

# LUMI BY NEXTCARE

## YOUR 360-DEGREE APPROACH TO HEALTH



A company of **Allianz**  **Partners**

**nextcare**

# CONTENT TOPICS

01

INTRODUCTION

02

DIGITAL HEALTH SERVICES

03

DIGITAL INSURANCE CARD &  
POLICY COVERAGE

04

SYMPTOM CHECKER

05

SEARCH FOR A MEDICAL  
PROVIDER

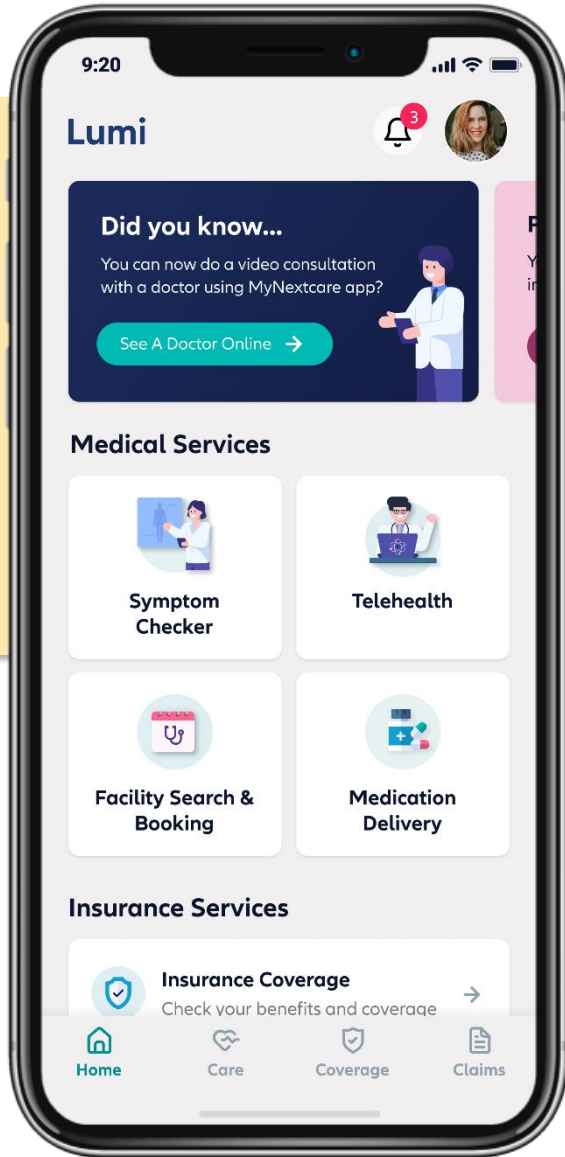
06

VIRTUAL ASSISTANT

# 01

## LUMI BY NEXTCARE





# LUMI BY NEXTCARE

From checking symptoms to booking a consultation with a doctor, the app is always there when you need it.

## Seamless Health Services

Gain access to your healthcare services

## Fast & Easy App Experience

From coverage and benefits to submitting claims, manage your health quickly and easily

## Simplified Insurance

Get instant access to the most important insurance features so you can get the best out of your policy

# LUMI BY NEXTCARE

The intelligent health and wellbeing app that makes life easier. Download the App from your App Store, Play Store or Huawei App Gallery.



View policy benefits and issue certificate



Check your symptoms



Book a video consultation with a doctor



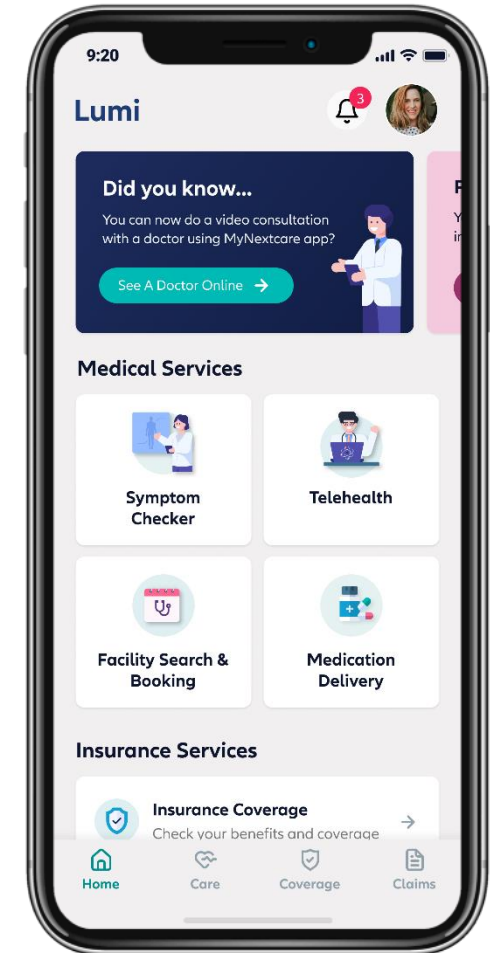
Search for a healthcare provider and book an appointment



Get assistance instantly



Submit and track your medical claims



# 02

## DIGITAL HEALTH SERVICES





# DIGITAL HEALTH SERVICES

Nextcare is at the forefront in terms of digital innovation by offering accessible health services on secure platforms that cater to newly empowered consumers.

## Lumi app

One stop shop for e-health services

## Symptom Checker

Analyze symptoms and get advice on next steps

## Telehealth

Quick and convenient way to talk to a doctor

## Provider Search

Global network access

## Appointment Booking

Get quick appointments with covered doctors

## Virtual Assistant

Follow up on claims, find covered benefits and facilities and get resolution through chat.

# 03

## DIGITAL INSURANCE CARD & POLICY COVERAGE

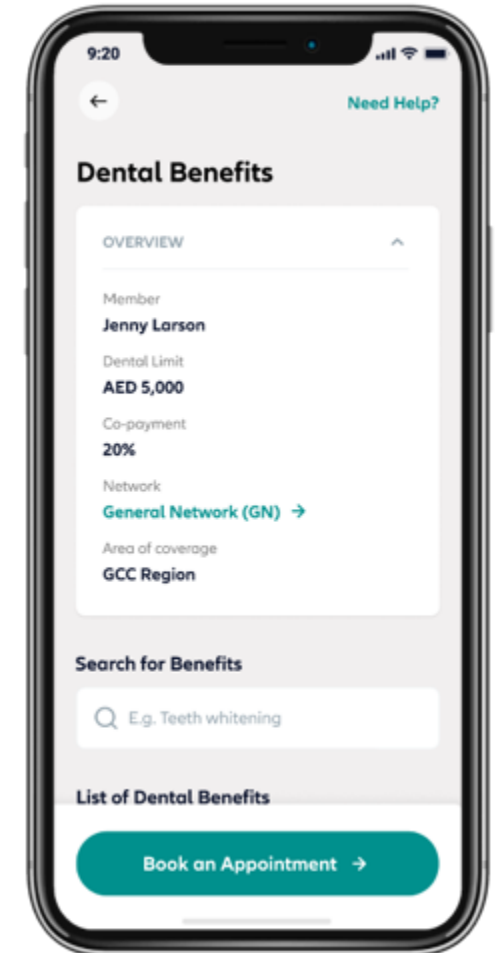
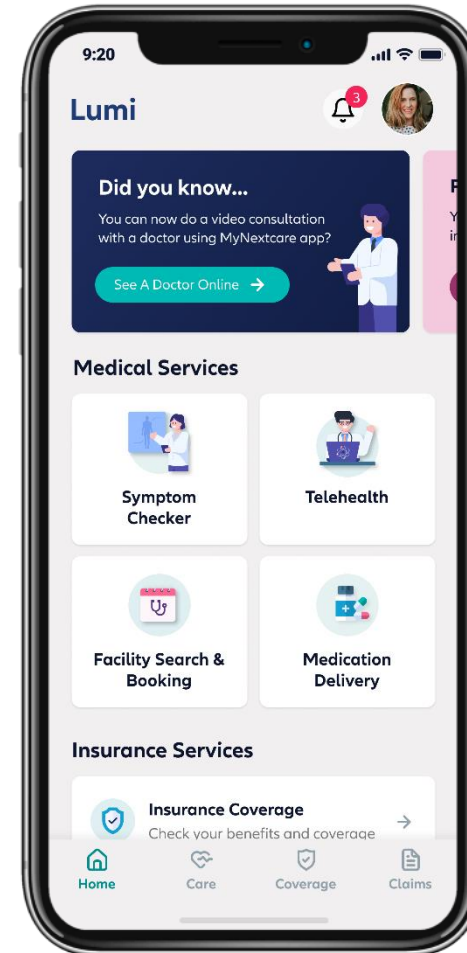




# DIGITAL INSURANCE CARD & POLICY COVERAGE

View and download your digital insurance card on the Lumi app and the Nextcare website. Get access to all of the details in your policy through:

- Lumi app
- WhatsApp
- Facebook Messenger
- Virtual Assistant



# 04





## SYMPTOM CHECKER

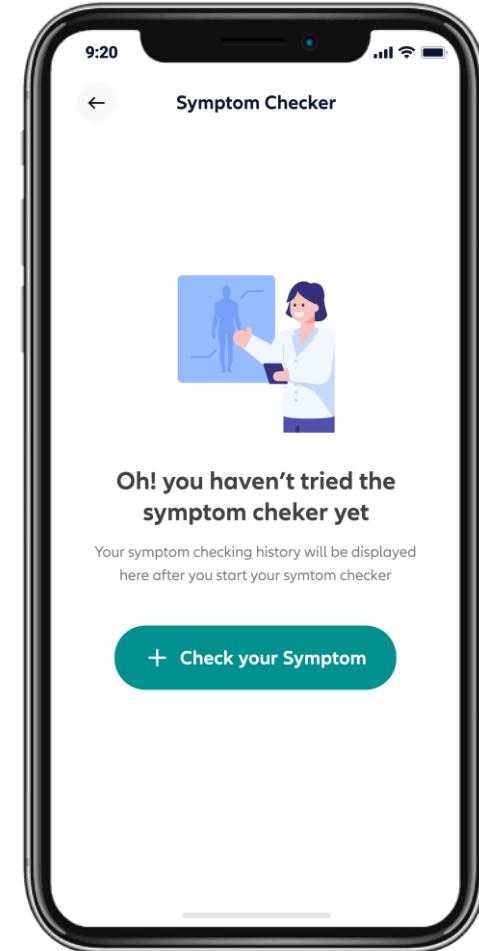


# SYMPTOM CHECKER

The Symptom Checker is an AI-powered tool that identifies symptoms and recommends next steps for treatment in just 3 minutes, ensuring appropriate care for members.

## KEY BENEFITS

-  Supports self care and guides patients through telehealth
-  Reduces unnecessary appointments
-  Converts face to face visits into teleconsultations
-  Identifies urgent cases early on

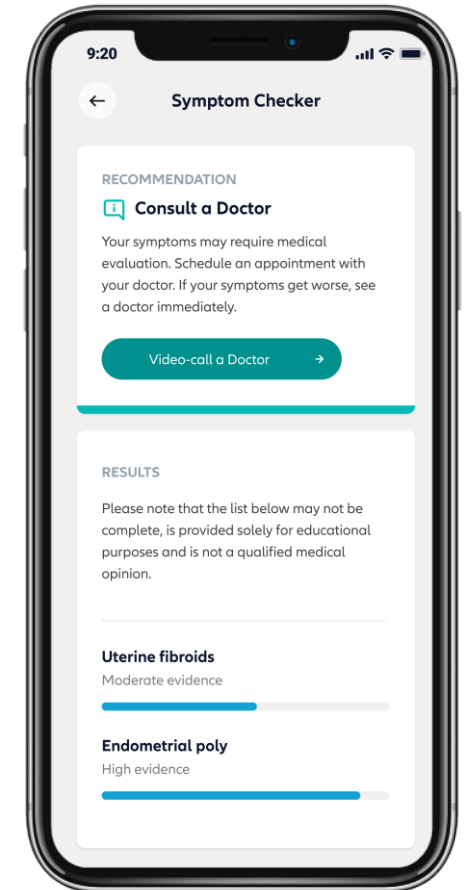
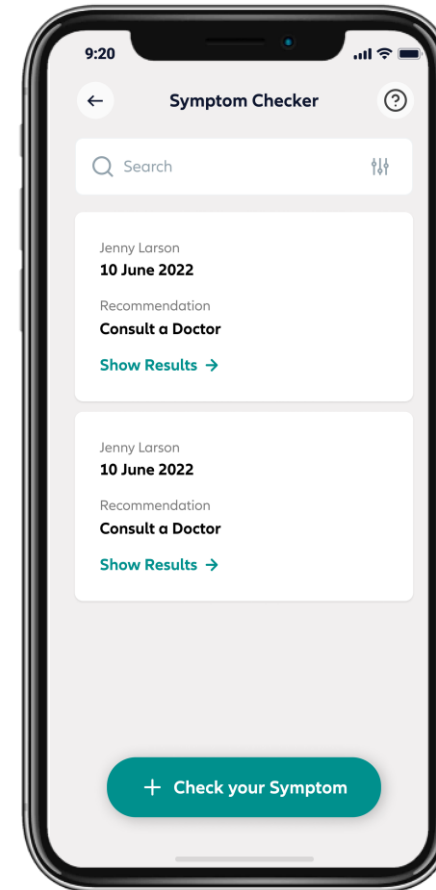


# SYMPTOM CHECKER

## HOW TO ACCESS

- Tap the 'Symptom Checker' icon available on the app home screen
- Answer a series of questions about the symptoms you are experiencing
- View one or more possible risk factors that are causing your symptoms
- Receive a recommendation on the next steps

## KEY FIGURES



# 05

## SEARCH FOR A MEDICAL PROVIDER






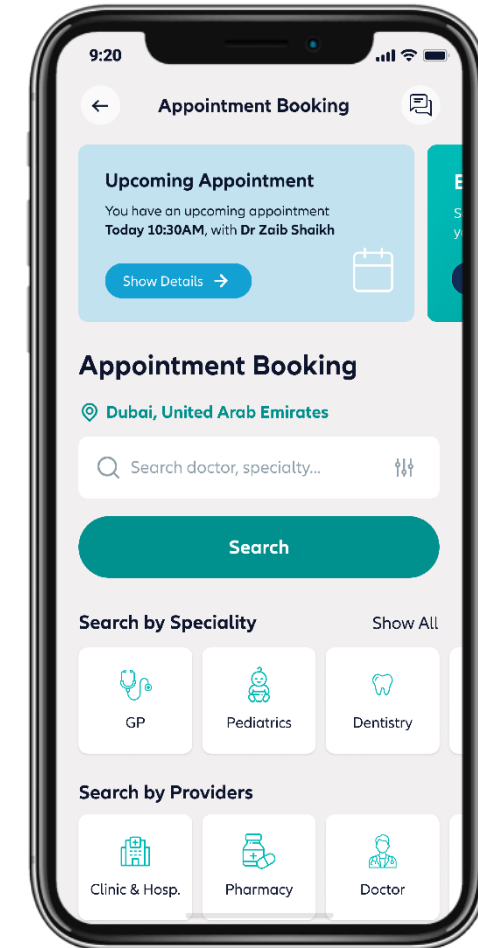


# SEARCH FOR A MEDICAL PROVIDER

This service is accessible across geographies, giving members access to global healthcare providers and caregivers.

## KEY BENEFITS

-  Quick and easy to find a provider with just a few clicks
-  Option for virtual consultations
-  Member can search for doctor by specialty and/or location

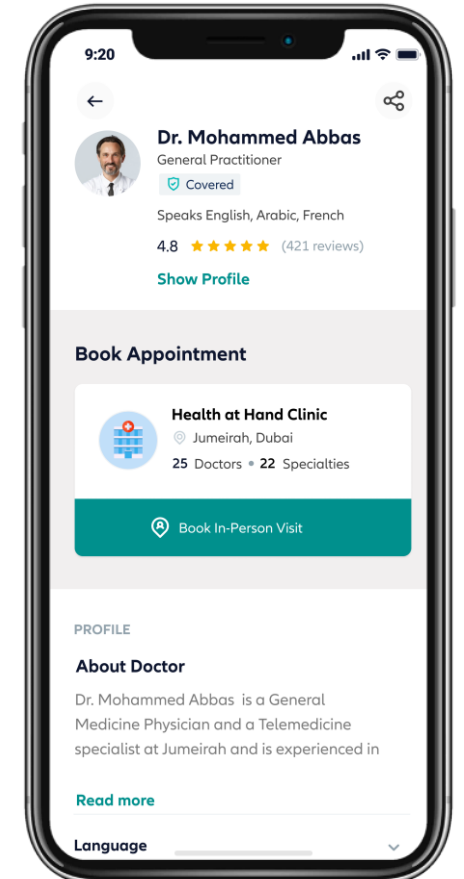
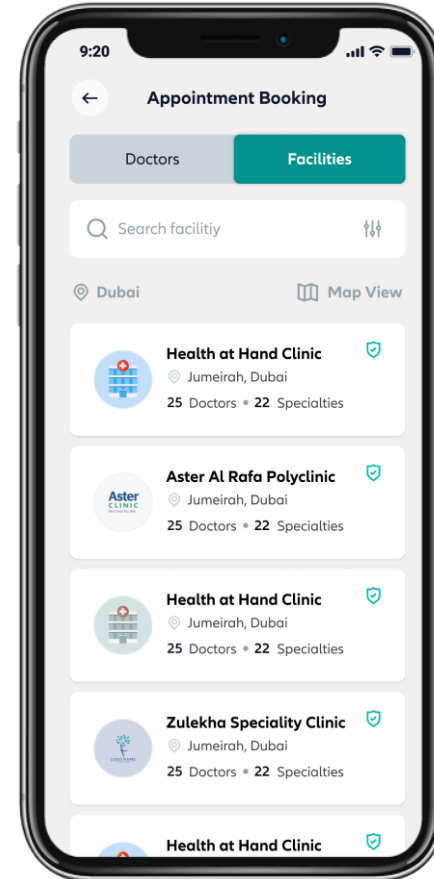
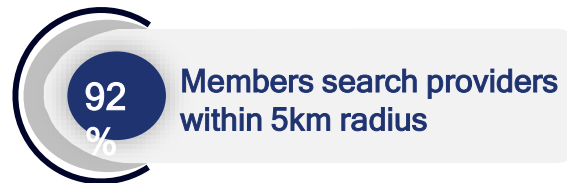
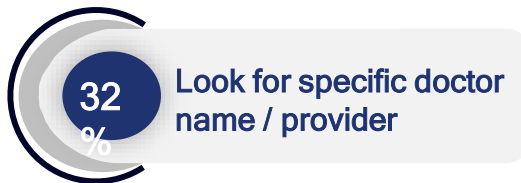
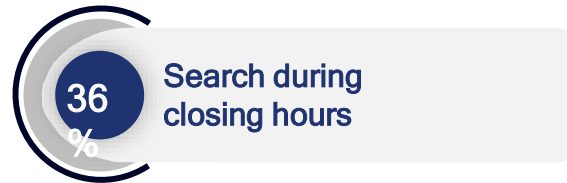
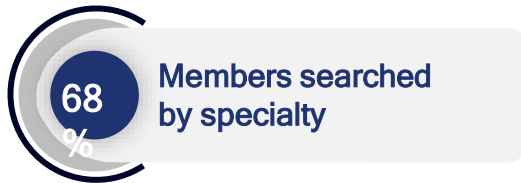


# SEARCH FOR A MEDICAL PROVIDER

## HOW TO ACCESS

- Tap the 'Healthcare Provider' icon available on the app home screen
- Choose the country you are located in
- Choose the speciality or the type of provider




## KEY FIGURES

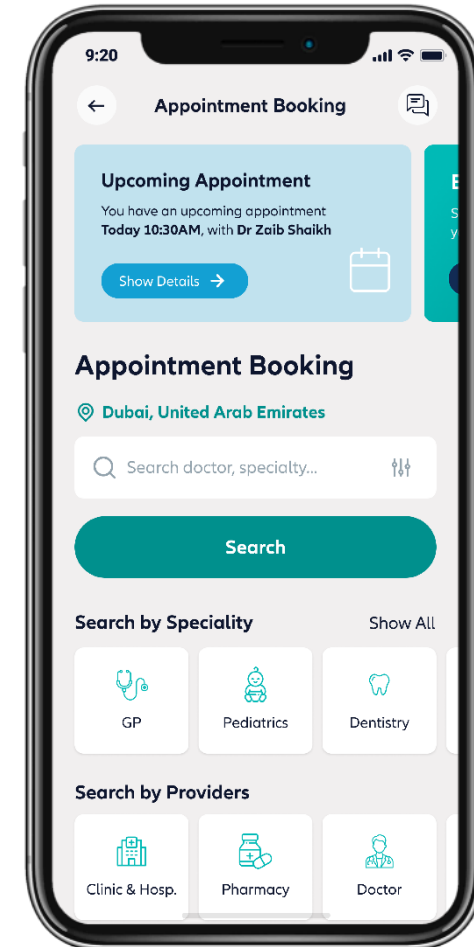


# APPOINTMENT BOOKING

Book doctor appointments in just a few clicks, removing the burden of making multiple calls. Specifying specialty and location enables members to find the best match for medical needs and insurance status. Alternatively, members can hit the Medical Facilities & Appointments button to access covered doctors and providers for quick appointments.

## KEY BENEFITS

-  Save time-wasting phone calls
-  Connect with 21,000 doctors with relevant search filters
-  Book an available doctor appointment within a few clicks

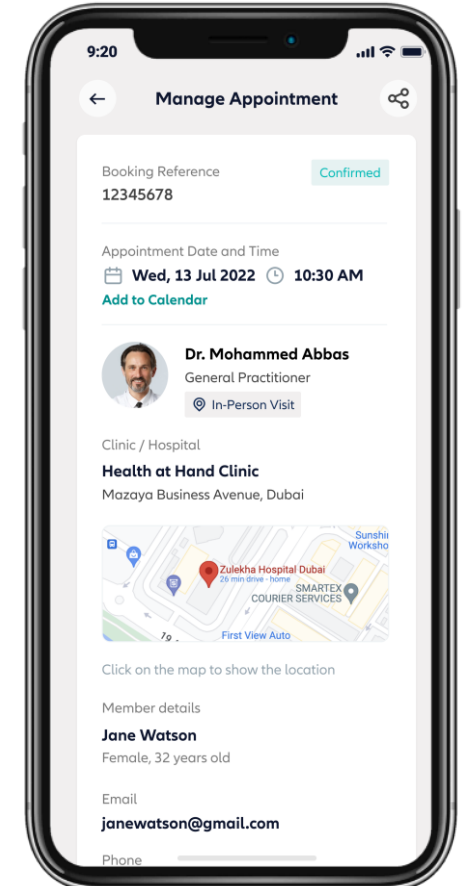
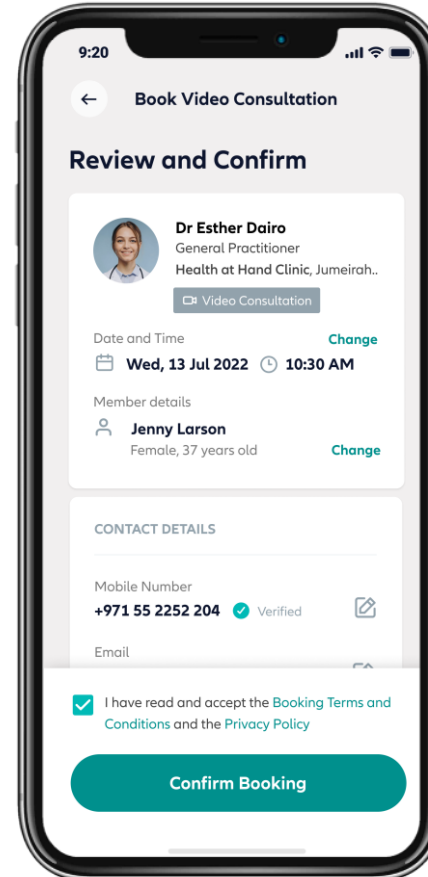


# APPOINTMENT BOOKING

## HOW TO ACCESS

- Download and register on the Lumi app, then select Medical Facilities & Appointments from the home screen
- Select the healthcare provider of your choice
- Check their calendar and select a time slot that works for you

## KEY FIGURES



# 06

## VIRTUAL ASSISTANT





# VIRTUAL ASSISTANT

This personal AI-enabled telehealth assistant understands the member's healthcare journey and will steer the member to right service for seamless and convenient experience.

## KEY BENEFITS



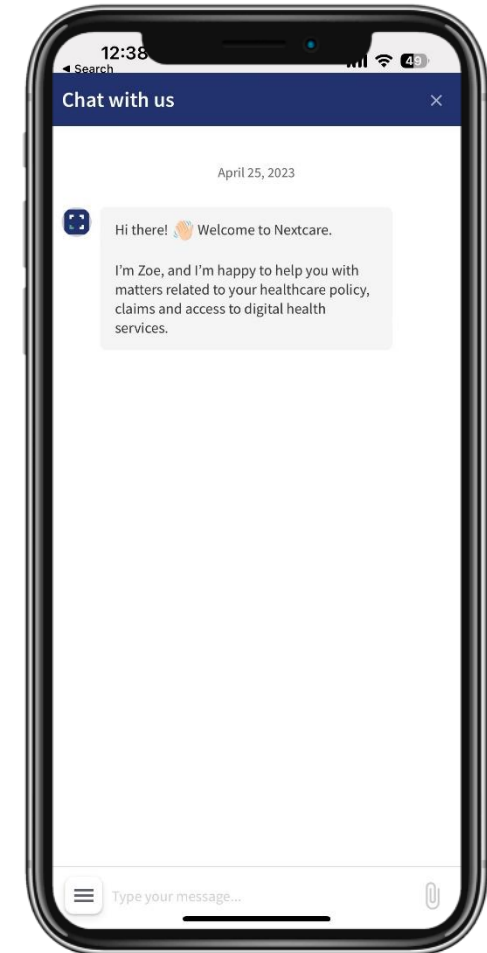
Personalized experience



Steers patients to the right service



Answers questions related to health insurance, claims management and covered facilities



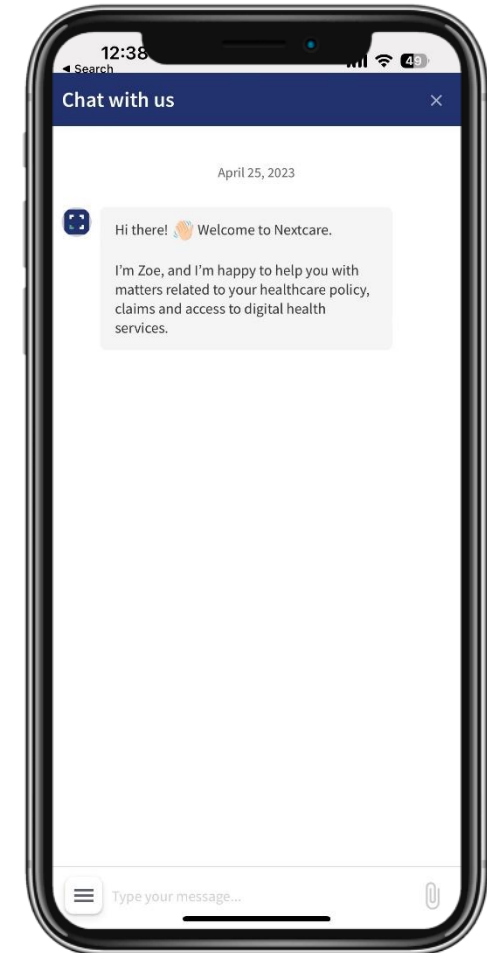
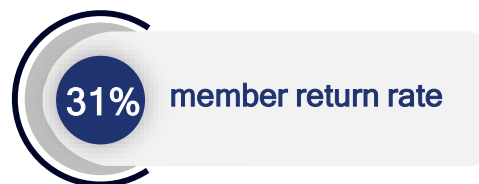
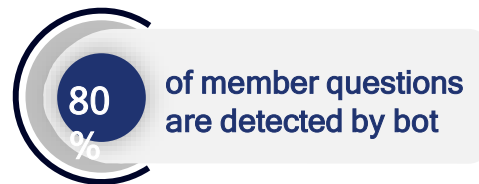
# VIRTUAL ASSISTANT

## HOW TO ACCESS

The Virtual Assistant can be accessed as follows:

- Lumi app
- Nextcare website
- WhatsApp
- Facebook Messenger

## KEY FIGURES



# THANK YOU

CONTACT US:

