



Claims Procedure with AXA PPP

1. Visit your own GP. Tell your GP that you have AXA PPP private medical insurance and that you wish to be referred to a private consultant/specialist.
2. Once you have an appointment with a consultant, telephone the AXA PPP Helpline on **0800 454 080**
3. The Personal Advisor will take all the details from you and confirm the following:
 - That the treatment is eligible
 - That AXA PPP will pay the specialist's fees in full
 - The hospital, day patient unit & scanning centre are covered
4. A partially completed claim form will be issued to you. Once received, check the details on the form and complete as necessary
5. Visit your consultant/practitioner and ensure that the relevant sections of the claim form are completed and returned to AXA PPP.
6. If further treatment is needed, AXA PPP need to be notified. Therefore, ensure that you telephone them before having further treatment.
7. Send in any outstanding accounts for treatment to AXA PPP
8. In the unlikely event that you should you need additional assistance please call **ADVO Group – 0845 612 2223**

IMPORTANT

It is important to remember that if you ask your GP to complete the claim form they may make a charge, which AXA PPP will not refund.

The completed claim form must be received by AXA PPP no later than six months from the date treatment starts with all the original invoices.

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