

Ulink Assist reviews your Singapore & Malaysia Utilization to Improve Cost Savings

With **30 years of experience**, Ulink Assist works with insurers/TPA clients to actively manage utilization and reduce claim costs in Singapore and Malaysia.

Ulink's Cost Containment Initiatives (Selected):



Divert Selected Cases to Singapore Government Hospitals

1. Reviews planned Singapore in-patient requests before admission confirmation
2. Identify medically suitable cases and offer a government hospital option (up to 30% cheaper than private hospitals) through our established network, e.g., SGH, KKH, NUH, etc.



Right-Sizing Medical Admissions

1. Ulink reviews medical necessity of cases exceeding:
 - Overnight stays eligible for day surgery
 - 75th percentile (P75) length-of-stay against Ulink's historical claims data
2. Ulink may issue a capped LOG on a day-surgery or P75 basis



In-Patient Billing Cap

1. Ulink set a maximum billing benchmark e.g., P75 for each diagnosis, using our historical claims data
2. LOGs issued are strictly capped at P75
3. Bills exceeding P75 trigger a pay-and-claim excess for the member, and are logged for provider review



Negotiate Better Rates Volume Discounts

1. Engage high-volume medical providers using Ulink's annual spend as leverage to secure volume discounts

Fixed Package Pricing

2. Obtain fixed package rates with medical providers for the 7 most common procedure groups using historical claims benchmarks



Ulink benchmarks your claims, sets LOG thresholds, and monitors performance to deliver a tailored cost containment strategy.

Ulink's Payer Clients Benefit Because:

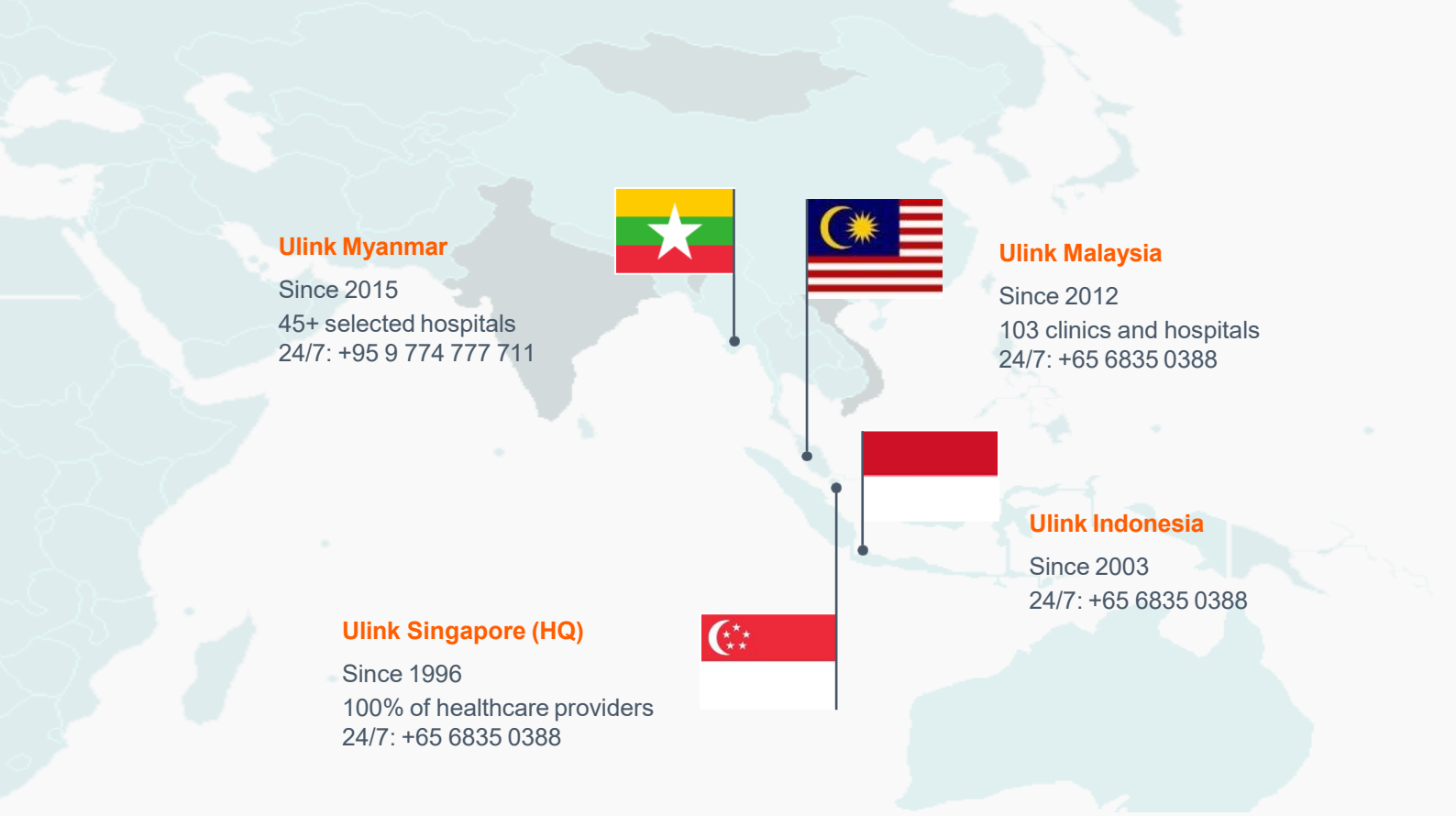
- ✓ **Clinically Appropriate Care Pathways**
Ulink ensures every member is directed to the most suitable care setting — ensuring quality care while maximizing cost efficiency
- ✓ **Personalized Savings Strategies**
Every strategy is anchored to your own historical claims data — giving you accurate, measurable savings projections specific to your members, not just industry averages.
- ✓ **Proactive Cost Management**
Ulink reviews every planned in-patient request before admission is confirmed — identifying the right care setting, the right provider, and the right cost

Turn Your Overseas Claims Data into Cost Savings

1. **Submit:** Send us 1–2 years of overseas claims data.
2. **Benchmark:** Ulink evaluates cost performance by medical condition.
3. **Analyze:** Cross-reference against Ulink's data and Singapore MOH references.

Ulink's tailored strategies have helped clients reduce claims cost by up to 10%.

Email bd@ulinkassist.com to find out what's possible for your portfolio.



Ulink Myanmar

Since 2015
45+ selected hospitals
24/7: +95 9 774 777 711



Ulink Malaysia

Since 2012
103 clinics and hospitals
24/7: +65 6835 0388

Ulink Singapore (HQ)

Since 1996
100% of healthcare providers
24/7: +65 6835 0388



Ulink Indonesia

Since 2003
24/7: +65 6835 0388

About Ulink Assist

Ulink Assist has 30 years of patient assistance experience in Singapore, helping more than 2,000 patients every year receive the best medical treatment at top hospitals in Singapore through clinic and hospital arrangements, treatment plans and price estimates, travel arrangements and visas, patient accompaniment, cartransfers, medical evacuations by air ambulance, etc. We work with all the top private hospitals in Singapore and our letters-of-guarantee for global insurance patients are accepted at 100% of the healthcare providers in Singapore.

Our dedicated Singapore-based team includes medical professionals and is on-call 24/7 for all requests.

www.ulinkassist.com

For enquiries regarding local support or corporate administrative hub services, please contact us at:

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