

Private medical insurance

Insurance Product Information Document



PPP HEALTHCARE

Company: AXA PPP healthcare Limited

Product: Health For You and Health For You 6

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with registered number 202947. Registered address 20 Gracechurch Street, London EC3V 0BG.

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre-contract and contractual information about the product will be provided in your policy documents.

What is this type of insurance?

Private medical insurance provides cover for the private treatment of new acute medical conditions that arise after joining the policy.



What is insured?

In-patient and day-patient treatment

- ✓ Private hospital and day-patient unit fees paid in full at a facility in our hospital list.
- ✓ Specialist fees when you use a specialist on our 'Health For You recognised specialist' list - No yearly limit.
- ✓ Hospital accommodation for one parent while their child is receiving private treatment - paid in full.
- ✓ Costs towards a close relative or friend to stay in a hotel nearby when a member is having private treatment - up to £100 a night up to £500 a year.
- ✓ Cancer treatment. In-patient and day-patient treatment.

Out-patient treatment

- ✓ Surgery - no yearly limit.

Other benefits

- ✓ Health at Hand. Direct telephone access to our healthcare experts for you and your family.
- ✓ Nurses fees to give you antibiotics by intravenous drip at home when you would otherwise have to be admitted as an in-patient or day-patient.
- ✓ Working Body. Access to a telephone consultation with a physiotherapist without the need to see your GP first. For members aged 18 and over.
- ✓ AXA Doctor at Hand service. Access to telephone or video consultations with a GP at the AXA Doctor at Hand service.

Optional cover

- Specialist consultations and diagnostic tests as an outpatient if you have an Out-patient Option.
- CT, MRI and PET scans paid in full at a hospital or scanning centre listed in our Hospital List, when referred by the treating specialist.
- Physiotherapist, chiropractor, osteopath, acupuncturist or homeopath out-patient treatment fees if you have the Therapies Option – a combined limit of £500 a year up to a maximum of 10 sessions.
- Mental health treatment as an In-patient, day-patient or out-patient if you have the Mental Health Option.
- Cashback for dentist and optician fees if you have the Dentist and Optician Cashback Option.



What is not insured?

- ✗ Treatment of medical conditions that you had, or had symptoms of, before joining.
- ✗ Treatment or monitoring of ongoing, recurrent and long-term conditions (also known as 'chronic conditions').
- ✗ Pregnancy and childbirth.
- ✗ Fees for services that would normally be carried out by a GP practice, dentist or optician, unless you have taken the Private GP Cover Option.
- ✗ Fees if you choose to use a hospital that is not in the hospital list.
- ✗ Physiotherapist, chiropractor, osteopath, acupuncturist or homeopath fees, unless you have the Therapies Option.
- ✗ Preventative treatment or tests when there are no apparent symptoms.
- ✗ Fees for treatment with specialists we do not recognise.
- ✗ Fees for out-patient drugs or dressings.



Are there any restrictions on cover?

- ! If there is an excess on the policy we will take the excess off the amount covered by the policy for the first claim for each person per membership year.
- ! If you have the Six week Safety net: Treatment needed urgently or in an emergency, or treatment that the NHS can give you within 6 weeks of when you need it.
- ! Private treatment of cancer if you have the NHS cancer support option.
- ! Physiotherapist, chiropractor, osteopath, acupuncturist or homeopath fees, unless you have the Therapies Option.

- Private GP fees - up to £500 a year for private GP fees consultations if you have the Private GP Cover Option.
- Travel cover if you have the Travel Cover Option.



Where am I covered?

- ✓ Cover is provided for private medical treatment received in the United Kingdom.



What are my obligations?

- You must give us complete and accurate answers to any questions we may ask.
- If anything changes between the time you agreed to join and the start date you must contact us.
- You must pay any excess that applies to your policy.
- You must pay the premium on time.
- You must inform us if any of your personal details change, including your address.

If you need to make a claim call our team of Personal Advisers to ensure your claim is covered under the policy.



When and how do I pay?

You can pay your premium yearly by Direct Debit, credit card, cheque or bank transfer or monthly by Direct Debit.



When does the cover start and end?

Your membership will start on the date you choose to accept our quote and buy your policy, which will be shown on your plan documents, and is in place for one year. If we have agreed something different with you it will be shown on your plan documents.



How do I cancel the contract?

You can cancel your membership by writing to or calling us within the first 14 days of receiving your membership pack (your cooling-off period). If you do this you will receive a refund of the premium you have paid provided that no claims have been paid in that time. If you do not cancel within this time, your membership will continue so long as you continue to pay your premium.

After your cooling-off period:

- If you pay monthly you can cancel your plan from the next monthly payment date.
- If you pay yearly you can cancel your plan and receive a pro-rata refund based on whole months remaining in the year. We will deduct an administration fee of £20 and the costs of any claims for that year.

If you cancel during the year we will not pay for any claim for treatment you were given after the date of cancellation.