



BERJAYA SOMPO  
INSURANCE

# ***MICARE MyMed APP***

## ***USER GUIDE***

*Private and Confidential*

# Download the MyMed Apps



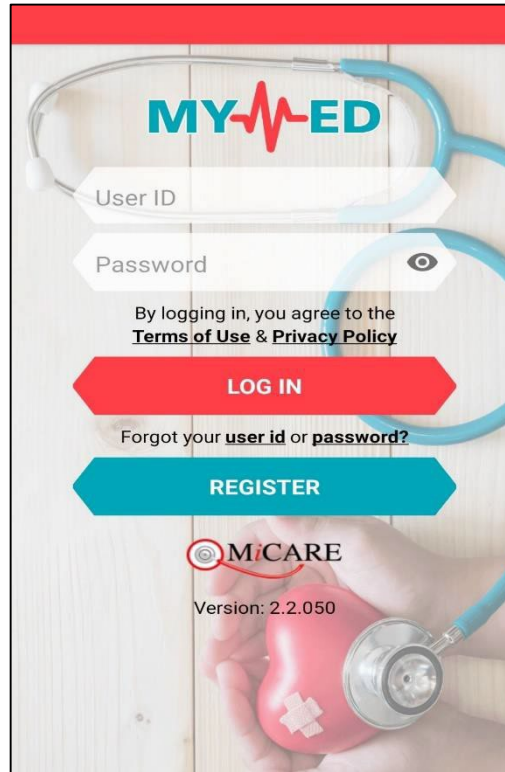
# *MiCare Mobile App (MiCare MyMed)*



- **Top Features :**

- ✓ e-medical card
- ✓ Locate Panel Providers
- ✓ Request Inpatient/Outpatient GL
- ✓ Track Inpatient GL
- ✓ View GL
- ✓ Claims Submission
- ✓ View Claims History
- ✓ View Claims Utilization
- ✓ View Benefits

# MiCare Mobile App (MiCare MyMed)



- Insert user ID and password and proceed for login.
- User can enable fingerprint login feature once successfully login.

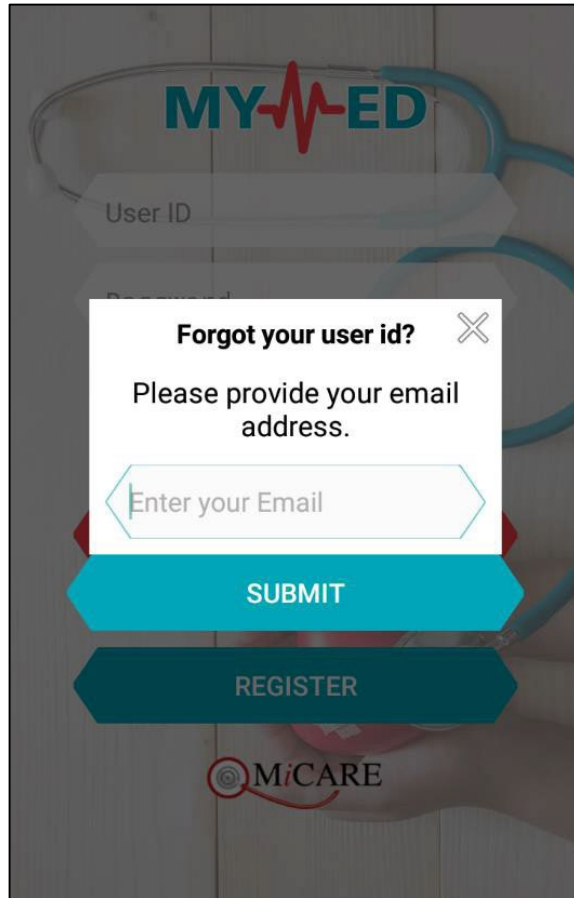
*Remark:*

*In order to enable fingerprint login, user's phone must be able to support this feature.*

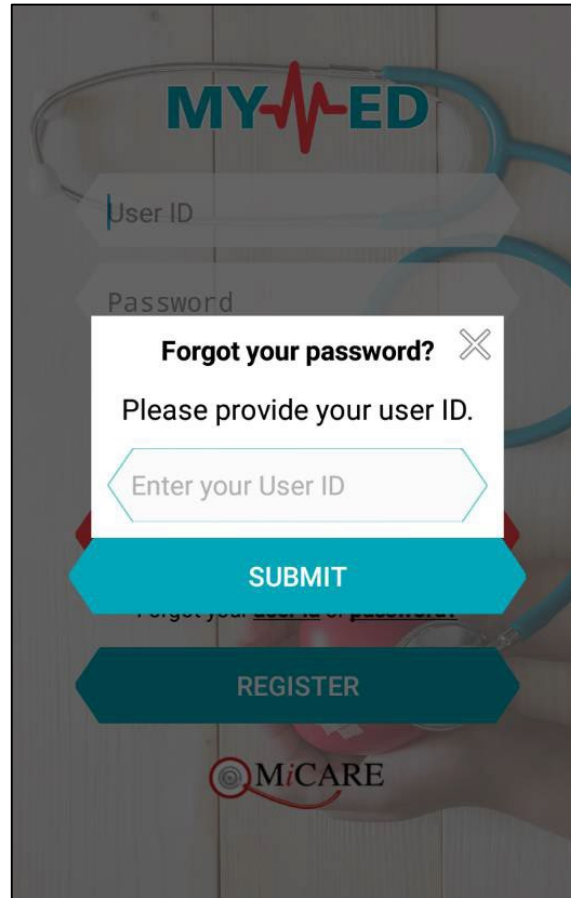
*Once fingerprint login feature is enabled, user can login via fingerprint by clicking "Fingerprint" icon located at the side of Login button.*

Download from Google Play Store & App Store.

# *Reset your password*



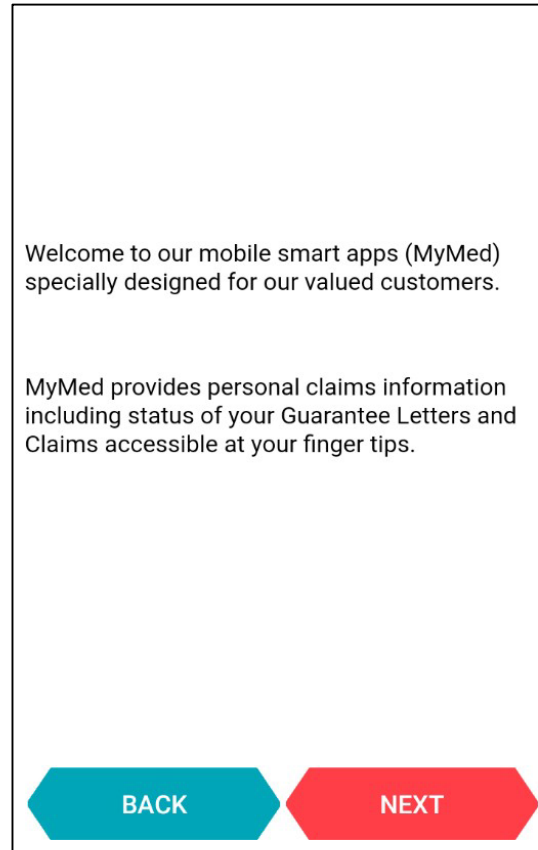
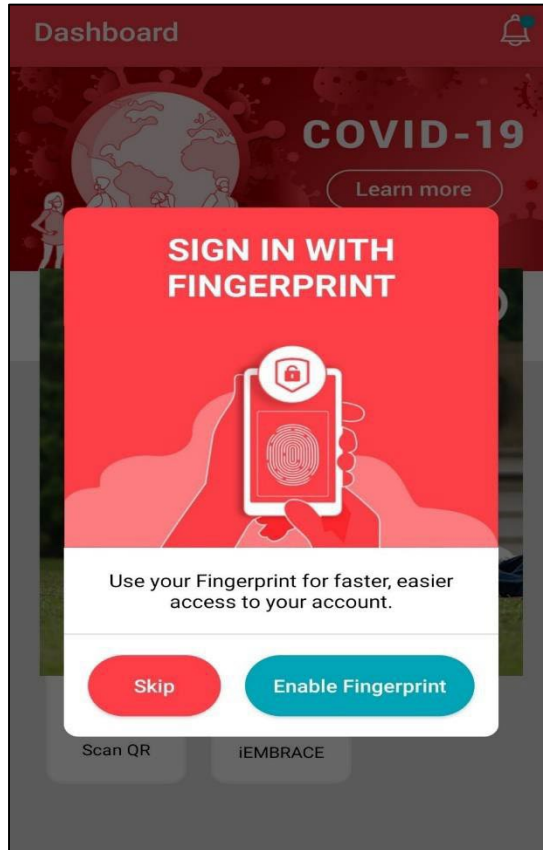
The screenshot shows the MY-ED login interface. At the top, the text 'MY-ED' is displayed with a red heart rate line. Below it, there is a 'User ID' input field. A dialog box is overlaid on the screen with the title 'Forgot your user id?' and a close button (X). The dialog box contains the text 'Please provide your email address.' and an input field labeled 'Enter your Email'. Below the dialog box are two buttons: 'SUBMIT' (teal) and 'REGISTER' (dark teal). At the bottom, the MiCARE logo is visible.



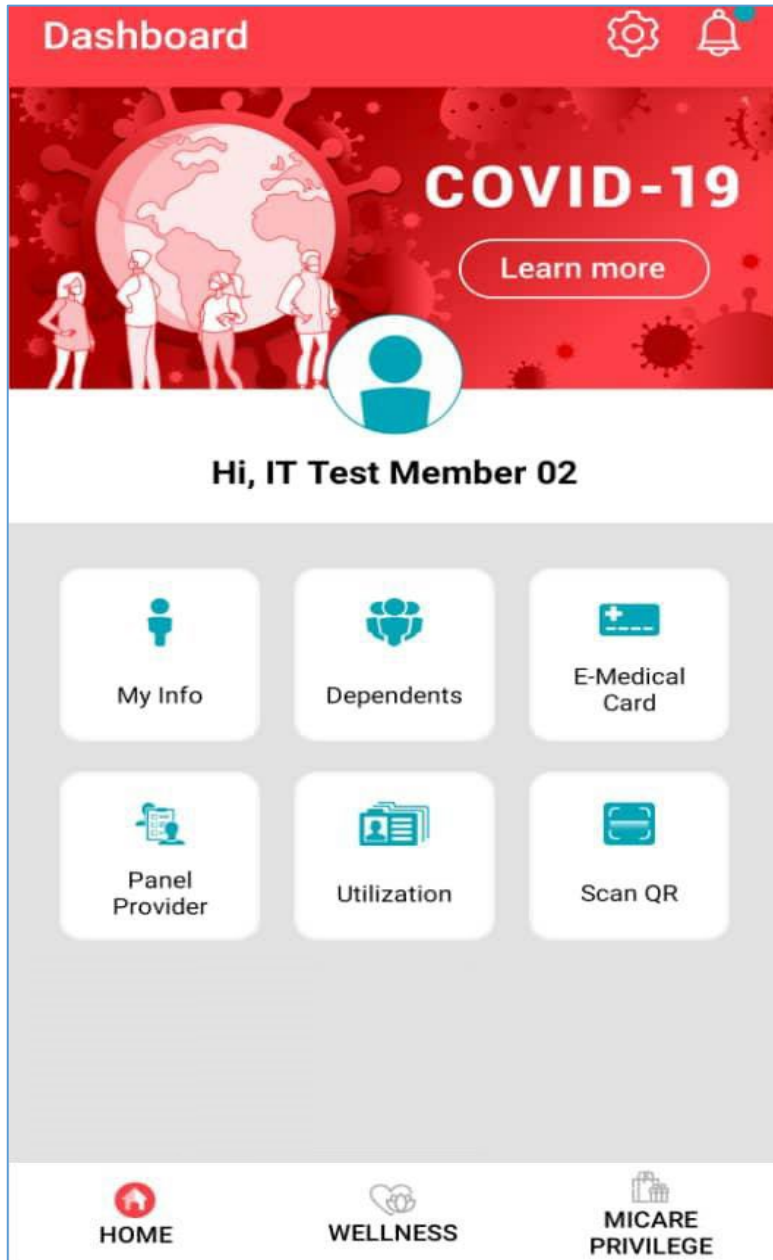
The screenshot shows the MY-ED login interface. At the top, the text 'MY-ED' is displayed with a red heart rate line. Below it, there is a 'User ID' input field and a 'Password' input field. A dialog box is overlaid on the screen with the title 'Forgot your password?' and a close button (X). The dialog box contains the text 'Please provide your user ID.' and an input field labeled 'Enter your User ID'. Below the dialog box are two buttons: 'SUBMIT' (teal) and 'REGISTER' (dark teal). At the bottom, the MiCARE logo is visible.

- 1) Click on **Forgot User ID/Forgot Password**
- 2) Insert email. System will send the **user ID** to inserted email.
- 3) No email is captured? Kindly contact Micare  
Hotline: 1800-88-9866

# Sign in with Fingerprint



- Clicks on **Enable** to turn on fingerprint login function.
- Wish to remain login using username and password? click **Skip**.
- System will show **Welcome Notes** to user after successfully login.
- Clicks on **Next** to proceed to **Dashboard**.



## *Dashboard*

- In Dashboard screen, all the function screens are available for user to select:
  - My Info
  - Dependents
  - E-Medical Card
  - Panel Provider
  - Utilization
  - Scan QR (ROA)

# My and Dependent Information

No. IC	NRIC0001
Emp Id	10007525
Company	Test Corporate iCorporate 2543420024420 (J2Y)
Co-Pay	No
LTM Covered	Yes

View Employee ID Badge

Name	User
No. IC	1234567890
Emp Id	10007525
Company	iCorporate
Co-Pay	Yes
LTM Covered	No

## My Info

Dashboard → My Info

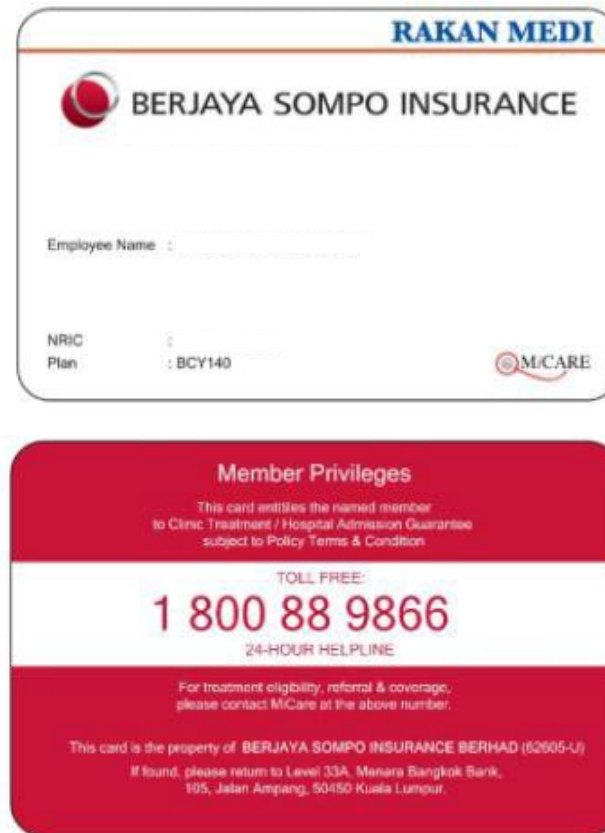
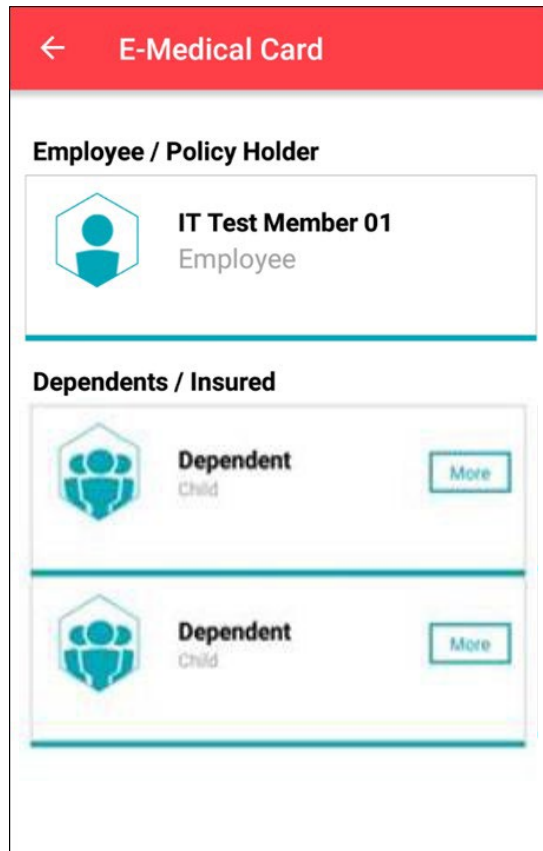
Basic information will be displayed in this screen.

## Dependents Info

User can view details of dependents.



# e-Medical Card



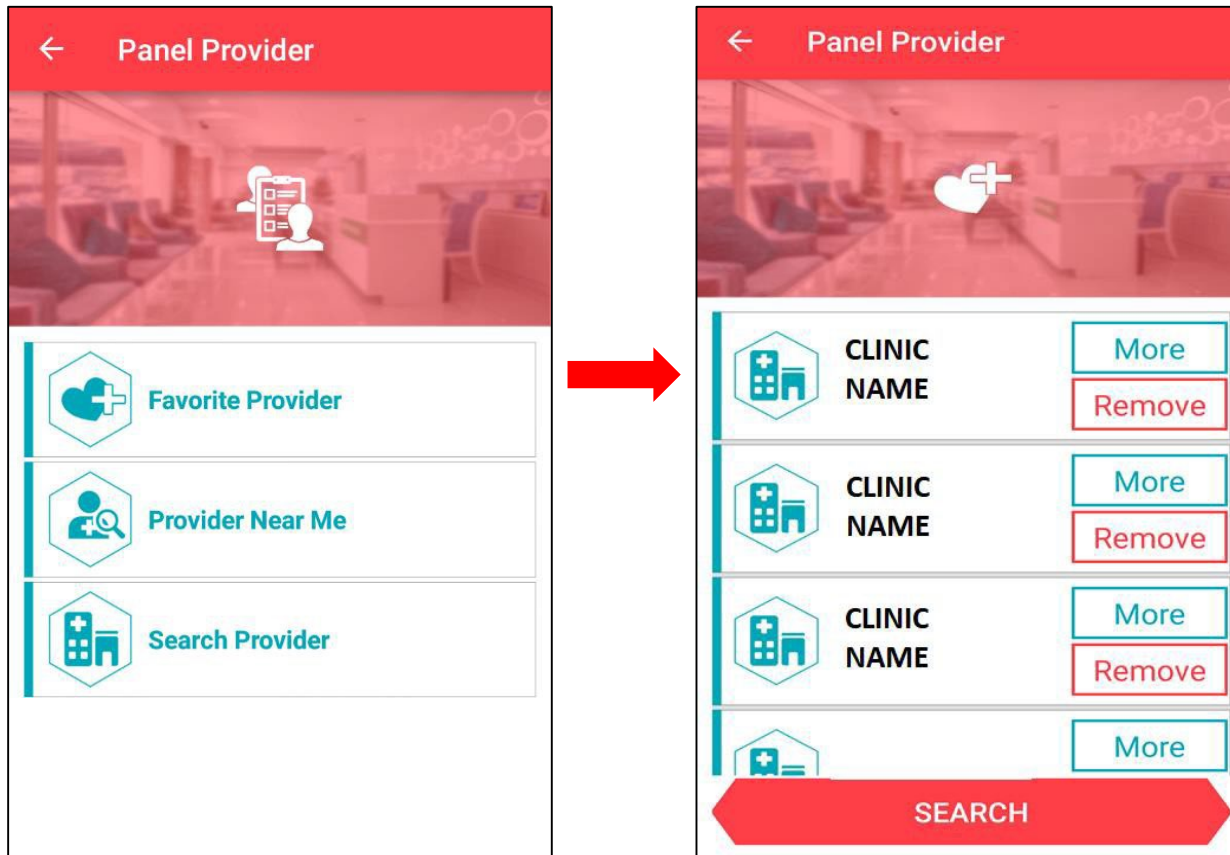
## e. Medical Card

- Dashboard → e-Medical Card
- Click your name/dependents' name to view e-medical card
- System will display e-Medical Card (in **landscape mode**) based on user's corporate.
- Scroll left/right to view both front and back of the e-Medical Card.
- User can download the e-Medical Card by clicking on it.

**Remark:**

*E-Medical Card is recognized by all MiCare Panel Providers.*

# Panel & Favorite Provider



**Remark:**  
E-Medical Card is recognized by all MiCare Panel Providers.

## Panel Provider

- Dashboard → Panel Provider
- User can perform the following functions:
  - View and manage favourite provider
  - Search provider near me
  - Search provider

## Favourite Provider

- User can view the added provider(s) after added into favourite list.
- From provider field, click **More** to view the provider details.
- Clicks on **Search** in Favourite Provider screen to search healthcare panel provider.

# Provider Near Me & Search Provider



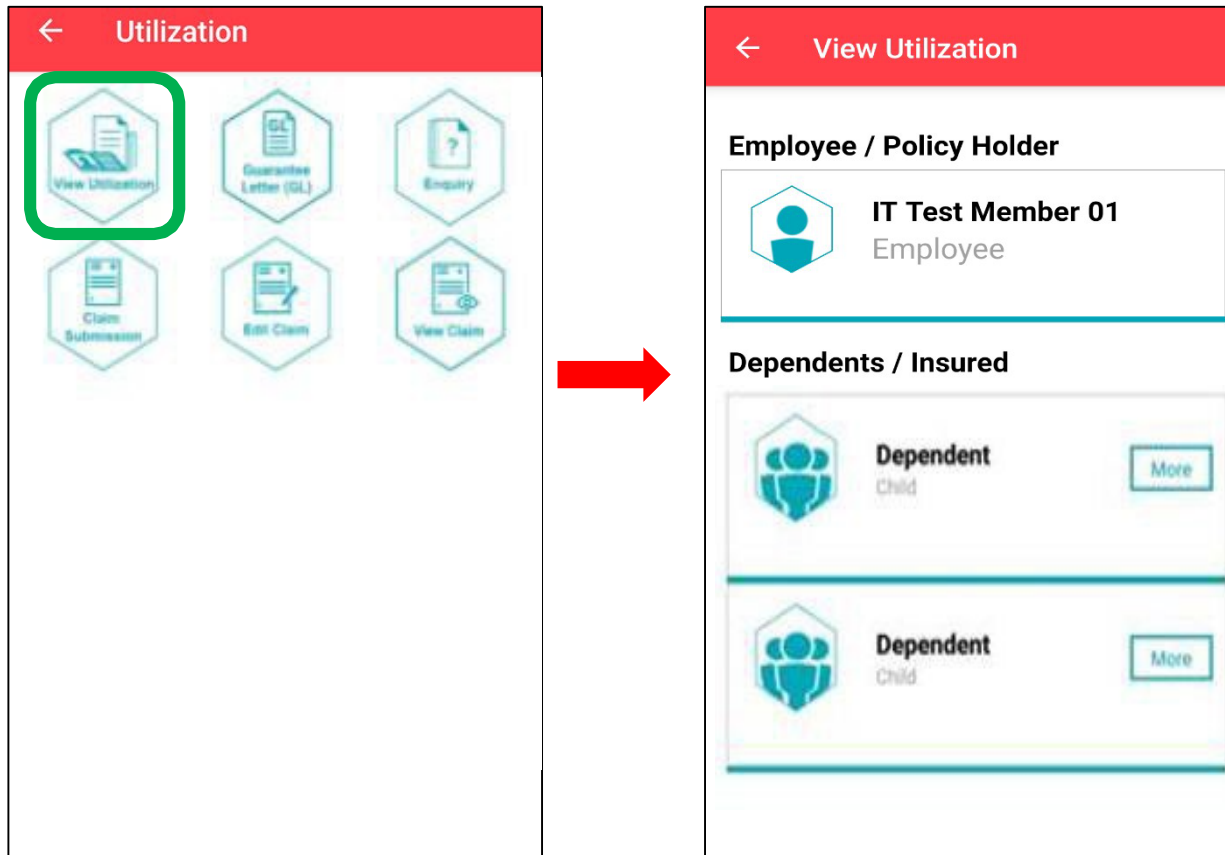
## Provider Near Me

- Panel Provider → Provider Near Me
- To locate healthcare panel provider nearby.

## Search Provider

- To view provider details selected.
- User can also able to perform following functions:
  - Remove from favourite list
  - Show on Map
  - Show driving direction (Navigation)

# Utilization & View Utilization



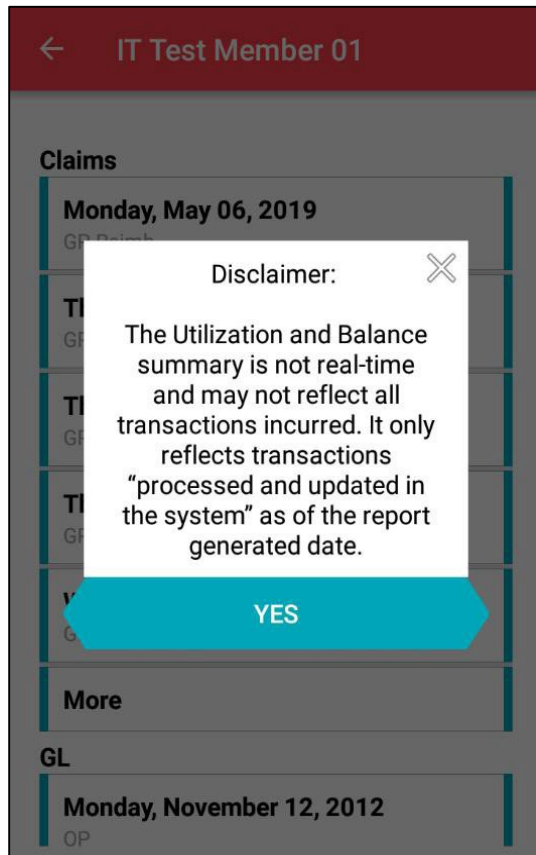
## Utilization

- Dashboard → Utilization
- There are few functions in Utilization screen:
  - View Utilization
  - Guarantee Letter (GL)
  - Enquiry
  - Claim Submission
  - Edit Claim
  - View Claim

## View Utilization

- Utilization → View Utilization
- To view all claims

# View Utilization



## View Utilization

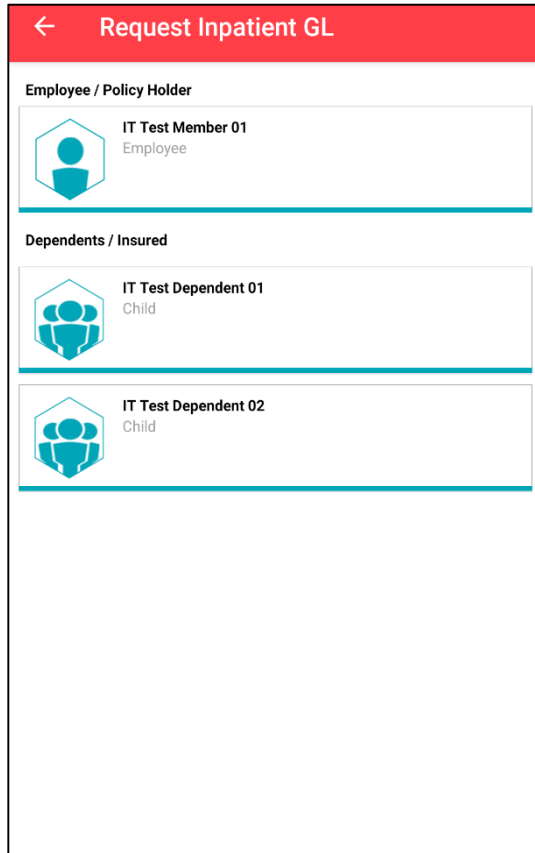
- A Message Note will pop out at the 1st time when user access to view utilization.
- Click on **Yes** to proceed
- To view on the utilization listing as below:
  - Claims
  - Utilization

# Request Guarantee Letter



- Utilization → Guarantee Letter (GL)
- User can perform the following functions:
  - Request outpatient GL
  - Request inpatient GL
  - Track inpatient GL
  - View GL

# Request Inpatient GL



← Request Inpatient GL

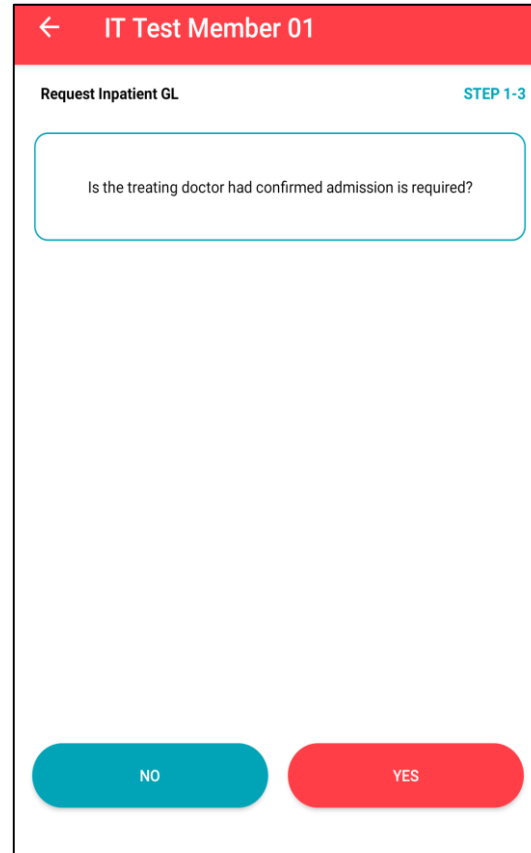
Employee / Policy Holder

IT Test Member 01  
Employee

Dependents / Insured

IT Test Dependent 01  
Child

IT Test Dependent 02  
Child



← IT Test Member 01

Request Inpatient GL STEP 1-3

Is the treating doctor had confirmed admission is required?

NO YES

## Request Inpatient GL

- Guarantee Letter (GL) → Request Inpatient GL
- User can submit his inpatient GL request as well as dependent's (if applicable).
- User to click Yes to move to next page.

# Request Inpatient GL

IT Test Member 01

Request Inpatient GL STEP 2-3

Have you completed the Pre-Admission Form provided by hospital?

sample

View Sample Pre-Admission Form

NO YES



IT Test Member 02

Request Inpatient GL STEP 3-3

Please enter all the fields.

IT Test Member 02

IT Test Member 02

NRIC0002

GL Details:

HOSPITAL ALOR GAJAH

Date of Admission

Treating Doctor Name

Allow MiCare to Contact Me:

Phone Number

noreply@micarevc.com

Completed PAF / Surat kemasukan Required:

Upload Completed PAF / Su

SUBMIT

Micare has received the GL request and will follow up with the hospital.

Any updates will have forwarded via App Notification.

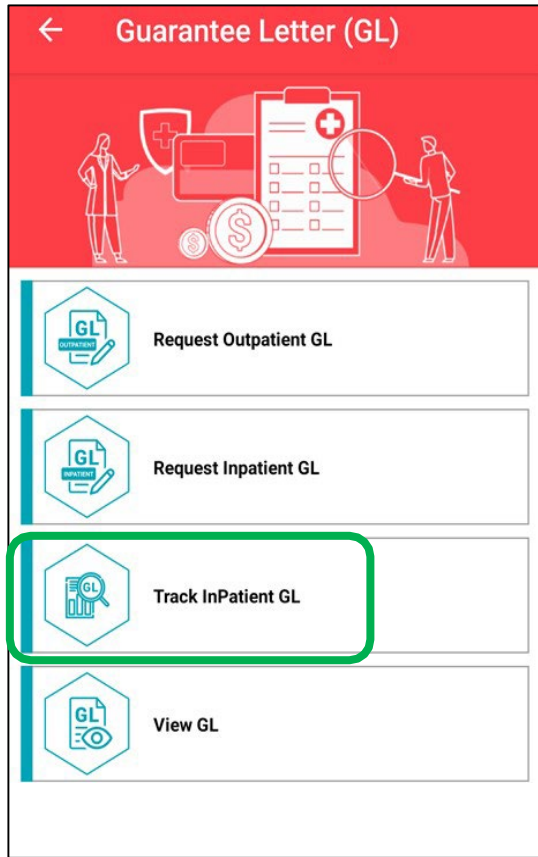
OK

## Request Inpatient GL

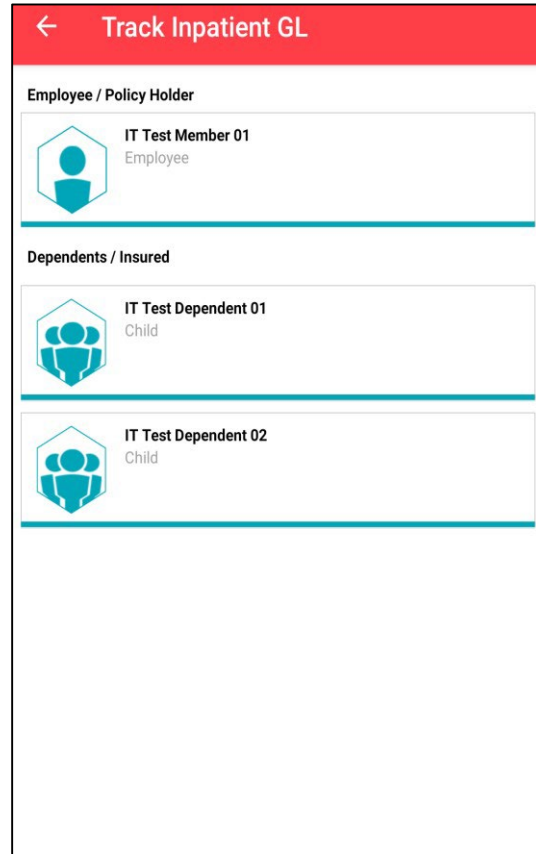
- User can view sample pre-admission form.
- User to click **Yes** to move to next page.
- User will require to fill up Inpatient GL details as below:
  - Hospital Name
  - Date of Admission
  - Treating Doctor Name
  - Phone Number
  - Completed PAF / Surat Kemasukan
- Once done, user clicks **Submit** to send the request.
- System will pop out this message once user submit the Inpatient GL request successfully.



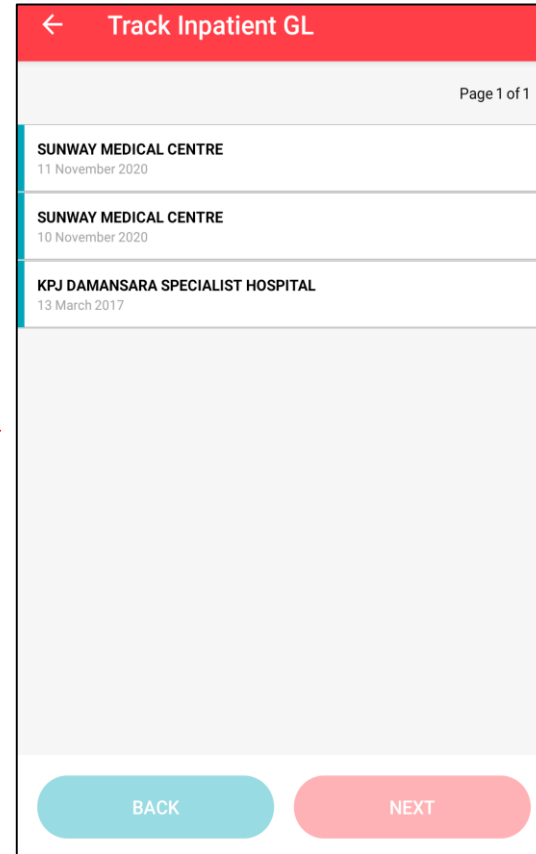
# Guarantee Letter (GL) → Track Inpatient GL



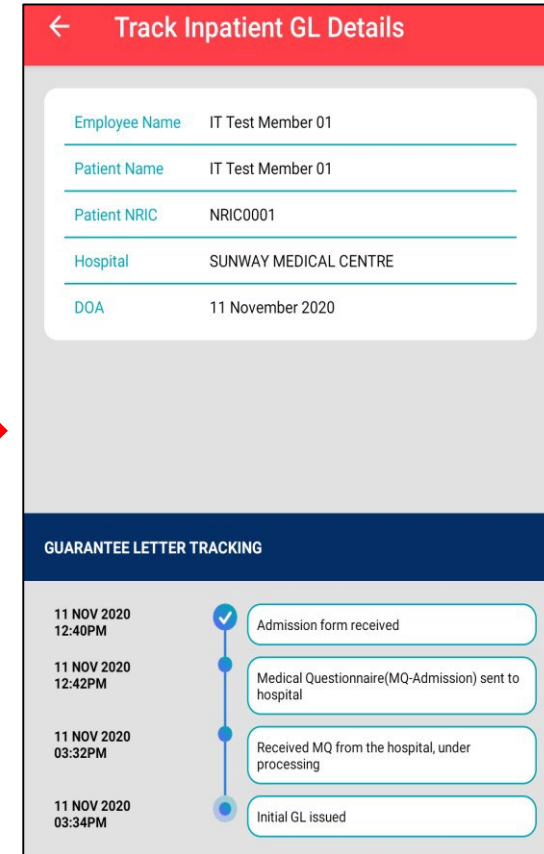
Click Track Inpatient GL



Click your name/dependents

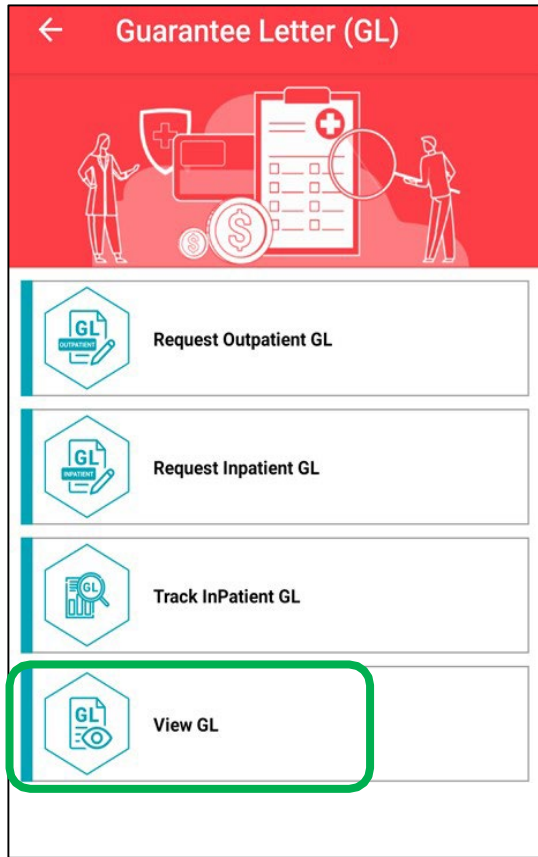


User to select GL record from listing.

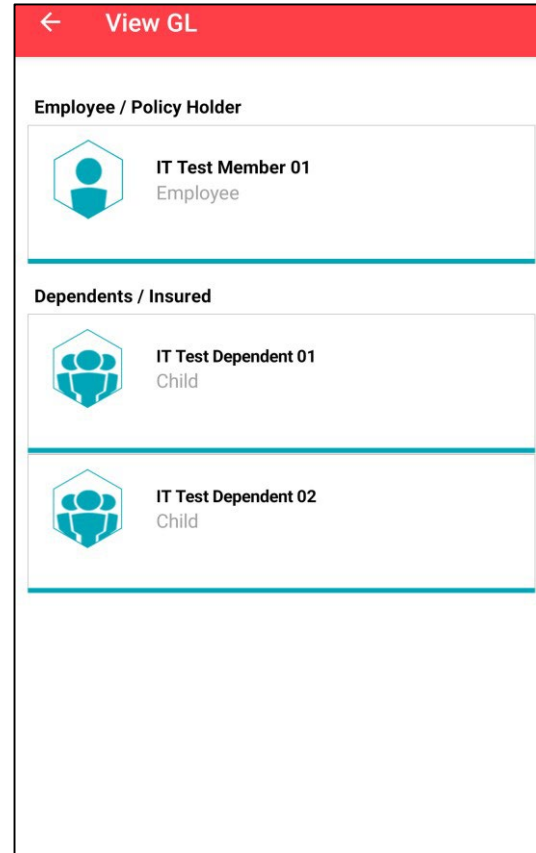


User can view Inpatient GL details and track GL progress.

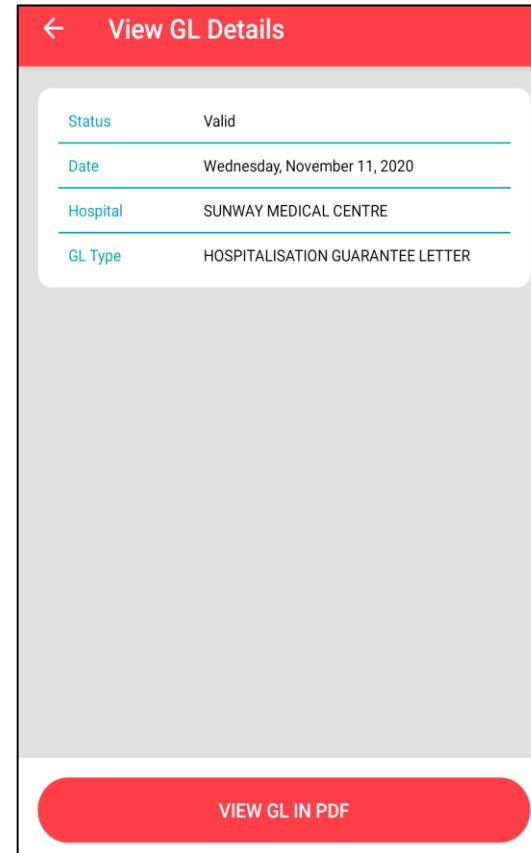
# Guarantee Letter (GL) → View Inpatient GL



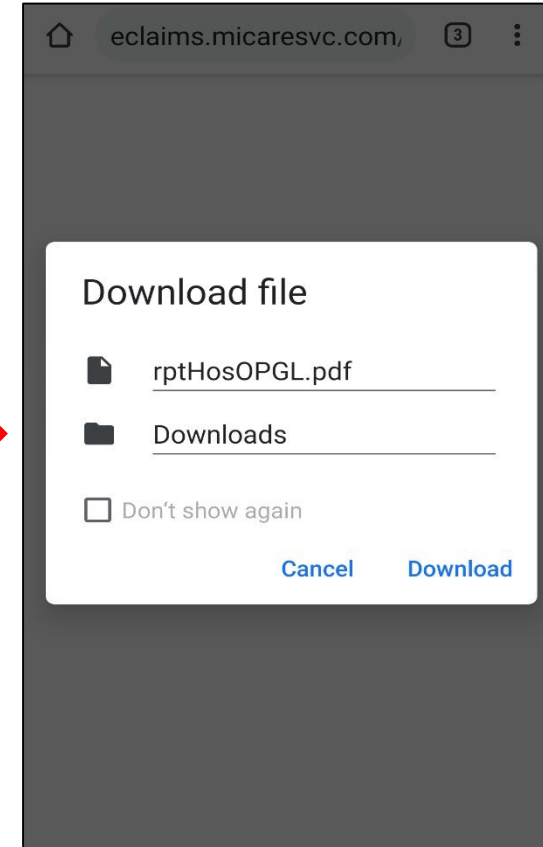
Click View GL



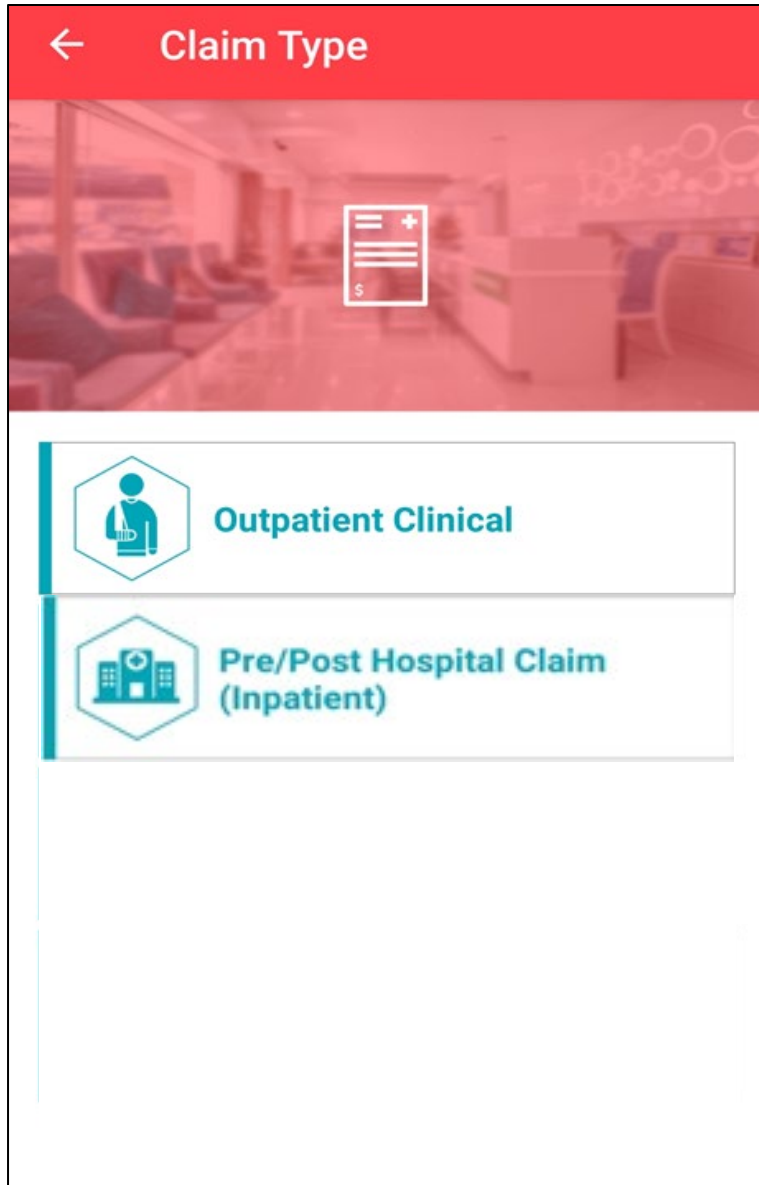
Click your name/dependents



GL details are as below:  
(1) Status (2) Date  
(3) Hospital (4) GL Type



System will direct to phone web browser and download the PDF file.



## *Claim Submission*

- Utilization → Claim submission
- User can choose to submit claim type as below:
  - Pre/Post Hospital Claim (Inpatient)
- Type of claims that can submit via MyMed:
  - Pre Claims (Pre-hospitalisation)
  - Post Claim (Post-hospitalisation)
  - Daily Cash Allowance at Malaysia GH
  - Emergency Outpatient Accidental Emergency
  - Emergency Sickness Treatment
  - Accidental Dental Treatment
  - Outpatient Kidney Dialysis

\*Note: Please take note that the allowable claim type submission is based on available benefit.

# Outpatient Clinical Claim Submission

← Outpatient Clinical

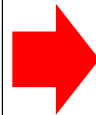
Employee / Policy Holder

IT Test Member 01  
Employee

Dependents / Insured

IT Test Dependent 01  
Child

IT Test Dependent 02  
Child



←

Outpatient Clinical Claim Submission  
Please enter all the fields that have(\*)

IT Test Member 02

NRIC0002

Receipt No \*

Panel Type \*

Panel  Non-panel

Claim Type \*

Please Select One

Provider Name \*

Reason for Visiting Non-Panel

Consultation Date \*



←

Outpatient Clinical Claim Submission  
Please enter all the fields that have(\*)

BRONCHITIS/PNEUMONIA

Others

Total Incurred(RM) \*

Claim submission success. Reference number : 903962685

OK

Document Required \*

Screenshot\_20201002-171940\_cropped.png CLEAR

Only PDF, JPG, PNG with maximum total file size of 10MB

NRIC Required \*

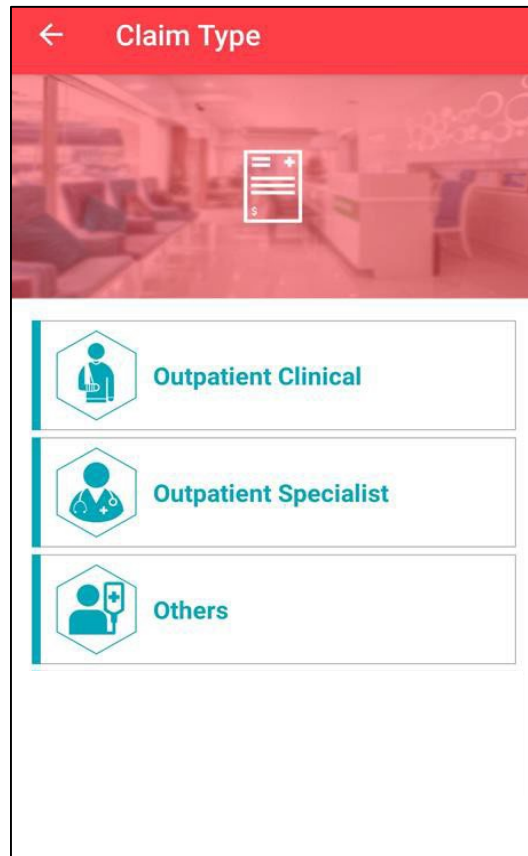
Screenshot\_20201002-171940.png CLEAR

Only PDF, JPG, PNG with maximum total file size of 10MB

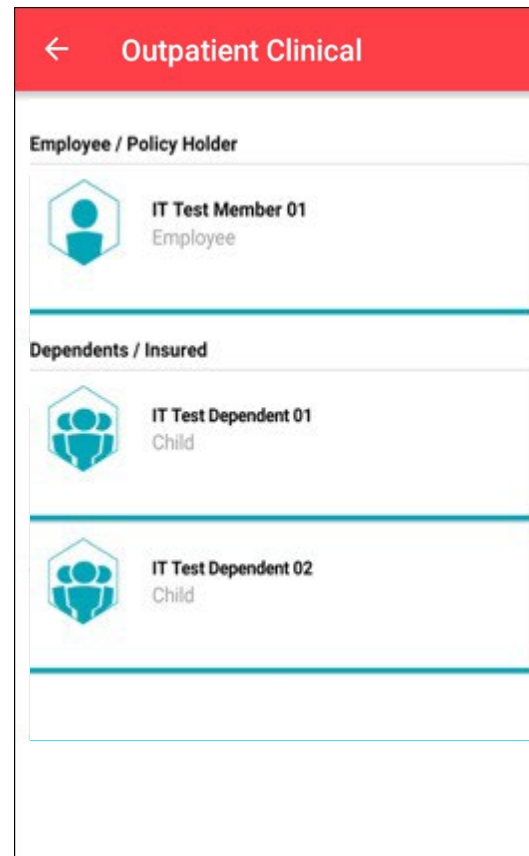
SUBMIT

- Click your name/dependents
- User requires to provide following details for claim submission:
  - Receipt Number
  - Panel Type
  - Claim Type
  - Provider Name
  - Reason for Visiting Non-panel (if selected non-panel)
  - Consultation Date
  - Diagnosis Result
  - Others
  - Incurred Amount
  - Number of MC Days
  - MC Start Date
  - Doctor Name
  - Upload Document
- Once done, clicks **Submit** to upload the claim submission.

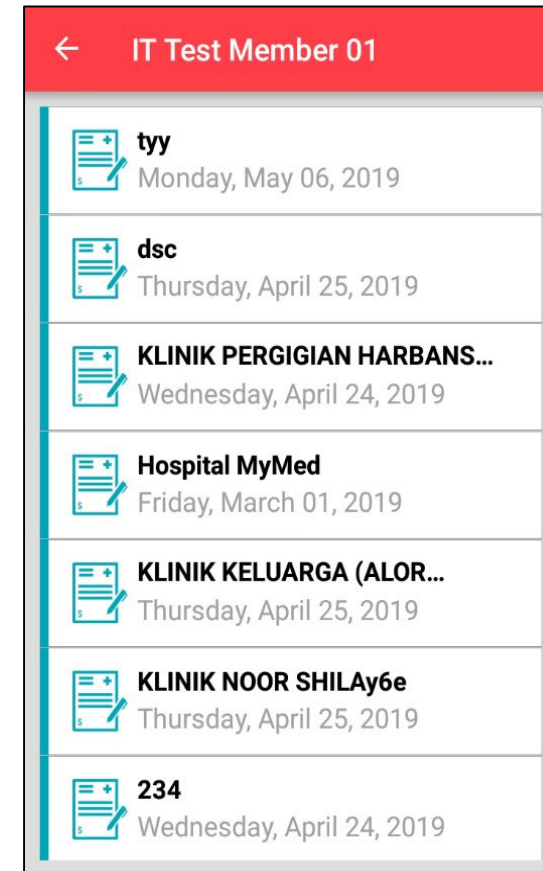
# Utilization → Edit Claim



User can edit submitted claims



Edit claim for own/dependent



System will display list of claims submitted.  
Select from the list to edit

# Utilization → Edit Claim

←

**Outpatient Clinical Claim Submission**  
Please enter all the fields that have(\*)

28-Dec-2020

**Diagnosis \***

DIABETES MELLITUS(KENCING MANIS)

DIABETES MELLITUS(KENCING MANIS)

**Total Incurred(RM) \***

1.00

1

28-Dec-2020

Dr. Tan

**Document Required \***

Upload Document CLEAR

Only PDF, JPG, PNG with maximum total file size of 10MB

SUBMIT DELETE



←

**Outpatient Clinical Claim Submission**  
Please enter all the fields that have(\*)

**Total Incurred(RM) \***

25.00

**Claim submission success. Reference number : 903747239**

OK

**Document required \***

Screenshot\_201911326-162 CLEAR

**NRIC Required \***

Screenshot\_201911326-162 CLEAR

SUBMIT DELETE

- Edit claim details accordingly.
- Once done, clicks **Submit**.
- System will pop out this message once user submit the claim successfully.

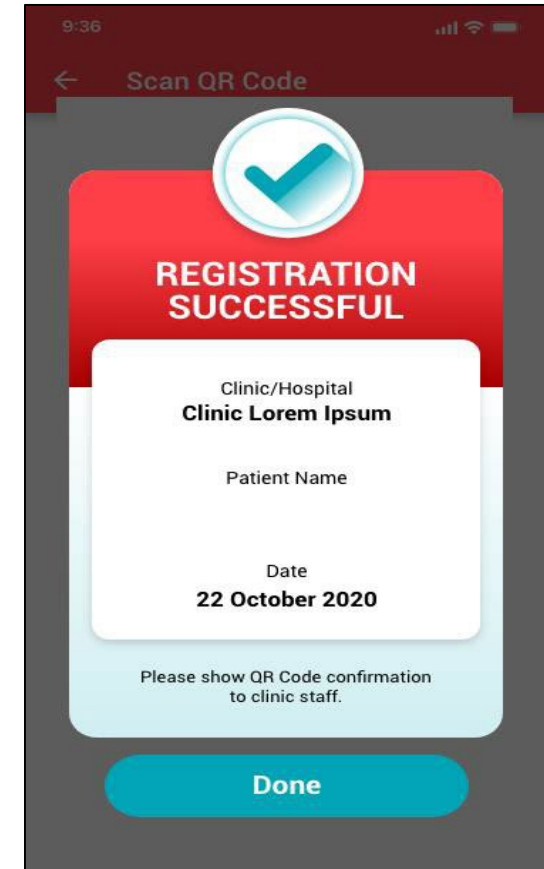
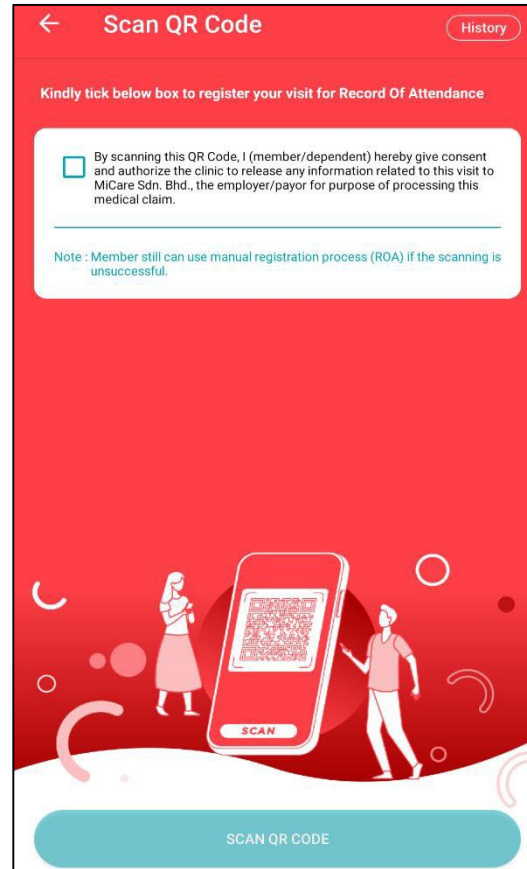
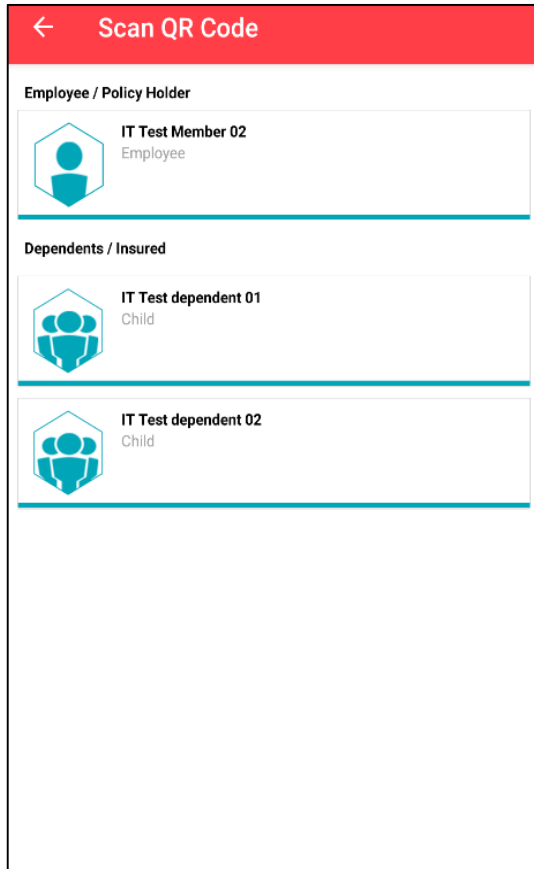
**Remark:**

**User can Delete the claim from Edit Claim screen.**

**Same steps for “Outpatient Clinicals”, “Outpatient Specialist” and “Others”.**

# Scan QR Code (ROA)

Dashboard (Home) → Scan QR



User can submit ROA claim (self or dependents) by scanning QR Code.

**Tick** on the consent agreement and proceed to scan QR code

Once scanned the QR code, system will pop up Registration Successful windows.

# Important Contact Details



BERJAYA SOMPO  
INSURANCE

Issue	Contact Details
24 x 7 Medical Helpline (Toll-Free)	1-800-88-9866
E-Mail (on administrative matters)	<a href="mailto:callcenter@micaresvc.com">callcenter@micaresvc.com</a>
Admission GL	<a href="mailto:admission@micaresvc.com">admission@micaresvc.com</a>
Discharge GL	<a href="mailto:discharge@micaresvc.com">discharge@micaresvc.com</a>



*Thank You*

