

Nasco Middle East, your insurance broker, is ready to assist you by simplifying the claiming process in order to enhance your overall experience.

We strive to provide you with high quality service and will use all reasonable means to improve your experience.

APPROVALS WITHIN YOUR NETWORK

Approvals can be challenging and time consuming and our role is to facilitate this process and ensure you are getting the maximum return you are entitled for under your policy.

If you or your family members face any delay or challenges within the listed network of clinics/hospital/pharmacies, please approach your Medical Claims Manager , who is ready to support you and can be reached at **04 351 4292** or Naveed.Aslam@nascodubai.com

To search for any provider applicable to your respective network kindly click [here](#).

REIMBURSEMENT OUTSIDE YOUR NETWORK

WHAT YOU NEED

- [Claim form](#) duly filled by both the member and treating physician
- Detailed invoices and receipts
- Referral and result of any diagnostic test availed
- Prescription for the medications (when applicable)
- Referral for physiotherapy sessions from treating physician (when applicable)
- Discharge Summary/Operative notes in case of any hospitalization or surgery
- Proof of travel (boarding pass, flight tickets, etc) for claims outside UAE
- English translation for claims other than Arabic

HOW TO SUBMIT

For claims less than AED 2,000

- Online submission via [MyNextcare's Portal](#)
- Mobile submission via [Nextcare's App](#)

For claims above AED 2,000

Initial submission through portal followed by sending the original documents to the below address

Medical Claims Department
 Fidelity United Insurance Company
 The Opus Tower,
 Block B, Office B703, Business Bay,
 Dubai, United Arab Emirates.

WHOM TO CONTACT

NEXTCARE

T 04 270 8800

Nasco's Support Team

E Naveed.Aslam@nascodubai.com

T 04 351 4292

Nasco's Emergency Hotline

T 050 454 6973

WHAT TO REMEMBER

- Reimbursement claims turnaround time is 14-21 working days
- Claims should be submitted within 60 days following the treatment date within UAE and 90 days out of UAE
- Always retain a copy of your claim documents until the claim is settled
- Bank Transfer is the fastest mode of payment