



## AXA Claim Checklist

### How to file an Outpatient Claim

#### 1. Important Notes

- The acceptance of claim form is NOT an admission of liability by AXA Insurance Pte Ltd ("AXA").
- Any documentary proof or medical report required by AXA shall be given at the expense of the Policy Holder/ 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 Policy)/ 90 days (International Exclusive Policy) from the date of consultation/treatment.
- To make it easier for our customers, effective 1 Nov 2017, AXA will accept copies of final medical bills / tax invoices . Please retain your original documents for 3 months (Outpatient claims)/ 6 months (Inpatient/Day Surgery claims) from the submission date as AXA reserves the right to call for them.
- In the event that the original final medical bills/ tax invoices are not available during our review, AXA will request a declaration from the Policy Holder/ Employee, if there are any double claims, AXA reserves the right to recover any claims that have been paid by AXA to the Policyholder/ Employee.
- If you are submitting a duplicate and/ or certified true copy of medical bill/ tax invoice, AXA will require an Indemnity Form from you.

#### 2. To Submit Your Outpatient Claims, Simply Follow these Steps

##### Step 1

Complete the claim forms

- AXA Outpatient claim form

##### Step 2

Prepare the following documents

- A copy of the final tax invoices, itemised bills/ receipts showing patient's name and date of consultation.
- A copy of referral letter from a General Practitioner/Specialist/Attending Doctor
- A copy of the Attending Doctor's prescription for claims for purchase of drug(s)
- Any laboratory test report(s)/examination result(s)
- A copy of appointment card to Specialist Clinic/Hospital
- A copy of CPF Medisave Transactions Statement if you have used your Medisave to make payment. To download the statement, please visit <www.cpf.gov.sg> and under "my cpf Online Services", go to "My Statement" and click on "Section B –Medisave/ MediShield Life/ Integrated Shield Plan Claims and Reimbursement up to last 15 months" to view the payment details.

##### Step 3

Submit your claim forms with all supporting documents

Address	Operating hours
8 Shenton Way, #24-01 AXA Tower	9am to 5.30pm, Mon to Fri
Singapore 068811	Customer Service Centre #01-21/22

#### 3. If you need any help or clarification, please contact us

Should you have any query on your claim status, please contact us at the following

<a href="http://www.axa.com.sg">www.axa.com.sg</a>	1800 880 4888	<a href="mailto:customer.care.health@axa.com.sg">customer.care.health@axa.com.sg</a> (Smart Care Policy)
Co.Reg No. 199903512M	(65) 6880 4944	<a href="mailto:intlx@axa.com.sg">intlx@axa.com.sg</a> (International Exclusive Policy)

Note: AXA Insurance may get in touch with you for more information should the submission received is incomplete.