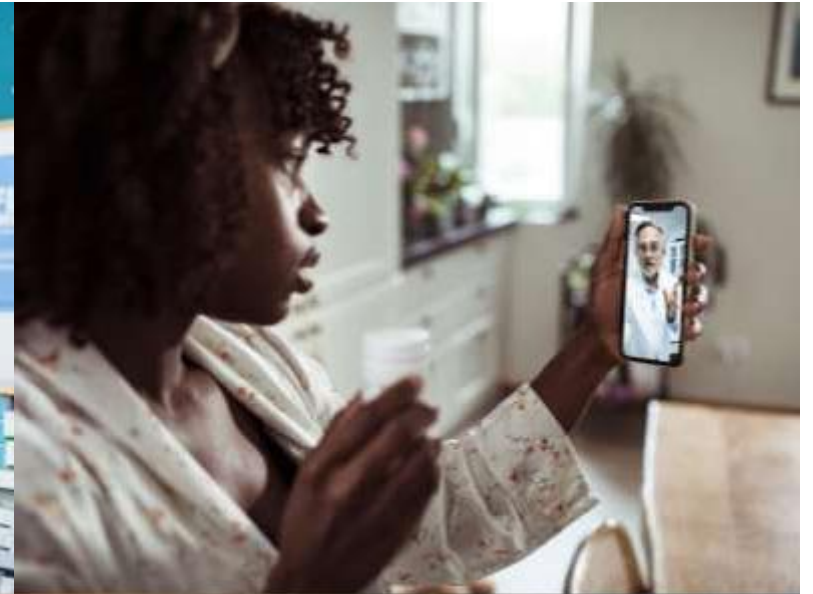


# CLAIMS PROCESS



# Claim refund process

A



## Claim Documents.

The following claim documents to be submitted by the member:

1. Completed claim form.
2. Receipts for payments done

B



## Claim Assessment

- Submitted claim processing is done within 5 working days.

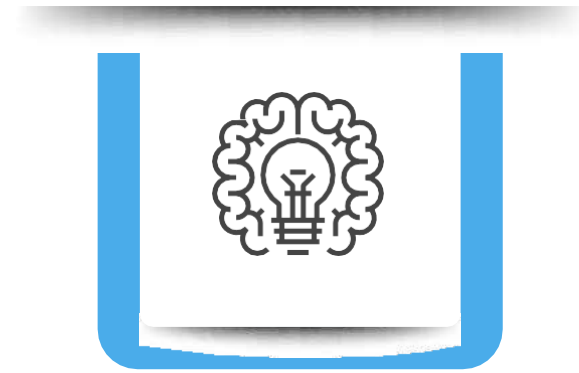
C



## Claim Refund Payment

- Refund processing is done within 72 hours for all claims awaiting payment.

D



## Refund Queries

- Submitted by members, within 24 hrs for written queries
- Within 48 hours for complex queries
- Instant for Phone calls.

# Pre-Authorisation Process

**01** Service Provider Makes a call to any of the following:

- Maisha Help Line
- Claims Assessor Staff Line
- Client Services Manager
- On claims group email

**02** Internal Staff Confirms member validity.



**03**

- Internal staff confirms award for the procedure on call if request is via phone
- Internal staff issues a guarantee letter or an AOB(Acknowledgement of benefit) issued by the system.
- Member receives service.

THANK YOU !!!