

# Mobile Apps User Guide





#### How to register as a user

- 1) Download MediExpress Mobile App in the Apps Store or Playstore.
- 2) Once installed, open the apps and click register.



3) Key-in all the fields and click on Register.

Health Con Register	NGCC
Username	
Password	
Confirm password	
Email	
Mobile Number	
Please Check Terms	and Conditions

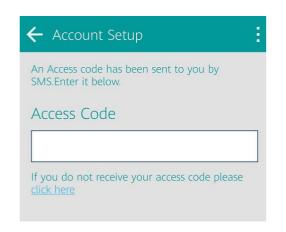
Username	
Password	
Confirm passwor	ď
Email	
Mobile Number	
Please Check Te	erms and Conditions
CANCEL	REGISTER

4) Now the screen will redirect to Add account page as shown below.

	+ Add Account	
	Membership Addition	
Add Account	Membership Number	
Membership Number	IC number	]
IC number ADD ACCOUNT	ADD ACCOUNT	
OR Policy Number	OR	
IC number	Policy Number	]
ADD ACCOUNT	IC number	
	ADD ACCOUNT	

- 5) Fill the details either with Membership number and IC number or Policy no and IC number.
- 6) Access code will be sent to your registered mobile number, key in the code and account will be added with pop up message as Verification successful





# Login Guide

- 1) Open the Mobile App
- 2) Click Login
- 3) Provide Username, Password and click on login.



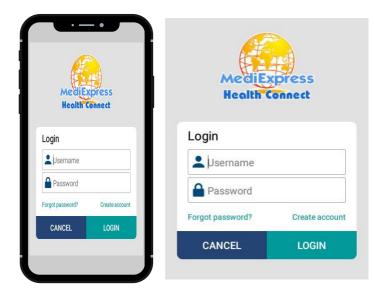
#### **Contact details through Mobile App**

1) Go to Mediexpress Mobile Application and click on Contact us, all the details will be displayed.



#### How to download e-Card

- 1) Click on login
- 2) Key in Username and Password then click login.



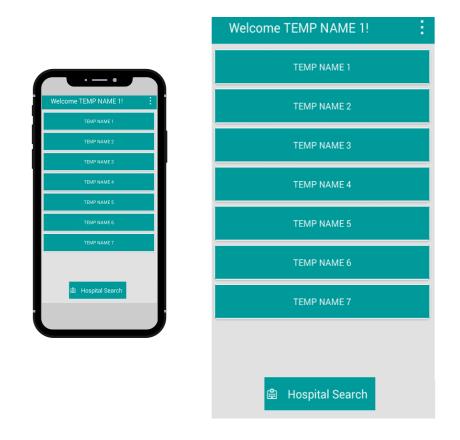
- 3) Select latest year member details and click on any member name.
- 4) Click on Henu bar on left hand side, a list of menu items will be displayed select E-card from the Menu.

M	enu			*	Home	T PATIENT
Home		TPATIENT		瘛	BookDoc	68
BookDoc		68		0	- ENGLISHING ADDR	GA
Utilization		GA IYAAN AHAN			Utilization	AHAN
Claims		RAWAM		5	Claims	RAWAM
Letter of Guarantee		2017				017
OutPatient GL Request					Letter of Guarantee	
GL Request History				m	OutPatient GL	017
E-Card					Request	90
Notification		0		۳	GL Request History	
Report Bug				-	E-Card	00
Settings				-	E-Caro	
Logout				4	Notification	
			J	۲	Report Bug	
				٠	Settings	
				(h)	Logout	

# How to check panel hospitals & clinics

1) Select latest year member details and click on any member name.

2) Below the Names, Clinic Search and Hospital Search are available.



- 3) For panel clinics, click on Clinic Search whereas for panel hospital, click on Hospital Search
- 4) Select state and city and click Search.



$\leftarrow$ Hospitals	:
State	City
SELECT STATE	SELECT CITY
search here	Q

# **Check Inpatient Benefits from MobileApp**

- 1) Select latest year member details and click on any member name.
- 2) Under 'Inpatient 'click on 'Get Benefits'.
- 3) All the benefit details will be displayed as below.

$\equiv$ Utilization	
IN PATIENT	OUT PATIENT
Policy Number	TEST COMP1
Company Name	TEST COMPANY 123
Policy Eff Date	01/01/2015
Policy Exp Date	31/12/2018
Annual Limit	10000.00
Utilized	10000
Balance	0.00
d G	ET BENFITS

$\equiv$ Utilization	1
IN PATIENT	OUT PATIENT
Policy Number	TEST COMP1
Company Name	TEST COMPANY 123
Policy Eff Date	01/01/2015
Policy Exp Date	31/12/2018
Annual Limit	10000.00
Utilized	10000
Balance	0.00
**	GET BENFITS

#### **Check Inpatient Utilization from Mobile App**

- 1) Select latest year member details and click on any member name.
- 2) Select Inpatient from Menu. All the utilized amounts will be displayed.

oom & Board per 200 y (RM) U Daily (RM) 350 Payment NA	CoverID 00
y (RM) 350 U Daily (RM) 350 Payment NA Stes Hospitilisation - To pay excess upon	
Payment NA htes Hospitilisation - To pay excess upon	Room & Board per 200 day (RM)
tes Hospitilisation - To pay excess upon	CU Daily (RM) 350
pay excess upon	Co Payment NA
	pay excess upon

VemberNo	ZZHA0000114*01
CoverID	00
Room & Board per day (RM)	200
ICU Daily (RM)	350
Co Payment	NA
Notes	Hospitilisation - To pay excess upon discharge

# **Check Outpatient Utilization from Mobile App**

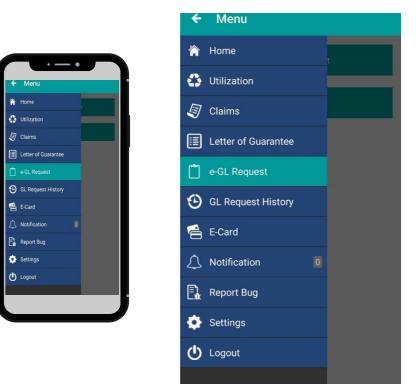
1) Select Outpatient from Menu. All the utilized amounts will be displayed.

IN PATIENT	ou	T PATIENT
ffective Date	31/12/2	018
kpiry Date	31/12/2	020
mit Type	Individua	al Limit
her Information		
otes : Individual Limit		
P Information		
Limit	10000.0	0
P Utilised	10.00	
P Balance	9989.00	00
P Information		
P Limit	NA	
P Utilised	1.00	
P Balance	NA	
ental Information		
ental Limit	0.00	
intal Utilised	0.00	
ental Balance	NA	
laternity Information		
aternity Limit (C-Sect	ion)	0.00
laternity Limit Utilised	(C-Section)	0.00
aternity Limit Balanc		0.00
laternity Limit (Norma		0.00
laternity Limit Utilised		0.00
laternity Limit Balanc	e (Normal)	0.00
ptical Information		
ptical Limit	NA	
otical Utilised	0.00	
ptical Balance	NA	

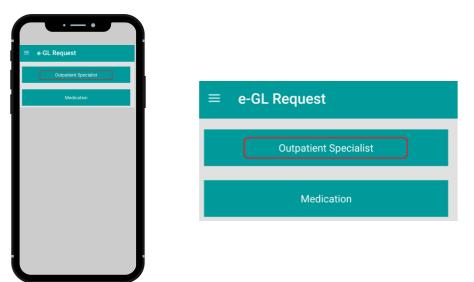
$\equiv$ Utilization	
IN PATIENT	OUT PATIENT
Effective Date	31/12/2018
Expiry Date	31/12/2020
Limit Type	Individual Limit
Other Information	
Notes : Individual Limit	
GP Information	
GP Limit	10000.00
GP Utilised	10.00
GP Balance	9989.0000
SP Information	
SP Limit	NA
SP Utilised	1.00
SP Balance	NA
Dental Information	
Dental Limit	0.00
Dental Utilised	0.00
Dental Balance	NA
Maternity Information	
Maternity Limit (C-Section)	0.00
Maternity Limit Utilised (C-	Section) 0.00
Maternity Limit Balance (C-	-Section 0.00
Maternity Limit (Normal)	0.00
Maternity Limit Utilised (No	
Maternity Limit Balance (N	ormal) 0.00
Optical Information	
Optical Limit	NA
Optical Utilised	0.00
Optical Balance	NA

#### **Outpatient GL request from Mobile App**

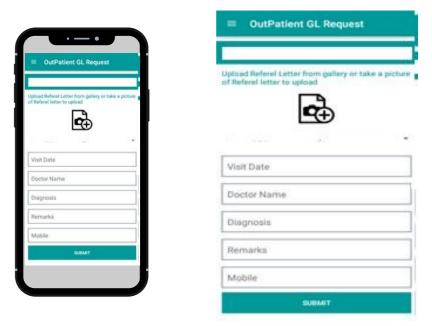
- 1) Click on Menu 📃 on left corner.
- 2) Select e-GL Request from Menu List.



3) Select 'Outpatient Specialist' from below screen.



4) Letter of guarantee can be issued by completing all details required and tap on submit.



5) Select name of the hospital from the drop-down box available.

Spload Referel Letter from gallery or tak of Referel letter to upload	e a picture
PERDANA MEDICAL CENTRE	
Visit Date	
Doctor Name	
Diagnosis	
Remarks	
Mobile	
SAMAT	

OutPatient GL Request	st
Upload Referel Letter from gallery or of Referel letter to upload	take a picture
PERDANA MEDICAL CENTRE	٠
Visit Date	
Doctor Name	
Diagnosis	
Remarks	
Mobile	
SUBART	

6) Upload Referral Letter: Document or picture of the letter of guarantee can be uploaded by tapping the icon . (Can take a picture directly or can choose from your gallery





# How to download GL

- 1) Click on Menu 📃 on left corner.
- 2) Select Letter of Guarantee from menu list.
- 3) Select Inpatient from tab and select the GL you want to download.

← Menu		🏠 Home	T PATIENT	Letter of Guarant	tee		
🏫 Home	T PATIENT	🚯 Utilization	RE	IN PATIENT	OUT PATIENT	IN PATIENT	OUT PATIENT
Utilization	RE	Claims	20/11/2015	PRINCE COURT MEDICAL 0 17200300003-1 2500		PRINCE COURT MEDIC	CAL CENTRE
Claims	20/11/2015	E Letter of Guarantee				LZZ0000003-1 2500	20/11/201
E Letter of Guarantee						2000	20/11/2011
📋 e-GL Request		📋 e-GL Request					
GL Request History		GL Request History					
🖶 E-Card		E-Card					
Notification	ũ		0				
Report Bug		25 Notification					
🔅 Settings		Report Bug					
U Logout		Settings					
		U Logout					

4) Click on Download button at the bottom and GL will be downloaded.

LZZ0000003-1

20/11/2015

Admission

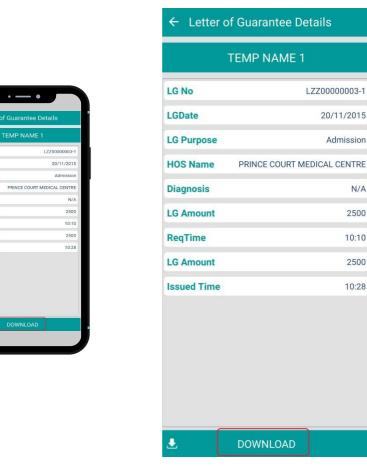
N/A

2500

10:10

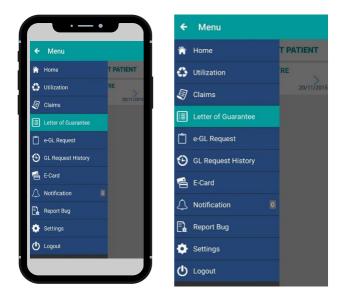
2500

10:28

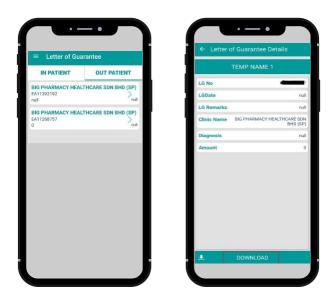


#### **Download Outpatient GL from Mobile App**

- 1) Click on Menu 📃 on left corner.
- 2) Select Letter of Guarantee from menu list.



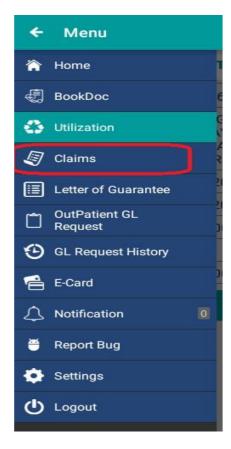
- 3) Select Outpatient from Tab and select the GL which you want to download.
- 4) Click on Download and GL will be downloaded.



#### **Check Reimb Claim Payment details in Mobile App**

1) Go to Menu = and click on Claims.

÷	Menu
۲	Home
Ð	BookDoc
٩	Utilization
J	Claims
	Letter of Guarantee OutPatient GL Request
٦	OutPatient GL Request
Θ	GL Request History
1	E-Card
♪	Notification
۲	Report Bug
٠	Settings
ம	Logout



2) All the inpatient and outpatient claims will be displayed accordingly.

≡ Claims	
IN PATIENT	OUT PATIENT

3) Payment details can be viewed for all the reimbursement claims.

#### **Check Claim details in Mobile App**

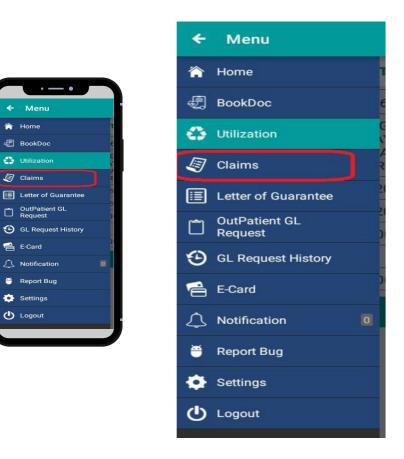
🏠 Home

E Claims

音 E-Card

🔅 Settings Logout

1) Go to Menu = and click on Claims.

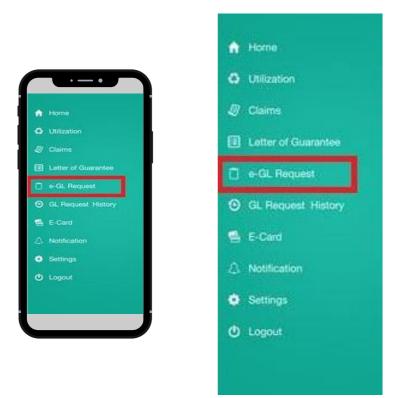


2) All the inpatient and outpatient claims will be displayed accordingly.



# Long Term Medication Request from MobileApp

1) From The Menu select e-GL Request.

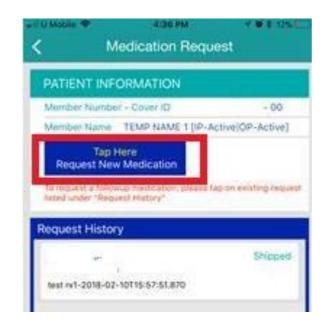


2) Member will be redirected to page as show below with 2 different requests, select 'Medication'.



3) Click on Tap Here to request new Medication.



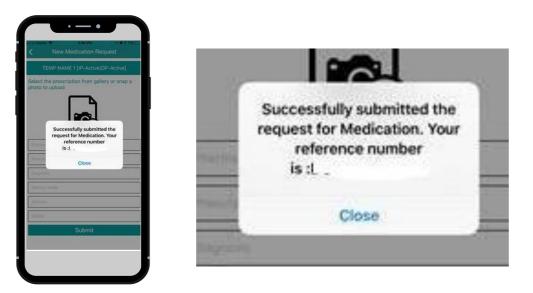


>

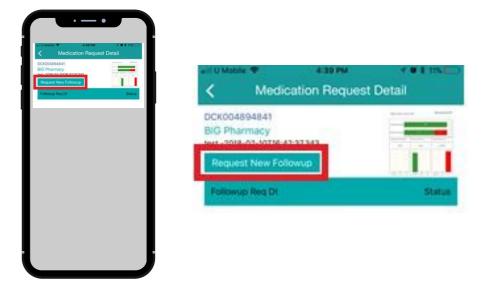
4) Key in all the required fields and click Submit.

	TEMP NAME 1 [IP-Active]OP-Active]
New Medication Request TEMP NAME 1 (IP-Active)OP-Active)	Select the prescription from gallery or snap a photo to upload
lect the prescription from gallery or snap a to to upload	
urmey	
rescripting Number	Phermacy
wilvery Mode	Prescriptore, Number
ddman	Diagnosis
Submit	
	Delivery Mode
	Address
	Concours.

5) After successful submission, pop up message will be displayed with reference number



- 6) For follow up request, click on the existing request under Request History and it will be directed to Request Detail screen.
- 7) Click on Request New Follow up.



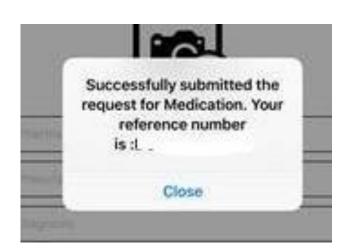
8) Fill all the details and click on Submit.



वा	EMP NAME 1 [IP-Active[OP-Active]
копая	94733
t rs1-20	18-02-10715:57:51.870
Courier	to Home
nome a	ddress 1
	3

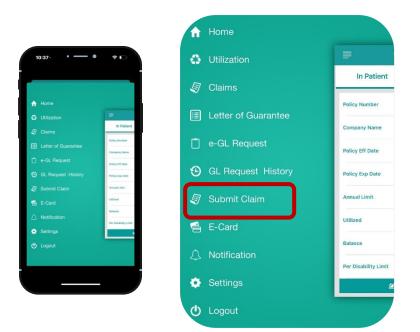
9) After saved successfully, a pop-up message with reference number will be displayed as below.





#### **Claim Submission in Mobile App**

1) Go to Menu  $\blacksquare$  and click on Submit Claims.



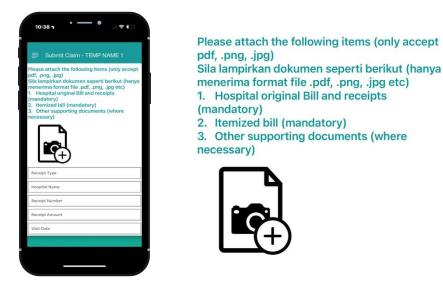
2) Read through the disclaimer, tick the terms & conditions box and click "I agree" to proceed.



# Disclaimer

You are required to produce all records, original receipt, and any other supporting documents upon request by the MediExpress for checking or audit purposes. Should you fail to produce the said documents upon request, the MediExpress has the right to request for the refund.

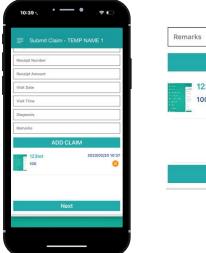
Anda hendaklah mengemukakan semua rekod, resit asal dan dokumen berkaitan apabila diminta oleh pihak MediExpress bagi tujuan pemeriksaan/audit. Sekiranya gagal berbuat demikian, pihak MediExpress berhak untuk menuntut bayaran semula. 3) Click the camera icon button to upload or take a snapshot of the required documents, then fill in all the details.



4) Click "add claim" to add a claim and then click Next.

	Submit Claim - TEMP NAME 1
1 N D	
TEMP NAME 1	Receipt Number
	Receipt Amount
	Visit Date
·	Visit Time
	Visit lime
	Diagnosis
чм	Remarks
	ADD CLAIM
	Next

5) The added claim will be shown in the apps. You may submit another claim by repeating the same step. Then proceed clicking Next.



Remarks	
ADI	O CLAIM
All and a second	2022/02/20 10:3
	Next

6) Key in your bank account information for payment purposes, then click submit.

	Claim Request		Claim Request
ione Number			
mail			
ank Name			Phone Number
Sank Account No	2		
	Submit		
			Email
			Email
			Email Bank Name
1	2	3	
1 4 онг	2 Авс 5	3 017 60	
4	ABC 5	6	Bank Name

7) The apps will notify you once the submission is completed.

