

## **NEXTCARE ONLINE REIMBURSEMENT CLAIMS PROCEDURE**

OUTSIDE NETWORK WITHIN UAE / OUTSIDE NETWORK WITHIN AREA OF COVER AS PER ELIGIBLE PLAN

- All claims in respect of Medical Services received by an insured member outside the agreed Network of medical providers will be settled on reimbursement basis as per policy terms and conditions.
- Outside the Network means: the hospitals, medical centre, clinics, diagnostic centers, pharmacies which are not included in the network as per the agreed Table of Benefits for each policy holder; and/or within the Network facility but client failed to present their valid DNIRC medical insurance card/EID at the time of treatment/incurred of service.
- For submitting claims related to services received outside the Network, please follow the instructions under – Procedure for Submission of Reimbursement Claim.
- All claims to be submitted on regular basis through Nextcare website or mobile app. Initial submission of claim, Re-submission of claim, and Tracking the status of claim can be access through the following link: [www.nextcarehealth.com](http://www.nextcarehealth.com)

*Member needs to create credentials (username & password) for the first time only, using either mobile app or web portal.*

- Claims to be submitted within 60 days if incurred in UAE and 90 days if incurred outside UAE of receiving treatment/incurred medical expenditure; otherwise as specified in policy.

### **Procedure for Submission of Reimbursement Claim**

1. The reimbursement claim form needs to be completed by the treating doctor with his/her seal/stamp. Failure to obtain the same might disqualify the claim unless otherwise considered by the insurer at its discretion.
2. Kindly ensure to complete all pertinent information particularly the name of insured, card number, and those relating to diagnosis and medical services rendered. DNI will not be able to process claims if the Reimbursement Claim Form is incomplete or lacks proper documentation.
3. Use a separate form for each member.
4. All the documentation including invoices with paid stamp, official receipts, and medical reports should be in either English or Arabic. Documents in other languages must be translated by an official public translator prior to submission.

**دبي الوطنية للتأمين و إعادة التأمين ش.م.ع. Dubai National Insurance & Reinsurance P.S.C.**

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5. The following documents to be uploaded along with the duly filled Reimbursement claim form:
- Copy of insurance card.
  - Itemized receipts/ invoices with paid stamp. Should be dated.
  - Prescription for medication prescribed by the treating doctor.
  - Investigation results/reports like laboratory test results, x-ray report, etc.
- For Inpatient Hospitalization cases – medical report/discharge summary stamped and signed by the treating doctor.

6. All documentations should be uploaded in Nextcare app or Nextcare website.  
[www.nextcarehealth.com](http://www.nextcarehealth.com)

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- Client will receive a mail confirmation along with Unique Claims Reference Number (UCRN) on every successful upload.
- Reimbursement procedure is 15 working days from date of successful upload.
- For complete documents – client will receive a mail notification along with claim summary sheet.
- For incomplete documents – client will receive a notification on the required additional/missing documents within 3 working days. Cut off time for resubmission would be 30 calendar days for claims incurred within UAE and 60 calendar days for claims incurred outside UAE from date of intimation; otherwise as specified in policy.

7. Members/brokers should not reply on the same mails they are receiving as it is an automated mail, instead all queries should be sent to [Membercare@nextcarehealth.com](mailto:Membercare@nextcarehealth.com)

8. Modes of payment – the client have an option of either bank transfer to any bank in UAE or cheque issued under Principal's name. This option will be selected by the client during initial upload.

**REMARKS:** Members/brokers should keep the original documents readily available as DNI might require them to be submitted for audit purposes.

*Any Claims shall be considered in accordance with the terms and conditions of the original Policy.*