

Approvals				One Stop Shop	Route of Communication
Services	Time Frame	Needed Documents	Route For Each Service		
Hospitals: All daycare & inpatient admissions	2 Hours	Medical report mentioning : 1- Diagnosis 2- onset date of symptoms 3- Treatment plan/procedure Hospital name Membership card	If consultation is done inside or outside the network, approval must be issued		Approval.Requests@metlife.com
Radiology Center: MRI Colored doppler CT scan Doppler 3D ultrasound All types of endoscopy Scans with contrast Echo Ultrasound if at the same doctor's clinic	2 Hours	Red form mentioning symptoms and requested scan Membership card	If consultation is done inside network, radiological tests can be done within the same facility or in scan center within the network directly using the form (cannot be done in a different hospital) If consultation is done outside network, approval can be issued directed to a scan center within the network (not hospital)	if started consultation in a facility, can continue all services in the same facility	Approval.Requests@metlife.com
Lab Tests: Tumor markers (CA15.3, CEA, CA 125, PSA) Hepatitis: HBAB, HCV AB, HB, HB AG PCR Hormones: (Progesterone, FSH, LH, Estrogen)	2 Hours	Yellow form mentioning symptoms and requested lab tests Membership card	If consultation is done inside network, lab tests can be done within the same facility or in scan center within the network directly using the form (cannot be done in a different hospital) If consultation is done outside network, approval can be issued directed to a labr within the network (not hospital)		Approval.Requests@metlife.com
Pharmacies:	2 Hours		can be dispensed directly using claim form except for vitamins must issue prior approval and medications above 400 EGP		Approval.Requests@metlife.com
Chronic Medication: dispensed monthly for more than 2 months	5 working days	Prescription mentioning diagnosis and mentioning it is a monthly medication Lab test results/Scans report	Prior approval must be issued		EgyptASSD@Metlife.com
Maternity (After Maternity Activation):	2 Hours				Approval.Requests@metlife.com
Dental:	2 Hours	If covered in scheme, it is covered upon prior approval within specific providers/clinic services covered based on TOB			Approval.Requests@metlife.com
Chemotherapy&Radiothera py Centers:	2 Hours	Prescription mentioning diagnosis Treatment plan	prior approval must be issued if consultation is within or outside the network		Approval.Requests@metlife.com

Physiotherapy Centers: All Services	2 Hours	Prescription mentioning diagnosis Treatment plan Onset date of symptoms Scan report	Prior approval required		Approval.Requests@metlife.com
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