

MetLife provides the most suitable medical solutions for you through local and global support.





Our mission is to help our customers live better.

How to receive our medical service?

Inside our network

Outpatient Services

- Blood analysis,
- Examination,
- Radiology,
- Medicine 80%

Inpatient Services

100% Single room in one of the first class hospitals

In case of Emergency

100% no pre-approval requests needed

pre-approval form

approval.requests@metlife.com
Fax: 27929166

Blue Form

Services that need pre-approval requests:

- 1-inpatient services (except for emergency cases)
- 2-outpatient surgeries
- 3-advanced cardiovascular tests
- 4-advanced lab tests
- 5-Physiotherapy
- 6-Medications over L.E 1,000 per occurrence

Outside Network 80%

In case of emergency:
100%

Inpatient services:

payment and refund

Outpatient Services

- Blood analysis,
- Examination,
- Radiology,
- Medicine 80%

you can get checked outside our network without submitting a form inside our network. In case of purchasing products from a pharmacy Outside our network please get back to metlife's clinic or the doctor in charge to ask for the pharmacy application.



How to Use our Medical Services

Outside our network (in case of emergency):

You get 80% reimbursement after submitting all the required documents.

Outside our network: internal services without having a case of emergency:

No need to go through the approval process. You get 80% reimbursement after submitting all the required documents.

Outside our network: external services:

Examination and treatment reimbursement: Payment and refund according to the terms applied.

Radiology and lab tests: the service can be obtained directly within the network, with the original prescription form, and your personal medical card. The service can also be obtained through payment and refund.

Physiotherapy: payment and refund according to the terms applied.



MetLife Doctors and Clinics



City	District	Clinic/ Doctor	Name	Address	Phone number
Cairo	Heliopolis	Clinic	MetLife Clinic at Cairo Specialized Hospital	4 Abu Ebeida el bakry - Roxy, Heliopolis	-
Giza	Mohandessin	Clinic	Metlife Clinic at Al Shorouk Hospital, Mohandessin	5 bahr el ghazal	02 33044901
Giza	6 th of October	Clinic	MetLife Clinic at Dar Al Fouad Hospital	Motamayez district	02 38247247
Giza	Mohandessin	Clinic	MetLife Clinic at Al Salem Hospital, Mohandessin	3 syria street, next to Gameet eldowal street	02 33029981
Cairo	Maadi	Clinic	MetLife Clinic at Al Salem Hospital Maadi	Inside Salem International Hospital, Corniche El Nil, Maadi	-
Giza	6 th Of October	Clinic	MetLife Clinic at Sheikh Zayed Hospital	Sheikh Zayed City, 6th of October City.	0238500921
Alexandria	Sporting	Doctor	Dr. Mohamed Elmessiri	210 Port Said Street, Sporting Square	03 5916491
Marsa Matrouh	Marsa Matrouh	Doctor	Dr. Ibrahim Mahmoud Ali	Alexandria St. - Marsa Building in front of Saleh Pharmacy	01005371699
Al Gharbeya	Tanta	Doctor	Dr. Ibrahim Rabie	Shams Al-Din St., Sikkat Al-Mahalla, in front of زجاج الحاجة	040 9113829
Al Munufiya	Shobin El Kom	Doctor	Dr. Al-Esawy Suhail	Sharaf Square - Al-Hikma Tower - next to Nakhba Radiology Center	01066616305
Dumyat	Dumyat	Doctor	Dr. Ashraf Abdel Salam Ahmed Mustafa	the sixth neighborhood, in front of Al-Azhar University Hospital, next to Abdo Obaid Pharmacy	01223856534
Portsaid	Portsaid	Doctor	Dr. Muhammad Sasa	Al-Amin W al sawahel- Al-Manakh	0663339808
Ismailia	Ismailia	Doctor	Dr. Waheed Hesam	74 El-Gaish St	0643918787
Suez	Suez	Doctor	Dr. Mohamed Sameh El Nazer	3iyada 9 , Galaa st.	062 3338360
North of Sinia	Arish	Doctor	Dr. Mahmoud Hamdy	El Bahr St. - Arish - No. 13 - in front of the Rashidun Caliphs Mosque	01066596067
Red sea	Ras ghareb	Doctor	Dr. Ghattas Fakhry Ghattas,	Ezaaa Street, next to St. George's Pharmacy	0653620910
Red sea	Hurghada	Doctor	Dr. Nour Al-Saeed Abu Al-Khair	Al-Kawthar District , Bowling St. Cortoba Building	01008640600
Beni Suif	Beni Suif	Doctor	Dr. Mohamed Fekry	inside Burj Al-Zahra Hospital	01001534352
Sohag	Sohag	Doctor	Dr. Maged Heshmat Ibrahim	Al-Mahatta Street - next to Al-Sukaria Cafe -	01222995346
Luxor	Luxor	Doctor	Dr. Magdy Megalaa	Al-Samania Street, branching from Al-Sanayeh School	01222934807
Aswan	Aswan	Doctor	Dr.. Majed Zekra Gayed	47 Hemimy El Gebalawy St., El Marwa Building	01223152116



Pharmaceutical management systems I *care:

An online management system built for pharmacies to facilitate your life:

- A simple procedure for dispensing monthly medications without the need to submit medical forms, only your medical insurance card and your ID card are required
- Dispensing the right dosage of medicine for the patient
- Setting limits to avoid any abuse
- Dispensing the appropriate alternative medication in the event that the recommended medication is currently unavailable



Submitting Claims Forms

Reimbursement form:

Please follow the instructions below:

- The claim must be submitted by the contractor. You can obtain the policy number and the number of your individual insurance certificate from the contractor.
- All questions in the form must be answered. All answers must be written clearly
- Documents can be in Arabic or English only. Documents written in other languages must be translated by a professional before submission.
- All required attachments must be submitted within a period of ninety days maximum from the date of the occurrence of the claim. No claims will be disbursed after ninety days.
- The original copies of any medical receipts, invoices or reports must be attached to the form.



Submitting Claims Forms

Reimbursement form:

Please, write the required information:

- Please fill out a form for each claim separately, as medical claims are separated from dental claims, maternity claims and eyewear claims.
- Each person has to submit their own claim



Submitting Claims

External Clinic services:



- Doctor visit:
 - Official receipt with the visit fees and the doctor's signature
 - Or a prescription that shows doctor's fees, the date of visit, the diagnosis (it should be stamped and signed by the doctor)



- Medicine
 - A bill from the pharmacy showing the date of purchase, the name of the patient, the quantity and the names of the prescribed medications, with a stamp on it.
 - A copy of the doctor's prescription, with the name, date and diagnosis clearly written on it.



Submitting Claims

External Clinic services:



- Lab tests and radiology
 - An official receipt stating the type and cost of each x-ray or medical tests with a stamp on it.
 - The doctor's request for x-rays, tests and diagnosis must be clearly attached to the form.
 - A copy of the x-rays or test results.



- Physiotherapy
 - An official receipt stating the patient's name, date, type and cost of sessions, stamped and signed.
 - The doctor's prescription must be clearly attached to the form
 - A session card for the attending physiotherapy sessions, indicating the date of each session with the signature of the patient next to each session they attended.



Submitting Claims

External Clinic services:



- Inpatient services
 - An official receipt for the fees of the attending doctor or surgeon showing their stamp and signature.
 - A bill from the hospital attached with an official receipt of the value paid.
 - A detailed medical report upon the patient's discharge from the hospital.



Reimbursement terms

Terms and conditions for bills and receipts:

1. Original document (no copies allowed)
2. Must have a serial number, tax number, and commercial registration number.
3. The stamp bears the name of the medical service provider (the “sincererely,” stamp is not valid).
4. It clearly contains the name of an approved medical service provider, its actual address, and the telephone number.
5. The customer's name and date are written on it.
6. Scraping, alteration or additional handwriting are not allowed .
7. It must contain the service or the product that has already been purchased.
8. Al-Ahram Clinic answers all the clients regarding the claims submitted.
9. In case of emergency, the company pays 100% of the medical fees for the insured patient.
10. The monthly treatment is only disbursed based on the doctor's official prescription, which is renewed once a year.



Call us at

19097

Terms and conditions for bills and receipts:

For Arabic
press 1

For English
press 2

For medical
claims,
press 3

For medical
approvals,
press 2

For inquiries
regarding
MetLife's
network,
press 1

For any inquiries regarding reimbursement,
Please call us on our hotline and please mention your CRT # written on your MetLife card.

To file a complaint, please call the customer service hotline 19798 or send us on ServeMe-Egypt@metlife.com