



BERJAYA SOMPO  
INSURANCE

# ADMISSION AND DISCHARGE PROCESS FLOW AT PANEL PROVIDER

*Private and Confidential*

24-hour Toll-free assistance for enquiry on:

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



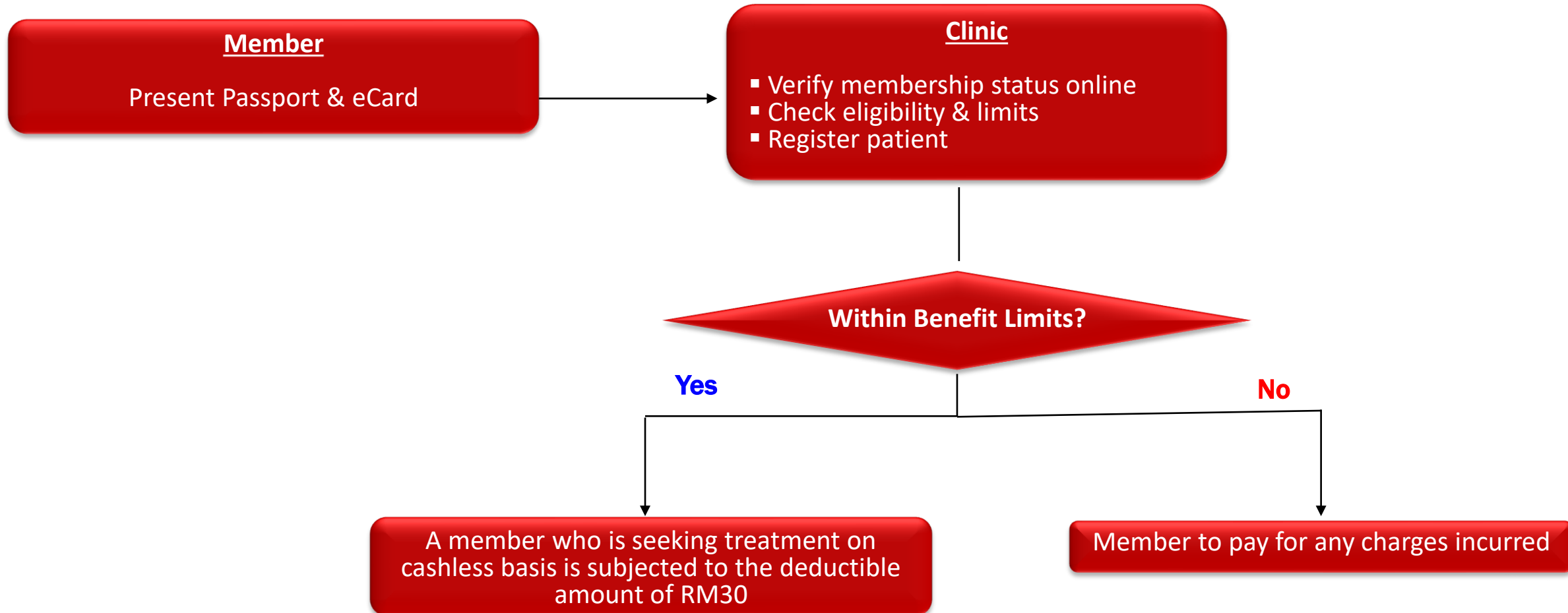
1-800-88-9866



**For any GL Request**

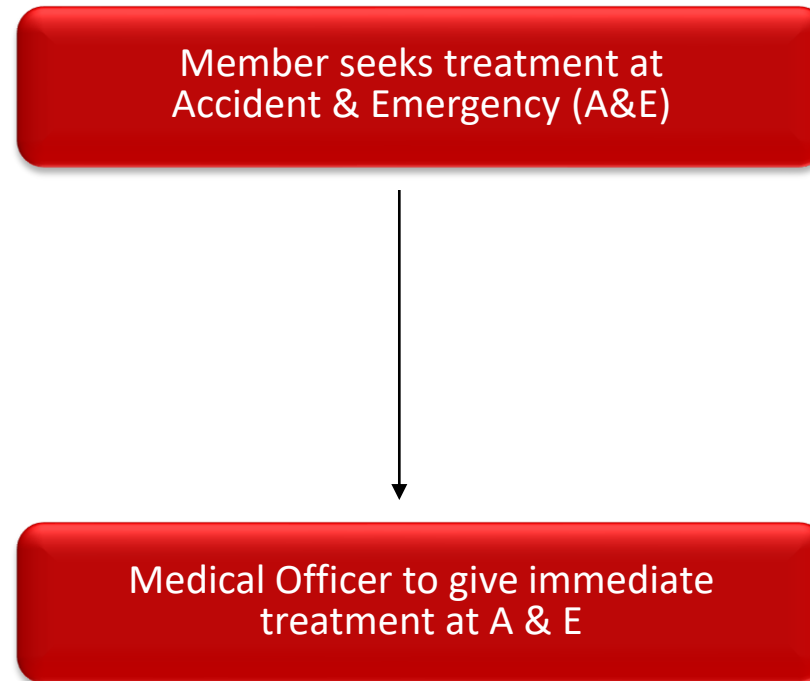
Admission : [admission@micaresvc.com](mailto:admission@micaresvc.com)

# PROCESS FLOW – PANEL GP VISITATION



# ADMISSION TO PANEL HOSPITAL

## 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.

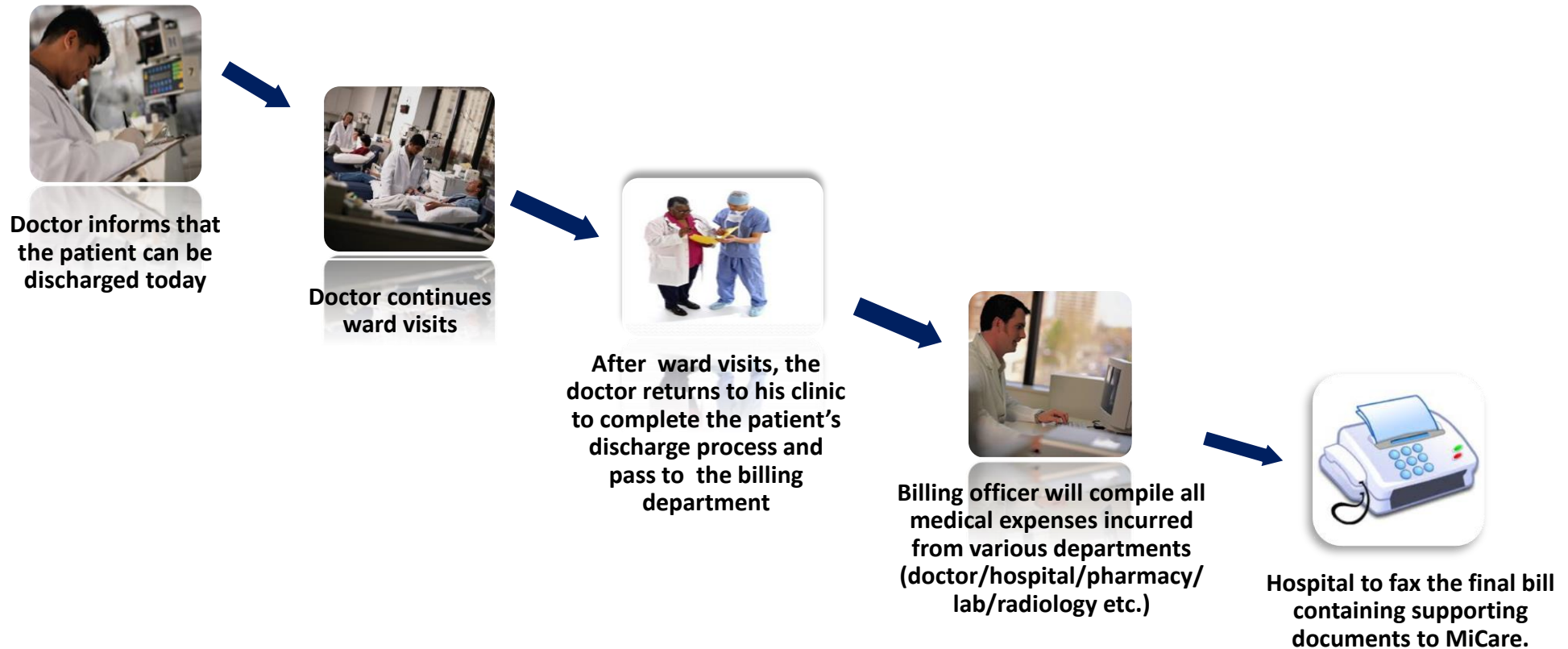


### *Important*

- *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



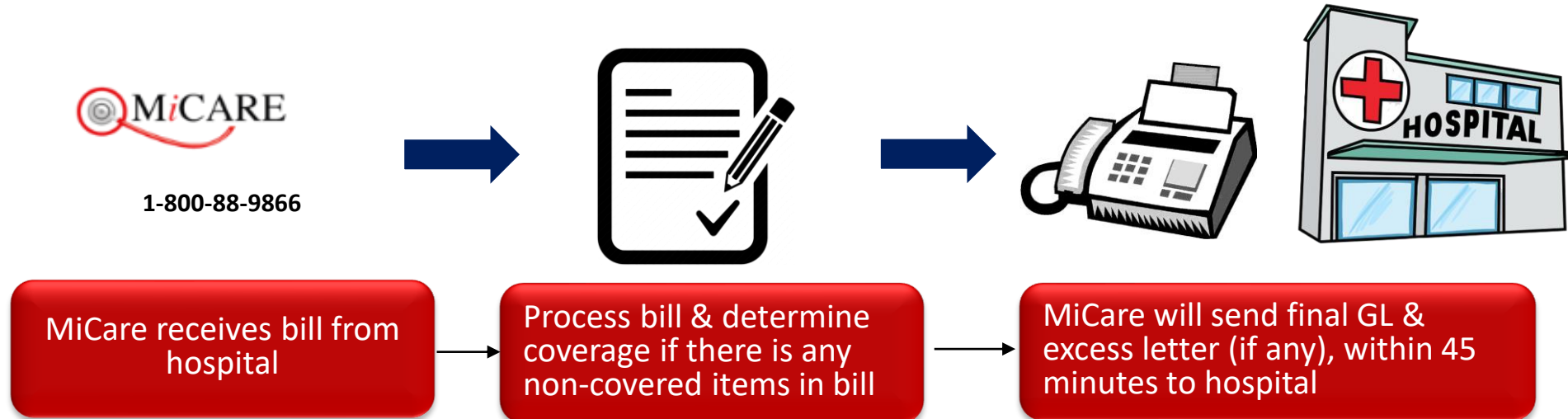
1 - 2 hours



\*To be continued on next slide

# ADMISSION TO PANEL HOSPITAL

## Hospitalization: Discharge



### **Important**

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

# Thank You

