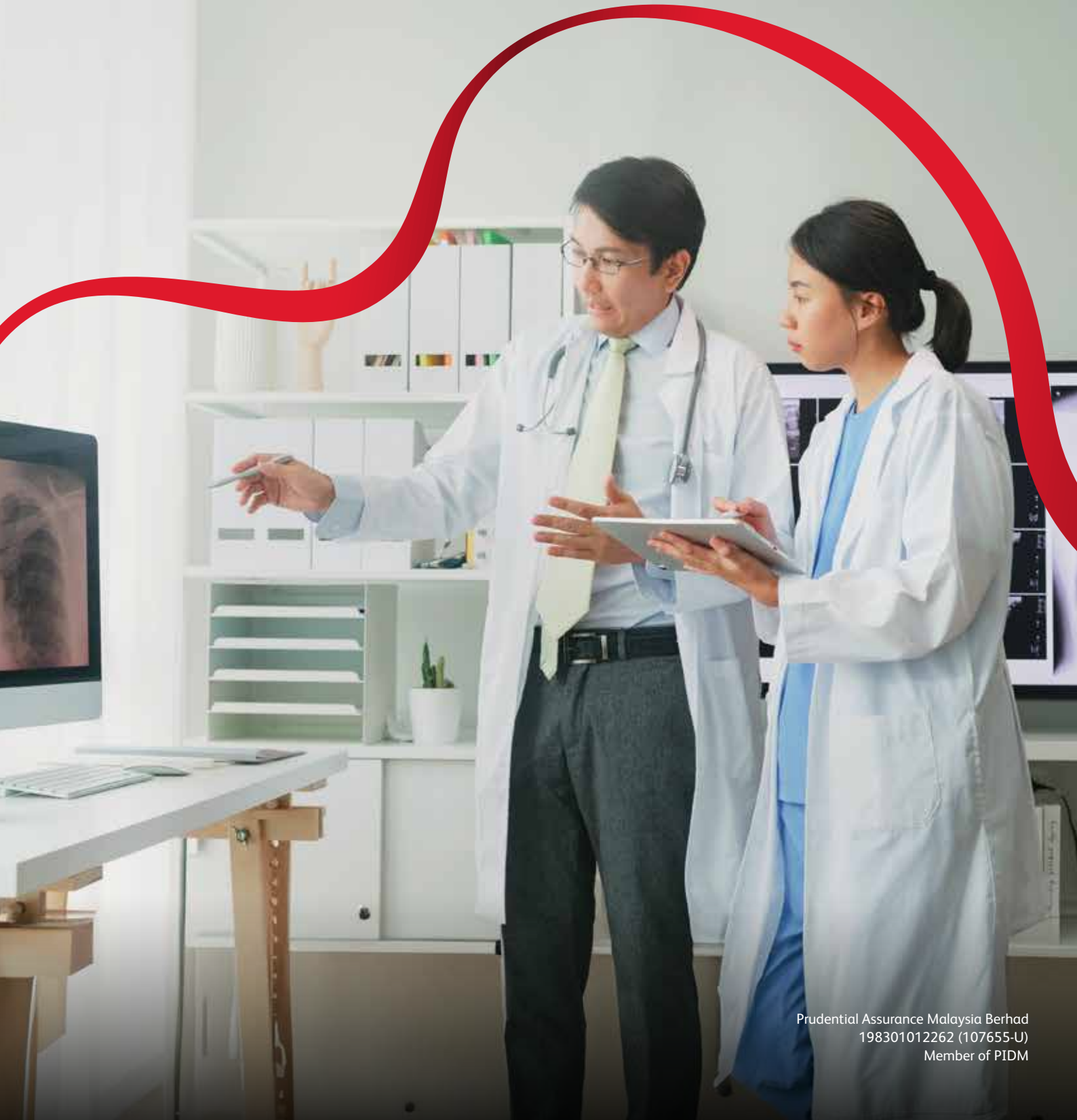




# Navigate Medical Decisions with Confidence

Value-Added Service |  
Case Management Service

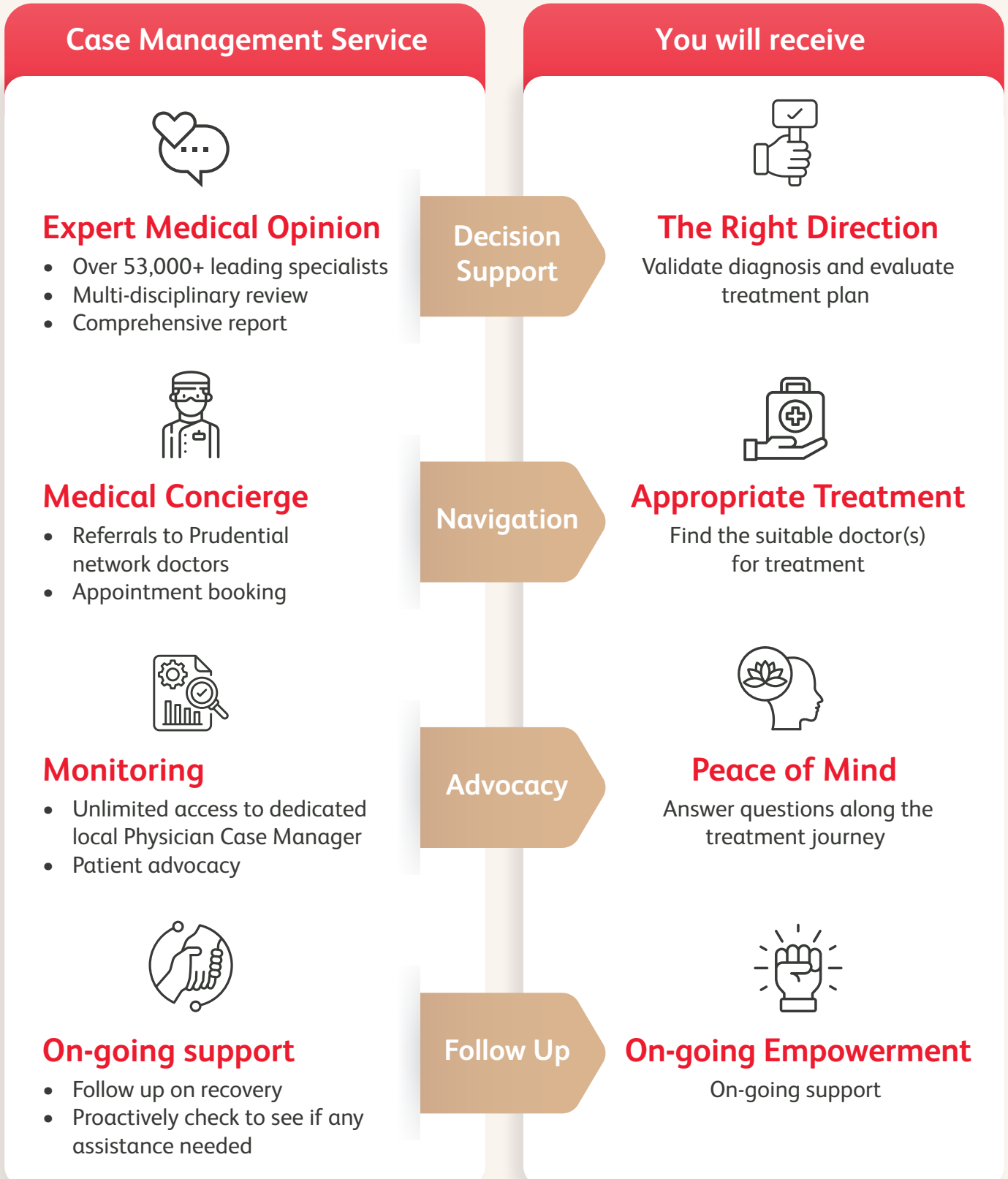




**94%** of Malaysians delay seeking medical care due to a lack of support.<sup>1</sup>

When you're unwell, we understand how important it is to have the right guidance and support when seeking medical care.

Through our **Case Management Service**, you gain access to the care that's right for you.



<sup>1</sup>2026, Patient voices Malaysia: making healthcare clearer and more connected

# Personalised support throughout your medical journey

Receive end-to-end medical support and guidance, from diagnosis to recovery, giving you the confidence to make the right health decisions.

"My oncologist recommended immune therapy. Is this treatment best for me? Are there other options?"



Your case manager will provide guidance based on the latest research and development in the medical field.

"I have received very different diagnoses from various doctors. What do I do?"



You can get a second opinion from a panel of multi-disciplinary experts to provide a holistic view of your medical condition.

"My orthopaedic doctor recommends surgery. When do I know it is the right time?"



You will receive clear guidance and support from your personal case manager, to help you make informed decisions.

"Something is not right with my daughter's heart. Who is a cardiologist I can trust?"



You will get recommendations for leading global specialist from your personal case manager.

"I have recently undergone chemotherapy. What should I be monitoring on a regular basis?"




You will get continued guidance and support through treatment and recovery.

## How does Case Management Service work?

1



### Contact our service provider, Teladoc Health

 <https://www.prudential.com.my/en/case-management-service/>

 [pamb@teladochealth.com](mailto:pamb@teladochealth.com)

Service Hours: Monday to Sunday from 9am to 9pm (except public holidays)

- Service Eligibility Check
- Medical Confidentiality & Consent Form obtained from customer

2



### Physician Case Manager

A local case manager will contact you to better understand your medical condition and collect relevant information.

3



### Expert Medical Review

A global specialist will review your case and provide a second opinion along with a detailed medical report.

4



### Ensuring You Get The Right Care

A consolidated medical report will be explained to you, with assistance in arranging any required referrals and appointments.

5



### End-to-End Support

We provide ongoing support with recovery follow-ups and proactive check-ins to ensure you're supported every step of the way to recovery.

# Medical conditions that are eligible for Case Management Service

1. Cancer	15. Recovery/rehabilitation phase for stroke
2. Urological conditions	16. Respiratory diseases
3. Obstetric conditions	17. Rheumatology/immunological diseases
4. Neurological diseases	18. Recovery/rehabilitation phase for severe burns
5. Endocrine diseases	19. Gastroenterological diseases
6. Sexual or sexually transmitted diseases	20. Infectious diseases (including HIV/AIDS)
7. Ear, nose and throat (ENT) diseases	21. Medical conditions in the fields of dentistry
8. Orthopaedic conditions	22. Liver diseases
9. Paediatrics conditions	23. Cosmetic surgery (medically necessary)
10. Ocular diseases/ophthalmology conditions	24. Combined pathologies
11. Haematological diseases	25. Kidney diseases
12. Obesity	26. Fertility-related conditions or procedures
13. Cardiovascular diseases	27. All medical conditions other than those listed in the Exclusion List below
14. Metabolic diseases	

## Excluded Medical Conditions

Customer diagnosed with one of the following medical conditions is not eligible for the service:

1. Medical emergencies
2. Accidents
3. Urgent or life-threatening situations, such as ICU admission
4. Daily or common issues, such as colds, flu, fever, occasional rash etc.
5. Long term chronic diseases management such as chronic hepatitis, diabetes, high blood pressure, high cholesterol etc. (however, any complications of chronic diseases shall be covered)
6. Mental health conditions such as anorexia/bulimia, mental health-related sleeping disorder, anxiety, depression etc.

Note:

1. The service is intended for customers who have consulted at least one registered medical practitioner in relation to the medical condition and have an existing diagnosis or medical records relevant to the condition.
2. The tests, treatments, procedures, devices or medication recommended may or may not be covered by Prudential. Customer is advised to confirm the policy coverage with Prudential before undergoing any services.

## Important Notes & Disclaimers

1. The Case Management Service is a value-added service and does not form part of the contractual benefit and is not guaranteed and is subject to terms and conditions. It allows customers to have assistance with expert medical opinion, medical concierge and other related support services at no additional charge. The services offered under the Case Management Service will be provided by a third-party service provider contracted with Prudential Assurance Malaysia Berhad (“PAMB”).
2. This service is applicable to all Life Assured under any of the eligible plans and is provided on a complimentary basis. The service shall cease upon termination of the eligible plan.
3. Please refer to the Corporate Website of PAMB ([www.prudential.com.my](http://www.prudential.com.my)) for the eligible plans, information on the service provider and the types of services provided, as well as the Frequently Asked Questions and terms and conditions for this service. The Case Management Service is subject to availability and may be changed by PAMB from time to time.
4. The third-party service provider engaged by PAMB is not agents or employees or representatives of PAMB. PAMB shall not be responsible for any act, omission or negligence of the third-party service provider in the provision of services, treatments, opinions and advice.
5. Any service, product or solicitation of any kind provided by third-party service provider are not sold or promoted by PAMB, and PAMB shall not be responsible and/or liable for any service, product or solicitation of any kind provided by the service provider.
6. PAMB makes no representation, warranty or undertaking as to the quality and availability of the Case Management Service provided for the service provider, and shall not be responsible and liable for the services provided by the third-party service provider. Under no circumstance shall PAMB be responsible or liable for any act, omission or negligence in provision of the services by the third-party service provider.