



PPP HEALTHCARE

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 PPP healthcare membership. It's easy to use, secure and completely personal to you.

To get started, visit
www.axapphealthcare.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.

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

- See how much of your cover you've used
- 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

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.

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 from your membership documents (it looks like this: 0000000X)
- The number of people covered by your AXA PPP healthcare plan

We'll send you a confirmation email when you're done. Follow the link inside to activate your account.

(The link works 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.

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** Change your login and contact details in 'My profile'.
- B** You can see your membership number on every page.
- C** Find your way around using the main menu.
- D** View your plan details and download your documents under 'My plan'.
- E** Popular links are here.
- F** If we've sent you a message, we'll remind you here.
- G** You can view and print all of your 'Fast Track Appointments' details here.
- H** Can't find what you're after? Choose a popular shortcut from this list.

Update your details and password

AXA PPP HEALTHCARE Member Online

Home My plan My claims Fast track appointments Member offers Health information Contact

My details

My email address
You can change your registered email address by clicking the button below. Your email address should be one that you have regular access to, and cannot be used by anyone else who is registered on Member Online.

Current email address
bdd.ftappls@email.co.uk
[Update email address](#)

My password
You can change your password by clicking the button below.

[Update password](#)

My plans
You can add any private healthcare plan you've had with AXA PPP healthcare to your Member Online account. This will allow you to view details of previous claims and messages for your other plans, under one account login.

[Add a plan](#)

Help and support
If you have a question, we may be able to answer it before you ask.
[How do I change my address?](#)
[How do I change my name?](#)
[Can my partner and I use the same email address?](#)
[Why can't I use a shared email address?](#)
Search our database of [frequently asked questions](#)

- A** Want to change your login details? Click '**My profile**' in the top right of any screen.
- B** You'll see a section called '**My details**'. Click on the button underneath the information you want to change.
- C** Moved house? New phone number? Click '**My plan**' to update your details.
- D** Here you can add any private healthcare plan you've had with AXA PPP healthcare in the past.

Make a claim

AXA PPP HEALTHCARE Member Online

Home My claims Fast track appointments Member offers Health information Contact

Inbox
[Back to Inbox](#)

Authorise treatment

Fields marked with * are mandatory - missing information may cause a delay in processing your query.

Preferred contact method for this query *
Email (via secure Message Centre)

Are you the patient? *
Please select

If you answer **yes**, we assume that the user registered for Customer Online is the patient. If you've chosen to share your Customer Online account with another person on the plan, please be aware of who the account is registered with when answering this question.

- A** From the main menu on the homepage, choose '**My claims**'. Then select '**Start a claim**'.
You'll see a section called '**Authorise treatment**'.
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.
Click '**Submit**' button to finalise the claim.

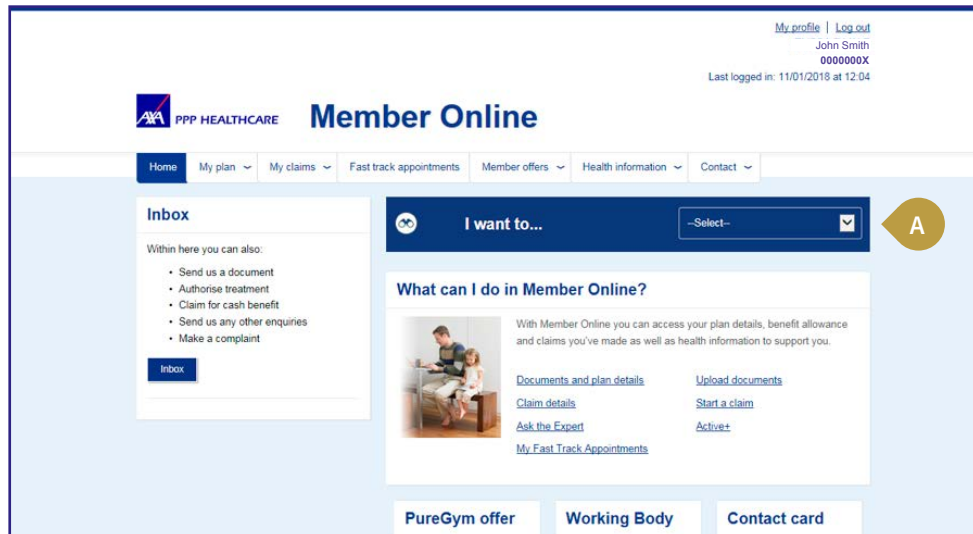
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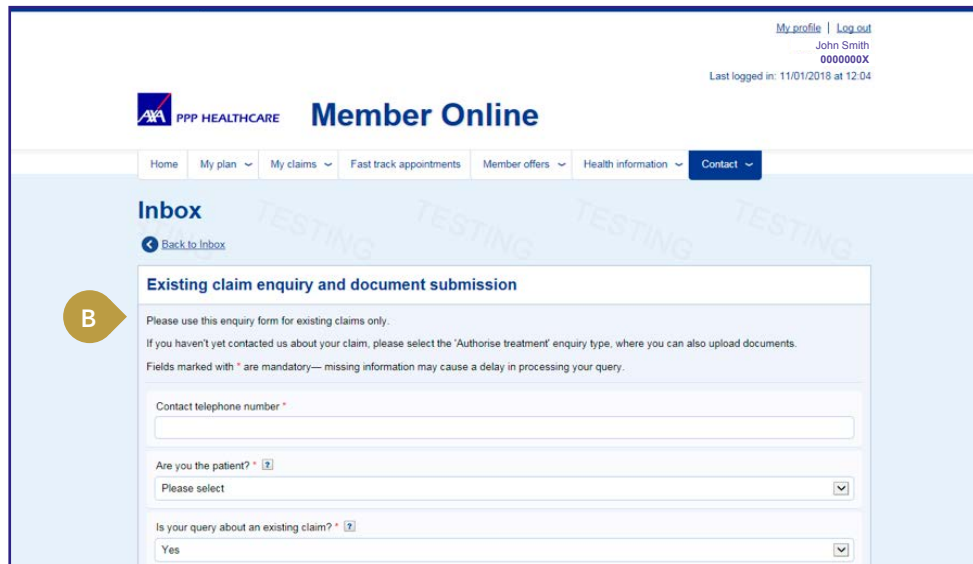
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Add documents to a claim



A If you've got new paperwork to show us relating to a claim you've already told us about, select '**Upload documents**' from the drop-down list in the 'I want to' bar.



B You'll see a section called '**Existing claim enquiry and document submission**'.
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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