

Frequently Asked Questions– Medical Home Monitoring Service for Upper Respiratory Tract Infection (“URTI”) and Lower Respiratory Tract Infection (“LRTI”)

1. What are the criteria for home URTI management under Allianz Care@Home?

The service is limited to eligible policyholders who are diagnosed with **URTI** that meets the following criteria:

- aged between 16 till 59 years old;
- not immunocompromised;
- well controlled comorbidity;
- have at least one (1) family member or caregiver at home;
- able to perform Activities of Daily Living (“ADL”);
- exclusion criteria – trouble breathing, unable to talk in a full sentence, or wheezing (high pitched sound during breathing), pain or pressure in the chest, feel extremely lethargic, fainting or passing out, burn injury to the face or smoke inhalation and other severe symptoms;
- not pregnant.

2. What are the criteria for home LRTI management under Allianz Care@Home?

The service is limited to eligible policyholders who are diagnosed with **LRTI** that meets the following criteria:

- aged between 16 till 59 years old;
- not immunocompromised;
- well controlled comorbidity;
- have at least one (1) family member or caregiver at home;
- able to perform Activities of Daily Living (“ADL”);
- exclusion criteria – trouble breathing, unable to talk in a full sentence, or wheezing (high pitched sound during breathing), pain or pressure in the chest;
- not pregnant.

3. What if I am not qualified for the home UTRI and LRTI management?

If the condition warrants for admission, patient may proceed for hospital admission and the usual process of obtaining Guarantee Letter (“GL”) request remains status quo. If member wishes to opt for Speedoc’s other services, it would be on self-pay basis.

4. When can I call Speedoc’s medical assistance center to request the service?

You can call Speedoc’s medical assistance center (+60 11 4166 1178) at any time. However, for the doctor house-call visit, it is only available from Monday to Sunday (including Public Holiday) from 8am – 8pm.

5. What are the documents needed to be completed?

Once Speedoc’s team arrives at a patient’s home, the patient just needs to sign the Pre-Authorization Form (PAF) and Speedoc’s Consent Form.

6. When will the doctor or nurse come to my house after I request the service from Speedoc?

For the first visit, Speedoc will confirm your appointment for doctor house-call visit once they confirm the eligibility or your insurance policy and their doctor’s availability. This process may take 1 - 3 hours to confirm your appointment.

7. Is Speedoc able to issue medical certificate (MC) for patients under Allianz Care@Home?

Yes, Speedoc is able to facilitate either a physical MC or via email.

8. Do I still need to request for a Guarantee Letter when I activate Speedoc for Allianz Care@Home?

No. Allianz has established a workflow with Speedoc where GL is not required for Allianz Care@Home. Unless if the patient is being escalated to be admitted into a hospital, Speedoc will coordinate with Allianz for the admission GL.

9. What happens if during the UTRI and LRTI home care management, the patient develops severe symptoms?

The patient or caregiver should immediately contact the Speedoc medical team. Speedoc will determine if the patient requires an urgent home visit after a tele-consultation.

In the event the patient's medical condition worsened and can no longer be able to be treated at home, patient will be advised to be admitted to a hospital and the Speedoc medical team will notify Allianz for the admission. Speedoc will arrange ambulance services if needed.

10. Will there be a follow-up by Speedoc after the patient is discharged from home?

Yes. Speedoc will arrange a follow-up call 3 days after the patient is discharged to monitor the recovery. Patient can access to Speedoc anytime thereafter if they have any issue.

11. Which area does Allianz Care@Home service cover?

This service is available in Klang Valley, Penang, Ipoh, Negeri Sembilan, Melaka and Johor Bahru at the moment. More locations will be made available in due course.

For the detailed Terms and Conditions, please refer to the next page.

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Terms and Conditions for Allianz Care@Home – Medical Home Monitoring Service for Upper Respiratory Tract Infection (“URTI”) and Lower Respiratory Tract Infection (“LRTI”)

“Allianz Care@Home – Medical Home Monitoring Service for URTI and LRTI” is offered by Allianz Life Insurance Malaysia Berhad (“Allianz Life”) for eligible Allianz Life’s Individual Hospitalisation & Surgical customers and Group Corporate members under Allianz SME Choice Plus where they are given an option to get medical home monitoring service if they are diagnosed with gastroenteritis by the appointed care delivery partner Speedoc (Malaysia) Sdn. Bhd. (“Speedoc”), subject to the terms and conditions contained herein.

1. Eligibility

- a. This service is open to Allianz Life Individual H&S customers who hold an in-force Individual medical rider with Allianz Life or is a Group Corporate member under Allianz SME Choice Plus at the time of receiving the medical home monitoring service. Such Allianz Life Individual H&S customer must be the named life assured of the policy as shown in the records of Allianz Life or is an eligible employee under the Group Corporate member under Allianz SME Choice Plus.
- b. The customer must meet the following criteria for outpatient care in order to get medical home monitoring service for URTI –
 - aged between 16 till 59 years old;
 - not immunocompromised;
 - well controlled comorbidity;
 - have at least one (1) family member or caregiver at home;
 - able to perform Activities of Daily Living (“ADL”);
 - exclusion criteria – trouble breathing, unable to talk in a full sentence, or wheezing (high pitched sound during breathing), pain or pressure in the chest, feel extremely lethargic, fainting or passing out, burn injury to the face or smoke inhalation and other severe symptoms;
 - not pregnant.

and the following criteria for LRTI –

- aged between 16 till 59 years old;
- not immunocompromised;
- well controlled comorbidity;
- have at least one (1) family member or caregiver at home;
- able to perform Activities of Daily Living (“ADL”);
- exclusion criteria – trouble breathing, unable to talk in a full sentence, or wheezing (high pitched sound during breathing), pain or pressure in the chest;
- not pregnant.

Collectively known as “Allianz Eligible Customers”.

2. Benefits and Scope of Services

As an Allianz Eligible Customers, you will be entitled to:

- a. Medical home monitoring service for URTI or LRTI (“Service”) which is supported by Speedoc, which includes:
 - Daily home visits by doctor and/or nurse(s) when necessary, at the discretion of Speedoc’s Medical Practitioner
 - Diagnostic test, medication, treatment & support

- 24/7 helpline

If condition escalates to severe condition,

- Referral letter/ summary note to medical service centre
- Hospital admission assistance
- Arrangement for ground ambulance (if required)

This service is available in Klang Valley, Penang, Negeri Sembilan, Ipoh, Melaka, and Johor Bahru at the moment. More locations will be made available in due course. To access the service, contact Speedoc at +6011 4166 1178.

- b. Eligibility to claim for the expenses of Allianz Care@Home Service for URTI or LRTI is applicable on cashless or reimbursement basis by meeting the following criteria:
- The valid expenses are administered based on the policy's terms and conditions (e.g., waiting period: 30 days, annual and lifetime limits, deductible & coinsurance).
 - Other expenses incurred apart from the listed six (6) services stated in Clause 2.a - Benefits and Scope of Services above will not be covered (e.g., purchase of equipment, monitoring devices, meals, etc.)
 - Only the expenses incurred by the life assured will be covered.
 - Subject to medically necessary and reasonable and customary charges.
- c. Allianz Life reserves the right and has the absolute discretion to vary the terms and conditions of this Service, suspend, cancel, or terminate the same with or without any prior notice or reason.
- d. Allianz Life shall not be liable for the services provided nor any direct or indirect losses or damages of any kind whatsoever arising, incurred, or suffered by the life assured for using the Allianz Care@Home Service supported by Speedoc.