

NEW

Personal

Personal Medical Case Management

Extra support when
you need it most

Exclusive for
AXA PPP International
members

medix
Healthy Choices

NAVIGATOR
Insurance Brokers Ltd.

Unit 8E, Golden Sun Centre, 223 Wing Lok St, Sheung Wan, Hong Kong
Tel : +852 2530 2530 | Fax : +852 2530 2535
Email : crew@navigator-insurance.com | www.navigator-insurance.com



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AXA PPP International and Medix Medical Services Europe Ltd.

AXA PPP International is proud to offer our members exclusive access to Personal Medical Case Management from Medix, a provider of quality healthcare solutions.

When you or a loved one is diagnosed with a medical condition, it can be difficult to know what decision to make without having the right information or guidance from a trusted and objective source.

What is the best treatment available or being developed? Who is the leading physician in this specific field?

That's where the Personal Medical Case Management Service from Medix can help. Medix provides medical direction and support allowing you to make informed choices at critical times.

With this service Medix can offer you access to the advice of leading physicians, providing top quality medical care.

Who are Medix?

Medix is an independent and objective medical case management service provider. Their mission is to make a positive difference to people's lives by offering high quality healthcare management solutions should they find themselves in the unfortunate position of being diagnosed with a serious medical condition.



Bringing you a new generation of medical care

As your healthcare partner, AXA PPP International realises that health concerns aren't just about settling claims. Sometimes it's the beginning of a long journey to recovery. By providing you access to this service, you'll get independent, expert medical advice and support when you need it most.



A new and exclusive service just for you

Personal Medical Case Management is a revolution in healthcare management service. AXA PPP International members coping with a serious medical condition that involve, invasive procedures (diagnostic or therapeutic), hospitalisation or any condition that could have a major impact on quality or length of life would all benefit. Information about eligibility criteria is available on the AXA PPP International website: www.axapppinternational.com/medix

We are dedicated to providing our members with a service that's second to none – and access to services that go way beyond paying claims. We truly believe this new Personal Medical Case Management Service will provide real benefits and reassurance to you.

“ We are dedicated to providing our members access to services over and above paying claims. ”

What is Personal Medical Case Management?

Personal Medical Case Management gives you access to the advice from a network of independent medical experts while being guided by your own dedicated Case Management team. The Case Manager and Co-ordinator are your main points of contact through your whole service period. They will approach top medical professionals from around the world on your behalf to co-ordinate the best medical care plan and provide ongoing clinical support, 24/7.

How do I access this service?

Call +44 (0)1892 503 856 and an AXA PPP International personal adviser will confirm your eligibility, guide you through the process and transfer you to Medix.

Medix will assign you a Personal Case Manager who will be your main contact.

Please note

Medix may recommend a treatment that is not covered by your health plan. So, before receiving any treatment, you should get pre-authorisation from AXA PPP International to ensure you are covered.

AXA PPP International is not liable for any advice, information or suggestions provided by Medix Medical Services Europe Ltd.

“Having Medix manage your medical case, you will be offered bespoke solutions.”

This service provides you with so much more than just a second opinion. Having Medix manage your medical case, you will be offered bespoke solutions that evolve as necessary. Medix will work closely with you to make sure you have the tests you need and are recommended the most suitable treatments. Your Medix Case Management team will also follow your care to ensure you're getting what you need.

How does it work?

You will be assigned an experienced Medix Case Manager from one of their multi-disciplinary teams, which includes doctors and renowned medical experts from around the globe.

The Case Manager will work with you to gather all of your medical documents and will identify who in Medix's worldwide network of medical experts is best to deal with your case.

Once your case is with your personalised team of experts, you can expect a comprehensive report and ongoing communication. You will also receive a care plan detailing any recommendations suggested by your expert team.

Your team will: evaluate and reassess your medical case; consult with leading specialists and medical centres; and provide ongoing supervision of the quality of your care.

Imagine how reassuring it would be to have this guidance with you throughout your medical treatment? This reassurance can be magnified if you're in a foreign country with an unfamiliar language and healthcare system.

Frequently Asked Questions

Why do I need Personal Medical Case Management?

When a person is coping with or has just been diagnosed with a serious medical condition, they usually need to make many, and sometimes critical, decisions. Medix aims to help by giving you the latest relevant information and personalised advice from leading medical experts worldwide. Allowing you to make the best decisions, choose the most appropriate course of treatment and improve your medical outcome.

Am I eligible?

If you have a medical concern that might be affecting your life you may be eligible. Please see our website for a list of eligible medical conditions or contact a personal adviser on +44 (0)1892 503 856.

What will it cost me?

Access to the service is provided as part of your plan benefits.

Will I need to sign a confidentiality waiver and an informed consent?

The confidentiality waiver enables Medix to access your medical records and the informed consent is to confirm that you have understood the service and would like to enrol.

Will AXA PPP International pay for all my recommended treatment?

You must pre-authorise any treatment and procedures Medix recommends to ensure it is covered by your policy. AXA PPP International will not cover travel costs incurred seeking treatment or advice.

Medix is independent and will always give objective recommendations for the best medical treatments regardless of your policy terms and conditions.

Who are the experts working for Medix?

Medix's experts are doctors who are globally renowned in various fields of medicine. They have been carefully selected based on their level of excellence, professionalism and personal service.

Who do I call when I need clinical support or in an emergency?

Medix's call centre is available 24/7 when you're enrolled to the service. In case of an emergency, Medix's call centre representative will transfer you to your medical coordinator or on-call doctor.

Why is this different to a second opinion service?

A second opinion does not help the member implement any treatment or tests or offer ongoing support by leading experts. Case management is all about being there for the individual over a period of time and implementing the best treatment plans and most important of all, aftercare to ensure the results are as expected.

Major surgery avoided



A baby boy was born with a breathing problem. At first his parents were told it was some form of asthma, but with time, his problem became more severe and surgery was recommended. When his family consulted with Medix, their Case Manager sent them for a series of additional tests.

Following these test results, the findings were conclusive: he had a 50% narrowing of the trachea. His breathing was considerably impaired, but what could be done? "From that moment on," his mother recalls, "our Case Manager led us calmly, kindly and with a lot of patience and care. He studied the up-to-date medical notes extensively and was available, and attentive, as he answered all of our questions."

The Case Manager continued to search for the best solution, contacting several hospitals, using Medix's professional network, and recommending the best centres in the world for treating the infant's rare problem.

Together with their Case Manager, the parents decided on the Great Ormond Street Hospital in London.

After the expert consultants in London met with him and carried out their examinations and tests, they concluded, beyond a shadow of a doubt, that he did not need surgery.

Typically, such a tracheal defect only occurs as a symptom of another more serious ailment; the fact that this was not the scenario in this case strengthened the experts' convictions that no surgery was necessary. Their experience indicated that in cases where the child's development was healthy and progressing normally, only patient monitoring was necessary. The problem would fade with time, until the trachea's dimensions would be near to normal.

Today, the child runs, plays and most importantly, breathes normally with the help of a conventional inhaler. And he will continue to improve as he grows.

“It's amazing.
No other doctor, and
we saw more than a
few, recommended
this particular series
of tests.”

Patient's mother

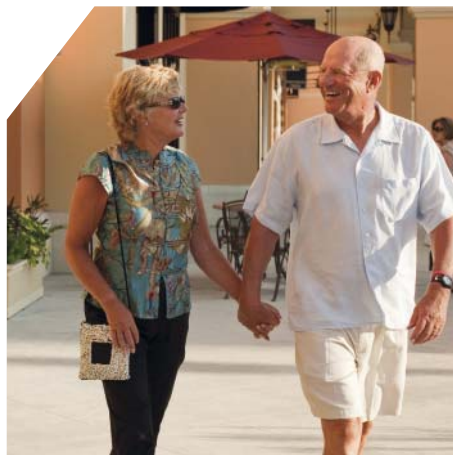
Misdiagnosed cancer

A patient underwent exploratory abdominal surgery, in search of a tumor. Pathology results from the exploration diagnosed a rare Inflammatory Myofibroblastic Tumor. The patient was scheduled for surgery and chemotherapy was arranged. The patient and his family turned to Medix for further suggestions and recommendations for treatment.

Medix reviewed all of his medical files and the case was presented at one of Medix's multidisciplinary team meetings. Due to the rarity of the case and in order to ensure accuracy of the diagnosis, Medix used their network of experts to find a leading pathology centre in the USA.

The clinic, highly experienced in pathologies of soft tissues and sarcomas, re-evaluated the findings. A world-leading oncologist at that medical centre reviewed the case in under 48 hours. This was definitely not a Myofibroblastic Tumor. The expert's final diagnosis was a sclerosing fibrosis, reactive in nature, a condition that should be treated simply with anti-inflammatory medications. These were prescribed to the patient resolving the condition without surgery or invasive chemotherapy.

Since the revised diagnosis by the expert from the USA, the patient manages well on anti-inflammatory medications, taken as and when needed. He has recovered and is back at work with only regular follow-up appointments. Thanks to the help of Medix the patient was spared unnecessary surgery and chemotherapy.



“They helped move things along quickly, which turned out to be life-saving...”

Medix patient

To benefit from Personal Medical Case Management, speak to an AXA PPP International personal adviser today.

Call **+44 (0)1892 503 856**

Or visit our website: **www.axappinternational.com/medix**

Want to find out more?

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www.axapphealthcare.com

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