



Case management for serious diagnoses

Personal Case Management from Medix Medical Services Europe Ltd. is included as part of your International Health Plan – and is your direct route to high-quality healthcare solutions, plus ongoing clinical support.

The Personal Case Management service provides advice on the treatments available to suit your needs. At a crucial time when you may feel overwhelmed, far from home and out of your comfort zone, Medix's dedicated team of clinical experts will create a care plan for you, contact leading specialists and provide ongoing support 24/7 during and beyond your course of treatment. Helping you make the right decisions at the critical time.

Who is Medix?

Medix is independent from AXA PPP International. They provide objective medical case management and we've teamed up with them to support you with much more than a claims service. The Medix team is made up of doctors and medical experts around the globe – and their mission is to find you the most appropriate medical treatment available.

How does it work?

- When you want to make a claim on your International Health Plan, you'll speak to one of our trained AXA PPP International Personal Advisers, who, if you're eligible, will then transfer you to Medix
- You'll then be assigned an experienced clinical Medix Case Manager, who will be your main point of contact all the way
- Your Case Manager will work with you to gather your medical documents, and after a review they will approach top professionals from around the world on your behalf, to help assess the treatment you need
- Based on this, you'll receive regular communications detailing any recommendations suggested by your expert team
- The team will also provide ongoing supervision of your care, and will be available 24/7 throughout.

Because this is an independent service and always gives objective, tailored recommendations for the treatments available, regardless of the plan's terms and conditions, you will need to make sure the treatment recommended is covered by your plan. However, even if the recommended treatment isn't covered by us, the Medix service is free. Any associated travel costs are not covered.

We'll give you all the help and support you'll need to connect to the right medical care, wherever you are in the world.

To find out more about our International Health Plan, visit **axapppinternational.com** or speak to your financial intermediary.