

Insurance Company	TPA	Claims Submission Method	Claims Submission Period	TAT
AXA	AXA	1. AXA Individual Claims: AXA Individuals can submit their claims directly via the AXA's application. 2. Softcopy Submission (via Medmark Team to: hashem.arafa@axa-egypt.com): - CI Capital: Submit on Sunday, Tuesday, and Thursday - Le Passage: Submit on Sunday - ATS, Al-Ahly Tamkeen and El-Sharkeya Sugar: Submit on Wednesday - Inertia: Submit on Thursday 3. Hardcopy Claims: All other claims should be submitted as hardcopy.	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	NextCare	1. Hardcopy Claims: All claims should be submitted in hardcopy to NextCare, except as noted below. 2. Softcopy Claims: - Ceva Logistics: Outpatient Claims up to EGP 10,000. - Submit softcopy to: reimb-eg@nextcarehealth.com or reimbursement.eg@nextcarehealth.com - Copy: Ghada.Nassar@alfuttaim.com - Frequency: twice per month on 15th & 30th Alternatively, claims can be uploaded via the NextCare application.	60 days	14 working days
AROPE	Globemed	Hard copy claims sent to Globemed OR the member can upload on Globemed 's applicaton for outpatient services up to 5000 EGP	90 days	14-15 working days
Libanosuisse	Globemed	Hard copy claims sent to Globemed OR softcopy claims (inpatient & outpatient) uploaded by medmark team to Globmed portal OR uploaded by the member on GlobeMed applicaton	90days	14-15 working days
GIG Egypt	Globemed	1. Hardcopy Claims: Submit to Globemed using GIG claim form. 2. Softcopy Claims: - For outpatient claims up to EGP 5,000 and Submitted by the Medmark team via the Globemed portal OR uploaded directly by the member using Globemed application. * Invoices must contain handwritten " sent to GIG "	90days	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
	Globemed	Hard copy claims sent to Globemed OR softcopy claims uploaded by the member on GlobeMed application	30 days	14-15 working days
Delta	Globemed	Hard copy claims sent to Globemed OR softcopy claims uploaded by the member on GlobeMed application	Default 30 days	14-15 working days
	Nextcare	1. General Hardcopy Submission: All claims are submitted as hardcopy to NextCare. OR 2. Online Submission via NextCare Lumi Application 3. Inpatient claims: Must be submitted as hardcopy.	Default 30 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	1. Softcopy Claims: - Submit softcopy only to: Reimbursement@sarwa.life - Submission is accepted all weekdays. 2. Hardcopy Claims - Inpatient: - Original hardcopies are required for inpatient claims. - Prior approval from the company is required for inpatient claims outside the medical network for reimbursement. Exceptions: Normal delivery claims, Cesarean section claims and Emergency cases	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	90 days	21 working days
KAF	Seha One	1. softcopy for all outpatient claims with amount < 5000 EGP, otherwise, submitted as hardcopy	90 days	14 working days
	Globemed	1. Hardcopy for inpatient claims. 2. soft copy for outpatient claims	90 days	14 working days
Allianz	NextCare	Hard copy to Nextcare OR through the LUMI application	90 days	14 working days
Misr Takafol	NextCare	Hard copy to Nextcare OR through the LUMI application	90 days (Exception)	14 working days
Chubb	Mednet	•Outpatient claims are submitted as a soft copy 2 times per month through (reimb.support@mednet.com) (AWA Group) •Inpatient are submitted as Hardcopy once receiving the claim	•60 days for claim submission // •30 days for claim resubmission after receiving reply after final assessment in case of missing documents	14 working days
Salama	Globemed	Hard copy claims sent to Globemed or through the App by the member	90 days	14 working days