



**Medical
Arrangements**



Visas



**Guarantees of
payment**

Dedicated assistance provider in Singapore for global healthcare plans



Concierge Services



Evacuations



Since 1996

The **most experienced** assistance provider in Singapore

1,400 + PATIENTS
SERVED YEARLY

2 EVACUATIONS
EVERY WEEK

4 REGIONAL OFFICES
SINGAPORE, KL, JAKARTA, YANGON

97 PERCENT
OF HEALTHCARE PROVIDERS
ACCEPT OUR GOPS

100 + INBOUND
INSURANCE
CASES MONTHLY

20 + YEARS
OF EXPERIENCE

Ulink's growing regional presence

Ulink Myanmar

- Since 2015
- 15 selected hospitals
- 15+ cities
- 24/7: + 95 9 792 888 611

Ulink Singapore

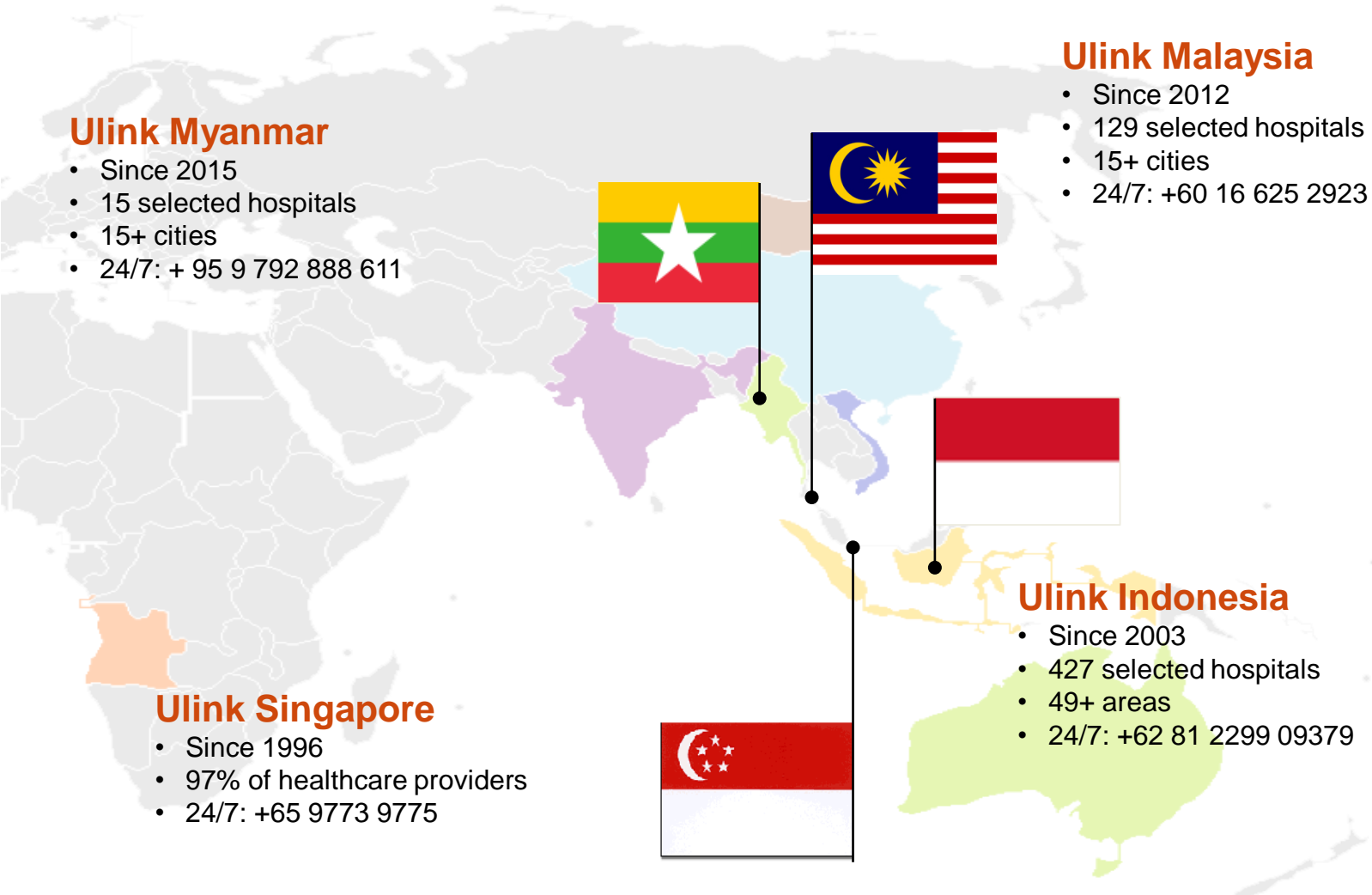
- Since 1996
- 97% of healthcare providers
- 24/7: +65 9773 9775

Ulink Malaysia

- Since 2012
- 129 selected hospitals
- 15+ cities
- 24/7: +60 16 625 2923

Ulink Indonesia

- Since 2003
- 427 selected hospitals
- 49+ areas
- 24/7: +62 81 2299 09379



Clients entrust their members to us



Our clients entrust their members to us because...



Retain your members and **attract more** by ensuring that they receive **priority assistance** when they are in Singapore



Give your members the **access** that they were looking for. **97%** of healthcare providers in Singapore accept Ulink's GOPs



As a Singapore-based provider, we serve as your **Singapore operations** to process your assessment and approval of coverage



Cost Containment. Tap on Ulink's experience and provider network to avoid excessive costs



1. Medical cases in Singapore



You will be able to provide your member in Singapore...



Out-patient and in-patient arrangements at accredited healthcare providers



Treatment plans & price estimates



Obtain all medical info for assessment of coverage



Cash-less treatment at 97% of health providers



Collection of excess/co-payment



Daily monitoring of medical condition and invoice



Invoice review for cost containment



24/7 standby assistance

You obtain all the information needed for accurate and fast assessment of coverage

Can you help obtain the pre-admission form from clinic?

Is the patient's condition congenital or pre-existing?

Patient is discharged but please ask these follow-up questions from the doctor

Can this procedure be done on an out-patient basis?

Patient is already admitted, please obtain the interim bill and investigation results from the BO.

Member is to be discharged (Saturday night), can you get the discharge bill for assessment of coverage?

Why was the patient admitted in executive single room vs. standard single room? Can you get a statement letter from BO?

What is the breakdown of the doctor's fees? How many times / what dates did the doctor visit the patient?

* The most common information requests from Ulink's insurance/TPA clients

Ensure that key information arrives on time

Before/at admission	While admitted	Discharge
<ul style="list-style-type: none">• Medical information, hospital admission forms• Treatment plans• Price estimates• Consent forms• Declarations from doctors regarding pre-existing conditions	<ul style="list-style-type: none">• Interim invoices• Daily patient monitoring• Investigation results	<ul style="list-style-type: none">• Discharge summary and discharge invoice• Co-payment and excess information• Medical reports• Insurance claim forms• Final invoices• Additional enquiries for the doctor

With a Singapore-based provider

Fast issuance
of GOPs

+

Accurate
assessment

=

Fewer
complaints
from members

+

Better claims
ratios

Setting up a Singapore network in 1 step

Ulink's GOPs are accepted at **100%** of hospitals and **97%** of private specialist clinics:



You can access all the Singapore healthcare providers through a **single contact point**

We have additional questions for the treating doctor, can you arrange a call for us to speak with him?

Why was our member card was not recognised at Mt. E Novena, can you speak with them to sort this out?

Can you check with BO why the final invoice amount does not tally with our final GOP amount?

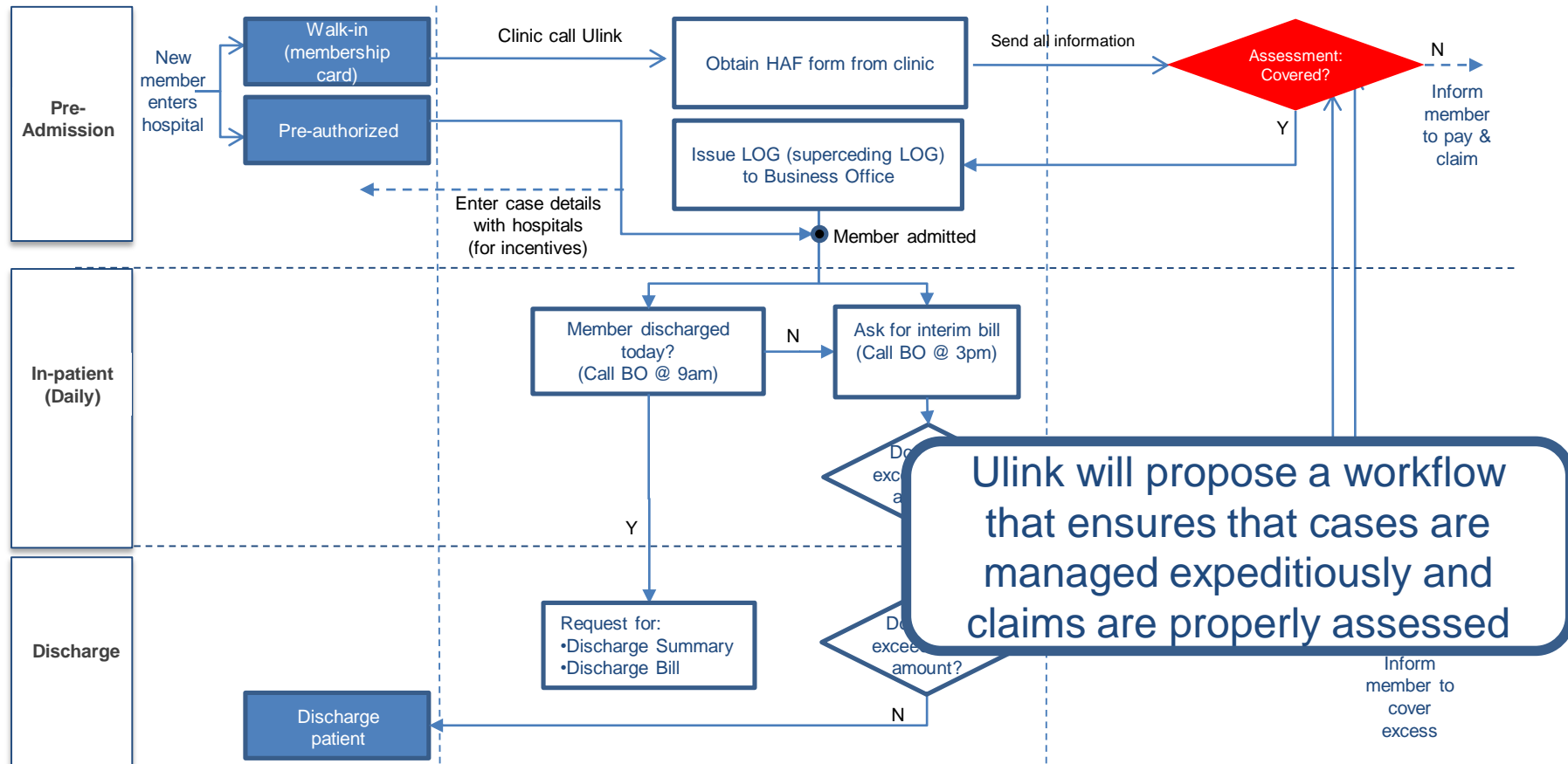
Patient is already admitted, can you help us obtain the consent form from the ward?

It has been 6 weeks, can you chase NUH for the member's claim form?

The GOP was not placed on time and the patient had to put in a deposit at admission, can you check on the refund?

Please call to remind BO that US\$2,000 needs to be collected from patient as excess.

SOPs for cash-less treatment





2. Singapore assistance



Only a **Singapore-based** team can provide the best assistance in Singapore



1. 24/7 alarm centre is centrally located in the city area (City hall).
2. Assistance team includes medically-trained personnel, and speakers of English, Chinese, Bahasa and Myanmar language.
3. We have our own vehicles and drivers for car transfers, and dedicated team for hotel and flight bookings.
4. Our in-house capabilities mean that our prices are competitive and we guarantee that assistance is always just a phone call away.

With Ulink, you will be able to provide...



Ground
ambulance



Nurse
escorts



Home visits or
tele-consults



Allied health
e.g. home nurses, therapy



Repatriation of Mortal
Remains (RMR)



Assistance with lost
luggage/documents



Procurement of
drugs and equipment

Be prepared in times of emergencies



Emergency Evacuations

24-hour hotline:

Indonesia: (62) 812 299 09379

Singapore: (65) 9773 9775

Myanmar: (95) 9 792 888 611

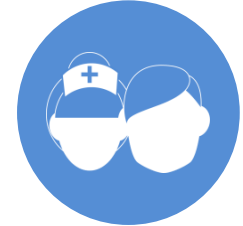
China: (86) 130 7283 7794



Air ambulance
(Singapore-based,
24/7)



Ground ambulance
and
medical equipment



Emergency-trained
medical team



Arrangements
for Singapore
doctor & hospital



Visa and hotel
for patient
and family



Know the cost
before flying

**Ulink coordinates 2 – 3 evacuations
every week**



3. Singapore concierge



When your members are in Singapore...

Can you arrange for someone to pick up my member from the hospital to the hotel?

Which 3 hotels are nearest to Gleneagles Hospital?

Our member is not familiar with Singapore. Can you arrange for patient accompaniment and translation?

If my flight arrives late at night, how do I get to the hotel?

My social visit pass in Singapore is due to expire, how can it be extended?

What is a good Indonesian restaurant in Singapore?

This member is our VIP, can you arrange for flowers to be delivered to his hotel room?

Our member has returned to China but he needs more cancer drugs, can you help him buy?

You will be able to provide...



Hotel, flight and other
arrangements



Limousine
transfers



Entry visas and
extensions



Patient accompaniment
and
language translation



Personal errands
(non-medical)



Gifts for a
personal touch



Daily updates on
patient's condition



24 hour
standby assistance

**While your members focus on their health,
Ulink takes care of everything else**

Questions?

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