

HOW TO SUBMIT NON-NETWORK REIMBURSEMENT CLAIMS

If you choose to obtain care outside of the NextCare network, you are responsible for paying for the services upfront and submitting a claim according to the following procedure. It is important to provide complete information; missing information may result in delays of reimbursement and deductions.

Neither ASNIC nor NextCare can insert missing information on your behalf. You will be reimbursed for incurred amounts based on your benefits schedule outlined in the Table of Benefits provided to you with the Welcome Kit and ID cards upon enrollment.

Reimbursement Process

1. Bring the Medical Claim Reimbursement Form-NEXTCARE, which can be found on:
 - a. The CD you received in your Welcome Kit
 - b. The website www.alsagrins.ae > Click on the Downloads at the top right hand corner and select the last option titled Medical Claim Reimbursement Form-NEXTCARE
2. Complete all sections of the form including the mandatory clinical assessment section, which is to be filled by the treating doctor.
3. Pay the bill and ask the doctor for an itemized invoice which lists each service and its cost.
4. Email scanned copies of invoices to confirm the information needed to process your claim. Cancelled checks or credit card receipts are not acceptable proof of a claim. Sign and date the declaration on the reimbursement form and be sure to include your mobile telephone number.
6. Attach scanned receipts of payments and other relevant documents.
7. Submit your claim by email to the claims processing team at asnicare@nextcarehealth.com.

Incomplete claims will be returned to you within two working days (Sunday - Thursday). You may resubmit the claim again once you complete all missing documents

Eligible claims will be settled within 10 working days (Sunday - Thursday). ASNIC will issue checks that will be delivered to your address by courier.

If you prefer reimbursement directly into your bank account, please complete the "Funds Transfer Request" form located on the CD you received with your Welcome Kit and send it to ASNIC at asnicare@nextcarehealth.com with a copy of your passport.



*An "ASOAP Form" is a claim form that should be filled by your treating physician and has information that is relevant to your medical illness and treatment.

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