

# 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

**Huawei App Gallery** (for Huawei Phone)

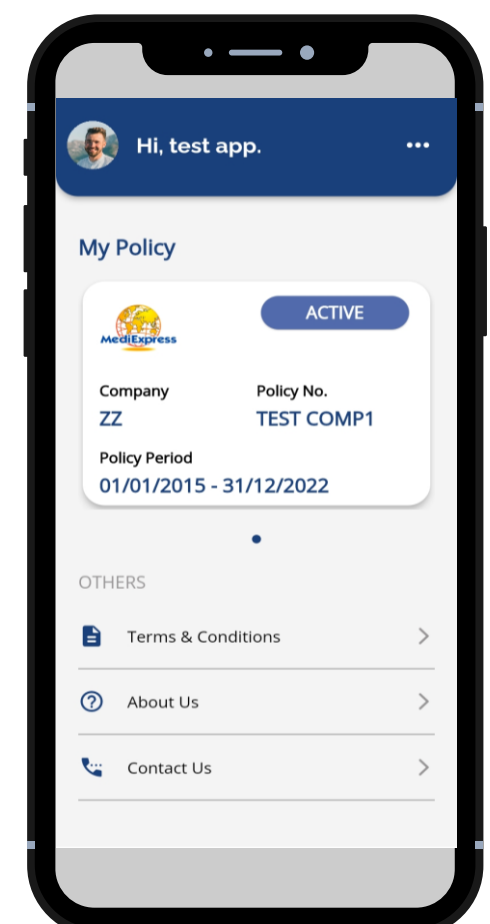
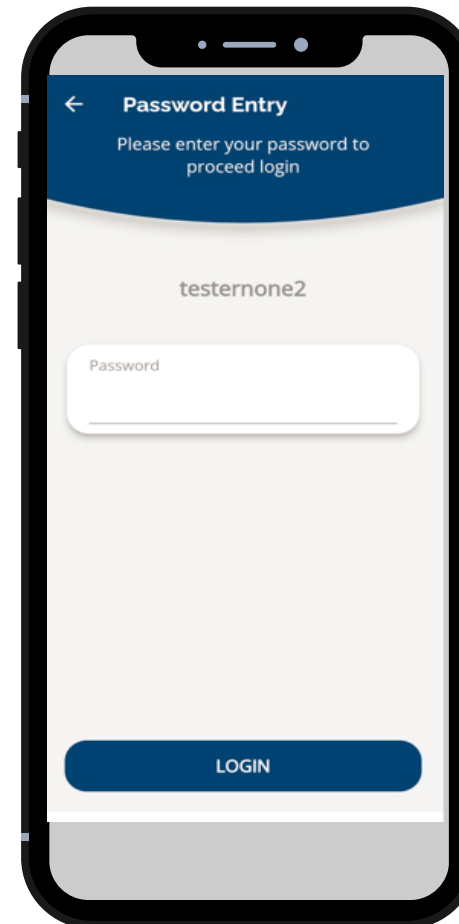
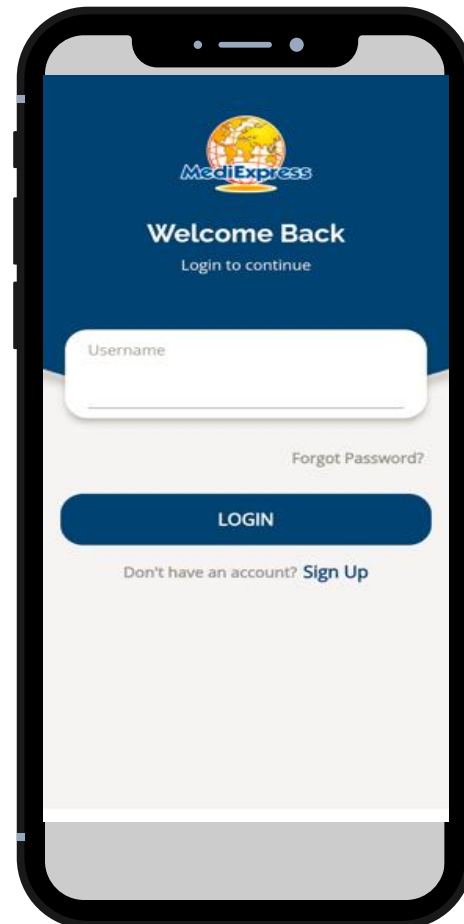
1. Go to Play Store
2. Search for “MediExpress”
3. Download and Install the app



## Features available

1. Normal Login
2. Finger Print Login
3. Face ID Login
4. Manage Your Policy
5. Refresh Settings
6. View Digital Card
7. Update User Profile
8. View Dependents
9. View Entitlement & Balance Limit
10. View Claim History
11. Submit New Claim
12. Request Guarantee Letter
13. Long Term Medication and Follow Up
14. View Guarantee Letter Status
15. Long Term Medication and Follow Up
16. Panel Locator

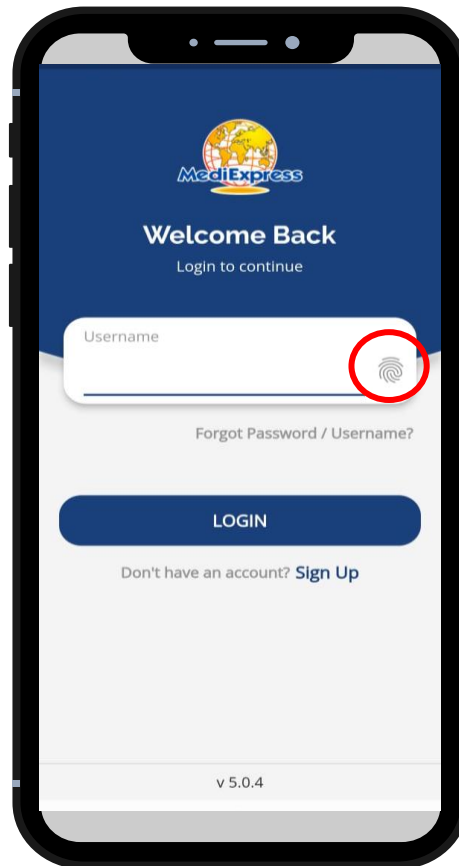




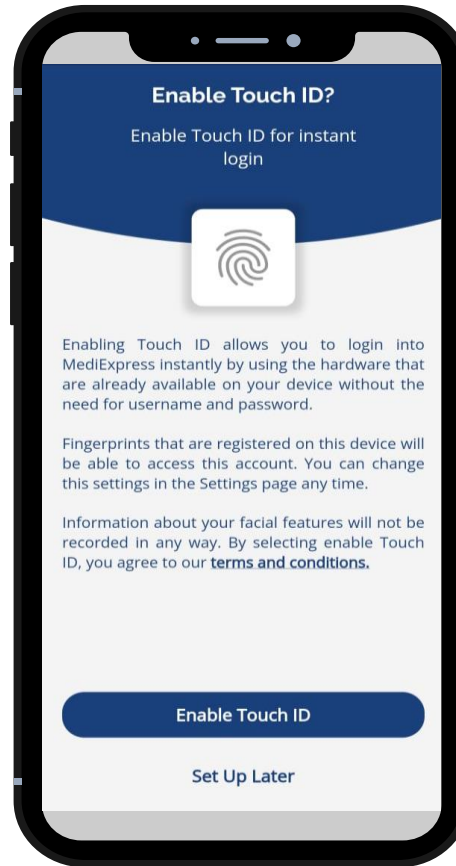
- Key In Username and Password
- *Forgot Password* – you will received link via e-mail to reset password.

- Dashboard

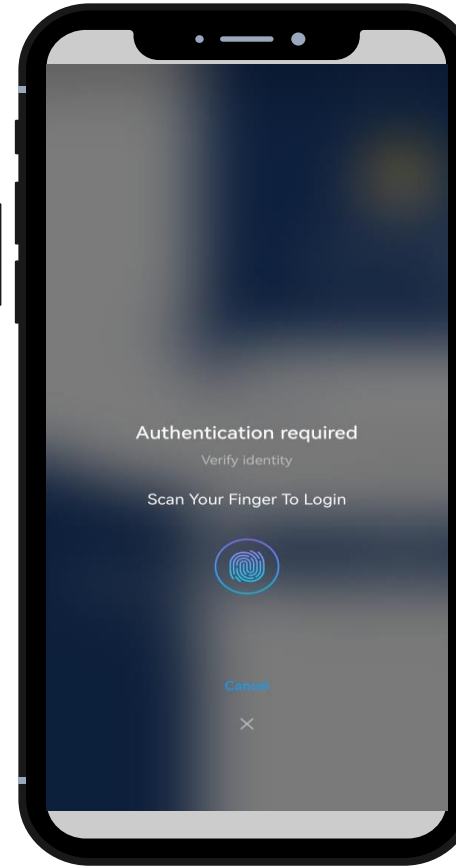




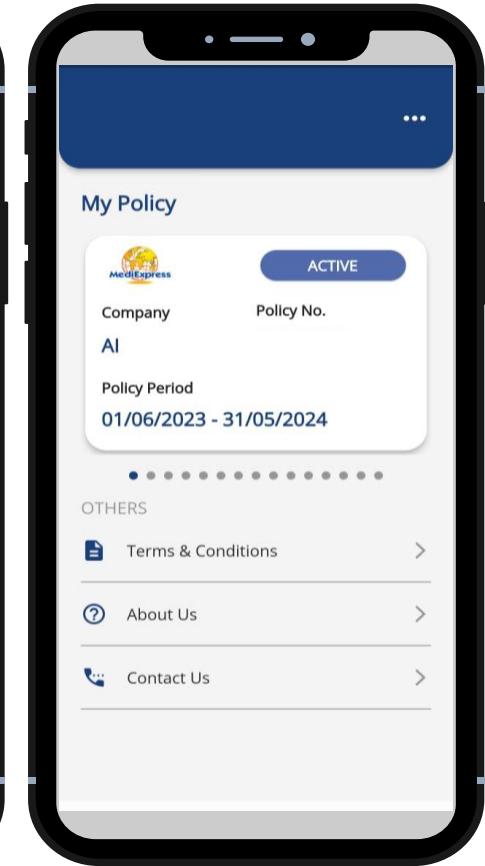
- Select  for Fingerprint Login



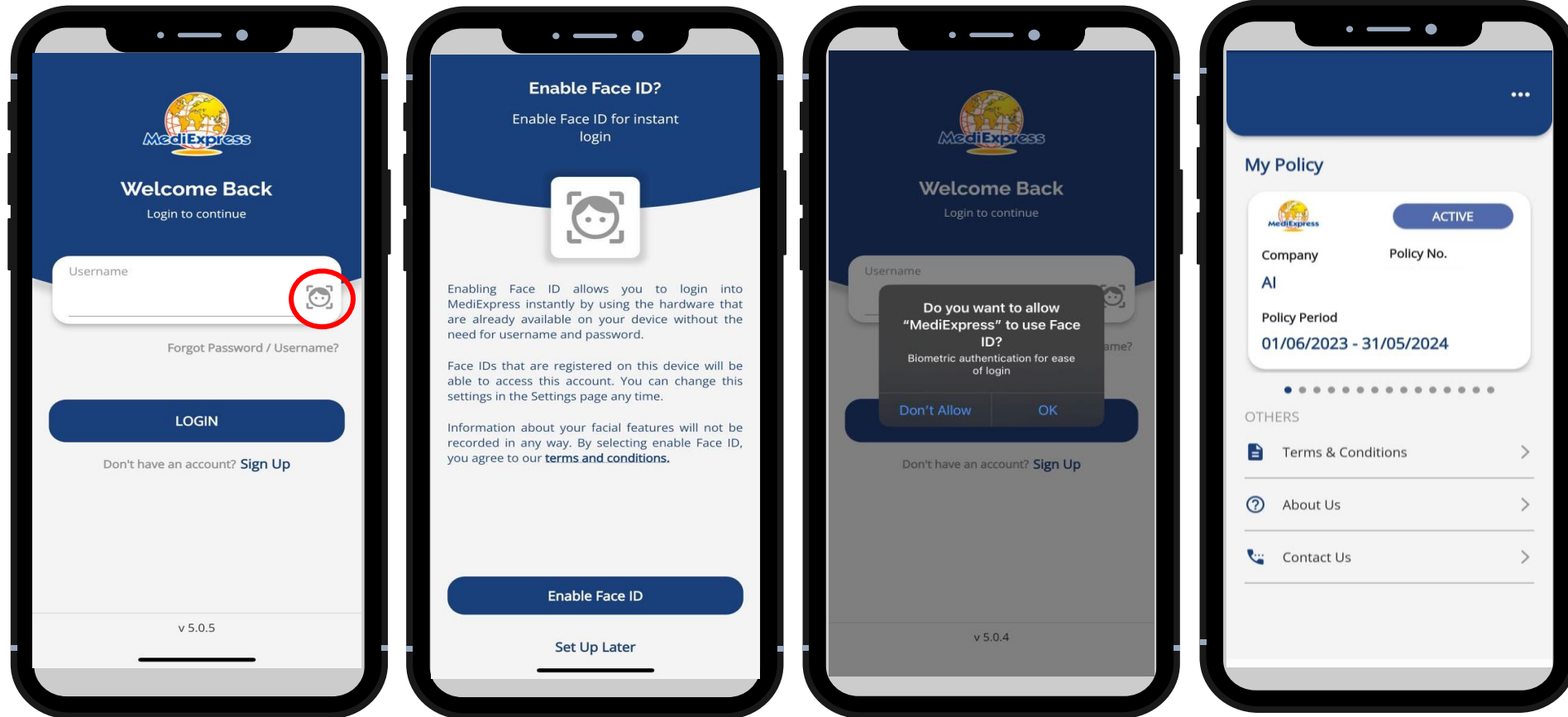
- For Firsttime User, you need to enable the Touch ID for Fingerprint login




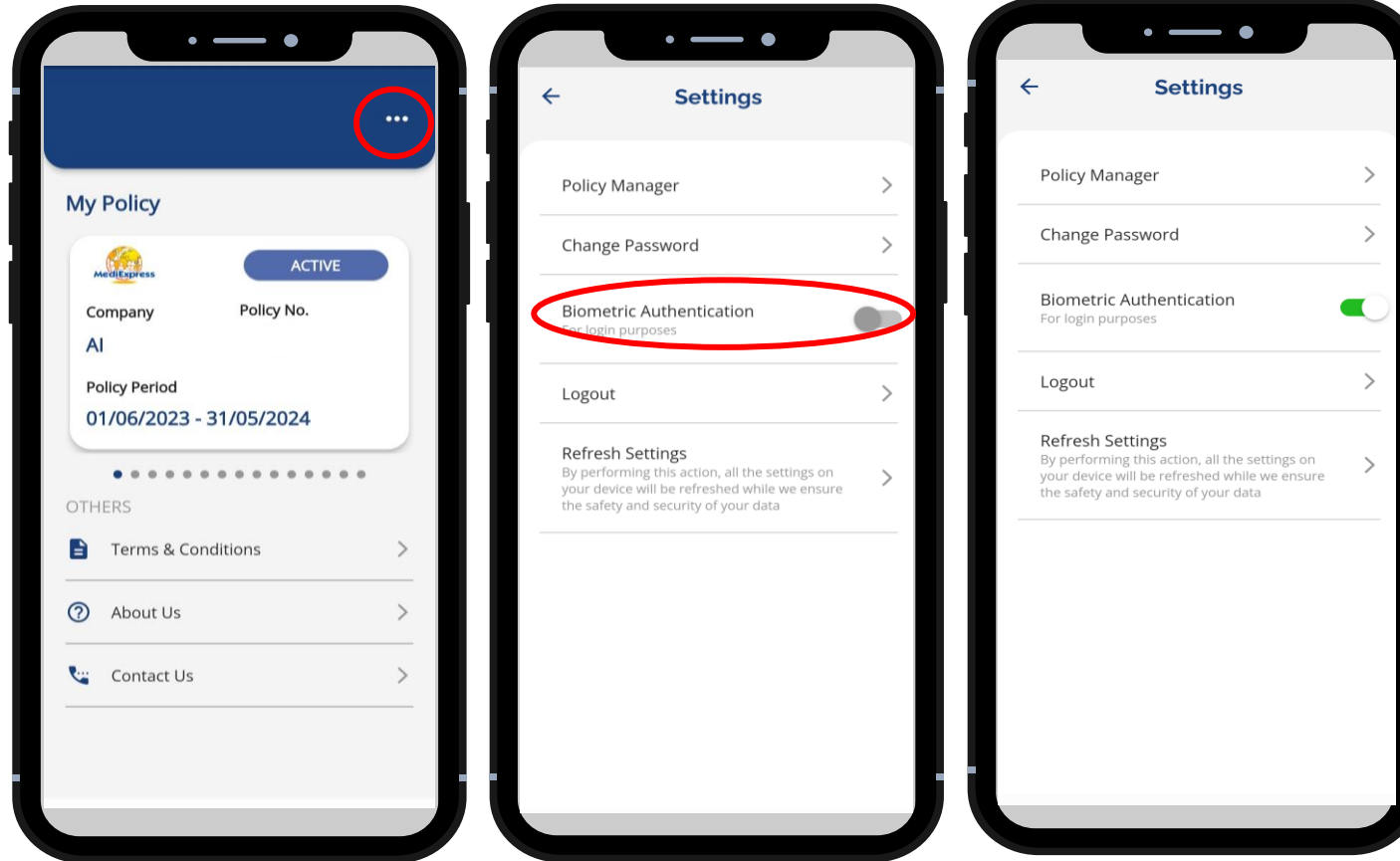
- Ready to login



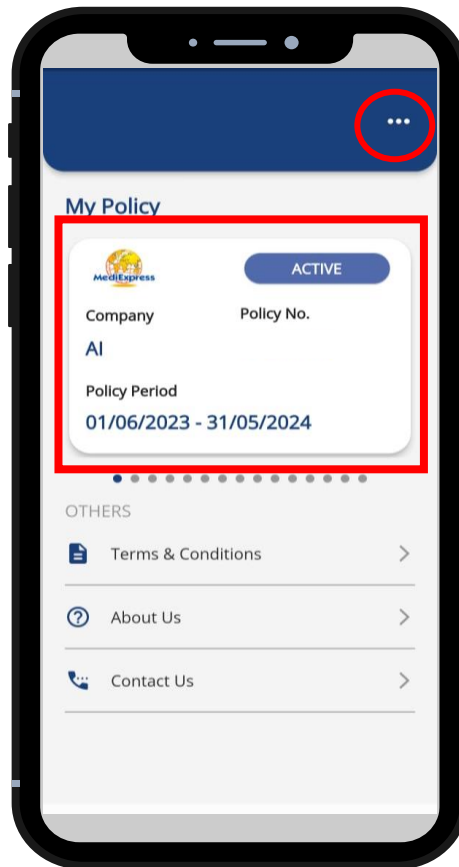
- Once login, it will take you to the Main Page



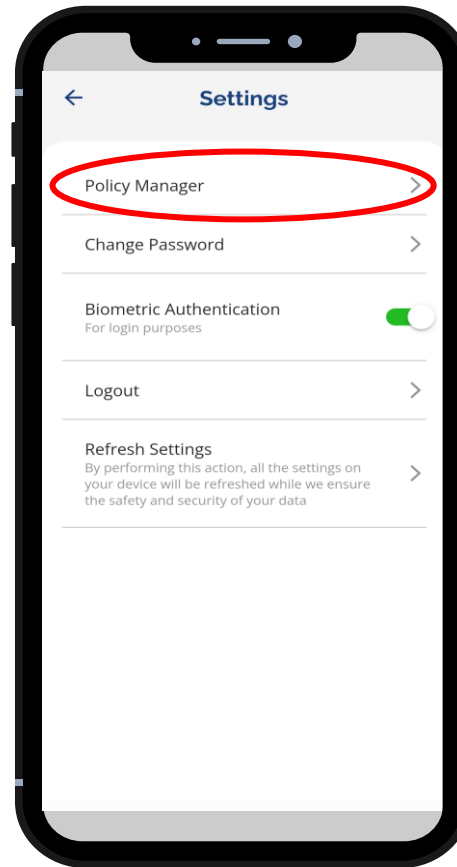
- Select  for Fingerprint Login
- For Firsttime User, you need to enable the Touch ID for Fingerprint login
- Ready to login
- Once login, it will take you to the Main Page



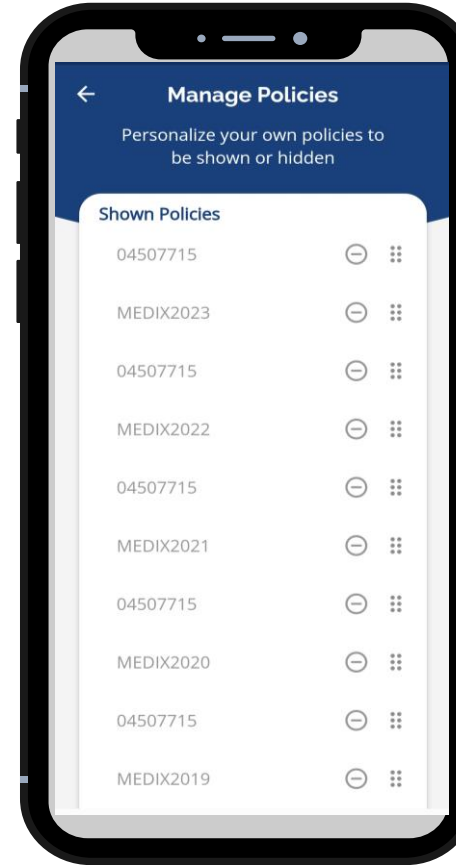
- Select 3 dot's on right top Mainpage
- Click Biometric Authentication to turn off (Grey)
- To re-enable, Click Biometric Authentication to turn on (Green)





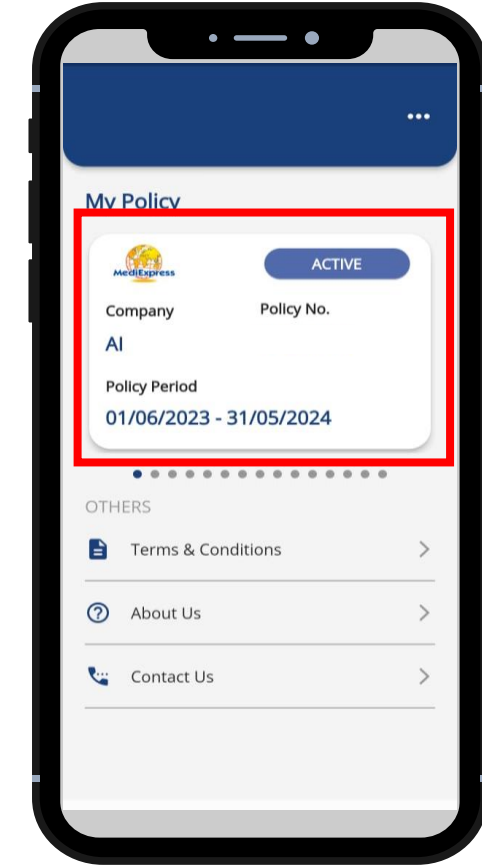
- To display only preferred Policy, kindly Select 3 dot's on right top Mainpage



- Click Policy Manager



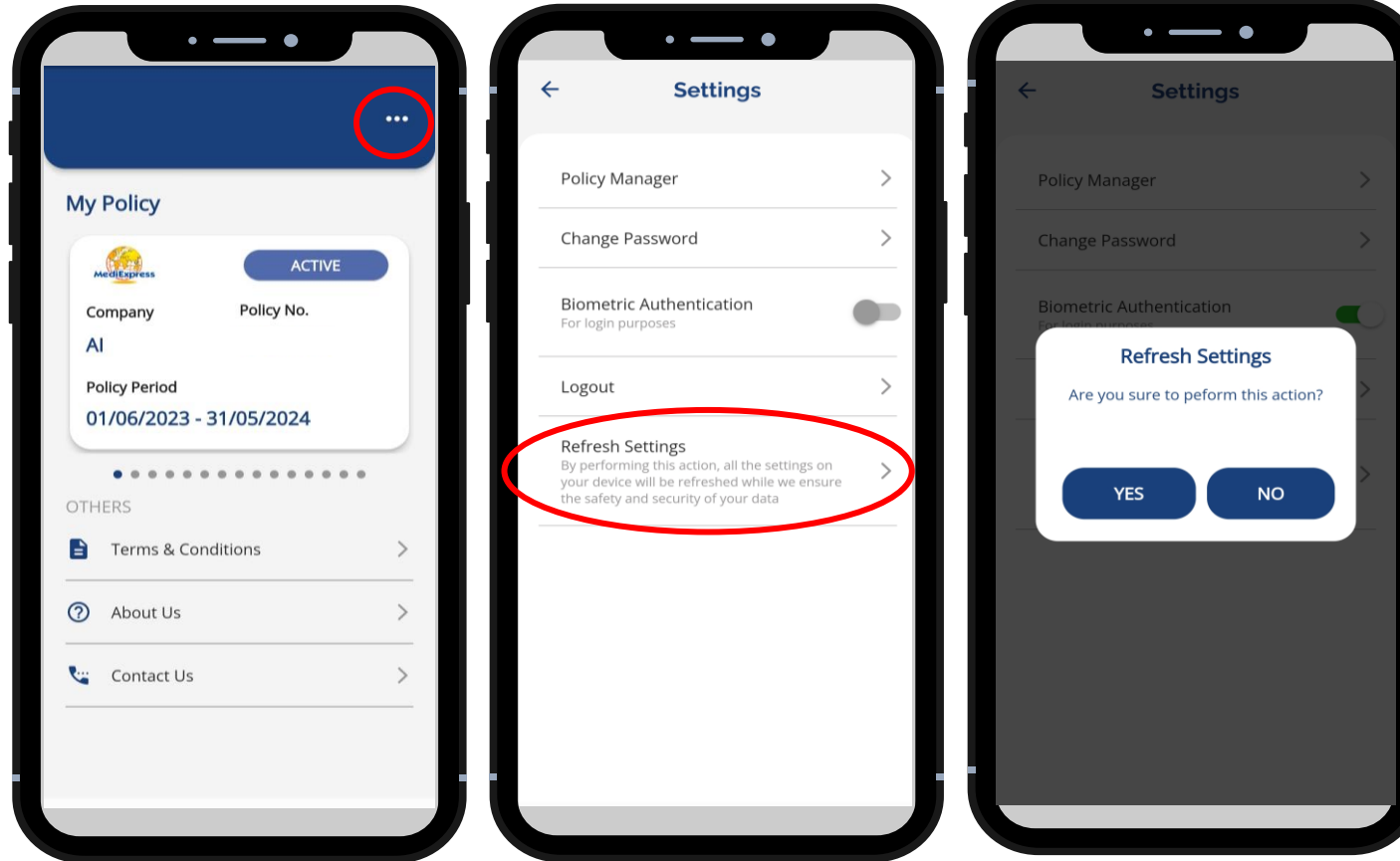
- Click  to hidden,
- click  to shown your policy



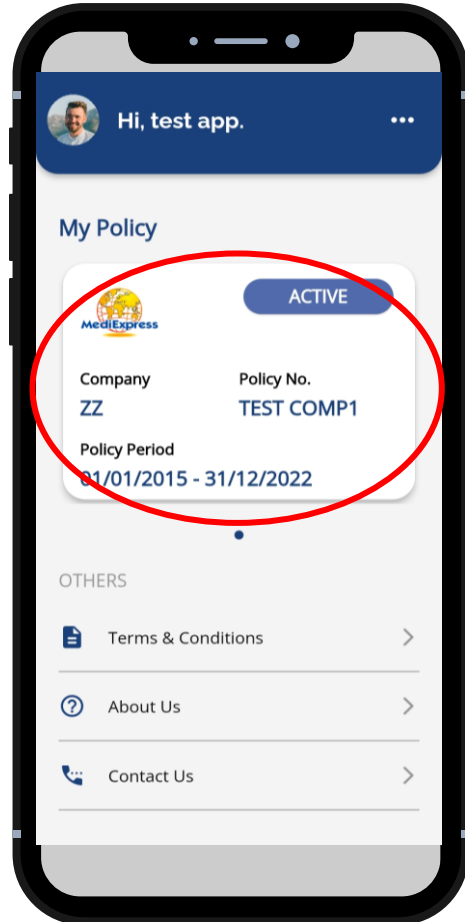
- Only preferred policies will be shown



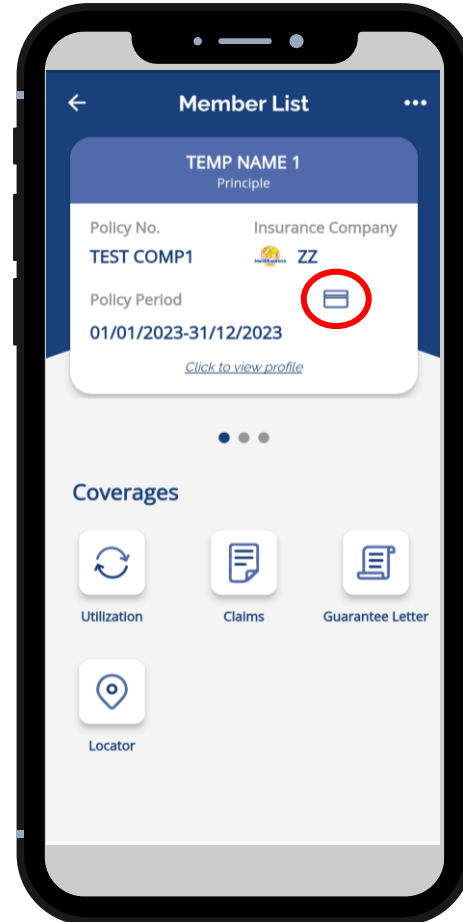
In the event of experiencing a “Blank Screen” or any loading malfunction of Mobile APP, kindly proceed to execute these steps to refresh the Mobile APP



- Select 3 dot's on right top Mainpage
- Click Refresh Settings
- Click 'Yes' to clear all Personal Data, password & Setting, Click 'No' to keep the setting



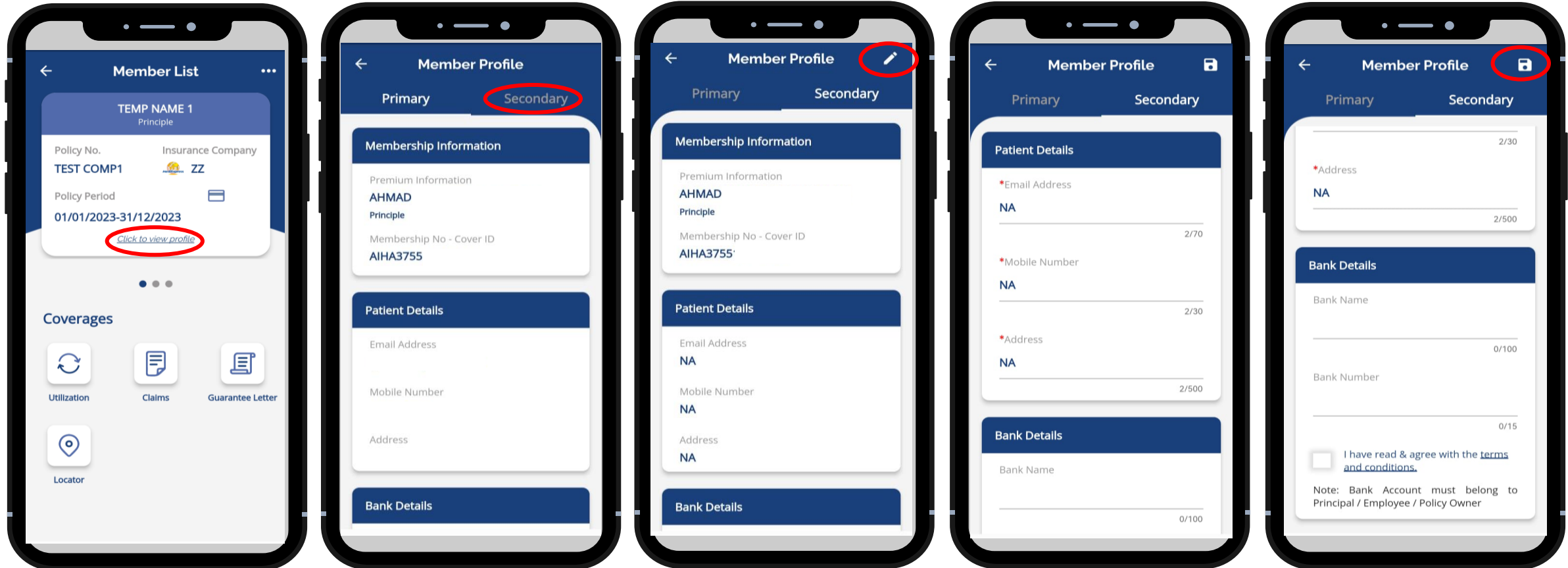
- Click *My Policy*





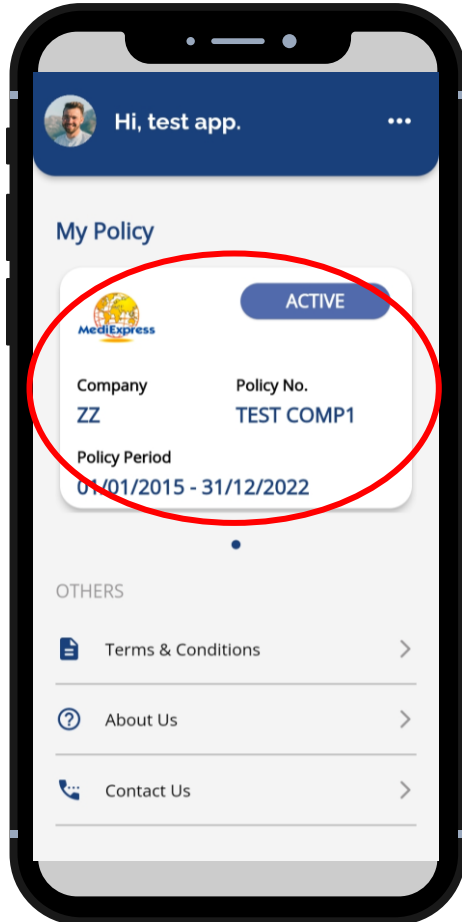
- Click on the card icon



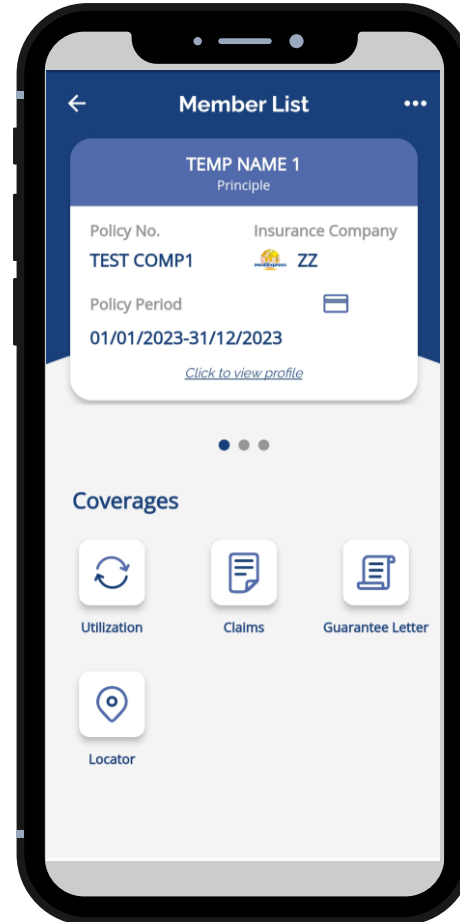
- E-card will appear



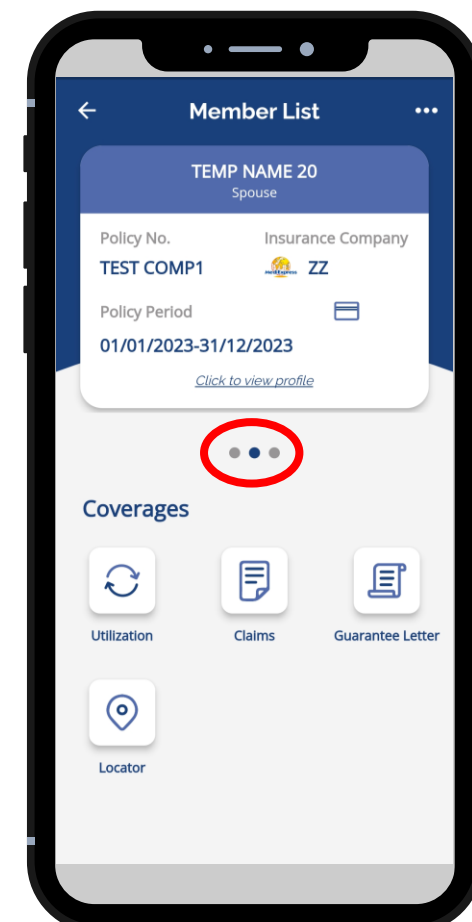
- Select 'Click to view profile'
- In Primary, you can view your current profile, to update your profile, select 'Secondary'
- Select  to update profile detail (refer red circle)
- Update your email address/ Mobile number/address
- Scroll down to update bank details
- Select  to Save



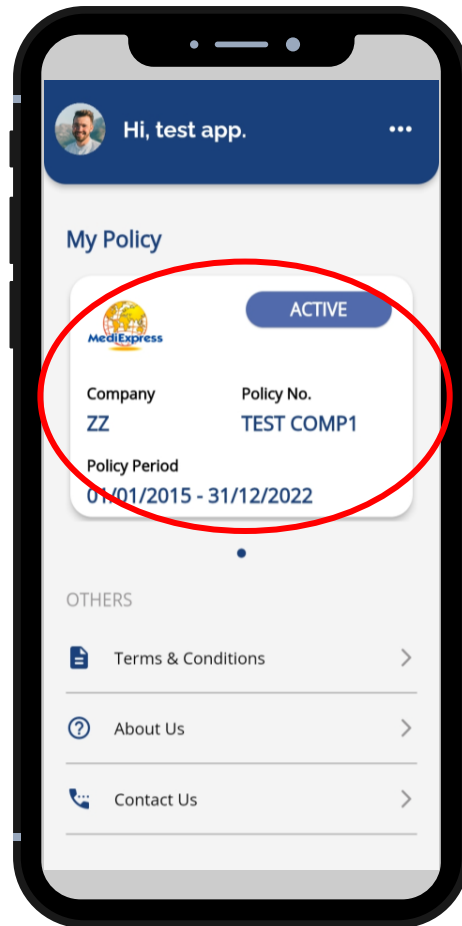
- Click *My Policy*



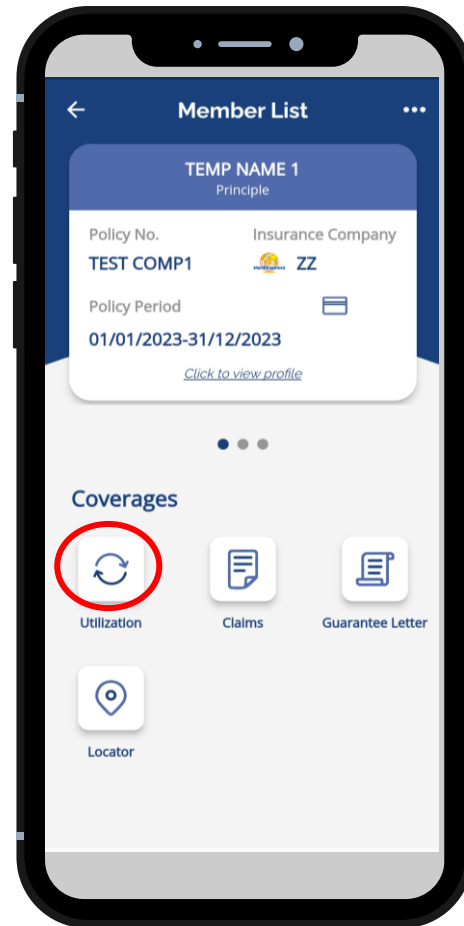
- View Principle details



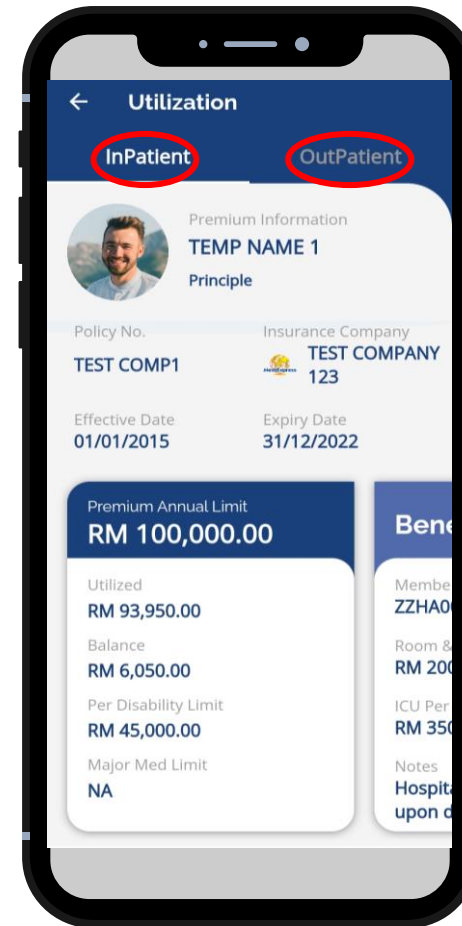
- Swipe left to view dependents



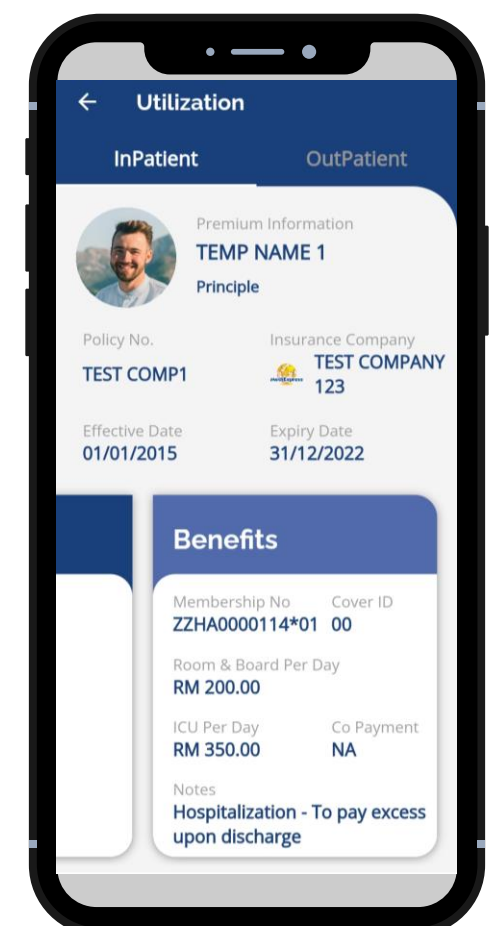
- Click *My Policy*



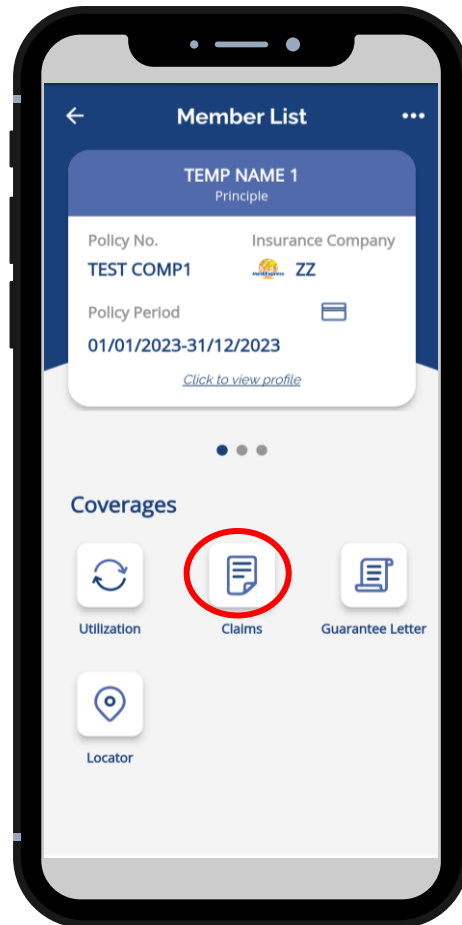
- Click *Utilization*



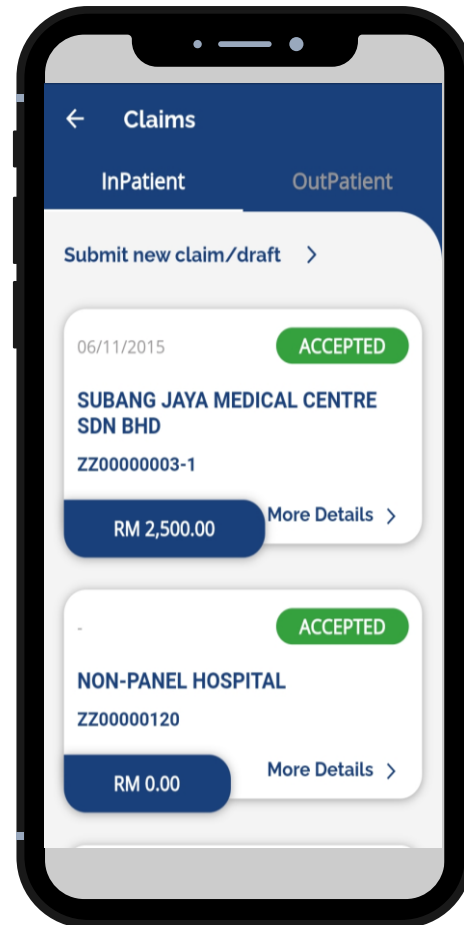
- Click benefit type to view entitlement



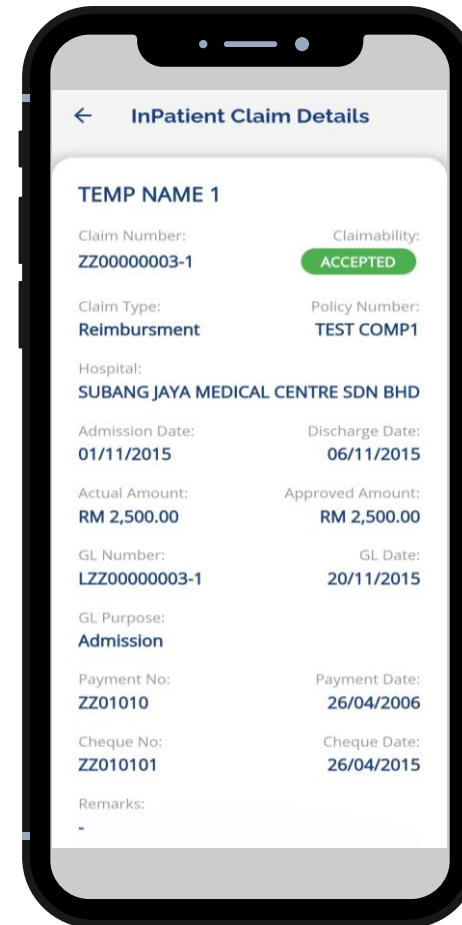
- Swipe left to view benefit details



- Select claimant
- Click *Claims*



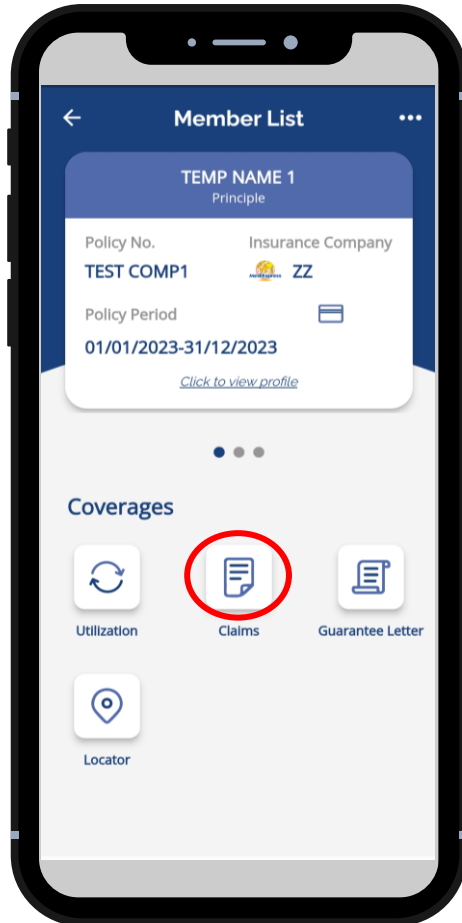
- Choose claim type:  
*Inpatient/Outpatient*
- Select the claim to view



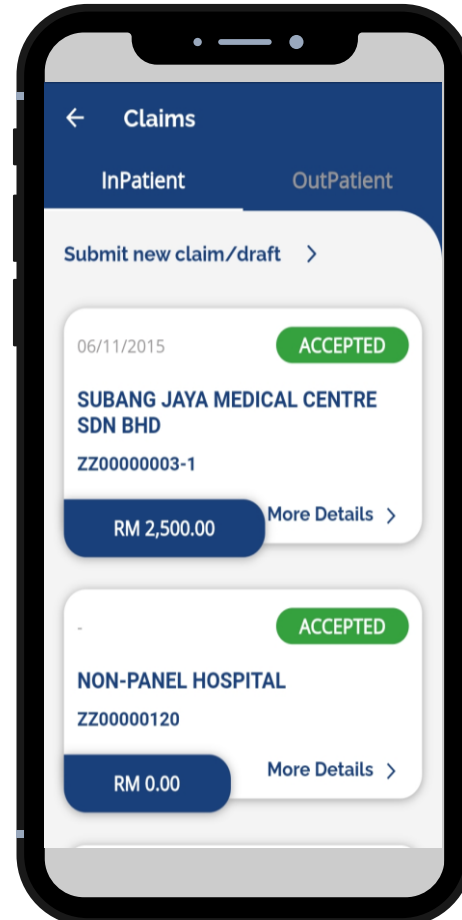
- View claim details

### Claim Status:

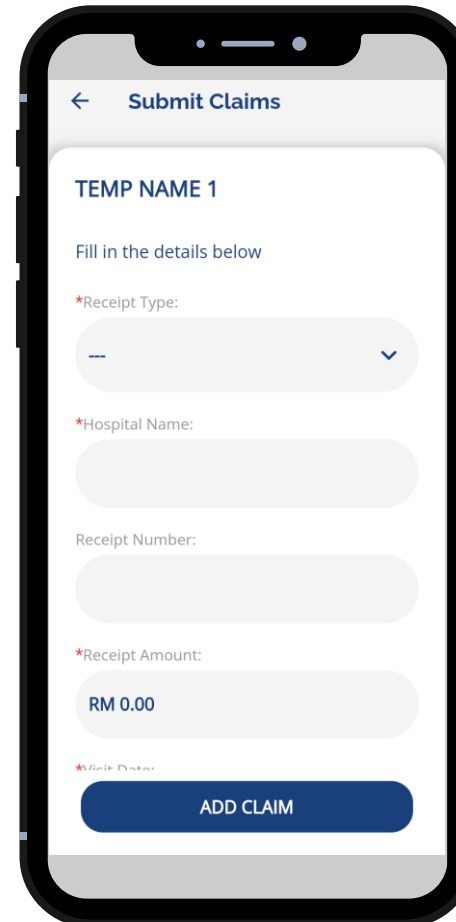
1. Accepted – Claim is ready for processing.
2. Approved – Claim is approved.
3. Rejected – Member can check the reason of claim rejection.
4. Pending – Claim is pending to be processed due to incomplete documents.



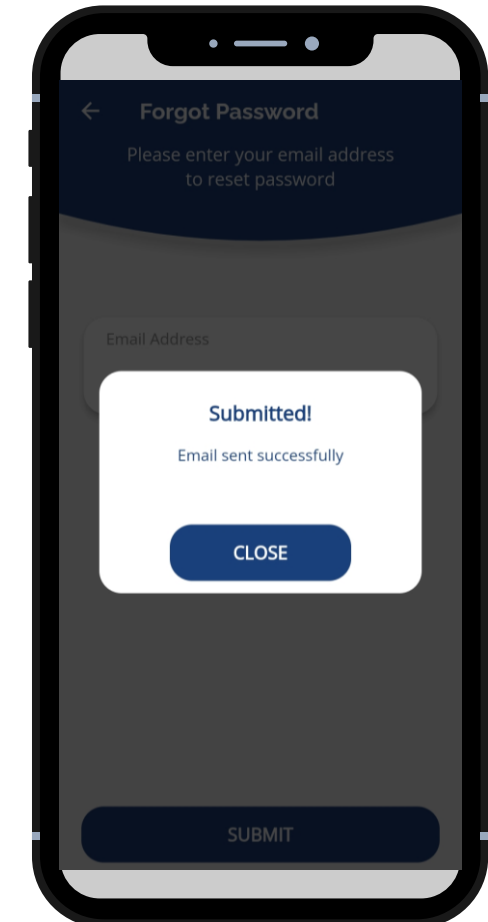
- Select claimant
- Click *Claims*

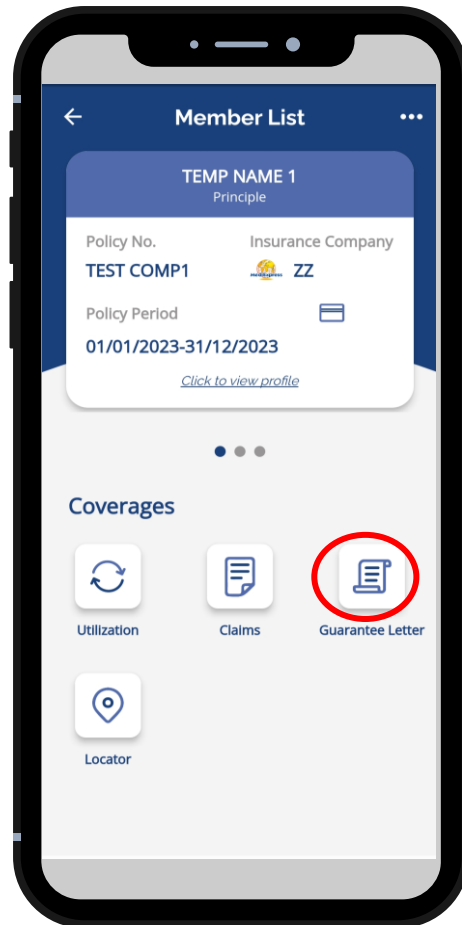


- Choose claim type
- Click *Submit new claim*

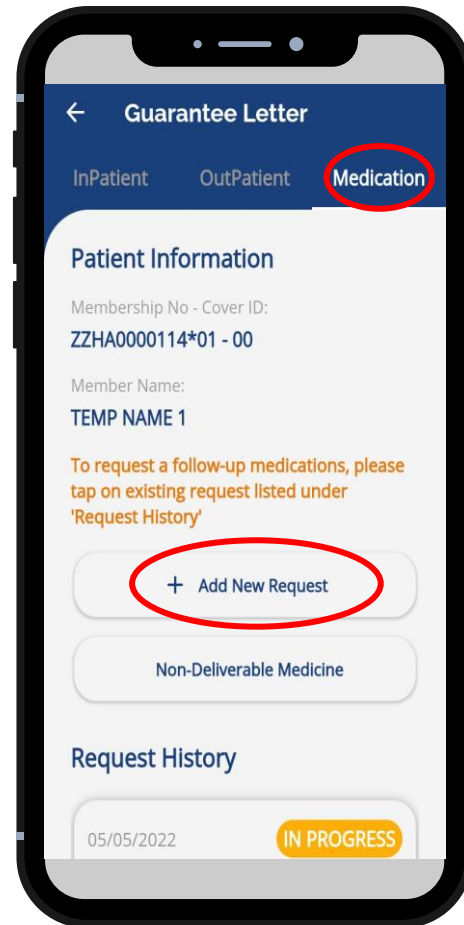


- Fill up required details and click *Add Claim*

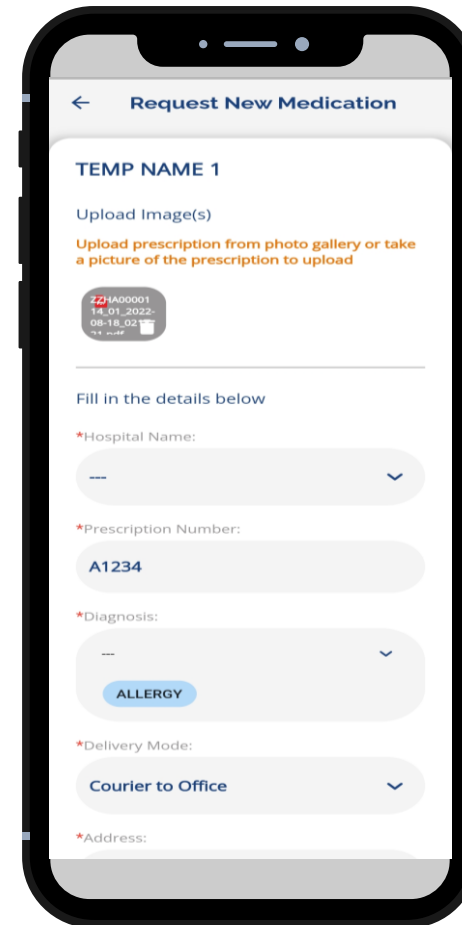




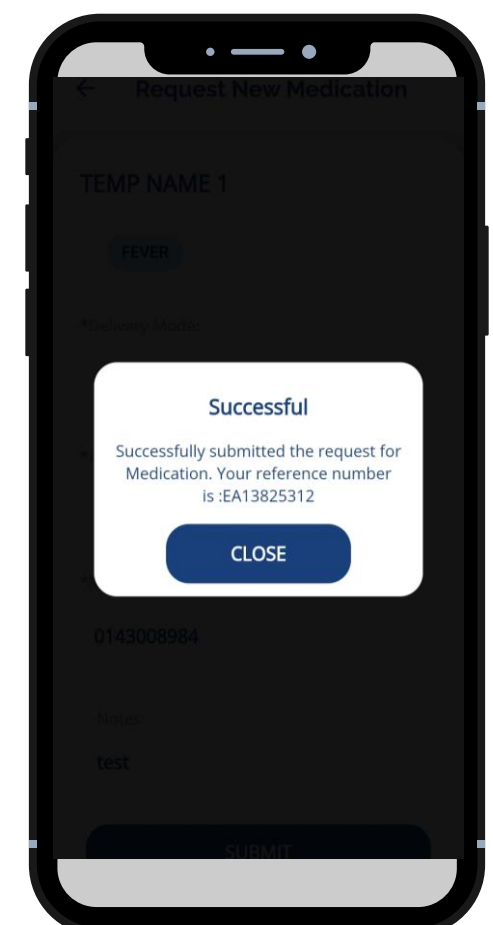
- Select claimant
- Click *Guarantee Letter*



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

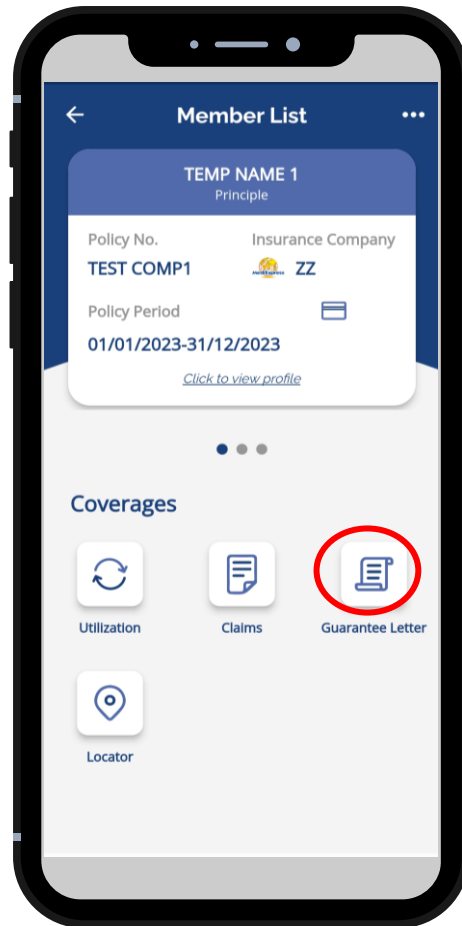


- Upload Image(s)
- Fill up all the required information

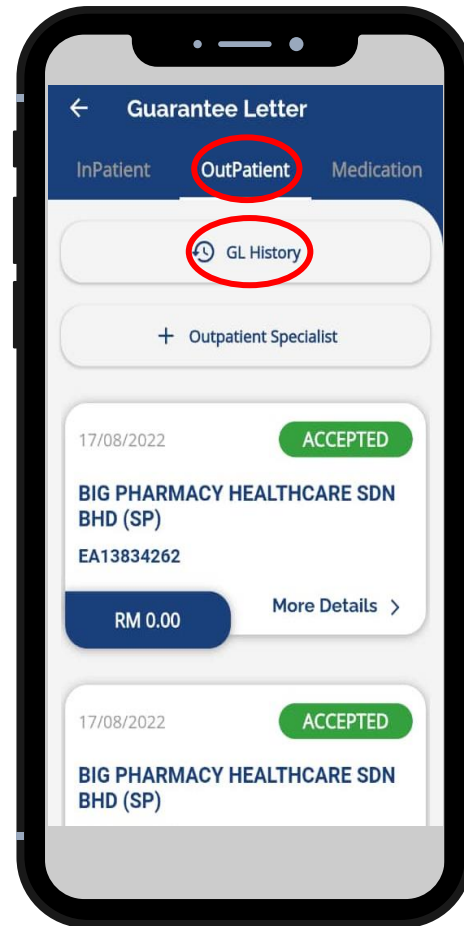


- Medication Request Successful

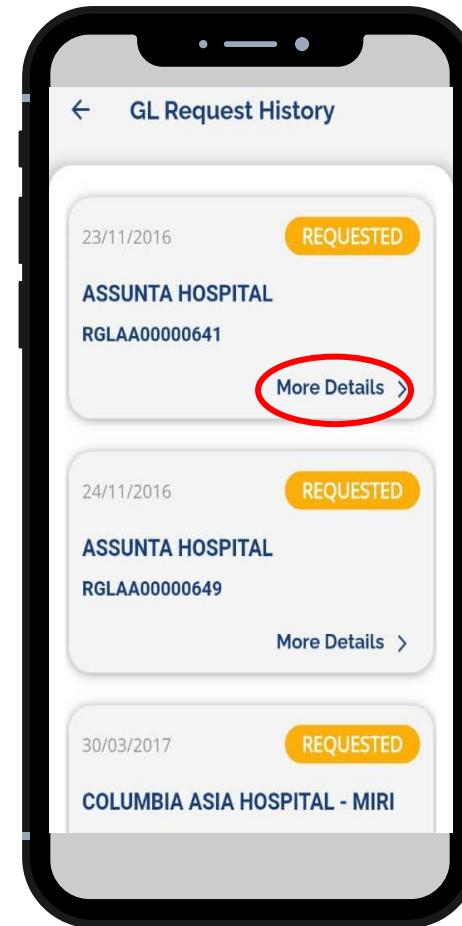




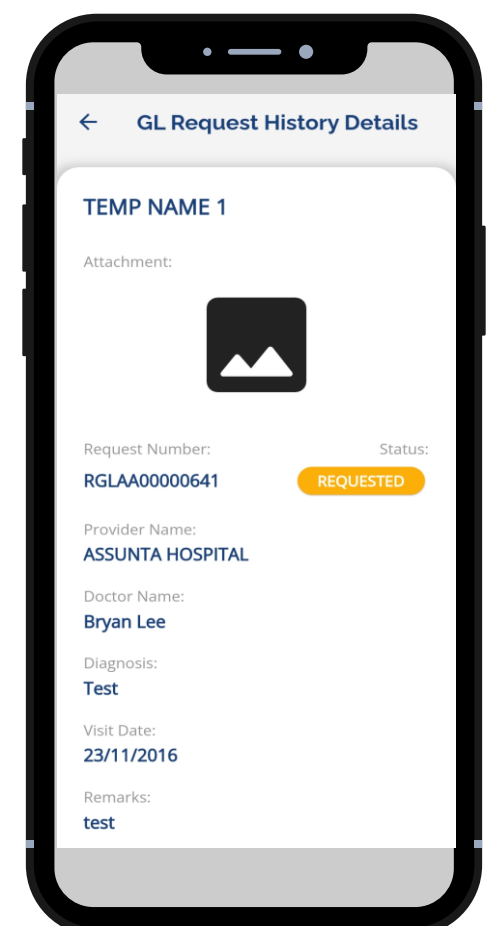
- Select claimant
- Click *Guarantee Letter*



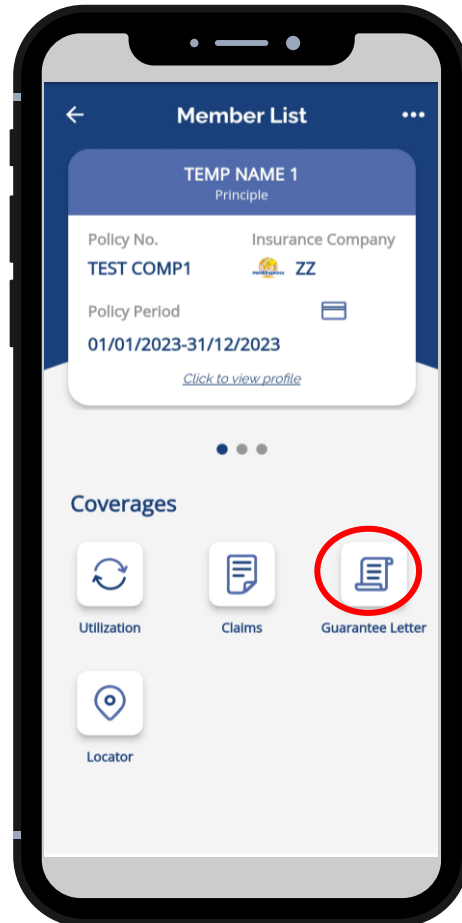
- Select GL Type - *Outpatient*
- Click *GL History*



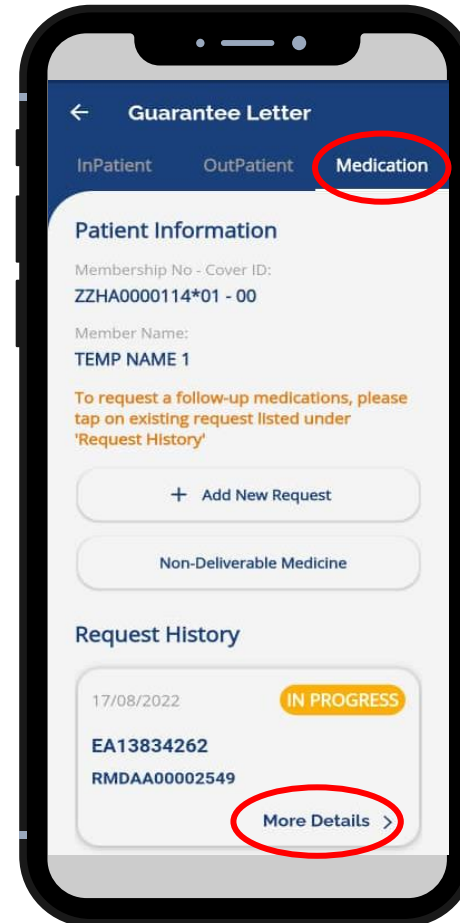
- View GL Request History (List)
- Click *More Details*



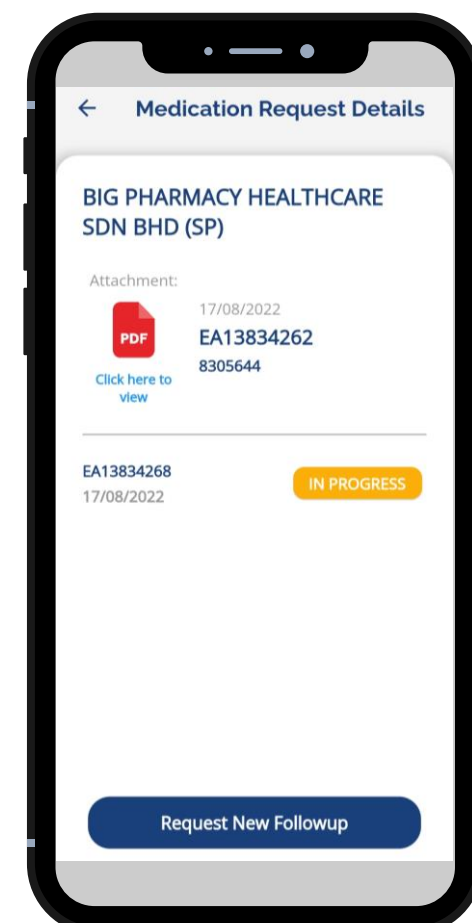
- View the GL Request History Details



- Select claimant
- Click *Guarantee Letter*

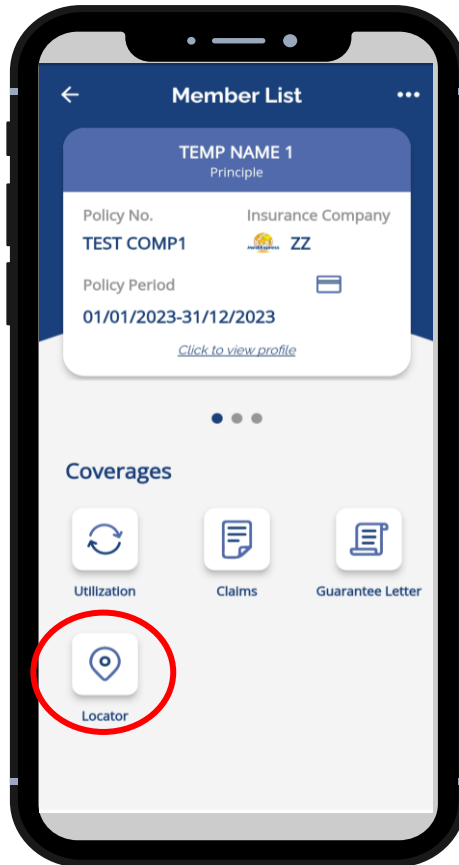


- Select GL Type - *Medication*
- Click *More Details*

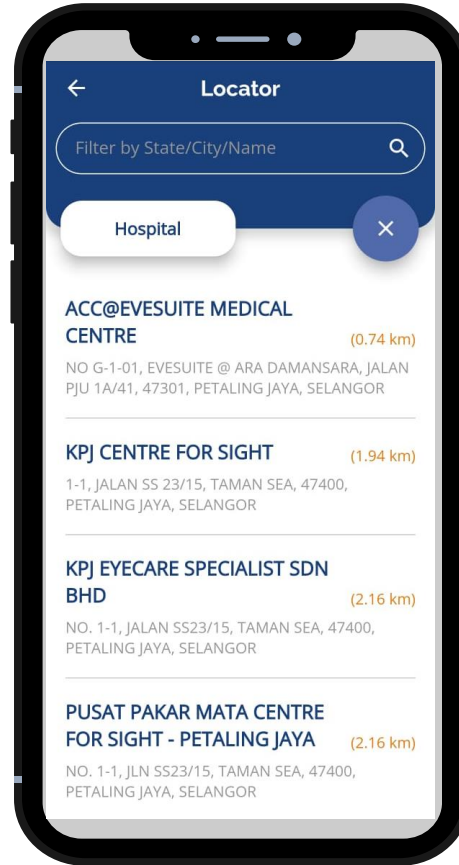


- View details & status
- Status: In Progress/ Completed

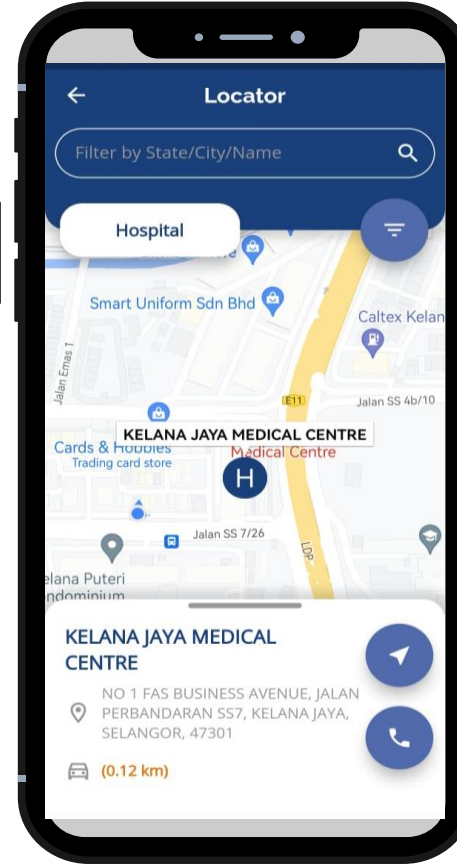




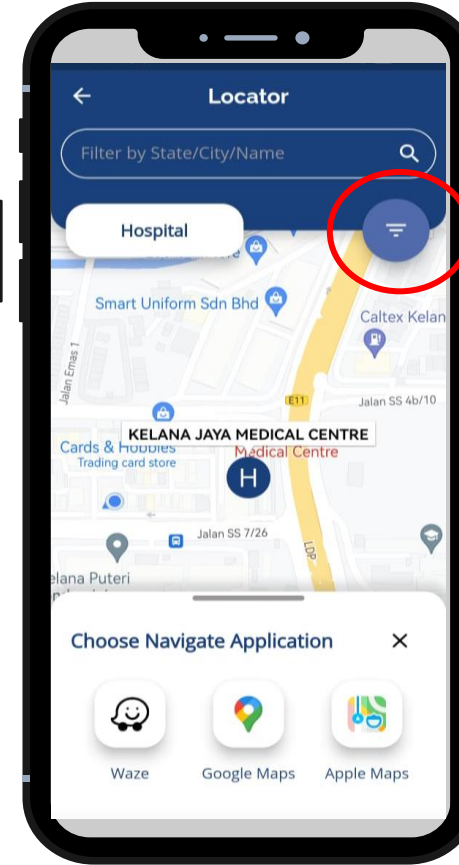
- Select **Locator**



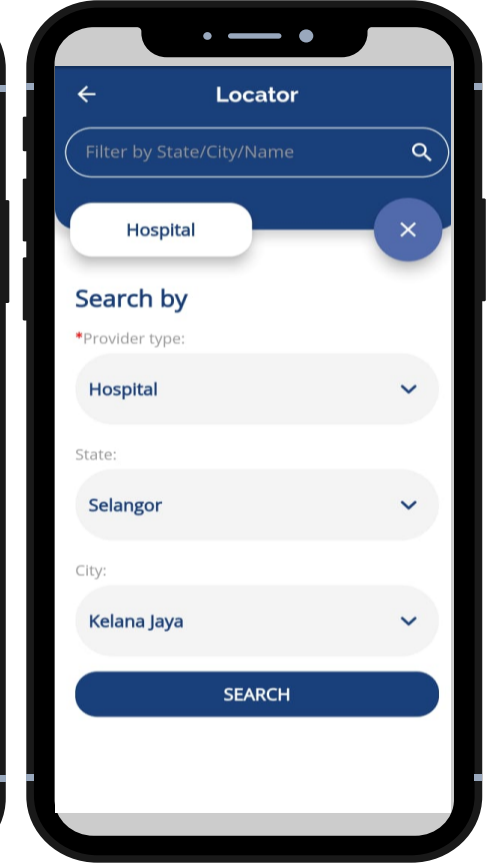
- Select **Hospital** to view nearest **Provider**
- Zoom out the map screen to locate other **Provider's**
- Select 'H' Symbol to view address & contact detail



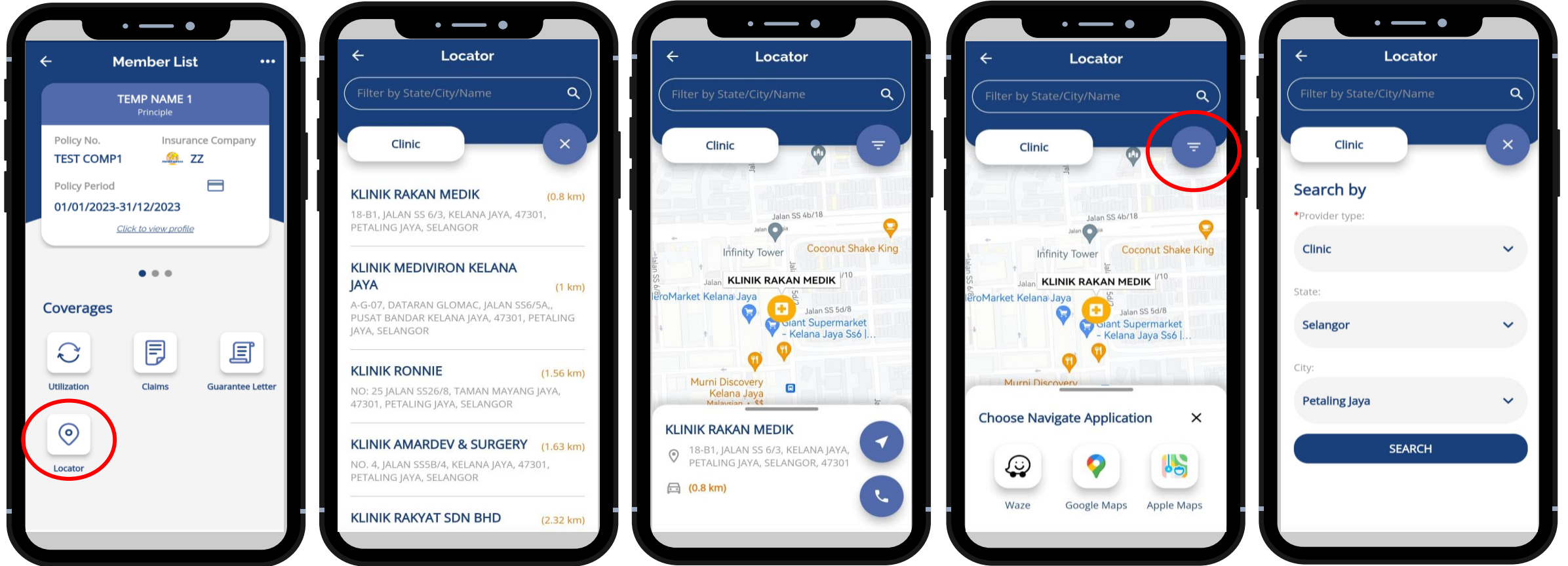
- Select to open navigation apps
- Select to call the **Provider**






- 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

---

