



**Medical Arrangements**



**Assessment & Processing**



**Guarantees of payment**

**Ulink Assist**  
Assistance and Third Party Administration in Myanmar



**Concierge Services**



**Assistance & Evacuations**



**Since 1996**

# Ulink Assist is the largest independent TPA in Myanmar

**2015** YANGON OFFICE  
OPENS

**2** EVACUATIONS  
EVERY WEEK

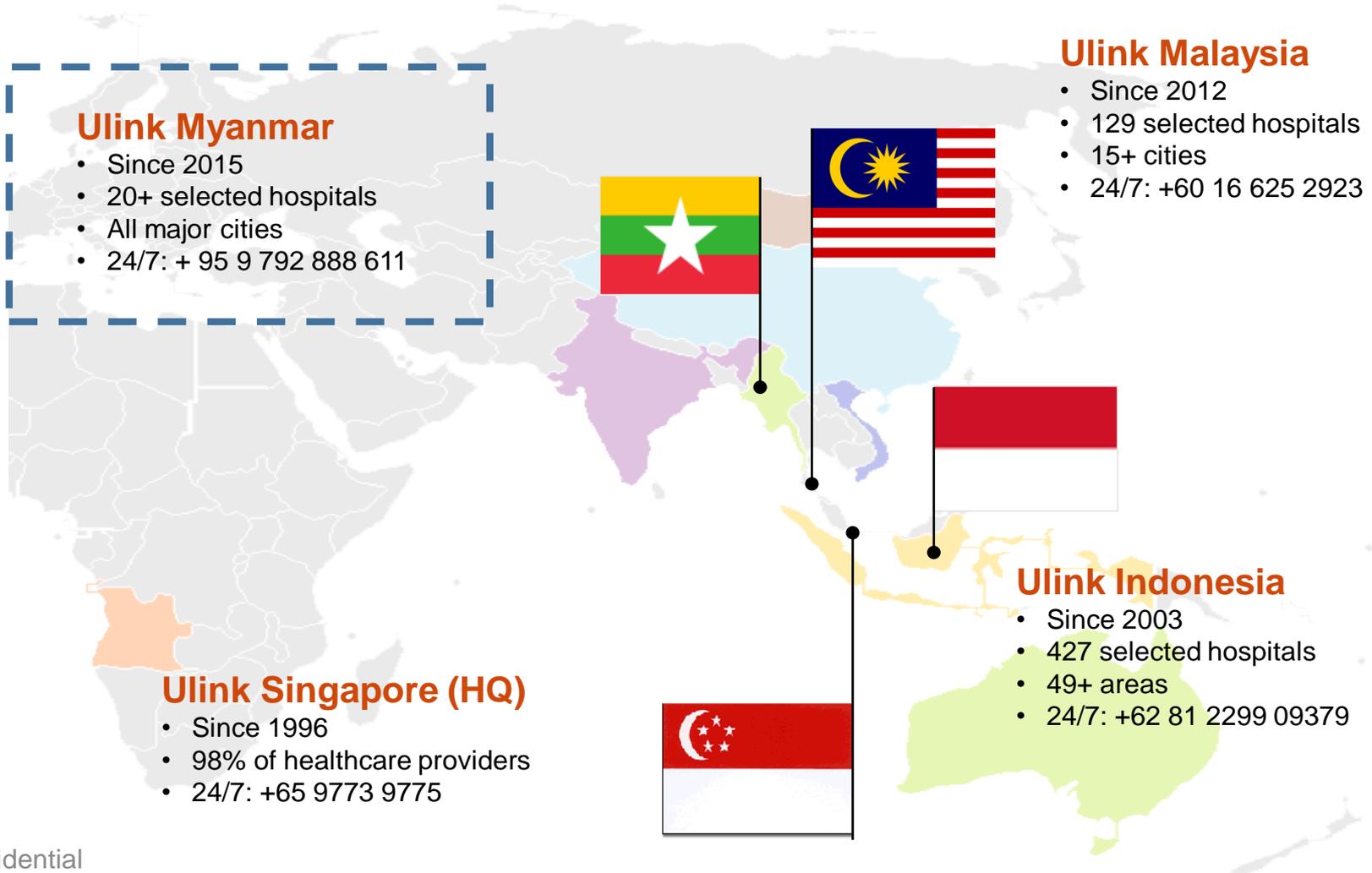
**20** OF THE BIGGEST  
EMPLOYERS IN MYANMAR  
USE ULINK'S TPA SERVICE

**25** + HEALTHCARE  
PROVIDERS  
IN ULINK'S CASH-LESS PANEL

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

**1,000** + INSURANCE  
CLAIMS  
PROCESSED MONTHLY

# Ulink's regional presence



# Ulink Assist Myanmar

(Company Registration No.: 20FC)



## Highlights

- Centrally-located office in Yangon
- On-the-ground team including medical doctors
- 24-hour call assistance
- Myanmar and English language capabilities



[www.UlinkMyanmar.com](http://www.UlinkMyanmar.com)



[enquiry@ulinkmyanmar.com](mailto:enquiry@ulinkmyanmar.com),  
[admin@ulinkmyanmar.com](mailto:admin@ulinkmyanmar.com)



Room 312A, 51st Street, Maharnawarat  
Condo, Botahtaung Township, Yangon



(95) 9 792 888 622, (95) 9 792 888 611



[www.facebook.com/ulinkmyanmar](https://www.facebook.com/ulinkmyanmar)

# Insurers and employers are able to provide the full range of medical support to their members...



Out-patient 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



Cash-less treatment top hospitals and clinics



Collection of excess/co-payment



Emergency medical assistance



Invoice review for cost containment



24/7 standby assistance

# Set up a Myanmar provider network in 1-step

## Yangon



## Nyaung Shwe



More than 25 hospitals and clinics across all major Burmese cities...

# Myanmar's top employers entrust their employees to Ulink Assist Myanmar



# Clients trust Ulink because...



**On-the-ground** team with medical expertise and **Myanmar and English** language capabilities. Our 24/7 hotline is experienced at answering insurance-related enquiries



Able to issue **GOPs and cash advance** at **top medical providers** in Myanmar – set up a provider network in one step



**Existing relationships** with hospitals and doctors means that we help you obtain all the information you need for assessment of coverage



We have full assistance capabilities when your **employees travel outside of Myanmar** to Bangkok, Singapore, or anywhere else in the world



Insurers tap on Ulink's past **claims statistics** in Myanmar for their product creation and underwriting



**Trusted by top employers** in Myanmar including Telenor, Japan Tobacco, etc. We also hold regular info sessions with HR to familiarise staff with LOG and claims processes



# Myanmar Assistance & TPA



# Be prepared in times of emergencies



## Emergency Evacuations

24-hour hotline:

Indonesia: (62) 812 299 09379

Singapore: (65) 9773 9775

Myanmar: (95) 9 792 888 611

China: (86) 130 7283 7794



Air ambulance



Ground ambulance  
and  
medical equipment



Medical team  
escorts  
(emergency-trained)



Patient  
accompaniment  
and language  
translation



Doctor home  
visits or tele-  
consults



Repatriation of  
Mortal Remains  
(RMR)

**Ulink coordinates 2 – 3 evacuations  
every week**

# Myanmar TPA



Using your insurance for medical treatment in Myanmar

Our trusted partners:



More: <https://www.ulinkmyanmarinsurance.com/>

# Cash-less medical treatment

Non-Emergency Treatment at Panel Clinic / Hospital

Download our claims form

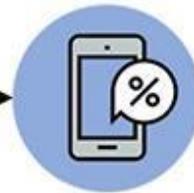


Call Ulink before visiting  
a panel clinic

(95) 995 210 8822



Receive LOG from Ulink  
on mobile phone



Head to clinic and  
present copy of LOG



Receive  
treatment

LOG - A Letter of Guarantee to be presented to clinic so that medical charges will be charged to Ulink instead of patient.

\*Upon receipt of:

1. Member identification
2. Reason for visit

# But what if it's an emergency?

1



Go to clinic immediately

2

**Going to a clinic or hospital?**

- 1 Pre-scheduled Treatment:**  
Call Ulink Assist before visiting the clinic / hospital to arrange for coverage for your treatment:  
**+95 995 210 8822** or [ulink@mhcasia.com](mailto:ulink@mhcasia.com)  
Call **24hrs** hotline for: Urgent LOG issuance  
**9-6pm for:** Claims, customer service and other enquiries  
- Or -
- 2 Urgent Treatment:**  
Seek treatment at your nearest panel clinic / hospital and present this card.

Claims and other enquiries visit:  
[www.ulinkmyanmar.com/insurance\\_faq](http://www.ulinkmyanmar.com/insurance_faq)

Please Turn Over

Present card and ID, and inform the clinic to activate Ulink (instructions at reverse side)

3



Ulink takes over and arranges cash-less treatment

**For Clinics and Hospitals**

- The charges for this patient's medical treatment may be covered by his insurer
- This card is for policy identification only and is not a guarantee of coverage
- Please call Ulink Assist to check member's eligibility for letter of guarantee: **+95 995 210 8822**
- The use of this card is governed by terms, conditions and exclusions in the Policy issued to the Policyholder
- The Member must present the card together with the NRIC or staff card (stating member's name and company) at the point of registration/consultation.

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Room 312A, 51st Street  
Mahar Nawarat Condo  
Botahtaung Township, Yangon

Make Health Connect

# Reimbursements (non-panel provider)

Treatment at Non-Panel Clinic / Hospital

Download our claims form



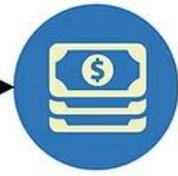
Receive treatment at non-panel clinic / hospital



Make payment at discharge



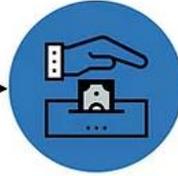
File claim



Submit soft copies of claim documents and invoice to Ulink Assist at [claims@ulinkmyanmar.com](mailto:claims@ulinkmyanmar.com) or to your broker



Claims assessed by Ulink Assist



Receive reimbursement via bank transfer or cheque

# Robust claims management system

SYS Member No.	098217800	Member No.	887642TML395
Member Name	[REDACTED]	Member Type	Applicant
SYS Policy No.	000522-000-00001	Policy No.	[REDACTED]
Plan CCY	USD	Plan	MED 500(MAT 1.5K, VS 100, VAC 50, DT 200, TAL 25)
Eff. Date	19/11/2018	Exp. Date	13/11/2019
Broker No.	BR00001a	Broker Name	[REDACTED]

Benefit Types	Benefit Heads	Limit	Original	Balance
Inpatient	Inpatient	Amount for Year	5000	4995.59
Inpatient	Operation Room Charge	Amount for Year	5000	5000
Inpatient	Prescribed Medicine	Amount for Year	5000	5000
Inpatient	Room & Board	Amount for Year	5000	4995.59
Outpatient	Outpatient	Amount for Year	500	493.44
Outpatient	Office Visit	Amount for Year	500	494.960000000000004
Outpatient	Prescribed Medicine	Amount for Year	500	498.48
Outpatient, Vision	Laboratory Charges, Office Visit , Prescribed Medicine, Specialist consultation, Vaccination, X-Ray, Routine Eye Check, BEN_HEAD_VS_FOHG, BEN_HEAD_VS_FOHG_OVRD, Spectacles	Amount for Year	500	493.44

**Centralised census database**  
Members' personal information are constantly kept updated and stored a secure system

**Efficient claims processing**  
Member's medical history and remaining annual limits are automatically updated after each medical visit

# Robust claims management system

Plan Ben Type Ben Head Combine Type Combine Head Premium Sum Insured

### Plan Details

Product	MD	Product Type*	ULEMBP - Employee Benefits Programme
Ref. Product Type*	SM - Standard Medical Plan	Company	ULINK
Plan ID	1939	Revision No.	01
Effective Date*	01012018	Expiry Date	
Description*	MEDICAL AND HOSPITAL (IP, OP, VS, DT)	Bed Type	P - Std. Private
Currency	USD - US Dollar	Bed Type Inclusion	
TAL	NIL Outside Mainland China Outside Greater China U.S.A. North America Outside Asia Outside Bangladesh Outside Bhutan Outside India Outside Maldives Outside Nepal Outside Pakistan Outside Sri Lanka Outside Myanmar		

### Procedure Limit

Category	<input type="text"/>	<a href="#">Add</a> <a href="#">Delete</a>
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### Pre-Exist Condition Limit

No. of Year (optional)	Co-insurance %	<input type="text"/>	<input type="text"/>	<a href="#">Add</a> <a href="#">Delete</a>
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### Out-Of-Area Treatment Limit

Benefit Type	Treatment Country	No. of Days	Limit Amount	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Add</a> <a href="#">Delete</a>

### Treatment Geographical Limit

Benefit Type	Treatment	Matching (Treatment)	Treatment Country	Matching (Geo)	Benefit Type Override
<input type="text"/>					

**Consolidated group health insurance coverage details**

Member's company benefit entitlements, plan type, policy start and end date are centralised in a single location

**Fast pre-authorisation**

Member's benefits and limits are organised according to treatment type, geographical area and exclusions, enabling fast processing of claims

# Improved member experience



## **Dedicated 24/7 Myanmar hotline: 0995 210 XXXX**

Manned by Myanmar and English speakers for better customer service



## **On-the-ground operations team**

Better acceptance of cash-less benefits at top medical clinics in Myanmar.  
Walk-in submission of claims



## **Myanmar bank account**

Less fees and faster reimbursement



## **Advanced claims management system**

Faster claims verification, assessment and approval time. Members can access system to check remaining limits (work in progress)



## **Increased acceptance in Myanmar**

Ulink team helps to socialise the insurer's policy with HR, brokers and clinics/hospital

# Questions?

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## Clarissa Kwok

 Business Development  (65) 6835 0388  
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## Singapore HQ

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FB: facebook.com/ulinkassist



## Regional offices

Website: [www.UlinkAssist.com/Bahasa-indonesia](http://www.UlinkAssist.com/Bahasa-indonesia)  
Address Jl Sunan Kalijaga k-5, no 63-A, Blok M, melawai,  
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Website: [www.UlinkMyanmar.com](http://www.UlinkMyanmar.com)  
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