

GETB's Solutions

MiCare Mobile App USER MANUAL



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MiCare Mobile App

MyMed Key Features



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E-Medical Card

Locate Panel Providers

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View Claims History







Welcome Email

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Please refer below for steps to register in the MiCare Mobile Apps:

- 1. Search for iOS devices at the App Store for "MiCare MyMed" (without the quotes)
- 2. Search for "MiCare Mymed" (without the quotes) for Android devices at Google Play
- 3. Use your undersigned User ID below to register as a new user
- 4. Key in your temporary password as shown below to log in to Mobile Apps (If you have logged in to the web portal, please use your new password)
 - Your User ID: NRIC/Passport No without dash
 - Your First-time login: DOB (ddmmyyyy)

Kindly take note that if you did not receive Welcome Email, you can use login credential to access our mobile apps.



MiCare Mobile App How to Download

Open Google Play / Apps Store / App Gallery on the phone & find "MiCare MyMed" or scan the QR Code to download the MyMed app













Private & Confidential

Login MyMed App

If you forgot your user ID or password, please contact MiCare via callcenter@micaresvc.com or call our toll free No 1800-88-7940, for assistance.



Login Page

Login with the User ID and password provided No registration required



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Dashboard – Utilization & Claim History









My Profile





Medical Card





Panel Provider Locator How to Find and Choose a Panel Provider



Request Guarantee Letter

Inpatient GL

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Track Guarantee Letter

For inpatient guaranteed letter only



Request Guarantee Letter

Post Hospitalization GL (for post on per GL arrangement only)



Claim Submission

Pre/Post Hospitalization

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Claim Submission

Inpatient Claim

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Logout





Contact Details

MiCare

Great Eastern Takaful Berhad

EMGS



1800-88-7940 (24/7 Medical Helpline (Toll-Free)

03-7847-4304 (24 Hours Fax No)



callcenter@micaresvc.com



https://eclaims.micaresvc.com

Claim Submission

Micare Claims HQ : claims HQ : claims HQ : claims hq@micaresvc.com

GETB Claim : groupclaims submission@greateasterntakaful.com Card Replacement & Other Queries

enquiry@emgs.com.my

03-27825888