# Your healthcare payment card
Step-by-step-guide

Use our money, not yours

At home or abroad, the healthcare payment card[1] is your answer to hassle-free healthcare costs and claims. Without pre-loading or pre-authorising, you can make contactless payments for eligible outpatient treatments and prescriptions[2] – all with the tap of your phone.

It's just like the other cards in your digital wallet, only you're using our money instead of yours.
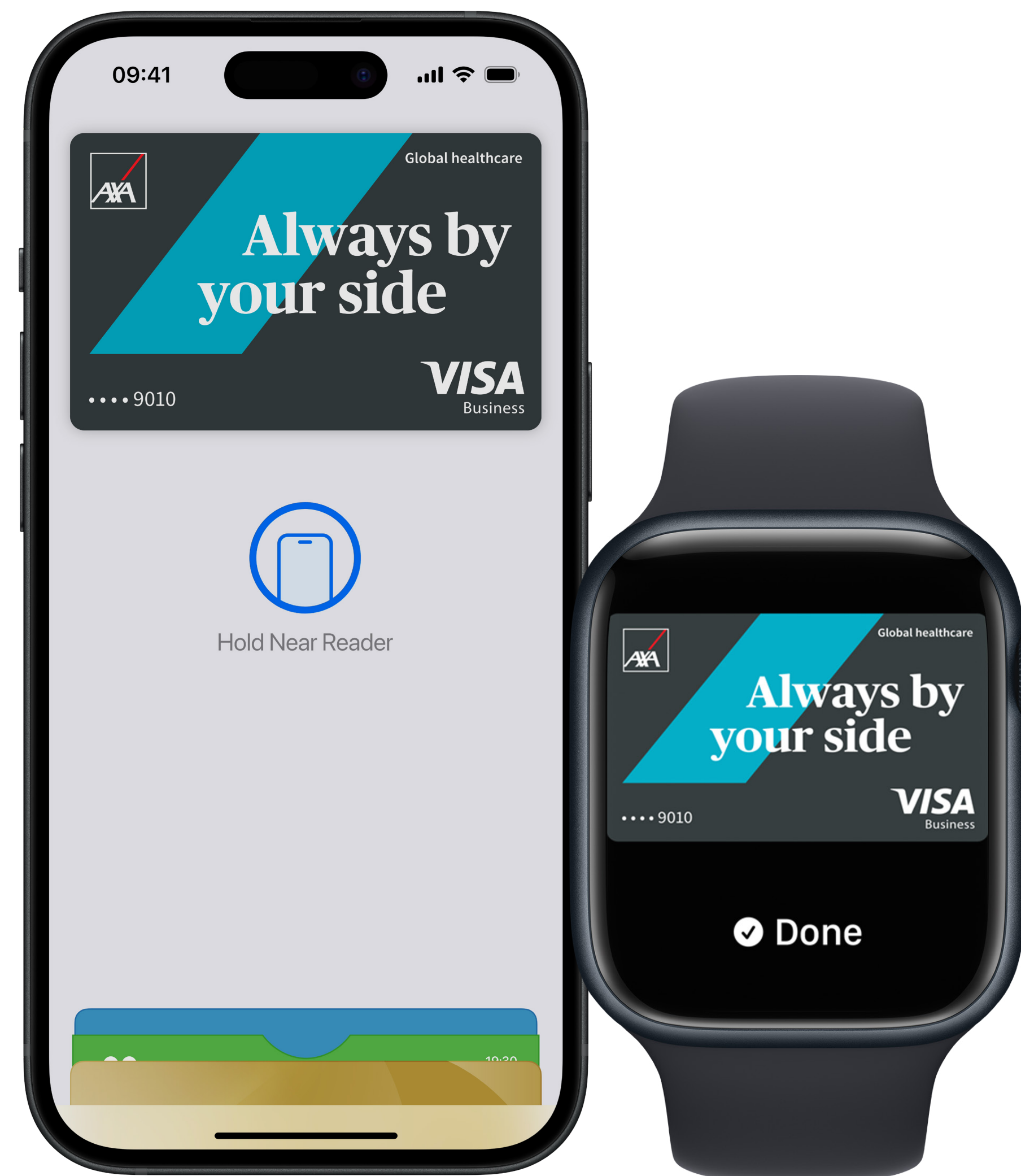
How to register on the app and create your card

1
Click on the link in your welcome email or search for the AXA Global Healthcare Card app on the Apple App Store or Google Play Store.

2
Download the AXA Global Healthcare Card app for free from the Apple App or Google Play Stores.

3
If you're signing up for the first time, you'll need to verify your insurance details:

- **policy number**
- **customer number**
- **date of birth**

Give consent to link the app with your login details. Please note: If you decline to give your consent or you don't complete the process, you'll need to manually log into the app every time you want to use it.

4
To create your account, you'll need:

- **an email address**
- **to set-up a secure password**

If you have an AXA Global Healthcare online account, your login details will work here too.

5
Follow the instructions on the screen to verify your identity and you're ready to go.

6
Your healthcare payment card is being created. This can take a few minutes.

7
You can now add the card to your digital wallet.

If you any have questions, please contact our customer service team on **+44 (0) 1892 503 856***

*This is not a toll-free number and will incur applicable charges.

How to pay for treatment you've received

1 Select the healthcare payment card from your digital wallet on your phone or wearable. Then pay for your eligible outpatient treatment or prescription by tapping your phone on the healthcare provider's terminal.[3]

2 Take a photo of the invoice and upload it to your AXA Global Healthcare Card app within 48 hours.

3 That's it, all done. We'll handle your claim from here.

You'll need to use your own funds to pay for treatment if the transaction is unsuccessful or you can't use your payment card. In this scenario, you should submit a claim as normal.

Please remember:

- Check your treatment eligibility in your policy documents.

- Before you leave the healthcare provider, make sure you get an itemised invoice for your treatment or prescription.

- You can only pay for your own treatment with your healthcare payment card. It can't be used to pay for family members.

- You can't use your healthcare payment card for upcoming treatment, only for treatment you've received.

- If you're using the card at an international healthcare provider, please select the option to pay in the local currency to avoid currency conversion charges.

If you any have questions, please contact our customer service team on **+44 (0) 1892 503 856***
***This is not a toll-free number and will incur applicable charges.**

Submitting your invoice on the app

1
Once you've received treatment and paid for it using your healthcare payment card, you'll need to upload your invoice to your AXA Global Healthcare Card app.

2
Simply take a photo of the invoice for treatment or select an existing attachment. We can only accept JPG, PNG or JPEG file formats.

3
Log into your AXA Global Healthcare Card app to upload the photo or attachment of the invoice.

4
Select the transaction and upload the photo or attachment of your invoice. Click submit.

5
Please upload your invoice/s to the app within 48 hours of your payment at the treatment provider.
Failing to do so will result in your card being frozen. Please contact us on **+44 (0) 1892 503 856*** if you're having any issues.

*This is not a toll-free number and will incur applicable charges.