

PRIME HEALTH

OUR PRIME CONCERN IS YOUR HEALTH



FATIMA ELZEIN
BUSINESS DEVELOPMENT MANAGER
FATIMA.ELZEIN@PRIME-HEALTH.ORG
01205006610

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Local Healthcare Programs to cover you and / or members of your family with direct billing and outside Egypt on reimbursement.

Inpatient and OutPatient inside & outside network with direct billing reimbursement according to Egypt rate.

Medical insurance to cover groups over 25 persons as corporate medical benefits to be given to all employees and/or their families of your company





PRIME HEALTH


ABOUT

PRIME HEALTH

OUR PRIME CONCERN IS YOUR HEALTH

Prime Health Established in 2001, as the first Third Party Administrator to serve the medical and insurance field in the Egyptian Market. Prime Health specialized in medical claims management. Following its acquisition Prime Health became member of MedGulf Group in 2009. The Mediterranean and Gulf Insurance and Reinsurance (MedGulf) is a leading regional insurance Company providing the retail & institutional markets with comprehensive insurance coverage through its operations in various countries. MedGulf has been proudly serving its clients for more than 30 years.

Prime Health vision is to fix the damage done in the markets to insurance industry image; and set up the right procedures and modules to develop a healthy market in order to offer the community the solid security they needed, allied with professional products and quality services.



TOP RISK CARRIERS

WITH PRIME HEALTH



Delta Insurance Company, Egyptian Saudi Insurance House Company And Al Mohandes Insurance Company Are The Risk Taker And The Insurance Companies Registered Under The Financial Authority Regulatory Of Egypt.



- › Policy rating.
- › Simulations & Offerings.
- › Policy administration functionalities, Enrollments, amendments, black listing & white listing).
- › Reporting capabilities based on the security level of the user at the risk carrier and broker levels.

- DELTA INSURANCE COMPANY
- EGYPTIAN SAUDI INSURANCE HOUSE COMPANY
- AL MOHANDES INSURANCE COMPANY

We empower our insurance and broker partners to monitor their portfolio on real time basis and take action that provides:



BASIS OF GROUP VALUES AND PRINCIPLES



- ❖ Follow the highest ethical standards by being loyal, honest and transparent with all our stakeholders.
- ❖ Be customer-oriented.
- ❖ Act in our stakeholders best interest.
- ❖ Associate the brand with superior service and financial security
- ❖ Develop superior HR Capital with a focus on local talents.
- ❖ Promote insurance awareness in the countries we operate in

PRIME HEALTH

**WE CONSTANTLY CONDUCT SELF
DIAGNOSTIC TO CAPITALIZE ON OUR
STRENGTH, FIX OUR WEAKNESSES,
MITIGATE THE THREATS AND GRASP
OPPORTUNITIES**



OPPORTUNITIES

- Entering new markets.
- Developing new products.
- New distribution channels.
- Joint ventures.

THREATS

- Regulations – Enforcing compulsory medical insurance.
- Unstable country situation.
- Lack of Rules and Regulations.
- Intense Competition.
- Substitute products.

STRENGTH

- Highly developed customer Service infrastructure.
- Strong Experienced technical & Sales Teams.
- Strong Regional and international operational capabilities.

WEAKNESSES

- Online presence “ Weak infrastructure”.
- Research Development.

HEALTHCARE CLAIMS MANAGEMENT

CLAIM PROCESSING ROLES



CONTROL

Medical cost and keep them within reasonable bounds.



ORGANISE

And Maintain the provision of benefits.



PROTECT

The health of beneficiaries by ensuring easy access to quality healthcare facilities.



Receive claims data



Check to avoid duplicate claims eligibility



Benefits determination application



Analysis of provider details



Coding, bundling and diagnosis review



Rule-based edits



Claims settlement & presentment

OUR MISSION WITHIN
AN INTEGRATED
BUSINESS CYCLE

OUR SERVICES TO ACCOMPLISH THE MISSION

- Policy Briefings
- Claims Adjustment
- Providers Relations
- Pre-authorizations
- Claims Processing
- Statistical and Technical Support
- Case Management
- Wellness Programs
- Customers and Providers Support

Policy Briefings

- 1- Policy issued & sent by Prime Health.
- 2- Briefing sent to providers.
- 3- Confirmation received from HCPs.
- 4- Copy of confirmation sent to Prime Health / Client.

Pre-authorizations

Pre-authorization Process and Advantages of using Prime Health (APN) Assigned Providers Network

- Peace of Mind.
- Benefit Protection.
- Reduces Fraud.
- Cost Control.
- No other expenses (apart from Co-payment).
- Service Standards.

Case Management

This service helps in facilitating the appropriate health care services for patients by our team of medical consultants.

The aim is to promote the best outcome for the patient & to control the cost of treatment.

Claims Adjustment

Batches:
Invoices received from HCP & Clients

Doctors:

- Our doctors review if medical and technical charges are in order.
- Rejections reasons are stated on the claims.

Processing:
Audited Claims are sent to Claims Department to be processed accordingly

Claims Processing

Processing
Claims Audited by our Doctors are entered into the system.

Batches
Batches Rechecked beforeclosing (additional auto & manual technical.

System
System performs an Auto-technical audit during the course of processing.

Letters
Rejections/ Recoveries are sent to HCP/ client & payments electronically sent to Prime Health Accounting Dept.

Customers Service

Claims Support Center works as a buffer zone between the client & the approvals department.

They maintain a neutral position in order to get to the best decision possible.

Customer
Services
16950

Doctors Are Waiting
For Your Queries!



Fast and easily communication and follow up on your requests 24 H at [01023006126](tel:01023006126)



Email us at any time via callcenter@prime-health.org

PRIME HEALTH MEDICAL NETWORK COVERAGE

Prime Health provides a class network of healthcare providers aiming to build synergistic relationships for our customers' convenience.

Our network includes Hospitals, Pharmacies, Laboratories, Radiology Centers, Polyclinics and Optical Clinics, covering 26 governorates in Egypt.

Weekly Updates

1500+
Medical
Providers

Share On Whatsapp

Physiotherapy
Centers

Active Veezeta

Pharmacies

600+
Specilized
Centers and
PolyClinics

Lab & Scan
Centers

Best Services

Addition Upon
Request

Prime Health's call center operates 24 hours a day, 7 days a week, and is committed to providing you with any information you might request, and solving problems and complaints in a timely and professional manner

PRIME HEALTH MOBILE APPLICATION

WHAT'S NEW!

Locate Your Network

Search for a healthcare provider and view all related detail

Claims Approval

Add, Search on your requests and check the status of approved, pending and rejected requests using this tab.

Services

Find the contact information of Prime Health Supported by map Location.

About Us

General Information About Prime Health.

Feedback

Submit your feedback to Prime Health Team and find the reviewed feedback.



On continuous basis Prime Health is looking for ways to improve the service in order to satisfy its valuable clients in their daily requirements specially their approvals requests.

The new version has an enhanced user interface, more features, and most importantly, an online approval request system.

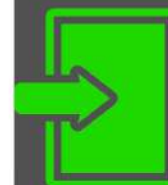
Which makes Prime Health a pioneer in offering new services in the Egyptian market.

HOW TO LOG ON ! EASE ACCESS TO YOUR PROFILE

User enter the username and the password as follows..

> **Username** : The Medical Card Number

> **Password** : Year Of Birth





We offer you a discount card services at a distinguished level which reflects on employee loyalty through a network of the finest hospitals, pharmacies, scan and lab center, covering Egypt to be available to every Prime Health card holder to benefit from our special rates agreed with providers which ranges between 5% to 50% in all medical transactions on cash

Call Our Customer Service 16950 to get the needed support

Transaction Type	Discount From	Up to Maximum
Consultation	30%	50%
Dental Procedures	25%	50%
Emergency Admission	35%	50%
Lab Analysis	25%	50%
Pharmacies	5%	12%
Physiotherapy Sessions	30%	60%
Radiology Scans	20%	40%
Optical Services	25%	40%



PRIME HEALTH DISCOUNT CARD



Only 250 EGP including VAT



Get Up to 50% on different transactions



The Discount Card be useful for everyone especially all we have families, relatives , that can take profit from a special rate and discounts in all medical Transaction on Cash

If the list is above 500 Members , you will get the discount card with a special price which is **114 EGP** including the VAT fee.

PRIME HEALTH PORTFOLIO

OUR CLIENTS A FEW OF OUR CLIENTS

OUR HISTORY



WE ARE SO PROUD THAT WE HAD AN AMAZING EXPERIENCE WITH OUR CUSTOMERS

PRIME HEALTH

DISCOUNT CARD PORTFOLIO

- 👤 Fawry Staff Family Members.
- 👤 AIG Insurance Company.
- 👤 Delta Insurance Staff Family Members.
- 👤 Al Yasmin Community.
- 👤 Raya Resturant Staff Family Member.
- 👤 Al Wataniya Insurance Co Egypt Staff Family Members.
- 👤 Leoni Syndicate Family Members.
- 👤 International For The Manufacture Of Plastics And Electrical Appliances.
- 👤 GLC Paints Staff Family Members.
- 👤 HighLand Compound Members.
- 👤 Wisely Insure Families.



Benefits !

Special
Customer
Service 24 H
A week

Up To 50%
Discount
including all
specialities

WhatsApp
Channel for
all type of
quires

Cover More
Than 2000+
Service
Providers

Eligible
For Every
one

TAKE ADVANTAGES NOW 16950

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