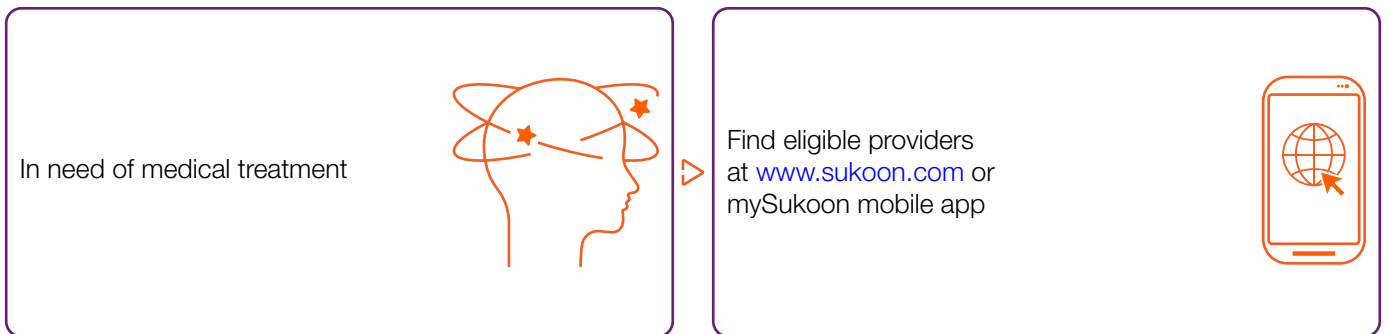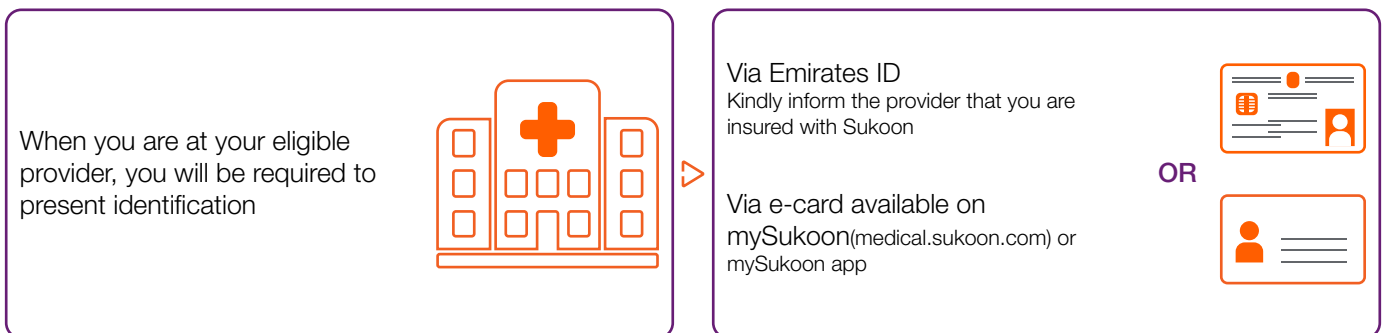# MEDICAL CARD VERIFICATION PROCESS AT NETWORK PROVIDERS

In order to simplify the member on boarding process, we are not issuing physical healthcare insurance cards anymore. Now, you don't need to carry another card in your wallet or worry about leaving it behind at home.
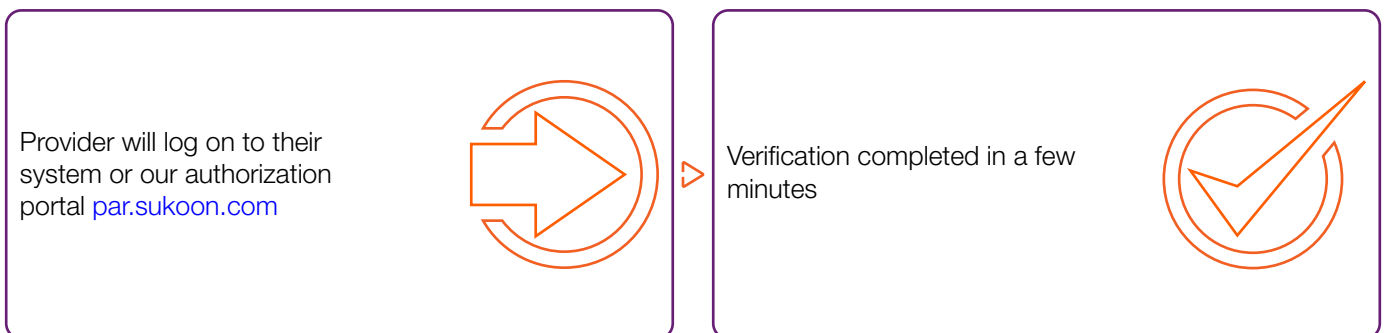Simply follow the steps below to access medical care at our network providers.

Step 1

In need of medical treatment

Find eligible providers at www.sukoon.com or mySukoon mobile app

Step 2

When you are at your eligible provider, you will be required to present identification

Via Emirates ID
Kindly inform the provider that you are insured with Sukoon

Via e-card available on
mySukoon(medical.sukoon.com) or mySukoon app

OR

Step 3

Provider will log on to their system or our authorization portal par.sukoon.com

Verification completed in a few minutes

Need to register on mySukoon portal or mySukoon app? You'll need the below details: email ID | mobile number | date of birth | Insurance card or Emirates ID number

For mySukoon portal or mySukoon app registration issues, call 800 785666.

For rejections at network providers, call 800 6626.

SUKOON
INSURANCE