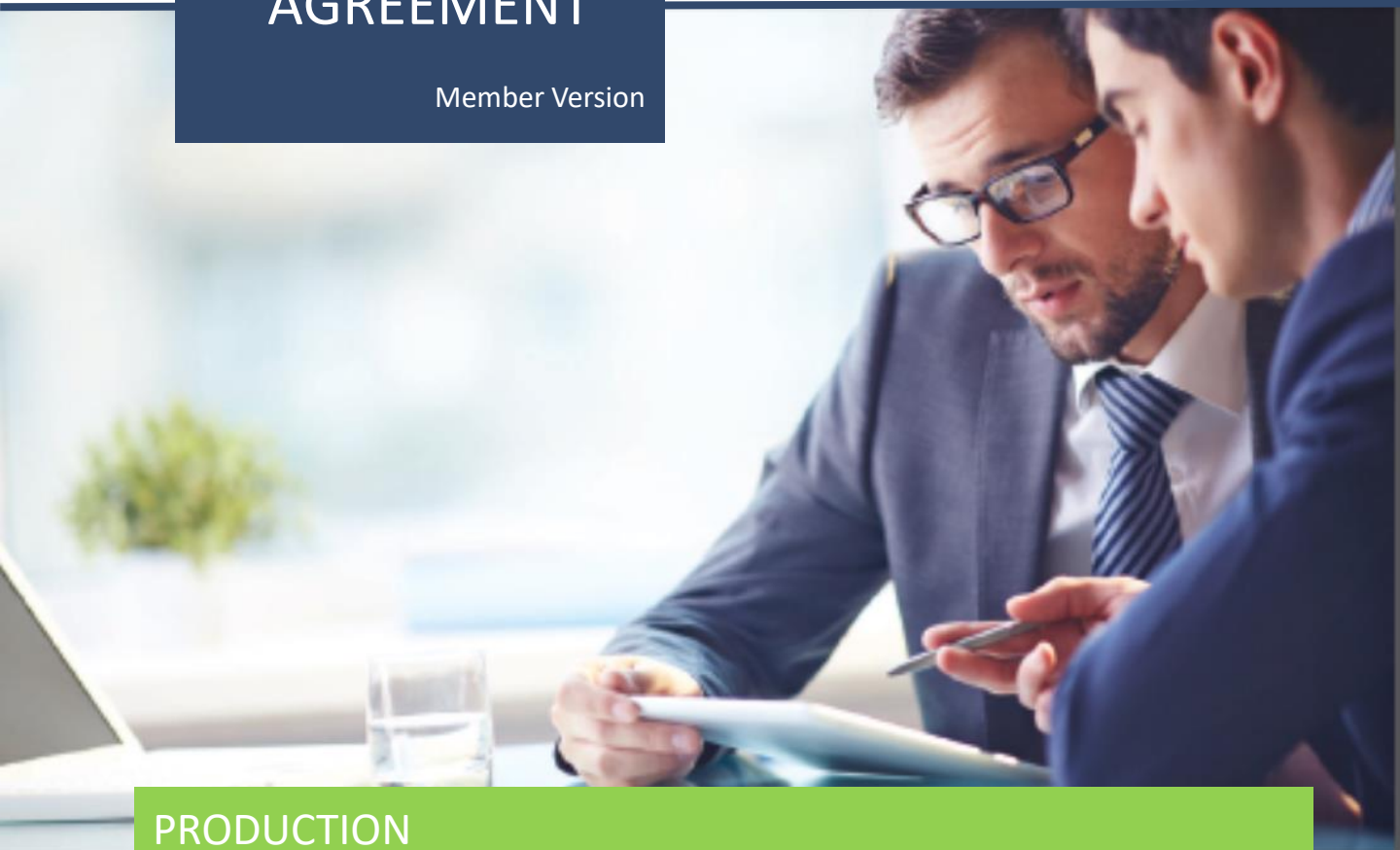




SERVICE LEVEL AGREEMENT

Member Version



PRODUCTION

PROCESS

Card Replacement

Card Corrections / Edits

TURN-AROUND-TIME

03 working days

02 working days

** Committed turnaround time is calculated from the date of sending the COMPLETE data to GlobeMed*

CHRONIC MEDICATION POSTING

PROCESS

New / Update Chronic Post

TURN-AROUND-TIME

01 working day

PATIENT SERVICES

PROCESS

Inpatient Online Pre-Authorization*

Inpatient Offline Pre-Authorization

TURN-AROUND-TIME

01 hour

02 hours



SERVICE LEVEL AGREEMENT

Member Version



PATIENT SERVICES (CONT.)

PROCESS	TURN-AROUND-TIME	
Outpatient Online Pre-Authorization**	10	minutes
Outpatient Offline Pre-Authorization	02	hours
Inpatient Change of Provider	02	working days
Outpatient Change of Provider	01	Working days
Cover Letters	02	hours
Mobile Application Requests	02	hours

* ONLINE INPATIENT HOSPITALS

- Al Araby Hospital - Ashmoon
- Andalusia El Nakheel Hosp.- Maadi
- Andalusia El Salama Hosp. - Azarita
- Andalusia El Salama Hosp. - Semoha
- Alaa Ezzat Hospital - Misr El Gedida
- Air Force Specialized Hosp. - 5th Settlement
- Air Force General Hosp. - Abbasia
- Al Gazira Hospital
- Al Kateb Hospital
- Al Salam International Hospital
- Al Salam Hospital - Mohandessin
- Al Safwa Hospital - October
- Al Nozha Int'l Hospital
- Al Waha Hospital
- Cleopatra Hospital
- Dar Al Fouad - Nasr City
- Dar El Fouad - October
- Dream Hospital
- El Sherouk Hospital - Mohandessin
- Farid Habib Hospital
- IHUN - Dokki
- IHUN - October
- Kids Hospital - 6th October
- Kids Hospital - Mohandessin
- Kids Hospital - Nasr City
- Misr International Hospital
- Nile Badrawy Hospital
- Saudi German Hospital
- Saint Peter international Hospital
- Tayseer Hospital - Zakazik
- University of 6th October Hospital

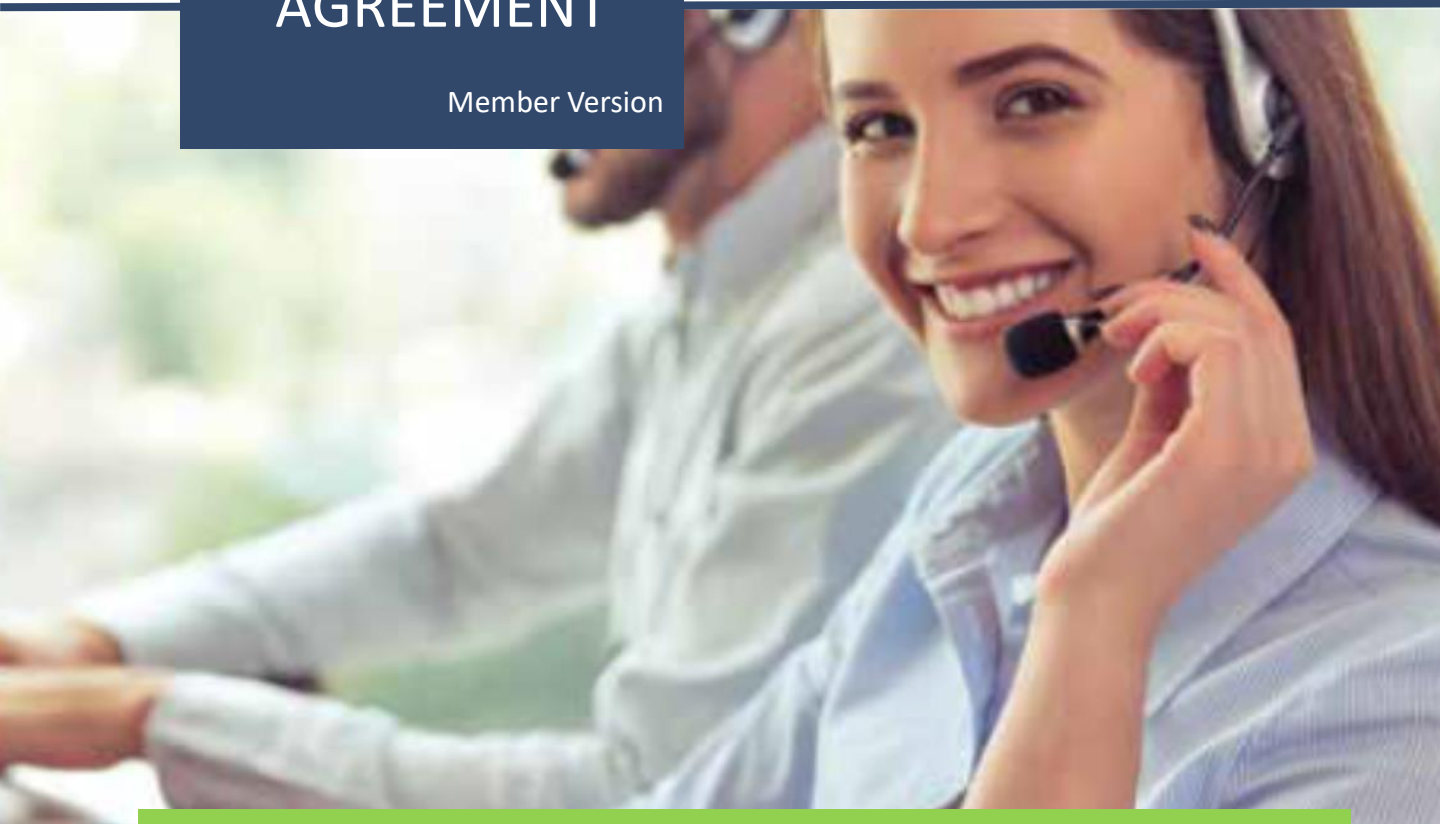
** FOR ONLINE LABS, RADIOLOGY, DENTAL & OPTICAL CENTERS, PLEASE CHECK THE NETWORK SHEET



GlobeMed
Egypt

SERVICE LEVEL AGREEMENT

Member Version



CLAIMS

PROCESS	TURN-AROUND-TIME	
Inpatient Reimbursement Claims	15	working days
Inpatient Claims Resubmission	15	working days
Outpatient Reimbursement Claims	10	working days
Outpatient Reimbursement Resubmission	05	working days
Claims Related Enquiries	01	working day

CUSTOMER SUPPORT

PROCESS	TURN-AROUND-TIME	
Answering Calls in Queue	55	seconds
Call Back of Abandoned Calls	01	Hour (every 1 hour)