



Date: 24/03/2025  
Ref: SI/NTW/043/2022

## **Subject: Mandatory Checking of Online Eligibility**

Reference: Circular Ref No. OIC/MD/255/2018 dated 27<sup>th</sup> December 2018

Dear Valued Provider,

Sukoon Insurance would like to extend its sincere appreciation of our long-term partnership and the high-quality services provided by you to our members.

Sukoon Insurance is reiterating the circular made effective in 2019 for all healthcare providers to check online eligibility and validity of policy for all its insured members on same day encounter before rendering any services.

*(E.g., If the patient has an expected diagnostic test the day after the consultation, prior to taking the test, please obtain online eligibility.)*

Healthcare Provider can use any of the following identification documents to check eligibility online:

- Emirates ID
- Virtual Card from Sukoon Mobile application or Copy

**Please note that from 1<sup>st</sup> Jan 2019 (date of service) Sukoon Insurance will not accept any claim if online eligibility check is not done, the claim would be denied as 'CLAI-12'. Such claims will not be subjected to any further recourse.**

For inactive members, please ask them to pay cash for the services after printing and sharing with them the result confirming ineligibility.

Appreciate your support in communicating the same with all front desk staff in your facility.

Regards,

Sukoon Insurance

## Medical and Life Department