

NAS Claims on Reimbursement Basis

➤ **WHEN DOES THIS APPLY?**

- ✓ If a member utilizes a Non-Network Provider in U. A.E.
- ✓ Treatment whilst outside U. A. E.
- ✓ Utilization of coverage without card.

➤ **CHECKLIST OF DOCUMENTS?**

- ✓ All original Invoices & Receipts.
- ✓ Copy of Medical Report
- ✓ Copy of Lab Test Reports
- ✓ Copy of Radiology Reports
- ✓ Copy of Drug Prescriptions
- ✓ Any other documents relevant to the treatment
- ✓ NAS Claim forms signed by doctor.

➤ **CLAIM NOTIFICATION PERIOD?**

- ✓ 90 days for Inside & UAE claims.

➤ **REIMBURSEMENT OF CLAIM TIME PERIOD: -**

- ✓ Provided all supporting documents are in hand, it takes about 3-4 weeks to settle claims.

Contact Person for Claims at Sun Insurance

Ms. Arasi
Account Executive
Sun Insurance Brokers L.L.C
Dubai – U.A.E
Ph: +971 4 3355399
Fax: +971 4 3355393; 3349344; 084481540
Email ID: arasi@sunins.ae
Website: www.sunins.ae

A Pre-approval is required in case of, or for:

- Diagnostic procedures such as MRI, CT-Scan, Treadmill Stress Test, EEG, endoscopic procedures
- Prescribed medicines for 30 days (one month) or more such as, more than one standard unit of a given medication, medication for chronic diseases, etc.
- In-Hospital admission.
- Absence of NAS form.
- Physiotherapy.
- Treatment, diagnostic test, or prescribed medicine exceeding AED 500/-
- Day-care treatments, surgical procedures.

How to Take Pre- approval in case you are visiting outside network & Outside UAE

NAS Claims & Customer Support Center (NCCS Center)

- A 24-hours hot line can be called at any time to seek assistance and/or guidance. Their 24/7NCCS Center staff is ready to answer all your queries, give indications concerning nearest Network Providers, assist you in claims, procedures and **grant pre-approvals** applicable to your cover.
- Contact details of NCCS Center, also printed on the reverse side of the Access Card, are **+971 2 6940700. toll-free 800 2311** and email ClaimsCente@nas.ae

(If you're facing any problem in getting the above mentioned services please contact us.

SUN INSURANCE BROKERS – 04 – 3355399 – (Medical Department)