



**ESSENTIAL BENEFITS PLAN**

Benefits	Limits	Conditions	Coinsurance and limits
Annual upper aggregate claims limit (including any coinsurance and/or deductibles).	150,000 AED		
Geographic scope of coverage	Basic healthcare services	Within the Emirate of Dubai (and within UAE at the Providers where Direct Billing access is provided).	
	Emergency medical treatment	Within all emirates of the UAE.	
Provider network	Limited network is acceptable	The network must provide reasonable geographic access for the insured in relation to place of work and residence.	
Pre-existing conditions	Cover cannot be denied due to pre-existing conditions.	Treatment for chronic and pre-existing conditions excluded for first 6 months of first scheme membership. Included thereafter. 1	
<p><b>Basic healthcare services:</b> in-patient treatment at authorized hospitals.</p> <p><b>Referral procedure:</b> In respect of Essential Benefit Plan members, no costs incurred for advice, consultations or treatments provided by specialists or consultants without the insured first consulting a General Practitioner (or equivalent as designated by DHA) who is licensed by DHA or another competent UAE authority will be payable by the insurer. The GP must make his referral together with reasons via the DHA e-Referrals system for the claim to be considered by the Insurer.</p>	Tests, diagnosis, treatments and surgeries in hospitals for nonurgent medical cases.	Prior approval required from the insurance company.	20% coinsurance payable by the insured with a cap of 500 AED payable per encounter and an annual aggregate cap of 1000 AED. Above these caps the insurer will cover 100% of treatment.
	In-patient services will be received in rooms of two or more beds.	Prior approval required from the insurance company.	
	Healthcare services for emergency cases.		
	Ground transportation services in the UAE provided by an authorized party for medicalemergencies.		
	Companion accommodation		The cost of accommodating a person accompanying an insured child up to the age of 16 years.
		The cost of accommodation of a person accompanying an in-patient in the same room in cases of medical necessity at the recommendation of the treating doctor and after the prior approval of the insurance company providing coverage.	Maximum 100 AED per night.



<b>Maternity services<sup>1</sup></b>	Out-patient ante-natal services	Requires prior approval from the insurance company	<p>10% coinsurance payable by the insured. 8 visits to PHC; All care provided by PHC obstetrician for low risk or specialist obstetrician for high risk referrals Initial investigations to include:</p> <ul style="list-style-type: none"> <li>• FBC and Platelets</li> <li>• Blood group, Rhesus status and antibodies</li> <li>• VDRL</li> <li>• MSU &amp; urinalysis</li> <li>• Rubella serology</li> <li>• HIV</li> <li>• Hep C offered to high risk patients</li> <li>• GTT if high risk</li> <li>• FBS , random s or A1c for all due to high prevalence of diabetes in UAE.</li> </ul> <p>Visits to include reviews, checks and tests in accordance with DHA Antenatal Care Protocols 3 ante-natal ultrasound scans</p>
	In-patient maternity services	Requires prior approval from the insurance company or within 24 hours of emergency treatment	<p>10% coinsurance payable by the insured.</p> <p>Maximum benefit 7,000 AED per normal delivery, 10,000 AED for medically necessary C-section, complications and for medically necessary termination (All limits include coinsurance)</p>
	New born cover		<p>Cover for 30 days from birth.</p> <p>BCG, Hepatitis B and neo-natal screening tests Phenylketonuria (PKU), Congenital Hypothyroidism, sickle cell screening, congenital adrenal hyperplasia)</p>



<p><b>Basic healthcare services:</b> out-patient in authorized out-patient clinics of hospitals, clinics and health centres.</p> <p><b>Referral procedure:</b> In respect of Essential Benefit Plan members, no costs incurred for advice, consultations or treatments provided by specialists or consultants without the insured first consulting a General Practitioner (or equivalent as designated by DHA) who is licensed by DHA or another competent UAE authority will be payable by the insurer. The GP must make his referral together with reasons via the DHA e-Referrals system for the claim to be considered by the Insurer.</p>	Examination, diagnostic and treatment services by authorized general practitioners, specialists and consultants.		20% coinsurance payable by the insured per visit. No coinsurance if a follow-up visit made within seven days.
	Laboratory test services carried out in the authorized facility assigned to treat the insured person.		20% coinsurance payable by the insured.
	Radiology diagnostic services carried out in the authorized facility assigned to treat the insured person.	In cases of non-medical emergencies, the insurance company's prior approval is required for MRI, CT scans and endoscopies.	20% coinsurance payable by the insured
	Physiotherapy treatment services	Prior approval of the insurance company is required.	Maximum 6 sessions per year. 20% coinsurance payable per session.
	Drugs and other medicines	Cost of drugs and medicines up to an annual limit of 1,500 AED (including coinsurance).	30% payable by the insured in respect of each and every prescription. No cover for drugs and medicines in excess of the annual limit
Preventive services, vaccines and immunizations.	Essential vaccinations and inoculations for newborns and children as stipulated in the DHA's policies and its updates (currently the same as Federal MOH).		
	Preventive services as stipulated by DHA to include initially diabetes screening.	The DHA has to notify authorized insurance companies of any preventive services that will be added to the basic package at least three months in advance of the implementation date and the newly covered preventive services will be covered from that date.	<b>Frequency restricted to Diabetes:</b> Every 3 years from age 30 High risk individuals annually from age 18.
Excluded healthcare services except in cases of medical emergencies.	Diagnostic and treatment services for dental and gum treatments.		Subject to 20% coinsurance
	Hearing and vision aids, and vision correction by surgeries and laser.		Subject to 20% coinsurance

**Note:**<sup>1</sup> However, conditions developing into an emergency will be covered up to the policy limits.



## EXCLUSIONS AND LIMITATIONS

### Excluded (nonbasic) healthcare services

1	Healthcare Services which are not medically necessary.
2	All expenses relating to dental treatment, dental prostheses, and orthodontic treatments.
3	Home nursing; private nursing care; care for the sake of travelling.
4	Custodial care including: (1) Non-medical treatment services; (2) Health-related services which do not seek to improve or which do not result in a change in the medical condition of the patient.
5	Services which do not require continuous administration by specialized medical personnel.
6	Personal comfort and convenience items (television, barber or beauty service, guest service and similar incidental services and supplies).
7	All cosmetic healthcare services and services associated with replacement of an existing breast implant. Cosmetic operations which are related to an Injury, sickness or congenital anomaly when the primary purpose is to improve physiological functioning of the involved part of the body and breast reconstruction following a mastectomy for cancer are covered.
8	Surgical and non-surgical treatment for obesity (including morbid obesity), and any other weight control programs, services, or supplies.
9	Medical services utilized for the sake of research, medically non-approved experiments and investigations and pharmacological weight reduction regimens.
10	Healthcare Services that are not performed by Authorized Healthcare Service Providers.
11	Healthcare services and associated expenses for the treatment of alopecia, baldness, hair falling, dandruff or wigs.
12	Health services and supplies for smoking cessation programs and the treatment of nicotine addiction.
13	Any investigations, tests or procedures carried out with the intention of ruling out any foetal anomaly.
14	Treatment and services for contraception.
15	Treatment and services for sex transformation, sterilization or intended to correct a state of sterility or infertility or sexual dysfunction. Sterilization is allowed only if medically indicated and if allowed under the Law.
16	External prosthetic devices and medical equipment.
17	Treatments and services arising as a result of hazardous activities, including but not limited to, any form of aerial flight, any kind of power-vehicle race, water sports, horse riding activities, mountaineering activities, violent sports such as judo, boxing, and wrestling, bungee jumping and any professional sports activities.
18	Growth hormone therapy.
19	Costs associated with hearing tests, vision corrections, prosthetic devices or hearing and vision aids.
20	Mental Health diseases, both out-patient and in-patient treatments, unless it is an emergency condition.
21	Patient treatment supplies (including for example: elastic stockings, ace bandages, gauze, syringes, diabetic test strips, and like products; non-prescription drugs and treatments,) excluding supplies required as a result of Healthcare Services rendered during a Medical Emergency.
22	Allergy testing and desensitization (except testing for allergy towards medications and supplies used in treatment); any physical, psychiatric or psychological examinations or investigations during these examinations.



**Excluded (nonbasic)  
healthcare services**

23	Services rendered by any medical provider who is a relative of the patient for example the insured person himself or first degree relatives.
24	Enteral feedings (via a tube) and other nutritional and electrolyte supplements, unless medically necessary during in-patient treatment.
25	Healthcare services for adjustment of spinal subluxation.
26	Healthcare services and treatments by acupuncture; acupressure, hypnotism, massage therapy, aromatherapy, ozone therapy, homeopathic treatments, and all forms of treatment by alternative medicine.
27	Elective diagnostic services and medical treatment for correction of vision.
28	Elective diagnostic services and medical treatment for correction of vision.
29	Nasal septum deviation and nasal concha resection.
30	All chronic conditions requiring hemodialysis or peritoneal dialysis, and related investigations, treatments or procedures.
31	Healthcare services, investigations and treatments related to viral hepatitis and associated complications, except for the treatment and services related to Hepatitis A.
32	Birth defects, congenital diseases and deformities.
33	Healthcare services for senile dementia and Alzheimer's disease.
34	Air or terrestrial medical evacuation and unauthorized transportation services.
35	Inpatient treatment received without prior approval from the insurance company including cases of medical emergency which were not notified within 24 hours from the date of admission.
36	Any inpatient treatment, investigations or other procedures, which can be carried out on outpatient basis without jeopardizing the Insured Person's health.
37	Any investigations or health services conducted for non-medical purposes such as investigations related to employment, travel, licensing or insurance purposes.
38	All supplies which are not considered as medical treatments including but not limited to: mouthwash, toothpaste, lozenges, antiseptics, milk formulas, food supplements, skin care products, shampoos and multivitamins (unless prescribed as replacement therapy for known vitamin deficiency conditions); and all equipment not primarily intended to improve a medical condition or injury, including but not limited to: air conditioners or air purifying systems, arch supports, exercise equipment and sanitary supplies.
39	More than one consultation or follow up with a medical specialist in a single day unless referred by the treating physician.
40	Health services and associated expenses for organ and tissue transplants, irrespective of whether the Insured Person is a donor or a recipient. This exclusion also applies to follow-up treatments and complications.
41	Any expenses related to immunomodulators and immunotherapy.
42	Any expenses related to the treatment of sleep related disorders.
43	Services and educational programs for handicaps.



**Healthcare services  
outside the scope of  
health insurance**

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| 1  | Injuries or illnesses suffered by the Insured Person as a result of military operations of whatever type.  |
| 2  | Injuries or illnesses suffered by the Insured Person as a result of wars or acts of terror of whatever type.   |
| 3  | Healthcare services for injuries and accidents arising from nuclear or chemical contamination.   |
| 4  | Injuries resulting from natural disasters, including but not limited to: earthquakes, tornados and any other type of natural disaster.   |
| 5  | Injuries resulting from criminal acts or resisting authority by the Insured Person   |
| 6  | Injuries resulting from a road traffic accident.   |
| 7  | Healthcare services for work related illnesses and injuries as per Federal Law No. 8 of 1980 concerning the Regulation of Work Relations, its amendments, and applicable laws in this respect. |
| 8  | All cases resulting from the use of alcoholic drinks, controlled substances and drugs and hallucinating substances.  |
| 9  | Any investigation or treatment not prescribed by a doctor.   |
| 10 | Injuries resulting from attempted suicide or self-inflicted injuries.  |
| 11 | Diagnosis and treatment services for complications of exempted illnesses.  |
| 12 | All healthcare services for internationally and/or locally recognized epidemics.   |
| 13 | Healthcare services for patients suffering from (and related to the diagnosis and treatment of) HIV/AIDS and its complications and all types of hepatitis except virus A hepatitis.            |

**Thank you**