

# AXA Health

## Your Local Link to IGP in the UK (Health)

### Why partner with AXA Health?

#### Full range of high-quality solutions that help businesses build a coherent strategy to address employee health and wellbeing:

- Private Medical Insurance that provides outstanding protection for the health of employees should they fall ill, helping to get them back to health and back to work promptly:
  - Specialist appointment booking service gives members choice and convenience. They offer those with an open referral up to three specialists based on their condition, location and availability.
  - Cover includes support without the need for a GP referral for musculoskeletal conditions and mental health.<sup>1</sup>
  - Members, aged 18 and over, wherever they are in the UK, can now gain fast access to online outpatient services for musculoskeletal and digestive challenges, connecting with HBSUK's network of specialists.
  - Choice and flexibility to choose the level of cancer cover to offer to employees.
  - Access to a 24/7<sup>2</sup> health support line for both employees and their families.
  - New services like the Neurodiversity assessment and support service can be added to your medical scheme. This online service connects your employees and their eligible family members (seven years and older) to timely initial needs assessments and, where appropriate, assessment and expert early guidance for autism, attention deficit hyperactivity disorder (ADHD), dyslexia, dysgraphia and dyscalculia.
- AXA Doctor at Hand, powered by Doctor Care Anywhere, provides a fast, easy way for employees to speak to a private GP by video or phone with up to 20-minute appointments with qualified GPs, 24/7, 365 days a year.<sup>3</sup> With the addition of prescriptions delivered to work or home.<sup>4</sup>
- Employee Assistance Programs that provide expert support and guidance for everyday problems as well as support for psychological illnesses, such as stress.
- Wellbeing services that allow employers to combine a wide range of assessments, training, coaching and tools to achieve excellent levels of engagement and sustained behavior change amongst their work force.
- Support via the AXA Health App and online - helping your employees to find motivating ways to build healthy habits that last as well as access their services. Available to everyone aged 16 and over in your organisation, insured or not, free of charge<sup>5</sup>, when you have an AXA Health corporate health insurance scheme, corporate health trust or stand alone Employee Assistance Program.<sup>6</sup>

#### Competitive prices

AXA Health understands that no two businesses are the same. That's why you can choose a healthcare policy to suit your needs and budget.

#### Skilled support

AXA Health's account management team take a consultative approach to understanding your needs and goals. You'll have dedicated support, with an account manager and co-ordinator assigned to your scheme

## Experience

Delivering healthcare services to businesses for nearly 80 years. Over three million people are covered, with some of the UK's top organizations among their corporate customers.

## Reputation

Reputation for quality service and account management. Accounts range from sole traders to multinationals, with policies to suit every size of business.

## Flexible implementation

AXA Health offers implementation systems and procedures to ensure smooth and trouble-free onboarding.

## Claims management

Focused approach to the management of care for the more complex cases which have a major impact on the lives of the members and their families and can also impact significantly on the cost of the scheme for the employer.

## Facts & figures

- IGP Network Partner since 1981
- Financial strength ratings:
  - A.M. Best: A+ (per 10/2/2024)
  - Moody's: Aa3 (per 10/18/2024)
  - Standard & Poor's: AA- (per 9/16/2024)

## Recent awards & recognitions

- Customer satisfaction innovation award 2024, UK customer satisfaction awards
- Best Technology Innovation at the 2023 UK Health & Protection Awards.
- Trustpilot rating of 4.1/5\* as of January 2025, based on 3,783 reviews between January - December 2024

<sup>1</sup> Members must be aged 18 or over to use this service.

<sup>2</sup> For nurse and counsellor support, guidance and information, call 24 hours a day 365 days a year. Midwives and pharmacists are available Mon-Fri: 8am-8pm Sat: 8am-4pm Sun: 8am-12pm.

<sup>3</sup> Subject to appointment availability and the Doctor Care Anywhere fair use policy.

<sup>4</sup> Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Medicine may not be available worldwide. Prescriptions are restricted in USA and sanctioned countries.

<sup>5</sup> Tiered pricing options may be introduced in the future.

<sup>6</sup> Available on corporate Advance scheme only.



## More information

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