



Health

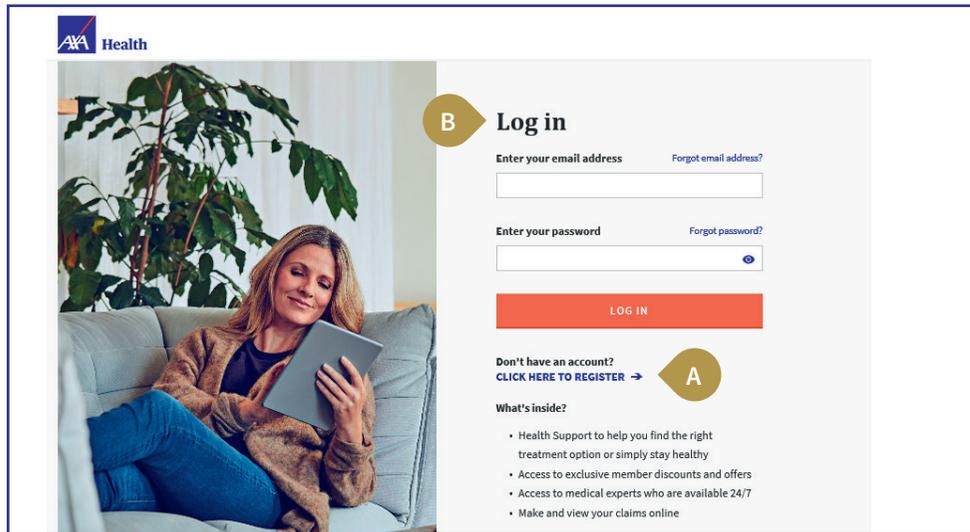
Your quick guide to Member Online

Member Online is a really useful place where you can see and store everything to do with your AXA Health membership. It's easy to use, secure and completely personal to you.

To get started, visit
www.axahealth.co.uk/mol

In this quick guide we'll show you how to register, log in, find your way around and do things like upload paperwork and make a claim.

Get started



A If it's your first visit you'll need to register. As well as your name, date of birth and email address, you will need to tell us:

- Your membership number
- The number of people covered

(You'll receive a confirmation email which will include a link to activate your account. This link remains live for 48 hours. Just re-register if you don't get round to activating your account in this time.)

B Already registered?

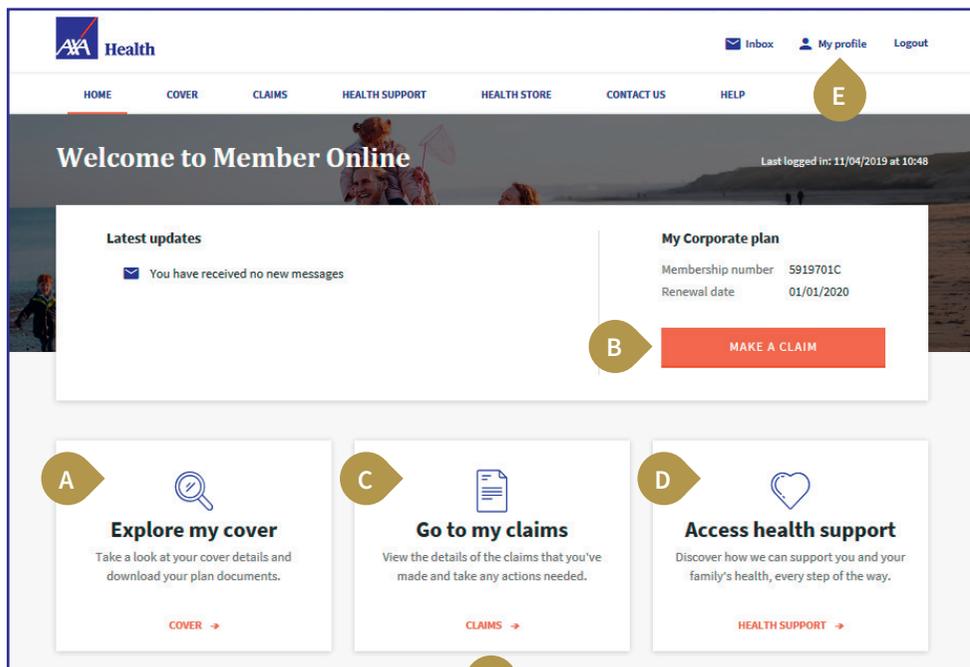
Log in with your email address and password.

Note: each family member who is 16 or over needs to register separately to Member Online, so they can view their own plan, details and secure messages.

You can do all of this and more on Member Online:

- Check the conditions, treatments and payments you've claimed for
- Safely upload documents and invoices
- Message us about your cover and claims
- Check out your member offers

Find your way around



Once you've signed in, you'll see your Member Online home page. We've highlighted some of the things you might want to do when you get here.

- A** Explore your benefit
- B** Start and view **C** your claims
- D** Access health support
- E** Edit your profile and view any alerts
- F** Scroll down to access other useful features:
 - use our symptom checker
 - or ask our Medical Experts a question

Need more help?

We're here for you. Give our Member Online team a call on:

0800 051 8018

between 8am and 8pm
Monday to Friday and
9am and 5pm on Saturday.

Explore your benefit

The screenshot shows the AXA Health website interface. At the top, there is a navigation bar with the AXA Health logo, an 'Inbox' icon, 'My profile', and 'Logout'. Below this is a secondary navigation bar with links for 'HOME', 'COVER', 'CLAIMS', 'HEALTH SUPPORT', 'HEALTH STORE', 'CONTACT US', and 'HELP'. The main content area is titled 'Cover' and features a 'MEMBERSHIP DOCUMENTS' section. This section includes a heading 'Membership documents' with a sub-heading 'These documents provide information about your membership including full details of what you're covered for, what isn't covered and how to make a claim.' Below this is a table with columns for 'File name' and 'Download'. The table contains one row with the file name 'My membership statement' and a download icon. Underneath the table is a 'HELP' section with two expandable items: 'Who are the people covered?' and 'How do I add other options to my cover?'. At the bottom of the help section is a 'VIEW MORE HELP' link with a right-pointing arrow. Below the help section is a promotional banner for 'Ask a medical expert' featuring a woman on a phone. The text for this banner reads: 'Speak to one of our expert nurses, counsellors, midwives and pharmacists about your health, anytime, either online or on the phone.' and includes an 'ASK A MEDICAL EXPERT' link with a right-pointing arrow.

Your handbook details the benefits you're eligible for and can be found in 'Cover'.

- View & download your membership documents

We've included clickable tips to help explain terms.

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Start and view your claims

My claims

The latest details about the claims that you've made and any actions that you need to take can be found here. [MAKE A CLAIM](#)

All claims

All of your claims that have been reviewed by our team can be seen below. You can view and download the benefit statement for each claim to see more details.

Claim assessment number	Statement date	Submitted	Paid	Benefit Statement
D1746	02/02/2018	£89.81	£81.35	Benefit Statement

Recently submitted a new claim online?

If you've recently submitted a new claim and it's not shown above, please go to your inbox to view the claim. Once it's been reviewed, it'll appear above.

[GO TO INBOX](#)

HELP

- How do I authorize a new treatment?
- How do I upload a new invoice for treatment?
- How do I view payment details for my claim?

[VIEW MORE HELP](#)

Whether you're looking to start, view the details of an existing, or review an old claim, start at the 'Claims' page found via the main menu.

- A** All your current and historic claims will be listed here. You can see each claim in more detail e.g. details of an upcoming appointment.
- B** The help section provides quick links helping you:
 - See an overview of how to make a claim
 - Walk through how to provide medical consent
 - Understand Fast Track Appointments
 - Get you to the right forms quickly

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On entering 'Start a Claim' you'll see a section called 'Authorise Treatment or Appointment'.

This is where you can tell us about any medical investigations or treatments you've had or are having that you'd like to claim for.

Complete the questions as prompted and click the 'Submit' button to finalise the claim.

Let's get started with your claim. First, please select the type of claim you need to make and we'll guide you through the process.

Please select a claim type



AUTHORISE A TREATMENT OR APPOINTMENT

Get authorisation for treatments or appointments that you need, or have already had.



CLAIM BACK FOR PAYMENTS YOU'VE MADE

Claim back your payments for medical treatment / appointments, dental, optical, or NHS cash benefit.

Have you made a claim with us for this condition in the last six months?

Do you need authorisation for any of the following?

- Psychotherapy / Psychiatry
- Chemotherapy / Radiotherapy

Please have the following ready for your claim submission:

- ✓ GP open referral letter
- ✓ Your condition and treatment details
- ✓ Specialist or healthcare provider details (if you have them)

You can find independent information about the quality and cost of private treatment available from doctors and hospitals by looking at the Private Healthcare Information Network website at www.phin.org.uk.

We aim to respond within 2 working days. If your treatment is urgent, please call us for authorisation.

[GET STARTED](#)

Access health support

AXA Health [Inbox](#) [My profile](#) [Logout](#)

[HOME](#) [COVER](#) [CLAIMS](#) [HEALTH SUPPORT](#) [HEALTH STORE](#) [CONTACT US](#) [HELP](#)

Health support

How can we help you?

We're here to support you with your health, every step of the way. Explore how we can help you and your family below.

I'm worried there might be something wrong
If you're worried that there might be something wrong, or you are unsure about something related to your health, we're here to support and guide you.

[Ask a medical expert](#) [Symptom checker](#)
[Health information](#)

I'm unwell and considering treatment
When it comes to your health, saving time could save your life. If you or anyone in your family is unwell, we can help you get the right treatment quickly.

[Ask a medical expert](#) [Health information](#)
[Speak to a physiotherapist](#) [Fast Track Appointments](#)

I'm having or recovering from treatment
If you're having treatment or recovering from a recent treatment, we're here to help you on the road to recovery.

[Ask a medical expert](#) [Health information](#)

We're here to support you with your health and offer a number of services as part of your private healthcare benefits with us.

- Ask our medical expert a question
- Get guidance around treatment

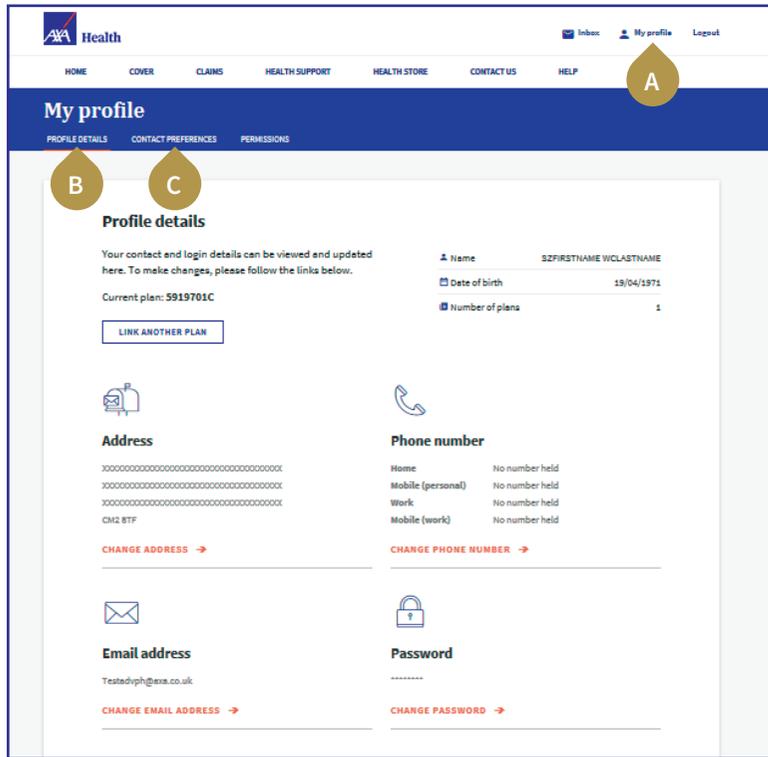
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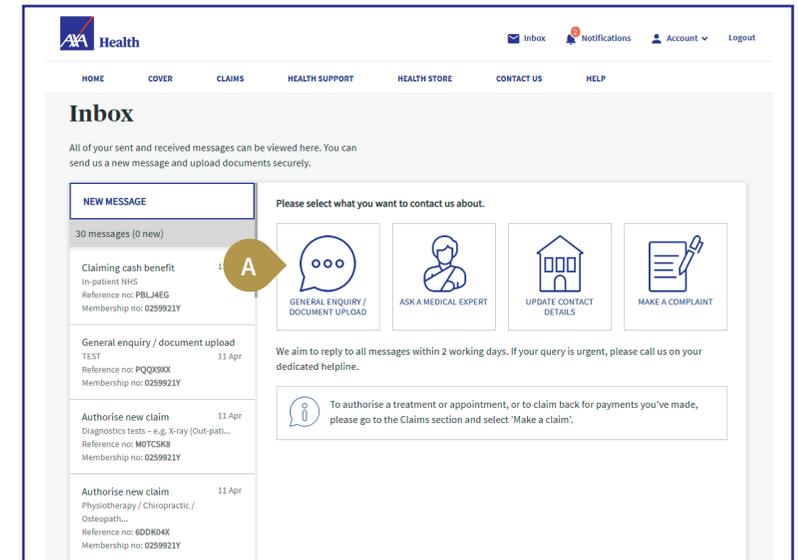
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Edit your profile and view any alerts



- A** You'll be able to edit your profile by simply entering 'My Profile' in the top right of any screen.
- B** Moved house? New phone number? Want to change your login details? Simply find the relevant section in 'Profile Details' and click on change.
- C** Should you have a preferred method of contact (e.g. online) you can additionally manage this through 'Contact Preferences.'



Your inbox centrally homes all communications with us via our secure messaging system.

- A** If you've got new paperwork to show us relating to a claim you've already told us about, select 'Upload documents'.

Fill in the form so that we know which claim your documents belong to. Make sure you have your claim number or the name of your specialist to hand as you'll need to upload one of these.

At the end of the form, add and submit your documents.

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