



# Great Eastern Takaful Berhad (GETB) International Student Medical Takaful Via Education Malaysia Global Services (EMGS)

GETB X EMGS



*Great Eastern Takaful Berhad is a member of PIDM. The benefit(s) payable under eligible certificate/product is (are) protected by Perbadanan Insurans Deposit Malaysia (PIDM) up to limits.*

*Please refer to PIDM's Takaful and Insurance Benefits Protection System (TIPS) Brochure or contact Great Eastern Takaful Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).*

*You may obtain a copy of the PIDM's TIPS Brochure from Great Eastern Takaful Berhad official website : (<https://www.greateastertakaful.com/content/dam/corp-site/takaful/geltk/brand-comms/footer/getb-bcd-hp-pidm-brosur-tips.pdf>)*

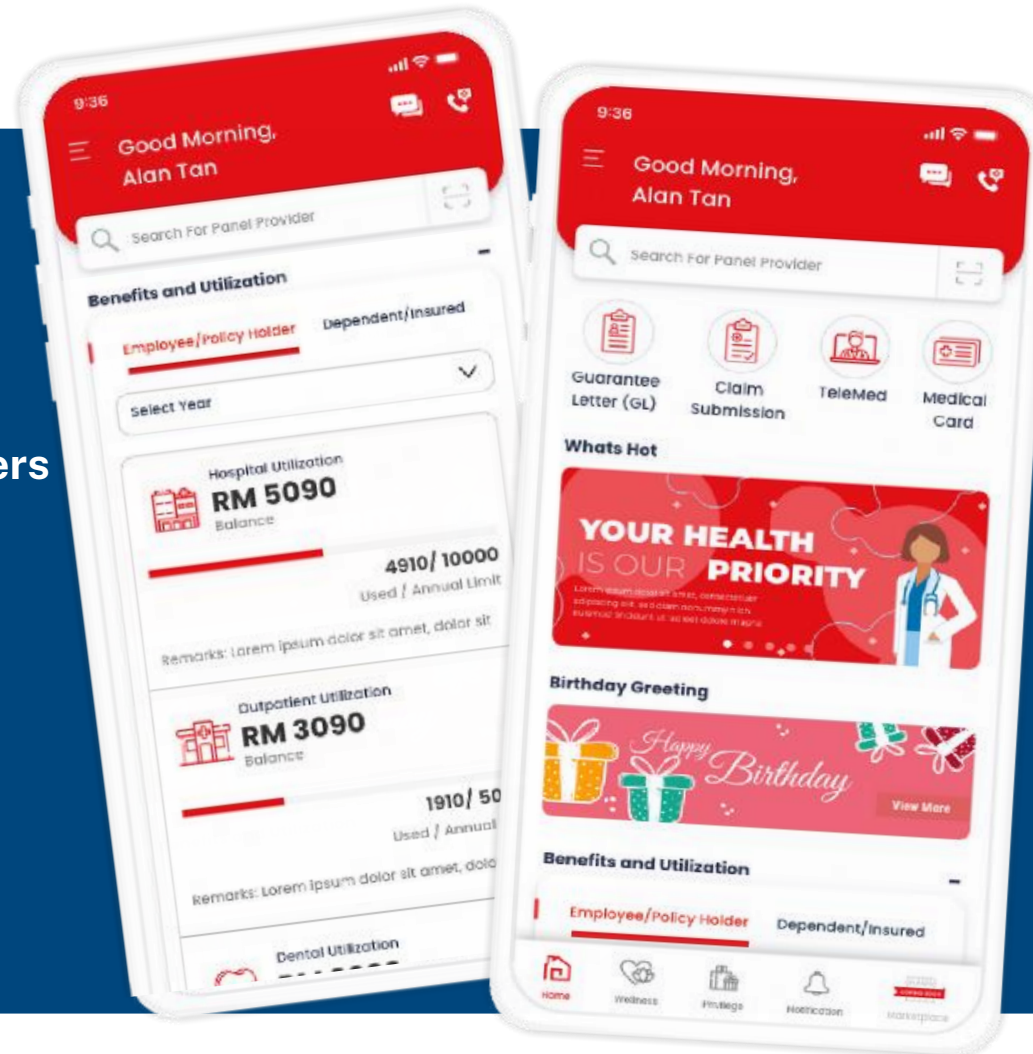
# MiCare Mobile App User Manual

# 01

# MiCare Mobile App

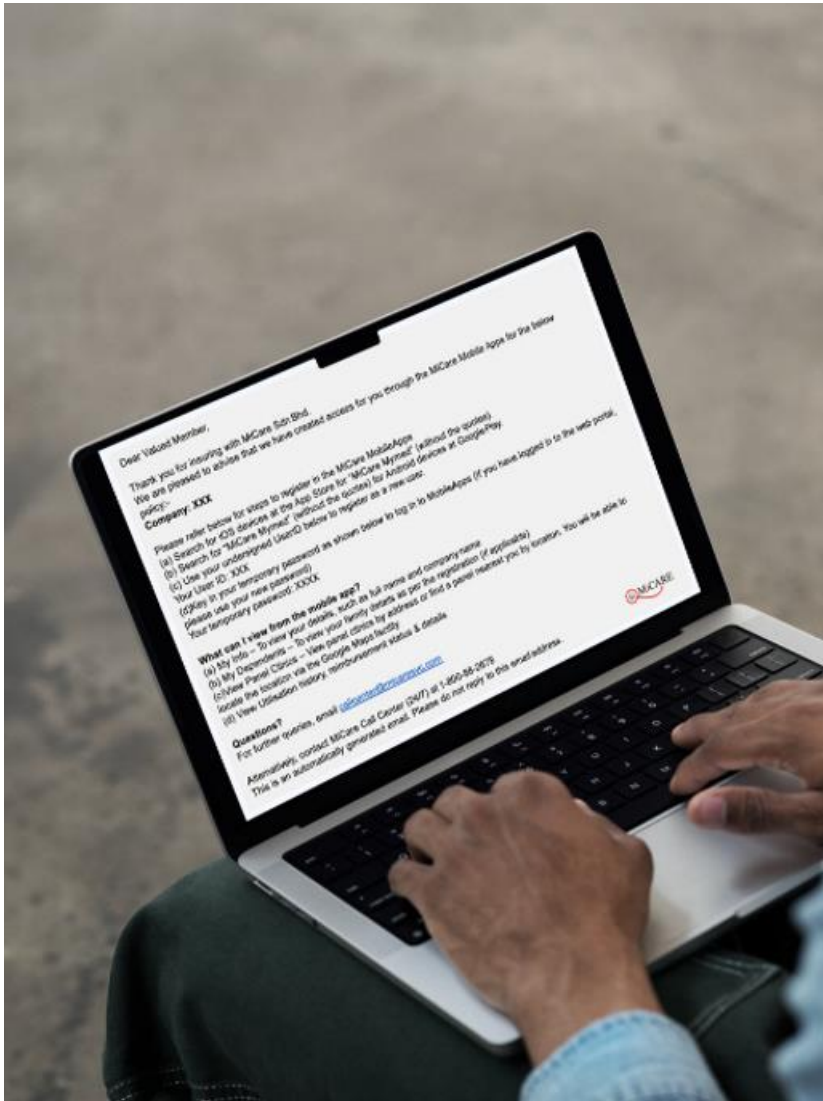
## MyMed Key Features

- ✓ E-Medical Card
- ✓ Locate Panel Providers



- ✓ Claims Submission
- ✓ View Claims History
- ✓ View Claims Utilization
- ✓ View Benefits

# Welcome Email



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)

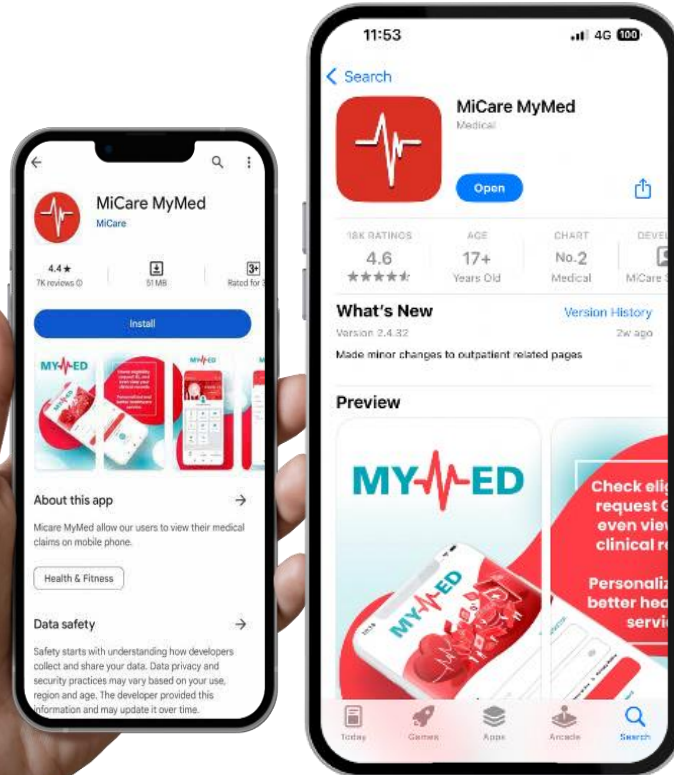
- **Your User ID: NRIC/Passport No without dash**
- **Your First-time login: DOB (ddmmyyyy)**

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



# Login MyMed App

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

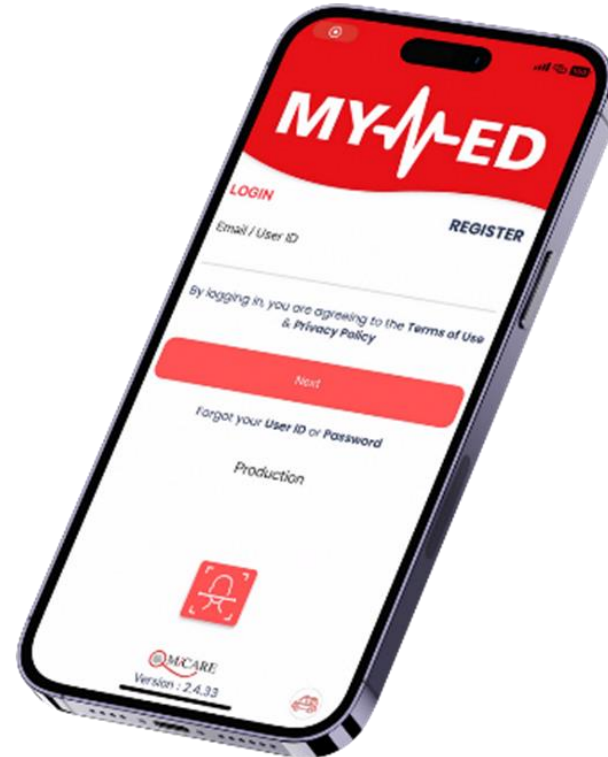
## To view Insured account:

Login Details

User ID : NRIC/Passport No.  
(Format: without "-")

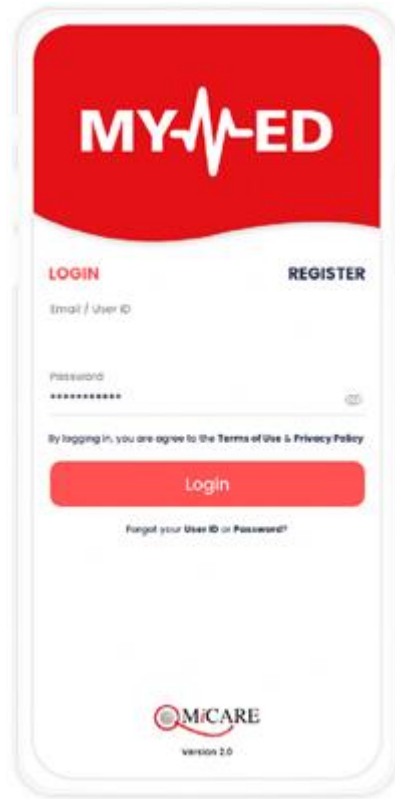
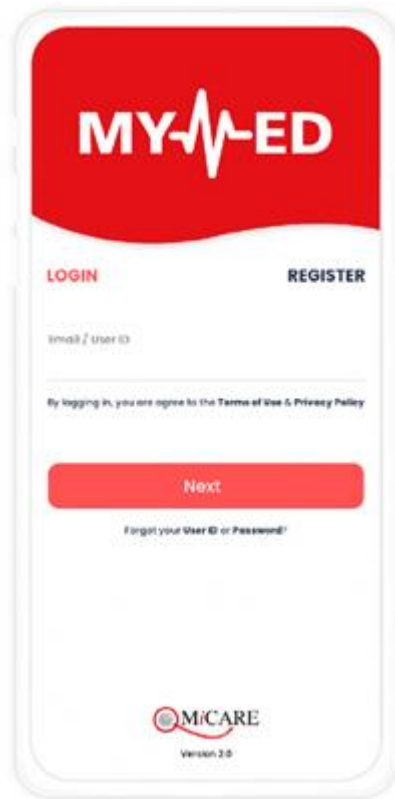
Password : DOB  
(Format: ddmmyyyy)

Sample:  
User ID: 80000112222  
Password: 00001980

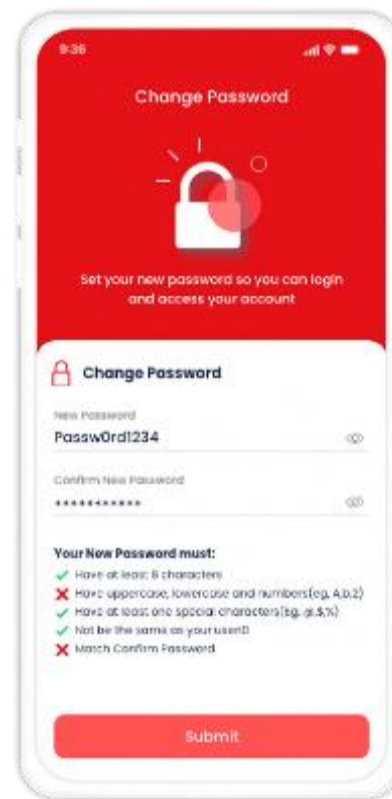


# Login Page

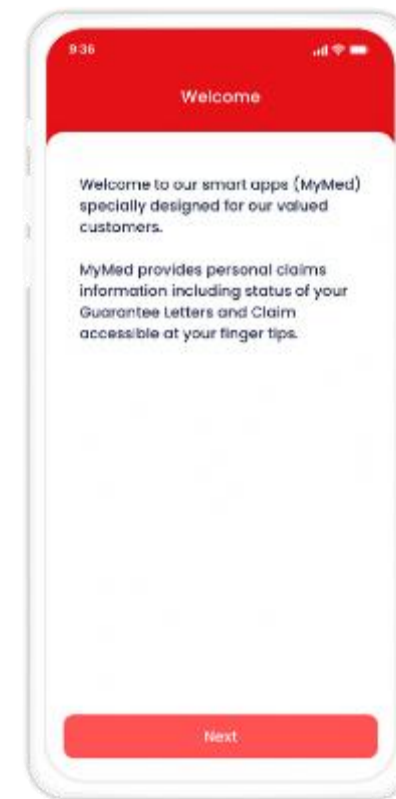
Login with the User ID and password  
provided  
No registration required



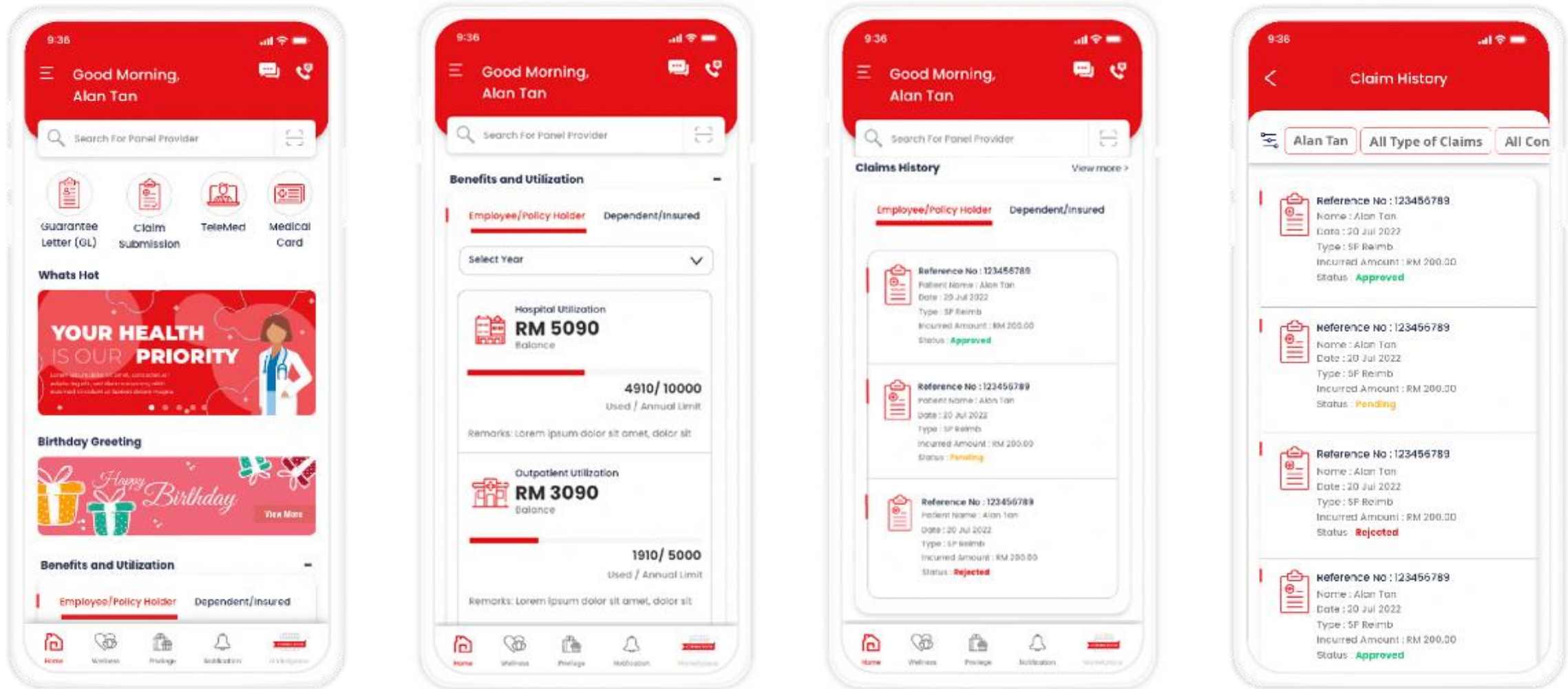
Change  
Password  
(First timer only)



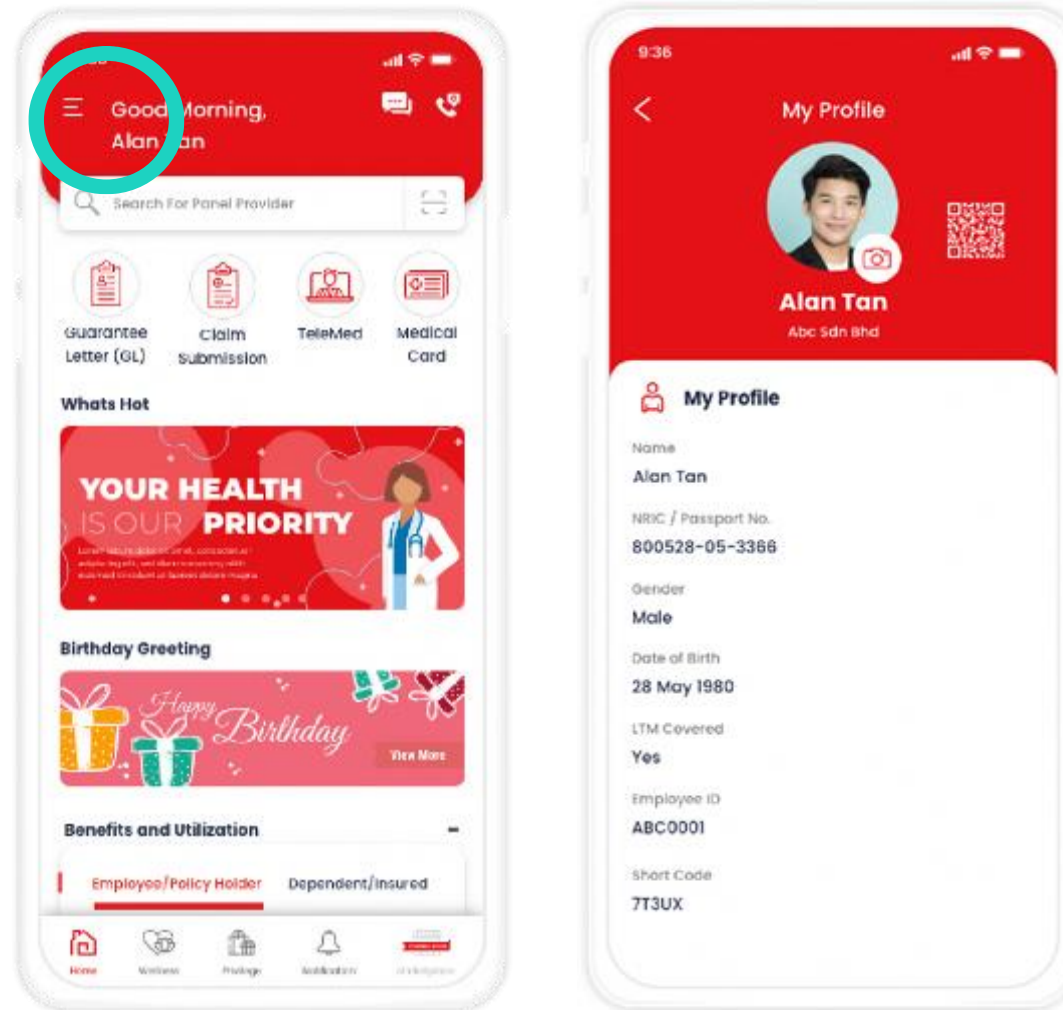
Welcome Page  
(First timer  
only)



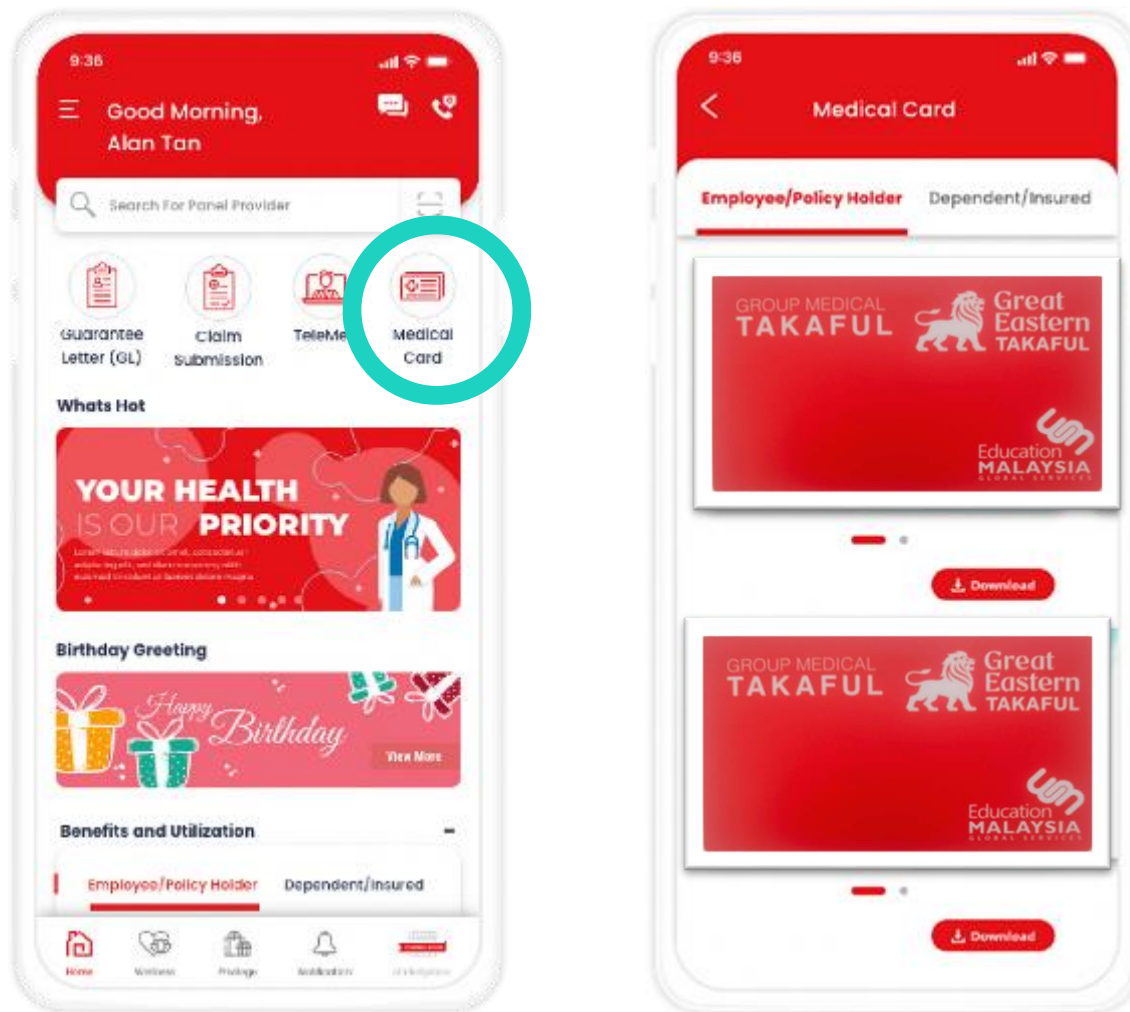
# Dashboard – Utilization & Claim History



# My Profile

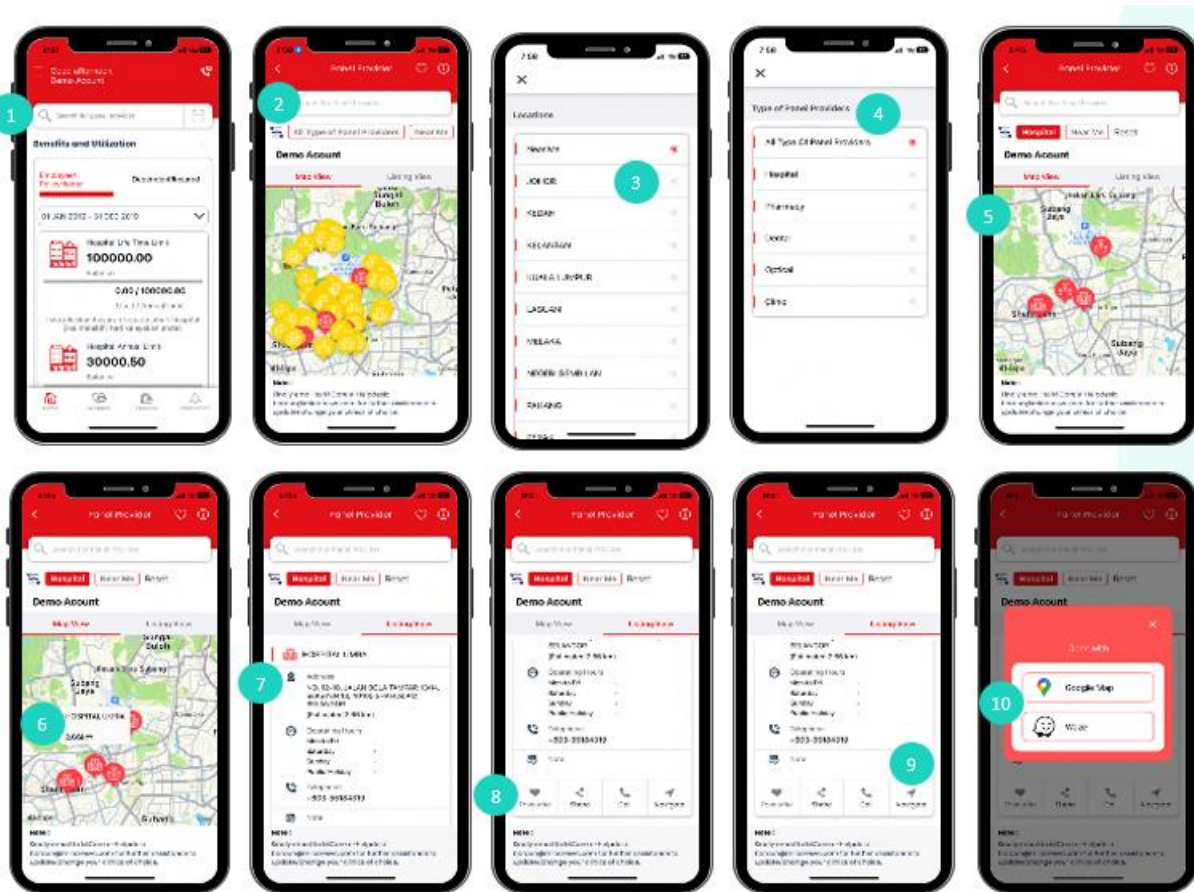


# Medical Card



# Panel Provider Locator

## How to Find and Choose a Panel Provider



- 1 Go to the home screen and click on the "Search for Panel Provider" tab.
- 2 Filter locations and types of panel providers according to your preferences. Please refer to Preferred Hospital & GP network in EMGS website
- 3 Use the Locations filter to search by proximity or state preference.
- 4 Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Hospital.
- 5 The map displays the nearest hospitals.
- 6 Select your preferred hospital.
- 7 View the hospital's details in the listing, including its address, operating hours, and telephone number.
- 8 You can favorite, share, or call the hospital directly.
- 9 Finally, navigate to the hospital by choosing directions.
- 10 Pick Google Maps or Waze for navigation.

# Request Guarantee Letter

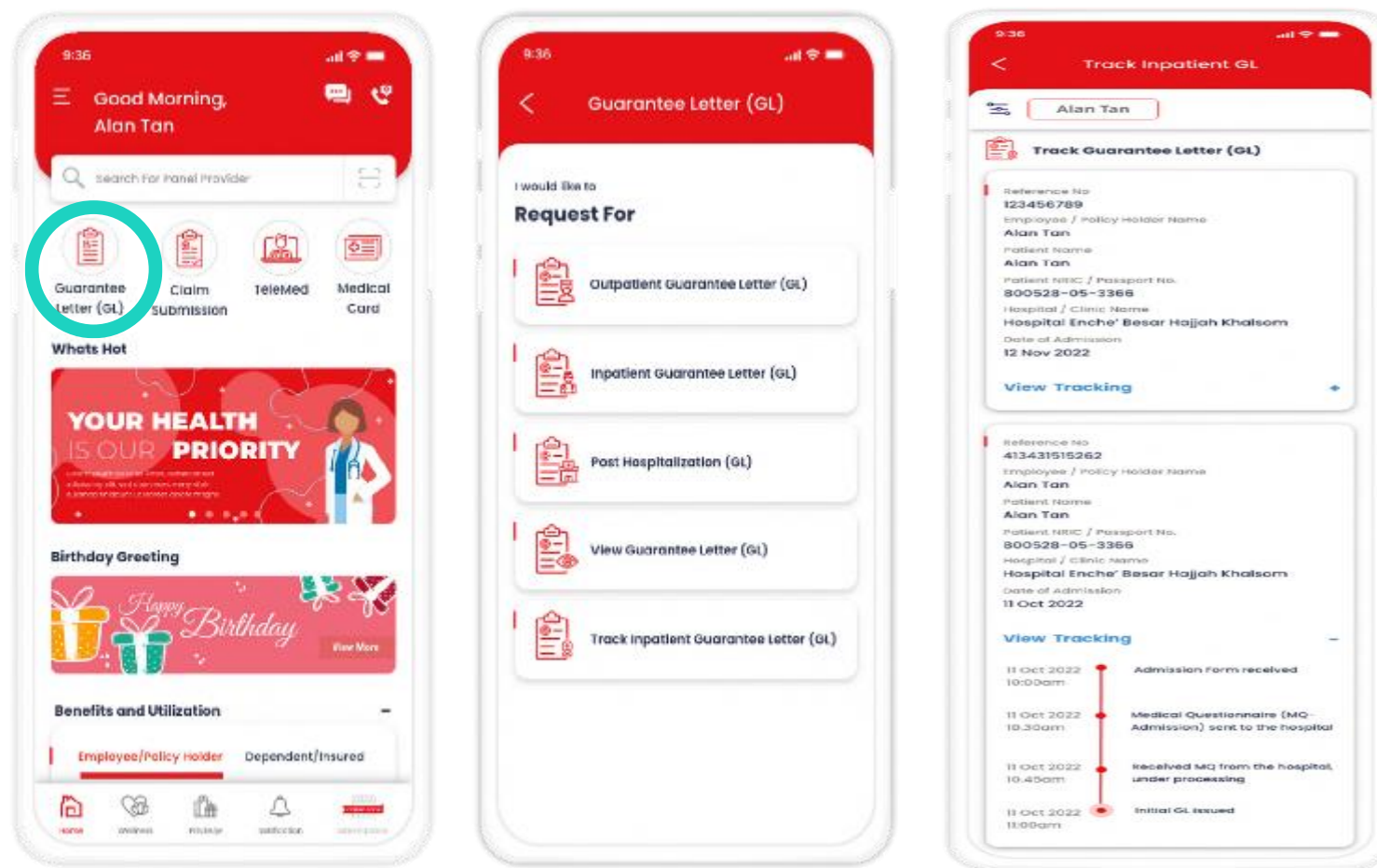
## Inpatient GL

The screenshots illustrate the following steps in the mobile application:

- Home Screen:** Displays the user's name (Good Morning, Alan Tan) and a search bar. The 'Guarantee Letter (GL)' icon is highlighted with a red circle. Other icons include Claim Submission, TeleMed, and Medical Card. Below are sections for 'What's Hot' (Health Priority), 'Birthday Greeting', and 'Benefits and Utilization'.
- Claim Submission:** A screen titled 'Claim Submission' with a progress indicator (1/3). It lists options: Outpatient Clinical, Outpatient Specialist, Admission Claim (Inpatient) (highlighted with a red circle), Pre/Post Hospital (Inpatient), and Others. A note at the bottom states: 'NOTE: Please keep the original receipt should IHR require for further verification.'
- Inpatient GL Step 1:** A screen titled 'Inpatient GL' with a progress indicator (1/4). It asks 'I would like to request for Inpatient Guarantee Letter (GL) For' and provides a dropdown menu with the text '-- Please Select --'.
- Inpatient GL Step 2:** A screen titled 'Inpatient GL' with a progress indicator (2/4). It asks 'I would like to request for Inpatient Guarantee Letter (GL) For IT Test Member 03 (NRIC0003)'. It then asks 'Is the treating doctor had confirmed admission is required?' with 'No' and 'Yes' buttons.
- Inpatient GL Step 3:** A screen titled 'Inpatient GL' with a progress indicator (3/4). It asks 'Have you completed the Pre-Admission Form provided by hospital?' and shows a sample form with a 'View Sample Pre-Admission Form' button. It also has 'No' and 'Yes' buttons.

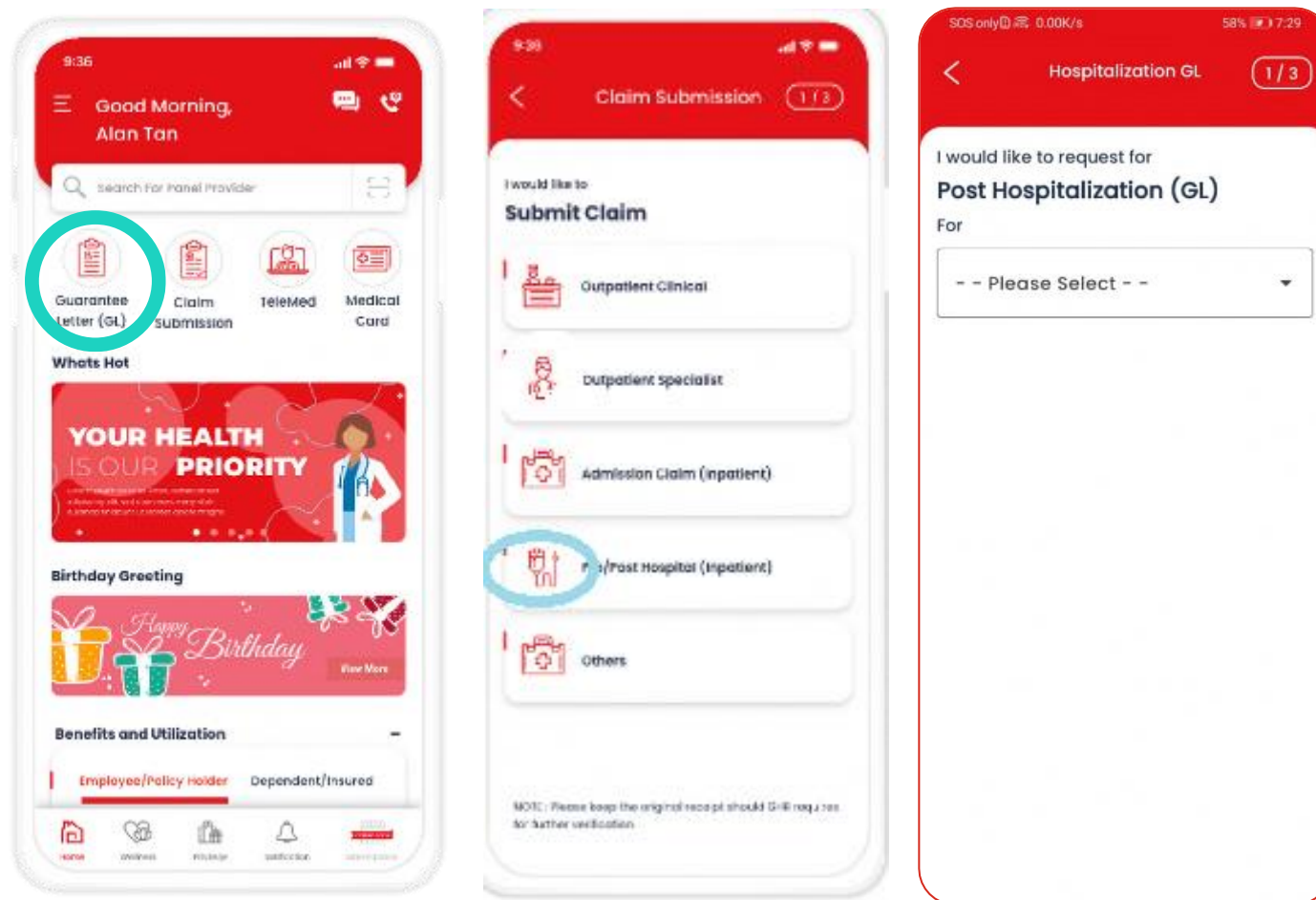
# Track Guarantee Letter

For inpatient guaranteed letter only



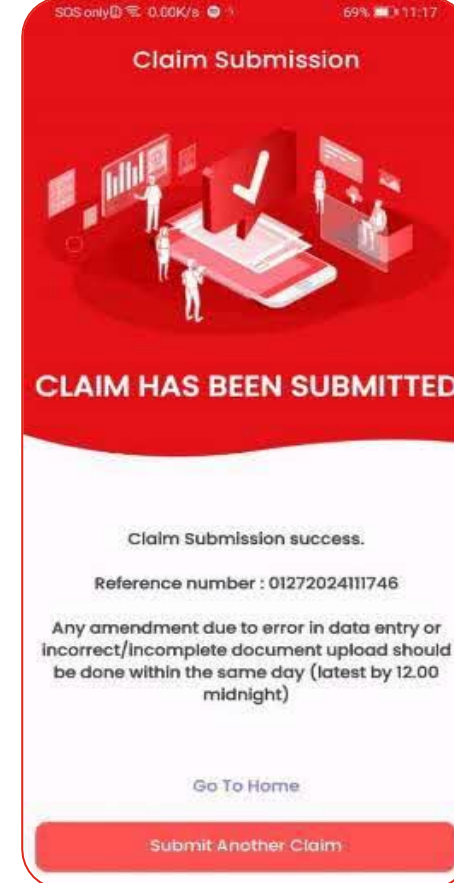
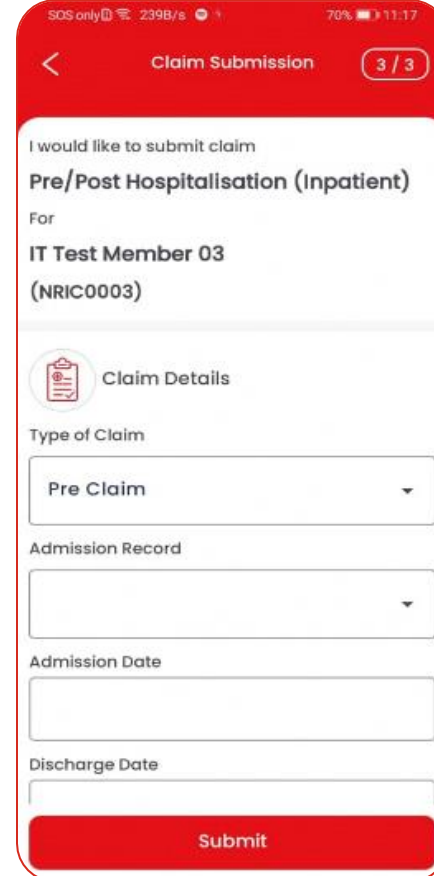
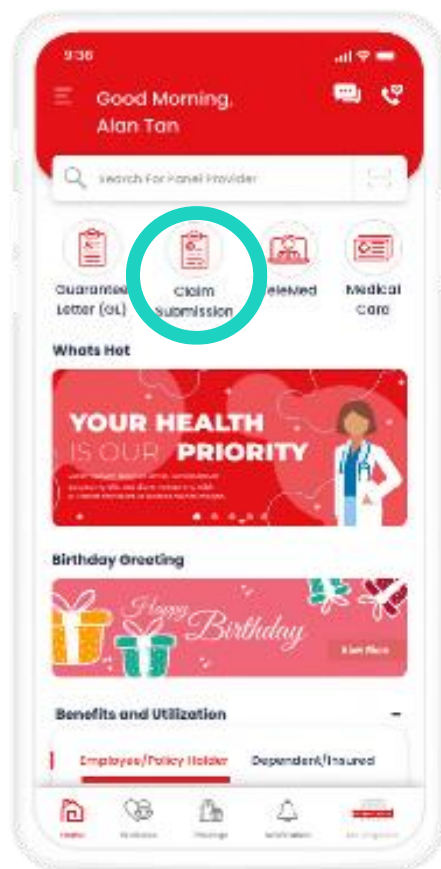
# Request Guarantee Letter

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



# Claim Submission

## Pre/Post Hospitalization



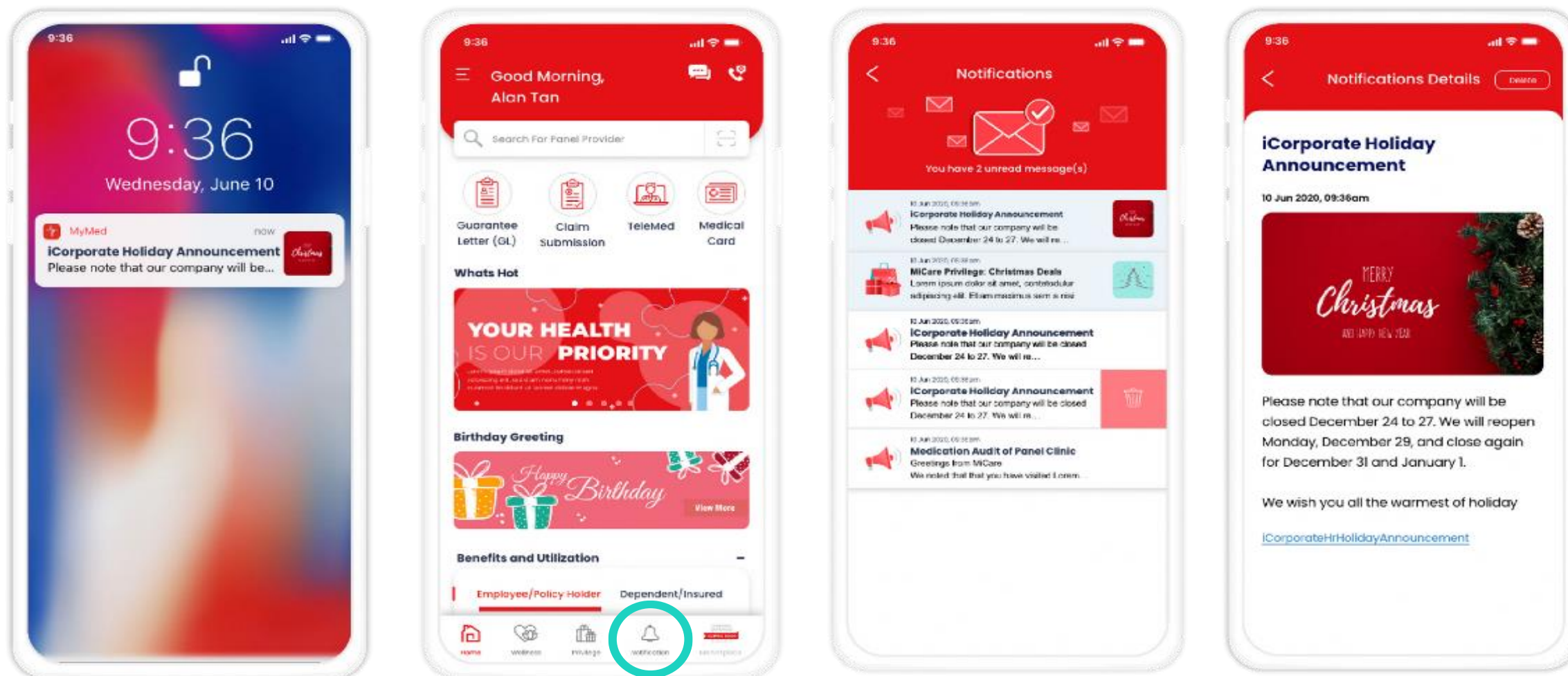
# Claim Submission

## Inpatient Claim

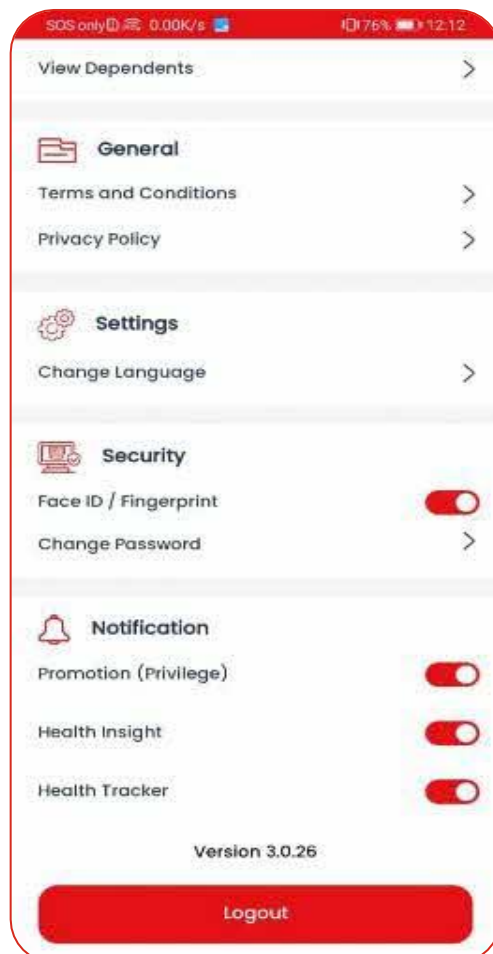
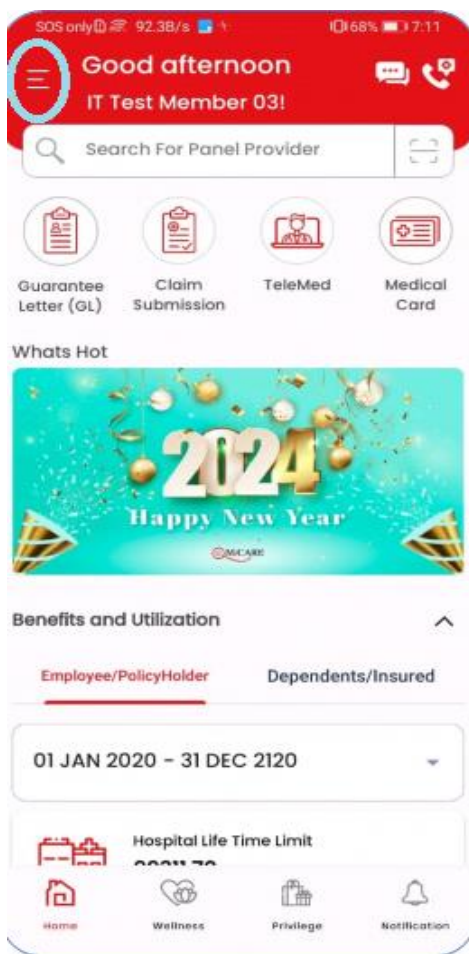
The sequence of screenshots illustrates the 'Claim Submission' process for an inpatient claim:

- Home Screen:** Shows the user's name (Alan Tan) and a navigation bar with icons for 'Guaranteed Letter (GL)', 'Claim Submission' (highlighted with a red circle), 'eMed', and 'Medical Card'. Below is a 'What's Hot' section with a 'YOUR HEALTH IS OUR PRIORITY' banner and a 'Birthday Greeting' banner.
- Claim Submission (1/3):** The user selects 'Submit Claim'. The screen lists options: 'Outpatient Clinical', 'Outpatient Specialist', 'Admission Claim (Inpatient)' (highlighted with a red circle), 'Pre/post Hospital (Inpatient)', and 'Others'.
- Claim Submission (2/3):** The user selects 'Admission Claim (Inpatient)'. The screen shows a dropdown menu for 'For' with the text '-- Please Select --'.
- Claim Submission (3/3):** The user selects 'IT Test Member 03 (NRIC0003)'. The screen shows 'Claim Details' with fields for 'Admission Date', 'Discharge Date', and 'Final Diagnosis'. A red 'Submit' button is at the bottom.
- Claim Submission:** A confirmation screen with the text 'CLAIM HAS BEEN SUBMITTED'. It includes the message 'Claim successfully submitted. Reference number : 01272024111834.' and a note: 'Any amendment due to error in data entry or incorrect/incomplete document upload should be done within the same day (latest by 12.00 midnight)'. A 'Go To Home' button and a 'Submit Another Claim' button are at the bottom.

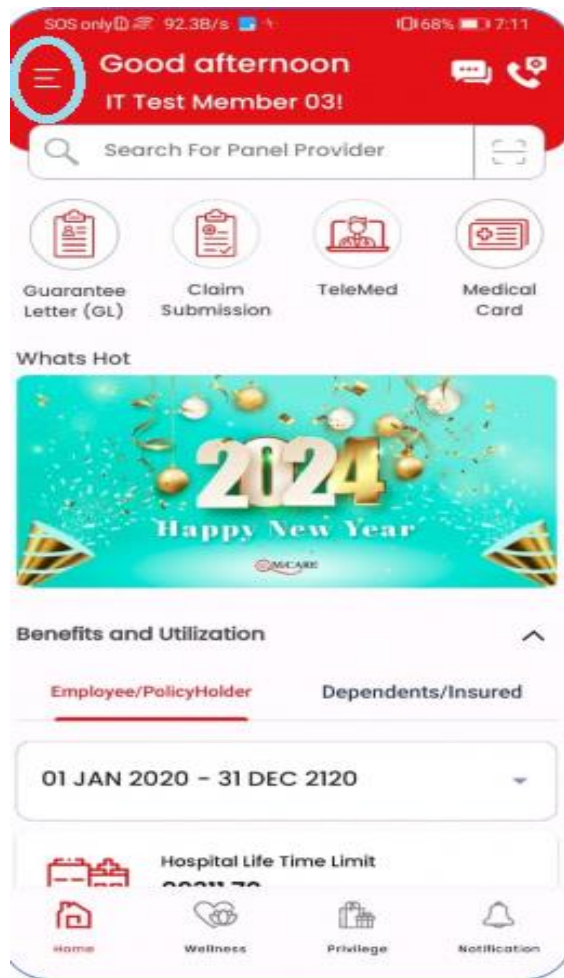
# Notification



# Change Password



# Logout



# Contact Details

## MiCare



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

03-7847-4304  
(24 Hours Fax No)



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



<https://eclaims.micaresvc.com>

## Great Eastern Takaful Berhad

### Claim Submission

**Micare Claims HQ :**  
[claimshq@micaresvc.com](mailto:claimshq@micaresvc.com)

**GETB Claim :**  
[groupclaims\\_submission@greateasterntakaful.com](mailto:groupclaims_submission@greateasterntakaful.com)

## EMGS

### Card Replacement & Other Queries

[enquiry@emgs.com.my](mailto:enquiry@emgs.com.my)  
03-27825888



Thank you