



BERJAYA SOMPO
INSURANCE

CASHLESS FACILITY PROCESS FLOW

Private and Confidential

24-hour Toll-free assistance for enquiry on:

- Medical Benefits & Coverage
- Issuance of Guarantee Letter (GL)
- Panel Hospital Listing



1-800-88-9866

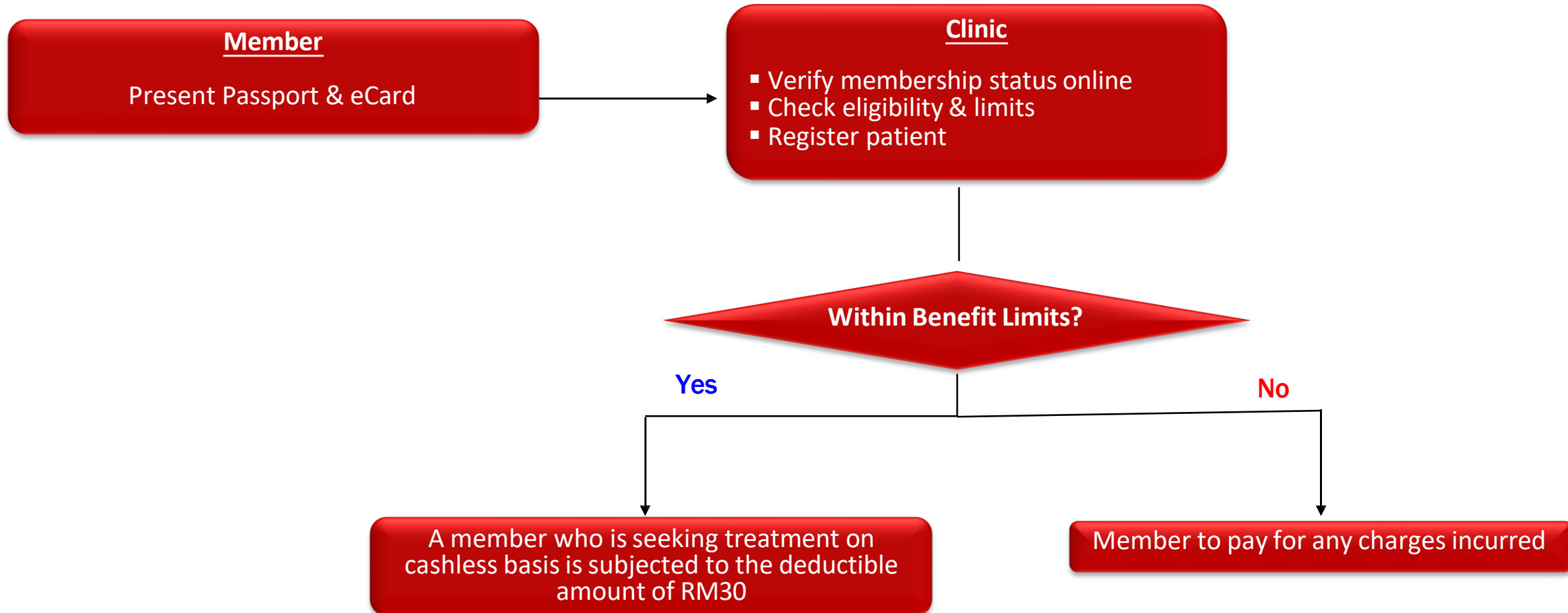


For any GL Request

Admission : admission@micaresvc.com and
callcenter@micaresvc.com

Discharge : discharge@micaresvc.com

PROCESS FLOW – PANEL GP VISITATION

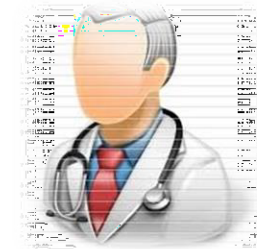
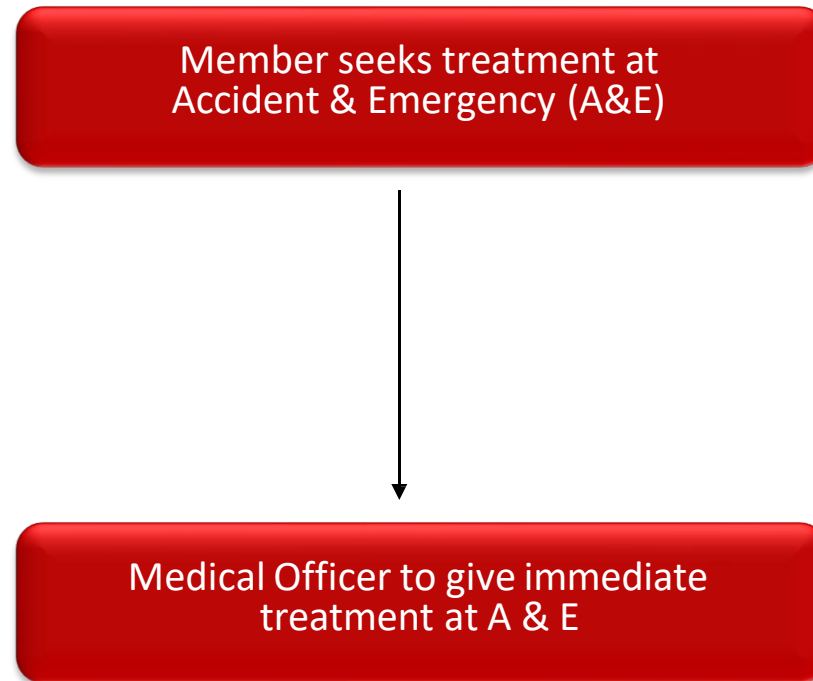


ADMISSION TO PANEL HOSPITAL



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For Emergency Treatment at Accident & Emergency (A&E)



Hospitalization: Pre-admission

Step 1: Member to present eCard and passport prior to hospital admission.

Step 2: Hospital to contact MiCare for membership verification at 1800-88-9866.

Step 3: Doctor to fill in medical form and fax the relevant documents to MiCare.

Step 4: MiCare to issue GL within 45 minutes to hospital if the medical condition and treatment coverage within the policy terms & conditions.

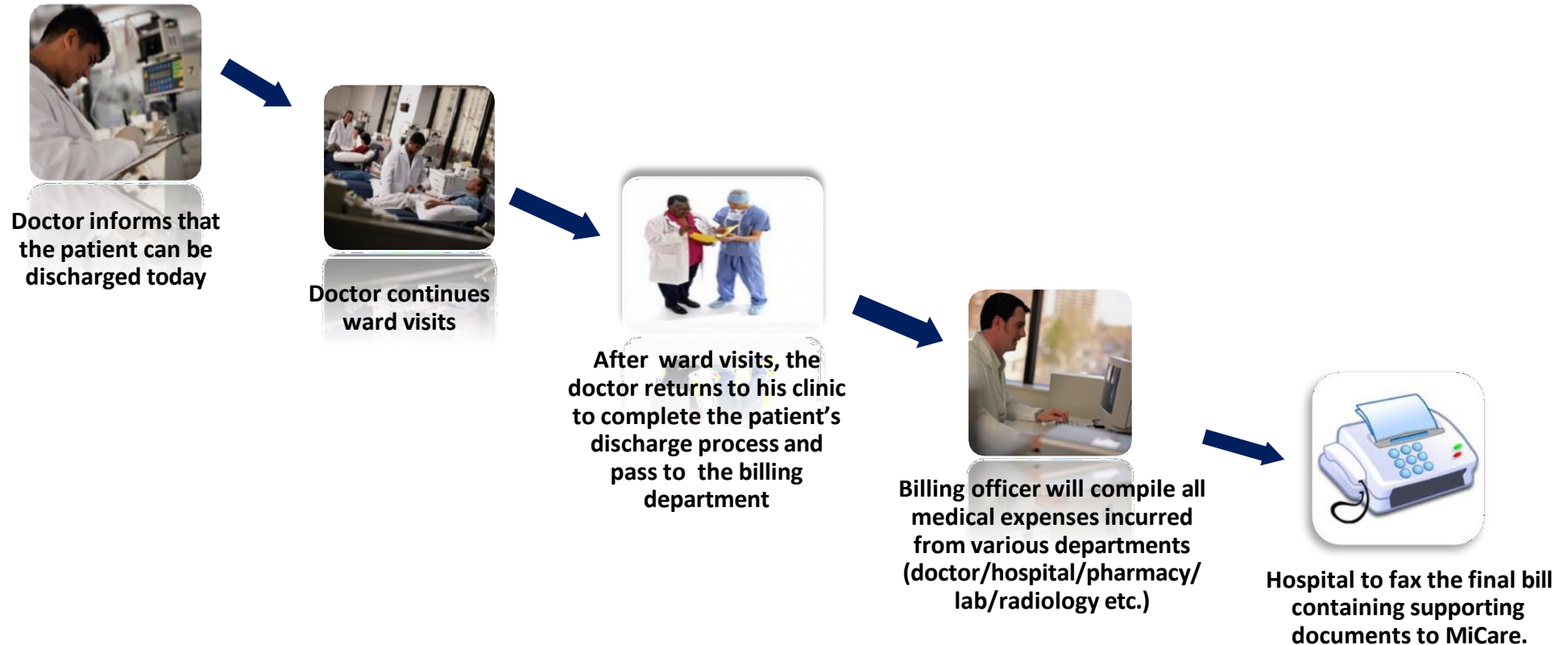


Important

- *Issuance of GL is subject to policy terms & conditions.*
- *If the case is not covered, member will have to pay the entire bill upon discharge or alternatively seek treatment at a government hospital instead.*

ADMISSION TO PANEL HOSPITAL

Hospitalization: Discharge



Approximately 1-2 hours



1 - 2 hours



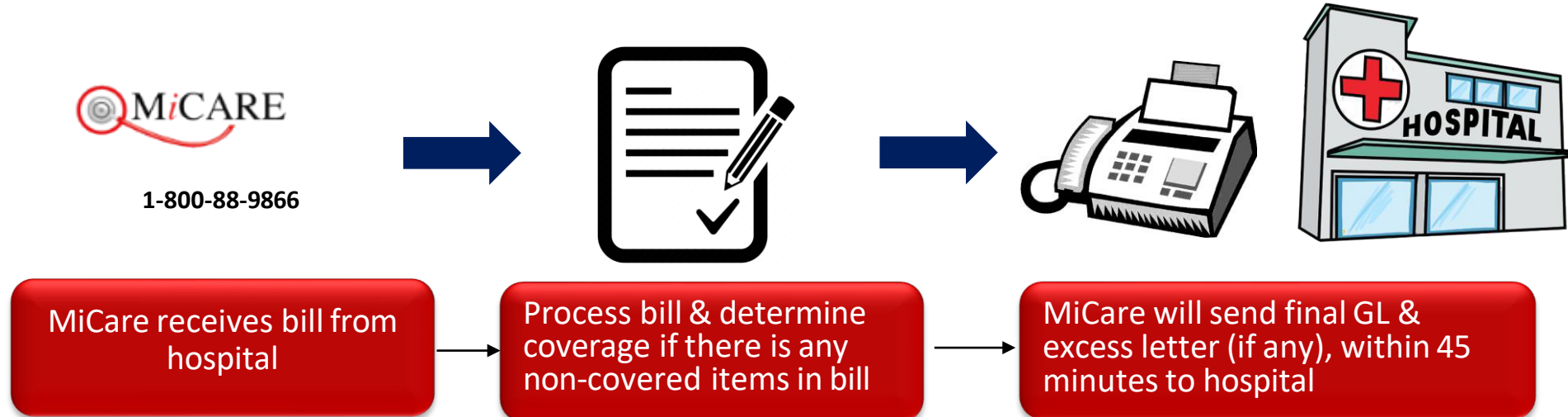
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ADMISSION TO PANEL HOSPITAL



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Hospitalization: Discharge



Important

- *Some hospitals may require deposit although GL is issued. This is to cover excluded items under the policy.*
- *Post hospitalisation follow up is on reimbursement basis.*

Thank You

