MICARE MyMed APP
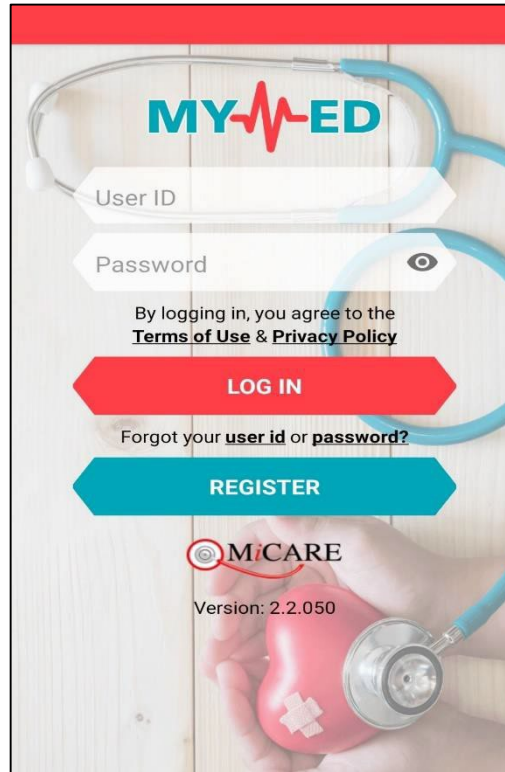
USER GUIDE

Download the MyMed Apps

MyMed

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.
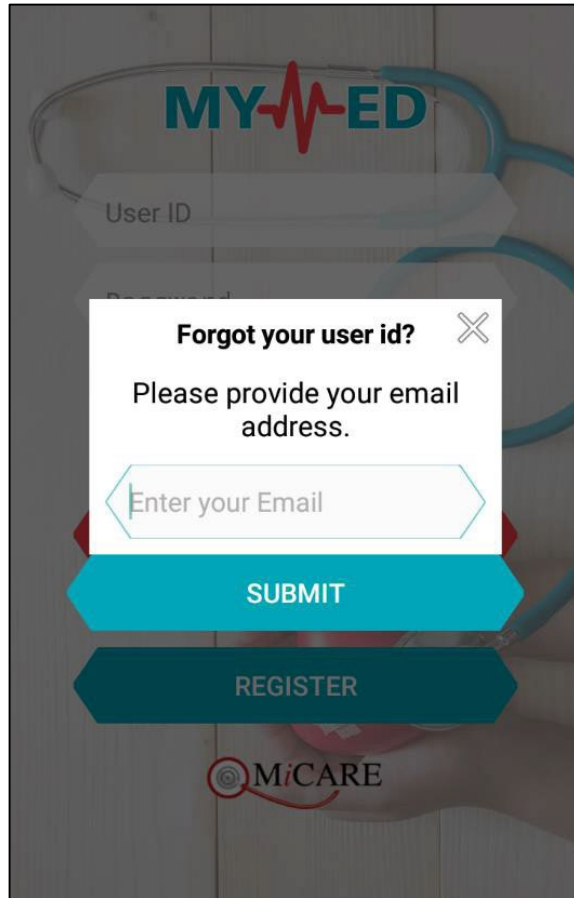- User can enable fingerprint login feature once successfully login.

Remark:

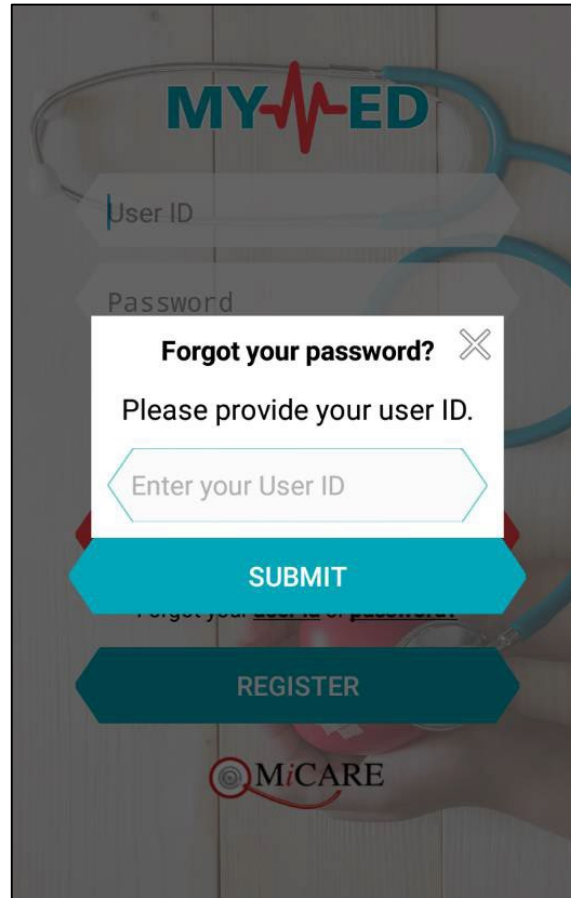*In order to enable fingerprint login, user's phone must be able to support this feature.*

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

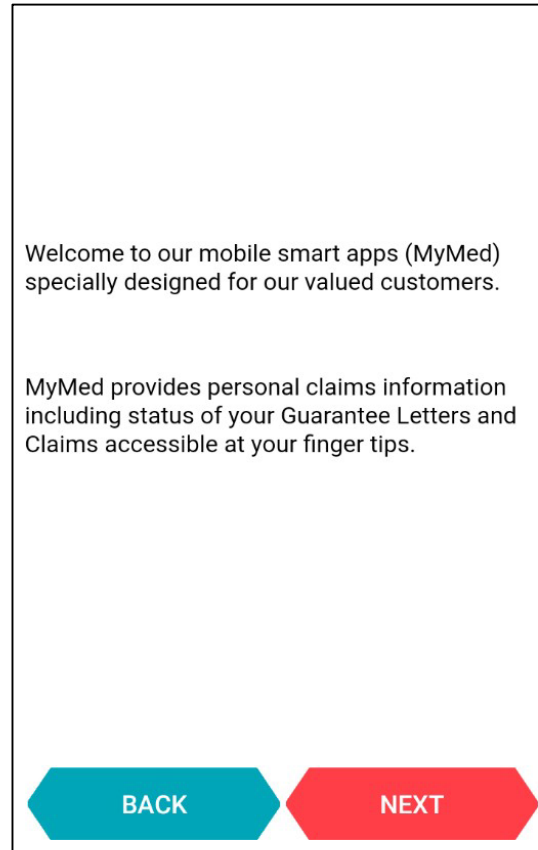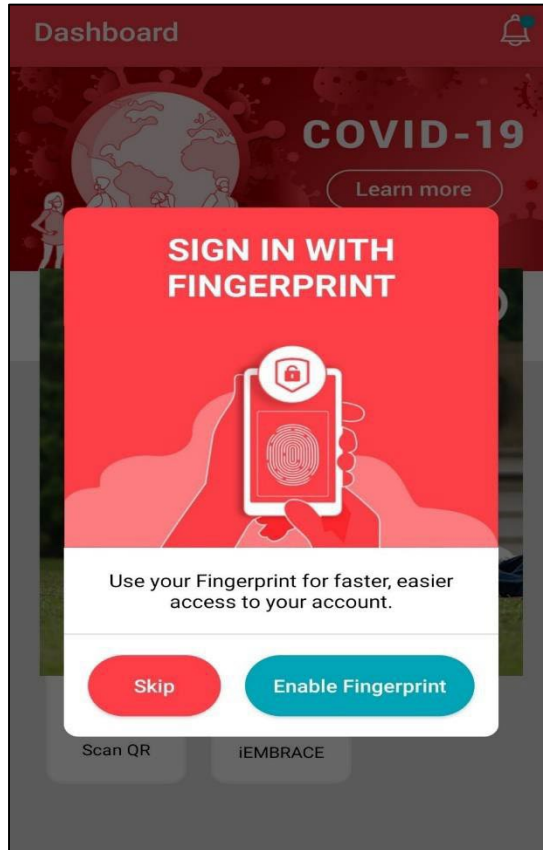Download from Google Play Store & App Store.

Reset your password

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**.
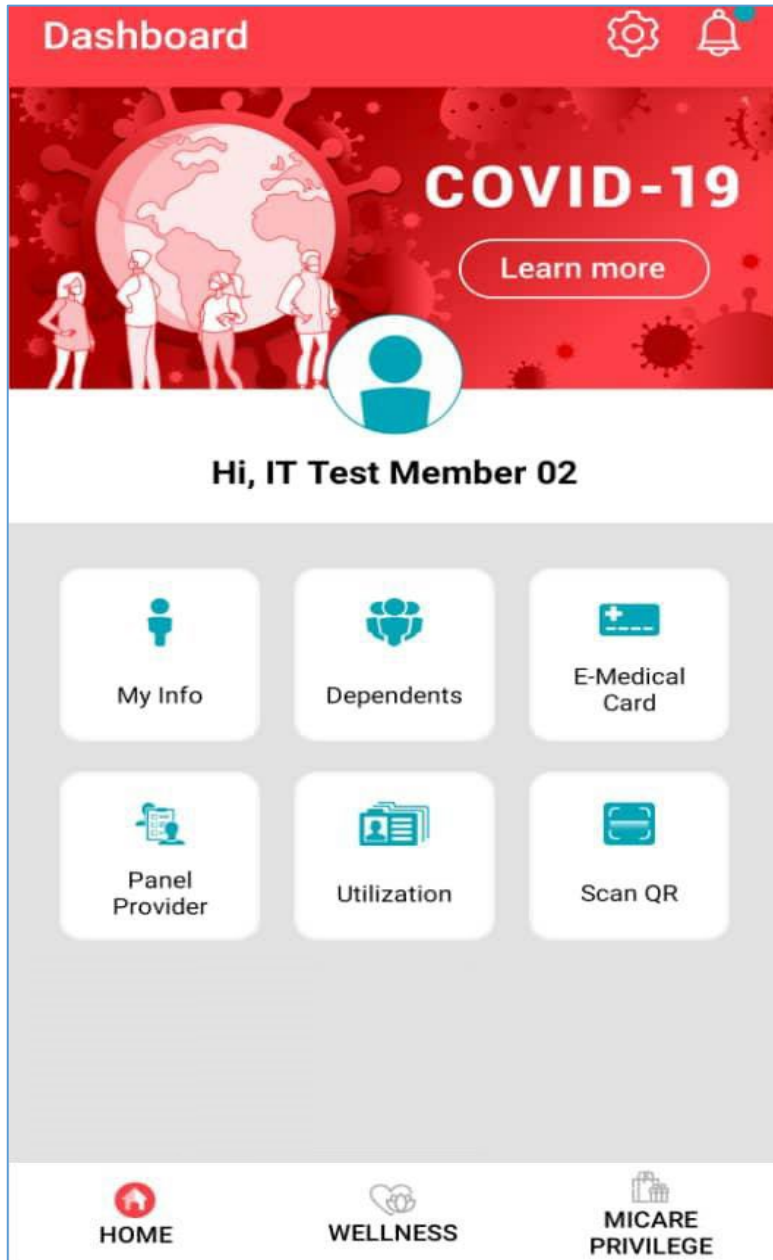
Dashboard

- 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
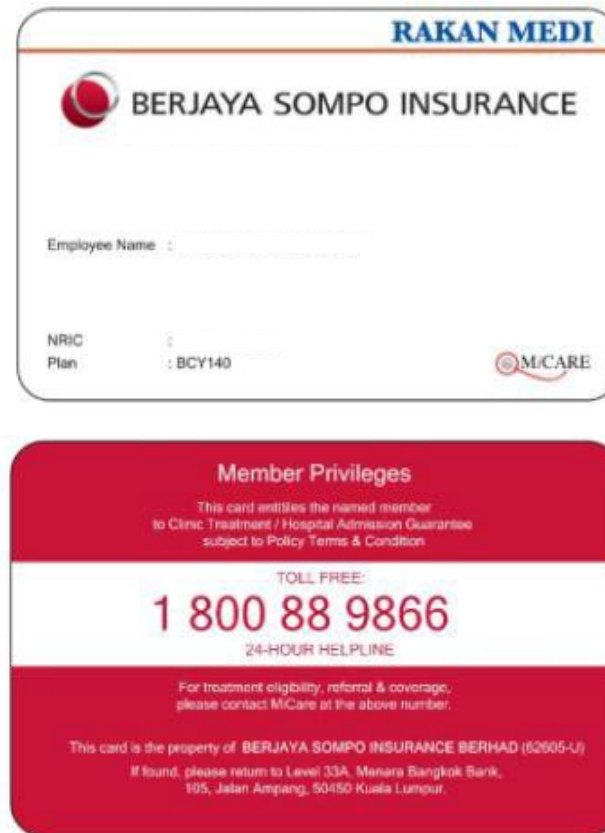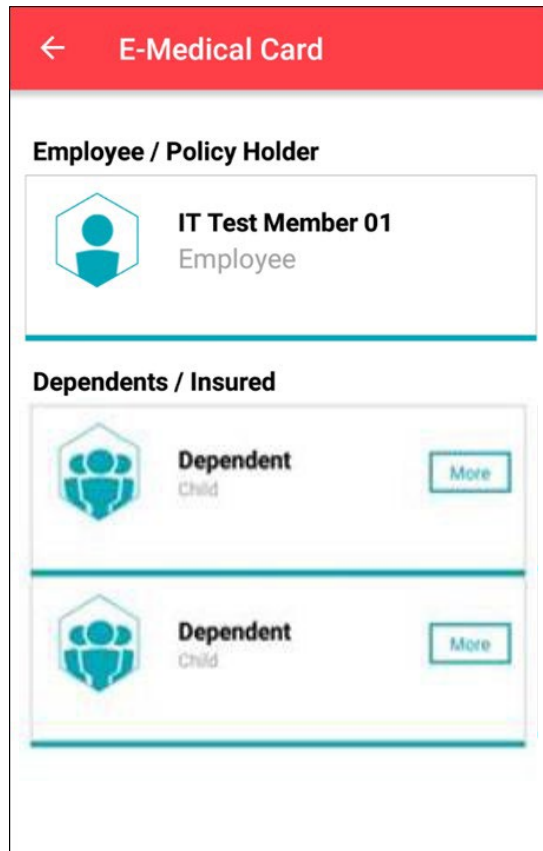

My Info
Dashboard → My Info
Basic information will be displayed in this screen.

Dependents Info
User can view details of dependents.
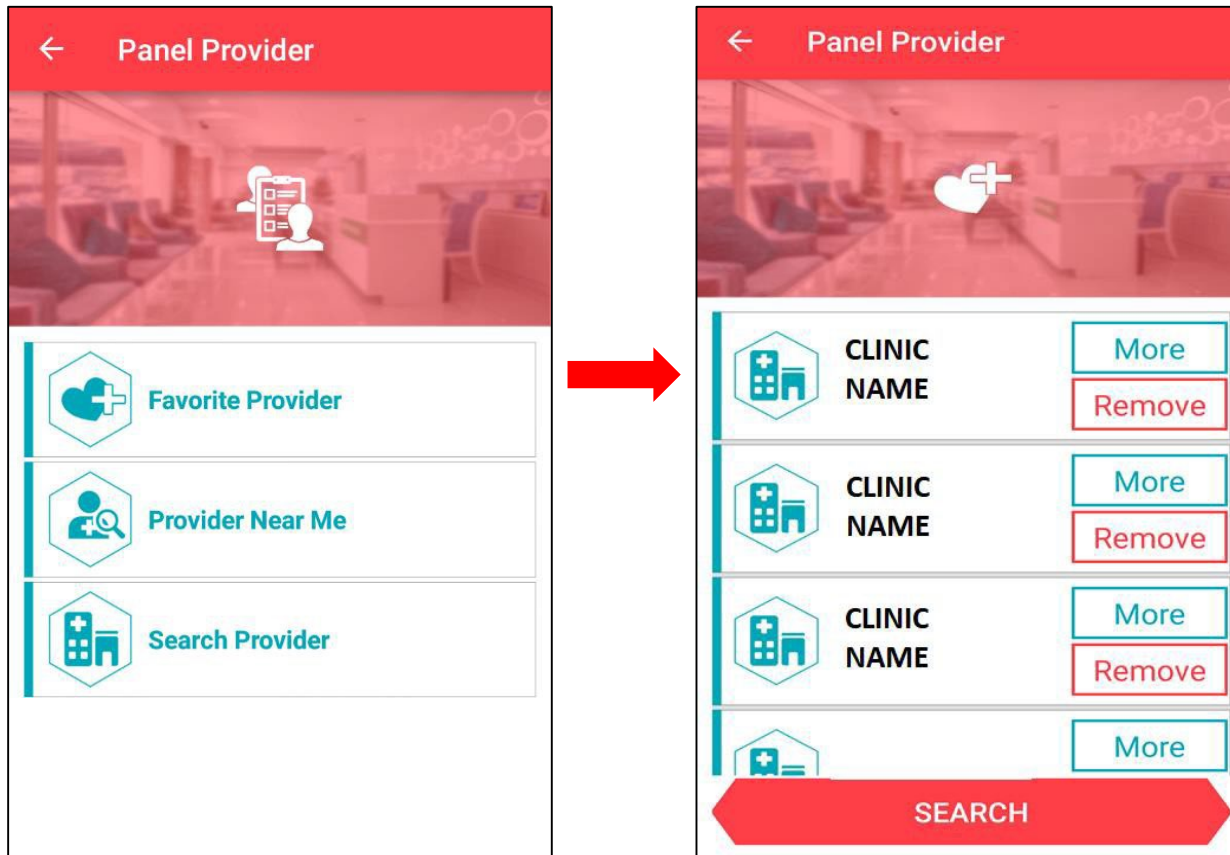
e-Medical Card

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

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.

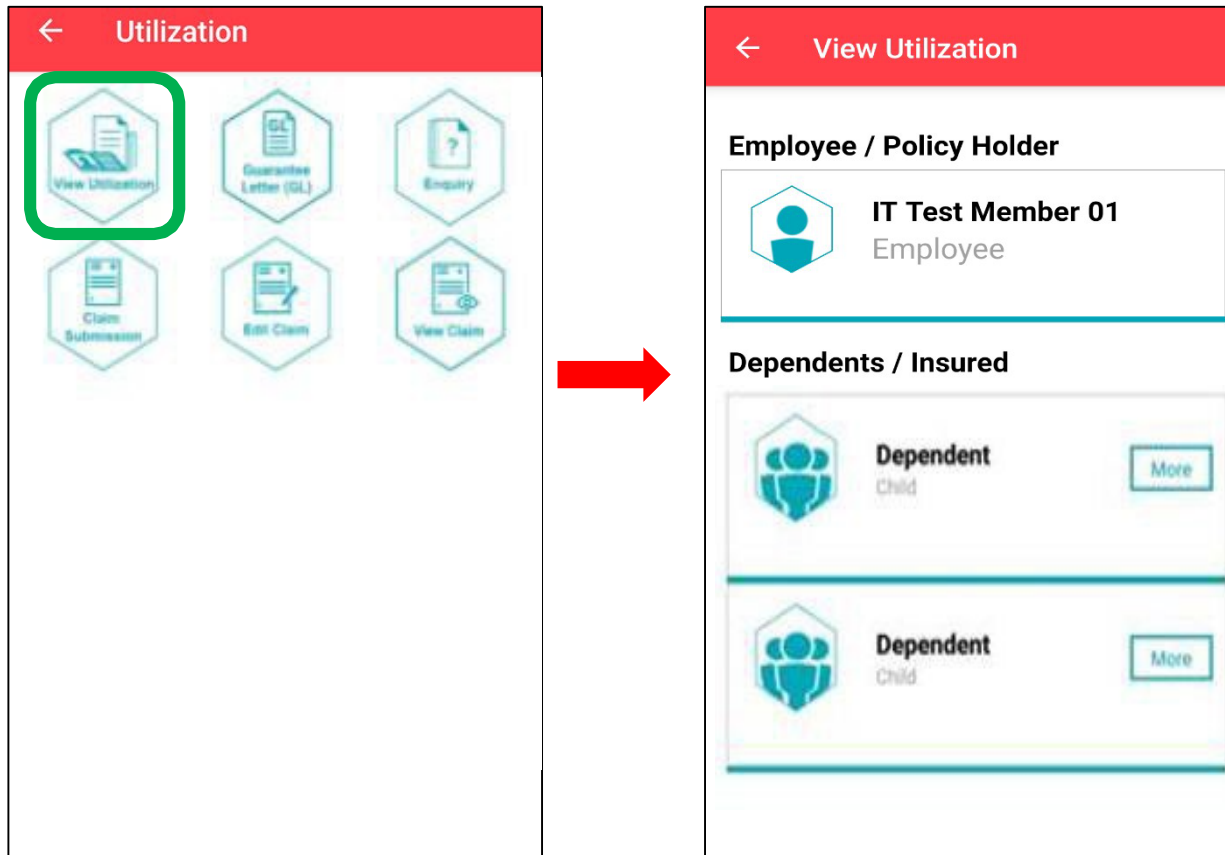# *Provider Near Me & Search Provider*

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)
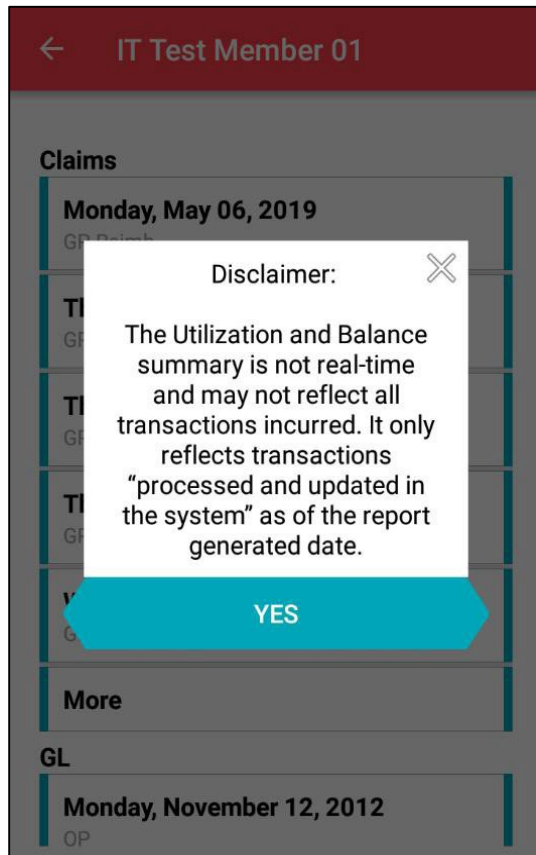
Utilization & View Utilization

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
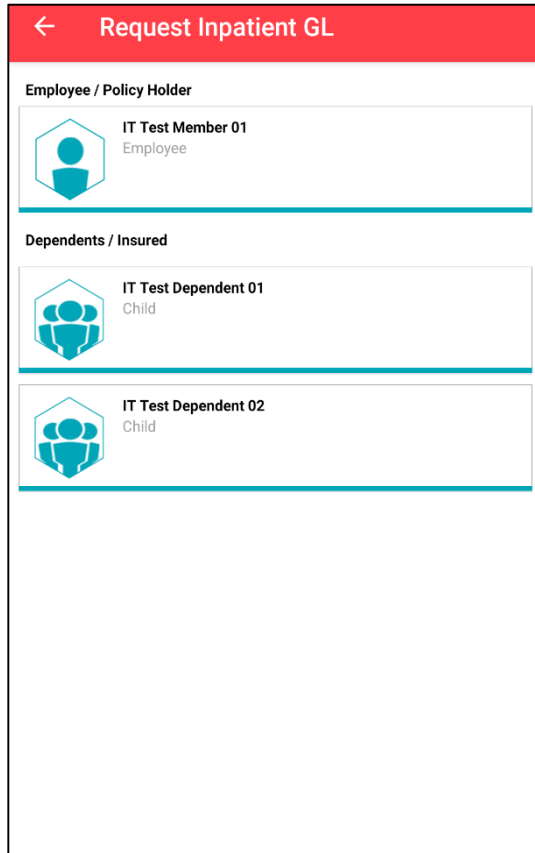- To view all claims

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
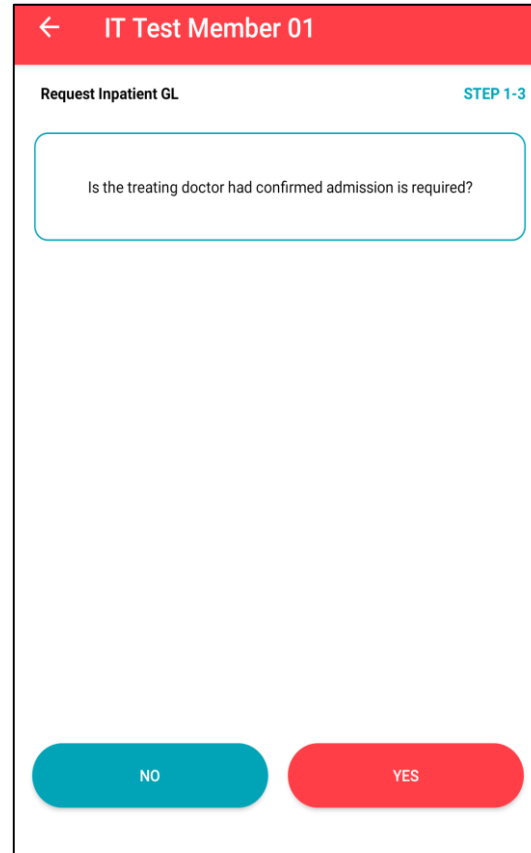 - View GL

Request Inpatient GL

Request Inpatient GL

- 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.

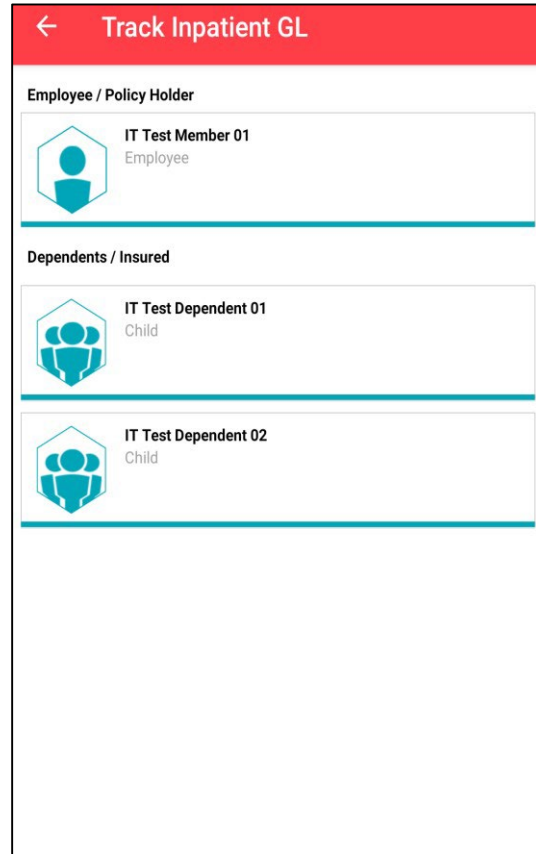# Request Inpatient GL

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.
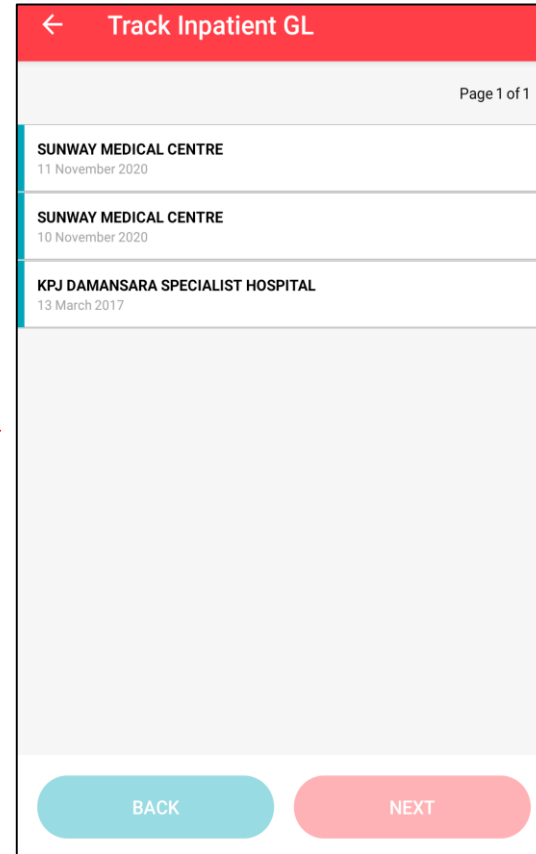
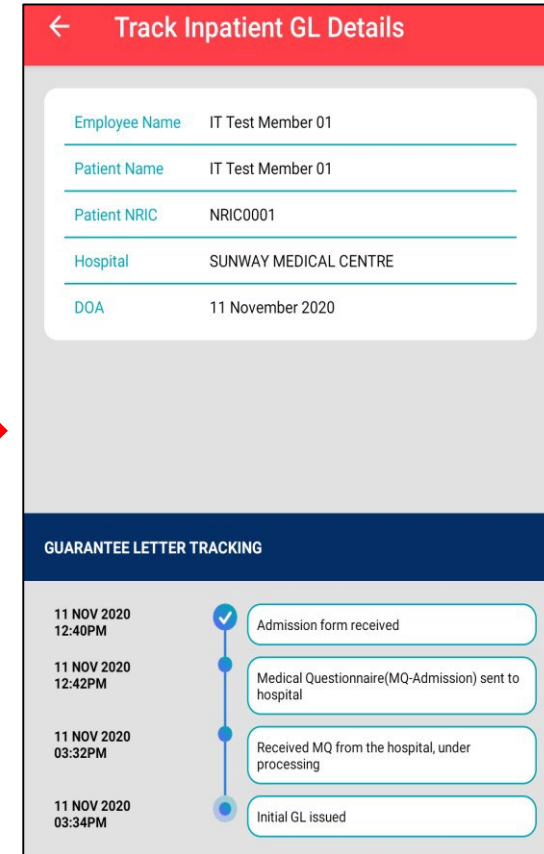# Guarantee Letter (GL) → Track Inpatient GL
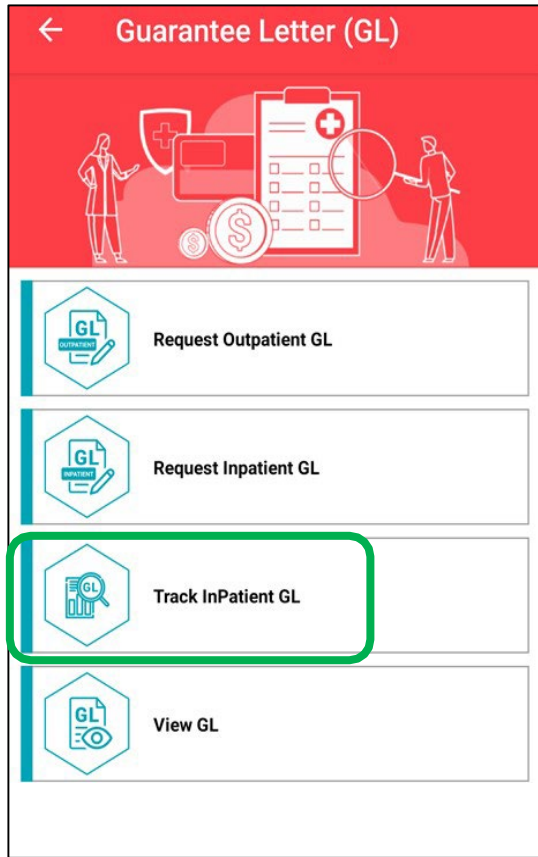
Click Track Inpatient GL
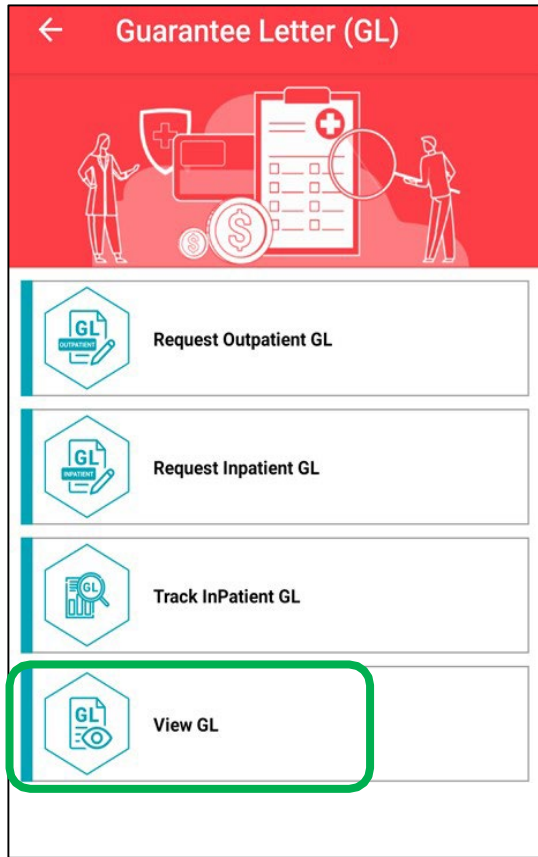
Click your name/dependents
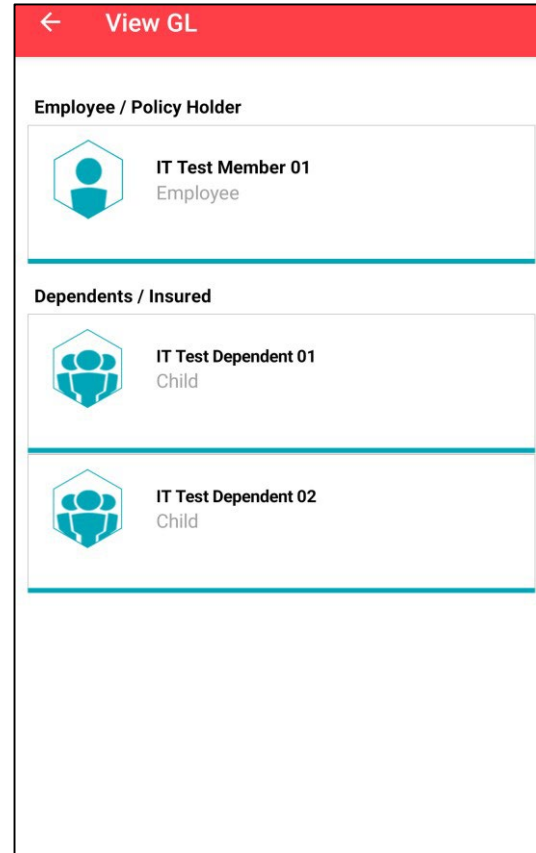
User to select GL record from listing.

User can view Inpatient GL details and track GL progress.
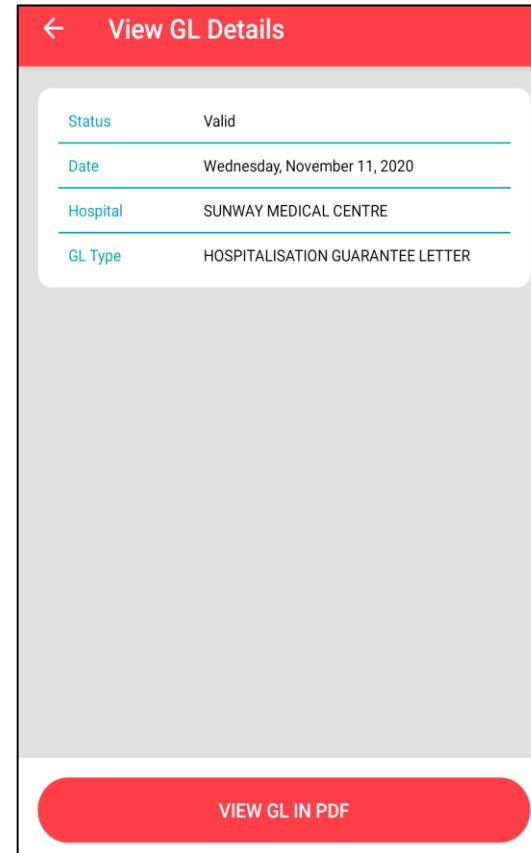
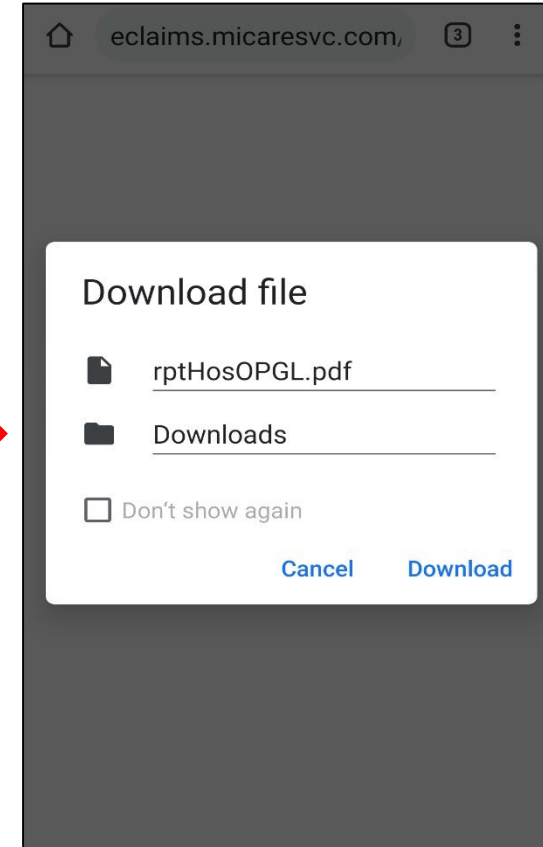# Guarantee Letter (GL) → View Inpatient GL
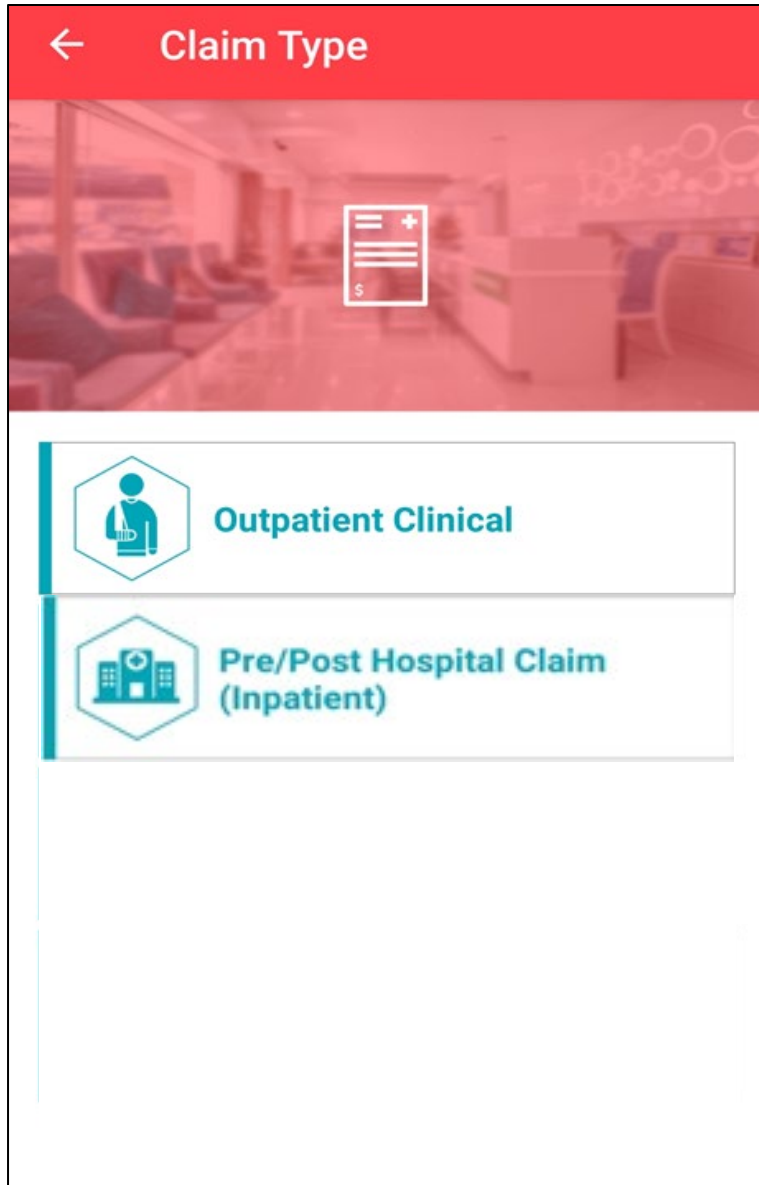

Click View GL

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.
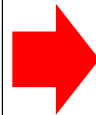
Outpatient Clinical Claim Submission


- 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

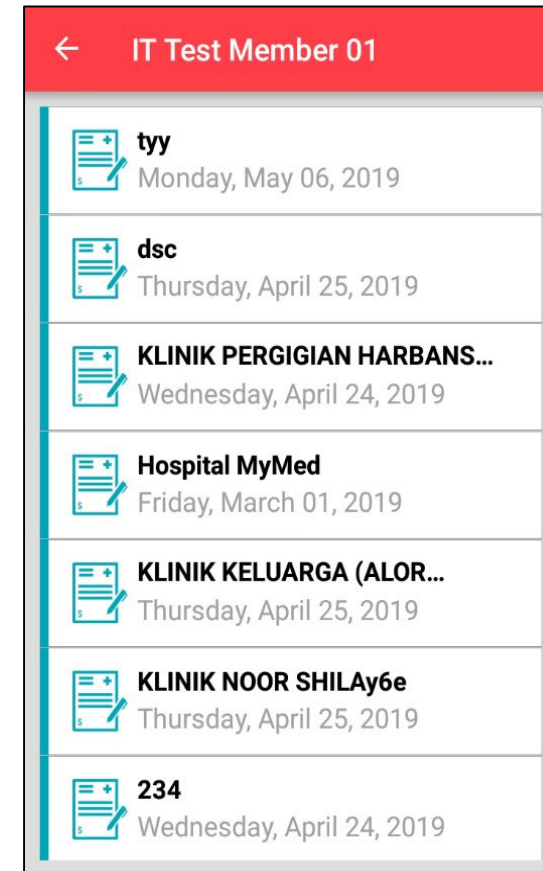- Once done, clicks **Submit** to upload the claim submission.

Utilization → Edit Claim
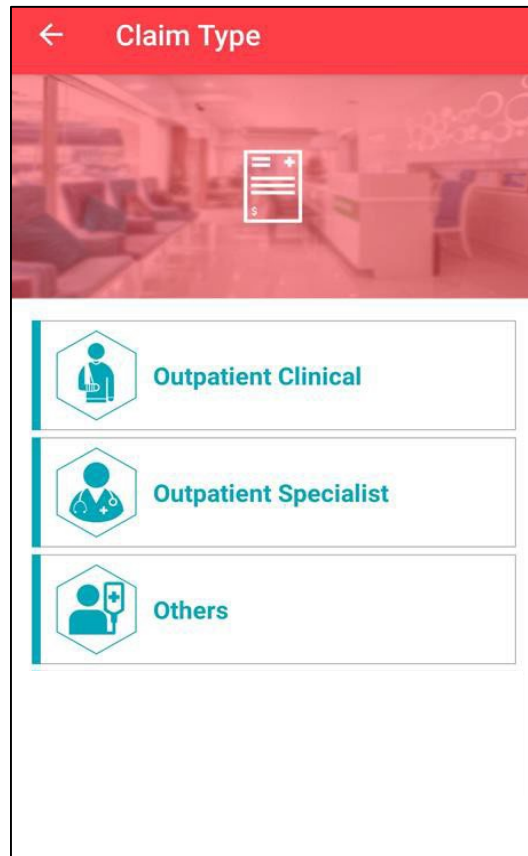
User can edit submitted claims
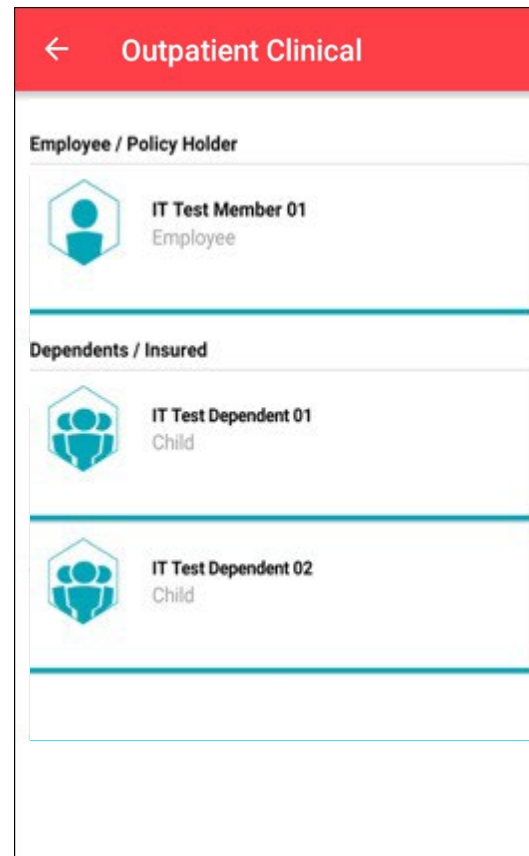
Edit claim for own/dependent

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

Utilization → Edit Claim

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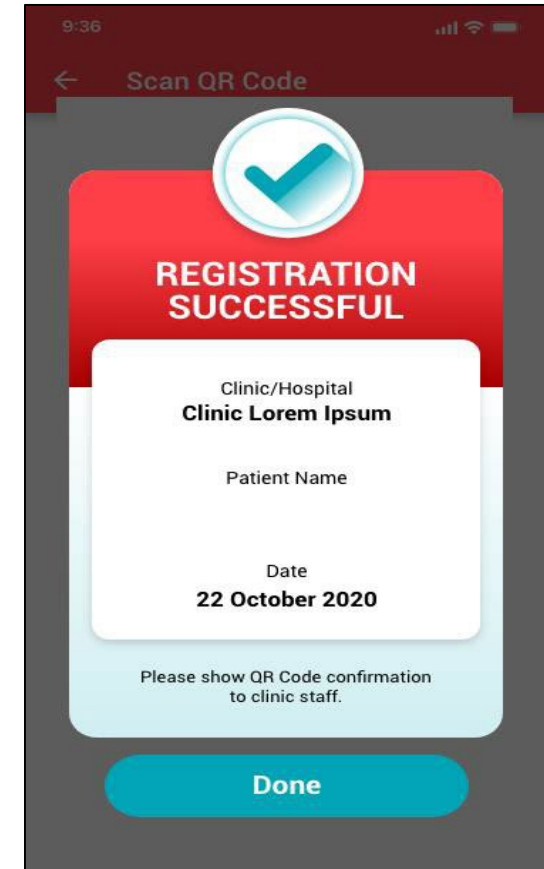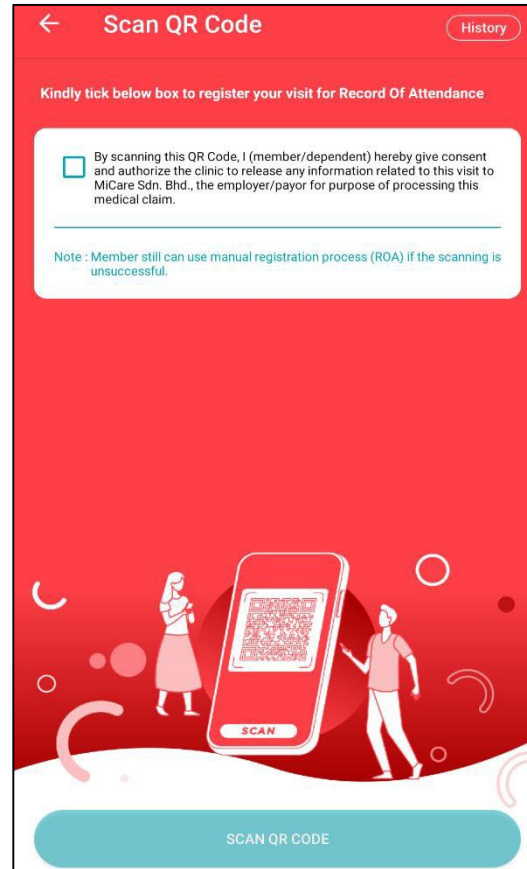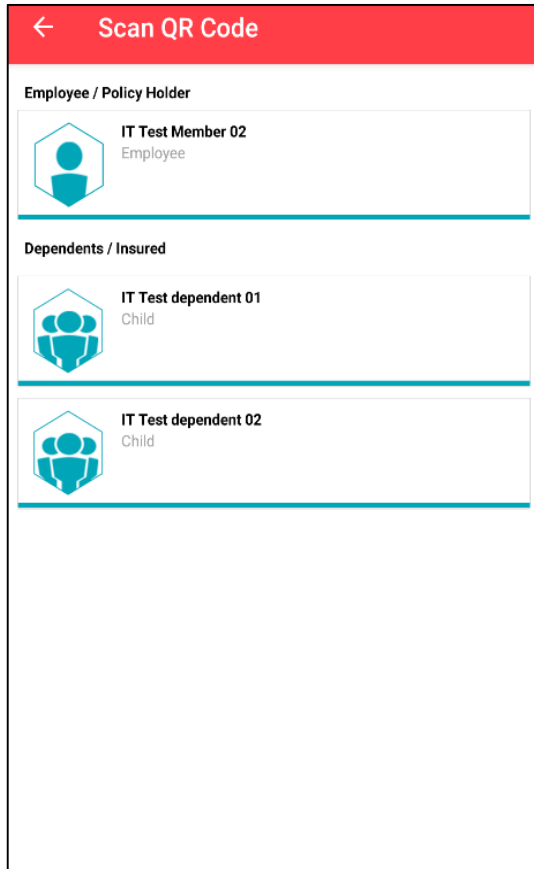- System will pop out this message once user submit the claim successfully.

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

Issue	Contact Details
24 x 7 Medical Helpline (Toll-Free)	1-800-88-9866
E-Mail (on administrative matters)	callcenter@micaresvc.com
Admission GL	admission@micaresvc.com
Discharge GL	discharge@micaresvc.com

Thank You