# MICARE MyMed APP
# USER GUIDE

BERJAYA SOMPO
INSURANCE

# Download the MyMed Apps



Locate and open Google Play on the phone

Locate and open App Store on iPhone
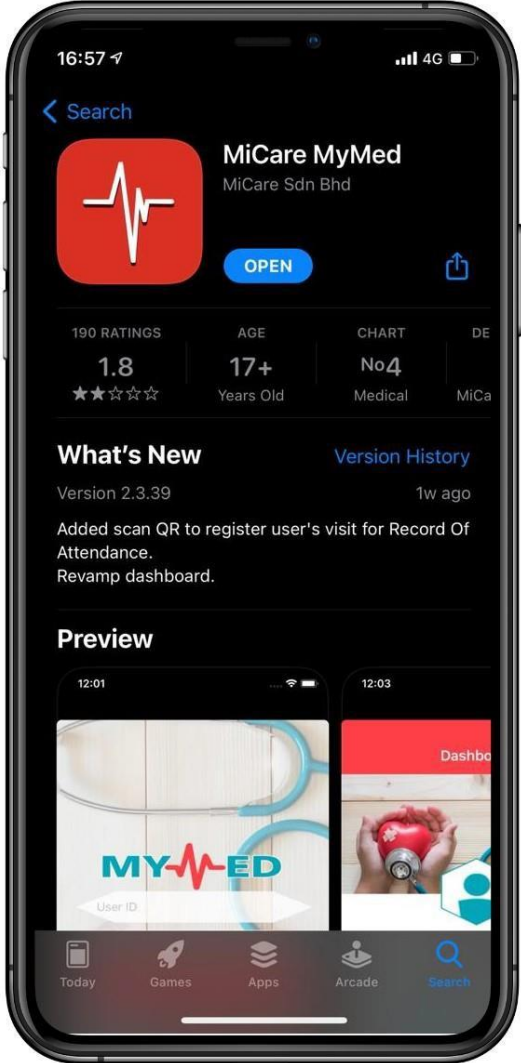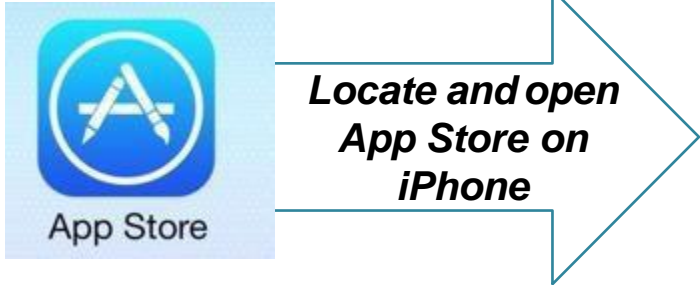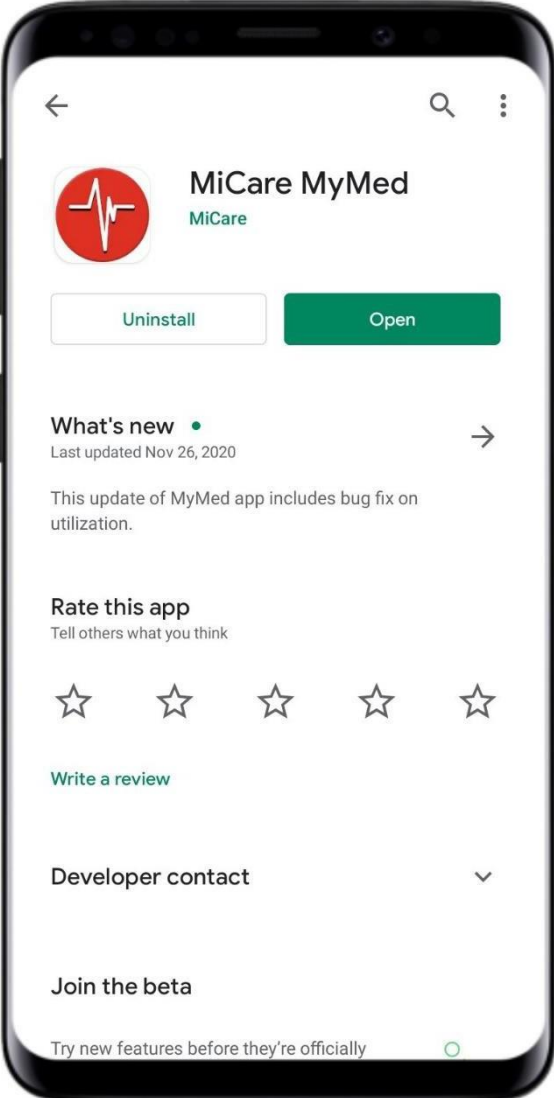
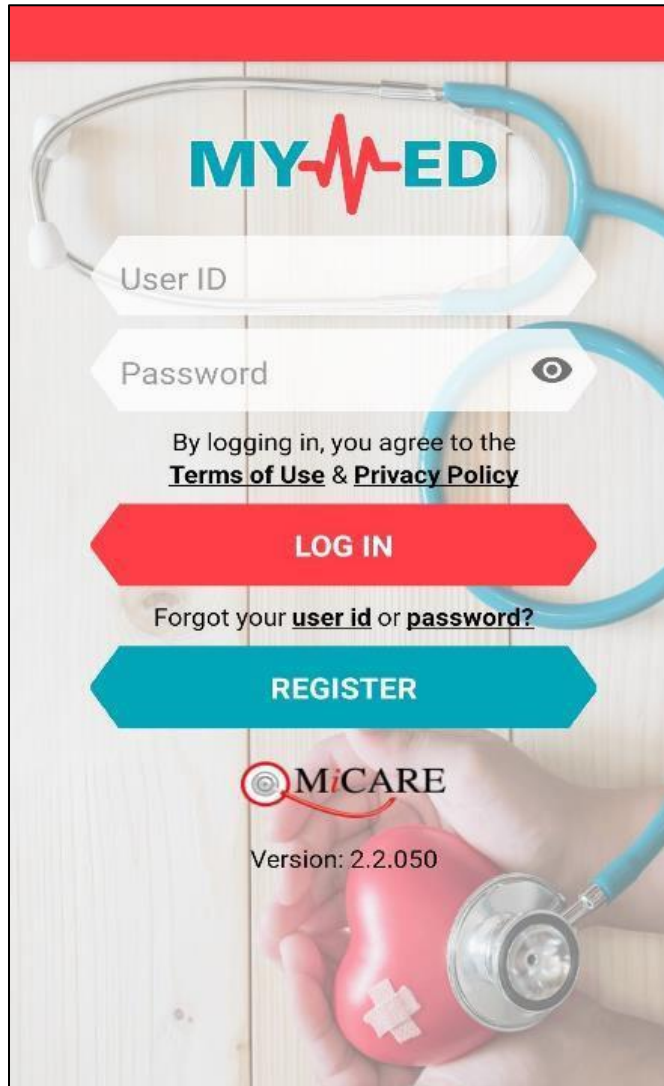# MyMed Login Screen

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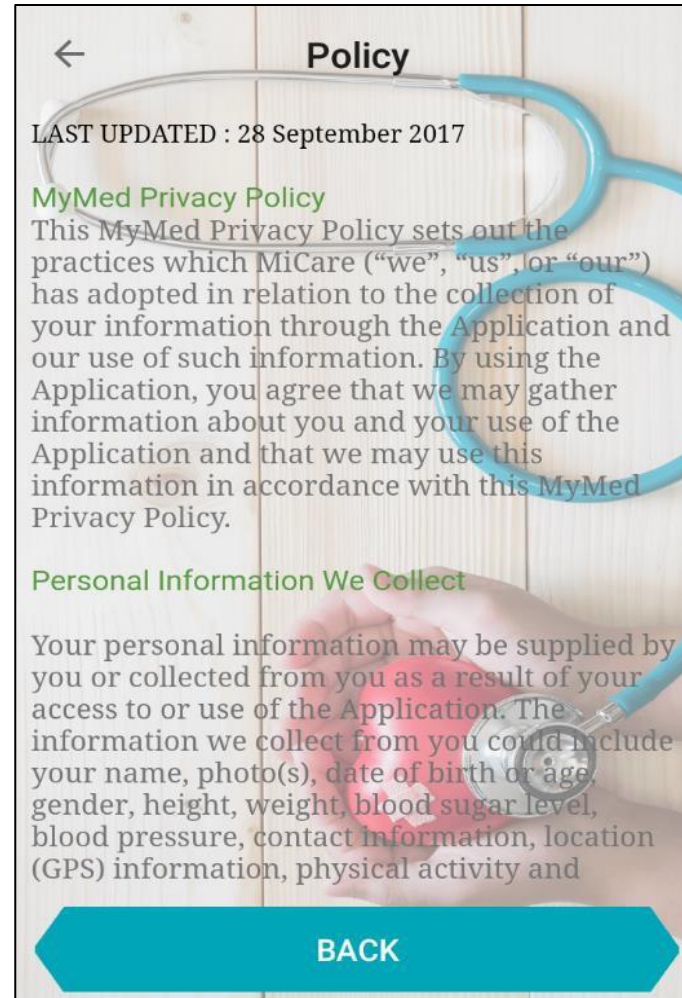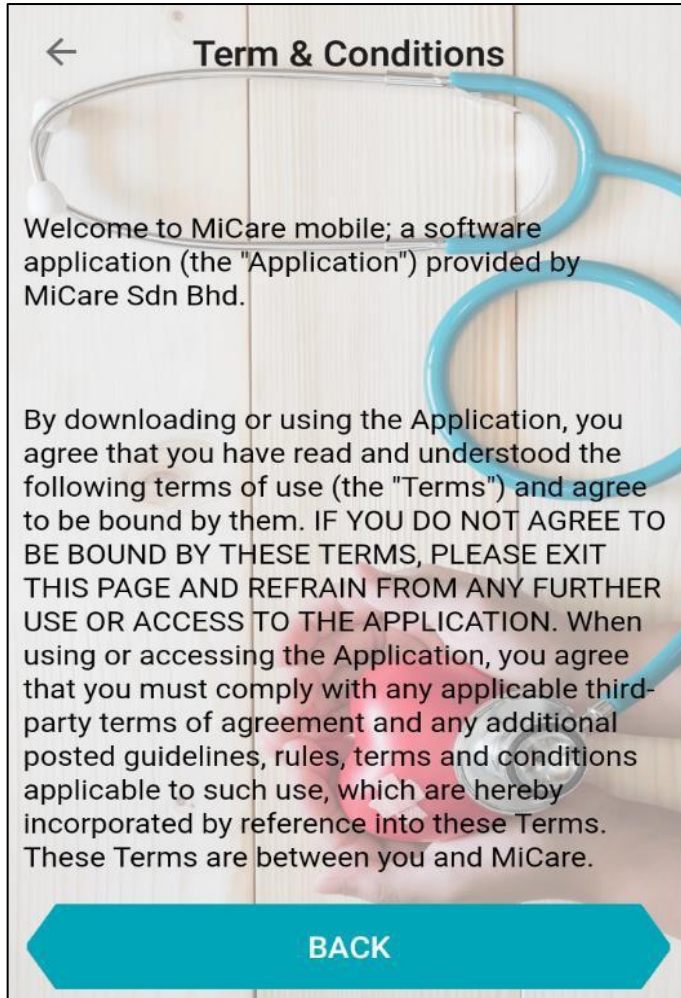
2. User can enable fingerprint login feature.

*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.*
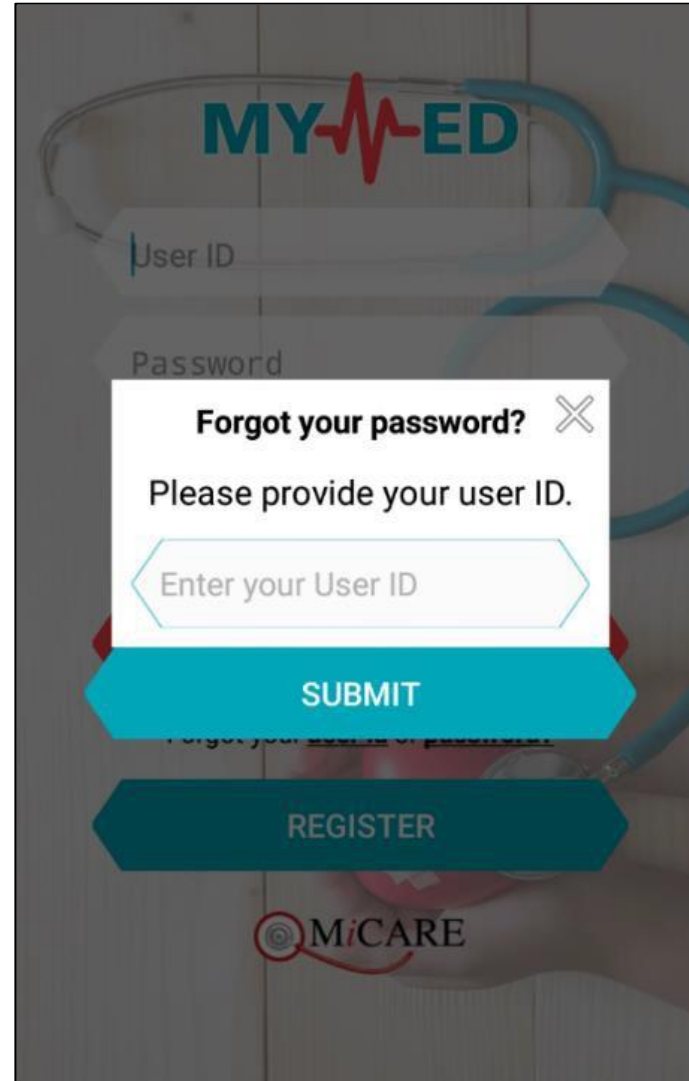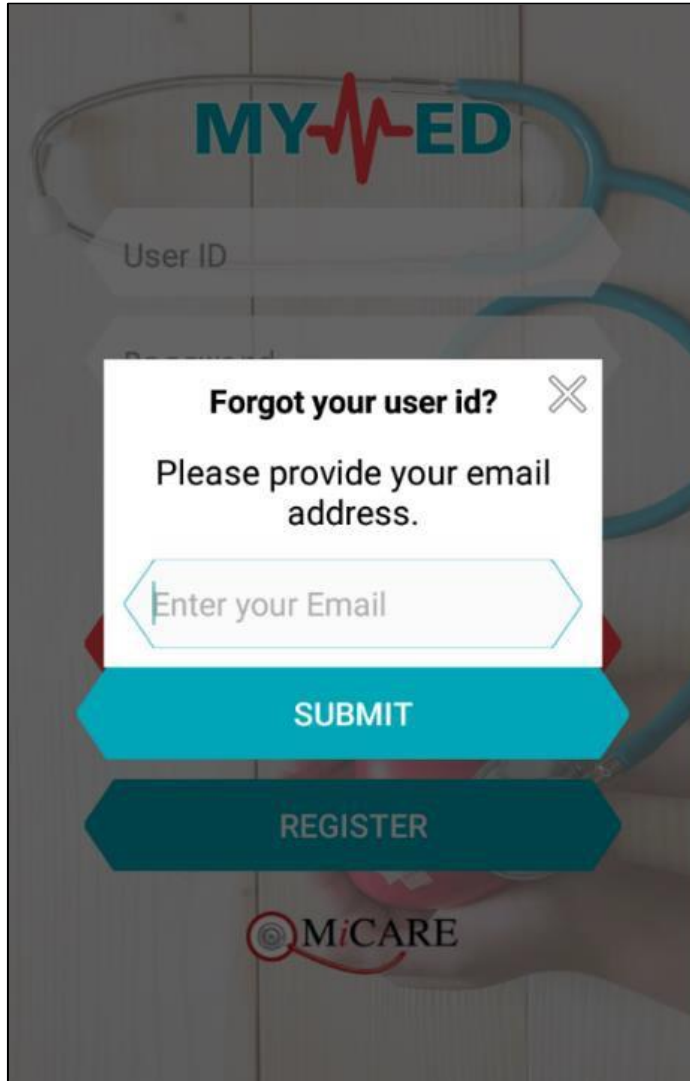
# MyMed Terms and Conditions



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
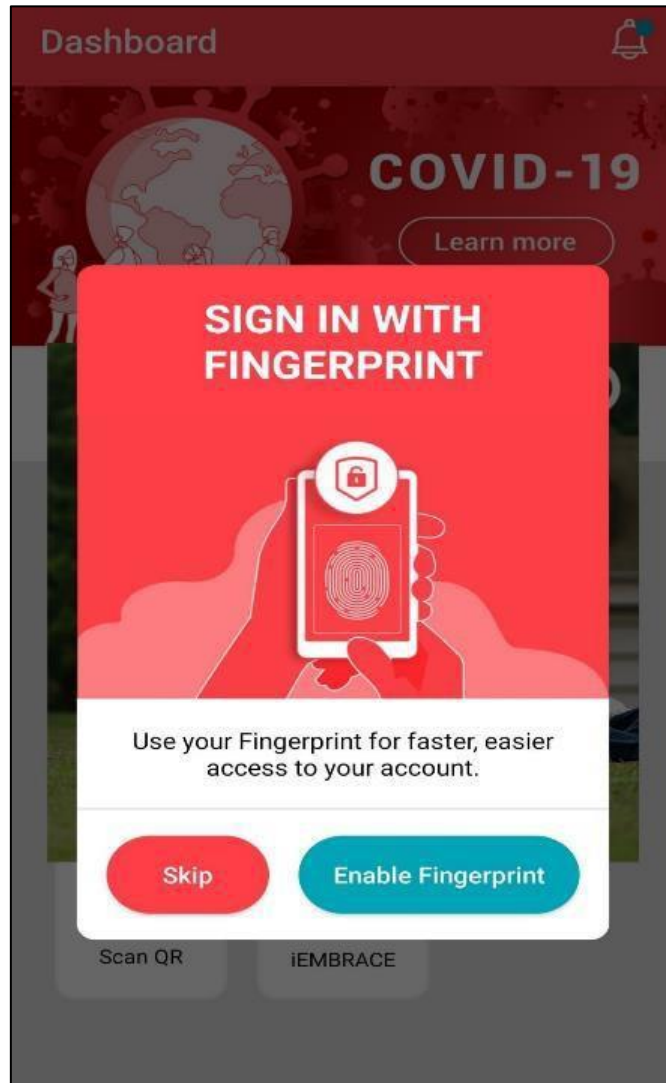


1. User clicks on **Enable** to turn on fingerprint login function.

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**.

# MyMed Dashboard
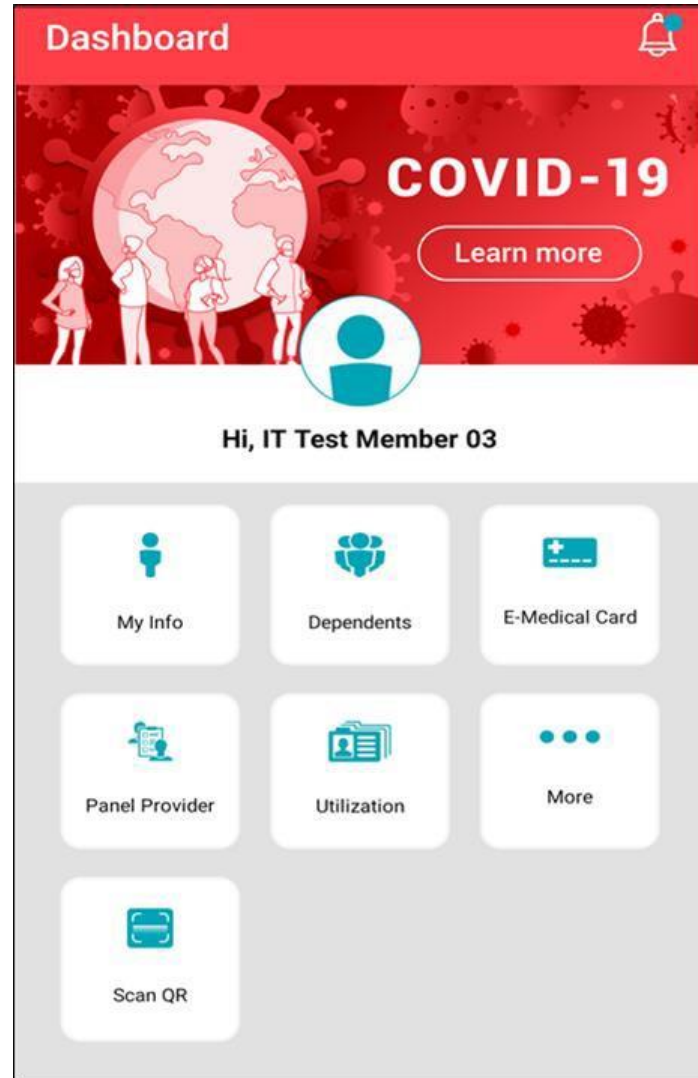


In Dashboard screen, all the function screens are available for user to select:
- My Info
- Dependents
- E-Medical Card
- Panel Provider
- Utilization
- More
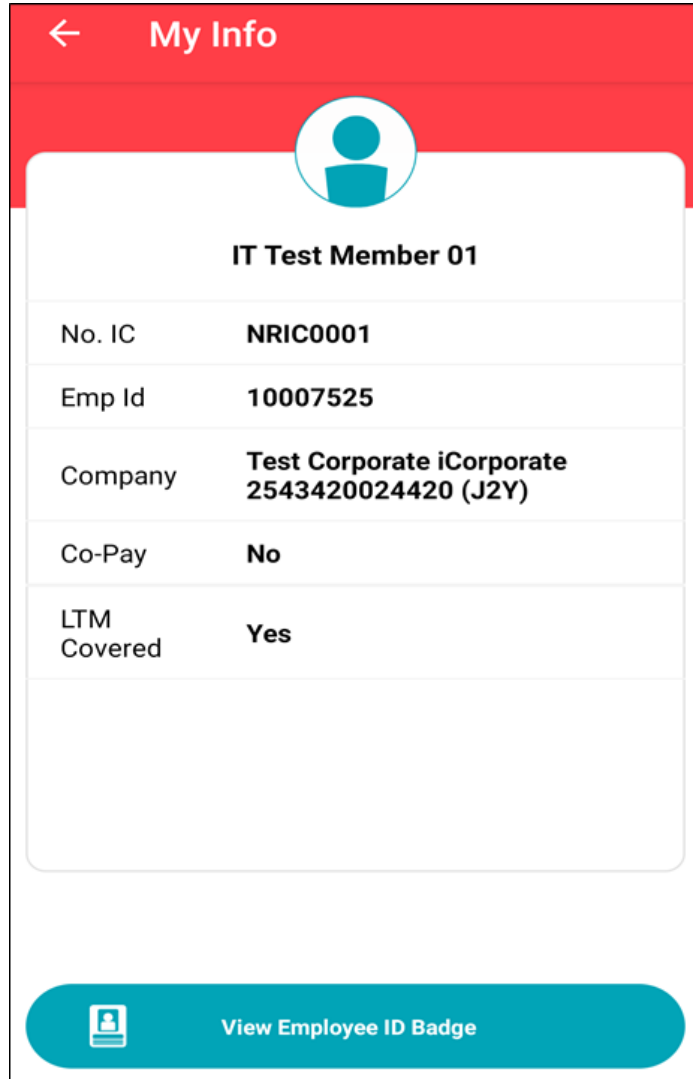
# My Info

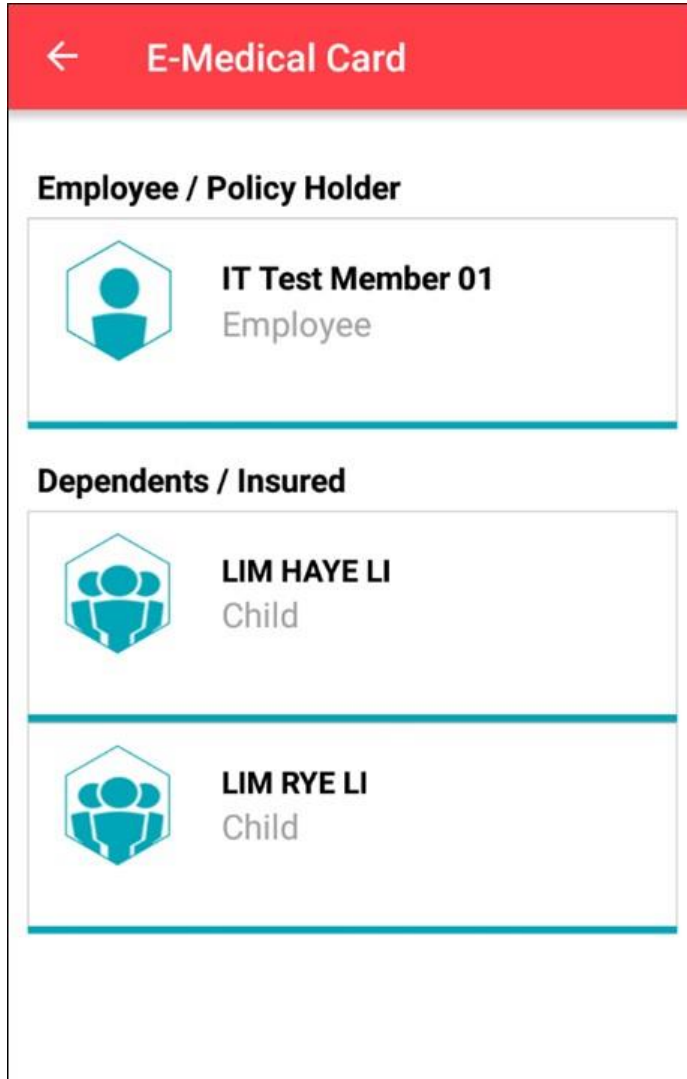1. Dashboard > My Info

# Dependents Info



1. Dashboard > Dependents / Insured

2. User can view their dependents. System will display dependents list and the relationship with user.

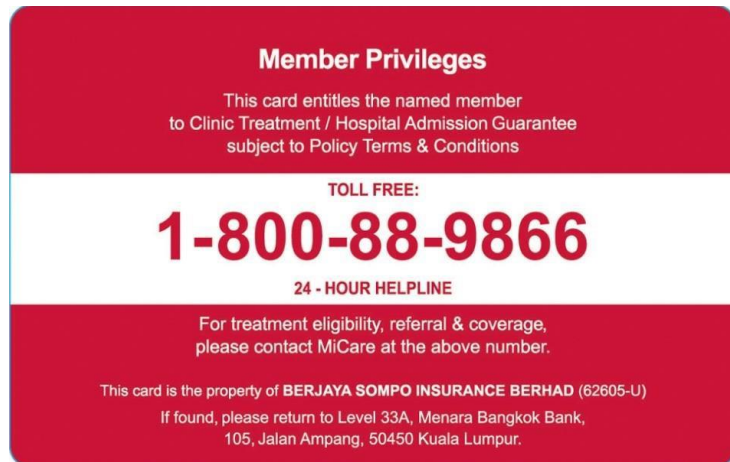3. User can view full details of his dependents when they click on the dependent's name

# E-Medical Card

1. Dashboard > e-Medical Card

2. User can view e-medical card

3. User can also view dependent's e-medical card (if applicable).

# E-Medical Card

**RAKAN MEDI**

BERJAYA SOMPO INSURANCE

Employee Name :

NRIC :
Plan :

MiCARE

**Member Privileges**

This card entitles the named member
to Clinic Treatment / Hospital Admission Guarantee
subject to Policy Terms & Conditions

TOLL FREE:

# 1-800-88-9866

24 - HOUR HELPLINE

For treatment eligibility, referral & coverage,
please contact MiCare at the above number.

This card is the property of **BERJAYA SOMPO INSURANCE BERHAD** (62605-U)

If found, please return to Level 33A, Menara Bangkok Bank,
105, Jalan Ampang, 50450 Kuala Lumpur.

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.*
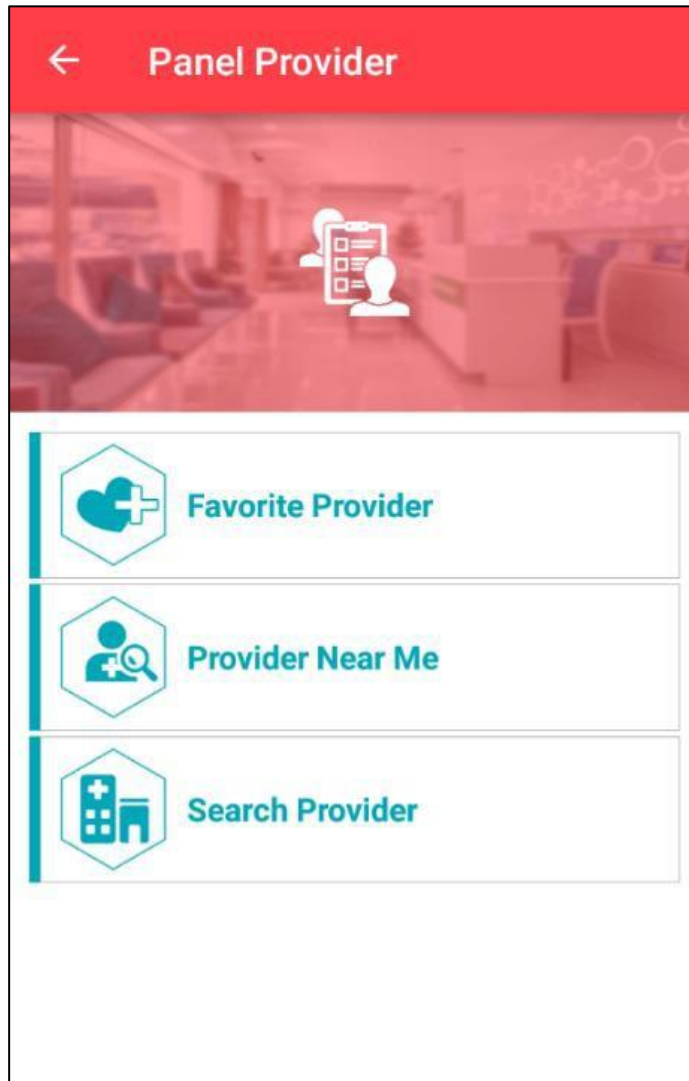
# Panel Provider



1. Dashboard > Panel Provider

2. User can perform the following functions:
   - View and manage favourite provider
   - Search provider near me
   - Search provider

# Panel Provider
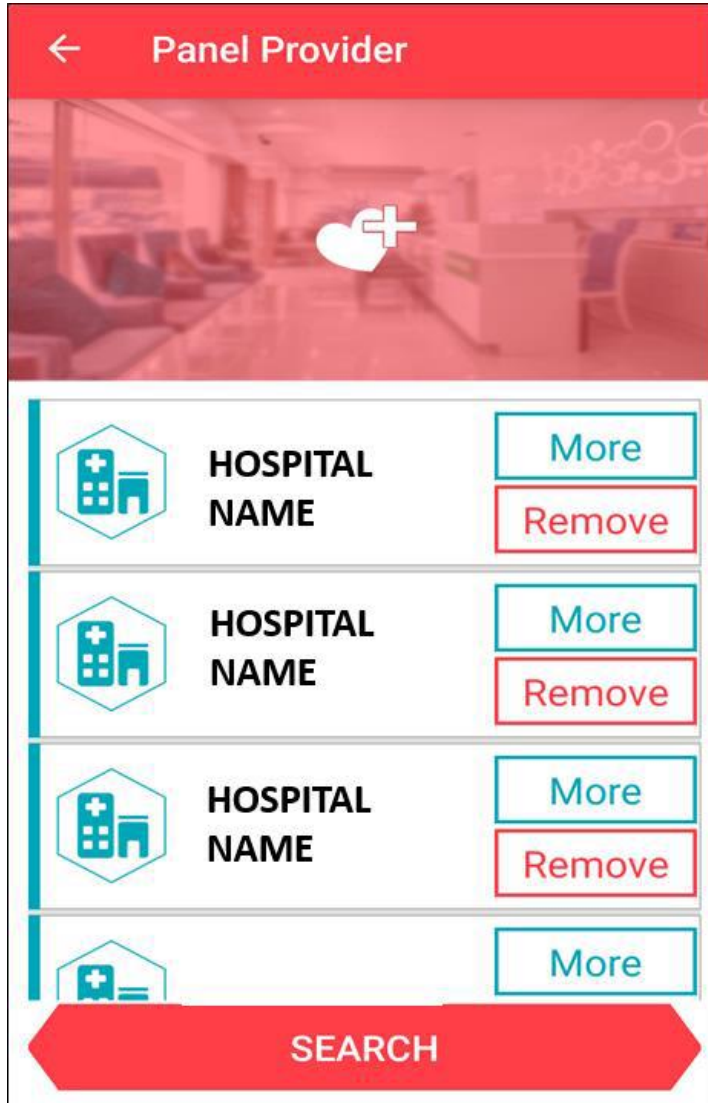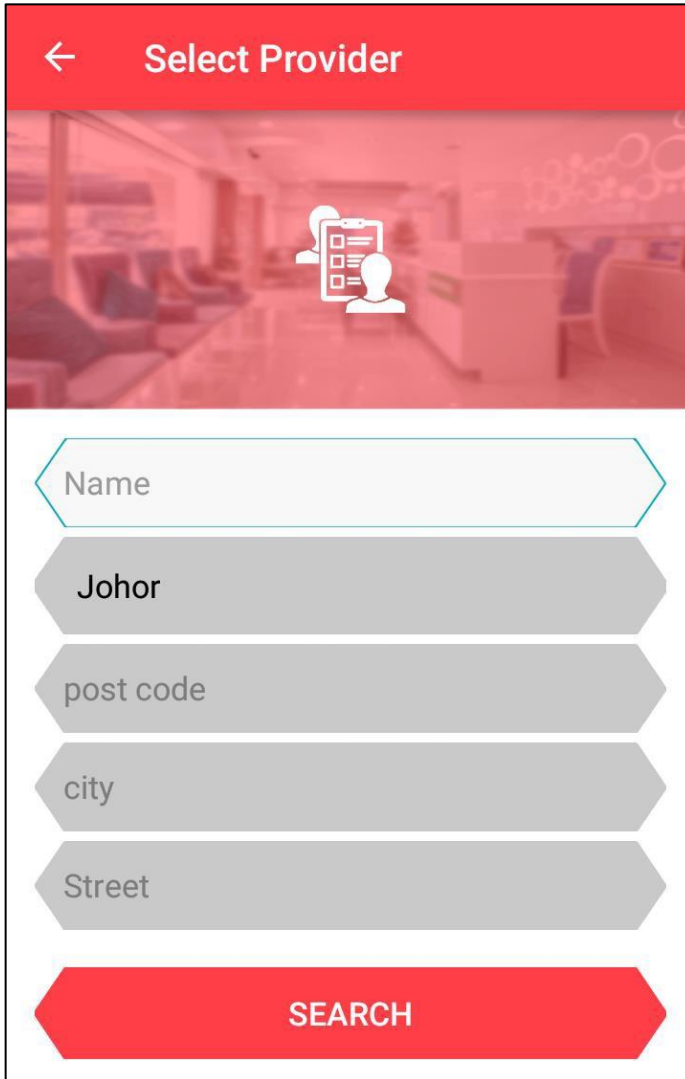
1. Panel Provider > Favourite Provider

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.

# **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 <u>Huawei phone users</u>, they requires to perform manual zoom in for the maps.*

# Panel Provider



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.

# Panel Provider
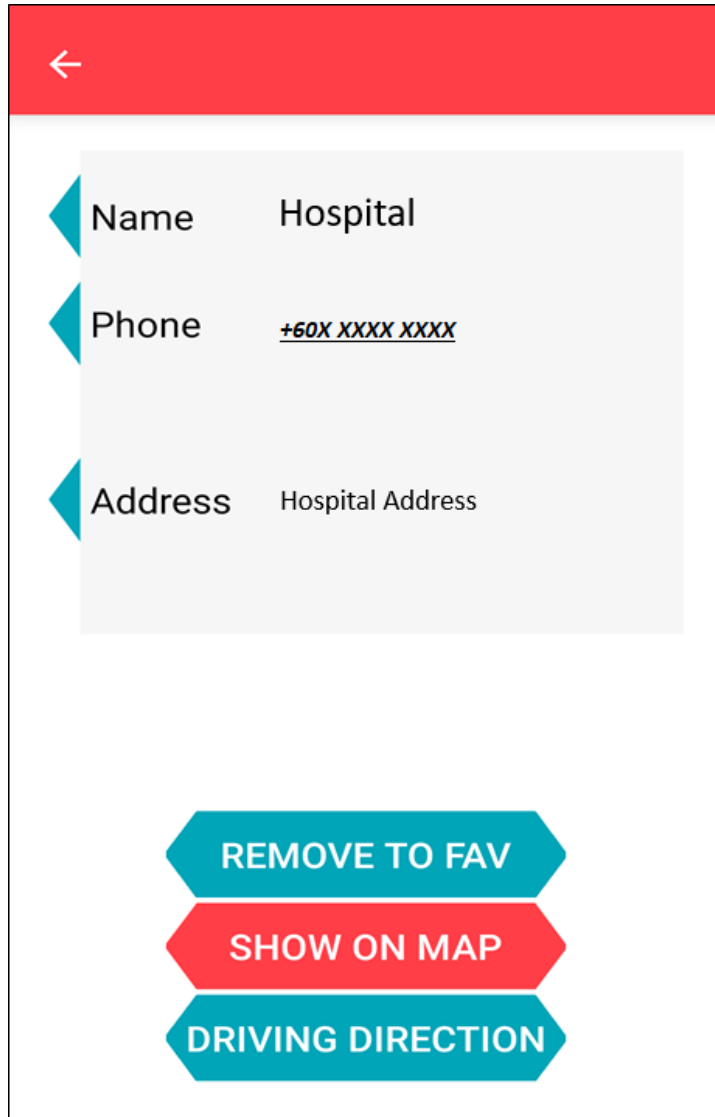
1. User can view the provider details selected.

2. User can also able to perform following functions:
   - Remove from favourite list
   - Show on Map
   - Show driving direction (Navigation)
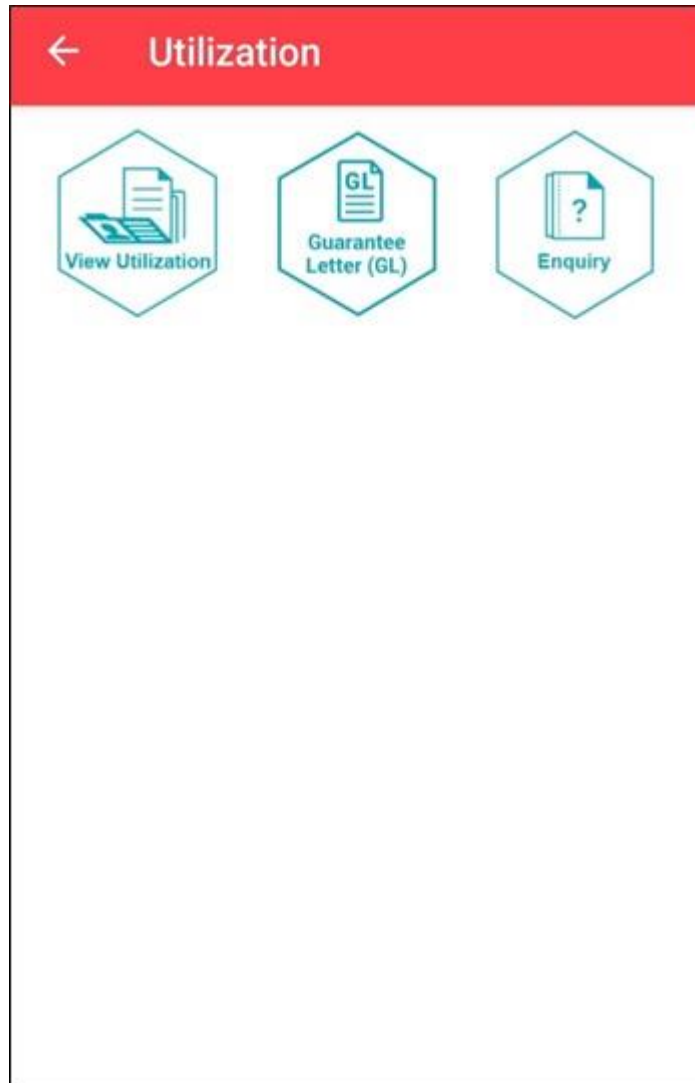
# Utilization



1. Dashboard > Utilization

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

# Utilization



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.

# Guarantee Letter

1.  Utilization >  Guarantee Letter (GL)

2.  User can perform the following functions:
    - Request inpatient GL
    - Track inpatient GL
    - View GL

# Guarantee Letter

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



1. User can view sample pre-admission form.

2. User to click **Yes** to move to next page.

# Guarantee Letter

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

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



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



1. User can view Inpatient GL details and track GL progress.

2. Guarantee Letter (GL) > View GL

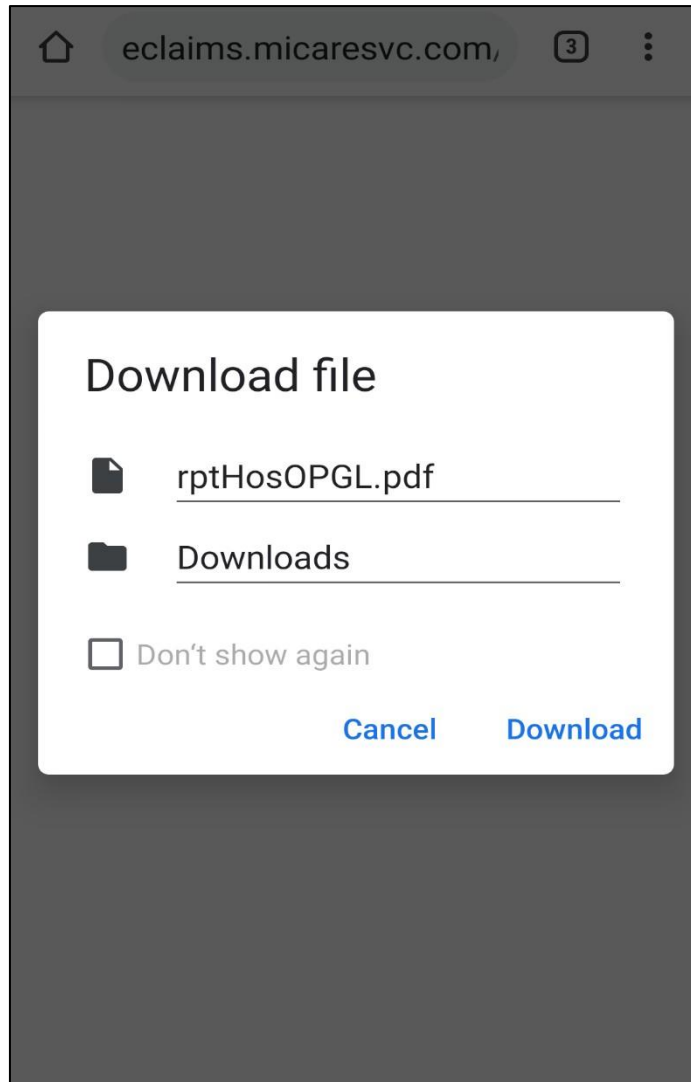3. User can view his GL as well as dependent's' (if applicable).

# Guarantee Letter
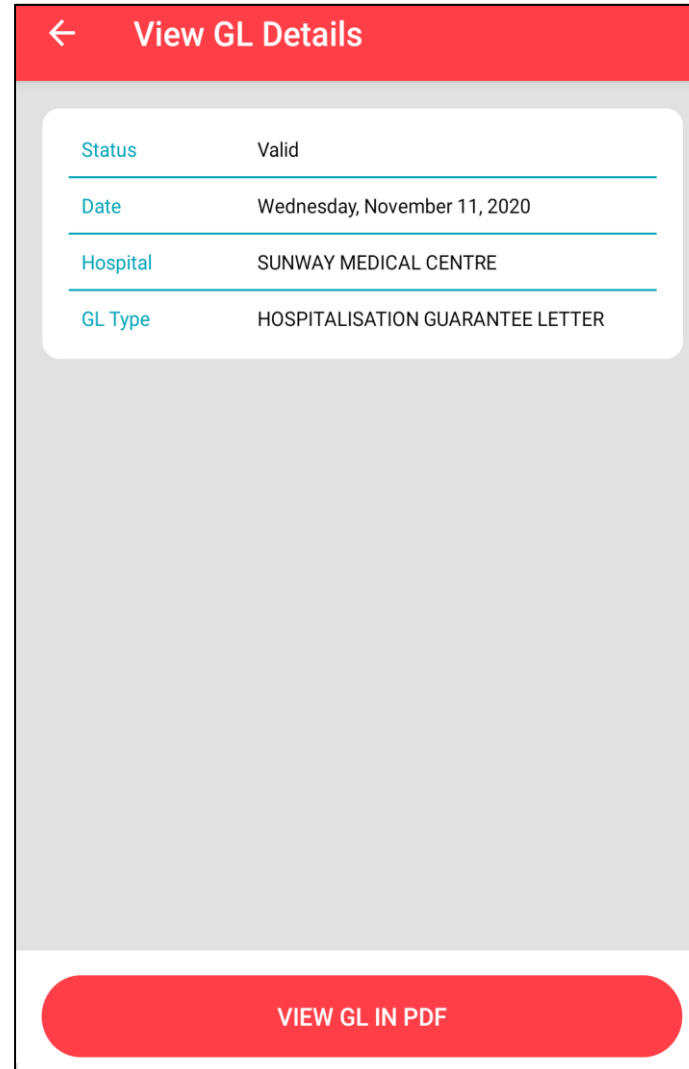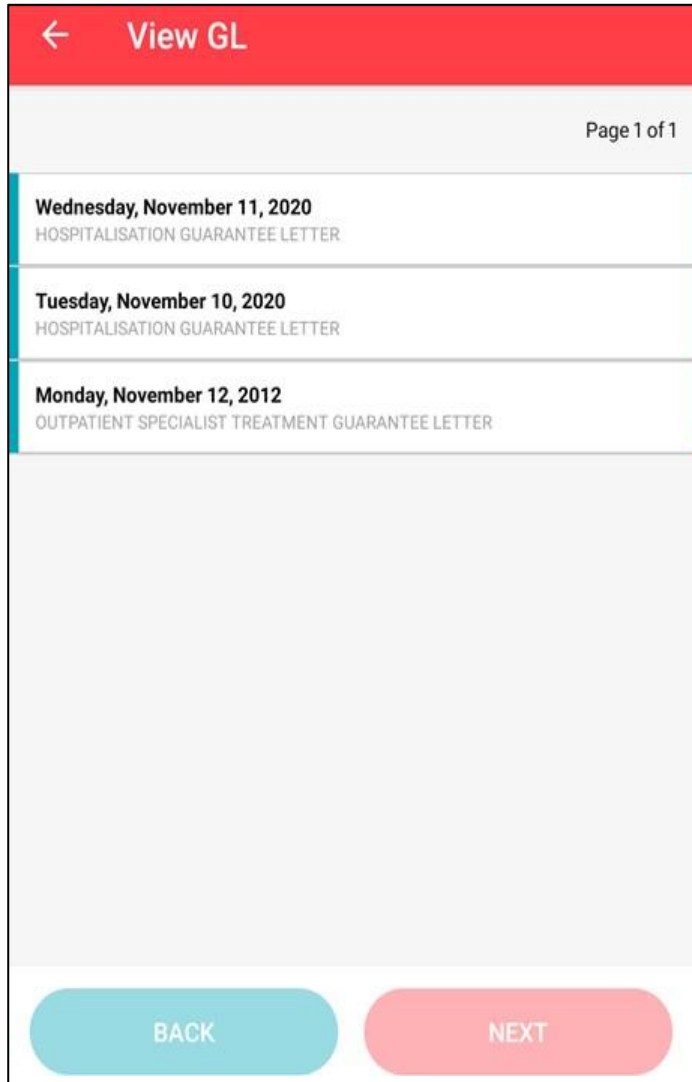


1. User to select GL record.

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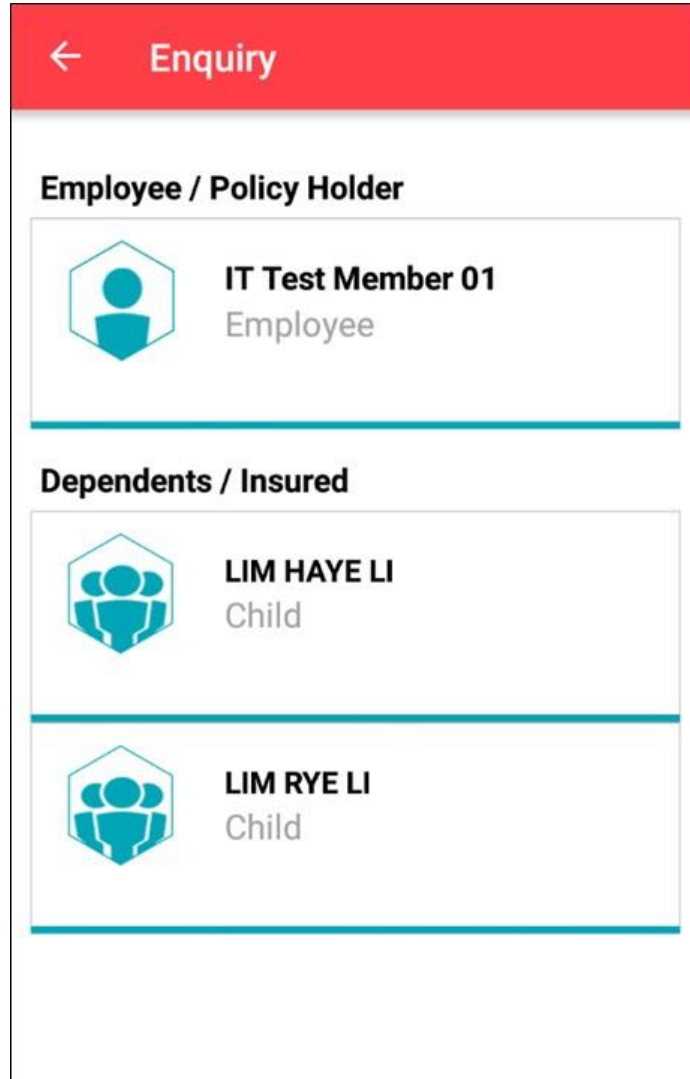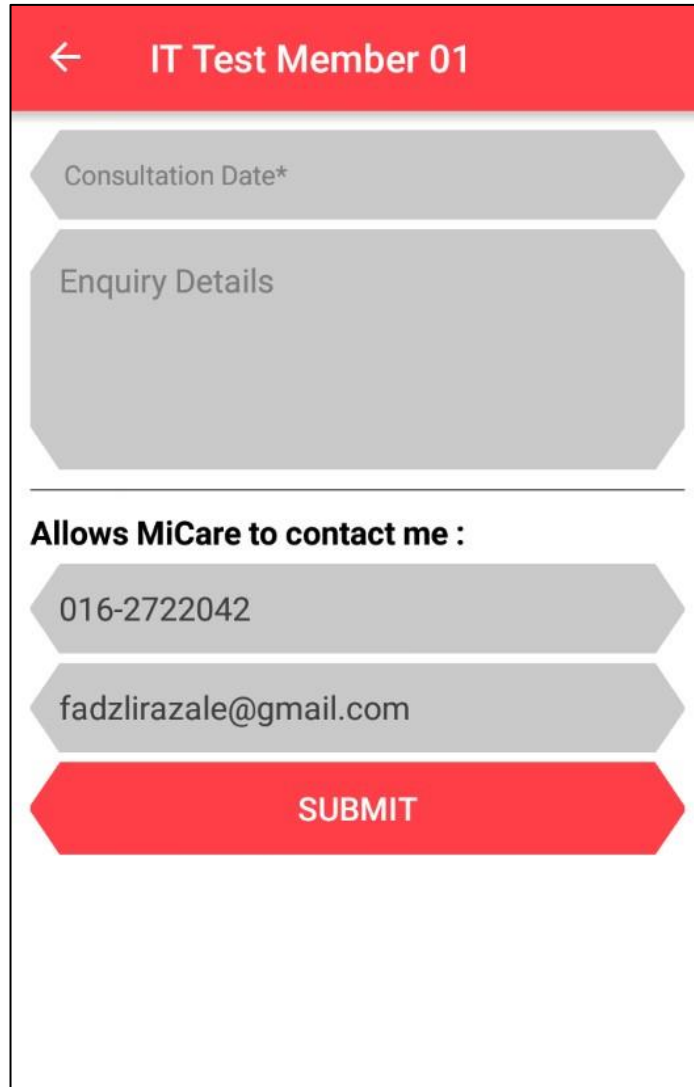
3. User can view GL in PDF form.

# Guarantee Letter



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

# Enquiry



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

# Enquiry

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.*

# Important Contact Details

**MiCare Contact Centre**

24 x 7 Medical Helpline (Toll-Free):

**1-800-88-9866**

E-Mail (on administrative matters):

**[callcenter@micaresvc.com](mailto:callcenter@micaresvc.com)**

Fax No. (24 Hours):

**603-7847-4304 (24 hours)**

# Thank You