YOUR VISIT TO HEALTH PROVIDERS

What documents do I need when VISITING A DOCTOR WITHIN GLOBEMED NETWORK and what’s the process?

1. Your Insurance Card, if you don’t have it kindly get an approval from the WhatsApp number 01066669888 or via email approvals@globemedegypt.com,

2. Please mention the provider name and the type of consultation you need when issuing the approval.

3. Your ID or another similar legal personal document (Passport, Driver’s License...).
PROCESS

• 1. Present your Insurance Card or the approval with your ID card at the doctor’s office; please make sure the doctor you visit is within the GlobeMed network.

• 2. Make sure you get a white claim form (signed and stamped) clearly stating:
  ▪ diagnosis code
  ▪ prescribed medicine with treatment period
  ▪ your personal information
  ▪ date
  ▪ required test.
WHAT DOCUMENTS DO I NEED TO DISPENSE ACUTE PRESCRIPTION MEDICINE?

1. Your Insurance Card, if you don’t have it kindly get an approval from the WhatsApp number 01066669888 or via email approvals@globemedegypt.com

2. Please mention the provider name and the branch when issuing the approval.

3. The blue copy of the claim form for medications fully filled and stamped by your physician, with clear reference to the date, the diagnosis and the number of packs for the duration of the treatment.

Terms:

- The medication should be purchased within 7 days maximum from the prescription date. Otherwise, the prescription is considered invalid and should need to renew the approval.
FOR CHRONIC PRESCRIPTION MEDICINE

- All you need to do is to send your chronic prescriptions and supporting documents if any to chronic@globemedegypt.com

- Below are the needed documents:
  1. A copy of the prescription or the blue version of the medical claim for explaining its appropriate diagnosis with all essential or basic details.
  2. Make sure the prescription includes the duration of treatment and the number of months of disbursement, doses, concentration and all tests.
  3. For easier communication please mention the insured member phone number.
FOR CHRONIC PRESCRIPTION MEDICINE

- **Process:**
  1. Chronic medications are posted and audited within 24 hours after sending the needed documents.
  2. Medications shall be dispensed directly from the pharmacy without any prior approval each month unless you don’t have your insurance card kindly send to GlobeMed for approvals.
  3. Prescriptions shouldn’t be older than 6 month.
  4. If medication is not dispensed within 28 days, it is automatically removed from system

- After that, you only need Your Insurance Card, if you don’t have it kindly get an approval from the WhatsApp number **01066669888** or via email **approvals@globemedegypt.com** As it will already be on the system.
WHAT DOCUMENTS DO I NEED TO RECEIVE AMBULATORY (LABS AND RADIOLOGY), DIAGNOSTIC TESTS AND/OR PHYSIOTHERAPY SERVICES?

1. Your Insurance Card, if you don’t have it kindly get an approval from the WhatsApp number 0106669888 or via email approvals@globemedegypt.com
2. The yellow copy of the claim form for Labs
3. The red copy for radiology tests
4. Forms should be fully filled, signed and stamped by your physician with clear reference to the date and diagnosis.
5. The green copy is for Physiotherapy, please make sure that your doctor specified the number of session and please be noted that you should request another approval after 12 sessions either with the same provider or not.

Terms:
- The tests should be done within 14 days maximum from the prescription date, otherwise the prescription is considered invalid and you’ll need to renew the approval.
INPATIENT SERVICES

- For Cold Admissions, i.e. not emergency room admissions, you need a prior approval from GlobeMed Egypt via approvals@globemedegypt.com or WhatsApp number 01066669888.

- Make sure to support your request with the following documents:
  1. Medical ID Number.
  2. Medical Report specifying reason of admission or surgery required, make sure it includes the following:
     - Needed treatment, and the type of procedure
     - Name of the hospital
     - Admission date
     - Supporting documents (lab tests, radiology.. etc).
     - The medical report should not be older than one month.
WHEN OUR VALUED INSURED MEMBERS PAY IN CASH, GLOBEMED REIMBURSEMENT DESK WILL NOT REST TILL OUR INSURED MEMBER GETS HIS CASH BACK.

• Send to GlobeMed Reimbursement Department

• Reimbursement@globemedegypt.com

• In the next slide the reimbursement form we need for Cash Reimbursement
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<th>Services</th>
<th>Benefits</th>
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<td>- Improved diagnosis&lt;br&gt;- Early intervention&lt;br&gt;- Personalized treatment</td>
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<td><strong>Laboratory Tests</strong></td>
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<td>- Diagnostic accuracy&lt;br&gt;- Monitoring of conditions&lt;br&gt;- Treatment monitoring</td>
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<td><strong>X-rays</strong></td>
<td>- Chest X-rays&lt;br&gt;- Abdominal X-rays&lt;br&gt;- Dental X-rays</td>
<td>- Evaluating internal structures&lt;br&gt;- Monitoring bone health&lt;br&gt;- Identifying fractures</td>
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<td><strong>Physiotherapy</strong></td>
<td>- Motor skills training&lt;br&gt;- Pain management&lt;br&gt;- Rehabilitation</td>
<td>- Improved mobility&lt;br&gt;- Reduced pain&lt;br&gt;- Enhanced quality of life</td>
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<td><strong>Dental Services</strong></td>
<td>- Teeth cleaning&lt;br&gt;- Tooth filling&lt;br&gt;- Root canal treatment</td>
<td>- Preventive care&lt;br&gt;- Repairing damage&lt;br&gt;- Maintaining oral health</td>
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<td><strong>Optical Services</strong></td>
<td>- Eye examination&lt;br&gt;- Prescription eyeglasses&lt;br&gt;- Contact lenses</td>
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<td><strong>Pregnancy and Delivery</strong></td>
<td>- Antenatal care&lt;br&gt;- Labor and delivery care&lt;br&gt;- Postnatal care</td>
<td>- Ensuring a healthy pregnancy&lt;br&gt;- Safe childbirth&lt;br&gt;- Support during pregnancy and postpartum</td>
</tr>
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*Note: The information provided is a general outline and may not reflect the specific details of the service.*
Thank you!