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Access to top medical service network
Connect with quality medical experience



AXA Medical Service Network Promotion Leaflet

At AXA, we know that navigating suitable healthcare can sometimes be complex. That's why we've created various trusted healthcare networks across Hong Kong and Greater Bay Area, designed to provide you with a seamless experience in accessing esteemed medical care with minimal hassle.

AXA Signature Network

Focused on trusted, high-quality care in Hong Kong

GBA Cancer Medical Concierge Service Network

powered by 柏盛健康 prosper

Comprehensive cancer care across Greater Bay Area

GBA Endoscopy Medical Concierge Service Network

Comprehensive endoscopy care at designated healthcare facilities in the Greater Bay Area

All are designed to simplify administrative procedures and connect you with premier medical services tailored to your needs, so you can focus on what truly matters—your health and recovery.

AXA Signature Network

AXA Signature Network ("Network") allows you to access a vast network of doctors^{1,2} ("Network Doctors"), as well as well-equipped Network healthcare facilities^{1,2}, including private hospitals and day case procedure centres. The Network is directly managed by AXA to provide you with a one-stop medical solution platform¹.

Vast and diverse network of experienced Network Doctors^{1,2}

- **More than 500** experienced Network Doctors^{1,2}
- **Over 80%** of Network Doctors^{1,2} have more than 10 years of post-fellow specialist training

Wide coverage of specialty^{2,3}

- Cover **more than 30** medical and surgical specialties
- Include **niche specialties** (such as paediatric surgery and gynae-oncology)

Effective clinical governance for quality assurance

- Support **effective medical procedures** to have better control on hospital expenses and enhance medical care quality
- Provide effective medical treatment by **evidence-based medicine**

Network healthcare facility cashless arrangement⁴

- **No need to pay deposit** upon admission and enjoy cashless arrangement for your eligible expenses after medical treatment provided by Network Doctors^{1,2} by simply presenting your AXA health card/medical card at Network healthcare facilities^{1,2}

Hong Kong (In alphabetical order)^{1,2}



In addition to the above, the Network provides many more choices, please visit www.axa.com.hk/en/signature-network for the latest list of Network directory^{2,3}. The Network directory^{2,3} is subject to change from time to time at AXA's sole discretion without prior notice.

GBA Cancer Medical Concierge Service Network powered by 柏盛健康 prosper

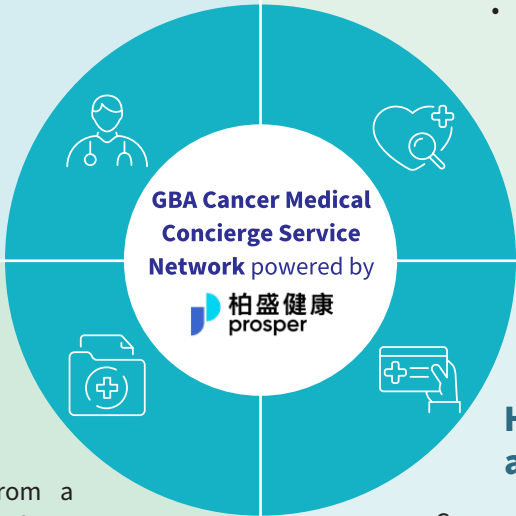
GBA Cancer Medical Concierge Service Network (“Cancer Medical Concierge”) extends the specified cancer care to the Greater Bay Area, addressing cross-border healthcare needs with a personalised medical experience. Guided by a dedicated case manager (“Case Manager”), you will gain access to renowned private healthcare facilities across the Greater Bay Area powered by Prosper Health (“GBA Cancer Healthcare Facilities”)^{1,2}, ensuring you are receiving excellent and comprehensive care at every stage.

Premier medical services^{1,2}

- Access **world-class medical services** and **healthcare teams’ supports** across the Greater Bay Area^{1,2}
- Receive **specialised care** during your hospital stay before and after treatment if necessary⁵

Dedicated case management^{1,2}

- Receive personalised guidance from a **Case Manager** with over 10 years of medical expertise^{1,2}
- Gain full support, including **second medical opinions** and **booking assistance** in Mainland China, and **ongoing follow-ups** across the pre-treatment, treatment, and recovery stages^{1,2}



Extra care and support^{6,7}

- Enhance your comfort with **free private transportation**^{6,7} between Hong Kong/Macau and selected cities in the Greater Bay Area, along with **a complimentary ward upgraded** from specified ward to standard private room⁷ to aid your recovery
- After completing a certain number of treatment courses, you will qualify for **premium waivers**⁷ which allowing you to focus on your health without worrying about next year’s premium; and additional recovery subsidy⁷

Hassle-Free cashless arrangement⁴

- Case Manager^{1,2} facilitates cashless arrangement on your behalf, and **eliminate the need for upfront deposits**, making your experience stress-free by removing the burden of immediate costs

GBA Endoscopy Medical Concierge Service Network

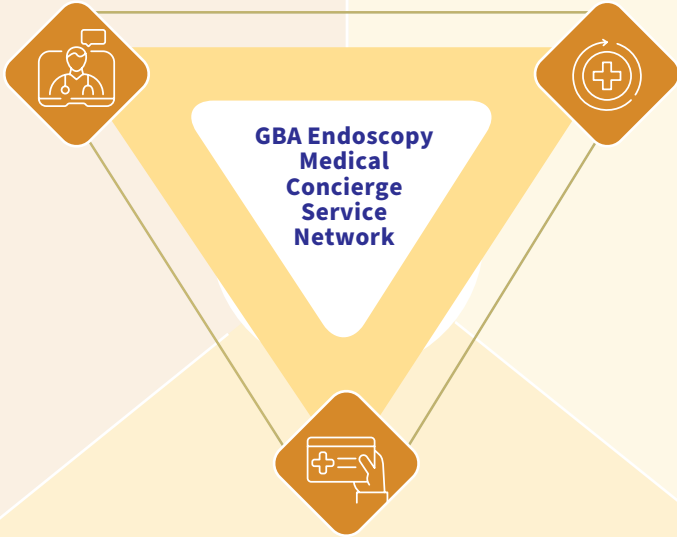
GBA Endoscopy Medical Concierge Service Network (“Endoscopy Medical Concierge”) extends the Oesophagogastroduodenoscopy (“OGD”) and/or Colonoscopy care to the Greater Bay Area, addressing cross-border healthcare needs with a considerate and excellent medical experience. You will gain access to renowned private healthcare facilities across the Greater Bay Area (“GBA Healthcare Facilities”)^{1,2}.

One-stop online service

- Make an appointment for consultation by **phone** or **WeChat**
- Provide you with **online medical consultation** and **appointment for admission**⁸

Additional support and benefits⁷

- **Free shuttle bus**⁹ to and from designated medical institution and Futian Port
- **Early check-in to a standard private room**^{8,9} **the day before your endoscopy**, regardless of coverage level
- After completing treatment, you can enjoy additional **gift voucher rebate**⁷



Hassle-Free cashless arrangement⁴

- Facilitate cashless arrangement on your behalf and **eliminate the need for upfront deposits**, making your experience stress-free by removing the burden of immediate costs

Greater Bay Area



For more information about the details and eligibility for Cancer Medical Concierge and Endoscopy Medical Concierge, please visit www.axa.com.hk/en/greater-bay-area-medical-concierge-service-network . Please note that the details and eligibility are subject to change from time to time at AXA’s sole discretion without prior notice.

Simple steps to access

AXA Signature Network

- 1

Book appointment
Search your preferred Network Doctors^{1,2} from the directory^{2,3} and make your appointment with Network Doctors^{1,2} directly
- 2

Medical consultation
Present your personal identification document and AXA health card/medical card upon registration at Network healthcare facilities^{1,2}
- 3

Request to AXA¹⁰
Network Doctors^{1,2} will submit a confinement admission or day case procedure request form to AXA on your behalf
- 4

Make reservation and receive medical treatment
AXA will issue a confirmation letter to you after approval and arrange the cashless arrangement⁴ with Network healthcare facilities^{1,2} prior to the confinement admission or day case procedure

GBA Cancer Medical Concierge Service Network powered by 柏盛健康 prosper

- 1

Receive diagnosis and referrals
Upon being diagnosed with designated cancer; contact AXA for a referral to Prosper Health¹¹
- 2

Access treatment options
A dedicated Case Manager^{1,2} will guide you and develop a treatment plan, including but not limited to surgery, pre- and post-surgical care as well as cancer drugs
- 3

Request to AXA¹⁰
Case Manager^{1,2} will validate your eligibility with AXA and arrange cashless facility on your behalf
- 4

Obtain cancer treatment
Enjoy comprehensive care, including consultation, hospitalization, surgery and treatment at designated healthcare facilities in Hong Kong and Mainland China^{1,2}

GBA Endoscopy Medical Concierge Service Network

- 1

Book appointment
Make an appointment for consultation by phone or WeChat
- 2

Online medical consultation
Provide you with online medical consultation and appointment for admission⁸
- 3

Request to AXA¹⁰
GBA Healthcare Facilities will validate your eligibility with AXA and arrange cashless facility on your behalf
- 4

Obtain endoscopy medical services
Enjoy comprehensive care, including consultation, hospitalization, surgery and endoscopy medical services at designated healthcare facility in Mainland China

AXA Signature Network, GBA Cancer Medical Concierge Service Network and GBA Endoscopy Medical Concierge Service Network are applicable to designated medical insurance plan(s). For details of the designated medical insurance plans, please visit www.axa.com.hk/en/signature-network and www.axa.com.hk/en/greater-bay-area-medical-concierge-service-network.

Emma by AXA



Emma by AXA is an all-in-one e-Service platform for you to access policy information and services¹², submit claims and track claim status, search for Network Doctors^{1,2} or Network healthcare facilities^{1,2} and more, providing comprehensive support for your insurance and wellness needs.

Remarks

1. The service providers which provide the Network Doctors, Network healthcare facilities, GBA Cancer Healthcare Facilities, GBA Healthcare Facilities and Case Manager are independent third parties and are not agents of AXA. AXA shall not have any obligation or liability whatsoever in relation to the medical services and advices provided by the service providers and their Network Doctors, Network healthcare facilities, GBA Cancer Healthcare Facilities, GBA Healthcare Facilities and Case Manager and shall not be responsible for any act or failure to act on the part of Network Doctors, Network healthcare facilities, GBA Cancer Healthcare Facilities, GBA Healthcare Facilities and Case Manager or its personnel (including doctors, nurses, or other medical staff).
2. The list of Network Doctors, Network healthcare facilities, GBA Cancer Healthcare Facilities, GBA Healthcare Facilities and Case Manager are subject to change from time to time at AXA's sole discretion without prior notice. Hence, the Network Doctors' and Case Managers' number of years' experience and post-fellow specialist training may vary.
3. The number of medical and surgical specialties may vary. Please login to Emma by AXA, other channels made available by AXA or call AXA Customer Care Hotline on (852) 2802 2812/(853) 8799 2812 for the latest list of Network directory.
4. The availability of the cashless arrangement provided by Network healthcare facilities, GBA Cancer Healthcare Facilities and GBA Healthcare Facilities (no need to pay deposit upon admission and enjoy cashless arrangement for eligible expenses at discharge) is subject to (a) the applicable benefit limits, deductible (if any) and exclusions under the relevant terms and benefits of the policy; and (b) acceptance of the cashless arrangement by Network healthcare facilities, GBA Cancer Healthcare Facilities and GBA Healthcare Facilities. The approval of the cashless arrangement is subject to the final decision of AXA. If applicable, the cashless arrangement is available to Network healthcare facilities in Hong Kong, GBA Cancer Healthcare Facilities and GBA Healthcare Facilities. The provision of the cashless arrangement from AXA, Network Doctors, Network healthcare facilities, GBA Cancer Healthcare Facilities, GBA Healthcare Facilities or Case Manager shall not be deemed as an admission of our liability to pay and/or reimburse the policyholder under the policy or a waiver of any breach of the terms and benefits of the policy. The final claim decision will be determined by the medical information, and the benefits shall be payable subject to the applicable benefit limits of the chosen benefit level.
5. The hospital stays, arranged by Prosper Health based on necessity, is accessible only upon request only.
6. Once the appointment is confirmed with the Case Manager, free private transportation service between Hong Kong/Macau and selected cities in the Greater Bay Area will be provided to the eligible insured when he/she visits the designated GBA Cancer Healthcare Facilities. The free private transportation service may be modified from time to time at AXA's sole discretion without any notice.
7. For further information regarding the criteria to enjoy the premium wavier, ward upgrade, recovery subsidy and gift voucher rebate, please refer to www.axa.com.hk/en/greater-bay-area-medical-concierge-service-network.
8. Early check-in to a standard private room the day before your admission is only applicable for conducting colonoscopy or gastroscopy and colonoscopy at the same time.
9. Free shuttle bus service and standard private room are provided by designated GBA Healthcare Facilities. AXA shall not have any obligation or liability whatsoever in relation above services provided by the GBA Healthcare Facilities and shall not be responsible for any act or failure to act on the part of GBA healthcare Facilities.
10. Network Doctors, Case Managers, GBA Cancer Healthcare Facilities or GBA Healthcare Facilities will submit the confinement admission or day case procedure request form at least 2 working days prior to admission or day case procedure, and upon the receipt of all required documents, AXA will notify you the result of the cashless arrangement before the admission or day case procedure. The approval of cashless arrangement is subject to the final decision of AXA.
11. Contact details for the Case Manager will be furnished to the policyholder at the time of referral.
12. Only the policyholders have access to the policy information and services.

Notes

The designated medical insurance plans are subject to the terms, benefits and exclusions set out in the policy contract. AXA reserves the right to approve any application. **This leaflet contains general information of the AXA Signature Network, GBA Cancer Medical Concierge Service Network and GBA Endoscopy Medical Concierge Service Network only and does not constitute any contract between any parties and AXA nor Prosper Health. It is not a policy. For detailed terms, benefits and exclusions of the designated medical insurance plans, please refer to the proposal, product brochures and policy contract, which will be made available by AXA upon request.**

“AXA” refers to AXA China Region Insurance Company (Hong Kong) Limited.
“Prosper Health” refers to Prosper Health Holding Limited (Incorporated in Hong Kong with limited liability).



**AXA Medical Service Network
Promotion Leaflet**

Find out more about AXA Medical Service Network

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Macau

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**We value your feedback which will help us
serve you better. You may reach us at:**

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Wong Chuk Hang, Hong Kong

Email: ma.enquiry@axa.com.mo

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