

# almadallah

Healthcare Management



“Your Satisfaction,  
Our Specialty”

**Almadallah Healthcare Management**



# Welcome to **Almaidallah**

*A*lmaidallah Healthcare Management is a Third Party Administrator (TPA), premier administration provider, dedicated to comprehensively administer healthcare schemes.

*We invite you to explore our brochure and become familiar with our services and the administrative simplicity that we offer.*

Almaidallah is a private company established in 2008 with a vision to create an integrated, broad range of quality process services tailored to address the needs of the medical insurance industry. With established strong ties with the Government of Dubai and the Private Sector, we are committed to bringing closer together physicians and patients while we build solid, long term business relationship with our clients.

As a TPA company, we are the intermediary in the healthcare insurance industry that brings together the healthcare providers, policy holders, and self funding organizations/ insurance companies to function under a mutually beneficial umbrella.



# About Us

The core function of Almadallah is to administer medical, dental and vision plans with a broad network of providers to select government organizations, self-funding organizations and health insurance companies. In other words, it is the paper-processing arm of the insurance claim process that applies the rules of coverage to the medical claims.

We guarantee speed and accuracy of processing claims as we continuously update our technology and knowledge to meet our client's demands and meet a prompt payment program to the providers.





## Mission

To be the premier Third Party Administrator in the United Arab Emirates that is acknowledged for constantly presenting superior and innovative services to deliver effective world class solutions.

## Vision

To be a catalyzing force in shaping the evolving healthcare sector in the United Arab Emirates in achieving informed treatment decisions by partnering with self-funding organizations, insurers and healthcare providers to deliver cost-effective, uncompromised quality care.

***“ It has always been Almadallah’s commitment to constantly innovate and deliver world class solutions and state-of-the-art services to all the stakeholders within the medical insurance industry ”***





## Our Services

***Our Services provide unparalleled administration processes that will strategically plan, design and implement management solutions as follows:***

- Design healthcare schemes according to our clients requirements
- Manage and deliver through direct billing, a complete proficient claims processing system partnered with a cost-effective growing national and international health care provider network
- Provide Trend Utilization Reports based on gathered business operations
- Assemble Statistical Data to back decision making in business strategies

## Our Philosophy

***Our Philosophy guides our business in that we are dedicated to:***

- Maintain strict confidentiality on all aspects of our services
- Remain abreast on the most recent legal and business issues pertaining to TPAs
- Ensure that we consistently provide proficient services in a cost effective manner
- Practice flexibility in customizing effective and efficient plan designs
- Develop an open communication approach to expand our business relationships
- Provide a forum to post suggestions, complaints and compliments for constructive benefit towards continuous improvement



## Our Plan

***Our Plan is to sustain and increase the benefits of the providers on our network and be in-synch with our clients goals to retain quality of service in that we:***

- Ensure a prompt and accurate claims payment program
- Meet our partners needs in the most timely and effective manner
- Maintain a transparent and humane approach towards healthcare solutions
- Yield a high level of personal service to become the focal point between each of our stakeholders

## Our Resources

***Our Resources, invested in Almadallah, are reflected in the expert services we present, and this is based on the prevalence of:***

- Our team's intellectual capital that is drawn upon their relevant experience as physicians and nurses and as claims and network specialists possessing significant experience in the TPA business
- Our operating state-of-the-art software technology
- Our commitment to continually update our team's knowledge and our technology infrastructure

# Healthcare Coverage Services

## ***For our Clients:***

- An extensive network of expanding, reputable healthcare providers for complete diagnostic and treatment services that are financially efficient
- Issuance of identity cards to all policy holders as per required specifications
- Direct billing between Almadallah and the Providers
- Access to a dedicated customer service center 24 hours a day, 7 days a week
- Updated information to all policy holders regarding medical coverage options via our website and direct communication
- Treatment and utilization reports on claims, eligibility and enrollment data
- Census of enrolled employees and their dependants
- User friendly website



## ***For our Providers:***

- High quality medical claims processing authorization system
- Prompt payment program
- Access to our dedicated Claims Centre 24 hours a day, 7 days a week
- Provider Manuals detailing applicable regulations of coverage and collaborative procedures
- Orientation Program & online network inquiry forum to ensure our seamless collaboration

***Almadallah is more than just about a state-of-the-art customer contact center or sophisticated mail sorter. Our business is about people. People who care, work hard and provide world-class TPA services.***

**It's about trust and integrity**

**It's about accuracy and efficiency**

**It's about courteous personalized service**

*To enjoy the benefits of high quality, hands-on administration with a local presence and national strength, contact Almadallah to address your prospective interests.*



# Almadallah Healthcare Management

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