



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

Customer Online

Login or register

Log in

Enter your email address and password to log in to your account.

Your email address

Your password

Log in

[I've forgotten which email address I used to register](#)

[I've forgotten my password](#)

New users register here

Manage your policy online

- It's faster, easier and more convenient.
- Securely check your policy information.
- View your policy documents whenever it suits you.
- View the status of claims from wherever you are.

You can register in minutes - you just need a few details and access to your email address.

Register now

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 (or your welcome/renewal communications)
- 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.

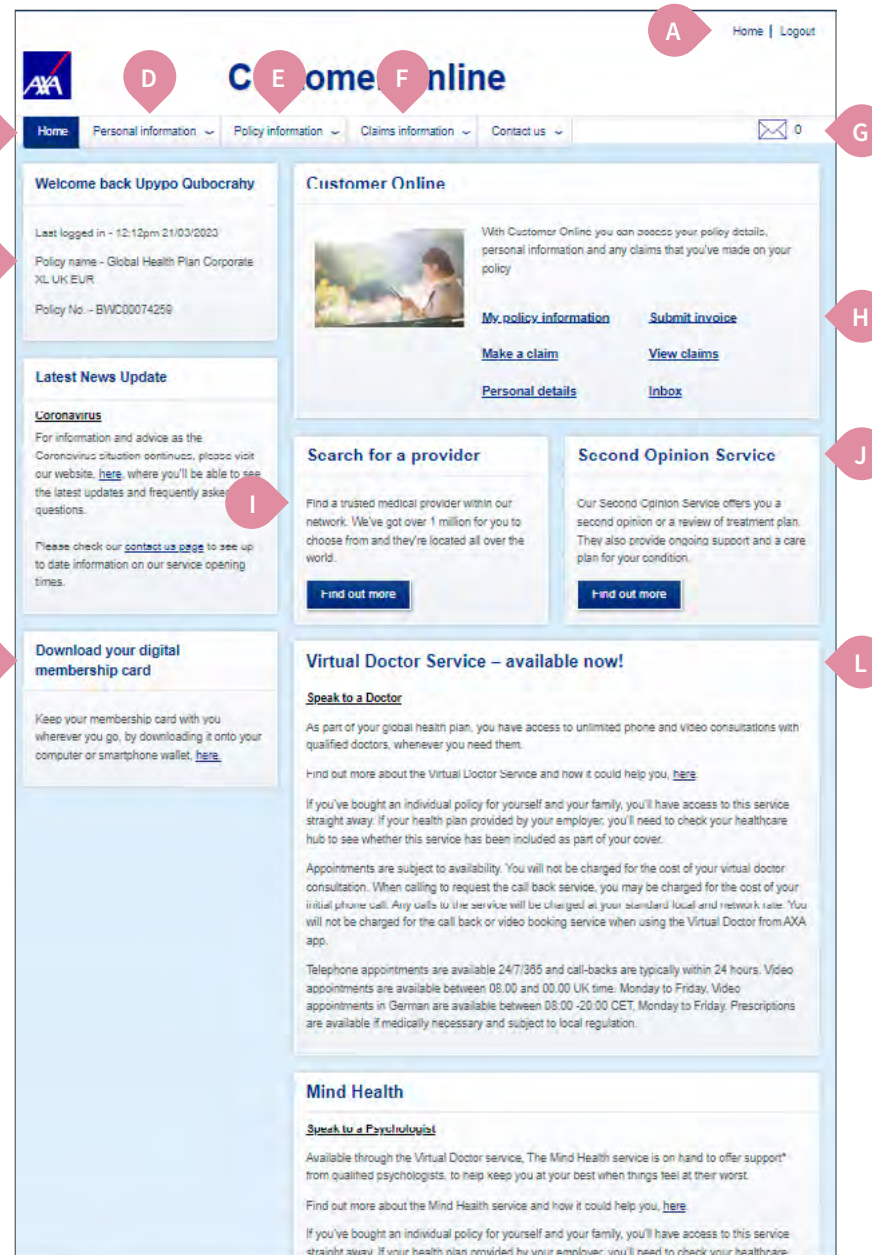
(The link works for 48 hours. Just re-register if you don't get round to activating your account in this time.)

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.

(The policyholder would need to register to Customer Online and send invitations to register for the rest of the individuals in his/her policy. Policyholders can open the membership cards found in policy information and get the customer number for family members from there.)

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.
- K Download your digital membership card here.
- L You can access our Virtual Care services from here.²

¹If you have a company health plan see Note on page 4.

²Mind Health from AXA is included in all our Individual and SME plans. If you're a Large Corporate group member, please check your health hub to see whether this service has been included in your cover.

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Update your details and password

The screenshot shows the AXA Customer Online portal. The 'Personal information' dropdown menu is open, highlighting the 'Change your password' option. The page includes a navigation bar with 'Home', 'Personal information', 'Policy information', 'Claims information', and 'Contact us'. The main content area has sections for 'Change your password', 'Contact us', and 'Frequently asked questions'.

- 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

The screenshot shows the AXA Customer Online portal. The 'Claims information' dropdown menu is open, highlighting the 'Make a claim' option. The page includes a navigation bar with 'Home', 'Personal information', 'Claims information', and 'Contact us'. The main content area has sections for 'How to make a claim', 'Contact us', and 'Frequently asked questions'.

- 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 answers you give may affect your ability to claim.

Fields marked with a * are required.

A Policy information ~ Claims information

- Policy information
- Your policy explained
- 24/7 Health information helpline
- Search for a provider
- Second Opinion Service
- Evacuation and repatriation
- Wellbeing

B Select the patient's full name * [X]

Ms Ulysses Dubocahy

C Select the existing claim number for this condition * [X]

Please select

Please select

7942332

7934003

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 | Log out

Home | Personal information | Policy information | Claims information | **Contact us**

A Contact us

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

Contact us

Alternatively you can send us a message via your inbox.

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 person should I select to contact you?

Q: I cannot open the PDF

Search our database of frequently asked questions

B

- 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.

- B** With both text and voice capabilities, our new Virtual Assistant – Remi, helps you answer a whole range of questions, like:
 - Has my claim been approved?
 - Where's my nearest hospital?
 - What's my excess?
 - How can I speak to a doctor?

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