



MEDICAL CLAIM SIMPLIFIED

Interactive Insurance Brokers, The company's mission has always been and will continue to ensure our clients' satisfaction by striving to protect and serve them.

APPROVALS WITHIN YOUR NETWORK

For any assistance required for approval, kindly contact Mr Marlon, Assistant Manager – EB Business Retention & Service. He can be reached at 04-2944399 ext.244 or our 24/7 hotline number 050-9820339.

DOCUMENTS REQUIRED FOR APPROVAL:

- ✓ Card Number / Card copy
- ✓ Date of Birth
- ✓ Nationality
- ✓ Mobile No. of members
- ✓ Providers Details
- ✓ Details of the requested service
- ✓ Time & Date request sent from provider to Insurer
- ✓ Allocated Ref number from Provider

Turnround time for non-emergency outpatient approval is 12-24 hours provided that all medical information is submitted by the provider as per the requirements of the Insurer.

Turnaround time for elective inpatient approval is 3-5 working days provided that all medical information is submitted by the provider as per the requirements of the Insurer.

Notification for emergency/elective inpatient or day care cases inside or outside of UAE has to be intimated to Insurer or Interactive within 12-24 hours for smooth processing of claims.

REIMBURSEMENT OUTSIDE YOUR NETWORK

Required Documents for Claims:

- Reimbursement claim form has to be completed, signed and stamped by the treating doctor.
- Mode of payment (wire transfer/Cheque) has to be provided by member.
- For wire transfer name of account holder, account Number, IBAN, SWIFT CODE if applicable, name of the bank , address of the bank , Currency has to be provided.
- Claim form has to be signed by the member
- Copy of Medical Insurance Card
- Official Paid receipts (Stamped as paid or cash received
- Detailed Itemized Breakdown of the claimed amount
- Discharge Summary for In-Patient Hospitalization / Day Care.
- Reports of diagnostic test(s)/ Lab investigations
- Detailed Medical Report from the treating doctor.
- Valid doctor's prescription for the medicines purchased
- Referral letter for alternative treatments and Physiotherapy treatments.

WHOM TO CONTACT
NAS: 8002311
Interactive - Claims:
 tony@iibcare.com
 04-2944399 ext. 303
Interactive - Approval:
 marlon@iibcare.com
 04-2944399 ext.244
 24/7 Hotline: 050-9820339

HOW TO SUBMIT CLAIMS
Online Submission: Through myNAS app
Manual Submission: Through Interactive Insurance Brokers @ tony@iibcare.com