

Documents required for claim reimbursement

Completed AXA Claim form in addition to the following documents depending on the service being reimbursed

➔ Medications:

- ➔ Copy of doctor's prescription includes diagnosis/signs or symptoms, mentioning the prescribed medications
- ➔ Original stamped itemized invoices or itemized pharmacy receipts

➔ Inpatient treatment:

- ➔ Original final stamped Itemized hospital invoice including breakdown for each service cost
- ➔ Discharge medical report clarifying the admission and discharge dates, exact medical condition & details of the procedure performed
- ➔ Copy of results of any performed investigations.

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➔ **Treatments with multiple sessions:**

- ➔ Copy of doctor's referral with treatment protocol mentioning the duration, type of treatment & exact diagnosis
- ➔ (physiotherapy sessions have to be referred by an orthopedics)
- ➔ Original final stamped itemized invoice mentioning type, cost and date of each session

➔ **Optics:**

- ➔ Optical shop's original stamped itemized invoice including:
 - ➔ Valid tax ID and commercial registration number.
 - ➔ Detailed address & phone number
 - ➔ Breakdown of frame cost and lenses cost
 - ➔ Copy of a recent eye sight test
 - ➔ The optical shop card

➔ **Dental services:**

- ➔ Original final stamped itemized invoice mentioning the tooth number / date/name & cost of each performed service

Reimbursement process

- ➔ Company contact person collects claim forms from all members.
- ➔ Company contact person sends the claims batches as follows:
 - ➔ Hard copy of AXA reimbursement cover letter alongside the required documents (as per slide 9,10&11) to AXA head office
 - ➔ Soft copy(Excel sheet)of AXA reimbursement cover letter to medical.claims@axa-egypt.com to facilitate tracking & assure the dispatch accuracy
- ➔ Automatic e-mail response will be sent from AXA with a tracking number confirming that request has been received
- ➔ AXA Claims team will proceed with the reimbursement process and upon issuing the payment, a confirmation sheet will be sent back including feedback for each claim in addition to a separate claim advise report will be sent for each claim to the claimant via email or hard copy with the CHQ

- ➔ **Notes:**
 - ➔ For any queries related to claims, Please send to wecare@axa-Egypt.com
 - ➔ For resubmissions ONLY ,please send to medical.claims@axa-egypt.com
 - ➔ Claims should be submitted & completed within **90 days** from the date of service including resubmissions
 - ➔ Members should provide receipts/ proof of payment
 - ➔ Claims refund will be for final eligible treatment costs, and not for deposits, advance payments, registration or administration fees charged by the service provider