



Lifeline Plus

Group Personal Accident & Travel Insurance

Virtual Physio

Help to move pain-free

AIG now makes available to Lifeline Plus policyholders an expanded virtual health support system provided by Teladoc Health UK. The new Virtual Physio service pairs seamlessly with the existing Virtual Medical Care offering, combining GP Consultation, Expert Case Management and physiotherapy for a full suite of virtual health options. Together, they deliver an all-in-one solution to help manage both general medical needs and specialised musculoskeletal (MSK) care.

Virtual Physio is an innovative solution for musculoskeletal (MSK) issues, the second leading cause of lost working days in the UK (Office of National Statistics, 2022). This virtual physiotherapy service is designed to help clients experience lasting pain relief while benefiting from easy, at-home access.

Virtual Medical Care

Virtual Physio is a new addition to the Virtual Medical Care service. It joins GP Consultation and Expert Case Management as a third health service for Lifeline Plus policyholders.

CLIENT TESTIMONIALS

"It's wonderful to find a longer-term solution and be pain-free. I'm so delighted."

"It was easy to get going with my treatment (I didn't need a GP referral), and I really liked the sessions."

Virtual Medical Care

An all-in-one virtual health solution



GP Consultation
Talk to a doctor 24/7



Expert Case Management
Get a second medical opinion



Virtual Physio
Help to move pain-free

Virtual Medical Care is a third-party service provided by Teladoc Health UK. AIG does not provide medical advice. This marketing material is intended for insurance brokers and other insurance professionals for their information. For full terms, conditions and benefits related to AIG products, please refer to the policy and associated documents.

Benefits to Clients

- **Convenient Access:** Clients can receive care from anywhere without the need to travel.
- **Expert Care:** Expertly led by licensed physiotherapists, each with a minimum five years' experience.
- **Flexible & Responsive:** Clients can submit cases at any time, with same-day triage and quick appointment scheduling available.
- **Unlimited Exercise Access:** 24/7 access to AI-assisted exercises, ensuring proper form and alignment.

How Clients Can Access the Service

- Easy access via the existing Virtual Medical Care app, website or customer service line.
- Appointments are available within five days in over 90% of cases.
- Service hours: Monday to Friday, 9 am to 5:30 pm (UK time) for assessments.

How Virtual Physio Differs from Virtual Medical Care

Unlike the other two services offered under Virtual Medical Care, Virtual Physio is only available to adults aged 18 and older. Therefore, the children of individuals covered by a Lifeline Plus policy will not have access to this service.

Clients can book an appointment by visiting www.virtualmedicalcare.co.uk or calling **+44 (0)20 3499 0658**.

To learn more, download our **Virtual Medical Care brochure**.

Help your clients and their employees discover lasting pain relief with Virtual Physio.



www.aig.co.uk

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