



Why we ask for more information - explained.



Why do you ask my doctor for information?

We sometimes ask your GP or specialist for more information about a medical condition or treatment.

This is so that we can make sure your membership covers the condition, and tell you about anything that we can't cover. If you've used our online GP service, we may still need to ask for this information from your regular NHS GP, as they have access to all your medical records.

We might ask for more information to ...

1

Check if your condition started before your membership started

These are known as pre-existing conditions

2

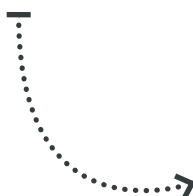
Check if you were waiting for treatment when your membership started

We call this 'planned or pending' treatment

3

Check why you've been referred to a specialist by your GP

You can find out more about these on the following pages



Why we ask for more information – explained.



Tell me more about why you ...

Ask about pre-existing conditions

With many of our plans, cover for conditions that started before you joined (pre-existing conditions) is limited.

We may ask for more information to check when the condition or symptoms started, and whether it was pre-existing.

Ask about planned or pending treatment

Your membership doesn't usually cover anything already planned or pending when you joined. This includes treatments, consultations, investigations and diagnostic tests.

We may ask for more information to check if your treatment was already planned or pending when your plan started.

Check why my GP referred me

Many of our plans don't cover tests or treatment you could have in a primary care setting – such as at your GP surgery.

We may ask for information to understand why your GP referred you to a specialist or hospital.



Do I need to give my consent?

If we need information from your doctor, we'll always ask for your consent first. You'll need to sign a form or fill it in online.

We'll tell you why we're asking, and what information we're asking for. Sometimes your GP may charge for filling in a form – unfortunately, your membership may not cover the cost of this.

✗ If you don't give us consent, we may need to stop your claim
We'll let you know if this happens, and explain your options.



What we mean by primary care setting

By a primary care setting we mean a place that's the first point of contact for patients such as a GP surgery, dentist or optician.



Need some more help?

Understanding the jargon can be tricky, so if you need help, send us a message from your online account or via livechat, or give us a call.

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You'll find information about what you're covered for and how your membership works in your membership documents.

Go to axahealth.co.uk and select 'Log in/Register'.

