

Out-Patient Pre-authorization Protocols

When to take Approval

If Cost of Procedures/Services greater than authorized limit
Requires Pre-authorization (EXCLUDING CONSULTATION)

All items on the following requires pre-authorization regardless of the costs:

1. Bone density.
2. Cytomegalovirus (CMV)
3. Fine Needle Aspiration Cytology (FNAC)
4. Hormonal tests (excluding thyroid function tests)
5. Intravenous Pyelogram (IVP)
6. Pap smear
7. Rubella test
8. Toxoplasma test
9. Dental services
10. Dental medications
11. Maternity antenatal visits and Diagnostic Tests
12. Maternity medications
13. Herpes test
14. HIV test
15. Optical services (allowed on direct billing at facilities in the applicable optical networks only)
16. Computed axial Tomography (CT) Scan
17. Magnetic Resonance Imaging (MRI)
18. Micturating Cysto-Urethrogram (MCU)
19. Mammogram
20. Immunomodulators and/or immunotherapy treatment or drugs including but not limited to Remicade, Interferon, enzyme preparations, anti-oxidants, liver tonics, etc.
21. Physiotherapy
22. Routine health check up
23. Pre-Operative Investigation

In-Patient/Daycare Pre-authorization Protocols

The pre-authorization has to be taken from INAYAH regardless of the costs

When to take Approval

- All elective/direct hospital admissions
- Ambulatory surgery and/or same day and/or day cases
- All endoscopic procedures except nasal endoscopic procedures
- Lithotripsy
- Hysterosalpingography
- Oncology treatment
- Day Care Procedures
- Nuclear studies

Documents Required

- Detailed Medical report with past information if any.
- Supporting documents (reports of labs, investigations, radiology etc.)
- Cost estimate with the breakdown of charges as per the agreed tariff.
- Completed INAYAH Hospitalization form duly signed & stamped.

Timelines

- Elective Cases require at least 48 hours prior notice admission
- For extension of hospital stay contact Claims Centre at least 12 hours prior to expiry of the same.

Validity

- All Inayah Pre Authorization Letters carries a validity date mentioned on the top right corner. Kindly Assure to provide services within the validity period as the services which shall fall outside the validity period shall be subjected to denial.

In Case of an Emergency

- If the patient or his/her attendant informs you that he/she is an INAYAH beneficiary, kindly first attend to the beneficiary's needs on priority without any delay.
- Approval for treatment can be obtained within 24 hours of admission or before discharge whichever comes earlier.
- If the beneficiary does not have his/her INAYAH card, kindly get in touch with the Claims Centre for confirmation.
- If the beneficiary is unable to sign the INAYAH Hospitalization form his/her next of kin can sign on his/her behalf or the parent or legal guardian if he/she is a minor.