

Achievements of the Health Insurance Unit

1. Follow-up and Quality Assurance Department

The department enhanced its internal tasks by updating its organizational structure to meet evolving needs. It introduced two new sections—Quality Assurance and Claims Accreditation—while maintaining coordination with the Claims Section to ensure the completion of required tasks. The department also improved the process of receiving claims from over (1642) approved medical entities with high accuracy and efficiency. The follow-up system was updated to align with new developments and work requirements. Periodic reports are prepared in line with quality assurance standards. The department also collaborates with other units to address and resolve technical challenges efficiently.

2. Health Insurance Accounting Department

This department audits the submitted claims after technical verification, issues invoices, and prepares disbursement vouchers for the accredited medical providers. These are then forwarded to the Financial Affairs Unit for issuing payment checks.

3. Technical Department

The team, consisting of qualified personnel, provides round-the-clock medical approvals for hospitals, labs, imaging centers, and pharmacies. Approvals are entered online by trained healthcare providers. The department also handles technical auditing of claims.

4. Subscriptions and Medical Contracts Department

This department includes both the Subscriptions and Contracts sections. Subscription renewals are processed automatically each year, with options to add new dependents, upgrade coverage, or withdraw as per Article (3) of the Health Insurance Guidelines. The unit also provides continued healthcare coverage for retired employees and their families under Article (5) of the guidelines.

5. Health Treatment Department

This department and the external college clinics offer primary healthcare services to students. The university's central clinic provides general and dental care, along with an anti-smoking clinic for student awareness. Emergency rooms and pharmacies are also available at both the main and external college clinics, with medicine dispensed by clinic doctors. A medical supply warehouse ensures the continuous availability of essential medications.

In addition to healthcare services, the department also plays a role in education by training students based on their specializations. In collaboration with the Faculties of Nursing and Allied Health Sciences, a number of students are trained each semester in the clinics, emergency units, and pharmacies. This supports the practical training requirements in their academic programs and enhances their professional readiness for the job market.