

Holistic ‘Medical Professional Support Service’

This exclusive service* provides the insured persons under eligible plans with access to health information and personalised support from professionals with health backgrounds.

*Holistic ‘Medical Professional Support Service’ is supportive in nature and does not offer medical advice.



Healthcare Hotline

Call our free Healthcare Hotline¹ at **(852) 2108 1350**, available on every Monday to Friday, from 9:00 am to 6:00 pm (excluding public holidays).



Personalized Medical Case Manager

Getting a **cancer diagnosis** or **planning for a designated surgery** (e.g. “PTCA”/total knee replacement) can be worrisome. Let our Personalised Medical Case Manager² ease your mind regarding your medical conditions.

Our health professionals will:

- Listen to your medical questions and share health information
- Clarify medical terms and confusion on treatment plan



Dedicated one-to-one support

Upon diagnosis



Recommend medical service providers

Pre-treatment



Guide you through all pre-approval processes

Post-Treatment



Follow up on claims-related matters

Remarks:

1. The information provided does not constitute medical advice and should not be relied upon by the users in their decision making in relation to their medical conditions. Users shall consult doctor as necessary.
2. The insured person must be covered by an eligible medical policy for more than 2 years without any relevant exclusions and meet other required conditions. Please refer to the designated surgery list for eligible designated surgeries.



Find out more

Visit www.manulife.com.hk for details, including a list of eligible medical plans and the terms and conditions of Holistic ‘Medical Professional Support Service’.

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