



AXA Claim Checklist

How to file an Inpatient/ Day Surgery Claim

1. Important Notes

- a. The acceptance of claim form is NOT an admission of liability by AXA Insurance Pte Ltd (“AXA”).
- b. Any documentary proof or medical report required by AXA shall be given at the expense of the Policy Holder/ Employee.
- c. 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 discharge from the hospital or date of surgery.
- d. For follow up visits in relation to your Inpatient/ Day Surgery claim, please submit a copy of the final medical bills/tax invoices. The submission of the claim form is not required and please indicate the patient’s name, policy no. and date of admission onto the bills/tax invoices.
- e. 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.
- f. 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 from the Policy Holder/ Employee.
- g. If you are submitting a duplicate and/ or certified true copy of medical bill/ tax invoice, AXA will require an Indemnity form from you.
- h. Important: For Inpatient/Day Surgery claim outside Singapore, please submit the original final medical bills / invoices / receipts.**

2. To Submit Your Inpatient/ Day Surgery Claim, Simply Follow these Steps

Step 1

Complete the claim forms

- AXA Inpatient/ Day Surgery claim form

Step 2

Prepare the following documents

- For Inpatient/ Day Surgery claim at a Government/Restructured Hospital/ Private Hospital/ Specialist Clinic **in Singapore**:
 - A copy of the final tax invoices and itemised bills/ receipts
 - Inpatient Discharge Summary/Ambulatory Form /Hospital Pre-Admission Form (Government/Restructured Hospital)
 - AXA Medical Report (MR) (Private Hospital/ Specialist Clinic)
- For Inpatient/ Day Surgery claim **outside Singapore**:
 - **All original** final tax invoices and itemised bills/ receipts
 - AXA Medical Report (MR)
 - Proof of travel – For example, passport copy/boarding pass/air ticket(s)
- Referral Letter from a General Practitioner to Hospital/ Specialist Clinic
- 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", click on "Section B - Medisave / MediShield Life/ Integrated Shield Plan Claims and Reimbursement up to last 15 months" to view the payment details
- Copy of police/investigation report for claims involving road traffic accident
- Claim settlement advice from Medisave-approved Integrated Plan (if any) - For example, AIA Healthshield, AVVAMyshield, AXA Shield, Great Eastern Supremehealth, NTUC Incomeshield or Prudential Prushield
- Any other documents which may be useful for our assessment.



Step 3

Submit your claim forms with all supporting documents

Address

8 Shenton Way, #24-01 AXA Tower
Singapore 068811

Operating hours

9am to 5.30pm, Mon to Fri
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

www.axa.com.sg

Co.Reg No. 199903512M

 1800 880 4888

 (65) 6322 2555

 customer.care.health@axa.com.sg (Smart Care Policy)

 ops@ipa.sg (International Exclusive Policy)

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