

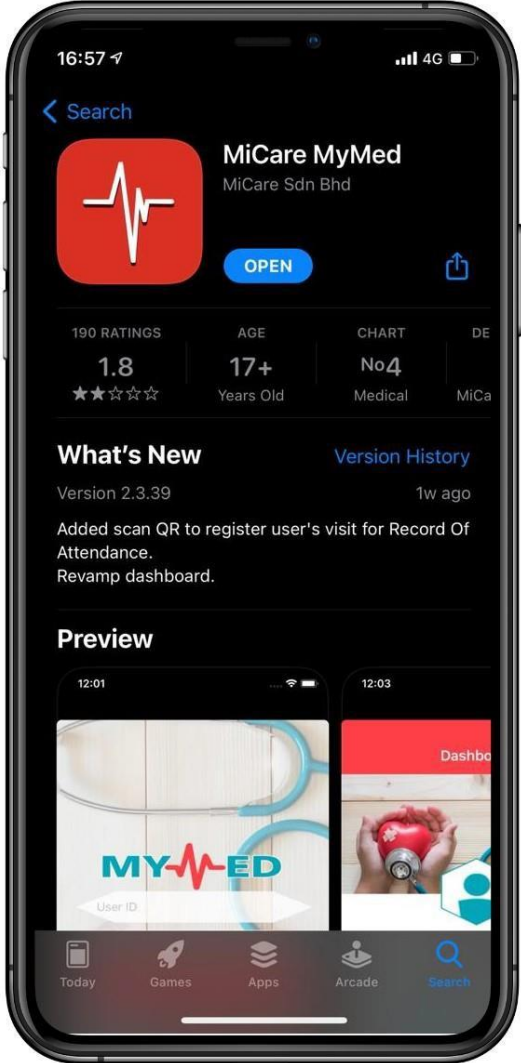
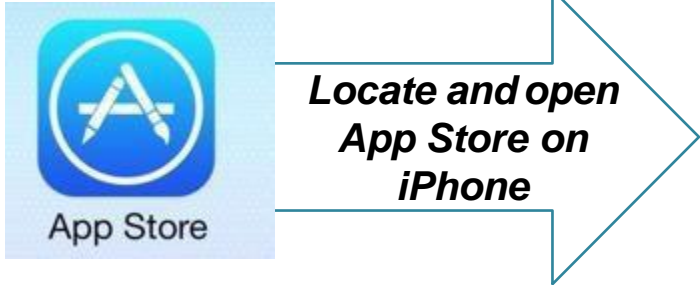
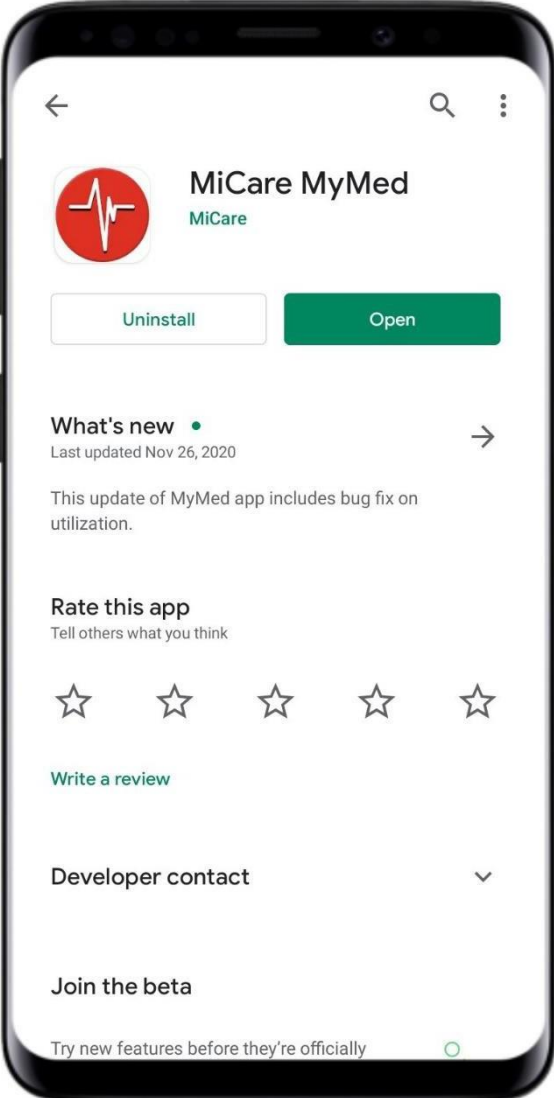


**BERJAYA SOMPO
INSURANCE**

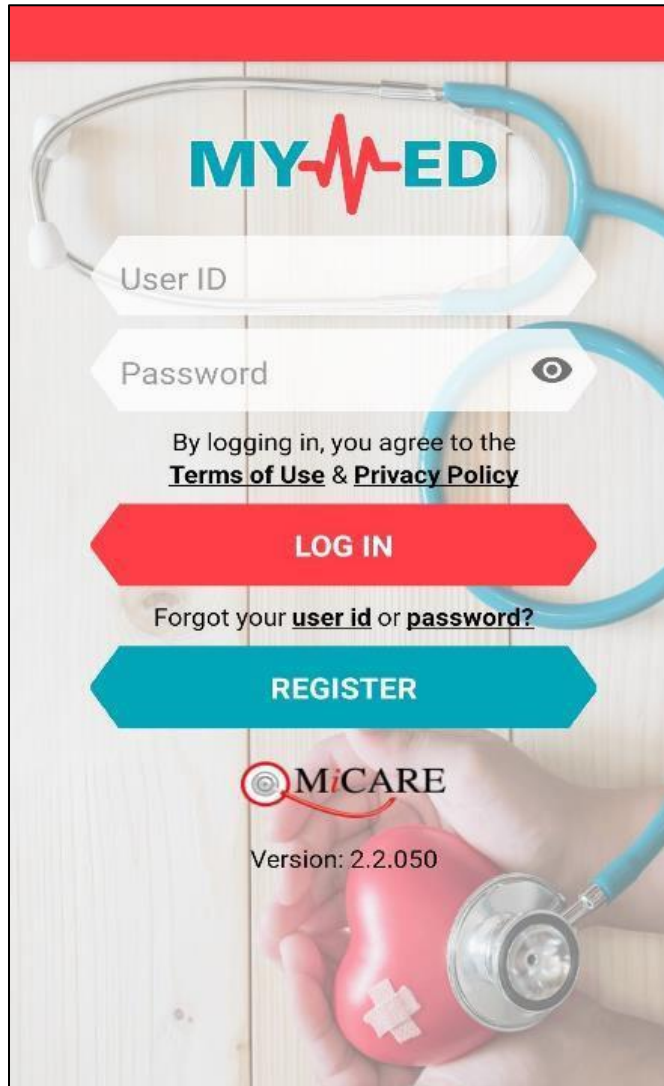
MICARE MyMed APP USER GUIDE

Private and Confidential

Download the MyMed Apps



MyMed Login Screen



1. User to insert user ID and password and proceed for login.
2. User can enable fingerprint login feature.

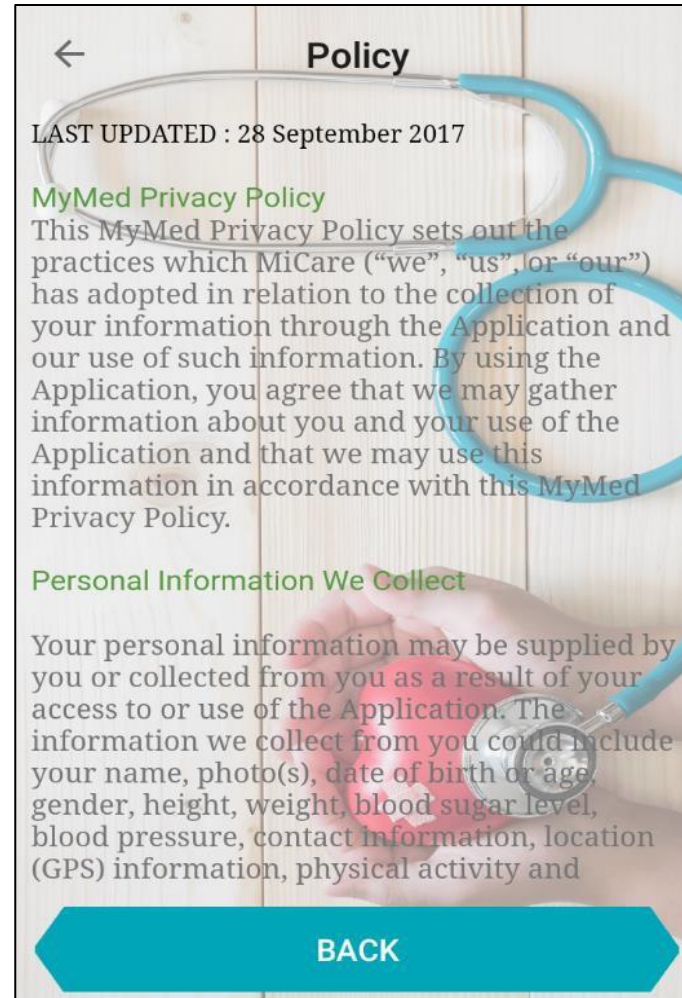
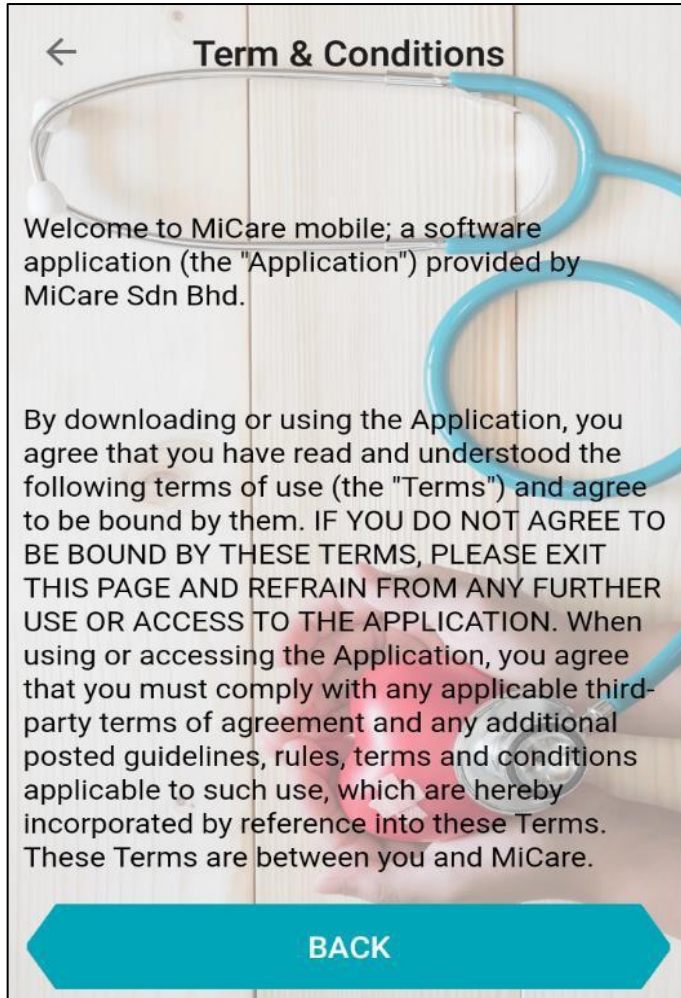
Remark:

- *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.*

MyMed Terms and Conditions

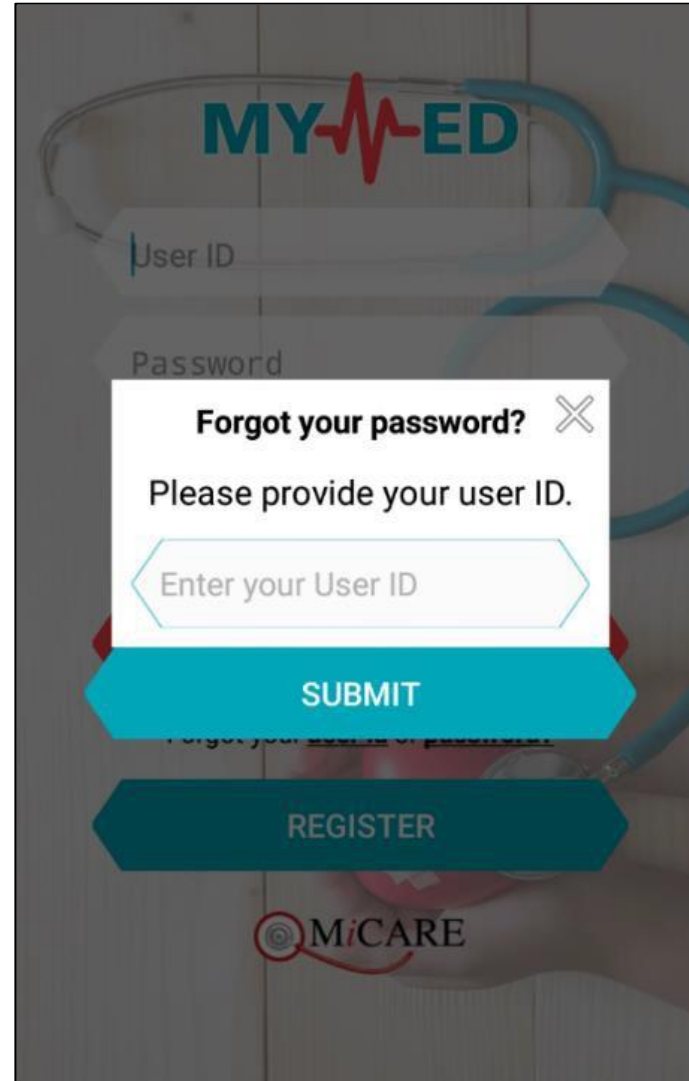
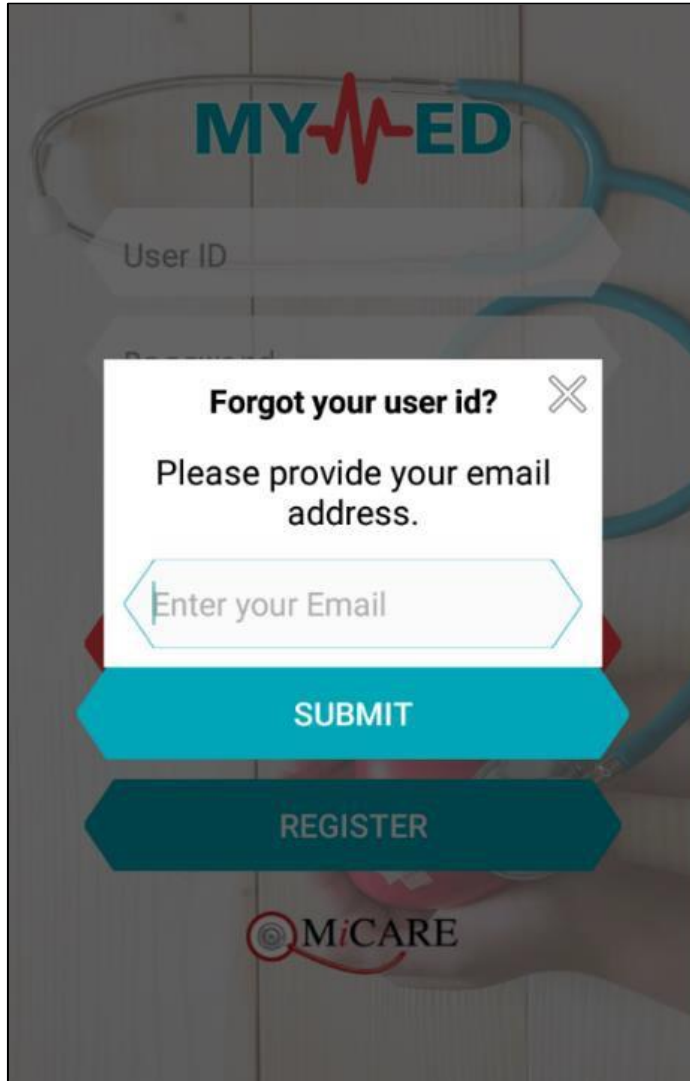


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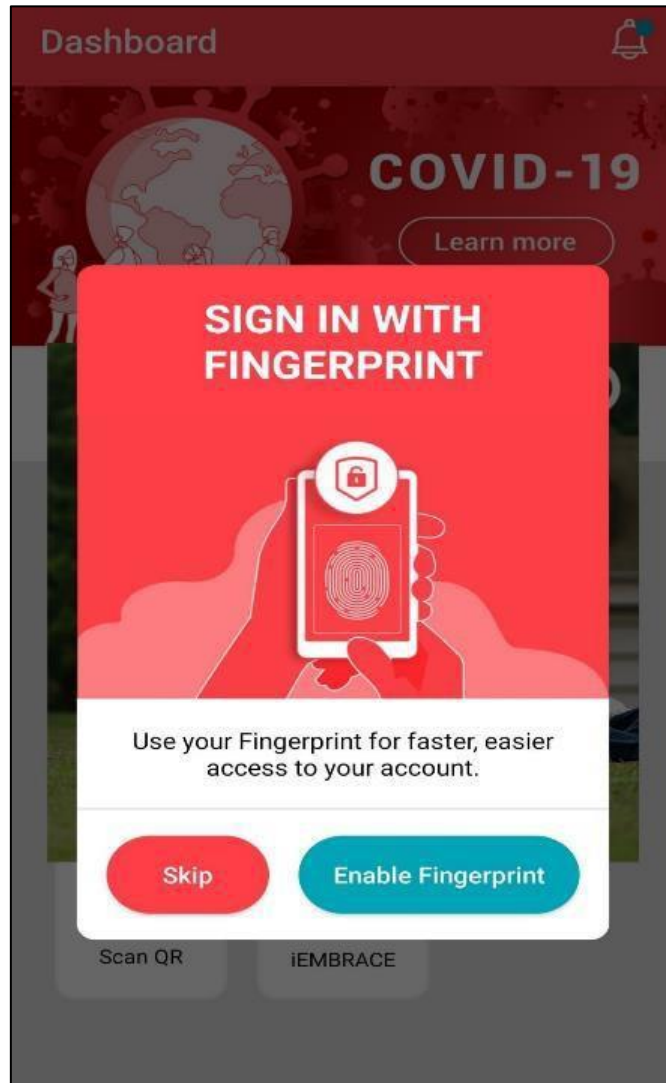
1. User can click on **Terms of Use** located on **Login** screen to view the app term and conditions.
2. User clicks **Back** to proceed using the app.
3. User can click on **Privacy Policy** located on **Login** screen to view the app policy.
4. User clicks **Back** to proceed using the app.

Reset your password



1. If user forgot his user ID, click on **Forgot User ID/ Forgot your password.**
2. User then required to insert email/ user ID, system will send the **user ID** to inserted email.

Sign in with Fingerprint



1. User clicks on **Enable** to turn on fingerprint login function.
2. If user wishes to remain login using username and password, then to click **Skip**.

Remark:

User can still enable/ disable fingerprint login function from Dashboard > More > Settings > Fingerprint

Log into MyMed



Welcome to MiCare mobile; a software application (the "Application") provided by MiCare Sdn Bhd.

By downloading or using the Application, you agree that you have read and understood the following terms of use (the "Terms") and agree to be bound by them. IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, PLEASE EXIT THIS PAGE AND REFRAIN FROM ANY FURTHER USE OR ACCESS TO THE APPLICATION. When using or accessing the Application, you agree that you must comply with any applicable third-party terms of agreement and any additional posted guidelines, rules, terms and conditions applicable to such use, which are hereby incorporated by reference into these Terms. These Terms are between you and MiCare.

DECLINE

ACCEPT

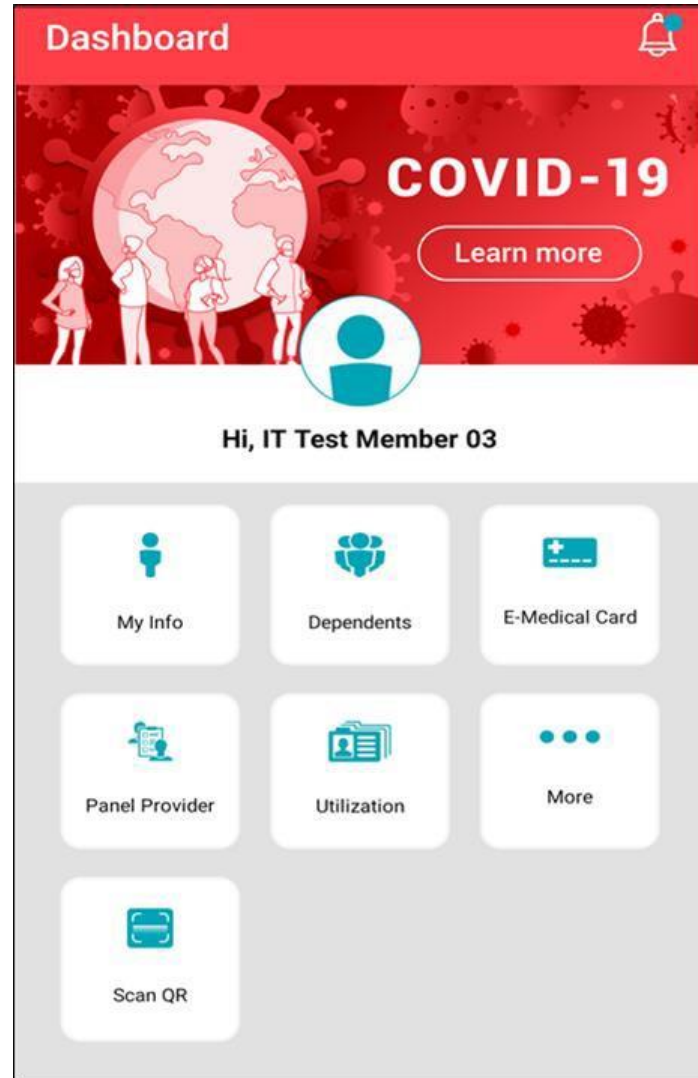
Welcome to our mobile smart apps (MyMed) specially designed for our valued customers.

MyMed provides personal claims information including status of your Guarantee Letters and Claims accessible at your finger tips.

BACK

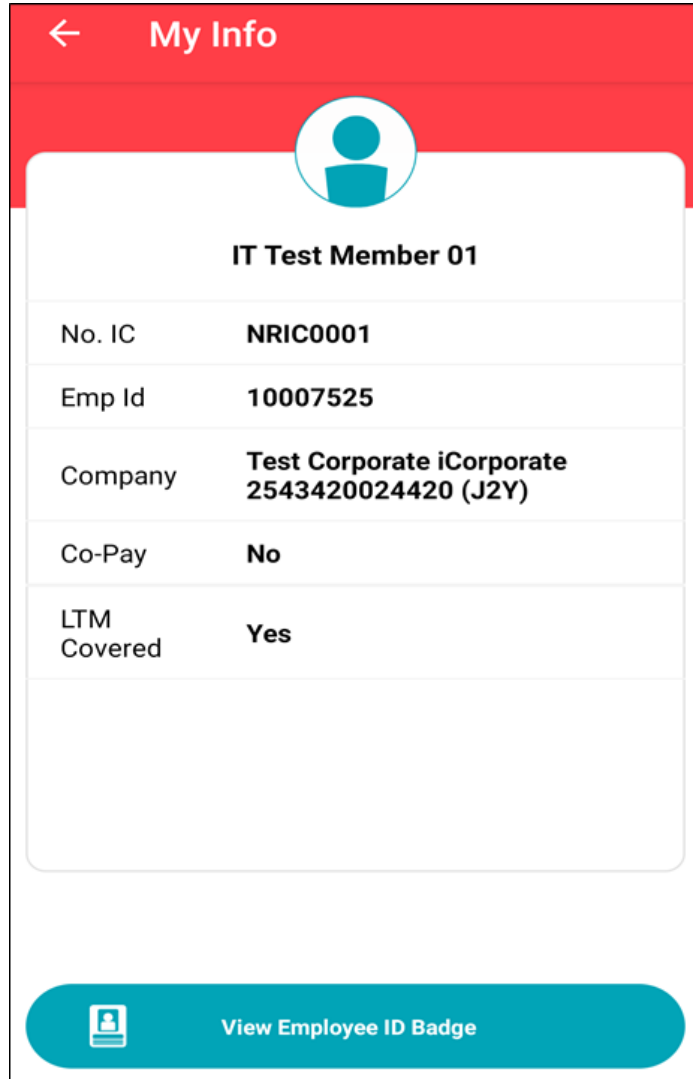
NEXT

1. Once login successful for 1st time, system will display **Term & Conditions**. User clicks on **Accept** in order to proceed to next screen.
2. System will show **Welcome Notes** to user after successfully login.
3. User clicks on **Next** to proceed to **Dashboard**.



In Dashboard screen, all the function screens are available for user to select:

- My Info
- Dependents
- E-Medical Card
- Panel Provider
- Utilization
- More



1. Dashboard > My Info

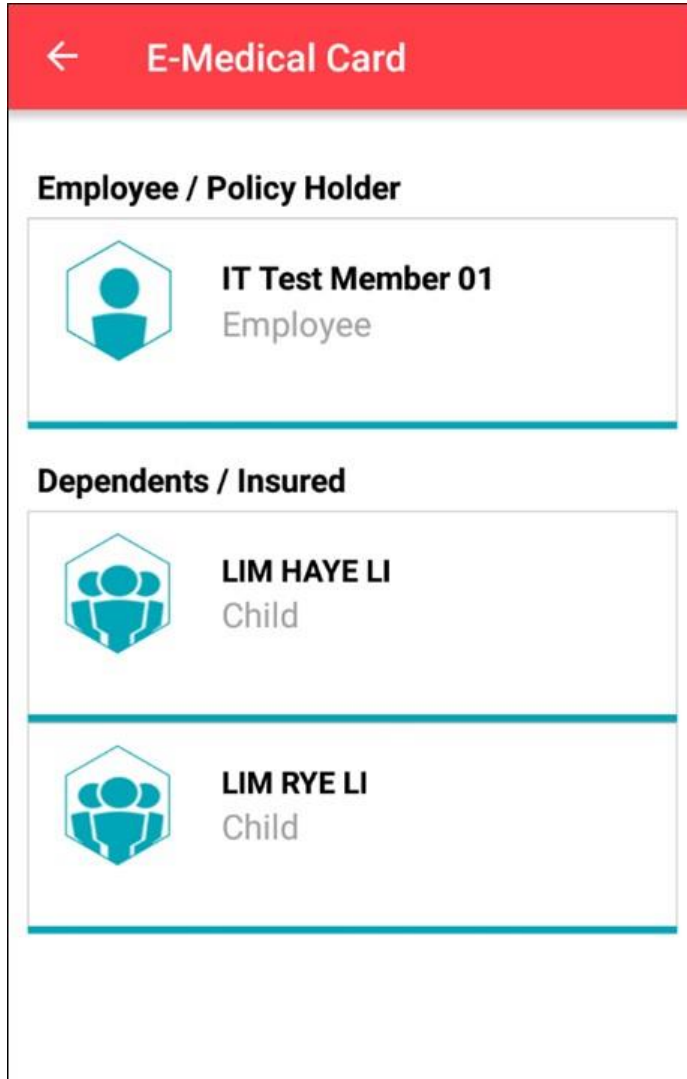


1. Dashboard > Dependents / Insured
2. User can view their dependents. System will display dependents list and the relationship with user.
3. User can view full details of his dependents when they click on the dependent's name

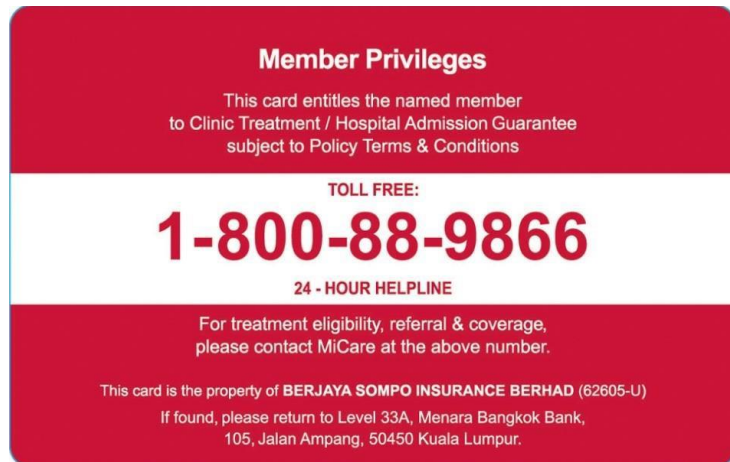
E-Medical Card



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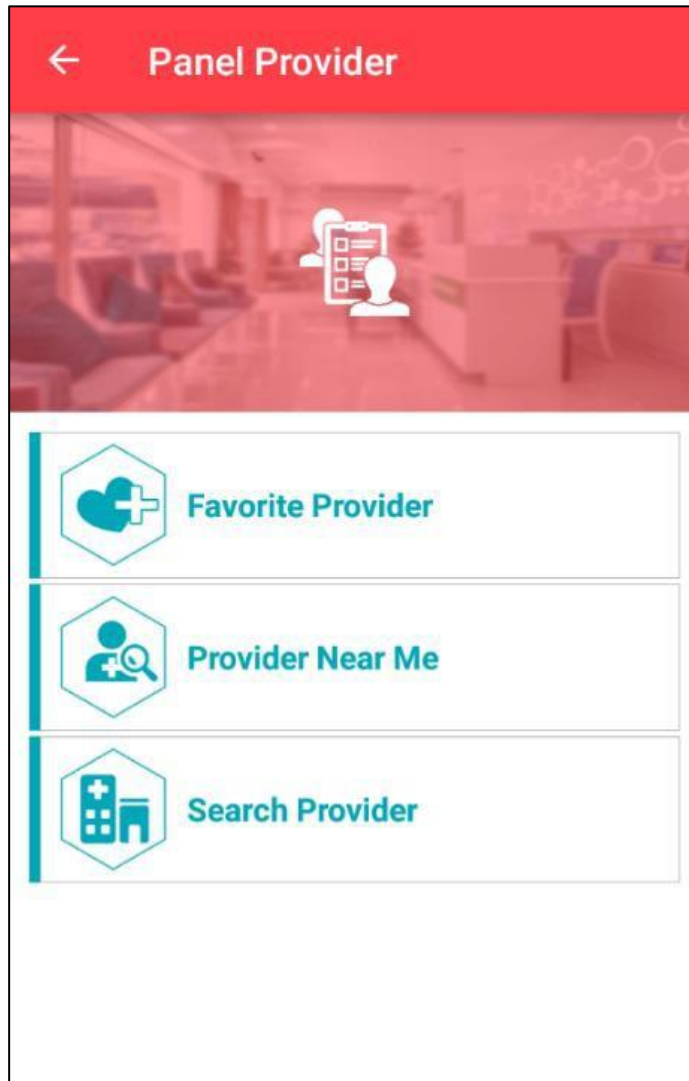


1. Dashboard > e-Medical Card
2. User can view e-medical card
3. User can also view dependent's e-medical card (if applicable).



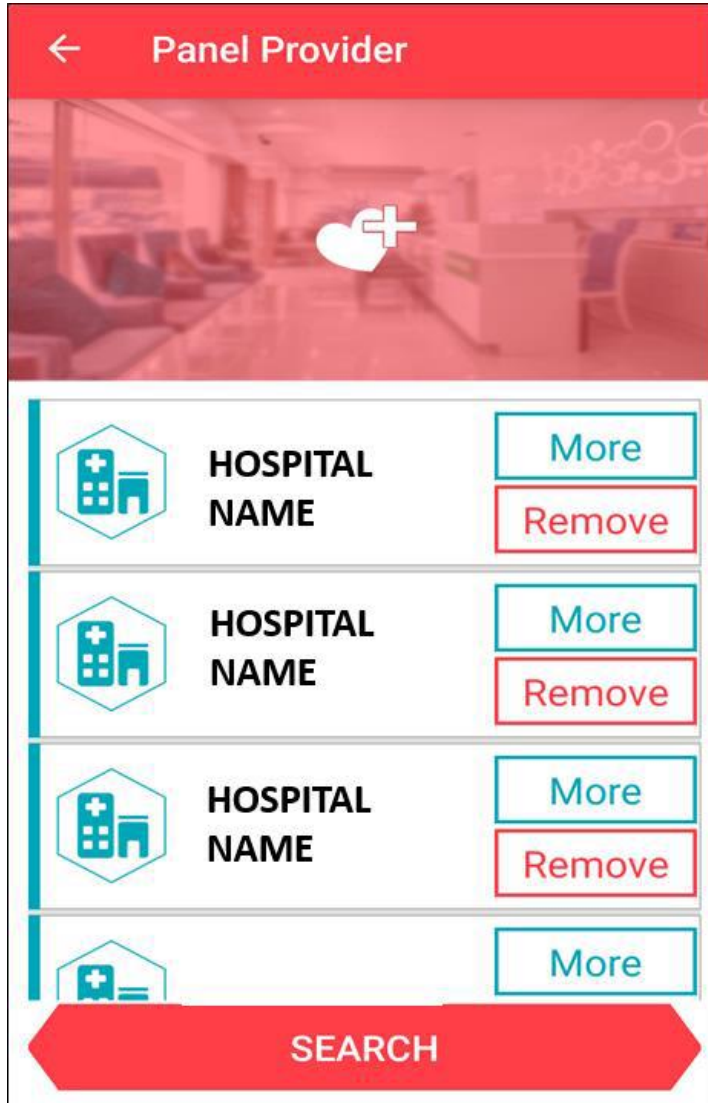
1. System will display e-Medical Card (in **landscape mode**) based on user's corporate.
2. Scroll left/right to view both front and back of the e-Medical Card.
3. User can download the e-Medical Card by clicking on it.

*Remark:
E-Medical Card is recognized by all panel providers.*



1. Dashboard > Panel Provider
2. User can perform the following functions:
 - View and manage favourite provider
 - Search provider near me
 - Search provider

Panel Provider



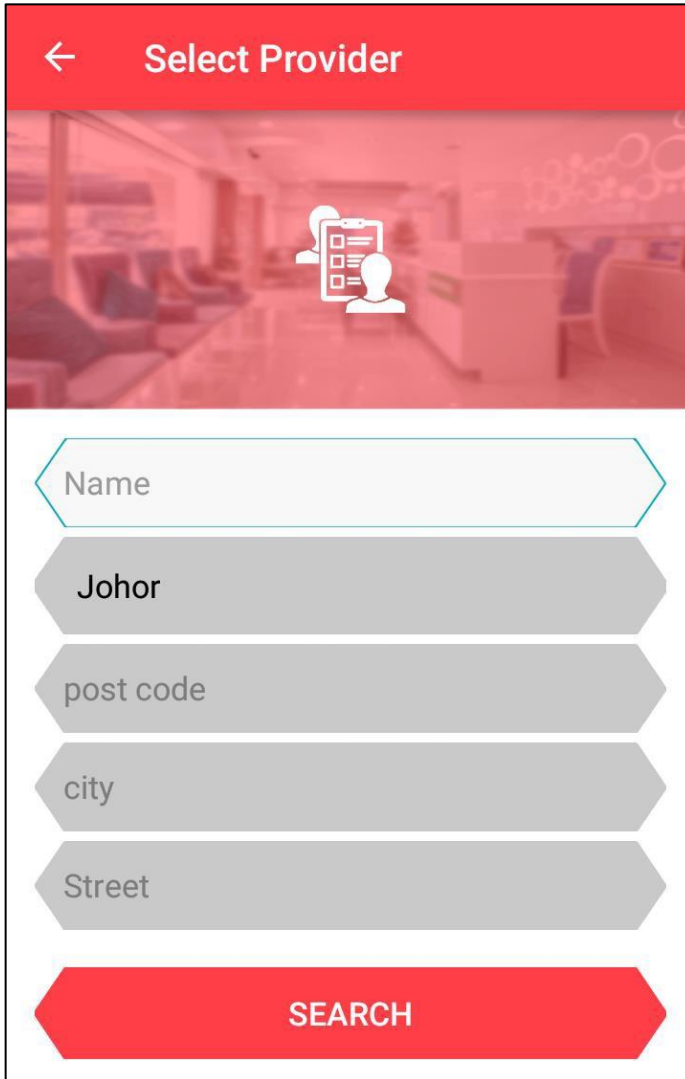
1. Panel Provider > Favourite Provider
2. User can view the added provider(s) after added into favourite list.
3. From provider field, user can click **More** to view the provider details.
4. User clicks on **Search** in Favourite Provider screen to search healthcare panel provider.



1. Panel Provider > Provider Near Me
2. User can locate healthcare panel nearby.

Remark:

- *User requires to activate GPS location in order to determine current location access map function.*
- *For Huawei phone users, they requires to perform manual zoom in for the maps.*



← Select Provider

Name

Johor

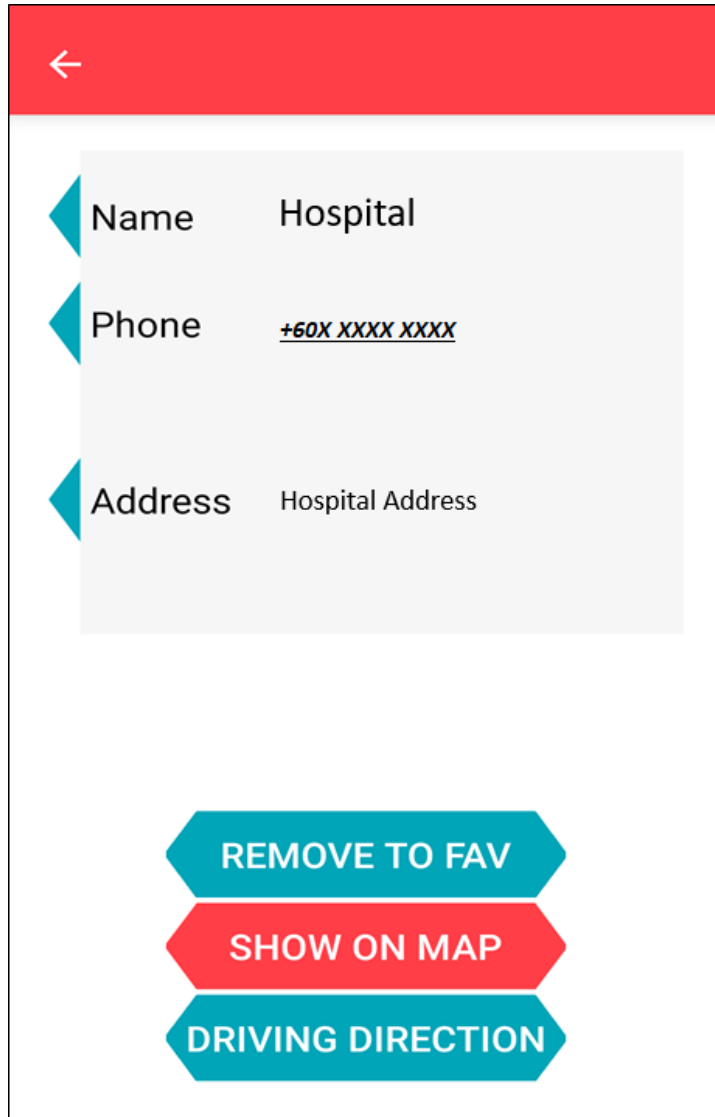
post code

city

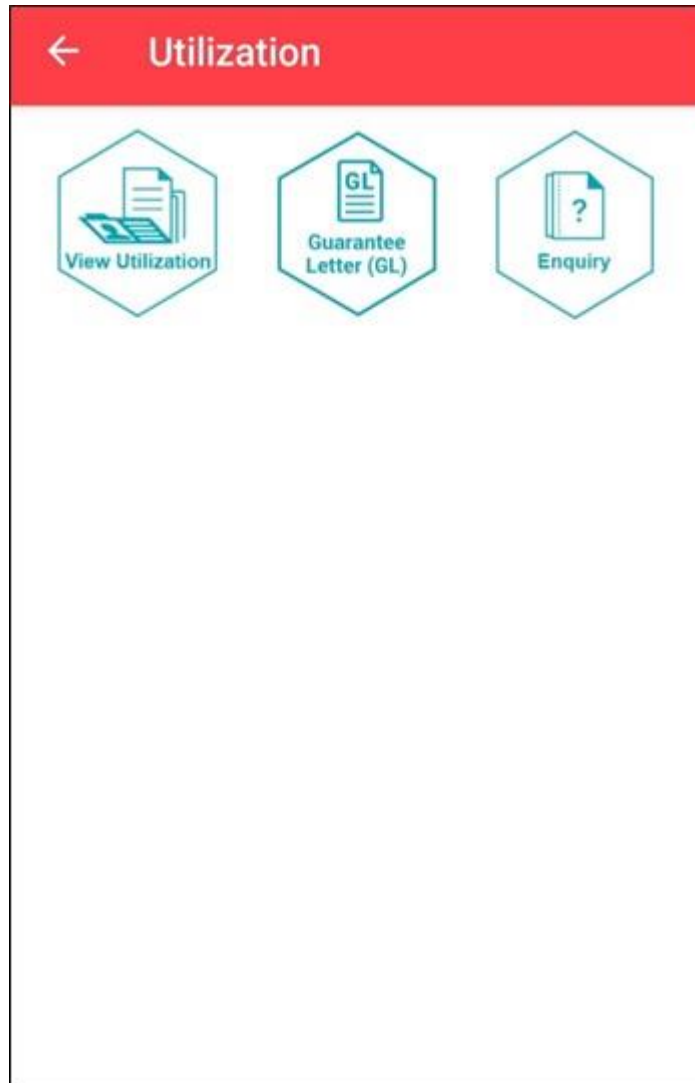
Street

SEARCH

1. Panel Provider > Search Provider
2. User inserts provider details to search accordingly.
3. Once done inserting provider details, system will display providers found to user.




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




1. Dashboard > Utilization
2. There are few functions in Utilization screen:
 - View Utilization
 - Guarantee Letter (GL)
 - Enquiry


← View Utilization

Employee / Policy Holder

 **IT Test Member 02**
Employee

Dependent / Insured

 **IT Test dependent 01**
Child

 **IT Test dependent 02**
Child

← View Utilization

Employee Name
IT Test Member 02

Benefit Year
01 JAN 2020 - 31 DEC 2021

Benefit

Hospital Life Time Limit
Limit: 100000.00
Amount Used: 0.00
Balance: 100000.00
Remarks: (sila jelaskan bayaran kepada pihak hospital jika melebihi had kelayakan anda)

Hospital Annual Limit
Limit: 30000.50
Amount Used: 0.00
Balance: 30000.50

Outpatient Annual Limit
Limit: 7000.00
Amount Used: 0.00
Balance: 7000.00

Dental Annual Limit
Limit: 350.00
Amount Used: 0.00
Balance: 350.00

1. Utilization > View Utilization
2. User can view his utilization details as well as dependent's' data (if applicable).
3. User can sort the utilization records by selecting benefit year range.



1. Utilization > Guarantee Letter (GL)
2. User can perform the following functions:
 - Request inpatient GL
 - Track inpatient GL
 - View GL

Guarantee Letter



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← 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

1. Guarantee Letter (GL) > Request Inpatient GL
2. User can submit his inpatient GL request as well as dependent's (if applicable).
3. User to click **Yes** to move to next page.

*Remark:
This feature is open to corporate upon request.*

Guarantee Letter



← IT Test Member 01

Request Inpatient GL STEP 2-3

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

sample

MI Care 24 Hour Helpline: 02 - 7888 3213
Fax No: 02 - 7887 4284

PRE-ADMISSION FORM
Please Print and Complete This for Presentation

1. Patient Information		2. Referral Information	
3. Hospital Information		4. Insurance Information	
5. Patient Consent		6. Hospital Consent	
7. Signature		8. Date of Admission	
9. Hospital Name		10. Hospital Address	
11. Hospital Phone		12. Hospital Fax	
13. Hospital Email		14. Hospital Website	

View Sample Pre-Admission Form

NO YES

1. User can view sample pre-admission form.
2. User to click **Yes** to move to next page.

Guarantee Letter



← 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@micaresvc.com

Completed PAF / Surat kemasukan Required:

Upload Completed PAF / Surat Kema... CLEAR

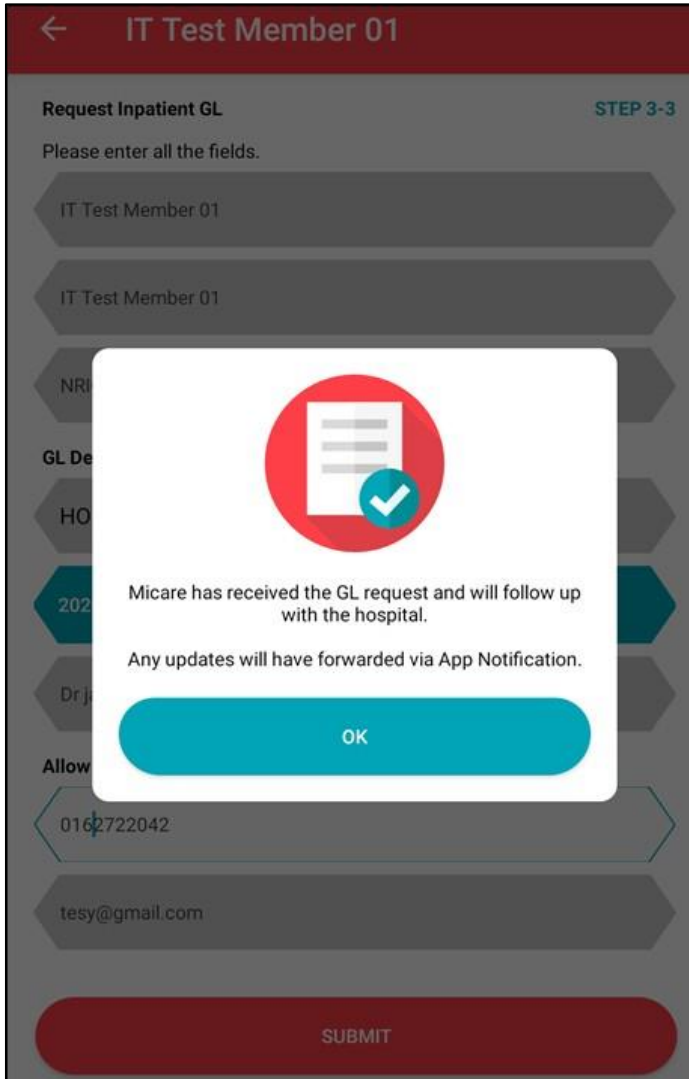
SUBMIT

1. 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
2. Once done, user clicks **Submit** to send the request.

Remark:

- *System will auto-populate MiCare staff email.*
- *If there are no email auto-populated, user can request from company HR.*

Guarantee Letter



The screenshot shows a mobile application interface for requesting an Inpatient Guarantee Letter (GL). The title bar at the top reads 'IT Test Member 01'. Below it, the form is titled 'Request Inpatient GL' and is at 'STEP 3-3'. A prompt says 'Please enter all the fields.' The form contains several input fields, some of which are filled with 'IT Test Member 01'. A modal dialog box is overlaid on the form, indicating a successful submission. The dialog features a red circular icon with a white document and a blue checkmark. The text inside the dialog reads: 'Micare has received the GL request and will follow up with the hospital. Any updates will have forwarded via App Notification.' Below the text is a blue 'OK' button. At the bottom of the form, there is a red 'SUBMIT' button.

1. System will pop out this message once user submit the Inpatient GL request successfully.

Remark:

User's request will be sent to MiCare staff for support.

Guarantee Letter

← Track Inpatient GL

Employee / Policy Holder

IT Test Member 01
Employee

Dependents / Insured

IT Test Dependent 01
Child

IT Test Dependent 02
Child

← Track Inpatient GL

Page 1 of 1

SUNWAY MEDICAL CENTRE
11 November 2020

SUNWAY MEDICAL CENTRE
10 November 2020

KPJ DAMANSARA SPECIALIST HOSPITAL
13 March 2017

BACK NEXT


1. Guarantee Letter (GL) > Track Inpatient GL
2. User can track his current inpatient GL progress as well dependent's (if applicable).
3. User to select GL record from listing.

Guarantee Letter

← Track Inpatient GL Details


Employee Name	IT Test Member 01
Patient Name	IT Test Member 01
Patient NRIC	NRIC0001
Hospital	SUNWAY MEDICAL CENTRE
DOA	11 November 2020

GUARANTEE LETTER TRACKING

11 NOV 2020 12:40PM	 Admission form received
11 NOV 2020 12:42PM	Medical Questionnaire(MQ-Admission) sent to hospital
11 NOV 2020 03:32PM	Received MQ from the hospital, under processing
11 NOV 2020 03:34PM	Initial GL issued


← View GL

Employee / Policy Holder




IT Test Member 01
Employee

Dependents / Insured



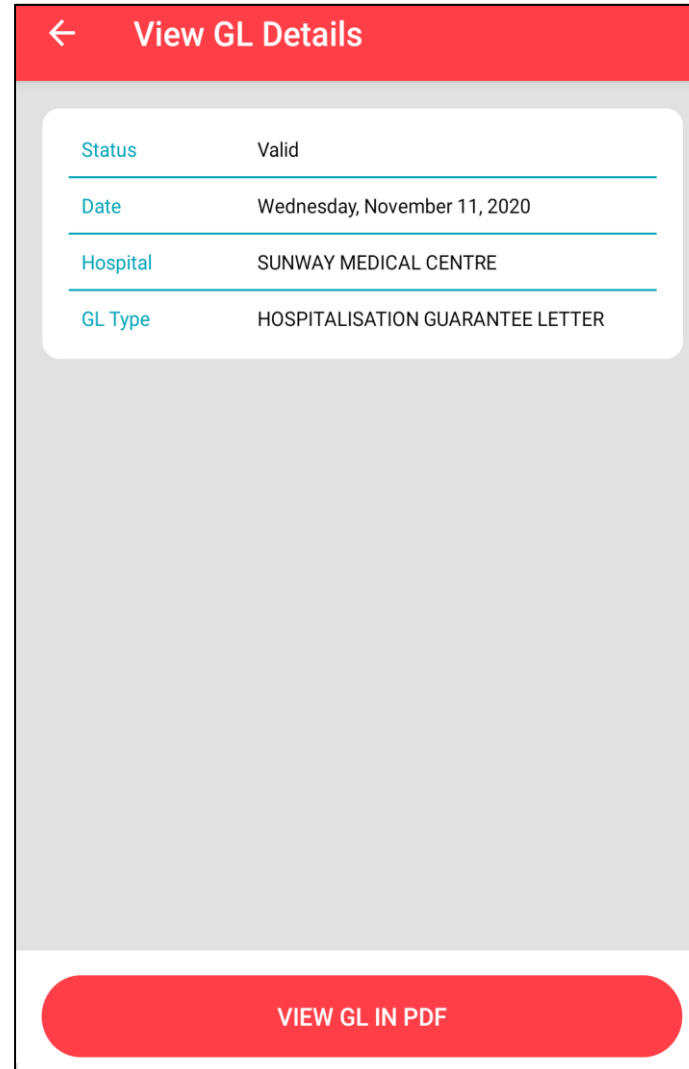
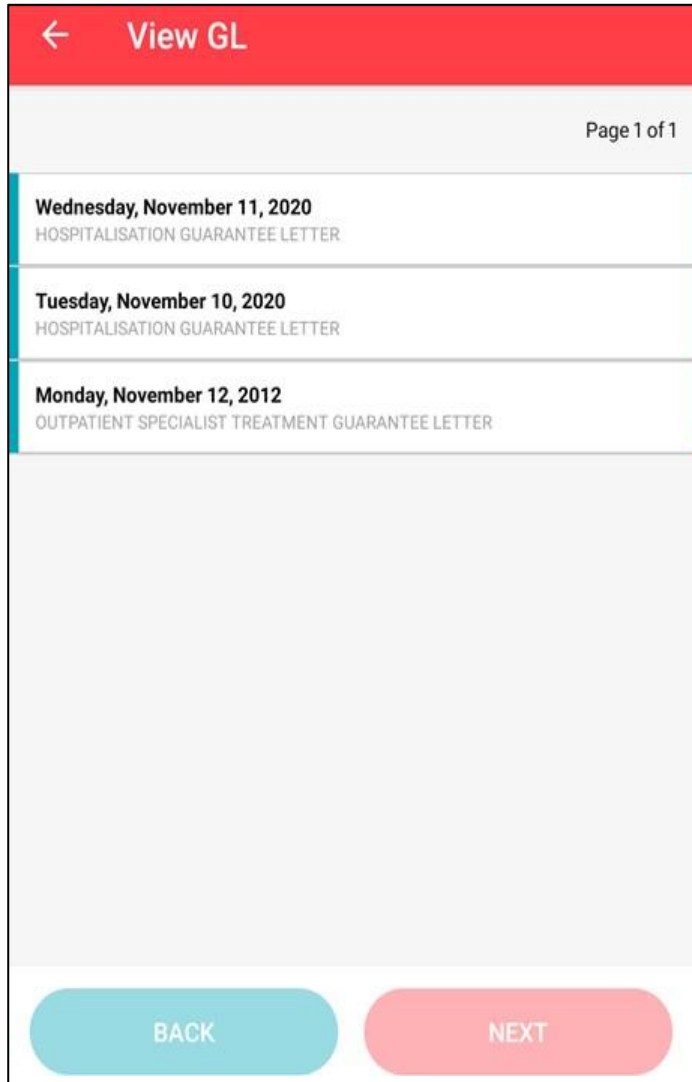
IT Test Dependent 01
Child



IT Test Dependent 02
Child

1. User can view Inpatient GL details and track GL progress.
2. Guarantee Letter (GL) > View GL
3. User can view his GL as well as dependent's' (if applicable).

Guarantee Letter

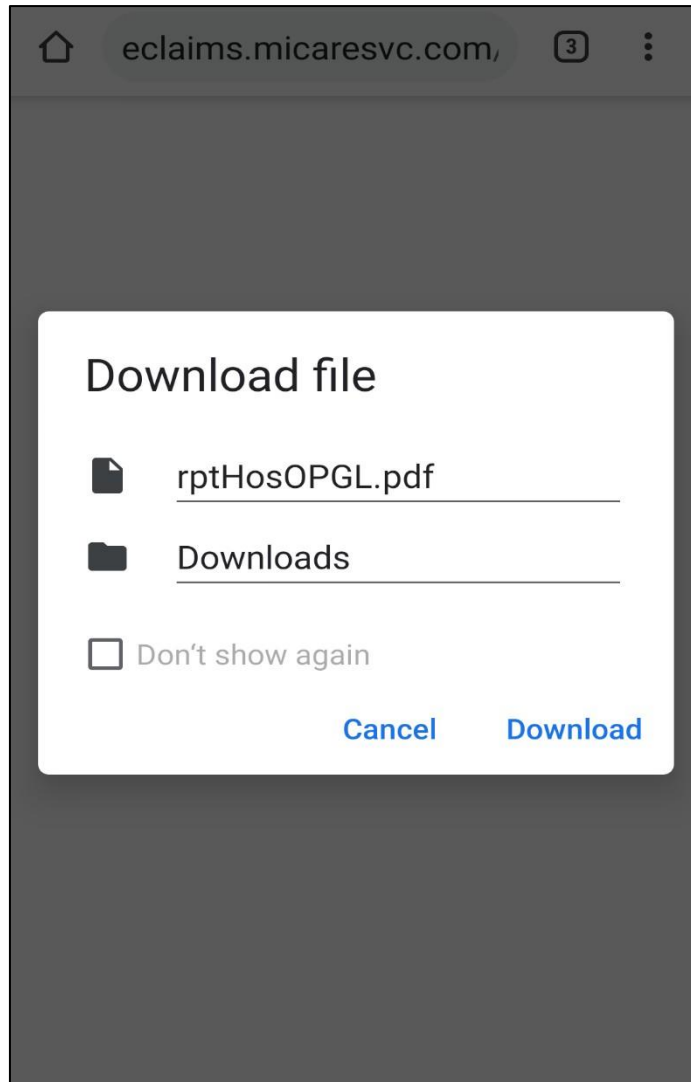


1. User to select GL record.
2. GL details are as below:
 - Status
 - Date
 - Hospital
 - GL Type
3. User can view GL in PDF form.

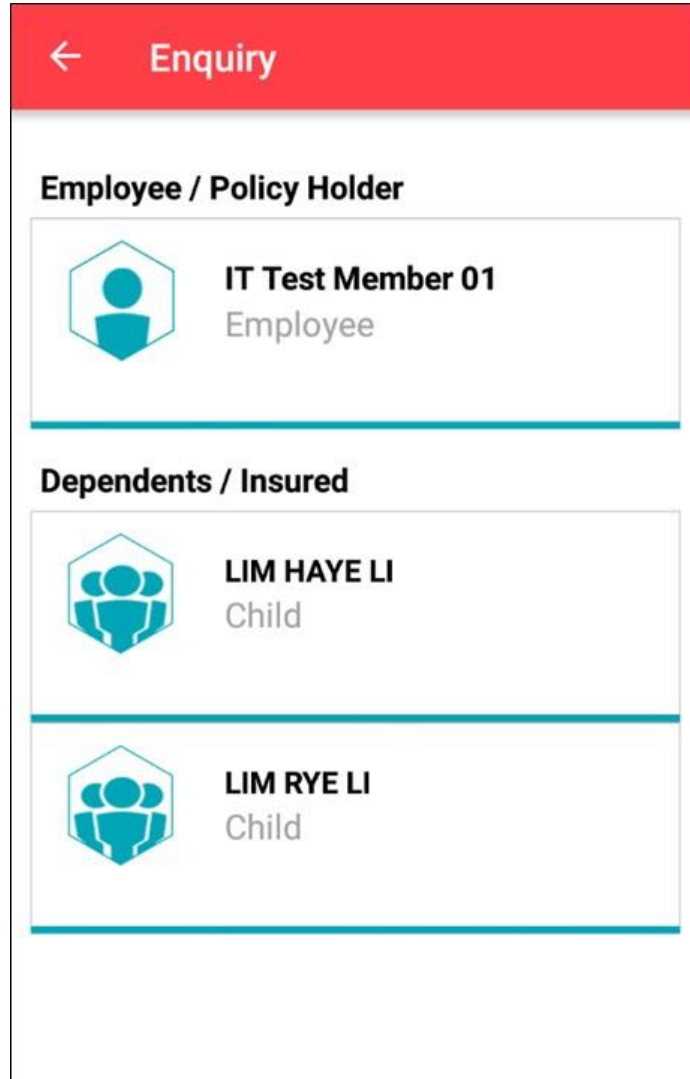
Guarantee Letter



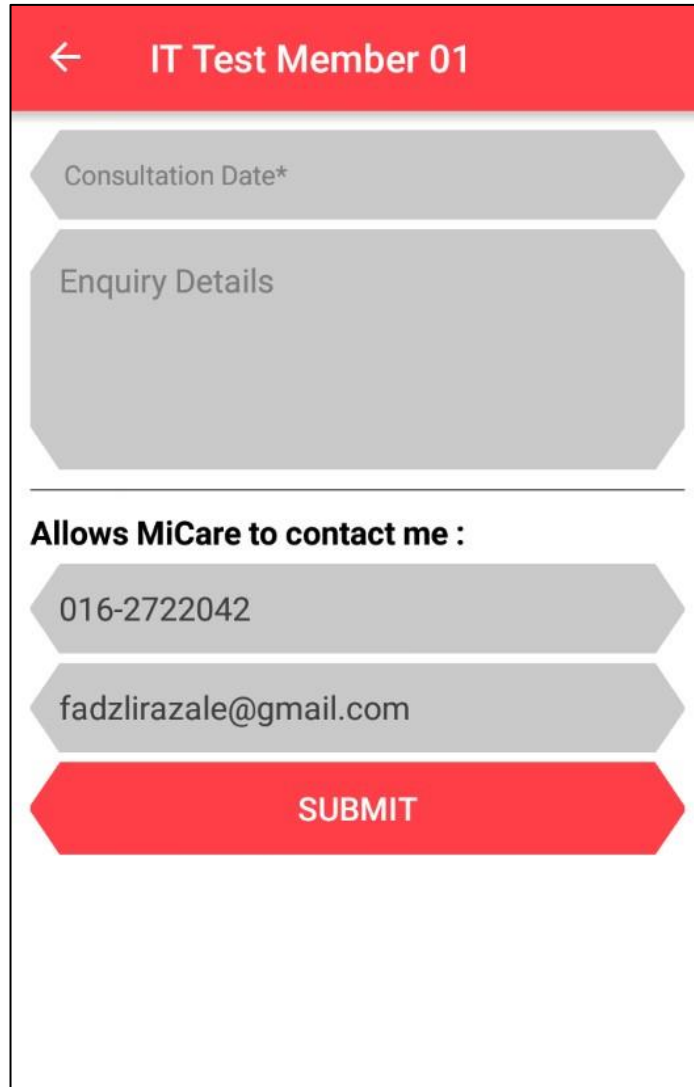
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1. If user views GL in PDF, system will direct to phone web browser and download the PDF file.



1. Utilization > Enquiry
2. User can ask for his enquiry as well as for his dependent's (if applicable).



The screenshot shows a mobile application interface for an enquiry form. At the top, there is a red header with a back arrow and the text "IT Test Member 01". Below the header, there are two grey input fields: "Consultation Date*" and "Enquiry Details". A horizontal line separates these from the "Allows MiCare to contact me :" section. This section contains two more grey input fields: "016-2722042" and "fadzlirazale@gmail.com". At the bottom of the form is a red button labeled "SUBMIT".

1. User is require to provide enquiry details as below:
 - Consultation Date
 - Enquiry Details
2. Once done, user clicks **Submit** to send the Enquiry.

Remark:

System will auto-populate MiCare staff email.

If there are no email auto-populated, user can request from company HR.



MiCare Contact Centre

24 x 7 Medical Helpline (Toll-Free):

1-800-88-9866

E-Mail (on administrative matters):

callcenter@micaresvc.com

Fax No. (24 Hours):

603-7847-4304 (24 hours)

Thank You

