



Global healthcare

A woman with long blonde hair and blue-rimmed glasses is smiling broadly, looking towards the right. She is wearing a textured orange-red sweater and has her arms crossed. She is standing in a modern office environment with a white brick wall behind her. In the background, other office workers are blurred. A large red diagonal shape is overlaid on the left side of the image, partially covering the woman's face and the text.

Exceed their 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 insurance brands.¹ 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 have access to a wide range of tailored solutions through one helpful team.

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? 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:

1.9m+

treatment providers worldwide where we can settle bills directly.²

194

nations and territories where we're supporting customers.³

60 years'

experience of providing cross-border health insurance.⁴



Something for everyone

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

For individuals and families, there's a choice of cover levels and 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 a range of plans for up to 74 employees; tailored plans for

75-149 with built-in cost control features; 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.



Making it simple to manage their plan

Customers with a global health plan can register to gain access to their own [online account](#) using just their membership number, which can be found on their policy documents. Once logged in, they can:

- Check conditions and treatments covered in their membership handbook
- Download their [digital membership card](#), just in case they ever need it
- Set up electronic payments so eligible claims are paid faster, directly to their bank account
- 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 their nearest provider based on their location or the type of treatment they need using our [online provider search tool](#). They can also get in touch with our team via online message or phone call.

They'll be able to access the online provider search tool by logging into their online account or [here](#). We'll check the treatment's covered and contact their medical provider.

Simply visit axaglobalhealthcare.com/customer to register for your online account.



Making it simple to settle the bill

In most cases, by using a provider in our [AXA Select medical provider network](#), we can pay the bills for inpatient and day patient admissions directly to the medical provider for eligible treatment.

For outpatient treatment, customers normally pay the bill themselves at the time of their appointment and then claim it back. With their online account, submitting an invoice couldn't be easier, and we'll usually reimburse customers within two days* – provided we've got all the information we need.



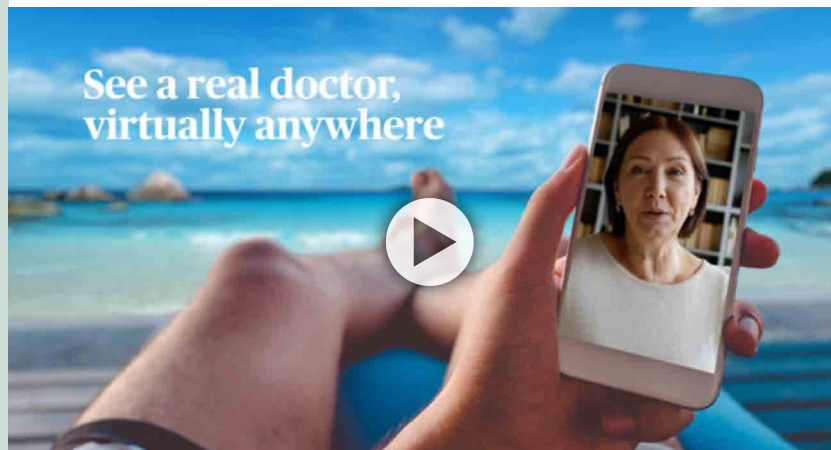
*Average of 81.2% of eligible claims submitted online between January 2023 and December 2023 were paid within two days.

Offering more than insurance

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:

The [Virtual Doctor service](#) accessible via the [Virtual Care from AXA](#) online portal, app or phone provides customers with unlimited access to qualified doctors. With the [Virtual Doctor service](#), customers can book a medical consultation with a real doctor on the phone or by video chat – at any time,* from anywhere in the world.

Watch this short [video](#) to see how your clients can be supported by the [Virtual Doctor service](#), wherever life takes them.



[DISCOVER MORE ABOUT THE VIRTUAL DOCTOR SERVICE](#)

*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. 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. Telephone appointments in Greek are available between 09.00 and 21.00 EET, 7 days a week. Video appointments in English, Spanish and Mandarin are available between 08.00 and midnight UK time, Monday to Friday. Video appointments in German are available between 08.00 and 20.00 CET, Monday to Friday. Prescriptions available if medically necessary and subject to local regulation. This service is provided by an independent third-party, Teladoc Health.

Offering more than insurance

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:

The [Mind Health](#) service accessible via the [Virtual Care from AXA](#) online portal, app or phone provides customers with access to fully qualified psychologists. They can support your customers wherever they are in the world – whether that's one phone call, or a course of up to six psychologist-led sessions.*

[DISCOVER THE MIND HEALTH SERVICE](#)



*The Mind Health service is accessible for eligible customers, granting up to six sessions with a psychologist per non-emergency mind health concern, per year. Mind Health psychologist appointments are available in English or Spanish 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). The Mind Health service is not designed for customers experiencing a medical emergency or personal crisis. If your client's scheme size is less than 75 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 75 or more employees, they'll need to purchase the Mind Health service as an optional upgrade. This service is provided by an independent third-party, Teladoc Health.

Offering more than insurance

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:

The [Second Medical Opinion](#) service accessible via the [Virtual Care from AXA](#) online portal, app or phone is designed to bring peace of mind, whenever your customers need it and wherever they are in the world. Your customers can get an independent second medical opinion if they're unsure of the diagnosis they've received, or want reassurance the treatment they're taking is right for them. When a customer receives medical advice or a diagnosis they're unsure about, a doctor is assigned to work with them as a dedicated Case Manager who can speak to local providers in their language to give their recommendations and discuss next steps.*

Watch this short [video](#) to see how your clients can benefit from the [Second Medical Opinion](#) service.



 **Second
medical opinion,
first class care**

[DISCOVER MORE ABOUT THE SECOND MEDICAL OPINION SERVICE](#)

*The Second Medical Opinion service is provided to all customers by an independent third-party, Teladoc Health.

Offering more than insurance

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 your client is facing a cancer diagnosis, they'll have a dedicated Case Manager to manage their claim and provide emotional support throughout their active treatment.*

DISCOVER DEDICATED CANCER CARE



*This service is provided through a dedicated phone line available between 9am-5pm UK time, Monday to Friday and email service.

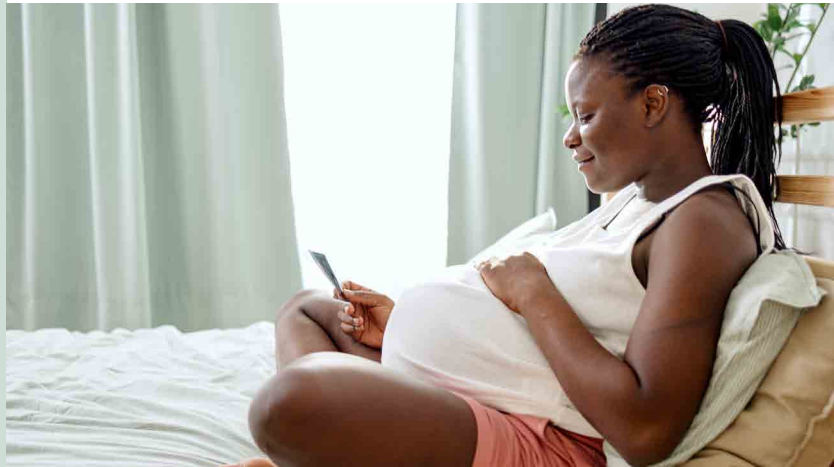
Offering more than insurance

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:

When a customer contacts us to make a maternity claim, we'll ask them if they'd like to be assigned their own dedicated Maternity Case Manager.

Their Case Manager offers truly personalised support in working with the customer and their chosen hospital, midwife, and/or doctor to manage their claim and be a dedicated point of contact throughout their pregnancy.*

[DISCOVER DEDICATED MATERNITY CARE](#)



*This service is provided in English through a dedicated phone line available between 9am-5pm UK time, Monday to Friday and email service. Personal Advisors are available 24/7 to handle any urgent queries, requests or approvals.

Offering more than insurance

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 are truly dedicated in being there for our clients 24/7, whenever and wherever they need them. We're proud to say that our exceptional customer service sets us apart with a high satisfaction rating of **4.74 out of 5 stars** from our customers.*



Offering more than insurance

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 your clients have a serious accident or sudden illness and can't get the help they need locally, we can arrange for them to be evacuated to the nearest suitable medical facility – whether that's a short drive or an international flight away. And then, when they're ready and well enough, we'll get them back home.*

DISCOVER EVACUATION AND REPATRIATION

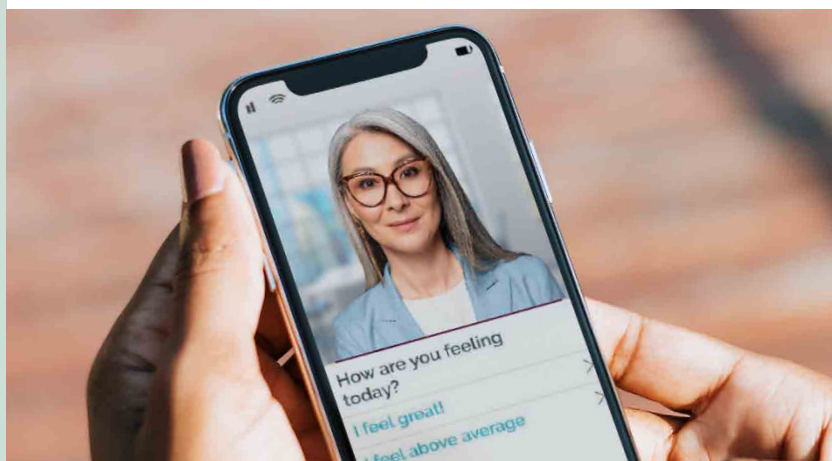


Offering more than insurance

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 Virtual Assistant (Remi, to her friends) empowers your clients on their health journey by seamlessly guiding them to information they want, when they want it, whether that's their online account, Virtual Care services or one of our human service advisors.

[DISCOVER THE VIRTUAL ASSISTANT](#)



Want to join our intermediary network?

Get in touch today to find out how you can give your clients the peace of mind and reassurance of knowing AXA, one of the world's leading insurance brands,¹ are by their side – wherever life takes them.

Want to know more on how we can support your clients or interested to join our growing intermediary network:



Email us at: intermediarysales@axa.com



Speak to your AXA representative



Visit our [website](#)

¹ AXA is the #2 insurance brand, according to Interbrand's 2022 Best Global Brands report.

² Over 1.9 million treatment providers in the AXA Select network worldwide, as of November 2023.

³ Number of countries and territories based on the portfolio of customers with global health plans, as of January 2024.

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

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