

Helping your business achieve more

PHC - YOUR HEALTHCARE COVER PARTNER



April 2025

Welcome to PHC

Over the last 30 years, PHC have become an established provider of flexible private healthcare solutions. The business was acquired by AXA Health in 2015 and we work closely with our selected intermediary partners to ensure our presence as a complementary brand to AXA Health continues to thrive.

At PHC, we want you and your employees to live the happiest, healthiest lives possible, and the part we play is to provide a truly personal healthcare insurance service.

Health and wellbeing is core to our proposition and at PHC we pride ourselves on ensuring members return back to health and work as quickly as possible.

We're here to give our members peace of mind by taking care of them when they need us most.

Whether they want quick access to consultations and diagnostic tests, mental health support, or speedy physiotherapy access, we've got the cover needed, at a budget to suit.

We're not just your insurance provider, we're your healthcare partner.

Throughout this brochure we hope to give you a feel for what sets PHC apart and how we can help your business achieve more.



Mike Wagg
Sales Director



Over 38,000 members and dependants take comfort in knowing their health is covered with PHC.



We're owned by one of the UK's leading private healthcare insurers, AXA Health and are part of the global AXA Group. So you can be assured that we're underpinned by financial strength and security of one of the world's leading insurers, to be there when you need us.



Health

Table of Contents

| | |
|---------------------------------|----|
| Private Medical Insurance | 4 |
| Our healthcare plans | 5 |
| PHC Plus | 6 |
| HealthCover4life benefits table | 7 |
| Our providers | 9 |
| AXA Doctor at Hand | 10 |
| Health support | 11 |
| Mental health | 12 |
| Physical health | 13 |
| Cancer pathways | 14 |
| Care pathways | 15 |
| Other support services | 16 |
| What to expect from us | 17 |

More than Private Medical Insurance

Supporting members to live life well

What do you get with PHC? We want each of our members to live life well and we care about every product we sell.

That's why PMI from PHC isn't just about getting fast access to private specialists, diagnostic tests and hospitals. We've built an array of health and wellbeing benefits to support members to live life well, alongside those to help when things don't go to plan.

So, you can be sure that when you take out corporate cover with us you get more than PMI.

PHC's private healthcare plans can help those covered to:

- Adopt healthier lifestyles which could help reduce the chances of falling ill.
- Deal with life's ups and downs and implement coping strategies and remedies.
- Feel supported when they do face medical conditions and need professional support and guidance.

There for members when they need us most

Making a claim

Picking up the phone to make a claim when members have a health concern can be a daunting task, but PHC is there to be a listening ear and to help its members on their way to getting better.

Our experienced claims team offer a professional yet personal service that puts the member at ease and helps direct them on a path to getting back to health, whether that be by arranging support through our muscles, bones and joints service, helping facilitate an appointment using our Specialist Appointment Booking service, or accessing our mental health services. Members can be assured that we'll make the entire experience as smooth and straightforward as possible, whilst keeping form filling to the bare minimum.



Our healthcare plans

Discover HealthCover4life

No two businesses are the same and nor are their needs. That's why we've put flexibility at the heart of our private healthcare plans.

We've designed a range of four plans, all benefiting from core cover. They provide access to eligible private specialists, diagnostic tests, hospitals and treatment when needed, quickly.

To keep things simple, we've called them HealthCover4life Plans 1, 2, 3 and 4.

To provide you with more control, we give you even more choice. Once you've chosen from the four levels of cover, you can select additional options.



Reduce your costs:



Option a:

(Available on Plans 1, 2 and 3 only)

- Remove all benefits for psychiatric treatment.



Excess:

- Choose from a variety of excesses to help reduce your annual subscription.



Specified Hospital List*:

- Select the Specified Hospital Directory, offering access to a reduced number of carefully selected private hospitals across the UK.

Enhance your cover:



PHC Plus:

(Available on Plans 1 and 2 only)*

- Access to hospitals outside of the standard Directory of Hospitals (this does not include access to hospitals that are included on the London upgrade list, unless selected) .
- £500 towards fees for visits to a private GP outside of our AXA Doctor at Hand service.
- We'll pay all recognised surgeon and anaesthetist's fees in full.
- Cover for the out-patient monitoring of specified chronic conditions, including follow-up consultations with a specialist.



London upgrade:

- Expand members hospital access across the capital.

*To select this, everyone on the plan must have it.

PHC Plus

An optional upgrade

Plans 1 and 2 give you the option to enhance cover for members further.

In summary, members can benefit from:



Accessing hospitals outside of the standard Directory of Hospitals

Our Directory of Hospitals has extensive UK coverage, but with PHC Plus, should your employees choose to visit a UK hospital not in the directory we'll pay up to the normal daily rates published. Our claims team will happily inform members of these rates when they register a claim.



Surgeon and anaesthetist's fees paid in full

We'll pay all eligible recognised surgeon and anaesthetist's fees in full, regardless of the amount listed on our published schedule of procedures and fees.

Recognised specialists are carefully selected by our provider recognition team. Why and when specialists are added is based on several factors, but it is all done to ensure that members receive the best possible medical care if and when they need it.



Specified chronic condition support

With the PHC Plus upgrade, you also have cover for the routine out-patient management of specified chronic conditions.

This includes follow-up consultations and associated diagnostic tests (but not out-patient drugs and dressings) with a specialist for the purpose of monitoring the on-going control of a specified chronic condition.

These are: angina, asthma, diabetes, epilepsy, heart valve problems, high blood pressure, glaucoma, osteoarthritis, rheumatoid arthritis, thyroid problems and ulcerative colitis.



Private GP

£500 towards fees to visit a private GP including GP minor surgery.

The appointments are not connected to our AXA Doctor at Hand service.

Good to know:

- More information about specified chronic conditions can be found in section 3 of the Membership Handbook.
- Full details on what is and isn't covered, alongside any limitations to cover, can be found in the Membership Handbook.

HealthCover4/life benefits table

Supporting members to live life well

This benefit table shows you the benefits available on HealthCover4/life Plans 1, 2, 3 & 4. For full details on what is and isn't covered, alongside any limitations, please refer to the Corporate HealthCover4/life Membership Handbook.

| | Plan 1 | Plan 2 | Plan 3 | Plan 4 |
|---|---|---|---|--|
| In-patient and day-patient | | | | |
| Consultations, diagnostic tests and treatment | ✓ | ✓ | ✓ | ✓ |
| Psychiatric services | Up to 45 days a year | Up to 28 days a year | Up to 28 days a year | ✗ |
| Out-patient | | | | |
| CT, MRI and PET scans | ✓ | ✓ | ✓ | ✓ |
| Active treatment of cancer including radiotherapy and chemotherapy | ✓ | ✓ | ✓ | ✗ |
| Surgical procedures | ✓ | ✓ | ✓ | ✓ |
| Additional out-patient | | | | |
| Consultations including with practitioners | ✓ | ✓ | ✓ | Two consultations per policy year |
| Diagnostic tests | ✓ | ✓ | ✓ | ✓ |
| The next three benefits have a combined overall limit of up to: | No yearly limit | £1,500 per person per policy year | £1,000 per person per policy year | £500 per person per policy year |
| Psychiatric services including consultations | ✓ | ✓ | ✓ | ✗ |
| Physiotherapy | 20 sessions ppy | 10 sessions ppy | 10 sessions ppy | 10 sessions ppy |
| Therapist and acupuncturist treatments | 20 sessions ppy | 10 sessions ppy | 10 sessions ppy | 10 sessions ppy |
| Additional benefits | | | | |
| In-patient NHS cash benefit | £200 per night Max £6,000 ppy | £100 per night Max £2,000 ppy | £100 per night Max £2,000 ppy | £100 per night Max £2,000 ppy |
| NHS day-patient benefit | £150 per claim | £50 per claim | £50 per claim | £50 per claim |
| Recuperative care | Up to £500 ppy | ✗ | ✗ | ✗ |
| Home nursing | ✓ | ✓ | ✓ | ✗ |
| Private ambulance | Paid in full | Up to £250 ppy | Up to £250 ppy | ✗ |
| Provision of external prosthesis | Up to £5,000 for the lifetime of your membership | Up to £5,000 for the lifetime of your membership | Up to £5,000 for the lifetime of your membership | ✗ |
| New child benefit | £200 | £100 | £100 | ✗ |
| 24/7 health support line | ✓ | ✓ | ✓ | ✓ |
| Counselling and support service (only available to members aged 16 years or over) | ✓ | ✓ | ✓ | ✓ |

ppy: per person per policy year

| | Plan 1 | Plan 2 | Plan 3 | Plan 4 |
|--|--|--|--|--------|
| Cancer cover | | | | |
| Radiotherapy/chemotherapy cash benefit | £50 a day up to £2,000 ppy | £50 a day up to £2,000 ppy | £50 a day up to £2,000 ppy | ✗ |
| Hospice cash benefit | ✓ | ✓ | ✓ | ✗ |
| Prostheses/wigs | Up to £400 a year for wigs Up to £5,000 a year for prostheses | Up to £400 a year for wigs Up to £5,000 a year for prostheses | Up to £400 a year for wigs Up to £5,000 a year for prostheses | ✗ |
| Hospital at home | ✓ | ✓ | ✓ | ✓ |
| Reconstructive breast surgery | ✓ | ✓ | ✓ | ✗ |
| Health coaching | ✓ | ✓ | ✓ | ✗ |
| PHC Plus: an optional upgrade | | | | |
| Fee-limited specialists paid in full | ✓ | ✓ | ✗ | ✗ |
| Increased choice of hospitals | ✓ | ✓ | ✗ | ✗ |
| Routine out-patient management of specified chronic conditions | No yearly limit | No yearly limit | ✗ | ✗ |
| Fees for private GP visits and GP minor surgery | Up to £500 a year | Up to £500 a year | ✗ | ✗ |

Above is only a summary of the benefits provided. Please refer to the Corporate HealthCover4life Membership Handbook for full details.

Some important bits

Like all insurance plans there are exclusions and limitations to cover. The below are the most significant:

- Charges when treatment is received outside of our Directory of Hospitals
- Dental treatment
- Routine pregnancy and childbirth
- Treatment of medical conditions that existed, or you had symptoms of, before joining
- Treatment of ongoing, recurrent and long-term conditions (also known as chronic conditions).

For full details on what is and isn't covered, alongside any limitations of cover, please refer to the Corporate Membership Handbook.

Glossary

Don't quite understand a term you've seen?

A full glossary can be found in section 7 of the Membership Handbook.

- 250 hospitals nationwide with access to over 37,000 specialists and practitioners, so appointments can be at the most suitable time and place.
- Your employees can add their family at corporate prices too. Just another way to show you care.

Our providers

Get to know more about our providers and how they help

Some of our services work in conjunction with external providers so that you can receive the best help possible.

Throughout this brochure, you will come across some of these providers. Below is an overview of who the providers are, how they help you, and which of our services are tied with these providers.

Who is Onebright?

A provider of private out-patient services exclusively focussed on mental health.

They have a network of over 2,500 experienced clinicians including psychiatrists, psychotherapists and CBT (cognitive behavioural therapy) practitioners dedicated to offering personalised life changing support.

Which PHC services involve this provider?

- Children and Young People's Mental Health Support service

Who is HBSUK?

A specialist-led online service that is part of the AXA Group, on their Virtual Lucy platform, so you'll see these names when you use the service. After completing a quick, online assessment, a specialist will review your employee's case and they'll hear back from the specialist within three working days.

Which PHC services involve this provider?

- Muscles, Bones and Joints service
- Digestive Health pathway
- Dermatology pathway

Who is Check4Cancer?

A reliable and trusted provider of early cancer detection and genetic services in the UK, by providing cancer services that are innovative, validated, and effective. Their clinical advisors have national and international reputations in their own cancer speciality, enabling them to provide award-winning services that are trusted by leading UK insurers, corporate clients and self-funding patients.

Which PHC services involve this provider?

- Breast cancer self-referral service
- Prostate cancer self-referral service
- Skin cancer self-referral service

AXA Doctor at Hand

Private GP service

At PHC, our priority is to be here for our members. That's why our healthcare plans come with access to video and phone appointments available 24/7 through our online GP service, AXA Doctor at Hand powered by Doctor Care Anywhere (DCA).¹



Anytime



Anywhere



Qualified GPs and Advanced
Clinical Practitioners (ACPs)



By video or phone

Benefit from:

Convenient video or phone appointments

AXA Doctor at Hand is a 24/7 service, available wherever and whenever employees need it. From a choice of appointments with GPs or Advanced Clinical Practitioners (ACPs) for advice, prescriptions, or eligible referrals, AXA Doctor at Hand takes care of things seamlessly.¹

With AXA Doctor at Hand, appointments by video or phone are available 24 hours a day, 7 days a week, 365 days a year. GPs are available 24/7. Advanced Clinical Practitioners are available from 8am-10pm.

There's no need to fit in with fixed opening hours or be left hanging on the phone to make an appointment.

24/7 access anytime, anywhere

- 24/7 access anytime, anywhere.¹
- 20-minute consultations as standard.
- Choice of experienced GPs or ACPs all trained in video consultations.
- Access at home or abroad.
- Prescriptions will be uploaded to the employee's account right after their consultation - the employee simply logs in to choose whether to have their medication sent to their local pharmacy or delivered directly to their home.²

If the medical practitioner at the AXA Doctor at Hand service refers your employee to a specialist or for further treatment, they must contact us to check if they will be covered under their plan.

Emergencies

AXA Doctor at Hand, powered by Doctor Care Anywhere, is not an emergency medical service and doesn't treat emergencies.

If an employee thinks they have a medical emergency, please advise them to call 111 or 999 or go to an A&E in the UK.

They should be aware that there are some conditions that can't be assessed online, so they may need to make an appointment with their registered NHS or private GP instead.

¹ Subject to appointment availability and the DCA fair use policy.

² Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Medicine may not be available worldwide. Prescriptions are restricted in the USA and sanctioned countries.

Health support

Giving your employees direct access to health professionals

When your employees have a health concern or question there's little more reassuring than speaking to somebody in the know. So, we make sure they always have access to our health professionals.

There are three routes to accessing health support:

24/7 Health Support Line

Call with health queries any time

No worry is too small - if it matters to your employees, it matters to us. Our prompt and professional service is available to them when they need it, day and night, 24 hours a day, 365 days a year.

Who are the professionals?

Nurses | Counsellors | Midwives* | Pharmacists*

Our nurses and counsellors are available 24/7.

*Midwife and pharmacist services are available 8am to 8pm Monday to Friday, 8am to 4pm Saturday and 8am to 12pm Sunday.

Online Health Centre

Convenient online health information

Our helpful online Health Centre brings together the latest information from experts, specialist organisations and NHS resources. Topics cover a broad spectrum from ageing well, fitness and exercise through to specific conditions and illnesses such as cancer, mental health, and diabetes.

Plus, your employees can also put their own questions to our panel of experts at our regular live online discussions. Alternatively, they can e-mail their questions through the Ask the Health Professional online panel and the appropriate medical professional will respond.

Who are the health professionals?

An extensive panel including but not limited to doctors, psychologists, physiotherapists, and dieticians.

Dedicated Nurse Service

Ongoing reassurance and support from day one - ready to talk over the phone

If your employee is diagnosed with cancer or a heart condition, we can put them in touch with our Dedicated Nurse Service. We know that a swift diagnosis and prompt treatment access must go in hand with genuine help, support and understanding from people who truly care.

Every one of our friendly nurses understands what a diagnosis like this means.

For heart related conditions, they might want to understand what happens in bypass surgery, learn how to live with a pacemaker or just chat to relieve their stress levels.

For cancer they might take comfort in discussing their symptoms or talking through how to break the news to the people they care about.

Whatever they need, whenever they need it, one of our dedicated nurses is waiting to talk.

Speak to our specialist cancer and heart nurses 9am to 5pm Monday to Friday. Outside these hours our experienced nurses and counsellors provide round the clock support via our 24/7 Health Support Line.

Mental health

Encouraging mental wellbeing

Mental Health Assessments and Support service



A simple, fast journey to mental health treatment and support

Mental illness is often one of the most challenging health issues for companies and for the sufferer it can be as debilitating as many chronic physical conditions.

PHC's Mental Health Assessments and Support service is there to provide clinically-led help and support as soon as your employee experiences a mental health issue. They only need to make one call to our claims team to kickstart their road to recovery. The team will check your employee is covered and advise them of the next steps to get in touch with the Mental Health Assessments and Support service team. This service is available to employees aged 18 years and over, without the need for a GP referral.[#] Available if members have Mental Health as part of their core cover.

Children and Young People's Mental Health Support service



To better support children and their mental health

Your employees can get prompt access to an initial clinical consultation which will help them, and the clinician, gain an understanding of their child's needs. We help your employees' children get the right kind of support or treatment for conditions such as anxiety, depression and OCD.

This service is provided by Onebright and is available to children and young people aged 5-17 years old only, following a GP referral.[#] Available if members have Mental Health as part of their core cover.

Counselling and Support service



Providing reassurance and guidance

As we go through life it is likely that we will encounter unfamiliar situations where some guidance or information could help us to make more informed decisions. Our Employee Assistance Programme (EAP), including a Counselling and Support service, is available 24 hours a day, 365 days a year, to support your employees and their family members deal with life's ups and downs.

This is a completely confidential and impartial service, provided by AXA Health, so your employees and their family members can call us as often as needed. Members can benefit from unlimited phone support 24 hours a day, 365 days a year, as well as up to five face-to-face or remote counselling sessions, if clinically appropriate. This service is available to members aged 16 years and over and can be accessed regardless of whether core PMI includes Mental Health or not.

[#] Subject to the terms, conditions and underwriting terms applied to the cover. For example, if they are covered on moratorium underwriting, we may require some further information from their registered GP in order to assess whether their claim is eligible.

Physical health

Accelerating members to treatment and better health

PHC provides your employees with access to prompt diagnosis and treatment at a time that is convenient for them and the company, so they can be back to full health and work quickly and hassle free.

Muscles, Bones and Joints service



Getting your team moving again, fast

Employees no longer have to wait for a GP referral when they need support with their muscles, bones or joints. Our online service enables them to refer themselves, any time they need to.

We're working with HBSUK and their network of musculoskeletal experts to offer appointments with:

- Physiotherapists (within 24hrs)
- Advanced level physiotherapists (within 48hrs)
- Orthopaedic specialists (within 72hrs).

There are lots of issues that affect the muscles, bones and joints and many of them can impact an employee's ability to work, so it's important they get the right support. That's why, instead of guessing who the most appropriate clinician would be, they'll be guided through a short online assessment to point them in the right direction. It only takes about five minutes, then employees can use the portal to book a phone or video appointment with the right clinician at a time that suits them.

After the initial consultation, your employee's physiotherapist or orthopaedic specialist will outline a treatment plan based on their specific needs. This could include:

- self-management
- a course of treatment with a physiotherapist or osteopath
- an imaging referral or a referral to a specialist or consultant.

All without the need for a GP referral. #

Subject to the terms, conditions and underwriting terms applied to the cover. For example, if they are covered on moratorium underwriting, we may require some further information from their registered GP in order to assess whether their claim is eligible.

Save company time

- Speak to an experienced physiotherapist over the phone.
- Hassle-free online or phone consultations without leaving work.
- Early intervention - treatment organised for members to help them back to health.
- Follow-up support.

Health Assessments



Helping members identify where to focus efforts

Our assessments make it easy for your employees and their family members to see where to focus efforts, and how even small steps can add up to great strides, making it easier to keep going and aim further.

Your employees are entitled to a 25% discount on a range of Nuffield Health and Circle Health Group health assessments (terms and conditions apply).

Fitness offers



With Hussle and Nuffield Health

This offer includes an extensive range of health and wellbeing facilities nationwide.

Your employees and the family members covered on their plan can benefit from a 40% discount.



Cancer pathways

Focussing on prevention, early diagnosis, treatment, and support

We know how worrying a possible cancer diagnosis is. Which is why we'll make sure your employees receive the tests they need, quickly.

Check4Cancer



We work closely with our provider, **Check4Cancer**, to make sure your employees are seen quickly if they suspect breast, prostate, or skin cancer. The team at Check4Cancer are experts in their field and have years of experience providing clinical advice and treatment.

Our in-house healthcare professionals also have extensive knowledge, insight and experience in helping your employees who are facing cancer.

The professionals will be there to support your employees and their family members, from diagnosis to treatment. If required, the employee can contact our team, who will then seek to pre-authorise the employee's treatment in line with the available benefits.

Health coaching



Your employees can claim for health coaching, through an AXA Health Coach, to support their diet and nutrition needs. This service is available if they have treatment to kill or remove cancer cells either privately or on the NHS, if their plan would have covered this.

Breast cancer self-referral service

If your employee has spotted any changes to their breasts and are worried it may be cancer, we'll make sure they receive the tests they need, quickly.

They won't even need to get a GP referral[#] - all they need to do is call us. Your employee will be asked some questions to make sure this service is right for them and if it is, we will arrange for them to visit a private Check4Cancer clinic.

This service is available to members aged 18 and over only.

Prostate cancer self-referral service

We know how worrying a cancer diagnosis is, and how the stress of needing more invasive diagnostic procedures is likely to add to this worry.

We've teamed up with Check4Cancer to develop a prostate cancer diagnostic pathway which may help your employees avoid unnecessary invasive procedures such as a biopsy.

All without the need for a GP referral.[#]

This service is available to members aged 40 and over only, and with a raised PSA test.

Skin cancer self-referral service

We want to help everyone to stay skin safe and reduce the chances of being diagnosed with skin cancer.

The good news is, there are preventative steps we can all take in our day to day lives to do just that.

Your employees can access this service without the need for a GP referral first.[#]

This service is available to members aged 18 and over only.

[#] Subject to the terms, conditions and underwriting terms applied to the cover. For example, if they are covered on moratorium underwriting, we may require some further information from their registered GP in order to assess whether their claim is eligible.

Care pathways

Health support to enhance and optimise your healthcare

Digestive Health pathway



Digestive health worries checked out online by a specialist

Get fast access to online support and connect with HBSUK's network of clinical specialists, following a GP referral.[#] The service can help your employees with problems to do with the whole digestive tract, from the oesophagus, to the stomach, to the bowel.

As part of their healthcare cover, we offer an enhanced route to care for digestive health problems. Your employees can take control of how, when and with who they access advice. A simple to use, clinically designed online assessment directs them to the right clinician and the online portal, available 24/7, enables them to book their own appointments with a suitable practitioner at a time that's convenient for your employee. It also holds their medical notes and any imaging they've had during follow-up appointments, and they can download their medical notes and referrals for their records.

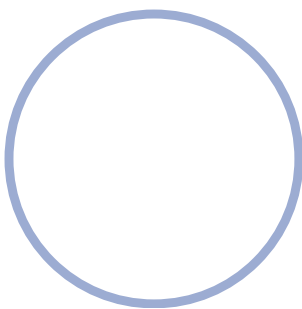
Dermatology pathway



Skin worries checked out quickly online

Employees who have a referral from their GP[#] relating to a skin concern, can now use our Dermatology pathway to see a consultant. We can help them get fast access to online support and connect them with HBSUK's network of clinical consultants.

Further support via a face-to-face, video, or phone consultation with the specialist can be arranged too. Face-to-face appointments can be booked via the online portal or through our Specialist Appointment Booking service.



The above services are available to members aged 18 and over.

[#] Subject to the terms, conditions and underwriting terms applied to the cover. For example, if they are covered on moratorium underwriting, we may require some further information from their registered GP in order to assess whether their claim is eligible.

Other support services

Further support services to maximise your healthcare cover

Long COVID care



Helping your employees on the road to recovery

To help your employees start feeling more like themselves again, we've worked with leading experts who've been at the forefront of the pandemic to develop specific, dedicated support – including fast access to specialist help or to a comprehensive rehabilitation programme. It's already set up and ready to support them.

Whether they have an underlying condition that's been made worse or need treatment and rehabilitation, we'll make sure they're speaking to the people who can help – quickly and easily. All they need is a referral from their GP[#] or a specialist, and we'll get everything moving.

Second Opinion service



For peace of mind and reassurance when it's most needed

Sometimes another opinion can be invaluable. It could be the difference between having the confidence to make the right decision for your employee's recovery, and going ahead with treatment they aren't comfortable with.

That's why we offer our Second Opinion service, giving them peace of mind and reassurance when they need it most. Our Second Opinion service is designed to make sure they're completely confident with their specialist's recommendations.

Specialist Appointment Booking service



Get directed to the right specialist at the right time and place

To help your employees access the treatment they need quickly and with minimal hassle, we have our own Specialist Appointment Booking service. Once they receive a referral from their GP[#], members can simply call PHC and if their claim is deemed to be eligible, our service team will help your employee by sourcing a suitable and recognised specialist.

The team can book an appointment in a location that fits around their working hours, or they can provide your employee with the details of up to three fee-approved specialists in their required area, who they can contact directly to arrange an appointment at their own convenience.

We can't take all their worries away, but we can remove the stress of waiting for an appointment date and time.

Taking Care personal alarm service



Reassurance 24 hours a day

With a personal alarm from Taking Care, your employees can be reassured that in any emergency, day or night, their elderly relatives can get help. All personal alarms include 24-hour monitoring from Taking Care's specialist Emergency Resolution Team, available to speak to directly at the touch of a button. This is a member offer with the cover at a discounted rate.

Subject to the terms, conditions and underwriting terms applied to the cover. For example, if they are covered on moratorium underwriting, we may require some further information from their registered GP in order to assess whether their claim is eligible.

What you can expect from us



Quality cover

We see little point in offering a healthcare plan that doesn't truly help in a member's time of need. We also know that everyone's needs vary, so we've created four plans, with a few extra options that vary in degree of comprehensiveness. All so you can find a level of cover that suits you and your employees.



Health cover expertise

We've been healthcare insurance specialists for 30 years, and we're backed up by AXA Health, so you know you're dealing with experts.



More than PMI

It's our mission to go further than ordinary healthcare insurance. We want to help our members live life well and that's what drives us to introduce new products and services that enhance general wellbeing. Right now, that means expanding our proposition in areas of musculoskeletal care, mental health, cancer care and primary care - the major issues facing clients and members today.



A partnership

We foster strong and lasting relationships with our clients, so you get more than just a distributor; you get a partner in healthcare.



A service we're proud of

We put a lot in, so you get a lot out. It's this mentality which we believe makes PHC's service first class, and we're confident you'll notice the difference.





Want to talk?

If you like the sound of PHC or have any questions, please do get in touch with your cover adviser.

If you don't currently have one, contact us directly and we'll be more than happy to point you in the right direction.

To learn more about our healthcare cover, please call us on **01923 770 000**.

