

MOBILE APP – MEMBER MODULE

MediExpress (Malaysia) Sdn Bhd

Health Connect Sdn Bhd



A  Sumitomo Corporation Group Company



iOS (iOS 11 & above)

1. Go to App Store
2. Search for "MediExpress"
3. Download and Install the app

Android (Android 11 & above)

1. Go to Play Store
2. Search for "MediExpress"
3. Download and Install the app

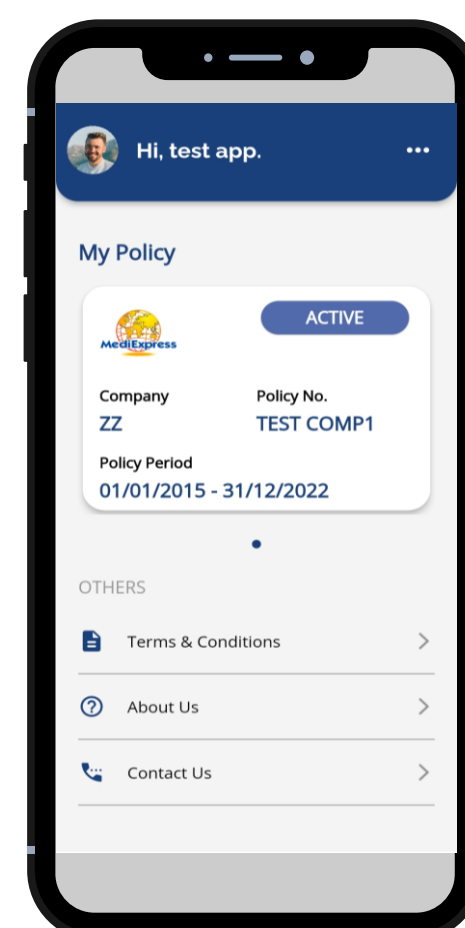
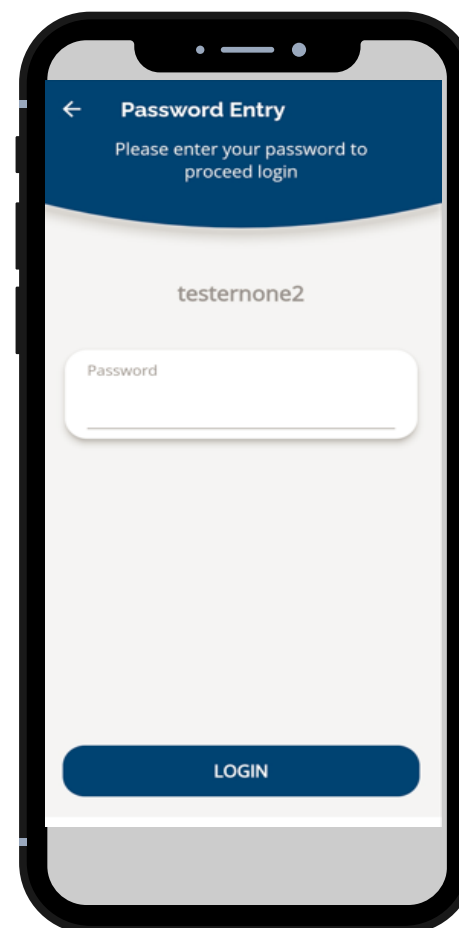
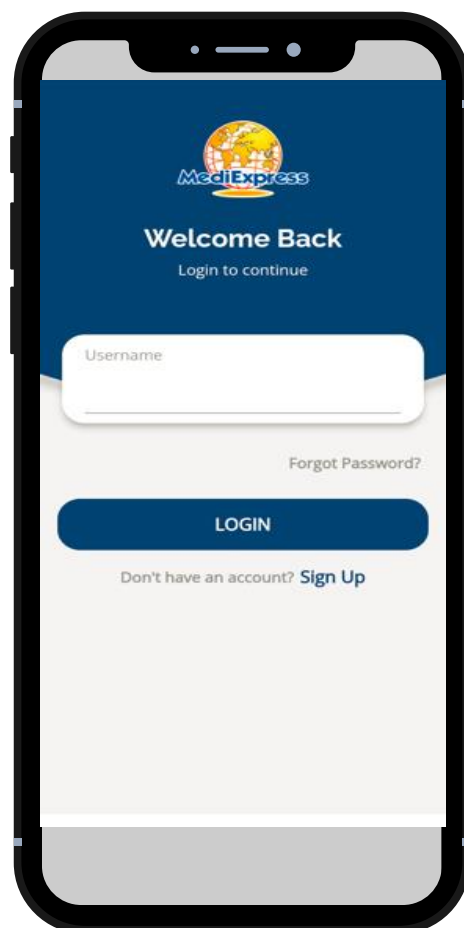


Features available

1. View Digital Card
2. View Dependents
3. View Entitlement & Balance Limit
4. View Claim History
5. Submit New Claim
6. View Guarantee Letter Status
7. Request Guarantee Letter
8. Long Term Medication and Follow Up
9. Panel Locator



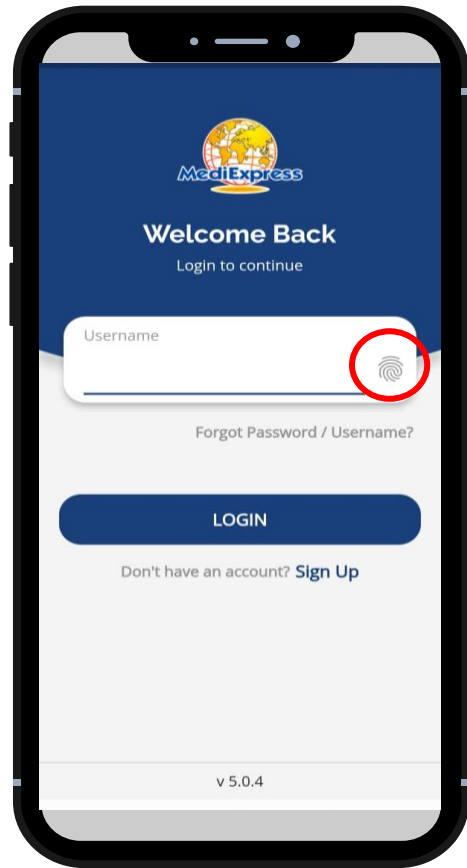
MediExpress



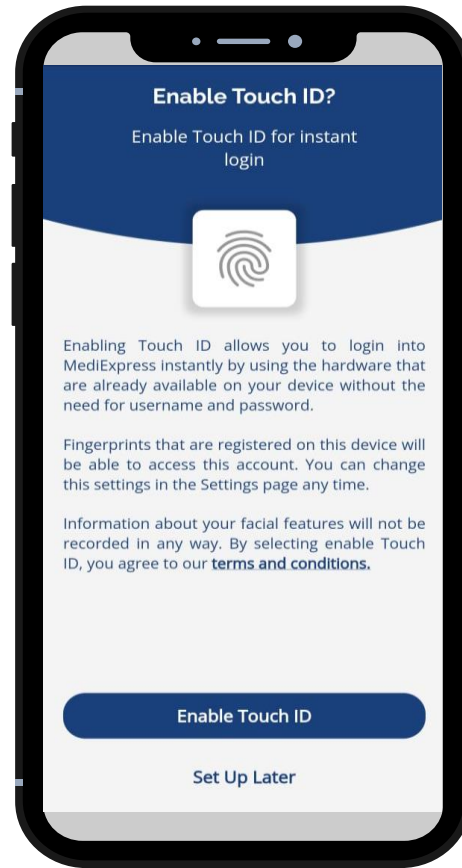
- Key In Username and Password
- *Forgot Password* – you will received link via e-mail to reset password.

- Dashboard

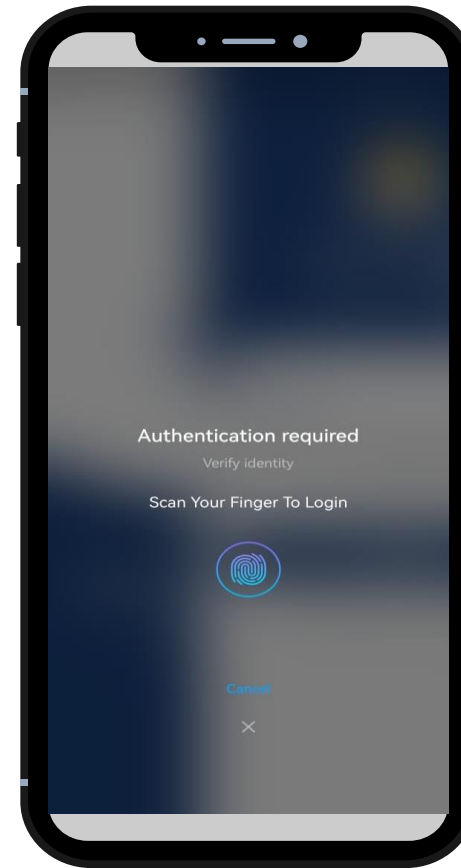




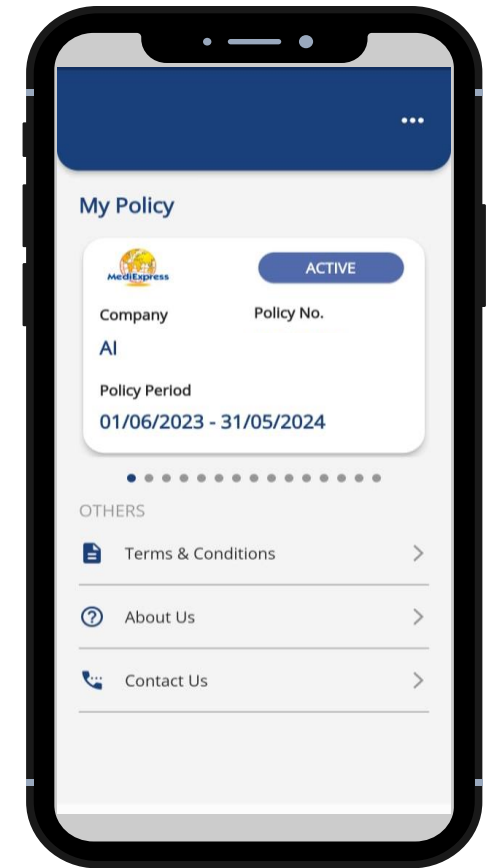
- Select  for Fingerprint Login



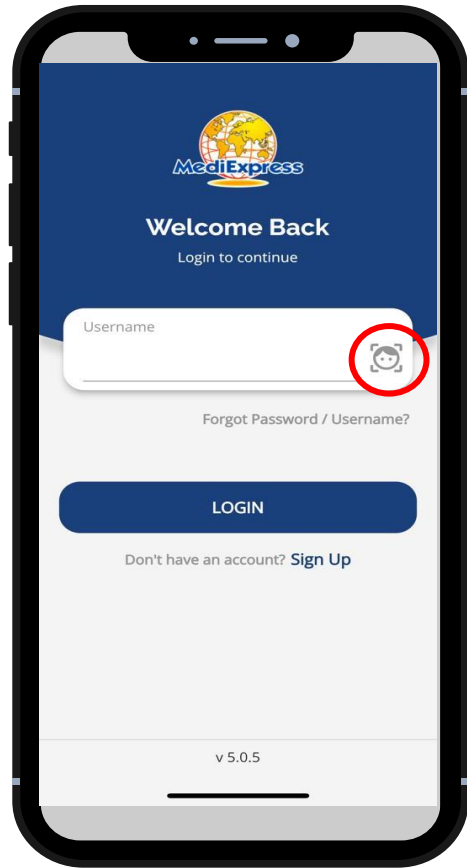
- For Firsttime User, you need to enable the Touch ID for Fingerprint login



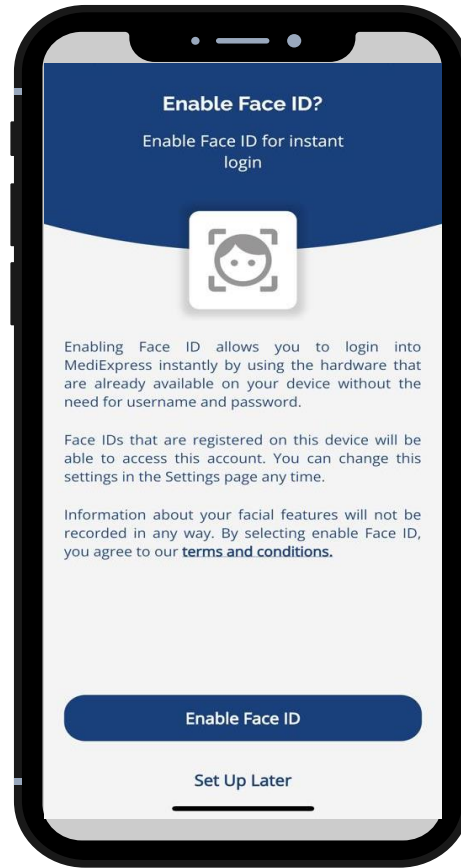
- Ready to login



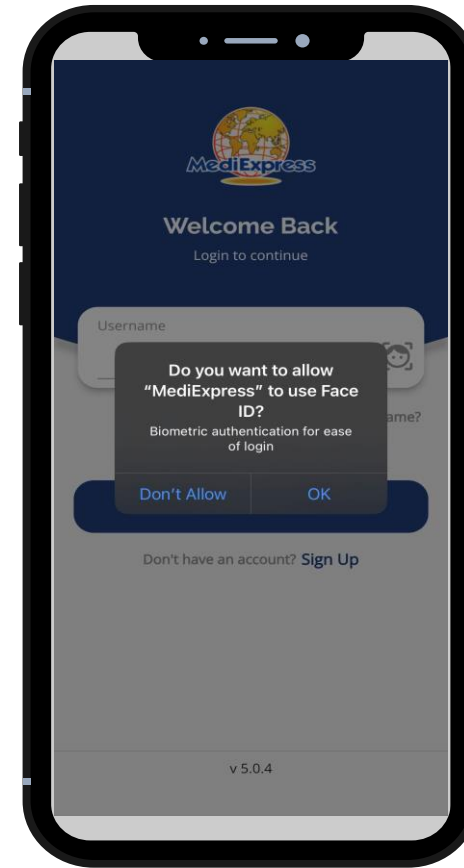
- Once login, it will take you to the Main Page



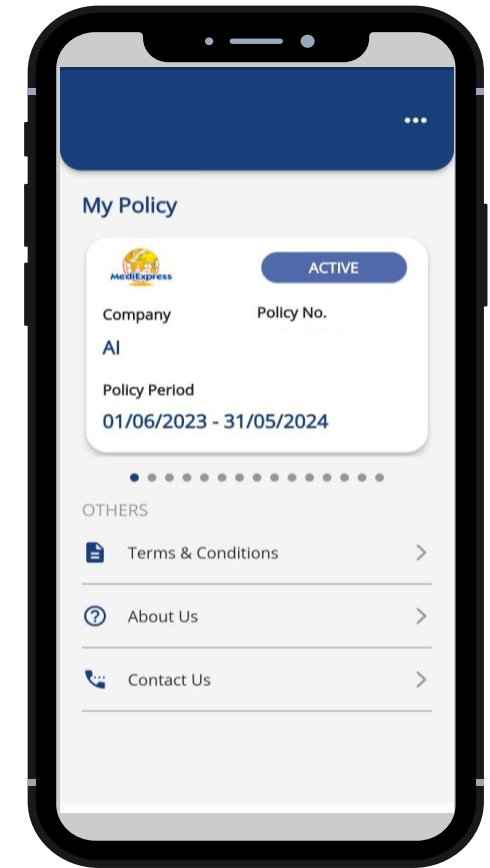
- Select  for Fingerprint Login



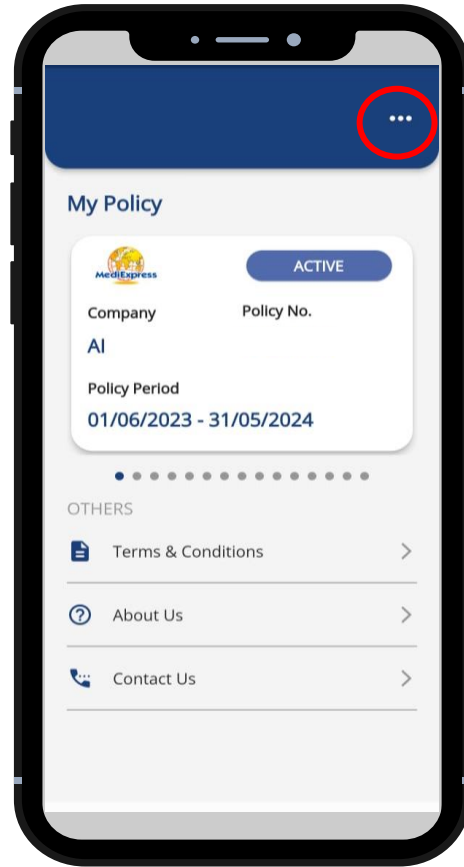
- For Firsttime User, you need to enable the Touch ID for Fingerprint login



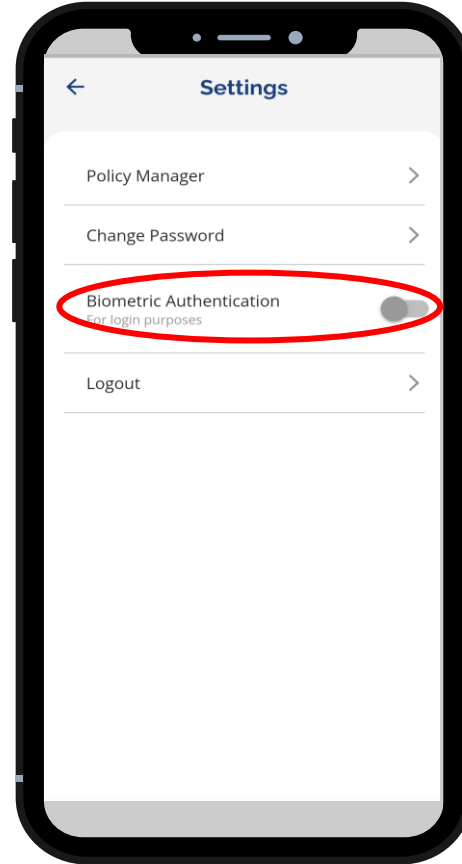
- Ready to login



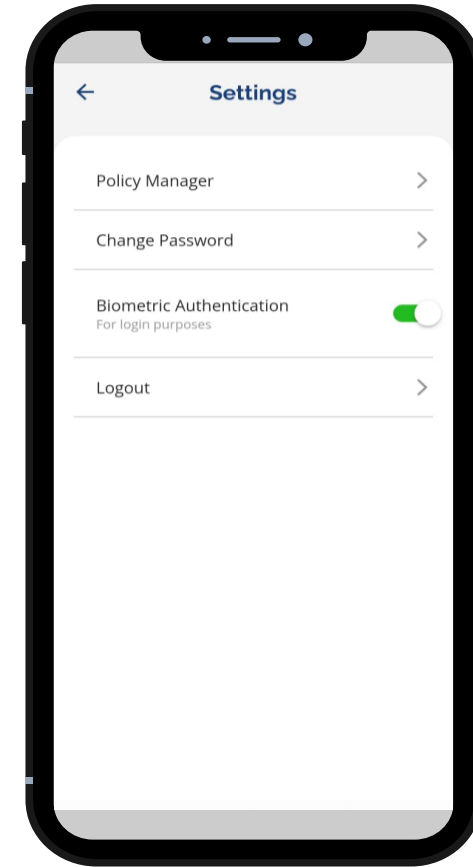
- Once login, it will take you to the Main Page



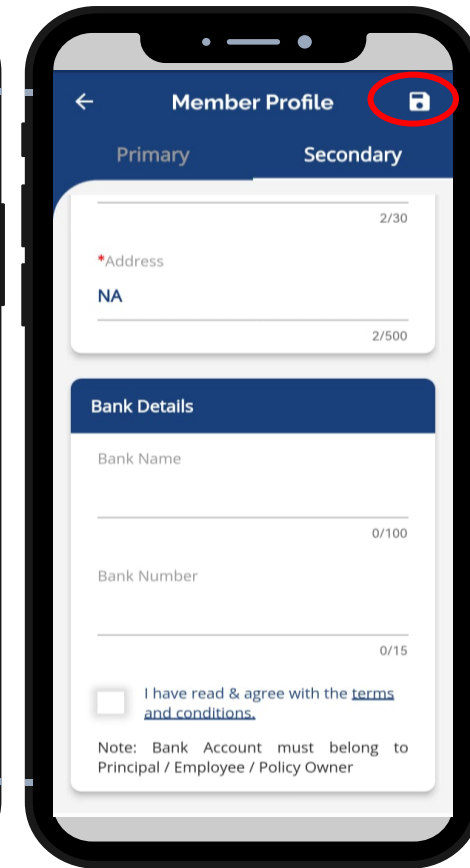
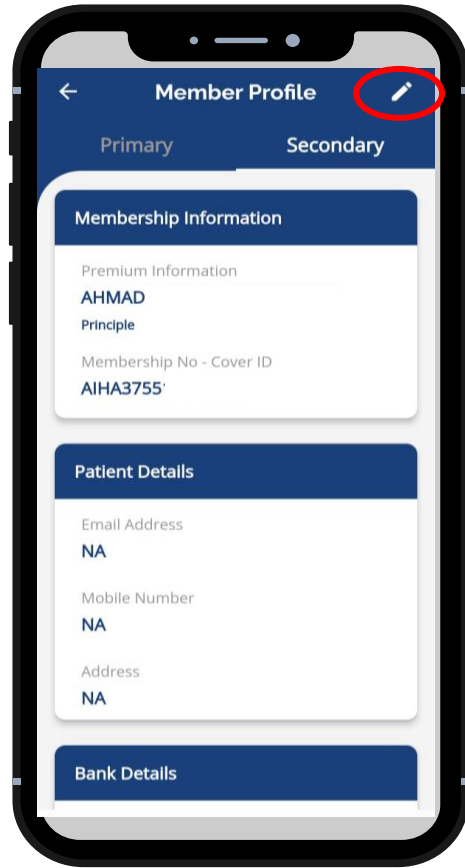
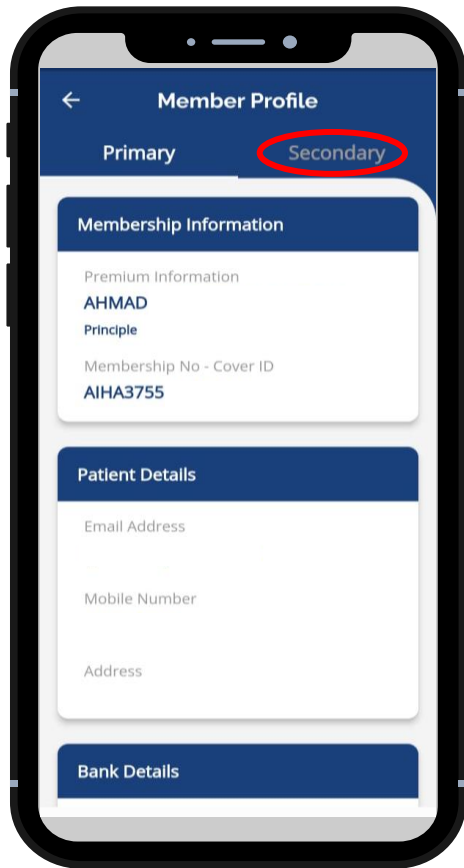
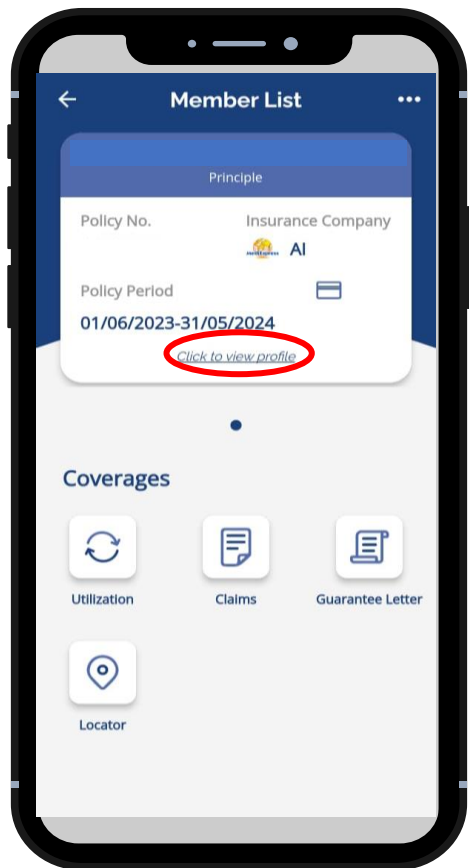
- Select 3 dot's on right top Mainpage





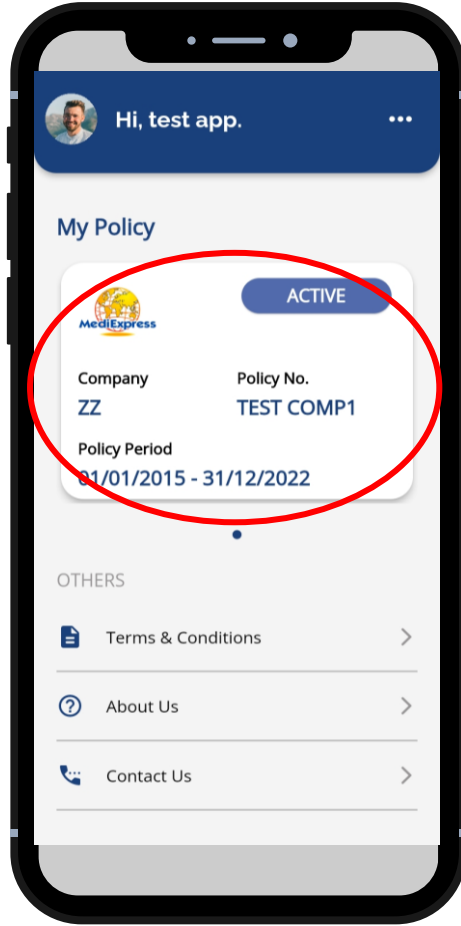
- Click Biometric Authentication to turn off (Grey)



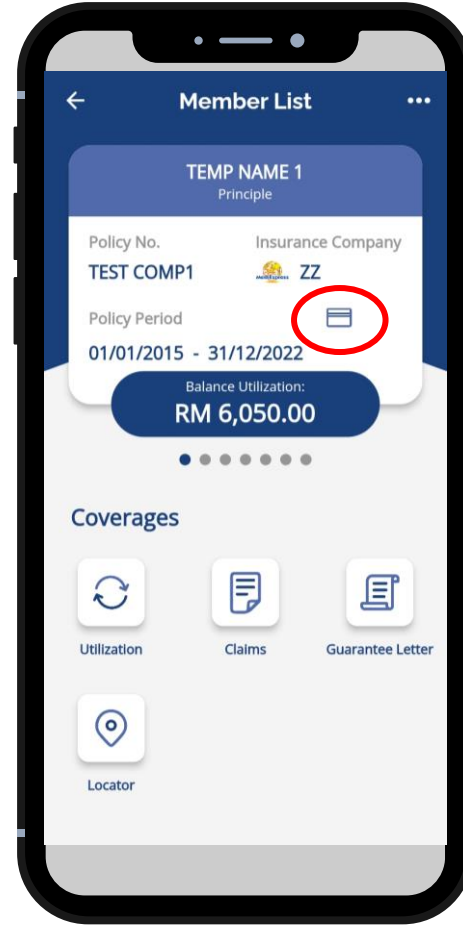
- To re-enable, Click Biometric Authentication to turn on (Green)



- Select 'Click to view profile'
- In Primary, you can view your current profile, to update your profile, select 'Secondary'
- Select  to update profile detail (refer red circle)
- Update your email address/ Mobile number/address
- Scroll down to update bank details
- Select  to Save



- Click *My Policy*

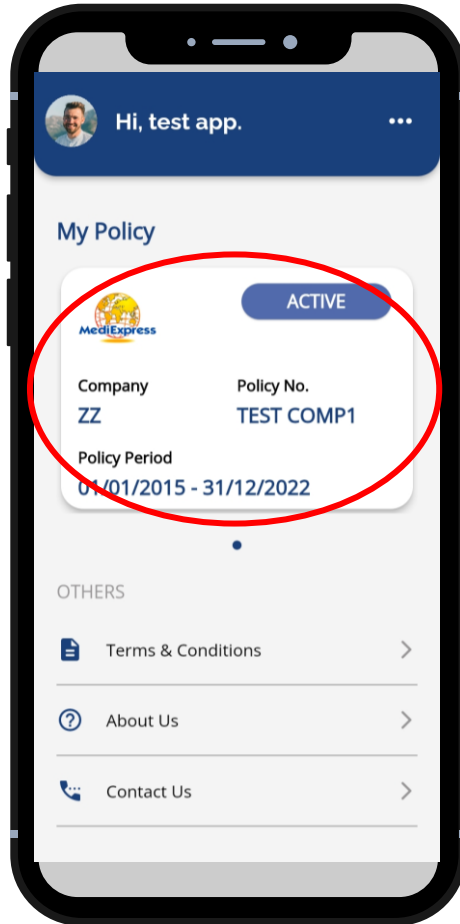


- Click on the card icon

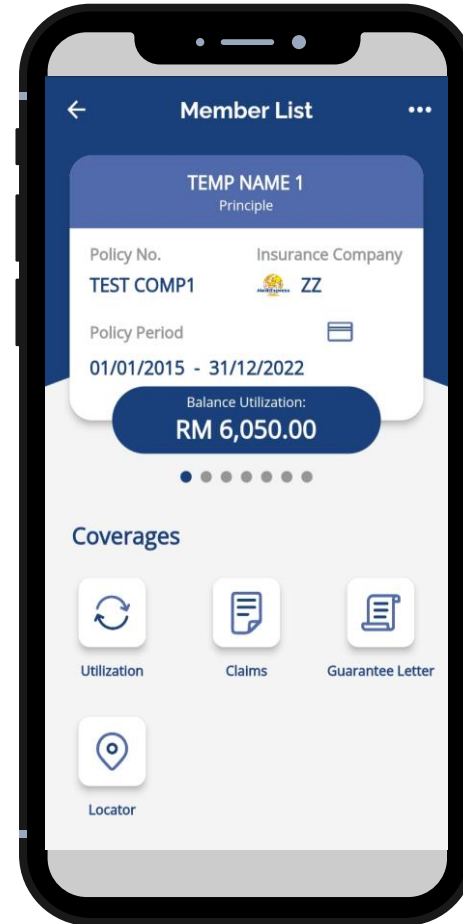


- E-card will appear

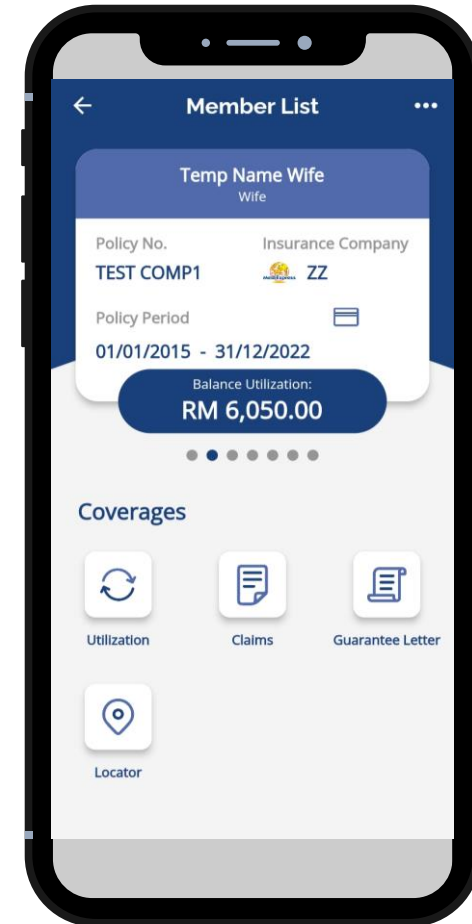
** Principle can also view the respective dependent's digital card



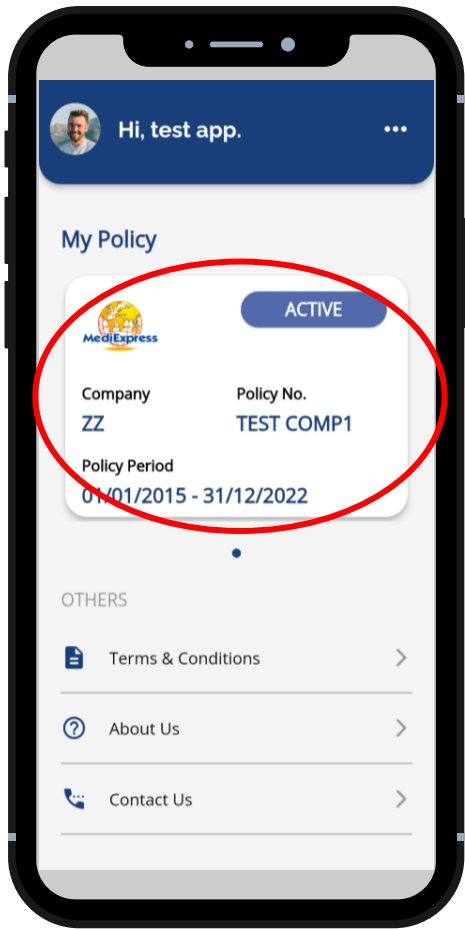
- Click *My Policy*



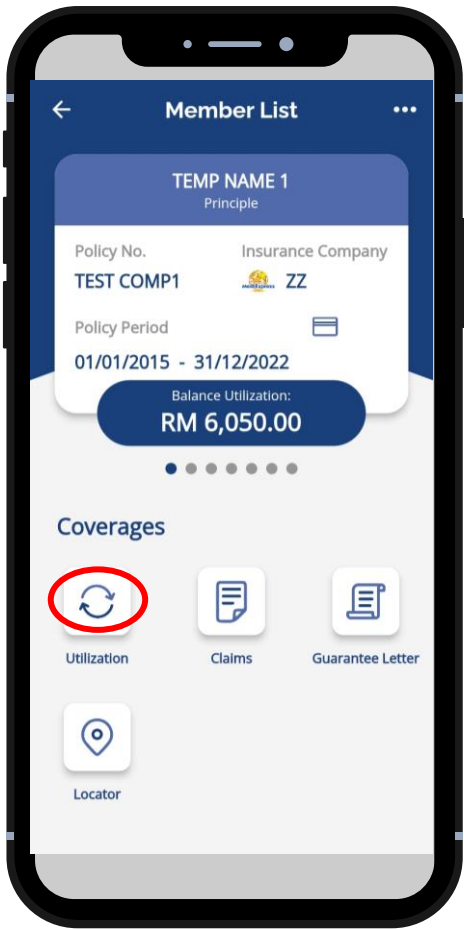
- View Principle details



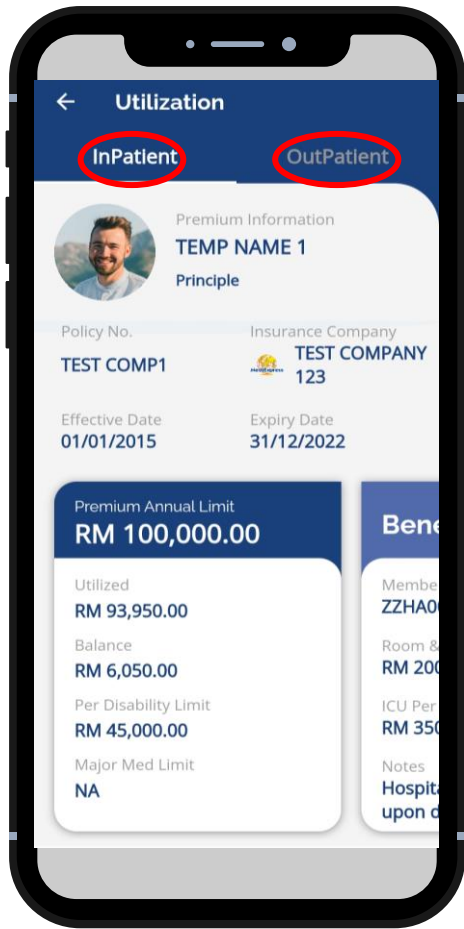
- Swipe left to view dependents



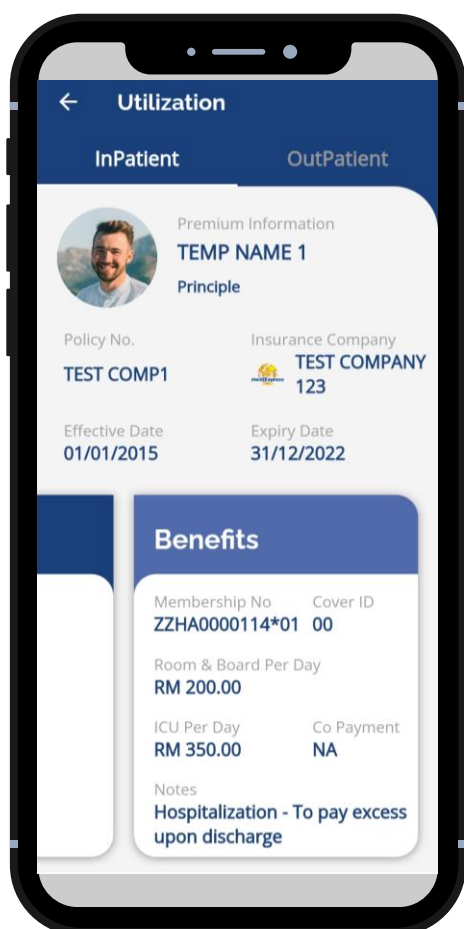
▪ Click *My Policy*



▪ Click *Utilization*

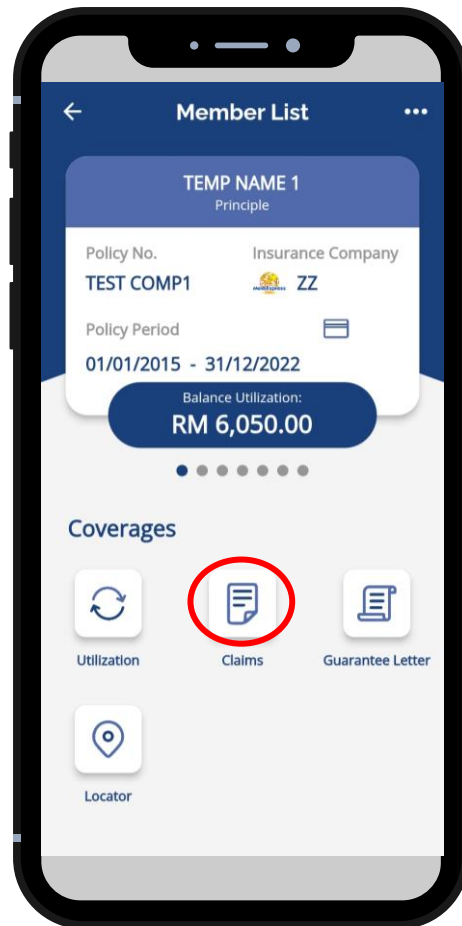


▪ Click benefit type to view entitlement

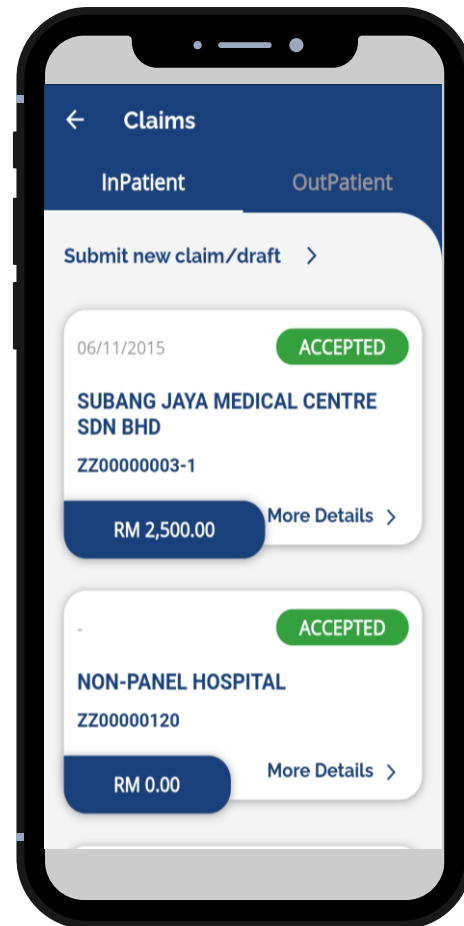


▪ Swipe left to view benefit details

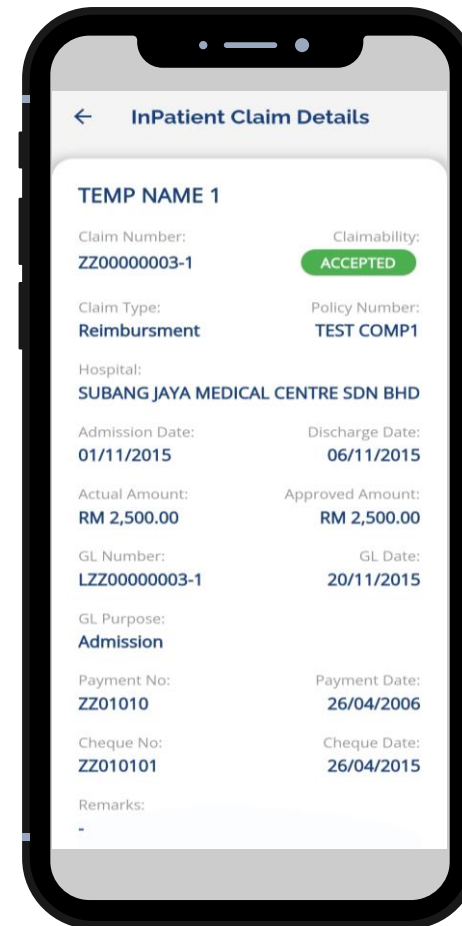




- Select claimant
- Click *Claims*



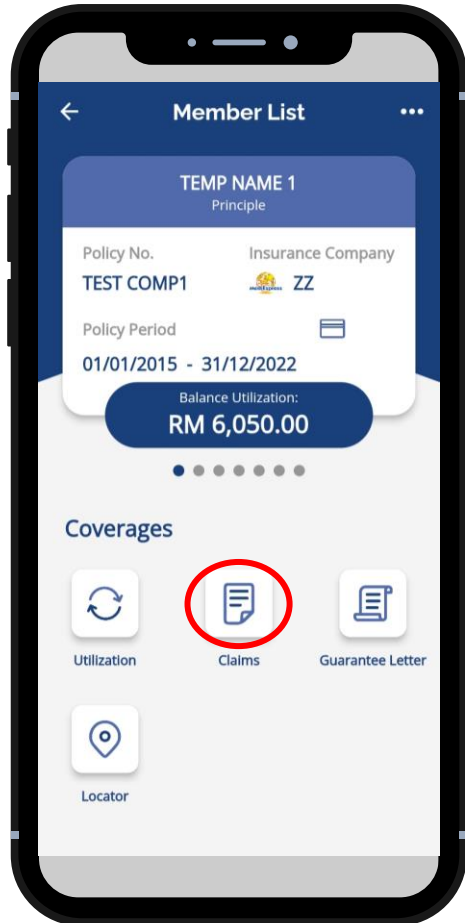
- Choose claim type: *Inpatient/Outpatient*
- Select the claim to view



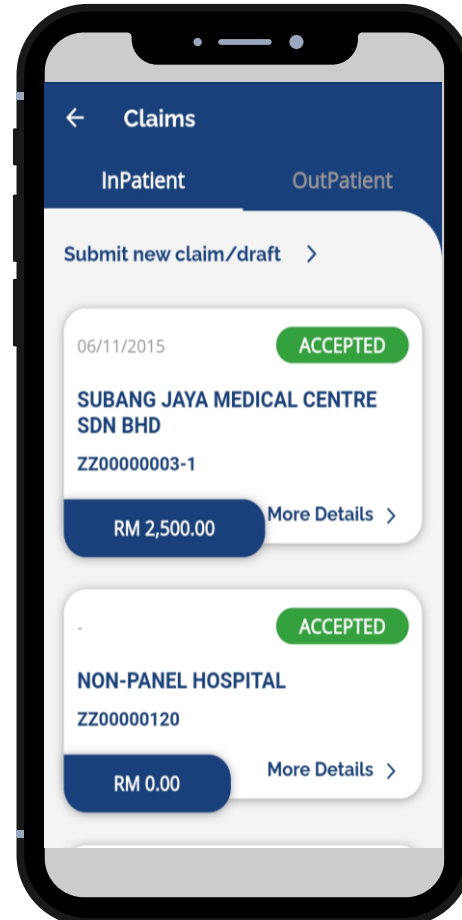
- View claim details

Claim Status:

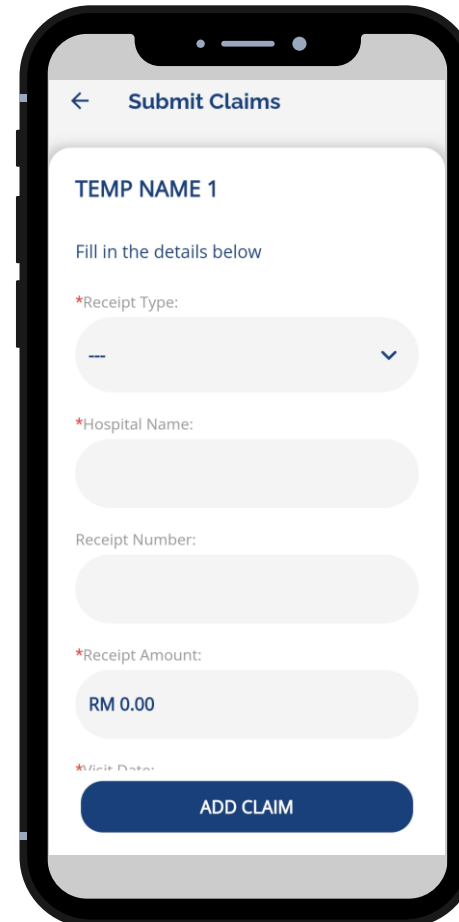
1. Accepted – Claim is ready for processing.
2. Approved – Claim is approved.
3. Rejected – Member can check the reason of claim rejection.
4. Pending – Claim is pending to be processed due to incomplete documents.



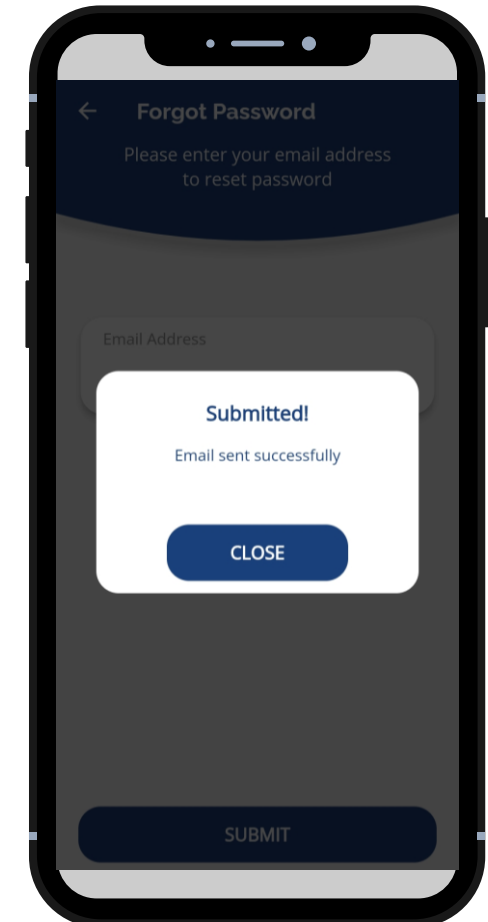
- Select claimant
- Click *Claims*

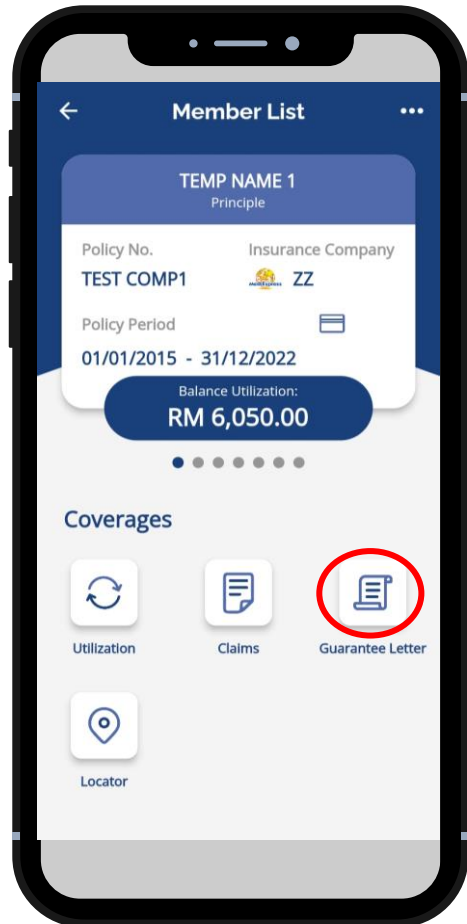


- Choose claim type
- Click *Submit new claim*

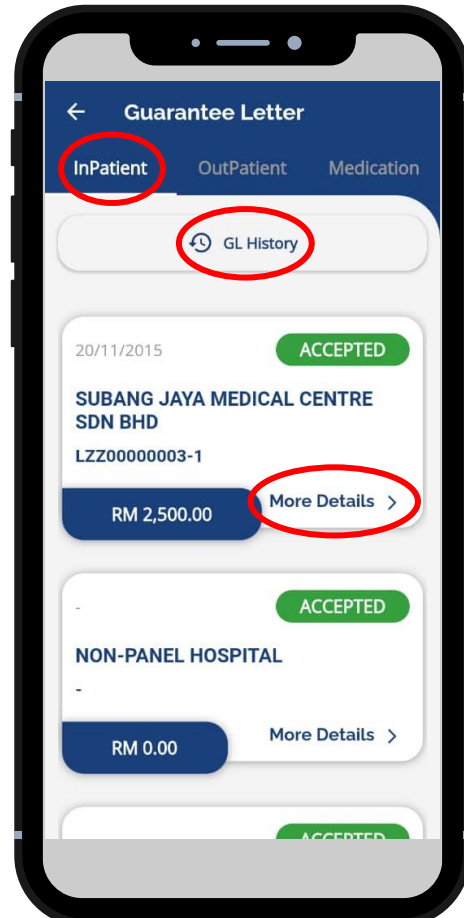


- Fill up required details and click *Add Claim*

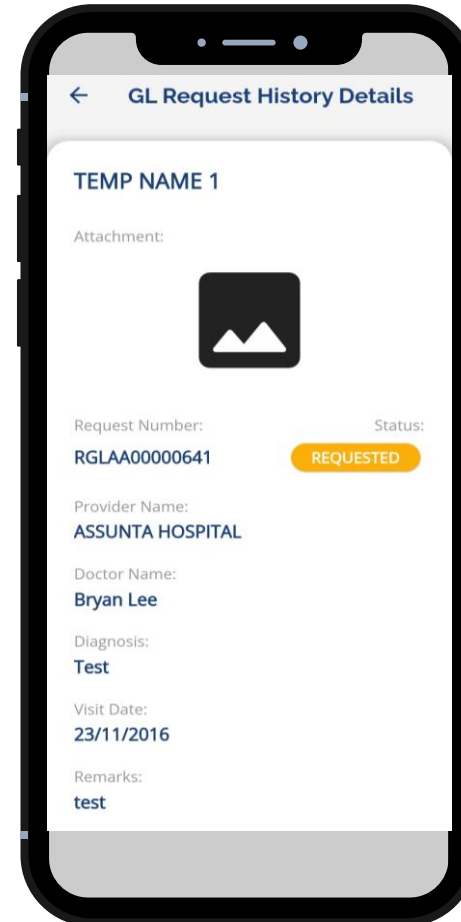




- Select claimant
- Click *Guarantee Letter*



- Select GL Type - *Inpatient*
- Click *GL History*
- Click *More Details*

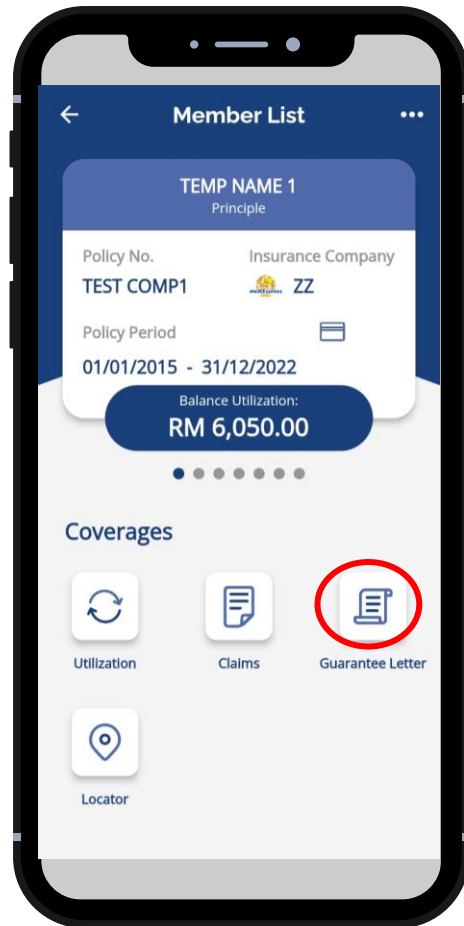


- View GL details & GL Status

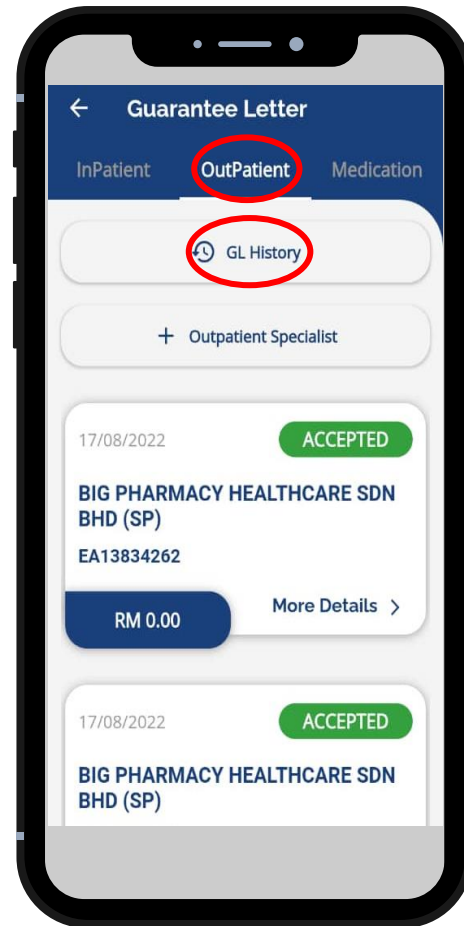
Note:

1. Members will not be able to request Inpatient Guarantee Letter (IPGL) via mobile app.
2. IPGL will only be issued upon request from hospital (with complete documents).

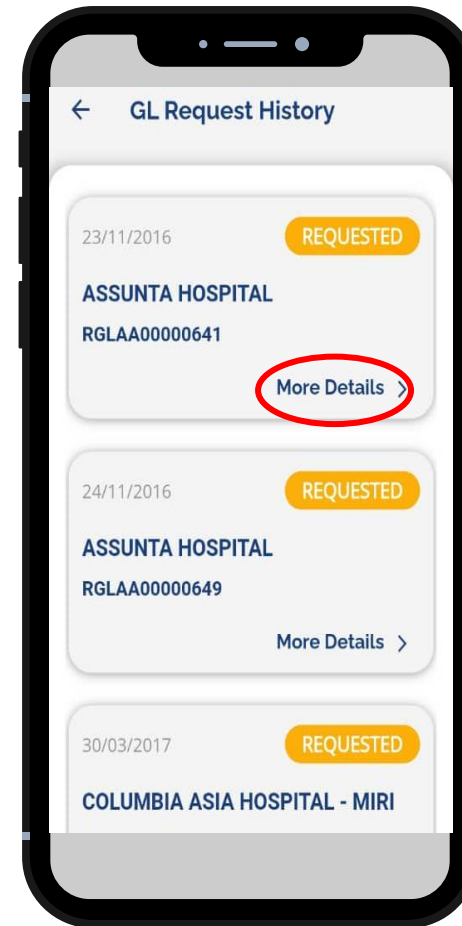




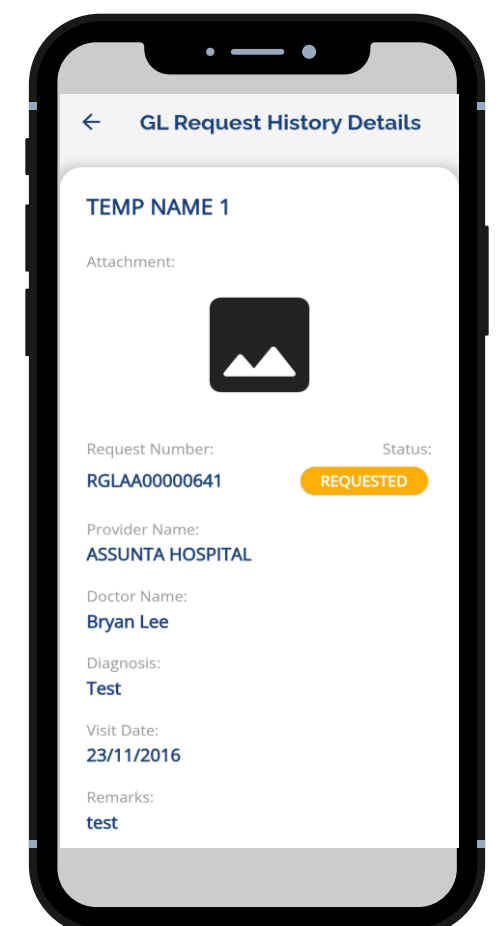
- Select claimant
- Click *Guarantee Letter*



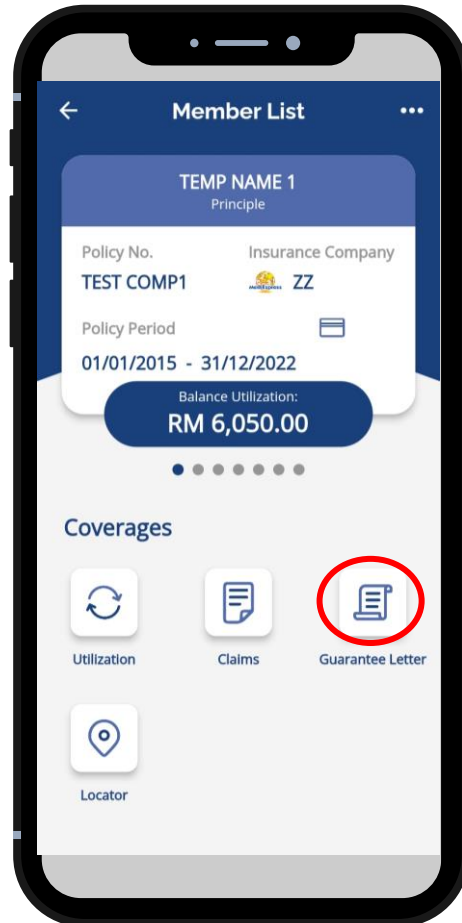
- Select GL Type - *Outpatient*
- Click *GL History*



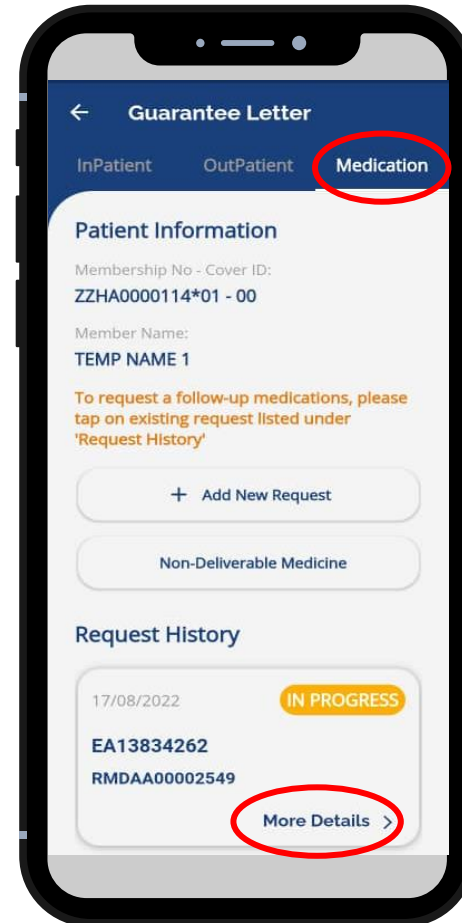
- View GL Request History (List)
- Click *More Details*



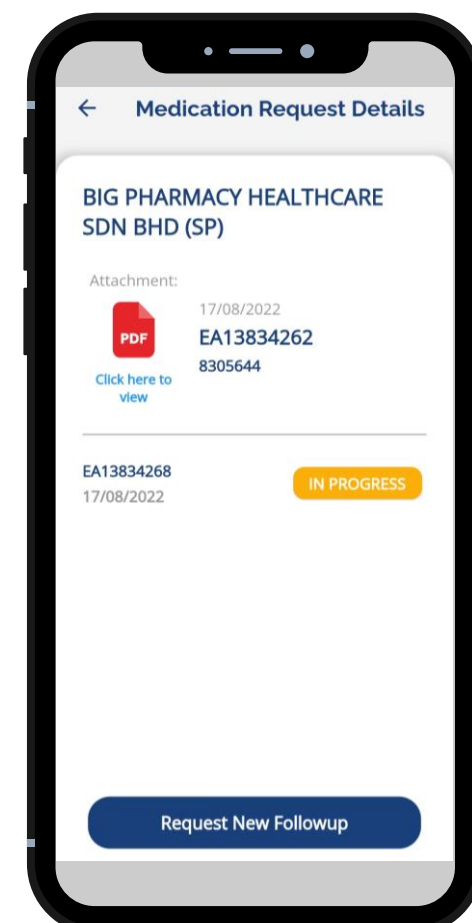
- View the GL Request History Details



- Select claimant
- Click *Guarantee Letter*

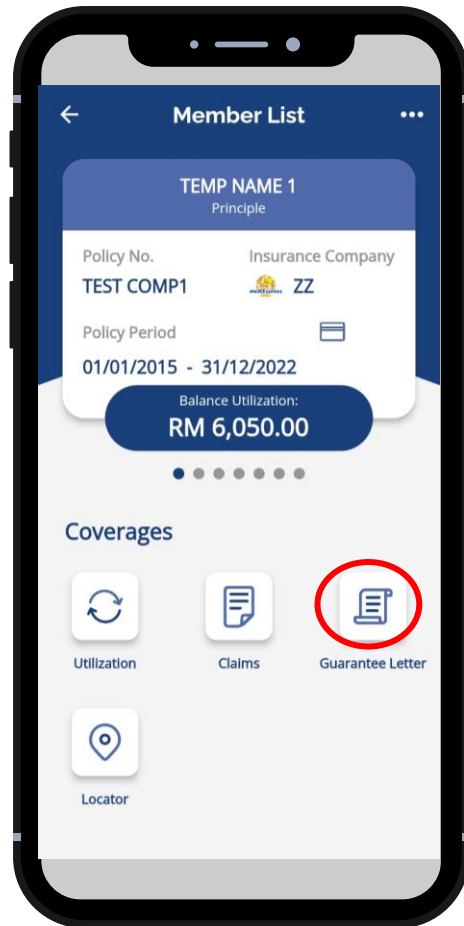


- Select GL Type - *Medication*
- Click *More Details*

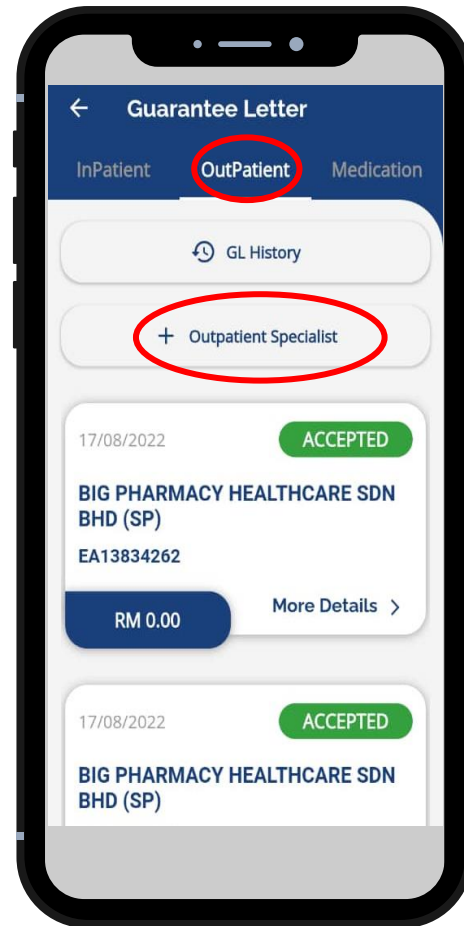


- View details & status
- Status: In Progress/ Completed

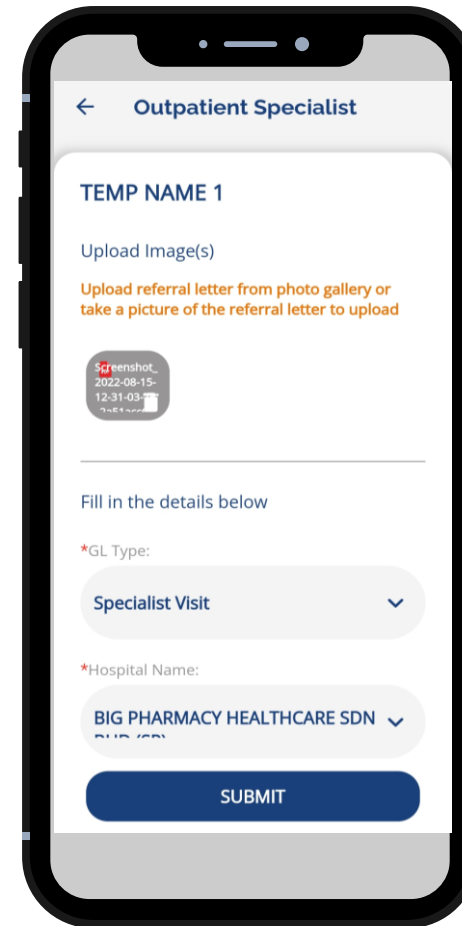




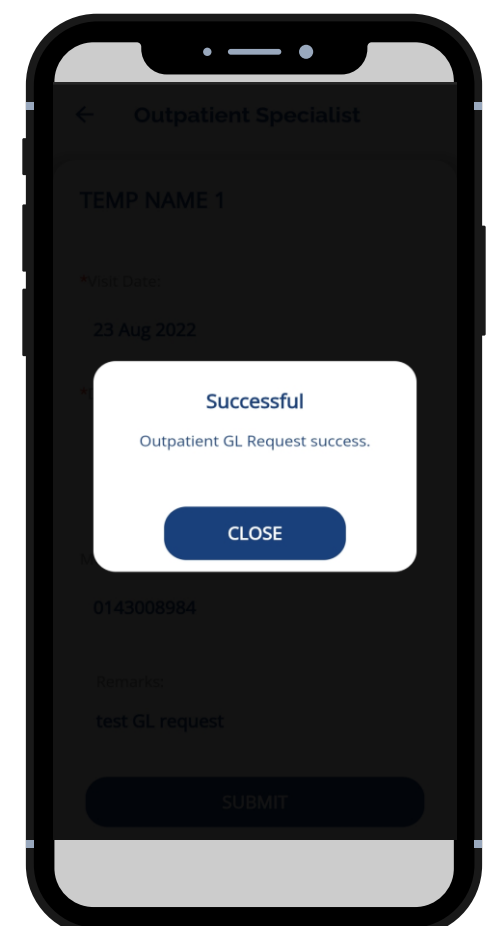
- Select claimant
- Click *Guarantee Letter*



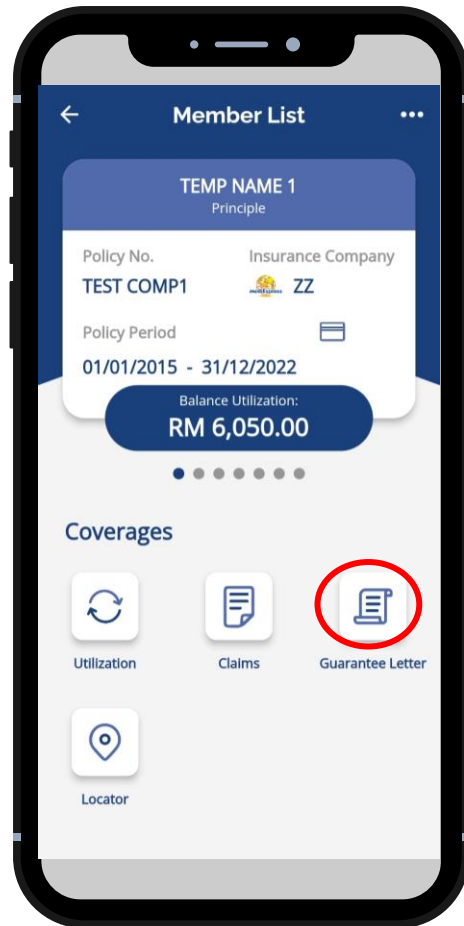
- Select GL Type - *Outpatient*
- Click + *Outpatient Specialist*



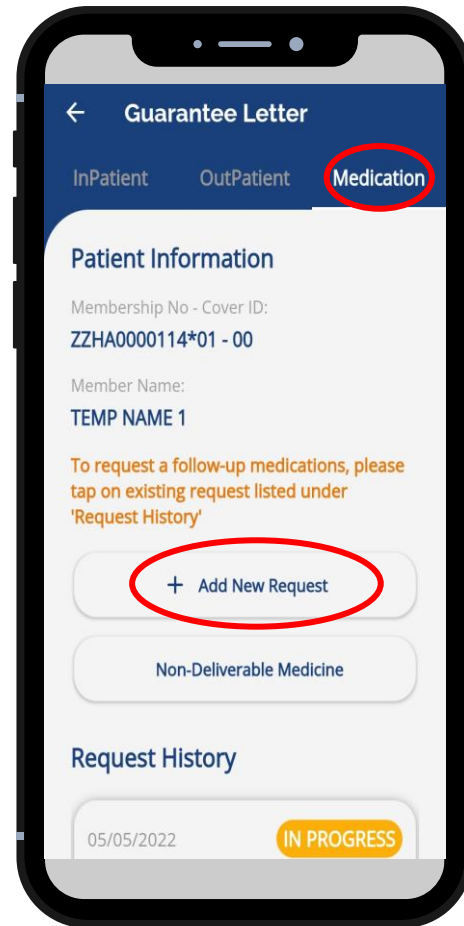
- Upload Image(s)
- Fill up all the required information



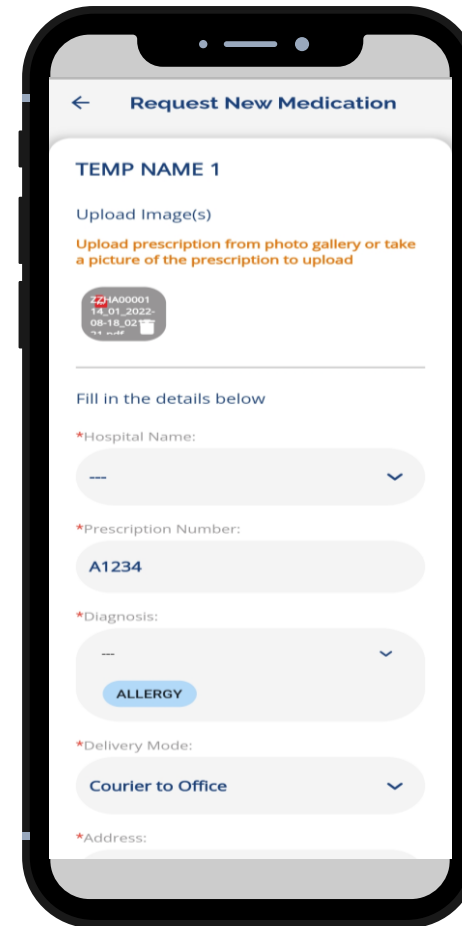
- Click Submit
- GL Request Successful



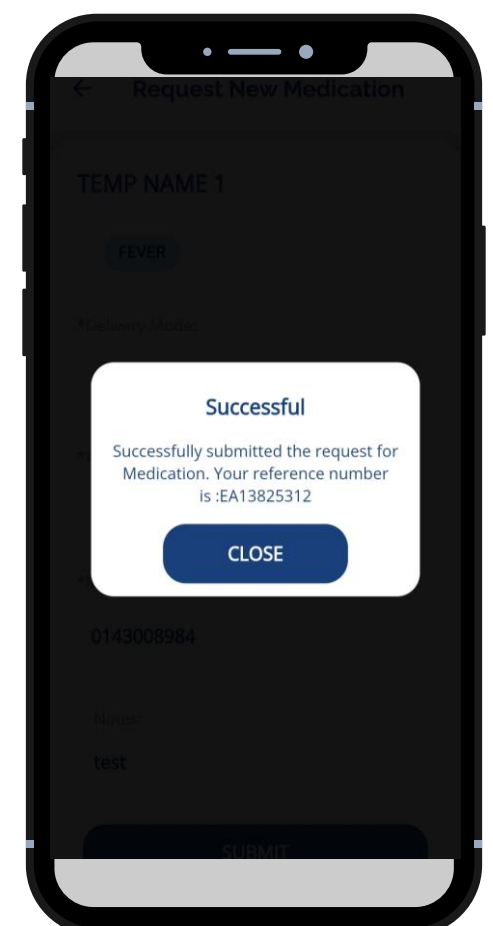
- Select claimant
- Click *Guarantee Letter*



- Select GL Type - *Medication*
- Click *+ Add New Request*

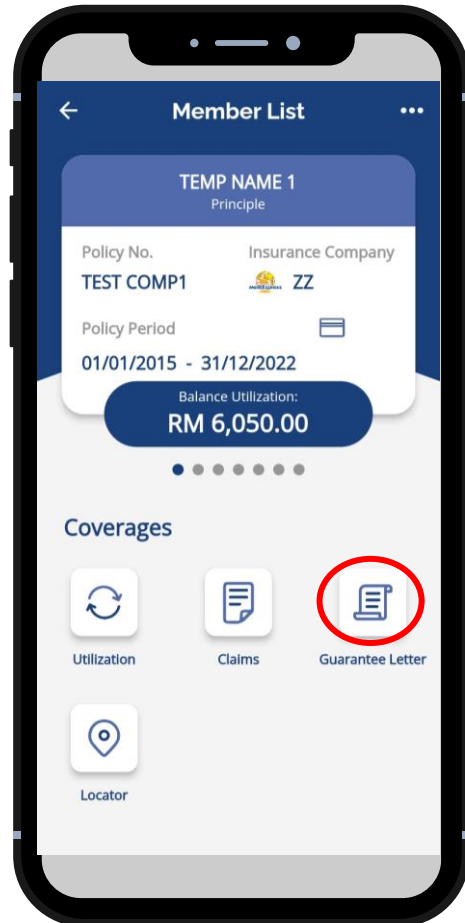


- Upload Image(s)
- Fill up all the required information

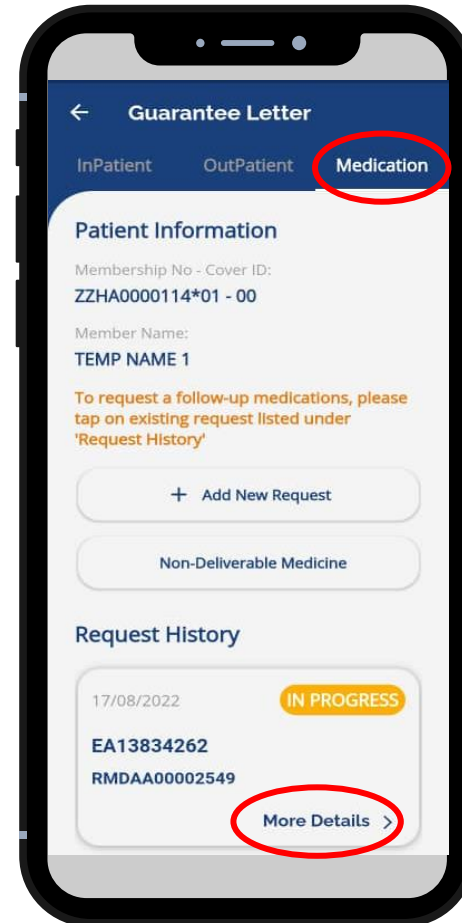


- Medication Request Successful

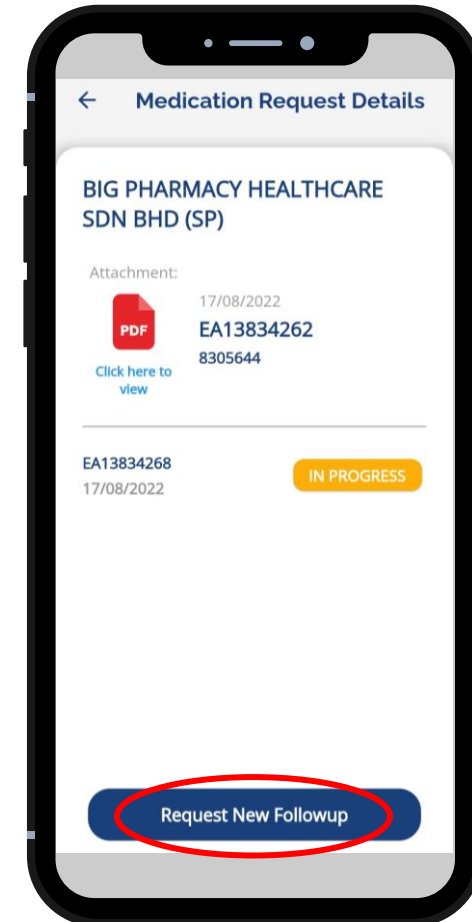




- Select claimant
- Click *Guarantee Letter*

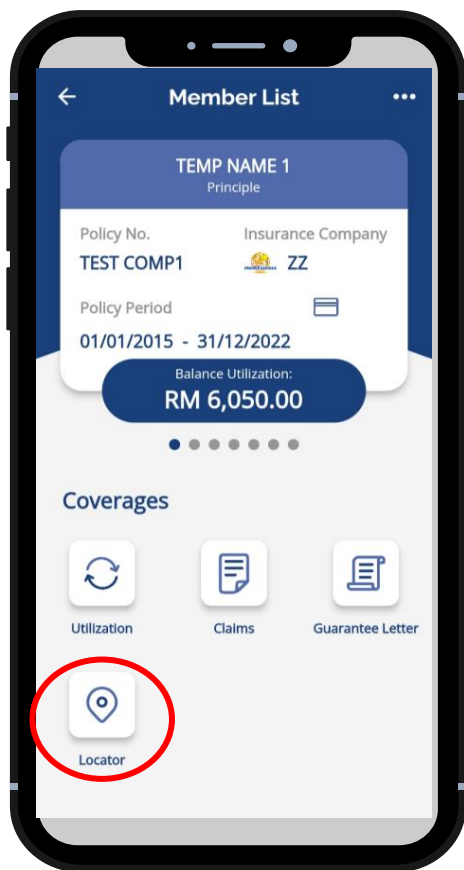


- Select GL Type - *Medication*
- Click *More Details*

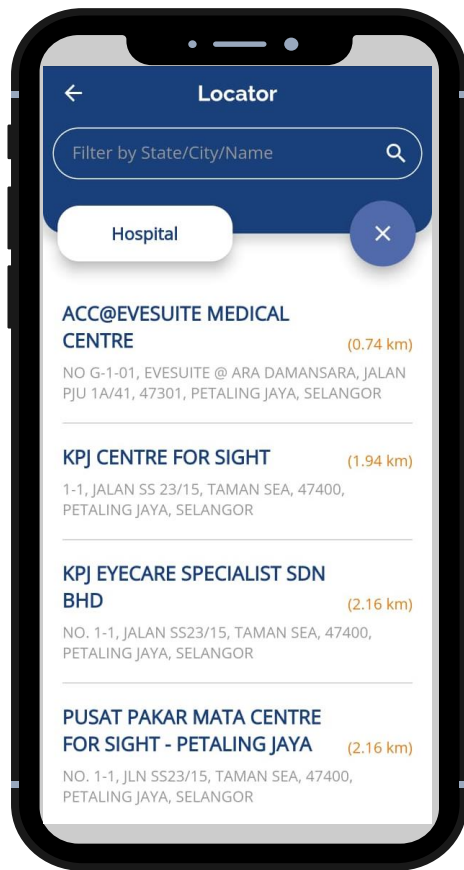


- Click *Request New Followup*, Fill up information & Submit

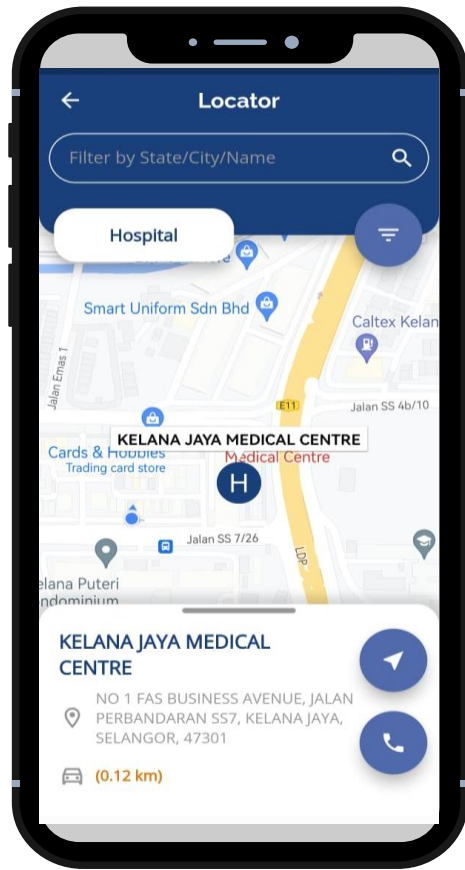




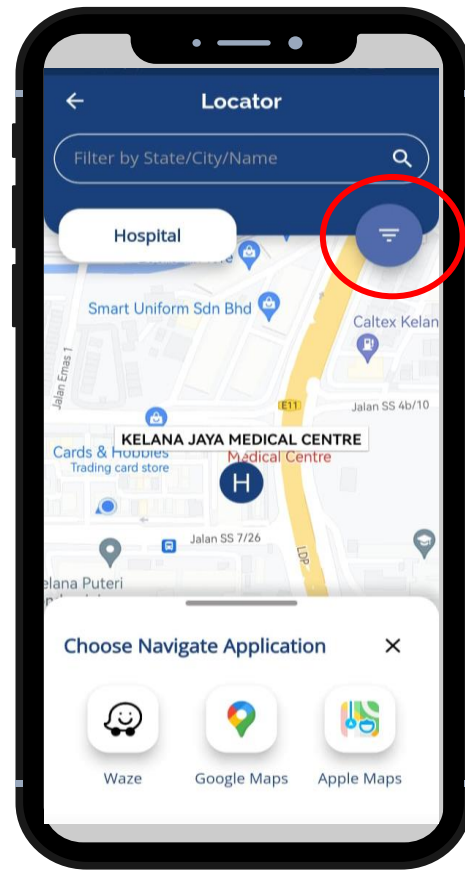
- Select **Locator**



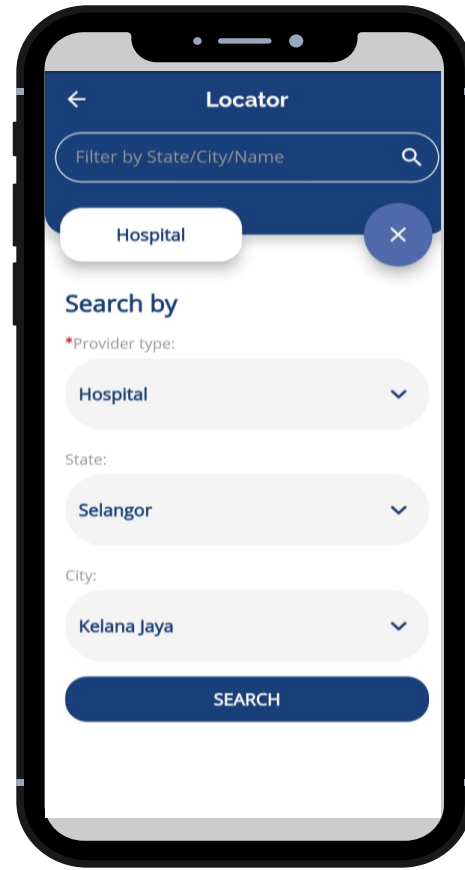
- Select **Hospital** to view nearest **Provider**
- Zoom out the map screen to locate other **Provider's**
- Select **'H'** Symbol to view address & contact detail



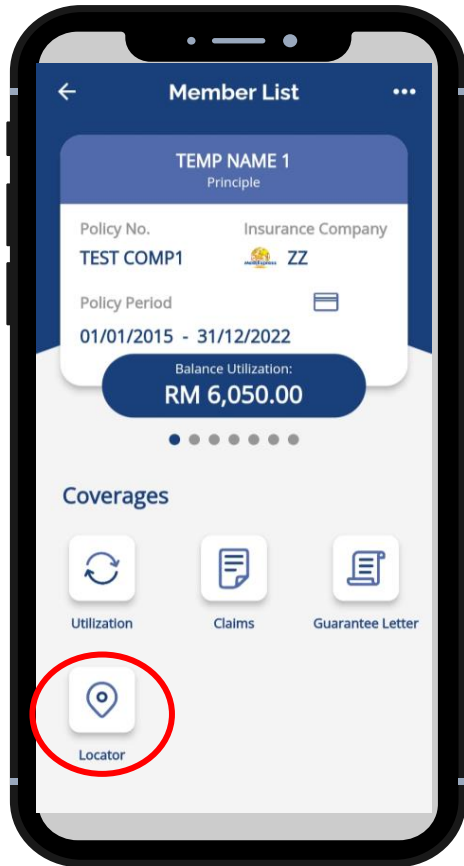
- Select to open navigation apps
- Select to call the **Provider**



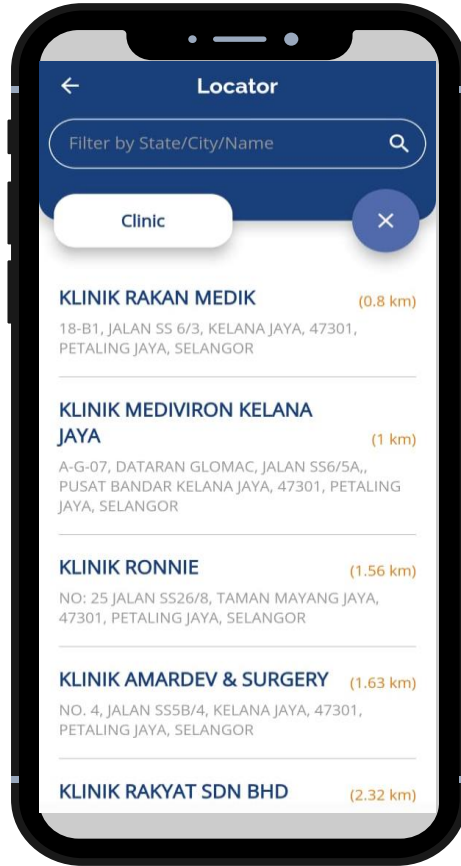
- Select the 3 line (refer the red circle) for filter
- Or key-in the state/city name



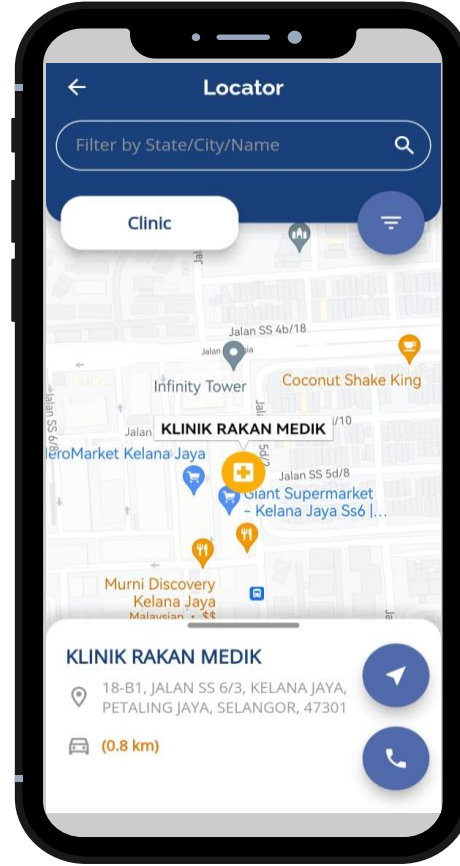
- Filter to specify **Provider** search





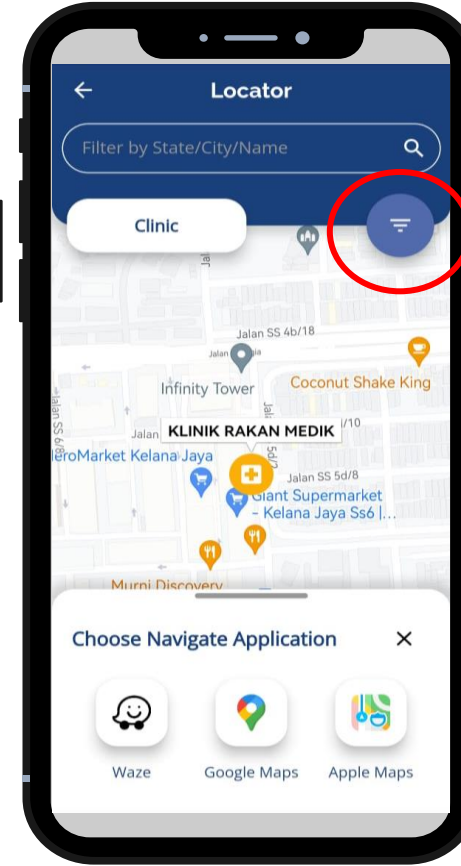
- Select **Locator**



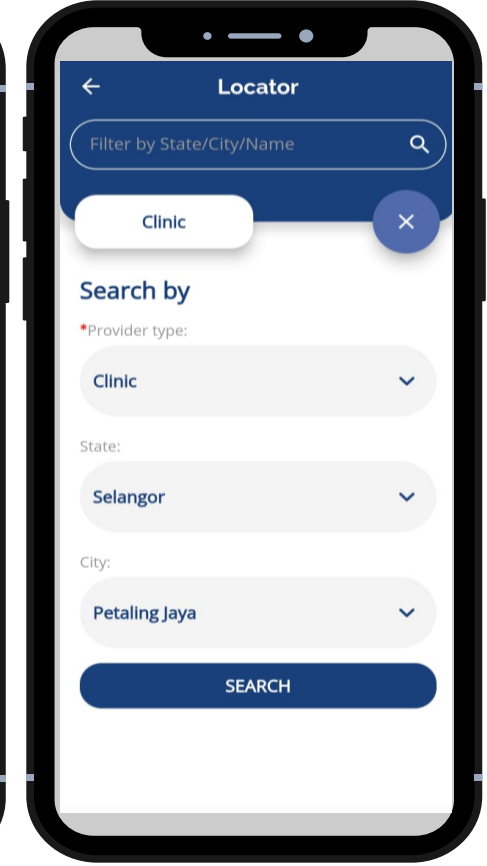
- Select **Clinic** to view nearest **Provider**
- Zoom out the map screen to locate other **Provider's**
- Select **+** to view address & contact detail



- Select  to open navigation apps
- Select  to call the **Provider**



- Select the 3 line (refer the red circle) for filter
- Or key-in the state/city name



- Filter to specify **Provider** search

Thank You



MediExpress