

## **REIMBURSEMENT PROCEDURES**

- 1) If you are going to a Hospital that is not in our panel please pay for the services upfront, also expect to receive reimbursement within 14 working days; unless documents are incomplete.
- 2) If you are going out of the country to get treatment you have to get referral from a local doctor and also inform Amanah insurance to make the necessary arrangements.

### **REIMBURSEMENT FORM CHECK**

Reimbursement form **MUST** be filled out and include the following

- MEMBER ID | PHONE NUMBER | SIGNATURE
- HOSPITAL STAMP & DOCTORS SIGNATURE
- DIAGNOSTIC SECTION FILLED OUT
- HOSPITAL NAME

### **SUBMITTING A CLAIM**

When you are submitting a reimbursement, you have to include the following:

- CLAIMS MUST BE SUBMITTED WITHIN 30 DAYS
- COMPLETED REIMBURSEMENT FORM
- ALL MEDICAL RECEIPTS MUST BE IN BREAK-DOWN
- ALL SUPPORTING MEDICAL DOCUMENTS
- PAYMENT TAKES 14 WORKING DAYS

Please share this with your staff and we highly suggest they use the Hospitals list in our panel. Any questions regarding reimbursements, hospitals list, claims inquire. please use this email address [\*\*Medical@amaanahinsurance.com\*\*](mailto:Medical@amaanahinsurance.com)