

Dear Dr Arasu

Good afternoon.

In March 2021, AIA rolled out the new Working Arrangement for all panel clinics. A copy of this document was uploaded at the Medic Connect Portal as well as multiple memos and reminders published to our panel clinics for them to comply with return of signed / acknowledged copy of the revised document. We have also reiterated this at our weekly GP dialogue sessions.

This Working Arrangement replaces the previous Working Arrangement between AIA and panel clinics as most of the SOPs and claim submission guidelines in the previous document were obsolete following the enhancement in Medi Connect Portal between Aug 2015, Mar 2019, June 2021 as well as the launch of My AIA mobile Apps (e-card) in 2017.

Sadly, only 51% of our panel (less than 1,000 clinics) has submitted the document to us till date.

Therefore, we seek your help to send a notification to all panel clinics (who are on AIA panel) to remind the Drs. on the following:

1. Panel clinic Dr is to go to AIA Medi Connect portal to **print 2 copies** of the **Revised Working Arrangement (March 2021)**.
2. Acknowledged and **sign** the document at **designated pages**, and **initial all pages**.
3. **Submit hard copy** of the Working Arrangement to AIA latest **on / by 31 Jan 2022**. Please note that this **deadline is imposed by AIA's regulator**.
4. Dr may choose to **scan a soft copy** of the document and email to my.aiagpnetwork@aia.com while having the hard copies sent to AIA.
5. Address to be sent to:

AIA Health Services Sdn Bhd
Level 25, Menara AIA
99 Jalan Ampang
50450 Kuala Lumpur

Attention: Network and Healthcare Management & Strategy Dept

6. Hence, it is important to remind the drs that, the previous Working Arrangement is now **considered invalid**.
7. Thereafter, clinics who **did not comply** with this requirement by 31 Jan 2022, AIA will **not be able to extend the offer** for any new initiatives launched, e.g. the **upcoming consultation fee revision**.
8. Clinics who respond to AIA **after the deadline** will have our new initiatives rolled out to them **at later date only** (in batches).

Thanks



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