MEDEXPROTECT.CO.UK





YOUR MEDEX POLICY

Medex provides an insurance policy that covers Excess and Shortfalls on Private Medical Insurance.

You can pay the Excess/Shortfall and we can make the payment into your account, or we can settle the claim directly to the Hospital/Consultant on your behalf.

HOW TO CLAIM

Step 1

Once treatment has been received, obtain documentation from your Private Medical Insurance provider that details that your Excess has been used during this treatment.

Step 2

Complete the claim form and submit it alongside your supporting evidence to claims@medexprotect.co.uk

Step 3

We will email you to keep you updated along the way. Once the claim is approved we will send the money to the nominated bank account.

FAQ'S

1. What is an Excess?

The excess is the amount you have to pay in the event of a claim. In general, the larger your excess is the lower your insurance premium will be.

2. What is a Shortfall?

Shortfalls arise when there is a difference between the amount that your Personal Medical Insurance provider is prepared to pay, and the amount consultants and hospitals charge for your treatment.

3. Who is the Policy holder?

The Policy holder is the person that is employed by the Company that has taken out the Medex Policy.

4. How will my payment be made?

This will be done by Bank transfer to the details provided on the Medex Claim Form.

Medex Protect, Medical Excess and Shortfall Insurance is provided by Medex Protect Limited, which is authorised and regulated by the Financial Conduct Authority (FCA Ref Number: 735475). Medex Protect Limited is both a subsidiary of, and underwritten by Health Shield Friendly Society Limited. Health Shield Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Medex Protect Limited is registered in England – Company Registration Number 8792006. Registered Office: Electra Way, Crewe Business Park, Crewe, CW1 6HS. (v1 - 2023)