

# MetLife 360Health

Awarded *Money* magazine's Health and Wellness Cover of the Year 2024<sup>1</sup>.

Did you know you and your family<sup>2</sup>, have access to a wide range of virtual health care services with a team of health professionals? Plus, these services are provided to you at no extra cost.

We have partnered with MetLife to give you access to 360Health, a range of virtual health care services to help you live healthier for longer.



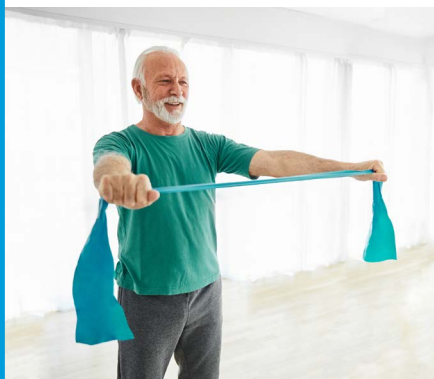
## What is it?



360Health offers you and your family<sup>2</sup> quick and easy access to a team of global medical specialists, general practitioners (GP), mental health clinicians<sup>3</sup> and select health practitioners to assist you with gaining greater confidence and clarity on medical concerns.

These services are provided at no extra cost to you and can be used as often as needed all from the convenience of home.

3. Mental Health Assist is only available in respect of persons 18 years old or above.



## What services can I access?



360Health offers a range of services including:

### Medical

- Medical opinions from experts and specialist doctors who will review your medical files to provide their clinical opinion and treatment recommendations.
- Ask a question and receive a response from a GP or paediatrician within 24 hours.

### Mental Health

- Book an in-depth review.<sup>3</sup>
- Ask a mental health question and receive a response from an expert within 24 hours.

### Nutrition

- Book a nutrition consultation with a dietitian.

### Fitness and Mobility

- Seek advice and a personalised plan from an exercise physiologist to help with fitness or mobility.

### Recovery Support

- Help to get back to health or work if you have a serious illness or injury. These services are only accessible to customers who are insured by MetLife and does not extend to family.<sup>3</sup>

## What services can I access?

### Menopause Support

- Manage your perimenopause and menopause symptoms with personalised, one-on-one support from women's health nurses. This service provides insights into your symptoms, guidance on discussing them with your GP, and holistic care options.

## How do I use it?



Easily access 360Health online or scan the QR code:

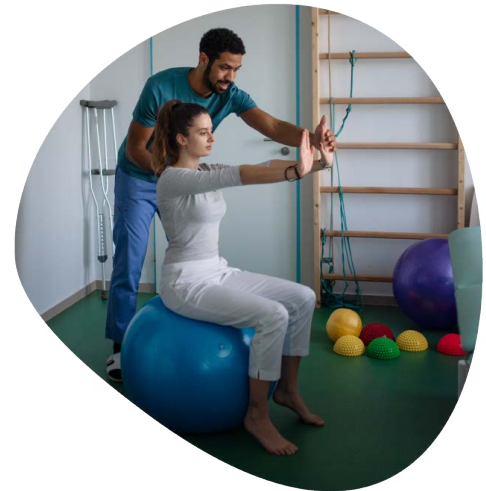


Learn more about MetLife 360Health [here](#) or scan the above QR code

# MetLife 360Health - Recovery Support service for MetLife customers

Rehabilitation services for MetLife customers  
in the event that something happens.

If your illness or injury is impacting your ability to work, you can access our Recovery Support service at no extra cost if you lodge or intend to lodge a claim. You'll be matched with a health professional who will be your personalised recovery concierge. They will connect you with programs and services to help you achieve your return to health and work goals.



## Immediate Support



Receive personalised recovery support from a health professional as soon as you notify MetLife of an illness or injury, giving you a head start on your healing journey. And the best part - you can access support during the waiting period of your claim.

## Return to Health



Access rehabilitation services if you are seeking health-based services to optimise your recovery. Services available include addressing the impacts of symptoms, supporting holistic wellbeing activities, and community support programs.

## Return to Work



Benefit from rehabilitation services if you are ready to return to work and need tools and support for a smooth transition. Services include return-to-work support and planning, job seeking, business coaching, re-training and much more.

Click [here](#) or scan the QR code to find out how MetLife 360Health's Recovery Support services can provide you with dedicated care to help with your serious illness or injury.



1. Money magazine's Health and Wellness Cover of the Year 2024.

2. The term 'family' consists of your children, partner, parents and parents in-law.

3. Mental Health Assist is only available in respect of persons 18 years old or above.

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360Health services are not provided by way of insurance (including health insurance) and the provision of these services is not dependent on the occurrence of an insured event under the policy. All services except for Recovery Support are provided by Teladoc Health. Teladoc Health is a separate and independent entity to MetLife, and MetLife will not be responsible for the nature or quality of services provided by Teladoc Health. Access to these services will be at MetLife's reasonable discretion and is eligible for all MetLife Protect customers and eligible clients who have received a specific code to activate the service. MetLife reserves the right to reasonably discontinue or change the services at any time. For the Virtual Care app terms and conditions please visit [www.360healthvirtualcare.com](http://www.360healthvirtualcare.com)