

Date: 1<sup>st</sup> October 2025

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**Important Announcement:**

**Extension of Cashless Outpatient Claims at panel clinics through the Outpatient Campaign**

Dear Valued Policyholders,

Your health and well-being are our priority, and we are proud to continue enhancing our coverage to serve you better.

We are pleased to share some exciting news! As part of our commitment to providing our policyholders with enhanced protection and peace of mind, we are extending our Outpatient (OP) Campaign.

- **The campaign period has been extended from 1<sup>st</sup> November 2025 to 30<sup>th</sup> April 2026.**

**CASHLESS OUTPATIENT CLAIMS AT PANEL CLINICS**

Panel clinic facilities are available for the following diagnosis:

- i) Dengue Fever
- ii) Acute Gastroenteritis (AGE)
- iii) Pneumonia
- iv) Acute Bronchitis / Acute Bronchiolitis
- v) Influenza

Insureds diagnosed with any of these conditions can now enjoy the convenience of cashless treatment at our approved panel clinics. This exclusive cashless facility will be available until 30 April 2026. The updated panel clinic list can be accessed at <https://medix.com.my/Partners/Latest-GP-Panel-Listing>.

You may refer to the Frequently Asked Questions (FAQs 2.1) for more information.

Should you have any enquiries or need further assistance, please do not hesitate to reach out to our Customer Care line at 1 300 13 2121 or +603 3007 2121 (if dialling from overseas) between 8:45 am and 5:00 pm (Monday to Friday).

## FAQs 2.1 on EXTENSION OF CASHLESS OUTPATIENT CLAIMS AT PANEL CLINICS THROUGH OUTPATIENT CAMPAIGN

### 1. Medical - Who is eligible for this campaign?

This campaign is available for all insureds for all medical plans as listed below:

- Medical Care
- Medical Care Plus
- WholeMedic
- Medic Essential
- Medic Essential Rider
- HOPE Medic
- HOPE Medic 2
- HOPE Medic 3
- Medic Assure
- OneMedic
- GenMedic
- eMedic
- eMedic Plus
- iMed

### 2. What illnesses are covered under this campaign?

No.	Covered Illness	Definition
1	Dengue Fever	Acute febrile illness caused by dengue virus infection. The diagnosis must be supported by written confirmation from the treating doctor together with serology (Dengue IgM or Dengue NS1 Antigen or RT-PCR) or equivalent test confirmation of Dengue Fever. We reserve the absolute right to determine whether this benefit is payable based upon the opinion of the doctor of our choice if such medical evidence is not available
2	Acute Gastroenteritis (AGE)	Inflammation of the stomach and intestines, often caused by infections (viral, bacterial, or parasitic). AGE treatment which requiring fluid replacement therapy and anti-diarrheal medication. The diagnosis must be supported by written confirmation from the treating doctor together with blood test (white blood cells, C-reactive protein (CRP), blood urea nitrogen (BUN) or creatinine) for confirmation of dehydration or stool test for polymerase chain reaction (PCR). We reserve the absolute right to determine whether this benefit is payable based upon the opinion of the doctor of our choice if such medical evidence is not available
3	Pneumonia	Infection in of lungs caused by bacteria, viruses or fungi. The diagnosis must be supported by written confirmation from the treating doctor together with blood test, sputum test (presence of bacteria or fungi) or diagnostic imaging (X-ray or CT scan) for confirmation of Pneumonia. We reserve the absolute right to determine whether this

		benefit is payable based upon the opinion of the doctor of our choice if such medical evidence is not available.
4	Acute Bronchitis / Acute Bronchiolitis	Acute inflammation of the airways that lead to the lungs and it is usually caused by viral infection. The diagnosis must be supported by written confirmation from the treating doctor together with blood test, sputum test (presence of bacteria) or diagnostic imaging (X-ray or CT scan) for confirmation of Bronchitis. We reserve the absolute right to determine whether this benefit is payable based upon the opinion of the doctor of our choice if such medical evidence is not available.
5	Influenza	Acute febrile illness caused by influenza virus infection. The diagnosis must be supported by written confirmation from the treating doctor together with serology (Rapid antigen or RT-PCR test) or equivalent test confirmation of Influenza. We reserve the absolute right to determine whether this benefit is payable based upon the opinion of the doctor of our choice if such medical evidence is not available.

**3. What is the coverage amount for the covered illnesses?**

Cashless facility limits of RM200/- per visit and maximum up to RM2,000 per covered illness/disability for each Insured.

**4. Will the claim made under this campaign reduce the coverage (eg: Annual Limit) of my current medical plan?**

Yes.

**5. Is co-insurance or deductible of my medical plan applied to the Outpatient Cashless Facility?**

No.

**6. What if my medical plan has already covered Outpatient Treatment for Dengue Fever, can I still make a claim under this campaign?**

Yes

**7. Does the Outpatient Cashless Facility cover treatment at any General Practitioner (GP) clinic?**

Only limited to Third-Party Administrator's (TPAs) panel General Practitioner (GP) clinics.

**8. If I seek treatment from the non-panel General Practitioner (GP) clinic for the covered illnesses, can I pay and file the claim?**

Yes.

**9. Does a new Cashless Facility need to be requested for any subsequent follow-up visit?**

Yes.

**10. Which are the panel General Practitioner (GP) clinics?**

All clinics under Third-Party Administrator's (TPAs) panel unless stated otherwise.

**11. Am I subject to any waiting period for this campaign benefit?**

No, provided that your medical plan has completed the waiting period as per stated in the policy contract.

**12. Am I subject to any exclusions for this campaign benefit?**

Subject to the existing exclusions as per stated in the policy contract of your medical plan.

**13. If I have sought treatment for the covered illness before or after the campaign period, am I eligible to file for a claim under this campaign?**

Only cover treatment done within campaign period.

**14. What are the terms and conditions of this campaign that I should be aware of?**

- The first onset date or diagnosis date of the covered condition must happen within the campaign period.
- All claims shall subject to the terms and conditions of the medical plan, such as exclusions and waiting periods.
- No claim is payable after the campaign period or once fully utilised the campaign limit (whichever is earlier).

**15. When is this campaign's extension effective?**

This campaign extension is effective from 1<sup>st</sup> Nov 2025 to 30<sup>th</sup> April 2026.

**16. How does this campaign works?**

Insured with any of the 5 illnesses listed above can now enjoy the convenience of cashless treatment at our approved Third-Party Administrator (TPA) panel clinics unless stated otherwise. This exclusive cashless facility will be available from 1<sup>st</sup> November 2025 to 30<sup>th</sup> April 2026.

**17. What if I exceeded the Outpatient Cashless Facility per visit limit of RM200 maximum up to RM2,000 benefit?**

If the cashless facility benefit limit exceeded, you will need to pay first and submit claim under reimbursement, applicable within the campaign period 1<sup>st</sup> November 2025 to 30<sup>th</sup> April 2026.