

## UAP COMMUNICATION CHANNELS

### 1. UAP Contact Numbers

For all general and medical enquiries, please contact

- 24 Hour Call Centre - 0711 065100, 0711 010100, 020 2850100
- 24 Hour Medical Emergency Lines – 0711 065777 / 0711 010777 / 020 2850777
- Cell Phones – 0722 839641 (Nairobi), 0734 010101 (Mombasa), 0710 888808 (Kisumu)
- Switchboard – 0711 065000, 0711 010000, 020 2850000

### 2. Admissions

- **Emergency admissions** - Please call the UAP Medical Emergency Lines for admission approval and then send the preauthorization request form to [casemanagement@uap-group.com](mailto:casemanagement@uap-group.com) at the earliest opportunity, but not later than 24 hours after admission
- **Scheduled admissions** – Please send the preauthorization request form to [casemanagement@uap-group.com](mailto:casemanagement@uap-group.com) at least 48 working hours prior to admission

### 3. Outpatient Preauthorization Requests

All outpatient preauthorization requests to be sent to [uapoutpatient@uapoldmutual.com](mailto:uapoutpatient@uapoldmutual.com)

These include;

- High value & long-term prescriptions (i.e. > KES 10,000 or one month respectively)
- Baby-friendly and private vaccines
- CT Scans & MRIs
- Lab investigations above kes10,000
- Medical checkups

### 4. Optical preauthorizations

All optical preauthorization requests forms to be sent to [opticals@uap-group.com](mailto:opticals@uap-group.com)

### 5. Prescription Limits

Prescriptions for chronic diseases exceeding one-month supply must be preauthorized by UAP. All other prescriptions exceeding **KES10,000** must be preauthorized by UAP

### 6. General exclusions

Information about general exclusions will always be made available in advance in the Smart system and the scheme-specific underwriting summaries. Feel free to contact the UAP contact centre for any clarifications.

### 7. Payments and reconciliation

Please submit your updated statement of account on a monthly basis to [medicalfinancepayments@uapoldmutual.com](mailto:medicalfinancepayments@uapoldmutual.com) to facilitate regular reconciliation.

### 8. New branches/Additional services/Change of contacts

Please notify UAP through [providerrelations@uap-group.com](mailto:providerrelations@uap-group.com) upon opening a new branch for accreditation prior to offering servicing to our clients. The same is requested Provider shall also be required to notify UAP of changes made in terms of contacts and address.