 April 2022).
  - AIA Private Health
  - Sovereign Private Health
  - AIA REAL Health
  - AIA Superior Health & Superior Health 3
  - Absolute Health
  - MajorCare
- > The product enhancement summaries available on the Adviser Resources Enhancement page will set out which enhancements are being passed back to each of the above products.
- > To provide clarity to customers and advisers, the last versions of these products' policy wordings will be updated with enhancements that have been approved for pass-back. These will be available over the coming weeks on the customer website (Past Products Page) and Adviser resources. Customers in these closed products will continue to be assessed against the latest version of the policy wordings they were issued.

### Will you be communicating with existing customers regarding the enhancements?

- > Details of the enhancements will be available to customers on the customer website.
- > We continue to work more generally around supporting customers' understanding of product enhancements as part of our overall customer communications strategy.

### What dates will the enhancements take effect?

- > The benefit enhancements will be applicable to new claim events on or after 8 April 2022.
- > Any claim events prior to 8 April 2022 will be assessed on the policy wording applicable at the time.
- > If a customer requires further assistance regarding claim events prior to the 8 April 2022 please direct them to the Claims Team.

### Is there any impact on premiums because of these enhancements?

- > No pricing changes are planned at this time in relation to these enhancements.

### Are there any other policy wording changes being implemented as part of this release?

- > Yes. The AIA Living Rural Continuity wording is also being updated as part of this release to effect a change to the underwriting rule and allow farm managers to be insured under Rural Continuity.

## Are any systems / collateral being updated to reflect the enhancements?

- > Yes. The following will be updated to support the launch:
  - AIA Health insurance brochure
  - aia.co.nz site
  - Adviser resources website
  - Health Comparison Adviser Tool
  - L&D Training Modules

## What launch materials are being provided for these enhancements?

- > The following collateral will be created to support the launch:
  - FAQs
  - Product Enhancement Summaries

## Will there be any impacts to Advisers' health product accreditation as a result of these enhancements?

- > Advisers who are fully accredited to sell health products will not have any immediate new accreditation / learning requirements as a result of these enhancements. The enhancements will be reflected in the training / accreditation modules at their next normal accreditation point.
- > Any advisers who are due for re-accreditation at the time of launch will be re-assigned the updated modules for completion.