



Global healthcare

# Exceeding expectations with AXA

Expert support for intermediaries working in global health insurance

# Why work with us?

In short, we're AXA's global healthcare specialists – part of one of the world's leading and largest insurance brands. We have the local knowledge and the global might to support you, whenever and wherever you need us.

## We're flexible

Whatever your client's requirements, we're used to getting the answers you need. We're set up so that we can partner with local resources – whether those partners are part of the AXA group or not. We'll sort it all for you, so you'll just have one point of contact for a wide range of tailored solutions.

## We're dedicated

We know your time is precious. So, our dedicated intermediary team is available to back you up with the latest industry insight, support you with your sales, and give you the information you need, when you need it.

## We're global

Looking for a global partner? AXA already supports people in over **205 nations and territories**.<sup>1</sup> We blend our worldwide expertise with a human touch and seamless service: we get to know you and your clients; you'll quickly get to know us.

## Global know-how

Customers all around the world trust us to have their back, wherever life takes them. Here's just a few reasons they choose AXA:

**1.4m+**

treatment providers worldwide where we can settle bills directly.<sup>2</sup>

**450k+**

customers' healthcare needs supported, globally.<sup>3</sup>

**55+ years'**

experience of providing cross-border health insurance.<sup>4</sup>



# Something for everyone

Whether your clients are looking for a plan for themselves, their family, or their business – we can find a plan that suits them. Our global health plans allow customers access to eligible treatment worldwide.

For individuals and families, there's a choice of five levels of cover, with a host of optional upgrades so they can tailor their plan to match their needs.

We make it easy to get international health insurance to suit companies' needs too: with simple plans for up to 49 employees; tailored plans for

50-149 employees featuring extra options built in to control costs; or bespoke global health benefits packages for 150 employees or more. We can even put you in touch with group risk specialists to help protect your clients' businesses from unexpected expenses.



## Here when they need us

Whether they want to get treatment, pay claims, or just speak to someone about their plan, customers can contact our friendly advisers anytime.



### Making it simple to manage their plan

Customers with a global health plan can access their own online account using just their customer number. Once logged in, they can:

- Check conditions and treatments covered in their plan handbook
- Download a digital copy of their membership card
- Set up electronic payments so claims are paid quickly
- Update their contact details
- Submit their claim invoices
- View benefit statements
- Ask our friendly advisers a question, 24/7
- Search our global network of registered hospitals and medical practitioners



### Making it simple to get treatment

Customers can search for a local treatment provider using our online tool or get in touch with our team via online message or phone call. They'll check the treatment's covered and pass on any details the customer needs to take to their appointment.



### Making it simple to settle the bill

For in-patient and day-patient cases, we can pay most healthcare providers directly for eligible treatment.

For out-patient treatment, customers tend to pay the bill, then claim it back. With their online account, submitting an invoice couldn't be easier, and we'll usually reimburse customers within two working days\* – provided we've got all the information we need.

\*82.8% of eligible claims submitted through online accounts paid within two days between January 2020 and February 2021. Data relates to international health insurance claims for policies underwritten by AXA PPP healthcare Limited and AXA Insurance dac.

# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

With the Virtual Doctor service from AXA, customers can book a medical consultation with a real doctor on the phone or by video chat – at a time that suits them\*, from anywhere in the world.



\*Appointments are subject to availability. Customers do not need to pay or claim for a consultation but will be charged for the cost of the initial phone call when using the call back service. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Telephone appointments in Greek are available between 9am and 9pm EET, 7 days a week. Video appointments are available between 8am and midnight UK time, Monday to Friday. Video appointments in German are available between 8am and 8pm CET, Monday to Friday.

# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

Our Mind Health service connects members with fully qualified psychologists over the phone. The service is included with all individual and SME plans, and can be added to corporate plans of 50 or more employees, as an upgrade.



# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

For extra reassurance about any diagnosis or treatment.



# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

Friendly nurses and counsellors are ready to answer any medical question 24/7, and midwives and pharmacists are available at set times.



# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

Should your client be diagnosed with cancer, they'll have a dedicated case manager to oversee their claims and help them access the care they need.





# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

Our Dedicated Care team support growing families with their maternity case management service. They'll take care of claims admin, so customers can focus on the important stuff.



# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

Our caring and friendly multilingual team take good care of any claims – but they do much more besides. They can help with finding care providers, as well as sorting and sending paperwork. And they're available whenever our customers need them, every day of the year.



# Offering more than insurance

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Sometimes we could all do with a little extra support or a helping hand. Here's a few ways that we offer even more reassurance to our global customers:

If customers can't get the emergency treatment they need locally, we'll organise emergency medical transport to a treatment facility that can - this could be in a nearby town or city, or in another country completely. Our team will handle all the arrangements and ensure that the claim doesn't impact the customers' overall allowances, or next year's premium.



# Want to join our intermediary network?

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Get in touch today to find out how you can offer your clients the peace of mind that comes with international health insurance with AXA.

Email our team on [brokerdirect.health@axa.com](mailto:brokerdirect.health@axa.com) to discuss how you can apply for your Terms of Business with us.

## About global healthcare from AXA

The AXA Global Healthcare group of companies are Managing General Agents administering the distribution and servicing of international health insurance products on behalf of insurers such as AXA PPP healthcare Limited, AXA Insurance dac, and AXA General Insurance Hong Kong.

The AXA Global Healthcare group of companies consists of AXA Global Healthcare (UK) Limited, AXA Global Healthcare (EU) Limited, and AXA Global Healthcare (Hong Kong) Limited.

AXA Global Healthcare (UK) Limited are directly authorised and regulated by the Financial Conduct Authority (FCA). AXA Global Healthcare (EU) Limited are regulated by the Central Bank of Ireland. AXA Global Healthcare (Hong Kong) Limited is registered with the Insurance Agents Registration Board.

<sup>1</sup> Number of countries and territories based on the portfolio of customers with global health plan, as of February 2021.

<sup>2</sup> Over 1.4 million treatment providers in the AXA Select network worldwide, as of March 2021.

<sup>3</sup> The AXA – Global Healthcare group of companies covers over 450,000 lives, as of February 2021.

<sup>4</sup> The AXA group of companies have been providing cross-border health insurance plans since 1963.