



# MyAXA Gulf App

## User Guide

# MyAXA GULF App Guide: Quick Access

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# MyAXA Gulf App

Welcome to the MyAXA Gulf App

# MyAXA GULF App

Your Healthcare Journey starts here

[MyAXA GULF App](#) provides you with a pocket-friendly one-stop solution to manage you and your dependent's healthcare policies easily and conveniently. Download today, register using your healthcare policy information, and:



Check your Policy benefits & covers



View you and your dependent's Health e-Cards



Teleconsultation: Call a doctor



Get emotional counselling\*



Find the nearest Medical Providers



View your MyAXA account information



Have your medication delivered to your doorstep\*\*



Submit, manage and track your individual and dependent's claims



Switch the language to Arabic and English



Directly connect with the customer service team



Search nearest AXA Branches

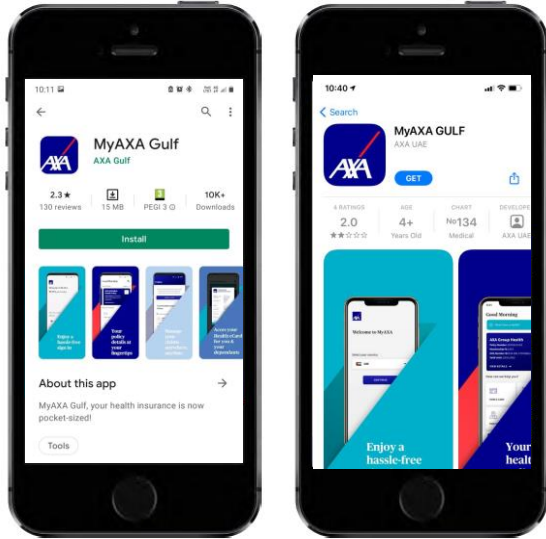


My Offers: Avail discounts on AXA Products\*\*\* (Motor, Travel & Home)



"Other Offers" (avail exclusive discounts on multiple services and products)

# Download MyAXA GULF App



Download the MyAXA GULF App



- 1 On your respective store, search for MyAXA Gulf and download it for free, or simply scan the available QR codes.

- 2 Once the app is installed on your phone, tap the MyAXA Gulf app icon.

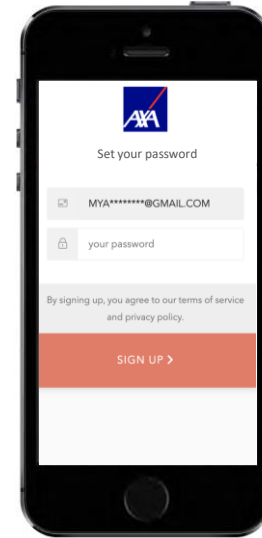
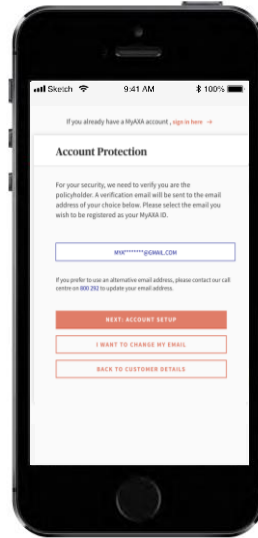
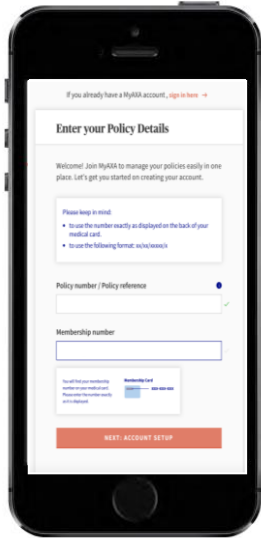
**You are now ready to go!**



# MyAXA Gulf

App Registration and Log-in

# Registering on MyAXA Gulf App



1 Launch MyAXA Gulf App or web version and input your policy number and membership number in order to proceed.

2 Choose the email address you wish to register with on MyAXA Gulf. Click on “NEXT: ACCOUNT SETUP” to continue.

NOTE: Please note that each email address can be used only once to register an account. Therefore, make sure your dependents have not used the same email address that you are requesting to use.

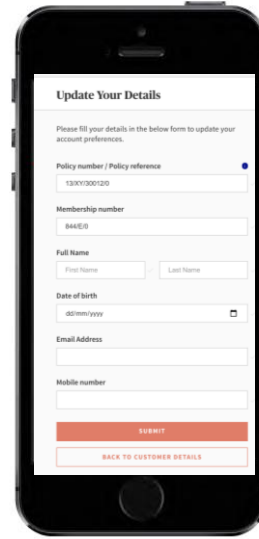
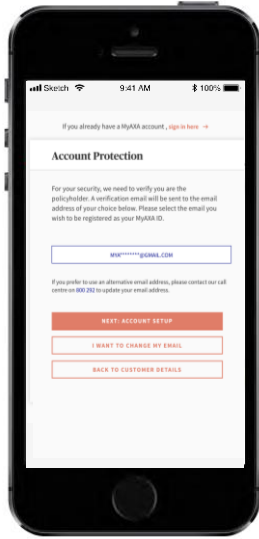
If you or your dependents’ do not have access to any of the email addresses listed or cannot find your preferred email address, please select “[I WANT TO CHANGE MY EMAIL](#)”

3 Set up your password and click on “SIGN UP” to continue.

You will then be instructed to verify yourself.

*See slide 10 for guidance on verification.*

# Requesting a different email address / no address found



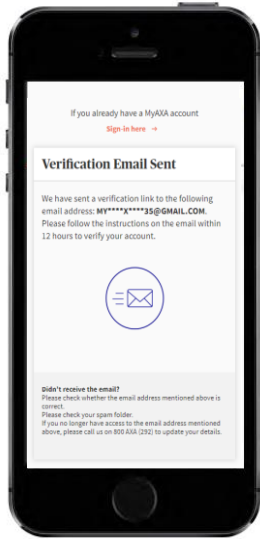
- 1 Select "I WANT TO CHANGE MY EMAIL" in the case of:
- 1- You or your dependents' do not have access to any of the email addresses listed
  - 2 - You cannot find your preferred/any email address

- 2 Fill out all the necessary details in order for the team to update you details.  
Please ensure that the details are correct.

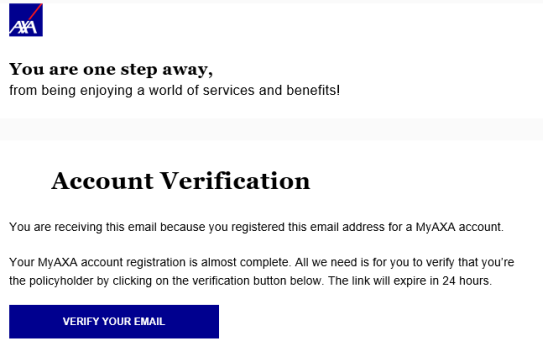
You will receive an update email from AXA Team to confirm when you will be able to proceed with registration.

You can then follow the steps noted in slide 7.

# Verifying your MyAXA Gulf App Account



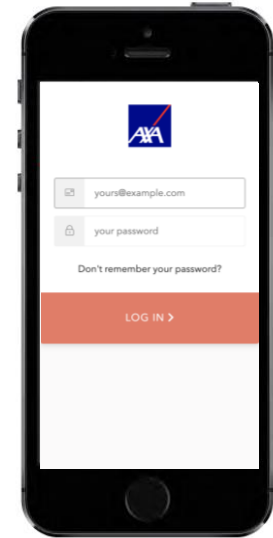
- 1 In order to verify yourself - open and follow the instructions in the email that will be sent to the email address you registered yourself with.



- 2 Click on the button that says "Verify your email"  
  
You should be redirected back to the app (if installed) or to the web version.

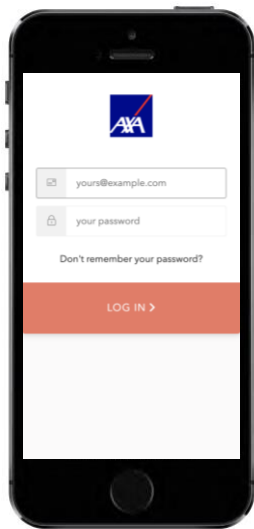
### To avoid any possible errors;

- 1- Verify yourself within 12 hours before the link expires.
- 2- Enable cookies on your browser
- 3- Clear the cache

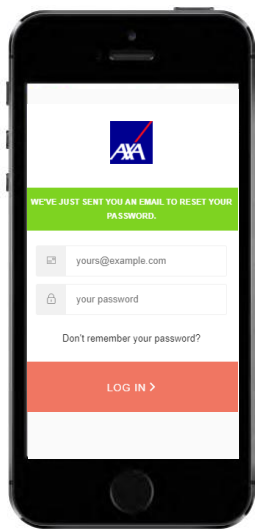


- 3 You can now log in to MyAXA and enjoy access to all your policy information, benefits and services, where ever and whenever you need them.

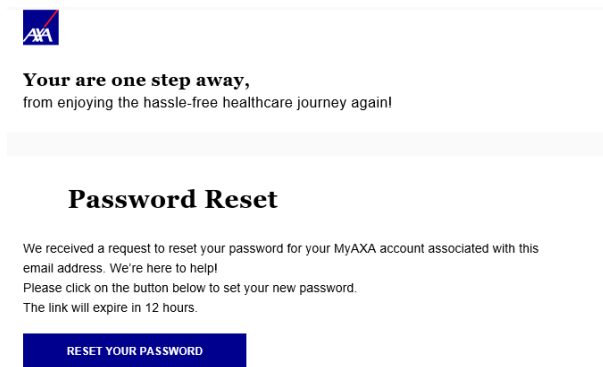
# Resetting a Forgotten Password



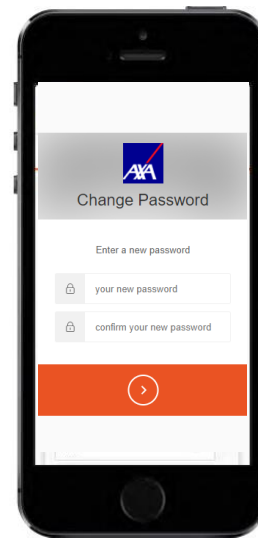
- 1 The first time to log into MyAXA Gulf App you will be required to enter the email and the password you registered your account with.



- 2 If you have forgotten your password, you can easily reset it by generating a new verification link sent to your registered email.



- 3 Once the email is received, click "verify". To avoid any possible errors;
- 1- Enable cookies on your browser
  - 2- Clear the cache



- 4 Once verified, you will be redirected to create a new password.

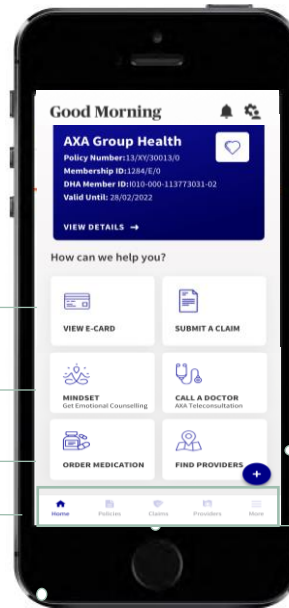
You are now set to log-in with your new password.



# MyAXA Gulf App

## Navigating the App

# MyAXA Gulf App Homepage



1 Quick access to your profile and information

2 Instant view of your healthcare policy information. By swiping left, you can see all active health policies held with AXA Gulf in addition to expired ones

4 Easily submit a claim

6 24/7 access to virtual healthcare consultation with licensed general practitioners through voice and video calls

7 Instantly search AXA's extensive local and international network provider

8 Instantly submit a claim, speak to your customer service team, or browse AXA Gulf products

3 View your Health e-Card

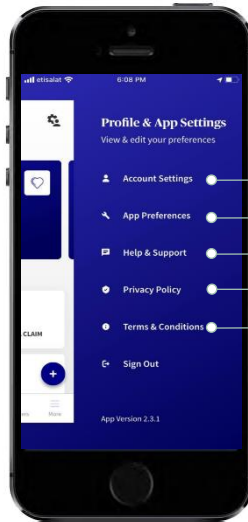
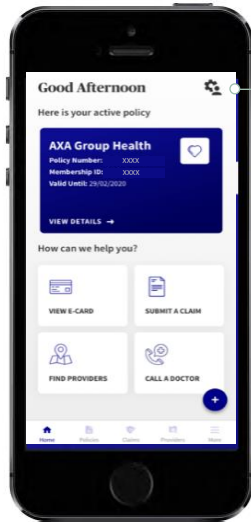
5 MindSet: 24/7 access to confidential emotional wellbeing counselling with licensed psychologists through voice calls

9 Order your medication to your doorstep

Easily navigate MyAXA Gulf App

Expanded view for display reasons only.

# Viewing your Profile on MyAXA Gulf App



View your registered information with AXA Gulf

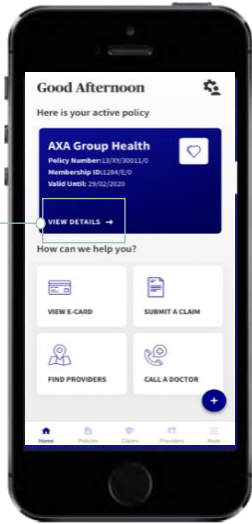
Change your passcode and set your preferred App language (En/Ar)

Help & Support:

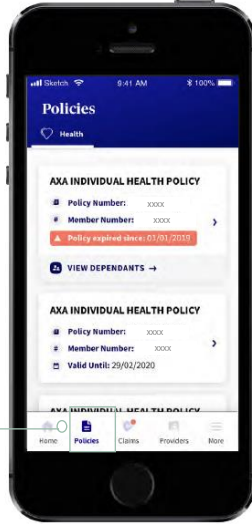
- **App Feedback:** your opinion matters to us! Help us improve your app experience by providing us with feedback or reporting any issues you might face
- **Submit a Query** or request for certificates; travel, Certificate of Continuation, etc...
- **Submit a complaint** instantly to AXA Gulf specialized teams

View AXA Gulf's privacy policy and terms and conditions

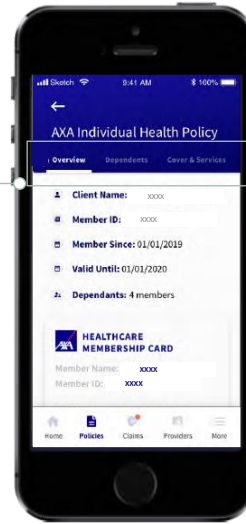
# Viewing your Health Policy Information on MyAXA Gulf App



Navigate directly to view your policy details.



View all your active and expired health policies held with AXA Gulf.

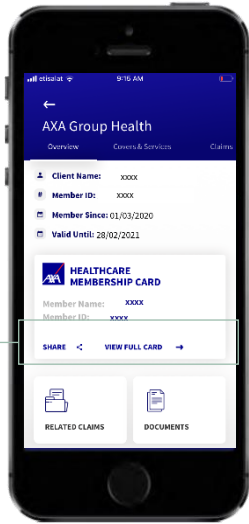


View your policy's general information.

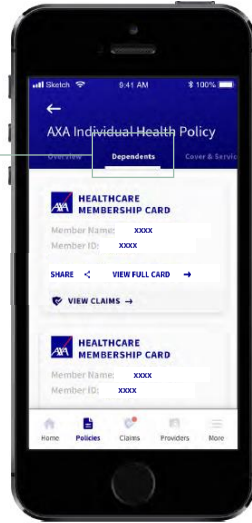
Swipe and tap to view your:

- Dependent's policy information and Health e-Cards
- Covers and services under your policy
- Previously submitted claims or submit a new one
- Documents related to your policy

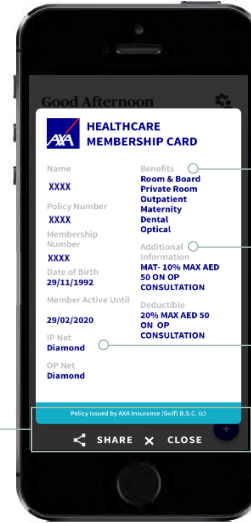
# Viewing you and your dependent's Health e-Cards



From the Overview tab, easily view or share your Health e-Card.



To view your dependent's Health e-Cards, navigate to the dependent's tab, choose the member policy and select "view full card".



Share your dependent's or your Health e-Cards.

Quick view of your benefits

Easy reference to any co-payment and deductible fees

Instant information about your Out/In-patient network

# Call a doctor with AXA Teleconsultation

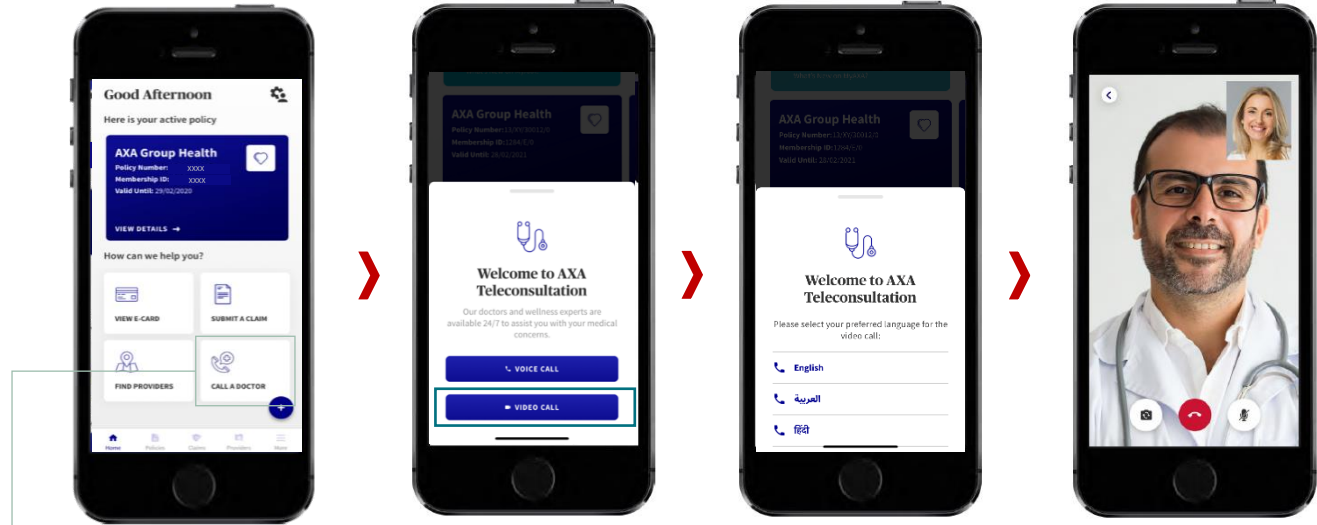
Access virtual healthcare consultation with licensed general practitioners no matter where you are.

## Benefit from:

- 24x7 access to a doctor
- Teleconsultation through voice and video call
- No co-pay on teleconsultation
- Multilingual service: Arabic, English, Hindi and Urdu
- Medication prescription: over-the-counter, antibiotics\* and chronic conditions\* medicines
- Medication delivery\*
- Appointment booking at the nearest provider (if needed)
- Nutritional guidance and support provided by nutritionists

\*Available in UAE

Visit AXA Teleconsultation to learn more about its services and benefits.



To access AXA Teleconsultations, select “Call a doctor”.

Choose your preferred medium; voice or video call.

Choose your preferred language.

You are all set!

Please note: after selecting voice call you will be connected to a care Co-Ordinator who will connect you to the relevant doctor

\* Over-the-counter medication prescriptions available across UAE, Oman, Bahrain and Qatar

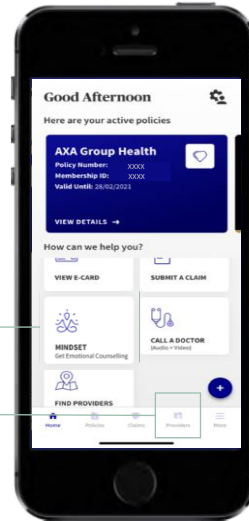
\*\*Medication delivery is only available in Dubai and Abu Dhabi

# Get emotional counselling with MindSet

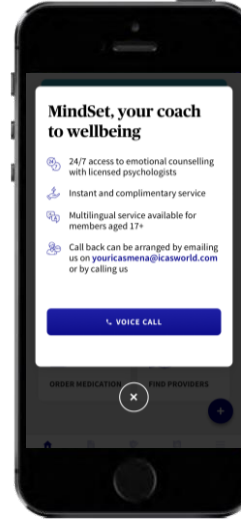
Get 24/7 access to emotional wellbeing counselling with a licensed psychologist through voice calls.

## Benefit from:

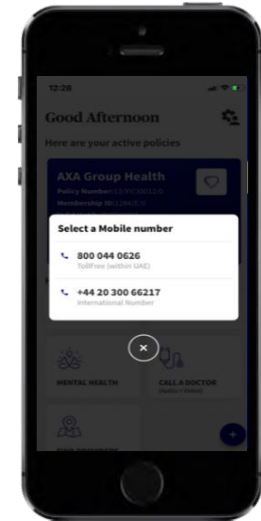
- Unlimited 24x7 access - Multilingual psychologists (English, Arabic, French, Hindi and Urdu)
- Confidential
- Free of charge
- Available for employees and dependents (above 17 years old)
- Call back sessions can be arranged upon request by sending an email to [youricasmena@icasworld.com](mailto:youricasmena@icasworld.com)
- Support when passing through a difficult phase of low self-esteem, confidence issues, dealing with grief after the loss of a loved one or for help in managing stress, anger, work/life balance, relationships or parenting issues - Support when going through a phase of emotional distress affecting your thinking, emotional state or behavior, and disrupting your ability to work or carry out your daily activities



To speak to a psychologist, select MINDSET



Select Voice Call



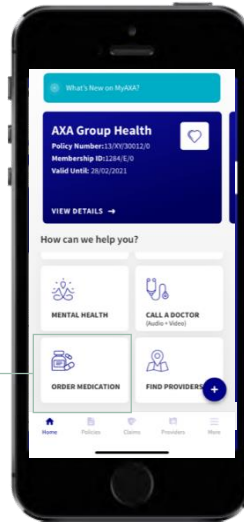
Select the phone number corresponding to your country to be connected.

# Medication Delivery

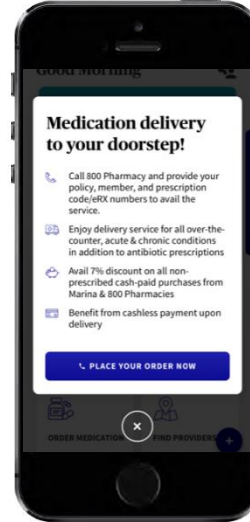
**Benefit from quick and easy medication delivery services\* right to your doorstep with AXA's new partner, 800Pharmacy.**

All you need to do is simply place your order by selecting the “Order Medication” button on the app and:

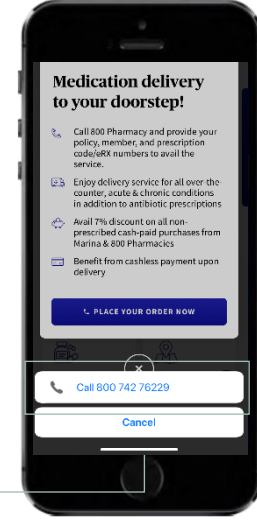
- Call 800 pharmacy to provide your policy, member and prescription code/Erx numbers
- Members who decide to go for an outpatient visit in a network provider, can benefit from the medication delivery service for any over-the-counter, acute and chronic medications, in addition to prescribed antibiotic prescriptions
- Enjoy a 7% discount on all non-prescribed cash-paid purchases from Marina and 800 Pharmacies
- Benefit from cashless payment(s) upon delivery



Select the Order Medication button.

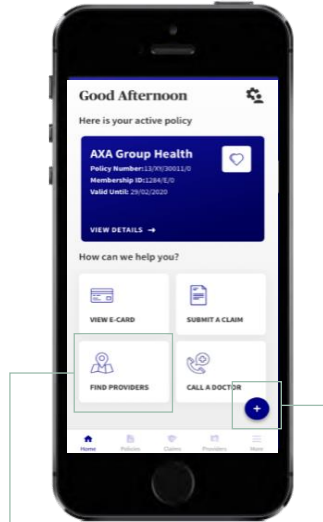


Ensure you have your prescription code/eRX number if necessary

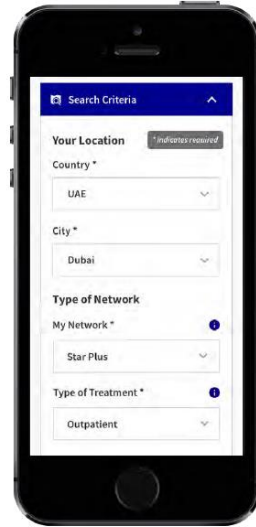


Click the Place your order now button and call 800 742 76229 to place your order

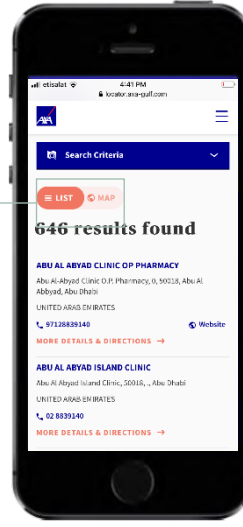
# Locating a Medical Provider



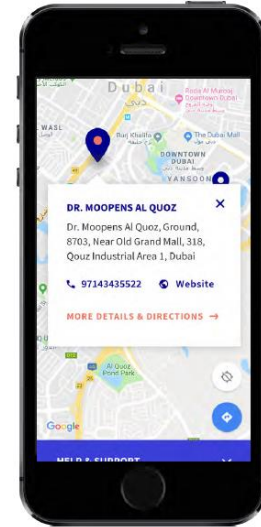
Select the Find Providers button.



Fill the required fields and select country, city and the type of treatment you are looking for or conveniently search for a provider by name or specialty.

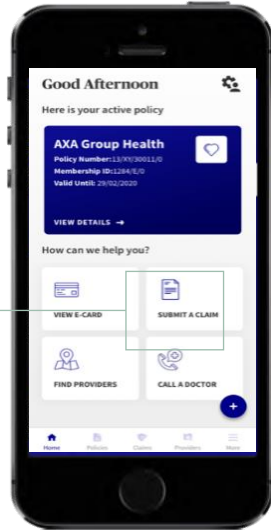


Preview search results as a list or locate the nearest to you on the map view.

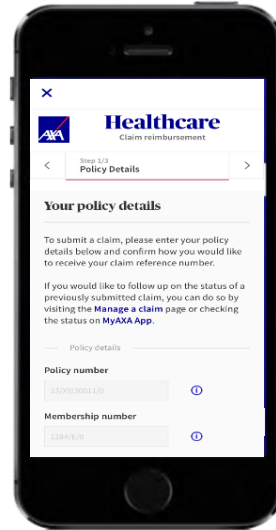


Tap on the provider pin to view provider information, contact details and directions to their facility.

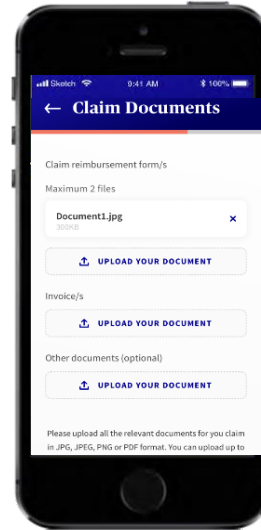
# Submitting a Claim



Click submit a claim to begin the easy online claims process.

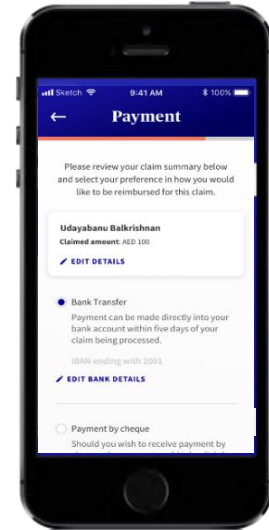


Fill the required policy information and your contact information. Claim results will be shared to your provided information and the contact information initially provided to AXA Gulf. Your dependent's claim information and results will also be shared to the main policy holder contact information.



Upload:

- Your claim form signed and stamped by your treating practitioner and by you.
- Stamped invoices or receipts.
- Any supporting documents, medical reports, laboratory test results, ultrasound reports, and referral letters.

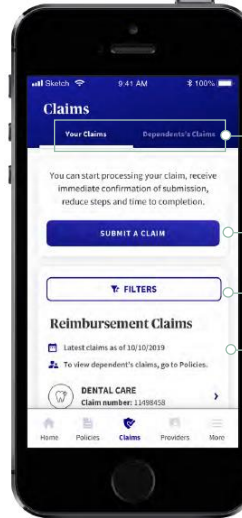


Choose your preferred payment channel; bank transfer or cheque payment and submit.

# Viewing and Tracking your Claims



To view your submitted claims, simply tap the Claims icon. Once your claim is submitted you will receive an email from AXA Gulf with your claim reference under.



Easily switch views between you and your dependents'

Find a claim under any of you or your dependent's policies

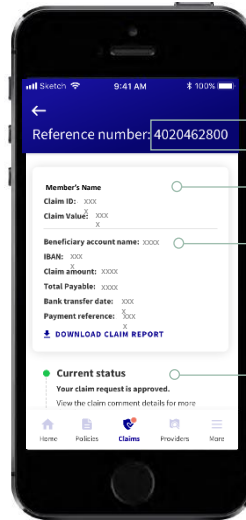
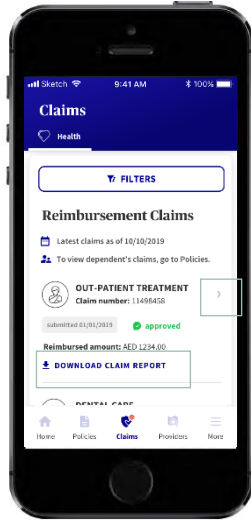
Filter your previously submitted claims

View the full list of submitted claims under your policy, track their status and browse claim reports and reimbursement details

To view your dependent's claims, switch the claim view to dependents' and select the policy which you would like to see

Recently submitted claims will appear once they have been received and claim review process begins

# Viewing and Tracking your Claims



See the claim reference number

General information about the member and claim

Information about the claim reimbursement and payment

Under the Current Status section, you are able to see the full history of your claim;

- Date it was received and processed
- Date the payment was processed
- In addition to any claim comments

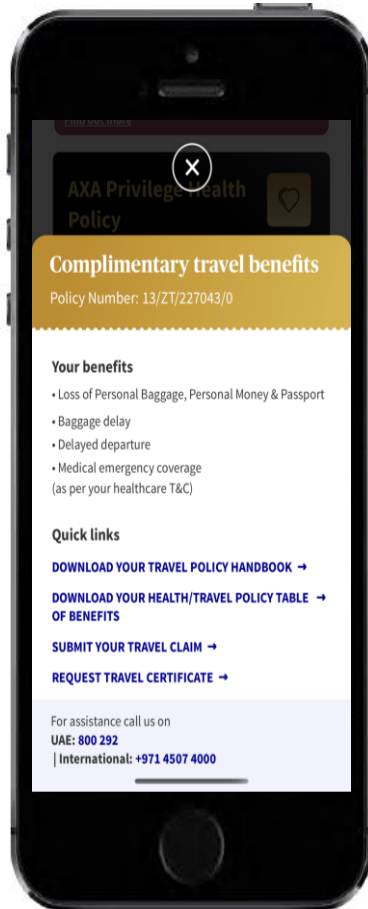
Your claims list view allows you to track the status of your claim. You can also easily download the claim report or select the arrow to see more information in relation to your claim.



# MyAXA Gulf

Redeem benefits, discounts &  
preferential rates

# Privilege Policies: Complementary Travel Insurance\*



—> If you are Privilege member\*\*, you are eligible for a Complementary Travel Insurance Policy!

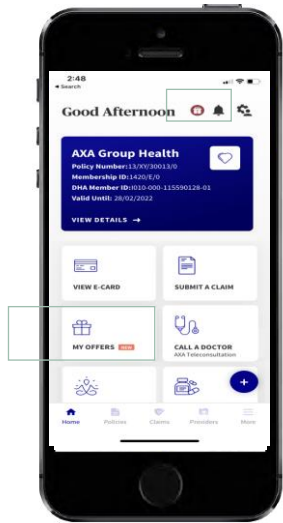
—> Access your Policy Handbook

—> View your coverage details

—> Submit, manage & track your Travel claims

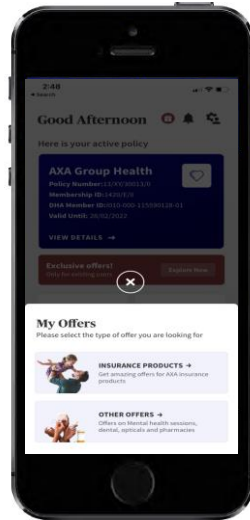
—> Request your travel certificate

# Redeem preferential rates on AXA Products\*



- 1 Available on both MyAXA Gulf App as well as the web version, you will be able to access your exclusive benefits.

Simply click on the MyOffers Tile or access it through the gift icon at the top of the page

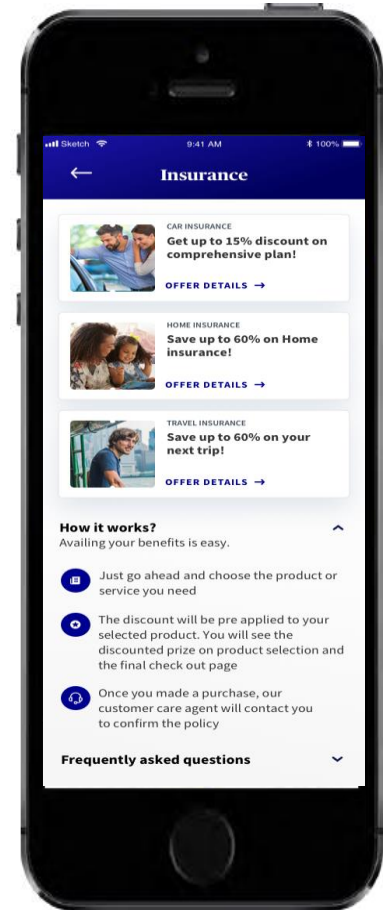


- 2 Select the types of offers you are interested in. Insurance offers provides discounted offers of AXA products such as home, travel and motor insurance. Other offers will open up a list of trusted providers that offer discounted rates and services on dental, optical, mental health and pharmaceuticals.

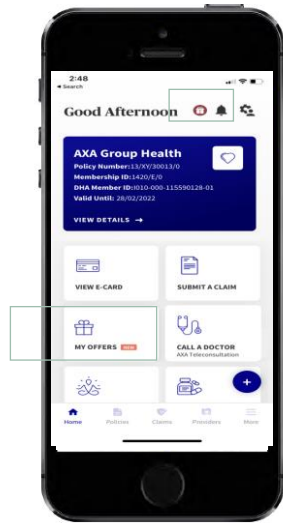


- 3 If you select Insurance offers, fill out the mandatory details required to receive your quotation.

Your discounted price will be automatically calculated so you can simply continue to buy online and extend your protection in no time!

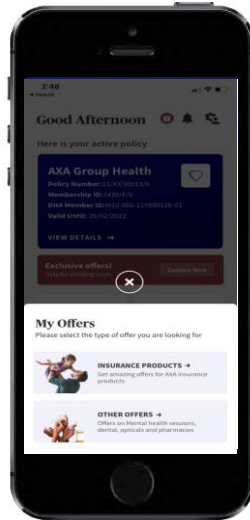


# Redeem discounts on other offers! *[Healthcare products and services]*



- 1 Available on both MyAXA Gulf App as well as the web version, you will be able to access your exclusive benefits.

Simply click on the MyOffers Tile or access it through the gift icon at the top of the page



- 2 Select the types of offers you are interested in.  
Insurance offers provides discounted offers of AXA products such as home, travel and motor insurance.  
“Other Offers” will open up a list of trusted providers that offer discounted rates and services on dental, optical, mental health sand pharmaceuticals.

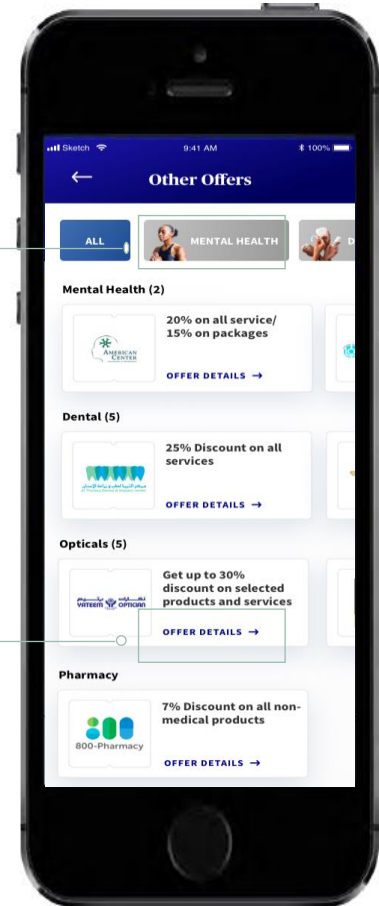


- 3 If you selected “Other Offers”, swipe on the filters on the top of the page to direct you to the different types of offers.

If you are interested in an offer and want to find out more, simply click on the tile and view the offer information.

You can find the nearest branch to you by accessing our provider locator!

When you visit the store, show your e-card available on MyAXA and redeem the discount before paying.

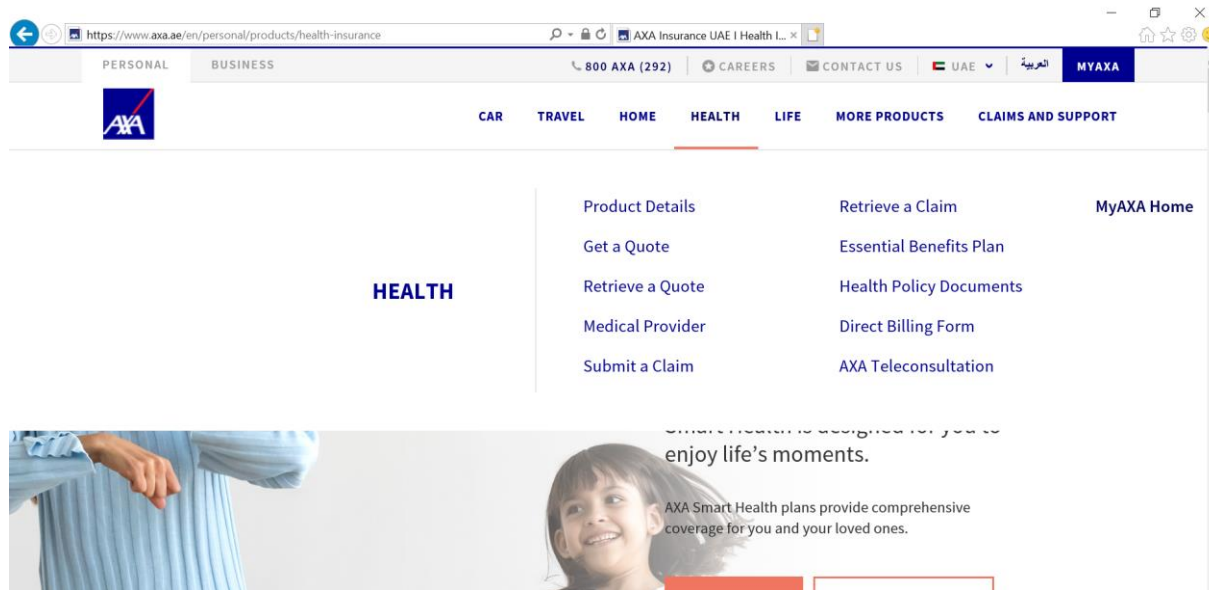




# MyAXA Gulf

Web Registration and Log-in

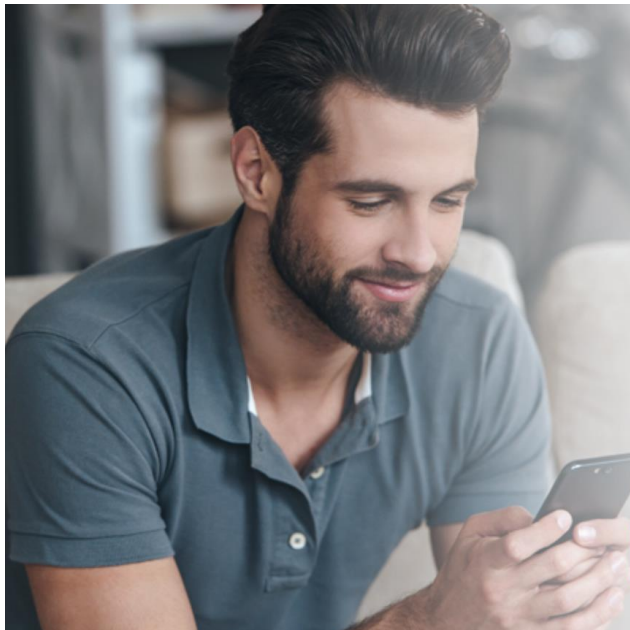
# Navigating to MyAXA Gulf Web



The screenshot shows the AXA UAE Health Insurance website. The browser address bar displays <https://www.axa.ae/en/personal/products/health-insurance>. The navigation bar includes 'PERSONAL' and 'BUSINESS' tabs, a phone icon with '800 AXA (292)', 'CAREERS', 'CONTACT US', a language dropdown for 'العربية' and 'UAE', and a 'MYAXA' button. Below the navigation bar, the 'HEALTH' tab is selected in a menu that also includes 'CAR', 'TRAVEL', 'HOME', 'LIFE', 'MORE PRODUCTS', and 'CLAIMS AND SUPPORT'. The 'HEALTH' section features a list of links: 'Product Details', 'Get a Quote', 'Retrieve a Quote', 'Medical Provider', 'Submit a Claim', 'Retrieve a Claim', 'Essential Benefits Plan', 'Health Policy Documents', 'Direct Billing Form', and 'AXA Teleconsultation'. A 'MyAXA Home' link is also visible. Below the navigation bar, there is a banner image of a woman in a blue dress and a young girl, with the text 'Smart Health is designed for you to enjoy life's moments.' and 'AXA Smart Health plans provide comprehensive coverage for you and your loved ones.'

Navigate to [www.axa.ae](http://www.axa.ae) and select the health tab from the navigation bar, from here select MyAXA Home

# Log in/Registration MyAXA Gulf Web



## MyAXA Gulf app, created with you in mind

MyAXA Gulf gives you 24/7 access to all your healthcare information, benefits and services anytime, anywhere.

Available through **App Store & Google App** or our website.

[LOGIN](#) [REGISTER](#)

New users should click the register button, and will out the required information in the following screen. As mentioned, your policy and membership numbers can be found on your e-boarding commr or your physical insurance card.

From here you will follow the same steps as you would in the MyAXA Gulf App. For any further assistance, please contact your HR representative.

## Enter your Health Policy Details

Welcome! Join MyAXA to manage your health policies easily in one place. For queries related to other AXA insurance products, please call **8002926** or visit your **AXA nearest branch**.

Let's get you started on creating your account.

### Remember to:


- Insert the membership and policy number as displayed on the front of your insurance card
- Insert your policy number in this format XX/XX/XXXXX/X
- Enter your own Member ID details and not the details of other members associated to this policy

### Policy number

### Membership number

[NEXT: ACCOUNT SETUP](#)

# Using MyAXA Gulf Web

[DASHBOARD](#)[CLAIMS](#)[PROVIDERS](#)[CALL 8000 1060](#)[OUTSIDE UAE 971 44294085](#)[MY ACCOUNT](#) 

## Good Afternoon, John

Welcome to MyAXA, a single place to help you manage all your AXA Health policies.



### Health Insurance

#### AXA Group Health Policy

Policy Number:  
XX/XX/XXXXX/X

Membership ID:  
XXXX/X/X

Valid Until:  
28/02/2021

[VIEW E-CARD](#)[POLICY DETAILS](#) 

#### Why not try our app?

Submit your claims, enjoy live video consultations with doctors, manage your policies on the go and much more using the MyAXA Gulf app.

[DOWNLOAD THE APP NOW](#)

Once logged in you can access your policy details, view your e-card, claims history and locate your providers in the same way you would in the App.

## Your dedicated customer service team is available 24/7 to assist you with all your MyAXA Gulf App/Web concerns.

Please contact us on the number relevant to your policy/country below:

### **GULF Privilege:**

- UAE: 800 292 847
- Bahrain: 800 70999
- Qatar: 800 2927
- Oman: 800 29276
- International: 00971 800 292 847
- Email: [axavip@axa-gulf.com](mailto:axavip@axa-gulf.com)

### **Non-Privilege:**

- UAE: 800 2926
- Bahrain: +973 6632 8083
- Qatar: +974 4412 8733
- Oman: 800 729 26
- International: +971 4 507 4000
- Email: [mcs@axa-gulf.com](mailto:mcs@axa-gulf.com)





**Thank you**