# CLAIMS PROCEDURE FOR HEALTH INSURANCE

## A) PROCEDURES FOR CASHLESS ADMISSION TO PANEL HOSPITALS

If you admit to one of AXA Panel Hospitals for illness or injury in an Emergency or Non-Emergency situation. You Should:

- Call MICARE HOTLINE at 1300-88-9979 prior to any hospital admission. Check on the latest Panel of Hospitals. Inform them of your admission date/time to ensure your admission is dealt with speedily.
- Present your AXA HealthCare Card to the Hospital you are admitted to.
- Complete the Statement of Claim provided by the hospital admission counter and your attending physician. Completed documents will be faxed over to MICARE by hospital staff.

What will happen next?

- Hospital Admission Staff will swipe the Patient Health Care Card to obtain initial Guarantee.
- Please note that the hospital credit facility does not apply to pregnancy & maternity, dental treatments, outpatient kidney dialysis, outpatient cancer treatment, Emergency / Non-emergency outpatient treatments, and daycare procedure. For more details, please refer to Policy Terms & Conditions.
- Upon discharge, the hospital will provide a final diagnosis and itemised bill to MICARE to process & settle.
- You are required to settle any ineligible or excess expenses not covered at this point in time. (It usually takes up to 3 hours)

## B) CLAIM ON REIMBURSEMENTS

If you incur medical expenses, you have to pay the hospital expenses first and claim for reimbursement from AXA. This will apply in situations as follows:

- Admission to non-panel hospitals
- Government Hospitals Daily Allowance
- Outpatient treatment due to minor injuries sustained in an accident
- Seek outpatient treatment prior to admission and / or follow-up treatment after discharge from hospital
- Day Surgery whereby you are not required to stay overnight at the hospital
- Outpatient Cancer Treatment and Outpatient Kidney Dialysis
- Hospitalisation outside Malaysia (overseas)
- Accidental Death/Funeral Expenses/Accidental Dental

You Should:

- Complete the Statement of Claim and Medical Report by your attending physician for all situations.
- For Government Hospital Daily Allowance – Submit photocopy hospital settlement & receipts.
- For Outpatient Accident Treatment, Day Surgery or Admission to Non-panel Hospital - Submit ORIGINAL hospital settlement, receipts and test reports.
- For Accidental Death/Funeral Expenses – Submit photocopy death certificate and policy report for Accidental cause only.
- For Accidental Dental - Submit the ORIGINAL dental settlement and receipts.
- Request for your doctor’s recommendation letter claiming the pre-hospitalisation specialist expenses.
- Submit the above documents within 30 days from the date of your discharge from hospital for your claim to be considered.

## IMPORTANT NOTE:

Please call MICARE HOTLINE 1300-88-9979 for the current panel of hospital before admission into the desired hospital. We have the right to remove any hospital from the panelist.

<table>
<thead>
<tr>
<th>PENANG (04)</th>
<th>PERAK (05)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PENANG ADVENTIST HOSPITAL</strong> 465 Jalan Burmah, 10350 Penang (2227 200)</td>
<td><strong>KJP IPOH SPECIALIST HOSPITAL</strong> 26 Jalan Raja Diahllur, 30350 Ipoh (241 8777)</td>
</tr>
<tr>
<td><strong>HOSPITAL LAM WAH EE</strong> 141, Jalan Tan Sri Teh Ewe Lim, 11600 Penang (657 1888)</td>
<td><strong>PERAK COMMUNITY SPECIALIST HOSPITAL</strong> 277 Jalan Kampar, 30250 Ipoh (254 9918)</td>
</tr>
<tr>
<td><strong>ISLAND HOSPITAL</strong> 308 Macalister Road, 10450 Penang (228 8222)</td>
<td><strong>LARUT MEDICAL CENTRE</strong> Jalan Medan Taiping 2, Taiping (8067 817)</td>
</tr>
<tr>
<td><strong>LOH GUAN LYE SPECIALIST CENTRE</strong> Logan Road, 10400 Penang (238 8888)</td>
<td><strong>TAIPING MEDICAL CENTRE</strong> 45-49 Jalan Medan Taiping 2, 34000 Taiping (8071 049)</td>
</tr>
<tr>
<td><strong>BAGAN SPECIALIST CENTRE</strong> Jalan Bagan 1, 13400 Butterworth (332 2800)</td>
<td><strong>PANTAI HOSPITAL IPOH</strong> 126 Jalan Tamijun, 31400 Ipoh (540 4333)</td>
</tr>
<tr>
<td><strong>KJP PENANG SPECIALIST</strong> Bandar Perda, Bkt Mertajam (548 6888)</td>
<td><strong>HOSPITAL FATIMAH</strong> Lebah Chew Peng Loon, Off Jln Dato’ Lau Pak Khuan, Ipoh Garden, 31400 Ipoh (545 5777)</td>
</tr>
<tr>
<td><strong>PANTAI HOSPITAL PENANG</strong> Jln Tengah, Bayan Baru, 11900 Penang (643 3888)</td>
<td><strong>COLUMBIA ASIA HOSPITAL TAIPING</strong> Jalan Perwira, 34000 Taiping (820 8888)</td>
</tr>
<tr>
<td><strong>KEDAH (04)</strong></td>
<td><strong>PANTAI HOSPITALS IPOH</strong></td>
</tr>
<tr>
<td><strong>METRO SPECIALIST HOSPITAL</strong> Lorong Metro, 08000 Sg Petani (423 8888)</td>
<td><strong>PERANG (05)</strong></td>
</tr>
<tr>
<td><strong>KEDAH MEDICAL CENTRE</strong> Pumphong, 05250 Alor Star (730 8878)</td>
<td><strong>KJP IPOH SPECIALIST HOSPITAL</strong> 26 Jalan Raja Diahllur, 30350 Ipoh (241 8777)</td>
</tr>
<tr>
<td><strong>PUTRA MEDICAL CENTRE</strong> 888 Jln Sekarat, off Jalan Putra, 05100 Alor Star (734 2888)</td>
<td><strong>PERAK COMMUNITY SPECIALIST HOSPITAL</strong> 277 Jalan Kampar, 30250 Ipoh (254 9918)</td>
</tr>
<tr>
<td><strong>PANTAI HOSPITAL SUGAI PETANI</strong> 1 Persiaran Cempaka, Bandar Amanjaya 08000 Sg Petani (442 8888)</td>
<td><strong>LARUT MEDICAL CENTRE</strong> Jalan Medan Taiping 2, Taiping (8067 817)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SELANGOR (03)</th>
<th><strong>PANTAI HOSPITAL IPOH</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SIME DARBY MEDICAL CENTRE SUBANG JAYA</strong> Jalan SS12/1A, Subang Jaya (5639 1212)</td>
<td><strong>KJP IPOH SPECIALIST HOSPITAL</strong> 26 Jalan Raja Diahllur, 30350 Ipoh (241 8777)</td>
</tr>
<tr>
<td><strong>SIME DARBY MEDICAL CENTRE ARA DAMANSARA</strong> Ara Damansara (5639 1212)</td>
<td><strong>PERAK COMMUNITY SPECIALIST HOSPITAL</strong> 277 Jalan Kampar, 30250 Ipoh (254 9918)</td>
</tr>
<tr>
<td><strong>PANTAI HOSPITAL KLAK</strong> Par Raja Muda Musa, Klang (3374 2020)</td>
<td><strong>LARUT MEDICAL CENTRE</strong> Jalan Medan Taiping 2, Taiping (8067 817)</td>
</tr>
<tr>
<td><strong>THE TUN HUSSEIN ONN NATIONAL EYE HOSPITAL</strong> Lorong Utara B, PJ (7755 1511)</td>
<td><strong>PANTAI HOSPITAL IPOH</strong> 126 Jalan Tamijun, 31400 Ipoh (540 4333)</td>
</tr>
<tr>
<td><strong>KJP SELANGOR SPECIALIST HOSPITAL</strong> Jln Singa 20/1, Sek20, Shah Alam (5543 1111)</td>
<td><strong>HOSPITAL FATIMAH</strong> Lebah Chew Peng Loon, Off Jln Dato’ Lau Pak Khuan, Ipoh Garden, 31400 Ipoh (545 5777)</td>
</tr>
</tbody>
</table>

Page 1
KIJANG MEDICAL CENTRE
Sg Chua, Kajang (8736 0021)
KIJANG PLAZA MEDICAL CENTRE
Kajang Plaza (8739 7077)
KIJANG KAJANG SPECIALIST HOSPITAL
Jln Cheras 43000 Kajang (8769 2995)
ARUNAMARI SPECIALIST MEDICAL CENTRE
Bayu Perdana, 41200 Klang (3324 3268)
PUSAT RAWATAN ISLAM AZ-ZAHRAH
Bandar Baru Bangi (8925 2225)
HOSPITAL PAKR AN-NUR HASANAH
Bandar Baru Bangi (8926 6060)
SUNWAY MEDICAL CENTRE
Bandar Sunway (7491 9191)
KELANA JAYA MEDICAL CENTRE
Kelana Jaya (7805 2111)
ASSUNTA HOSPITAL
Jalan Templer, 46990 (7680 7000)
SENTOSA SPECIALIST HOSPITAL
Off Jalan Sg Jati, Klang (5162 8814)
COLUMBIA ASIA HOSPITAL BUKIT RIMAU
Bukit Rimau, Seksyen 32,40460 Shah Alam (5125 9999)
COLUMBIA ASIA HOSPITAL PUCHONG
Bandar Puteri Puchong (6064 8688)
KIJANG KLANG SPECIALIST HOSPITAL
Bandar Baru Klang (3377 7288)
KIJANG RAWANG SPECIALIST HOSPITAL
Bandar Baru Rawang (6069 8999)

KUALA LUMPUR (03)
KIJANG AMPANG PUTERI SPECIALIST HOSPITAL
Jalan Mamanda 9, Taman Datah Ahmad Razali, 68000 Ampang (4270 2500)
SENTOSA MEDICAL CENTRE
36 Jalan Chomor, Kompleks Damai 50400 (4043 7160)
PANTAI HOSPITAL KL (Bangsar)
8 Jalan Bukit Pantai,59100 (2296 0888)
HOSPITAL PAKR AL-ISLAM
85, Jalan Raja Abdullah, 50300 (2693 1007)
GLENEGLES KUALA LUMPUR
282 Jalan Ampang, 50450 (4141 3000)
PANTAI HOSPITAL AMPANG
Jalan Perubatan 1, Pandan Indah, 55100 (4299 2928)
DAMAI SERVICE HOSPITAL (HQ)
111 Jalan Ipoh, 51200 (4043 4900)
KIJANG TAWAKKAL SPECIALIST HOSPITAL
No 1, Jalan Pahang Barat, 50300 (4028 7777)
UNIVERSITI MALAYA SPECIALIST CENTRE
Menara Timur, Pusat Perubatan Universiti Malaya (7841 4040)
TUNG SHIN HOSPITAL
Jalan Pudu, 55100 (2037 2288)
HOSPITAL PUSRAWI
Jalan Tun Razak, 50400 (2687 5000)
DAMAI SERVICE HOSPITAL (MELAWATI)
Taman Melawati 53100 (4108 9900)
LOURDES MEDICAL CENTRE
244 Jln Ipoh 51200 (4042 5335)
INSTITUT JANTUNG NEGARA
Jln Tun Razak 50400 (2617 8202)
PANTAI HOSPITAL CHERAS
Tmn Cheras Makmur, 58100 (9132 2022)
UKM SPECIALIST CENTRE
Bandar Tun Razak, 56000 (6172 6064)
COLUMBIA ASIA HOSPITAL CHERAS
Jln Suasana,43200 Cheras (9065 9999)
COLUMBIA ASIA HOSPITAL SETAPAK
Jln Danau Saujana Off Jalan Genting Klang 53300 (4145 9999)
PRINCE COURT MEDICAL CENTRE
39 Jalan Klia Peng 50450 KL (2160 0000)

NEGERI SEMILAN (06)
COLUMBIA ASIA HOSPITAL SEREMBAN
Jln Harun 2, Oakwood Commercial Center, 70300 (601 1988)
KIJANG SEREMBAN SPECIALIST HOSPITAL
Kemayan Square 70200 (767 7800)
SENAWANG SPECIALIST HOSPITAL
Lavender Business Centre, 70450 (6751188)

MELAKA (06)
PANTAI HOSPITAL AYER KEROH
Lebuh Ayer Keroh, 75400 (231 9999)
MAHKOTA MEDICAL CENTRE
Mahkota Melaka, Jalan Merdaka (281 3333)
PUTRA SPECIALIST HOSPITAL MELAKA
Jln Bendahara 75100 (283 5888)

JOHOR (07)
PUTERI SPECIALIST HOSPITAL
Jalan Tun Abdul Razak, Susur 5, JB (223 3777)
KIJANG KLUANG SPECIALIST HOSPITAL
Susur 1, Jalan Besar, 86000 Kluang (771 8999)
JOHOR SPECIALIST HOSPITAL
Jalan Abdul Samad, 80100 JB (225 3000)
MELAKA MEDICAL CENTRE
Wisma Maria, Jalan Ngea Horg, 80000 JB (244 3688)
HOSPITAL PENAARW
Pusat Periagaan Pasir Gudang (252 1000)
PUTRA SPECIALIST HOSPITAL
Jalan Pescari, 83000 Batu Pahat (413 3333)
PANTAI HOSPITAL BATU PAHAT
Taman Kopersari Bahagia 83000 Batu Pahat (433 8811)
KEMPAS MEDICAL CENTRE
Jalan Kempas Baru 81200 JB (2368 999)
REGENCY SPECIALIST HOSPITAL
Masai (381 7700)
COLUMBIA ASIA HOSPITAL NUSAJAYA
Taman Kesihatan Afliat, 79250 Nusajaya (233 9999)
KIJANG PASIR GUDANG SPECIALIST HOSPITAL
Lot PTD 20487, Jln Puriarun Dahlia 2, Tmn Bukit Dahlia, 81700 Pasir Gudang (257 3999)

PAHANG (09)
KUANTAN MEDICAL CENTRE
Jalan Tun Ismail 9, 25000 Kuantan (514 2638)
KUANTAN SPECIALIST HOSPITAL
Jalan Alor Akar, 25250 Kuantan (567 8588)
KUANTAN CLINICAL DIAGNOSTIC CENTER
Jln Data Lim Hoe Lok, 25200 (5139 848)

KELANTAN (09)
KOTA BHARU MEDICAL CENTRE
Jalan Sultan Yahya Petra, 15200 KB (743 3399)
KIJANG PERDANA SPECIALIST HOSPITAL
Seksen 14, Jalan Bayam, 15200 KB (745 8000)

TERENGGANU (09)
KUALA TERENGGANU SPECIALIST HOSPITAL
Jln Kamaruddin, 20400 (624 5533)

SARAWAK
TIMBERLAND MEDICAL CENTRE
Tmn Timberland, 93200 Kuching (082-234 466)
NORMAH MEDICAL SPECIALIST CENTRE
Petra Jaya,93050 Kuching (082-440 059)
KUCHING SPECIALIST HOSPITAL
Tabuan Stutong Commercial Centre 93350 Kuching (082-365 777)
REJANG MEDICAL CENTRE
Jalan Pedada, 96000 Sibu (084-330 733)
COLUMBIA ASIA HOSPITAL MIRI
Jalan Bulan Sabit, Miri (085-437 755)
MIRI CITY MEDICAL CENTRE
Jalan Hokkien,98009 Miri (085-429 051)
KIJANG SIBU SPECIALIST HOSPITAL
Brooke Drive, 96000 Sibu (084-218000)
COLUMBIA ASIA HOSPITAL BINTULU
Tanjung Kidurong,97000 Bintulu (086-251888)

SABAH (088)
DAMAI SPECIALIST CENTRE
Lorong Pokok Tepus 1, Off Jln Damai 88300 KK (222 922)
SABAH MEDICAL CENTRE
Lorong Bersatu, Luyang, 88300 KK (332 098)
RAFFLESIA MEDICAL CENTRE
Millenium Commercial Centre, 88200 Penampang. (272 520)