



Dedicated Cancer Care

With cancer cases on the rise around the world¹, we want to be there for our customers throughout their care and treatment. That's where our dedicated Cancer Case Managers can help.

Our Dedicated Care Team offer a friendly and professional service to assist customers going through treatment for cancer. The Case Managers have the knowledge and skills to provide emotional support and administrative assistance from diagnosis through to the end of active treatment.

How it works

If a customer is diagnosed with cancer and needs to make a claim, we'll assign them with their own Case Manager. The Case Manager can work with the customer's treating specialist to manage their claim and be a dedicated point of contact throughout active treatment. They can help find a local treatment facility, pre-approve treatments, and sort paperwork and invoices – leaving the customer with one less thing to think about.

This service is provided through a dedicated phone line (open 9am-5pm (UK time) Monday to Friday) and email service.



Support from diagnosis through to the end of active treatment



Truly personalised service from an award-winning team²



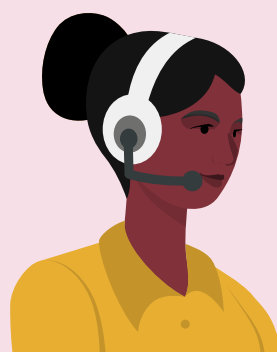
Case Managers will manage all aspects of the customer's claim – helping to alleviate as much stress as possible



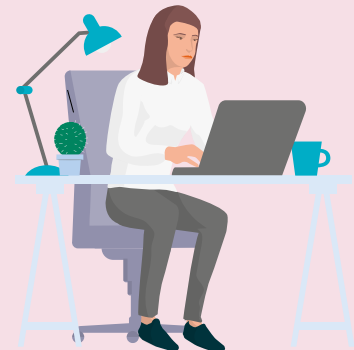
The customer journey



1. Customer receives a cancer diagnosis and contacts AXA.



2. Personal Advisors authorise any urgent eligible treatment before referring customers to Dedicated Care team.



3. Assigned Case Manager reaches out to customer directly.



4. Dedicated Case Manager keeps in regular contact with both the customer and treatment provider throughout active treatment.



5. Once active treatment is complete, the Case Manager will hand the customer's case on to one of our Personal Advisors for any further assistance.

Who's eligible?

Dedicated Cancer Case Management is a service provided by our in-house teams for customers with global or Islands health plans, who are undergoing active treatment for cancer. We're not currently offering this service to customers with a skin cancer diagnosis.

What are our customers saying?

“It was an unexpected service which was immensely supportive & helpful... never before did I have a care manager from an insurance company to help & be there for me. [My Case Manager] became like a personal friend & was extremely helpful sorting out which treatments were part of my package. To have a friendly voice at the end of the phone removed many of the anxieties of dealing with a large global company as yours during an already stressful time.”

AXA – Global Healthcare customer, 2020

Benefits for individuals and families

- ✓ Cancer Case Management is provided via a dedicated phone line or email service. So, if the customer needs to get in touch, they have direct access to their Case Manager.
- ✓ The Case Managers offer truly personalised support. They'll get to know both the customer and their case, so the customer will feel reassured there's a trusted professional supporting them and their claim throughout their treatment journey.
- ✓ The Case Manager will work behind the scenes to manage pre-approvals for treatment, file claims and submit invoices – taking away a lot of the claims administration for the customer. This means they've got more time to focus on their health.
- ✓ Because we know cancer diagnoses can affect more than just the patient, the team are available to provide extra support for loved ones and families, at no extra cost.

Benefits for businesses

- ✓ Employers can feel reassured there's extra care for their employee when they're not feeling their best – whether they're at home, or on international assignment.

1,330

customers supported by the service since launch in 2016³

97%

satisfaction rate⁴

95%

of customers believe their Dedicated Case Manager provided them with reassurance⁵

Useful links

For you to share with your clients

[Your health and wellbeing services](#)

[Challenges of living abroad with cancer](#)

¹<https://gco.iarc.fr/tomorrow/en>

²AXA – Global Healthcare won Customer Care Solution of the Year at the Insurance Times' Claims Excellence Awards 2021.

³As of August 2022.

⁴Of the 112 customers who completed our Dedicated Care Team survey in July 2020, 92% of respondents said they were 'completely satisfied' with the service they'd received, with a further 5% citing they were 'quite satisfied' with the service.

⁵Of the 112 customers who completed our Dedicated Care Team survey in July 2020, 90% of respondents said they 'completely agreed' their Dedicated Case Manager provided them with reassurance, with a further 5% citing they 'somewhat agreed'.

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