



Choosing a specialist – explained.



How do I choose a specialist?

This depends on your plan and options:

If you have the Guided or Foundation option



We'll need to source a specialist for you



Go to page 2 for details

If you don't have the Guided or Foundation option



You can choose any specialist we work with, or ask us to source one for you



Go to page 5 for details



How do I know which of these options applies to me?

Please check your membership documents.

You may have a leaflet about the Guided option, or you may see Guided or Foundation on your membership certificate.

If you're not sure, please get in touch and we'll check for you.

If you have the Guided or Foundation option



Which specialists can I see?

If you have the Guided or Foundation option:

- ✓ We'll need to source a specialist for you.
- ✓ We'll book your appointment for you. There may be times when we can't – we'll tell you if this is the case.
- ✗ We'll only cover the specialist's fees if we source the specialist for you.



How does it work?

Here's how it works when we source a specialist for you:

- 1 Ask your GP for an 'open referral'**
 - › This doesn't name a particular person, but tells us what kind of specialist you need.
- 2 Get in touch with us**
 - › We'll source a specialist for you.
 - › We may be able to book an appointment too.
- 3 When you go to your appointment**
 - › You'll usually need to take your GP's referral letter with you.



Specialist or consultant?

We use the word 'specialist' but you may also see the word 'consultant'.





Will the specialist you source work in a nearby hospital?

We'll always try and source a specialist in a convenient location for you.

Depending on where you live, this will usually be within 20 miles (within 5 miles if you live in London). This will depend on your condition.

However, the specialist might not work at your nearest hospital. For some treatments you might have to travel further.

Depending on your plan, you may also need to use a particular hospital – we'll tell you more about this when you contact us about your treatment.



Avoid unexpected bills: always contact us when you need treatment

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It's always best to get in touch with us before each stage of your treatment.

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We can then source a specialist you're covered to see and let you know if you'll need to pay anything towards the cost.



Can I find my own specialist?

Your membership only covers specialists that we source for you.

If you use a different specialist, you may have to pay for the full cost of treatment yourself, or pay towards it. This may be a large amount of money, especially if you have surgery.

! Please always get in touch with us before making an appointment.

✘ If you want to see a specialist we haven't sourced, we'll let you know if there's anything to pay. We'll also give you the option of switching to a different specialist whose fees your membership covers in full.



Will you always book the appointment?

We'll book your appointment for you – we'll check what times suit you first.

There may be times when we can't book an appointment. For example, this might be because the specialist wants to ask you some questions before arranging the appointment. We'll let you know if this is the case.



Will I have to pay towards the fees?

When we source a specialist for you, we'll pay their fees in full.

You may need to pay other costs, for example if you have an excess as part of your membership.

If you want to find your own specialist, you may have to pay some or all of the fees.



How do you decide which specialists I can see?

We'll pick a specialist based on your GP's referral.

All the specialists we work with meet our quality criteria and have full registration with the General Medical Council (GMC).



Need some more help?

Understanding the jargon can be tricky, so if you need help, send us a message from your online account or via livechat, or give us a call.

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You'll find information about what you're covered for and how your membership works in your membership documents.

Go to axahealth.co.uk and select 'Log in/Register'.



If you don't have the Guided or Foundation option



Which specialists can I see?

If you don't have the Guided or Foundation option, you can:

- ✓ Choose a specialist we work with, or
- ✓ Ask us to source one for you.



How does it work?

Here's how it works depending on what you want to do



Want to name or find your own specialist?

- › It needs to be one we work with.
- › Contact us before making your initial appointment, and we'll check for you.



Want us to source a specialist for you?

- › Ask your GP for an 'open referral'.
- › We'll source a specialist for you. The list we'll use is shorter than the list you can use if you name your own specialist.
- › We may be able to book an appointment too.



Specialist or consultant?

We use the word 'specialist' but you may also see the word 'consultant'.





If you source a specialist, will they work in a nearby hospital?

If you want us to source your specialist, we'll always try to source one in a convenient location for you.

Depending on where you live, this will usually be within 20 miles (within 5 miles if you live in London). This will depend on your condition.

However, the specialist might not work at your nearest hospital. For some treatments you might have to travel further.

Depending on your plan, you may also need to use a particular hospital – we'll tell you more about this when you contact us about your treatment.



**Avoid unexpected bills:
always contact us when
you need treatment**

•

It's always best to get in touch with us before each stage of your treatment.

•

We can then source a specialist, or check that your membership covers your specialist's fees.



What happens if I want to find my own specialist?

Tell us which specialist you'd like to see, and we'll check whether we work with them

You can choose to see any specialist that we work with – we work with thousands across the UK.

! Please always get in touch with us before making an appointment.

✗ If your membership doesn't cover that specialist's fees in full, we'll let you know how much you may need to pay. We'll also give you the option of switching to a different specialist whose fees your membership covers in full.

Choosing a specialist – explained.



Can you book an appointment for me?

If we source your specialist, we can book your appointment for you – we'll check what times suit you first.

There may be times when we can't book an appointment. For example, this might be because the specialist wants to ask you some questions before arranging the appointment. We'll let you know if this is the case.

For some types of appointment we'll offer you a choice of specialists we've sourced, and you can decide which one you want to see.



Will I have to pay towards the fees?

When we source a specialist for you, we'll pay their fees in full.

You may need to pay other costs, for example if you have an excess as part of your membership.

If you find your own specialist, you may need to pay towards the specialist's fees

Check with us before booking any appointments, and we'll let you know.



Which specialists I can see?

If you find your own specialist, this will need to be someone who works with us. If we source a specialist, we'll pick one based on your GP's referral.

All the specialists we work with meet our quality criteria and have full registration with the General Medical Council (GMC).



Need some more help?

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