

Approvals				Route of communication
Services	Time frame	Needed documents	Route For Each Service	
Hospitals: Daycases and Inpatient admissions	2 hours	A)Medical report mentioning : 1- Diagnosis 2- Onset date of symptoms 3- Treatment plan/procedure B)Hospital name C)Membership card	Approval must be issued weather the consultation done inside or outside the network.I	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	1) Red form mentioning symptoms and requested scan. 2)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)	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	1) Yellow form mentioning symptoms and requested lab tests. 2)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:			can be dispensed directly using claim form. Approval must be issued for vitamins and medications above 400 EGP	Approval.Requests@metlife.com
Chronic Medication: dispensed monthly for more than 2 months	7 working days	Prescription mentioning diagnosis and requested on monthly basis. Lab test results/Scans report	Approval must be issued weather the consultation done inside or outside the network.	egyptASSD@metlife.co
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		
Chemotherapy&Radiotherapy 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:	2 hours	Prescription mentioning diagnosis Treatment plan Onset date of symptoms Scan report	Prior approval required	Approval.Requests@metlife.com