

# Case Management Service

With Teladoc Health's comprehensive suite of case management services, PruBSN customers can expect high quality, personalised support.



## What You Get

We know how challenging life-changing medical decisions can be. That's why we partner with Teladoc Health to provide personalised support for critical illness, from diagnosis to recovery.



### The Right Direction

Independent expert review to validate diagnoses and assess treatment plans.



### Appropriate Treatment

Guidance to identify suitable doctors and treatment options, locally or globally.



### Peace of Mind

Clear answers to medical questions and ongoing support throughout the care journey.



### Ongoing Empowerment

Continuous follow-up to support recovery and long-term wellbeing.

## How the Service Works

### 1. Enroll with Teladoc Health

- Enroll via Portal
- Contact Teladoc Health (Monday to Sunday, 9am to 9pm, except public holidays)
  - Hotline (Voice calls only)/ WhatsApp (Text messages only): 03 – 7890 7036
  - Email: prubsn@teladochealth.com



### 2. Physician Case Manager

A physician case manager reviews the case and gathers relevant medical records.

### 3. Expert Medical Review

Global specialists conduct an independent, multidisciplinary review.

### 4. Clear Recommendations & Support

A consolidated medical report is explained clearly, with help arranging referrals and appointments where needed.

## Who is Teladoc Health



**53,000+**

Top specialists globally



**450+**

Sub specialties covered



**98%**

Satisfaction



**26+**

Years Experience