

MEDICAL CLAIMS DOCUMENTATION REQUIREMENTS

1. Reimbursement claims should be submitted to their HR to be submitted to AMAN.
2. Completed reimbursement claim form (should be Arabic and English only).
 - Patient details (Name, Card Number, etc)
 - Medical diagnosis/treatment & history
 - Treating physician's signature and stamp
 - Provider (Hospital/clinic) stamp
 - Patient's signature
3. All paid invoices with itemized breakdown of treatment cost of each service.
4. Invoices should be with PAID stamp or separate receipt.
5. Investigation reports (laboratory, radiology).
6. Prescription for medicines with sign and signature of treating physician.
7. Discharge summary/operative notes in cases of inpatient treatment.
8. Physiotherapy sessions should have referral from treating physician.
9. Detailed medical report.
10. Inpatient claims notification email for all out of UAE or out of network claims (should be attached when submitting claims).
 - Emergency: Within 48 hours of admission
 - Elective: Before the treatment
11. Attach the previous claims evaluation/PO copy for claim resubmissions.
12. All documents should be original.
13. Claims submission TAT from the start of the treatment:
 - 90 days outside UAE
 - 60 days inside UAE
14. Claims processing TAT from claims submission date:
 - 21 working days
15. Claims resubmissions from the settlement receiving date
 - 10 working days