

Insurance company	TPA	Claims Submission Method	Claims Submission Period	TAT
AXA	AXA	Hard copy claims to AXA. // AXA individuals can submit claim through AXA 's application// Except Ci-Capital , intelcia and Abou Ghaly to be submitted as softcopy every Wednesday through Medmark team to remonda.riad@axa-egypt.com.	90 days	10 working days for the assessment + 5 working days for the payment
METLIFE	METLIFE	Hard copy claims to Metlife //or uploaded by the member on Metlife application	90 days	14 working days
ORIENT	Mednet	Hard copy to Mednet	60 days	14 working days
	Nextcare	Hard copy to Nextcare (except Ceva Logistics for outpatient claims of up to EGP 10,000 as soft copies to Reimb-eg@nextcarehealth.com Copying Ghada.Nassar@alfuttaim.com twice a month // or upload on Nextcare application	60 days	14 working days

AROE	Globemed	Hard copy claims sent to Globemed // the member can upload on Globemed 's application for outpatient services up to 5000 EGP	90 days	14-15 working days
Libanosuisse	Globemed	Hard copy claims sent to Globemed // //or softcopy claims uploaded by the member on GlobeMed application	90days	14-15 working days
GIG Egypt	Globemed	Hard copy claims sent to Globemed using GIG claim form // or softcopy claims uploaded by the member on GlobeMed application	90 days	14-15 working days

Royal	Nextcare	Hard copy to Nextcare // or through the LUMI application	Can be 60 or 90 days as per agreement with HR .	14 working days
	Mednet	Hard copy to Mednet	30 days	14 working days
	Globemed	Hard copy claims sent to Globemed // or softcopy claims uploaded by the member on GlobeMed application	30 days	14-15 working days
CHUBB	Mednet	claims are sent through email to Chubb chubblifeegyptclaims@chubb.com as soft copy	90 days	14 working days
	Nextcare	Claims are submitted through Nextcare Lumi application only	90 days	14 working days

Delta	Globemed	Hard copy claims sent to Globemed // or softcopy claims uploaded by the member on GlobeMed application	<ul style="list-style-type: none"> • Default 30 days 	14-15 working days
	Nextcare	Hard copy to Nextcare // or to submitted through Nextcare Lumi application // except Intech to be submitted through Medmark team to Nextcare's email (Reimb-eg@nextcarehealth.com) for outpatient services only .	<ul style="list-style-type: none"> • Default 30 days (e.g Kazareen) • Intech 60 days 	14 working days
Misr insurance	Misr Health	Hard copy claims sent to Misr health	60 days	21 working days
	Nextcare	Hardcopy to Nextcare// or to submitted through Nextcare Lumi application	60 days	21 working days
	GlobeMed	Hard copy claims sent to Globemed // or through GlobeMed application	60 days	21 working days

Sarwa Life(don't issue cheques to member)	GlobeMed	<p>Softcopy only to Sarwa Life to Reimbursement@sarwa.life all weekdays</p> <p>Except inpatient, requested as original Hardcopies (obtaining prior approval from the company is required for approving inpatient claims outside the medical network to meet the reimbursement conditions as per the policy. Normal delivery, cesarean section claims, and emergency cases are excluded from this requirement)</p>	90 days	5 working days for the assessment + 10 working days for the payment
Sarwa insurance(don't issue cheques to member)	GlobeMed	Hard copy claims sent to Globemed or through the App by the member	90 days	14-15 working days
Tokio Marine	Inaya	Hardcopies to Inaya or Exceptionally through application	90 days	14 working days