

Private Medical Insurance

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# Healthcover4life

Important changes to your cover

April 2021

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We recommend that you read these changes carefully alongside your new membership Handbook, which contains the full terms of your cover. Please note that you might see some other wording changes in your membership Handbook, but these don't affect your cover.

If you'd like to talk to us about anything in this leaflet, please call 01923 770 000 or email [support@thephc.co.uk](mailto:support@thephc.co.uk).

## Staying close to your loved ones

We know that sometimes members need the support of a close friend or family member when they're having in-patient treatment. That's why we've extended the hotel accommodation benefit to allow a close relative or friend to stay in a hotel near to the private hospital when any member is having treatment, not just when a child is receiving treatment.

## Referrals from the Working Body service

The Working Body service allows members to have an initial assessment with a physiotherapist by telephone, without the need to see a GP first. If face to face treatment is recommended, the Working Body service will now only be able to recommend physiotherapist or osteopathy treatment.

## The AXA Doctor at Hand service

Members on your plan have had access to the AXA Doctor at Hand service for video and phone consultations with an online GP. This benefit has now been added to your Handbook.

Unfortunately, this benefit is not available on plans where only a child under 18 has cover.

Please see your Handbook for full details.

## Self referral service for breast concerns

If you are concerned about any symptoms or change in your breast(s) we offer an optional self-referral service which can be used without seeing your GP first. Just call us so we can check your cover and take you through some questions to see if they will be able to help you. If the service can help we will refer you through to them and they will arrange a diagnostic appointment for you using your out-patient benefit.



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