

What do I get from my AXA Health insurance?

You get the reassurance of fast access to diagnosis and treatment, plus support with everyday healthcare, from people that care. With AXA Health, you're in safe hands.

Can I use my health insurance for everyday problems?

As well as reassurance that you can see a specialist fast, we're also here to help with everyday health problems.

24/7 health support line

- Last year, we helped just over **49,000** members
- Get clear, up-to-date information and support, day and night from one of our team of experienced health professionals
- Our team will support you and your family members
- No worry is too small – if it matters to you, it matters to us

To get health support, go to axahealth.co.uk/members/member-benefits-explained



Get checked out fast for any worrying breast, skin or prostate symptoms

3 days – average time to get a breast cancer check

4 days – average time to get a skin cancer check

Most of our members aged 18 and over have access to this service. For full details, go to [Cancer diagnostic services \(axahealth.co.uk\)](https://axahealth.co.uk)



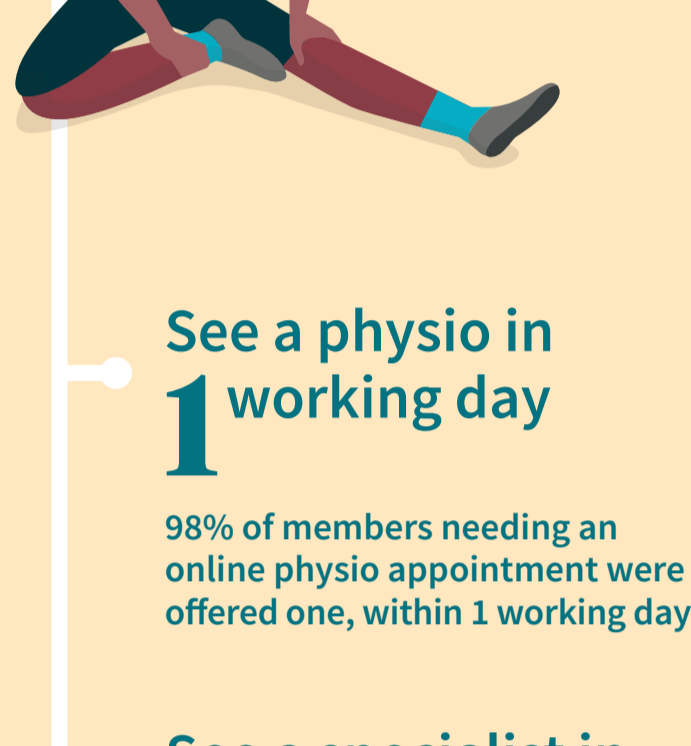
“ This was an amazing service – I found the lump in the morning and was seen that evening – and the clinic were fantastic – so quick – was in and out in under an hour. Would highly recommend – thank you. ”

AXA Health Member

Don't struggle on with a muscle, bone or joint problem – get help fast by video or phone

We'll get you assessed quickly, and make sure you see the right person – a physiotherapist or a specialist, depending on what's wrong

To use this service, go to axahealth.co.uk/members/member-benefits-explained



See a physio in 1 working day

98% of members needing an online physio appointment were offered one, within 1 working day

See a specialist in 3 working days

89% of members needing an online orthopaedic specialist appointment were offered one, within 3 working days

24/7 access to our online GP service, by video or by phone

- Up to 20-minute appointments
 - Choose to see a GP or an Advanced Nurse Practitioner
 - GPs are available 24/7 and Advanced Nurse Practitioners are available 8am to 10pm
- Appointments are subject to availability

To see a GP, go to axahealth.co.uk/members/member-benefits-explained



Get a GP appointment in 1 working day

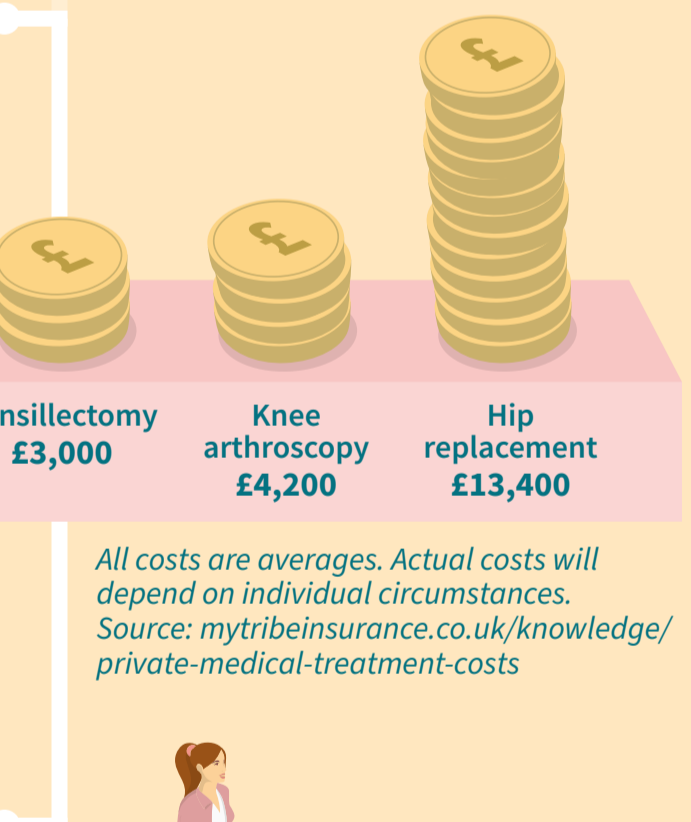
95% of our members needing an online GP appointment were offered one, within 1 working day

How can I control the cost of my plan?

Ways to lower your cost:

- Increase your excess
- Pay yearly for a 5% discount
- Remove options you don't need
- Ask us about repaying claims

Please call us on 0800 111 4828 and we'll be happy to help
Lines are open Monday to Friday 8am – 7pm and Saturday 9am to 1pm



Why is AXA Health cover worth it?

Here are some typical costs if you were to pay for private treatment yourself



All costs are averages. Actual costs will depend on individual circumstances. Source: mytribeinsurance.co.uk/knowledge/private-medical-treatment-costs

Health insurance helps you get help fast. With UK-wide access to:

- **250** hospitals
 - **400** specialist centres
 - Over **38,000** specialists and practitioners
- Dependent on the cover options you chose when purchasing your plan

“ The members of AXA staff I spoke to genuinely care. They were extremely supportive, kind and helped me through the most difficult time in my life. ”

AXA Health Member

Here's how we helped our members in 2023...

- We helped over **70,000** members access mental health support, that's 1 every 8 minutes
- We paid over **£1,040,000** a day on cancer care claims and over **£340,000** a day on heart care claims
- We helped over **5,000** people get a cataract operation, that's **13** a day
- Our cancer nurses took over **55,000** calls from members
- We helped over **3,000** people get a hip replacement, that's **8** a day
- Over **60,000** members saw a physiotherapist

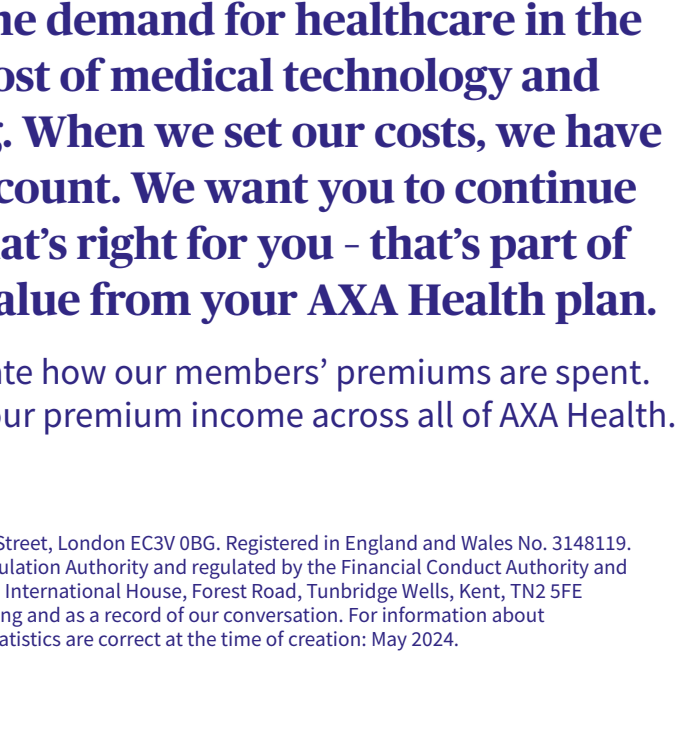
“ People you speak to are lovely, understanding and professional. So far the appointments have come quickly. ”

AXA Health Member

Why do prices go up?

Here's why costs can go up:

- Healthcare costs increase as you get older and need more care – we factor this into your price.
- If you've claimed this year, next year's price may be higher.
- Medical costs continue to rise, with inflation adding to increases. We negotiate with doctors and hospitals to make sure these costs are fair.
- We want you to have access to many of the latest drugs, treatments and technologies, these increase costs.
- More people than ever are claiming for treatment.



No-one wants to see prices go up, especially when the cost of living is increasing. But as the demand for healthcare in the UK outstrips capacity, the cost of medical technology and medicines is also increasing. When we set our costs, we have to take these factors into account. We want you to continue to have access to the care that's right for you – that's part of making sure you get good value from your AXA Health plan.

We created this infographic to illustrate how our members' premiums are spent. It's representative of how we spend our premium income across all of AXA Health.

AXA Health is a trading name of AXA PPP healthcare Limited
AXA PPP healthcare Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Write to us at: AXA Health, International House, Forest Road, Tunbridge Wells, Kent, TN2 5FE
We may record and/or monitor calls for quality assurance, training and as a record of our conversation. For information about AXA Health, visit axahealth.co.uk/aboutaxahealth. PB112824. Statistics are correct at the time of creation: May 2024.