

Welcome /

That's  
Specialist  
support  
from  
**AXA PPP**  
healthcare



PPP HEALTHCARE

redefining / healthcare

# All the support you need

**We're really pleased to welcome you as one of our recognised providers.**

We want private healthcare to thrive, giving more people access to excellence and quality of care, now and in the future. We believe that a great working relationship with you and all our recognised healthcare professionals is fundamental to doing that successfully. That's why we're committed to making working together simple, clear and hassle-free.

In this pack you'll find everything you need to know about working with us and our members. Please note all of your details are now administered via the Private Practice Register on Healthcode's website. Please ensure you check and update this regularly.

We're looking forward to working with you.

# Now you're recognised

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We'll deliver specialised support, be responsive to you and our members, and provide faster access to healthcare. We're also ready with support services when your patients need them.

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## The Healthcare Professionals Centre

Our Healthcare Professionals Centre offers the support you need to help make working together easy. Here you will find information about how to contact us and view up to date information about our schedule of procedures and fees and terms of recognition.



Our Healthcare Professionals Centre has all the information you need.

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## Please keep your details up to date

It's very important that we always have your latest details. Please ensure you let us know about any changes to your address, contact details, practice privileges, sub-specialties and special interests.

The simplest way to keep us up to date is via The Private Practice Register.

We may ask you to check that your information is accurate. This will help to ensure that when we need to direct our members to an appropriate specialist we can do so accurately.



Use the  
**Private Practice  
Register**

## Billing

The easiest way to bill us is online via Healthcode. We'll receive your invoice as soon as you click on submit.

### When to bill

You must bill us within six months of the treatment.

### Payment details

We'll pay you at the intervals agreed in our contract with you.

When we pay you, we'll post you a remittance advice showing the total amount paid and a breakdown by each patient, including details of any shortfalls.

We also post a benefit statement to our member. If there's a shortfall, we'll give them details of where they should send their shortfall payment.

Your invoice must include the following details:

- AXA PPP healthcare provider code or GMC number
- the patient's name, sex, date of birth, address including postcode, and membership number
- your diagnosis
- details of the test or treatment and where it was carried out, and the date
- the procedure code – see our schedule of procedures and fees at the Healthcare Professionals Centre
- your fee.



All your billing needs online

## Our terms of recognition



Our terms of recognition set out how we will work with you, what you can expect from us, what we need from you, billing matters and our fee structure. As one of our recognised healthcare professionals you are bound by the terms, so please make sure you understand them.

You can find a full copy of our **terms of recognition** at our Healthcare Professionals Centre.

## Helping patients understand their cover

Whether we're explaining their cover, helping them to look after their health or supporting them through recovery, we want to make sure our members understand how we can support them. That's why we explain their plans in language that's familiar to them and do all we can to make sure that our members understand how their plans work.

### What we'll cover

We'll cover your patient's treatment costs providing that:

- the patient is an AXA PPP healthcare member at the time of their treatment
- the patient is referred by a registered medical or dental practitioner
- the treatment is covered by the patient's plan and pre-authorised.

### Pre-authorising treatment

Our members have many different plans and options available to them. We provide these to enable as many people as possible to access private healthcare, but it does mean that cover may vary from one member to another.

With most of our plans, it's a requirement that our members call us before they arrange any treatment. This call allows us to pre-authorise their treatment, confirm their cover and tell them whether their costs will be met in full. Sometimes there are aspects to their cover that may need greater explanation and we'll talk them through their cover so that they're clear before they come to see you.



We explain their cover in language that is familiar to them

## Our schedule of procedures and fees

Our schedule of procedures and fees contains important information about our fee structure.

We set fees that we will pay for procedures so that we can deliver the quality healthcare our members need and keep subscriptions affordable. The standard fees are set at reasonable levels for procedures and are based on work undertaken by the Clinical Coding and Schedule Development group (CCSD).

### Fees outside our fee structure

A very small number of the specialists that we recognised charge fees higher than we will reimburse. This means members using these specialists may have to pay additional costs towards their treatment. We find that many patients decide to choose a different specialist if they think this is likely.

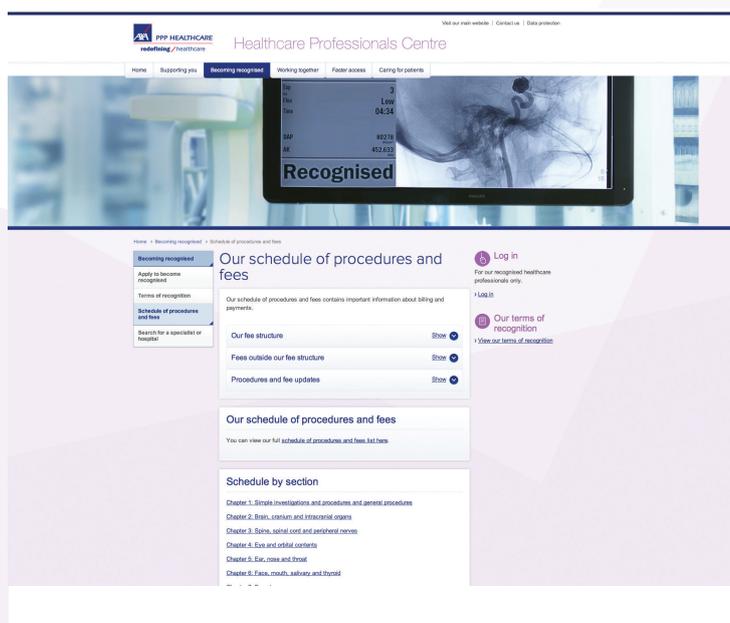
If one of our members does want to find a different specialist, they can ask us to search for suitable alternatives using our **Fast Track Appointment Service**. In most cases, we will be able to suggest up to three suitable specialists from our list of fee-assured specialists.

In all cases, medical necessity and choosing the right specialists for the condition or required procedure are the key factors.



### Search our schedule of procedures and fees

You can search our schedule of procedures and fees online at the Healthcare Professionals Centre.



### Procedure and fee updates

We may amend our procedures and fees from time to time, please check our website for regular updates.

# Practical support and information

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As one of our recognised specialists or practitioners, you're a key element in providing healthcare to our members. So it's really important to us that we support you and your practice well.

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## Putting medical and clinical considerations first

### Medical policy and our medical and clinical teams

Medical policy is overseen by our Chief Medical Officer and managed by doctors and health professionals in our policy and research teams.

Every area of our business is supported by a medical advisory team. It's their role to provide appropriate and qualified expertise to ensure that medical considerations are central to informing every decision we make.

Within the medical and clinical teams advising on and developing policy in our business, you'll find doctors, researchers, nurses, pharmacologists, physiotherapists and psychologists. The clinicians who support and talk to members directly have significant expertise and experience from a wide range of medical backgrounds, including oncology, cardiology, dentistry, and psychiatry, to name just a few.

### New treatments and technologies

Our aim is always to make the best possible healthcare affordable for our members. To do this, we try to embrace the opportunities as well as face up to the challenges brought by continuing advances in medicine. We systematically review the treatments we cover and look for ways to give our members access to those that are proven safe and effective.



Every area of our business is supported by a medical advisory team

### Treatments and diagnoses that are not normally covered

Where exceptions may be necessary due to a specific medical condition, we review member needs on a case-by-case basis.

If you would like to talk to us about a treatment, procedure or diagnostic investigation that is not normally covered, please contact us. You'll need to provide full details of your rationale, substantive evidence for use of the treatment, and the expected outcomes.

### Using hospitals outside our network

If one of our members requires eligible treatment in a hospital that is not in our network or a hospital not covered by their specific policy, we can consider using a hospital outside our network on medical grounds.

Admissions to hospitals outside our network must be pre-authorised by our Network Exemption team. You can request authorisation at the Healthcare Professionals Centre using the Hospital Exemption form.

### Medical trials and research

Our medical advisory teams develop and implement medical policy, and continuously update our in-house medical directory with new procedures, drugs research, technology and treatment trends.

We meet with pharmaceutical companies regularly to discuss drugs in development. These include drugs that may get a licence soon, as well as drugs that may not be on the market for a few more years. We also keep abreast of developments in teaching hospitals, including new procedures and treatments, rare conditions, and complementary services.

If you would like to talk to us about a trial or technology that may be appropriate for a patient, please contact us.



Admission to hospitals outside our network must be pre-authorised by our Network Exemption team

## Our members' healthcare plans

When a member calls us to pre-authorise their treatment, we'll talk them through the cover they have so that they're clear about what is and is not covered before they come to see you.

This means you should find that you usually only see one of our members after they have the correct authorisation.



### What cover does your patient have?

If you have one of our members in your care and want to know about the specific cover they have, please contact us at the Healthcare Professionals Centre.

# Ensuring faster access to treatment

Directing our members to the appropriate clinical expertise quickly and easily is fundamental to us. This was one of the key reasons for developing our Fast Track Appointment Service.

## Fast Track Appointment Service

The Fast Track Appointment Service makes open referrals straightforward for our members. We authorise treatments, ask our members for their appointment preferences and then identify up to three suitable specialists. By the end of the next working day following pre-authorisation, we agree which appointment to book before going ahead and booking it.



### Booking appointments quickly

**Member calls us with an open referral from their GP.**

We authorise eligible treatment specified by the GP and find out when and where our member would like to be seen.

The Fast Track Appointment Service team search for specialists who match the specialism and sub-specialty recommended by the GP, and then contact up to three suitable specialists in the postcode area in which the member wants to be seen.

By the next day, we call the member back to agree which appointment to book, and then make the booking.

Typically within four days or sooner, the member has their appointment with you.

## Ensuring appropriate clinical care

Our Fast Track Appointment Service team has extensive knowledge of the hospitals in our network and the specialisms and sub-specialties of our recognised specialists. The team includes nurses who help to ensure we select suitable specialists or practitioners for the specialism and sub-specialty detailed in the GP's open referral.



### We select up to three appropriate specialists

# Caring for patients

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Qualified clinicians and healthcare practitioners work throughout our business. One of their key roles is to offer personalised support and guidance on a wide range of health matters to our members when needed.

## A more complete healthcare journey for your patients

The range of expertise we have in-house means we can provide additional support to your patients from a medical, physical and emotional perspective. We're able to do this before, during and after treatment.

Our clinical teams are always ready to work with you whenever it's beneficial for your patients. Each of our services is designed to coordinate with and complement those you provide – not to interfere with your treatment programme. Using them sensitively and appropriately helps to provide a cohesive healthcare experience for our members.



Services that complement those you provide

## Our clinicians and healthcare professionals

Our clinicians and healthcare professionals, with hospital and community experience in a variety of fields, are able to provide dedicated, personalised care for patients and their families.

Among the broad spectrum of specialisms in our teams, you'll usually find:

- oncology nurses
- cardiac nurses
- pharmacists and pharmacologists
- psychiatric nurses
- midwives
- physiotherapists
- counsellors.

This list is subject to change.



Dedicated, personalised care

## Clinical case management team

All complex cases, such as those involving a spinal condition, cardiac condition, cancer or long-term rehabilitation are case managed by our teams of qualified nurses and case managers.

They will work with you and your patient, discussing treatment plans and liaising with other providers and clinics. They can provide practical guidance on how we can best provide cover and pay claims, and will also offer guidance and support to the member and their family.



Managing complex cases

## Cancer Care Team

Our healthcare insurance plans are designed to deliver the most appropriate cover for our members. In some cases, this may mean using the NHS for certain aspects of treatment and using some of our members' cover to pay for

other forms of valuable support, such as help with childcare or home life. We liaise with members, specialists and other AXA PPP healthcare teams to assess when this may be appropriate.



Individual care plans for our members

## Qualified Dedicated Nurse service

With clinical expertise and experience in oncology and cardiology, our nurses provide an additional supporting role that is highly valued by members who have been diagnosed with cancer or a heart condition.

Following a diagnosis, we will offer our member access to our Dedicated Nurse Service. If a member wishes to use this service, we will establish contact with a named nurse with the appropriate

clinical expertise who will support the member and their family throughout the duration of treatment and recovery.

Because each member is supported by one nurse, the nurse can provide continuity and build a complete understanding of their needs. For the member, there's the extra reassurance that they have someone to turn to who fully understands their condition.



Additional support for heart and cancer patients