



## NAS BENEFICIARY'S GUIDE

Dubai Islamic Insurance & Reinsurance Company (AMAN) has appointed NAS Administration Services (NAS) to administer healthcare claims on its behalf. In doing so, all the matters related to healthcare claims & network providers are handled by NAS.

### **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 24/7 NCCS 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.

With your prior notification, NCCS Center can:

- Secure appointments with Doctors (within the Network).
- Arrange for prescribed medicines before you reach Network pharmacy.
- Direct you to the nearest Network Provider.

**Contact details of NCCS Center, also printed on the reverse side of the Access Card**

**Nas Toll Free: 8002311**

**U A E Helpline: (+971) 2 6940700**

**Fax: (+971) 2 6766227**

**Email: [claimscentre@nas.ae](mailto:claimscentre@nas.ae)**

### **CLAIM PROCEDURES**

#### **Access Card:**

Always present your personalized Access Card while seeking Treatment at any NAS Network provider to acknowledge your affiliation with NAS and AMAN.

#### **Treatment within Network:**

When seeking treatment within NAS applicable Network of Providers, please make sure that you / your family members:

- Present both Identification and Beneficiary Access cards, this way the healthcare provider will recognize your affiliation with NAS and deliver the required service.
- Pre-approval is granted whenever applicable. For any medical expense over AED 700/-, prior approval is needed from NAS.
- Sign the necessary forms provided by the healthcare provider. Your signature is essential to validate the utilized services.