

#### **GETB's Solutions**

## MiCare Mobile App USER MANUAL



Mencapai Kejayaan

## MiCare Mobile App MyMed Key Features

 $(\checkmark)$ 

E-Medical Card

Locate Panel Providers

ood Morning	
lan Tan	
	8
earch For Panel Pr	ovider
its and Utilizatio	n
ILS GIVE	ider Dependent/Insured
onlovee/Policy Hol	ider Dependent
lighter f	V
elect year	
Hospital RM Balance	4910/10000
Remarks: Laren	4910/10000 Used / Annual Limit In Ipsum dolor sit armet, dolor sit
Remorks: Laren	4910/10000 Used { Annual Limit In Ipsum dolor sit amet, dolor sit sottent Utilization M 3090 anct
Remorks: Laren	4910/10000 Used / Annual Limit In Ipsum dolor sit amet, dolor sit A 3090 anct 1910/ 50
Remorks: Laren	4910/10000 Used / Annual Limit In Ipsum dolor sit amet, dolor sit A 3090 anct 1910/ 50
Remorks: Laren	4910/10000 Used { Annual Limit In Ipsum dolor sit amet, dolor sit sottent Utilization M 3090 anct





View Claims History







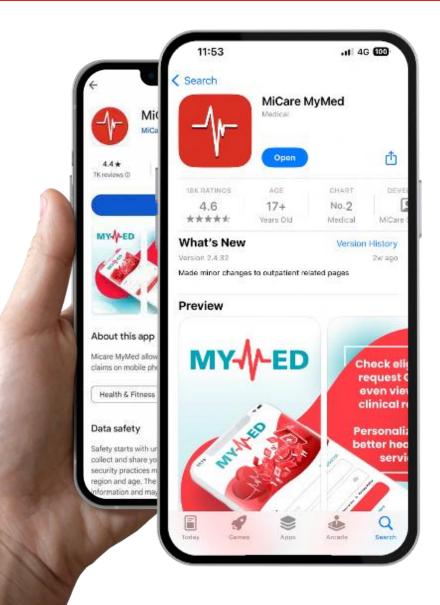
# Welcome Email

#### $\bullet \bullet \bullet$

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







Download on the

App Store





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.

#### 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 Change Password Welcome Page No registration required (First timer only) (First timer only) al 🕈 🚥 .ii 🗢 🚥 9.36 Good Morning. **Change Password** Welcome MY--ED MY--ED Alan Tan Q Search For Parel Provider Welcome to our smart apps (MyMed) specially designed for our valued 當 customers. MyMed provides personal claims Guarantee claim LOGIN REGISTER LOGIN REGISTER Set your new password so you can legin Letter (GL) Submission information including status of your Email/User® Guarantee Letters and Claim Whats Hot accessible at your finger tips. imail / User ID A Change Password Passions YOUR HEALTH .......... -05 By logging in, you are opres to the Terms of Kee 5 Privacy Palley PRIORITY New Possword By logging in, you are agree to the Terms of Use & Privacy Palicy Passw0rd1234 -Confirm New Password \*\*\*\*\*\*\*\*\* 025 **Birthday Greeting** Forgot your Weer (D or Pensword)\* Forgot your liter ID or Password? Your New Password must: 🗸 Have at least 8 characters Birthdau X Have uppercase, lowercase and numbers (eg. A.b.2) Have at least one special characters[Eg. (6.5%) Not be the same or your user!!! X Match Confirm Password **Benefits and Utilization** Employee/Policy Holder Dependent/Insured M/CARE MICARE D 60 (h) version 2.0 Version 2.0 1 cine highlight. miniate

Million of

2

Admithi.coopi.

ad 🕆 🚥 🖳 🦿

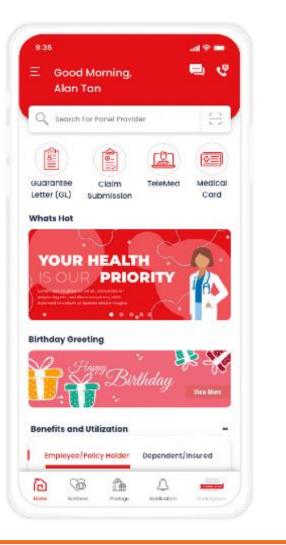
01

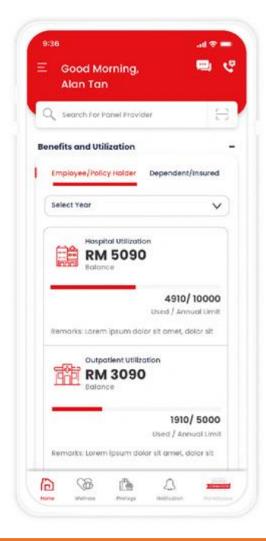
Medical

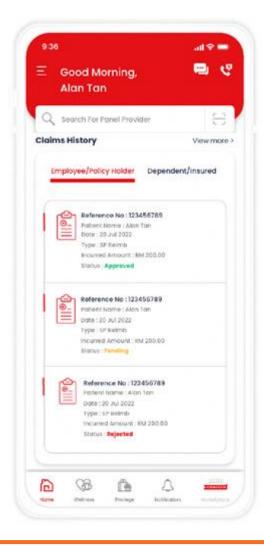
Card

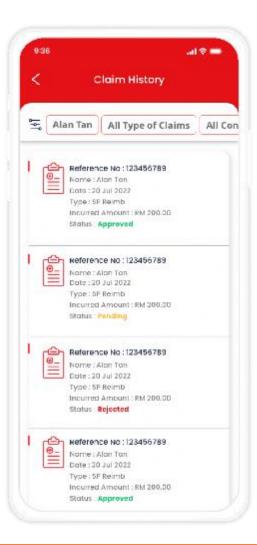
TeleMed

# Dashboard – Utilization & Claim History

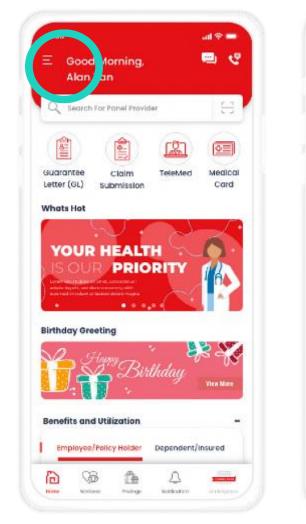


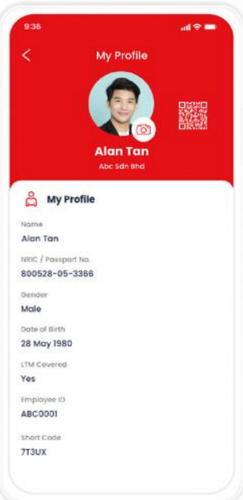




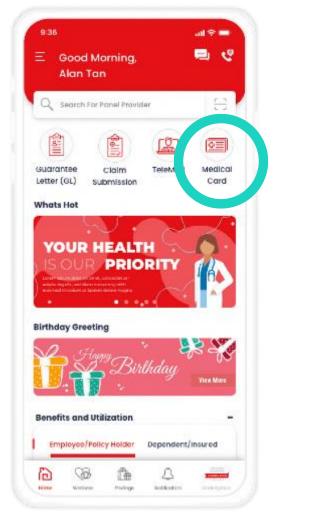


# **My Profile**





# **Medical Card**





### **Panel Provider Locator** How to Find and Choose a Panel Provider

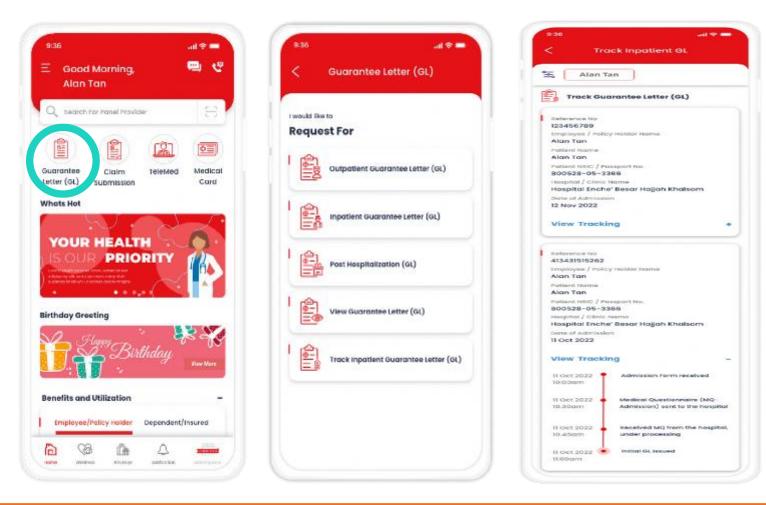
Col Constantion of a set of the former	756 <b>0</b> .1 × <b>D</b>	X	Go to the home screen and click on the "Search for Panel Provider" tab.
Q. Serve to care instant         Image: Compared France instant           Benefits and Utilization         The model of the compared instant           Demos Account         Demos Account	Locations	Type of Fanel Providers 4	Filter locations and types of panel providers according to your
Variage Departed Access	John CR 3 K	Pharmacy R Dennacy R	<ul> <li>preferences. Please refer to Preferred Hospital &amp; GP network in EMU</li> <li>website</li> </ul>
Reset UN The UN1 100000 Note at 000/100000.00 0.021/head at	KURLA LIMPLE	Carton &	<sup>3</sup> Use the Locations filter to search by proximity or state preference.
In a model of an an operation of the second	NECERI SEVELAN		Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Hospital.
Constant Con	Salidads in a		The map displays the nearest hospitals.
anta en antica	Rati 🧰 💼 ara da K. rana Wokład 🔿 🖗	Harris Carlos Arrianos Konte Macelator (* 1910)	6 Select your preferred hospital.
Q. second defend results           Q. second defend resecond resecond results	Q Search Forni Vourder Hecalizat Resert Demo Accunt	C. Search for Farel Result     Macabal Near Me.     Demo Assunt	View the hospital's details in the listing, including its address, operat
Bagther Long Kon Habiter Long Kon Station Frankling Spirm	Bit y Vine Looing Vine Set avon Et a note 2 56 km) Oceaning Tools Mental Pa	Mary Mary Exiting Mary States 2 Silver 2 Silver Science 1 Silver Mary Mill	hours, and telephone number.
50 слов, съми за съми	Scherz, - Scherz, - Scherz, - Teterster, - +003-05154010	All a Ly	10 10 rou can lavonte, share, or can the hospital directly.
Starting Control of Starting	8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	👼 sax 9 • दे 🐛 न Treate Dev Cel 12797	Finally, navigate to the hospital by choosing directions.
			<sup>10</sup> Pick Google Maps or Waze for navigation.

## **Request Guarantee Letter** Inpatient GL

	930	SOS only (1) ≈ 61.3B/s 59% # 17.25	SOS onlyD 斋 2.68K/s 59% 37.25	SOS only① 希 22.8K/s 59% 17.25
9:36	Claim Submission	< Inpatient GL (1/4)	< Inpatient GL (2/4)	< Inpatient GL 3/4
Q search for Panel Provider	I would like to Submit Claim	I would like to request for Inpatient Guarantee Letter (GL) For	I would like to request for Inpatient Guarantee Letter (GL) For	I would like to request for Inpatient Guarantee Letter (GL) For
Guarantee Claim TeleMed Medical Tetter (GL) Supmission Card	Outpatient Clinical	Please Select 🔹	IT Test Member 03 (NRIC0003)	IT Test Member 03 (NRIC0003)
Whats Hot	L. Sutpatient specialist		Is the treating doctor had confirmed admission is required?	Have you completed the Pre-Admission Form provided by hospital?
	Admission Claim (inpatient)			
Birthday Greeting	Pre/Post Hospital (Inpoliant)			View Sample Pre-Admission Form
Birthday www.	Cithers			
Benefits and Utilization –			No	No
	NOTC: Precess longe the original receipt should GHR requires to: further weekcation.		Yes	Yes

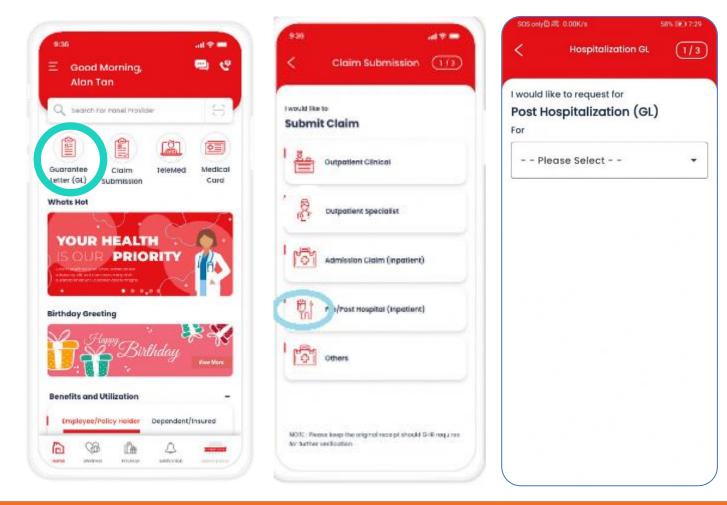
# **Track Guarantee Letter**

For inpatient guaranteed letter only



# **Request Guarantee Letter**

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



## **Claim Submission Pre/Post Hospitalization**

E Good Morning.		n 4	
Alan Tan			
Q search For Panel Provider		158	
	-		
	line		
duarantee cloim Letter (GL) Submission	eleMed	Medical	
Whats Hot			
	1	- 12	
	1000		
VOUD UP ALTE	10.000		
YOUR HEALTH		2	
IS OUR PRIOR			
ISOUR PRIOR			
IS OUR PRIOR			
IS OUR PRIOR			
IS OUR PRIOR			
IS OUR PRIOR			
IS OUR PRIOR		****	
Birthday Greeting			

9-38	-17	
<	Claim Submission (1/3	9
would like Submi	t Claim	
	Outpatient Clinical	
B.	Dutpatient specialist	
ើរ	Admission Claim (inpatient)	
뼰	• HPost Hospital (Inpatient)	
ៅ	Others	
	me beep the original receipt should G-B ray a verification	

SOS only[]] ≅ 6.79K/s ● 1 70% ■ 11:17	SOS only 🕅 🛣 239B/s
Claim Submission 2/3	< Clai
I would like to Pre/Post Hospitalisation (Inpatient) For	I would like to subn Pre/Post Hospi For
Please Select 🔹	IT Test Member (NRIC0003)
	Claim De
	Type of Claim
	Pre Claim
	Admission Record
	Admission Date
	Discharge Date

● 1 70% ■ 11:17	SQS only[] € 0.00K/s 🔍 69% 🛋 11:17
m Submission (3/3)	Claim Submission
nit claim	
talisation (Inpatient)	
r 03	
otails	CLAIM HAS BEEN SUBMITTED
•	
	Claim Submission success.
	Reference number : 01272024111746
	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)
	Go To Home
Submit	Submit Another Claim

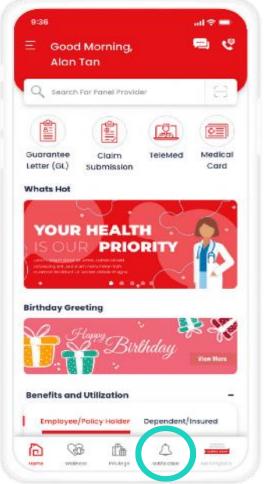
D11:17

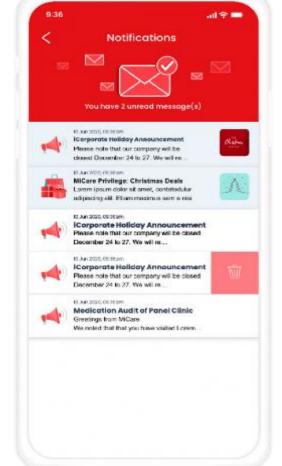
## Claim Submission Inpatient Claim

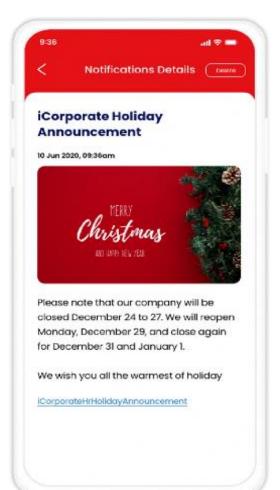
= 9 lin. 800	535	SOS only@ € 2.92K/s ● 5 69% ₩311:18	SOS onlyD € 68.0B/s ● 4 69% ■ 111.18	SOS onlyD 🗮 68.0B/s 🗢 69% 🗰 11:18
三 Good Morning, 🔤 📽 Alan Tan	Claim Submission (1/3)	Claim Submission (2/3)	Claim Submission (3/3)	Claim Submission
Q search for Panel Havider	submit Claim	I would like to Admission Claim (Inpatient) For	I would like to submit claim Admission Claim (Inpatient) For	
Cuaransee claim elevied Nudical care	Outpatient Clinical	Please Select 🔹	IT Test Member 03 (NRIC0003)	
Whots Hot	L. Surpatient Specialist		Claim Details	CLAIM HAS BEEN SUBMITTED
SOUR PRIORITY	Admission Claim (inpatient)		Admission Date	
Birthday Greeting	Pre/Post Hospital (Inpatient)		Discharge Date	Claim successfully submitted. Reference number 01272024111834.
Lang Changer and Street			₩ .	Any amendment due to error in data entry or
Distriction in the second	Others		Final Diagnosis	Incorrect/incomplete document upload should be done within the same day (latest by 12.00 midnight)
Benefits and Utilization -				Of Let The Statement
Employee/Policy Holder Dependent/Insured	MOT: Places keep the original receipt should G-R regulars			Go To Home
<u>● ◎ ≞ ≙ </u>	to further vertication.		Submit	Submit Another Claim

# Notification

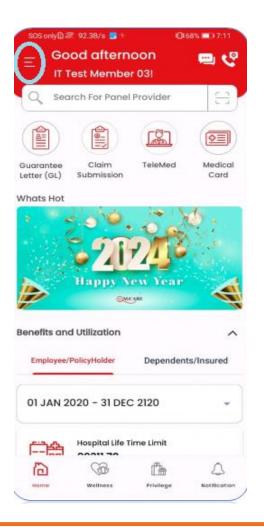








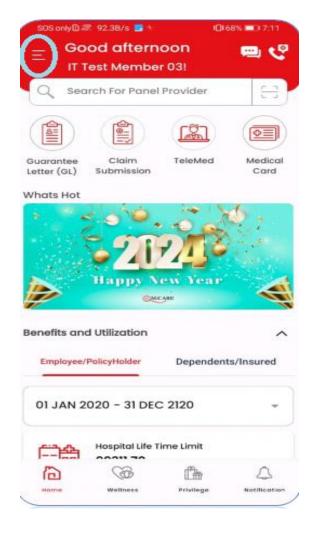
# **Change Password**



SOS only 🗋 🙉 0.00K/s 📑	ID176% 💷 12:12
View Dependents	>
General	
Terms and Conditions	>
Privacy Policy	>
P Settings	
Change Language	>
Security	
Face ID / Fingerprint	
Change Password	>
Promotion (Privilege)	
Health Insight	
Health Tracker	
Version 3.0	0.26
Logou	

SOS only 🗋 🔍 0.00K/s 📑	12/12
Change Pass	word
- 0	
Set your new password so you i	can Login and access
Your accou	nt
A Change Password	
Old Password	
	Ś
New Password	
1000100	
	Ø
Confirm New Password	
	32
Your New Password must	
X Have at least 8 characters	
Kave uppercase, lowercase and r	umbers(eg, A.b.2)
Rove at least one special charact	ers(Eg. @.\$.%)
Vot be same as your userID	
X Match Confirm Password	

# Logout





## **Contact Details**

#### MiCare

#### Great Eastern Takaful Berhad





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

03-7847-4304 (24 Hours Fax No)



callcenter@micaresvc.com

#### **Claim Submission**

Micare Claims HQ : <a href="mailto:claimshq@micaresvc.com">claims HQ : <a href="mailto:claimshq@micaresvc.com">claimshq@micaresvc.com</a>

**GETB Claim :** groupclaims\_submission@greateasterntakafu <u>l.com</u>

### Card Replacement & Other Queries

enquiry@emgs.com.my 03-27825888

https://eclaims.micaresvc.com