

LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got your back



From good to great

We're always looking for ways to improve the service and support we offer our clients. That's why we've changed and enhanced one of the benefits we offer Lifeline Plus customers.

From December 2019, Medical Second Opinion and My Health Portal will be replaced with **Virtual Medical Care**.

Virtual Medical Care

Virtual Medical Care raises the bar in terms of medical advice and guidance available to Lifeline Plus customers, while also providing employers with a new tangible benefit for their staff.

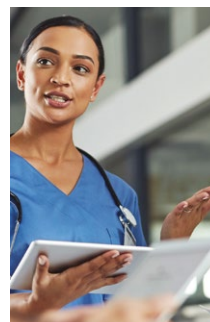
- Unlimited access to GPs for consultations and medical advice
- Accessible via a website, app (GP Consultation only) or by phone
- Available 24 hours a day, 365 days a year
- Assessments by world-leading experts for complex medical cases or second opinions
- Available to the insured, their partners and their children (up to the age of 23)



GP Consultations

Round the clock access to GPs for medical advice, prescriptions or specialist referrals.

- Discuss and resolve health concerns with experienced General Medical Council (GMC) licensed GPs.
- Available any time, whether the individual is in the UK or travelling abroad.
- Accessible via a website, an app or over the phone, with the benefit of app based consultations allowing for video consultations.



Expert Case Management

Assessments by leading experts for complex medical cases or second opinions.

- World-leading specialists are available to review and provide recommendations on complex medical cases or treatment plans.
- Personal case managers, who are a GPs, assist individuals through the diagnosis and review process.
- No claim is necessary to access either service.

For more information, download the **Virtual Medical Care** brochure.

Virtual Medical Care is a third-party service provided by Teladoc Health. Existing cases that have started a second opinion review before 1st December 2019 will continue to be managed by Medical Second Opinion until their resolutions.

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