



## Frequently Asked Questions (FAQs)

### Private Education Institution (PEI) Group Hospitalisation & Surgical Insurance

**1. What does the insurance cover?**

The insurance covers mainly medical expenses incurred for hospitalisation and/or surgery due to illness or accident in a Singapore Government/Restructured hospital.  
Please refer to the Benefits Schedule given to your school for the details.

**2. Which hospital can I seek treatment at?**

You can seek treatment at Singapore Government/Restructured Hospitals which are:

- Singapore General Hospital
- Alexandra Hospital
- KK Women's & Children's Hospital
- National University Hospital
- Tan Tock Seng Hospital
- Changi General Hospital
- Khoo Teck Puat Hospital

Please note that hospitalisation in a Ward higher than that you are entitled to or in Private Hospitals is subject to a pro-ratio factor. For hospitalisation in overseas hospitals, you will only be covered up to the reasonable and customary cost of treatment in Singapore Government / Restructured Hospital for similar or comparable treatment or the cost incurred in the foreign hospital, whichever is lower. In such cases, you may not be fully reimbursed for such claims incurred.

**3. Will I be covered if I go back to my home country or travel during vacation?**

Yes, you will be covered as long as you are a registered student of your school pursuing a course of study. Hospitalisation and/or surgery expenses incurred will be covered up to the reasonable and customary cost of treatment in Singapore Government/Restructured Hospital, whichever is lower, subject to the policy limits applicable.

*\*Cover does not apply:* 1) when you travel expressly for treatment outside Singapore.  
2) when you are out of Singapore for a period exceeding ninety (90) consecutive days at a time

**4. I am a part-time student who opted to be covered. Am I covered during work?**

No, you will not be covered for illness or injury sustained during work.

**5. Are pre-existing conditions covered?**

For students on compulsory scheme, pre-existing conditions are covered after you have been insured for 12 consecutive months.

**6. What should I do if I need to stay in the hospital or have surgery? Do I have to pay the medical costs myself?**

Please settle the medical bills directly with the hospital and retain all **ORIGINAL** bills to be submitted to the insurance company. Please note that you may have to pay the cash deposit determined by the hospital and should you choose to stay in a higher class of ward or a private hospital, your claim may not be fully covered.

For pre or post hospitalisation / surgery and emergency outpatient treatment, please pay first and claim reimbursement.

**7. Are outpatient services or treatment for illness covered?**

GP outpatient services for illness (eg. common cold, fever etc) are not covered.

**Important** - The information contained in this FAQ is subject to the actual terms and conditions of the policy contract your school has with AXA Insurance Singapore Pte Ltd.



**8. Is outpatient treatment after an accident covered?**

Yes, only if treatment is sought at a clinic or hospital within 24 hours from the time of accident. Follow-up treatment by the same physician is covered up to 30 days from date of accident.

**9. How do I make a claim?**

Please submit the following documents to us through your school:

- AXA Claim Form available from your school or please download from <http://www.aegisic.com>
- **Original** Final Hospital Bill & other medical bills
- Inpatient Discharge Summary/Day Surgery Authorisation Form

**10. When I utilize my Medisave/Medishield Integrated Plan to pay for my treatment, how will my claim be reimbursed (for Singapore citizens and PRs only)?**

Payment made by Medisave will be refunded to the respective Medisave Account holder and Medishield Integrated Plan.

**11. When do I need to submit the claim?**

You should submit the claim or give notice that you will be making a claim as soon as possible but within 30 days from discharge. For late submission/notification, please provide a valid reason.

**12. I have submitted my hospitalisation/surgery claim earlier. I wish to submit follow-up treatment bills. What should I do?**

Please inform your school when submitting the bill that it is for follow-up treatment so that we are able to trace your records. The claim form is not required.

**13. How long does it usually take to process my claim?**

Upon receipt of all required documents including **ORIGINAL** bills, approved claims will be settled within 30 days.

**14. How will I be notified of the result of my claim?**

You will be notified through your school. Reimbursement for approved claims will be via cheque payment to you through your school.

**15. When will my insurance end?**

The insurance will end when one of the following occurs, whichever happens first:

- when you cease to be a registered student of your school
- exhaustion of the policy limit applicable to you during the policy year
- expiry of the insurance policy

**16. If I have questions or need assistance, who should I contact?**

**AEGIS Insurance Services Pte Ltd**

**Tel: (65) 6837 0306**

**Email : [customerservice@aegisic.com](mailto:customerservice@aegisic.com)**

**Website : [www.aegisic.com](http://www.aegisic.com)**

**For Emergency, please contact AXA Insurance Singapore Hotline : 1800 8804 741**

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