



Health

PRIVATE AND CONFIDENTIAL
Mr J Yang
Flat 48 Cornwell House
13 Ron Leighton Way
London
E6 1EQ

Can we help?



0345 6002072

Mon–Fri 9am–8pm, Sat 9am–5pm

Sent on 2 August 2024

Member Mr Yang

Membership number 7086947S

Renewal date 1 April 2024

Claim number EHC2351

Our reference number M 85/48

Your claim update

This tells you the cost of your treatment, what we've paid and any contribution you have to make.

Dear Mr Yang

This update is about your recent claim.

Please pay **£1,115.00** to **Dwld Anaesthesia Limited**.

You need to pay this directly to your hospital, specialist or healthcare provider. We've explained how to do this on page 2.

Unfortunately we're unable to pay your claim in full.

- › Your healthcare provider charged us more than our agreed rate. You don't have to pay the difference. If they ask you to pay anything, please let us know, and we'll contact them about this.
- › Your specialist/anaesthetist charged us more than the rate we'd expect to pay. If you called us to pre-authorise your treatment, we'll have told you about this at the time. Please pay the outstanding amount to your healthcare provider. If you were not told there would be something to pay, please let us know.
- › The AXA Health Schedule of Procedures lists the surgical procedures we pay benefit for. It is based on work undertaken by the Clinical Coding and Schedule Development Group (CCSD). The operation has been classified in line with our Schedule of Procedures and on the basis of the information provided by the patient's specialist.

If you've already paid, you don't need to do anything.

If you have any questions about your claim update, we're here to help.

Total cost this time

£3,787.50

What we've paid

£2,535.00

You need to pay

£1115.00

Your claim update continued

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Your treatment

What happened	Total cost this time	What we've paid
Specialist's charge for complex inpatient treatment › By Christopher Chan on 22 July 2024	£1,300.00	£1,300.00
Anaesthetic charge for complex inpatient treatment › By Wynne on 22 July 2024	£632.00	£632.00
Specialist's charge for extra major inpatient treatment › By Christopher Chan on 22 July 2024	£487.50	£350.00
Anaesthetic charge for extra major inpatient treatment › By Wynne on 22 July 2024	£1,368.00	£253.00
Total	£3,787.50	£2,535.00



Your excess

	Your excess	Used this time	Left for year
Excess (for membership year 2024 to 2025)	£100.00	£0.00	£100.00



How to pay



Bank transfer

Please transfer **£1115.00** to **Dwld Anaesthesia Limited** using these details:

Sort code
400706

Account number
01678159

Invoice reference
1-3597615



Credit card

Please pay **£1115.00** to **Dwld Anaesthesia Limited** by calling **02033 841952**.

They may ask you for your invoice reference, which is '**1-3597615**'.



Cheque

- 1 Please make your cheque for **£1115.00** out to '**Dwld Anaesthesia Limited**'.
- 2 Write your invoice reference '**1-3597615**' on the back of your cheque.
- 3 Then send your cheque to:
Dwld Anaesthesia Limited
Medserv
Ground Floor Rockwood House
9-17 Perrymount Road
Haywards Heath West Sussex
RH16 3TW

Your claim update continued

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Member Mr Yang



We're here to support you

If you have any questions or worries about your recent treatment, our healthcare professionals are here to support you. You can:

- › Discuss your medical question with a nurse.
- › Check your medication with a pharmacist.
- › Talk to a counsellor about how you're feeling.
- › Speak to a midwife about pregnancy and beyond.

Call our Health at Hand team on **0800 003 004***.

*Our nurses and counsellors are available 24/7.

Midwives and pharmacists are available from 8am to 8pm weekdays, 8am to 4pm on Saturdays and 9am to 12pm on Sundays.
We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

These documents are available in other formats

If you would like a Braille, large print or audio version, please contact us.