

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 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 // or upload on Nextcare application	60 days	14 working days
AROPE	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 // Except Brightskies submitted as softcopy through Medmark team only all weekdays to Reimbursement@globemedegypt.com //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 // claims soft copy with the note of SENT TO GIG by handwriting to Reimbursement@globemedegypt.com all weekdays for the outpatient claims only up to 5000 EGP	90 days	14-15 working days
Royal	Nextcare	Hard copy to Nextcare	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	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 // Except Intech group can submit outpatient claims as soft copy to Globemed email through Medmark team to Reimbursement@globemedegypt.com all weekdays or through App , inpatient claims must be Hardcopy	<ul style="list-style-type: none"> • Intech has an exception 60 days submission and resubmission • Default 30 days 	14-15 working days
	Nextcare	Hard copy to Nextcare (IDM is not now under Medmark)	<ul style="list-style-type: none"> • Default 30 days (e.g Kazareen) 	14 working days
Misr insurance	Misr Health	Hard copy claims sent to Misr health	60 days	21 working days
Sarwa Life	GlobeMed	Softcopy only to Sarwa Life to Reimbursement@sarwa.life all weekdays	90 days	5 working days for the assessment + 10 working days for the payment

Sarwa insurance	GlobeMed	Hard copy claims sent to Globemed or through the App by the member	90 days	14-15 working days