



Care for when you need it most

Personal Medical Case Management
provided by Medix

AIA Australia has partnered with Medix, a global healthcare management company that provides world-class support to those dealing with serious illness. It's all part of our commitment to helping our customers live **healthier, longer, better lives.**

medix
It's a matter of life

AIA Health Insurance
with **AIA Vitality**



When you're with Medix, you're not alone

At AIA Australia we understand that receiving a diagnosis of ill-health can be frightening, stressful and confusing. That's why we've partnered with Medix.

Should you ever receive a worrying diagnosis, they'll be by your side throughout your medical journey. Medix will appoint a dedicated case management team and consult with leading specialists in order to provide a comprehensive and personalised treatment plan that supports you every step of the way.



Over 4 Million
customers globally



Available in
over 90
countries



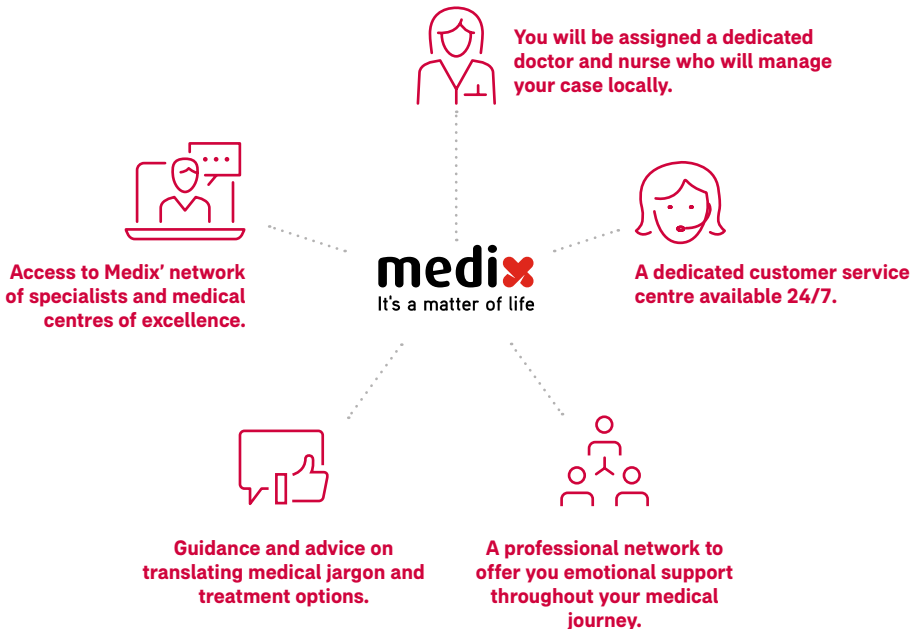
A global network of
over 4,000
accredited specialists

* Source: Medix Internal Reporting (Global Average), current as at February 2020.

Medix works with you

Medix' sole focus is providing you with access to the best personalised care for your treatment and recovery. Medix has no commercial incentive to change your diagnosis or treatment plan. They'll work with you to ensure you have access to the best care and support you require for a period of three months.

Your benefits



Your privacy comes first

Medix complies with the privacy laws of every country it operates in. Medix will never share your information with its doctors, or any other persons, without your consent.

How the Medix Personal Medical Case Management process works



You sign the consent forms and submit the relevant medical information to Medix.



Medix will appoint a doctor and supporting nurse to manage your case.



Your medical information and diagnosis will be evaluated by leading specialists. If further tests are required, Medix will help to arrange these for you.*



Your progress is monitored.



You receive a consolidated medical recommendation and professional support to help you decide on your preferred course of action.



Your dedicated Medix team remains on hand to answer any medical questions you have during the first three months of your recovery.

Access Medix

To access Personal Medical Case Management provided by Medix please contact our team on 1800 333 004. You can also contact Medix directly on **03 9115 9808**, or [by email](#).

* The assessment and management of your case by Medix is provided free of charge. If further tests, treatments, procedures or medications are required, additional charges may apply.

Copyright © 2020 AIA Australia Limited (ABN 79 004 837 861 AFSL 230043). All rights reserved. This information is current at the date of this publication and is subject to change. This provides general information only without taking into account the personal circumstances of any individual and is not intended to be medical, health or other advice. Before acting on the information in this brochure, individuals should consider its appropriateness having regard to such factors.

Medix Health Services Australia Pty Ltd (ABN 86 634 129 776) (Medix) is a third party company which provides the AIA Medix Personal Medical Case Management Service. Neither AIA Australia nor any of its related entities which issue insurance products which provide access to the AIA Medix Personal Medical Case Management Service is responsible or liable for any medical service, product or solicitation provided or sold by Medix.

Eligibility to access the AIA Medix Personal Medical Case Management Service is subject to the AIA Medix Terms and Conditions, which AIA Australia may amend from time to time. The AIA Medix Personal Medical Case Management Service is not insurance. Not all medical conditions are serviced by Medix as part of the AIA Medix Case Management Service.

Statistics and service information stated in this leaflet have been verified by Medix only.

AIA Australia will only release personal and sensitive information to Medix after obtaining member consent.

For further information on this service, read the [AIA Medix Terms and Conditions](#).