

Frequently Asked Questions

eCards and Eligibility Verification – Healthcare Insurance

I am currently holding a physical card and my card is expiring after 1st Aug 2020. Is it still valid?

You can use your physical card until the expiry date if you wish. In case you forget to carry the card any time, you can use your Emirates ID or show your eCard to avail the services on direct billing. Please note, for your Emirates ID to work, it should be registered with us. To register, you can log into OICare portal and update the details.

How will the medical provider check my eligibility?

Healthcare providers have access to an online platform where they can validate your insurance details using your Emirates ID or eCard available on OICare portal and myOIC mobile app. For your ease, we advise you to download and save the eCards on your mobile phones.

How do I register on OICare?

Please visit <https://medical.tameen.ae> to register. You will need a valid email address, UAE registered mobile number, Date of Birth, Emirates ID or medical insurance card number to register.

The card number was shared as part of the onboarding email sent to you from noreply@tameen.ae. If you are unable to find it, kindly contact your HR or insurance coordinator. Alternatively, you can call us on toll free number 800 4746 and get your card number after verifying your identify. Kindly keep your passport copy handy before making the call as the executive may request for these details to validate your authenticity.

What is myOIC mobile app?

The mobile app allows you to submit and track your reimbursement claims, find the network providers closest to you, generate eCard for yourself and your dependents. The login details for the app are the same as OICare. The app is available on Apple App Store and Android Play Store as 'myOIC'.

I do not hold an Emirates ID and don't know my Insurance card number. How can I register on OICare and generate the eCard?

The card number was shared as part of the onboarding email sent to you from noreply@tameen.ae. If you are unable to find it, kindly contact your HR or insurance coordinator. Alternatively, you can call us on toll free number 800 4746 and get your card number after verifying your identify. Kindly keep your passport copy handy before making the call as the executive may request for these details to validate your authenticity.

How can I update my Emirates ID number on OICare?

Please login to the portal and go to 'Update KYC' tab under Policy Servicing.

Are the validity of my medical Insurance and Emirates ID linked?

No, they are not linked. You will need to renew them separately.

Will my insurance coverage be affected because of expiry of my Emirates ID?

No, it will not. You can use your eCard available on OICare portal or myOIC mobile app for eligibility verification.

Can I use my Emirates ID if I travel outside UAE?

No, international direct billing is managed by our network partner MSH International. They will require eCards to validate your eligibility.

I have a new born baby and the Emirates ID is under processing. Can I avail the medical services?

Yes, you can if the new born is enrolled in the policy. Once enrolled, the primary insured (Father or Mother), can generate the eCard for the baby through his or her OICare account.

Can I use eCards for UAE residence visa stamping?

Yes, you can use eCards for visa stamping.

Who all have access to OICare to generate eCard?

Brokers, Policyholder and Insured members have access to OICare to generate the eCard. If you are a broker or policy holder then kindly contact your Relationship Manager for your OICare access, if you don't have an account already. Insured members can register themselves instantly using an email address, UAE registered mobile number, Date of Birth, Emirates ID or healthcare insurance card number.

Who can I contact in case of any further queries?

Please email us on service@tameen.ae or call our toll free number 800 4746. Our agents will be available to assist you from 8 am till 8 pm Sunday to Thursday and from 8 am till 4 pm on Saturday.