

## Procedures For Accessing Care: Interim Procedures

1. Register through the Mobile USSD code platform - \*384\*847# through Safaricom and \*865# for Airtel
2. If successful, you will receive a pass code. You will also receive a message confirming that you are now a fully registered member with Aon TSC Medical Scheme and a verification code.
3. Keep the code and your password safely. You will need the verification code for identification in the interim before issuance of the biometric cards
4. Repeat step 1 above, and use your new pass code to log in then follow the prompts to register your dependants
5. This registration process is at no extra cost to you
6. Visit the Medical provider of choice on the Active interim list if need arises and you will be provided with the services.
7. To confirm the active providers near you, visit the Aon website – [www.aon.com/kenya](http://www.aon.com/kenya) or dial \*340# and follow the instructions to know which providers you can access in your vicinity
8. At the service provider, you or your registered dependant will be requested for either the verification code or your TSC number for identification purposes
9. If you have lost or forgotten your verification code, Please dial \*865# and follow instructions.
10. You will receive medical care as per policy guidelines.
11. If you experience any challenges please contact us on

Tel: 020 - 4974799/0730674799/0719044799

Email address: [tsc@aon.co.ke](mailto:tsc@aon.co.ke)