AIA Hong Kong

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Memo

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

From: Dr. Alexander Chiu
Head of Medical and Healthcare Provisions

Dept: Medical and Healthcare Provisions

Copy: All Department Heads

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Subject: (Ref: A260159) AIA「睿選」醫療系列之醫療網絡服務安排
Medical Network Service Arrangement for AIA SelectWise Medical Series

我們很高興向您分享AIA「睿選」醫療系列的更新，旨在為客戶提供更高便利性、成本效益及舒適度。其中一項計劃特點是香港醫療網絡服務安排，在獲得網絡預先核准批核後，可確保客戶能順利入住指定醫院，並享有半私家房升級。此外，中國內地組別 A指定醫院（私家房）及澳門（半私家房）受保病房安排，亦為追求優質醫療服務的客戶帶來更卓越的體驗。

您的專業協助是確保客戶能充分享受這些保障的關鍵，請參閱以下內容，以獲取更多詳情：

香港醫療網絡服務安排:

步驟 1：尋找網絡醫生

- 客戶需選擇「睿選醫療網絡」的網絡醫生。

步驟 2：提交網絡預先核准申請表格

- 網絡醫生將協助填寫並提交預先批核申請，以確保客戶在入院前符合網絡福利資格，並於提供相關醫療服務前獲AIA批核。

步驟 3：安排入住「睿選指定醫院」

- 如希望享用半私家房升級服務，理財顧問或客戶需由網絡醫生安排入住以下指定醫院並請於預先批核申請時註明及於入院安排時預先預訂半私家房。
  - 仁安醫院
  - 香港浸信會醫院
  - 聖保祿醫院
  - 聖德肋撒醫院

中國內地受保病房安排:

- **客戶無需尋找網絡醫生及無需提交預先核准申請，入住以下「睿選指定醫院」（組別 A），將可享有標準私家房保障：**
  - 香港大學深圳醫院(國際醫療中心)
  - 深圳新風和睦家醫院
  - 深圳恒生醫院
  - 廣州和睦家醫院
  - 廣州新市醫院
  - 中山陳星海中西醫結合醫院
  - 佛山復星禪誠醫院

- **如入住「睿選指定醫院」（組別 B），將可享有半私家房保障。**

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澳門受保病房安排:

- **客戶無需尋找網絡醫生及無需提交預先核准申請，入住鏡湖醫院時，將可享有半私家房升級保障。**

透過以上步驟，您將協助客戶：

- 減少自付費用，善用醫療網絡服務安排。
- 享有更佳的住院體驗，包括半私家房升級保障。
- 更順暢入住指定醫院。

請留意，房型升級屬於產品保障，並非醫院或醫生提供。

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



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醫療管理總監

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We are pleased to share updates about the AIA SelectWise Medical Series, designed to provide customers with greater convenience, cost efficiency, and comfort. One of the key features is the Medical Network Service Arrangement in Hong Kong, which ensures smooth admission to designated hospitals and offers a Semi-Private Room Upgrade with approved Network Pre-Authorization. The covered room arrangement for designated hospitals in Mainland China (Standard Private Room for Group A hospitals) and Macau (Semi-Private room), delivers an enhanced experience for customers seeking quality care.

Your professional support is essential to help customers fully enjoy these benefits. Kindly refer to the details below for more information.

Hong Kong - Medical Network Service Arrangement:

Step 1: Find a Network Service Provider

- Customers should select a doctor from AIA's SelectWise Medical Network.

Step 2: Submit Network Pre-Authorization

- Network Service Providers will assist in completing and submitting the Network Pre-Authorization request form to ensure that customers meet network benefit eligibility before admission and obtain approval from AIA prior to providing the relevant medical services.
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Step 3: Admission to SelectWise Designated Hospitals

- To enjoy the Semi-Private Room Upgrade, customers or agents must request the Network Service Provider to arrange admission to one of the following designated hospitals. To ensure eligibility, the semi-private room must be indicated on Network Pre-Authorization form and reserved when arranging admission.
    - Union Hospital
    - Hong Kong Baptist Hospital
    - St. Paul's Hospital
    - St. Teresa's Hospital

Mainland China – Covered Room Arrangement:

- **Customers are not required to consult a Network Service Provider or submit Network Pre-Authorization request, and will be entitled to a Standard Private Room upon admission to any of the following SelectWise Designated Hospitals (Group A):**

    - The University of Hong Kong-Shenzhen Hospital (International Medical Center)
    - Shenzhen New Frontier United Family Hospital
    - Shenzhen Heng Sheng Hospital
    - Guangzhou United Family Hospital
    - Guangzhou Xin Shi Hospital
    - Zhongshan Chen Xinghai Hospital of Integrated Traditional Chinese and Western Medicine
    - Foshan Fosun Chancheng Hospital

- **Customers admitted to any of the SelectWise Designated Hospitals (Group B) are entitled to a Semi-Private Room.**

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Macau – Covered Room Arrangement:

- **Customers are not required to consult a Network Service Provider or submit Network Pre-Authorization request, and will be entitled to a Semi-Private Room Upgrade upon admission to Kiang Wu Hospital.**

By following the above steps, you will help customers:

- Minimize out-of-pocket expenses by utilizing the Medical Network Service Arrangement.
- Enjoy enhanced hospital accommodation through the Semi-Private Room Upgrade benefit.
- Ensure a smooth admission process at designated hospitals within the medical network.

Kindly note that the room upgrade is part of the product coverage and is not provided by the hospital or doctor.

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



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Head of Medical and Healthcare Provisions

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