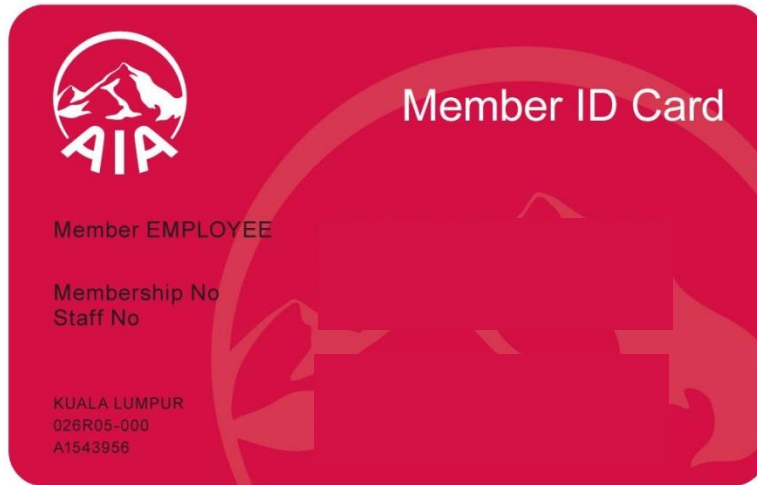


Passport to the AIA Preferred Care Programme

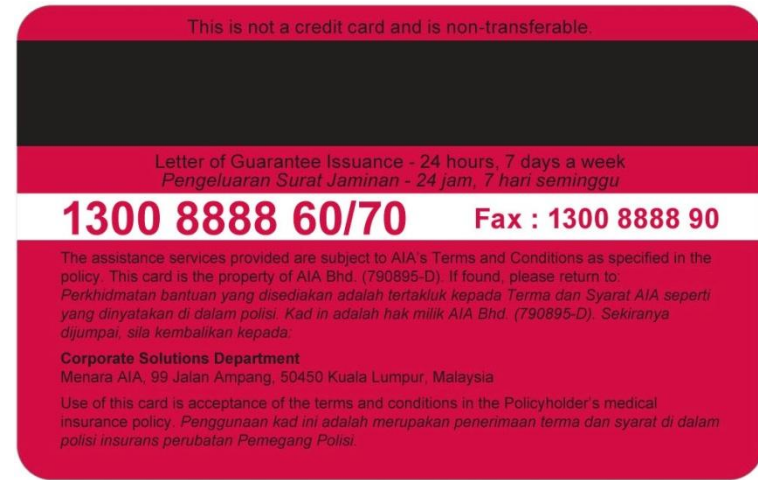
AIA Member ID Card

Must be used when seeking care at any Panel General Practitioner Clinic

Front



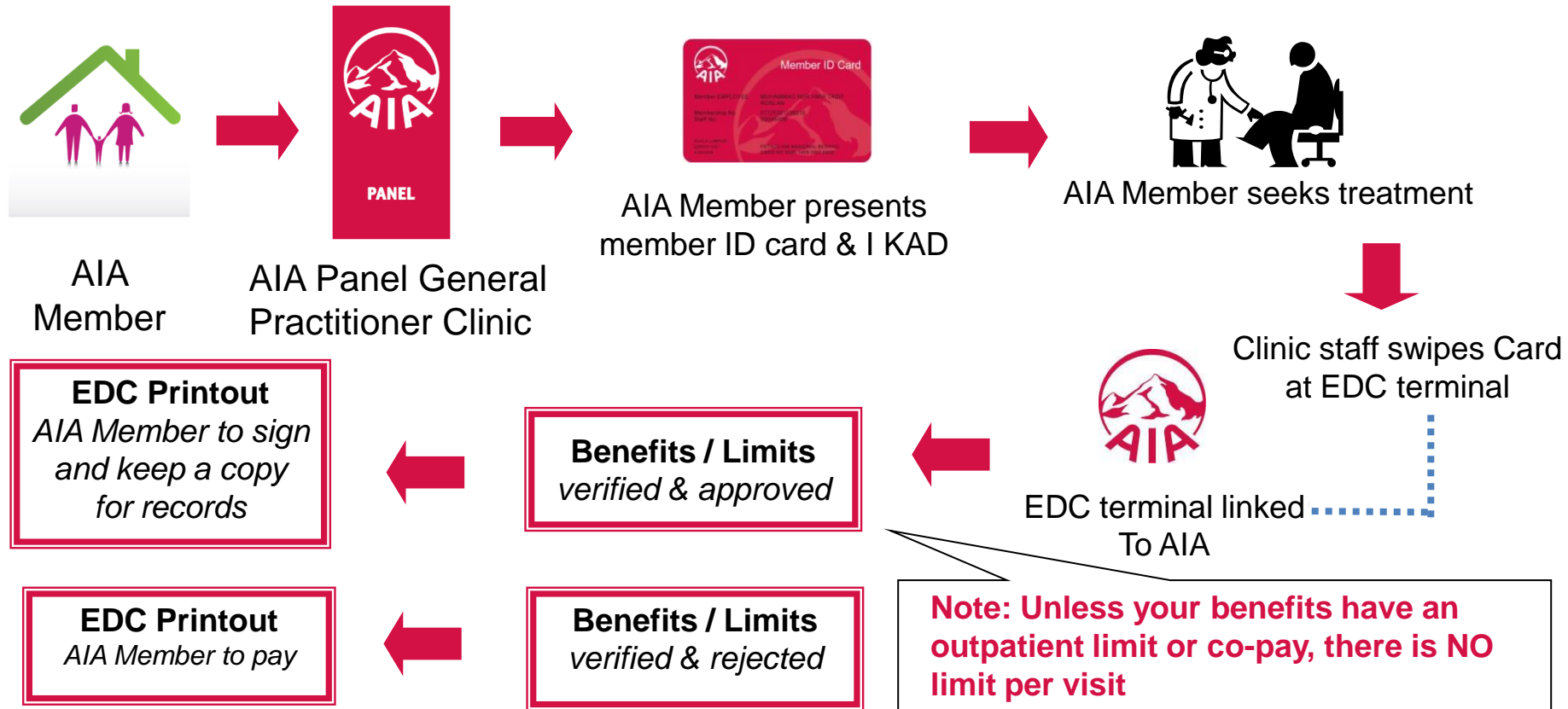
Back



If you lose your AIA Member ID card, please see AIA representative at International Office immediately on Monday, Wednesday and Friday, 9.30am to 3pm.

There will be a RM10 replacement fee except in cases of loss with police report or faulty card (cannot be read by EDC Terminal).

Visiting Panel General Practitioner Clinic



You can only visit a non-Panel clinic in an Emergency or there are no Panel General Practitioner Clinics within a 5 km radius of your location.

Log on to AIA@MyService for the Directory of Panel General Practitioner Clinics. Always check with the International Office for Monthly Directory updates.



24 hour Call Centre
1300 8888 60/70

- ✓ Enquiries on medical benefits & coverage
- ✓ Letter of Guarantee (LOG) issuance
- ✓ 24 Hour Toll Free Service
- ✓ e-mail: members@aia.com
- ✓ Interactive Voice response Service option to self-serve & reduce waiting time

For Other Enquiries

AIA Member Claims Enquiries	General Enquiries
Operating Hours Monday to Friday 9am to 5pm Tel No: 03 2056 1111, Extension 7885	Walk in to UCSI International Office, Monday, Wednesday and Friday 9.30 am to 3.00 pm 016-2280 610 (Ms. Janet) / Email: ucsiaia123@gmail.com

Interactive Voice Response (IVR) service

Step by step guide to the information / services provided



Call
1300 8888 60/70



1 for English
2 for Bahasa → Language



1 For AIA Member



• Membership Number
or Passport Number

For service



Status of Referral Letters & Letter of Guarantee (LOG)

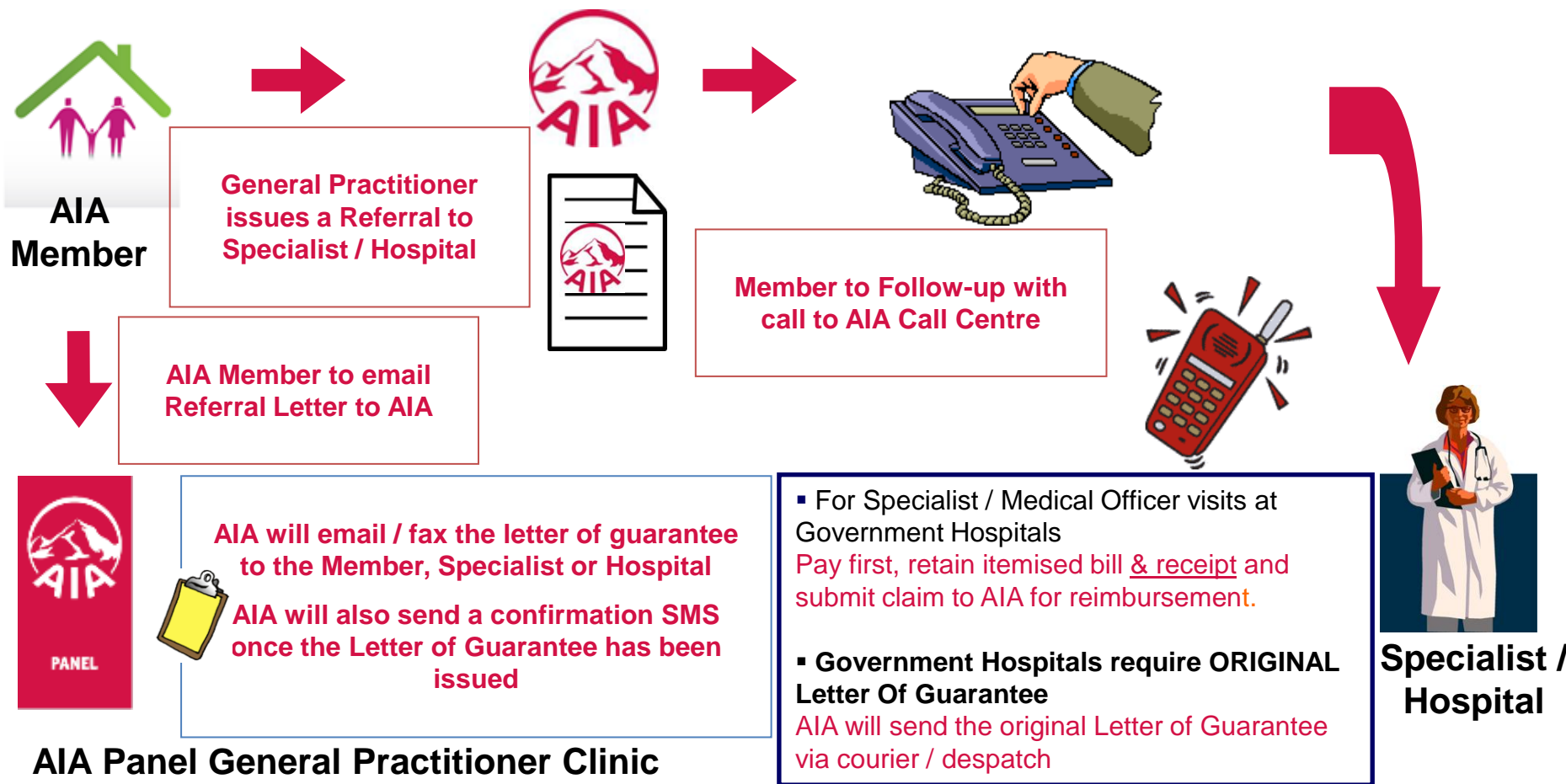


Request the email of LOG,
Enquiry on Room & Board entitlement
and Balance of Utilisation



Request for Letter of Guarantee
(LOG) & other enquiries

Visiting the Specialist / Hospital

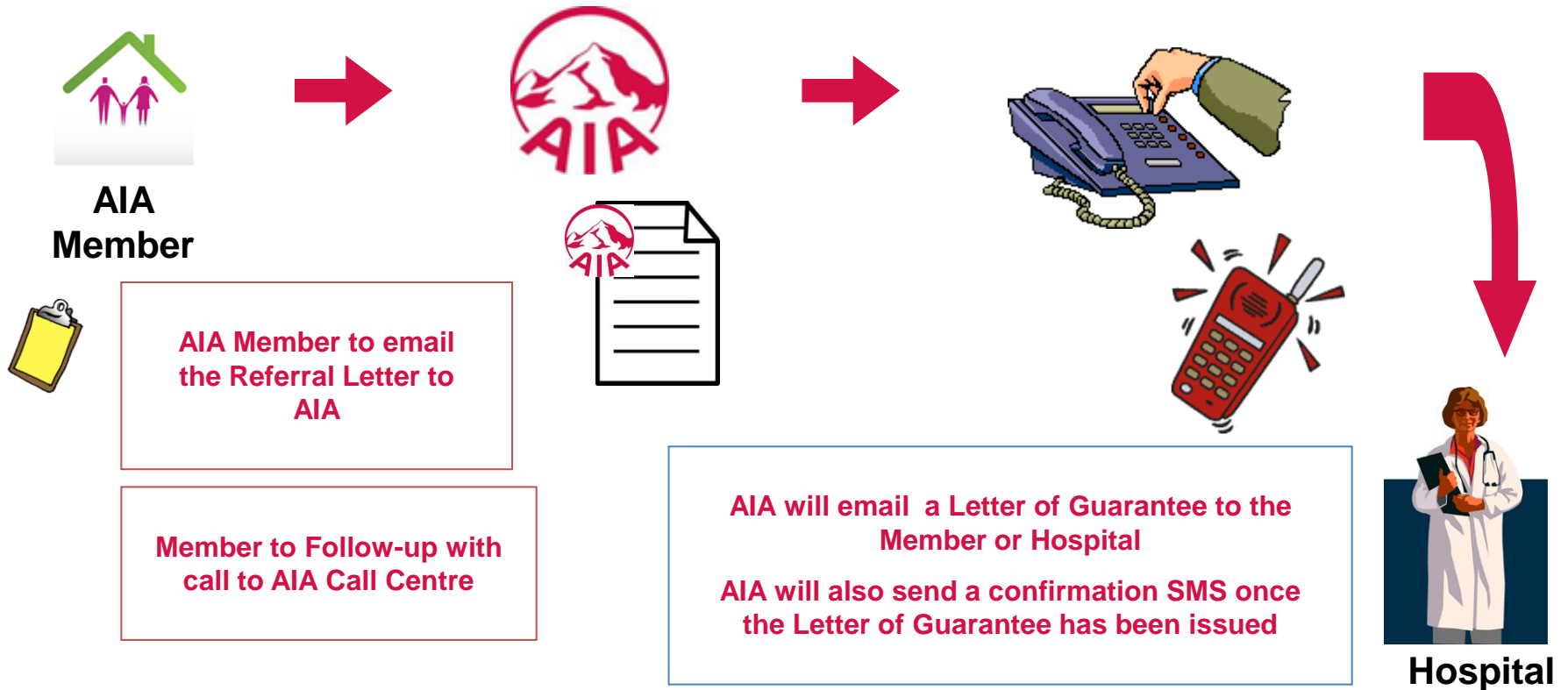


The Letter of Guarantee is valid for 14 days from the date of issue.

Outpatient Specialist: First visit + two follow-up visit within 60 days

Hospitalisation: One admission + all related follow-up visit within 60 days

Visiting the Hospital

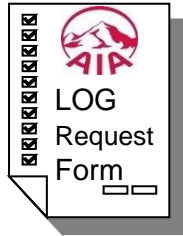


The Letter of Guarantee is valid for 14 days from the date of issue.

Hospitalisation: One admission only & follow-up visits (within 60 days) will be on **Pay & Claims** basis.

Request For Letter Of Guarantee (LOG)

Please submit your request for **LOG IN ADVANCE**

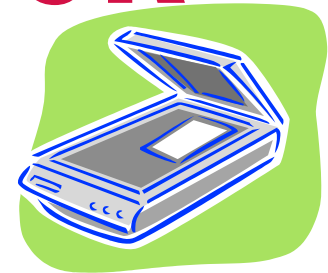


Indicate **your name, AIA membership number and contact number** clearly on your fax. AIA will fax the LOG to you within **24 hours before your appointment.**

Fill up Letter of Guarantee (LOG) Request Form & attach Referral / Admission Letter **24 hours before your appointment**

Fax to 1300 8888 90

OR



LOG will be issued within **24 hours** and LOG status will be informed via SMS if member provide their handphone number.

Email the scanned LOG Request Form & Referral / Admission Letter to members@aia.com **one (1) day before your appointment**

Scan LOG Request Form & Referral / Admission Letter

The LOG is valid for 14 days from the date of issue.

Outpatient Specialist: First visit + two follow-up visit within 60 Days

Hospitalisation: One admission + all related follow-up visit within 60 Days

How to Submit a Claim?

e-Payment & e-Notification on AIA member Claims



Fill in AIA Claim Form.



Receipt and Itemised Billing (with envelop)



Place Claim Form & attachments in AIA's Claim Box or email to ucsiaia123@gmail.com

BANK credits payment to AIA Member's bank account through MEPS.



For GP, to attach Original Receipt & itemised Billing (if claim is > RM80).
For Hospitalisation claim, please also include Medical report (if claim is > RM500 at private hospital or > RM1000 at government hospital).
Sign the Claim Form. AIA sends email to individual members on claim status and submit payment request to Bank.




AIA processes claims.




Reimbursements for complete claims will be credited into AIA members account within 14 days from date of receipt.

All claims will be reimbursed according to benefit entitlements, subject to the [13th Fees Schedule of the Private Healthcare Facilities and Services Regulations 2006](#).

Important Notes

 AIA Members have to **pay and claim** if Letter of Guarantee (LOG) is not arranged in advance for non-emergency cases.

 For emergency (i.e. life & limb threatening) cases, AIA will give immediate approval to the hospital.



DID YOU KNOW YOU CAN STOP UNNECESSARY VISITS TO SPECIALISTS & HOSPITALS?



You can obtain medication and treatment for common illnesses such as diabetes, hypertension (high blood pressure), etc. at AIA Panel Clinics.



You need not get yourself admitted into the hospital for daycare procedures and/or diagnostic tests.

Effective 1st October 2009, Pre-Admission Assessment Form needs to be completed and submitted by your attending Doctor to AIA Call Centre before we could proceed to issue LOG.



CALL 1300 8888 60/70 for Letter of Guarantee (LOG) enquiries and all other enquiries

Note

Non-Cashless Specialist

AIA Letter of Guarantee (LOG) will **not** be issued to Non-Cashless Specialists or Medical Centers. However, if any AIA member wishes to seek consultation at Non-Cashless Specialists or Medical Centers, please pay first and submit your claim for reimbursement for covered services.

Please refer to AIA representative at UCSI University International Office or send an enquiry email at AIA@MyService for the latest Non-Cashless Specialist list.

AIA@MyService www.aia.com/AIAService



Documents Required for Outpatient Claim

In the event you have to pay first for your Outpatient General Practitioner(GP), Specialist(SP), Pediatrician, Dental or Emergency/Accidental Outpatient Treatment at Accident & Emergency Unit of a hospital, please submit the followings to AIA:

- Itemised bill
- Original receipt
- Referral Letter (for SP visit)
- AIA Claim Form
- Please indicate the reason for Pay & Claim in the claim form