

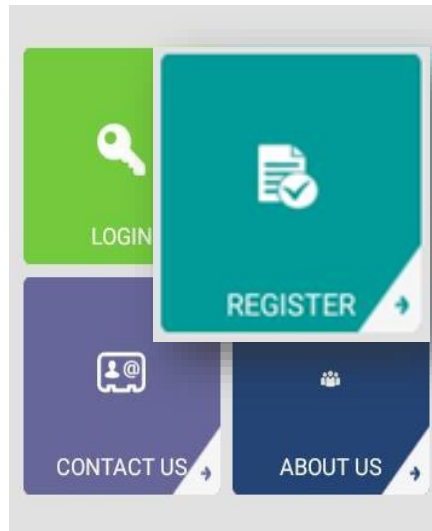


Mobile Apps User Guide

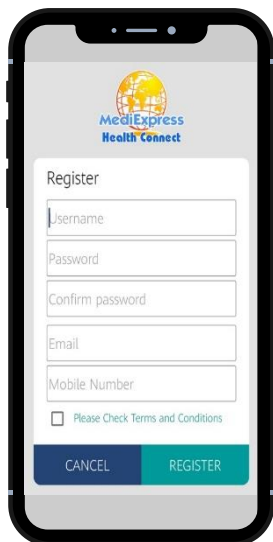


How to register as a user

- 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.



Register

Username

Password

Confirm password

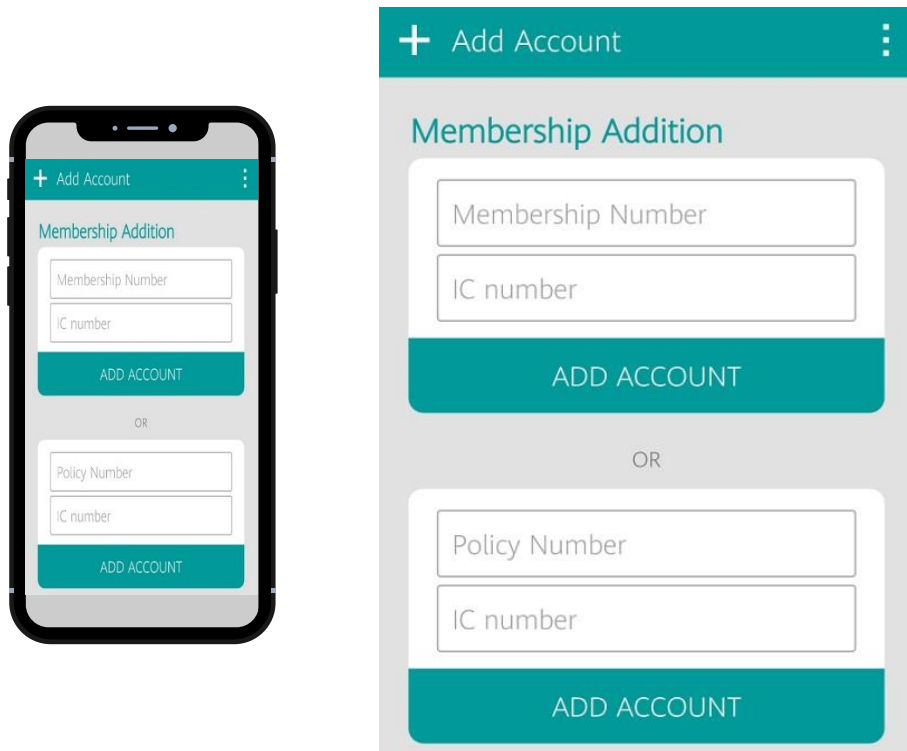
Email

Mobile Number

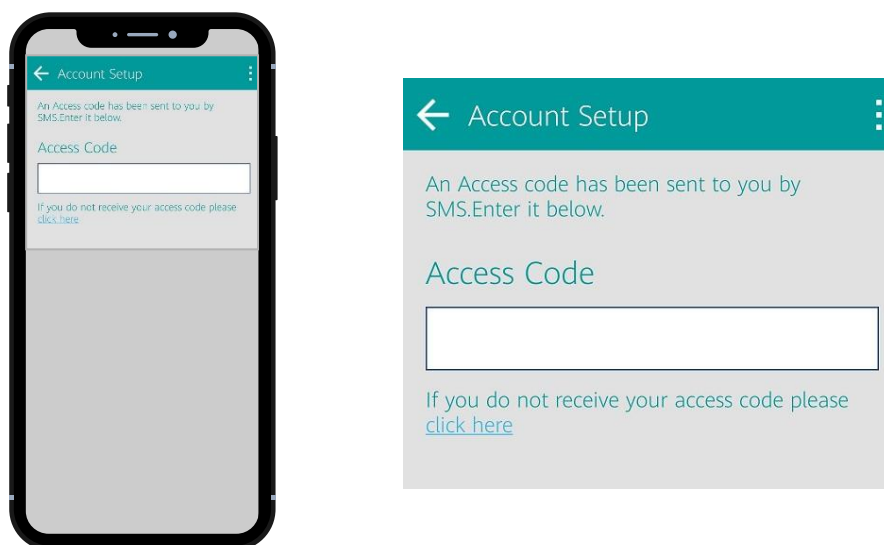
Please Check Terms and Conditions

CANCEL REGISTER

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

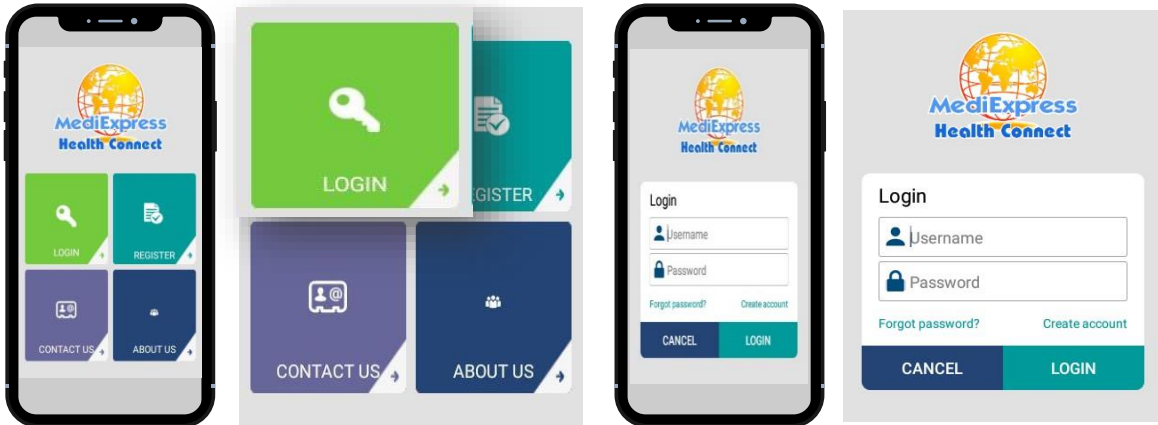


- 5) Fill the details either with Membership number and IC number or Policy no and IC number.
- 6) Access code will be sent to your registered mobile number, key in the code and account will be added with pop up message as Verification successful



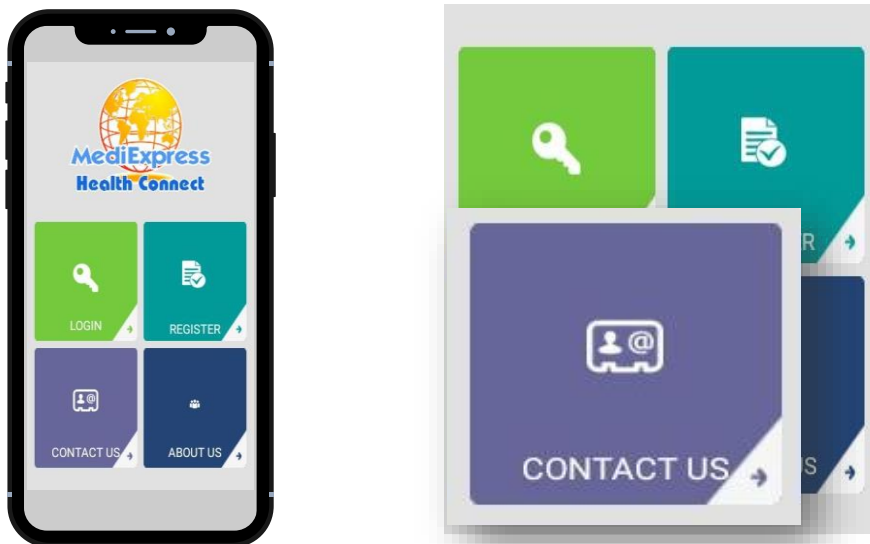
Login Guide

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



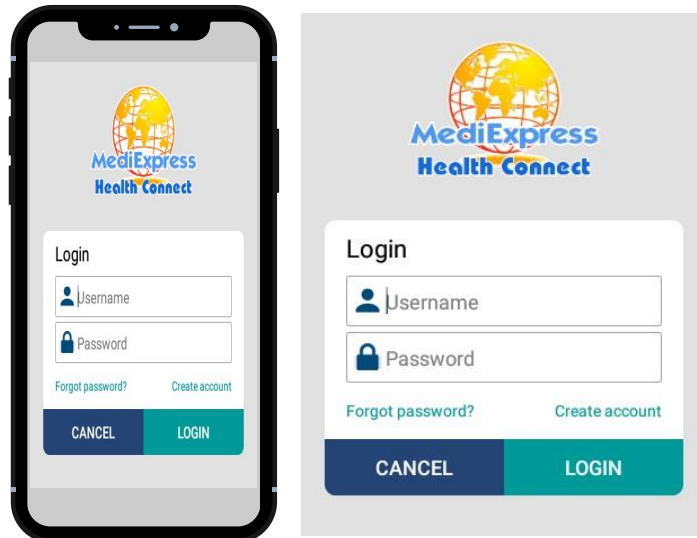
Contact details through Mobile App


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

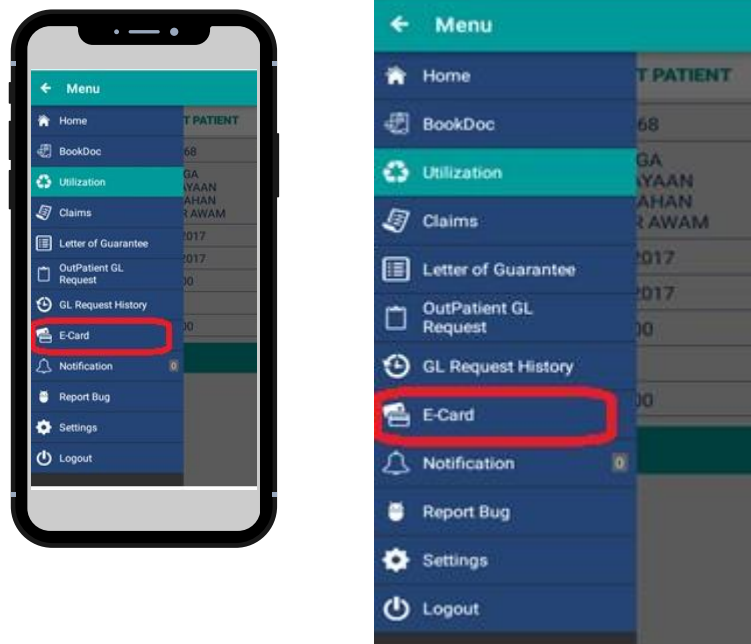


How to download e-Card

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

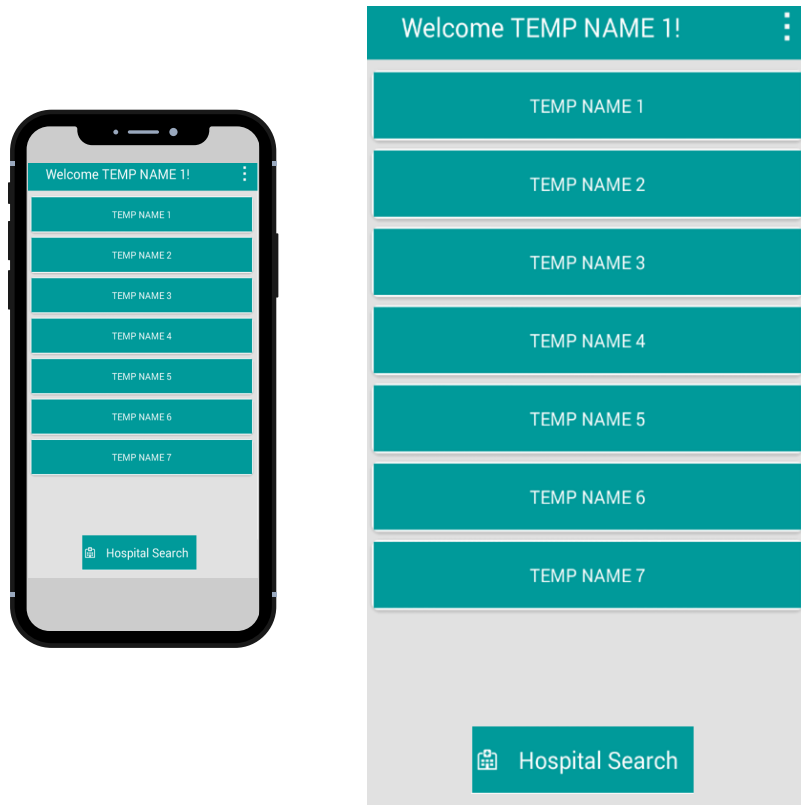


- 3) Select latest year member details and click on any member name.
- 4) Click on  Menu bar on left hand side, a list of menu items will be displayed select E-card from the Menu.

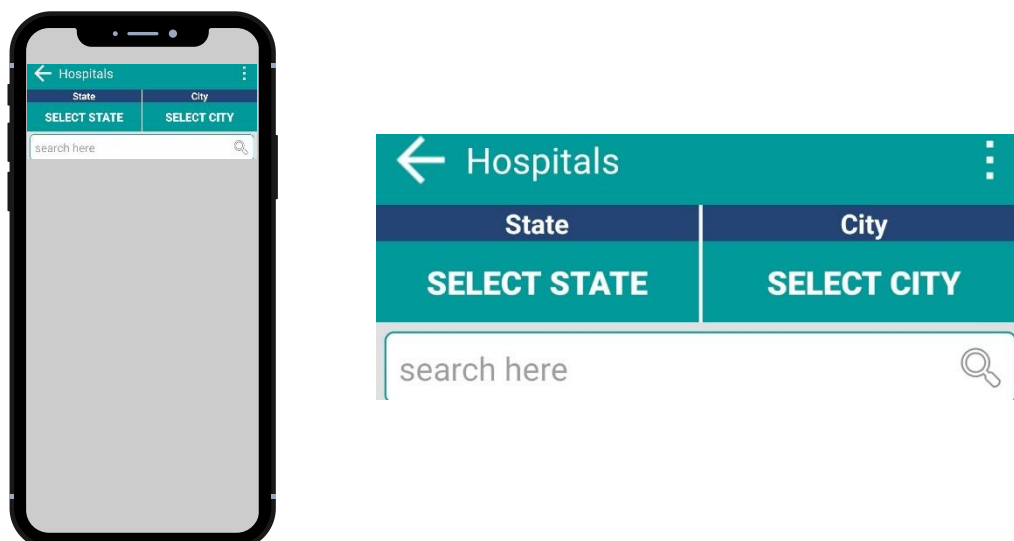


How to check panel hospitals & clinics

- 1) Select latest year member details and click on any member name.
- 2) Below the Names, Clinic Search and Hospital Search are available.

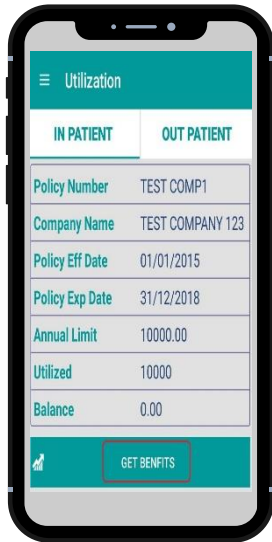


- 3) For panel clinics, click on Clinic Search whereas for panel hospital, click on Hospital Search
- 4) Select state and city and click Search.



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.

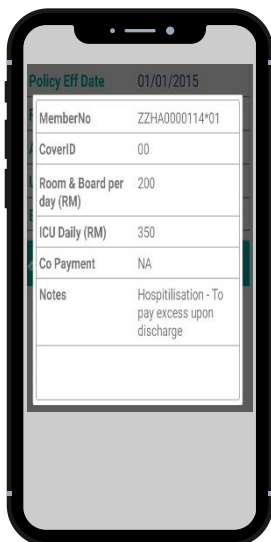


Utilization	
IN PATIENT	OUT PATIENT
Policy Number	TEST COMP1
Company Name	TEST COMPANY 123
Policy Eff Date	01/01/2015
Policy Exp Date	31/12/2018
Annual Limit	10000.00
Utilized	10000
Balance	0.00

At the bottom, there is a teal button labeled 'GET BENEFITS' which is highlighted with a red box.

Check Inpatient Utilization from Mobile App

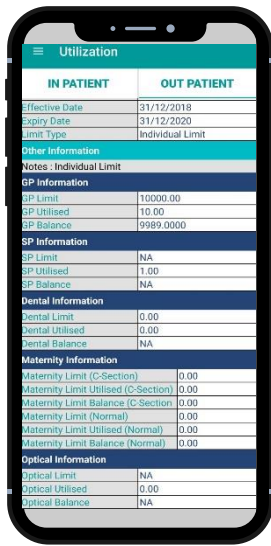
- 1) Select latest year member details and click on any member name.
- 2) Select Inpatient from Menu. All the utilized amounts will be displayed.



Policy Eff Date	01/01/2015
MemberNo	ZZHA0000114*01
CoverID	00
Room & Board per day (RM)	200
ICU Daily (RM)	350
Co Payment	NA
Notes	Hospitalisation - To pay excess upon discharge

Check Outpatient Utilization from Mobile App

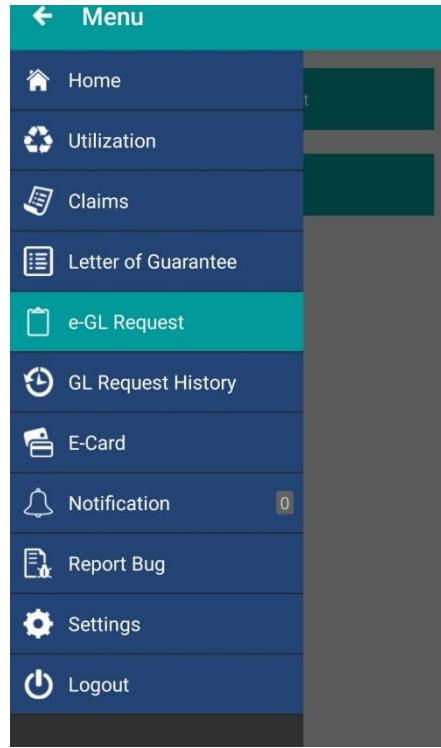
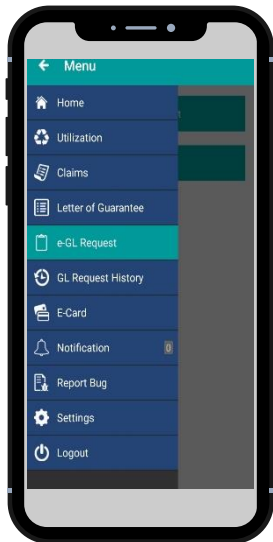
- 1) Select Outpatient from Menu. All the utilized amounts will be displayed.



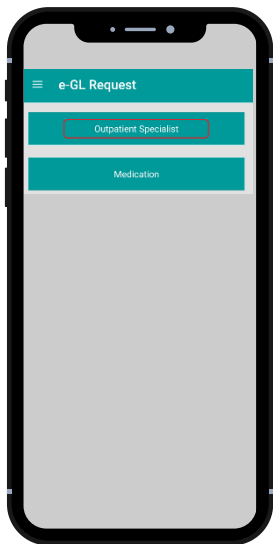
Utilization	
IN PATIENT	OUT PATIENT
Effective Date	31/12/2018
Expiry Date	31/12/2020
Limit Type	Individual Limit
Other Information	
Notes : Individual Limit	
GP Information	
GP Limit	10000.00
GP Utilised	10.00
GP Balance	9989.0000
SP Information	
SP Limit	NA
SP Utilised	1.00
SP Balance	NA
Dental Information	
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 (Normal)	0.00
Maternity Limit Balance (Normal)	0.00
Optical Information	
Optical Limit	NA
Optical Utilised	0.00
Optical Balance	NA

Outpatient GL request from Mobile App

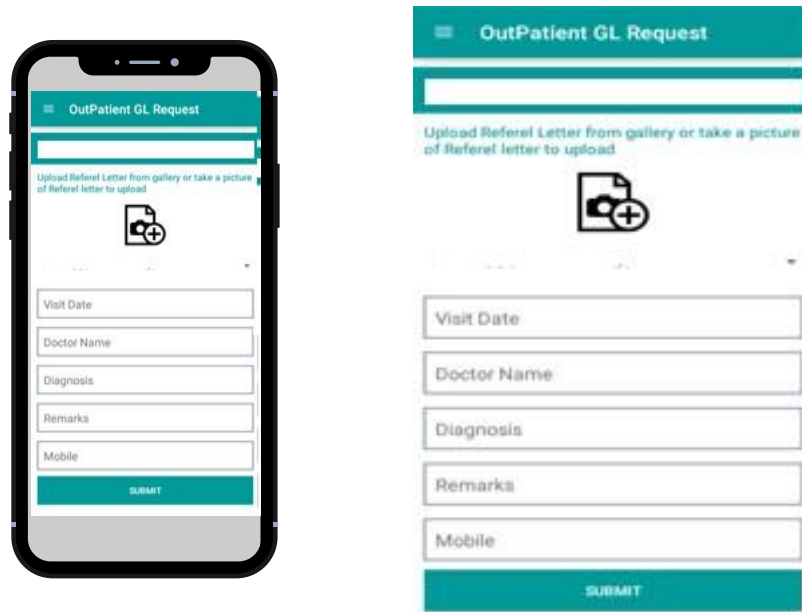
- 1) Click on Menu  on left corner.
- 2) Select e-GL Request from Menu List.



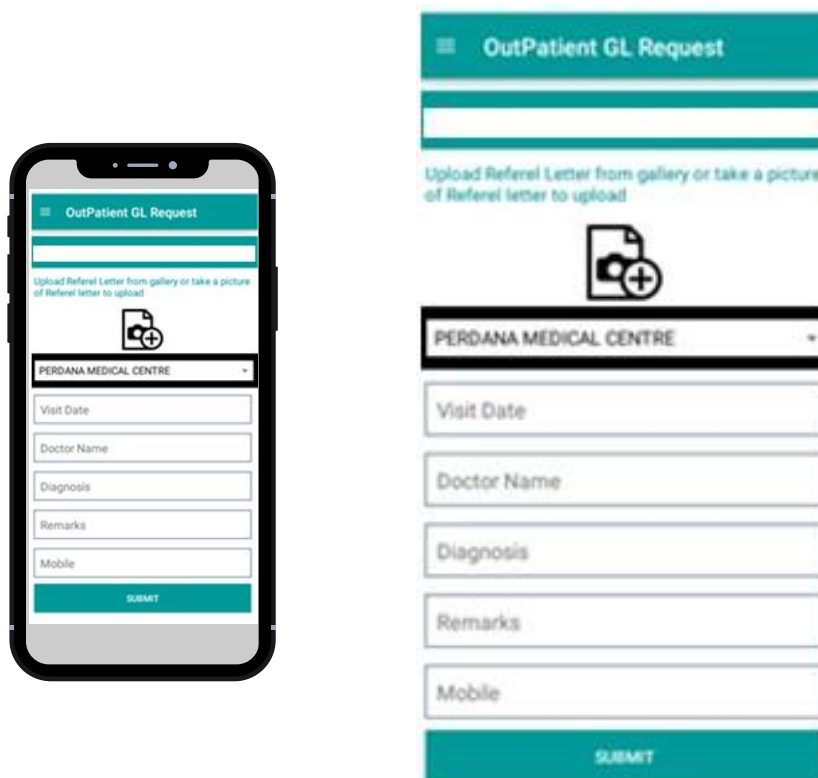
- 3) Select 'Outpatient Specialist' from below screen.



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

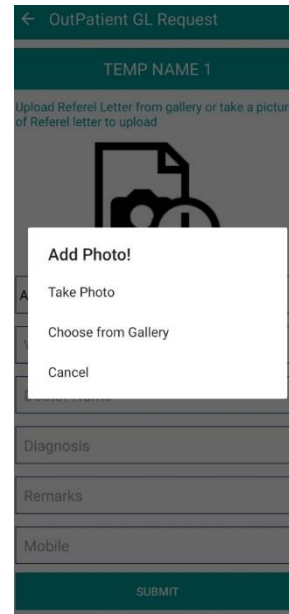
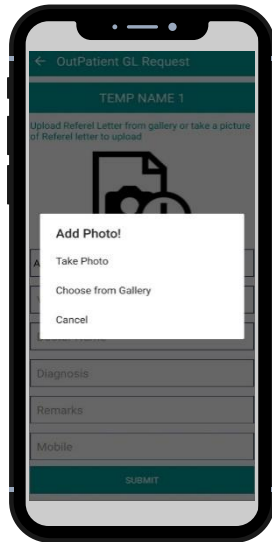


5) Select name of the hospital from the drop-down box available.




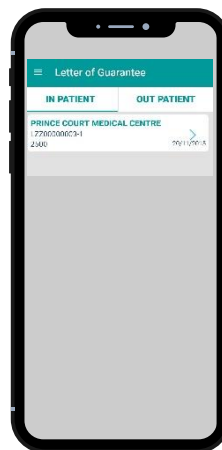
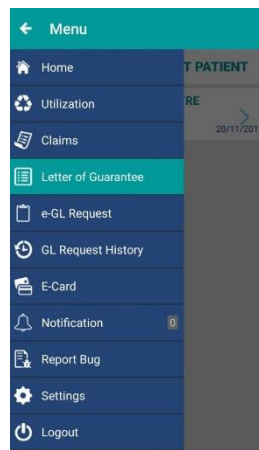
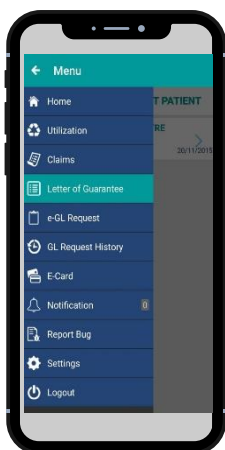
6) Upload Referral Letter: Document or picture of the letter of guarantee can be uploaded

by tapping the icon . (Can take a picture directly or can choose from your gallery)

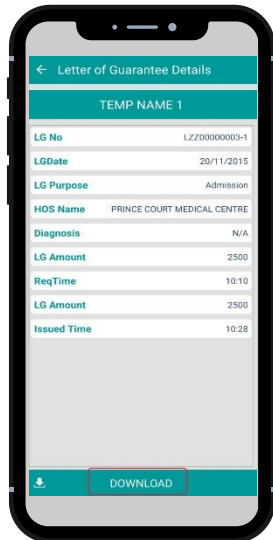


How to download GL

- 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.

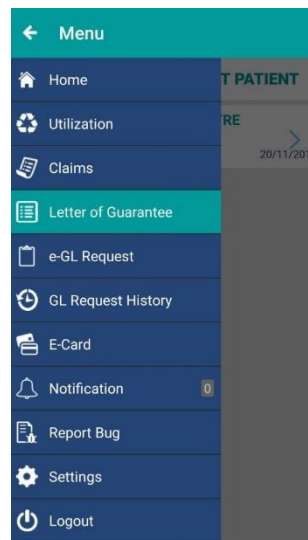
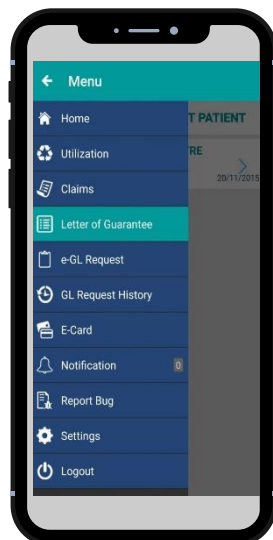


- 4) Click on Download button at the bottom and GL will be downloaded.

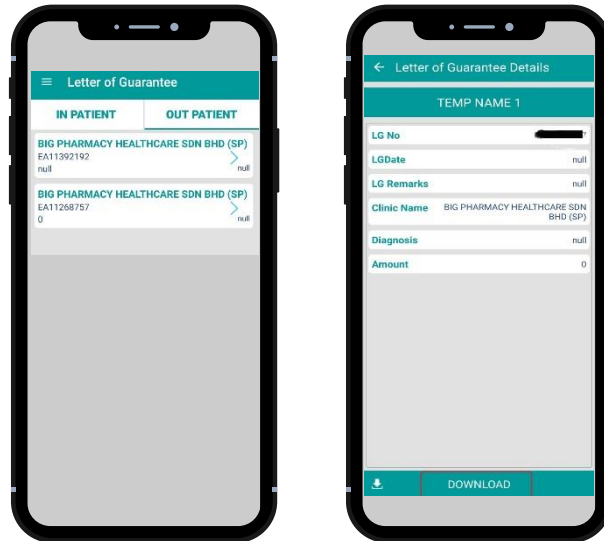


Download Outpatient GL from Mobile App

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

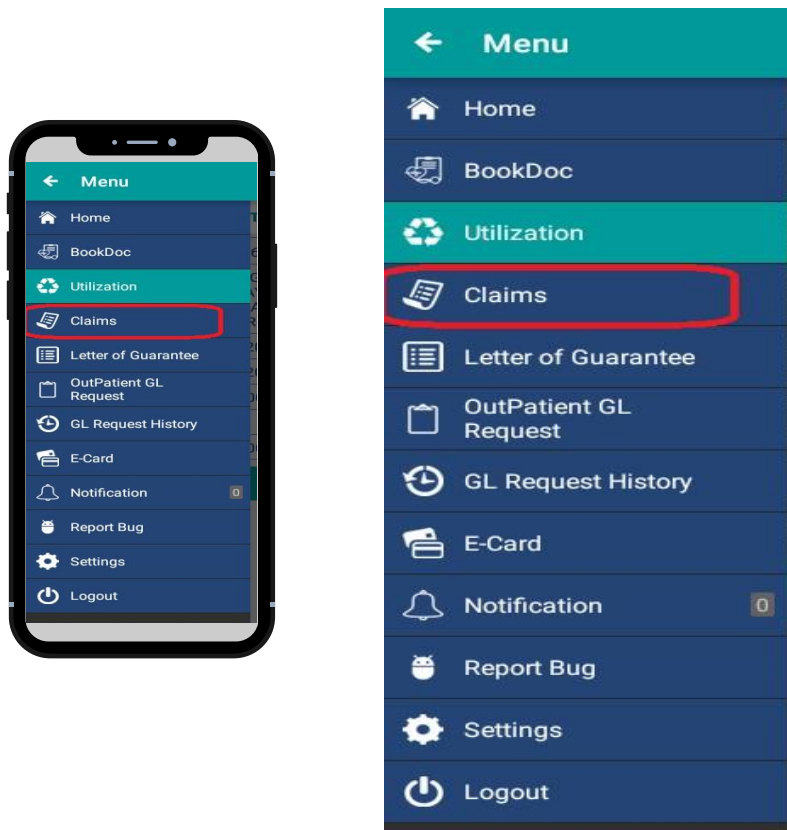


- 3) Select Outpatient from Tab and select the GL which you want to download.
- 4) Click on Download and GL will be downloaded.

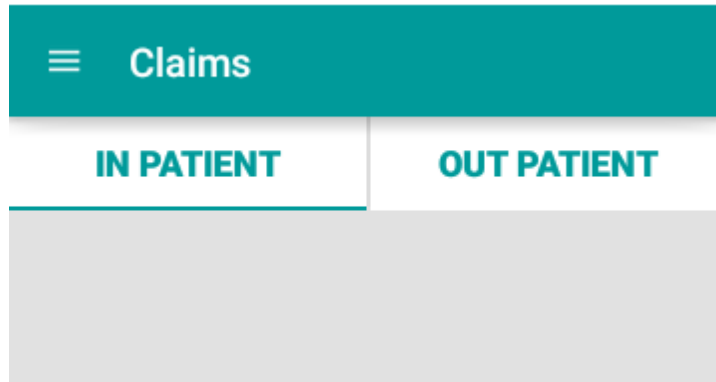


Check Reimb Claim Payment details in Mobile App

- 1) Go to Menu  and click on Claims.



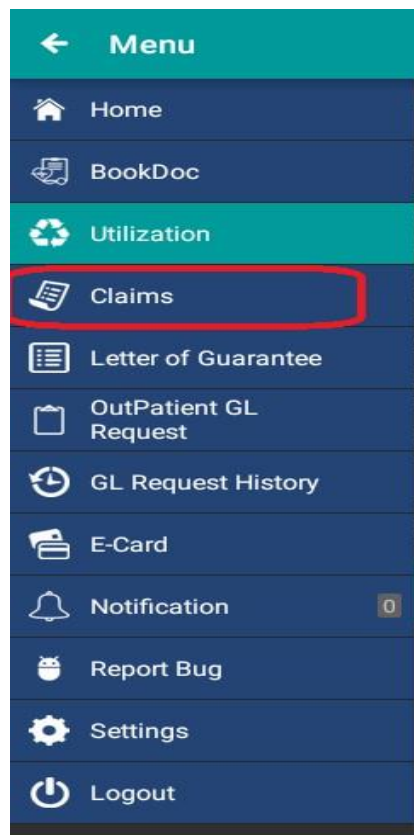
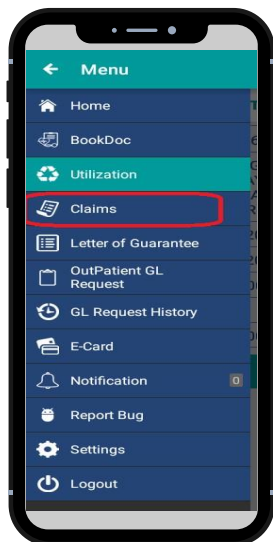
2) All the inpatient and outpatient claims will be displayed accordingly.



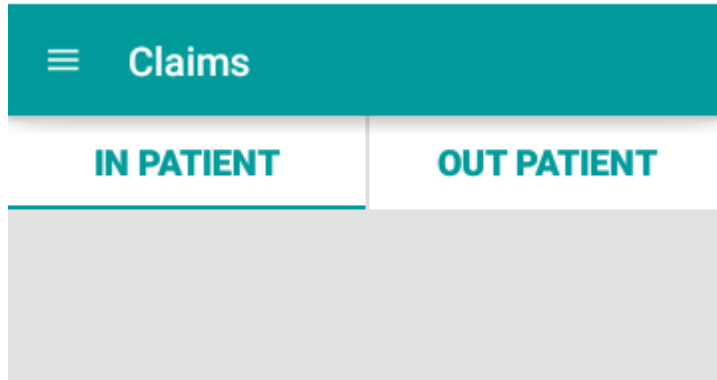
3) Payment details can be viewed for all the reimbursement claims.

Check Claim details in Mobile App

1) Go to Menu  and click on Claims.

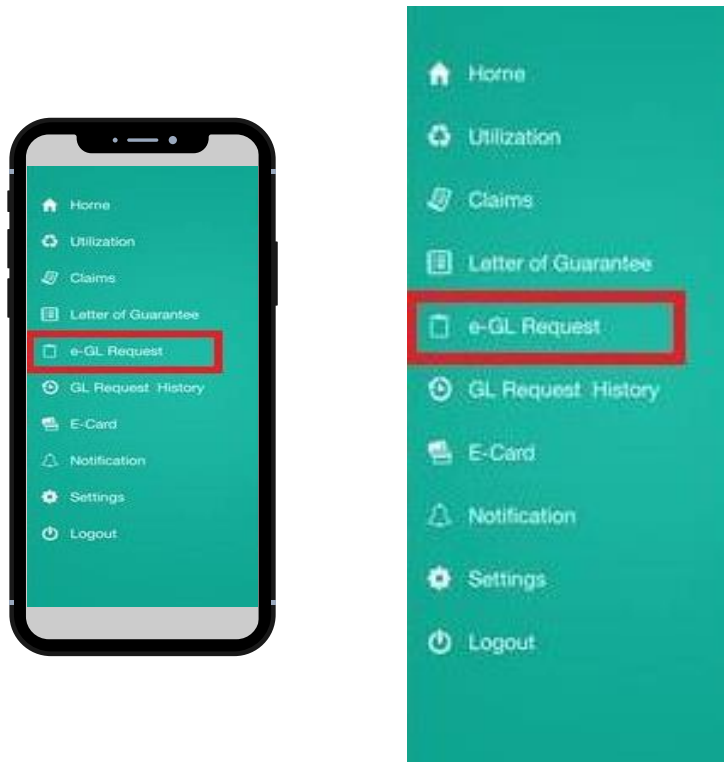


2) All the inpatient and outpatient claims will be displayed accordingly.

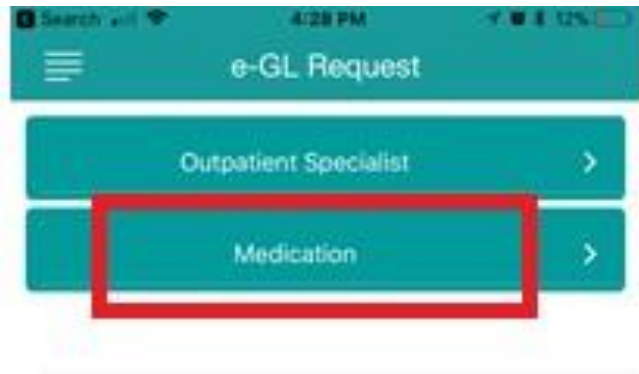
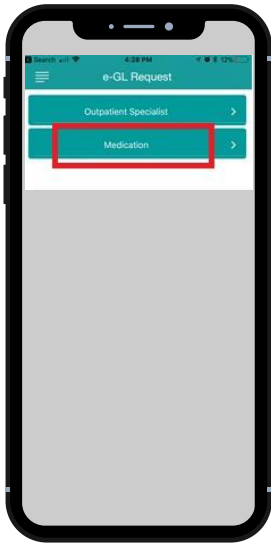


Long Term Medication Request from MobileApp

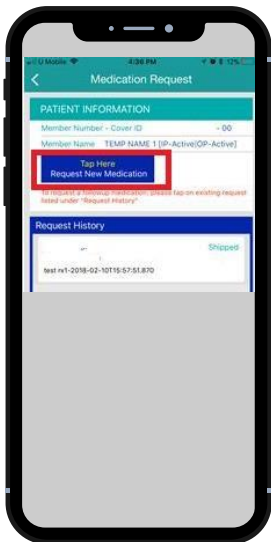
1) From The Menu select e-GL Request.



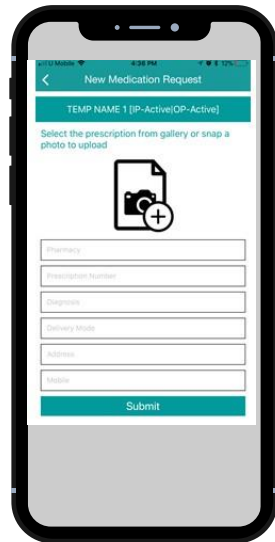
2) Member will be redirected to page as show below with 2 different requests, select 'Medication'.



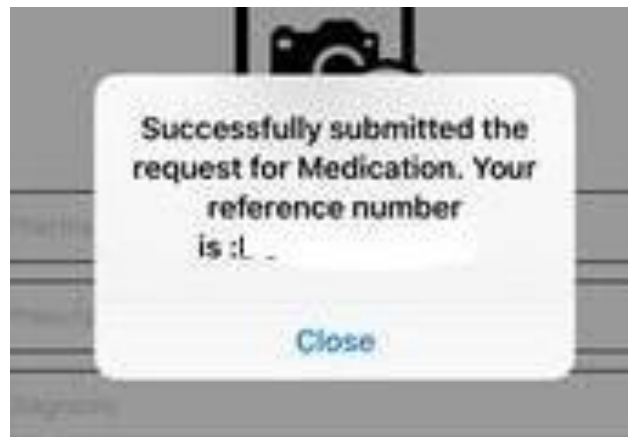
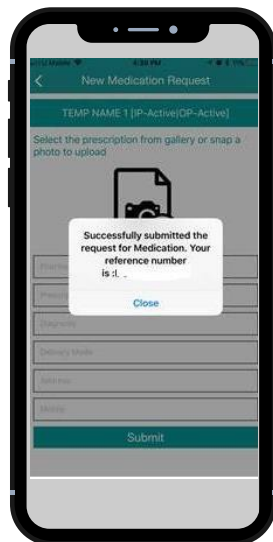
3) Click on Tap Here to request new Medication.



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



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



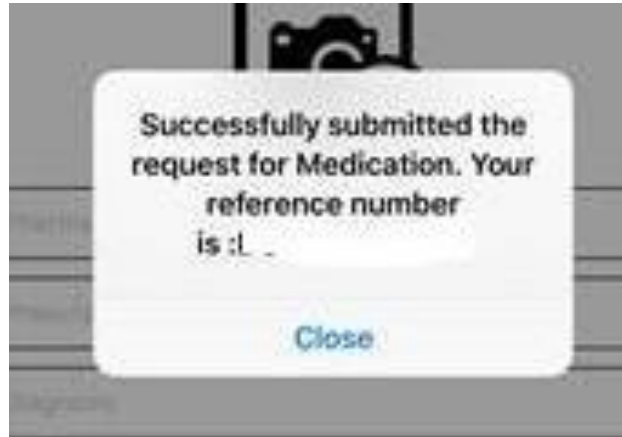
- 6) For follow up request, click on the existing request under Request History and it will be directed to Request Detail screen.
- 7) Click on Request New Follow up.




- 8) Fill all the details and click on Submit.

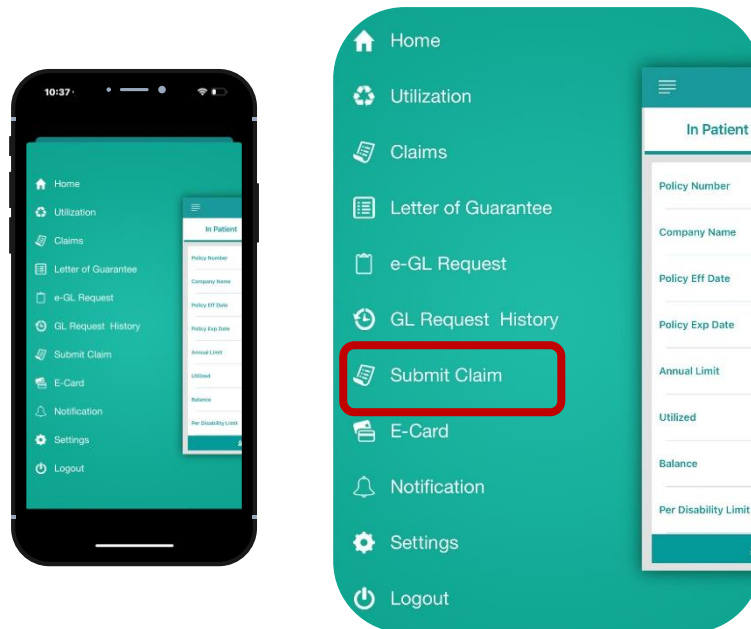


9) After saved successfully, a pop-up message with reference number will be displayed as below.



Claim Submission in Mobile App

- 1) Go to Menu  and click on Submit Claims.



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



Disclaimer

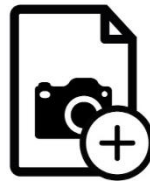
You are required to produce all records, original receipt, and any other supporting documents upon request by the MediExpress for checking or audit purposes. Should you fail to produce the said documents upon request, the MediExpress has the right to request for the refund.

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.

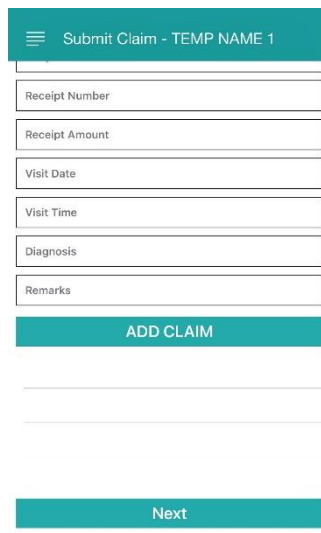
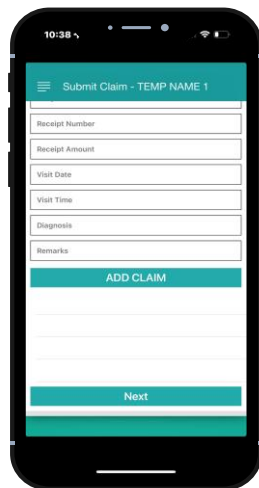
- 3) Click the camera icon button to upload or take a snapshot of the required documents, then fill in all the details.



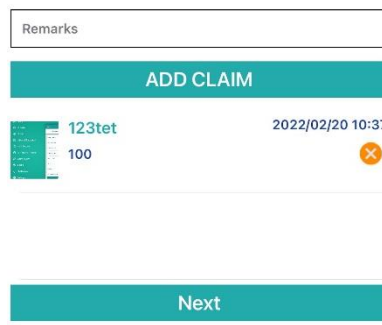
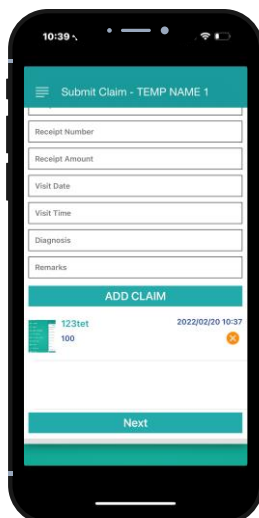
Please attach the following items (only accept pdf, .png, .jpg)
 Sila lampirkan dokumen seperti berikut (hanya menerima format file .pdf, .png, .jpg etc)
 1. Hospital original Bill and receipts (mandatory)
 2. Itemized bill (mandatory)
 3. Other supporting documents (where necessary)



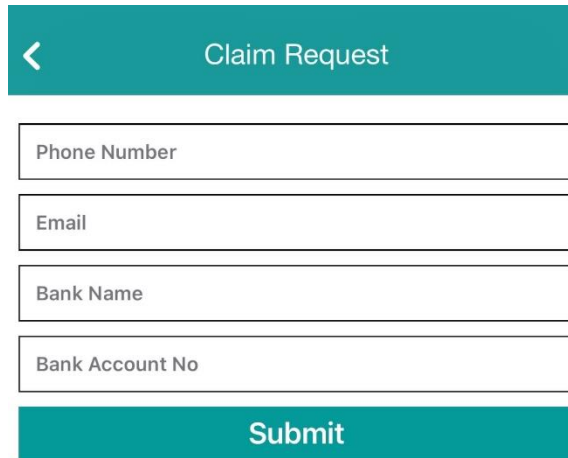
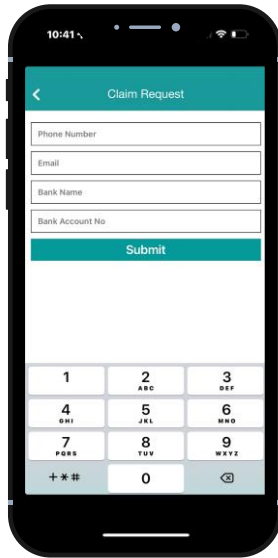
- 4) Click “add claim” to add a claim and then click Next.



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



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



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

