



# A one-stop solution for all medical requirements. Helping you complete policies faster.

## UHG will meet all your health screening service needs

UHG is able to organise a medical requirement - anywhere! Our health screening services team will manage all your requests, including:

- Mobile paramedical exams
- Mobile blood tests & ECGs
- GP exams
- Specialist exams & exercise stress tests
- Chest X-Rays & other imaging tests

Our Health Screening Network consists of over 100 paramedical consultants and this number is growing to service more regional and remote areas of need.

UHG mobile network consultants are qualified health professionals carefully selected, trained and follow tight quality assurance procedures. Our qualified mobile consultants make it a priority to provide your clients with the most positive customer experience. And our clients have told us:

"I hate needles. Best one I've ever had. Nice work Bronwen!"

GC, SA

"An efficient professional service, performed in a friendly personal manner."

KJ, QLD

"Tracy is very friendly, yet highly professional. She does her profession proud."

AF, VIC

"I was so overjoyed knowing that the procedure could be performed at home"

GT, NSW

## What this full service means to you

### Shorter cycle times

Our average end-to-end cycle times are 9 business days for mobile service & examinations and 15 business days for treating GP exams. Helping you complete policies faster.

### One point of contact for all medical requirements

UHG is Australia's leading provider of medical evidence retrieval services and has processed over 300,000 requests for life offices.

When life offices request PMARs from UHG and you request your health screening service from UHG - you will be able to track the progress of all your outstanding medical requirements in the one place.

That saves you time and hassle.

### Keeping you in control of the process

Email alert notifications will keep you in the loop at critical steps in the life cycle of a request. You can also track the progress of your case online at anytime and view our comprehensive case notes at <http://client.uhg.com.au/lifedata>.

Any changes to instructions will be referred to you for joint consultation and decision-making. Our professional consultants take ownership of every individual request, taking pride in delivering the best outcome for you and your clients.

### Access to a specific adviser support team

Our new Adviser Relations Team assists advisers get the resolution they need, quickly and efficiently.

You can contact our team by either phone or email.

**Completing Policies Faster**



## How it works - the choice is yours

You can manage your health screening service request in a number of ways, either:

- (i) Lodge requests online by logging onto <http://client.uhg.com.au/lifedata>
- (ii) Fax through your request on 1800 707 697
- (iii) Phone our Adviser Relations Team directly on 1800 101 984

## What happens next

UHG will handle all requests for any insurer.

We want the medical collection process to be easy for you and your clients. And it is.

UHG arranges all the necessary appointments and our rapid coordination of these appointments minimises any time lag for attendance.

UHG provides convenience for your clients, keeping the collection process simple and hassle free.

## If delays occur

If a request is delayed, we will contact you. You can also track the progress of your request online at <http://client.uhg.com.au/lifedata> or any specific concerns can be addressed with our Adviser Relations Team.

## Quality assurance team ensures rework rate of less than 0.5%

Speed in retrieving medical requirements is important but not at the expense of quality. Our expert team of health professionals check exams and test results before returning to the life office. This ensures quality of data, reducing the need for further information by underwriters, allowing policies to be completed faster.

An added advantage is the way we return data to life offices. Exams and test results are imaged and electronically transferred to life offices, maximising our speed of delivery and ability to quickly retrieve a copy in the event of it being misplaced.

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## To find out more

If you would like to know more about UHG's complete service offering, please contact our Adviser Relations Team. They will be happy to help.

### Adviser Relations Team

**Direct contact** - 1800 101 984

**Email** - [adviser.relations@uhg.com.au](mailto:adviser.relations@uhg.com.au)

### How to order Health Screening Services

**Online** - <http://client.uhg.com.au/lifedata>

Track all outstanding medical requirements online with a single login.

**Fax** - 1800 707 697

**Telephone** - 1800 101 984



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