

## **Health Insurance – Frequently Asked Questions**

**Q: What is my coverage limit under this plan?**

**A:** Coverage limits depend on your specific plan (e.g. Gold, Platinum, Customized Gold, Customized Platinum ). They vary by category, such as inpatient, outpatient, maternity, dental, optical, and wellness. Please see [here](#) for full details of the comprehensive breakdown.

**Q: How can I find the list of hospitals or clinics covered by the plan?**

**A:** You can access the current network list [here](#) or through the MY AXA Plus mobile app. The list may differ slightly based on your plan type, so we recommend checking the exact provider list under your specific plan

**Q: How do I add a dependent to my health insurance plan? A:** You can add a dependent, such as a spouse or child by filling out this [form](#). the link to fill the form is  
[https://docs.google.com/forms/d/e/1FAIpQLSd6RuBtN\\_mBxH2X3RJdPKdBMSO\\_YBpqgvFiodHBYWLeOG4Ohg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSd6RuBtN_mBxH2X3RJdPKdBMSO_YBpqgvFiodHBYWLeOG4Ohg/viewform?usp=sf_link)

Adding new dependents usually takes up to 5 days from the form submission date.

**Q: Can I add my parents or siblings to the plan?**

**A:** Only spouses and children are eligible to be added on your health insurance plan.

**Q: Does the plan include gym membership or annual Check-ups?**

**A:** Yes, gym discounts and annual check-ups are included.

**Q: Where can I find my Member ID or enrollment number?**

**A:** Your Member ID is provided via email upon registration. You can also find it on your digital health insurance card within the **My AXA Plus** app. If you have not received your ID or require it urgently, please contact your People Partner or Adenike in the People & Culture team

**Q: What should I do in case of an emergency or hospital admission?**

**A:** If you require immediate medical attention, please go to the nearest hospital without

delay. Remember to always provide your enrollment number when accessing care at the hospital.

**Q: Who can I contact for other inquiries or support?**

**A:** For general inquiries or support, you can reach out to AXA Mansard via their contact centre or your Account Officer:

- **Account Officer (Chinonye):**
- **AXA Contact Centre:** 0700 2926 6273
- **Email:** healthcare@axamansard.com