



# ULINK ASSIST

Best medical assistance for your members in Singapore

# About Ulink Assist

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The most experienced assistance provider in Singapore since 1996:

**2,000** + PATIENTS  
SERVED YEARLY

**1 to 2** EVACUATIONS  
EVERY WEEK

**4** REGIONAL OFFICES  
SINGAPORE, KL, JAKARTA,  
YANGON

**98** PERCENT  
OF HEALTHCARE PROVIDERS  
ACCEPT OUR GOPS

**2,500** + INSURANCE CLAIMS  
PROCESSED MONTHLY

**25** + YEARS  
OF EXPERIENCE

# 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



# Trusted by Global Insurers and TPAs



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

Ulink Assist's GOPs are accepted at **98%** of hospitals and **100%** of private specialist clinics:



# INBOUND MEDICAL CASES IN SINGAPORE

CASH-LESS  
EMPLOYEES  
POLICY HOLDERS

- 
- 
-

# Assistance for Medical Treatment

You can provide the full range of medical support to your members when they're in Singapore



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



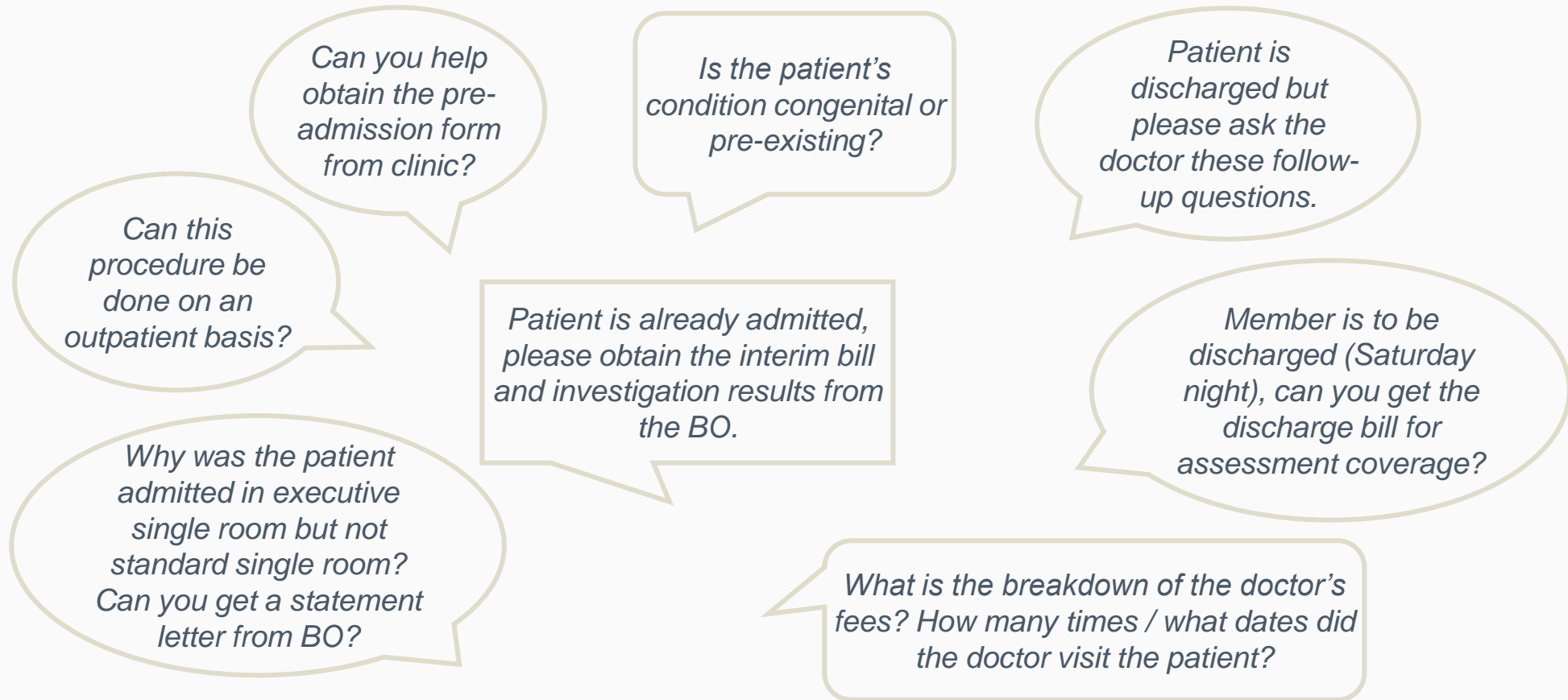
Invoice review for cost containment



24/7  
Call centre

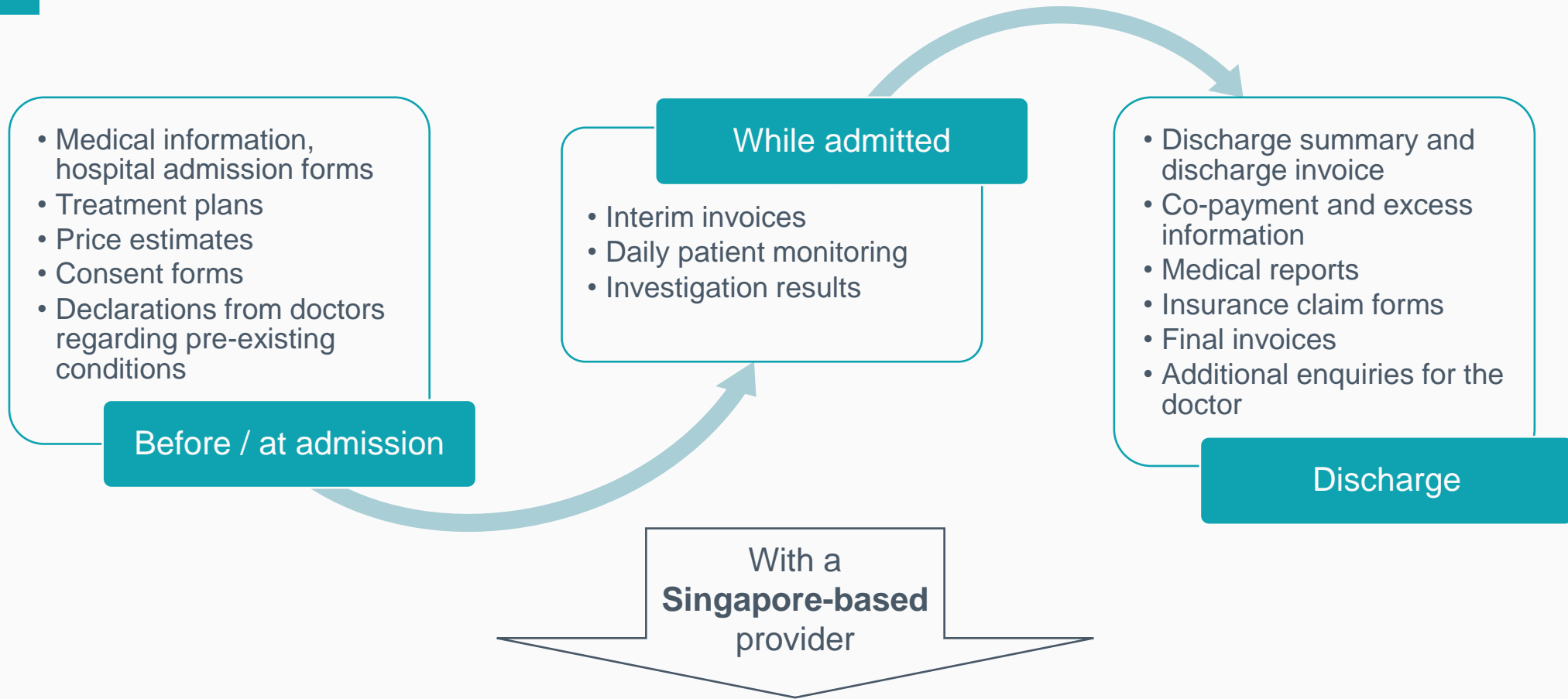
# Common information requests from Ulink Assist's insurer / TPA clients

Obtain all information needed for accurate and fast assessment of coverage





# Ulink ensures key information arrives on time



**FAST ISSUANCE  
OF GOPS**

+

**ACCURATE  
ASSESSMENT**

=

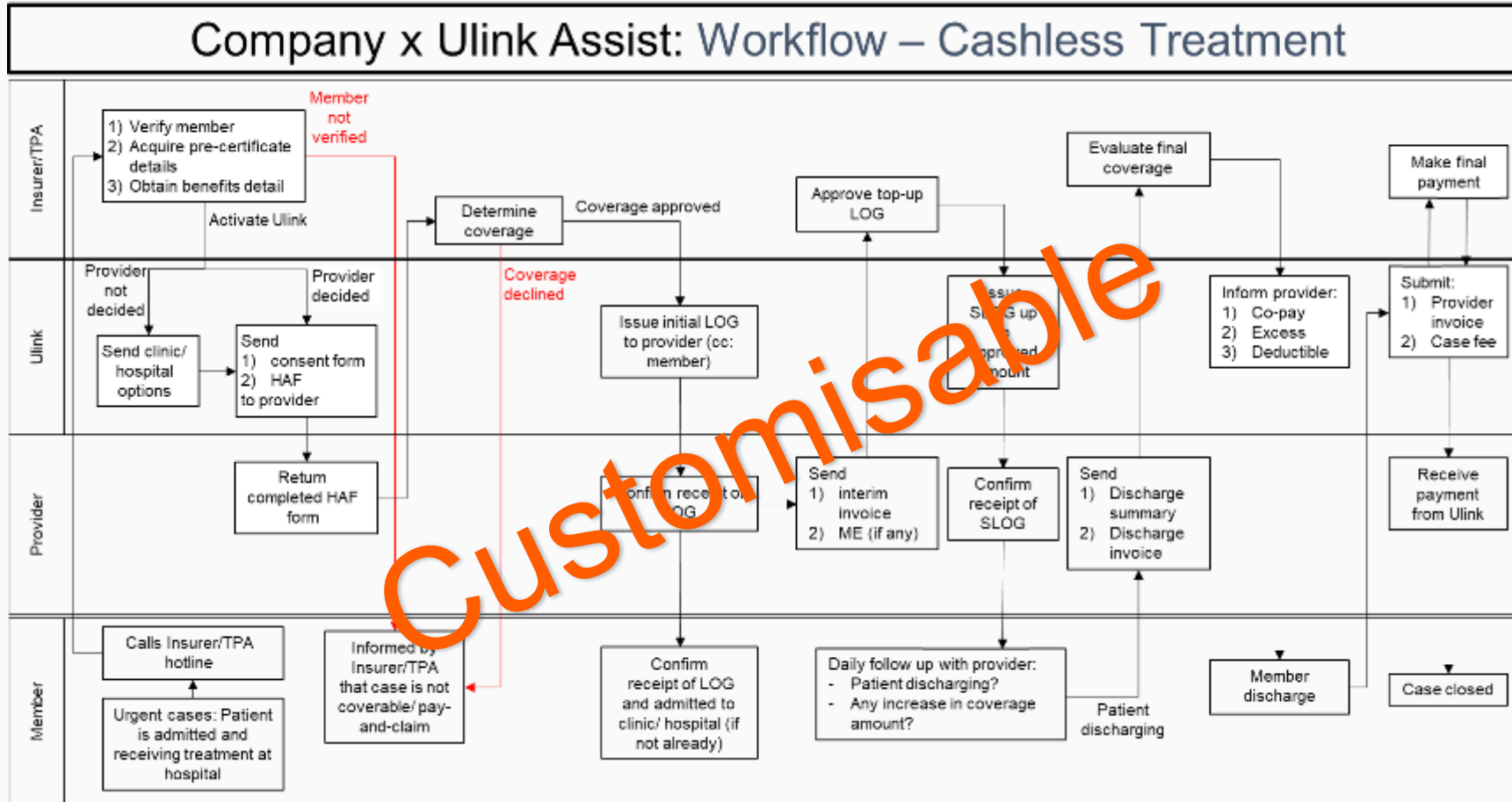
**FEWER  
COMPLAINTS  
from members**

+

**BETTER CLAIMS  
RATIOS**

# Cashless Treatment SOPs

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



# Only a **Singapore-based** team can provide the best assistance in Singapore

**01** 24/7 alarm centre is centrally located in the city area (City Hall).



**02** Assistance team includes medically-trained personnel, and speakers of English, Chinese, Indonesian and Burmese languages.



**03** We have our own vehicles and drivers for car transfers and a dedicated team for hotel and flight bookings.



**04** Our in-house capabilities mean that our prices are competitive and, when your members are in Singapore, assistance is always just a phone call away.

# Our clients entrust us their members because...



**Retain** your members and **attract more** by ensuring that they receive **priority assistance** when they are in Singapore



Go direct with a **Singapore-based** 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: **98%** of healthcare providers in Singapore accept Ulink' Assist's GOPs



For medical cases, we serve as your **Singapore 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



# EVACUATIONS AND REPATRIATIONS



PAKISTAN

INDIA

MYANMAR

CHINA

HONG KONG

TAIWAN

PHILIPPINES

BRUNEI

SINGAPORE

INDONESIA

# Trusted in times of emergencies


Ulink coordinates 1 – 2 evacuations every week



Air ambulance  
(Singapore-based, 24/7)




Ground ambulance  
and  
medical equipment




Emergency-trained  
doctor and nurse



Inpatient arrangements  
(cashless)



Visa, flights and hotels  
for patient and family



Bed-to-bed case  
management

### 24/7 Hotline

Singapore: +65 6835 0388

Myanmar: +95 9 773 888 811

Malaysia: +65 6835 0388

Indonesia: +62 812 8009 4827



A blurred, monochromatic image of a person's hands working at a desk. The person is using a calculator and looking at papers. The overall tone is professional and focused.

# GLOBAL ASSISTANCE



# Global Assistance

Fulfill your duty of care when your members meet with an accident anywhere in the world



Ground ambulance



Doctor and/or nurse escorts



Home visits or teleconsultations



Allied health  
e.g., home nurses,  
therapy



Repatriation of Mortal  
Remains (RMR)



Assistance with lost  
luggage / documents



Procurement of drugs  
and equipment



# CONCIERGE SERVICES

# Full range of concierge support

While your members focus on their health, Ulink Assist takes 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

# Contact Us

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