


This site enables you to access your client's data, including their benefits, reimbursement claims, additions and deletions, premium reconciliation and policy particulars. Please click on the links below to access the various sections. Should you have difficulty at any stage please click the Help icon  located on the bottom of each page.

Workflow Item Counts
■ **451** ■ **24** ■ **128**
Policy Notifications
■ **218** ■ **21** ([View](#))

Claims
■ **324** ■ **0** ■ **566**

Clients

Access details of all your registered clients and their policies. Add a new client or update details of an existing client or policy


Search Members

Search for employees or dependants of any of your clients


Claims

Register a new claim received from your client, check and update the status of any existing claims or generate a claims report


Your Account

Access your personal profile data, edit details or change your password


Pending Tasks

View and manage any pending member additions, deletions or modifications


Email Notifications

Download notification emails generated for all transactions processed through the system


Reports

Generate various reports relating to your clients and policies registered in the system


Security Admin

Security Administration


Insurers

Administration of supported insurance companies


Medical Provider's List

View all the list of facilities (clinics, hospitals, pharmacies) available in all regions.


Calendar and Reminders

Review reminders about policy renewals, member additions/deletions and claims follow ups...


Pending Claim

View and update the status of any pending claims

Management Summary Dashboard

« Reports Center

Report Filters 2

Premium	Member Population	Renewal Efficiency	Renewal Retention	Remuneration %	Remuneration Amount	Remuneration p/m
\$18,450,000	245,127	76%	86%	7.3%	\$ 356,256	\$ 127

Show Business Volumes Based on Total Premium

Business Volume By Territory



■ Qatar
 ■ UAE
 ■ Bahrain
 ■ Oman
 ■ Kuwait
 ■ Saudi Arabia

Business Volume By Carrier



■ Alico
 ■ Axa
 ■ Bupa
 ■ Aetna
 ■ Others

Member Population By Type



■ Employees
 ■ Spouses
 ■ Children

Business Volume By Industry



■ Financial Services
 ■ Manufacturing
 ■ IT
 ■ Real Estate

Business Volume By Type



■ Medical Only
 ■ Life Only
 ■ Medical and Life

Country	Members	Premium	Remuneration	Commission	Fees	RE	RR	RPM
Qatar	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127
UAE	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127
Oman	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127
Bahrain	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127
Kuwait	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127
Saudi Arabia	15,030	\$ 1,456,221	\$ 3,456,221	2,000,000 (76%)	1,000,000 (32%)	45%	75%	\$ 127

Management Summary Dashboard

« Reports Center

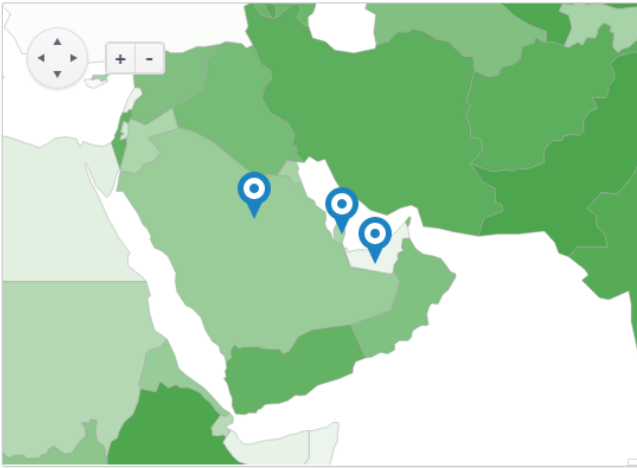
Report Filters **2**

Premium	Member Population	Renewal Efficiency	Renewal Retention	Remuneration %	Remuneration Amount	Remuneration p/m
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Show Business Volumes Based on **Total Premium**

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Regional View



TODO: Shading legend

Top 10 Clients

Client	Premium	Remuneration	Members
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000
Client X	\$12,282,838	\$250,000	12,000

Last Updated: 12-March-2014



Policy Details

This module provides information on the selected policy, including comprehensive, tiered data on applicable categories, invoices and essential documents. Click on the relevant tab and then on the individual category, document or invoice that you wish to look at.










[\[DEMO\]AI Jaber LEGT Engineering & Contracting \(ALEC\) LLC](#) » [2013/2014 Medical](#)

Plan Name	2013/2014 Medical
Policy Type	Medical Policy
Company Name	[DEMO]AI Jaber LEGT Engineering & Contracting (ALEC) LLC
Policy Number	128788
Start Date	01-Jun-2014
End Date	31-May-2015
Insurer	Green Crescent Insurance Co. - NextCare
Underwriting Notes	
Premium Frequency	Monthly
Base Currency	AED
Brokerage Percentage	7.5
Payment Mode	Cheque
Pro Rata Model	Pro rata 365
Annual Premium Pricing Type	Flat Rate
<input type="checkbox"/> Please check this box if you wish to Deactivate Policy (It will not appear as Expired but can be available for viewing purpose only.).	
<input checked="" type="checkbox"/> Policy follows HAAD requirements for additions of new members	
<input type="checkbox"/> Allow dependant addition to a different category	
<input type="checkbox"/> Allow addition of member above maximum age limit	
Broker Notification Email	

Quick Stats

Total Employee Count	6527
Total Member Count	7684
Pending Additions	8
Pending Deletions	24
Pending Claims	50
Total Premium	5,439,853.95 USD
Total Brokerage	407,989.05 USD

 [Refresh](#)

- | | |
|---|---|
|  Edit details |  Delete Policy |
|  Add Members (bulk) |  Delete Members (bulk) |
|  Membership List |  Membership List Archive |
|  Update Members Policy Details(Bulk) |  Direct Delete Member (Bulk) |
|  Update Members Invoice Numbers (Bulk) | |

[Policy Categories](#) |
 [Essential Documents](#) |
 [TPA](#) |
 [Age Bands](#) |
 [Insurer SLA](#)

Name	Members Covered	Employees Covered
Classic A	635	222
Classic B	1625	1139



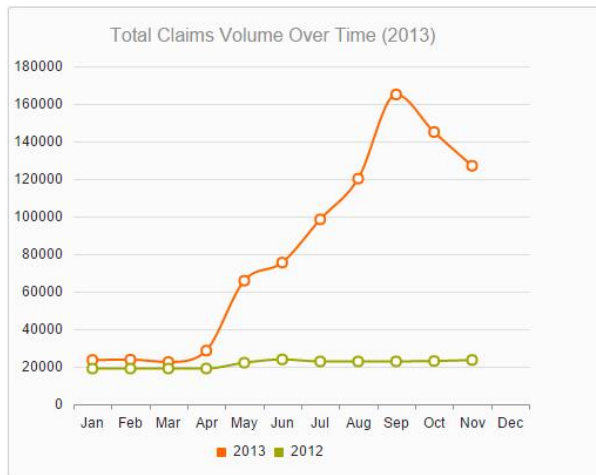
Claims Dashboard

« Reports Center

Report Filters **2**

- Overview**
- Demographics
- Size and Location
- Top Providers
- Top Claimants

Claims Volume



Key Statistics

Total Claims Incurred	\$293,703.00
Total Claimants	188
Number of Claims	2283
Claimants as % of Members	69%
Average Cost per Claimant	\$1,562.25
Average Claim Size	\$128.65
Number of High Claims (over \$10k)	\$62,243.00
Value of High Claims (over \$10k)	\$62,243.00

Claims Volume By Territory



■ Qatar
 ■ UAE
 ■ Bahrain
 ■ Oman
 ■ Kuwait
 ■ Saudi Arabia

Claims Value By Territory



■ Qatar
 ■ UAE
 ■ Bahrain
 ■ Oman
 ■ Kuwait
 ■ Saudi Arabia

Claims Aging Statistics



■ 0-30 days
 ■ 31-60 days
 ■ 61-90 days
 ■ 90+ days

Claims by Mode of Payment



■ Cheque
 ■ Bank Transfer



Census Management Transactions Dashboard

« Reports Center

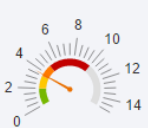
Report Filters 2

Operational KPIs

Transactions

Internal SLAs

↑ Admin Transactions 23,122	↑ Additions 1,122	↑ Deletions 2,122	↑ Modifications 3,122	↑ Other 1,122	↑ Transactions within SLAs 89%	↓ Average Admin TAT 4.5 d
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Transaction Type	Average TAT	Transactions Aging
Additions		
Deletions		
Modifications		
Others		



Pending Tasks

The following list shows all pending member additions, deletions, modifications or claim workflows that require your attention and have not been closed yet.

TaskType	All	Insurer	All Insurers
Show	Pending Tasks (Insurer/Broker)	Company	All Companies
GroupBy	Date submitted	Policy	All Policies
Flag Type	All	Policy category	All Categories
Member		Tracking Id	
Filter By	Any		

Tracking ID	Member	Client	Insurer	Policy	Type	Action
Submitted on: 02-Jul-2014						
ATK-DUBAI2014053088	hrehe herheh	[DEMO]Atkins	ALICO	ATK-Dubai Group Comprehensive Medical	Addition	Action
Submitted on: 30-Jun-2014						
[DEMO]ALEC2014053086	Altaf Hussain Abdulrahim	[DEMO]Al Jaber LEGT Engineering & Contracting (ALEC) LLC	Green Crescent Insurance Co. - NextCare	2013/2014 Medical	Change of Policy Category	Action
Submitted on: 26-Jun-2014 (Showing 8 of 171 items. Group continues on the next page.)						
ATS2014053018	ABDUL WAHID QADIR	[DEMO]ATS Group Limited	Saudi Arabian Insurance Company (CIGNA)	ATS - Non American Nationalities	Addition	Action
ATS2014053060	ABEER HANI ABDELKAREIM AHMED SIROUR	[DEMO]ATS Group Limited	Saudi Arabian Insurance Company (CIGNA)	ATS - Non American Nationalities	Addition	Action
PMMEA2014052914	AHMAD HAROUNI	[DEMO]Panasonic Marketing Middle East & Africa FZE	National Life & General Insurance Company	Panasonic Marketing Middle East & Africa FZE	Deletion	Action
ATS2014053044	AIK ATERINI ZAVRA	[DEMO]ATS Group Limited	Saudi Arabian Insurance Company (CIGNA)	ATS - Non American Nationalities	Addition	Action
ATS2014053053	ALEKSANDAR SEVKU SIC	[DEMO]ATS Group Limited	Saudi Arabian Insurance Company (CIGNA)	ATS - Non American Nationalities	Addition	Action


Automated Tasks

Insurer Integration module allows tracking of all transactions that are automatically submitted to insurer through and integration mechanism. This page allows you to view the number of currently processed transactions and monitor SLA's as well as potential task failures or rejections.

[Home](#) > Automated Tasks

	Queued	Pending Insurer	Failed
Additions	0	4 0 0	0
Deletions	0	4 0 0	0
Total	0	8 0 0	0

Task Type	<input type="text" value="All"/>	Company	<input type="text" value="All Companies"/>
Show	<input type="text" value="Pending Tasks (Insurer/Broker)"/>	Policies	<input type="text"/>
GroupBy	<input type="text" value="Date submitted"/>	Policy category	<input type="text"/>
Flag Type	<input type="text" value="All"/>	Tracking Id	<input type="text"/>
Member	<input type="text"/>	Status	<input type="text" value="All"/>
Filter By	<input type="text" value="Any"/>	<input type="button" value="Search"/>	

Tracking ID	Member	Client	Insurer	Policy	Type	Status Name	TAT	Details
Submitted on: 08-Jul-2015								
1507-WILLISADMIN-0019	Quinnten Castelyn	IALECI Qatar	MetLife	2015-2016 ALEC QAT Medical	Deletion	Pending	0	Details
1507-WILLISADMIN-0018	ADHYUTH GIRISH	Panasonic Marketing Middle East & Africa FZE	MetLife	Panasonic Medical 15/16	Addition	Pending	0	Details
Submitted on: 07-Jul-2015								
1507-WILLISADMIN-0017	Lavale Bou Khalil	Marka VIP	MetLife	MarkaVIP Medical 15/16	Deletion	Pending	0	Details
1507-WILLISADMIN-0016	Lavla Hassan Qassim Ahmed Al-Sheikh	Marka VIP	MetLife	MarkaVIP Medical 15/16	Deletion	Pending	0	Details
1507-WILLISADMIN-0015	FRANCIS THEKKINIYATH DOMINIC	Panasonic Marketing Middle East & Africa FZE	MetLife	Panasonic Medical 15/16	Addition	Pending	0	Details
Submitted on: 05-Jul-2015								
1507-WILLISADMIN-0013	Daniela Popov	Hyder Consulting Dubai	MetLife	HyderConsulting DXB Life 14/15	Addition	Pending	2	Details
1507-WILLISADMIN-0012	Marion Van Maastricht	Hyder Consulting Dubai	MetLife	HyderConsulting DXB Life 14/15	Addition	Pending	2	Details
1507-WILLISADMIN-0014	MAYSAA MUNAF NASRALLAH	ILLOYDS REGISTER EMEA AUH & AL AIN	MetLife	ABU DHABI & AL AIN 15/16	Deletion	Pending	1	Details



Automated Task Details



This page allows you to view task details and full task history of a specific task. You can also Re-queue a task incase of any changes which are required to be made.

[Home](#) > [Automated Tasks](#) > [Automated Task Details](#)

Task Details

Tracking ID	1507-WILLISADMIN-0019	Type	Deletion
Member	Quinnten Castelyn	Status	Pending
Client	[ALEC] Qatar	TAT	0
Insurer	MetLife		
Policy	2015-2016 ALEC QAT Medical		

Task History

Date	Action	Duration	Details	Messages
08/07/2015 11:36:24	Queued	0 days 00:18:47	Queued from BenefitNet system	
08/07/2015 11:55:12	Pending		Sent to EService from queue.	

[Get Log Details SOAP](#)