



عناية تي بي ايه (ش.م.م.)

**INAYAH TPA (L.L.C.)**

AN AFFILIATE OF NATIONAL LIFE & GENERAL INSURANCE COMPANY SAOG  
Administering with Compassion

## VIP ENGAGEMENT PROTOCOLS

Dated: 10<sup>th</sup> August 2020

Dear Providers

At the outset thank you for your patronage and value your support!

Inayah TPA LLC is a wholly owned Subsidiary of National Life & General Insurance SAOG.

Over a period, we have a substantial increase into our members into our higher networks serving to affluent and high-end members. Thus, we have created a new tagging as **"VIP"** into our CARDS for priority/preferential services.

We understand that due to existing protocols our providers are bound to follow certain processes which requires time and resource at their end and also creates a waiting time for members. The purpose of creating this **VIP tagging** is to reduce hassles of approval and other related formalities for such esteemed members so that there is no waiting time.

The VIP Engagement protocols to be followed at your end for such VIP CARDS are as below.

|                                 |  |
|---------------------------------|--|
| Validation                      | The Physical Card will have Category stated as "VIP" and Online portal for provider will reflect member category as "VIP"  |
| Provider Protocols              | <ol style="list-style-type: none"><li><b>1. No Pre-approval requirement up to the limit of AED 5000.</b></li><li>2. Provider will ensure in Priority in conducting Laboratory and Radiology within the approval limit</li><li>3. Priority to be provided for appointment, subject to availability.</li><li>4. Provide access to Valet Parking, if available</li><li>5. Members to be received and to be provided with guest assistance, if facility available.</li><li>6. Lounge Access, if available, to be extended to the VIP member</li><li>7. Concierge services, if available.</li></ol> |
| Mandatory Pre-Approval Services | <ol style="list-style-type: none"><li>1. Maternity, Dental, Psychiatry, Optical or other services wherein sub limits or restrictions are applicable.</li><li>2. Inpatient and Day Care Services.</li><li>3. Alternative therapy including Ayurvedic, Osteopathy, Chiropractic, Homeopathy, Acupuncture, Chinese and other traditional medicine.</li><li>4. Vaccination.</li><li>5. Health Checkup</li></ol>  |





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**Please note:**

Members visiting with VIP tag cards are to be treated with extra care and to be provided a preferential service wherever available.

Such members are usually pertaining to elite and affluent class and thus carry a lot of weight in their impression shared amongst their surroundings.

We are sure that with an extra care to such members both of our organizations shall derive an extra mileage in terms of the business.

Please feel free to connect our networking Team if any further assistance is required, we will be glad to assist.

Look forward to your support as always.

For Inayah TPA LLC

Authorized Manager

