



Web portal usage guide for Members

Version 1

INDEX

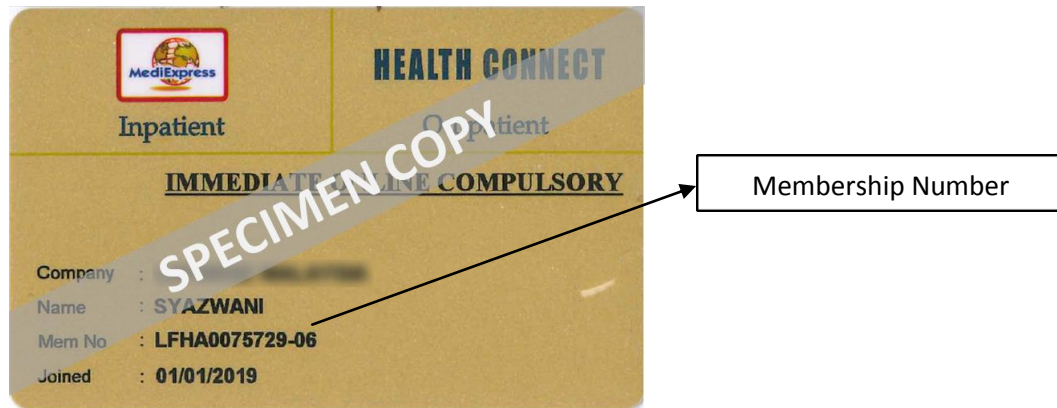
#	Feature	Page #
1	Registering to web portal www.hcsb.com.my	03
2	Login to web portal	05
3	Forgot Password? Recover	06
4	Change Password	07
5	Check Utilisation	08
6	Check Payment	09
7	Claim Submission Claim History	10
8	Health Connect Contact	11
9	User Guide	

1. Registering to website www.hcsb.com.my

Every member (Insurance Holder) must register to access the entitled features of the web portal.

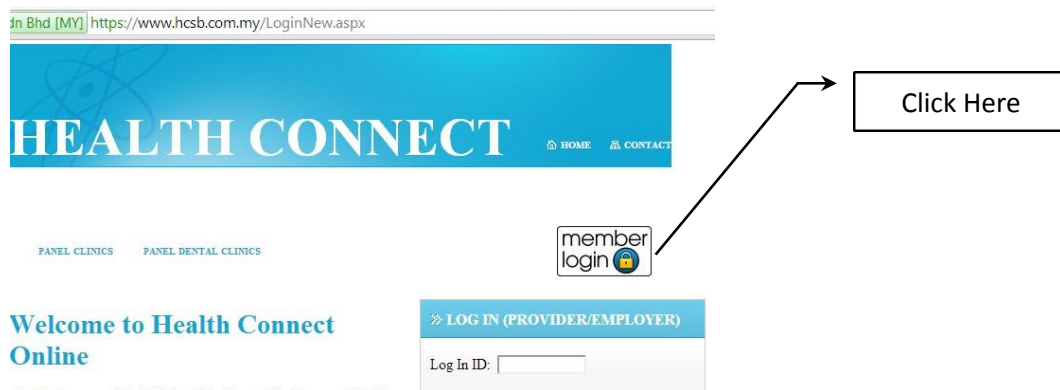
The below things are required while registration

1. NRIC Number (without dash '-')
2. Membership number which is printed on the smart medical, as shown below.



Follow the below steps to register.

1. Go to the Health Connect web portal <https://www.hcsb.com.my>
2. Click on Member login Link as shown below.



3. You will be redirected to the login screen, where you can find the "Register" link, click it. As shown below.



- You will be redirected to “Membership Registration” page where your membership will be validated.
- Please key-in your Membership Number, NRIC (without dash “-”) in the screen below.

LTH CONNECT HOME CONTACT

Already Registered can [Login](#) here

MEMBER REGISTRATION

Membership Number: e.g. DCHA2712910

IC Number: e.g. 600213188335

Click Here

- Once key-in your Membership Number & NRIC, click on “Validate” button.
 - If your Membership number & IC match our database, Validation is successful and you will be redirected to the next screen where you can give your User Name and Password.
 - Key-in the required information and click on “Register” Button, as shown below.
- Note: Please remember the Email Address given here. It should be provided when you try to recover your forgot password.*

Sdn Bhd [MY] <https://www.hcsb.com.my/MBMRegister.aspx>

HEALTH CONNECT HOME CONTACT

Already Registered can [Login](#) here

Successfully Validated Membership Details. Please Create Your own Username and Password to complete the Registration

MEMBER REGISTRATION

User Name :

Password :

Confirm Password :

Email Address :

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- After successful registration, you will get a confirmation message as shown below.

<https://www.hcsb.com.my/MBMRegister.aspx>

The page at <https://www.hcsb.com.my> says:

Account Created successfully. You can Proceed to login now.

Confirmation Message

LOG IN

Username:

Password:

[Forgot your password?](#)

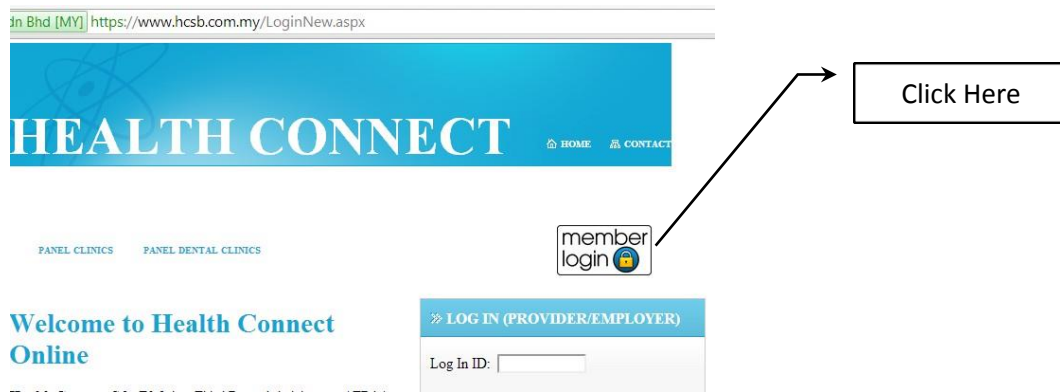
New User Please [Register](#) here

2. Login to Web Portal (www.hcsb.com.my)

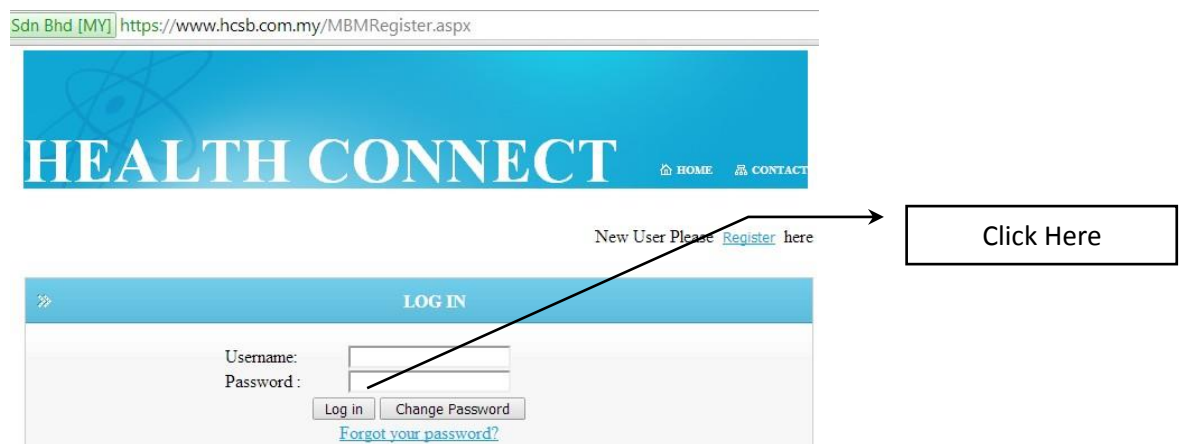
Once member registration is successful, member can login to access the available features by logging in to the web portal.

Follow the below steps to login

1. Go to the Health Connect web portal <https://www.hcsb.com.my>
2. Click on Member login Link as shown below.



3. You will be redirected to the login screen, where you can Key-in the Login ID and Password. As shown below.



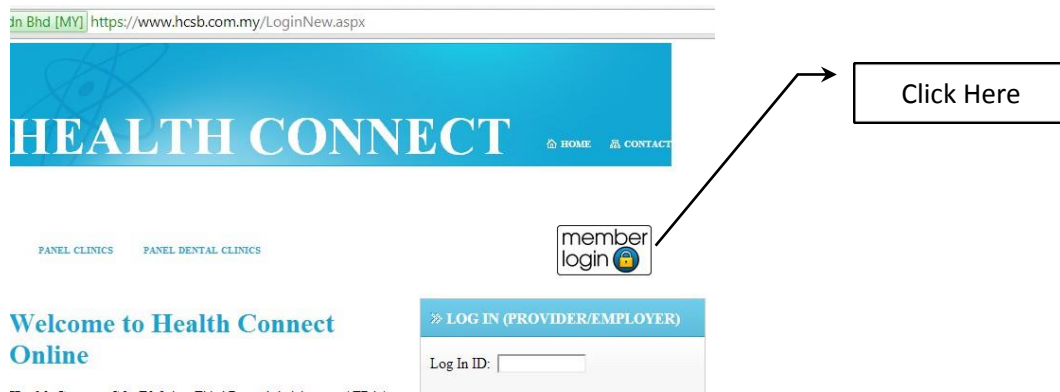
4. Member will be redirected to the "Claim submission form" upon successful login. If login not successful, a message will be prompted "Either Log-in ID or Password is invalid!"

3. Forgot Password? Recover

Member may forget the password, for this purpose web portal's "Forgot Password" feature will recover the actual password through email. Member has to key-in the Member Number, and the exact email address which was given when Registration.

Follow the below steps to recover the password.

1. Go to the Health Connect web portal <https://www.hcsb.com.my>
2. Click on Member login Link as shown below.



3. Member will be redirected to Login Page, where member can find a link "Forgot Your Password", Click it as shown below.



4. Member will be redirected to another screen where he/she has to key-in the key fields which was given when registration. Click on "Recover"

PASSWORD RECOVERY	
Member Number	
User Name	testzz1
IC No	
Phone Number	01111732526
Recovery Method	SMS
<input type="button" value="Recover Password"/>	

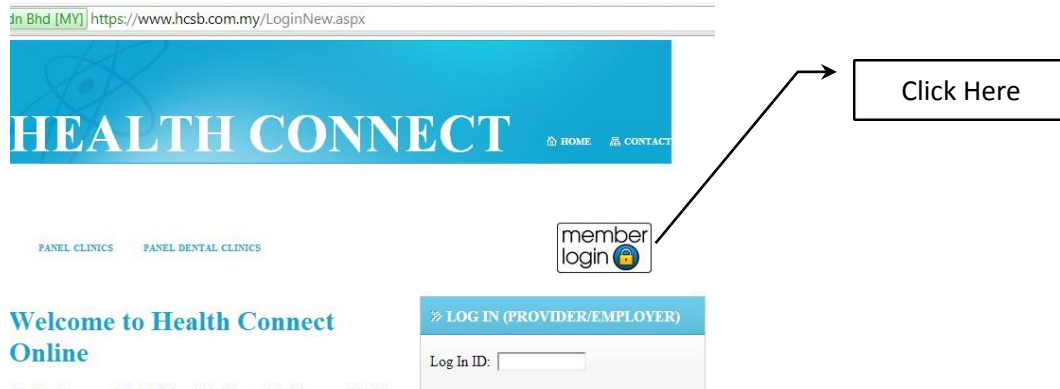
Password successfully sent to your registered Phone No : 01111732526

5. Upon successful recovery, Password will be sent to the selected recovery method.
6. If the given key fields not matched to database, it will prompt a message "Email Address Is not matching with our Records."

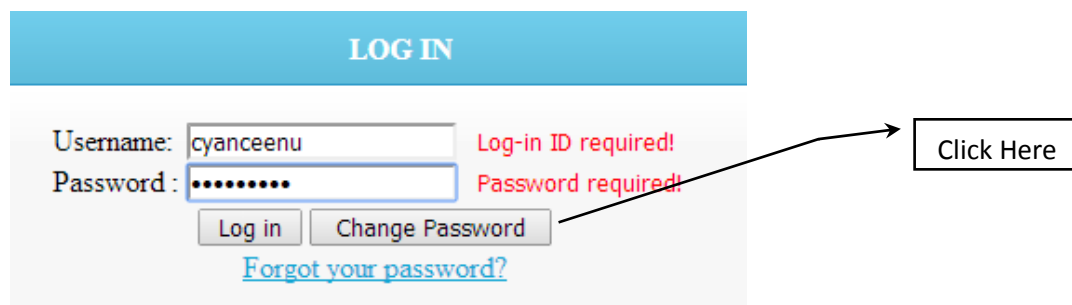
4. Change Password

Change Password is a feature which allows member to change his/her password at any time. Follow the below steps to change password

1. Go to the Health Connect web portal <https://www.hcsb.com.my>
2. Click on Member login Link as shown below.

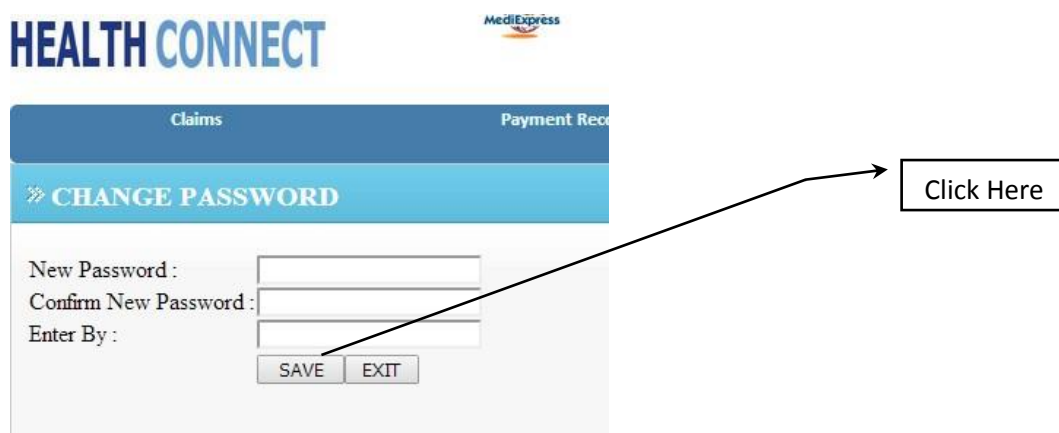


3. Key-in the User Name, and current Password. Click on the button “Change Password” as shown below



4. Member will be redirected to Change password screen, Key-in the required fields and click on “Save” button as shown below.

Note: Password must be Alpha Numeric.



5. A Confirmation Message will appear as “Your Password changed successfully”

5. Check Utilisation

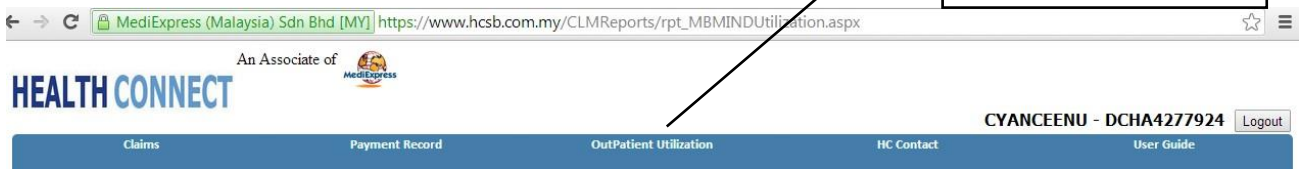
Member can check the utilisation of insurance coverage for self and whole family if applicable. Web Portal's "Out Patient Utilisation" feature will provide all the below information on part of Utilisation check.

- Plan Limit (in RM)
- Annual Limit (in RM)
- Top up (in RM)
- Utilised Amount (in RM)
- Annual Balance (in RM)
- Utilisation percentage (%)

Follow the below steps to check the above.

- Member Login in to the web portal <https://www.hcsb.com.my>
- Click on the "Outpatient Utilisation" Menu
All the above information will be shown as below.

Click Here for
Outpatient Utilisation



Out Patient Utilization

Member Number	Cover ID	Name	Ic No	Emp No	Eff. Date	Exp. Date	Plan Limit	Top up	Annual Limit	Utilized Amount	Annual Balance	Utilization (%)
DCHA4277924	00	SRINIVAS CHINTAMANENI	K8571616		01/04/2014	31/03/2015	200.00	0.00	200.00	0.00	N/A	N/A

6. Check Payment

Member can check the track of the Payments made by Health Connect against to claim submitted by Member or Clinic. Up to 6 Years Member can check the Payment Record.

Member can select particular year and get the data.

Member can export all the data to a “.pdf” file.

Payment record shows the following data

- Visit Date
- Clinic Name
- Actual Bill (in RM)
- Approved Amount (in RM)
- Payment No (Health Connect Internal)
- Payment Date
- Cheque Number
- Case Type (Cashless/Reimbursement)

Click here for payment Record

Ref. below Image

HEALTHCONNECT

CYANCEENU - DCHA4277924 Logout

Claims Payment Record OutPatient Utilization HC Contact User Guide

Claim Listing

Visit Year : 2014

Search PDF

No	Claim No	Visit Date	Clinic Name	Patient Name	Diagnosis	HC Day(s)	Actual Bill	Approved Amt	Payment No	Payment Date	Cheque No	Case Type
1	DK0001933964	02/11/2014	KLINIK MEDIVIRON	SRINIVAS CHINTAMANENI	MedicalCheckup	0	1.00	1.00	N/A	N/A	N/A	Cashless
2	DK0001853796	11/09/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	1.00	0.00	N/A	N/A	N/A	Reimbursement
3	DK0001851158	06/10/2014	KLINIK NOOR HAJAR	SRINIVAS CHINTAMANENI	MedicalCheckup	0	1.00	1.00	N/A	N/A	N/A	Cashless
4	DK0001645587	05/08/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	84.00	84.00	N/A	N/A	N/A	Reimbursement
5	DK0001630253	29/07/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	1.00	1.00	N/A	N/A	N/A	Reimbursement
6	DK0001630232	29/07/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	1.00	1.00	N/A	N/A	N/A	Reimbursement
7	DK0001630206	01/08/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	1.00	1.00	N/A	N/A	N/A	Reimbursement
8	DK0001630063	01/08/2014	NON-PANEL SPECIALIST	SRINIVAS CHINTAMANENI	N/A	0	1.00	1.00	N/A	N/A	N/A	Reimbursement

7. Claim Submission | Claim History

Claim Submission

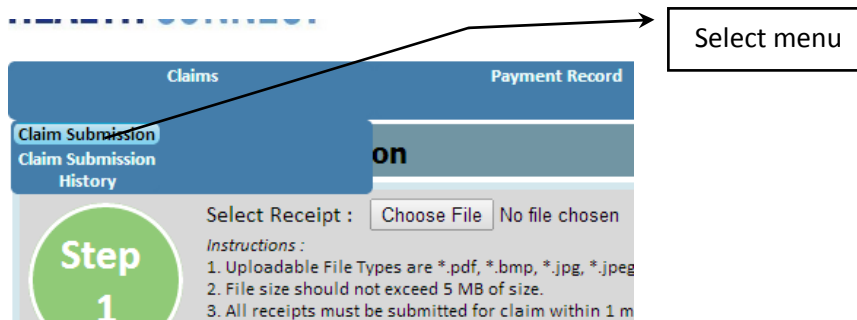
When member visits a Non-Panel clinic, Member can submit that receipt of treatment as a reimbursement claim to Health Connect.

This module provides a step by step process to do so.

Member needs to upload the Receipt of treatment from the clinic.
Member needs to key-in his/her Bank Name & Bank Account.

Follow the below steps to submit the claim

1. Login to the Web Portal www.hcsb.com.my
2. Member will be redirected to the "Claim Submission" page
3. If not redirected, select the "Claim Submission" sub menu from "Claims" menu as shown below.



4. In Claim Submission screen, follow the stepwise on-screen instructions.

An acknowledgement receipt will be generated upon successful submission.

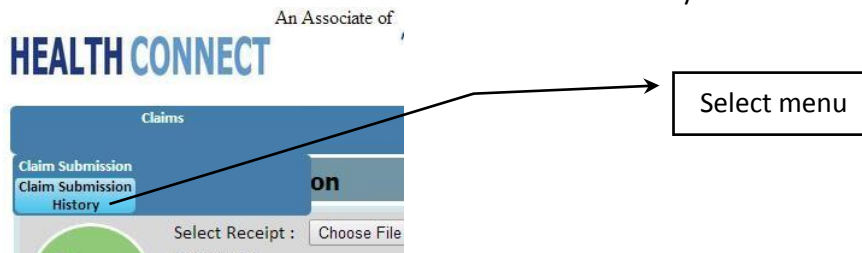
Claim History

Member can view the submitted claims and also download the receipts uploaded by him/her.




Note: Member cannot see the details of claim submitted by clinic.


Follow the below steps.

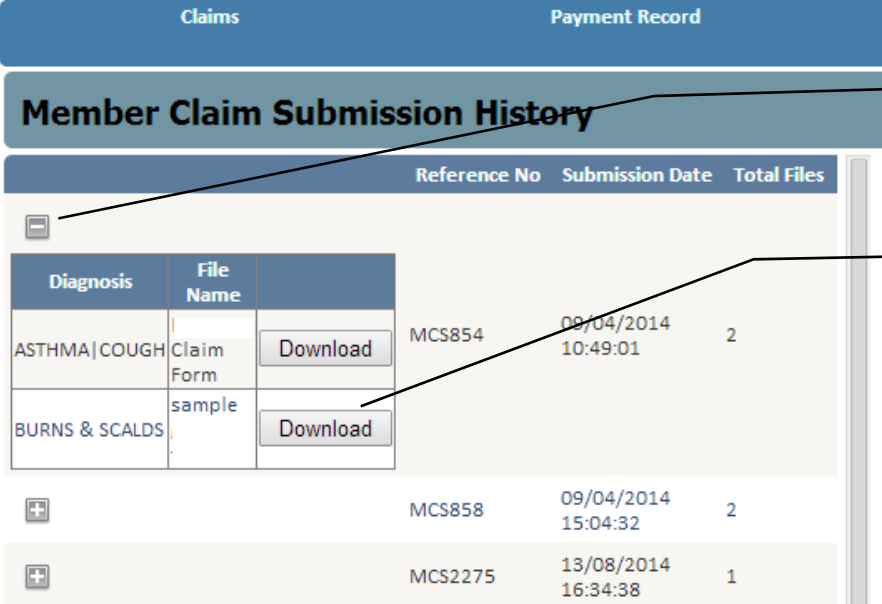
1. From the "Claims" menu select "Claim Submission History" as shown below



2. Member will be redirected to relevant screen where all the claims are listed, as shown below.

Claims		Payment Record	
Member Claim Submission History			
Reference No	Submission Date	Total Files	
 MCS854	09/04/2014 10:49:01	2	
 MCS858	09/04/2014 15:04:32	2	
 MCS2275	13/08/2014 16:34:38	1	

- Member can Click on the “Plus”  icon to see the details of claim submission. Details include Diagnosis and Receipt uploaded. Member also can download the receipt of treatment. Ref: below image.




Click for details

Click to download receipt of treatment

Reference No	Submission Date	Total Files	Diagnosis	File Name	Download
MCS854	08/04/2014 10:49:01	2	ASTHMA COUGH	Claim Form	Download
MCS858	09/04/2014 15:04:32	2	BURNS & SCALDS	sample	Download
MCS2275	13/08/2014 16:34:38	1			

8. Health Connect Contact

For any kind of enquiries, Health Connect department wise contact is provided in the Web Portal. From the Main Menu select “HC Contact”. The screen will be shown with all the required contacts as shown below.



MediExpress (Malaysia) Sdn Bhd [MY] <https://www.hcsb.com.my/common/>

An Associate of MediExpress

HEALTH CONNECT

Claims	Payment Record	OutPatient																								
<h4>HCSB Contact</h4> <table border="1"> <tr> <td>Address</td> <td>HEALTH CONNECT SDN BHD Wisma MediExpress , 20 & 22 Jalan SS4D/14, Taman Peoples Park , 47301 PETALING JAYA SELANGOR</td> </tr> <tr> <td>Tel. No</td> <td>603-7803 2009</td> </tr> <tr> <td>Fax. No</td> <td>603-7804 7700 ,603-7804-2110 (9AM - 6PM) 603-7803 2005 (After Office)</td> </tr> <tr> <td>Email</td> <td>hcsb@hcsb.com.my</td> </tr> <tr> <td>Claims Email</td> <td>claims@medix.com.my</td> </tr> <tr> <td>IT Support Email</td> <td>support.it@medix.com.my</td> </tr> <tr> <td>Website</td> <td>www.medix.com.my</td> </tr> <tr> <td>Contact Persons:</td> <td></td> </tr> <tr> <td>General</td> <td>MR Bryan Lee (03-7884 1838 , 012-365-2738)</td> </tr> <tr> <td>Membership</td> <td>Ms Koa Lay Hoon (03-7884 1999, 016-682-9793)</td> </tr> <tr> <td>Claim Processing</td> <td>MS Foo Sik Ngo (016-629-2505)</td> </tr> <tr> <td>Client Service</td> <td>Mr.Benjamin Wong (03-7884 1966, 012-645-1546)</td> </tr> </table>			Address	HEALTH CONNECT SDN BHD Wisma MediExpress , 20 & 22 Jalan SS4D/14, Taman Peoples Park , 47301 PETALING JAYA SELANGOR	Tel. No	603-7803 2009	Fax. No	603-7804 7700 ,603-7804-2110 (9AM - 6PM) 603-7803 2005 (After Office)	Email	hcsb@hcsb.com.my	Claims Email	claims@medix.com.my	IT Support Email	support.it@medix.com.my	Website	www.medix.com.my	Contact Persons:		General	MR Bryan Lee (03-7884 1838 , 012-365-2738)	Membership	Ms Koa Lay Hoon (03-7884 1999, 016-682-9793)	Claim Processing	MS Foo Sik Ngo (016-629-2505)	Client Service	Mr.Benjamin Wong (03-7884 1966, 012-645-1546)
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Claims Email	claims@medix.com.my																									
IT Support Email	support.it@medix.com.my																									
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