

Your guide to MedNet in the UAE and GCC (Oman, Bahrain, Qatar, Kuwait)

MedNet is the network of hospitals, clinics and pharmacies that you as a member of Salama Integra Global have access to in UAE and GCC. This guide explains step by step how to use the MedNet network.

RESIDENT IN UAE

RESIDENT IN GCC

WITHIN YOUR
NETWORK IN UAE
USE: EMIRATES ID CARD

WITHIN YOUR
NETWORK IN GCC
USE: E-CARD

WITHIN YOUR NETWORK
IN UAE AND GCC
USE: MEDNET CARD

CHOOSE A HOSPITAL IN YOUR NETWORK

1 If you need help finding your nearest provider call Mednet on +971 0 4275 7802 or if outside the UAE: +971 4 390 0749 or through the online [locate a provider](#) portal.

2 Take the relevant card above and another form of ID to your chosen hospital. Please declare you are a MedNet Network user.

3 The hospital will liaise with MedNet for approval.

4 MedNet will send SMS to you once treatment has been approved.

PLEASE BE AWARE ONLY THE FIRST MEDICAL REPORT SUBMITTED WILL BE ACCEPTED SO PLEASE ENSURE THE INFORMATION IS CORRECT.

IF YOU NEED **EMERGENCY TREATMENT** GO DIRECTLY TO YOUR NEAREST CLINIC OR HOSPITAL WITHIN YOUR NETWORK TIER.

MEDNET CALL CENTER
UAE +971 0 4275 7802
Outside +971 4 390 0749

SALAMA CARE TEAM
UAE +971 4 404 0117
UK +44 333 405 3003

member-care@salama.ae
salama.integrarglobal.com

IN THE UAE, OMAN, BAHRAIN, QATAR, KUWAIT

OUTSIDE THE UAE, OMAN, BAHRAIN, QATAR, KUWAIT

OUTSIDE YOUR NETWORK TIER

REIMBURSEMENT FOR TREATMENT

TREATMENT OVER \$500

REIMBURSEMENT FOR TREATMENT BELOW \$500

Direct billing is not available outside of your network.

If you have had to pay for your own treatment.

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<p>Call from the UAE: +971 0 4275 7802</p> <p>Or outside the UAE: +971 4 390 0749</p>	<p>1 Complete the online reimbursement form or use the MedNet mhealth where you can attach photos of your documents. You must do this within 180 days of receiving treatment.</p>	<p>1 All medical procedures over \$500 including outpatient surgery and elective inpatient treatment please contact globalservice@generalhealth.com or +1 905 532 3648 for pre-authorization.</p>	<p>1 Complete the online reimbursement form or use the MedNet mhealth where you can attach photos of your documents. You must do this within 180 days of receiving treatment.</p>
<p>1. Emirates ID card number 2. Diagnostics 3. Treatment advised by physician 4. Estimated cost (if known)</p>	<p>2 Once submitted you will receive a unique claims reference number (UCRN). You can use the same online portal to track the progress of your claim.</p>	<p>2 In case of medical emergency outside of UAE and GCC country, please contact the 24-hour emergency medical assistance +1 905 532 3648 as shown on the back of your Integra Global ID card.</p>	<p>2 Once submitted you will receive a unique claims reference number (UCRN). You can use the same online portal to track the progress of your claim.</p>
<p>3 You will receive confirmation of pre-authorization within 48 hours from submitting information.</p>	<p>3 The standard turnaround time for claims is 7-10 working days.</p>		<p>3 The standard turnaround time for claims is 7-10 working days.</p>
<p>4 Submit claim via MedNet portal including approval received from MedNet.</p>	<p>4 Any queries please email customerservice@mednet.com</p>		<p>4 Any queries please email customerservice@mednet.com</p>

Eligible Expenses outside the network in the UAE & GCC will be based on policy terms and conditions, subject to your selected network coverage. Please note that you may go outside your chosen network on a 'pay and claim' basis. However, we may not be able to settle the claim in full where the cost is higher than what is 'reasonable and customary' for your chosen network level.

IF YOU NEED EMERGENCY TREATMENT GO DIRECTLY TO YOUR NEAREST CLINIC OR HOSPITAL WITHIN YOUR NETWORK TIER.

Your network tier

There are three MedNet network tiers – Gold, Silver Premium and Silver Classic. If you are unsure which tier you chose, this can be found on your MedNet card. The medical facilities you have access to can be found online through the MedNet [locate a provider](#) portal or download the **MedNet mhealth app** from your app store.

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