



ULINK ASSIST

27 Years of Medical Assistance

Singapore | Malaysia | Indonesia | Myanmar

November 2023

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1. Introduction to Ulink Assist

CASH-LESS
EMPLOYEES
POLICY HOLDERS



About Ulink Assist

Medical Assistance since 1996:

2,000 + PATIENTS
SERVED YEARLY

4 REGIONAL OFFICES
SINGAPORE, KL, JAKARTA,
YANGON

2,500 + INSURANCE CLAIMS
PROCESSED MONTHLY

1 to 2 EVACUATIONS
EVERY WEEK

98 PERCENT
OF HEALTHCARE PROVIDERS
ACCEPT OUR GOPS

25 + YEARS
OF EXPERIENCE

Trusted by Global Insurers and TPAs



Our clients entrust us with their members because...



Retain your members and **attract more** by ensuring that they receive **priority assistance**



Go direct with a **local** assistance team and alarm centre with **>25 years** of experience in providing **24/7** case management for medical and travel cases and emergency evacuations



Give your members the **access** that they are looking for: **100%** of healthcare providers in Singapore accept Ulink' Assist's GOPs



For medical cases, we serve as your **local operations** to obtain all the medical information you need for your assessment and approval of coverage



Cost Containment:
Tap on Ulink's experience and provider network to avoid excessive costs

Healthcare Provider Panel – Set up a **Singapore network** in **1 step**



Ulink Assist's GOPs are accepted at **100%** of hospitals and **majority** of private specialist clinics



PAKISTAN

INDIA

NEPAL

BHUTAN

CHINA

HONG KONG

TAIWAN

MYANMAR
(BURMA)

LAOS

THAILAND

VIETNAM

CAMBODIA

PHILIPPINES

2. Regional Footprint

SRI LANKA

MALDIVES

BRUNEI

MALAYSIA

SINGAPORE

INDONESIA

INDONESIA

Regional Footprint

Ulink Assist Myanmar

Since 2015
30+ selected hospitals
15+ cities
24/7: +95 9 773 888 811



Ulink Malaysia

Since 2012
130+ selected hospitals
15+ cities
+60 16 625 2923
24/7: +65 6835 0388



Ulink Assist Indonesia

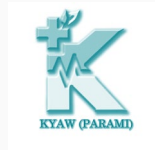
Since 2003
427 selected hospitals
49+ areas
+62 812 8009 4827
24/7: +65 6835 0388

Ulink Singapore (HQ)

Since 1996
98% of healthcare providers
24/7: +65 6835 0388



Top hospital groups in the region work with Ulink Assist



Only an **On-the-Ground** team can provide the best local assistance

- 1** 24/7 alarm center to promptly service medical assistance requests
- 2** Assistance team includes medically-trained personnel, and speakers of English, Chinese, Indonesian and Burmese languages
- 3** We have our own vehicles and drivers for car transfers and a dedicated team for hotel and flight bookings
- 4** Our local teams visit the patient in the hospital to perform fit-to-fly assessments
- 5** Our longstanding relationships with local providers ensures that best prices are guaranteed
- 6** Tap into our in-house capabilities and local expertise so that whenever your member requires support, Ulink is always just a phone call away



3. Medical Assistance Capabilities



Assistance for Medical Treatment

You will be able to provide the full range of medical support to your members



Out- and in-patient arrangements at accredited healthcare providers



Treatment plans & price estimates.
Obtaining all medical info for assessment of coverage



Processing reimbursements accurately and within TAT



Cashless treatment at top hospitals and clinics



Collection of excess / co-payment



Emergency medical assistance



Invoice review for cost containment



24/7 Call centre

Emergency Medical Assistance

Fulfill your duty of care when your member meets with an accident anywhere in the world



Ground ambulance



Air Evacuation:
Commercial or Private



Doctor and/or nurse
escorts with equipment



Home visits or
teleconsultations



Repatriation of Mortal
Remains (RMR)



Assistance with lost
luggage / documents



Procurement of drugs
and equipment



Allied health
e.g., home nurses,
therapy

Full range of concierge support

While your members focus on their health, Ulink Assist helps take care of everything else



Hotel, flight and other
arrangement



Limousine
transfers



Entry visas and
extensions



Patient accompaniment
and language translation



Personal errands
(non-medical)



Visits to the
patient



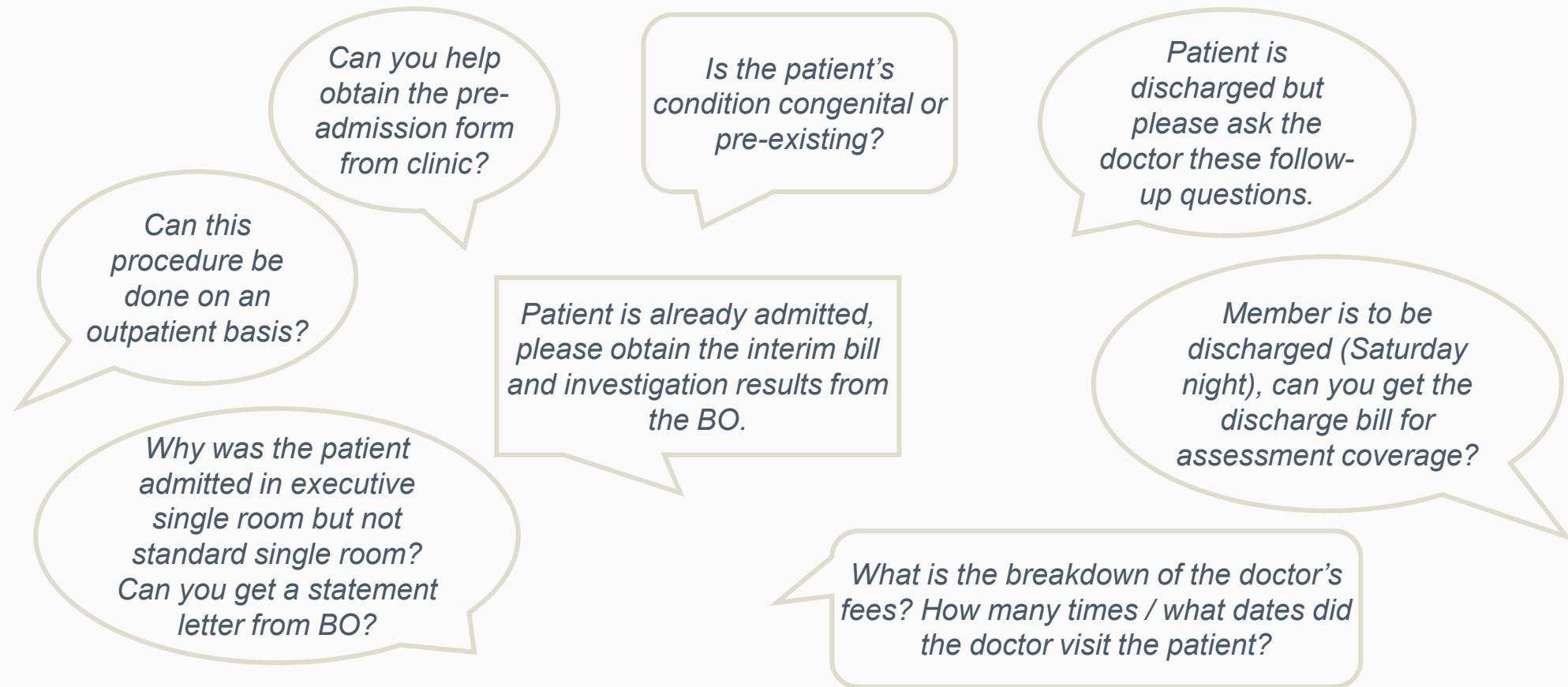
Daily updates on patient's
condition



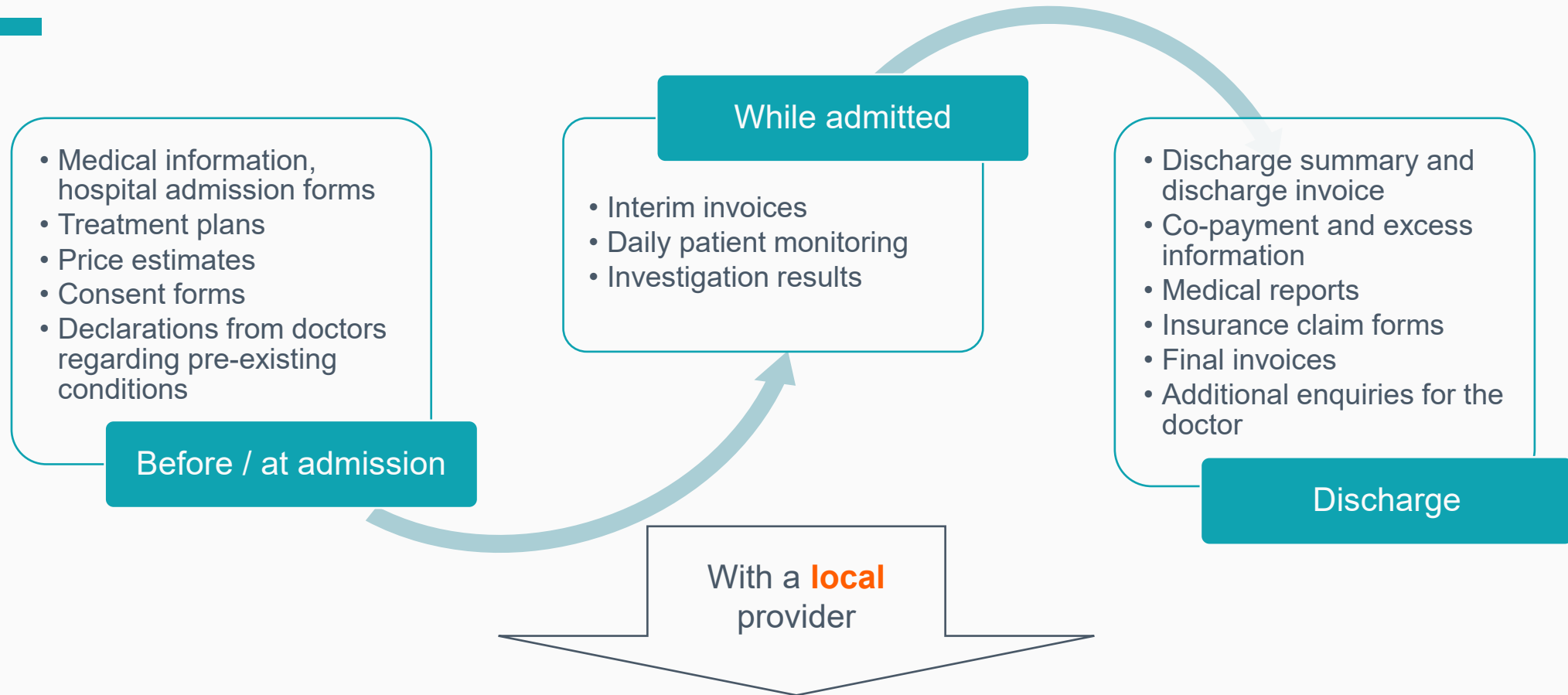
24-hour standby
assistance

Common information requests from Ulink Assist's insurer / TPA clients

Obtain all information needed for accurate and fast assessment of coverage



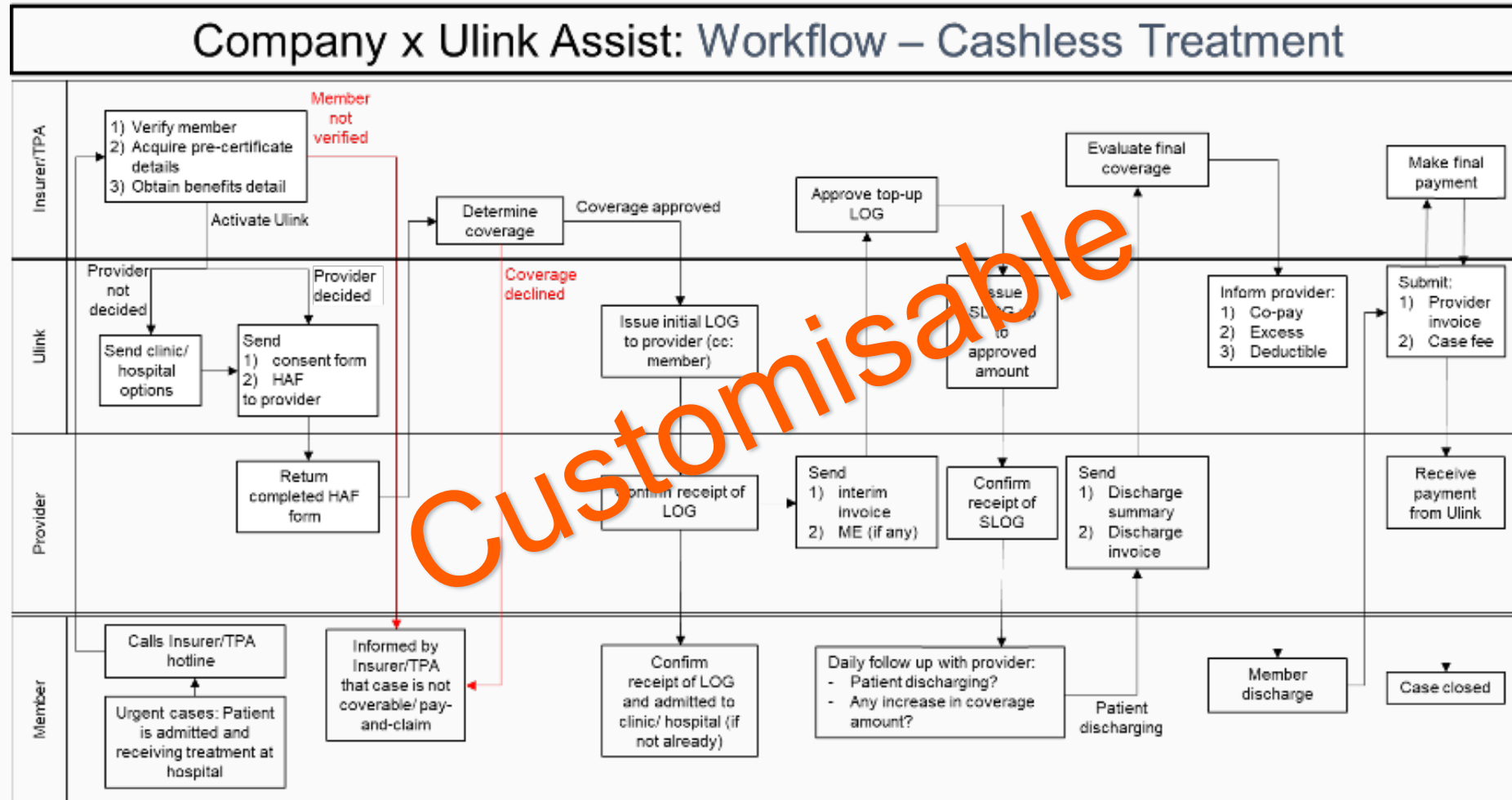
Ulink ensures key information arrives on time



FAST ISSUANCE OF GOPS + **ACCURATE ASSESSMENT** = **FEWER COMPLAINTS from members** + **BETTER CLAIMS RATIOS**

Cashless Treatment SOP

Ulink Assist's customisable workflow ensures cases are managed expeditiously and claims are properly assessed



4. Contact Details

Contact Us

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