

GROUP CRITICAL ILLNESS INSURANCE

Health Concierge Service

Personalized assistance when it's needed most



Being told you have a serious illness is frightening.
The Health Concierge Service can help.

Delivered by MedExtra Inc., the Health Concierge Service is a made-in-Canada solution designed to supplement the Canadian healthcare system. It helps bridge the gap between what an individual wants and needs when they find out they're ill, and what our healthcare system is currently structured to provide.

The Medextra team of experienced doctors and nurses help **accelerate the diagnosis, facilitate the best treatment and follow up, help ensure a smooth return-to-work**, and provide **clarity, continuity of care, and emotional support**. They can explain what's happening and what it means. Help employees and eligible dependants navigate our sometimes complicated healthcare system. Accompany them throughout their journey. This exceptional service is the perfect complement to our Group critical illness insurance products.

It is important to note that the Health Concierge Service can help with more conditions than may be covered under the critical illness benefit. A total of **57 conditions** are covered across all of the Empire Life Group critical illness products. Regardless of which product is added to the plan, the Health Concierge Service can help with all 57 conditions. Moreover, even when an employee or eligible dependant has a health condition that is not covered, some services are available at no charge. Other services are also available for a fee.

So much more than a medical second opinion service.

For more information about the Health Concierge Service, please call your Group Benefits Advisor or the Empire Life Customer Service Unit.

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GRP-1099-EN-06/15

