



Teladoc[®]
HEALTH



PRUDENTIAL

Chronic Care Management Programme



What is Chronic Care Management Programme?

The Chronic Care Management Programme offers one-to-one, personalised and tailored virtual care programme based on the your health conditions. It is coached by a dedicated Physician Health Advisor, Registered Nurse and a dietician to help you manage your health conditions better and avoid future complications.

The covered conditions are hypertension (high blood pressure), prediabetes, diabetes, and hyperlipidemia (high cholesterol).

This programme is designed to support you in making lasting lifestyle and behavioural changes over 12 months, including weekly follow-ups for the first 2 months and monthly follow-ups for the remaining 10 months.

Service is available in English and Mandarin.

Here is what you can expect:



Initial overall evaluation by Physician Health Advisor who is a locally registered GP



Goal setting and development of a personalised action plan



Ongoing support from a multidisciplinary team, including a nurse and a dietician if needed



Continuous monitoring and timely adjustments to the action plan by the Physician Health Advisor based on any changes in the condition



Regular follow-ups conducted by a Registered Nurse



Detailed interim summary report provided after 2 months
Detailed final summary report provided after 12 months

For the avoidance of doubt, the service is not meant to provide you with medical treatment nor to create a doctor-patient relationship, but to guide you in changing your lifestyle to improve your health conditions.

When to use Chronic Care Management Programme?



Applicable Scenarios

To join the programme, you will need:

- An active **PRU**Apex International Health insurance plan;
- A prior diagnosis of one of these conditions: hypertension (high blood pressure), prediabetes, diabetes or hyperlipidemia (high cholesterol); and
- Medical results and reports of the relevant conditions that are issued no more than 3 months ago

Condition

Definition

Hypertension (High Blood Pressure)

- Blood pressure \geq 140/90 mmHg

Prediabetes

- Fasting glucose 6.1–6.9 mmol/L
- HbA_{1c} 5.7–6.4%

Diabetes

- Fasting glucose \geq 7.0 mmol/L
- HbA_{1c} \geq 6.5%

Hyperlipidaemia (High Cholesterol)

- Total cholesterol $>$ 5.2 mmol/L
- LDL cholesterol \geq 3.4 mmol/L
- HDL cholesterol $<$ 1.0 mmol/L
- Triglycerides \geq 1.7 mmol/L



Excluded Medical Conditions

Conditions other than hypertension (high blood pressure), prediabetes, diabetes, or hyperlipidaemia (high cholesterol)

How does Teladoc's Chronic Care Management Programme work?

Enrolment

Enrolment via

- Portal: prusg.teladochealthasia.com
- Email: PRUHealthServiceSG@teladochealth.com



Scan to access portal

Hotline: 1800 303 7920 (+65 6303 7920 if calling from overseas)

Service Hours: Monday to Sunday from 9am to 9pm SGT (except Singapore public holidays)

Eligibility check on policy status or covered medical conditions.

Chronic Care Management Programme

01

Week 1

Physician Health Advisor (GP) conduct clinical conversation within 2 working days upon enrolment.

02

Week 2: Planning

Physician Health Advisor conduct co-management planning and engage dietician.

03

Week 3 - 8: Coaching

Registered Nurse conduct follow-up session, collect readings and food log via calls or emails.

04

Month 3 - 11: Tracking

Monthly follow-up assessment and progress report.

05

Month 12

Physician Health Advisor conduct wrap-up sessions.

Service Complete

You will receive a written report and survey link upon service completion.

Notes:

The tests, treatments, procedures, devices or medication recommended by the Physician Health Advisor may or may not be covered by Policy with Prudential Assurance Company Singapore. You are advised to confirm the policy coverage with Prudential before undergoing any services.

About Teladoc Health



53,000+
Top specialists globally



98%
Satisfaction



450+
Sub-specialties covered



27+
Years Experience

