

# Pharmacy Benefit Guide

## What is the benefit?

As an AIA Vitality member, you will qualify for one free AIA Vitality Health Check at a participating pharmacy per membership year.

The AIA Vitality Health Check is made up of the following measurements:

- BMI (Body Mass Index)
- Blood pressure
- Random blood glucose
- Total cholesterol.

You'll earn 750 points for each measurement taken, and an additional 1,000 points for each of the results that are in the healthy range. You could earn up to a total of 7,000 AIA Vitality

points for completing this assessment, depending on your results.

## How does the benefit work?

AIA Vitality members are eligible for one FREE AIA Vitality Health Check per membership year at a participating pharmacy. This must be your first AIA Vitality Health Check of your current membership year. Based on your results, you could earn up to 7,000 AIA Vitality points. Please note you're able to have the AIA Vitality Health Check completed by another pharmacy or medical professional (GP/nurse) at your own cost.

## How can the benefit be accessed?

Appointments MUST be pre-booked at your preferred participating pharmacy via the dedicated link to the booking page, which is accessible via the AIA Vitality website or the AIA Vitality app. Results must be entered via the AIA Vitality App and submitted at the time of the appointment. If you don't take your mobile to the appointment, the AIA Vitality Health Check cannot be completed.

# Pharmacy Benefit Guide

## **BOOKING YOUR APPOINTMENT**

1. Log into your AIA Vitality account
2. Navigate to the AIA Vitality Health Check area
3. Click on the booking link to be taken to the dedicated booking page.
4. Search via postcode to find your nearest participating pharmacy. Select your preferred available date and time and complete the booking process. Ensure the service you're booking is the AIA Vitality Health Check (please note that this will be automatically pre-selected for you)

5. You'll receive a confirmation email directly from the pharmacy with the details of your booking

## **BEFORE ATTENDING YOUR APPOINTMENT:**

Before you attend your appointment, limit food and drinks that will impact your health results. For example coffee or high sugar foods. Ensure you are well hydrated as this makes it easier for the pharmacist to obtain your glucose and cholesterol sample.

Please make sure you're using the AIA Vitality app (iOS or Android), as the pharmacist will assist you to submit your results directly into the

app during your appointment and will also use the app to check if you're eligible for a FREE AIA Vitality Health Check.

You'll also be required to take a photo of the completed form (that the pharmacist will give you at the end of your appointment) and submit it as supporting proof of completion.

## **ATTENDING YOUR APPOINTMENT:**

1. Ensure you have downloaded and logged into the AIA Vitality app prior to your appointment. The pharmacist will assist you during your appointment to enter your VHC results into the app to ensure AIA

# Pharmacy Benefit Guide

- Vitality points are processed to your account.
2. Attend your appointment at the confirmed date and time. Please ensure you arrive approximately 10 minutes before your designated appointment time.
  3. The pharmacist will need to see your AIA Vitality app to confirm that you're eligible for a FREE AIA Vitality Health Check. If you've already used your free VHC at a participating pharmacy in your current membership year, you'll need to pay the pharmacy directly (please check the cost with the participating pharmacy) before proceeding any further.
  4. The pharmacist will undertake the VHC, assessing all four measurements, and then provide a printout of your results, as well as assist you to input the results into the relevant fields within the AIA Vitality app. The pharmacist will also enter a unique store code to verify these results. You'll also need to take a photo of the printout provided to you by the pharmacy and upload it during this process.
  5. The points you've earned by completing the VHC will be applied to your AIA Vitality account. Please note that you'll earn 750 points for each of the measurements taken during the VHC, and an additional

1,000 points for each of these measurements that fall within the healthy ranges. You could earn up to 7,000 AIA Vitality points for completing this assessment.

## **Who may use the benefit?**

This benefit is only available to the AIA Vitality member. This benefit cannot be gifted or applied to another person.

## **Important points**

- AIA Vitality members are eligible for one FREE AIA Vitality Health Check at a participating pharmacy each membership year. (Any subsequent AIA Vitality Health Checks in the same membership year will be at a

# Pharmacy Benefit Guide

cost. The cost is payable directly to the pharmacy at the beginning of your appointment).

- Appointments must be pre-booked via the AIA Vitality website or app. Ensure the drop down menu is displaying 'AIA Vitality Health Check' as the service you're booking.
- Once you've made your appointment, you'll receive a booking confirmation email directly from the pharmacy. This email will also have the contact details of the participating pharmacy (should you need to contact them to reschedule your appointment).
- Results from each measurement will need to be entered into the

AIA Vitality app for AIA Vitality points to be processed to the member's account.

- Completion of the AIA Vitality Health Check is required to be able to access any status-based cashbacks for the Virgin Australia Flight Benefit. See Virgin Australia Flight Benefit under the Rewards tab for more information.
- AIA Vitality members can obtain unlimited health checks at a participating pharmacy to earn AIA Vitality points for healthy ranges. The AIA Vitality app is able to accept updated results of any of the four components after completing

your first free check. Please note that the cost of these additional measurements is payable directly to the participating pharmacy at the time of the check.

## Any questions?

Visit [aiavitality.com.au](https://aiavitality.com.au)

Email [queries@aiavitality.com.au](mailto:queries@aiavitality.com.au)

Call 1800 848 254

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Get your AIA Vitality Health Check in 5 steps:

## STEP 1 CHECK



Check your eligibility  
for a Free Vitality  
Health Check

## STEP 2 BOOK



Book with a  
participating  
pharmacy or your  
health professional

## STEP 3 DOWNLOAD



Download the  
AIA Vitality  
mobile App

## STEP 4 ARRIVE



Arrive on time for  
your appointment  
with your mobile

## STEP 5 UPLOAD



Before you leave,  
upload your results into  
the AIA Vitality App

Information is correct as at September 2020 and is subject to change.

AIA Australia Limited ABN 79 004 837 861

**AIA Vitality**