AIA Hong Kong

AIA Financial Centre,
712 Prince Edward Road East,
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AIA.COM.HK

Memo

Attn: All EDD & Honorable Advisors / EDDs / PSDDs / SDDs / DDs / MICs / Agency Leaders / Financial Planners (Hong Kong & Macau)

From: James Tang
Head of Claims

Co/Dept:

Dept: Operations

Copy: All Department Heads

Date: 22 November 2024

Total page: 2 + Appendix 1

Subject: (Ref: A241170) 醫療費用預先批核及出院免找數服務 (個人保險)
Pre-approval – Medical Expense & Cashless Service (Individual Life Policies)

我們一向致力為客戶提供醫療費用預先批核及出院免找數服務，並不斷擴展及提升客戶體驗。由 2024 年 11 月 25 日起，除了現有的電郵及傳真，個人醫療保險計劃客戶可透過手機應用程式 AIA+ 申請非醫療網絡的醫療費用預先批核及出院免找數服務(如適用) 。

登入 AIA+ -> 進入「全部」 -> 於「索償」內點選「預先批核」，跟隨指示上載文件及輸入資料即完成遞交申請

而財務策劃顧問亦將可於 2025 年第二季經網上替客戶遞交申請，詳情將適時公佈。

另方面，我們亦經已作出其他優化項目：

醫療費用預先批核表格 -- 我們於 2024 年 9 月將表格簡化，大幅減少客戶填寫的資料。除了既有的繁體中文和英文(雙語) 版本，新增了簡體中文版本以便客戶就國內接受之治療作出申請。

醫療費用預先批核及出院免找數服務專頁 -- 我們於 2024 年 10 月於 aia.com.hk 重新設計專頁，介紹服務內容、申請步驟及表格下載。並將專頁置於 *客戶支援 -> 醫療費用預先批核及出院免找數服務*，簡單快捷獲取所需資料。

我們明白當患病時，在所難免會擔心醫療開支，利用預先批核服務客戶可以在治療前掌握醫療開支，專心接受治療。無論客戶選擇網絡醫生或自選醫生，我們會為客戶安排醫療費用預先批核及出院免找數服務(如適用) 。瀏覽服務專頁以了解更多。

如有任何查詢，請於 iEngage/PES 使用 Chatbot 進行查詢；澳門可親臨營運服務中心。

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We provide Pre-approval – Medical Expense & Cashless Service for individual medical insurance plan customers, keep expanding and enhance customer experience. Starting from 25th November 2024, in addition to the existing email and fax, customers can apply for pre-approval of non-network medical expenses and cashless service (if applicable) through the mobile app AIA+.

Log in to AIA+ -> go to "Menu" -> tap "Pre-approval" in "Claims", follow the instructions to upload documents and input information to complete the submission

Financial Planners can also submit applications online for customers in the second quarter of 2025, details to be announced in due course.

On the other hand, we have made other enhancement earlier:

Medical Expense Pre-Approval Form – in September 2024, we simplified the form by significantly reducing the information to be filled in by customers. In addition to the existing Traditional Chinese and English (bilingual) version, Simplified Chinese version was added to facilitate customers to apply pre-approval for treatment in China.

Webpage for Pre-approval – Medical Expense & Cashless Service – in October 2024, we redesigned the webpage in the aia.com.hk to introduce the service, application procedures and form download. Besides, by putting the webpage at the *Help & Support -> Pre-approval – Medical Expense & Cashless Service* allows customers to get information easily and quickly.

Medical costs are the last thing customer wants to worry about getting sick, one can take control of the expenses before treatment. We offer Pre-approval – Medical Expense & Cashless Service for customers with the choice to choose a network doctor or his/her own preferred doctor. Visit the webpage to learn more.

Should you have any queries, please enquire by using Chatbot in iEngage/PES. For Macau, please visit Operation Service Centre for details.

Regards,

James Tang

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附錄 1

登入 AIA+ -> 進入「全部」 -> 於「索償」內點選「預先批核」



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Appendix 1

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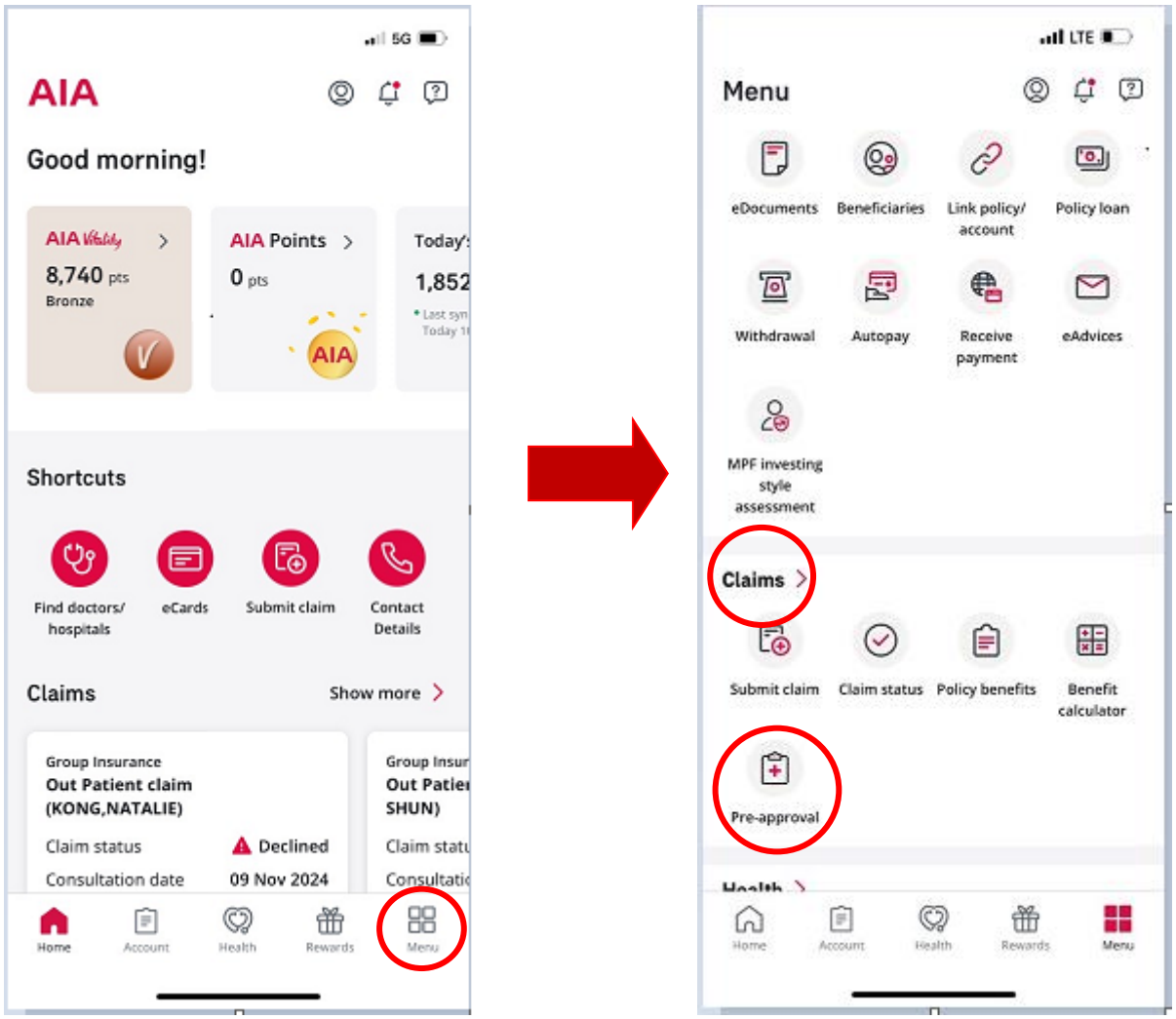

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