



Global healthcare



# More of what matters

Sometimes we could all do with a little extra support or a helping hand. We're here to give you just that.

This helpful guide will explain all of the services available to you as part of your plan and how you can make the most of them.

# Manage your plan, make a claim and stay in touch with us

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We want to make managing your health plan with us simple, without too much paperwork or unnecessary delays. That's why we encourage you to use your **online account**.

With your **online account** you can:

- ✓ Access copies of your membership documents, including your plan handbook.
- ✓ Set up electronic payments for eligible claims to get paid faster, directly into your bank account.
- ✓ Search our global network of registered hospitals and medical providers.
- ✓ Update your contact details so that we can keep in touch with you throughout your claim.
- ✓ Submit your invoices, check your claim status and view your benefit statements.
- ✓ Ask us a question via the inbox.

Registration is quick and easy. You'll just need your policy and customer number to do so – these details can be found on your membership documents.

Simply visit [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer) to register.



# Get the treatment you need, when you need it

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Finding a doctor when you're ill can be tricky, and if you're somewhere unfamiliar, it can cause even more uncertainty. We've made things easier with **MyGlobe**.

## How it works

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Wherever you are in the world, you can search our global network of hospitals and clinics so that you can get the treatment you need, when you need it.

We have AXA Select medical providers in nearly 150 countries and provide access to over 1 million healthcare facilities. By seeing a provider within this network, in most cases we can pay the bills for in-patient or day case admissions directly so you're not out of pocket.

As well as helping you find treatment fast, **MyGlobe** gives you up-to-the-minute information about the country you're in or travelling to, such as the local emergency number, vaccinations you might need, disease

outbreaks and security alerts. So if anything happens that could put you at risk, you'll know immediately.

You can access **MyGlobe** anytime day or night by logging into your online account – you'll just need your customer number to access **MyGlobe**.



# Care and support around the clock

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If you have any health questions or concerns, you don't need to face them alone. With access for you and your loved ones to our health information helpline, **Health at Hand**, advice is available 24/7 helping to put your mind at rest.

## How it works:

If it's the middle of the night and your mind just won't settle, the team of experienced nurses and counsellors will be there to give you a helping hand and that extra reassurance.\* If you have questions about your pregnancy or baby, the team of midwives are there to help.\*\*

You can discuss your symptoms with a nurse, check your medication with a pharmacist, talk to a counsellor or just check something with a midwife – whatever you need, our medical professionals are here to put your mind at ease – so you're not worrying a minute more than you have to.

Simply call **+44 (0) 1892 556 753\***



Our Health at Hand service is available 24 hours, 365 days a year. This service is strictly confidential and won't affect your policy or claims.

\*Nurses and counsellors are available 24 hours a day.

\*\*Please note, our pharmacists and midwives are here from 8am to 8pm Monday to Friday, until 4pm on Saturday and until 12pm on Sunday (UK time).

# Reassurance wherever you are in the world

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Getting the right diagnosis is essential if you're to receive the right treatment and care. Sometimes, when you've received an unexpected diagnosis, you'll want to know that every option has been explored before making any big decisions.

That's why we've teamed up with **independent medical experts** to provide a full review of your diagnosis and treatment plan, giving you extra reassurance when you need it most, wherever you are in the world.

## How it works:

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When you use the **second opinion service** we'll put you in touch with independent health consultants, who offer you a reassessment of your initial diagnosis – and much more.

With your permission, your dedicated Case Manager will gather all of the necessary medical reports and test results from your previous treatment. They'll manage your case as it's reviewed by the world leading specialists.

If you're interested in using this telephone consultancy service and want to find out if you're eligible, call us on your usual helpline number.



# We're with you all the way

In an emergency, you need to know that you can access the treatment you need, and fast. Therefore emergency **evacuation and repatriation** is included as part of your global healthcare plan.

## How it works:

If you find yourself in an emergency and need immediate in-patient treatment that's not available locally, we'll organise for you to be evacuated to the nearest medical facility where you can access the care you need. Whether it's a short drive or an international flight away, we'll get you there quickly and safely. When you're feeling better, we'll get you back home safe and sound.

Should you need to use this service, simply **call our Emergency Assistance Centre on: +44 (0) 1892 513 999.\***

If you can't call us, the hospital or someone you're with can call us on your behalf - they'll just need your membership details.

Our agents are on hand 24/7 to help and will be able to take the details of where you are and where you need to get to. You'll be kept updated throughout the whole process, right up until you're back home and recovering.

Full details of this service can be found in your plan handbook.



\*Lines are open 24 hours a day, seven days a week. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

# Extra support when you need it most

Receiving an unexpected diagnosis can leave you feeling overwhelmed – and being far from home can make this diagnosis all the more frightening. With cancer cases on the rise around the world, we want to be there for our customers throughout their care and treatment.

That's where our dedicated **Cancer Case Managers** can help. They're here to provide extra support for you when you need it most.

## How it works:

You'd be assigned your own **AXA Cancer Case Manager** who can work with your treating specialist to manage your claim and be a dedicated point of contact throughout your treatment. They'll take care of your appointment bookings, paperwork and invoices, giving you one less thing to think about.

If you have been diagnosed with cancer and would like to find out more about this service, get in touch with us anytime on your usual helpline number. Alternatively, you can send us a message via the inbox on Customer Online.



# Wherever life takes you, we're by your side

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With new adventure comes a whole host of new experiences and questions. You want to be as prepared as possible before you set off, and know that you have somewhere to go and someone to ask when these questions come up.

That's why we've worked with experts to bring you our **World of Wellbeing** hub, a new and growing home of information and experience all in one place, to help you navigate life in a new country.



## Global access to healthcare

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In this section of the hub you'll find guides and articles about how healthcare works around the world, as well as useful tips and checklists to clarify anything you're unsure of.



## Expat lifestyle

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Here we have insight from experienced expats about how to tackle the challenges that moving to another country can bring to family life, relationships and mental health.

Read our articles at  
[axaglobalhealthcare.com/wellbeing](https://axaglobalhealthcare.com/wellbeing)

## Any questions?

Get in touch with us on your usual helpline number. You can find the number on the front of your membership card.

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