



Global healthcare

A photograph of a family of four playing on a sandy beach at sunset. A man with a beard and a brown sweater is holding a young child with curly hair who is laughing with their tongue out. A woman with long brown hair and a green sweater is holding another child. A large red arrow points from the top right towards the family. The text 'More of what matters' is overlaid on the image.

# More of what matters

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

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

# The doctor will see you now

With the **Virtual Doctor service** from AXA, you can book a medical consultation with a real doctor on the phone or by video chat – at a time that suits you, from anywhere in the world.

You can have virtual appointments over the phone or by video consultation with an internationally qualified doctor who speaks your language. And because it's free and unlimited, you can use it as often as you need to.

## How it works

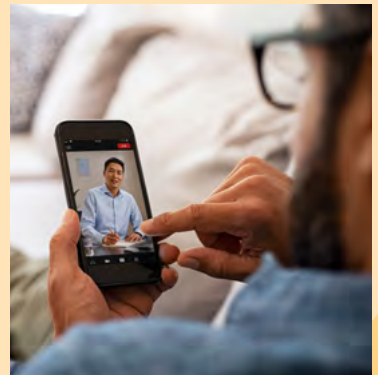
We've partnered with a highly experienced global provider Teladoc Health, to make sure you get expert support, advice and a medical diagnosis you can trust. If you need medication, the doctors can also provide prescriptions – depending on what it is you need and where you are. They can even give you a referral if you need to see a specialist.

Anyone covered by your plan can use the service, and if you have children that are under 18, you can book

the consultation on their behalf and be there with them to speak to the doctor.

You don't need to make a claim for a consultation with a virtual doctor, so you can use the service as often as you like – it won't affect any of your benefit limits. But if you do need any further treatment, please contact AXA to make sure it's covered by your health plan.

It's easy to register; all you need to do is download the 'Virtual Care from AXA' app on iOS or Android, or visit [virtualcarefromaxa.com](https://virtualcarefromaxa.com). To speak to a doctor, call 24/7 on **+44 (0) 203 499 5487** and arrange for one of the doctors to call you back. Alternatively, you can book a video appointment or request a call back through the app. You'll just be charged for the cost of the initial phone call when using the call back service.



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. You won't be charged if you request a call back using the app or online portal.

Telephone appointments are available 24/7/365 and call backs are typically within 24 hours. Telephone appointments in Greek are available between 09:00 and 21:00 EET, 7 days a week. Video appointments in English, Spanish and Mandarin are available between 08.00 and 00.00 UK time, Monday to Friday. Video appointments in German are available between 08:00 and 20:00 CET, Monday to Friday.

Prescriptions available if medically necessary and subject to local regulation.

# Get the treatment you need, when you need it

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

## How it works

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

We have AXA Select medical providers in over 163 countries and provide access to over 1.9 million healthcare facilities.<sup>1</sup> 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 out of pocket.

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 membership card, documents or in your welcome/renewal communications.

Simply visit [axaglobalhealthcare.com/customer](https://axaglobalhealthcare.com/customer) to register for your online account.



<sup>1</sup> Number of providers in our AXA Select network – The AXA Select medical provider network covers 163 countries and includes more than 1.9 million facilities where we can settle bills directly as at 19.07.22.

# Care and support around the clock

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

## **How it works:**

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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.<sup>2</sup> If you have questions about your pregnancy or baby, the team of midwives are there to help.<sup>3</sup>

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<sup>2</sup>**



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.

<sup>2</sup> Nurses and counsellors are available 24 hours a day.

<sup>3</sup> Please note, our pharmacists and midwives are here from 8am to 8pm Monday to Friday, until 4pm on Saturday and until 12pm on Sunday (UK time).

# Reassurance wherever you are in the world

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If you ever feel unsure about a diagnosis or treatment plan you've received, our **Second Medical Opinion** service can help bring you peace of mind. Whether you want a better understanding of local healthcare practices, need details explained to you in a language of your choice, or if you'd simply like to make sure you've explored every available option, we'll assign a doctor to review your case and support you throughout your treatment.

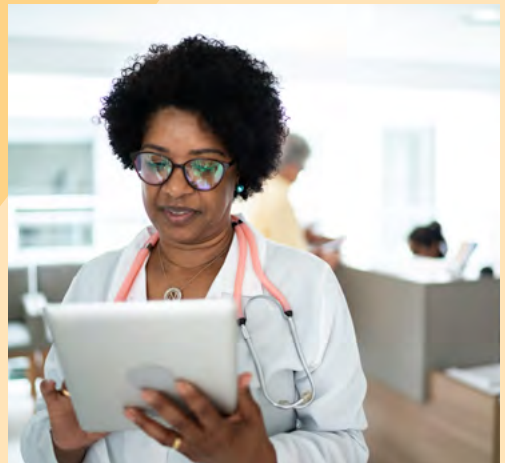
Together, we'll make sure you get the reassurance you need so you can focus on getting better, wherever you are in the world.

## **How it works:**

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All you need to do is get in touch via the **Virtual Care from AXA** portal or app and you'll be assigned a doctor to act as your dedicated Case Manager for as long as you need their help and guidance. They'll be in touch within 24 hours of your initial enquiry to discuss your concerns and get any available information, reports, prescriptions and test results.

Supported by a network of over 50,000<sup>4</sup> specialists, they'll review your case before getting back in touch with their recommendations and to discuss next steps. If they refer you for further treatment, your Case Manager will ensure you have all the details you need to check you're still covered under your plan, and they'll monitor your progress and support you for as long as you need them.



<sup>4</sup> Figures provided by Teladoc Health, 2021.

# Extra support when you need it most

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## **Cancer Case Management**

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

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

### **How it works:**

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You'd be assigned your own **Dedicated Care 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 pre-authorise treatment for you and assist you with paperwork and invoices, giving you one less thing to think about.

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



## **Maternity Case Management**

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Expecting a child is an exciting time but it can also be overwhelming and you may have a lot of questions. Maybe you don't know how the local healthcare system works, or you're unsure about what your health plan will cover.

As a member of AXA – Global Healthcare, our **Dedicated Care Case Manager** can provide you with the helping hand you need, throughout your pregnancy.

### **How it works:**

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You'd be assigned your **Dedicated Care Case Manager** throughout your pregnancy claim. They'll be there to answer all your questions, talk you through your health plan, and process any pregnancy-related invoices. They'll pre-authorise treatment for you and provide you with all the support your health plan offers – until just after your baby arrives. Meaning you can focus on your growing family.



# We're with you all the way

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

## How it works:

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

Should you need to use this service, simply **call our Emergency Assistance Centre on: +44 (0) 1892 513 999.**<sup>5</sup>

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

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

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



<sup>5</sup> Lines are open 24 hours a day, seven days a week. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

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

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

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



## Global access to healthcare

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



## Expat lifestyle

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

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

## Any questions?

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

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