Hello.

Here’s what’s inside your User Guide.

• **Who We Are**: The parties involved in your insurance plan this year
• **Your Helpdesk**: Your point of contact for all things insurance
• **Emergency Assistance**: The number you can call in case of an insurance emergency
• **Coverage**: What’s covered and where
• **Reimbursements**: How to do them & the documents needed.
• **Chronic Claims Guide**: For students with Chronic Conditions
Who We Are

Here to assist you for the whole year
Your Helpdesk

Your point of contact for all things insurance

Health Insurance can be a frustrating process. With SANAD, it doesn’t have to be.

Available via phone, WhatsApp, & email, your dedicated Customer Care Agent is available to assist you with a variety of requests, including:

- **Coverage Awareness**: Answering questions regarding coverage & network.
- **Pre-Approval Support**: Processing & expediting approvals for direct billing claims
- **Reimbursement Assistance**: Processing & expediting approvals for reimbursement claims
- **Complaints Handling**: Assistance in resolving disputed claims and general service complaints

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**Your Point of Contact**

Heide Valencia

📞 +974 5583 5573
✉️ customercare@sanadinsurance.com

Available:

Sunday- Thursday
8 am – 9 pm

Saturday
9 am – 5 pm
Need Emergency Assistance?
Call the number on the back of your card.

Contact Number

+974 4445 5999
Available 24/7

For additional support, please contact SANAD.
Coverage

What’s covered & where

Your policy begins on 01/08/2020 & ends on 31/07/2021.

• To know about the benefits under policy, please see your Table of Benefits.

• For a brief summary on what is not covered, please refer to your General Exclusions.

• For more, please see the Policy Wording.

• To learn more about your Network of Providers, please see the Network Folder in your Insurance Kit.

• To use forms like the Reimbursement Claim Form or the Chronic Claim Form, please see the Forms folder in your Insurance Kit.

For more information, please don’t hesitate to contact us for questions or assistance.

User Guide. Northwestern University Qatar. Health Insurance. August 2020 - July 2021. In case of error, omission, or discrepancy, kindly contact SANAD or your insurer at csr@seibinsurance.com or via telephone at 4443999.
Reimbursement Process

In case you pay out-of-pocket at a provider

1. Claims typically take around 15 working days to be processed.
2. Deadline for submission is 90 days from date of treatment if your treatment occurred in Qatar.
3. Deadline for submission is 90 days from date of treatment if your treatment occurred abroad.
4. Payment will be via Wire Transfer

You can submit your documents to either of the below

📞 +974 5583 5573
✉️ customercare@sanadinsurance.com

In case of error, omission, or discrepancy, kindly contact SANAD or your insurer at csr@seibinsurance.com or via telephone at 4445999.
# Reimbursement Documents

Documents required for a successful reimbursement

<table>
<thead>
<tr>
<th>Category</th>
<th>Documents Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Documents</strong></td>
<td>Insurance Card copy, Itemized Receipt, Medical Report / Reimbursement Claim Form</td>
</tr>
<tr>
<td><strong>Consultation</strong></td>
<td>No Additional Documents Needed</td>
</tr>
<tr>
<td><strong>Prescription</strong></td>
<td>+ Physician Prescription</td>
</tr>
<tr>
<td><strong>Lab / Radiology</strong></td>
<td>+ Lab Result</td>
</tr>
<tr>
<td><strong>Physiotherapy</strong></td>
<td>+ Physician Referral Form, Radiology Report</td>
</tr>
<tr>
<td><strong>Inpatient</strong></td>
<td>+ Discharge Summary</td>
</tr>
<tr>
<td><strong>Surgery</strong></td>
<td>+ Operative Note</td>
</tr>
</tbody>
</table>

1. Claims to be submitted in either English, Arabic, or French
2. Soft copies are OK, but your insurer reserves the right to request originals
3. Additional documents may be requested.
Chronic Prescription Form

For members with chronic conditions

If your medical condition requires you to dispense your medication on a regular basis, this form is for you.

1. Ask your treating doctor to fill in the required fields for the chronic prescription (e.g. diagnosis, medication, duration) with a medical report and share these with us.

2. Let us know the chosen pharmacy (within your network) from where you would like to dispense your medication.

3. If eligible & your treatment is covered, approval will be sent to your provider to dispense medication for a period of 3 months, automatically renewable until the duration requested.

1 Any extension of these requests will require an updated prescription from the doctor.

2 For approvals requested closer to the expiry date of your policy, cover will only be given up to the expiry date.
Contact

customercare@sanadinsurance.com

+974 4038 6746

PO Box 39214

sanadinsurance.com