

REIMBURSEMENT PROCEDURES

This letter is to inform your staff of our reimbursement procedures, there has been many confusions as to what to include when submitting a claim and the time it would take to receive the payments back. Please advise your staff of these important steps before submitting a claim to Tacawun.

REMINDERS

- 1) Use our many hospitals on our panel list to avoid paying out of your pocket
- 2) If you are going out of the country to get treatment you **MUST** get referral from at least 2 local doctors and also advise Tacawun in advance to make the necessary arrangements.
- 3) If you are going to a Hospital that is **NOT** on our panel be prepared to pay for the services upfront, also expect to receive reimbursement within 14 working days; unless documents are incomplete.

REIMBURSEMENT FORM CHECK

Reimbursement form **MUST** be filled out and include the following

- MEMBER ID | PHONE NUMBER | SIGNATURE
- HOSPITAL STAMP & DOCTORS SIGNATURE
- DIAGNOSTIC SECTION FILLED OUT
- TYPE OF SICKNESS
- HOSPITAL NAME
- ACCOUNT INFORMATION

SUBMITTING A CLAIM

When you are submitting a reimbursement you **MUST** include the following:

- **CLAIMS MUST BE SUBMITTED WITHIN 30DAYS**
- COMPLETED REIMBURSEMENT FORM
- ALL MEDICAL RECEIPTS
- DROP OFF ALL DOCUMENTS ATTACHED TO YOUR HR
- WAIT APPROX 2WEEKS TO RECEIVE BACK YOUR PAYMENT

Please share this with your staff and we highly suggest they use the Hospitals list in our panel. Any questions regarding reimbursements, hospitals list, claims inquiries. PLEASE use this email address Medical@takaafulafrica.com