



## Documents Required / Procedure

### BENEFICIARY REQUIREMENTS

(ALL DOCUMENTS SHOULD BE DULY FILLED & SUBMITTED WITH THE REIMBURSEMENT)

- Copy of INSURANCE HOUSE P.S.C medical card.
- Original diagnostic reports stamped and signed by the treating doctor.
- Itemized bill/invoices details with the date along with the original paid receipt.
- Prescription for medication given by the doctor.
- Investigation results/reports for all Laboratory tests services or X-ray diagnostic services like MRI, CT scans and endoscopies etc.
- For inpatient (Hospitalization Cases), preapproval / Authorization copy need to be attached.
- For treatment availed outside the UAE, copy of the passport showing Exit & Re-entry to UAE or any other similar documents.
- All the documents including invoices and medical reports should be either English or Arabic. Documents in other languages must be translated by an official public translation prior to submission.
- Use separate claim form for each members / treatment taken and need to mention the IBAN No.
- INSURANCE HOUSE P.S.C bears no liability for any incorrect bank account (IBAN) details provided along with the claim form and any changes related to corrective action shall be deducted from the final settlement
- Please retain copies of receipts and documents enclosed with your claim, as INSURANCE HOUSE P.S.C will not return the original documents.
- Please verify the amount of settlement against the eligible claim amount. In case of any discrepancies, errors or clarifications, Please contact concerned Claims Department within 21 days of receipt of the settlement. Otherwise the file will be closed assuming the Payment to be in good order.

Note: Reimbursement claims must be submitted through HR Department /Broker company /through online portal as per the Policy terms & conditions.