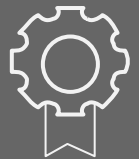


# NEXtCARE at a Glance

We help **insurers, businesses** and **individuals** navigate **healthcare systems** and **facilitate** their **life**. We manage **custom designed healthcare** plans along and exciting range of digital health solutions.



Founded in  
1999



Member of Allianz since  
2006



1,700+ employees from  
50+ nationalities



4 MN+ insured  
members



400K+ worldwide  
providers  
+ 13 K regionally



120+ Partners



8.5 MN medical  
claims



1.8 BN USD in  
premium



1.4 BN USD claims  
under management

# HOW TO CLAIM

# Inside network- Direct billing

1



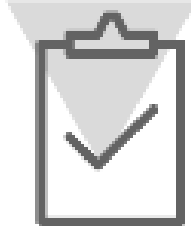
Check that the provider you intend to visit is included in your provider network by calling NEXtCARE or checking the network list on the app and/or website.

2



Present your Card / Emirates ID and pay your deductible and/or co-participation at the time of treatment, where required

3



Sign the relevant sections of the claim form

# Outside network- reimbursement



Obtain Reimbursement Form from Nextcare website



Ask treating doctor to complete, sign & stamp the form



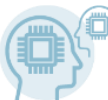
Pay the bill and request itemized invoice and original receipts



Obtain copies of all tests & prescriptions



For hospitalizations, obtain discharge summary & surgical reports



For international claims, translation into English, Arabic and French is required.



Fill the claim form including card number, email address, mobile number and your signature



Submission through the Beneficiary Portal and or through app.



Settlement by cheque or bank transfer within 15 working days from receipt of the claim.

The image shows a 'nextcare REIMBURSEMENT ASOAP FORM'. The form is divided into several sections: ADMINISTRATIVE, SUBJECTIVE, and TOTAL CHARGES. The ADMINISTRATIVE section includes fields for Healthcare Provider, Patient's Name, Date of Service, Patient's Tel, DOB, NEXCARE Card No., Employee ID, Email address, Account Name, and UAE Account / IBAN. The SUBJECTIVE section includes fields for Date of Present Symptom Onset, What date did the Patient first feel same / similar symptoms?, and In the Patient under any type of treatment / Meds. The TOTAL CHARGES section includes a table for Itemized Original Invoice and Applicable Prescription Charges, and a section for Was Inpatient Required? Length of Stay, Inpatient Provider, and Cost. The form also includes a section for Treating Physician Name, Name & Address of Facility, Tel / Fax, Email, and Signature & Stamp.



# MYNEXTCARE USER GUIDE

A company of Allianz  Partners

**nextcare**

# CONTENT TOPICS

01

## INTRODUCTION

Introduction to MyNextcare app

02

## REGISTERING

How to register on the app

03

## LOGGING IN

How to log in

04

## THE HOME SCREEN

Menu, profile, e-card

05

## POLICY COVERAGE

What is covered by your insurance

06

## CLAIMS SUBMISSION

How to manage your claims

07

## DIGITAL SERVICES

Managing your health

08

## CONTACT US

Send a message or chat with us

# INTRODUCING MYNEXTCARE APP

Download the app from your App Store, or scan the QR code below and get access to the services listed below.

Get virtual assistance



View Policy Benefits and issue Certificate



Check your symptoms



Submit and track your medical claims



Have a video consultation with a doctor

Search for a healthcare provider and book an appointment

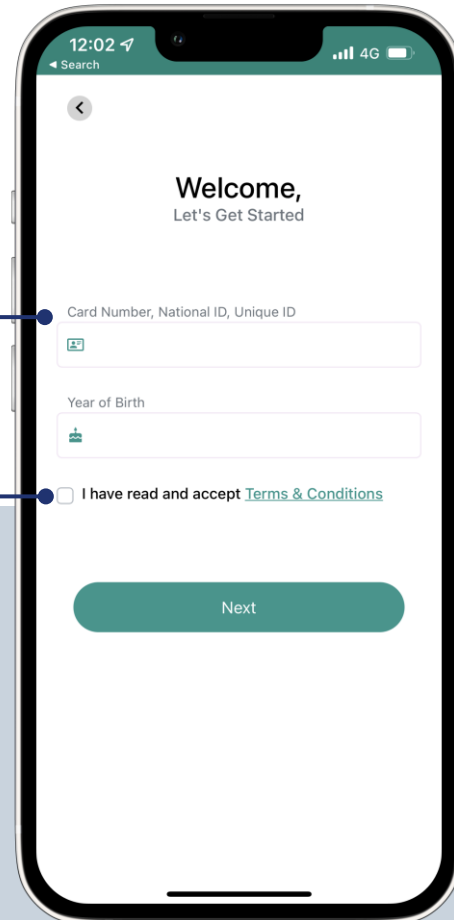


# REGISTERING ON THE APP

To register as a new user, simply follow the below steps.

## Step 01

Fill in the required details



The image shows a smartphone screen with a registration form. At the top, it says "Welcome, Let's Get Started". Below this, there are two input fields: "Card Number, National ID, Unique ID" and "Year of Birth". Underneath the second field is a checkbox labeled "I have read and accept [Terms & Conditions](#)". At the bottom of the form is a green button labeled "Next".

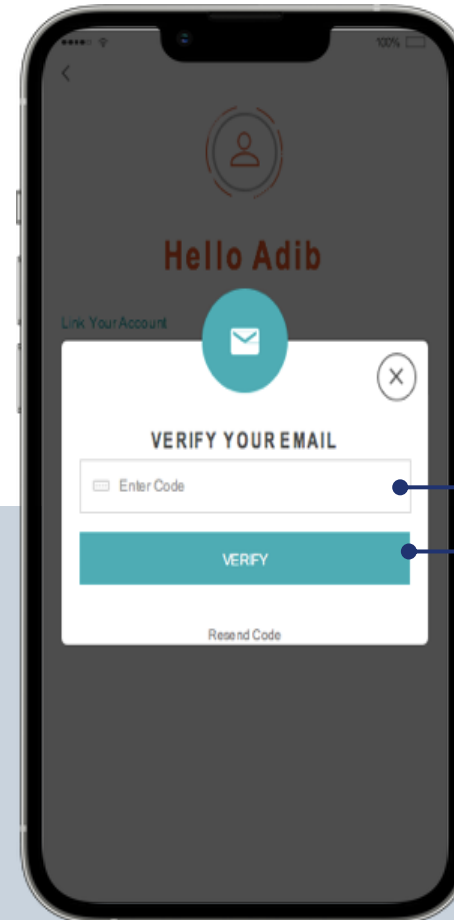
## Step 02

Tick the Terms & Conditions box



## Step 03

Enter the code sent to your email



The image shows a smartphone screen with a verification overlay. At the top, it says "Hello Adib" and "Link Your Account". Below this is a "VERIFY YOUR EMAIL" dialog box. Inside the dialog, there is an "Enter Code" input field and a green "VERIFY" button. At the bottom of the dialog is a "Resend Code" link.

## Step 04

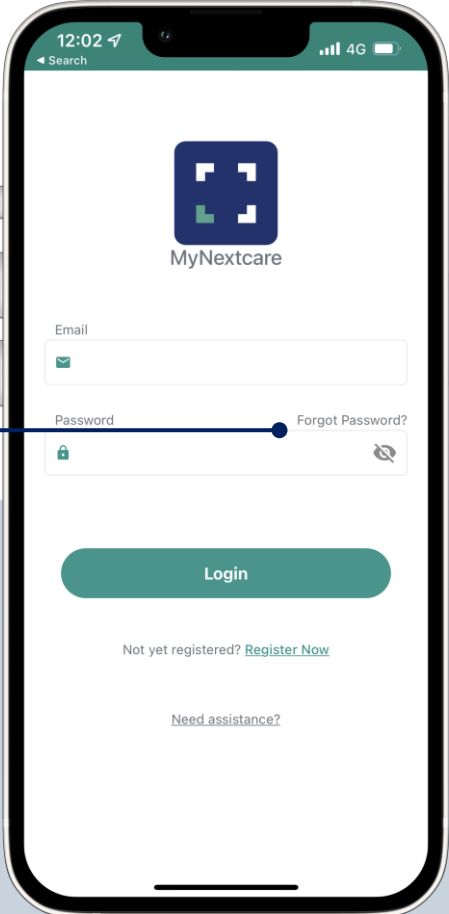
Click VERIFY

# LOGGING INTO THE APP

Log in to MyNextcare App to access all your health insurance benefits. Nextcare is GDPR compliant.  
We will not share your details with any third party.

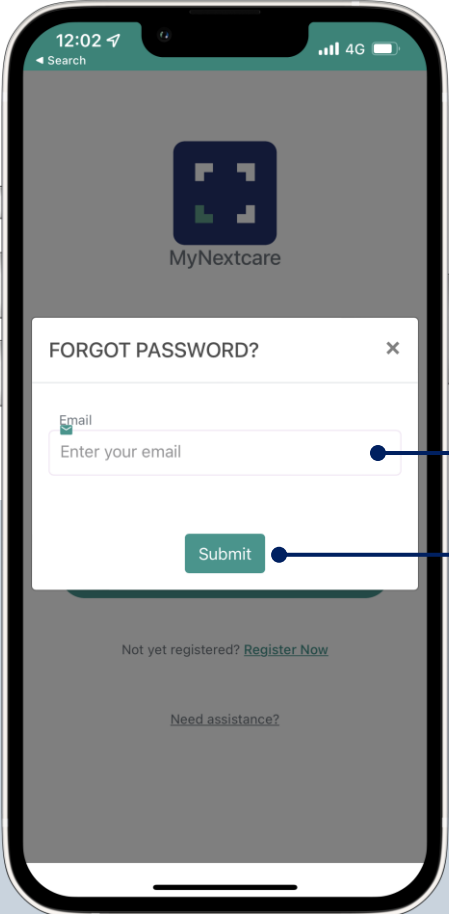
### Step 01

Log in by entering your email and password



### Step 02

Forgot your password? Click on "Forgot Password" and follow the instructions to reset it



### Step 03

Enter your email

### Step 04

Click SUBMIT

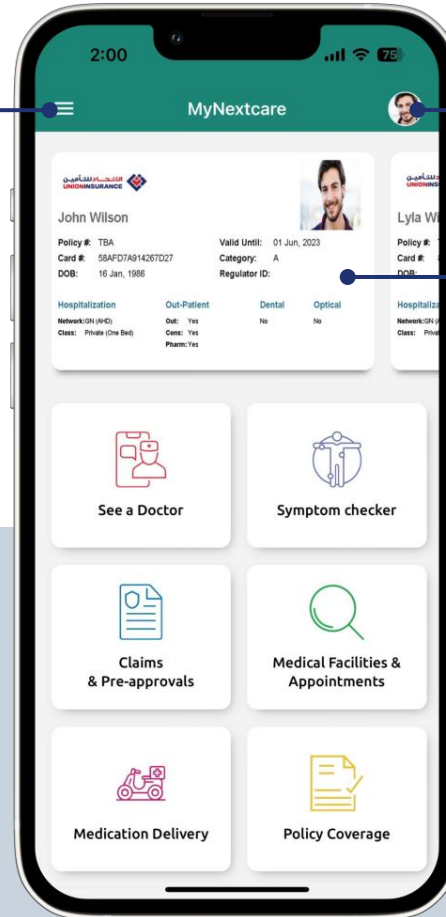
\*Password should be 8 characters long with at least 1 number, 1 symbol (!@#\_ \$+%-) and 1 Capital letter

# THE HOMESCREEN

Once you sign in, you will land on the home screen, where you can access different functionalities and also view your digital insurance card.

## Menu

- Change language
- Read our news
- Legal information
- Notifications
- Log out

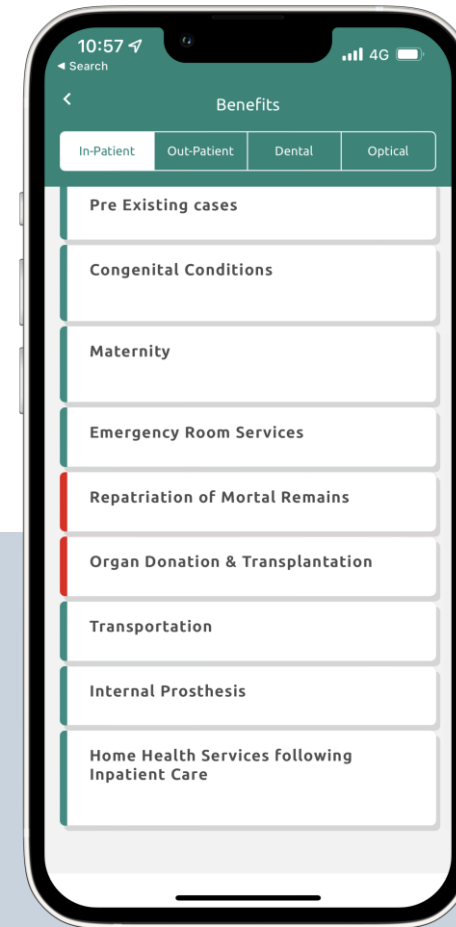
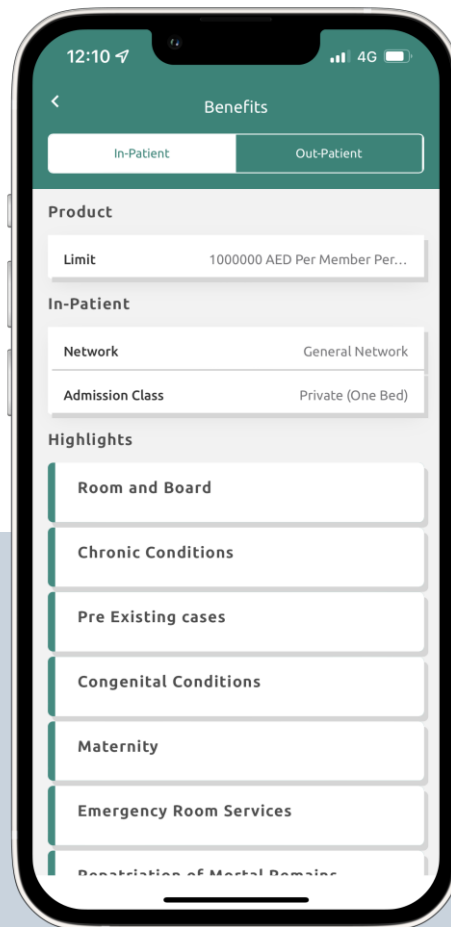
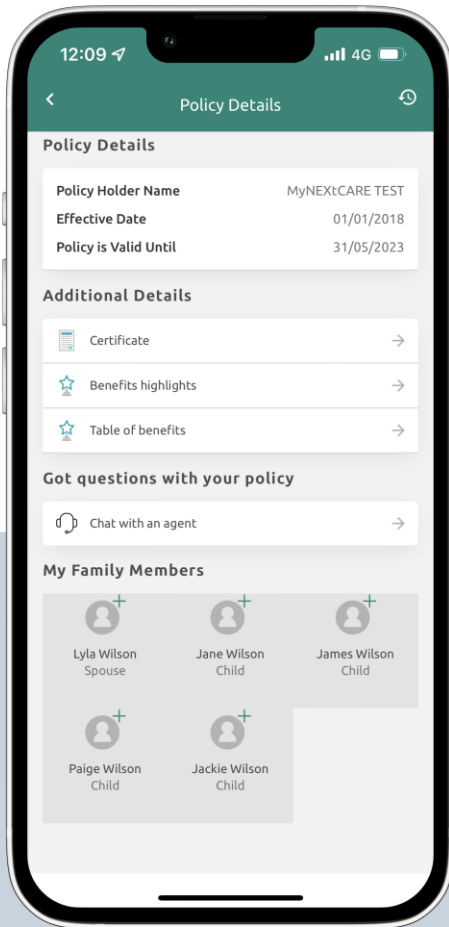


Click to view personal information and change account settings

Click to view other insured family members, or to download digital insurance card on your mobile phone

# POLICY COVERAGE

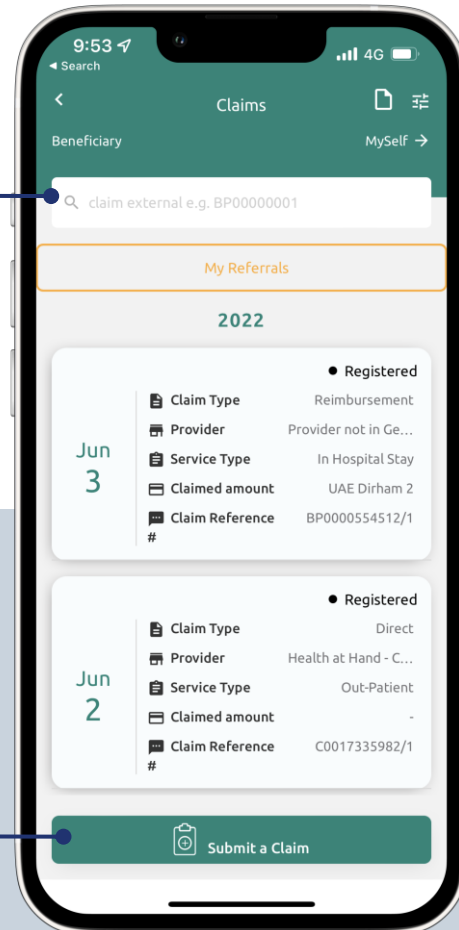
You can access your insurer's details, select beneficiary and know your covered policy benefits. For family members above 18, you will need to request access to their account.



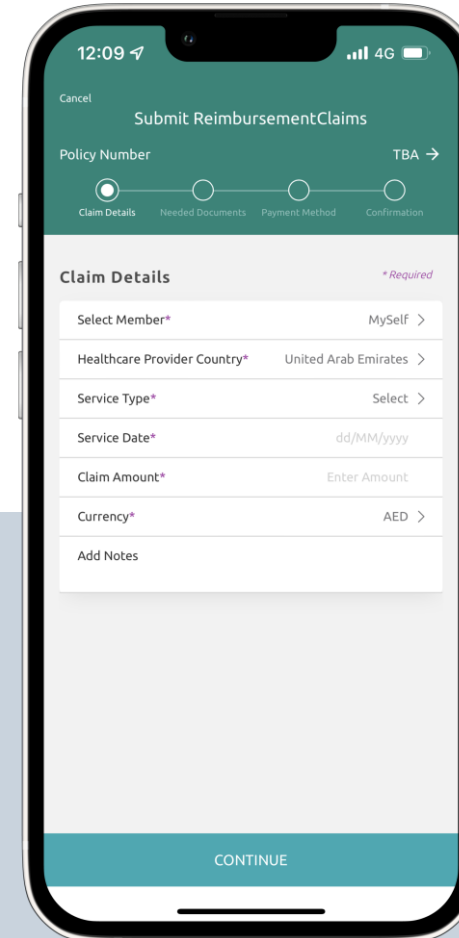
# CLAIMS SUBMISSION

Now you can submit and track your claims digitally. Make sure to take a photo of the claim form once signed and stamped by the doctor and clinic, photo of your medical results and the itemized medical invoice from the clinic.

Search and filter claims history



Submit, view and track medical claims

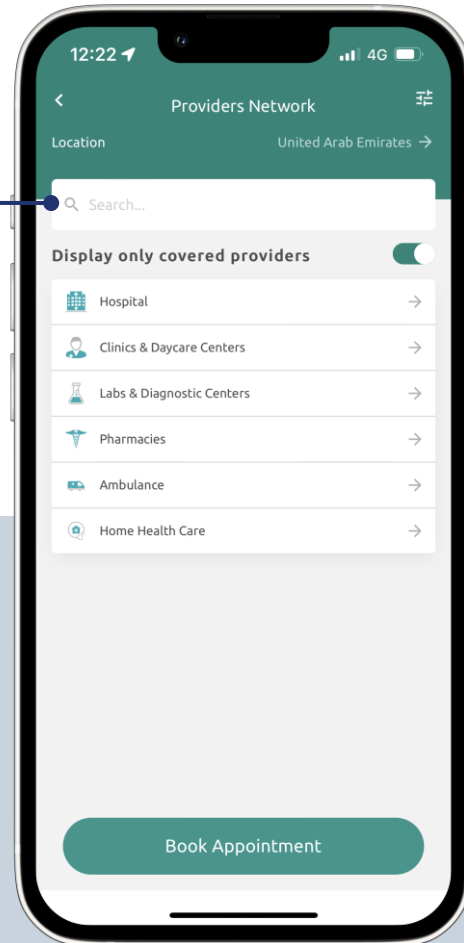


- Access your draft claims
- Select reimbursement payment method
- Receive claim submission confirmation

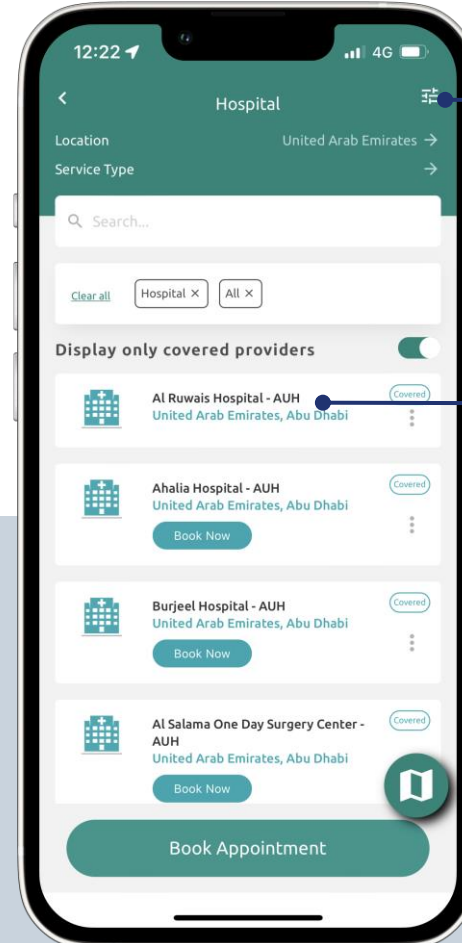
# PROVIDER NETWORK

Now you can search for a provider by type (hospital, clinic, pharmacy, laboratory) by country and by using advanced filters. You can also call, visit website, send email, and get direction to any selected provider.

Search for a provider



Use advanced filters



Visit website, call, send email, and get direction to any selected provider

# 07

## DIGITAL SERVICES

Healthcare at your fingertips



Symptom Checker



See A Doctor



Medical Facilities & Appointments

# SYMPTOM CHECKER

Our symptom checker developed with an active involvement of professional medics offers you a free and convenient way to analyze your symptoms. In just a few steps, this tool that is powered by artificial intelligence takes you through a series of questions, analyze your symptoms and provides you with information about possible conditions and recommended next steps.

Do you have a fever?

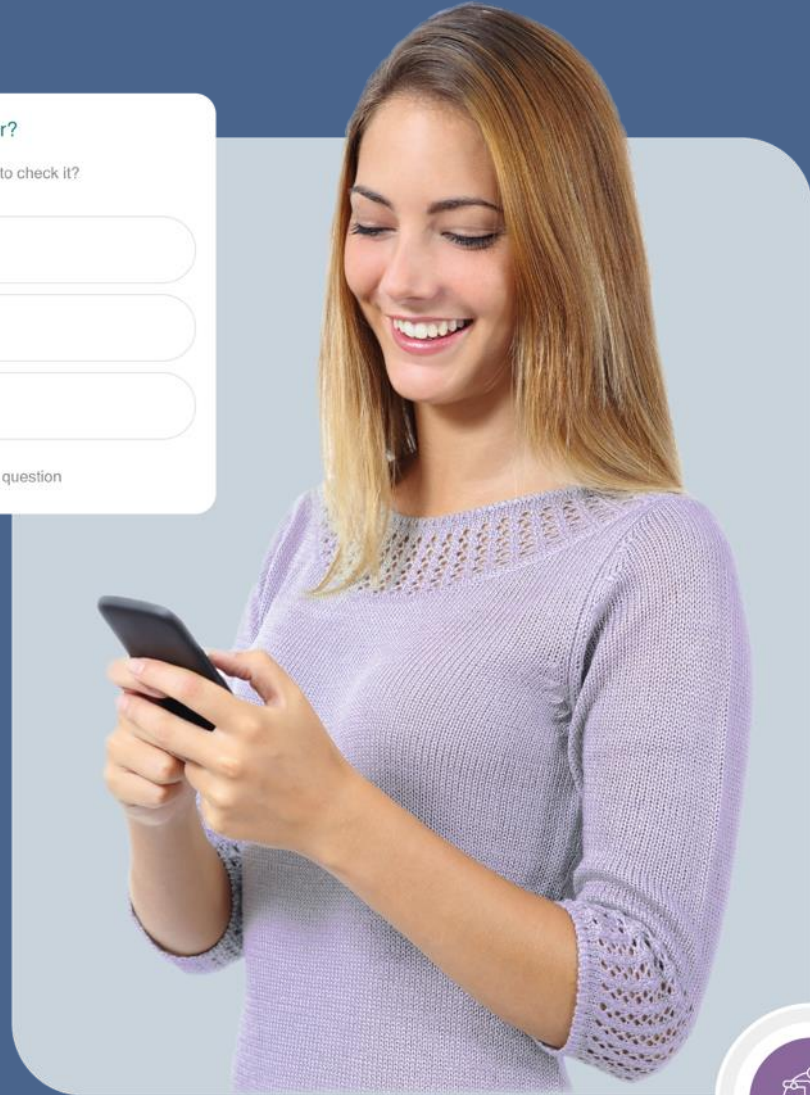
[How to check it?](#)

Yes

No

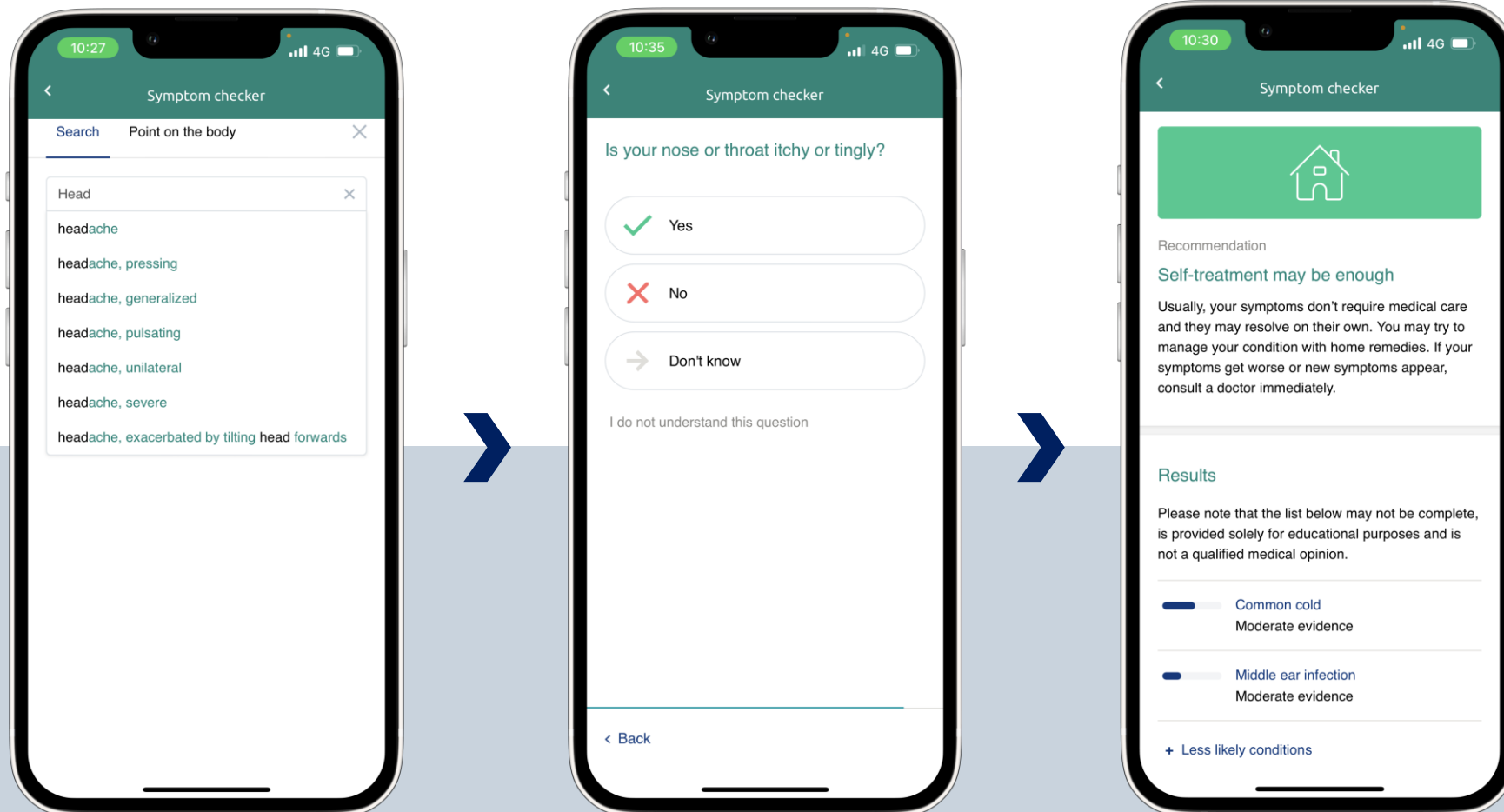
Don't know

[I do not understand this question](#)



# SYMPTOM CHECKER

Click on the Symptom Checker button on the home screen and follow the instructions. Simply answer a series of questions as accurately as possible and find out what could be causing your symptoms.





# SEE A DOCTOR

With our **co-pay free teleconsultation service** you can get medical advice through highly-qualified doctors via phone or video.

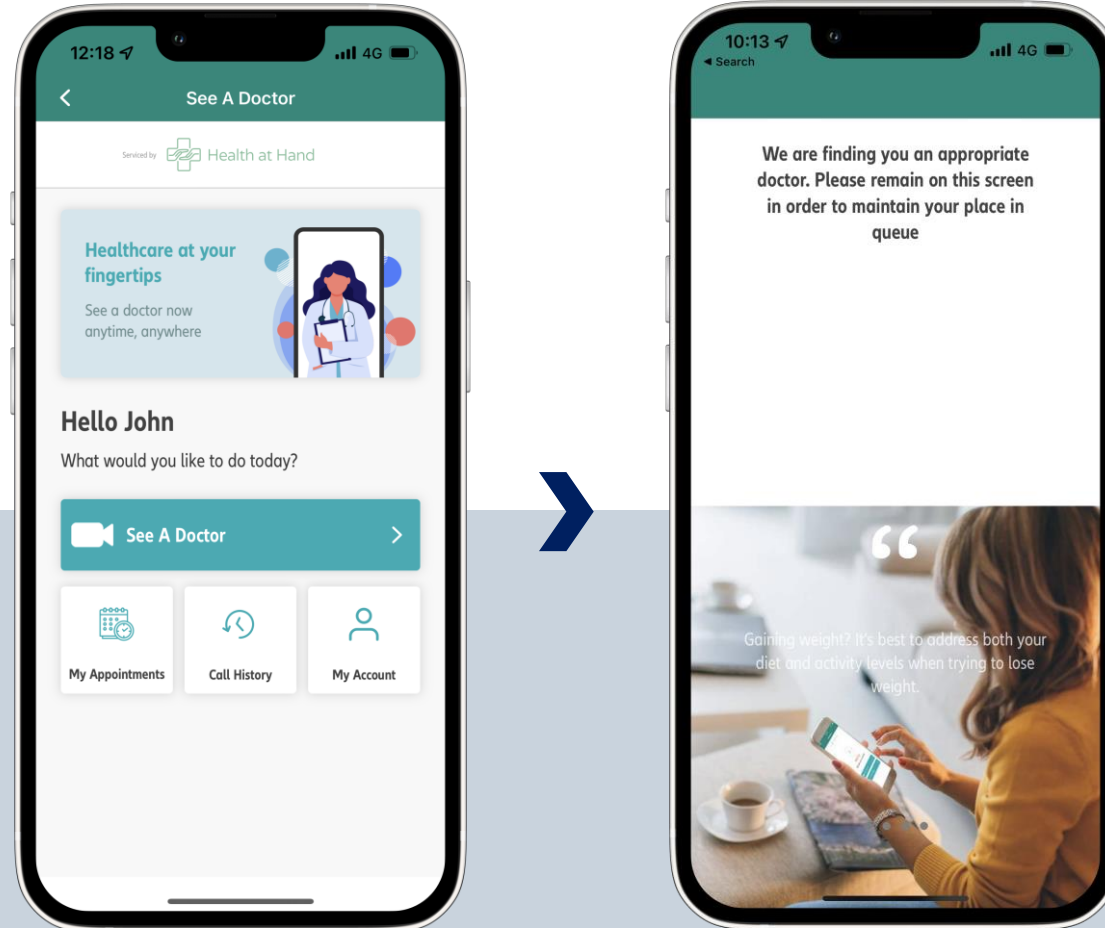
This **co-pay free teleconsultation service** allows to quickly and conveniently examine symptoms, provide diagnoses, treatment recommendations and advice on required medications.

All you have to do is schedule a call at your convenient time, and the doctor will call you back on MyNextcare app via video call to address all your medical concerns.



# SEE A DOCTOR

Having a video call with a doctor is easy: Click “See a Doctor” on the app home screen, select the beneficiary then follow the instructions. Enter your information and arrange a consultation.



## Watch our tutorial videos

1. [How to see a doctor](#)
2. [How to book a video consultation with a doctor](#)
3. [How to get your ePrescription](#)
4. [How to get an eReferral to see a specialist](#)
5. [How to get your Sick Leave certificate](#)

# APPOINTMENT BOOKING

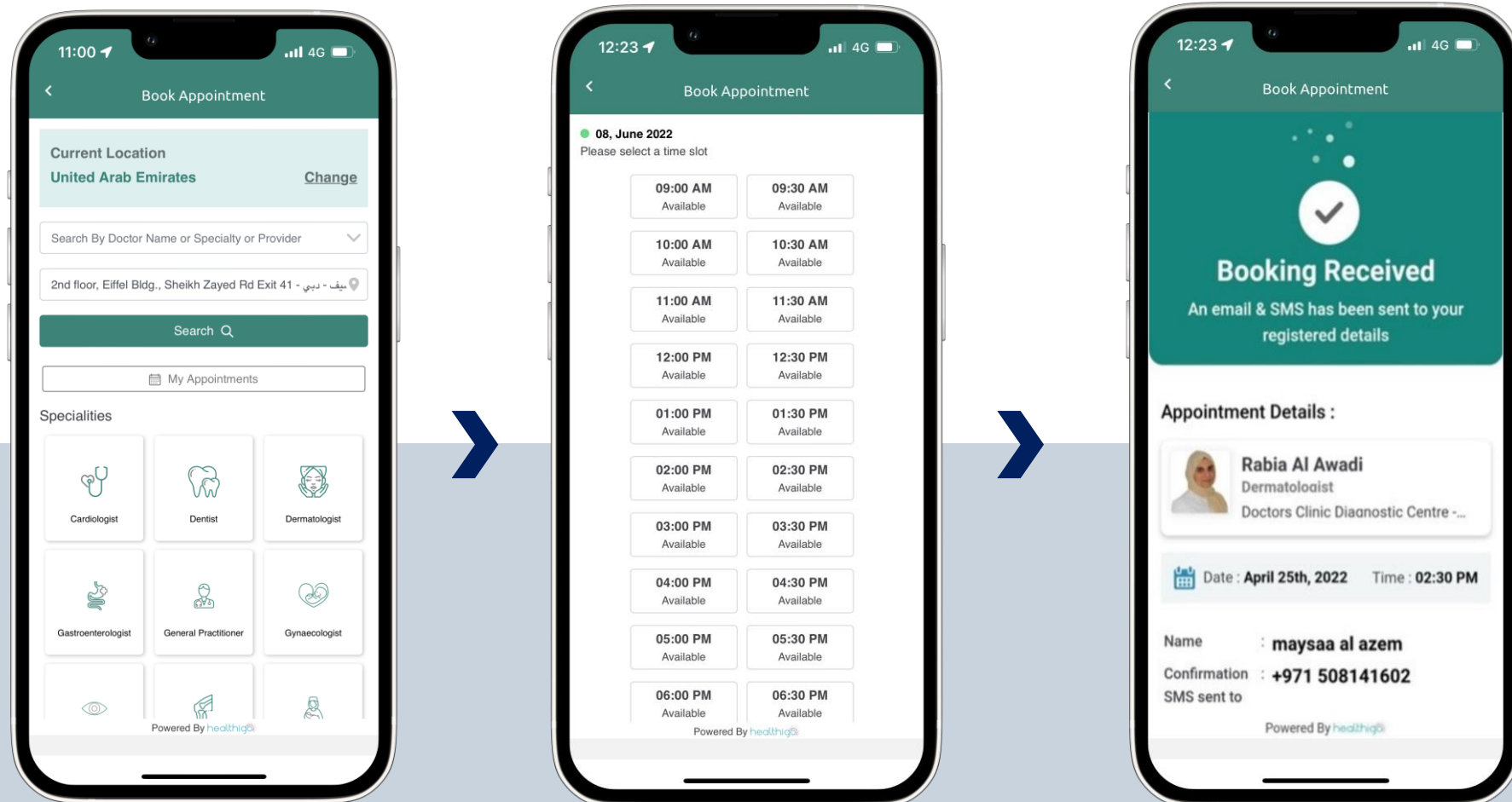
MyNextcare enables you to search for medical facilities that are covered in your insurance plan. Browse through hospitals, clinics, pharmacies and laboratories easily.

Doctors also provide their availability so you can book appointments on the spot directly and eliminate the hassle of calling the clinic. Booking an appointment has never been easier. Instant confirmation when you select your slot.



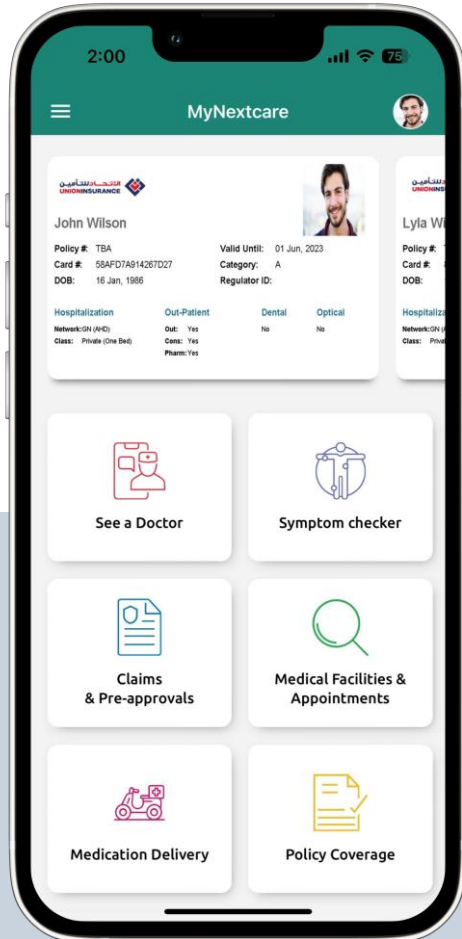
# MEDICAL FACILITIES & APPOINTMENTS

When you click on “Medical Facilities & Appointments” on the home screen, you will be able to search for doctors by specialty and also access their schedule. This allows you to book directly with the doctor of your choice.



# CONTACTING US

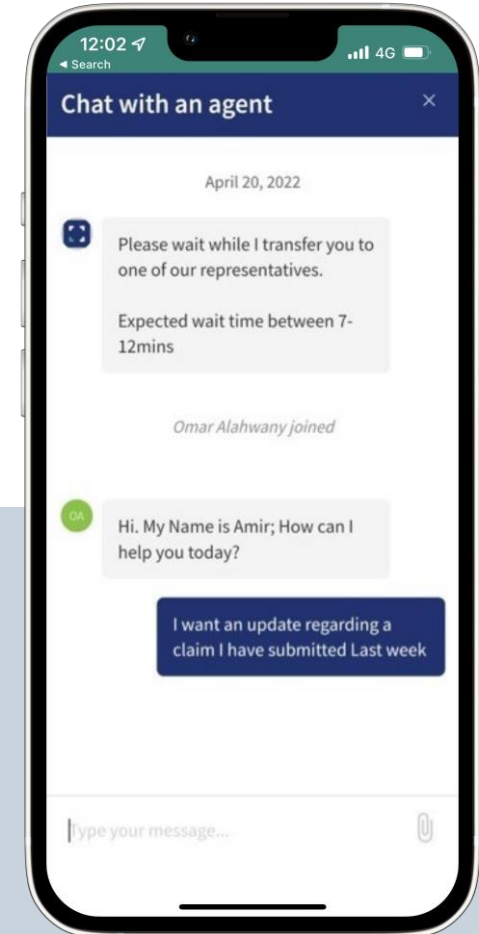
You can communicate with us easily by clicking on “Send Inquiry” found on the home screen.



Click on “Send Inquiry” from Home Screen



Select “Member” and “Inquiry type”



Click on “Start Chat”

# Contact us

**For any queries you may reach out to us directly:**



**Care Centre 24/7 number**  
UAE: + 971 4 2708800



**Whatsapp chat mobile number is**  
+ 971 56 344 8951 (UAE, Bahrain, Egypt, Kuwait, Oman)  
+ 974 55 066 687 (Qatar)  
+ 961 81 504 015 (Lebanon)



**Member Care Email**  
[membercare@nextcarehealth.com](mailto:membercare@nextcarehealth.com)



**Mobile app support team**  
[mynextcaresupport@nextcarehealth.com](mailto:mynextcaresupport@nextcarehealth.com)

# THANK YOU

CONTACT US:

