

Approvals				One Stop Shop	Route of Communication
Service name	TAT	Needed Documents	Route For Each Service		
Inpatient Services: Surgery, Daycase, inpatient admission Requires prior approval	1-2 Hours	1.card copy 2.Detailed medical report including: Symptoms /onset date of symptoms. Diagnosis Admission date Expected length of stay Provider name and branch 3. Investigation results	Step 1: The beneficiary should proceed to the emergency unit of the nearest contracted hospital disregarding the network type just by showing up Sehaone card. Step 2: No pre-approval is needed. Approvals (if needed) are taken within 24 hours of admission through the Provider-Seha One channel before surgical intervention or discharge.		seha.approvals@sehaone.com 17245
Labs And Scans:	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	1. card copy 2. Prescription including diagnosis / test name . 3. Provider name and branch	- By using the membership card (Medical Card), you can obtain all our services directly through the service provider by entering the required services into the SehaOne system. - A stamped prescription from the treating physician must be provided, clearly stating the diagnosis and the required treatment, and bearing the physician's signature. - The original prescription must not be taken from the customer. - The customer's co-payment percentage will be applied to the total cost of the services after applying the contractual discount, or according to the agreed contractual rates. - All instructions stated on the card must be followed when providing medical services to SehaOne customers. The instructions printed on the back of the card must also be observed, whether they are in Arabic or English. Please refer to the company whenever necessary. - If the prescribed services or medications extend beyond the insurance expiration date shown on the customer's card, services may be provided and medications dispensed only up to the insurance expiration date.		seha.approvals@sehaone.com 17245

Chronic medications	24 hours	1. The most recent prescription for your monthly medications, which must clearly show: Your full name, The medical diagnosis, The dosage of each medication & The period for which the medication regimen is to be repeated 2. The results of any relevant medical tests, such as: Laboratory test results, Radiology/imaging reports related to your medical condition.	• You can obtain your monthly medications using your membership card from any pharmacy throughout the country by presenting only your medical card. • If all the items on the prescription are not available at the pharmacy you visit, you may receive the available medications partially and obtain the remaining items from another pharmacy. • Medications get removed from the system and can't be dispensed until next month after first 14 days.	seha.chronic@sehaone.com 17245	

Medication:	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	1. card copy 2. Prescription including Diagnosis. 3. Dosage & Duration of treatment. 4. Pharmacy name and branch.	• By using the membership card (Medical Card), you can obtain all our services directly through the service provider by entering the required services into the SehaOne system. • A stamped prescription from the treating physician must be provided, clearly stating the diagnosis and the required dosage for treatment, and bearing the physician's signature. • Medications may not be dispensed more than fourteen (14) days after the consultation date, unless approval is obtained from SehaOne if this period has been exceeded. • If the prescribed medication is unavailable, a substitute with the same active ingredient and concentration may be dispensed, provided its price is either lower or not more than 10% higher than the total price of the prescribed item(s), without the need for prior approval from SehaOne. • If the treating physician does not specify the duration of treatment, only the minimum available unit of the medication will be dispensed. • The original prescription must not be taken from the customer. • The customer's co-payment percentage will be applied to the total cost of the services after applying the contractual discount, or according to the agreed contractual rates. • All instructions stated on the card must be followed when providing medical services to SehaOne customers. The instructions printed on the back of the card must also be observed, whether they are in Arabic or English. Please refer to the company whenever necessary. • If the prescribed services or medications extend beyond the insurance expiration date shown on the customer's card, services may be provided and medications dispensed only up to the insurance expiration date.		seha.approvals@sehaone.com 17245
Dental Services	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	1. card copy 2. Doctor request mentioning number of teeth and treatment name (filling , extraction...etc) 3. Provider name & branch.	• After the examination is completed, the physician will provide you with a prescription for the required medications (if any). • The service provider will register the procedures requested by the treating physician on SehaOne's online operating system. • Dental treatment services are not provided within hospitals in Cairo and Alexandria. • This service is available only if it is included in your benefits schedule (coverage plan). Please note: Pregnancy follow-up, maternity (delivery) services, dental services, and optical services are subject to a specified maximum coverage limit in accordance with the contract and the terms applicable to your company.		seha.approvals@sehaone.com 17245

Physiotherapy Requires prior approval	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	1. A copy of your medical card. 2. A medical report or a prescription/recommendation from the treating physician regarding the required procedure. 3. The name of the service provider from whom you wish to receive the medical service, along with any supporting medical documents related to the requested service (such as a radiology report, laboratory test results, or a detailed medical report).	The approval is valid for only fourteen (14) days. It must be renewed if it expires and the required procedure still needs to be performed after the validity period has ended.		seha.approvals@sehaone.com 17245
Optical	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	1. card copy 2.Up-to-date eye sight examination. 3.Provider name & branch .	To obtain the service, you should visit one of the ophthalmology clinics or contracted centers within the medical network and follow these steps: - The customer presents their membership card and proof of identity. - The customer undergoes an eye examination by the physician. - If the customer visits an optical center within the medical network, the service provider will register the service on SehaOne's online operating system. Alternatively: - The insured member should visit one of the medical centers or clinics within our medical network. - The insured member must provide a certified copy of the eye examination report showing the insured member's name, the examination date, and the examination fee. - A detailed, official, stamped receipt from the optical store must also be provided, showing: - The insured member's name - The purchase date - The store's address - This service is provided only if it is included in your schedule of benefits (coverage plan). Please note: Pregnancy follow-up, maternity (delivery) services, dental services, and optical services are subject to a specified maximum coverage limit in accordance with the contract and the terms applicable to your company.		seha.approvals@sehaone.com 17245

Maternity	online 1- 15 minutes Whatsapp 1 hour Email 1 - 2 hours	• A copy of the ultrasound report or pregnancy test result must be attached, clearly showing: The insured member's name The date of service The pregnancy start date (the date of the last menstrual period)	• The request should be submitted through the SehaOne online system. • This service is provided only if it is included in your benefits schedule (coverage plan). Please note: Pregnancy follow-up, maternity (delivery) services, dental services, and optical services are subject to a specified maximum coverage limit in accordance with the contract and the terms applicable to your company.		seha.approvals@sehaone.com 17245
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