

TELECONSULTATION SERVICE

Healthcare at your fingertips



Dear Member,

You are now entitled to use our new teleconsultation service. Within minutes, you can have a video consultation with a qualified doctor from the comfort of your home or office through the MyNEXtCARE web portal or mobile app with no co-pay or deductible.

The teleconsultation is provided by Health at Hand, which is a licensed telehealth service provider in NEXtCARE's network with qualified doctors speaking English and Arabic languages.

HOW DOES TELECONSULTATION WORK?

- Download [MyNEXtCARE](#) App.
- Click on the teleconsultation icon in the “more” section on the home screen.
- Within minutes, you will be connected to a qualified telehealth provider at your fingertips.
- Offering a secure and confidential service, Health at Hand doctors can give you medical advice, recommend treatments and offer prescriptions (when needed) for non-emergency medical concerns such as cough, cold, allergies, urinary infection, diarrhea, etc.
- Right after a teleconsultation, you will receive your medical report directly through the app.
- In the medical report, you will be able to access the details of your prescription and an e-Prescription Number (e-RX). You can use this number in pharmacies within your network in Dubai and Northern Emirates to get approval as per your policy terms and conditions.
- If you face any issues availing a prescription, please contact us at teleconsultation@nextcarehealth.com or at +971 (04) 270 8800, and our Care Center will be happy to assist you.

ALWAYS WITH YOU

1

Click on the teleconsultation icon on the MyNEXtCARE app

2

Tap "See a doctor now"

3

Connect with a doctor

SIMPLE, FAST AND CONVENIENT



Video consultations, 7 days a week*



e-Prescription for OTC medicine** and lab tests



Medicine delivery (only in Dubai)



Confidential and secure

*Saturdays-Thursdays 6:00 am – 10:00 pm (GST)

Fridays 9:00 am – 6:00 pm (GST)

**Acceptance of prescription for drugs outside UAE is subject to local country regulations

To learn more about how teleconsultation can make your life easier, click here to watch our [video](#).

Yours sincerely,

The NEXtCARE Team

Saturday to Thursday (6AM to 10PM GST) and on Friday (9AM to 6PM GST)

The Teleconsultation Service is provided by Health at Hand doctors. All doctors are licensed from Dubai Health Authority under license number DHA-FL0077486-. They are fully qualified and trained to provide the service from the Health at Hand DMCC premises in Dubai, United Arab Emirates.

Terms of use apply. Please refer to them within the MyNEXtCARE app.

Health at Hand DMCC 4207 BB1 Tower, Mazaya Business Avenue, JLT, Dubai, United Arab Emirates.

NEXtCARE Claims Management LLC, Eiffel 2 Building, 1st Floor Umm Al Sheif, Sheikh Zayed Road, P.O. Box 80864, Dubai, United Arab Emirates.

NEXtCARE[®]
Your Health Managed with Care

Our teleconsultation service provided by Health at Hand. The services are provided from the Health at Hand DMCC premises located in Dubai, United Arab Emirates, and licensed by the Dubai Health Authority under license number DHA-FL-0077486. The doctors are licensed with the Dubai Health Authority. NEXtCARE and its partners are not responsible or liable for any claim, loss or damage directly or indirectly resulting from use of the teleconsultation service or any other Health at Hand service.

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NEXtCARE Claims Management LLC, Eiffel 2 Building, 1st Floor Umm Al Sheif, Sheikh Zayed Road, P.O. Box 80864, Dubai, United Arab Emirates.

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MyNEXtCARE mobile app and member portal



As part of enhancements provided to valued ASNIC members, you have the opportunity to take advantage of online services using the mobile app functionality. The details of how to register on the mobile app are outlined below:

- You may choose to download the app from the Apple store or Google Play – search for it by name: “NEXtCARE”
- Use the 16-digit alpha-numeric character on your assigned medical card OR Emirates ID number (UAE only) to register on the mobile app
- Should you face a challenge while registering on the mobile app, please don't hesitate to contact the Asnicare Service Center, +971.4.270.8554 OR toll free (if you are within the UAE) 800.27642273
- You may use the same credentials to access services through the member portal provided by NEXtCARE at **mynextcare.nextcarehealth.com/user**

The NEXtCARE E-membership through the mobile app: if you have registered for the NEXtCARE mobile app, you can present an E-membership card (electronic ID card) at in-network providers by clicking on the “E-membership” icon from the app home screen. No physical ID card is necessary. Please note: if your spouse and/or dependents 18 years of age or older are seeking services, they would need to present their own E-membership through the mobile app. Dependents under 18 will be listed under the primary subscriber's E-membership on the mobile app.

You may use the mobile app and beneficiary portal to access information, such as:

- **My Profile** - Update the My Profile section of the mobile app with your home address or work address by clicking on 'locate' on the map function to exactly identify your location
- **My Policy** - Identify your family members, review your policy details and benefits
- **E-membership card** (Virtual ID Card) - If your dependents are 18 years of age or older, they will need to register themselves as individual users to access their information
- **Claims** - Submit your medical claims through the mobile app. You can also track and view your claims
- **Network** - Search for a provider near your work location or home location, if mapped. If you need an extensive search, access this service through the beneficiary portal for more options.
- **Contact us** – Submit an inquiry or view your queries with responses

If you do not prefer to use the mobile app functionality, you have the option to use the desktop version of the member portal. The details of how to register on the member portal are quite similar, just follow the same steps after providing your credentials, or use the same login and password as for the mobile app.

Access the NEXtCARE member portal at **mynextcare.nextcarehealth.com/user**.