



Take your business further

WITH AXA – GLOBAL HEALTHCARE

Looking for international health insurance?

Whether it's to grow a small business, or to cover employees on international assignments, we're here to help.

How we do it:

Our services – what we offer

- A simple account set-up and switching process: within two days for Medical History Disregarded policies.¹
- 24/7 support for employees, with claims, medical providers and more.
- An online hub to help employees use their healthcare policies.
- A score of 4.75/5 for our business-wide customer service.²
- A quick claims turnaround time, with 80% paid within two days.³
- Access to a global network of over 1.9 million providers, who we can pay claims to directly.⁴
- The expertise from over 60 years' experience in the industry, with AXA.⁵

Our health insurance – what's available

Five cover levels to choose from – to suit your company and your employees, with outpatient options available.

With Virtual Care from AXA, your employees can easily access their Virtual Care services as follows:

- Virtual Doctor service – employees can book a medical consultation with a real doctor on the phone or by video chat.⁶
- Mind Health service – the Mind Health service connects employees with a fully qualified psychologist to support them for up to six sessions per health concern.⁷
- Second Medical Opinion service – giving your employees reassurance on any diagnosis or treatment plan. They can receive a second medical opinion from medical experts, available over the phone.⁸
- Medical evacuation and repatriation cover – across all our plans.
- A wide range of cancer treatment covered – with support from our dedicated case management team.
- Cover for outpatient CT, MRI and PET scans – across all cover levels.
- The option of Medical History Disregarded underwriting – for groups of 5+ employees.



Speak to your AXA representative or intermediary today for a quote and to set up cover

98% of our customers choose to stay with us at renewal.⁹

¹ In most cases, we offer a two working-day onboarding where Medical History Disregarded (MHD) has been selected as the underwriting style of the group. ² Customers rated our service 4.75 out of 5 stars via the Customer Service Instant Customer Feedback tool between 1 July 2023 to 30 June 2024 based on 22,814 responses. ³ 81.2% of eligible claims submitted online between January 2023 and December 2023, were paid within two days. ⁴ Number of providers in the AXA Select medical provider network according to Global Network Management team, as of June 2024. ⁵ AXA group of companies have been providing cross-border health insurance plans since 1963. ⁶ Appointments are subject to availability. You do not need to pay or claim for a consultation but you will be charged for the cost of the initial phone call when using the call back service. You won't be charged if you request a call back using the app or online portal. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Video appointments in English, Spanish and Mandarin are available Monday to Friday, 8am to midnight (UK time). Video appointments in German are available 8am to 8pm CET, Monday to Friday. This service is provided by an independent third party, Teladoc Health. ⁷ The Mind Health service is not designed for customers experiencing a medical emergency or personal crisis. Mind Health psychologist appointments are available between Monday and Friday, 9am to 5.30pm (UK time). Appointments for members calling from the UAE are available in English, French or Arabic between Saturday and Thursday, 9am to 8pm, and Friday 9am to 4pm (UAE time). These services are provided by an independent third party, Teladoc Health. The Mind Health service is accessible for eligible customers, granting six sessions with a psychologist per non-emergency mind health concern, per year. If your client's scheme size is less than 50 employees, the Mind Health service is included in their cover already, so they will never be charged for using it. And if their scheme size is 50 or more employees, they'll need to purchase the Mind Health service as an optional upgrade. ⁸ Excludes conditions requiring urgent or emergency treatment. This service is provided by an independent third party, Teladoc Health. ⁹ Based on number of direct and brokered groups covering 1-74 employees as of 1 June 2024, insured by AXA PPP healthcare Limited and AXA Insurance dac.

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