

Procedure #	AD-103-P5	Revision #	02
Accessibility level	A	Effective date	June 2, 2022

MEDICAL INSURANCE PROCEDURE:

Medical insurance is one of FBSU's benefits to its employees who are under its sponsorship. Employees' wellbeing and their family's welfare are important to the University. FBSU covers its employees based on their grades and job offer.

1. The HR department should ensure the enrolment of all FBSU employees and their eligible dependents in the medical insurance program as of the first day of employment. The employees who are not under the University's sponsorship will not be enrolled in FBSU medical insurance program.
2. To add or delete an employee from the insurance program, the HR department should send the request (in writing) to the representative of the insurance company asking him to do the necessary changes.
3. The HR department should send a special form with a formal letter containing a request to enroll an employee in the insurance program (via emails). No need to send a formal letter in case FBSU needs to delete an employee from the insurance program.
4. The HR department will receive a letter of acceptance to enroll the employee in the health insurance program with an insurance card for him and for each of his eligible family members.
5. The insurance card will be then given to the employee to start using it.
6. All formal letters and communications sent to and received from the insurance company must be kept in the insurance folder at the HR department.
7. Every Month, an HR representative has to review and inspect the enrolment status of FBSU employees in medical insurance. The HR department must ensure that the finance department counts the enrolment fees, delete resigned employees from the medical insurance list and all related sheets in the HR system.
8. In case of an employee resignation, the employee should return his membership cards (including the cards of his family members).
9. The HR department must check the employee's account in the medical insurance company to ensure that he doesn't have any open claims
10. The University will assist its employees to get reimbursed for medical charges paid for any covered situation mentioned in the insurance policy. Normally, reimbursement will take less than 45 days from the employee request date.
11. Health insurance claims are reimbursement claims of invoices paid by an employee who was admitted to a hospital or a clinic.

BENEFITS POLICY

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12. The HR department would send a formal claim to the insurance company for reimbursement. The employee requesting the reimbursement must submit to the HR department all the invoices and medical reports related to the claim.
13. The Medical Insurance Company sends the reimbursement to the employee through the HR department.
14. The HR department should keep copies of received letters from the Medical Insurance Company regarding reimbursement claims in a separate file.
15. The HR department should send all the received documents from the Medical Insurance Company to the Finance Department at the end of every month.

Related Documents:

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