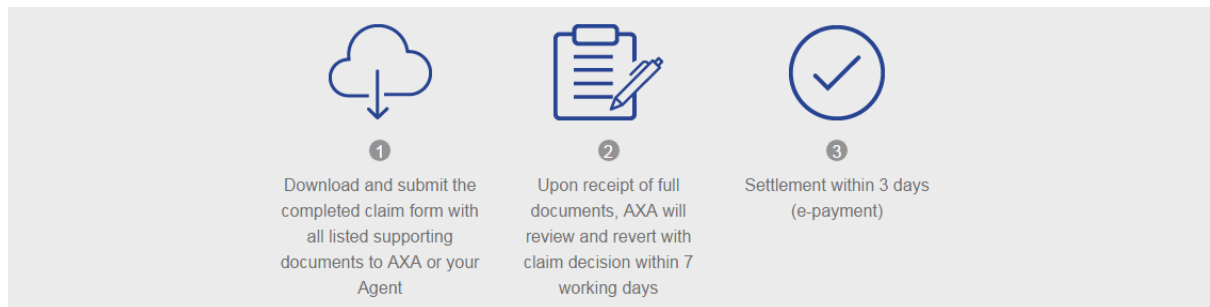


# Claim Guidelines – Medical

## Hospital & Surgical (Reimbursement)



### Supporting documents:-

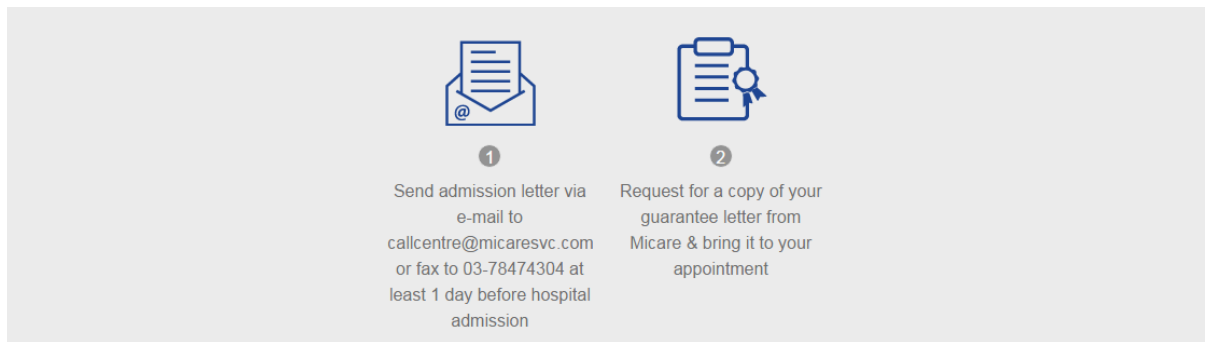
1. Claim Statement
2. Medical Report
3. Original Bill & Receipt
4. Investigation Report

### Note:-

#### The above steps are for Reimbursement cases where:-

- a) Admission to non-panel hospitals.
- b) Outpatient treatment due to minor injury sustained in an accident.
- c) Outpatient treatment prior to admission and/or follow-up treatment after discharge from the hospital.
- d) Day surgery whereby you are not required to stay overnight at the hospital.
- e) Outpatient cancer treatment and outpatient kidney dialysis.
- f) Hospitalisation outside Malaysia.

## Hospital & Surgical (Cashless – Scheduled Admission)

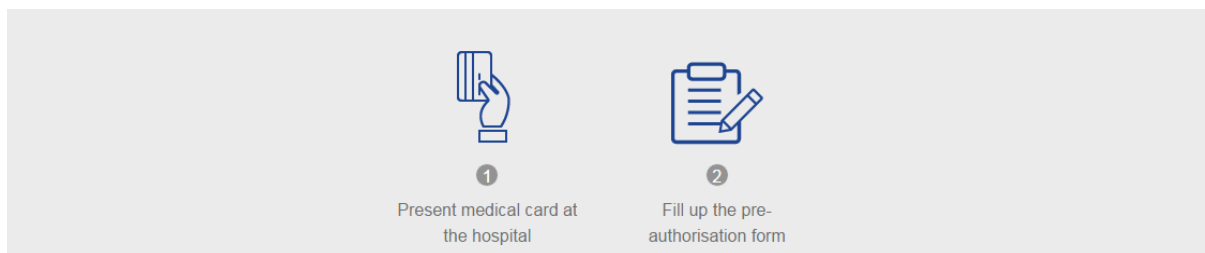


### Note:-

**For Cashless Admission to Panel Hospitals - applicable only if you have our AXA HealthCare Card**

1. You may call the hotline number 1300-88-9979 printed on your medical card prior to your hospital admission for any inquiry.
2. Click to view our list of panel hospitals under MiCARE Healthcare Card.
3. Click to view our list of panel hospitals under MediExpress Healthcare Card.

## Hospital & Surgical (Cashless – Emergency Admission)

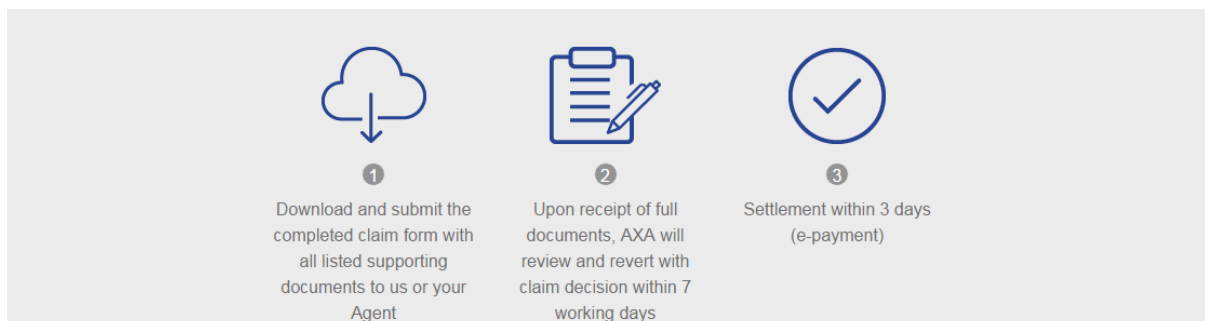


### Note:-

**For Cashless Admission to Panel Hospitals - applicable only if you have our AXA HealthCare Card**

1. You may call the hotline number 1300-88-9979 printed on your medical card prior to your hospital admission for any enquiry.
2. Click to view our list of panel hospitals under MiCARE Healthcare Card.
3. Click to view our list of panel hospitals under MediExpress Healthcare Card.

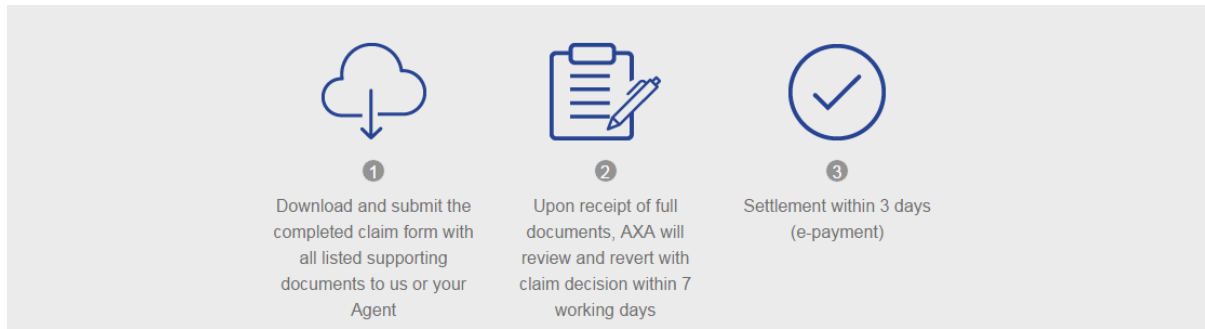
## Hospital Income Plan



### Supporting documents:-

1. Claim Statement
2. Medical Report
3. Photocopy of Bill & Receipt

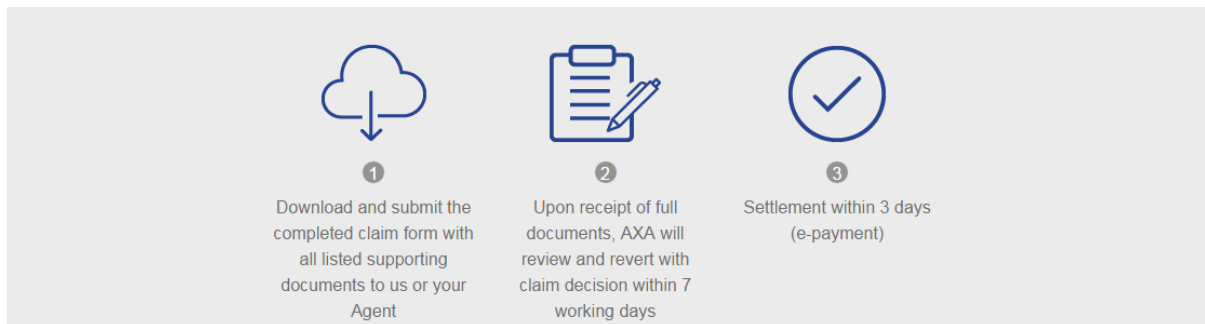
## Cancer Plan



### Supporting documents:-

1. Claim Statement
2. Medical Report
3. Photocopy of Bill & Receipt

## Critical Illness



### Supporting documents:-

1. Claim Statement
2. Medical Report
3. Photocopy of Bill & Receipt