

AXA PPP - Claiming Process

Step 1 – Contact your GP

You will require a GP referral to use your Private Medical Insurance policy. When you visit your GP make them aware that you have a Private Medical Insurance policy, your GP will then provide you with a referral to a specialist at which point you must then contact AXA PPP.

Step 2 - Gain Authorisation

Before you receive a private consultation or treatment you must gain authorisation from AXA PPP. Contact them on the claims number below and advise them of your referral. AXA PPP will then confirm if you are covered and, if so, provide you with a pre-authorisation number which you will need show to the consultant or clinician to whom you've been referred.

Step 3 -Securing a Diagnosis

If your consultant or specialist makes a diagnosis which means you require further treatment it is important you contact AXA PPP to confirm that treatment is covered. This is because different policies offer different levels of cover. For example in-patient tests and treatments are included with most policies but the more comprehensive will also include out-patient care. A quick phone call will confirm your status.

Contact Information

AXA PPP Claims Line Number:

0800 206 1808

Opening Hours:

8.00am-8.00pm Monday to Friday

9.00am-5.00pm Saturday

Step 5 - Additional Treatment & Follow Ups

It's important to keep AXA PPP informed if you are required to undergo follow-up treatment or appointments

Step 4 - Getting Treatment

When AXA PPP confirm that your treatment is covered they will again provide you with a pre-authorisation number. Present this to the hospital or clinic treating you to ensure fees are billed directly to AXA PPP.