

Suspension of OPD Cashless Services at TTH and ADK (WEF 31.07.2023)

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Dear Valued Clients,

We would like to inform you about an important update regarding the OPD (Outpatient) cashless services at Treetop Hospital (TTH), ADK Hospital and AMDC, effective from 31st July 2023 until further notice.

Due to certain operational requirements, we regret to inform you that we will be having an interruption to the OPD cashless services at AMDC, Treetop Hospital and ADK Hospital during this period. Rest assured, inpatient services at these hospitals will continue to follow the usual GOP (Guarantee of Payment) based practice without any interruption.

During the period of suspension, we kindly request all our clients to utilize the reimbursement process for any outpatient medical expenses incurred at AMDC, TTH and ADK Hospital. To ensure a smooth reimbursement process, please take note of the following important guidelines:

Important Note on Reimbursements:

Document Submission:

1. Clear and readable Prescription with Doctor Signature and Stamp. Should be on official prescription header of the service center.
2. Clear and readable detail bill with signature / stamp of vendor. Should be on official header of the vendor.

Missing Documents:

1. A period of 5 working days will be provided to submit any missing claim document. Failure to submit the required documents within provided time frame will result in rejection without further notice.

We understand that this temporary interruption of OPD cashless services might cause some inconvenience, and we sincerely apologize for any inconvenience caused. Our team is working diligently to resolve the situation as soon as possible. We will keep you informed about any further updates regarding the resumption of the OPD cashless services.

If you have any questions or concerns regarding the reimbursement process or any other matter related to your healthcare coverage, please do not hesitate to contact our customer support team at 1413@solarelleinsurance.com or call **Hotline: 1413/ Viber: +960 7571413**

Thank you for your understanding and cooperation during this period of transition. We value your continued trust in our services and remain committed to providing you with the best possible healthcare support.

Kind Regards,

Ahmed Haamyn

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