



INAYAH TPA – MOBILE APPLICATION

Inayah TPA

INAYAH is a TPA (Third Party Administrator) that functions as an intermediary between the insurance provider and the policyholder. The main function of TPA is processing and settlement of medical claims.

Inyah is an inhouse Claim Administrator for National Life & General Insurance Company SAOG.

Mobile Application:

Inayah Mobile application is exclusively beneficial to insurance users that require medical claims, pre-approvals & insurance benefits that are solely applicable in the UAE & Oman region.

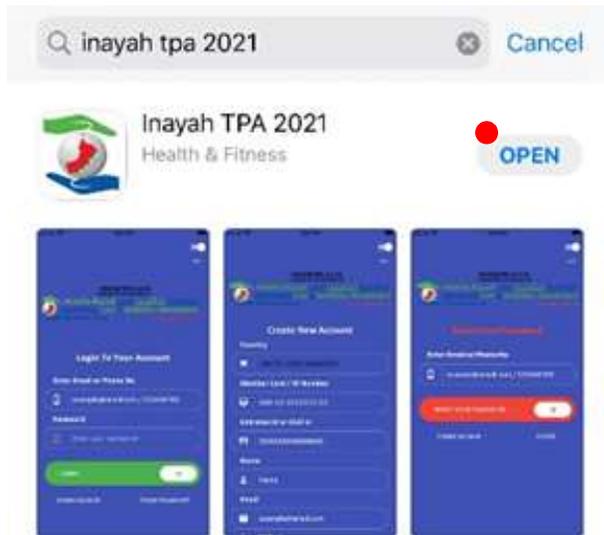
Mobile Application Features

- ✓ Pre-approval processing in 15 minutes
- ✓ Instant Verbal approvals
- ✓ 24/7 * 365 Certified medical provider support
- ✓ Hassle free single point solution care

Getting Started

Account Setup

The mobile application is available by the name **Inayah TPA 2021** in iPhone's App Store, Android's Google Play Store or link can be accessed from our website (www.inayahtpa.com).

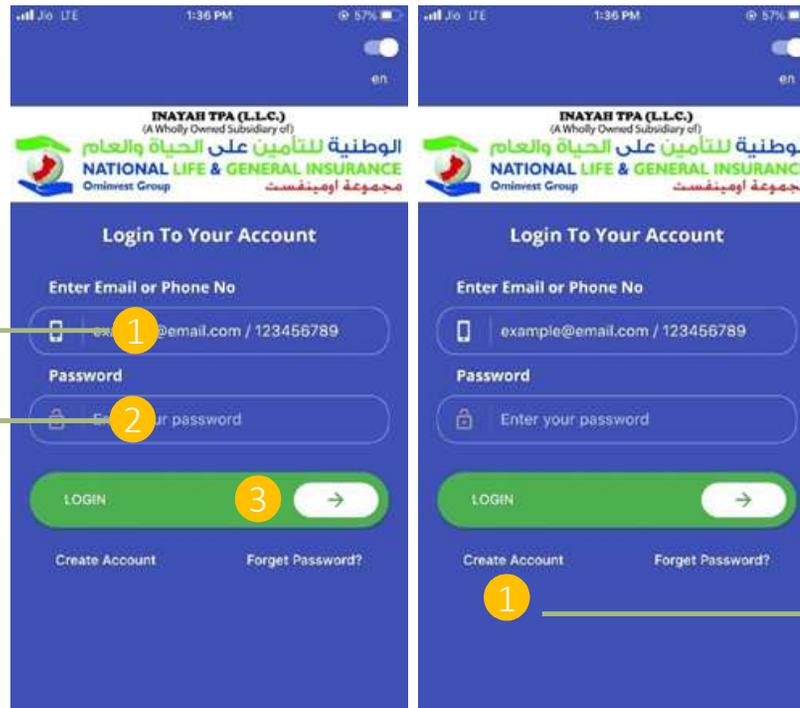


- Step 1 : Visit Playstore or App store.
- Step 2 : Search for “Inayah TPA 2021”.
- Step 3 : Tap ‘Install’ and ‘Open’ to enter application.

Login/Registration

Existing Member

New Member



Old/ Existing members can directly login to the application

- Step 1: Enter existing mobile number (or) Phone number
- Step 2: Enter existing password of user.
- Step 3: Click on 'Login'.

New Member must register by filling in application details

Step 1: Click on 'Create Account'

New Member Registration

Step 1: Fill the form with valid information.

- **Country:** UAE or Oman to be filled in.
- **Member ID:** Either 15-digit Inayah member ID (eg: ABCD-A-NLGO-G21), Oman ID, Emirates ID (without hyphen eg: 7842019123456789) can be used.
- **Emirates ID or Civil ID :** Number to be entered in respected field. (without hyphen eg: 7842019123456789).
- **Name :** Name of User
- **Email :** Valid user email id
- **Date of Birth :** User Date of Birth
- **Mobile Number :** Valid user mobile number
- **Password :** 8 Character Password
- **Confirm Password :** Re-type new password

Step 2: Check Agree with Terms and conditions.

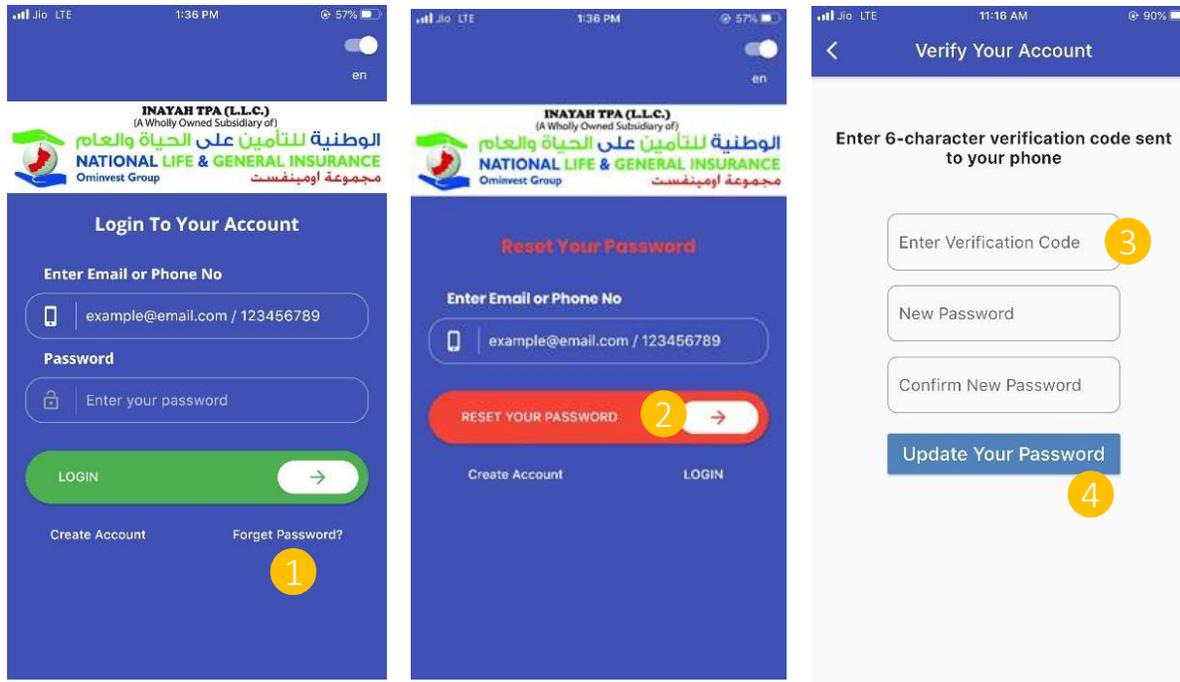
Step 3: Tap 'Create Account'.

User can enter new credential in login page



Reset Password

User can change the password at any point or reset it if forgotten



Step 1: Tap on 'Forgot Password' to navigate to reset password page.

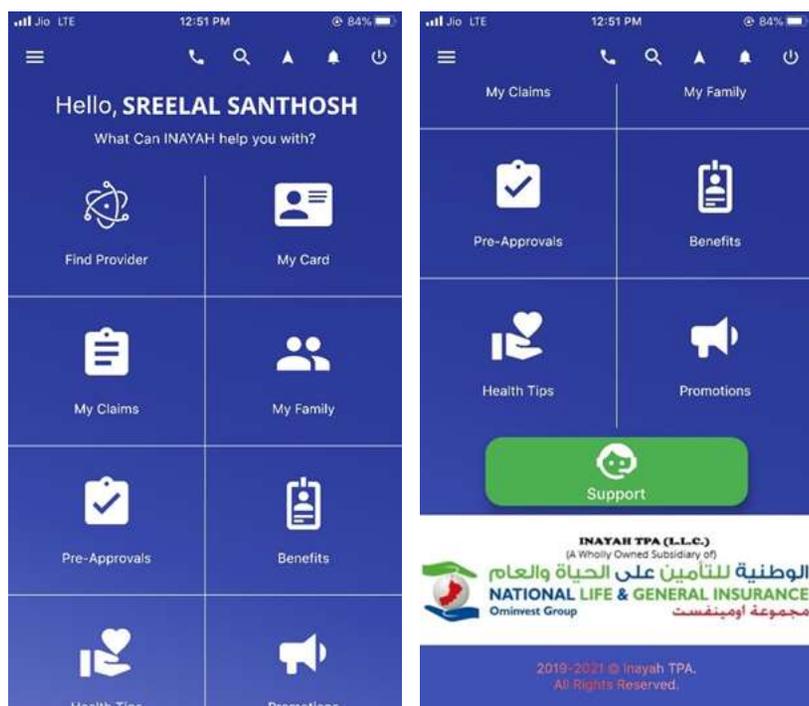
Step 2: Fill the form with valid mobile no (+971XXXXXXXXXX) and tap 'Reset Password'.

Step 3: User will receive a verification code to your registered mobile number. If you did not receive the alert with verification code, tap the Resend Code.

Step 4: Enter new password and tap 'Update Your Password'.

Main Screen- Navigation

Home Screen



Application Header Menu



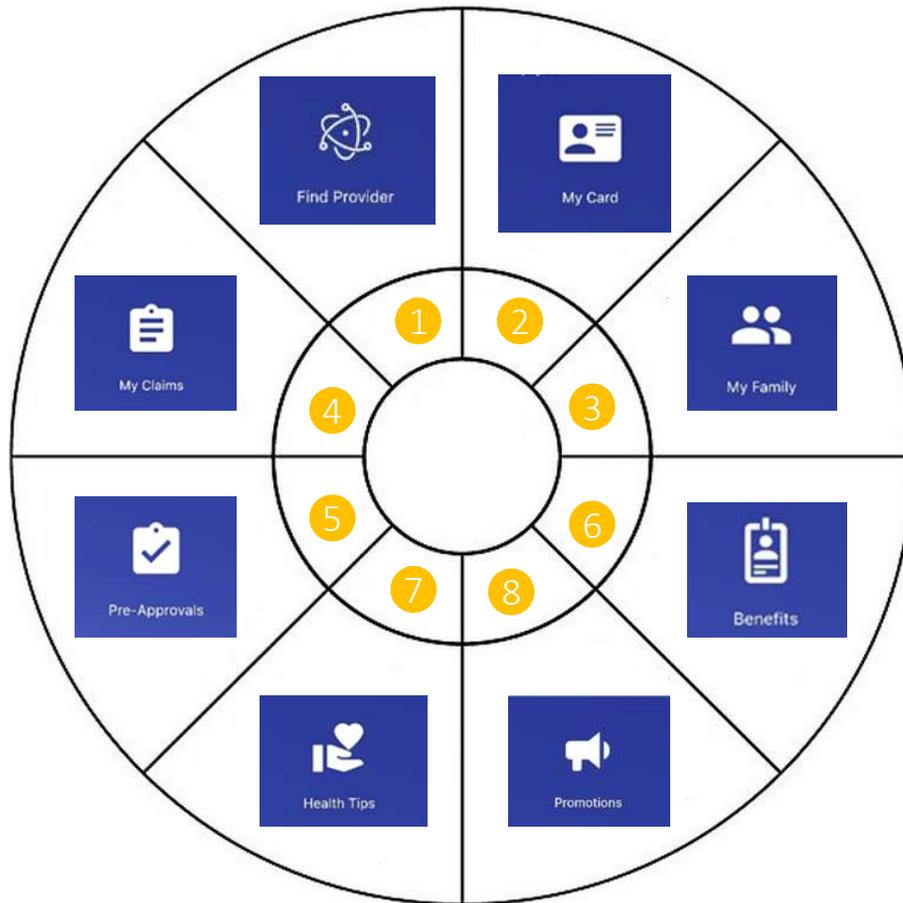
-  → Directly calls the 'Customer Support'
-  → Search 'Family/Provider' details
-  → Locates nearest 'Provider/Hospital'
-  → Turn on 'Notification'
-  → 'Logout' from application

 → Side Menu Icon



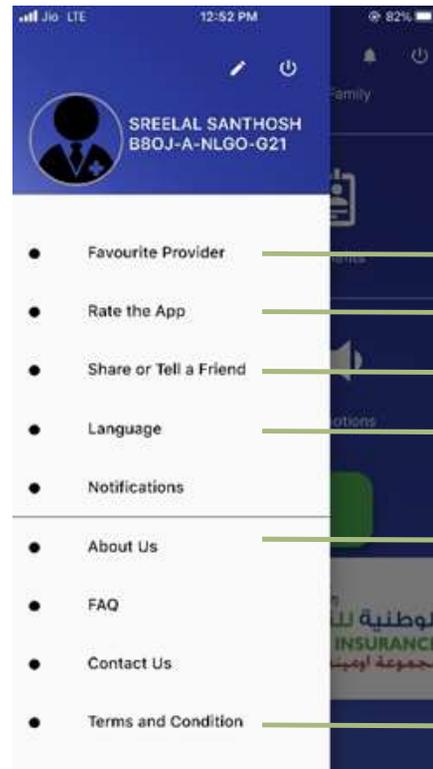
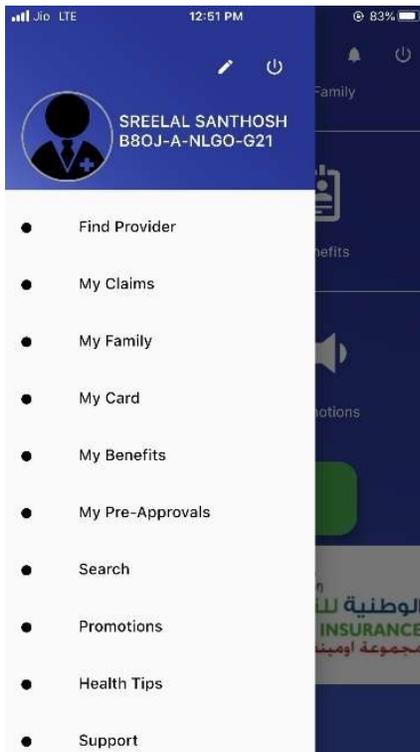
→ File a support/
complain with TPA
end

Services



1. **Find Provider** - Find provider will navigate you to find providers, doctors and specialties registered with Inayah.
2. **My Card** - Shows your online Inayah TPA card.
3. **My Family** - Shows the family members card list. (You can find family members E-Card and their registered claims).
4. **My Claims** - Shows the list of claims submitted.
5. **Pre-Approvals** - Shows the principal's or dependent's user pre-approvals details.
6. **Benefits** - Shows the benefit details for the Principal user & dependents.
7. **Health Tips** - Shows health tips provided by Team Inayah.
8. **Promotions** - Shows promotions details of Inayah TPA.

Side Screen



User can edit profile details

User can add Favourite provider details

User can rate the experience of the app

User can refer application to a friend

Describes the Inayah application service

TPA Terms and conditions

FAQ

User can tap on 'FAQ' on side menu to view list of Frequently Asked Questions.

