

Your guide to claiming medical expenses with NLGI (INAYAH)

What documents do I need?

- Original invoices and receipts with itemized breakdown
- Original medical report from your treating physician
- Original or copies of report/result of investigations carried out
- Complete Reimbursement Claim Form - Signed and stamped by medical practitioner
- Discharge Summary and copy of prior approval (for inpatient cases only)

How do I submit my claim?

All submissions via the [Inayah Mobile Application](#)

*When a claim amount is above AED2,500 Inayah may request for the original hard copies of the documents to process the claim.

(Please notify us via the below email in order to arrange for collection of your documents)

In-Patient reimbursement claims

INAYAH pre-approval is required for all In-patient treatment. Before admission/surgery, you are required to send to INAYAH a detailed medical report and cost estimate of the proposed surgical procedure/treatment on the letterhead of the hospital with affixed physician's stamp and signature along with the result of relevant investigations carried out and e- mail it to approvals@inayahtpa.com. Thereafter, you shall receive a reply from INAYAH regarding reimbursement coverage.

Who do I contact?

Helpline Number (INAYAH)	800-462924
Benepile Switchboard	04 567 4500
Any Type of inquiry/assistance	shane@benepile.com

What to remember:

- Reimbursement Claims submission is within 60 days for treatment inside UAE & outside UAE.
- Signature of the claimant and doctor's stamp and signature is mandatory.
- Always retain a copy of your claim documents.
- All foreign claims are to be translated to Arabic or English only.
- Turnaround Time for claims processing is 15-21 working days.