

# AXA Claim Checklist

*Special instruction: Dependents above 19 years of age are required to attach a copy of his / her student pass for every claim submission.*

## Important Notes

- The acceptance of the claim forms is NOT an admission of liability on the part of AXA Insurance Pte Ltd (“AXA”).
- Any documentary proof or medical report required by AXA shall be furnished at the expense of the Policyholder / Employee.
- To avoid any delay in processing your claim, please ensure that the claim form is duly completed and submitted together with the supporting documents within 30 days (Smart Care or Employee Benefits Group Medical Insurance policies) / 90 days (International Exclusive policies) from the date the claim was incurred (date of discharge / surgery / treatment / consultation). AXA reserves the right to not accept any claims that are not submitted within the stipulated time frame.
- AXA will accept copies of the original and final medical bills / tax invoices / receipts. Please retain your original documents for 6 months from the submission date as AXA reserves the right to call for these original documents. The original hard copy final bills / invoices / receipts are still required for Inpatient / Day Surgery claims incurred outside of Singapore.
- In the event the original documents are not available upon request, AXA will require a declaration from the Policyholder / Employee. If there are any double claims, AXA reserves the right to recover any claims from the Policyholder / Employee.

## **Claims Checklist (Please indicate mark the box against the documents you are submitting)**

### **Outpatient Claims (General Practitioners (GP), Specialist (SP), Diagnostic X-rays, Lab Test, Dental)**

- Duly completed and signed claim form
- Final tax invoices, itemized bills / receipts showing patient’s name, clinic / facility name and date of consultation
- Referral Letter from a General Practitioner to Hospital / Specialist (if any) and / or copy of appointment card from Specialist / Hospital
- Any laboratory test / imaging / examination reports
- Prescription from Attending Doctor for purchase of drugs (where applicable)
- Copy of CPF Medisave Transactions Statement with **HRN No (Hospital reference Number)** if you have used your Medisave to make payment\* (If CPF Medisave Transactions Statement is not provided, it may result in a longer time to process the reimbursement).
- Claim settlement advice from any 3rd party payee or Medisave-approved Integrated Shield Plan (if any) - For example, AXA Shield, AIA HealthShield, NTUC IncomeShield, AVIVA MyShield, Prudential PruShield or Great Eastern SupremeHealth.

### **Admission to Government / Restructured Hospital**

- Duly completed and signed claim form
- Copy of final hospital bills, doctor’s bills and receipts
- Inpatient Discharge Summary / Day Surgery Admission Form / Ambulatory Form / Pre-Admission Form
- Referral Letter from a General Practitioner to Hospital / Specialist (if any)
- Any laboratory test / imaging / examination reports
- Copy of CPF Medisave Transactions Statement with **HRN No (Hospital reference Number)** if you have used your Medisave to make payment\* (If CPF Medisave Transactions Statement is not provided, it may result in a longer time to process the reimbursement).
- Claim settlement advice from any 3rd party payee or Medisave-approved Integrated Shield Plan (if any) - For example, AXA Shield, AIA HealthShield, NTUC IncomeShield, AVIVA Myshield, Prudential PruShield or Great Eastern SupremeHealth.
- Copy of police / investigation report for claims involving road traffic accidents

### **Admission to Private Hospitals / Clinics**

- Duly completed and signed claim form
- AXA Medical Report Form
- Copy of Final Tax Invoice (Final Bill) that includes the details of each billable item and Payment Information
- Copy of Receipts (eg. Payment slips from Credit Cards, Nets etc)
- Inpatient Discharge Summary / Day Surgery Admission Form
- Referral Letter from a General Practitioner to Hospital / Specialist (if any)
- Any laboratory test / imaging / examination reports
- Copy of CPF Medisave Transactions Statement with **HRN No (Hospital reference Number)** if you have used your Medisave to make payment\* (If CPF Medisave Transactions Statement is not provided, it may result in a longer time to process the reimbursement).
- Claim settlement advice from any 3rd party payee or Medisave - approved Integrated Shield Plan (if any) - For example, AXA Shield, AIA HealthShield, NTURC IncomeShield, AVIVA Myshield, Prudential PruShield or Great Eastern SupremeHealth.

**Admission to Hospitals outside Singapore**

- Duly completed and signed claim form
- AXA Medical Report Form
- Copy of Final Tax Invoice (Final Bill) that includes the details of each billable item and Payment Information
- Copy of Receipts (eg. Payment slips from Credit Cards, Nets etc)
- Inpatient Discharge Summary / Day Surgery Admission Form
- Referral Letter from a General Practitioner to Hospital / Specialist (if any)
- Any laboratory test / imaging / examination reports
- Proof of travel - For example, passport copy / boarding pass / air ticket(s)
- Claim settlement advice from any 3rd party payee (eg. NHS, MediCare, MedicAid, other insurer etc.)

**Special Grant Claim (Local)**

- Duly completed and signed claim form
- Copy of Death Certificate

**Special Grant Claim (Overseas)**

- Duly completed and signed claim form
- Copy of Death Certificate (must be certified notary public)

*\* To download the Statement, please visit [www.cpf.gov.sg](http://www.cpf.gov.sg), and under "myCPF Online Services", go to "My Statement", click on "Section B - Medisave /MediShield Life / Integrated Shield Plan Claims and reimbursement up to last 15 months" to view the payment details.*