



GETB's Solutions

MiCare Mobile App USER MANUAL

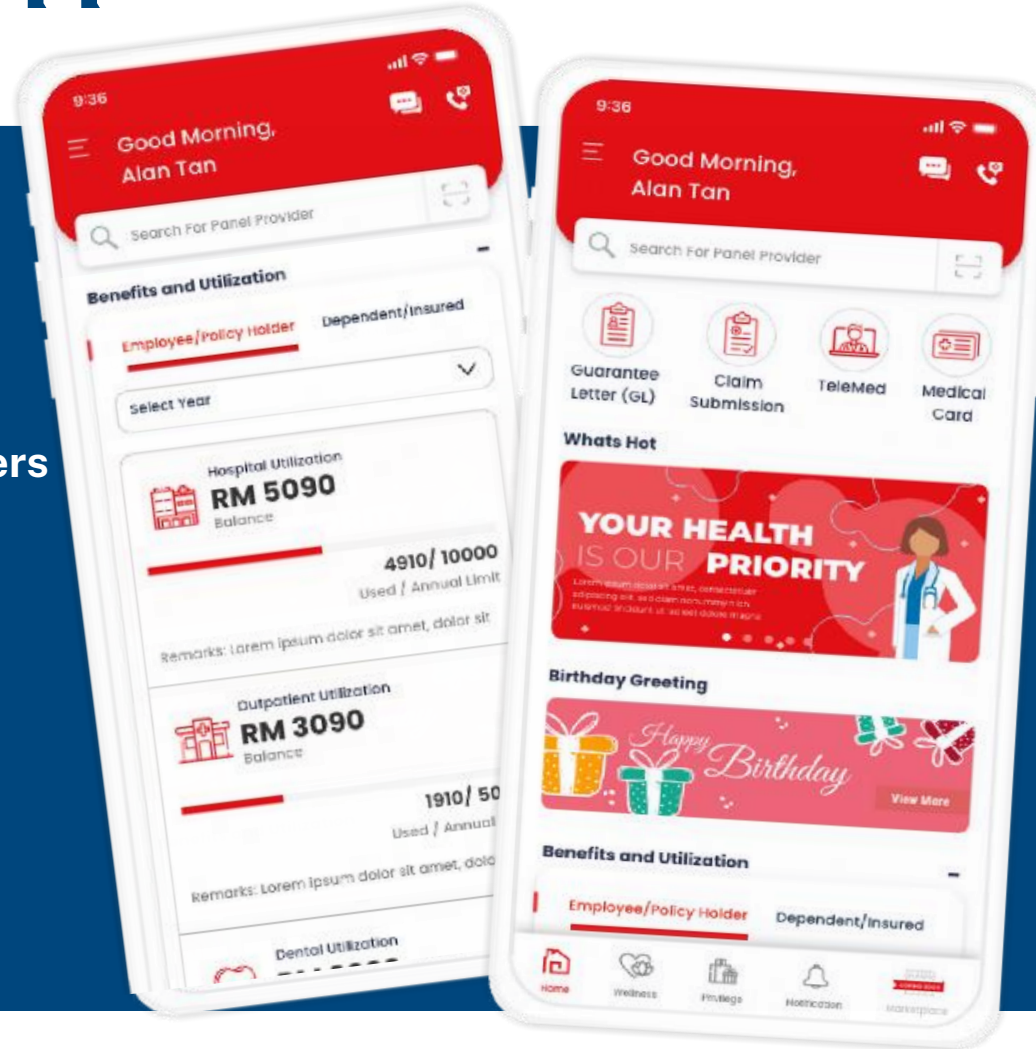


**Mencapai
Kejayaan**

MiCare Mobile App

MyMed Key Features

- ✓ E-Medical Card
- ✓ Locate Panel Providers



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

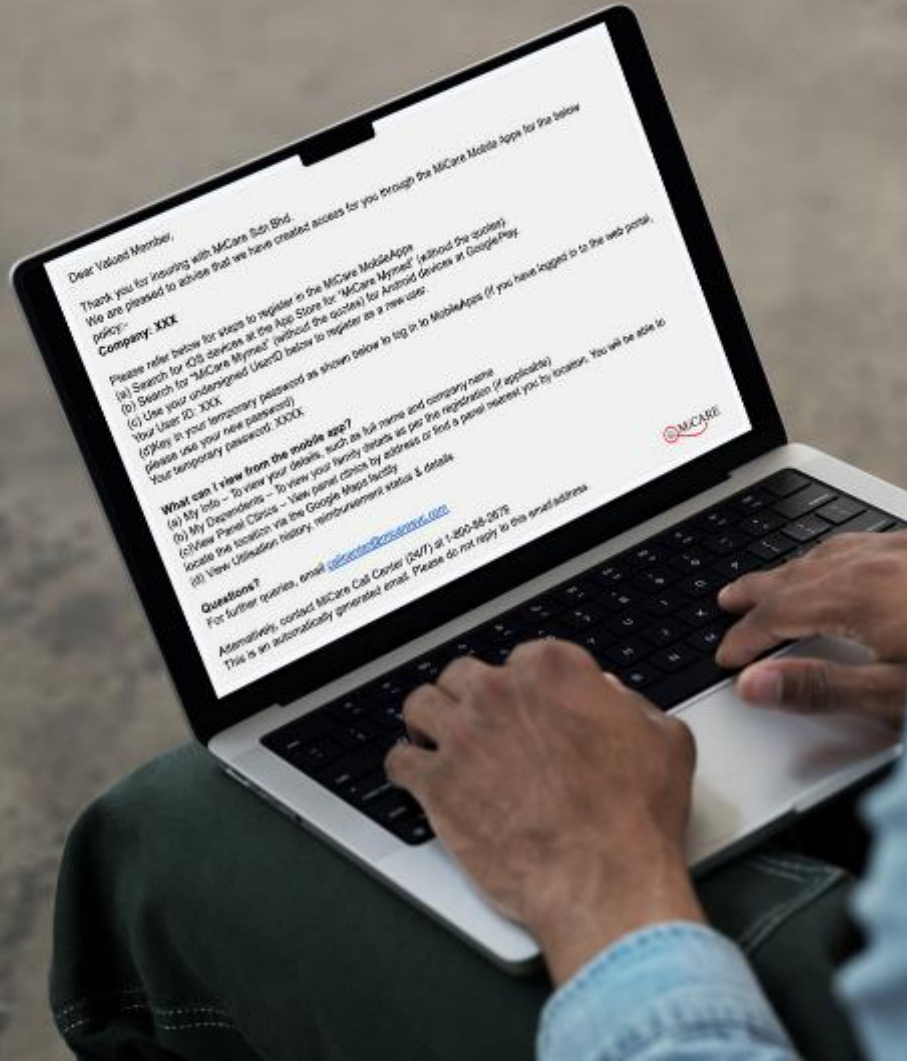
Welcome Email

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 or password, please contact MiCare via 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 "-")

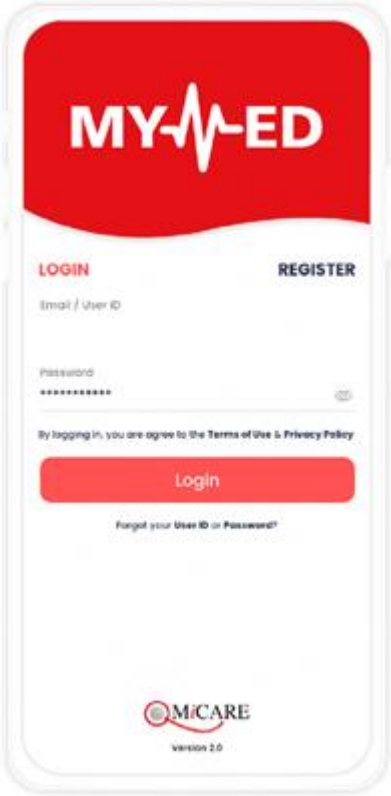
Password : DOB
(Format: ddmmyyyy)

Sample:
User ID: 80000112222
Password: 00001980

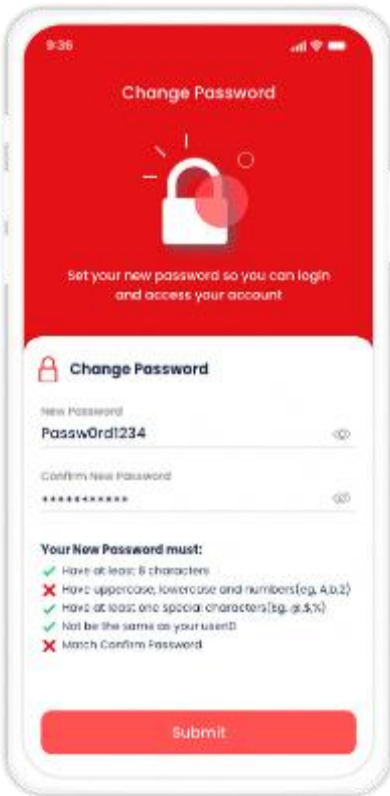


Login Page

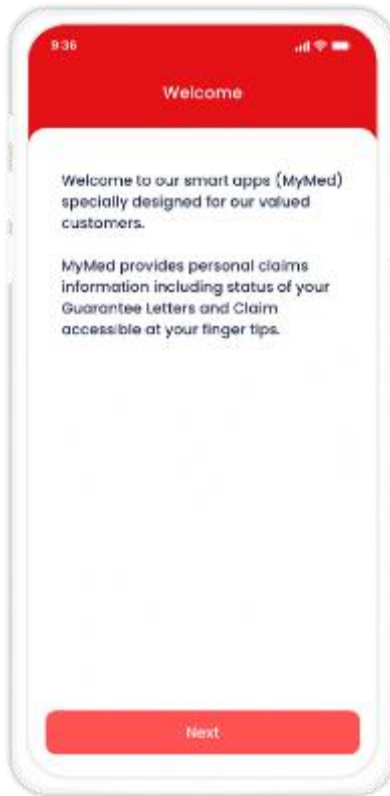
Login with the User ID and password provided
No registration required



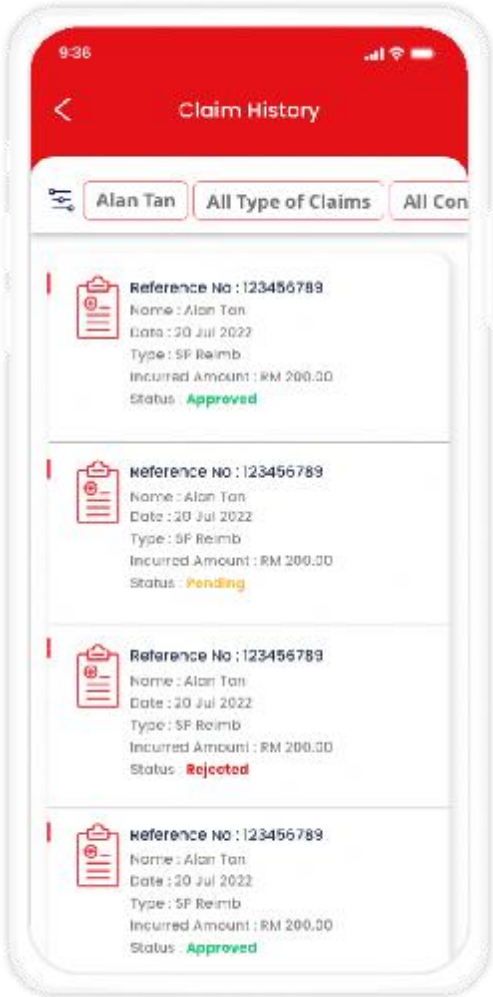
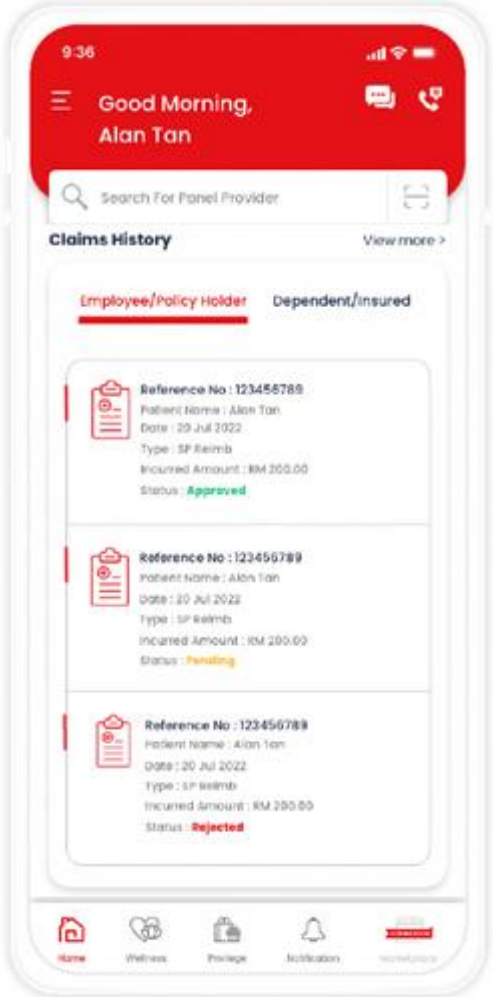
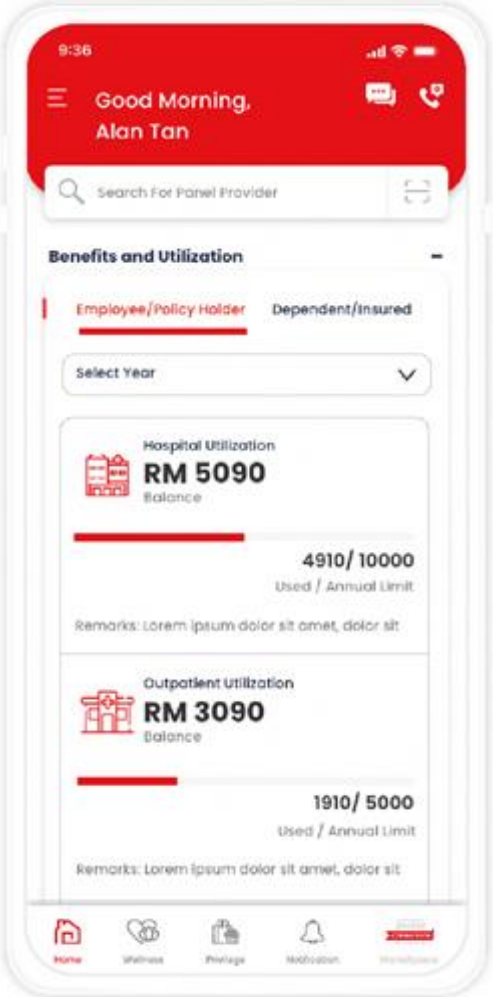
Change Password
(First timer only)



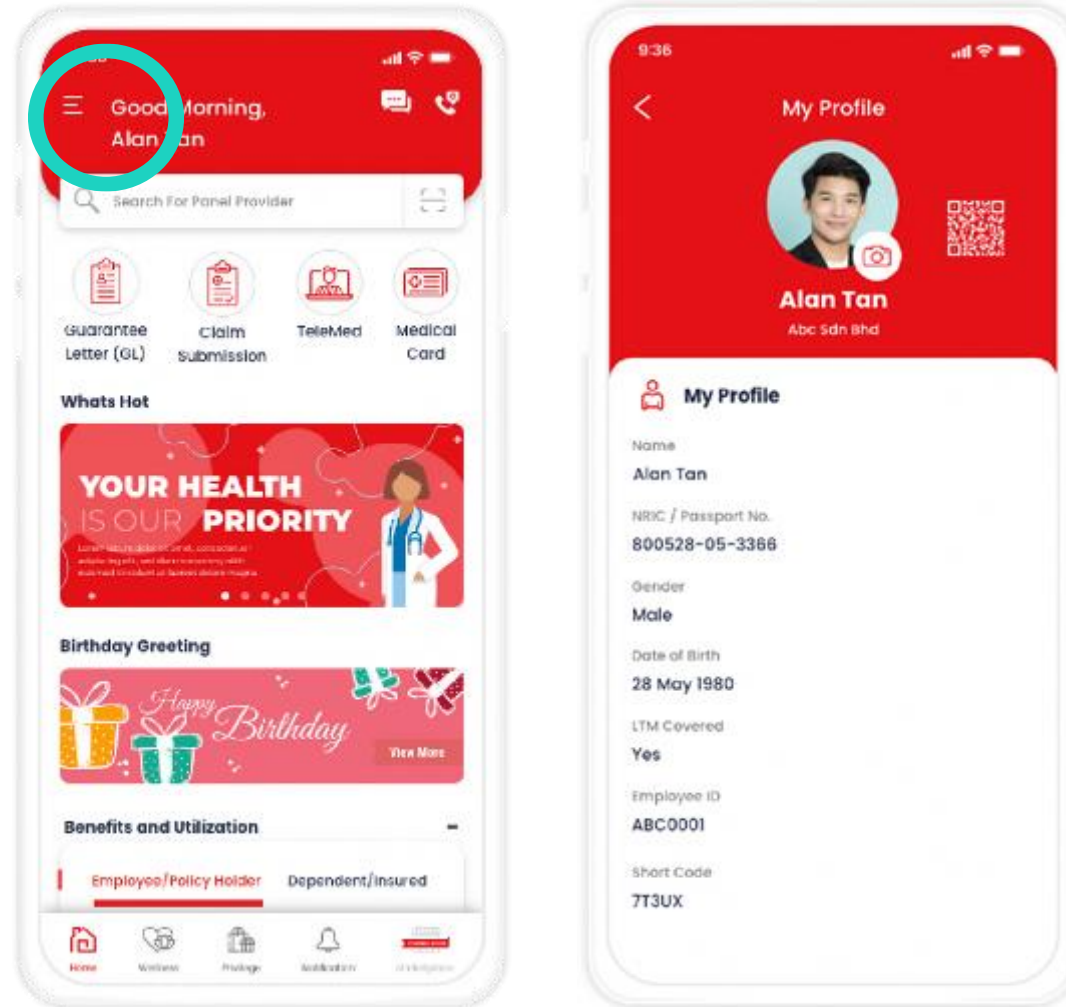
Welcome Page
(First timer only)



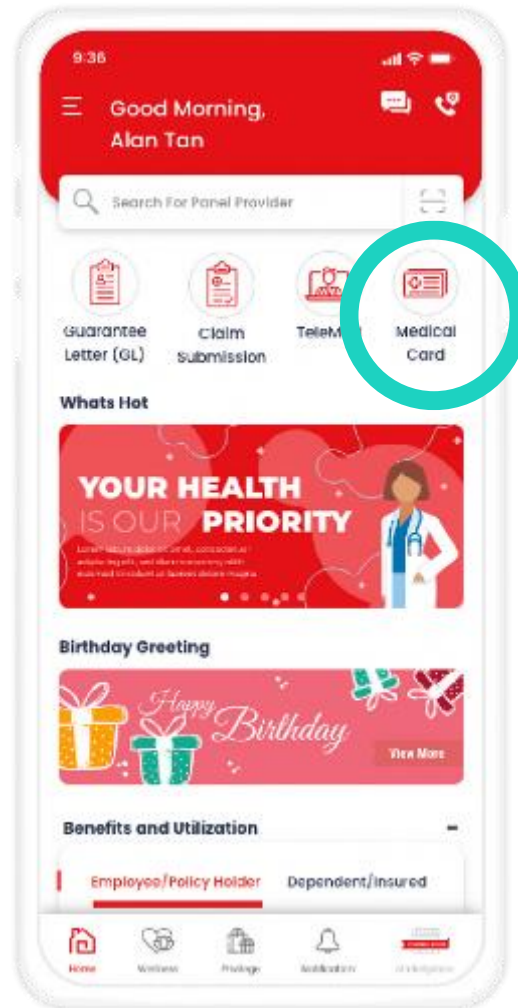
Dashboard – Utilization & Claim History



My Profile

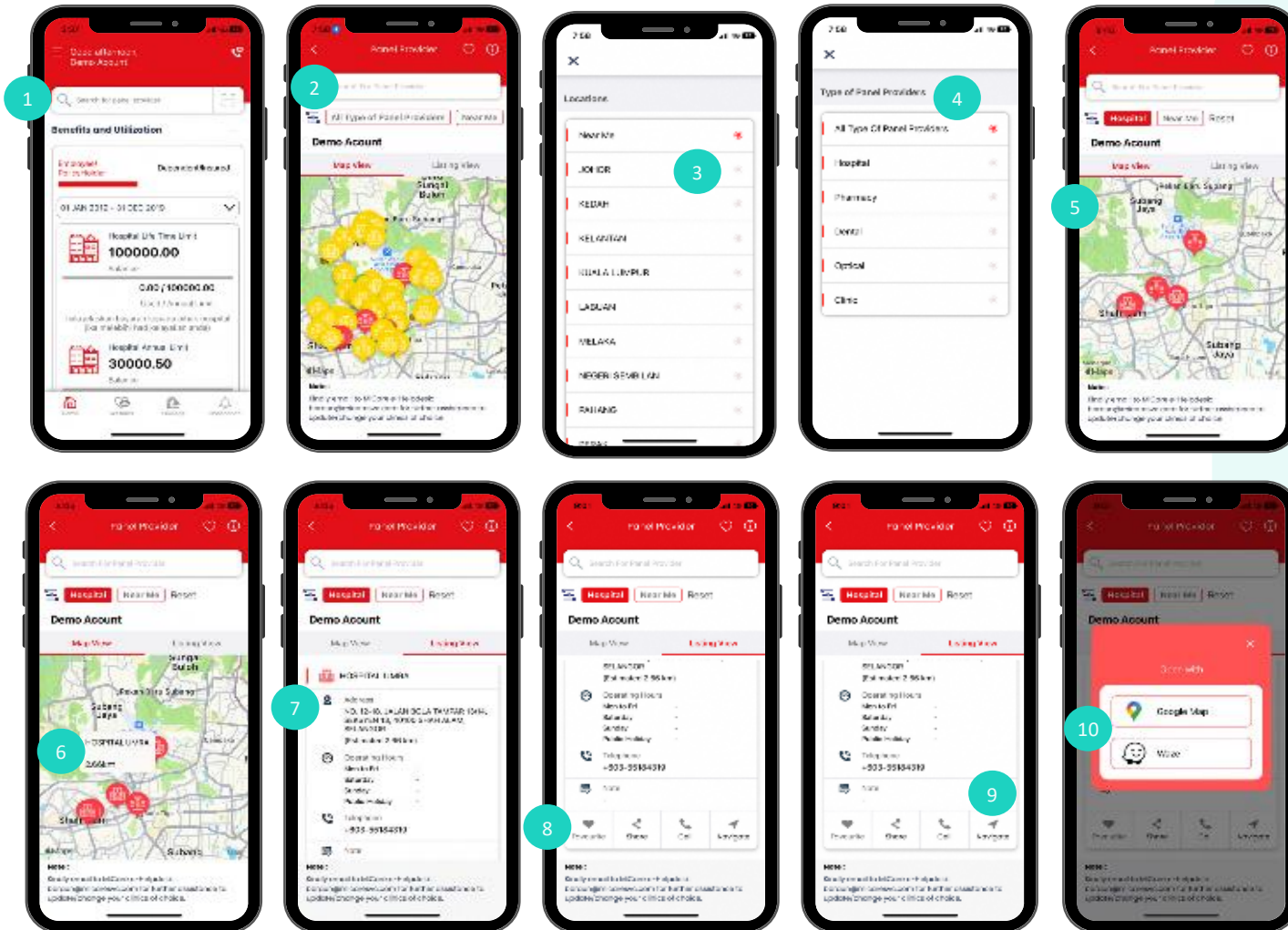


Medical Card



Panel Provider Locator

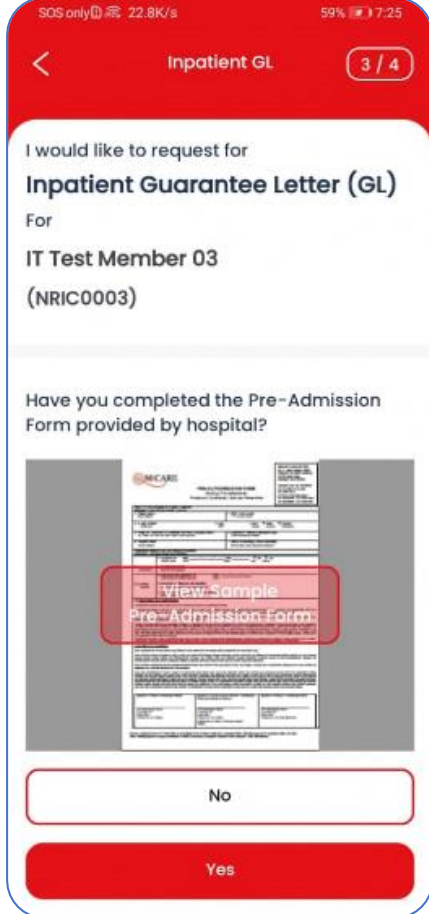
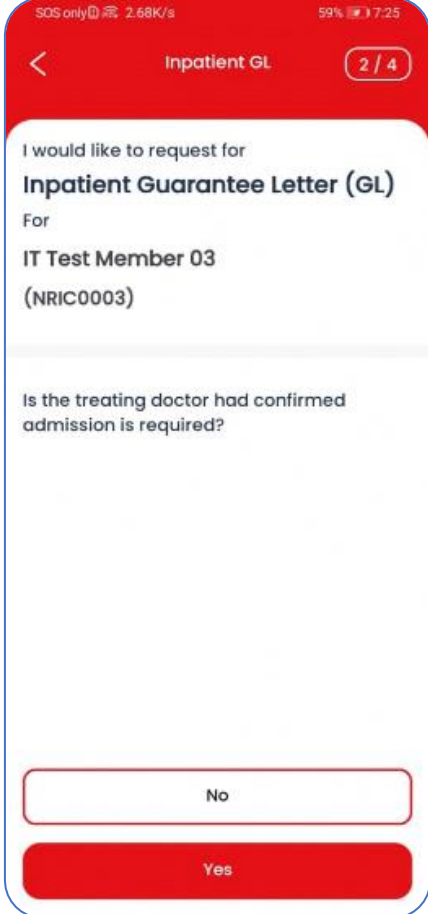
How to Find and Choose a Panel Provider



- 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.

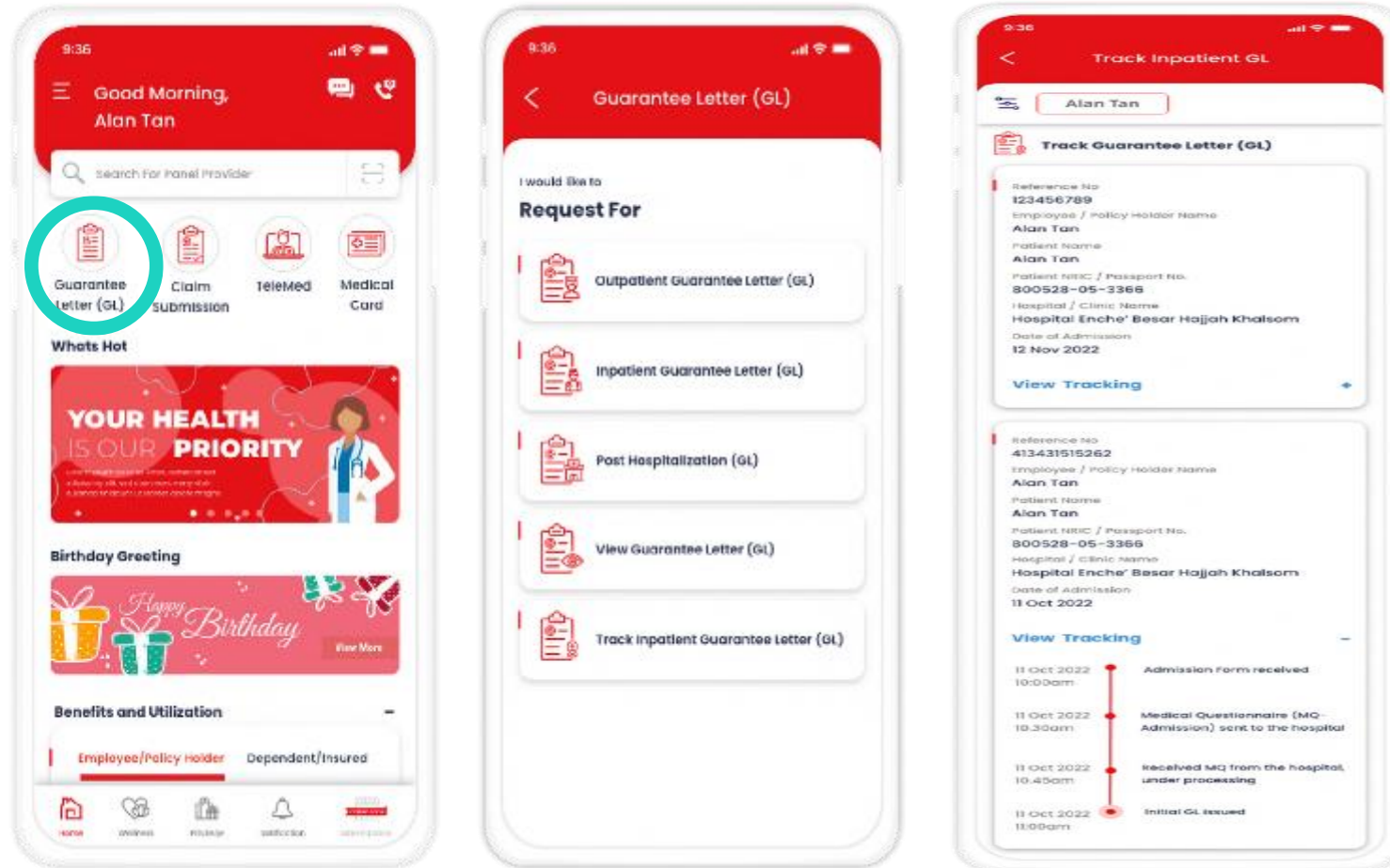
Request Guarantee Letter

Inpatient GL



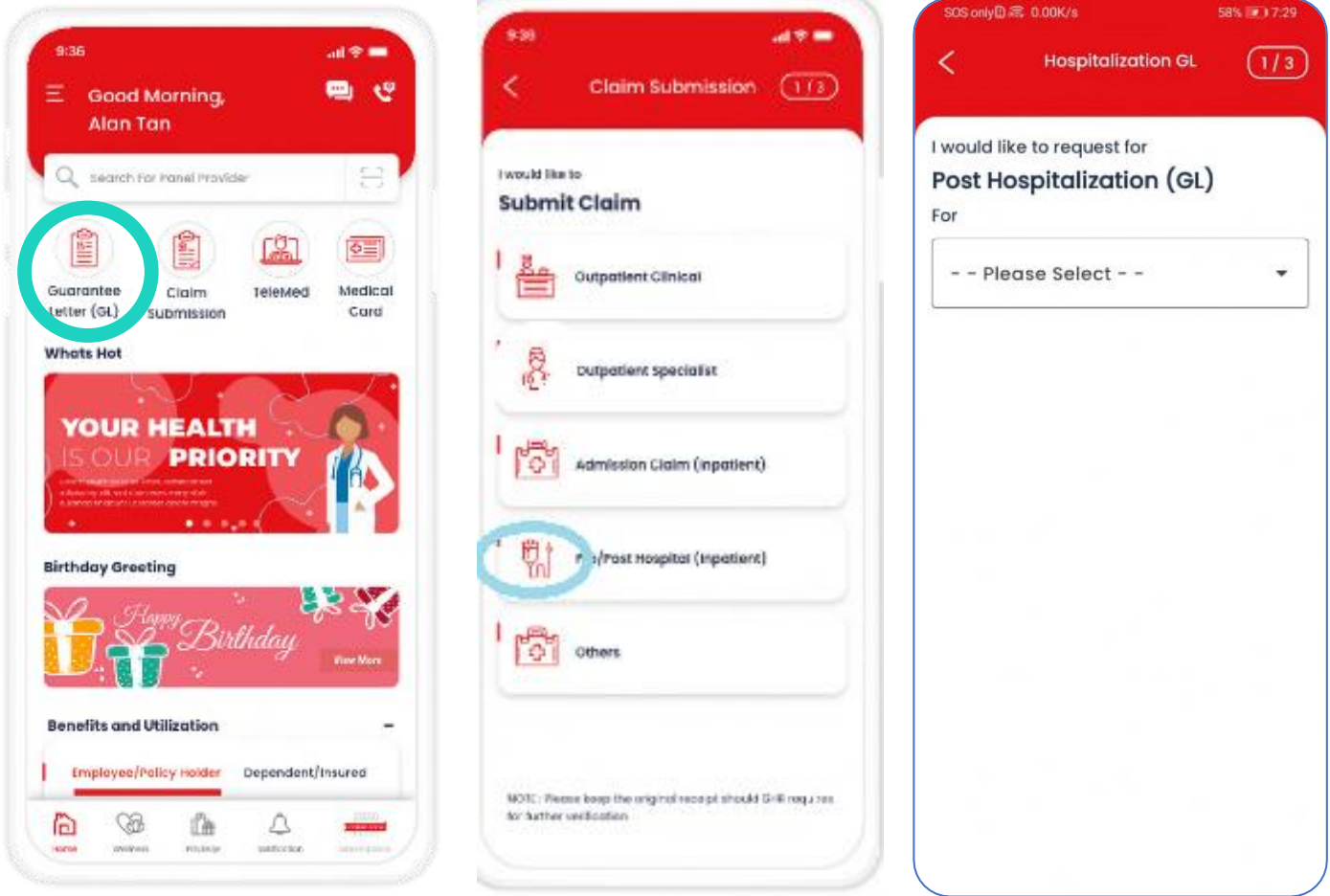
Track Guarantee Letter

For inpatient guaranteed letter only



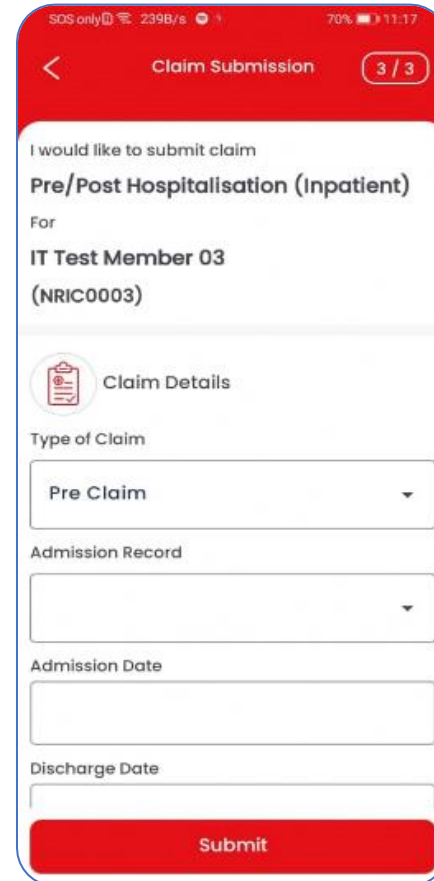
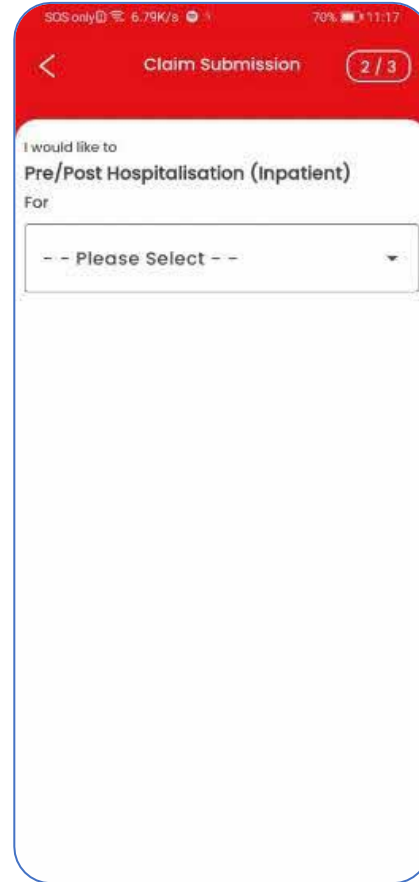
Request Guarantee Letter

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



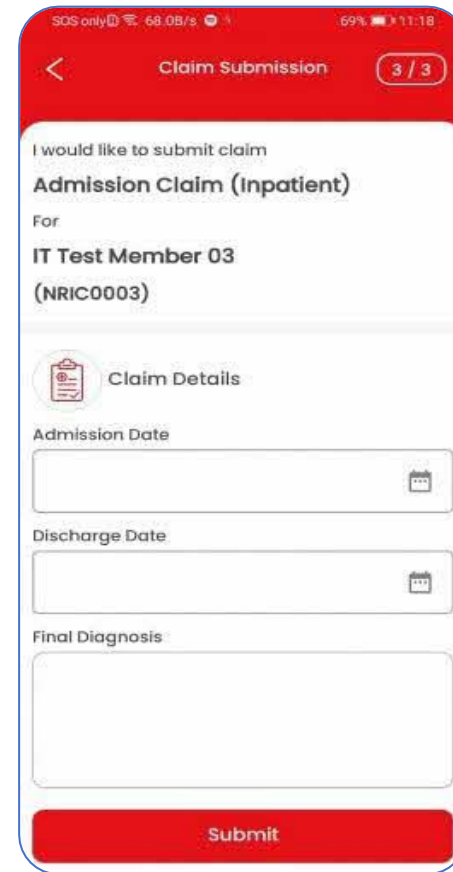
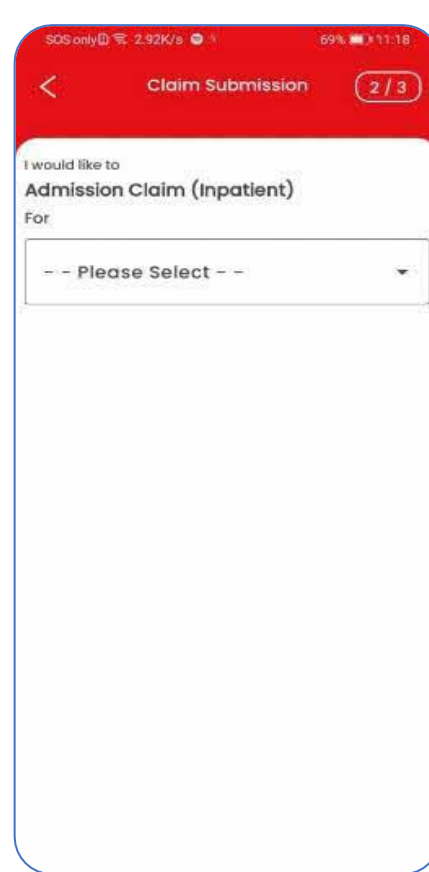
Claim Submission

Pre/Post Hospitalization

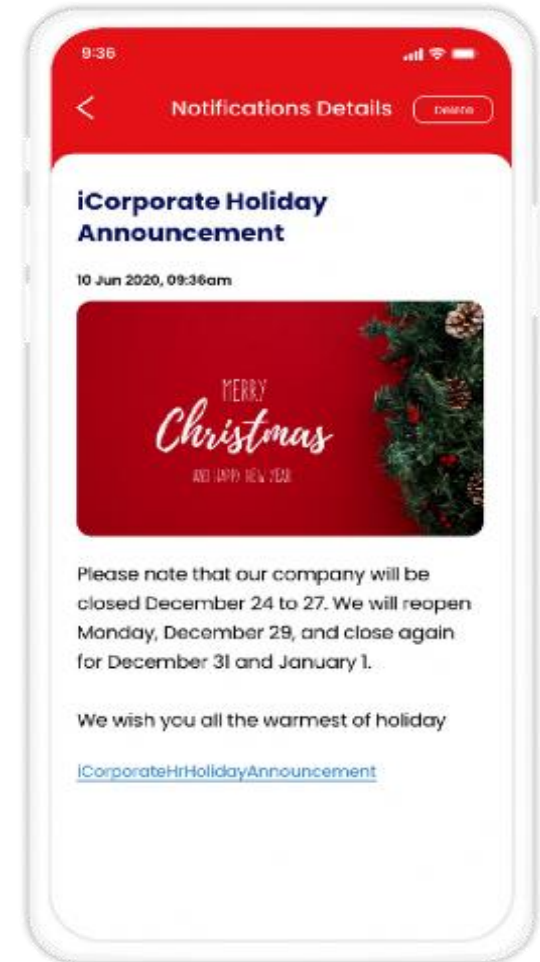
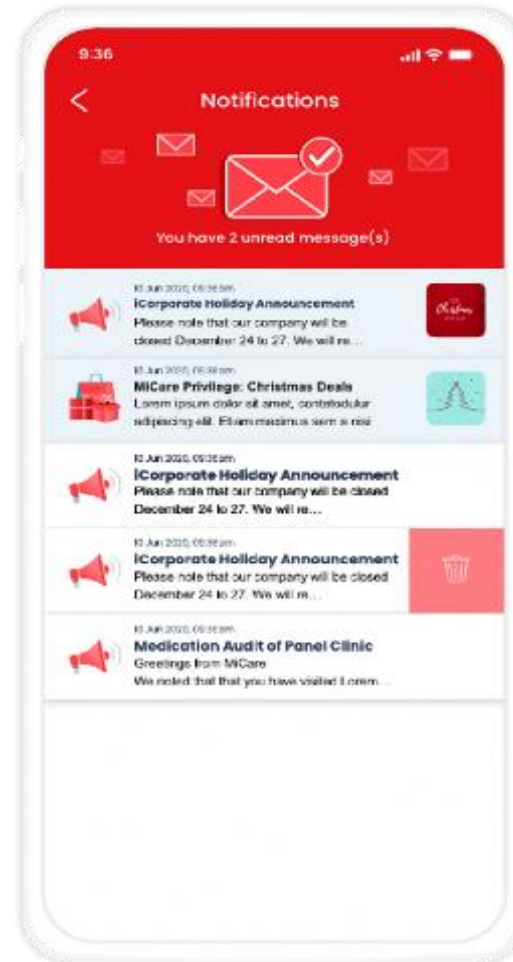


Claim Submission

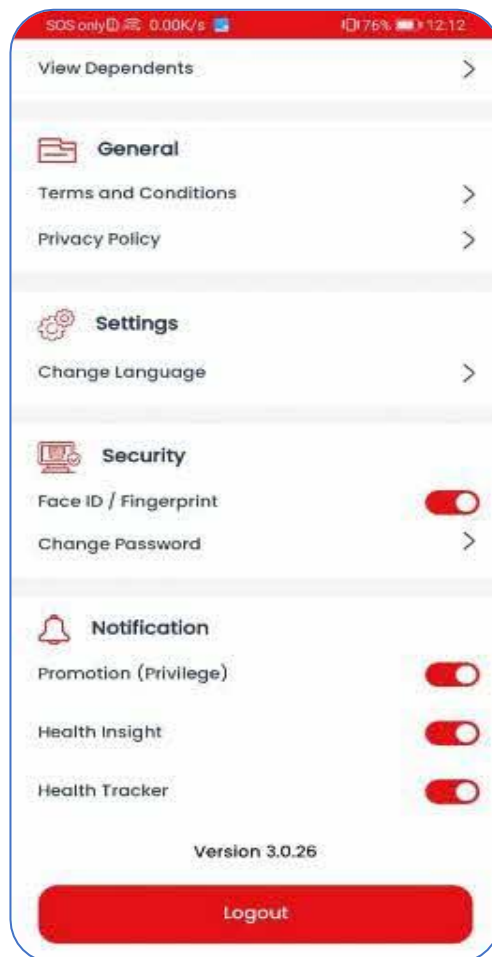
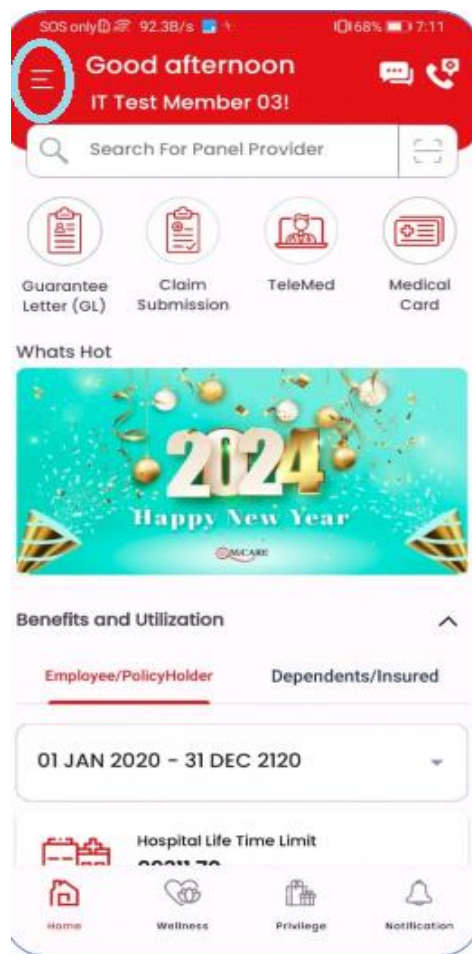
Inpatient Claim



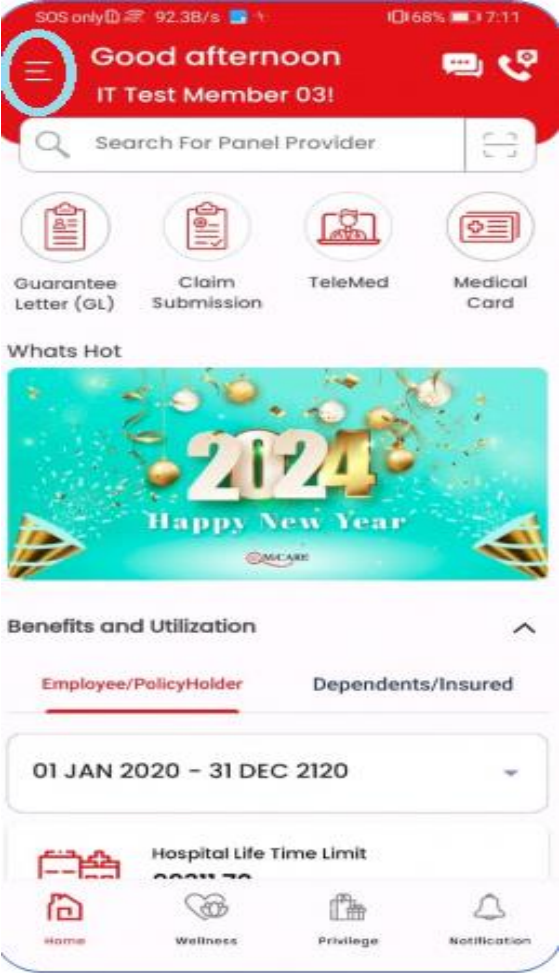
Notification



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



<https://eclaims.micaresvc.com>

Great Eastern Takaful Berhad

Claim Submission

Micare Claims HQ : claimshq@micaresvc.com

GETB Claim :
groupclaims_submission@greateasterntakafu.com

EMGS

Card Replacement & Other Queries

enquiry@emgs.com.my

03-27825888