



Global healthcare

Your quick guide

Your personal account is a really useful place where you can see and store everything to do with your global healthcare insurance. It's easy to use, secure and convenient.

To get started, visit
axaglobalhealthcare.com/customer

In this quick guide we'll show you how to register, log in, find your way around and do things like upload paperwork and make a claim.

You can do all of this and more with your online account:

- View your plan documents whenever it suits you
- Check the conditions, treatments and payments you've claimed for
- Securely upload documents and invoices
- Message us about your cover and claims
- Update your personal details and payment preferences

Need more help?

We're here for you. Send our team a message via your online account inbox or give them a call on:

+44 (0)1892 503 856

Lines are open 24 hours a day, 7 days a week. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Get started

A If it's your first visit you'll need to **register** at **axaglobalhealthcare.com/customer**. As well as your name, date of birth and email address, you'll need to tell us:

- Your policy number and customer number from your membership documents
- The number of people covered by your global healthcare plan. You'll be asked a security question if there's other people on your plan.

We'll send you a confirmation email when you're done. Follow the link in the email to activate your account.

(The link works for 48 hours. Just re-register if you don't get round to activating your account in this time.)

B **Already registered?** **Log in** with your email address and password.

Note: Each family member who is 16 or over needs to register separately, so they can view their own plan details and secure messages.

Find your way around

Once you've signed in, you'll see your home page. We've highlighted some of the things you might want to do when you get here.

A If you have more than one policy with us you can switch between them here. This includes old policies that have ended.

B You can see your policy number and policy name.

C Find your way around using the main menu.

D Change your login and contact details in **'Personal information'**¹

E View your policy details and download your documents under **'Policy information'**.

F You can view and print all of your **'Claims information'** details here.

G If we've sent you a message, we'll remind you here.

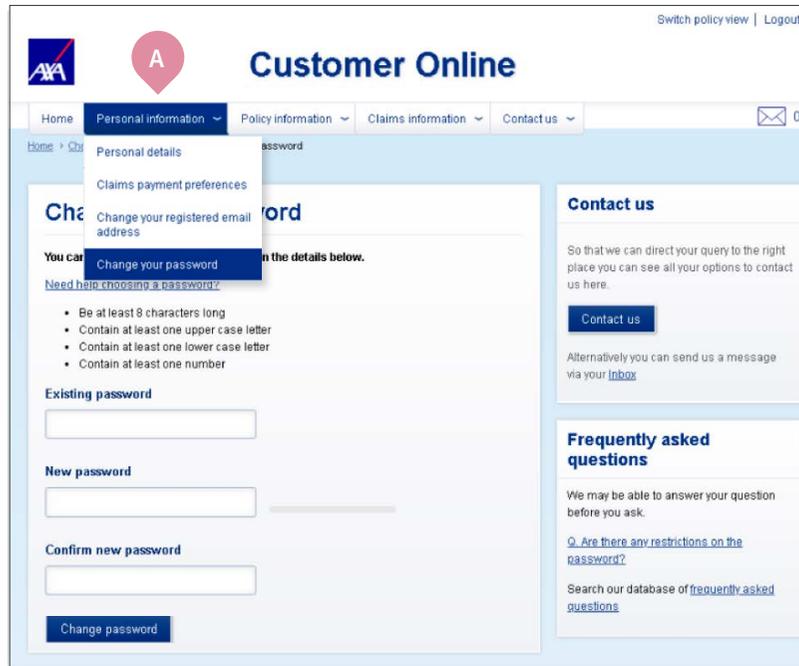
H Popular links are here.

I You can search for a hospital, clinic or specialist using our preferred provider network.

J We give you access to an independent second medical opinion service, at no extra cost.

¹If you have a company health plan see Note on page 3.

Update your details and password



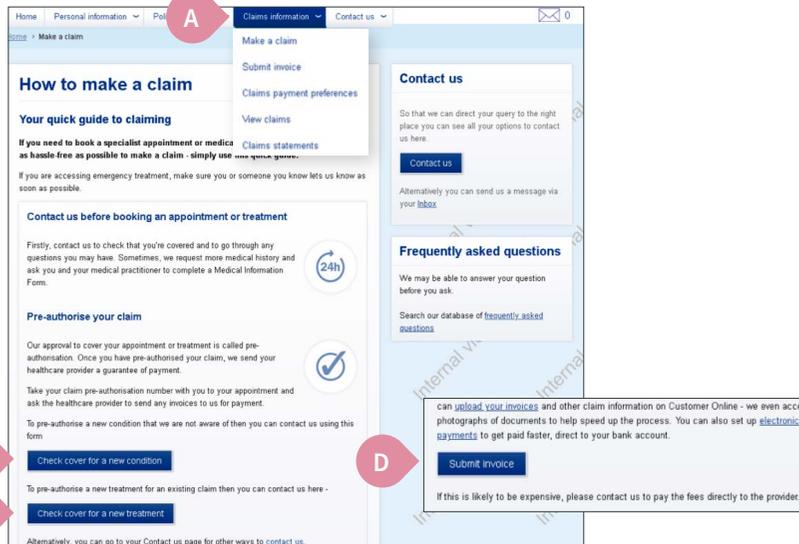
- A** Want to change your login details? Click 'Personal information' in the top left of any screen.

From the drop down menu, you can 'Change your password' to login. You can also 'Change your registered email address'.

Moved house? New phone number? Need to update your bank details? Prefer to be paid quickly by electronic bank transfer rather than by cheque? Click 'Personal information' to update your details.

Note: If you are a customer on a company health plan you can view the personal details we hold but you'll need to contact your group secretary to make a change request.

Make a claim and submit an invoice



- A** From the main menu on the homepage, choose 'Claims information'. Then select 'Make a claim'.

- B** You'll see a section called 'Pre-authorise your claim'. Click on the button 'Check cover for a new condition'. You will then need to complete the online form.

This is where you can tell us about a new condition that we are not aware of and any medical investigations or treatments you've had or are having that you'd like to claim for. Click 'Submit' button to finalise the claim.

- C** To pre-authorise a new treatment for an existing claim click on the button 'Check cover for a new treatment'. You will need to complete the form and submit it to us.

Alternatively, you can make a claim via the 'Contact us' section and choose Submit invoice.

- D** Submit an invoice for out-patient treatment, such as a consultation or medical practitioner visit.

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Add documents to a claim

Submit invoices

You can use this form to submit up to **10 invoices** for reimbursement.

Filling out the form:

- Please submit invoices for a **single claim only**, so we can respond to your request more quickly and accurately.
- Please don't include any credit or debit card payment card details, as we cannot accept documents containing these, for data protection purposes.

Please note: You should keep your original bills, as we may need you to send these to us should we have a query about your claim.

Please give accurate and complete answers to the questions for all members who are covered on this plan, and make sure that you have permission to send us their medical details. If you're unsure of any of your answers, please check and let us know if they have changed. The answers you give may affect your ability to claim.

Fields marked with a * are required.

A Claims information | Contact us

- Make a claim
- Submit invoice
- Claims payment preferences
- View claims
- Claims statements

B Select the patient's full name * ?

Mrs Sarah G

C Select the existing claim number for this condition * ?

Please select

Please select

7437221

7270474

7137268

Not listed

- A** If you've got new paperwork to show us relating to a claim you've already told us about, click 'Claims information' and select 'Submit invoice' from the drop-down list.
- B** Go to the section called 'Select the patient's full name' and from the dropdown list select the patient.
- C** Next go to 'Select the existing claim number for this condition' and select the claim number from the dropdown list.

Fill in the form so that we know which claim your documents belong to.

At the end of the form, add and submit your documents.

Ask a question

Customer Online

Home | Personal information | Policy information | Claim | **A** Contact us

Inbox

Ask a general question

Before contacting us about a claim, please check Your claims to ensure you have seen the most recent status. This may have changed since you last logged in to Customer Online.

All fields are mandatory.

Subject *

Your question *

Submit

Contact us

So that we can direct your query to the right place you can see all your options to contact us here.

Contact us

Alternatively you can send us a message via your @axa

Frequently asked questions

We may be able to answer your question before you ask.

- Q. My claim number isn't listed
- Q. Can I upload invoices for other members on the policy?
- Q. Which option should I select to contact you?

- A** If you have a general question you can contact our friendly personal advisers 365 days a year, day or night. You can send us a message by clicking on 'Contact us' and submitting your question.

Before contacting us about a claim, please 'View claims' to check the most recent status.

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