

What do my employees get from our AXA Health cover?

Your employees get the reassurance of fast access to diagnosis and treatment, plus support with everyday healthcare, from people that care. With AXA Health, you're in safe hands.

Can employees use our cover for everyday problems?

As well as reassurance that your employees can see a specialist fast, we're also here to help with everyday health problems.

24/7 health support line

- Last year, we helped just over **49,000** members
- Get clear, up-to-date information and support, day and night from one of our team of experienced health professionals
- Our team will support your employees and their family members
- No worry is too small – if it matters to your employees, it matters to us



Get checked out fast for any worrying breast, skin or prostate symptoms

3 days – average time to get a breast cancer check

4 days – average time to get a skin cancer check

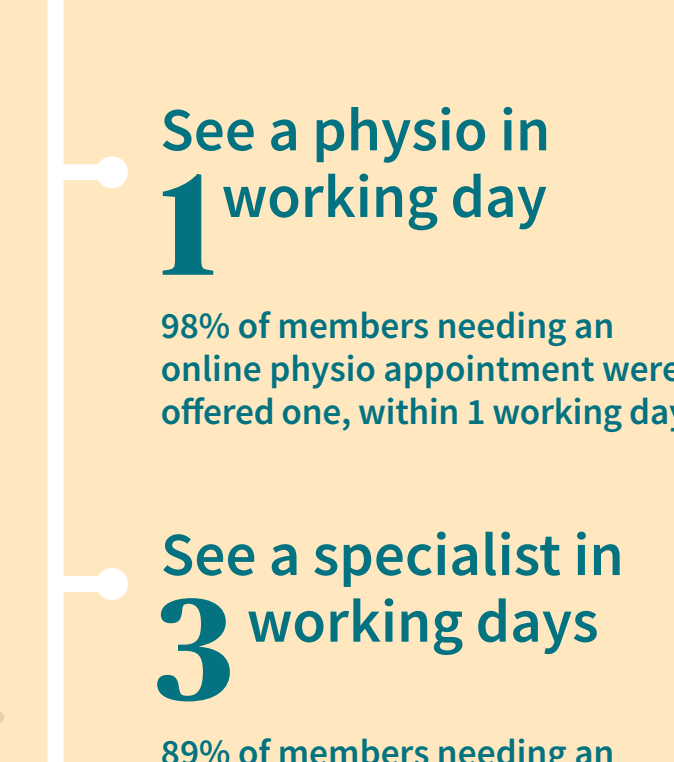
Most of our clients have access to this service – please check your scheme includes cover for outpatient specialist consultations and diagnostic tests



AXA Health Member

Don't struggle on with a muscle, bone or joint problem – get help fast by video or phone

We'll get your employees assessed quickly, and make sure they see the right person – a physiotherapist or a specialist, depending on what's wrong



See a physio in 1 working day

98% of members needing an online physio appointment were offered one, within 1 working day

See a specialist in 3 working days

89% of members needing an online orthopaedic specialist appointment were offered one, within 3 working days



24/7 access to our online GP service, by video or by phone

- Up to 20-minute appointments
- Choose to see a GP or an Advanced Nurse Practitioner
- GPs are available 24/7 and Advanced Nurse Practitioners are available 8am to 10pm

Appointments are subject to availability



Get a GP appointment in 1 working day

95% of our members needing an online GP appointment were offered one, within 1 working day

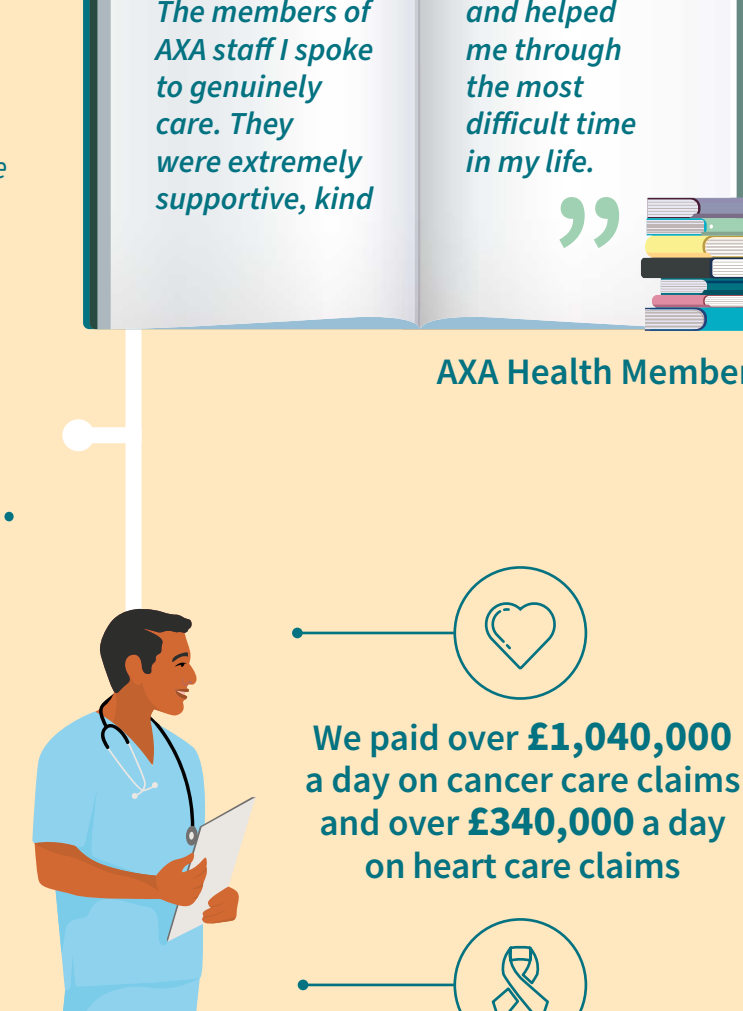
How can I control the cost of our plan?

Ways to lower your cost:

- ➔ Increase your excess
- 💰 Pay yearly for a 5% discount
- 📋 Remove cover options you don't need

Call us on 0800 015 8002 to find out more about these

Phone lines are open 9am–5pm Monday to Friday. We may record and/or monitor calls for quality assurance, training and as a record of our conversation

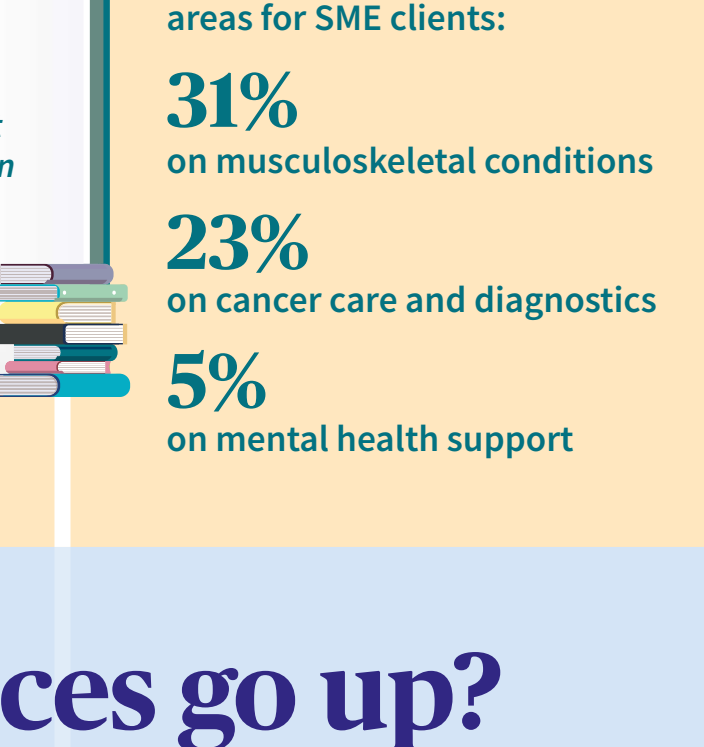


Why is AXA Health cover worth it?

Healthcare cover helps your employees get help fast. With UK-wide access to:

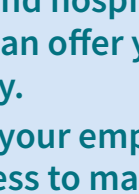
- **250** hospitals
- **400** scanning centres
- Over **38,000** specialists and practitioners

Dependent on the cover options you chose when purchasing your scheme

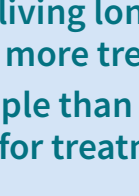


AXA Health Member

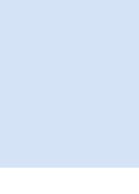
Here's how we helped our members in 2023...



We helped over **70,000** members access mental health support, that's 1 every 8 minutes



We helped over **5,000** people get a cataract operation, that's 13 a day



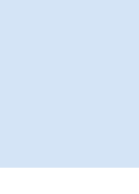
We helped over **3,000** people get a hip replacement, that's 8 a day



We paid over **£1,040,000** a day on cancer care claims and over **£340,000** a day on heart care claims



Our cancer nurses took over **55,000** calls from members



Over **60,000** members saw a physiotherapist

Here's where your claim spend goes...

Our top three claims spend areas for SME clients:

31% on musculoskeletal conditions

23% on cancer care and diagnostics

5% on mental health support

Why do prices go up?

Here's why costs can go up:

- Medical costs continue to rise, with inflation adding to increases. We negotiate with doctors and hospitals to make sure we can offer you value for money.
- We want your employees to have access to many of the latest drugs, treatments and technologies, these increase costs.
- We're all living longer, and will need more treatment.
- More people than ever are claiming for treatment.

When setting our costs, we consider supply and demand, as well as other factors such as the cost of medical technology and medical treatment. Although we have to take these factors into account, we want your employees to continue to have access to the care that's right for them. That's part of making sure you get good value from your AXA Health plan.

We created this infographic to illustrate how our clients and members' premiums are spent. It's representative of how we spend our premium income across all of AXA Health.