

ADMISSION AND DISCHARGE PROCESS FLOW AT PANEL PROVIDER

Private and Confidential

HELPLINE



24-hour Toll-free assistance for enquiry on:

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



1-800-88-9866

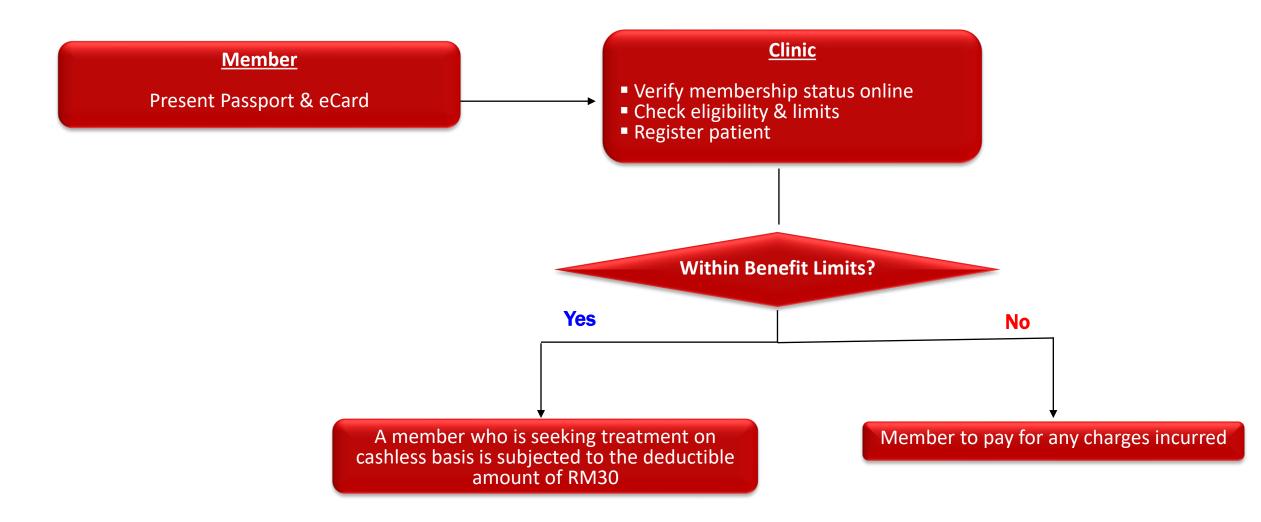


For any GL Request

Admission : admission@micaresvc.com

PROCESS FLOW - PANEL GP VISITATION







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.



Hospitalization: Discharge



Doctor informs that the patient can be discharged today



Doctor continues ward visits



After ward visits, the doctor returns to his clinic to complete the patient's discharge process and pass to the billing department



Billing officer will compile all medical expenses incurred from various departments (doctor/hospital/pharmacy/lab/radiology etc.)



Hospital to fax the final bill containing supporting documents to MiCare.

Approximately 1-2 hours



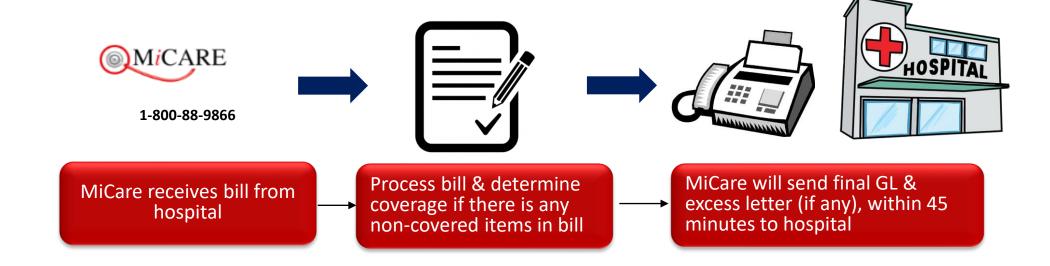
1 - 2 hours



*To be continued on next slide



Hospitalization: Discharge





Important

Some hospitals may require deposit although GL is issued. This is to cover excluded items under the policy.

Thank You

