

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_YBpqgvFiodHBYWLeOG40hg/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