



The Islands Health Plan

# Your handbook

Small Corporate  
April 2022

# Welcome to the plan

Claims and questions	+44 (0)1892 503 856
Fax +44 (0)1892 508 256	
24 hours a day	
Emergency Assistance	+44 (0)1892 513 999
24 hours a day	
24 hour medical help and information	+44 (0)1892 556 753
Talk to a medical professional at any time, day or night	
We may record and/or monitor calls for quality assurance, training and as a record of our conversation.	

The **plan** documents are available in other formats.

If you would like a Braille, large print or audio version, please contact us.

This private medical insurance plan is arranged and administered by AXA Global Healthcare (UK) Limited and underwritten by AXA PPP healthcare Limited. Registered Office: 20 Gracechurch Street, London, EC3V 0BG, United Kingdom.

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# Expert health information

Expert health information you can trust

+44 (0)1892 556 753

We're here whenever you need to talk to a medical expert – not just when you need to claim.

Get the latest information on vaccinations or health precautions before travelling. Check on symptoms that are worrying you. Understand the facts on a health condition. Or simply call for support and reassurance.

- Nurses, midwives, pharmacists and counsellors ready to talk to you. Nurses and counsellors are available 24/7. Midwives and pharmacists are available Monday to Friday from 08:00 to 20:00 GMT; Saturday and UK public holidays from 08:00 to 16:00 GMT; and Sunday 08:00 to 12:00 GMT
- Completely confidential and completely separate from our claims service.

You can choose to remain anonymous with no record of your call. Or you can ask us to make a note of your call in case you want to call again.

We can't diagnose medical conditions or prescribe medicine, but we can give the latest information about specific illnesses and conditions, treatments and medicine, as well as provide guidance and support.

# Manage the plan online

The easy way to manage the **plan**, make claims and stay in touch. Sign up so you're ready to go whenever you need us **[axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer)**

You'll need the **membership** number from your healthcare insurance statement to register. The **lead member** must register first.

- ✓ Manage the plan and update your details
- ✓ View the plan details
- ✓ Check your treatment is covered
- ✓ Send us a query
- ✓ Make a claim
- ✓ Check your claims and healthcare insurance statements
- ✓ View your statements
- ✓ Send us documents
- ✓ Request money transfers
- ✓ Find a hospital or specialist
- ✓ Access support when your health condition is complicated
- ✓ Access personal case management
- ✓ Available to all family members on the plan aged 16 and over

# 1 Introduction to your policy

This plan handbook sets out the terms of your cover for the Islands Health Plan and should be read alongside your healthcare insurance statement which shows which cover level and plan options you have bought.

This section explains the basics of the cover your company has chosen. It also tells you some of the key things that are not covered too.

Reading this section will help you to understand the rest of the information in the handbook.

The table in this section only gives you an outline of your cover. For full details, please read the rest of your handbook too.

## Levels of cover

Most of the information given is relevant to all levels of cover. However, there are some instances where information is not relevant to all levels of cover. Where this occurs, we have drawn your attention to which level of cover we are referring to as follows:

When a sentence or paragraph starts in this colour, it means that the information given relates only to the level of cover stated.

To find out more information on the level of cover you have chosen, please see the **benefit tables**.

1.1 > Currency that applies to the plan

1.2 > Your cover

1.3 > Optional dental care and optical cover

1.4 > Optional Greater London extended hospital list

1.5 > The main things we don't cover

1.6 > Understanding what usual and customary charges are

1.7 > Emergency treatment outside your area of cover for Classic, Premier or Ultimate

1.8 > Your cover for emergency evacuation and repatriation

Words and phrases in bold type

Some of the words and phrases we use in this handbook have a specific meaning, for example, when we talk about **treatment**. We've highlighted these words in **bold**. You can find their meanings in the glossary.

## You and your

When we use 'you' and 'your', we mean the **lead member** and any **family members** covered by the **plan**.

## We, us and our

When we use 'we', 'us' or 'our', we mean AXA Global Healthcare (UK) Limited acting on behalf of AXA PPP healthcare Limited, who is the insurance company who underwrite this product.

## 1.1 > Currency that applies to the plan

We will pay you in the currency that you request when you make a claim.

The currency must be in our list of currencies we can pay in. To see the list, go to the 'How bills are paid' page on [axaglobalhealthcare.com](https://axaglobalhealthcare.com).

We will use the exchange rate listed in the Financial Times Guide to World Currencies on the day of your **treatment** for **out-patient** and **day-patient treatment**, and the day of your admission for **in-patient treatment**.

Where there are currency or exchange rate controls in place, we may not use the rate listed in the Financial Times. In these circumstances, we may contact you to request evidence of the exchange rate used when you purchased the currency and we will use that exchange rate to reimburse you.

## 1.2 > Your cover

Core Cover – benefits for all plans		
	Limit details	Notes
<b>In-patient &amp; day-patient treatment</b>	✓ Paid in full	<p>Fees for <b>in-patient</b> or <b>day-patient</b>:</p> <ul style="list-style-type: none"> <li>• standard accommodation</li> <li>• psychiatric <b>treatment</b></li> <li>• <b>diagnostic tests</b></li> <li>• use of the operating theatre</li> <li>• nursing care</li> <li>• drugs</li> <li>• dressings</li> <li>• radiotherapy and chemotherapy</li> <li>• physiotherapy</li> <li>• surgical appliances that the <b>specialist</b> uses during <b>surgery</b>.</li> </ul> <p>» <b>See 3.5 &gt; Hospitals where you can have your treatment, 3.6 &gt; Accommodation we will pay for at the hospital where you are treated, and 3.7 &gt; Differences when you have your treatment in the UK</b></p>
Out of directory cash benefit	<p>✓ £100 each day for <b>day-patient treatment</b>.</p> <p>✓ £100 each day for <b>in-patient treatment</b></p>	<p>This benefit is payable if you receive <b>in-patient</b> or <b>day-patient treatment</b> at a <b>hospital</b> or <b>day-patient</b> unit in the UK not listed in the Islands Health Plan Directory of Hospitals.</p> <p>This benefit is also payable for treatment at a hospital in the Greater London extended hospital list, if you do not have it as an upgrade option as part of your cover.</p> <p>» <b>See 3.4 &gt; Who can provide your treatment</b></p>
<b>Specialists’ fees</b> (surgeons, anaesthetists and physicians).	✓ No annual maximum.	<p>This includes pre-and post- operative consultations whilst an <b>in-patient</b> or <b>day-patient</b> and includes intensive care.</p> <p>» <b>See 3.4 &gt; Who can provide your treatment and 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment</b></p>



## Core Cover – benefits for all plans

	Limit details	Notes
<b>Hospital</b> accommodation for one parent while a child is in <b>hospital</b>	✓ Paid in full.	Covers the cost of one parent staying in <b>hospital</b> with a child under 18. The child must be covered by your <b>policy</b> and be having <b>treatment</b> that is covered by the <b>plan</b> .
Hotel accommodation for one parent while a child is in <b>hospital</b>	✓ Up to £100 a night up to £500 a <b>year</b>	Covers towards the costs for one parent to stay near to the <b>hospital</b> where a child under 18 is having <b>treatment</b> . The child must be having <b>treatment</b> covered by the <b>plan</b> at a <b>hospital</b> that is not in their home town.  If the <b>plan</b> has an excess, we will not take this off this cash payment.

## Out-patient cover

	Limit details	Notes
<b>Surgical procedures</b>	✓ No annual maximum	We will pay the surgeons' and anaesthetists' charges and the appropriate <b>hospital</b> charges.  » <b>See 3.4 &gt; Who can provide your treatment and 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment.</b>
CT, MTI and PET scans	✓ Paid in full	Paid in full in the <b>Channel Islands</b> or Europe or in a scanning centre listed in the <b>Islands Health Plan Directory of Hospitals</b> .
Out of directory scanning cash benefit	✓ £100 per visit	This benefit is payable for using a CT, MRI or PET facility in the <b>UK</b> that is not listed as a scanning centre in the <b>Islands Health Plan Directory of Hospitals</b> , or if you use a facility listed in the Greater London extended hospital list and do not have it as an upgrade option as part of your cover.

Cancer Cover		
	Limit details	Notes
<b>Active treatment of cancer</b>	✓ No annual maximum	<p>We will pay charges for radiotherapy and chemotherapy.</p> <p>» <b>See 3.4 &gt; Who can provide your treatment</b></p>
Cash payment if you have free chemotherapy or radiotherapy	✓ £50 per day up to £5,000 a <b>year</b>	<p>If you choose to have free <b>day-patient</b> or <b>out-patient</b> chemotherapy or radiotherapy to treat <b>cancer</b>. We will only pay this if the <b>treatment</b> would have been covered by the <b>plan</b>.</p> <p>» <b>See 3.4 &gt; Who can provide your treatment, 3.5 &gt; Hospitals where you can have your treatment, and 3.7 &gt; Differences when you have your treatment in the UK</b></p>
Nurse to give you chemotherapy or antibiotics by intravenous drip at home	✓ Paid in full	<p>We will pay for <b>treatment</b> in the <b>Channel Islands</b> or in the <b>UK</b>:</p> <ul style="list-style-type: none"> <li>• at home</li> <li>• somewhere else that your <b>medical practitioner</b> or nurse agree is appropriate.</li> </ul> <p>We will pay for a nurse to give you either of the following by intravenous drip:</p> <ul style="list-style-type: none"> <li>• chemotherapy to treat <b>cancer</b></li> <li>• antibiotics.</li> </ul> <p>This is so long as:</p> <ul style="list-style-type: none"> <li>• you would otherwise need to be admitted for <b>in-patient</b> or <b>day-patient treatment</b></li> <li>• the nurse is working under the supervision of a <b>specialist</b>.</li> <li>• is provided through a healthcare services supplier which we have a contract with for such services; and has been agreed by us before the <b>treatment</b> begins.</li> </ul>

## Core Cover – benefits for all plans

	Limit details	Notes
Virtual Doctor service	<ul style="list-style-type: none"> <li>✓ Unlimited video appointments</li> <li>✓ Unlimited doctor call backs</li> </ul>	<p>Access to a Virtual Doctor service for unlimited video appointments and telephone consultations.</p> <p>To register and use the service please visit:  <a href="http://axaglobalhealthcare.com/doctor">axaglobalhealthcare.com/doctor</a></p> <p>Using this service will not impact any <b>out-patient</b> limit on the <b>plan</b>.</p> <p>If the <b>plan</b> has an excess, you do not have to pay the excess if you claim for the Virtual Doctor service.</p>
Virtual Doctor prescription charges	✓ £200 a <b>year</b>	We will pay this benefit towards any prescription costs following consultation through the Virtual Doctor service.
Mind Health	✓ Up to 6 sessions, per condition, each <b>year</b>	<p>Mind Health is available for certain conditions through the Virtual Doctor service and provides telephone consultation sessions with a psychologist.</p> <p>Using this service will not impact any <b>out-patient</b> limit on the <b>plan</b>.</p> <p>If the <b>plan</b> has an excess, you do not have to pay the excess if you use the Mind Health service</p>
Ambulance transport	✓ Paid in full	<p>Type of ambulances covered:</p> <ul style="list-style-type: none"> <li>• road ambulance</li> <li>• Sark Road Ambulance (for residents living on the island of Sark).</li> </ul> <p>Reasons when transport by ambulance is covered:</p> <ul style="list-style-type: none"> <li>• for emergency transport to or between <b>hospitals</b>; or when a <b>specialist</b> says that you need to have medical supervision while you are being transported.</li> </ul>
<b>Emergency evacuation and repatriation</b>	✓ Paid in full	<p>If the <b>plan</b> has an excess, you do not have to pay the excess if you claim for emergency evacuation.</p> <p>» <b>See 1.8 &gt; Your cover for emergency evacuation and repatriation</b></p>

## Core Cover – benefits for all plans

	Limit details	Notes
Transportation to another <b>Channel Island</b> or the <b>UK</b>	✓ Up to £1,500 a <b>year</b>	<p>We will pay under this benefit for the scheduled flight costs you incur when it is necessary for you to be transported to another <b>Channel Island</b> or the <b>UK</b> for eligible treatment not available in your principle island of residence.</p> <p>If you live in the <b>Channel Islands</b>:</p> <p>We will only pay this benefit if:</p> <ul style="list-style-type: none"> <li>• you have contacted your Social Security Authority who have confirmed that they would not cover the costs.</li> </ul> <p>If you live in the <b>Channel Islands</b> or the Isle of Man:</p> <p>We will only pay this benefit if:</p> <ul style="list-style-type: none"> <li>• the costs are agreed by us prior to travel;</li> <li>• you send us original accounts detailing the costs incurred;</li> <li>• your <b>specialist</b> has advised that it is medically necessary to travel for <b>treatment</b>.</li> </ul> <p>We may at our discretion consider accommodation costs following evacuation under this benefit when those costs are incurred as an alternative to additional <b>eligible</b> flight costs.</p>

## Additional benefits if you have chosen the Classic cover

	Limit details	Notes
Outside of <b>Europe</b> cover	✓ Paid in full for up to 8 weeks <b>treatment</b> in any <b>year</b> up to a total of £25,000 a <b>year</b>	This is to cover emergency <b>in-patient</b> or <b>day-patient treatment</b> , or <b>treatment</b> of a <b>medical condition</b> which arises suddenly whilst outside of <b>Europe</b> .  » <b>See 1.7 &gt; Emergency treatment outside your area of cover</b>
Cash benefit	✓ £50 per night up to £2,000 a <b>year</b>	This benefit is paid for each night where your <b>hospital</b> accommodation and <b>in-patient treatment</b> are free withing the <b>UK</b> or <b>Channel Islands</b> and only if: <ul style="list-style-type: none"><li>• you are admitted for <b>in-patient treatment</b> before midnight</li><li>• the <b>treatment</b> you receive free of charge would have been <b>eligible</b> for benefit privately under this <b>plan</b>.</li></ul> This benefit is not available if the cost of the <b>treatment</b> was funded by another party, such as another insurer.
External prostheses during <b>active treatment of cancer</b>  Spinal supports, knee braces or pneumatic walking boots if they are part of a <b>surgical procedure</b>	✓ A combined overall limit of £1,500 a <b>year</b>	» <b>See 4.4 &gt; Cancer</b>
Wigs or other temporary head coverings during <b>active treatment of cancer</b>	✓ Up to £400 a <b>year</b>	
<b>External prosthesis</b>	✓ Up to £5,000 for the lifetime of your membership	This benefit is paid towards the cost of providing an <b>external prosthesis</b> .  » <b>See 4.11 &gt; External prostheses and appliances</b>

## Additional benefits if you have chosen the Classic cover

The following **out-patient** items have a combined limit of £1,000 a year.

Some of the items have their own individual limits too. These are shown below:

<b>Specialist</b> consultations. <b>Complementary practitioner</b> charges. <b>Diagnostic tests</b> and physiotherapy received as out-patient <b>treatment</b> .	✓ A combined overall limit of £1,000 a <b>year</b>	<b>Treatment</b> for physiotherapy and/or <b>complementary practitioner treatment</b> overall maximum of 10 sessions per <b>year</b> .  Further sessions available under <b>specialist</b> referral  » <b>See 3.4 &gt; Who can provide your treatment and 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment</b>
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## Additional benefits if you have chosen the Premier cover

	Limit details	Notes
Outside of <b>Europe</b> cover	✓ Paid in full for up to eight weeks <b>treatment</b> in any <b>year</b> up to a total of £30,000 a <b>year</b>	This is to cover emergency <b>in-patient</b> or <b>day-patient treatment</b> , or <b>treatment</b> of a <b>medical condition</b> which arises suddenly whilst outside of <b>Europe</b> .  » <b>See 1.7 &gt; Emergency treatment outside your area of cover</b>
Cash benefit	✓ £50 per night up to £2,000 a <b>year</b>	This benefit is paid for each night where your <b>hospital</b> accommodation and <b>in-patient treatment</b> are free within the <b>UK</b> or <b>Channel Islands</b> and only if: <ul style="list-style-type: none"> <li>You are admitted for <b>in-patient treatment</b> before midnight</li> <li>The <b>treatment</b> you receive free of charge would have been <b>eligible</b> for benefit privately under this <b>plan</b>.</li> </ul> This benefit is not available if the cost of <b>treatment</b> was funded by another party, such as another insurer.
Psychiatric illness	✓ Up to £1,000 a <b>year</b>	Consultations and <b>treatment</b> received as <b>out-patient treatment</b> .
Wigs or other temporary head coverings during <b>active treatment of cancer</b>	✓ Up to £400 a <b>year</b>	» <b>See 4.4 &gt; Cancer</b>

## Additional benefits if you have chosen the Premier cover

Hospice donation	✓ £100 per night	This charitable donation is paid for each night you receive end of life care related to <b>cancer</b> in a registered hospice or hospice at home.
Transportation to another <b>Channel Island</b> or the <b>UK</b> for <b>cancer treatment</b> only	✓ Up to £1,000 per <b>year</b>	<p>Additional benefit for you to be transported to another <b>Channel Island</b> or the <b>UK</b> for <b>eligible cancer treatment</b> not available in your <b>principal island of residence</b>.</p> <p>If you live in the <b>Channel Islands</b>:</p> <p>We will only pay this benefit if you have contacted your Social Security Authority who have confirmed that they would not cover the costs.</p> <p>If you live in the <b>Channel Islands</b> or the Isle of Man:</p> <p>We will only pay this benefit if:</p> <ul style="list-style-type: none"> <li>• The costs are agreed by us prior to travel;</li> <li>• You send us original accounts detailing the cost incurred;</li> <li>• Your <b>specialist</b> has advised that it is medically necessary to travel for <b>treatment</b>.</li> </ul> <p>We may at our discretion consider accommodation costs following evacuation under this benefit when those costs are incurred as an alternative to additional <b>eligible</b> flight costs.</p> <p>» <b>See 4.4 &gt; Cancer</b></p>
<p>External prostheses during <b>active treatment of cancer</b></p> <p>Spinal supports, knee braces or pneumatic walking boots if they are part of a <b>surgical procedure</b></p>	✓ A combined overall limit of £2,500 a <b>year</b>	<p>» <b>See 4.4 &gt; Cancer</b></p>
<b>External prosthesis</b>	✓ Up to £5,000 for the lifetime of your membership.	<p>Benefit is paid towards the cost of providing an <b>external prosthesis</b>.</p> <p>» <b>See 4.11 &gt; External prosthesis</b></p>

## Additional benefits if you have chosen the Premier cover

General practitioner services	✓ Up to £500 a <b>year</b> .	We will pay charges for primary care made by a general practitioner within your <b>principal island of residence</b> .  By primary care we mean visits for advice evaluation or simple monitoring. It does not include other specialist services such as minor procedures or semi-specialist services, even if they are carried out in the GP practice.
Maternity cash benefit	✓ £150 per birth.	We will pay this cash benefit for each birth occurring after one of the parents named on the birth certificate has been covered by this <b>plan</b> for more than one <b>year</b> .  » <b>See 4.25 &gt; Pregnancy and Childbirth</b>
Health check	✓ Up to £100 contribution towards a health check every two <b>years</b>	» <b>See 4.15 &gt; Health Check</b>
Accidental damage to teeth	✓ £1,000 a <b>year</b>	The damage must be due to an external impact. Other conditions also apply.  » <b>See 4.35 &gt; Teeth and dental conditions</b>

The following **out-patient** items have a combined limit of £2,500 a year.

Some of the items have their own individual limits too. These are shown below:

<b>Specialist</b> consultations. <b>Complementary practitioner</b> charges. <b>Diagnostic tests</b> and physiotherapy received as out-patient <b>treatment</b> .	✓ A combined overall limit of up to £2,500 a <b>year</b>	<b>Treatment</b> for physiotherapy and/or <b>complementary practitioner treatment</b> overall maximum of 10 sessions per <b>year</b> . Further sessions available under <b>specialist</b> referral.  » <b>See 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment</b>
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## Additional benefits if you have chosen the Ultimate cover

	Limit details	Notes
Outside of <b>Europe</b> cover	✓ Paid in full for up to eight weeks <b>treatment</b> in any <b>year</b> up to a total of £50,000 a <b>year</b>	This is to cover emergency <b>in-patient</b> or <b>day-patient treatment</b> , or <b>treatment</b> of a <b>medical condition</b> which arises suddenly whilst outside of <b>Europe</b> . » <b>See 1.7 &gt; Emergency treatment outside your area of cover</b>
Cash benefit	✓ £100 per night up to £2,000 a <b>year</b>	This benefit is paid for each night where your <b>hospital</b> accommodation and <b>in-patient treatment</b> are free within the <b>UK</b> or <b>Channel Islands</b> and only if: <ul style="list-style-type: none"> <li>• You are admitted for <b>in-patient treatment</b> before midnight</li> <li>• The <b>treatment</b> you receive free of charge would have been <b>eligible</b> for benefit privately under this policy.</li> </ul> This benefit is not available if the cost of <b>treatment</b> was funded by another party, such as another insurer.
<b>Specialist</b> consultations. <b>Complementary practitioner</b> charges. <b>Diagnostic tests</b> and physiotherapy received as <b>out-patient treatment</b> .	✓ Combined benefit ✓ No annual maximum	<b>Treatment</b> for physiotherapy and/or <b>complementary practitioner treatment</b> overall maximum of 10 sessions per <b>year</b> . Further sessions available under <b>specialist</b> referral. » <b>See 3.4 &gt; Who can provide your treatment and 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment</b>
Psychiatric illness	✓ Up to £1,000 a <b>year</b>	Consultations and <b>treatment</b> received as <b>out-patient treatment</b> . » <b>See 4.21 &gt; Mental Health</b>
Wigs or other temporary head coverings during <b>active treatment of cancer</b>	✓ Up to £400 a <b>year</b>	» <b>See 4.4 &gt; Cancer</b>
Hospice donation	✓ £100 per night	This charitable donation is paid for each night you receive end of life care related to <b>cancer</b> in a registered hospice or hospice at home. » <b>See 4.4 &gt; Cancer</b>

## Additional benefits if you have chosen the Ultimate cover

Transportation to another <b>Channel Island</b> or the <b>UK</b> for <b>cancer treatment</b> only	✓ Up to £1,500 a <b>year</b>	<p>Additional benefit for you to be transported to another <b>Channel Island</b> or the <b>UK</b> for <b>eligible cancer treatment</b> not available in your <b>principal island of residence</b>.</p> <p>If you live in the <b>Channel Islands</b>:</p> <p>We will only pay this benefit if you have contacted your Social Security Authority who have confirmed that they would not cover the costs.</p> <p>If you live in the <b>Channel Islands</b> or the Isle of Man:</p> <p>We will only pay this benefit if:</p> <ul style="list-style-type: none"> <li>• The costs are agreed by us prior to travel;</li> <li>• You send us original accounts detailing the cost incurred;</li> <li>• Your <b>specialist</b> has advised that it is medically necessary to travel for <b>treatment</b>.</li> </ul> <p>We may at our discretion consider accommodation costs following evacuation under this benefit when those costs are incurred as an alternative to additional <b>eligible</b> flight costs.</p> <p>» <b>See 4.4 &gt; Cancer</b></p>
<p>External prostheses during <b>active treatment of cancer</b></p> <p>Spinal supports, knee braces or pneumatic walking boots if they are part of a <b>surgical procedure</b></p>	✓ A combined overall limit of £5,000 a <b>year</b>	<p>» <b>See 4.11 &gt; External prostheses and appliances</b></p>
<b>External prosthesis</b>	✓ Up to £5,000 for the lifetime of your membership	<p>Benefit is paid towards the cost of providing an <b>external prosthesis</b>.</p> <p>» <b>See 4.11 &gt; External prosthesis and appliances</b></p>
General practitioner services	✓ No annual maximum	<p>We will pay charges for primary care made by a general practitioner within your <b>principal island of residence</b>.</p> <p>By primary care we mean visits for advice evaluation or simple monitoring. It does not include other specialist services such as minor procedures or semi-specialist services, even if they are carried out in the GP practice.</p>

## Additional benefits if you have chosen the Ultimate cover

Maternity cash benefit	✓ £150 per birth	We will pay this cash benefit for each birth occurring after one of the parents named on the birth certificate has been covered by this policy for more than one <b>year</b> . » <b>See 4.25 &gt; Pregnancy and Childbirth</b>
Health check	✓ Up to £200 contribution towards a health check every two <b>years</b>	» <b>See 4.15 &gt; Health Check</b>
Accidental damage to teeth	✓ Up to £1,000 a <b>year</b>	The damage must be due to an external impact. Other conditions also apply. » <b>See 4.35 &gt; Teeth and dental conditions</b>
Dental care	✓ Up to £350 a <b>year</b>	We will pay 80% of the costs incurred (for non-routine dental <b>treatment</b> ). The maximum amount we will pay in a <b>year</b> is as shown. » <b>See 4.35 &gt; Teeth and dental conditions</b>
Optical cover	✓ Up to £200 a <b>year</b>	We will pay 80% of the costs incurred. The maximum amount we will pay in a <b>year</b> is shown. Benefit is for prescribed spectacles and contact lenses needed to correct vision. » <b>See 4.20 &gt; Long Sightedness, Short Sightedness and Astigmatism</b>
Eye test	✓ Up to £25 a <b>year</b>	» <b>See 4.20 &gt; Long Sightedness, Short Sightedness and Astigmatism</b>

### 1.3 > Optional dental care and optical cover

Optional dental care and optical cover – For Core, Classic or Premier		
	Limit details	Notes
Dental care	✓ Up to £150 a <b>year</b>	We will pay 80% of the costs incurred (for non-routine dental <b>treatment</b> ). The maximum amount we will pay in a <b>year</b> is as shown. » <b>See 4.35 &gt; Teeth and Dental conditions</b>
Optical cover	✓ Up to £100 a <b>year</b>	We will pay 80% of the costs incurred. The maximum amount we will pay in a <b>year</b> is as shown. » <b>See 4.20 &gt; Long Sightedness, Short Sightedness and Astigmatism</b>
Eye test	✓ Up to £25 a <b>year</b> for an eye test	» <b>See 4.20 &gt; Long Sightedness, Short Sightedness and Astigmatism</b>

### 1.4 > Optional Greater London extended hospital list

Optional Greater London extended hospital list – for all plans		
	Limit details	Notes
Greater London extended hospital list	✓ <b>In-patient, day-patient, out-patient treatment and diagnostic tests</b> at the <b>hospitals</b> listed in the <b>Islands Health Plan Directory of Hospitals</b> , including those shown in the Greater London extended hospital list section	If you have added the optional Greater London extended hospital list, this will be shown on your membership statement. » <b>A full list of these hospitals can be found in the Islands Health Plan Directory of Hospitals at <a href="https://axaglobalhealthcare.com/customer">axaglobalhealthcare.com/customer</a> or by calling us on +44 (0) 1892 503 856.</b>

## 1.5 > The main things we don't cover

There are a few things that the **plan** is not designed to cover. We have listed the most significant things here, but please check the details in the rest of your handbook.

### What are the key things my plan does not cover?

Your plan does not cover – all plans	For more information	Notes
✘ Routine pregnancy and childbirth	» <b>See 4.25 &gt; Pregnancy and childbirth</b>	Although we do not cover these routine aspects of pregnancy, we do cover <b>treatment for medical conditions</b> that arise during pregnancy up to the limits that apply in the rest of this <b>plan</b> .
✘ <b>Treatment</b> that you receive in the <b>UK</b> from providers that are not listed in our <b>Islands Health Plan Directory of Hospitals</b>	» <b>See 3.5 &gt; Who can provide your treatment and 3.5 &gt; Hospitals, scanning centres and day-patient units where you can have your treatment</b>	<p><b>Treatment</b> in the <b>UK</b>, any <b>in-patient</b> or <b>day-patient</b>, MRI, CT or PET scans, oral <b>surgical procedures</b> not received in a <b>hospital, scanning centre</b> or <b>facility</b> listed in the <b>Islands Health Plan Directory of Hospitals</b>.</p> <p>» <b>A full list of these hospitals can be found in the Islands Health Plan Directory of Hospitals at <a href="https://axaglobalhealthcare.com/customer">axaglobalhealthcare.com/customer</a> or by calling us on +44 (0) 1892 503 856.</b></p>
✘ <b>Treatment</b> in a hospital included in the Greater London extended hospital list unless you have this optional upgrade included, as part of your cover	» <b>See 1.4 &gt; Optional greater London extended list</b>	
✘ Claims if you have travelled to outside of <b>Europe</b> to get <b>treatment</b>	» <b>See 1.7 &gt; Emergency treatment outside of your area of cover</b>	

### Key Limitations

The key limitations below also apply if you have the Core cover only.

Your plan does not cover – Core cover	For more information	Notes
✘ <b>Out-patient, diagnostic tests and out-patient consultation</b>	» See 4.21 > Mental Health	
✘ <b>Out-patient Complementary practitioners' and physiotherapists' charges</b>	» See 3.4 > Who can provide your treatment and 3.5 > Hospitals, scanning centres and day-patient units where you can have your treatment	
✘ If you do not have the optional dental care and optical cover: Any dental or optical <b>Treatment</b>	» See 4.35 > Teeth and Dental	
✘ <b>Out-patient psychiatric treatment</b>	» See 4.21 > Mental Health	

## 1.6 > Understanding what usual and customary charges are

We will only pay for charges for **treatment** or services that a **hospital, medical facility, specialist, complementary practitioner, physiotherapist** or other medical professional would usually and customarily charge for that **treatment** or service in the country where you are receiving it.

We will use guidelines published by a government health department or official medical body in the country where you are having **treatment** or using a service to decide if charges are within the usual and customary range. We may also use anonymised claims data or data from our local partners as a benchmark when we pay or assess claims.

## 1.7 > Emergency treatment outside your area of cover for Classic, Premier or Ultimate

This **plan** has been designed primarily to cover for medical treatment within the **Channel Islands, UK** and **Europe**.

If you have **Classic, Premier or Ultimate**: Should you be taken ill outside of **Europe** and require immediate emergency **in-patient treatment** or **day-patient treatment** there is some cover available, up to the limits detailed in the **benefits table**.

### What cover do I have outside of Europe?

If you have **Classic, Premier or Ultimate**: Emergency **in-patient** or day-patient **treatment** or **treatment** of a **medical condition** which arises suddenly whilst outside of **Europe** up to the limits shown in the **benefits table**

Please call the emergency assistance centre on **+44 (0) 1892 513 999** to alert the international assistance company who will help you on our behalf. They will give you immediate advice and can arrange to put you in touch with an English-speaking doctor. That doctor will help to arrange **treatment** locally or, if you have already commenced **treatment**, will ensure that existing arrangements are satisfactory.

### We do not cover

Claims on this **plan** if you live outside of the **Channel Islands** or Isle of Man

Claims if you have travelled outside of **Europe** to get **treatment** (whether or not that was the only reason) or travelled against medical advice (including the published advice of the Chief Medical Officer of the Department of Health England).

**Treatment** charges for any **hospital** outside of the **UK** which are unreasonable or excessive.

Any costs incurred for **treatment** outside of **Europe** that would not be **eligible** for benefit unless you require emergency **in-patient treatment** for **treatment** of a **medical condition** that arises suddenly.

If you have Core cover: there is no cover for **treatment** outside of **Europe**.

If you have Core cover: there is no cover for **treatment** in the USA

## 1.8 > Your cover for emergency evacuation and repatriation

Call us on +44 (0)1892 513 999 for emergency evacuation and repatriation. We will cover the costs of emergency evacuation if:

- you are, or need to be, admitted as an emergency **in-patient**, and
- our **appointed doctor** and the treating doctor believe your current or nearest medical facilities are not able to provide the **treatment** you need.

We will cover the costs of repatriating you if we have agreed to cover your emergency evacuation.

We will not cover the cost of evacuating or repatriating you if you decide to travel elsewhere for **treatment** and we believe the nearest medical facilities are adequate for your **treatment**.

## How emergency evacuation and repatriation cover works

If you are admitted as an emergency **in-patient** and you or the treating doctor believes that the local medical facilities are not adequate to treat you, ask somebody to call our emergency number.

We will appoint a doctor who will be able to assess the facilities and the evacuation or repatriation service detailed at the beginning of this section will apply.

## What costs we will cover

If the doctor we appoint decides that the facilities are not adequate to treat you, we will cover the reasonable costs of either:

- evacuating you to a suitable medical facility for **treatment** in the country you are in; or
- evacuating you to a suitable medical facility in a different country for **treatment**.
- repatriating you to your **principle island of residence**

When you are discharged from the medical facility you were evacuated to, we will cover the costs of repatriating you to your principle island of residence.

We will cover these costs so long as we have agreed the method of transport to be used, and date and time of your evacuation or repatriation before it takes place.

We will also cover the cost of any necessary **treatment** given to you by our chosen evacuation agency while they are moving you.

## Repatriation following death

If you die outside a country that you hold a passport for, we will cover the cost of transporting your body back to a port or airport in the **Channel Islands** or Isle of Man.

The relevant exclusions for emergency **evacuation** and repatriation also apply to repatriation following death.

## Will other members of my family or friends be able to travel with me?

If the member who needs to be evacuated or repatriated is under 18, we will cover the additional reasonable and necessary transport and accommodation costs for someone, aged 18 or over, to accompany them on their journey.

If the member who needs to be evacuated or repatriated is over 18, we may agree to cover these costs if we believe it is medically appropriate.

Once our member reaches their evacuation destination, we will not cover the accompanying person's further costs.

## What will happen to my travel ticket?

Any unused portion of the travel tickets belonging to you or anyone that we evacuate with you will immediately become our property. You must give the tickets to us.

## Can I choose to travel to a particular country for treatment?

You can choose to go to a particular country for **treatment**, but we will not cover the cost of travelling to that country. Once you are in that country, the terms of the **plan** apply as normal.



## Can I choose to return to the Channel Islands or Isle of Man for non-emergency treatment?

You can choose to return to your principle island of residence for treatment which does not involve an emergency admission. In this case you will be covered by the benefits of this policy on return to the Channel Islands or the Isle of Man and can claim in the usual way. The cost of returning to your principle island of residence in these circumstances will be your responsibility

## Exclusions that apply to your cover for emergency evacuation and repatriation

You are not covered for emergency evacuation or repatriation if any of the following apply:

- the **medical condition** does not need immediate emergency **in-patient treatment**
- the **medical condition** does not prevent you from travelling or working
- the **medical condition** is directly or indirectly caused by a deliberately self-inflicted injury, suicide or an attempt at suicide
- the **medical condition** is in any way connected with alcohol abuse, drug abuse or substance abuse
- the **medical condition** is a result of engaging in or training for any sport for which you receive a salary or monetary reimbursement, including grants or sponsorship (unless you only receive travel costs)
- the **medical condition** is a result of base jumping, cliff diving, flying in an unlicensed aircraft or as a learner, martial arts, free climbing, mountaineering with or without ropes, scuba diving to a depth of more than 10 metres, trekking to a height of over 2,500 metres, bungee jumping, canyoning, hang-gliding, paragliding or micro-lighting, parachuting, potholing, skiing off piste or any other winter sports activity carried out off piste
- the evacuation would involve moving you from a ship, oil-rig platform or similar off-shore location
- we have not approved the **evacuation or repatriation** first
- we have not been told about the **medical condition** within 30 days of the condition becoming an emergency (unless this was not reasonably possible)
- the **medical condition** is a result of nuclear, biological or chemical contamination, war (whether declared or not), act of foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons or any event similar to one of those listed
- the emergency occurs when you are on a leisure trip to a destination to which the UK Foreign, Commonwealth & Development Office either advises against all travel, or advises against all travel on holiday or non-essential business.

## Limits on our liability under your cover for emergency evacuation and repatriation

We will not be liable for:

- any failure or delay in providing **emergency evacuation or repatriation**
- injury or death while you are being moved.

These limits do not apply if the failure or delay is caused by our negligence or the negligence of someone we have appointed to act for us.

## 2 Making a claim

### 1

Get in touch with us before you see the **specialist**

- Go to your account at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer)
- Call us on +44 (0)1892 503 856
- For treatment in the USA, call us on +1 800 308 2611

Make sure you contact us before you see the **specialist** or have any **treatment**.

We'll be able to explain your cover, so you don't end up having to pay for **treatment** you're not covered for.

### 2

We'll check your cover and let you know what happens next.

We may ask you to provide more information, for example from your **specialist**. You or your **specialist** must provide us with the information we ask for as soon as reasonably possible so that we can assess your claim.

## 2.1 > How we pay claims

### About our network of hospitals

We have arrangements for making direct payments with some **hospitals**.

You can check these in our network of hospitals, which you will find at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer)

The **hospitals** in the network of hospitals are continuously reviewed, so you should always check with us before arranging any **treatment**.

### Paying claims for in-patient and day-patient treatment at a hospital where we have arrangements for making direct payments

If you have your **treatment** at a **hospital** listed in our network of **hospitals**, we will pay the **hospital** directly for **treatment** covered by your **plan**.

Always remember to contact us before you have your **treatment** so that we can set up any direct payment arrangements with the **hospital** before your visit.

### Paying claims for in-patient and day-patient treatment at other hospitals

If you have **treatment** that you are covered for at a **hospital** that is not in our network of hospitals, we may still be able to pay the **hospital** directly.

Always remember to contact us before you have your **treatment** so that we can get in touch with the **hospital** you've chosen and try to arrange to pay them directly for your **treatment**.

### Paying claims for out-patient treatment

If you have **out-patient treatment**, most providers will ask you to pay for your **treatment** and then make your claim to us. However, some providers will allow you to have your **out-patient treatment** on the understanding that they will claim the cost back from us. You can search for an **out-patient** provider at: [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer).

You may be asked to show your AXA membership card and a separate form of photo ID when you have your **treatment**.

If it turns out that your **treatment** is not covered, you will be asked to pay for the cost of the **treatment**.

### How should I claim if I have already paid for my treatment?

If you want to claim for medical bills you have paid yourself, you must make your claim within six months unless that is not reasonably possible.

Please contact us on the claims number or at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer) and we will explain how to claim.

If you pay for any **treatment** yourself, always get a fully receipted invoice that shows how much you have paid for the **treatment**. You will need this if you want to claim, and for your own records.

If your **treatment** is being provided as part of a package, we will reimburse the cost of the package once all **treatment** has taken place. If your **treatment** provider is able to provide a breakdown of the **treatment** you have received to date, we may be able to reimburse some of the costs before the package of **treatment** is complete.

We may ask you to provide more information to support your claim, for example your card receipt or a copy of your statement. You must provide us with the information we ask for as soon as reasonably possible so that we can assess your claim.

We will pay you for the cost of the **treatment** we cover. If it turns out that your **treatment** or part of it is not covered, we will not reimburse you for the cost of the **treatment** that is not covered.

### What happens if I receive a bill?

If you receive a bill, please contact us on the claims number or at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer). We'll explain how to send the bill to us so that we can assess it.

### What should I do if I need further treatment?

If you need further **treatment**, please call us first to confirm your cover.

### What currency will I be paid in?

We will pay you in the currency that you request when you make a claim. The currency must be in our list of currencies we can pay in. To see the list, go to the 'How bills are paid' page on [axaglobalhealthcare.com](https://axaglobalhealthcare.com)

We will use the exchange rate listed in the Financial Times Guide to World Currencies on the day of your **treatment** for **out-patient** and **day-patient treatment**, and the day of your admission for **in-patient treatment**.

Where there are currency or exchange rate controls in place, we may not use the rate listed in the Financial Times. In these circumstances, we may contact you to request evidence of the exchange rate used when you purchased the currency and we will use that exchange rate to reimburse you.

### Charges from your bank

You should contact your own bank to find out if they will make any charges for you to send or receive money, or to exchange currency. Any charges from your bank are not covered by your **plan**.

## 2.2 > The information we may need when you make a claim

When you call us, we will explain if your **treatment** is covered.

Usually, this all happens very quickly. However, sometimes we need more detailed medical information, including access to your medical records.

### What does 'more detailed information' mean?

We may need more detailed information in any of the following ways:

- We may need your **specialist** to send us more details about your **medical condition**. Your **specialist** may charge you for providing this information. This charge is not covered by your **plan**.
- We may also ask you to give us consent to access your medical records.
- In some cases, we may also ask you to complete additional forms. We will need you to complete these forms as soon as possible, but no later than six months after your **treatment** starts (unless there is a good reason why this is not possible).
- Very rarely, we may have to ask a **specialist** to advise us on the medical facts or examine you. In these cases, we will pay for the **specialist** to do this and will take your personal circumstances into account when choosing the **specialist**.

## What happens if I don't want to give the information you've asked for?

If you do not give us information we ask for, or do not consent to our accessing your medical records when we ask, we will not be able to assess your claim and so will not be able to pay it. We may also ask you to pay back any money that we have previously paid to do with this **medical condition**.

## 2.3 > What if my treatment isn't covered?

If your **plan** does not cover your **treatment**, we will explain this and also tell you if there's any other way we can support you.

## 2.4 > What happens if I need emergency treatment?

If you need emergency **treatment** you may not be able to call us before you have the **treatment**. Simply call us or ask someone to call us as soon as you can.

If you can, give your membership card to the **hospital** so that they can contact us whenever they need to.

## 2.5 > Personal Case Management

In the unfortunate event that you are diagnosed with a serious illness, we may offer you access to a personal case management service. Our clinical service is there to support you throughout the duration of your **treatment**, to ensure the best possible outcome.

Following a serious diagnosis, you may feel overwhelmed by the information and choices you are faced with – our worldwide team of doctors and medical professionals will create a care plan for the individual and provide support 24 hours a day.

We offer this personal support throughout the course of **treatment** and after it, to ensure that the outcome is the best that it can be for that person.

Working with an independent partner, we provide objective medical case management to advise customers on the latest and best **treatment** to suit their clinical needs.

A personal case manager will liaise and negotiate with **specialists** on the customers behalf, to ensure that the care is as joined-up and stress-free as possible for the individual undergoing treatment.

If you choose to make use of this service, any **treatment** you receive will remain subject to the terms and limits of this **plan**, even if it is on the recommendation of the **specialists** reviewing your case.

## 3 How the plan works

- 3.1 > The types of drugs, treatments and surgery that are covered
- 3.2 > How your policy works with pre-existing conditions and symptoms of them
- 3.3 > How the plan works with conditions that last a long time or come back (chronic conditions)
- 3.4 > Who can provide your treatment
- 3.5 > Hospitals, scanning centres and day-patient units where you can have your treatment
- 3.6 > Accommodation we will pay for at the hospital where you are treated
- 3.7 > Differences when you have your treatment in Europe
- 3.8 > General restrictions

### How the plan works

For full details of how the **plan** works, please read the rest of your handbook too.

### Any questions?

If you're unsure how something works, please send us a message using your Customer Online account at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer)

It's usually quicker and easier than working it out from the handbook alone.

Or you can call us on +44 (0)1892 503 856 and we'll be very glad to explain.

### Making a claim

If you would like to make a claim, please see section 2 Making a claim.

### 3.1 > The types of drugs, treatments and surgery that are covered

The **plan** covers you for established medical **treatments**. We call these **conventional treatments**.

There is no cover for any **treatment** or procedure that is experimental or that has not been established as being effective.

#### What do you mean by conventional treatment?

We define **conventional treatment** as **treatment** that:

- is established as best medical practice in the country where the **treatment** is taking place; and
- is clinically appropriate in terms of necessity, type, frequency, extent, duration and the facility where the **treatment** is provided; and
- has been proven to be effective and safe for the **treatment** of your **medical condition** through high quality clinical trial evidence (full criteria available on request).

**Conventional treatment** does not cost more than an equivalent **treatment** that delivers similar therapeutic or diagnostic outcome. It must not be provided or used primarily for the convenience or financial or other advantage of you or your **medical practitioner** or health professional.

#### Are there any additional requirements for drug treatments?

We will pay for the use of drugs that have been established as being effective. This means the drug must be licensed for use by either:

- the Medicines and Healthcare products Regulatory Agency (MHRA) if the **treatment** is to be provided in the **United Kingdom**; or
- the European Medicines Agency (EMA) if the **treatment** is to be provided in Europe, but outside of the **United Kingdom**; or
- the US Food and Drug Administration (FDA) if the **treatment** is to be provided outside Europe.

The drug must be used within the terms of its licence.

#### Are there any additional requirements for surgical treatments?

For a **surgical procedure** to be covered it must be listed in our Schedule of Procedures and Fees.

To get a copy of the schedule, go to [axaglobalhealthcare.com](http://axaglobalhealthcare.com) or call us on +44 (0)1892 503 856

#### What happens if my medical practitioner says I need surgery that is not conventional treatment?

We will also pay for **surgery** not listed in our Schedule of Procedures and Fees if, before the **treatment** begins, it is established that the **treatment** is recognised as appropriate by an authoritative medical body. This means procedures and practices must have undergone appropriate clinical trial and assessment and be sufficiently evidenced in published medical journals.

#### What is not covered?

We will not pay for **treatment** that is not **conventional treatment** or which is experimental.

You are not covered for complications that arise as a result of authorised or unauthorised unproven or experimental **treatment**.

- » To check whether we will agree to cover a **treatment**, please call us on +44 (0)1892 503 856 before you start **treatment**

## 3.2 > How your policy works with pre-existing conditions and symptoms of them

The **plan** is designed to cover **treatment** of new **medical conditions** that begin after you join.

You may also be covered for **treatment** of conditions you were aware of or had already had when you joined. We call these conditions pre-existing conditions. Your cover for pre-existing conditions depends on the underwriting terms you joined on.

Your healthcare insurance statement shows which underwriting terms you joined on. Here are the options:

- Fully underwritten (or full medical underwriting)
- Continuing medical exclusions

### Underwriting terms

We have explained how each set of underwriting terms work and what cover you have for pre-existing conditions in the following panels.

If you are unsure about your cover for **treatment** of pre-existing conditions, it is always best to contact us.

#### Definition of fully underwritten or full medical underwriting

‘Fully underwritten’ means we asked you for details of your medical history, including any pre-existing conditions, before you joined. We then worked out your cover based on the information we received.

We list any special terms or exclusions on your healthcare insurance statement – please check this carefully. For example, you may not have cover for something specific if you have had that condition in the past. Your statement will also show whether we can remove the exclusion after a period of time.

#### Definition of continuing medical exclusions

If you joined us on ‘continuing medical exclusions’ terms, we are carrying on your exclusions for **medical conditions** from your previous health insurer. This normally means we only asked you a few brief medical questions.

We listed any special terms or exclusions on your healthcare insurance statement – please check this carefully. For example, you may not have cover for something specific if you have had that condition in the past. Your healthcare insurance statement will also show whether we will remove the exclusion after a period of time.

### What if you didn't tell us about a condition, symptom or treatment you knew about when we asked?

Whichever form of underwriting you joined on, we may have asked you some medical questions before agreeing your cover. We worked out your terms or your premium based on your answers. If you did not answer fully or accurately, even if this was by accident, we will not cover **treatment** for the condition.



This means we will not cover **treatment** for any conditions that you should have told us about when we asked, but that you either did not tell us about at all, or that you did not tell us the full extent of. This includes:

- any pre-existing or previous condition, whether you had **treatment** for them or not; or
- any previous **medical condition** that recurs; or
- any previous **medical condition** that you should reasonably have known about, even if you did not speak to a doctor.

Whenever you claim, we may ask your **specialist** for more information to confirm whether you had any symptoms before you joined.

If we need to look at your medical history, we will need some time to do this before we can confirm whether we can cover your claim.

### 3.3 > How the plan works with conditions that last a long time or come back (chronic conditions)

the **plan** covers **treatment** of **medical conditions** that respond quickly to **treatment**. This policy is not intended to cover you against the costs of recurrent, continuing or long-term **treatment** of **chronic conditions**.

#### What are acute conditions and chronic conditions?

**Acute condition** – An **acute condition** is a disease, illness or injury that is likely to respond quickly to **treatment** which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

**Chronic condition** – A **chronic condition** is a disease, illness or injury that has one or more of the following characteristics:

- It needs ongoing or long-term monitoring through consultations, examinations, check-ups and/or tests
- It needs ongoing or long-term control or relief of symptoms
- It requires your rehabilitation, or for you to be specially trained to cope with it
- It continues indefinitely
- It has no known cure
- It comes back or is likely to come back.

the **plan** will cover you for the following phases of eligible treatment for a chronic condition:

- the initial investigations to establish a diagnosis
- **treatment** for a period of a few months following diagnosis to allow the **specialist** to start **treatment**
- the **in-patient treatment** of acute exacerbations or complications (flare-ups) in order to quickly return the **chronic condition** to its controlled state. Cover for **in-patient treatment** of **chronic conditions** is limited to 120 days per admission

## What happens if I require recurrent or long-term treatment?

If the **treatment** you are receiving becomes recurrent, continuing or long-term, the costs for **treatment** of that **chronic condition** (including long-term monitoring, consultations, check ups and examinations) will not be covered under the **plan**. We will write to let you know if this is the case.

**If you have Classic, Premier or Ultimate:** If you undergo one of the following **surgical procedures** on your heart we will continue to pay for your long-term monitoring, consultations, check-ups, scans and examinations for the **surgical procedure**. We will continue to pay for these as long as you have an AXA private medical policy with an appropriate benefit, subject to the terms and conditions of that policy at the time;

- coronary artery bypass
- cardiac valve surgery
- the impact of a cardiac device, such as a defibrillator or pacemaker
- the coronary angioplasty

**If you have Core or Classic:** We will not pay for routine checks that could be carried out by your GP, such as anticoagulation, lipid monitoring or blood pressure monitoring.

**If you have Premier or Ultimate:** Routine checks that can be carried out by your GP will be covered under the General Practitioner service benefit.

If you are diagnosed with a heart condition you can be referred to one of our specialist nurses for heart patients. They will be able to give you information on the **treatment** options open to you and support you through your **treatment**.

There are certain conditions that are likely to require ongoing treatment – such as Crohn’s disease (inflammatory bowel disease) and long-term depressive illness – which require management of recurrent episodes where the condition’s symptoms deteriorate. Because of the ongoing nature of these conditions, we will write to tell you when the benefit for that condition will stop.

We treat cancer treatment in a different way to other long-term medical conditions.

### » See section 4.4 > Cancer

We publish a leaflet which explains how we deal with **treatment of chronic conditions**. You can get a copy at [www.axaglobalhealthcare.com/customer](http://www.axaglobalhealthcare.com/customer).

## 3.4 > Who can provide your treatment

The **plan** covers you for **treatment** that is provided by:

- **specialist**
- **complementary practitioners**
- **physiotherapists**

We will pay for their usual and customary charges for the **treatment**.

We will pay for the usual and customary charges for one surgeon and one anaesthetist for each operation unless we have agreed a different arrangement with you before your operation.

### » See section 1.6 > Understanding what usual and customary charges are

### 3.5 > Hospitals, scanning centres and day-patient units where you can have your treatment

The **hospital** where you have your **treatment** must be licensed as a medical or surgical **hospital** by the authorities in the country where the **hospital** is located.

The **Islands Health Plan Directory of Hospitals** lists the **hospitals, scanning centres** and **day-patient units** in the **UK** and **Channel Islands** for which we provide cover. We have chosen these hospitals based on the quality, value and range of services that they provide and we have an agreement with them under which they will provide services to our customers.

You can get a copy of our **Islands Health Plan Directory of Hospitals** at [axaglobalhealthcare.com/customer](http://axaglobalhealthcare.com/customer) or by calling us on +44 (0)1892 503 856.

If you have the Greater London extended hospital list optional upgrade: You will be covered for **in-patient, day-patient, out-patient** and **diagnostic tests** at the **hospitals** listed in the **Islands Health Plan Directory of Hospitals**, including those shown in the Greater London extended hospital list section.

If you do not have the Greater London extended hospital list optional upgrade: You will have a limited choice of **hospitals** where you can receive **treatment** in London.

» See section 3.7 > for details of differences to this when you have your treatment in Europe.

#### Facilities that are not covered

**Treatment** at the following types of facilities is not covered even if they are registered as a **hospital**:

- health hydro; or
- spa; or
- nature cure clinic; or
- other similar facilities.

#### Where you can have oral or cataract surgery in the UK

If you need oral or cataract **surgery** in the **UK**, we will pay for **treatment** at a **UK facility** that has an agreement with us to provide oral or cataract **surgery**.

#### What happens if I have treatment in the UK at a centre that is not listed in the Islands Health Plan Directory of Hospitals?

If you have **in-patient** or **day-patient treatment** in the **UK** or **Channel Islands** at a centre that is not listed in our **Islands Health Plan Directory of Hospitals**, we will only pay you a cash payment. You will have to pay all charges related to the **treatment**. This also applies if you receive **treatment** at a **hospital, day-patient unit** or **scanning centre** listed in the Greater London extended hospital list if you do not have the Greater London extended hospital list optional upgrade.

Treatment	Cash payment
<b>In-patient treatment</b> at a centre not in our <b>Islands Health Plan Directory of Hospitals</b>	✓ £100 per night
<b>Day-patient treatment</b> at a centre not in our <b>Islands Health Plan Directory of Hospitals</b>	✓ £100 per day
A CT, MRI or PET scan at a centre not listed as a <b>scanning centre</b> in our <b>Island Health Plan Directory of Hospitals</b> . CT = Computerised Tomography MRI = Magnetic Resonance Imaging PET = Positron Emission Tomography	✓ £100 per visit

### What happens if it's medically necessary that I have treatment in the UK at a centre that is not listed in the Islands Health Plan Directory of Hospitals?

If it's medically necessary that you have **in-patient** or **day-patient treatment** in the **UK** at a centre that is not listed in our **Islands Health Plan Directory of Hospitals**, please tell us before you have the **treatment**. We will review your case and may be able to pay your **hospital** charges, but you must have our written agreement to this before you have the **treatment**.

### Agreements with specialists, physiotherapists and complementary practitioners on what we will pay in the UK

In the **UK**, we have a schedule of procedures and fees that sets out the limits that we will pay **specialists, physiotherapists** and **complementary practitioners**. If you do not call us prior to **treatment** we will pay up to the usual amount charged by **specialists, physiotherapists** or **complementary practitioners** for that **treatment**.

To get a copy of the schedule, go to [axaglobalhealthcare.com](http://axaglobalhealthcare.com) or call us on +44 (0)1892 503 856

### Agreements with specialists, physiotherapists and complementary practitioners on what we will pay outside of the UK

We will pay up to the usual amount charged by **specialists, physiotherapists** and **complementary practitioners** for that **treatment**. We will not pay charges for **treatment** that are higher than a **specialist, complementary practitioner** or **physiotherapist** would normally charge in the country where you are having **treatment**. We may check what would normally be charged with a government health department or independent third party.

We strongly advise that you call us before you receive **treatment**, to confirm whether we will pay the **treatment** charges in full for the person you are planning to see. If we will not pay the fee in full, we will tell you how much we will pay towards the cost of your **treatment**.

### Checking which anaesthetist will be involved in your treatment

If an anaesthetist will be involved in your **treatment**, we recommend that you ask your **specialist** for their name and call to tell us. We will check whether that anaesthetist tends to charge within our schedule of procedures and fees or more.

Even if you don't know the anaesthetist's name, you should still call us as we will be able to check which anaesthetist your **specialist** regularly works with and look at what they tend to charge.

Always contact us before you have treatment.

### 3.6 > Accommodation we will pay for at the hospital where you are treated

If your **treatment** is covered by the **plan**, we will pay reasonable charges for a standard, single room with bath or shower.

We will also pay for your standard menu choices.

#### What is not covered at the hospital?

We will not pay for:

- upgrades to your room; or
- food or drink choices that are not on the standard menu; or
- costs that would not normally be charged to a person staying in a standard, single room with bath or shower; or
- visitors' accommodation or meals; or
- special nursing unless we have agreed that it is necessary first.

### 3.7 > Differences when you have your treatment in Europe

There are some differences to your cover in **Europe** to in the **Channel Islands** and **UK**. The differences affect where you can have **treatment** and limits on the charges we will pay.

#### Where you can have treatment in Europe

You can use any **hospital** in **Europe** and we will pay the reasonable and customary charges for a standard single en-suite room up the levels detailed in the **benefits table**. We cannot however settle bills for **in-patient treatment** directly with all **hospitals**; please contact us at [axaglobalhealthcare.com/customer](http://axaglobalhealthcare.com/customer) or all us on +44 (0) 1892 503 856

#### We will pay for:

- Charges made by or incurred in a hospital in Europe as allowed for on page 21 and as shown in the **benefits table**;
- The reasonable charges for use of a single en-suite room

#### We will not pay for:

- Costs for any room upgrades
- Menu items not included as standard
- Luxury menu items
- Visitor meals

Note that there are restrictions on where you can have oral or cataract **surgery**.

### 3.8 > General restrictions

#### Written reports

We will not pay for the cost of any written reports.

#### Administration charges

We will not pay for any administration charges.

#### Treatment and referrals by family members

We will not pay for drugs or **treatment** if the person who refers you or treats you is a member of your family.

#### In-patient stays

We will not pay for more than 120 days per admission for **in-patient treatment**.

## 4 Your cover for specific conditions, treatment, tests and costs

There are particular rules for how we cover some conditions, **treatments**, tests and costs. This section explains what these are.

You should read this section alongside the other sections of the handbook as the other rules of cover will also apply, for example our rules about pre-existing conditions, **chronic conditions** and who we pay. If you're in any way unsure about the cover you have with the plan - even if you don't need to claim for it at the moment – please send us a message using your Customer Online account [axaglobalhealthcare.com/customer](http://axaglobalhealthcare.com/customer) or just give us a call on +44 (0)1892 503 856.

We'll always be glad to explain your cover, and it's often quicker and easier than working it out from the handbook alone.

- |   |  |
|---|--|
| 4.1 > Alcohol abuse, drug abuse, substance abuse                                    | astigmatism  |
| 4.2 > Artificial life maintenance   | 4.21 > Mental health   |
| 4.3 > Breast reduction  | 4.22 > Natural ageing  |
| 4.4 > Cancer  | 4.23 > Nuclear, biological or chemical contamination and war risks |
| 4.5 > Chiropody and foot care   | 4.24 > Organ or tissue donation                                    |
| 4.6 > Consequences of previous treatment, medical intervention or body modification | 4.25 > Pregnancy and childbirth                                    |
| 4.7 > Contraception   | 4.26 > Preventative treatment and screening tests                  |
| 4.8 > Cosmetic treatment, surgery or products                                       | 4.27 > Reconstructive surgery                                      |
| 4.9 > Criminal activity   | 4.28 > Rehabilitation  |
| 4.10 > Drugs, dressings and prescriptions for out-patient treatment                 | 4.29 > Self-inflicted injury and suicide                           |
| 4.11 > External prostheses and appliances   | 4.30 > Sexual dysfunction  |
| 4.12 > Fat removal  | 4.31 > Sexually transmitted diseases/infections                    |
| 4.13 > Gender re-assignment or gender confirmation                                  | 4.32 > Social, domestic and other costs unrelated to treatment     |
| 4.14 > Genetic tests  | 4.33 > Sports and activity related treatment                       |
| 4.15 > Health Check   | 4.34 > Sterilisation   |
| 4.16 > Hormone replacement therapy (HRT)  | 4.35 > Teeth and dental conditions                                 |
| 4.17 > Infertility and assisted reproduction  | 4.36 > Treatment that is not medically necessary                   |
| 4.18 > Kidney dialysis  | 4.37 > Varicose veins  |
| 4.19 > Learning and developmental disorders   | 4.38 > Weight loss treatment                                       |
| 4.20 > Long-sightedness, short-sightedness and                                      |  |

### Support when your health condition is complicated

If your **medical condition** or diagnosis is complicated and you're unsure about what's happening, we can help.

Our medical experts have lots of experience of complex medical cases. They'll listen to what's happening and suggest how they could help. They may recommend getting a second opinion from a specialist, or they may offer to manage your case on your behalf so you feel like you're back in control.

This service is run for us by specialist independent consultants with particular expertise in complex cases.

#### 4.1 > Alcohol abuse, drug abuse, substance abuse

We do not cover **treatment** you need as a result of, or in any way connected to, alcohol abuse, drug abuse or substance abuse.

#### 4.2 > Artificial life maintenance

We do not cover artificial life maintenance for more than 60 continuous days if you are in a persistent vegetative state and only being kept alive by medical intervention such as mechanical ventilation.

#### 4.3 > Breast reduction

We do not cover either male or female breast reduction.

#### 4.4 > Cancer

This section explains how we cover **cancer treatment**. The cover described elsewhere in your handbook also applies to **treatment of cancer**.

##### About your cover for cancer treatment

We will cover investigations into **cancer** and **treatment** to kill **cancer** cells.

We will cover **active treatment of cancer** for any new **cancer** that starts after you join. We will also cover that **cancer** if it comes back and you are still a member.

If you have exclusions to do with **cancer** because of your past medical history, we will not cover your **treatment** if this **cancer** comes back.

- » For more details of how we cover treatment of pre-existing medical conditions, see section 3.2 > How the plan works with pre-existing conditions and symptoms of them

##### Cash payment when there has been no charge for your treatment or your stay in hospital

If you receive radiotherapy or chemotherapy **treatment** for free and the **plan** would have covered that **treatment**, we will make the following cash payment to you:

- £50 a day up to £5,000 per **year**



## Your cancer cover

Place of treatment	
Active treatment of cancer at a hospital	✓ Yes. If the <b>treatment</b> takes place in the <b>Channel Islands</b> , any <b>hospital</b> in <b>Europe</b> outside the <b>Channel Islands</b> and the <b>UK</b> . This includes <b>treatment</b> at any <b>UK hospital, day-patient unit</b> or <b>scanning centre</b> that is in <b>our Islands Health Plan Directory of Hospitals</b> , including those in the Greater London extended hospital list if it applies to your <b>policy</b> .
Chemotherapy by intravenous drip at home	✓ Yes, when agreed by our clinical team
Charitable donation	✓ Yes. If you have Premier or Ultimate cover there is a charitable donation payable for each night spent in a hospice or for each night you are receiving hospice at home.
<b>Treatment</b> at a hospice	✓ Yes. If you have Premier or Ultimate cover.
Diagnostic	
Specialist fees for the specialist treating your <b>cancer</b>	✓ Yes. If the consultations are before your diagnosis they are covered as part of your overall <b>out-patient</b> limit. Consultations after your diagnosis are covered as part of your overall <b>day-patient</b> and <b>in-patient</b> limit.
<b>Diagnostic tests</b> relating to <b>cancer</b>	✓ Yes. If you have Classic, Premier or Ultimate cover. If the tests are before your diagnosis they are covered as part of your overall <b>out-patient</b> limit. Tests after your diagnosis are covered as part of your overall <b>day-patient</b> and <b>in-patient</b> limit.
<b>Surgery</b> as shown below under ‘Surgery’	✓ Yes
CT, MRI and PET scans	✓ Yes
Genetic testing proven to help choose the appropriate chemotherapy » <b>See section 3.1 &gt; for more about effective treatment and 4.26 &gt; Preventative treatment and screening tests</b>	✓ Yes
Genetic testing to work out whether you have a genetic risk of developing <b>cancer</b>	✗ No

Surgery	
<p><b>Surgery</b> for the <b>treatment</b> or diagnosis of <b>cancer</b>, so long as that <b>treatment</b> has been shown to be effective</p> <p>» <b>See section 3.1 &gt; for more about effective treatment</b></p>	<p>✓ Yes</p>
<p>New or experimental surgical procedures</p>	<p>Please contact us before having any new or experimental surgical procedures so that we can discuss the proposed procedure with you. We will write to tell you what we agree to pay for before your <b>treatment</b> starts.</p> <p>We will only pay up to the equivalent non-experimental <b>surgical procedure</b> as listed in the schedule of procedures and fees.</p> <p>To get a copy of the schedule, go to <a href="http://axaglobalhealthcare.com">axaglobalhealthcare.com</a> or call us on +44 (0)1892 503 856</p>
<p>Complications that arise from new or experimental surgical procedures</p>	<p>✗ No – even if we agreed to cover the procedure itself</p>
Reconstructive surgery following breast cancer	
<p>The first reconstructive <b>surgery</b> following <b>surgery</b> for breast <b>cancer</b>. We will cover:</p> <ul style="list-style-type: none"> <li>one planned <b>surgery</b> to reconstruct the diseased breast</li> <li>nipple tattooing, up to 2 sessions</li> <li>one planned <b>surgery</b> to reconstruct the nipple</li> </ul>	<p>✓ Yes</p> <p>We will do this so long as:</p> <ul style="list-style-type: none"> <li>you had continuous cover under a private medical insurance <b>plan</b> since before the <b>surgery</b> happened and;</li> <li>we agree the method and cost of the <b>treatment</b> in writing beforehand</li> </ul>
<p>After the completion of your first reconstructive <b>surgery</b>, we will also cover:</p> <ul style="list-style-type: none"> <li>one further planned <b>surgery</b> to the other breast, when it has not been operated on, to improve symmetry</li> <li>two planned fat transfer <b>surgeries</b>. The fat must be taken from another part of your body and cannot be donated by anyone else</li> <li>one <b>surgery</b> to remove and exchange implants damaged by radiotherapy <b>treatment</b> for breast <b>cancer</b></li> </ul>	<p>✓ Yes</p> <p>Symmetry and fat transfer operations must take place within three years of your first reconstructive <b>surgery</b>. The removal and exchange of radiotherapy damaged implants must take place within five years of you completing your radiotherapy <b>treatment</b>.</p> <p>We will only pay for each of these operations once (or two fat transfer <b>surgeries</b>), regardless of how long you remain a member of a plan arranged by the <b>AXA Global Healthcare Group</b>.</p>

<p>If you choose not to have reconstructive <b>surgery</b> following <b>treatment</b> of breast <b>cancer</b>, we will cover the cost of one planned <b>surgery</b> to the unaffected breast to improve symmetry</p>	<p>✓ Yes</p> <p>No further reconstructive <b>surgery</b> will be covered on either the diseased breast or the unaffected breast</p>
<p>We do not cover <b>treatment</b> that is connected to previous reconstructive <b>surgery</b> or any cosmetic operation to a reconstructed breast</p>	<p>See also 4.8 &gt; Cosmetic treatment, surgery or products</p>
Preventative	
<p>Preventative <b>treatment</b>, such as:</p> <p>Screening when you do not have symptoms of <b>cancer</b>. For example, if you had a screen to see if you have a genetic risk of breast <b>cancer</b>, we would not cover the screening or any <b>treatment</b> to reduce the chances of developing breast <b>cancer</b> in future (such as a preventative mastectomy).</p>	<p>✗ No</p>
<p>Vaccines to prevent <b>cancer</b> developing or coming back – such as vaccinations to prevent cervical <b>cancer</b></p>	<p>✗ No</p>
Drug therapy	
<p>Drug <b>treatment</b> to kill <b>cancer</b> cells – including:</p> <ul style="list-style-type: none"> <li>• biological therapies, such as Herceptin or Avastin</li> <li>• chemotherapy</li> </ul>	<p>✓ Yes. There is no time limit on how long we cover these drugs.</p> <p>We will cover them if:</p> <ul style="list-style-type: none"> <li>• they have been licensed by; <ul style="list-style-type: none"> <li>○ the Medicines and Healthcare products Regulatory Agency if you are having <b>treatment</b> in the <b>United Kingdom</b>; or</li> <li>○ the European Medicines Agency if you are receiving <b>treatment</b> in Europe, but outside of the <b>United Kingdom</b>; or</li> <li>○ the Food and Drug Administration if you are receiving <b>treatment</b> anywhere else in the world; and</li> </ul> </li> <li>• they are used according to their licence, and</li> <li>• they have been shown to be effective.</li> </ul> <p>The drugs we cover will change from time to time to reflect any changes in drug licences.</p>

	Please call us to find out the latest <b>treatments</b> that we cover.
Chemotherapy and/or biological drug <b>treatment</b> to prevent a recurrence of <b>cancer</b> or to maintain remission	✓ Yes
Experimental drugs	<p>✓ Yes. If you take part in a randomised clinical trial that the appropriate ethics committee has approved, we will pay for your stay in <b>hospital</b> and specialist's fees while you are receiving the experimental drug.</p> <p>You need to call us before <b>treatment</b> so we can agree costs and cover in writing. There may be information we need you to provide before we can agree costs. For example we will need you to provide us with a copy of your trial acceptance forms.</p>
<p>Other drugs.</p> <p>We cover:</p> <ul style="list-style-type: none"> <li>• Bone strengthening drugs such as bisphosphonates or Denosumab</li> <li>• Hormone therapy that is given by injection (for example goserelin, also known as Zoladex)</li> </ul>	✓ Yes. They are covered as long as you have them at the same time as you are having chemotherapy or biological therapy to kill <b>cancer</b> cells covered by <b>the plan</b> .
Drugs for treating conditions secondary to <b>cancer</b> , such as erythropoietin (EPO)	✓ Yes, while you are having chemotherapy that is covered by the <b>plan</b> .
<b>Out-patient</b> drugs or other drugs that a <b>specialist</b> could prescribe	✗ No
<b>Radiotherapy</b>	
Radiotherapy including when it is used to relieve pain	✓ Yes
Proton beam therapy (PBT)	<p>✓ Yes</p> <p>We will pay PBT for:</p> <ul style="list-style-type: none"> <li>• central nervous system (brain and spinal cord) <b>cancer</b> or malignant solid <b>cancers</b> in members aged 21 and under</li> <li>• chordomas or chondrosarcomas (types of spine <b>cancer</b>) in the base of the skull or cervical spine (neck bones) which have not spread (metastasised)</li> <li>• <b>cancer</b> of the iris, ciliary body or choroid parts of the eye (uveal melanoma) which has not spread (metastasised)</li> </ul>

Accelerated charged particle therapies	<p>✗ No</p> <p>However, there is limited cover for Proton Beam Therapy in the circumstances shown above.</p>
Palliative	
Care to relieve pain or symptoms rather than cure the <b>cancer</b>	<p>✓ Yes. We will provide cover and support throughout your <b>cancer treatment</b> even if it becomes incurable. We cover radiotherapy, chemotherapy and <b>surgery</b> (such as draining fluid or inserting a stent) to relieve pain.</p>
End of life care	
End of life care	✗ No
Charitable donation	<p>✓ Yes, if you have Premier or Ultimate cover. We will make a charitable donation if you are being cared for in the end stages of life at a hospice or if you are receiving hospice at home.</p>
Monitoring	
Follow ups – cover for follow up consultations and reviews for <b>cancer</b>	<p>✓ Yes, if you have Premier or Ultimate cover so long as you are still a member and have a policy that covers this.</p> <p>This is paid from your cover for <b>out-patient treatment</b>.</p> <p>✗ No, if you have Core or Classic cover. Monitoring of <b>cancer</b> usually takes place during <b>out-patient</b> consultations, which are not covered by these policies. Therefore, you do not have the cover for the monitoring of <b>cancer</b>.</p> <p>We will not pay for routing checks that could typically be carried out by your GP.</p>
Limits	
Time limits on <b>cancer treatment</b> . The <b>plan</b> covers you while you are having <b>treatment</b> to kill <b>cancer</b> cells and for monitoring.	There is a limit of 120 days per <b>in-patient</b> admission on this plan.
Money limits on <b>cancer treatment</b> .	No specific limits- the same rules apply to your <b>cancer treatment</b> as for any other <b>treatment</b> .

Other cover	
Cancer Care team	✓ Referral following diagnosis of <b>cancer</b> to a member of our Cancer Care team. Information on the <b>treatment</b> options open to you if you are receiving <b>treatment</b> in the <b>Channel Islands</b> or the <b>UK</b> and support you through your <b>treatment</b> .
<p>Stem cell or bone marrow <b>treatment</b></p> <p>If you plan to donate tissue as a live donor or receive tissue from a live donor, please call us so we can tell you what support we offer. We do not cover any related administration costs. For example, we will not cover transport costs or the cost of finding a donor.</p> <p>» <b>See section 4.24 &gt; Organ or tissue donation for more about this</b></p>	✓ Yes
Transport costs for <b>eligible cancer treatment</b>	✓ Yes, if you have Premier or Ultimate cover. We will pay additional transport for the scheduled flight costs you incur when it is necessary for you to be transported to another <b>Channel Island</b> or the <b>UK</b> for <b>eligible cancer treatment</b> not available in your <b>principle island of residence</b> subject to any limits shown in the <b>benefits table</b> .

4.5 > Chiropody and foot care

We will not cover any general chiropody or foot care, even if a surgical podiatrist provides it. This includes things like gait analysis and orthotics.

4.6 > Consequences of previous treatment, medical intervention or body modification

If you had **treatment**, medical intervention or body modification previously that would not be covered by the **plan**, we do not cover further **treatment** or increased **treatment** costs that are:

- a result of the **treatment**, medical intervention or body modification you had previously; or
- connected with the **treatment**, medical intervention or body modification you had previously.

4.7 > Contraception

We do not cover contraception or any consequence of using contraception.

## 4.8 > Cosmetic treatment, surgery or products

### We do not cover:

- Cosmetic **treatment** or cosmetic **surgery**; or
- **Treatment** that is connected to previous cosmetic **treatment** or cosmetic **surgery**; or
- **Treatment** that is connected with the use of cosmetic (beauty) products or is needed as a result of using a cosmetic (beauty) product.

whether it is needed for medical or psychological reasons.

» See also 4.12 > Fat removal and 4.27 > Reconstructive surgery

## 4.9 > Criminal activity

We do not cover **treatment** you need as a result of your active involvement in criminal activity.

## 4.10 > Drugs, dressings and prescriptions for out-patient treatment

We do not cover the cost of drugs, dressings or prescriptions that:

- You are given to take home after you have had **in-patient, day-patient** or **out-patient treatment**; or
- are prescribed by a **specialist**, or bought without prescription; or
- are taken or administered when you attend a **hospital** or **facility** for **out-patient treatment**

We do cover the costs of any prescriptions following consultation through the Virtual Doctor service subject to the annual policy maximum £200 per **year**

» See also section Virtual Doctor service in the benefits table in 1.2 > Your cover

## 4.11 > External prostheses and appliances

If you have **Classic, Premier** or **Ultimate** cover:

- the cost of wigs or other temporary head coverings and external prostheses needed during **active treatment of cancer**;
- the cost of spinal supports, knee braces and pneumatic walking boots if they are a part of a **surgical procedure** or integral to the **treatment** of a condition you are covered for;
- Up to the limits shown in the **benefits table** towards the cost of an **external prosthesis** needed following an accident or **surgery** for a **medical condition**.

We will do this so long as:

- you had continuous cover with us before the accident or **surgery** happened that has led to the need for the prosthesis; and
- all claims are made within 12 months of the amputation or removal of the body part.

If you want to claim this benefit you should call us on +44 (0) 1892 503 856 and we will explain what to do next. Please remember to ask the provider of your **external prosthesis** for a fully itemised receipt as we cannot pay claims without a receipt.

### What is not covered?

We do not cover the costs of providing or fitting external prostheses or appliances needed for any other reason. Prostheses and appliances include items such as crutches, joint supports and orthotics.

## 4.12 > Fat removal

We do not cover the removal of fat or surplus tissue, such as abdominoplasty (tummy tuck), whether the removal is needed for medical or psychological reasons.

» See also 4.8 > Cosmetic surgery

## 4.13 > Gender re-assignment or gender confirmation

### What is not covered?

We do not cover gender re-assignment or gender confirmation **treatment**.

We will not cover any of the following when they are connected to gender reassignment or gender confirmation in any way:

- gender reassignment operations or other **surgical treatment**; or
- psychotherapy or similar services; or
- any other **treatment**.

## 4.14 > Genetic tests

### What is covered for genetic tests?

We will pay for genetic testing when it is proven to help choose the best course of drug **treatment** for your **medical condition**. This means that it must be recommended in the drug licence for a specific targeted therapy, such as HER2 testing for the use of Herceptin for breast **cancer**.

### We do not cover genetic tests:

- to check whether you have a **medical condition** when you have no symptoms or if you have a genetic risk of developing a **medical condition** in the future; or
- to find out if there is a genetic risk of you passing on a **medical condition**; or
- where the result of the test wouldn't change the course of **treatment**. This might be because the course of **treatment** for your symptoms will be the same regardless of the result of the test or what **medical condition** has caused them; or
- that themselves are unproven or where they are used to direct **treatment** that is not established as being effective or is unproven.



Please call us before you have any genetic tests to confirm that we will cover them. Your **specialist** may want to do a variety of tests and they might not all be covered. The cost to you could be significant if the tests aren't covered under the **plan**.

» See section 4.26 > Preventative and screening tests

## 4.15 > Health Check

### What is covered for health check?

If you have **Ultimate** or **Premier** cover, we will pay up to £200 (Ultimate)/£100 (Premier) contribution towards the cost of a private health check every two years. This will first become available following your second consecutive renewal and once every other year after that. This benefit is only available if you are 18 years old or over at the date of the health check.



## We do not cover:

Travelling costs, even if you choose to have your health check on the UK mainland.



Please call us to arrange your health check. We will advise you on your eligibility and give you information about the centres where this service is available.

### What you need to claim for your health check.

We cannot pay any claims without a receipt. To claim for your health check, please ask your chosen centre for full receipts. Then call us and we will explain how to send in your receipts.

The results of your health check are confidential and will not be provided to AXA. You will be advised of the initial results of your check and full results will follow by post. If any action is required, this will be advised by your regular general practitioner.

## 4.16 > Hormone replacement therapy (HRT)

### If you have Classic, Premier or Ultimate cover:

We cover hormone replacement therapy (HRT) that is required following a medical intervention.

We will pay for the **specialist's** consultations and the cost of HRT implants (but not patches or tablets). We will only pay benefits for a maximum of 18 months following the intervention.

## 4.17 > Infertility and assisted reproduction

We do not cover investigations or **treatment** of infertility and assisted reproduction.

This includes:

- **treatment** to prevent future miscarriage; or
- **treatment** to increase fertility; or
- investigations into miscarriage; or
- assisted reproduction; or
- anything that happens, or any **treatment** you need, as a result of these **treatments** or investigations.

## 4.18 > Kidney dialysis

We cover regular or long-term kidney dialysis if you have chronic kidney failure

- » See also Kidney dialysis in section 1.2 > Your cover for details of the limits on this cover
- » See also 4.24 > Organ or tissue donation

## 4.19 > Learning and developmental disorders

We do not cover any **treatment**, investigations, assessment or grading to do with:

- learning disorders
- educational problems
- behavioural problems
- physical development
- psychological development
- speech delay.

Some examples of the conditions we do not cover are the following (please call if you would like to know if a condition is covered):

- dyslexia
- dyspraxia
- autistic spectrum disorder
- attention deficit hyperactivity disorder (ADHD)
- speech and language problems, including speech therapy needed because of another **medical condition**.

## 4.20 > Long-sightedness, short-sightedness and astigmatism

We do not cover any **treatment** to correct long-sightedness, short-sightedness or astigmatism.

However, we do cover **treatment** to correct astigmatism if the astigmatism is due to surgical replacement of the lens of the eye.

### Eye tests, prescribed glasses and contact lenses

If you have the optional dental care and optical cover: we will pay towards the cost of one eye test per **year**.

#### What you need to claim for your eye test.

We cannot pay any claims without a receipt. To claim for your eye test, please ask your optician for full receipts. Then call us and we will explain how to send in your receipts.

We will pay towards the cost of prescribed glasses and prescribed contact lenses needed to correct vision.

#### What is not covered?

We will not pay towards the cost of:

- contact lens check ups
- contact lens solutions
- new frames
- non-prescribed glasses
- repairs to glasses
- replacements that you need because of accidental damage
- non-prescribed items that you buy as part of an eye care contract scheme.

## 4.21 > Mental health

**If you have Core or Classic cover:** There is limited cover for **in-patient** or **day-patient treatment** of psychiatric illness.

We have an agreement with psychiatric hospitals in the UK regarding in-patient treatment of psychiatric illness under which the hospital will contact us directly to confirm whether cover is available.

We will cover you for up to 100 days for **treatment** as an **in-patient** at a **hospital** providing evidence based **treatment** of psychiatric illness with 24 hour medical supervision. We will only pay for a maximum of 100 days regardless of how long you remain a member of a plan arranged by the **AXA Global Healthcare Group**.

**If you have Premier or Ultimate cover:** You have cover for **out-patient treatment** of psychiatric illness, subject to any **out-patient treatment** limitations and exclusions on the **plan**.

All the other conditions of the **plan** still apply to this cover.

### **What happens if I need to go into hospital for a psychiatric condition in the UK or Channel Islands?**

If you need to go into **hospital** for **in-patient treatment** of a psychiatric condition, the hospital will contact us to check your cover before you go in. If your **treatment** is covered, we will contact the **hospital** to ask them for a medical report. We will also arrange for the **hospital** to send the bills for your **treatment** directly to us.

### **What happens if I need to go into hospital for a psychiatric condition outside the UK or Channel Islands?**

If you need to go into **hospital** for **in-patient** or **day-patient treatment** of a psychiatric condition, you or a **family member** must contact us to check your cover before you go in. If your **treatment** is covered, we will contact the **hospital** to ask them for a medical report. We will also arrange for the **hospital** to send the bills for your **treatment** directly to us.

### **What if my condition goes on for a long time?**

If you need to stay in **hospital** for longer than initially agreed, we will ask your **specialist** why you need further **treatment**, and let you know if we agree to cover the extended stay.

### **What is not covered?**

We do not cover any **treatment** connected in any way to:

- an injury you inflicted on yourself deliberately
- a suicide attempt
- alcohol abuse
- drug or substance abuse.
- **In-patient treatment** of psychiatric illness for more than 100 days in your lifetime

We do not cover any **treatment** at a health hydro, spa, nature cure clinic or other similar facility, even if it is registered as a **hospital**.

**If you have Core or Classic cover:** **Out-patient treatment** of psychiatric illness.

## 4.22 > Natural ageing

We do not pay for **treatment** of symptoms generally associated with the natural process of ageing. This includes **treatment** for the symptoms of puberty and menopause which are not caused by another disease, illness or injury.

## 4.23 > Nuclear, biological or chemical contamination and war risks

We do not cover **treatment** you need as a result of nuclear, biological or chemical contamination.

We do not cover **treatment** you need as a result of your active involvement in war (declared or not), an act of a foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons, or any similar event.

We do not cover **treatment** you need because you have put yourself in needless peril, such as going to a place of unrest as an onlooker.

We do cover **treatment** due to a **terrorist act** so long as the act does not cause nuclear, biological or chemical contamination.

## 4.24 > Organ or tissue donation

If you plan to donate an organ or tissue as a live donor or receive an organ or tissue from a live donor, please call us so that we can tell you what support we offer.

### What is not covered?

We do not pay for:

- the cost of collecting donor organs or tissue; or
- any related administration costs – for example, the cost of searching for a donor; or
- any costs towards organ or tissue donation that is not done in line with appropriate regulatory guidelines.

## 4.25 > Pregnancy and childbirth

### What is not covered for pregnancy and childbirth

We do not cover the antenatal consultations, postnatal consultations, monitoring and screening that you will have during routine pregnancy and childbirth.

We do not cover routine childbirth.

We do not cover any **treatment** for a baby born as part of a **multiple birth** after either parent has taken any prescription or non-prescription drug or other **treatment** to increase fertility, or as a result of any method of assisted conception such as IVF, while the baby requires **treatment** in a Special Care Baby Unit or requires paediatric intensive care.

### What is covered for pregnancy and childbirth?

We cover **treatment** you need for **medical conditions** related to your pregnancy and childbirth. The **treatment** is covered up to the limits that apply in the rest of this **plan**.

Examples of **medical conditions** related to pregnancy and childbirth that we cover are:

- ectopic pregnancy (pregnancy where the embryo or foetus grows outside the womb)
- hydatidiform mole (abnormal cell growth in the womb)

- retained placenta (afterbirth retained in the womb)
- eclampsia (a coma or seizure during pregnancy and following pre-eclampsia)
- postpartum haemorrhage (heavy bleeding in the hours and days immediately after childbirth)
- miscarriage requiring immediate surgical **treatment**.

If you have Premier or Ultimate: Maternity cash benefit up to the limits shown in the **benefits table**.

We will pay this cash benefit for each birth occurring after one of the parents named on the birth certificate has been covered by this **policy** for more than one **year**.



Please always call us to check what you are covered for before starting any private treatment for pregnancy or childbirth that you intend to claim for.

## Adding a baby to your policy



If you have a baby, we can often add them to the **plan** from birth. However, if you have a **multiple birth** and either parent has had fertility **treatment**, the pregnancy followed assisted reproduction or you have held the **plan** for less than 10 months, we will need to medically underwrite the babies. Please call us for more details.

If you want to add a baby to the **plan**, you must tell us within three months of the baby's birth. If you want to add the baby when they are older than three months, we may need to underwrite their cover separately.

» See 5.1 > Adding a family member or baby

## 4.26 > Preventative treatment and screening tests

Health insurance is designed to cover problems that you're experiencing at the moment, so it generally doesn't cover preventative **treatment**, genetic tests or screening tests.

### What is not covered for preventative treatment or screening tests?

We do not pay for:

- preventative **treatment**, such as preventative mastectomy; or
- routine preventative examinations and check-ups; or
- tests to check whether you have a **medical condition** when you have no symptoms; or
  - you have a risk of developing a **medical condition** in the future; or
  - there is a risk of you passing on a **medical condition**; or
- tests where the result of the test wouldn't change the course of **treatment**. This might be because the course of **treatment** for your symptoms will be the same regardless of what **medical condition** has caused them; or
- preventative **treatment** or screening tests that are unproven or where they are used to direct **treatment** that is not established as being effective or is unproven; or
- any other preventative **treatment** to see whether you have a **medical condition** if you do not have any symptoms.



If you're unsure whether your **treatment** is preventative or not, please call us before going ahead with **treatment**.

» See section 4.16 Genetic tests

## 4.27 > Reconstructive surgery

We cover reconstructive **surgery** in certain circumstances as detailed below.

### What is covered?

We will cover your first reconstructive **surgery** following an accident or **surgery** for a **medical condition** that was covered by the **plan**. We will do this so long as:

- you have been continuously covered by a private medical insurance plan since before the accident or **surgery** happened; and
- we agree the cost of the **treatment** in writing beforehand.



Please call us before agreeing to reconstructive **surgery** so we can tell you if you are covered.

### What is not covered?

We do not cover **treatment** that is connected to previous reconstructive **surgery** or any cosmetic operation.

» See also 4.4 > Cancer for details of the cover for breast reconstruction and 4.8 > Cosmetic surgery

## 4.28 > Rehabilitation

We do cover **in-patient** rehabilitation for a short period, but there are some limits to our cover.

### What is covered for rehabilitation?

We will cover **in-patient** rehabilitation for up to 28 days per event, so long as:

- it follows an acute brain injury, such as a stroke; and
- it is a part of **treatment** that is covered by the **plan**; and
- it takes place in a **hospital** or unit that specialises in rehabilitation; and
- a **specialist** who specialises in rehabilitation is overseeing your **treatment**; and
- we have agreed the costs before you start rehabilitation; and
- the **treatment** could not be carried out on an **out-patient** basis.

If you have severe central nervous system damage following external trauma or accident, we will extend this cover to up to 180 days of **in-patient** rehabilitation.

### What is not covered for rehabilitation?

We do not cover **day-patient** rehabilitation.

We do not cover **treatment** as an **in-patient** that you could have as an **out-patient**. This includes rehabilitation.



If you need rehabilitation, please call us so we can tell you if you are covered.

#### 4.29 > Self-inflicted injury and suicide

We do not cover **treatment** you need as a direct or indirect result of a deliberately self-inflicted injury or a suicide attempt.

#### 4.30 > Sexual dysfunction

We do not cover **treatment** for sexual dysfunction or anything related to sexual dysfunction.

#### 4.31 > Sexually transmitted diseases/infections

We do not cover **treatment** for sexually transmitted diseases/infections.

#### 4.32 > Social, domestic and other costs unrelated to treatment

We do not cover the costs that you pay for social or domestic reasons, such as but not limited to travel or home help costs. This includes if your **in-patient** stay is extended for a reason not related to your **treatment** and you could have that **treatment** as an **out-patient**.

We do not cover the costs of home visits unless a home visit is necessary because of the sudden onset of an **acute condition** that means you're not able to have your **treatment** or consultation in a medical clinic or consulting room.

#### 4.33 > Sports and activity related treatment

We do not cover **treatment** of injuries that are as a result of training for or taking part in any sport for which you:

- are paid; or
- receive a grant or sponsorship (we do not count travel costs in this); or
- are competing for prize money.

We do not cover **treatment** of injuries that are sustained when taking part in the following sports and activities:

- base jumping
- cliff diving
- flying in an unlicensed aircraft
- free climbing
- scuba diving to a depth of more than 10 metres, or to a depth of more than 30 metres if you hold an appropriate diving qualification or you are being instructed by an appropriately qualified diving instructor, for example an instructor recognised by PADI (Professional Association of Diving Instructors)
- any activity at a height of over 5,000 metres above sea level
- canyoning
- skiing off piste, or any other winter sports activity carried out off piste without an instructor with the appropriate qualifications.

## 4.34 > Sterilisation

We do not cover:

- sterilisation, or any consequence of being sterilised; or
- reversal of sterilisation, or any consequence of a reversal of sterilisation.

## 4.35 > Teeth and dental conditions

### What dental treatment is covered?

If you have [Ultimate cover or the dental and optical care option](#): Costs incurred for non-routine dental care up the limits shown in the **benefits table**. Your healthcare insurance statement will show if you have the dental upgrade.

» See also dental treatment in section 1.2 > Your cover for details of the limits on your dental cover

We do not cover:

- Routine check-ups
- Scale and polish
- cosmetic **treatment**
- **treatment** that's needed because you have not had at least one dental check-up in every **year**, for example **treatment** for gingivitis and periodontitis
- costs for **treatment** that has not yet taken place, even if it is being provided as part of a **treatment** package.

### What dental treatment is covered following accidental damage?

If you have [Premier or Ultimate cover](#): We will cover dental **treatment** needed following accidental damage caused by external impact to the mouth and jaw when:

- you have been continuously covered under a private medical insurance plan since before the accidental damage happened; and
- we agree the cost of the dental **treatment** before it takes place.

We will pay for:

- the reasonable cost of replacing a crown, bridge-facing, veneer or denture with a replacement of equivalent quality to the original device
- implants needed for clinical reasons (not cosmetic) – we will pay up to the cost of equivalent dental work to supply and fit a bridge
- replacement dentures as long as you were wearing them when you suffered the injury.

We will only pay for **treatment** if you noticed the damage within seven days of the accidental damage taking place and the **treatment** takes place within 18 months.

We do not cover:

- **treatment** needed following damage caused by any of the following:
  - normal wear
  - eating or drinking something, even if it contains a foreign body
  - boxing or playing rugby (except tag rugby) without wearing suitable mouth protection
  - brushing your teeth or any other oral hygiene procedure.



#### 4.36 > Treatment that is not medically necessary

Like most health insurers, we only cover **treatment** that is medically necessary. We do not cover **treatment** that is not medically necessary, or that can be considered a personal choice.

#### 4.37 > Varicose veins

We do cover **treatment** of varicose veins, but only in certain circumstances.

##### What is covered?

We will cover one **surgical procedure** per leg to treat varicose veins. This may be foam injection (sclerotherapy), ablation or other **surgery**.

We will cover one follow up consultation with your **specialist** and one simple injection sclerotherapy per leg to treat residual or remaining veins when it is carried out in the 6 months after you've had the main **surgical procedure**.

##### What's not covered?

We do not cover more than one **surgical procedure** per leg, regardless of how long you stay a member on a policy arranged by the **AXA Global Healthcare Group**.

There is no cover for the **treatment** of recurrent varicose veins under the **plan**.

There is no cover for the **treatment** of thread veins or superficial veins.

#### 4.38 > Weight loss treatment

##### What is not covered?

We do not cover weight loss **treatment**.

We do not cover any fees for any kind of bariatric (weight loss) **surgery** or weight loss **treatment**, regardless of why the **surgery** or **treatment** is needed. This includes fitting a gastric band, creating a gastric sleeve, or other **treatment**.

## 5 Managing the plan

5.1 > Adding a family member or baby

5.2 > Paying your excess

5.3 > What to do if you do not want the plan

5.4 > Continuing your cover without the need for additional medical underwriting

5.5 > Keeping us informed

5.6 > Making a complaint

## 5.1 > Adding a family member or baby



To add a **family member** or baby to your cover, call us on +44 (0) 1892 503 856 and we will talk you through how it works.

### Who you can add

You can apply to add the following **family members** to the **plan**:

- Your partner in marriage, in a civil partnership, or when living together permanently in a similar relationship. (There may be certain circumstances where we cannot add a partner.)
- Any of your children or your partner's children.
- A new baby.

### Adding a new baby

If you would like to add a new baby to your cover, you can do this from their date of birth so long as you call us within three months of their birth. We will not normally need details of their medical history.

There may be some limits to our cover if any of the following apply:

- either parent has had any kind of fertility **treatment** and the babies are a **multiple birth**; or
- the babies are a **multiple birth** and were born after assisted reproduction; or
- you have adopted the baby; or
- you add a baby within 10 months of the **plan** start date

We have explained these limits in the following paragraphs.

### Employer rules

Your employer may apply their own rules to when you can add a **family member** or baby. Please check with your HR department.

### Babies born after fertility treatment, or following assisted reproduction, or who you have adopted, or who you add within 10 months of the plan start date

You can add a baby born after fertility **treatment**, or following assisted reproduction (such as IVF), or who you've adopted, to your **policy**. As with most health insurance, our cover for **treatment** has a few limits in these situations.

If you have adopted a baby, or if you have a **multiple birth** after fertility **treatment** or following assisted reproduction:

- we may ask for more details of the baby's medical history
- we will not cover **treatment** in a Special Care Baby Unit or paediatric intensive care immediately after the birth
- we may add other conditions to the baby's cover. For example, we may limit their cover for pre-existing conditions.

We count fertility **treatment** as either parent taking any prescription or non-prescription drug or other **treatment** to increase fertility.

If you add a baby within 10 months of the **plan** start date:

- we will ask for details of the baby's medical history
- we may add other conditions to the baby's cover. For example, we may limit their cover for pre-existing conditions.

## 5.2 > Paying your excess

Your healthcare insurance statement will tell you if the **plan** has an excess and how much it is. This section tells you how to pay it.

### If the plan has an excess

If the **plan** has an excess, you can see the amount on your healthcare insurance statement.

Here is how excesses work:

- We will take your excess off the amount covered by the **plan** for the first claim for each person in each **year**. For example, if the claim was covered for £800, and the excess was £100, we would pay £700.
- If your claim is for a **treatment** that has a limit, we will apply the limit before we take the excess off.
- We count the **treatment** costs for each **year** according to the date the **treatment** took place.
- Even if **treatment** costs less than your excess, please tell us about it so we can make sure we take this into account if you claim again that **year**.
- The excess applies per person. So, if two people covered by the **plan** make a claim, we will take the excess off both their claims.
- It may take several claims before the full amount of the excess is paid.
- Once the full amount of an excess has been paid in a **year**, we will not take it off any further claims in that **year**.
- It does not matter whether you claim several times for the same **medical condition**, or for several **medical conditions**.
- The excess applies for each **year**. This means that if you incur costs during this **year**, we will take the excess off what we pay for your claim. If you then incur more costs in the next **year**, even if it's for the same condition, we will take the excess off that claim.
- If your claim goes over your renewal, we will take the excess off the amount we pay for your claim before renewal, then we will take the excess off the amount we pay for your claim after renewal.
- If you have any questions about how your excess works, please call us on +44 (0)1892 503 856.

### Claims that you do not have to pay an excess for

If you claim for any of the following, you will not need to pay an excess:

#### For all levels of cover:

- out of directory cash benefit
- **evacuation or repatriation service**
- **day-patient** and **out-patient** radiotherapy and chemotherapy cash benefit

#### For Core, Classic or Premier:

- benefits paid under the Optical and Dental option

For Classic, Premier or Ultimate:

- cash benefit for each night you receive free **in-patient treatment**
- purchase of wigs or other temporary head coverings
- **external prosthesis**

For Premier or Ultimate:

- health checks
- maternity cash benefit
- hospice donation

For Ultimate:

- benefits paid under Optical and Dental

If you make a claim that incurs an excess, and the total cost of the treatment falls entirely within your excess, you must still tell us so that we can apply the excess to your policy correctly.

All benefits for treatment will take into account contributions from your Social Security Authority.  
Where applicable the amounts we pay will be the rates agreed with the Medical Specialist Group.

### 5.3 > What to do if you do not want the plan

If you do not want the plan, you should talk to your employer.

You cannot cancel the plan with us as it is part of your employer's healthcare scheme.

### 5.4 > Continuing your cover without the need for additional medical underwriting

If your cover is ending because you are leaving your employer, it is easy to switch to a personal healthcare plan.

We can usually offer you comparable cover without the need for additional medical underwriting.

Please call us on +44 (0) 1892 612 080 and we can help you create a personal healthcare plan to suit you.

### 5.5 > Keeping us informed

If any of your personal details change, it's important that you let us know as soon as possible. If you're unsure whether the change is important, it's best to tell us and we can explain if it affects the **plan**.

#### Changes to any details you give us when you join

If you send us any form, and anything changes between the time you send the form and the time we confirm that we have made the change shown in the form, you must tell us.

This includes if there's a change in your **principle island of residence**.

## Change of principle island of residence?

You must tell us if you go to live outside of your **principle island of residence**.

This **plan** is only available to people living in the **Channel Islands** or Isle of Man. You will need to change your cover to an international or **UK** policy if you go to live outside of your **principle island of residence** or if you intend to stay outside of your **principle island of residence** for a total of more than six months in a **year**.

Please call us as soon as you know you are going to live elsewhere. We have a range of international and **UK** policies that have more appropriate benefits for anyone living outside of the **Channel Islands** or Isle of Man.

## 5.6 > Making a complaint

Your cover is provided under our **company agreement** with your **company**. However, we do give all members full access to the complaint resolution process.

Our aim is to make sure you're always happy with the **plan**. If things do go wrong, it's important to us that we put things right as quickly as possible.

### Making a complaint

If you want to make a complaint, you can call us or write to us using the contact details below.

To help us resolve your complaint, please give us the following details:

- your name and **plan** number
- a contact phone number
- the details of your complaint
- any relevant information that we may not have already seen.

Please call us on +44 (0)1892 503 856, email us at AGHCustomerRelations@axa.com or write to:

AXA Global Healthcare

Phillips House, Crescent Road, Tunbridge Wells, Kent

England

TN1 2PL

### Answering your complaint

We'll respond to your complaint as quickly as we can.

If we can't get back to you straight away, we'll contact you within five working days to explain the next steps.

We always aim to resolve things within eight weeks from when you first told us about your concerns. If it looks like it will take us longer than this, we will let you know the reasons for the delay and regularly keep you up to date with our progress.

## **The Financial Ombudsman Service**

You may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service can liaise with us directly about your complaint and if we can't fully respond to a complaint within eight weeks or if you are unhappy with our final response, you can ask the Financial Ombudsman Service for an independent review.

The Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London E14 9SR

UK

Phone: +44 (0)20 7964 0500

Phone from UK and Channel Islands:

0800 023 4567 or 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

or;

The Channel Islands Financial Ombudsman (CIFO)

PO Box 114

Jersey

Channel Islands

JE4 9QG

Phone Jersey (0)1534 748610 Guernsey (0)1481 722218 International +44 1534 748610

Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

Website: [www.ci-fo.org](http://www.ci-fo.org)

## **Your legal rights**

None of the information in section 5.6 > Making a complaint, affects your legal rights.

## 6 Legal information

6.1 > Rights and responsibilities

6.2 > Our authorisation and regulation details

6.3 > The Financial Services Compensation Scheme (FSCS)

6.4 > Your personal information

6.5 > What to do if somebody else is responsible for part of the cost of your claim

6.6 > What to do if your claim relates to an injury or medical condition that was caused by another person



## 6.1 > Rights and responsibilities

This section sets out the rights and responsibilities we have to each other.

### Your policy

Your **policy** is for one **year**.

You must pay the premium for your **policy** when the premium is due and in pounds sterling.

In return for you paying the premium, we will provide you with the cover set out in your **policy**.

We will pay for covered costs incurred during a period for which the premium has been paid.

We will confirm the date that your **policy** starts and ends, who is covered, and any special terms that apply.

### Sales

When we sell our plans directly to customers, we provide information to help customers make the right decisions for their needs, but we do not offer a personal recommendation for any of our plans.

You may also have bought your plan through an intermediary or broker, in which case they will inform you whether they offer a personal recommendation.

### Country of residence

This **policy** is only available to people who live in the **Channel Islands** or the Isle of Man so you must tell us immediately if you or any **family member** has gone to live outside the **Channel Islands** or the Isle of Man for more than six months in the year. You must tell us if you are going to live elsewhere. If you don't tell us, we can refuse to pay benefits.

### Providing us with information

Whenever we ask you to give us information, you will make sure that all the information you give us is sufficiently true, accurate and complete for us to be able to work out the risk we are considering. If we later discover that it is not, we can cancel the **plan** or apply different terms of cover in line with the terms we would have applied if the information had been presented to us fairly.

### Our right to refuse to add a family member

We can refuse to add a **family member** to the **plan**. We will tell the **lead member** if we do this.

### Subrogated rights

We, or any person or company that we nominate, have subrogated rights of recovery of the **lead member** or any **family members** in the event of a claim. This means that we will assume the rights of the **lead member** or any **family member** to recover any amount they are entitled to that we have already covered under this the **plan**.

For example, we may recover amounts from someone who caused injury or illness, or from another insurer or a state healthcare provider. We may use external legal, or other, advisers to help us do this.

The **lead member** must provide us with all documents, including medical records, and any reasonable assistance we may need to exercise these subrogated rights.

The **lead member** must not do anything to prejudice these subrogated rights.

We reserve the right to deduct from any claims payment otherwise due to you an amount that will be recovered from a third party or state healthcare provider.

### What happens if you break the terms of the plan

If you break any terms of the **plan** that we reasonably consider to be fundamental, we may do one or more of the following:

- refuse to pay any claims;
- recover from you any loss caused by the break;
- refuse to renew the **plan**;
- impose different terms to your cover;
- end the **plan** and all cover immediately.

If you (or anyone acting on your behalf) claim knowing that the claim is false or fraudulent, we can refuse to pay that claim and may declare the **plan** void, as if it never existed. If we have already paid the claim, we can recover what we have paid from you.

If we pay a claim and the claim is later found to be wholly or partly false or fraudulent, we will recover what we have paid from you.

### Our right to make changes to the plan

We can change all or any part of the **plan** from any renewal date. We will give you reasonable notice of changes to the **plan**.

### International economic sanctions

We will not do business with any individual or organisation that appears on an economic sanctions list or is subject to similar restrictions from any other law or regulation. This includes sanction lists, laws and regulations of the European Union, United Kingdom, United States of America, or under a United Nations resolution.

If you or a **family member** are directly or indirectly subject to economic sanctions, including sanctions against your **principle island of residence**, we reserve the right to do any of the following:

- immediately end cover (even if you have permission from a relevant authority to continue cover or pay premiums)
- stop paying claims on the **plan** (even if you have permission from a relevant authority to continue cover or pay premiums)
- cancel your the **plan** or remove a **family member** immediately without notice.

We will tell you if we do any of these.

If you know that you or a **family member** are on a sanctions list, or subject to similar restrictions, you must let us know within seven days of finding this out.

### Law applying to the plan

We and the **company** are free to choose the law that applies to the **plan**. The law of England and Wales will apply unless the **company** and we agree otherwise.

If you live outside the European Economic Area (EEA), the company and we agree to submit to the exclusive jurisdiction of the courts of England and Wales.

## Language for the plan

We will use English for all information and communications about the **plan**.

## Legal rights

Only the **company** and we have legal rights under this **plan**. No clause or term of this **plan** will be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person, including any **family member**.

## 6.2 > Our authorisation and regulation details

Our **plans** are arranged by AXA Global Healthcare (UK) Limited and underwritten by AXA PPP healthcare Limited.

### AXA PPP healthcare Limited

AXA PPP healthcare Limited is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Its financial services register number is 202947.

Registered Office 20 Gracechurch Street, London EC3V 0BG, United Kingdom.

Registered in England Number 3148119.

You can check details of AXA PPP Healthcare's registration on the FCA website: [fca.org.uk](http://fca.org.uk)

### AXA Global Healthcare (UK) Limited

AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our financial services register number is 307140.

Registered Office 20 Gracechurch Street, London EC3V 0BG United Kingdom

The FCA sets out regulations for the sale and administration of general insurance. We must follow these regulations when we deal with you.

You can check details of our registration on the FCA website: [fca.org.uk](http://fca.org.uk)

## 6.3 > The Financial Services Compensation Scheme (FSCS)

We and AXA PPP healthcare Limited are participants of the Financial Services Compensation Scheme (FSCS). The Scheme may act if it decides that an insurance intermediary or insurer is in such serious financial difficulties that it may not be able to honour its liabilities to customers. It may do this by:

- providing financial assistance to the insurer or insurance intermediary
- transferring policies to another insurer
- paying compensation to policyholders.

The Scheme was established in the **UK** under the Financial Services and Markets Act 2000 and is administered by the Financial Services Compensation Scheme Limited. You can find more information about the scheme on the FSCS website: [fscs.org.uk](http://fscs.org.uk) or by writing to PO Box 300, Mitcheldean, GL17 1DY.

## 6.4 > Your personal information

The **plan** is underwritten by AXA PPP healthcare Limited and administered by AXA Global healthcare (UK) Limited (jointly AXA). This is a summary of our respective Privacy Policies that you can find on our website: [axaglobalhealthcare.com/en/about-us/privacy-and-legal](https://axaglobalhealthcare.com/en/about-us/privacy-and-legal)

Please make sure that everyone covered by this **plan** reads this summary and the full data privacy policies on our website. If you would like a copy of the full **plan** please call us on +44 (0) 1892 503 856 and we'll send you one.

We want to reassure you AXA never sells personal member information to third parties. We will only use your information in ways we are allowed to by law, which includes only collecting as much information as we need. We will obtain your consent to process information such as your medical information when it's necessary to do so.

We collect information about you and the **family members** who are covered by the **plan**. your **policy** from you, those **family members**, your healthcare providers, your employer (if you are on a company scheme), your insurance broker if you have one, and third party suppliers of information.

We process your information mainly for managing your membership and claims, including investigating fraud. We also have a legal obligation to do things such as report suspected crime to law enforcement agencies. We also do some processing because it helps us run our business, such as research, finding out more about you, statistical analysis for example to help us decide on premiums and marketing.

We may disclose your information to other people or organisations. For example, we'll do this to:

- Manage your claims, e.g. to deal with your doctors or any reinsurers;
- Facilitate the provision of benefits or otherwise manage the **plan**; and
- Help us prevent and detect crime and medical malpractice by talking to other insurers and relevant agencies; and
- Allow other AXA companies to contact you if you have agreed.

In order to be able to manage the **plan** we may access your information from countries anywhere in the world including India and the USA where some administration is undertaken and Switzerland where AXA has a European data centre. Before doing so we will ensure that your data is protected and disclosed only to authorised individuals solely for servicing the **plan** or claim. Any internal transfer of your data will be undertaken only in accordance with the relevant data protection laws and regulations.

Where our using your information relies on your consent you can withdraw your consent, but if you do we may not be able to process claims or manage the **plan** properly.

We will inform you if a data breach occurs and your personal and medical information are disclosed to unauthorised parties. The notification will be provided within 72 hours of the confirmation of the incident.

In some cases, you have the right to ask us to stop processing your information or tell us that you don't want to receive certain information from us, such as marketing communications. You can also ask us for a copy of information we hold about you and ask us to correct information that is wrong.

If you want to ask to exercise any of your rights just call us on +44 (0) 1892 503 856 or write to us at AXA Global Healthcare (UK) Limited, Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL.

If you want to contact the Data Protection Officer, you can do so by writing to us at the same address or by emailing; AGHComplianceReporting@AXA.com.

### 6.5 > What to do if somebody else is responsible for part of the cost of your claim

You must tell us if you are able to recover any part of your claim from any other party. Other parties would include:

- an insurer that you have another insurance policy with
- a state healthcare system
- a third party that has a legal responsibility or liability to pay.

We will pay our proper share of the claim. Paying only our proper share helps us to keep the cost of premiums down.

If another party is responsible for part of your claim, it may mean they will pay for costs you would otherwise have to pay yourself, such as your excess on this **plan** or private treatment not covered by this **plan**.

### 6.6 > What to do if your claim relates to an injury or medical condition that was caused by another person

If your claim relates to an injury or **medical condition** that was caused by another person, they may be liable to pay some of the costs of your claim. This means you must tell us as quickly as possible if you believe a third party caused the injury or **medical condition**, or if you believe they were at fault. If we need further information, we may contact you or the third party.

We will pay our proper share of the claim and recover what we pay from the third party. We may use external legal, or other, advisers to help us do this.

We do this so we can keep the cost of premiums down. It also means that you can be repaid for any costs you paid yourself, or if you paid for private treatment that wasn't covered by the **plan**.

You must include all amounts (including interest) paid by us in respect of the injuries in your claim against the third party.

You (or your solicitors) must keep us informed:

- on the progress of your claim and any action against the third party or any pre-action matters
- on the progress of and outcome of any action or settlement discussions, including providing us with access to the details of any settlement reached.

### Repaying us if the third party pays you

If we have paid you for your claim and you are subsequently paid by the third party, you must repay us within 21 days of being paid by the third party. The amount you must repay depends on what you are paid:

- If the third party settles in full, you must repay our payment to you in full; or
- if the third party pays you a percentage of your claim for damages, you must repay us the same percentage of our payment to you; or

- if your claim is paid as part of a global settlement and our payment to you is not individually identified, you must repay us the same proportion that the global settlement is of your total claim for damages against the third party.
- If you are paid interest by the third party, you must include that when working out what to pay us.
- If you do not repay us, we will be entitled to recover what you owe us from you and the **plan** may be cancelled in accordance with the section: 'What happens if you break the terms of the plan'.

The rights and remedies in this section are in addition to and not instead of rights or remedies provided by law.

## 7 Glossary

Certain terms in the handbook have specific meanings. The terms and their meanings are listed in the glossary.

Where we've used these terms, we've highlighted them in bold to help you know that they have a specific meaning.

◆ The terms marked with this symbol have meanings that have been agreed by the Association of British Insurers. These meanings are used by most **UK** medical insurers.

**active treatment of cancer** – **treatment** intended to shrink, stabilise, or slow the spread of the **cancer**, and not given solely to relieve the symptoms.

**acute condition** ◆ – a disease, illness or injury that is likely to respond quickly to **treatment** which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

**appointed doctor** – a specialist chosen by us to advise us on your **medical condition** and need for the **evacuation or repatriation service**.

**AXA Global Healthcare Group** – AXA Global Healthcare (UK) Limited and its subsidiaries globally, including AXA Global Healthcare (EU) Limited and AXA Global Healthcare (Hong Kong) Limited

**benefits table** – the table applicable to your **policy** showing the maximum benefits we will pay you.

**cancer** ◆ – a malignant tumour, tissues or cells, characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue.

**Channel Islands** – the State of Jersey and the Bailiwick of Guernsey.

**chronic condition** ◆ – a disease, illness or injury that has one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, check- ups and/or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires your rehabilitation or for you to be specially trained to cope with it
- it continues indefinitely
- it has no known cure
- it comes back or is likely to come back.

**company** – the company that pays for the group membership that the **plan** is part of.

**Company agreement** – an agreement we have with the **company**. This agreement sets out who can be covered, when cover begins, how it is renewed and how premiums are paid.

**complementary practitioner**

Definition for **treatment** given outside the **UK**:

a practitioner who is qualified and registered to practice in the country where the **treatment** will be given as one of the following:

- homeopath

- acupuncturist
- osteopath
- chiropractor

#### Definition for **treatment** given in the **UK**:

a **specialist** who meets all of the following conditions:

- is fully registered under the Medical Acts
- specialises in at least one of the following: homeopathy, acupuncture, osteopathy or chiropractic
- is registered under the relevant Act
- is recognised by us as a **complementary practitioner** for **out-patient treatment**.

» The full criteria we use when recognising **specialists** are available on request

**day-patient** ♦ – a patient who is admitted to a hospital or day-patient unit because they need a period of medically supervised recovery but does not occupy a bed overnight.

**day-patient unit** – a medical unit where **day-patient treatment** is carried out.

» The units we recognise for treatment in the **UK** or **Channel Islands** are listed in our **Islands Health Plan Directory of Hospitals** at [axaglobalhealthcare.com/customer](http://axaglobalhealthcare.com/customer)

**diagnostic tests** ♦ – investigations, such as x-rays or blood tests, to find or to help to find the cause of your symptoms.

**external prosthesis** - an artificial, removable replacement for a part of the body.

**eligible** – those **treatments** and charges which are covered by the **plan**. In order to determine whether a **treatment** or charge is covered all sections of the **plan** should be read together, and are subject to all the terms, benefits and exclusions set out in this plan.

**Europe** - Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Channel Islands, Croatia, Republic of Cyprus (including Akrotiri and Dhekelia SBAs), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Isle of Man, Italy, Kazakhstan, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (including Madeira), Romania, Russian Federation, San Marino, Serbia and Montenegro, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkish Republic of Northern Cyprus, Turkmenistan, Ukraine, United Kingdom of Great Britain and Northern Ireland, Uzbekistan, Vatican City State.

**evacuation or repatriation service** – moving you to another **hospital** which has the necessary medical facilities either in the country where you are taken ill or in another nearby country (evacuation) or bringing you back to the **UK** or **Channel Islands** (repatriation). The service includes any necessary **treatment** administered by the international assistance company appointed by us whilst they are moving you.

**facility** – a **hospital** or a centre with which we have an agreement to provide a specific range of medical services and which is listed in the **Islands Health Plan Directory of Hospitals**.

In some circumstances **treatment** may be carried out at an establishment that provides **treatment** under an arrangement with a facility listed in the **Islands Health Plan Directory of Hospitals**.

Some facilities may have arrangements with other establishments to provide **treatment**.



**family member** – 1) the **lead member's** current spouse or civil partner or any person living permanently in a similar relationship with the **lead member**; and 2) any of their or the **lead member's** children.

### **hospital**

**Definition outside the UK:** a hospital that is licensed as a medical or surgical hospital in the country where it is based

**Definition within the UK and Channel Islands:** a hospital that is in our **Islands Health Plan Directory of Hospitals**

**in-patient** ♦ – a patient who is admitted to **hospital** and who occupies a bed overnight or longer, for medical reasons.

**lead member** – the first person named on your healthcare insurance statement

**Islands Health Plan Directory of Hospitals** – the list of **hospitals**, **day-patient** units and **scanning centres** that are available for you to use under the terms of your **policy**.

The list changes from time to time, so you should always check with us before arranging **treatment**. Some **treatments** are only available in certain facilities.

» The Directory of Hospitals is on our website at [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer)

**medical condition** – any disease, illness or injury, including psychiatric illness.

**multiple birth** – the birth of more than one baby from a single pregnancy.

**Network of hospitals** – the **hospitals** where we have a direct settlement agreement, including the **Islands Health Plan Directory of Hospitals**. The facilities listed may change from time to time so you should always check with us before arranging any **treatment**.

» The network of hospitals can be viewed on our website: [axaglobalhealthcare.com](https://axaglobalhealthcare.com)

**out-patient** ♦ – a patient who attends a **hospital**, consulting room, or out-patient clinic and is not admitted as a **day-patient** or **in-patient**.

### **physiotherapist**

**Definition for treatment outside the UK:**

a person who is licensed to practice as a physiotherapist where the **treatment** is to take place.

**Definition for treatment within the UK and Channel Islands:**

a person who meets all of the following conditions:

- is fully registered under the Medical Acts
- specialises in physiotherapy
- is recognised by us as a physiotherapist for **out-patient treatment**.

» The full criteria we use when recognising specialists are available on request

**plan** – the insurance contract between the **company** and us. The full terms of the plan are set out in the latest versions of:

- the **company agreement**
- any application form we ask you to fill in

- any statement of fact we send you
- this handbook
- your healthcare insurance statement and our letter of acceptance

**principle island of residence** – the Bailiwick of Guernsey, the State of Jersey or the Isle of Man.

**scanning centre** – a centre in the **UK** where **out-patient** CT (computerised tomography), MRI (magnetic resonance imaging) and PET (positron emission tomography) is carried out.

» The centres we recognise are listed in our **Islands Health Plan Directory of Hospitals** at [axaglobalhealthcare.com/customer](http://axaglobalhealthcare.com/customer)

**surgery / surgical procedure** – an operation or other invasive surgical intervention listed in the schedule of procedures and fees.

To get a copy of the schedule, go to [axaglobalhealthcare.com](http://axaglobalhealthcare.com) or call us on +44 (0)1892 503 856

**specialist** – (a) in the Bailiwick of Guernsey; a person who is a registered medical practitioner and who is recognised as a consultant by the Medical Specialist Group of Guernsey or the Guernsey and Alderney Board of Health;

(b) where **treatment** is given in outside the **Channel Islands** and the **UK**, a person who as the primary degrees in the practice of medicine and surgery following attendance at a recognised medical school and who is licensed to practice medicine by the relevant licensing authority where the **treatment** is given. By ‘recognised medical school’ we mean ‘a medical school which is listed in the current World Directory of Medical Schools published by the World Health Organisation’;

(c) where **treatment** is given in the **UK**, a medical or dental practitioner with full registration under the Medical Acts, who meets our criteria for specialist recognition for benefit purposes in his/her field of practice. There is no cover in the **UK** for general practitioner services.

For **out-patient treatment** in the **UK** only;

a medical practitioner with full registration under the Medical Acts, who specialises in psycho-sexual medicine, musculoskeletal or sports medicine, or a practitioner in podiatric surgery who is registered under the relevant Act; and who, in all cases, meets our criteria for limited specialist recognition for benefit purposes in his/her field of practice, and who we have told in writing that we currently recognise him/her as a specialist for benefit purposes in that field for the provision of **out-patient treatment** only.

A full explanation of the criteria we use to decide these matters is available on request.

**terrorist act** – any act of violence by an individual terrorist or a terrorist group to coerce or intimidate the civilian population to achieve a political, military, social or religious goal.

**treatment** ♦ – surgical or medical services (including **diagnostic tests**) that are needed to diagnose, relieve or cure a disease, illness or injury.

**United Kingdom (UK)** – Great Britain and Northern Ireland, including the Isle of Man but excluding the **Channel Islands**.

**year** – the 12 months from the **plan** start date or last renewal date unless we have agreed something different with your employer.





The plan is underwritten by AXA PPP healthcare Limited and administered by AXA Global Healthcare (UK) Limited. AXA PPP healthcare Limited is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Registered number 202947. AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority (FCA). Registered number 307140. Registered Address for both: 20 Gracechurch Street, London, EC3V 0BG.