

INAYAH TPA

MOBILE APPLICATION USER MANUAL

Contents

Chapter 1. Getting Started..... 4

 Set Up Account Using Your Smartphone 4

 Registration..... 4

 Login..... 5

 Reset password..... 6

Chapter 2. Main Menu (Home Screen) 7

 Find Provider 7

 My Inayah Card 7

 My Claims..... 7

 My Family..... 7

 Pre- Approvals..... 7

 Benefits 7

 Health Tips 7

 Promotions..... 8

 Support 8

Chapter 3. Sidebar Menu 9

 Change password..... 9

 Logout 10

Chapter 4. Nearby provider 11

 Nearby provider 11

Chapter 5. Search Provider 12

Chapter 6. Find provider 12

 Providers 12

 Doctors..... 14

Chapter 7. My Card 15

 Insurance Card – Principal User & Dependents..... 15

 15

 15

 My Benefits 15

Chapter 7. My Claims 16

 Claims..... 16

Chapter 8. My Family 20

Chapter 9. Pre-Approvals..... 21

Chapter 10. My Benefits	21
.....	21
Chapter 10. Health Tips.....	22
Chapter 11. Promotions.....	22
Troubleshooting Guide	23
FAQ.....	23

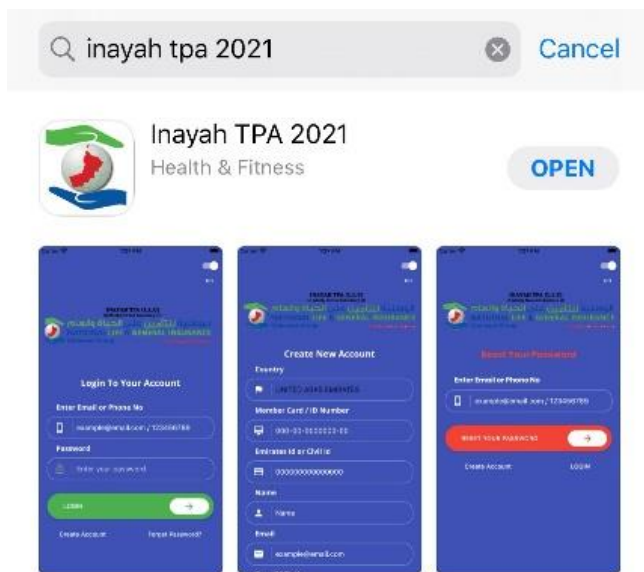
Chapter 1. Getting Started

Set Up Account Using Your Smartphone

The mobile application is available by the name **Inayah TPA 2021** in iPhone's App Store, Android's Google Play Store or link can be accessed from our website (www.inayahtpa.com).

{Mobile App → Mobile Application IOS or Android}

1. Tap **Create Account** and go through the registration process.



Registration

- 1) Fill the form with valid information.
 - **Country: UAE or Oman to be filled in.**
 - **Member ID: Either 15-digit Inayah member ID (eg: ABCD-A-NLGO-G21), Oman ID, Emirates ID (without hyphen eg: 7842019123456789) can be used**
 - **Emirates ID or Civil ID number to be entered in respected field. (without hyphen eg: 7842019123456789)**
 - **User to mandatorily fill in all fields for successful registration.**
- 2) Check Agree with Terms and conditions.
- 3) Tap **Create Account**.
- 4) The server will send a verification code to the registered Mobile No. Enter the verification code in the field provided.
- 5) If you did not receive the email with verification code, tap **Resend Code**.

INAYAH TPA (L.L.C.)
(A Wholly Owned Subsidiary of)
الوطنية للتأمين على الحياة والعام
NATIONAL LIFE & GENERAL INSURANCE
Ominvest Group
مجموعة أومينفست

Create New Account

Country
UNITED ARAB EMIRATES

Member Card / ID Number
000-00-0000000-00

Emirates Id or Civil Id
0000000000000000

Name
Name

Email
example@email.com

Date Of Birth
yyy-mm-dd

Mobile Number
00000000

Password
Enter your password

Confirm Password
Enter your password

☐ I Agree Terms and Conditions

Create Account →

[LOGIN](#) [Forget Password?](#)

Login

Once unique account is created with login credentials, user can type in username and password in respected fields and click on login button. Username can be either the provided email id / registered mobile no followed by + international code + mobile no.

INAYAH TPA (L.L.C.)
(A Wholly Owned Subsidiary of)
الوطنية للتأمين على الحياة والعام
NATIONAL LIFE & GENERAL INSURANCE
Ominvest Group
مجموعة أومينفست

Login To Your Account

Enter Email or Phone No
example@email.com / 123456789

Password
Enter your password

LOGIN →

[Create Account](#) [Forget Password?](#)

Reset password

You can change the password at any point or reset it if you've forgotten.

- 1) Tap on **Forgot Password** to navigate to reset password page.
- 2) Fill the form with valid mobile no (+971XXXXXXXXXX) and tap **Reset Password**.
- 3) User will receive a verification code to your registered mobile number.
If you did not receive the alert with verification code, tap the **Resend Code**.
- 4) Enter new password and tap **Update Your Password**.

The image displays three sequential screenshots of the INAYAH TPA mobile application interface, which is a subsidiary of National Life & General Insurance, Ominvest Group.

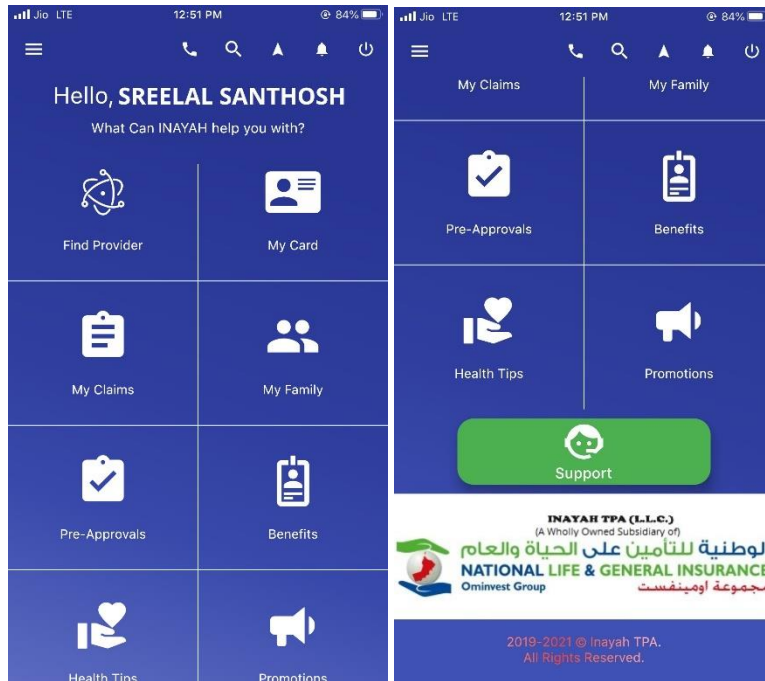
Left Screenshot: Login To Your Account
This screen features a blue header with the company logo and name in Arabic and English. Below the header, there is a section titled "Login To Your Account". It includes two input fields: "Enter Email or Phone No" (containing "example@email.com / 123456789") and "Password" (containing "Enter your password"). A green "LOGIN" button with a right arrow is positioned below these fields. At the bottom, there are two links: "Create Account" and "Forgot Password?". The "Forgot Password?" link is circled in red.

Middle Screenshot: Reset Your Password
This screen has a blue header with the company logo and name. Below the header, there is a section titled "Reset Your Password". It includes an input field "Enter Email or Phone No" (containing "example@email.com / 123456789") and a red "RESET YOUR PASSWORD" button with a right arrow. Below the button, there are two links: "Create Account" and "LOGIN".

Right Screenshot: Verify Your Account
This screen has a blue header with a back arrow and the title "Verify Your Account". Below the header, there is a section titled "Enter 6-character verification code sent to your phone". It includes three input fields: "Enter Verification Code", "New Password", and "Confirm New Password". Below these fields, there is a blue "Update Your Password" button.

Chapter 2. Main Menu (Home Screen)

On the main menu (Home Screen) the options available are Find Provider, My Inayah Card, My Claims, My Family, About Inayah, Contact Us, New Reimbursement, Notifications and Find Nearest provider.



Find Provider

Selecting Find provider will navigate you to find providers, doctors and specialties registered with Inayah. You may also filter the list.

My Inayah Card

Shows your online Inayah TPA card.

My Claims

Shows the list of claims submitted.

My Family

Shows the family members card list. You can find family members E-Card and their registered claims.

Pre- Approvals

Shows the principal's or dependent's pre-approvals details.

Benefits

Shows the benefit details for the Principal user & dependents.

Health Tips

Shows health tips provided by Team Inayah.

Promotions

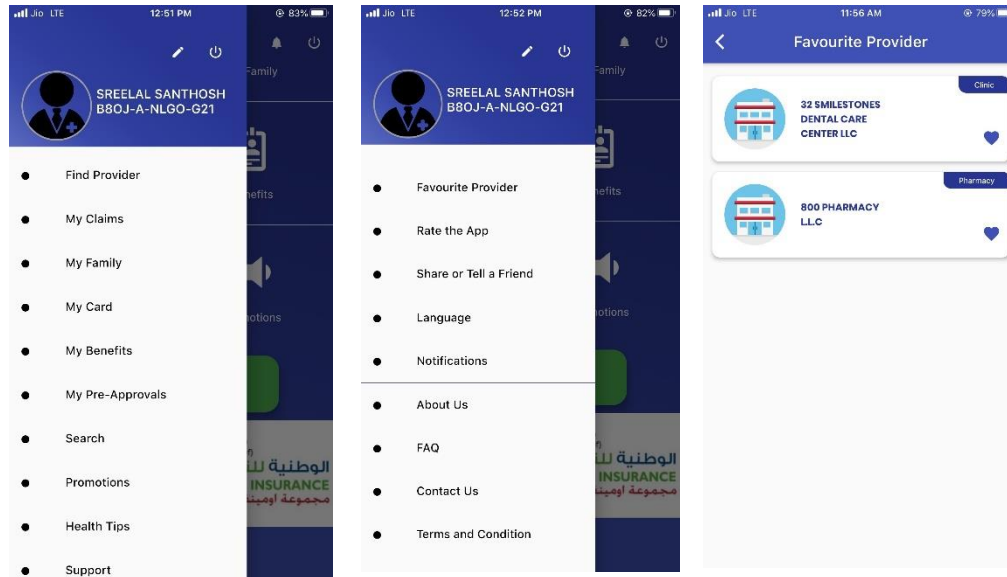
Shows promotions details of Inayah TPA.

Support

Shows the support details for extended customer care from Inayah TPA end.

Chapter 3. Sidebar Menu

The Sidebar Menu button in the upper left corner of the Main Menu displays options, where you can store your favorite provider, Rate application user experience and various aspects of your App i.e., Language Settings, Notifications, changing the password of your App, logging out from the App etc.



Change password

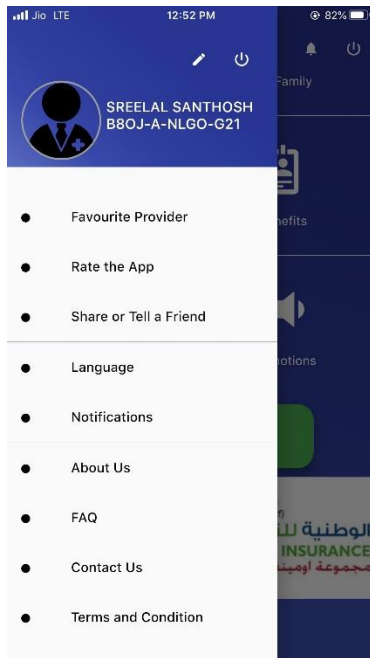
Tapping on change password icon (🔑) will navigate you to change password page

- 1) Enter your current password.
- 2) Enter new password.
- 3) Confirm your new password.
- 4) Tap **Update Password**.

The image shows two screenshots of the password change process. The first screenshot is the 'Change Password' screen, which displays a user profile card with the following information: Card No (B80J-A-NLGO-G21), Name (SREELAL SANTHOSH), Email (sreelal.s@incycytpa.com), Mobile NO (+97562575056), and Country (UNITED ARAB EMIRATES). Below the card is a key icon and the text 'Change Password'. The second screenshot is the 'Update Password' screen, which has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. At the bottom of this screen is a green button labeled 'Update Password'.

Logout

To logout from application tab the logout button (🔌). The application will logout and will navigate you to the login page.



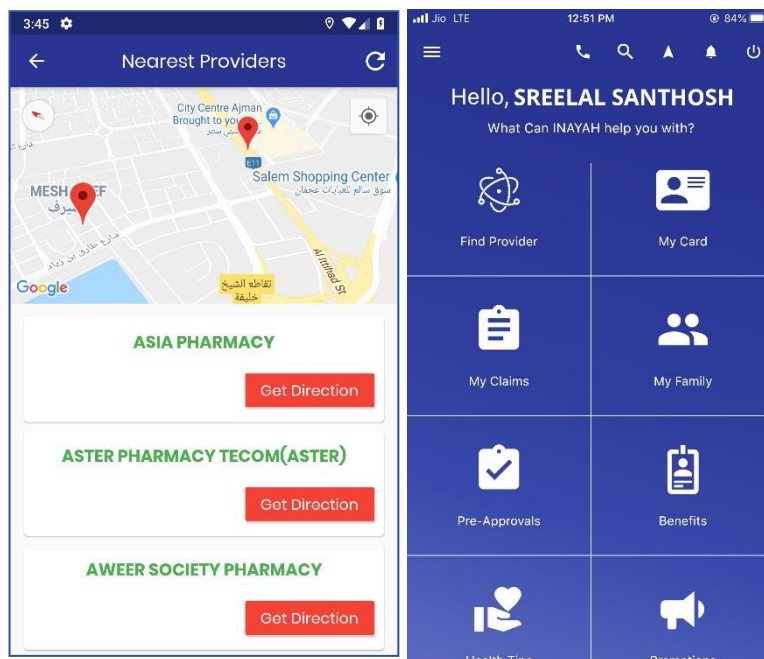
Chapter 4. Nearby provider

You are required to allow the application to use your current location to list the providers nearby to your current location.

Nearby provider


- 1) You can find the nearby providers pinned on the Map and are also listed below the map.
- 2) Name of the provider are highlighted along with the **Get Direction** button.
- 3) Tap **Get Direction** button to open the map with navigation instruction to the provider's location.

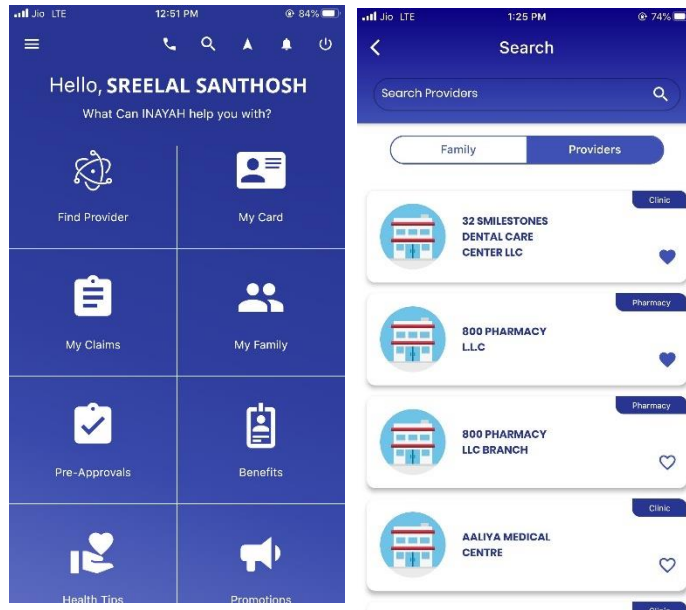
At some point if the map is not loaded properly, you can refresh the map by tapping the refresh button (🔄) from the right upper corner.



Chapter 5. Search Provider

You can search specifically for a particular provider / Family member details in the search page.

1. User can enter either provider name/ family name in the respected fields.
2. User can search using provider code/ family code details.
3. After locating provider, click on the () icon to get in touch with doctor or branch.



Chapter 6. Find provider

You can find a specific provider, specialty or doctor in **Find Provider** page.

Providers

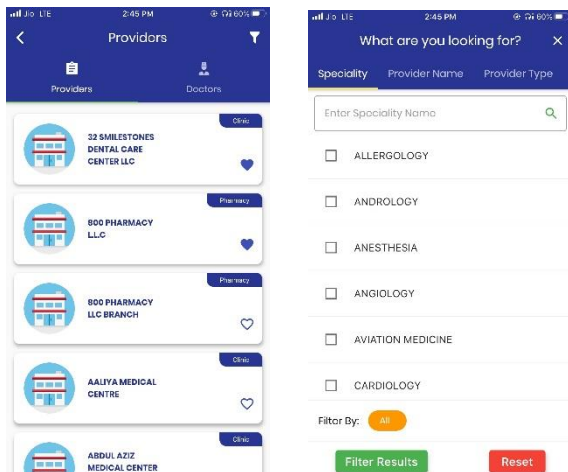
You can find the list of providers covered in your insurance by tapping filter icon at top right corner.

Filter Providers

You can filter providers by their Name, Type, City, Specialty, Doctor Gender and Doctor Nationality. You can also select multiple names, types, cities and each section for filter.

Tapping **Filter Results** will filter all the providers and navigate to the list of providers.

Reset button besides the **Filter Results** button will clear all the filter.



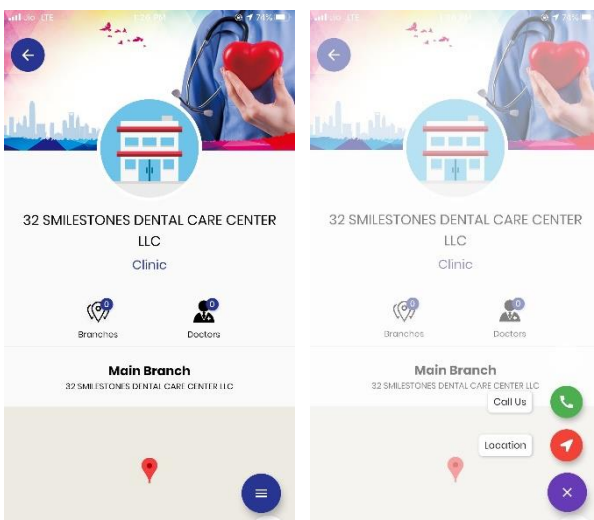
Provider details

By selecting any provider from the list will navigate you to provider's details page.

Provider details page have information about provider's profile:

- 1) Provider type
- 2) Number of branches
- 3) Number of Specialties
- 4) Number of doctors
- 5) Current branch location

To contact the desired provider, tap floating button at right bottom corner where you can find available options to contact the provider.



Doctors

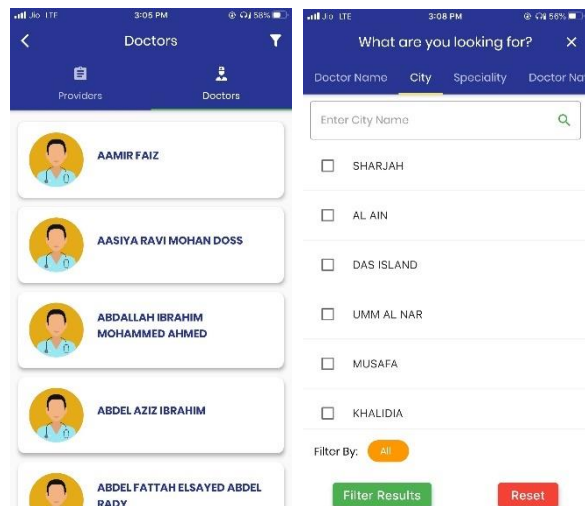
Under the **Doctors** tab you can find list of doctors covered in your insurance.

Filter Doctors

You can filter doctors by Name, Type, City, Specialty, Doctor Gender and Doctor Nationality. You can select multiple names, types, cities and each section for filter.

Tapping **Filter Results** will filter all the providers and navigate to the list of providers.

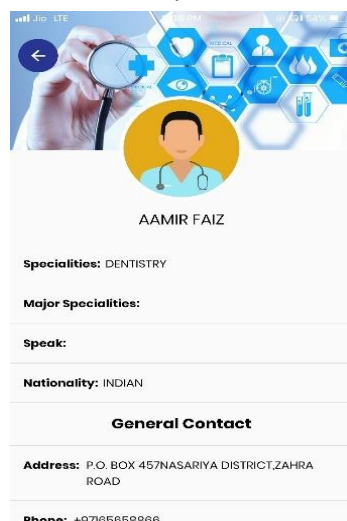
Reset button besides the **Filter Results** button will clear all the filter.



Doctor Profile

Selecting any doctor from the list will navigate to the doctor's profile page providing information about selected doctor.

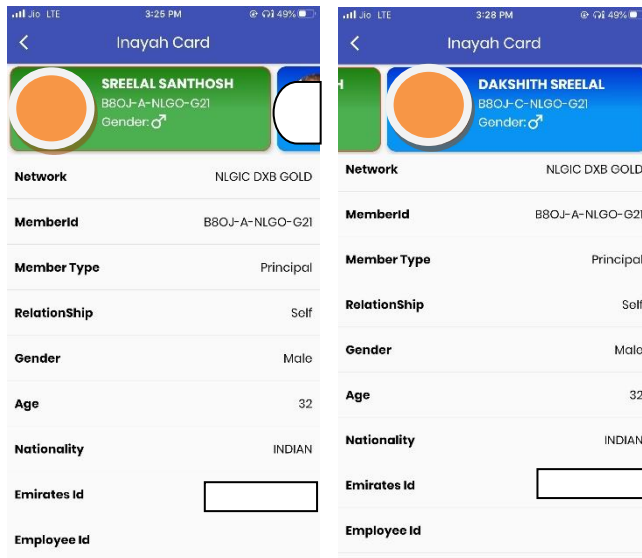
- 1) Specialty
- 2) Major specialty
- 3) Languages spoken
- 4) Provider with which the doctor is working in
- 5) Doctor Nationality



Chapter 7. My Card

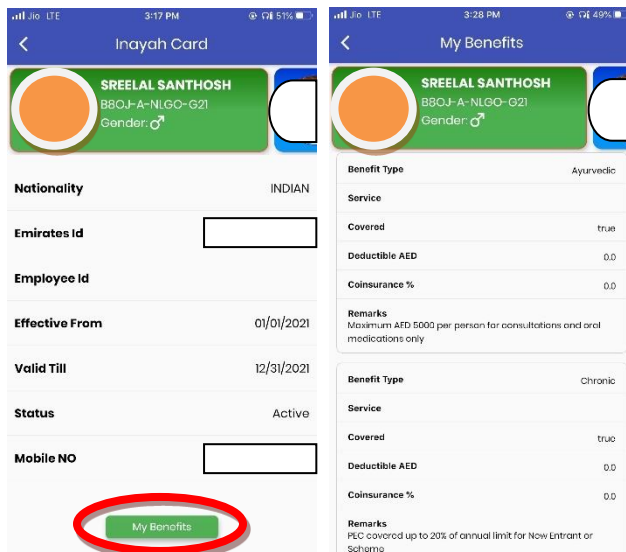
Insurance Card - Principal User & Dependents

You can find your insurance card details by tapping **My Card**. The insurance Card text details will be displayed in Card Inayah card page for both Principal user & Dependents. i.e., Insurer details, Company, Network, Policy, OP and IP details.



My Benefits

You can find list of benefits by tapping **My Benefits** button.



My Benefits details are shown as such

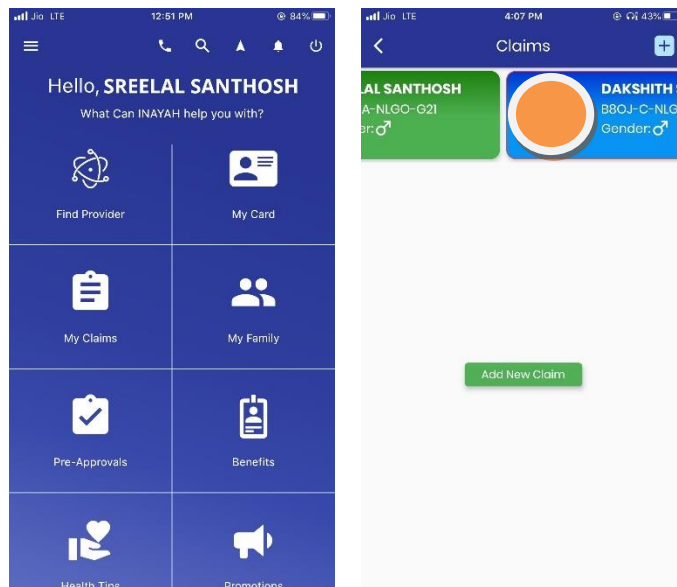
1. Benefit type – Shows the type of medicative treatment.
2. Cost Benefits, Coverage, Service charges, Deductible AED details. Etc.

Chapter 7. My Claims

Claims


A list of claims will be available if they are previously submitted claims.

If you want to submit a new claim tap **Add New Claim** button to navigate to new form where you can add reimbursement details.



View Existing Claim

Add New Claim

While adding a new reimbursement, system will auto fetch the details such as, Card Number, Insured Name and Policy Name. You may also have to fill with valid information and tap on  button. Once the reimbursement details are added, a dialog box appears with success message to ensure that the claims are submitted.

Claims

SREELAL SANTHOSH
B8QJ-A-NLGO-G21
Gender: ♂

Claim No	0000000162
Status	Received
Claim No	0000000161
Status	Received

Add Details

To add details, fill in respected fields on the **Add New Claims** page. Populate personal information of Principal or dependent claim details i.e – Country of treatment, Provider, Doctor, Treatment date with claim and currency details.

Add New Claim

Principal Member Id
B8QJ-A-NLGO-G21

Principal Member Name
SREELAL SANTHOSH

Patient Member Id
B8QJ-C-NLGO-G21

Patient Name
DAKSHITH SREELAL

Submission Date
2021-02-18

Country of Treatment
Country of Treatment

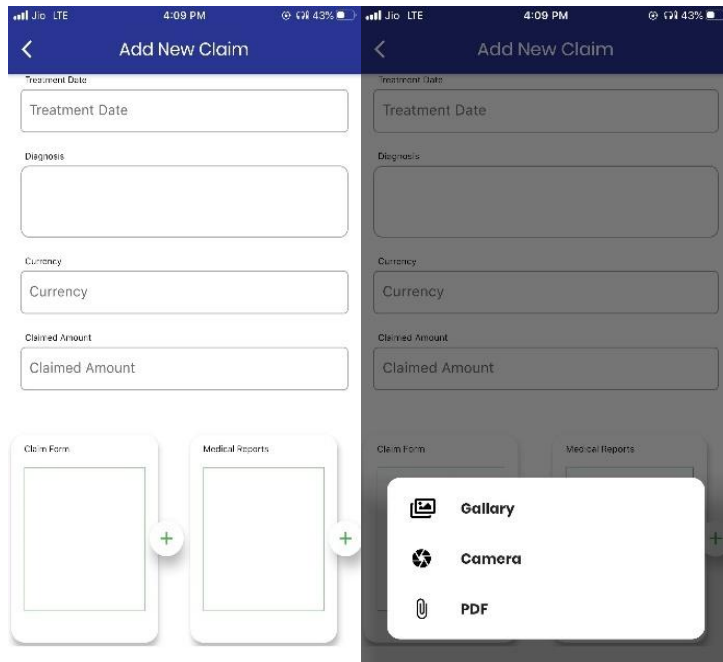
Provider Name
Provider Name

Physician Name
Physician Name

Add Documents

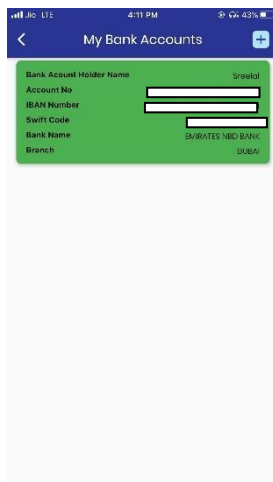
To add document(s) tap on **Add Documents**. It will populate a menu from bottom and let you select an option.

You can capture the document picture using your phone camera or select an existing picture from gallery.



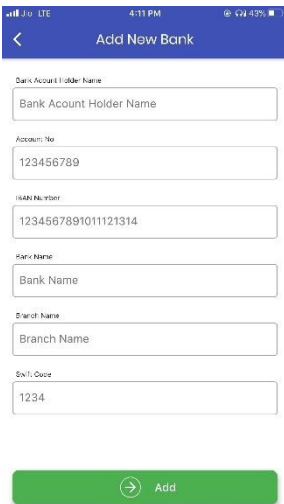
Select Bank

Select bank by tapping **Select Bank Name** button. A list for bank details will be populated if the bank details are already added.



You can add new bank details by tapping Add button (+) at the top right corner.

Add new Bank



The screenshot shows a mobile app interface for adding a new bank. At the top, there's a blue header bar with a back arrow on the left and the text 'Add New Bank' in the center. Below the header, there are six text input fields, each with a label above it: 'Bank Account Holder Name', 'Account No', 'IBAN Number', 'Bank Name', 'Branch Name', and 'SWIFT Code'. The 'Account No' field contains '123456789', the 'IBAN Number' field contains '1234567891011121314', and the 'SWIFT Code' field contains '1234'. At the bottom of the form is a green button with a white right-pointing arrow and the text 'Add'.

To add new bank details, enter valid information and tap **Add**

Chapter 8. My Family

You can find list for family member's cards list followed by parent insurance card, and visually differed by color (Green color for registered insurer and light blue color for family members).

View Family member claims, benefits, Insurance card and Pre-Approvals

To view claims submitted for family members, tap on **My Claims**. Selected claims details are displayed/redirected to concerned page on the screen.

To view Benefits for family members, tap on **My Benefits**. Selected Insurance benefits details are displayed/redirected to concerned page on the screen.

To view claims Insurance card for family members, tap on **Insurance Card**. Selected Insurance card details are displayed/redirected to concerned page on the screen.

To view claims pre-approvals for family members, tap on **Pre-Approvals**. Selected pre-approvals details are displayed/redirected to concerned page on the screen.

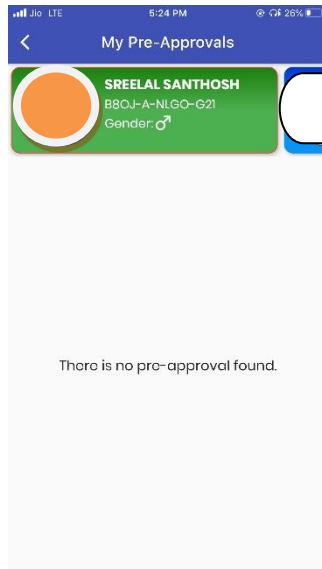
My Family	
SREELAL SANTHOSH B80J-A-NLGO-G2I Gender: ♂	
Insurer	Inayah TPA
Company	INAYAH T P A L L C
Network	NLGIC DXB GOLD
Category	A
MemberId	B80J-C-NLGO-G2I
Member Type	Dependent
Relationship	Son
Gender:	Male
Age	3

My Family	
REKHA RAVINDRAN B80J-B-NLGO-G2I Gender: ♀	
Status	Active
Mobile NO	<input type="text"/>
Email	<input type="text"/>
Policy No	5512203380
Start Date	01/01/2021
Expiry Date	12/31/2021

My ClaimsMy BenefitsInsurance CardPre-Approvals

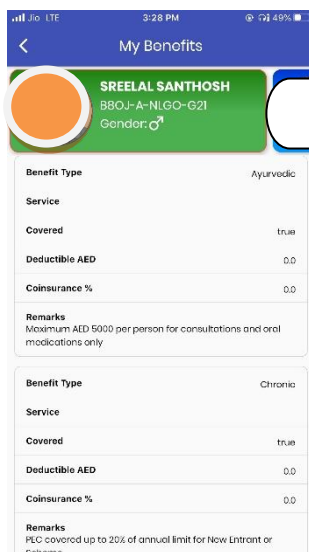
Chapter 9. Pre-Approvals

On clicking the Pre-Approvals option on the home screen, the existing pre approvals for family will appear.



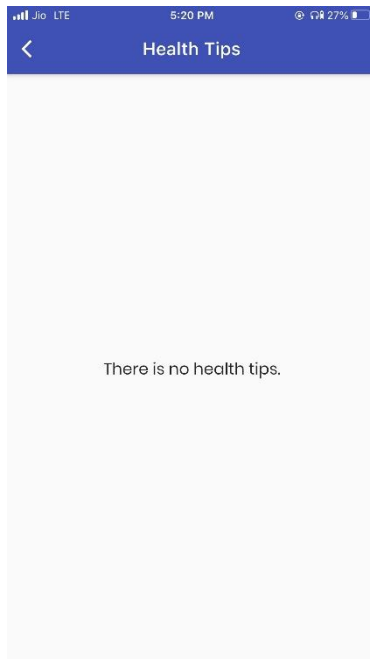
Chapter 10. My Benefits

On clicking the My benefits option on the home screen, the benefits schemes will appear for family will appear.



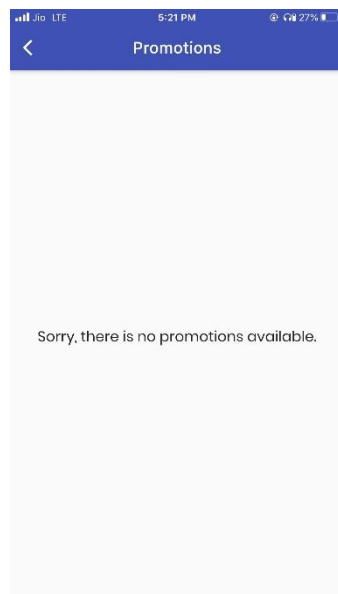
Chapter 10. Health Tips

On clicking the Health Tips option on the home screen, the NLG update health tips will appear on screen.



Chapter 11. Promotions

On clicking the promotions option on the home screen, the NLG updated promotions will appear on screen.



Troubleshooting Guide

Symptom	Possible Cause	Solution
During Signup, getting error - One account already created with this email address /mobile No.	User might have registered with Inayah Mobile Application already	Directly user can login with email id/registered mobile no. and password or else if password is not recollected, reset password option can be utilized
Cannot Signup	Card Number/emirates id , Date of birth or First name is incorrect	Enter valid Card number, DOB and First name. For example, Name: Muhammad Ali Muhammad is required
Cannot Receive OTP	Mobile No. which has been provided to be valid Number	It may take normally 1-5 mins
Cannot Find Nearby Providers	Location permission is not Allowed.	Allow location permission from device settings
Cannot Find Family Member	Members are not updated	Contact insurance provider to update family member
Provider in providers list but not covered in insurance	Providers lists updated by insurance policy is still not propagated with the system	Usually it reflects immediately in the system but it can take up-to 24 hours

FAQ

How can I be certain my personal information is secured?

Our first level of security is authentication and your password are encrypted when you sign in to your account.

At the next level where all data is transmitted, including images, as well account information, bank level AES data encryption is used.

How can I be sure unauthorized people are unable to look at my information's on the server?

With your privacy in mind, all data is encrypted with bank-level security, and each user has his/her own account to access the information.

What if I forgot my password?

Open the Mobile application and go to forgot password page, provide registered mobile no and tap **Reset Password** and submit new password along with OTP sent to your email.

Whom to contact if any issues/ difficulties in mobileapp is faced?

Member can contact our 24/7 call center (**800 462924 or 800 INAYAH**) for any assistance required. Or can send email to ltlhelpdesk@inayahtpa.com .