



# Global Choice

**Additional Services**

# welcome to Global Choice

Global Choice gives you all the flexibility you need to build a health insurance solution to fit around your world.

This guide contains the additional services which we offer members through the plan.

# additional services

We believe that prevention is better than cure, so we've included some free services to help you identify your health risks, take preventative steps to avoid ill health and in the event that you do fall unwell, you receive the best advice, quickly.

## 1. online wellbeing tools

In **your** member portal **you** will find a range of tools to help **you** identify **your** health risks and take steps to prevent ill health and improve **your** wellbeing.

These include:

- health and fitness calculators
- interactive symptom checker
- interactive health risk assessment
- healthcare advice

## 2. online GP service

We have partnered with Advance Medical, an independent provider of healthcare services to provide **you** with access to a doctor 24/7, no matter where **you** are\*.

**You** can use the service to inquire about symptoms or medication in a private setting with full confidentiality, without having to physically go to the doctor. **You** can share images and test results and a highly trained **medical practitioner** will provide **you** with advice and next steps.

To use this service visit **your** member portal where **you** will find more information and a link to access the service. **You** can then arrange a voice or video call with a doctor using the appointment booking system.

## 3. employee assistance services

We have partnered with Morneau Shepell to give **you** an independent and confidential support service that can help **you** and **your dependents** manage a wide range of challenges including loneliness, adapting to new cultures, personal or emotional impacts of relocation, stress, anxiety, and depression.

The service offers a variety of counselling and consultation support options so **you** can find one to suit **your** comfort level, learning style, and lifestyle:

- in-person
- by telephone
- via email
- through video call
- by instant messaging

(This service is available 24/7 by web, phone or mobile (via the 'My EAP' app).

### how does it work?

- visit **your** member portal to access the service
- a Morneau Shepell Client Care Representative will assess **your** situation and find the support that best suits **your** needs
- typically, a local counsellor who speaks **your** preferred language will connect with **you** within 24 business hours and offer an appointment
- in case of a crisis or **emergency**, telephone counselling is available immediately.

\*access to the Internet is required to use this service

#### 4. second medical opinion

In partnership with Best Doctors, **we** provide **you** with complimentary access to an independent second medical opinion service.

This service gives **you** access to world leading **specialists** who can provide an independent and confidential review of **your** medical case when **you** are unconvinced about **your** diagnosis, worried that **your** medication isn't working, or want to know if there are other **treatment** options.

##### how does it work?

1. call **our** international customer service centre (section one of this document) who will arrange for Best Doctors to call **you** back at a convenient time to begin **your** free and confidential second medical opinion.
2. **you** will be assigned a case coordinator, who will arrange for collection of relevant medical documentation and take **your** case to a world-leading **specialist** for an in-depth review.
3. the Best Doctors team will discuss the findings of this review in detail with **you** and deliver the result to **you** in a digital report.
4. **you** can use this report to discuss **your treatment** options with **your** normal **medical practitioner / specialist**, and **your** Best Doctors case co-ordinator can assist the conversation with **you**.

#### 5. genetic testing

Under the **cancer treatment benefit you** have access to an innovative new service provided **our** partner, Genesort - a leading provider of genomic profiling services.

After diagnosis of an eligible **cancer**, Genesort will send **you** a home-testing kit, which requires **you** to take a saliva swab and return it to Genesort in pre-paid packaging.

There it will be analysed and a recommendation will be given on the best course of **treatment** based on **your** individual genomic profile.

To find out more, contact **our** international customer service team.





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