Approvals				One Stop Shop	Route of Communication
Services	**Time Frame**	**Needed Documents**	**Route For Each Service**		
Hospitals: Day Cases and Inpatient admissions	2 Hours	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.)	If consultation is done inside or outside the network, approval must be issued		medical.approvals@axa-egypt.com
Radiology Center: -Nuclear imaging ex. PET -Endoscopies -Interventional radiology coronary/aortic/pulmonary angiography	2 Hours	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.)	If consultation is done inside network, radiological tests can be done within the same facility or in scan center within the network directly using the form (cannot be done in a different hospital) through online system If consultation is done outside network, the member should be directed to a scan center within the network (not hospital) through online system	if started consultation in a facility, can continue all services in the same facility	medical.approvals@axa-egypt.com
Lab Tests: -Single Test <500EG -PPCR -Hormones (Except thyroid hormones) -Osteoporosis tests -Tumor Markers -Pathology	2 Hours	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.)	If consultation is done inside network, lab tests can be done within the same facility or in lab center within the network directly using the form (cannot be done in a different hospital) through online system If consultation is done outside network the member should be directed to a lab center within the network (not hospital) through online system		medical.approvals@axa-egypt.com
Pharmacies: -Prescriptions above 1000 EGP -Medications prescribed for 28 days or more -Hormones, Vitamins, Minerals, Interferons & Chemotherapy -Maternity medications	2 Hours	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.)	Consultation must be done inside the network for acute medications, approvals cannot be issued, it must be dispensed using AXA's claim form		Pbms <pbms@axa-egypt.com>
Chronic Medication: Dispensed monthly for 2 months or more	5 working days	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	Medications are posted on AXA's system with inside or outside the network prescription and dispensing is through any pharmacy online system within the network		chronic.medications@axa-egypt.com
Maternity (After Maternity Activation): All Services Including Consultation	2 Hours	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.)	Card must mention that it covers maternity If not mentioned, cards must be changed through my policy department to activate the maternity benefit		medical.approvals@axa-egypt.com
Dental: All Services excluding Consultation	2 Hours	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.)	In Most policies, it's only covered on pay and claim basis In case of direct settlement, Card must mention that it covers dental services If not mentioned, cards must be changed through mypolicy department to activate the dental benefit		Dental.Approvals@axa-egypt.com
Optical	2 Hours	Member's name Member's policy number Member's membership number Service type & requested provider's name Diagnosis or symptoms presented to the doctor Eyesight measurements	In Most policies, it's only covered on pay and claim basis In case of direct settlement, Card must mention that it covers optical services If not mentioned, cards must be changed through mypolicy department to activate the optical benefit		medical.approvals@axa-egypt.com
Chemotherapy&Radiotherapy Centers: All Services	2 Hours	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.)	After consultation, Approval document to be issued directed to the selected provider within the medical network		medical.approvals@axa-egypt.com

Physiotherapy Centers: All Services	2 Hours	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.)	If consultation is done inside network, Physiotherapy can be done within the same facility or in physiotherapy center within the network directly using the form (cannot be done in a different hospital) through online system If consultation is done outside network the member should be directed to a physiotherapy center within the network (not hospital) through online system		medical.approvals@axa-egypt.com