

# Welcome to your MaxMedical Health Insurance!



**Dear Valued Client,**

We are delighted to welcome you into the **MaxMedical** family!

In order for you to have a hassle-free service within and outside the UAE, we partnered with MEdNet, one of the largest TPA in the UAE to admister all your claims.

Please read the guidelines carefully and if you have any questions regarding your policy, you may contact us directly :

Phone : +971 4 269 3030 Extensions 238 & 272

Email address : [maxmedical@dubins.ae](mailto:maxmedical@dubins.ae)

Yours sincerely,

**MaxMedical Team**

**Carry your MedNet Direct Billing Card with you  
for any care in the Middle East!**

**Don't forget to show your card to have your claims paid directly and avoid  
out-of-pocket costs!**

If you have any questions or require any assistance in this matter,  
please contact **MedNet Call Centre:**

**Within the UAE: 800 4882**

**Outside the UAE: +971 4 275 7800**

**Two ways to enquire about your MedNet Network:**

- (1) Access through the MedNet mobile app (IPhone & Android compatible)
- (2) Access through MedNet website:

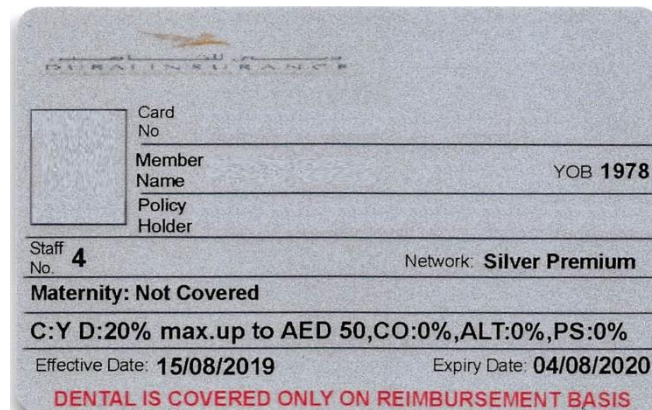
<https://www.mednetglobal.com/members/locateprovider.aspx>

## Welcome to your benefits program with MEDNET.

We are here to help you anytime, anywhere, 24/7. Please read on for important information regarding your new plan and direct billing card in the United Arab Emirates.

# 1 Your Direct Billing Card

- YOUR DIRECT BILLING CARD



Sample DB card



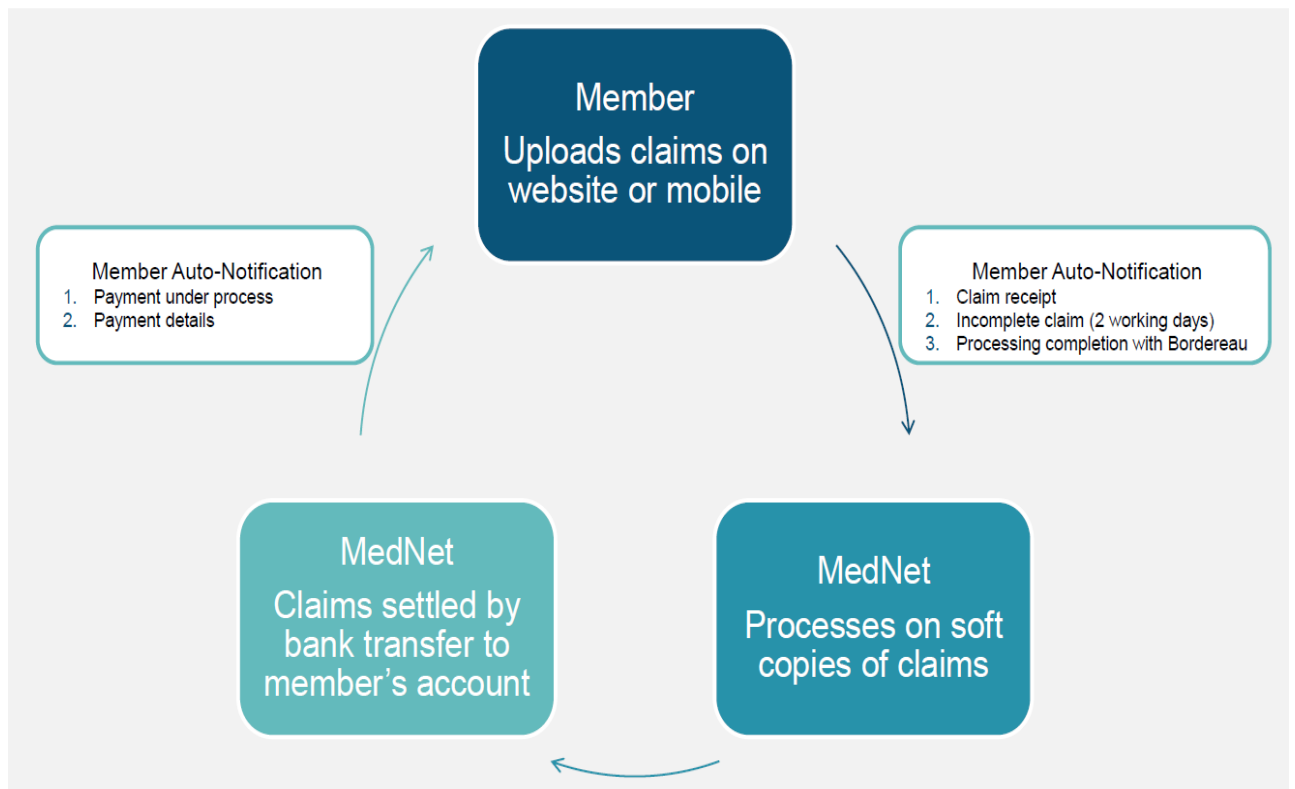
- **HOW SHOULD I USE THE MEDNET HEALTH CARD?**

In order for you to have a **direct billing/cashless access within the provider network of MedNet in the UAE**, you just need to present your MedNet Health Card (with the sample card above) along with any of your official ID in the UAE to the front office staff of any hospital and clinic that is within the network provider list of MEDNet.

If you are new to the hospital or clinic, they will also request you to complete the Patient Information section of the claim form already available with our medical network partners. They will then send your claims to us for direct settlement. You will therefore only pay for charges relating to:

1. Deductibles and/or any applicable co-payment (please see Summary of Benefits)
2. Treatment that is not covered by your policy terms and conditions

## 2 Your Digital Reimbursement Claims



## 3 Your Medical Network

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- HOW TO ACCESS THE MEDNET NETWORK?

- **Via MedNet website**

1. Log into the website:

<https://www.mednetglobal.com/members/locateprovider.aspx>

- **Via our mobile Application**

1. Download our MedNet Mobile Application on the Apple Store (for iPhone) or on the Google Store (for Android phones)
2. Enter the login credentials (Name, card number, mobile number)

## 4 Claiming Your Medical Expenses

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- HOW TO CLAIM WITHIN THE NETWORK USING THE DIRECT BILLING CARD?

1. Present your MedNet personalized Direct Billing Health Card to the hospital's front desk prior to consultation with the doctor.
2. After consultation and treatment, the claims form will be completed by the doctor with all the information required.
3. You will only pay any applicable deductible, co-payment or any charges for non-covered items, as per the policy terms and conditions.
4. The bill will be forwarded to MedNet for payment along with full details.

## • HOW TO CLAIM OUTSIDE THE NETWORK?

1. You consult a healthcare professional and settle your fees.
2. Submit your claim either through the mobile app or through the website
3. You will receive a notification regarding the progress of your claims
4. If no additional documents required, you will receive your reimbursement payment

## 5 Reimbursement Procedure

### Option 1:

For the fastest way to upload the claims forms please download the MedNet Mobile Application on your mobile and follow the steps.

<https://www.mednet.com/mhealth#.WhqvC026yuU>

Kindly note: Reimbursement Claims need to be uploaded **max. 60 days** after the treatment.

Following documents need to be uploaded:

- MedNet Reimbursement Form
- Invoice
- Payment Receipt
- Medical Report / Result from Diagnostic Tests (if any done)

After the upload of the claims, it takes 20 working days till the claim is settled.

### Option 2:

To upload the Reimbursement form online, you have to click following link and follow the steps:

<https://www.mednet-global.com/members/reimbursement.aspx>