



PPP HEALTHCARE

healthcare

Business Health

Membership handbook
Main
November 2019

Questions about your plan

0800 587 0955

Monday to Friday 8.30am to 5.30pm

Claims

0800 317 810

Monday to Friday 8am to 8pm and Saturday 9am to 5pm

24 hour medical help and information

Talk to a medical professional at any time, day or night

0800 003 004

Leaving your group

We'll try to get in touch with you when we know that you're leaving your group.

Call us when you know you're leaving

If you leave the group that provides this plan, it's quick and easy to transfer to a personal plan.

0800 028 2915

Monday to Friday 8am to 7pm and Saturday 9am to 1pm

We are committed to giving customers access to our products. To contact us by Next Generation Text on any of the numbers listed in this handbook just prefix the number listed with 18001. For example, our team of Personal Advisers can be contacted by Next Generation Text on 18001 0800 587 0955. For Health queries and information 18001 0800 003 004.

Manage your membership online

You can make a claim or pre-authorise treatment online at www.axapp.co.uk/MOL

You can also view your membership documents, update your details, message us and manage your plan securely.

If you would like to receive this handbook or any other of our literature in a large print, audio (CD or tape) or Braille format, please contact us.

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1 Quick-start guide to your membership

This section explains the basics of the cover your **group** has chosen. It also tells you some of the key things that are not covered too.

Reading this section will help you to understand the rest of the information in the handbook. This section contains details of a number of the options available with the Business Health plan. Please check your membership certificate for details of the options you have.

The tables in this section only give you an outline of the cover under each option. For full details of the cover, please read the rest of your handbook too.

Cover is provided under a **group insurance contract** provided to the **group**, who is the policyholder. The **group** has chosen this **plan** to provide cover for its members or employees.

Lead members covered under the **group insurance contract** are entitled to the benefits as set out within this handbook, subject to receipt of the premium from the **group**.

You do not have legal rights under the **group insurance contract** as the contract is with the **group**. Renewal of your cover under the **group insurance contract** is dependent on the **group** renewing the **group insurance contract** and your cover under that contract.

If you have any questions about your membership to the **plan** or want to make any changes such as adding a **family member** or ending your cover under the **plan** please contact your group administrator.

1.1 > Understanding the options you have

1.2 > Your cover

1.3 > The main things we don't cover

1.4 > Expert Help

Words and phrases in bold type

Some of the words and phrases we use in this handbook have a specific meaning. For example, when we talk about **treatment**.

We've highlighted these words in **bold**. You can find their meanings in the glossary or in the section they apply to.

You and your

When we use you and your, we mean the **lead member** and any **family members** covered by your **plan**.

We, us and our

When we use we, us or our, we mean AXA PPP healthcare who is the insurance company who underwrite this product.

1.1 > Understanding the options you have

This membership handbook contains information about a range of options available with our Business Health plan.

To find out which options you have please refer to your membership certificate. This will help you to understand which parts of the cover explained in this membership handbook apply to you.

Members with the diagnostics only option please be aware that cover on this option is limited to **treatment** as an **out-patient** to diagnose or help to diagnose a **medical condition**. See the glossary at the end of this membership handbook for the definition of **treatment**.

If you have options listed on your membership certificate, which aren't included in this handbook please see the additional handbooks. The Dentist and Optician cashback option, Private GP option and Employee Assistance programme options all have separate handbooks.

1.2 > Your cover

These benefit tables show you the benefits available with Business Health. Please see your Membership certificate for details of the options you have.

Members with the Guided option

Members with the Guided option: we will only pay for **treatment** with a provider we have helped you to choose.

Benefit table for all members

Doctor@Hand consultations	✓ Unlimited video or telephone consultations with Doctor@Hand, an online, private GP	Access to Doctor@Hand, a private GP service for online, video or telephone consultations. For information on terms and conditions, registering and how to use this service, please visit www.axapp.co.uk/MOL
Working Body	Telephone access to a physiotherapist	Telephone consultations with a physiotherapist for advice on muscle, bone or joint pain. » For details, see section 2

Benefit table for members with the Diagnostics only option

Out-patient diagnostics to establish diagnosis

Diagnostic surgery	✓ No yearly limit	» For details, see 3.7
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Benefit table for members with the Diagnostics only option

<p>CT, MRI or PET scans</p>	<p>✓ Paid in full at a scanning centre, or hospital listed as a scanning centre, in our Directory of Hospitals</p> <p>Extra Cover with Extended Cover option:</p> <p>Paid for a private scanning centre not in our Directory of Hospitals up to the normal daily rates</p>	<p>A specialist must refer you.</p> <p>CT = Computerised Tomography MRI = Magnetic Resonance Imaging PET = Positron Emission Tomography</p> <p>» For details, see 3.7</p>
<p>Specialist consultations Diagnostic tests performed by your specialist or when your specialist refers you</p>	<p>✓ Up to 2 consultations a year</p>	<p>We pay for consultations in the order we assess the claims, which may not be the same order that you had the consultations. So the consultations we pay for may not be the first two that you had.</p>

Benefit table for members with the Treatment option

If you're an in-patient or day-patient

<p>Private hospital and day-patient unit fees</p>	<p>✓ Paid in full so long as you use a hospital or day-patient unit our Directory of Hospitals</p>	<p>Including fees for in-patient or day-patient:</p> <ul style="list-style-type: none"> • accommodation • diagnostic tests • using the operating theatre • nursing care • drugs • dressings • radiotherapy and chemotherapy • physiotherapy • surgical appliances that the specialist uses during surgery. <p>» For details, see 3.8</p>
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Benefit table for members with the Treatment option

<p>Cash payment if you use a hospital or day-patient unit that is not in our Directory of Hospitals</p> <p>This cash payment does not apply if you have the Extended cover option</p>	<ul style="list-style-type: none"> ✓ £50 a night for in-patient treatment ✓ £50 a day for day-patient treatment 	<p>If you have private in-patient treatment or day-patient treatment at a hospital or day-patient unit that is not in our Directory of Hospitals.</p> <p>» For details, see 3.8</p>
<p>Specialist fees</p>	<ul style="list-style-type: none"> ✓ No yearly limit 	<p>Includes fees for:</p> <ul style="list-style-type: none"> • surgeons • anaesthetists • physicians. <p>» For details, see 3.7</p>
<p>Hospital accommodation for one parent while a child is in hospital</p>	<ul style="list-style-type: none"> ✓ Paid in full 	<p>Covers the cost of one parent staying in hospital with a child under 16. The child must be covered by your membership and having treatment covered by it.</p>
<p>Hotel accommodation for one parent while a child is in hospital</p>	<ul style="list-style-type: none"> ✓ Up to £100 a night up to £500 a year 	<p>Covers towards the costs for one parent to stay near to the private hospital where a child under 16 is having treatment. The child must be covered by the membership and having treatment covered by it. We will not take any excess off this cash payment.</p>
<p>If you're an out-patient</p>		
<p>Surgery</p>	<ul style="list-style-type: none"> ✓ No yearly limit 	<p>» For details, see 3.8</p>
<p>CT, MRI or PET scans</p>	<ul style="list-style-type: none"> ✓ Paid in full at a scanning centre, or hospital listed as a scanning centre, in our Directory of Hospitals <p>Extra cover for Extended cover option:</p> <p>Also paid for a private scanning centre not in our Directory of Hospitals up to the normal daily rates</p>	<p>A specialist must refer you.</p> <p>CT = Computerised Tomography MRI = Magnetic Resonance Imaging PET = Positron Emission Tomography</p> <p>» For details, see 3.8</p>

Benefit table for members with the Treatment option

<p>Cash payment if you have a private CT, MRI or PET scan at a hospital or day-patient unit that is not in our Directory of Hospitals</p> <p>This cash payment does not apply if you have the Extended cover Option</p>	<p>✓ £50 each visit</p>	<p>If you have a private CT, MRI or PET scan at a scanning centre that is not in our Directory of Hospitals.</p> <p>» For details, see 3.8</p>
<p>Other benefits</p>		
<p>Cash payment when you have free in-patient treatment under the NHS</p>	<p>✓ £100 a night up to £2,000 a year.</p>	<p>We pay this when:</p> <ul style="list-style-type: none"> • you are admitted for in-patient treatment before midnight; and • we would have covered your treatment if you had had it privately. <p>You can also receive this cash payment if you have treatment in an NHS Intensive Therapy or Intensive Care unit, whether it follows private treatment or not.</p> <p>If you have an excess, we will not take this off this cash payment.</p>
<p>Ambulance transport</p>	<p>✓ Paid in full</p>	<p>If you are having private in-patient or day-patient treatment and it is medically necessary to use a road ambulance to transport you to another medical facility.</p>
<p>Nurse to give you chemotherapy or antibiotics by intravenous drip at home</p>	<p>✓ Paid in full</p>	<p>We will pay for treatment:</p> <ul style="list-style-type: none"> • at home; or • somewhere else that is appropriate. <p>We will pay for a nurse to give you the following by intravenous drip:</p> <ul style="list-style-type: none"> • chemotherapy to treat cancer • antibiotics. <p>This is so long as:</p> <ul style="list-style-type: none"> • we have agreed the treatment beforehand; and

		<ul style="list-style-type: none"> • you would otherwise need to be admitted for in-patient or day-patient treatment; and • the nurse is working under the supervision of a specialist who is in our ‘fee-approved’ category – see section 3; and • the treatment is provided through a healthcare services supplier that we have a contract with for this kind of service.
<p>Recuperative care. This is to cover the services of:</p> <p>(i) a nurse for secondary nursing care; or</p> <p>(ii) a care assistant for the following personal care services:</p> <p>Household duties</p> <ul style="list-style-type: none"> • washing • cooking • cleaning • general household chores • shopping • preparing meals. <p>Help with personal hygiene</p> <ul style="list-style-type: none"> • washing and bathing • eating and drinking • dressing and undressing • using the toilet. 	<p>✓ Up to a maximum of £300 a year</p>	<p>We will pay when the recuperative care:</p> <ul style="list-style-type: none"> • follows within 90 days of your date of discharge following in-patient treatment that your plan covers; and • is certified by your GP or specialist as being necessary because of your medical or domestic circumstances; and • is for those domestic duties that would normally be carried out by the person claiming the benefit.
<p>Oral surgery</p>	<p>✓ Paid in full so long as you use a facility that we have an agreement with covering oral surgery</p> <p>Extra Cover with Extended Cover option:</p> <p>Also paid for a facility we don't have an agreement with up to the normal daily rate</p>	<p>So long as your dentist refers you, we will pay for:</p> <ul style="list-style-type: none"> • reinserting your own teeth after a trauma • surgical removal of impacted teeth, buried teeth and complicated buried roots • removal of cysts in the jaw (sometimes called enucleation). <p>To check if we have an agreement with a facility for oral surgery, see our</p>

		Directory of Hospitals at axapphealthcare.co.uk/hospitals » For details, see 3.8
External prosthesis	✓ Up to £5,000 for the lifetime of your membership	We will pay this benefit towards the cost of providing an external prosthesis .

Cancer cover

There are two levels of **cancer** cover with the Treatment option. They are Comprehensive Cancer Cover and NHS Cancer Support. For details of both see section 4.1 of this handbook. Your Membership Certificate which is part of your Membership Guide will tell you which level of cancer cover you have.

Benefit table for members with the Standard Out-patient option

Cover applies when you're an **out-patient**

Specialist consultations	✓ Up to 2 specialist consultations a year	We pay for consultations in the order we assess the claims, which may not be the same order that you had the consultations. So the consultations we pay for may not be the first two that you had. » For details, see 3.7
Diagnostic tests performed by your specialist or when your specialist refers you.	✓ No yearly limit	

Benefit table for members with the Enhanced Out-patient option

Cover applies when you're an **out-patient**

Specialist consultations	✓ Up to 4 specialist consultations a year	We pay for consultations in the order we assess the claims, which may not be the same order that you had the consultations. So the consultations we pay for may not be the first four that you had » For details, see 3.7
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Benefit table for members with the Enhanced Out-patient option

Diagnostic tests performed by your **specialist** or when your **specialist** refers you
Practitioner fees when your **specialist** refers you

✓ No yearly limit

Practitioners are **nurses**, dieticians, orthoptists, speech therapists and audiologists.

Benefit table for members with the Full Out-patient option

Cover applies when you're an **out-patient**

Specialist consultations
Diagnostic tests performed by your **specialist** or when your **specialist** refers you
Practitioner fees when your **specialist** refers you

✓ No yearly Limit

Practitioners are **nurses**, dieticians, orthoptists, speech therapists and audiologists.

» For details, see 3.7

Benefit table for members with the Therapies option

Cover applies when you're an **out-patient**

Fees for **out-patient treatment** by physiotherapists, **acupuncturists**, **homeopaths**, osteopaths or chiropractors

- ✓ No yearly limit on fees:
 - up to an overall maximum of ten sessions in a year when your **GP** refers you or when you have **therapist treatment** through our working body team.
 - further sessions (as long as we agree them first) when your **specialist** refers you

We call physiotherapists, osteopaths and chiropractors **therapists**.

» [For details, see 3.7](#)

Benefit table for members with the Mental Health option

Access to Stronger Minds: For any mental health concerns – No GP referral needed

Counselling sessions through Stronger Minds

- ✓ Sessions with a counsellor when this is directed by, and arranged through, the Stronger Minds service

For members aged 18 or over only.

This could be face to face, email or telephone counselling.

The type and amount of counselling will be arranged as clinically appropriate by the Stronger minds service.

Only counselling arranged through Stronger Minds is covered by this benefit.

If you have an excess we will not take it off this benefit.

If you're an **in-patient** or **day-patient**

Private hospital and **day-patient unit** fees for psychiatric **treatment**

- ✓ Paid in full so long as you use a hospital or **day-patient unit** in our **Directory of Hospitals**

Including fees for **in-patient** or **day-patient**:

- accommodation
- **diagnostic tests**
- drugs

» [For details, see 3.8](#)

Benefit table for members with the Mental Health option

Cash payment if you use a hospital or day-patient unit that is not in our Directory of Hospitals	✓ £50 a night for in-patient treatment £50 a day for day-patient treatment	If you have private in-patient treatment or day-patient treatment at a hospital or day-patient unit that is not in our Directory of Hospitals . » For details, see 3.8
Specialist fees for psychiatric treatment	✓ No yearly limit	» For details, see 3.7
Cover applies when you're an out-patient		
Specialist consultations for psychiatric treatment	✓ No yearly limit	» For details, see 3.7
Psychiatric treatment by psychologists and cognitive behavioural therapists	✓ No yearly limit	» For details, see 3.7

Benefit table for members with the Extended Cover option (This option is not available to members with the Guided option)

Extra cover for treatment at any hospital, day-patient unit or scanning centre in the UK that is not listed in the Directory of Hospitals	✓ Paid in full at the normal daily rates published and charged by the facility	» For details, see 3.8
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Benefit table for members with the Extended Cover option (This option is not available to members with the Guided option)

<p>Extra cover for treatment received outside of the UK, Channel Islands or Isle of Man</p>	<p>✓ Up to the cost we would pay for equivalent treatment in the UK</p>	<p>So long as:</p> <ul style="list-style-type: none"> • the treatment is carried out by a medical practitioner; and • we have agreed the fee before you go abroad for the treatment. <p>You will need to pay for treatment and claim the costs back from us.</p> <p>» For details, see 4.33</p>
<p>Extra cover for fee limited specialists</p>	<p>✓ Paid in full</p>	<p>As long as they don't charge significantly more than they usually do for that, or similar, treatment.</p>
<p>Routine management of specified chronic conditions.</p>	<p>✓ No yearly limit</p>	<p>» For details, see 3.5</p>

The following options are available with the Business Health plan. Your membership certificate will confirm if you have these options and full details will be in a separate membership handbook.

1.3 > The main things we don't cover

Like all health insurance plans, there are a few things that are not covered whatever options you have. We've listed the most significant things here, but please also see the detail later in your handbook.

Does my membership mean I don't need to use the NHS?

No. Your insurance is not designed to cover every situation. It is designed to add to, not replace, the NHS. There are some conditions and treatments that the NHS is best at handling – emergencies are a good example.

What are the key things my membership doesn't cover?

The cover you have will depend on the options your **group** has chosen for you.

Your plan does not cover	For more information	Notes
Pregnancy and childbirth	» For details, see 4.24 or call us on 0800 317 810	Few health insurance plans cover pregnancy and childbirth because they are not illnesses, and the NHS is set up to deal with them.
Treatment of medical conditions you had, or had symptoms of, before you joined.	» For details, see 3.4	Your plan is designed to cover necessary treatment of new medical conditions that arise after you join.
Treatment of ongoing, recurrent and long-term conditions (chronic conditions)	» For details, see 3.5	If you have the Extended cover option one you have extended cover for out-patient routine follow-up consultations and associated diagnostic tests

Key things that may not be covered depending on the options you have

Your membership certificate, which is part of your membership guide, shows you which options you have.

Your Options	Your cover
If you do not have the Treatment option	You do not have cover for in-patient treatment or day-patient treatment
If you do not have an out-patient option or the Diagnostics option	You do not have any cover for out-patient diagnostic tests or consultations
If you do not have the Therapies option	You do not have cover for fees for physiotherapists, acupuncturists , homeopaths , osteopaths or chiropractors
If you do not have the Mental Health option	You do not have cover for any psychiatric treatment
If you do not have the Dentist and Optician Cashback option	You do not have cover for dentists' or optician's fees
If you do not have the Private GP option	You do not have cover for private GPs fees

Your Options	Your cover
If you do not have the Extended Cover option	<p>You do not have cover for hospital fees if you choose to use a hospital that is not in our Directory of Hospitals.</p> <p>You will be able to claim a cash payment as shown in the Treatment cover table if you use a hospital or day-patient unit that is not in our Directory of Hospitals for private treatment that would have been covered by your plan.</p>

If you have any questions about your cover please call us on 0800 317 810

1.4 > Expert Help

Expert help is available to all members.

Have you ever wished a friend or someone in your family was a medical expert? You'd be able to talk to them whenever you liked and they'd have time to listen, reassure and explain in words you understand.

Being there to help with your health questions is just what our Expert Help services are here for. Our medical teams including nurses and a wide variety of healthcare professionals can answer the questions you might often wish you could ask.

Our Expert Help services do not diagnose or prescribe, and are not designed to replace your GP. Any information you share with us is confidential and will not be shared with other parts of our business, like our claims department.

Call with your health queries any time – just ask

Our medical team is ready to help whether you want to talk about a specific health worry, medication and treatment or simply need a little guidance and reassurance.

You can speak to them whenever you want to – day or night.

Health at Hand

0800 003 004

24 hours a day, 365 days a year.

Midwife and pharmacist services – Monday to Friday 8am to 8pm, Saturday 8am to 4pm and Sundays 8am to 12pm.

The experts

- nurses
- counsellors
- midwives
- pharmacists.

Health Information you can trust

Our online Health Centres bring together the latest information from our own experts, specialist organisations and NHS resources.

You can also put your own questions to our panel of experts at our regular live online discussions.

Alternatively you can e-mail your question through our Ask the Expert online panel and an appropriate medical professional will respond to you.

[Visit our website](#)

axapphealthcare.co.uk/health

The experts

- Extensive panel, including doctors, psychologists, nurses, physiotherapists and dieticians.

Support from our Dedicated Nurse Service

Our members have access to our Dedicated Nurse service, 24/7, 365 days a year. If you are diagnosed with a heart condition or cancer, our dedicated nurses will be there for you and your family

[Our Personal Advisers will put you in touch with a nurse on diagnosis](#)

[24 hours a day, 365 days a year](#)

The experts

- dedicated nurses.

2 Making a claim

This section of the membership handbook gives details about how to make a claim across the range of options available with our Business Health plan. To find out which options you have please refer to your membership certificate or contact us on 0800 317 810 or through your online account.

Guide to making a claim

1 Ask your GP or Doctor@Hand GP for an open referral

If the GP says you need specialist treatment, tell them you want to go private and ask for an 'open referral'.

With an open referral the GP doesn't name a particular specialist, but instead gives you the type of specialist you need to see, for example a cardiologist. This means our Fast Track Appointments Service can help you find a suitable specialist and make a convenient appointment for you. Occasionally the NHS will be best placed to provide care locally (for example specialist paediatric (children's) care at a NHS centre of excellence). When this is the case we will talk to you about your NHS options as well.

2 Contact us on 0800 317 810 or through your online account before you see the specialist

Contact us as soon as you've spoken to the GP. It's important you contact us before you see the specialist or have any treatment so that we can tell you what you're covered for. This will mean you don't end up having an unexpected bill for treatment that you're not covered for. You can pre-authorise treatment by phone or online, but if your claim is urgent we recommend you call us so we can make sure you are covered for your claim before you have any treatment.

Members with the Guided option

Members with the Guided option please remember we will only pay for treatment with a specialist we have helped you to choose.

3 We'll check your cover and let you know what happens next

We may ask you to provide more information, for example from the GP or specialist. You, the GP or your specialist must provide us with the information we ask for by the date that we ask for it or you may not be covered for your claim.

You can also use our Fast Track Appointments if you would like a second opinion from another specialist. Simply call us and we can discuss the options with you.

Doctor@Hand - GP consultations online or by phone

Doctor@Hand offers you cover for online or phone consultations, wherever you may be in the world.

Appointments available 24 hours a day, seven days a week, 365 days a year (subject to appointment availability).

Your condition and treatment

You can use Doctor@Hand for any medical condition or concern, whether or not this would be covered by your **plan**.

If the doctor says you need **treatment**, you must call us to check that the **treatment** is covered. Doctor@Hand cannot refer you to the NHS for specialist **treatment** directly. If you want to have NHS treatment, please contact your NHS GP.

Register for Doctor@Hand

For everything you need to know about the service, including how to register and full terms and conditions, please visit www.axapp.co.uk/MOL

Using Doctor@Hand

After you've registered, you can book an appointment online at doctorcareanywhere.com or use the

Doctor Care Anywhere app, available to download from the App Store or Google Play.

Private prescriptions and delivery

If the online GP has prescribed medication, this can be delivered to an address of your choice. Private prescription and delivery charges are not covered by your **plan**.

About the Doctor@Hand terms

Doctor@Hand is provided by Doctor Care Anywhere.

By using the service, you agree to Doctor Care Anywhere's terms and conditions. You will be asked to review and confirm you agree to these when you register.

Appointments can be rearranged but not cancelled with less than 12 hours' notice.

For muscle, bone and joint pain, you can use Working Body – no GP referral needed

When you experience muscle, bone or joint pain, it's important that you get the most appropriate support early.

With 'Working Body' you can get access to advice and treatment without the need for a GP referral. As soon as you develop a problem, just call your Personal Advisory Team. We'll check what cover you have and you'll get a call back by the end of the next working day to arrange a free telephone assessment.

During your phone assessment, a physiotherapist will listen to your concerns, take you through an initial assessment and then advise the most appropriate treatment for you.

Members under the age of 18 will need a **GP** referral for these types of conditions as the 'Working Body' service is not available to them.

Stronger Minds for mental health concerns – for members with the Mental Health option

Stronger Minds provides prompt access to mental healthcare and support.

You don't even need to get a referral from your **GP** first.

Call us on 0800 317 810 - If you experience stress, anxiety or any mental health concerns, call your Personal Advisory team to check your cover. They'll pass you straight through to the Stronger Minds team to speak to a trained counsellor or psychologist.

Initial clinical needs assessment - One of the team will talk things through, make an initial assessment and then direct you to the **treatment** that's right for you.

After the assessment

The counsellor or psychologist will recommend **treatment**, which could include:

- Counselling – Face to face, by email or over the telephone.
- **Treatment** with a psychologist – we'll put you in touch with a selected provider.
- Referral on to a **specialist** – we can arrange for you to see a private **specialist**.
- Self Help.

Members under the age of 18 will need a **GP** referral for these types of conditions as the Stronger Minds service is not available to them.

For skin concerns you can use our self-referral service

If you are concerned about any marks or moles on your skin, you can call your Personal Advisers to see whether the self-referral service can help. You can choose to use the service without seeing your **GP** first.

Call us on 0800 317 810 - You can call your Personal Advisers as soon as you experience problems or have any concerns. They will check your cover and take you through some questions designed to show whether the service can help.

Next steps - If your answers show the service can help and you decide to use it, we'll refer you to the service who can arrange a diagnostic appointment. We'll ask for your consent before transferring you and the service will take things from there. They will be responsible for making a diagnosis.

If the service isn't suitable for you, or you decide you'd rather not use it, it's best to make an appointment with your **GP** as soon as possible for further advice.

Over 18's only. Children under 18 will need a **GP** referral

How we pay claims

We normally settle any bills directly with the **specialist** or the hospital where you've had your **treatment**. If your **treatment** is not covered for any reason, we will let you know.

How do you pay my medical bills?

Specialists and hospitals normally send their bills to us, so we can pay them directly. If you need to pay an excess, we will let you know how to pay it.

» For more details, see 5.2

Do I need to tell the place where I have my treatment that I am an AXA PPP healthcare member?

Yes you must tell the place where you have your **treatment** that you are an AXA PPP healthcare member. This will mean that the fees charged for your **treatment** are those we have agreed with the hospital or centre.

What happens if I've paid the bills myself already or if I receive a bill?

If you paid your medical bills yourself and your **treatment** is covered, we will refund you the rates we have agreed with the hospital or centre, minus any excess. Please send the original receipts from the **specialist** or hospital to AXA PPP healthcare, Philips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL.

If you receive a bill, please contact us and we'll explain what to do next.

What should I do if I need further treatment?

If you need further **treatment**, please call us first to confirm your cover.

The information we may need when you make a claim

When you call us, we'll explain if your **treatment** is covered and normally you won't need to fill in any forms.

Usually, this all happens very quickly. However, sometimes we need more detailed medical information, including access to your medical records.

What does 'more detailed information' mean?

We may need more detailed information in any of the following ways:

- We may need your **GP** or **specialist** to send us more details about your **medical condition**. Your **GP** may charge you for providing this information. This charge is not covered by your **plan**.
- We may also ask you to give us consent to access your medical records.
- In some cases, we may also ask you to complete additional forms. We will need you to complete these forms as soon as possible, but no later than six months after your **treatment** (unless there is a good reason why this is not possible).
- Very rarely, we may have to ask a **specialist** to advise us on the medical facts or examine you. In these cases, we will pay for the **specialist** to do this and will take your personal circumstances into account when choosing the **specialist**.

What happens if I don't want to give the information you've asked for?

If you do not give us information we ask for, or do not consent to our accessing your medical records when we ask, we will not be able to assess your claim and so will not be able to pay it. We may also ask you to pay back any money that we have previously paid to do with this **medical condition**.

What if my treatment isn't covered?

If your membership does not cover your **treatment**, we'll explain this and also tell you about what we can do to support you through your NHS **treatment**.

What if I want to see a specific specialist?

We always recommend that you ask your **GP** for an open referral. That's a referral that does not name a specialist. With an open referral, you'll have a choice of **specialist** and we can make your appointment for you. This will also mean we can check that we cover that **specialist's** fees.

However, if you would prefer to use a specific **specialist**, or if your **GP** has already named a specialist, simply call us as soon as you can and we can tell you whether we cover that specialist's fees. If we don't, we can suggest an alternative and make the appointment for you if you wish.

Where can I find more information about the quality and cost of private treatment?

You can find independent information about the quality and costs of private treatment available from doctors and hospitals from the Private healthcare Information Network: www.phin.org.uk

What happens if I need emergency treatment?

In an emergency, please call for an NHS ambulance or go to a hospital A&E department. Most **private hospitals** are not set up for emergency **treatment**.

If you need further **treatment** after your emergency **treatment**, please call us, as we may be able to cover this.

If you have the Treatment Option: You may be able to claim a cash payment for each night you spend in an NHS hospital.

For more details, see the benefits table

3 How your membership works

- 3.1 > Looking at who should provide treatment
- 3.2 > Eligible treatment
- 3.3 > Our cover for treatment and surgery
- 3.4 > How your membership works with pre-existing conditions and symptoms of them
- 3.5 > How your membership works with conditions that last a long time or come back (chronic conditions)
- 3.6 > Paying the specialists and practitioners that treat you
- 3.7 > Paying the specialists and practitioners that treat you if you have out-patient cover
- 3.8 > Paying the places where you're treated
- 3.9 > General restrictions

How your membership works

For full details of how your membership works, please read the rest of your handbook. Not all of the rules in this section apply to all the options available with Business Health. Members with the diagnostics only option please be aware that cover on this option is limited to **treatment** as an **out-patient** to diagnose or help to diagnose a **medical condition**. Please see your membership certificate for details of the options you have.

Any questions?

If you're unsure how something works, just call us on 0800 587 0955 and we'll be very glad to explain. It's often quicker and easier than working it out from the handbook alone.

Making a claim

If you would like to make a claim, please call us on 0800 317 810 or go to your online account first and we'll be able to check your cover for you and tell you what to do next.

3.1 > Looking at who should provide treatment

Your membership is not designed to cover for primary care services such as any service, **treatment** or drug that could be provided by GPs, dentists and opticians except consultations with our online private **GP** service, Doctor@Hand, as shown in section 1 in the benefits table for all members.

If you have an Out-patient option or the Diagnostics option if **diagnostic tests** are routinely required as part of your referral to a **specialist** we may arrange these for you. We do this to help the **specialist** to quickly and effectively diagnose or identify what **treatment** may be required

If you have the Private GP option you have some cover for private GP consultations.

» For more details, see the [Private GP option handbook](#)

If you have a Dentist and Optician Cashback option, some services provided by dentists and opticians will be covered.

» For more details, see the [Dentist and Optician option handbook](#)

3.2 > Eligible treatment

Your membership covers 'eligible **treatment**'.

You will need to read all sections of this handbook to understand whether **treatment** is eligible **treatment**.

'Eligible **treatment**' is **treatment** of a disease, illness or injury where that **treatment**:

- falls within the benefits of this **plan** and is not excluded from cover by any term in this handbook; and
- is of an **acute condition** (for details see 3.5) ; and
- is **conventional treatment** (for details see 3.3); and
- is not preventative (for details see 3.6); and
- does not cost more than an equivalent **treatment** that is as likely to deliver a similar therapeutic or diagnostic outcome; and
- is not provided or used primarily for the convenience or financial or other advantage of you or your **specialist** or other health professional

Treatment needs to meet all of these requirements. There are some exceptions which will be described in the relevant sections of this handbook. For example, there are times when we do cover **treatment** of **chronic conditions** or **unproven treatment**. You will find more details of when that is the case in sections 3.5 and 3.3.

If we are not sure whether your **treatment** meets these requirements we may need a second medical opinion. We may ask a different **specialist** to give us a second opinion and they may need to examine you to confirm that your treatment is eligible **treatment**. In these cases, we will pay for the **specialist** to do this.

3.3 > Our cover for treatment and surgery

We cover treatment and surgery that is conventional treatment.

What do you mean by conventional treatment?

We define conventional treatment as treatment that that:

- is established as best medical practice, and is practised widely within the **UK**; and
- is clinically appropriate in terms of necessity, type, frequency, extent, duration and the facility or location where the **treatment** is provided; and has either
- been shown to be safe and effective for the **treatment** of your **medical condition** through substantive peer reviewed clinical evidence in published authoritative medical journals; or
- been approved by NICE (The National Institute for Health and Care Excellence) as a treatment which may be used in routine practice.

Are there any additional requirements for drug treatments?

If the **treatment** is a drug, the drug must be:

- licensed for use by the European Medicines Agency or the Medicines and Healthcare products Regulatory Agency; and
- used according to that licence.

Are there any additional requirements for surgical treatments?

If the **treatment** is a surgical procedure it must also be listed and identified in our schedule of procedures and fees.

» You can find our schedule at axapphealthcare.co.uk/fees or call us on 0800 317 810 and we'll send you a copy

What happens if my specialist says I need treatment that is not conventional treatment?

We know our members may want to have access to developing treatments as they become available. So, we will consider covering the following **treatment** when it is carried out by a **specialist**:

- **surgery** not listed and identified in the schedule of procedures and fees; and
- other **treatments** and **diagnostic tests** which are not **conventional treatments**.

In this handbook we refer to this **treatment** as **unproven treatment**.

The cover for unproven treatment is more restrictive than for conventional treatments.

Unproven treatment must:

- be authorised by us before it takes place; and
- take place in the **UK**; and
- be agreed by us as a suitable equivalent to **conventional treatment**.

If there is no suitable equivalent **conventional treatment**, there won't be any cover for the **unproven treatment**.

Are there restrictions on what you pay for unproven treatment?

The amount we pay for **unproven treatment** will depend on how much it costs and how much we would pay if you have **conventional treatment** for your **medical condition** instead.

- If the **unproven treatment** costs less than the alternative **conventional treatment** we will pay the cost of the **unproven treatment**; or
- If the **unproven treatment** costs more than the equivalent **conventional treatment** we will pay up to the cost we would have paid for the equivalent **conventional treatment**. We will pay up to the amount we would have paid a **fee approved specialist** and **hospital** in the **Directory of Hospitals**. To understand what the equivalent **conventional treatment** is we will look at the **treatment** other patients with the same **medical condition** and prognosis would be given.

Do I need to let you know if I want unproven treatment?

Yes, if you would like an **unproven treatment** you or your **specialist** must contact us at least 10 working days before you book that **treatment**. This is so we can:

- obtain full details of the **treatment**; and
- support you with additional information and questions for your **specialist**, before you have **treatment**; and
- agree what costs (if any) we will meet towards the **hospital, specialist, anaesthetist** and/or other provider. All **unproven treatment** must be agreed by us in writing, so you are clear how much we will pay towards your **treatment**.

We recommend you check with the **hospital, specialist, anaesthetist** and/or other provider how much they will charge for your **treatment** so you know how much will be your responsibility to pay.

Will there be any restrictions on my cover after I have had unproven treatment?

Yes there will. We will not pay for further **treatment** for your **medical condition** after you have undergone **unproven treatment**. This includes any complications or other **medical conditions** associated with the **unproven treatment**.

» To check whether we will agree to cover a treatment, please call us on 0800 317 810 before you book your treatment.

3.4 > How your membership works with pre-existing conditions and symptoms of them

Health insurance is usually designed to cover **treatment** of new **medical conditions** that begin after you join. Your cover for **treatment** of conditions you were aware of or had already had when you joined depends on the type of cover your **group** has chosen and what you told us about your medical history when you joined.

Am I covered for treatment of any conditions I was aware of when I joined?

We call conditions you were aware of when you joined **pre-existing conditions**.

The definition of a pre-existing condition

A **pre-existing condition** is any disease, illness or injury that:

- you have received medication, advice or **treatment** in the five years before the start of your cover, or
- you have experienced symptoms of in the five years before the start of your cover: whether or not the condition was diagnosed.

On your membership certificate, you'll see a section called 'Special terms'.

This will tell you which underwriting terms you joined on. Here are the options:

- Fully underwritten (or full medical underwriting)
- Continuing medical exclusions
- Medical history disregarded
- Moratorium – see next page.

In the following panels, we've explained how each of these work, but if you're unsure about your cover for **treatment of pre-existing conditions** it's always best to call us.

Fully underwritten or full medical underwriting

'Fully underwritten' means we asked you for details of your medical history, including any **pre-existing conditions**, before you joined. We then worked out your cover based on the information we received.

We have listed any special terms or exclusions on your membership certificate – please check this carefully. For example, you may not have cover for something specific if you have had that condition in the past. Your certificate will also show whether we can remove the exclusion after a period of time.

Continuing medical exclusions

If you joined us on 'continuing medical exclusions' terms, we are carrying on your exclusions for **medical conditions** from your previous health insurer. This normally means we only asked you a few brief medical questions.

We have listed any special terms or exclusions on your membership certificate – please check this carefully. For example, you may not have cover for something specific if you have had that condition in the past. Your certificate will also show whether we will remove the exclusion after a period of time.

If we carried on a moratorium from your previous healthcare insurance, the rules of your moratorium may be slightly different, and we may start the moratorium from when it originally began on your previous insurance. Your membership certificate will show when your moratorium started.

Medical history disregarded

If you joined us on 'medical history disregarded' terms, we accepted any **pre-existing conditions** you might have had when you joined. We normally only do this if we are continuing cover from a different health insurer or from a company membership, or for a newborn baby who was added to your membership.

Moratorium

If you joined us on moratorium terms, it means that you won't have cover for **treatment** of Medical problems you had in the five years before you joined us until:

- you've been a member for two **years** in a row; and
- you've had a period of 12 consecutive months since you joined that have been trouble-free from that condition.

If you joined us from another health insurer, and we carried on your moratorium from that insurer, the rules may be slightly different, and we may start the moratorium from when it originally began on your previous insurance. Your membership certificate will show some details about how your particular moratorium works.

The definition of trouble free

If you joined on moratorium terms, what do we mean by trouble-free?

Trouble-free means that you have not done any of the following for the **medical condition** you need **treatment** for:

- had a medical opinion from a medical **practitioner**, including a **GP** or specialist
- taken medication (including over the counter drugs)
- followed a special diet
- had medical **treatment**
- visited a **practitioner, therapist**, homeopath, acupuncturist, optician or dentist.

What if you didn't tell us about a condition, symptom or treatment you knew about when we asked?

Whichever form of underwriting you joined on, we may have asked you some medical questions before agreeing your cover. We worked out your terms or your premium based on your answers. If you did not answer fully or accurately, even if this was by accident, we may not cover **treatment** for the condition.

This means we will not cover **treatment** for any conditions that you should have told us about when we asked, but that you either did not tell us about at all, or that you did not tell us the full extent of. This includes:

- any pre-existing or previous condition, whether you had **treatment** for them or not; and/or
- any previous **medical condition** that recurs; and/or
- any previous **medical condition** that you should reasonably have known about, even if you did not speak to a doctor.

Whenever you claim, we may ask your **GP**, specialist or practitioner for more information to confirm whether you had any symptoms before you joined.

If we need to look at your medical history, we will need some time to do this before we can confirm whether we can cover your claim.

3.5 > How your membership works with conditions that last a long time or come back (chronic conditions)

Like most health insurance, your membership is designed to cover unexpected illness and conditions that respond quickly to **treatment (acute conditions)**. This means that it may not cover you for **treatment** of conditions that are likely to last a longer time or come back (**chronic conditions**). However, there are particular situations where we can cover **treatment** for these kinds of conditions.

Does my membership cover me for treatment of conditions that last a long time or come back (chronic conditions)?

Your membership does not cover you for conditions that:

- come back (recur); or
- are likely to continue for a while; or
- are long-term.

However, your membership will cover short-term **in-patient treatment** of flare-ups of a **chronic condition** – that is, unexpected complications or worsening of a **chronic condition**.

Because we don't cover ongoing, recurring long-term **treatment** for **chronic conditions**, this means we will not cover:

- monitoring a **medical condition**; or
- any **treatment** that only offers temporary relief of your symptoms, rather than dealing with the underlying condition; or
- routine follow-up consultations.

However, please see the notes on **treatment** for **cancer** and heart conditions below, as there are some exceptions to these rules.

What are acute conditions and chronic conditions?

Like most health insurers, we use the Association of British Insurers' definition for these.

Acute condition

An **acute condition** is a disease, illness or injury that is likely to respond quickly to **treatment** that aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or that leads to your full recovery.

Chronic condition

A **chronic condition** is a disease, illness or injury that has one or more of the following characteristics:

- It needs ongoing or long-term monitoring through consultations, examinations, check-ups or tests.
- It needs ongoing or long-term control or relief of symptoms.
- It requires your rehabilitation, or for you to be specially trained to cope with it.
- It continues indefinitely.
- It has no known cure.
- It comes back or is likely to come back.

What happens if a condition I have is a chronic condition?

If your condition is chronic, unfortunately there will be a limit to how long we cover your **treatment**. If we are not able to continue to cover your **treatment**, we will tell you beforehand so that you can decide whether to start paying for the **treatment** yourself, or to transfer to the NHS.

How does this affect my cover for cancer treatment?

There is a full explanation of how we cover **cancer treatment** in section 4 of this handbook

How does this affect my cover for treatment of heart conditions?

We also make an exception for treating some heart conditions.

If you have any of the following **surgery** on your heart, we will carry on paying for long-term monitoring, consultations, check-ups, scans and examinations related to the **surgery**. We will continue to pay for this while you are still a member and have a **plan** with **out-patient** cover.

- coronary artery bypass
- cardiac valve surgery
- implanting a pacemaker or defibrillator
- coronary angioplasty.

We will not pay for routine checks that a **GP** would normally carry out, such as anticoagulation, lipid monitoring or blood pressure monitoring.

If you are diagnosed with a heart condition, you can speak to one of our specialist nurses for heart patients. They will be able to give you guidance and information about your condition and the **treatment** you are having.

What other treatment is covered for chronic conditions?

We will cover the following up to your **out-patient** limits:

- the initial investigations to diagnose your condition
- treatment for a few months, so that your **specialist** can start your **treatment**.

If your condition flares up or you develop complications, we will cover **in-patient treatment** to take your condition back to its controlled state.

Are there any conditions that are always regarded as chronic?

Yes. Some conditions are likely to always need ongoing **treatment** or are likely to recur. This is particularly the case if the condition is likely to get worse over time. An example is Crohn's disease (inflammatory bowel disease) and long-term depression.

If you have one of these conditions, we will contact you to tell you when we will stop cover for **treatment** of the condition. We will contact you so that you can then decide whether to start paying for the **treatment** yourself, or to transfer to the NHS.

✓ Extra cover if you have the Extended Cover option

If you have the Extended cover option you have extended cover for **out-patient** routine follow-up consultations and associated **diagnostic tests** (but not **out-patient** drugs and dressings) with a specialist for the purpose of monitoring the on-going control a **specified chronic condition**, these are; angina, asthma, diabetes, epilepsy, heart valve problems, high blood pressure, glaucoma, osteoarthritis, rheumatoid arthritis, thyroid problems or ulcerative colitis

» For more information about how we cover treatment for chronic conditions, including some examples of how our cover works, please see axapphealthcare.co.uk/chronic

3.6 > Paying the specialists and practitioners that treat you

Does my plan cover the full fees charged by specialists?

Your cover for **specialists** and practitioners depends on the cover options you have. Please see your membership certificate/statement for details of the options you have.

Members with the Guided option

When you receive **treatment** we have agreed from a provider we have helped you choose, we can pay the **treatment** charges in full.

The information below in section 3.6 does not apply to your cover if you have the guided option.

If your **treatment** is covered, we will pay different amounts depending on what kind of arrangement we have with your **specialist**.

- **Fee-approved specialist.** Using a **fee-approved specialist** gives you the maximum reassurance, as we pay all their fees. If you use our Fast Track Appointments service, and you would like us to book your appointment for you we will book it with a **fee-approved specialist**.
- **Fee-limited specialist.** You may need to pay some costs yourself.
- **Specialists** we do not pay for. We do not pay any of their costs.

We use these arrangements for anaesthetists too – please also see below if you think your **treatment** will involve an anaesthetist.

Please also see the rest of this section for more about the people we pay.

Fee-approved specialists – what we pay

We will recommend you see a **fee-approved specialist**, as this will give you the maximum reassurance that the costs will be covered.

Call us as soon as you have seen your **GP**, and our Fast Track Appointments team can make your appointment with a **fee-approved specialist** for you.

This will mean that so long as your **treatment** is covered, we will pay for the following for a **fee-approved specialist**:

- Consultations (including remote consultations by telephone or via a video link. These will be covered under the **out-patient** consultation benefit if we have agreed with the **specialist** that he/ she is recognised by us to carry out remote consultations for our members).
- **diagnostic tests**
- hospital **treatment**
- **surgery**.

This is so long as a **GP** a dentist or a medical professional that we recognise and we have approved to make referrals has referred you for **treatment** with that type of **specialist**.

Fee-limited specialists – what we pay

We still pay **fee-limited specialists**, but you may also need to pay some costs yourself. So long as your **treatment** is covered, and a **GP** or dentist refers you, we will still pay some of the fees for a **fee-limited specialist**. However, we will only pay up to the amount we show in the schedule of procedures and fees. This means that you will probably need to pay something towards the cost of your **treatment**.

When you call to make your claim, we can tell you what you may need to pay for that particular **specialist**. However, you may also want to ask them for a quote before starting **treatment** to make sure you know what you need to pay.

Schedule of procedures and fees

This is a list of the fees that we pay.

You can find it at axapphealthcare.co.uk/fees, or call us on 0800 587 0955 and we'll send you a copy

What extra cover is there with the Extended cover option?

If you have the Extended cover option you have extra cover for the costs of **treatment** from **fee-limited specialists**. We will pay their fees in full.

Specialists we do not pay for

We will not pay any of their costs, so you will need to pay all their costs yourself.

There are some **specialists** that are not on either our 'fee-approved' or 'fee-limited' lists. This means that we will not pay any of their fees, or any fees for **treatment** under their direction. If you do not want to pay for **treatment**, call us before you start **treatment**. We will be happy to find a **specialist** whose fees we will cover.

What about anaesthetists?

If you think that your **treatment** will involve an anaesthetist, please check with your **specialist** which anaesthetist they will use and let us know before your **treatment** starts. We will then be able to tell you whether we pay their fees (see '**Fee-approved specialists**' above).

If you don't know which anaesthetist your **specialist** will use, we will do everything we can to let you know if they often use an anaesthetist that we do not pay in full.

As with other **specialists**, if the anaesthetist is 'fee-limited' or a **specialist** that we do not pay, you will have to pay some or all of the fees yourself. Please see the panels above for the different arrangements we have with **specialists**.

What extra cover is there with the Extended Cover option?

If you have the Extended cover option you have extra cover for the costs of **treatment** from **fee-limited specialists** including anaesthetists. We will pay their fees in full as long as they do not charge a fee that is significantly more than the fee they usually charge for that, or similar **treatment**.

Call us as soon as you have seen your **GP**, and our Fast Track Appointments team can make your appointment with a **specialist** for you.

This will mean that so long as your **treatment** is covered, we will pay for the following for a **specialist**:

- consultations (including remote consultations by telephone or via a video link. These will be covered under the **out-patient** consultation benefit if we have agreed with the **specialist** that he/ she is recognised by us to carry out remote consultations for our members).
- **diagnostic tests**
- hospital **treatment**
- **surgery**.

This is so long as a **GP**, a dentist or a medical professional that we recognise and we have approved to make referrals has referred you for **treatment** with that type of **specialist**.

There are some specialists who we do not cover for **treatment**. This means that we will not pay any of their fees, or any fees for **treatment** under their direction. If you do not want to pay for **treatment**, call us before you start **treatment**. We will be happy to find a **specialist** whose fees we will cover.

Fast Track Appointments

Our Fast Track Appointments team can find up to two suitable specialists for you to choose from, and can even book your appointment for you. Just call us on 0800 587 0955.

3.7 > Paying the specialists and practitioners that treat you if you have out-patient cover

Who will be paid for treatment as an out-patient?

If you have out-patient cover we will pay for **out-patient** consultations with a **specialist** and the **diagnostic tests** that they say you need. We will pay so long as your **GP** refers you.

We will pay for **out-patient diagnostic tests** performed by your **specialist** up to the level shown in chapter 21 of our schedule of procedures and fees.

For more about how we pay **specialists**, see the benefit tables and section 3.6

Members with the Guided option

If you have the Guided option please remember we will only pay for treatment with a specialist we have helped you to choose.

✓ Extra cover if you have the Enhanced or Full out-patient option

If you have either the Enhanced or Full out-patient options we will also pay for the **out-patient treatment** you need with a **practitioner**. By **practitioner** we mean a:

- **nurse**
- dietician
- orthoptist
- speech therapist
- audiologist

We will pay so long as:

- a **fee-approved** or **fee-limited specialist** is directing your **treatment**
- your **specialist** refers you.

We pay **practitioner** fees up to the level shown in our schedule of procedures and fees.

You can find our schedule at axapphealthcare.co.uk/fees or call us on 0800 587 0955 and we'll send you a copy

» Please note we have criteria for which practitioners we recognise and pay. Please see the Glossary for more information, or call us to check

What extra cover is there with the Extended Cover option?

As long as your **treatment** is covered, if you have the Extended Cover option we will pay the fees of a **fee-limited specialist** or **practitioner** in full. This is so long as the **fee-limited specialist** or **practitioner** continues to charge fees within the range that is usual for the **treatment** they provide.

Who will be paid under the Therapies option?

If you have the Therapies option we will pay **out-patient treatment** fees for any of the following that we recognise so long as your **treatment** is covered and your **GP** or **specialist** refers you:

- physiotherapists
- **acupuncturists**
- **homeopaths**
- osteopaths
- chiropractors.

If your **GP**, or for **treatment** from physiotherapists, osteopaths and chiropractors (**therapists**) our Working Body team, refers you for the **treatment**, you are covered for an overall maximum of ten sessions in a **year**.

If your **specialist** or our Working Body team refers you, we may agree to more sessions, but will need to agree them in writing first.

We pay **acupuncturists** and **homeopaths** up to the level shown in our schedule of procedures and fees.

We pay physiotherapists, osteopaths and chiropractors (**therapists**), **acupuncturists** and **homeopaths** in full if we recognise them. This is so long as they do not charge a significant amount more than they usually do, unless we have agreed this beforehand.

Please call us before you start **treatment** so we can confirm whether we recognise your **therapist, acupuncturist** or **homeopath**.

If you choose to use a **therapist, acupuncturist** or **homeopath** that we do not recognise, we will not pay for your **treatment**.

Who will be paid under the Mental Health option?

If you have the Mental Health option, we will pay for covered **in-patient** or **day-patient** psychiatric **treatment**, including **specialist** fees, as shown in the Mental Health option benefits table.

We will pay for **out-patient treatment** by any of the following:

- a mental health **specialist**
- a **cognitive behavioural therapist**, so long as a **specialist** in our fee-approved category refers you
- a psychologist, so long as a **specialist** in our fee-approved category refers you.

We will pay **specialists** as shown in section 3.6, Paying the specialists and practitioners that treat you, Does my plan cover the full fees charged by specialists?

We will pay **cognitive behavioural therapists** or **psychologists** up to the level shown in our schedule of procedures and fees.

You can find our schedule at axapphealthcare.co.uk/fees or call us on 0800 317 810 and we'll send you a copy.

» See section 3.6 for details on the specialists' fees we will pay

What extra cover is there with the Extended Cover Option?

If you have the Extended Cover Option we will pay the fees of a **fee limited specialist** in full.

We will pay so long as they do not charge a fee that is significantly more than the fee they usually charge for that, or similar **treatment**.

3.8 > Paying the places where you're treated

Where can I have treatment?

If your **treatment** is covered by your membership, we will pay your hospital fees in full. This is so long as a **specialist** is overseeing your **treatment**, and you use one of the following listed in our **Directory of Hospitals** :

- a hospital
- a **day-patient unit**
- a **scanning centre** (for CT, MRI and PET scans).

In-patient and **day-patient** hospital fees include costs for things like:

- accommodation
- **diagnostic tests**
- using the operating theatre
- nursing care
- drugs
- dressings
- radiotherapy and chemotherapy
- physiotherapy
- surgical appliances that the **specialist** uses during **surgery**.

» For more about how we pay for treatment, please also see sections 3.6 and 3.7

There are special rules about the following kinds of **treatment**:

- **out-patient treatment**
- intensive care
- cataract **surgery**
- oral **surgery**.

» See next page for more details about these

What you must tell the place where you have your treatment

You must tell the place where you have your **treatment** that you are an AXA PPP healthcare member. This will help to ensure that the fees charged for your **treatment** are those we have agreed with the hospital or centre.

You can find our Directory of Hospitals in an online member area at axapphealthcare.co.uk/hospitals or on your member site.

Where can I have out-patient treatment?

The cover you have for **out-patient treatment** depends on the options you have.

We will pay fees at an authorised **out-patient** facility in full. We will pay these so long as:

- your **treatment** is covered by your membership; and
- a **specialist** is overseeing it; and
- the facility is recognised by us to provide **out-patient** services.

Please always check with us beforehand to make sure the facility you want to go to is recognised.

CT, MRI or PET scans received as an **out-patient** will be paid in full at a **scanning centre** listed in our **Directory of Hospitals**.

We do not pay for **out-patient** drugs or dressings.

What about intensive care?

If you have private intensive care **treatment** in a **private hospital** or in an NHS Intensive Therapy or Intensive Care unit, we will pay for this so long as:

- it immediately follows private **treatment** that was covered by your membership; and
- you or your next of kin have asked for you to have the intensive care **treatment** privately.

Where can I have cataract surgery?

If you need cataract **surgery**, we will pay for your **treatment** at any **facility** where we have an agreement covering cataract **surgery**. These are shown in our **Directory of Hospitals**. If your **GP** or optician says you need cataract surgery, you need to contact us to find an appropriate facility for your treatment. The facility will put you in touch with one of their **specialists**.

Where can I have oral surgery?

We will pay for oral **surgery** at any **facility** that we have an agreement with covering oral **surgery**. These are shown in the **Directory of Hospitals**. Your dentist will need to refer you for the **treatment**.

Please contact us to find an appropriate **specialist** and **facility** for your **treatment**.

Does my plan cover payment for treatment anywhere else?

We only pay for **treatment** at the places listed. For example, we do not pay anything for **treatment** at a health hydro, spa, nature cure clinic or any similar place, even if it is registered as a hospital.

What happens if I choose a different hospital or scanning centre for treatment?

If you do not have the Extended Cover option and you have private **in-patient** or **day-patient treatment** at a hospital, **day-patient unit** or use a **scanning centre** that is not in our **Directory of Hospitals** we will not pay for your **treatment**. We will only pay a small cash payment as shown in the benefits table when the **treatment** would have covered by your membership. You will need to pay the majority of the cost yourself. This could be a significant amount.

✓ Extra cover if you have the Extended Cover Option

If you have the Extended Cover Option you have extra cover for **treatment** at hospitals, **day-patient units** and **scanning centres** that are not in our **Directory of Hospitals**. As long as your **treatment** is covered we will pay for you to have it at any hospital, **day-patient unit**, **out-patient facility** or **scanning centre** in the **UK**.

What about treatment on the NHS?

If you have free **in-patient treatment** on the NHS that would have been covered by your membership, we will pay you a cash payment. This includes **treatment** in an NHS Intensive Therapy or Intensive Care unit, or **treatment** received in a private facility.

» For more details, see the benefits table

3.9 > General restrictions

High charges

We will not pay if any of the following charge a significant amount more than they usually do, unless we have agreed this beforehand:

- a **specialist** in our fee-approved category
- a physiotherapist
- an osteopath
- a chiropractor
- a **cognitive behavioural therapist**
- a **psychologist**.

Consultations within 10 days of treatment

We will not pay any separate fee that your **specialist** makes for consultations within 10 days of carrying out **surgery**.

Treatment and referrals by family members

We will not pay for drugs or **treatment** if:

- the person who refers you is a member of your family
- the person who treats you is a member of your family.

4 Your cover for specific conditions, treatment, tests and costs

- 4.1 > Cancer
- 4.2 > Alcohol abuse, drug abuse, substance abuse
- 4.3 > Breast reduction
- 4.4 > Chiropody and foot care
- 4.5 > Consequences of previous treatment, medical or surgical intervention or body modification
- 4.6 > Contraception
- 4.7 > Cosmetic surgery
- 4.8 > Criminal activity
- 4.9 > Drugs and dressings
- 4.10> External prosthesis or appliances
- 4.11> Fat removal
- 4.12> Gender reassignment or gender confirmation
- 4.13> Genetic tests, preventative treatment and screening tests
- 4.14> GP and primary care services
- 4.15> Infertility and assisted reproduction
- 4.16> Kidney dialysis
- 4.17> Learning and developmental disorders
- 4.18> Long sightedness, short sightedness and astigmatism
- 4.19> Mechanical heart pumps (Ventricular Assist Devices (VAD) and Artificial Hearts)
- 4.20> Mental health

- 4.21> Natural ageing
- 4.22> Nuclear, biological or chemical contamination and war risks
- 4.23> Organ or tissue donation
- 4.24> Pregnancy and childbirth
- 4.25> Reconstructive surgery
- 4.26> Rehabilitation
- 4.27> Self-inflicted injury and suicide
- 4.28> Sexual dysfunction
- 4.29> Social, domestic and other costs unrelated to treatment
- 4.30> Sports related treatment
- 4.31> Sterilisation
- 4.32> Teeth and dental conditions
- 4.33> Treatment abroad and restrictions if you live outside of the UK
- 4.34> Treatment that is not medically necessary
- 4.35> Varicose veins
- 4.36> Warts
- 4.37> Weight loss treatment

There are particular rules for how we cover some conditions, treatments, tests and costs. This section explains what these are.

Not all of the rules apply to all the options available with Business Health. Please see your membership certificate for details of the options you have.

Members with the diagnostics only option please be aware that cover on this option is limited to **treatment** as an **out-patient** to diagnose or help to diagnose a **medical condition**.

You should also read this section alongside the other sections of this handbook as the other rules of cover will also apply, for example our rules about **pre-existing conditions, chronic conditions** and who we pay.

If you're at all unsure about the cover you have with your membership – even if you don't need to claim for it at the moment – please just give us a call on 0800 587 0955. We'll always be glad to explain your cover, and it's often quicker and easier than working it out from the handbook alone.

Any questions?

Just call us on 0800 587 0955 and we'll be very glad to help explain anything that's unclear.

If you want to make a claim, please call us on 0800 317 8105 or go to your online account first and we'll be able to check your cover for you and tell you what to do next.

4.1 > Cancer

Applies to: Treatment and Out-patient options

The cover you have for **cancer** depends on whether you have Comprehensive Cancer Cover or NHS Cancer Support. Your membership certificate will confirm which you have. If you have Cancer Cover the information in 4.1a applies to you. If you have NHS Cancer Support the information in 4.1b applies to you.

4.1a > Cancer Cover - Comprehensive Cancer Cover

Due to the nature of **cancer**, we cover it a little differently to other conditions. This section explains the differences. If a specific aspect of your cover is not mentioned here, the standard cover described elsewhere in your handbook applies.

About your cover for cancer treatment

We will cover investigations into **cancer** and **treatment** to kill **cancer** cells.

We will cover **treatment** for any new **cancer** that starts after you join. We will also cover that **cancer** if it comes back and you are still a member.

If you have exclusions to do with **cancer** because of your past medical history, we will not cover your **treatment** if this **cancer** comes back.

» For more details of how we cover treatment of pre-existing medical conditions, see section 3.4

Experienced dedicated nurses and case managers

Our registered nurses and case managers provide support over the phone and have years of experience of supporting cancer patients and their families.

When you call, we will put you in touch with a nurse or case manager who will then support you throughout your treatment.

Your nurse or case manager will be happy to speak to your specialist or doctor directly if you need them to check any details. They can also give you guidance on what to expect during treatment and how to talk about your illness to friends and family.

Supporting you if you're diagnosed with cancer

Expert support if you choose to have your treatment on the NHS.

We have developed extra support services to help you and your family if you are diagnosed with **cancer** and you decide to have your **treatment** on the NHS instead of using this **plan** to have private **treatment**. We may be able to help you with everyday concerns, such as childcare or domestic help.

Please call us before your **treatment** begins, so that we can discuss with you what kind of expert support is available.

If you are diagnosed with **cancer** – please call us on 0800 317 810 so we can explain how we can support you.

Cash payment for NHS treatment

If you have **day-patient** or **out-patient** radiotherapy or chemotherapy on the NHS, and your **plan** would have covered that **treatment**, we will make a cash payment to you of £50 a day, up to a maximum of £2,000 a **year**.

We will also make a cash payment for **in-patient treatment** on the NHS (as well as **out-patient** and **day-patient** radiotherapy or chemotherapy) as shown in the benefits table.

Nurse to give you chemotherapy by intravenous drip at home

We will pay in full for **treatment**:

- at home; or
- somewhere else that is appropriate.

We will pay for a **nurse** to give you chemotherapy to treat **cancer** by intravenous drip. This is so long as:

- we have agreed the **treatment** beforehand; and
- you would otherwise need to be admitted for **in-patient** or **day-patient treatment**; and
- the **nurse** is working under the supervision of a **specialist** who is in our ‘fee- approved’ category – see 3.6; and
- the **treatment** is provided through a healthcare services supplier that we have a contract with for this kind of service.

Do the rules about chronic or recurring conditions apply to cancer?

We don't apply our rules about chronic or recurring conditions to **cancer**. Please carefully read all of this section (4.1) to find out how we cover **treatment** for **cancer**.

How does cancer cover affect out-patient cover?

If you have been diagnosed with **cancer** your **plan** will cover **out-patient specialist** consultations and **out-patient diagnostic tests** without affecting your overall **out-patient** benefit.

Comparing our cancer cover

To help make our **cancer** cover clearer, the following information is in a format that the Association of British Insurers (ABI) recommend.

The table below applies to you if you have the treatment option with Comprehensive Cancer Cover. If you have the treatment option with NHS cancer support, please go to section 4.1b.

Place of treatment	Am I covered?
Private hospitals, day-patient units or scanning centres listed in our Directory of Hospitals .	✓ Yes
Chemotherapy by intravenous drip at home.	✓ Yes
Treatment at a hospice.	✓ We will make a donation of £100 for every night you spend in a hospice or have hospice at home care.
Diagnostic	Am I covered?
Whether you are an in-patient , day-patient or out-patient	
Diagnostic surgery as shown below under ' Surgery '.	✓ Yes
CT, MRI and PET scans.	✓ Yes
Genetic testing proven to help choose the best chemotherapy. » See section 4.13 for more information on genetic tests	✓ Yes
Genetic testing to work out whether you have a genetic risk of developing cancer .	✗ No
If you're an in-patient or day-patient	
Specialist fees for the specialist treating your cancer when you are an in-patient or day-patient .	✓ Yes
Diagnostic tests as an in-patient or day-patient .	✓ Yes
If you're an out-patient	
Specialist consultations with the specialist treating your cancer when you are an out-patient .	<p>✓ Yes</p> <p>If you have an out-patient option, the consultations will not come out of your out-patient limit.</p> <p>If the consultations are before your diagnosis, consultations will come out of your out-patient limit.</p> <p>» For more details, see the benefits table.</p>

<p>Diagnostic tests as an out-patient when ordered by the specialist treating your cancer.</p>	<p>✓ Yes</p> <p>If you have an out-patient option: the tests will not come out of your out-patient limit. If the tests are before your diagnosis, they will come out of your out-patient limit.</p> <p>» For more details, see the benefits table.</p>
Surgery	Am I covered?
Whether you are an in-patient , day-patient or out-patient	
<p>Surgery for the treatment or diagnosis of cancer, so long as it is conventional treatment.</p> <p>» See section 7 for how we define surgery.</p> <p>» See 3.3 for more about conventional and unproven treatment.</p>	<p>✓ Yes</p>
Preventative	Am I covered?
<p>Preventative treatment, such as:</p> <p>Screening when you do not have symptoms of cancer. For example, if you had a screen to see if you have a genetic risk of breast cancer, we would not cover the screening or any treatment to reduce the chances of developing breast cancer in future (such as a preventative mastectomy).</p> <p>Vaccines to prevent cancer developing or coming back – such as vaccinations to prevent cervical cancer.</p>	<p>✗ No</p>
Drug therapy	Am I covered?
<p>Out-patient drugs or other drugs that a GP could prescribe or could be bought over the counter. This includes drugs or prescriptions you are given to take home if you have had in-patient, day-patient or out-patient treatment.</p>	<p>Please call us about these drugs. We don't cover them, but we can help you apply to get these paid for by the NHS. Call us on 0800 587 0955 and we can talk you through this.</p>
<p>Drug treatment to kill cancer cells – including:</p> <ul style="list-style-type: none"> biological therapies, such as Herceptin or Avastin chemotherapy. 	<p>✓ Yes</p> <p>There is no time limit on how long we cover these drugs.</p> <p>We will cover them if:</p> <ul style="list-style-type: none"> they have been licensed by the European

	<p>Medicines Agency or the Medicines and Healthcare products Regulatory Agency, and</p> <ul style="list-style-type: none"> • they are used according to their licence, and • they have been shown to be effective. <p>Because drug licences change, this means that the drugs we cover will change from time to time.</p> <p>Please call once you know your treatment plan.</p>
<p>Unproven drugs.</p>	<p>✗ No.</p> <p>There is no cover for unproven drugs or drugs that are being used outside of their licence.</p> <p>» Please see section 3.3 for more information on unproven treatment</p>
<p>Other drugs. We cover:</p> <ul style="list-style-type: none"> • Bone strengthening drugs such as bisphosphonates or Denosumab • Hormone therapy that is given by injection (for example goserelin, also known as Zoladex) • Antivirals, antibiotics, antifungals, anti-sickness and anticoagulant drugs. 	<p>✓ Yes. They are covered as long as you have them at the same time as you are having chemotherapy or biological therapy to kill cancer cells covered by your membership.</p>
<p>Drugs for treating conditions secondary to cancer, such as erythropoietin (EPO).</p>	<p>✓ Yes, while you are having chemotherapy that is covered by your membership.</p>
<p>Radiotherapy</p>	<p>Am I covered?</p>
<p>Radiotherapy including when it is used to relieve pain.</p>	<p>✓ Yes</p>

Proton beam therapy (PBT)	<p>✓ Yes</p> <p>We will pay for PBT for:</p> <ul style="list-style-type: none"> • central nervous system (brain and spinal cord) cancer or malignant solid cancers in members aged 21 and under • chordomas or chondrosarcomas (types of spine cancer) in the base of the skull or cervical spine (neck bones) which have not spread (metastasised) • cancer of the iris, ciliary body or choroid parts of the eye (uveal melanoma) which has not spread (metastasised) <p>As PBT is a developing area of medicine there are only a limited number of facilities that provide this treatment. Please contact us before you have your treatment.</p>
Accelerated charged particle therapies	<p>✗ No</p> <p>However, there is limited cover for Proton Beam Therapy in the circumstances shown above.</p>
<p>Palliative and end of life care</p>	
Care to relieve pain or other symptoms rather than cure the cancer .	<p>✓ We will provide cover and support throughout your cancer treatment even if it becomes incurable. We cover radiotherapy, chemotherapy and surgery (such as draining fluid or inserting a stent) to relieve pain.</p>
Donation to a hospice where you are having end of life care, or a donation to a service providing hospice at home care.	<p>✓ £100 a night</p>
<p>Monitoring</p>	
Follow ups – cover for follow up consultations and reviews for cancer .	<p>✓ Yes, so long as you are still a member and have a plan that covers this.</p>
Routine monitoring or checks that a GP or someone else in a GP surgery (or other primary care setting) could carry out.	<p>✗ No</p>

Follow up procedures that are for monitoring rather than treatment . Some cancer patients need procedures to check whether cancer is still present or has returned. For example, these could include colonoscopies to check the bowel or cystoscopies to check the bladder.	✓ Yes
Limits	Am I covered?
Time limits on cancer treatment . Your membership covers you while you are having treatment to kill cancer cells.	None
Money limits on cancer treatment	No specific limits – same rules apply to your cancer treatment as for any other treatment .
Other benefits	Am I covered?
Stem cell or bone marrow treatment . This includes paying reasonable costs to a live donor to donate bone marrow or stem cells. It does not include any related administration costs. For example, we will not cover transport costs or the costs of finding a donor. » See 4.23 for more about this.	✓ Yes
The cost of wigs or other temporary head coverings or external prostheses needed because of cancer whilst you are having treatment to kill cancer cells.	Up to £400 a year for wigs or head coverings and up to £5,000 a year for prostheses.

4.1b > Cancer cover - NHS Cancer Support

If you have NHS **Cancer** Support we will not pay for the **treatment** of **cancer**. You will need to use the NHS, or pay for the costs of **treatment** yourself.

We will pay for a licensed **cancer** drug which the NHS will not pay for. We will also pay for the cost of the drug to be given to you.

We will pay if:

- a **specialist** recommends and prescribes the drug; and
- the drug is licensed by the European Medicines Agency (EMA) or the Medicines and Healthcare products Regulatory Agency; and
- the drug is being used according to its licence; and
- we have agreed the drug **treatment** in advance; and

- the intention of the drug is to affect the growth of the **cancer** by shrinking it, stabilising it or slowing the spread of disease and not just to relieve symptoms.

We will pay for the drugs to be given to you at home by a qualified and experienced healthcare professional. If it isn't appropriate for you to have the drugs at home they can be given to you at a hospital or **day-patient unit** listed in the **Directory of Hospitals**.

4.2 > Alcohol abuse, drug abuse, substance abuse

Applies to: Treatment, Out-patient, Diagnostics, Mental Health and Therapies options.

We do not cover **treatment** you need as a result of, or in any way connected to, alcohol abuse, drug abuse or substance abuse.

4.3 > Breast reduction

Applies to: Treatment, Out-patient and Diagnostics options

We do not cover either male or female breast reduction.

4.4 > Chiropody and foot care

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We will not cover any general chiropody or foot care, even if a surgical podiatrist provides it. This includes things like gait analysis and orthotics.

4.5 > Consequences of previous treatment, medical or surgical intervention or body modification

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

If you had **treatment**, medical or surgical intervention or body modification previously that would not be covered by your membership, we do not cover further **treatment** or increased **treatment** costs that are:

- a result of the **treatment**, medical or surgical intervention or body modification you had previously, or
- connected with the **treatment**, medical or surgical intervention or body modification you had previously.

4.6 > Contraception

Applies to: Treatment, Out-patient and Diagnostics options

We do not cover contraception or any consequence of using contraception.

4.7 > Cosmetic surgery

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover:

- Cosmetic **treatment** or cosmetic **surgery**; or

- **Treatment** that is connected to previous cosmetic **treatment** or cosmetic **surgery**.
» See also 4.25 Reconstructive surgery

4.8 > Criminal activity

Applies to: All options

We do not cover **treatment** you need as a result of your active involvement in criminal activity.

4.9 > Drugs and dressings

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

We do not cover drugs, dressings or prescriptions that:

- you are given to take home after you have had **in-patient**, **day-patient** or **out-patient treatment**; or
- could be prescribed by a **GP** or bought without a prescription; or
- are taken or administered when you attend a hospital, consulting room or clinic for **out-patient treatment**.

There are some exceptions for drugs given for **cancer treatment**.

» There is a full explanation of how we cover cancer treatment in section 4.1 of this handbook.

4.10 > External prosthesis or appliances

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

What is covered?

We will pay up to £5,000 towards the cost of an **external prosthesis** needed following an accident or **surgery** for a **medical condition**.

We will do this so long as:

- you had continuous cover on a private medical insurance policy with us before the accident or **surgery** happened that has led to the need for the prosthesis; and
- all claims are made within 12 months of the amputation or removal of the body part

We will only pay this benefit once, regardless of how long you remain a member of AXA PPP healthcare.

What is not covered?

We do not cover replacement of teeth or hair, including wigs or hair transplants.

We do not cover the costs of the purchase, or hire or fitting of an external appliance such as crutches, joint supports and braces, mechanical walking aids, contact lenses or any external device.

How to claim

If you want to claim this benefit, you should call us on 0800 587 0955 and we will explain what to do next. Please remember to ask the provider of your **external prosthesis** for full receipts as we cannot pay claims without a receipt.

Extra cover if you have the Treatment option with Cancer Cover

If you have the Treatment option with Cancer Cover, we will pay towards the cost of wigs or other temporary head coverings or external prostheses needed because of **cancer** whilst you are having treatment to kill **cancer** cells, as shown in 4.1a. This benefit does not apply if you have NHS Cancer Support.

4.11 > Fat removal

Applies to: Treatment, Out-patient and Diagnostics options

We do not cover the removal of fat or surplus tissue, such as abdominoplasty (tummy tuck), whether or not the removal is needed for medical or psychological reasons.

4.12 > Gender reassignment or gender confirmation

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

We do not cover gender re-assignment or gender confirmation **treatment** or anything connected with them in any way, such as:

- gender reassignment operations or other surgical **treatment**; or
- psychotherapy or similar services; or
- any other **treatment**.

4.13 > Genetic tests, preventative treatment and screening tests

Applies to: Treatment, Out-patient and Diagnostics options

Health insurance is designed to cover problems that you're experiencing at the moment, so it generally doesn't cover preventative **treatment** or screening tests, including genetic tests.

What is not covered for genetic tests, preventative treatment and screening tests?

We do not pay for:

- preventative **treatment**, such as preventative mastectomy; or
- preventative screening tests; or
- routine preventative examinations and check-ups; or
- genetic screening tests to check whether:
 - you have a **medical condition** when you have no symptoms; or
 - you have a genetic risk of developing a **medical condition** in the future; or
 - there is a genetic risk of you passing on a **medical condition**; or

- genetic tests to identify a **medical condition** where the result of the test isn't proven to change the course of **treatment**. This might be because the course of **treatment** for your symptoms will be the same regardless of what **medical condition** has caused them; or
- any other preventative screening or treatment to see if you have a **medical condition** whether or not you have symptoms; or
- vaccinations.

What is covered for genetic tests?

We will pay for genetic testing when it is proven to help choose the best course of drug **treatment** for your **medical condition**. This means that it must be recommended in the drug licence for a specific targeted therapy, such as HER2 testing for the use of Herceptin for breast **cancer**.

Please call us before you have any genetic tests to confirm that we will cover them. Your **specialist** might want to do a variety of tests and they might not all be covered. The cost to you might be significant if the tests aren't covered under your **plan**.

If you're unsure whether your **treatment** is preventative or not, please call us on 0800 587 0955 before going ahead with the **treatment**.

4.14 > GP and primary care services

Applies to: Treatment, Out-patient, Diagnostics and Mental Health options

Your cover includes access to Doctor@Hand for online, video and telephone consultations as shown in the benefits table. We do not cover any other primary care services or **treatment** that would normally be carried out in a primary care setting. This includes any fees for services that a **GP**, dentist or optician could normally carry out, or any other primary care services.

If you have the Private GP Option you have cover for private GP consultations as shown in the Private GP option handbook.

If you have the Dentist and Optician Cashback option we will pay towards dentists' and opticians' fees as shown in the Dentist and Optician cashback option handbook.

» See also 3.1 Looking at who should provide treatment and the Dentist and Optician and Private GP options handbooks

4.15 > Infertility and assisted reproduction

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover investigation or **treatment** of infertility and assisted reproduction or **treatment** designed to increase fertility. This includes:

- **treatment** to prevent future miscarriage; or
- investigations into miscarriage; or
- assisted reproduction; or

- anything that happens, or any **treatment** you need, as a result of these **treatments** or investigations.

4.16 > Kidney dialysis

Applies to: Treatment and Out-patient options

We do cover kidney dialysis, but only in some situations.

What is covered for kidney dialysis?

We will cover kidney dialysis for up to six weeks if you are being prepared for kidney transplant. However, we will not cover regular or long-term kidney dialysis if you have chronic kidney failure.

» See also 4.23 Organ or tissue donation

4.17 > Learning and developmental disorders

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

We do not cover any **treatment**, investigations, assessment or grading to do with:

- learning disorders
- speech delay
- educational problems
- behavioural problems
- physical development
- psychological development.

Some examples of the conditions we do not cover are the following (please call if you would like to know if a condition is covered):

- dyslexia
- dyspraxia
- autistic spectrum disorder
- attention deficit hyperactivity disorder (ADHD)
- speech and language problems, including speech therapy needed because of another **medical condition**.

4.18 > Long sightedness, short sightedness and astigmatism

Applies to: Treatment, Out-patient and Diagnostics options

We do not cover any **treatment** to correct refractive errors, including long sightedness, short sightedness or astigmatism.

✓ Extra cover if you have the Dentist and Optician option

If you have the Dentist and Optician option we will pay towards the cost of eye tests, prescribed glasses and prescribed contact lenses as shown in the Dentist and Optician option handbook.

For more details, see the Dentist and Optician benefits table in the Dentist and Optician option handbook

4.19 > Mechanical heart pumps (Ventricular Assist Devices (VAD) and Artificial Hearts)

Applies to: Treatment, Out-patient and Diagnostics options

There is no cover for the provision or implantation of a mechanical heart pump. There is also no cover for the long-term monitoring, consultations, check-ups, scans and examinations related to the implantation or the device.

4.20 > Mental health

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

Our cover for mental health depends on whether you have the Mental Health option.

If you do not have the Mental Health option we do not cover any **treatment** of psychiatric illness.

✓ Extra cover under the Mental health option

If you have the Mental Health option we will cover **treatment** for psychiatric illness.

This includes:

- **in-patient** and **day-patient treatment** in hospital; and
- **out-patient treatment**.

For more details, see the mental health options benefit table

All your other membership rules still apply to your cover.

What happens if I need to go into hospital for a psychiatric condition?

If you need to go into hospital for **in-patient** or **day-patient treatment** of a psychiatric condition, the hospital will contact us to check your cover before you go in. If your **treatment** is covered, we will agree to pay the hospital for an initial period of time in hospital. The hospital will tell you how long this period is.

If you need to stay in hospital for a longer period, we will ask your **specialist** why you need further **treatment**, and let you know if we agree to cover the extended stay.

What if my condition goes on for a long time?

Our normal rules on **chronic conditions** apply to mental health problems. So if your condition becomes chronic, unfortunately we may no longer be able to cover your **treatment**. If this happens, we will contact you beforehand so that you can decide whether to start paying for the **treatment** yourself, or to transfer to the NHS.

» For more details, see 3.5

What is not covered

Even if you have the Mental Health option we do not cover any **treatment** connected in any way to:

- an injury you inflicted on yourself deliberately ; or
- a suicide attempt
- alcohol abuse
- drug or substance abuse.

4.21 > Natural ageing

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not pay for **treatment** of symptoms generally associated with the natural process of ageing. This includes **treatment** for the symptoms of puberty and menopause, including symptoms as a result of medical intervention.

4.22 > Nuclear, biological or chemical contamination and war risks

Applies to: All options

We do not cover **treatment** you need as a result of nuclear, biological or chemical contamination. We do not cover **treatment** you need as a result of war (declared or not), an act of foreign enemy, invasion, civil war, riot, rebellion, insurrection, revolution, overthrow of a legally constituted government, explosions of war weapons, or any similar event.

We do cover **treatment** due to a **terrorist act** so long as the act does not cause nuclear, biological or chemical contamination.

4.23 > Organ or tissue donation

Applies to: Treatment, Out-patient and Diagnostics options

If you plan to donate an organ or tissue as a live donor, or receive an organ or tissue from a live donor, please call us so that we can tell you what support we offer.

What we don't cover

We do not pay for:

- the cost of collecting donor organs or tissue; or
- any related administration costs – for example, the cost of searching for a donor; or
- any costs towards organ or tissue donation that is not done in line with appropriate regulatory guidelines.

4.24 > Pregnancy and childbirth

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

As pregnancy and childbirth are not **medical conditions** and because the NHS provides for them, our cover is limited.

We don't cover the checks or other interventions, such as antenatal and postnatal monitoring and screening that you will have during pregnancy and birth.

What is covered?

We will cover the additional costs for **treatment of medical conditions** that arise during your current pregnancy or childbirth. For example:

- ectopic pregnancy (pregnancy where the embryo or foetus grows outside the womb)
- hydatiform mole (abnormal cell growth in the womb)
- retained placenta (afterbirth retained in the womb)

- eclampsia (a coma or seizure during pregnancy and following pre-eclampsia)
- post partum haemorrhage (heavy bleeding in the hours and days immediately after childbirth)
- miscarriage requiring immediate surgical **treatment**.

Because our cover for pregnancy and childbirth is limited, please call us on 0800 587 0955 to check what you are covered for before starting any private **treatment**.

If you have a baby, we can often add them to your membership from birth. However, if the baby was born after fertility **treatment** or assisted reproduction, there are a few limits on our cover. Please call us on 0800 587 0955 so we can explain what we can cover.

4.25 > Reconstructive surgery

Applies to: Treatment, Out-patient and Diagnostics options

We do cover reconstructive **surgery**, but only in certain situations.

What is covered?

We will cover your first reconstructive **surgery** following an accident or **surgery** for a **medical condition** that was covered by your membership. We will do this so long as:

- you had continuous cover under a private medical health insurance plan since before the accident or **surgery** happened; and
- we agree the method and cost of the **treatment** in writing beforehand.

In the case of breast cancer the first reconstructive **surgery** means:

- one planned **surgery** to reconstruct the diseased breast
- one further planned **surgery** to the other breast, when it has not been operated on, to improve symmetry
- nipple tattooing, up to 2 sessions.

Please call us on 0800 317 810 before agreeing to reconstructive surgery so we can tell you if you are covered.

What is not covered?

We do not cover **treatment** that is connected to previous reconstructive surgery or any cosmetic operation to a reconstructed breast.

» See also 4.5

4.26 > Rehabilitation

Applies to: Treatment option

We do cover **in-patient** rehabilitation for a short period, but there are some limits to our cover.

What is covered for rehabilitation?

We will cover **in-patient** rehabilitation for up to 28 days, so long as:

- it follows an acute brain injury, such as a stroke; and

- it is part of **treatment** of an acute condition that is covered by your membership; and
- a **specialist** in rehabilitation is overseeing your **treatment**; and
- you have your **treatment** in a rehabilitation hospital or unit that is included in our **Directory of Hospitals** or which we have written to confirming it's recognised by us; and
- the **treatment** can't be carried out as a **day-patient** or **out-patient**, or in another suitable location; and
- we have agreed the costs before you start rehabilitation.

If you have severe central nervous system damage following external trauma, we will extend this cover to up to 180 days of **in-patient** rehabilitation.

If you need rehabilitation, please call us on 0800 317 810 , as we will need to confirm that we recognise the hospital or unit where you are having the rehabilitation.

4.27 > Self-inflicted injury and suicide

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover **treatment** you need as a direct or indirect result of a deliberately self-inflicted injury or a suicide attempt.

4.28 > Sexual dysfunction

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover **treatment** for sexual dysfunction or anything related to sexual dysfunction.

4.29 > Social, domestic and other costs unrelated to treatment

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

We do not cover the costs that you pay for social or domestic reasons, such as home help costs. We do not cover the costs that you pay for any reasons that are not directly to do with **treatment** such as travel to or from the place you are being treated

4.30 > Sports related treatment

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover **treatment** you need as a result of training for or taking part in any sport for which you:

- are paid; or
- receive grants or sponsorship (we do not count travel costs in this), or
- are competing for prize money.

4.31 > Sterilisation

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover:

- sterilisation; or
- any consequence of being sterilised; or
- reversal of sterilisation; or
- any consequence of a reversal of sterilisation.

4.32 > Teeth and dental conditions

Applies to: Treatment, Out-patient and Diagnostics options

Our cover for treating teeth and dental conditions depends on whether you have the Dentist and Optician Cashback option.

You do not have cover for treating dental problems or any routine dental care including oral **surgery, treatment** of cysts in the jaw that are tooth related or are of a dental origin, this also means we will not pay any fees for dental **specialists**, such as orthodontists, periodontists, endodontists or prosthodontists.

We will cover the following types of oral **surgery** when you are referred for **treatment** by a dentist:

- reinserting your own teeth after an injury
- removing impacted teeth, buried teeth and complicated buried roots
- removal of cysts of the jaw (sometimes called enucleation).

✓ Extra cover if you have the Dentist and Optician option

If you have Dentist and Optician cover please see the Dentist and Optician cover handbook.

4.33 > Treatment abroad and restrictions if you live outside of the UK

Applies to: All options

We do not cover any costs for **treatment** you receive outside the **UK**.

We do not cover any costs for **treatment** if you live outside the **UK**. If you are going to live outside of the **UK** please call us on 0800 587 0955 to discuss your options.

✓ Extra cover if you have the Extended Cover option

If you have the Extended Cover option you have cover for **treatment** you receive outside of the **UK**. We will pay up to the cost we would have paid for you to have that **treatment** in the **UK**. We will pay so long as:

- the **treatment** is planned before you go abroad
- the **treatment** is carried out by a **medical practitioner**
- we have agreed the fee before you go abroad for the **treatment**
- the **treatment** would have been covered in the **UK**.

What is not covered?

We do not cover the cost of complications which you get as a result of treatment you have outside of the UK. We recommend you talk about possible complications and their costs with your medical practitioner before your travel. You would be liable for the cost of complications which could be a significant amount.

✓ Extra cover if your group has purchased the Travel Cover Option

Your membership statement will confirm if you have the Travel Cover Option. Please see the Travel cover handbook for details of your cover for **treatment** when travelling abroad.

4.34 > Treatment that is not medically necessary

Applies to: Treatment, Out-patient, Diagnostics, Therapies and Mental Health options

Like most health insurers, we only cover **treatment** that is medically necessary. We do not cover **treatment** that is not medically necessary, or that can be considered a personal choice.

4.35 > Varicose veins

Applies to: Treatment, Out-patient and Diagnostics options

We do cover **treatment** of varicose veins, but only in certain circumstances.

What is covered?

We will cover one **surgical procedure** per leg to treat varicose veins, for the lifetime of your membership with us. This may be foam injection (sclerotherapy), ablation or other **surgery**.

We will cover one follow up consultation with your **specialist** and one simple injection sclerotherapy per leg to treat residual or remaining veins when it is carried out in the 6 months after you've had the main **surgical procedure**.

What's not covered?

We do not cover more than one **surgical procedure** per leg, regardless of how long you stay a member with us.

There is no cover for the **treatment** of recurrent varicose veins under your **plan**.

» Please see 'How your membership works with conditions that last a long time or come back (chronic conditions)'

There is no cover for the **treatment** of thread veins or superficial veins.

4.36 > Warts

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover **treatment** of skin warts.

4.37> Weight loss treatment

Applies to: Treatment, Out-patient, Diagnostics and Therapies options

We do not cover **treatment** for weight loss.

What is not covered?

We do not cover any fees for any kind of bariatric (weight loss) **surgery**, regardless of why the **surgery** is needed. This includes fitting a gastric band, creating a gastric sleeve, or other similar **treatment**.

5 Managing your membership

5.1 > Adding a family member or baby

5.2 > Paying your excess

5.3 > Keeping us informed

5.4 > If you move abroad

5.5 > Paying income tax on your premium

5.6 > Cancelling your membership

5.7 > Leaving your group

5.8 > Making a complaint

5.1 > Adding a family member or baby

Whether you can add **family members**, including babies, to your cover will depend on the agreement we have with your **group**. Depending on your agreement with your **group**, there may be restrictions on when you can add **family members**.

Please call us if you wish to add a **family member** or baby. To add any **family member** or a new baby to your cover, call us on 0800 587 0955 or speak to your intermediary.

Who you can add

You can normally add:

- Your partner. You must be either married, in a civil partnership, or living together permanently in a similar relationship.
- Any of your children or your partner's children.

If you would like to add a new baby to your cover, you can normally do this from their date of birth, so long as you call us within three months of their birth.

We normally will not need details of their medical history.

Babies born after fertility treatment, or following assisted reproduction, or who you have adopted

You can add a baby born after fertility treatment, or following assisted reproduction (such as IVF), or who you've adopted, to your membership. As with most health insurance, our cover for **treatment** has a few limits in these situations.

If a baby is born after fertility treatment, or following assisted reproduction, or if you have adopted a baby:

- We may ask for more details of the baby's medical history.
- We will not cover any **treatment** in a Special Care Baby Unit or paediatric intensive care.
- We may add other conditions to the baby's cover. For example, we may limit their cover for pre-existing conditions.

We count fertility treatment as taking any prescription or non-prescription drug or other treatment to increase fertility.

5.2 > Paying your excess

Your membership certificate will tell you if you have an excess and how much it is. This section tells you how to pay it.

If you have an excess

If you have excess on your membership, you can see the amount on your membership certificate in your membership guide. Here is how excesses work:

- We will take your excess off the amount covered by your **plan** for the first claim for each person in each membership **year**. For example, if the claim was covered for £800, and the excess was £100, we would pay £700.
- If your claim is for a **treatment** that has a limit we will apply the limit before we take the excess off.
- We count the **treatment** costs for each **year** according to the date the **treatment** took place.
- Even if **treatment** costs less than your excess, please tell us about it so we can make sure we take this into account if you claim again that **year**.
- Your excess applies per person. So if two people covered by your membership claim, we will take the excess off both their claims.
- We only take off the excess once per person per membership **year**. So even if you claim several times, we will only take the excess off once. It does not matter whether you claim several times for the same **medical condition**, or for several **medical conditions**.
- It also applies for each membership **year**. This means that if you incur costs during this membership **year**, we will take the excess off what we pay for your claim. If you then incur more costs in the next membership **year**, even if it's for the same condition, we will take the excess off that claim.
- If your claim goes over your renewal, we will take the excess off the amount we pay for your claim before renewal, then we will take the excess off the amount we pay for your claim after renewal.

If you have any questions about how your excess works, please call us on 0800 587 0955.

Claims that you do not have to pay an excess for

If you claim for any of the following, you will not need to pay an excess:

- NHS radiotherapy and chemotherapy cash benefit.
- NHS cash benefit.

- Any claim for wigs, head coverings or hospice donations.
- Recuperative care.
- Doctor@Hand consultations.
- **External Prosthesis**

5.3 > Keeping us informed

If any of your personal details change, it's important that you let us know as soon as possible. If you're unsure whether the change is important, it's best to tell us and we can explain if it affects your membership.

Changes you must tell us about

If you send us any form, and anything changes between the time you send the form and the time we confirm that we have made the change shown in the form, you must tell us.

5.4 > If you move abroad

If you move abroad, you won't be able to keep your current membership and you will not be able to make any claims for **treatment**. Please call us on 0800 587 0955 to discuss your options.

5.5 > Paying income tax on your premium

If cover is available under an arrangement with your employer, you will have to pay income tax on the premium paid by your employer, less any amount made good by you as the employee.

5.6 > Cancelling your membership

As your membership is part of a group membership that has been arranged by your **group** you are not able to cancel it. If you want to stop your membership to the **plan**, please contact your **group** administrator.

5.7 > Leaving your group

We'll try to get in touch with you when we know that you're leaving your **group**.

Call us on 0800 028 2915 when you know you're leaving

If you leave the **group** that provides this **plan**, it's quick and easy to transfer to a personal plan.

You could stay covered with the same personal medical underwriting.

If your cover includes the Treatment option, when you transfer to a personal plan with similar cover, we can usually continue to cover any existing **medical conditions** without the need for medical underwriting – so you won't have to fill in any forms or have a medical examination. If your cover doesn't include the Treatment option, please contact us as there are other options available. Call us as soon as you know you're leaving as you may find it difficult to get continued cover for any existing or previous **medical conditions** later.

We'll arrange everything over the phone.

5.8 > Making a complaint

Your cover is provided under a **group insurance contract** with your group. However we do give all members full access to the complaint resolution process.

Our aim is to make sure you're always happy with your membership. If things do go wrong, it's important to us that we put things right as quickly as possible.

Making a complaint

If you want to make a complaint, you can call us or write to us using the contact details below. To help us resolve your complaint, please give us the following details:

- your name and membership number
- a contact phone number
- the details of your complaint
- any relevant information that we may not have already seen.

Please call us on 0800 587 0955.

Or write to: AXA PPP healthcare Phillips House Crescent Road Tunbridge Wells Kent TN1 2PL

Answering your complaint

We'll respond to your complaint as quickly as we can.

If we can't get back to you straight away, we'll contact you within five working days to explain the next steps.

We always aim to resolve things within eight weeks from when you first told us about your concerns. If it looks like it will take us longer than this, we will let you know the reasons for the delay and regularly keep you up to date with our progress.

The Financial Ombudsman Service

If we cannot fully respond to your complaint within eight weeks, or you are unhappy with our final response, you can refer your complaint to the Financial Ombudsman Service for an independent review.

The Financial Ombudsman Service will be able to look into your complaint once eight weeks has passed since you first told us of your complaint, or once we've given you our final response if that's sooner.

The Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London E14 9SR

Phone: 0300 123 9 123 or 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: financial-ombudsman.org.uk

Your legal rights

None of the information in section 5.8 affects your legal rights.

6 Legal information

6.1 > Rights and responsibilities

6.2 > Our authorisation and regulation details

6.3 > The Financial Services Compensation Scheme (FSCS)

6.4 > Your personal information

6.5 > What to do if somebody else is responsible for part of the cost of your claim

6.6 > What to do if your claim relates to an injury or medical condition that was caused by another person

6.1 > Rights and responsibilities

This section sets out the rights and responsibilities you, your **group** and we have to each other.

The plan

The cover is provided under a **group insurance contract**.

The **plan** is for one **year**.

Only those people listed in the **group insurance contract** can be members of this **plan**.

All cover ends when the group's group membership ends. Cover for **family members** ends when the **lead member's** cover ends.

We will pay for covered costs incurred during a period for which the **premium** has been paid.

If you pay a contribution to the **group** towards cover for the **lead member** or **family members** (for example by salary deduction or Direct Debit) it does not give you any rights under the group **insurance contract**, which is between the **group** and us.

We will confirm the date that the **plan** starts and ends, who is covered, and any special terms that apply.

Your membership statement is proof of your cover. We may charge you £25 plus VAT if you ask us to provide a copy of your membership statement.

Renewal

At the end of each **plan year**, we will contact the **group** to tell them the terms the **plan** will continue on if the **plan** is still available. We will renew the **plan** on the new terms unless the **group** asks us to make changes or tells us they wish to cancel. You will be bound by those terms.

Providing us with information

Whenever we ask you to give us information, you will make sure that all the information you give us is sufficiently true, accurate and complete for us to be able to work out the risk we are considering. If we later discover that it is not, we can cancel the **plan** or apply different terms of cover in line with the terms we would have applied if the information had been presented to us fairly.

You must write and tell us if you change your address.

Our right to refuse to add a family member

We can refuse to add a **family member** to the **plan**. We will tell the **lead member** if we do this.

Subrogated rights

We, or any person or company that we nominate, have subrogated rights of recovery of the **lead member** or any **family members** in the event of a claim. This means that we will assume the rights of the **lead member** or any **family members** to recover any amount they are entitled to that we have already covered under this **plan**.

For example, we may recover amounts from someone who caused injury or illness, or from another insurer or a state healthcare provider.

The **lead member** must provide us with all documents, including medical records, and any reasonable assistance we may need to exercise these subrogated rights.

The **lead member** must not do anything to prejudice these subrogated rights.

We reserve the right to deduct from any claims payment otherwise due to you an amount that will be recovered from a third party or state healthcare provider.

What happens if you break the terms of your plan

If you break any terms of your **plan** that we reasonably consider to be fundamental, we may do one or more of the following:

- refuse to pay any claims;
- recover from you any loss caused by the break;
- refuse to renew your membership to the **plan**;
- impose different terms to the cover;
- end your membership to the **plan** and all cover immediately.

If you (or anyone acting on your behalf) claim knowing that the claim is false or fraudulent, we can refuse to pay that claim and may declare your membership to the **plan** void, as if it never existed. If we have already paid the claim we can recover what we have paid from you.

If we pay a claim and the claim is later found to be wholly or partly false or fraudulent, we will be able to recover what we have paid from you.

International Sanctions

We will not do business with any individual or organisation that appears on an economic sanctions list or is subject to similar restrictions from any other law or regulation. This includes

sanction lists, laws and regulations of the European Union, United Kingdom, United States of America or under a United Nations resolution. We will immediately end cover and stop paying claims on your **plan** if you or a **family member** are directly or indirectly subject to economic sanctions, including sanctions against your country of residence. We will do this even if you have permission from a relevant authority to continue cover or subscription payments under a **plan**. In this case, we can cancel your **plan** or remove a **family member** immediately without notice, but will then tell you if we do this. If you know that you or a **family member** are on a sanctions list or subject to similar restrictions you must let us know within 7 days of finding this out.

What happens if the group insurance contract ends

If the **group insurance contract** ends, you can apply to transfer to another **plan**.

Legal rights

Each **family member** may make individual claims under the **plan**, which may be without the knowledge of the **lead member** in accordance with our approach to personal data. Only the **group** and we have legal rights under this **plan**. No clause or term of this **plan** will be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person, including any **family member**. Consequently, the **lead member** remains liable for excesses and shortfalls incurred by a **family member** under the **plan**.

Law applying to your plan

The **group** and we are free to choose the law that applies to the **plan**. The law of England and Wales will apply unless the **group** and we agree otherwise.

Language for your plan

We will use English for all information and communications about the **plan**.

6.2 > Our authorisation and regulation details

AXA PPP healthcare Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority.

The FCA sets out regulations for the sale and administration of general insurance. We must follow these regulations when we deal with you.

Our financial services register number is 202947.

You can check details of our registration on the FCA website: fca.org.uk

6.3 > The Financial Services Compensation Scheme (FSCS)

AXA PPP healthcare is a participant in the Financial Services Compensation Scheme (FSCS). The Scheme may act if it decides that an insurance **company** is in such serious financial difficulties that it may not be able to honour its contracts of insurance. It may do this by:

- providing financial assistance to the insurer
- transferring policies to another insurer
- paying compensation to **lead members**.

The Scheme was established under the Financial Services and Markets Act 2000 and is administered by the Financial Services Compensation Scheme Limited.

You can find more information about the scheme on the FSCS website: [fscs.org.uk](https://www.fscs.org.uk).

6.4 > Your personal information

Here is a summary of the data privacy notice that you can find on our website axapphealthcare.co.uk/privacynotice.

Please make sure that everyone covered by this **plan** reads this summary and the full data privacy notice on our website. If you would like a copy of the full notice call us on 0800 587 0955 and we'll send you one.

We want to reassure you we never sell personal member information to third parties. We will only use your information in ways we are allowed to by law, which includes only collecting as much information as we need. We will get your consent to process information such as your medical information when it's necessary to do so.

We get information about you and the **family members** who are covered by your **plan** from you, those **family members**, your healthcare providers, your employer (if you are on a company plan), your insurance broker if you have one and third party suppliers of information, such as credit reference agencies.

We process your information mainly for managing your membership and claims, including investigating fraud. We also have a legal obligation to do things such as report suspected crime to law enforcement agencies. We also do some processing because it helps us run our business, such as research, finding out more about you, statistical analysis for example to help us decide on premiums and marketing.

We may disclose your information to other people or organisations. For example we'll do this to:

- manage your claims, e.g. to deal with your doctors or any reinsurers;
- manage your **plan** with your insurance broker;
- help us prevent and detect crime and medical malpractice by talking to other insurers and relevant agencies; and
- allow other AXA companies in the UK to contact you if you have agreed.

Where our using your information relies on your consent you can withdraw your consent, but if you do we may not be able to process your claims or manage your **plan** properly.

In some cases you have the right to ask us to stop processing your information or tell us that you don't want to receive certain information from us, such as marketing communications. You can also ask us for a copy of information we hold about you and ask us to correct information that is wrong.

If you want to ask to exercise any of your rights just call us on 0800 587 0955 or write to us

6.5 > What to do if somebody else is responsible for part of the cost of your claim

You must tell us if you are able to recover any part of your claim from any other party. Other parties would include:

- an insurer that you have another insurance policy with
- a state healthcare system
- a third party that has a legal responsibility or liability to pay. We will pay our proper share of the claim.

6.6 > What to do if your claim relates to an injury or medical condition that was caused by another person

You must tell us as quickly as possible if you believe someone else or something (i.e. a third party) contributed to or caused the need for your treatment, such as a road traffic accident, an injury or potential clinical negligence.

This does not change the benefits you can claim under your **plan** (your “Claim”) and also means that you can potentially be repaid for any costs you paid yourself, such as your excess or if you paid for private treatment that wasn’t covered by your plan. Where appropriate, we will pay our share of the Claim and recover what we pay from the third party.

Where you bring a claim against a third party (a “Third Party Claim”), you or your representatives) must:

- include all amounts paid by us for **treatment** relating to your Third Party Claim (our “Outlay”) against the third party;
- include interest on our Outlay at 8% p.a.;
- keep us fully informed on the progress of your Third Party Claim and any action against the third party or any pre-action matters;
- agree any proposed reduction to our Outlay and interest with us prior to settlement. If no such agreement has been sought we retain the right to recover 100% of our Outlay and interest directly from you;
- repay any recovery of our Outlay and interest from the third party directly to us within 21 days of settlement;
- provide us with details of any settlement in full.

In the event you recover our Outlay and interest and do not repay us this recovered amount in full we will be entitled to recover from you what you owe us and your **plan** may be cancelled in accordance with ‘What happens if you break the terms of your plan’.

Even if you decide not to make a claim against a third party for the recovery of damages we retain the right (at our own expense) to make a claim in your name against the third party for our Outlay and interest. You must co-operate with all reasonable requests in this respect.

The rights and remedies in this clause are in addition to and not instead of rights or remedies provided by law.

If you have any questions please call 0800 587 0955 and ask for the Third Party Recovery team.

7 Glossary

Certain terms in this handbook have specific meanings. The terms and their meanings are listed in this glossary. Where we've highlighted these terms in bold they have a specific meaning.

◆ The terms marked with this symbol have meanings that are agreed by the Association of British Insurers. These meanings are used by most medical insurers.

acupuncturist – a medical practitioner who specialises in acupuncture who is registered under the relevant Act or a practitioner of acupuncture who is registered as a member of the British Acupuncture Council (BACC): and who, in all cases, meets our criteria for acupuncturist recognition for benefit purposes in their field of practice, and who we have told in writing that we currently recognise them as an acupuncturist for benefit purposes in that field for the provision of **out-patient treatment** only.

» The full criteria we use when recognising medical practitioners are available on request

acute condition ◆ – a disease, illness or injury that is likely to respond quickly to **treatment** which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

cancer ◆ – a malignant tumour, tissues or cells, characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue.

care assistant – a person attached to a registered nursing agency as a carer or nurse auxiliary.

chronic condition ◆ – a disease, illness or injury that has one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, check-ups and/or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires your rehabilitation or for you to be specially trained to cope with it
- it continues indefinitely
- it has no known cure
- it comes back or is likely to come back.

cognitive behavioural therapist – a medical practitioner who meets all of the following conditions:

- practices cognitive behavioural therapy
- is recognised by us as a cognitive behavioural therapist.

We will pay for **treatment** by a cognitive behavioural therapist if both the following apply:

- a **specialist** refers you to them
- the **treatment** is as an **out-patient**.

If the **treatment** is as an **in-patient** or **day-patient**, that **treatment** will be included as part of your private hospital charges.

» The full criteria we use when recognising medical practitioners are available on request
conventional treatment – treatment that:

- is established as best medical practice and is practised widely within the **UK**; and
- is clinically appropriate in terms of necessity, type, frequency, extent, duration and the facility or location where the **treatment** is provided; and has either
- been shown to be safe and effective for the **treatment** of your medical condition through substantive peer reviewed clinical evidence in published authoritative medical journals; or
- been approved by NICE (The National Institute for Health and Care Excellence) as a **treatment** which may be used in routine practice.

If the **treatment** is a drug, the drug must be:

- licensed for use by the European Medicines Agency or the Medicines and Healthcare products Regulatory Agency; and
- used according to that licence.

day-patient ♦ – a patient who is admitted to a hospital or **day-patient unit** because they need a period of medically supervised recovery, but does not occupy a bed overnight.

day-patient unit – a medical unit where **day-patient treatment** is carried out.

» The units we recognise are listed in our **Directory of Hospitals** at axapphealthcare.co.uk/hospitals

diagnostic tests ♦ - investigations, such as x-rays or blood tests, to find or to help to find the cause of your symptoms.

» The diagnostic tests we pay for when they are performed by your specialist are listed in chapter 21 of the schedule of procedures and fees.

Directory of Hospitals – the list of hospitals, **day-patient units** and **scanning centres** that are available for you to use under the terms of your **plan**.

The list changes from time to time, so you should always check with us before arranging **treatment**. Some **treatments** are only available in certain facilities.

» The **Directory of Hospitals** is on our website at axapphealthcare.co.uk/hospitals

eligible members - the individuals currently employed by the **group** (and/or a company group) and accepted by AXA PPP healthcare as members under the **plan** or any other category of alternative members as set out in the Certificate of Insurance.

external prosthesis - an artificial, removable replacement for a part of the body.

facility – a **private hospital**, or unit listed in the **Directory of Hospitals** with which we have an agreement to provide a specific set of medical services.

Some facilities may have arrangements with other establishments to provide **treatment**.

family member – 1) The **lead member's** current spouse or civil partner or any person living permanently in a similar relationship with the **lead member**; and 2) any of their or the **lead member's** children. Children cannot stay on your **plan** after the renewal date following their 30th birthday.

fee-approved specialist – a **specialist** whose fees for covered **treatment** we routinely pay in full or, for members with the Guided Option, a **specialist** who we have chosen for you.

fee-limited specialist – a **specialist** whose fees for covered **treatment** we pay up to the amount shown in the schedule of procedures and fees.

» The schedule of procedures and fees is on our website: axapphealthcare.co.uk/fees

GP – a general practitioner on the General Medical Council (GMC) GP register.

» We will only accept referrals from your NHS GP practice or Doctor@Hand GP. If you have the private GP option we will also accept referrals from a private GP.

group - the company or legal entity who hold the group insurance policy with AXA PPP healthcare that the plan is part of.

group insurance contract - the contract we have with the **group** for the group private medical insurance policy.

homeopath – a medical **practitioner** with full registration under the Medical Acts, who specialises in **homeopathy** who is registered under the relevant Act or a **practitioner** of homeopathy who holds full membership of the Faculty of Homeopathy is registered with the Faculty of Homeopathy; and who, in all cases, meets our criteria for homeopath recognition for benefit purposes in their field of practice, and who we have told in writing that we currently recognise them as a **homeopath** for benefit purposes in that field for **out-patient treatment** only.

» The full criteria we use when recognising medical practitioners are available on request

in-patient ♦ – a patient who is admitted to hospital and who occupies a bed overnight or longer, for medical reasons.

lead member – the first person named on your membership certificate.

medical condition – any disease, illness or injury, including psychiatric illness.

medical practitioner - a person who has the primary degrees in the practice of medicine and **surgery** following attendance at a recognised medical school and who is licensed to practise medicine by the relevant licensing authority where the **treatment** is given.

By 'recognised medical school' we mean 'a medical school which is listed in the current World Directory of Medical Schools published by the World Health Organisation'.

Please note: the definition only applies to the additional overseas cover provided with the Extended Cover option

nurse ♦ – a qualified nurse who is on the register of the Nursing and midwifery Council (NMC) and holds a valid NMC personal identification number

out-patient ♦ – a patient who attends a hospital, consulting room, or out-patient clinic and is not admitted as a **day-patient** or an **in-patient**.

plan – the insurance contract between the **group** and us. The full terms of your **plan** are set out in the latest versions of:

- the **group insurance contract**
- the Certificate of Insurance we issue to the **group**
- any application form we ask you to fill in
- any statement of fact we send you
- this handbook
- any additional handbooks
- your membership certificate and our letter of acceptance.

practitioner – a dietician, **nurse**, orthoptist, speech **therapist** or audiologist that we have recognised. We will pay for **treatment** by a practitioner if both the following apply:

- a **specialist** refers you to them
- the **treatment** is as an **out-patient**.

If the **treatment** is as an **in-patient** or **day-patient**, that **treatment** will be included as part of your **private hospital** charges.

» The full criteria we use when recognising practitioners are available on request

premium - the insurance premium amount payable by the group to AXA PPP healthcare for the year in return for AXA PPP healthcare providing this **group insurance cover** for the benefit of **eligible members** and **family members**.

private hospital – a hospital listed in our current **Directory of Hospitals**.

scanning centre – a centre where **out-patient** CT (computerised tomography), MRI (magnetic resonance imaging) and PET (positron emission tomography) is carried out.

» The centres we recognise are listed in our **Directory of Hospitals** at axapphealthcare.co.uk/hospitals

specialist – a medical **practitioner** who meets all of the following conditions:

- has specialist training in an area of medicine, such as training as a consultant surgeon, consultant anaesthetist, consultant physician or consultant psychiatrist
- is fully registered under the Medical Acts
- is recognised by us as a specialist.

The definition of a specialist who we recognise for **out-patient treatment** only is widened to include those who meet all of the following conditions:

- specialise in musculoskeletal medicine, sports medicine or podiatric **surgery**.
- is fully registered under the Medical Acts
- is recognised by us as a specialist.

» The full criteria we use when recognising specialists are available on request

surgery/surgical procedure – an operation or other invasive surgical intervention listed in the schedule of procedures and fees.

terrorist act – any act of violence by an individual terrorist or a terrorist group to coerce or intimidate the civilian population to achieve a political, military, social or religious goal.

therapist – a medical **practitioner** who meets all of the following conditions:

- is a **practitioner** in physiotherapy, osteopathy or chiropractic **treatment**
- is fully registered under the relevant Acts
- is recognised by us as a therapist for **out-patient treatment**.

» The full criteria we use when recognising medical practitioners are available on request

treatment ♦ – surgical or medical services (including **diagnostic tests**) that are needed to diagnose, relieve or cure a disease, illness or injury.

Members with the diagnostics only option please be aware that cover on this option is limited to **treatment** as an **out-patient** to diagnose or help to diagnose a **medical condition**.

United Kingdom (UK) – England, Scotland, Wales and Northern Ireland. Please note, this excludes the Channel Islands and the Isle of Man.

year – the 12 months from your **plan** start date or last renewal date. However, during the first year of membership your **plan** may begin part way through a month but will renew from the first of that month the next **year**.



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