

A members' guide to claiming

Claiming for out-patient treatment or when you have paid the bill

Most medical providers will require you to settle your bill immediately following your out-patient treatment, however if this is likely to be expensive then please follow the steps for in-patient treatment, by contacting us in advance.

Step 1

Call us or visit Customer Online site
www.axappinternational.com/col to check your treatment is covered.

Step 2

Receive and pay for your treatment

Step 3

Submit your claim using your 'Message Centre' in Customer Online. Login and then simply upload your completed self-certification form with your itemised bills, showing the treatment you've received.

Keep a note of your claims reference number (when submitted online).

Or by post:
Send your completed self-certification form with your invoices to:

International Customer Service,
AXA PPP International,
Phillips House, Crescent Road,
Tunbridge Wells,
Kent, TN1 2PL, UK

Step 4

Complete your bank details securely, online via Customer Online, if you require payment by wire transfer.

This is the quickest and easiest way for us to reimburse you. We also recommend you keep a copy of all claims for your record.

Step 5

Your claim(s) will then be assessed by one of our Personal Advisers and all eligible payments will be made within 10 days.

AXA PPP International will then send you a claim benefit statement confirming the amount of benefit paid for each claim, this will also be available on Customer Online.

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Claiming for in-patient or day-patient treatment

If you are referred for in-patient treatment, we can arrange to contact the hospital and offer direct billing, when we are supplied with the hospitals details.

Step 1

Call our team of Personal Advisers on **+44 (0) 1892 503 855** as soon as you have been referred for private treatment.

We will check that the treatment is eligible before you incur any costs.

Alternatively, you can pre-authorise your treatment using the Message Centre in Customer Online.

Step 2

You will need to supply us with:

- the hospital name, telephone, fax number and email address;
- contact name of the medical practitioner;
- details of your condition and required treatment

Where possible, we will assess your claim over the phone, however we may need to ask you for more details.

Step 3

We will then contact the provider to approve payment of the agreed treatment and will confirm this with you.

After your treatment, the bills will be settled directly between AXA PPP International and the provider.

Emergency Treatment

Please inform your family and friends that you have private healthcare. If you are admitted to hospital in an emergency, please ensure the hospital/family member/friend/colleague contact our customer service team using the contact details on the back of your membership card **+44 (0) 1892 556 274**.

Following a call to AXA PPP International we will try to ensure that we arrange a direct settlement agreement with the provider where possible to ensure that you do not incur any costs following your emergency treatment.

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