

Approvals		Route of Communication
Services	Time Frame	Needed INFORMATION
Hospitals: Day Cases and Inpatient admissions	48 Hours /Emergency cases 24 hrs	Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)
Radiology Center: All tests unless tests value < 500 USD Must be pay and claim	48 Hours /Emergency cases 24 hrs	Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)
Lab Tests: All tests unless tests value < 500 USD Must be pay and claim	48 Hours /Emergency cases 24 hrs	Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)

How To Use Our Service

Outside Egypt



In-Patient **ONLY**
+MRI , PET, CI
Evacuation & repatriation



In-Patient
Out-Patient
Check-up
Optical
Vaccinations

<p><u>Pharmacies:</u> All tests unless tests value < 500 USD Must be pay and claim</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>
<p><u>Chronic Medication</u> All tests unless tests value < 500 USD Must be pay and claim</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Chronic prescription (maximum 3 months backdated) include the following: (Diagnosis, Medications with concentration, Dosage) -Copy of the member's medical card -Recent lab tests results/ scans reports depends on the case</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>
<p><u>Maternity (After Maternity Activation):</u> All tests unless tests value < 500 USD Must be pay and claim</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>
<p><u>Dental:</u> All tests unless tests value < 500 USD Must be pay and claim</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>

<p><u>Chemotherapy&Radiotherapy Centers:</u> All Services</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>
<p><u>Physiotherapy Centers:</u> All tests unless tests value < 500 USD Must be pay and claim</p>	<p>48 Hours /Emergency cases 24 hrs</p>	<p>Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Any supporting documents if available (ex. lab tests results, scan reports, full medical report, etc.)</p>	<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>
<p>OPTICAL</p>	<p>PAY AND CLAIM</p>		<p>approvals.international@axa-egypt.com ihcc@axa-egypt.com</p>