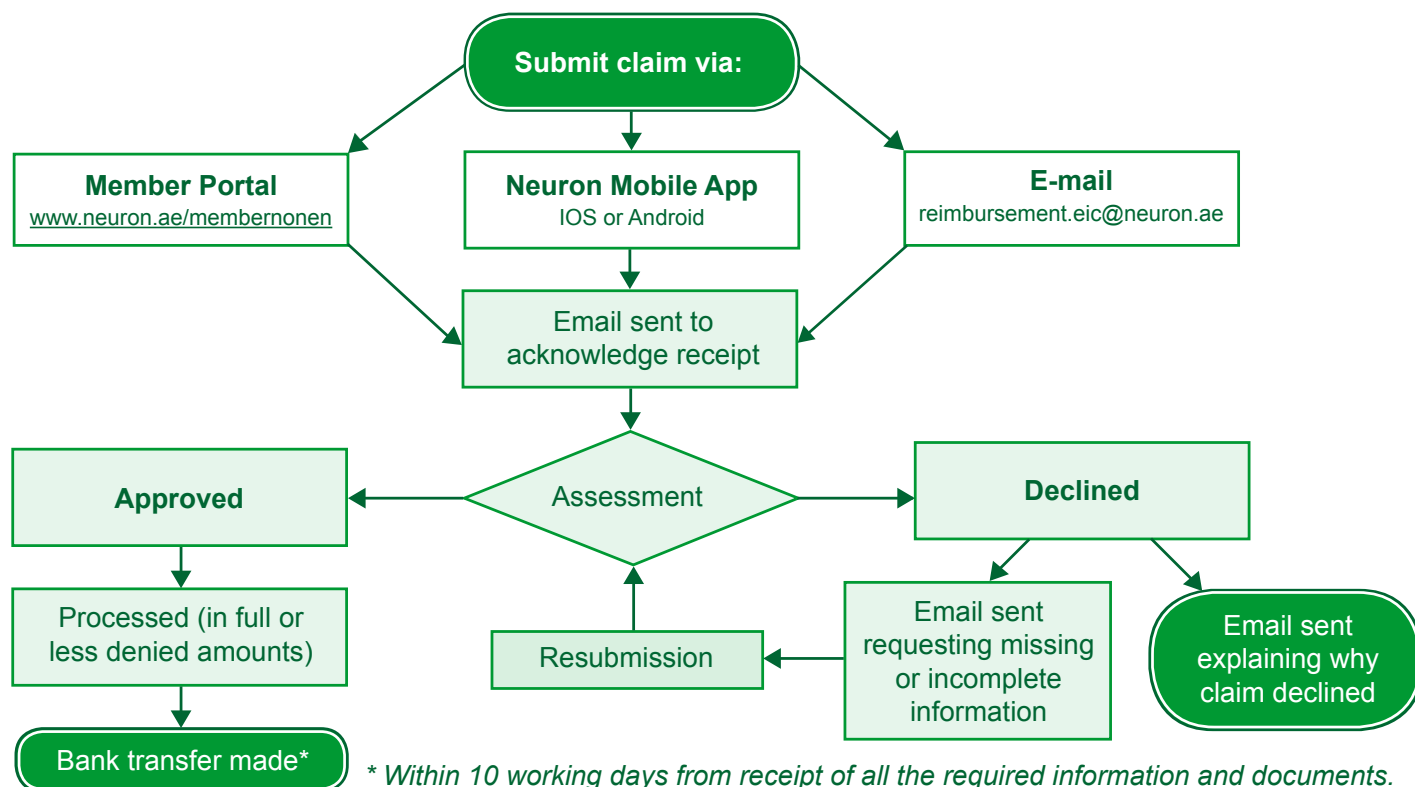


Reimbursement Process

If you visit a provider outside your network(s), or in the unlikely event a network provider still does not accept direct-billing after you have presented your card and sought assistance from the TPA, you will need to pay and claim to be reimbursed.



To be submitted:

- 1) A FULLY completed Claim Form, stamped & signed by the attending Medical Practitioner.
- 2) A Discharge Summary & Medical Report for all Inpatient and Day Patient Claims.
- 3) Diagnostic Reports/Results: Pathology and Scans (X-rays, CT, MRI & PET), etc.
- 4) Prescriptions for all Medicine and Supply Claims.
- 5) Proof of payment, all Invoices (itemised, with a breakdown of amounts) and Receipts.

- Claim Forms can be downloaded from www.intl-globalcare.com.
- For ongoing treatment of a medical condition (e.g. a program of physiotherapy sessions), subsequent invoices/receipts must be submitted with a copy of the completed claim form.
- All documents must be in English or Arabic (a translation must be provided if in other languages).
- Copies of documents are acceptable (but please keep the originals in case they are required).