



More of what matters

Sometimes we could all do with a little extra support or a helping hand. We're here to give you just that. This helpful guide will explain the services available to help you get the most from your global healthcare plan.

The doctor will see you now

With the Virtual Doctor service, you can speak to a real doctor by phone or video consultation wherever you are in the world – from the comfort of your home, hotel or office. Better still, there are doctors on call and available 24/7.¹

Virtual Doctor service

How it works

Whether you're feeling unwell, have a general worry you'd like to talk about, or just need clarity on something like vaccination requirements, you can book an appointment using the Virtual Doctor from AXA app. Your doctor will talk to you about your symptoms or concerns to make a diagnosis or referral. If medication is needed, they're also able to issue prescriptions.²

This service is available as part of your health plan, and won't affect any of your policy benefits or excess (if you have one). Just think of it as one of your health services, available for you to use as many times as you need to, helping your benefits to stretch further.

How to use it

First thing's first – you need to activate your account. It takes just minutes. If you have family members covered on your health plan, they can register too, as long as they're over 18.

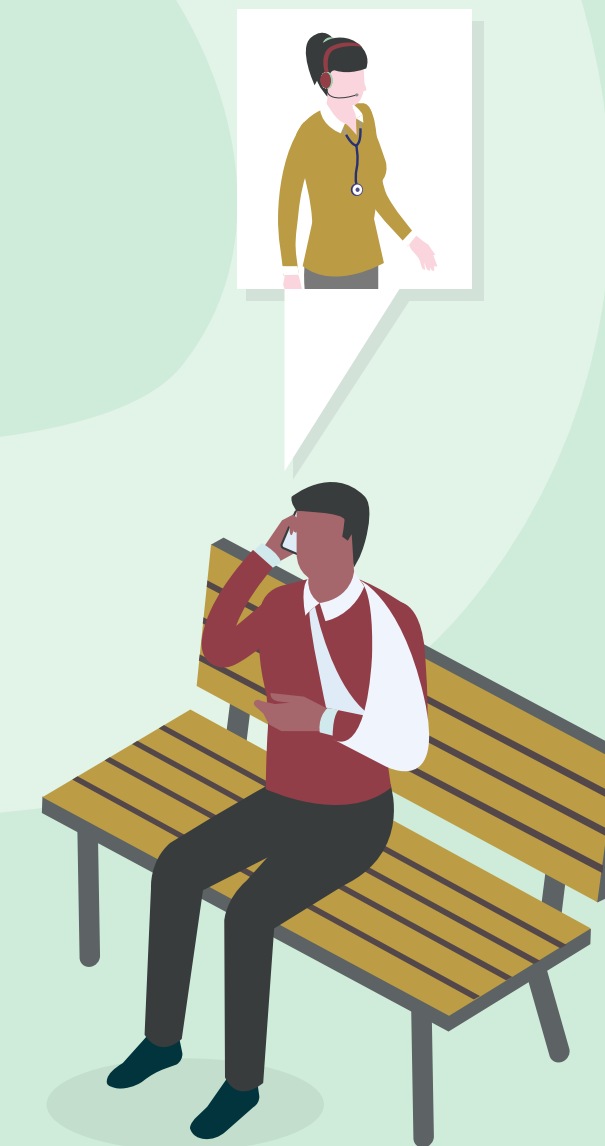
It's quick and easy. Just:

1. Go online, or download the Virtual Doctor from AXA app.
2. Fill out a few quick details, including your customer number (not including INTL).
3. Verify your email address.

Then you're all set up and can book an appointment straight away.

If you'd prefer, you can call 24/7 on **+44 (0) 203 4995 487** to arrange a call back.

1. Appointments are subject to availability. You do not need to pay or claim for a consultation, but you will be charged for the cost of the initial phone call when using the call back service. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Video appointments are available between 08.00 and 00.00 UK time, Monday to Friday. Video appointments in German are available between 08:00 -20:00 CET, Monday to Friday.
 2. Prescriptions available if medically necessary and subject to local regulation. Costs of any medication will be subject to your policy benefits, terms and conditions.
- If you've bought an individual policy for yourself and your family, you'll have access to this service straight away. If your health plan is provided by your employer, you'll need to check your healthcare hub to see whether this service has been included as part of your cover.



Keeping you at your best when things feel at their worst

Available through the Virtual Doctor service, the Mind Health service connects you with a fully qualified psychologist who will provide the support you need from wherever you are. Whether that's one phone call or a course of up to six talking therapy sessions.³ Together we can take on life's challenges.

Mind Health service

How it works

The Mind Health service offers sessions with fully qualified psychologists over the phone.

The professionals are there to give you tools and guidance to help you work through your struggles,⁴ getting you back on top and in control.

How to use it

After you've registered for Virtual Doctor, you'll simply need to book a Virtual Doctor consultation so they can make sure the Mind Health service is the best option for you. Next, a member of the team will be in touch within the same or next working day to arrange an initial appointment.

You'll then be assigned to your psychologist who will support you through every session so they can fully understand your situation and follow your progress.

The service is available Monday to Friday, 9am to 5.30pm UK time. So, you can find a time that suits you, from the comfort of your home, or wherever you'd prefer. What's better, is that you don't need to make a claim for your sessions, which leaves your policy benefits available for other things.



3. This service provides you with access to 6 sessions with a psychologist, per mind health concern, per year.

4. The Mind Health service offers psychological therapy to those struggling with mild to moderate mental health issues. For patient safety, it does not offer support to those who may be presenting with: Moderate to high risk of injury or harm to themselves or others; Moderate to high risk of immediate injury or harm from others; Severe and long-term mental health conditions, including Bipolar Disorder, Psychotic Illness, Personality Disorder, and low functioning Learning Disabilities and Autism Spectrum Conditions. During the initial assessment with a virtual doctor, they'll review the case and let you know whether the Mind Health service sessions will be suitable or guide you to a more suitable path of treatment.

If you've bought an individual policy for yourself and your family, you'll have access to this service straight away. If your health plan is provided by your employer, you'll need to check your healthcare hub to see whether this service has been included as part of your cover.

Get the treatment you need, when you need it

Knowing where to turn to when you're ill can be tricky, and if you're somewhere unfamiliar, it can cause even more uncertainty. We've made things easier with our online provider search tool.

How it works

From your phone, tablet or computer, you can search our global network of hospitals and clinics that can give you the treatment you need, when you need it.

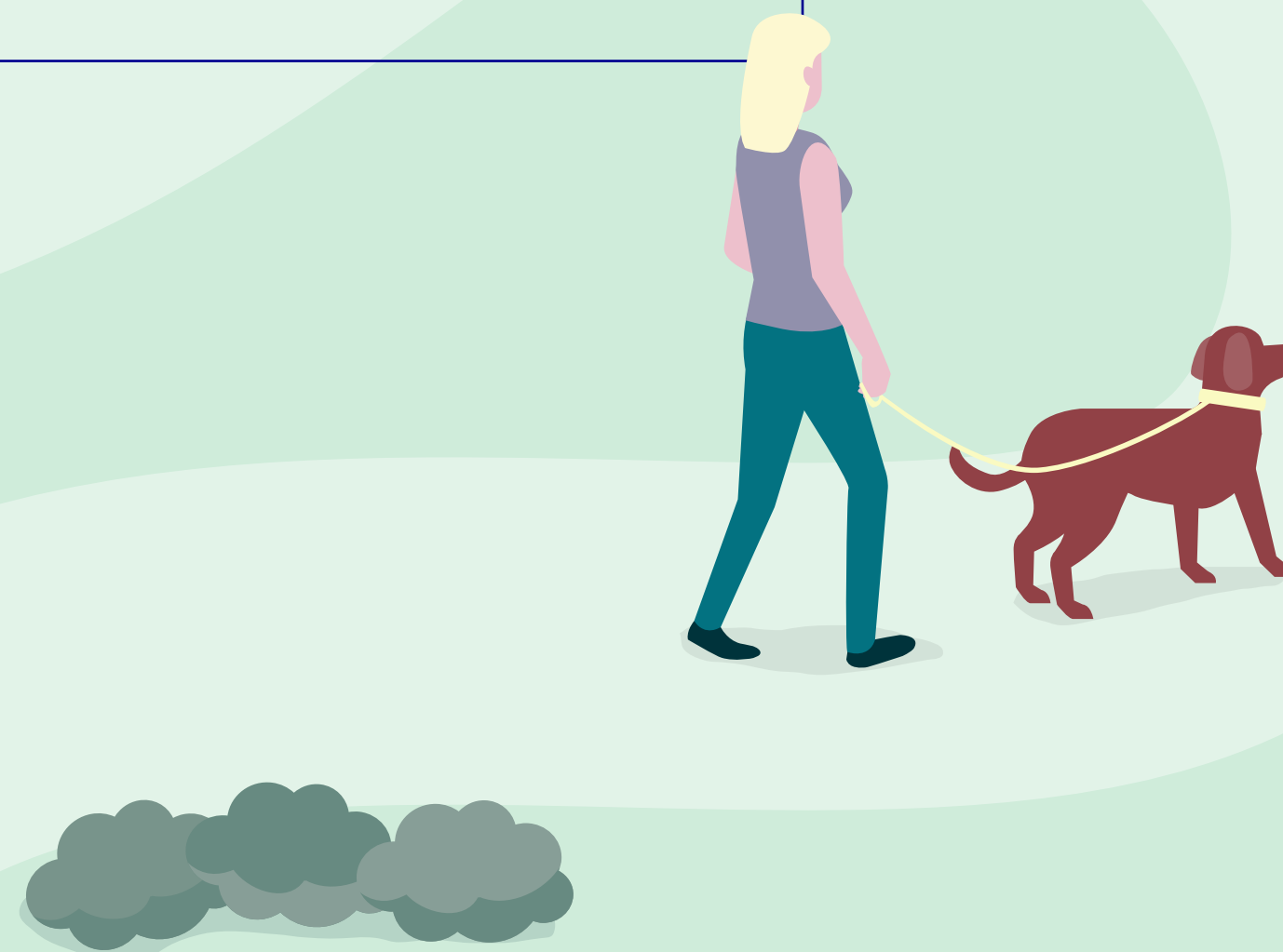
We have AXA Select medical providers in over 160 territories and provide access to over 1.4 million healthcare facilities. By seeing a provider in this network, in most cases we can pay the bills for in-patient or day case admissions directly so you're not left out of pocket.



How to use it

You can access this online provider search tool anytime day or night by logging into your online account. You'll just need your policy and customer number to register, which you can find on your welcome email.

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



Provider finder

Care and support around the clock

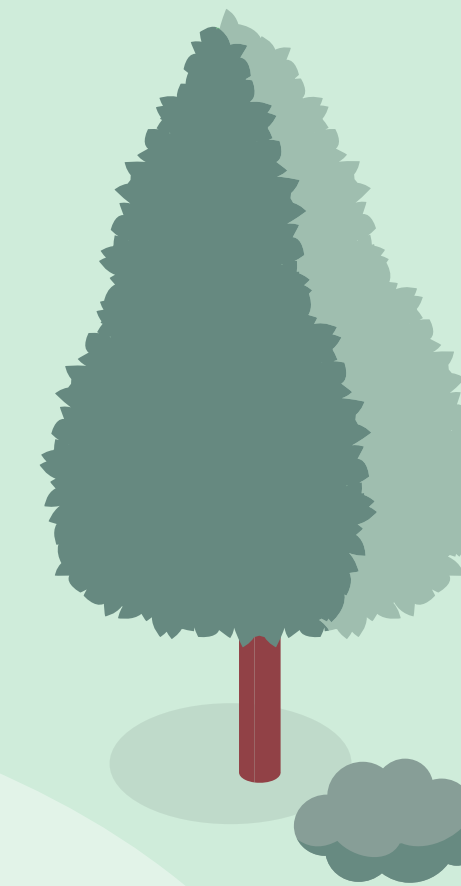
If you have any health questions or concerns, you don't need to face them alone. With access for you and your loved ones to our health information helpline, Health at Hand, advice is available 24/7, helping to put your mind at rest.

How it works

If it's the middle of the night and your mind just won't settle, the team of experienced nurses and counsellors will be there to give you a helping hand and that extra reassurance.⁵

If you have questions about your pregnancy or baby, the team of midwives are there to help too.⁶

You can discuss your symptoms with a nurse, check your medication with a pharmacist, talk to a counsellor or just check something with a midwife – whatever you need, our medical professionals are here to put your mind at ease – so you're not worrying a minute more than you have to. Simply call **+44 (0) 1892 556 753**⁵



Health at Hand

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

5. Nurses and counsellors are available 24 hours a day.

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

Reassurance in worrying times

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

That's why we've teamed up with independent medical experts at Advance Medical (a Teledoc Health company) to provide a full virtual review of your diagnosis and treatment plan, giving you extra reassurance when you need it most.

How it works

When you use the Second Medical Opinion service, we'll put you in touch with independent health consultants at Advance Medical, who provide your Virtual Doctor and Mind Health services. They'll offer you a reassessment of your initial diagnosis to make sure everything is as it should be.

You'll be assigned a doctor who'll be your dedicated Case Manager, and with your permission, they'll gather all the necessary medical reports and test results from your previous treatment. They'll manage your case as it's reviewed and give you guidance on how to move forward to get any tests and treatment you might need.

If you'd like to find out more or would like to use this Second Medical Opinion service, call us on your usual helpline number where a member of our team will talk you through the service and get you started with your second medical opinion.



Second Medical Opinion

Reassurance wherever you are in the world

Receiving an unexpected diagnosis can leave you feeling overwhelmed – and being far from home can make this diagnosis more frightening. With cancer cases on the rise around the world, we want to be there for our customers throughout their care and treatment. That's where our dedicated Cancer Case Managers can help. They're here to provide extra support for you when you need it most.

How it works

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

If you've been diagnosed with cancer and would like to find out more about this service, get in touch with us anytime on your usual helpline number. Alternatively, you can send us a message via your online account.



Cancer Care team

We're with you all the way

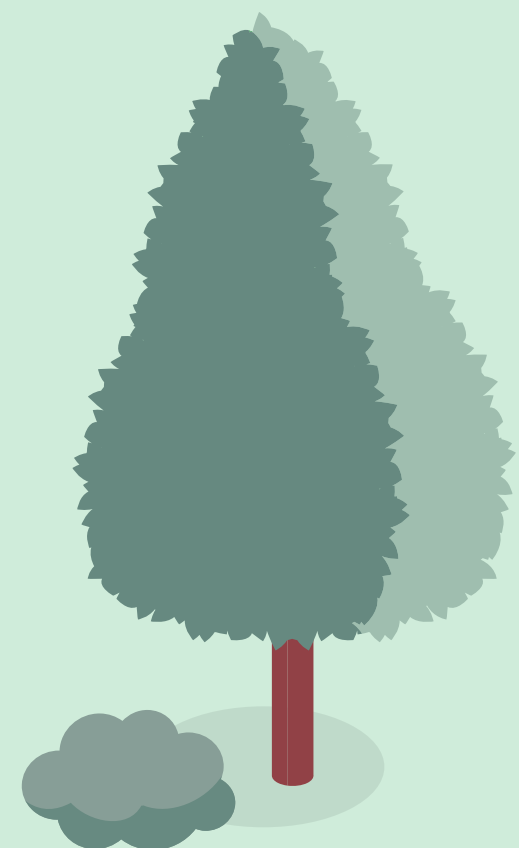
In an emergency, you need to know that you can access the treatment you need, and fast. Therefore, emergency evacuation and repatriation is included as part of your global healthcare plan.

How it works

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

Should you need to use this service, call our Emergency Assistance Centre on: **+44 (0) 1892 513 999**. The team are available 24/7. If you can't call us, the hospital or someone you're with can call us on your behalf – they'll just need your membership details.

Our agents are on hand 24/7 to help and will be able to take the details of where you are and the treatment you need. You'll be kept updated throughout the whole process, right up until you're back home and recovering. Full details of this service can be found in your plan handbook.



Evacuation and
Repatriation

Wherever life takes you, we're by your side

With new adventure comes a whole host of new experiences and questions. You want to be as prepared as possible before you set off, and know that you have somewhere to go and someone to ask when these questions come up. That's why we've worked with experts to bring you our [World of Wellbeing hub](#), a growing hub of information and experience all in one place, to help you navigate life's challenges.



Any questions?

If you have any questions about your health plan or the services available to you, please give us a call on your usual helpline number, where a member of our team will be happy to help.



We're by your side

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