

Life, inspired by you.

MetLife 360Health

Virtual Care

MetLife 360Health helps you live healthier for longer

- Focus on serious health risks.
- Access end-to-end support.
- Value to all members (not just those who make a claim).



Prevention

Providing resources and health insights to be more informed on health and wellbeing, and prevent conditions occurring/progressing.

Early Detection

Support and guidance at the first sign of a condition to facilitate recovery where possible.

Return to Health

Access to advice, support and specialised services before and during the claims process, that complement treatment and support a healthy recovery.

Ongoing Care

Tailored and co-ordinated community support and services for longer term illness/injury.

Financial Support

Providing more than just a claims payment with financial support for approved programs and services.

<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Innovation - Technology</p> <p>WINNER</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Market View</p> <p>WINNER</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Outcomes Experience</p> <p>WINNER</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Program Coverage</p> <p>FINALIST</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Overall Excellence</p> <p>FINALIST</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Physical & Mental Health Support</p> <p>FINALIST</p>	<p>2022 Plan For Life Actuaries & Researchers</p> <p>Health & Wellness Excellence Awards</p> <p>Rehabilitation & Claims Support</p> <p>FINALIST</p>
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Teladoc Health is the global virtual care leader

TDOC

publicly-traded on NYSE

+4,000

employees worldwide

+450

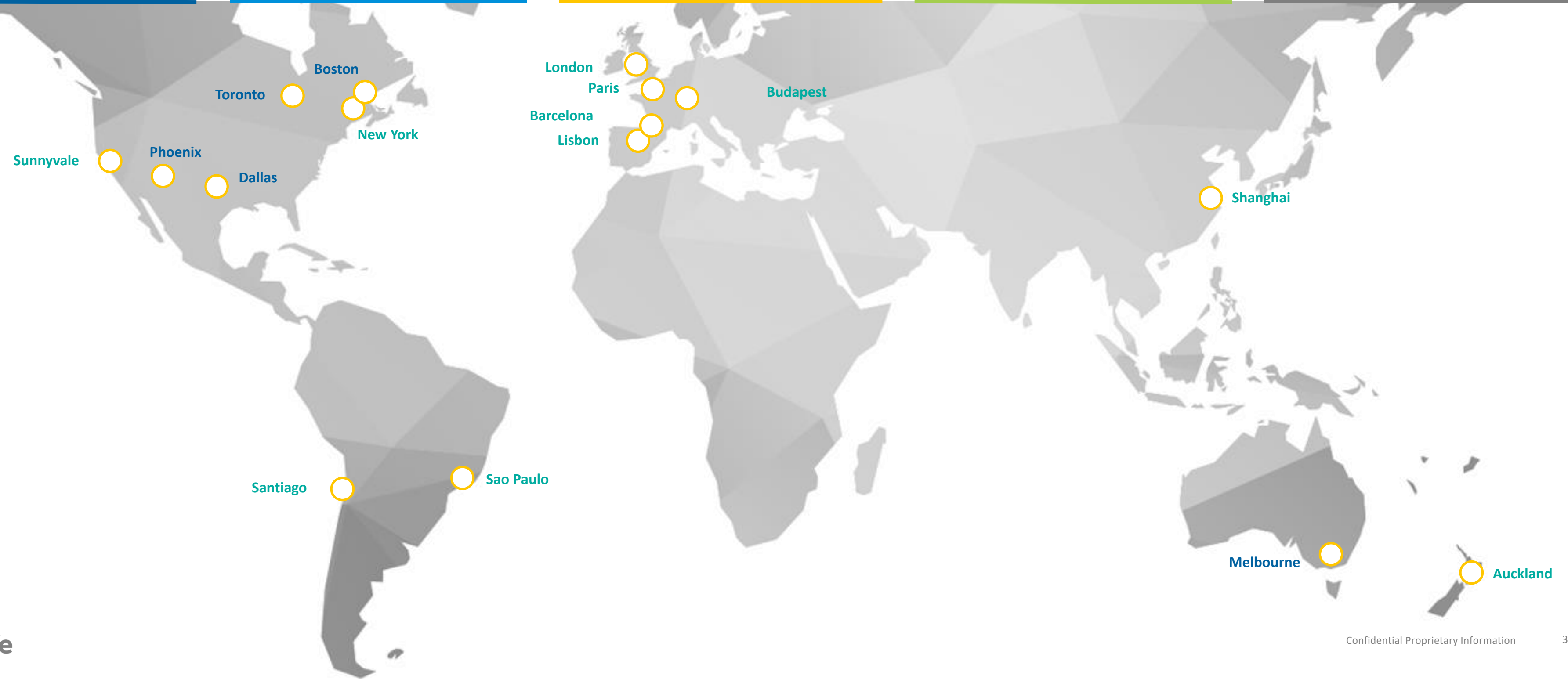
medical sub-specialties

+12 million

virtual care visits a year

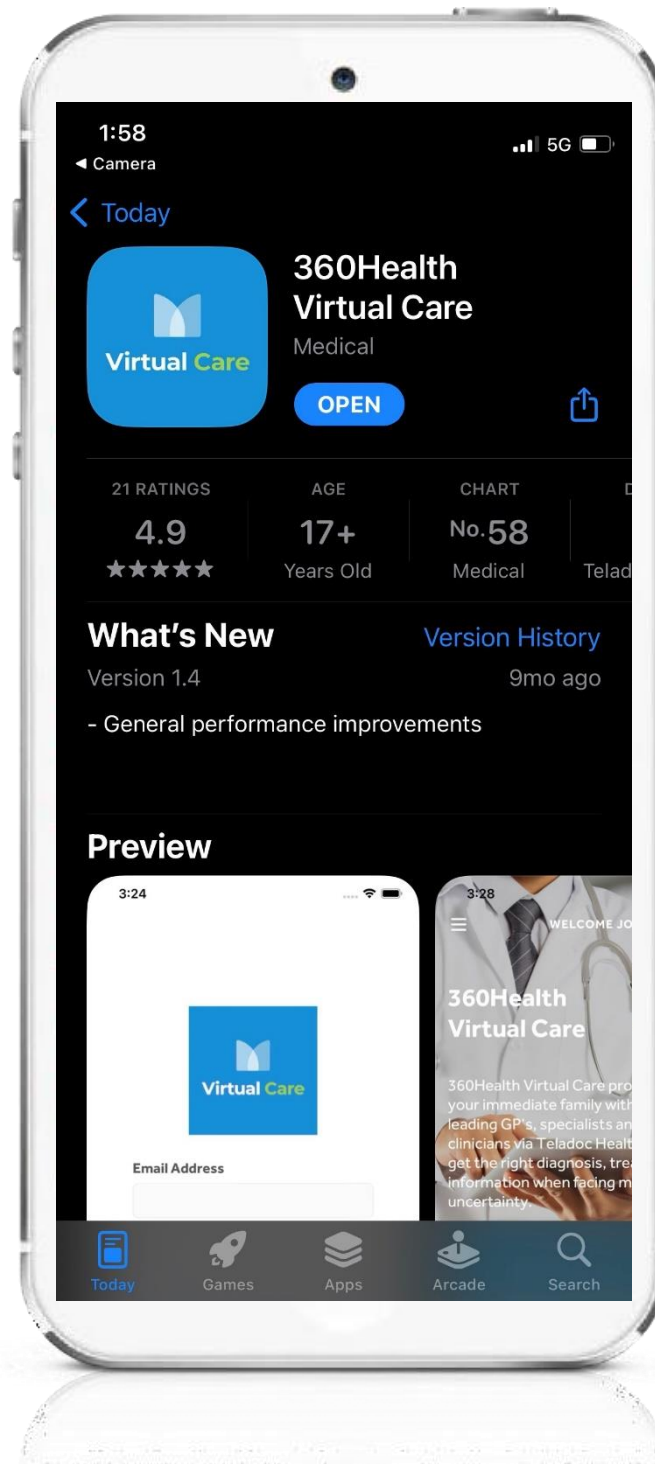
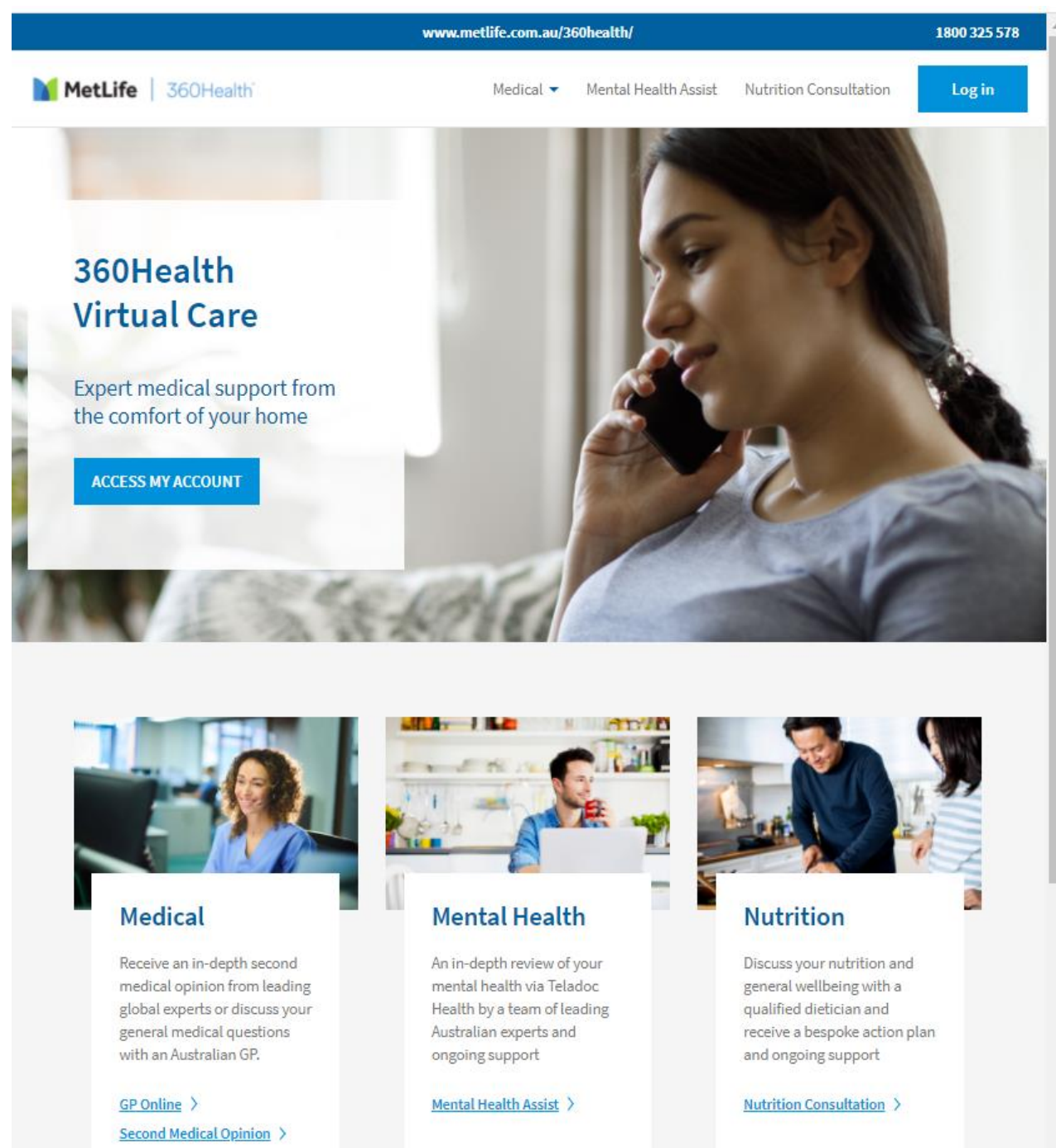
+12,000

Insurer and employer partners





Virtual Care: providing tailored services including a portal via online or App



Delivering value for you and your employees

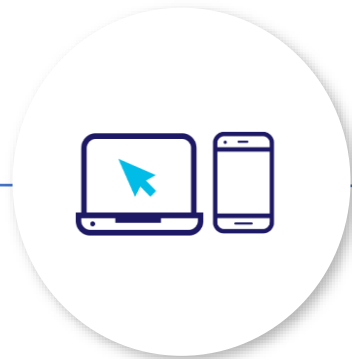
No additional cost for the services

- Cover extends to family members
You, your partner and children
- Completely Private & Confidential
- Separate to insurance claim
- Unlimited access
- Access code/Policy Number : C333

www.360HealthVirtualCare.com



MetLife 360Health – Virtual Care



Initiate

MetLife client initiates by web or phone and quoting their employer code.



Speak with us

Our clinical team will identify how we can best assist and then provide guidance and support through the journey

Web: www.360healthvirtualcare.com

Phone: 1800 325 578

App store: 360Health Virtual Care

Access Code: C333



Mental Health Assist

An in-depth review of your mental health condition via Telehealth by a team of leading Australian experts and ongoing support/coaching from a mental health nurse.

- Feeling stressed, anxious or depressed
- Been diagnosed with a mental health condition but aren't improving
- Never spoken to anyone about your mental health and want help
- Looking for a plan to manage your mental health



Expert Medical Opinion

An in-depth review of any physical condition by leading global experts to help you better understand your diagnosis and treatment options.

- Need help understanding your medical condition
- Having doubts about treatment or surgery
- Your symptoms aren't improving, or recovery is slow
- Need help deciding on treatment options
- You want a second opinion before proceeding



Ask a Clinician

Get access to online submit questions to a clinician– this includes Paediatrics online, Psychologist online and Doctor online giving expert responses within 24 hours

- Want to know more about a symptom or medical issue
- Want to know where to go or what to do next
- Want a specialist in your local area
- Need to find out about paediatrics or psychological support online

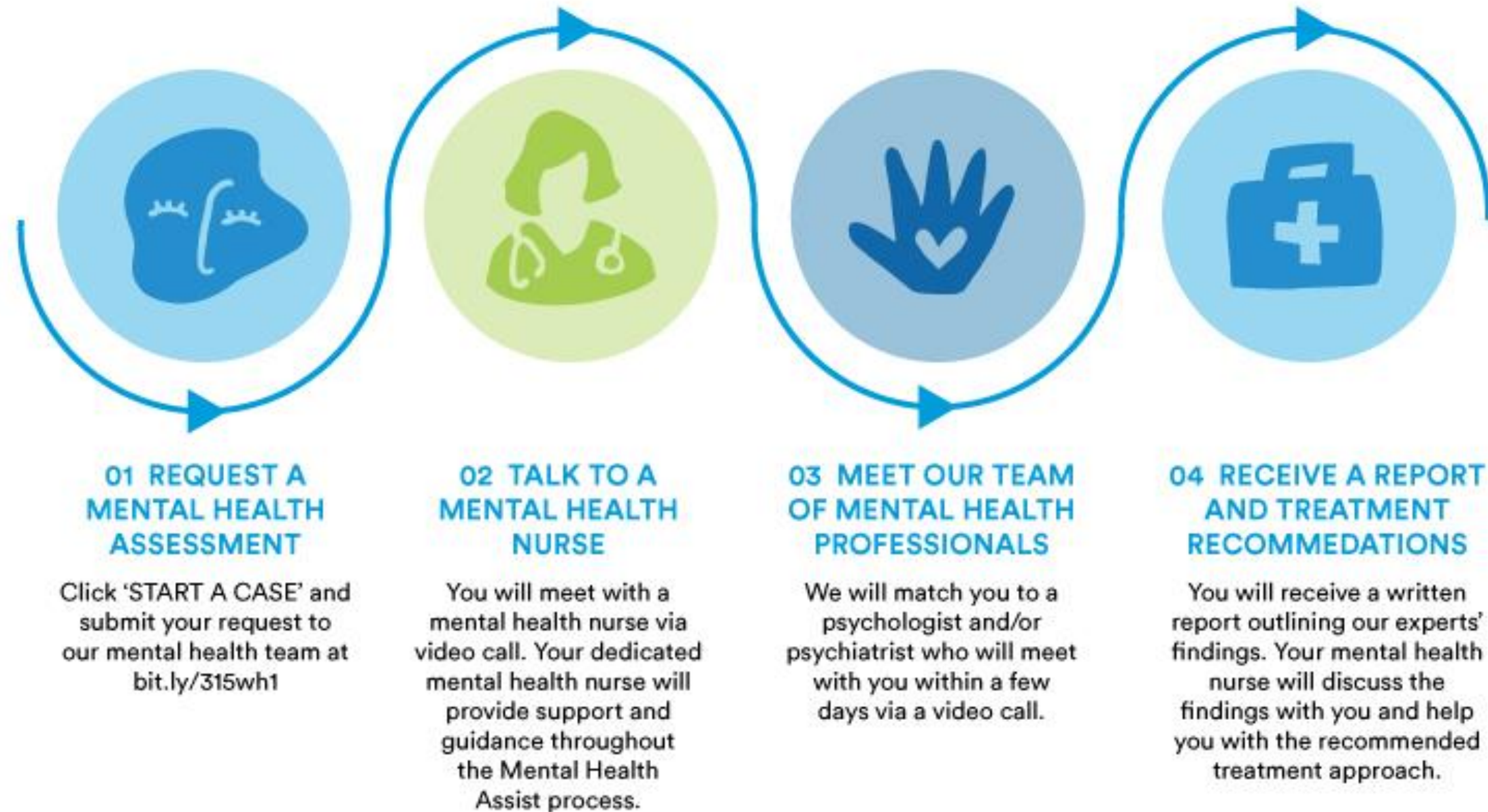


Nutrition & Fitness & Recovery Consults

Discuss your nutrition and general wellbeing, or injury management with a qualified dietitian or exercise physiologist and receive a bespoke action plan and ongoing support for diet, exercise, recovery and wellbeing.

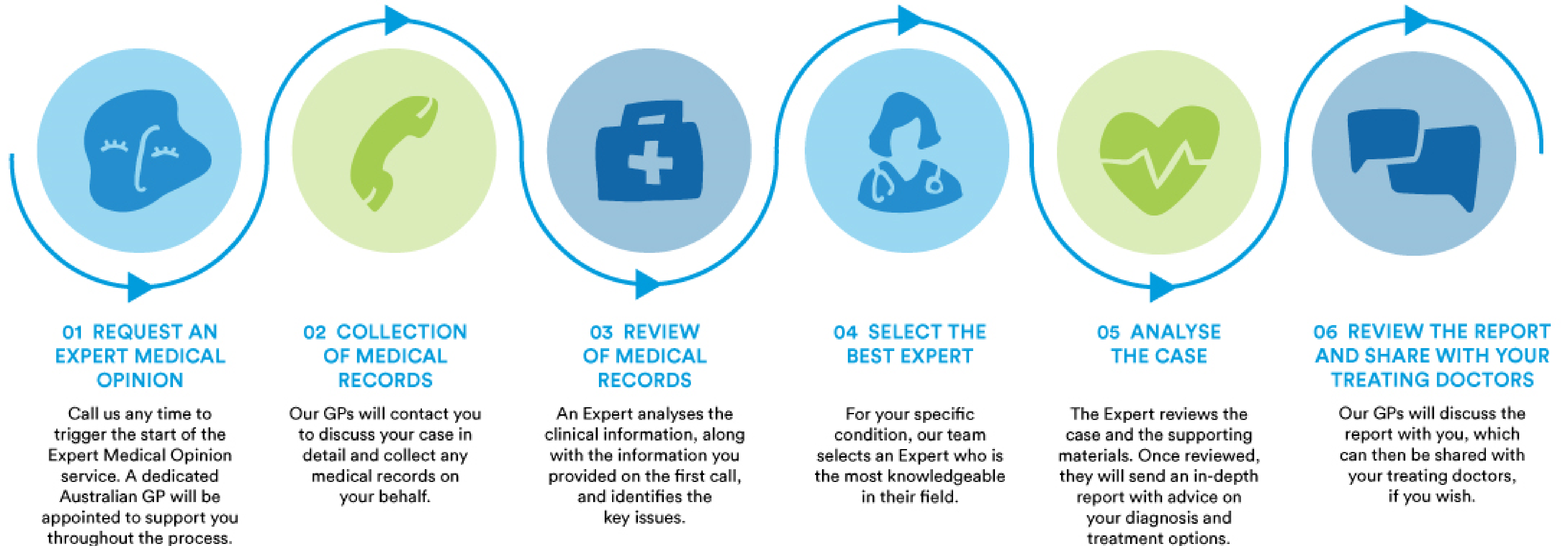
- Want help to live a healthier life
- Want to lose weight
- Need help with general fitness advice
- Need help with injury recovery goals

Mental Health Assist: How does it work?



9 Days for first Psychologist/ Psychiatrist appointment followed by seamless transition into treatment

Expert Medical Opinion: How does it work?



Ask a Clinician Online

Submit your medical questions to our team of Australian **GPs, Pediatricians or Mental Health Clinicians** via our portal or app and receive a detailed response within 24 hours.



“When can I start giving my baby solids?”

“What can I do to stop snoring?”



“What are the best ways to lower my blood pressure naturally?”

“What are the best natural ways to improve my mood?”



“My child has been diagnosed with hand foot and mouth, when can they go back to daycare?”



“I feel quite low sometimes, should I see a therapist?”

How Nutrition Consultation works

Discuss your nutrition and general wellbeing goals with a qualified dietitian and receive a bespoke action plan and ongoing support



Initiate

Patient initiates by web, app or phone and gets matched to a dedicated Teladoc dietitian



Consultation

Patient has a consult with an experienced Dietitian via video call



Report

A bespoke detailed report is provided to the patient covering off the goals and recommendations discussed in the consultation.



Follow up

The case team follows up with the patient after 3 weeks and asks if an additional session with the dietitian is required



Progress Consultation

If required a progress consultation is scheduled at 6 weeks for any additional questions or support

How can an Exercise Physiologist help you?

“I would like some expertise/guidance to start running, something that I've never committed to as I've been plagued with back concerns. I have had surgery in the past, however, would like to build up some strength and comfortably run 5kms.”



“I had a cardiac event 9 months and underwent cardiac rehab initially and this has been resolved, I now want to look at getting back in the gym but would like to do so in a safe manner.”

“I am recovering from Cancer, and I was training 3 to 4 times per week prior to surgery and have not trained for 10 weeks. I lack fitness and enthusiasm and I am looking for ideas to trigger the fitness bug again.”



Questions



Virtual Care: providing tailored services including a portal via online or App

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Phone: 1800 325 578

Access code / Policy Number : C333

App store: 360Health Virtual Care

You can register with personal or work email

Password must be 14 characters

