

Case Management Service Frequently Asked Questions (FAQ)

1. What is Case Management Service?

The Case Management Service offers personalized, end-to-end medical guidance, expert medical opinions, and ongoing support to customers with serious medical conditions who require a Second Medical Opinion (SMO). This value-added service is provided by Prudential BSN Takaful Berhad (PruBSN) in partnership with Teladoc Health.

2. Who provides the Case Management Service?

The service is provided by Teladoc Health, a global virtual care leader with more than 25 years of experience, supporting millions of customers worldwide through licensed doctors and global medical specialists.

3. Who is eligible for this service?

The Case Management Service is available to eligible customers with an in-force PruBSN Kritikal Care360 certificate. The service can be accessed 60 days after the certificate commencement or reinstatement date.

4. Is there any additional cost to use this service?

No. There is no additional charge to use the Case Management Service. Usage is unlimited and does not reduce the annual or lifetime limit of the takaful certificate.

5. What support does the Case Management Service provide?

The service includes expert medical opinions, review of diagnosis and treatment options, referrals to suitable specialists, assistance with appointment scheduling, and continuous follow-up throughout the treatment and recovery journey.

6. What medical conditions are covered?

- i. Cancer;
- ii. Neurological diseases;
- iii. Ear, nose, and throat (ENT) diseases;
- iv. Ocular diseases/ophthalmology conditions;
- v. Cardiovascular diseases;
- vi. Respiratory diseases;
- vii. Gastroenterological diseases;
- viii. Liver diseases;
- ix. Kidney diseases;
- x. Urological conditions;
- xi. Endocrine diseases;
- xii. Orthopaedic conditions;
- xiii. Hematological diseases;
- xiv. Metabolic diseases;
- xv. Rheumatology/ Immunological diseases;
- xvi. Infectious diseases, including HIV/ AIDS;

- xvii. Cosmetic surgery which is medically necessary;
- xviii. Fertility-related conditions or procedures;
- xix. Obstetric conditions;
- xx. Sexual diseases/ sexually transmitted diseases;
- xxi. Pediatrics conditions;
- xxii. Obesity;
- xxiii. Recovery/rehabilitation phase for stroke;
- xxiv. Recovery/rehabilitation phase for severe burns;
- xxv. Medical conditions in the fields of dentistry;
- xxvi. Combined pathologies; and
- xxvii. All medical conditions other than those listed in the Exclusion List below.

7. What medical conditions are not covered?

Eligible member diagnosed with one of the following are 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 disease management such as chronic hepatitis, diabetes, high blood pressure, high cholesterol, etc. (however, any complications of chronic diseases shall be covered); or
6. Mental health conditions such as anorexia/ bulimia, mental health-related sleeping disorder, anxiety, depression, etc.

8. How do I enrol for the Case Management Service?

Eligible customers can enroll via the Teladoc enrolment portal <https://prumy.teladochealthasia.com/prubsn>. Customers can also seek assistance from their agents or relatives to enroll on behalf. Upon confirmation of eligibility, a dedicated Physician Case Manager will contact the customer within 24 business hours to begin the service.

9. What are the requirements to enroll for the Case Management Service?

1. Customer must have had previous medical inquiries and consultations with at least one medical practitioner, with a prior diagnosis and in need of second medical opinion from another medical practitioner;
2. Customer has done a medical check-up and has the official medical history.

10. What is the role of the Physician Case Manager?

The Physician Case Manager acts as a dedicated medical guide, explaining medical reports, coordinating expert reviews, assisting with referrals, and providing continuous support throughout the customer's medical journey.

11. How can I contact Teladoc Health?

Customers may contact Teladoc Health via hotline or WhatsApp at 03-7890 7036, or by email at prubsn@teladochealth.com. Service hours are Monday to Sunday, 9.00am to 9.00pm (excluding Malaysian public holidays).

12. How do I know if I am eligible for the service?

Customer can check your eligibility via:

1. Contact your agent directly;
2. Call PruBSN Takaful Berhad Customer Service at +603 2775 7188. Service hours are Monday to Friday, 8.30am to 5.15pm (excluding Saturday, Sunday and public holidays);
3. Call Teladoc Health Hotline at 03-7890 7036. Service hours are Monday to Sunday, 9.00am to 9.00pm (excluding Malaysian public holidays).