

Insured Frequently asked Questions & Answers

- Q1. Can I go to the nearest provider to my home?
 - **A.** You will have to check if it is one of the providers included in the network list booklet distributed to you by your agent or you may call our 24/24 h Call Center at +963 11 3349533/0932-708800
- Q2. What should I present at the pharmacy to have my medicaments dispensed?
 - **A.** You have to:
 - * Choose one Pharmacy included in Best Assistance Network of Pharmacies
 - * Give the pharmacist the original prescription that contains your name, date of prescription, medications, daily dosages, duration of treatment, stamp and signature of the physician.
 - * Show your insurance.
- Q3. How can I know what medicine is covered by: Plan Medication Prescription"?
 - **A.** When purchasing a medicine prescribed by a doctor, the pharmacist can tell you if it is covered or not directly after using our online system installed in all pharmacies in our network.
- Q4. What should I do prior to hospital admission?
 - **A.** Double check hospital booking and coordinate with hospital admission.
 - *Contact our 24/24 h call center at +963 l1 3349533/ 0932-708800 to inform us about the date of admission
- Q5. Do I have to pay any amount upon hospital discharge?
 - **A.** Basically you are not supposed to pay any amount upon discharge from hospital unless mentioned on Best Assistance certification terms and conditions.
 - * Telephone calls and other hospital hotel services are to be charged to your own account.
 - * If you were asked to pay any amount at the hospital for whatever reason, you are kindly requested to refer to our field representative before taking any action