



MOBILE APP MEMBER MODULE

MEDIEXPRESS (MALAYSIA) SDN BHD
HEALTH CONNECT SDN BHD



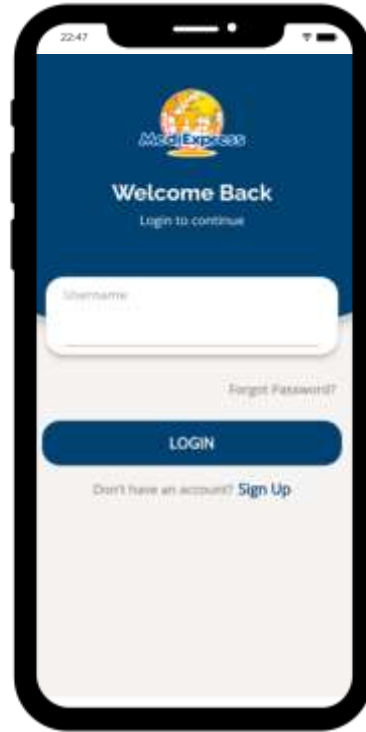
Search for “MediExpress”



iOS 17 & above | Android 12 & above

FEATURES AVAILABLE

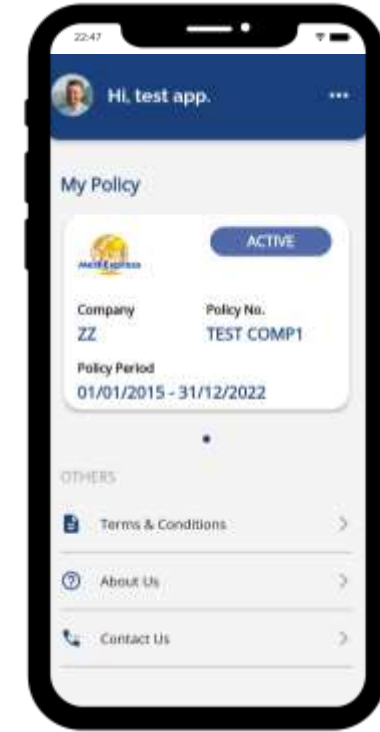
- Normal login
- Fingerprint login
- Face ID login
- Manage your policy
- Refresh settings
- Digital card
- Profile update
- Dependents' profile
- Entitlement & balance limit
- Claim history
- New claim submission (IP and OP)
- Guarantee letter request
- Long term medication and follow up request
- Guarantee letter status
- Panel locator



- Key in username and password.
- Forgot password? – you will receive a link via email to reset new password.

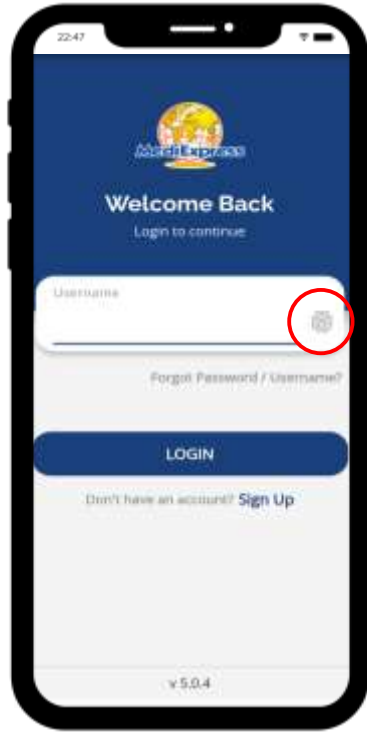


- Key in password to login.



- Dashboard.

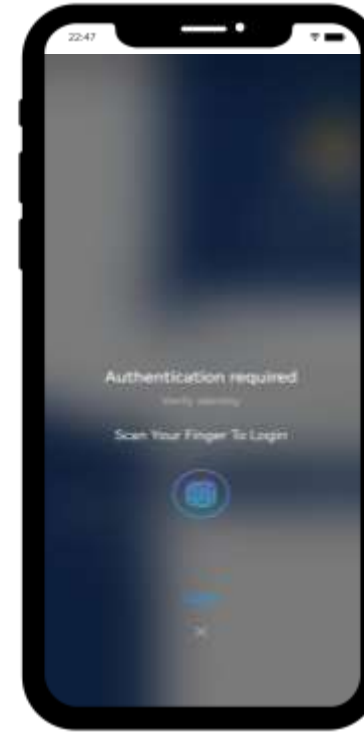
FINGERPRINT LOGIN



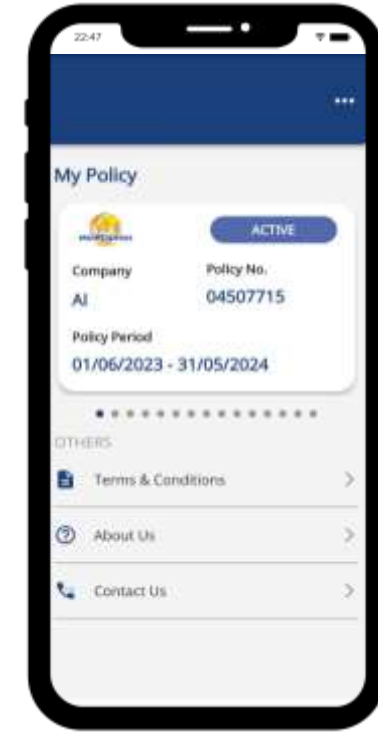
- Click fingerprint icon for fingerprint login.



- For first time user, you need to enable the Touch ID for fingerprint login.

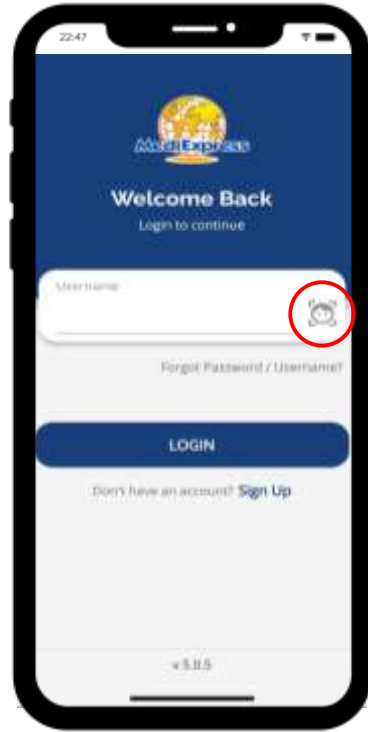


- Ready to login.



- Once login, it will take you to the main page.

FACE ID LOGIN



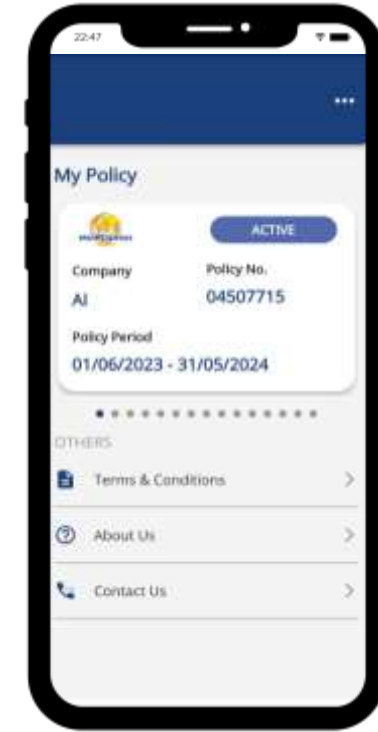
- Click face ID icon for face ID login.



- For first time user, you need to enable the Face ID for face ID login.

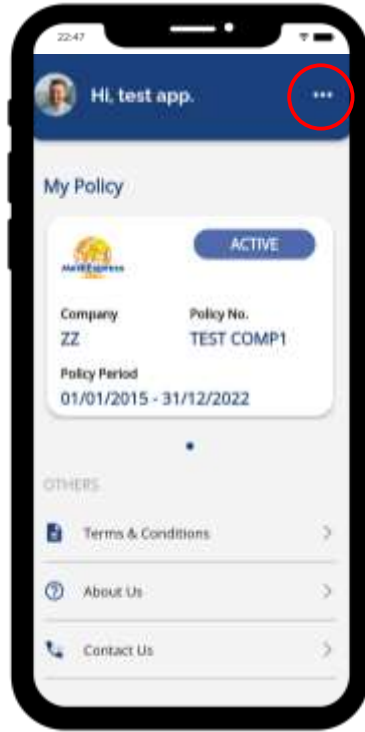


- Ready to login.

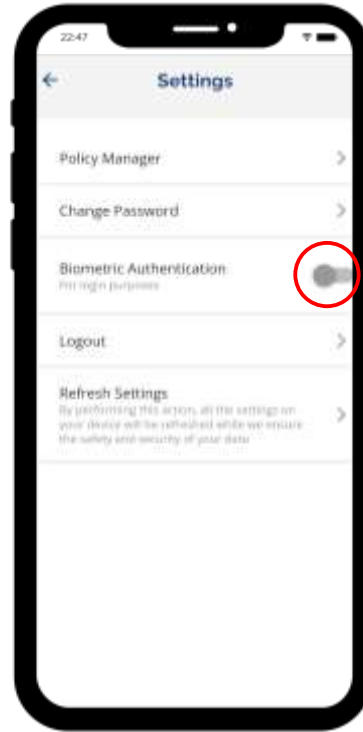


- Once login, it will take you to the main page.

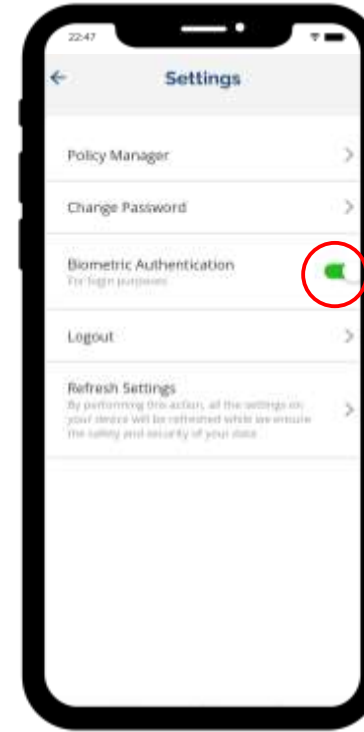
DISABLE FINGERPRINT & FACE ID LOGIN



- Click 3 dots on the right top main page.

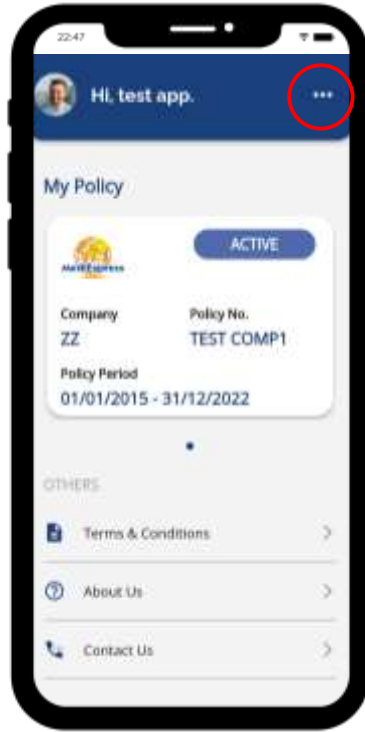


- Click Biometric Authentication to turn off (grey).

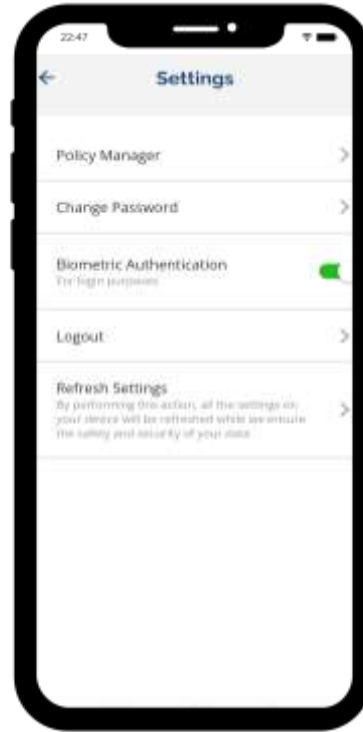


- To re-enable, click Biometric Authentication to turn on (green).

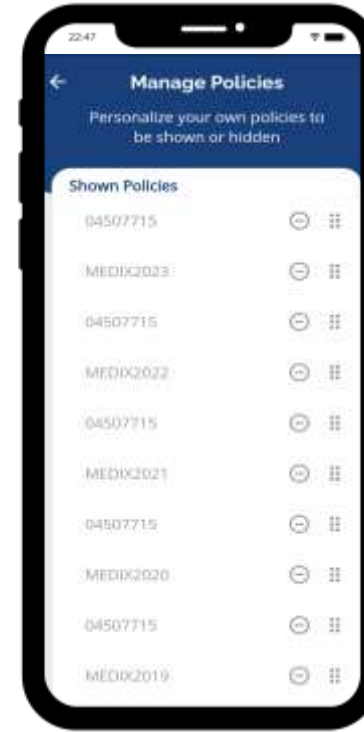
MANAGE YOUR POLICY



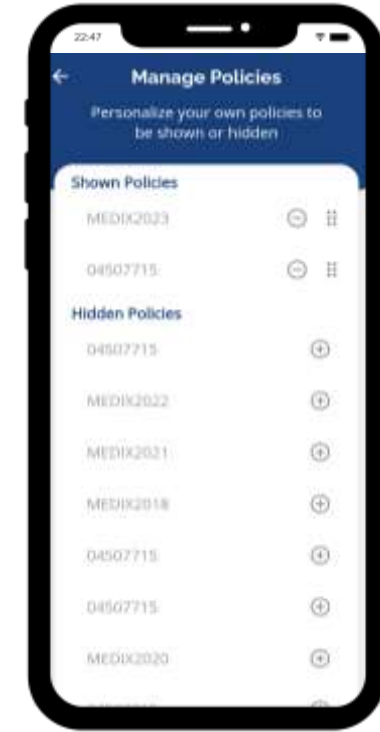
- To display only preferred policy, kindly click 3 dots on the right top main page.



- Click Policy Manager.

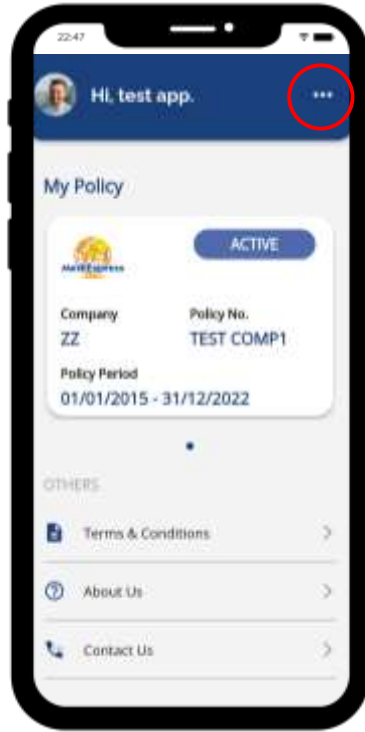


- Click (-) to hide.
- Click (+) to show your policy.

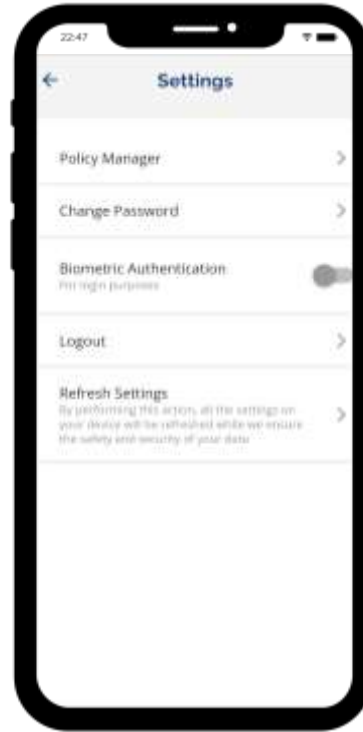


- Only preferred policies will be shown.

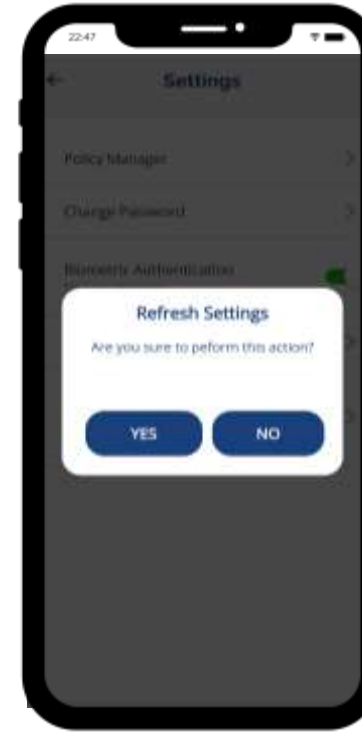
REFRESH MEDIX APP



- Click 3 dots on the right top main page.



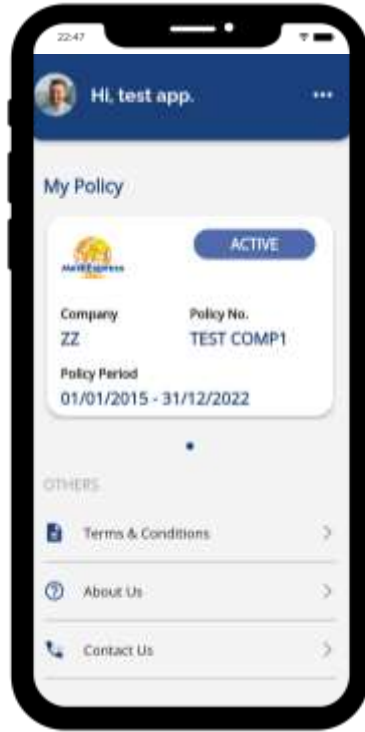
- Click Refresh Settings.



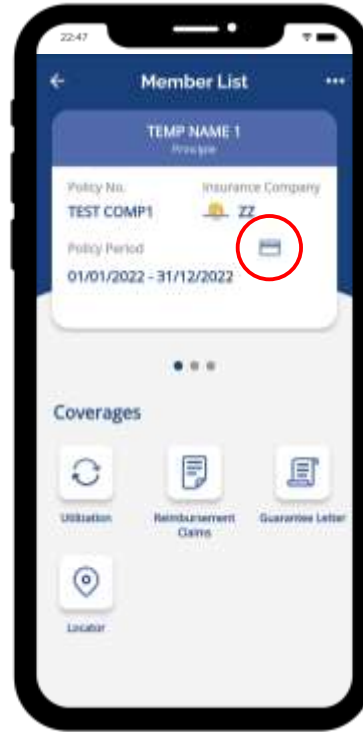
- Click "YES" to clear all personal data, password & setting.
- Click "NO" to keep the setting.

In the event of experiencing a blank screen or any loading malfunction of Medix app, kindly proceed to execute these steps to refresh the Medix app.

DIGITAL CARD



- Click My Policy.

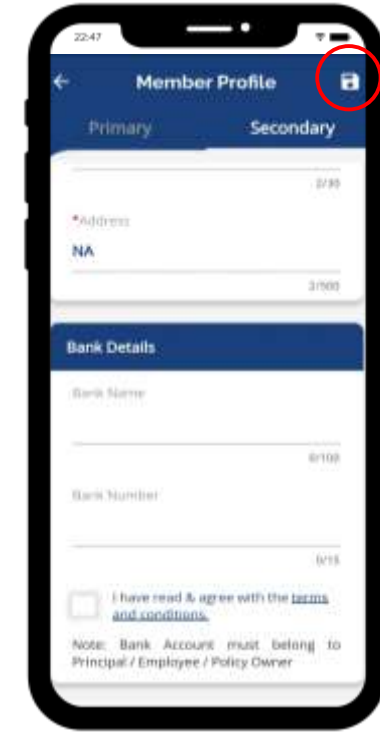
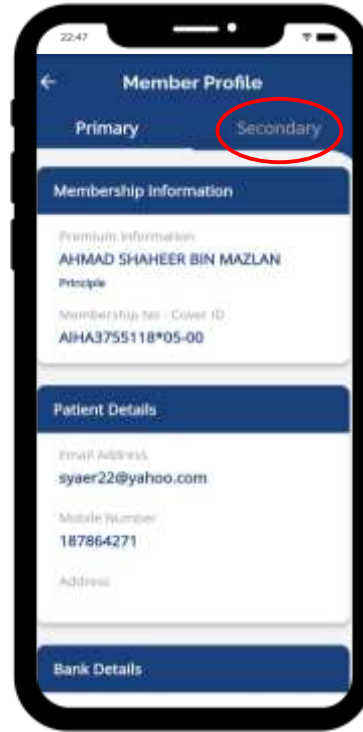
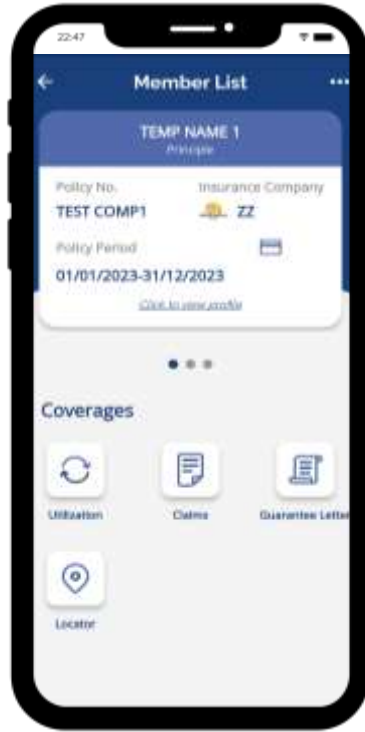


- Click on the card icon.



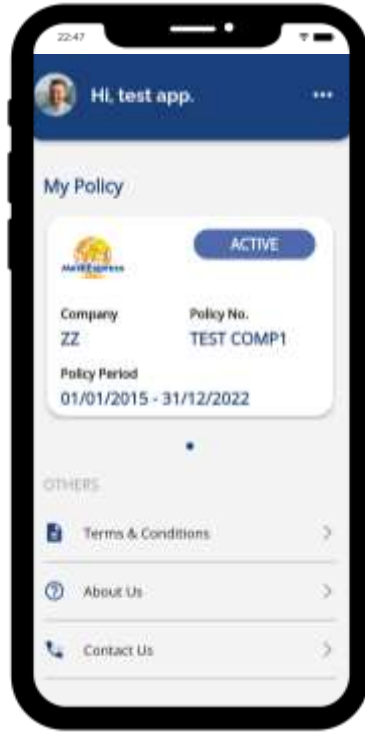
- E-card will appear on the screen.

PROFILE UPDATE

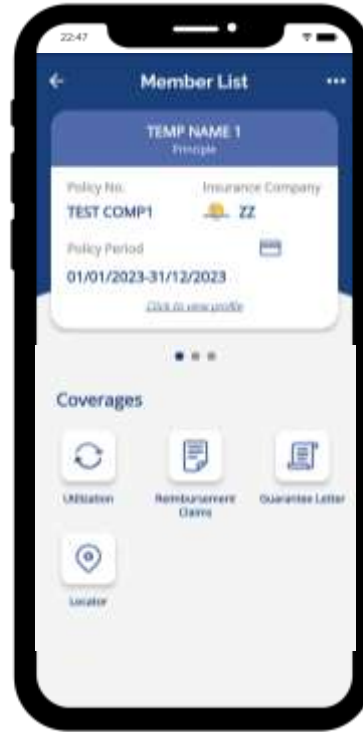


- Select “Click to view profile”.
- In Primary, you can view your current profile.
- Select Secondary to update your profile.
- Click pen icon on the top right to update profile details.
- Click save icon to save the update.

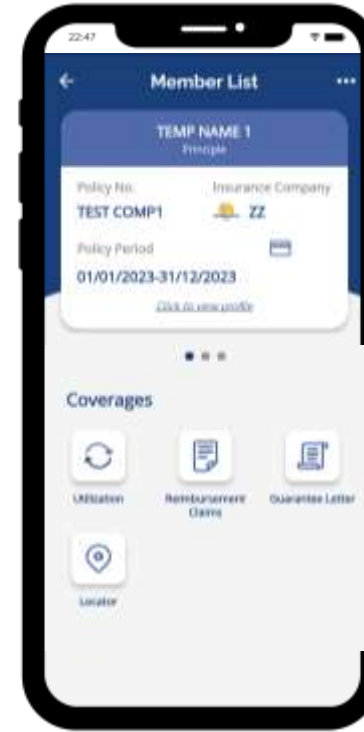
VIEW DEPENDENTS



- Click My Policy.

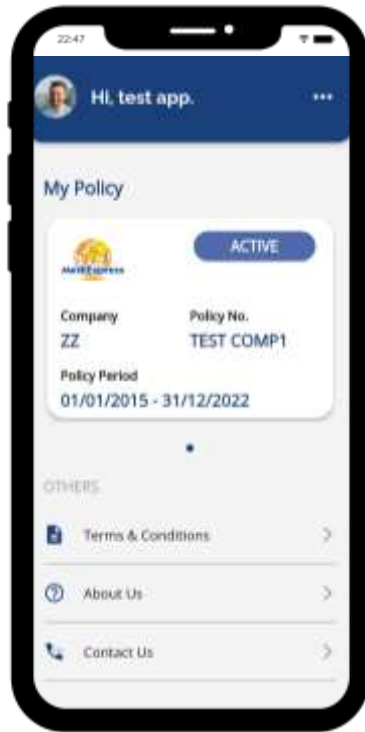


- View Principle Details.

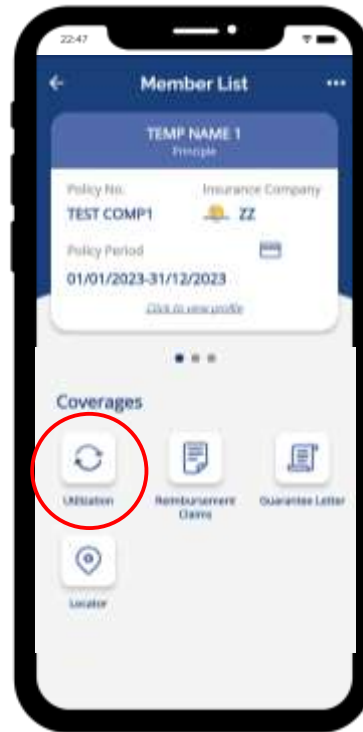


- Swipe left to view dependents.

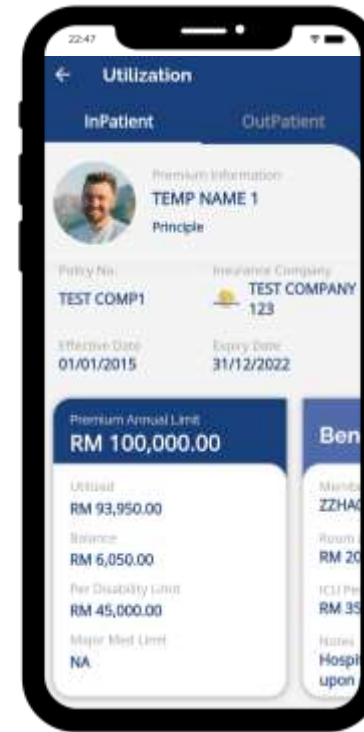
VIEW ENTITLEMENT & BALANCE LIMIT



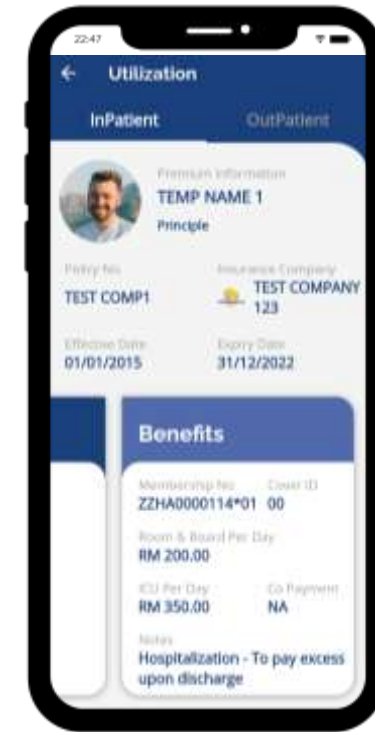
- Click My Policy.



- Click Utilization.

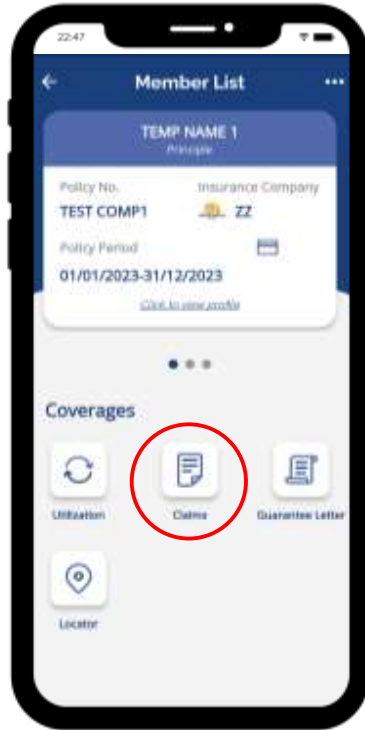


- Click benefit type to view entitlement.

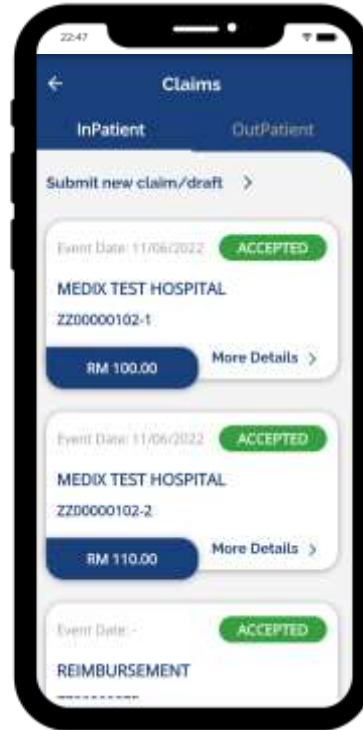


- Swipe left to view benefit details.

VIEW CLAIM HISTORY



- Select claimant.
- Click Claims



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



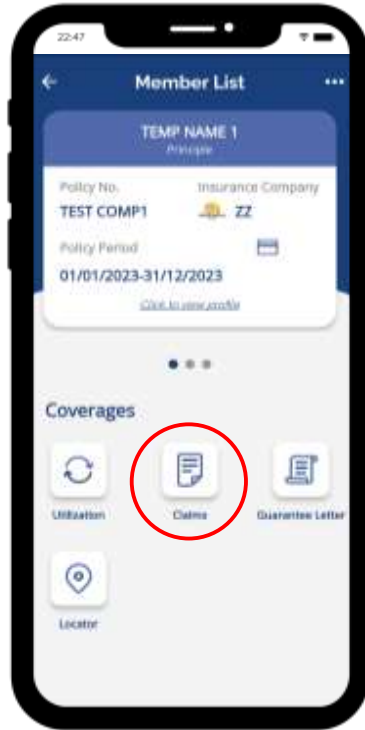
- View claim details.

Claim Status:

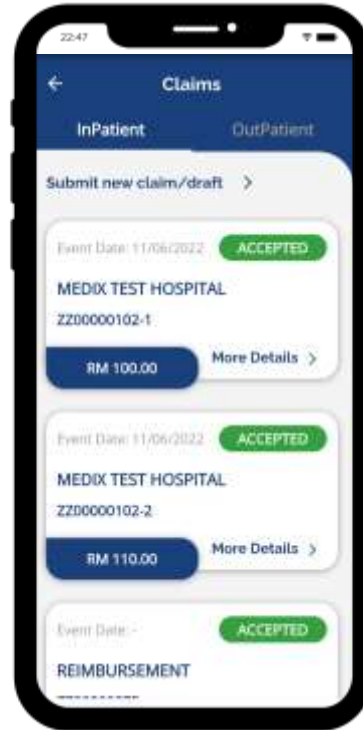
1. Accepted – Claim is received by Medix.
2. Rejected – Claim is received by Medix but was rejected.

If the claim has been processed or concluded, more information will be displayed.

SUBMIT NEW CLAIM - INPATIENT



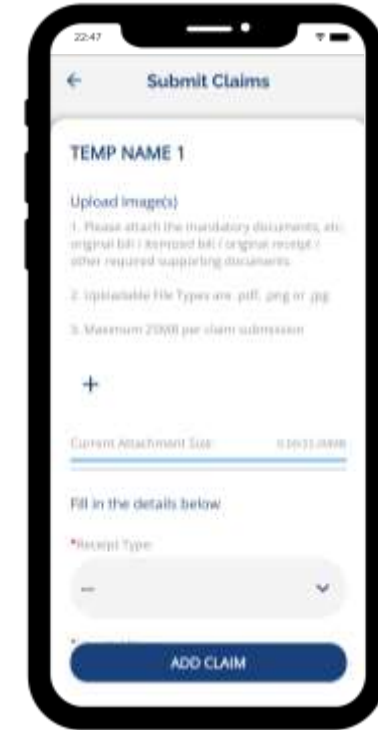
- Select claimant.
- Click Claims



- Choose Claim type.
- Click Submit New Claim.

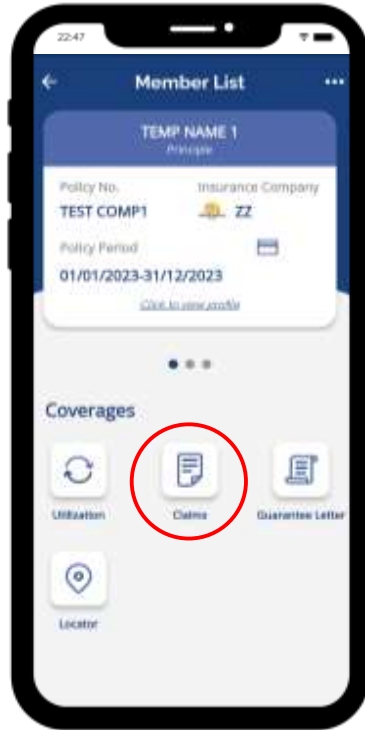


- Click + Add New Claim.
- Please read the terms & conditions and click 'Agree' to proceed.

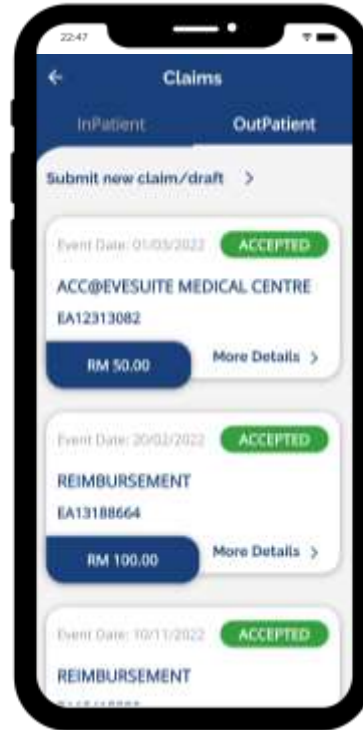


- Fill up required details and click ADD CLAIM to submit.

SUBMIT NEW CLAIM - OUTPATIENT



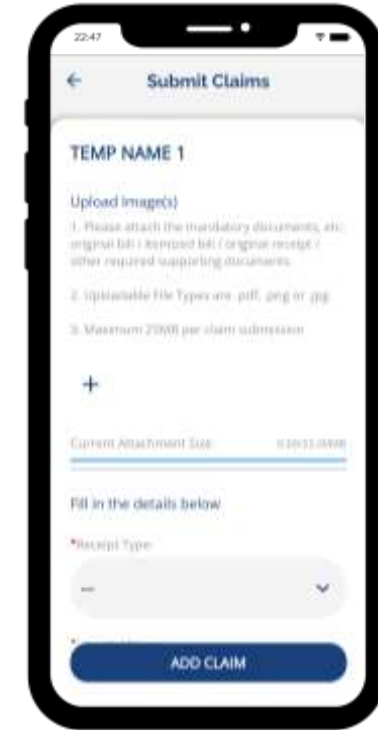
- Select claimant.
- Click Claims.



- Choose Claim type.
- Click Submit New Claim.

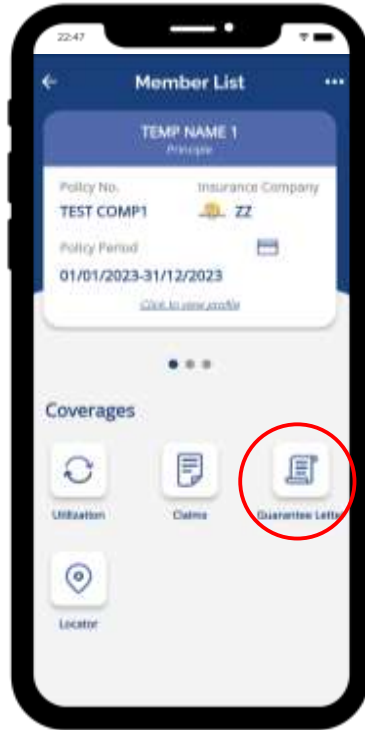


- Click + Add New Claim.
- Please read the terms & conditions and click 'Agree' to proceed.

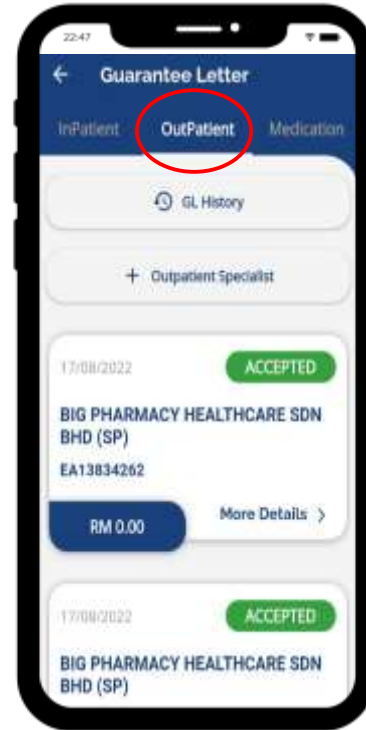


- Fill up required details and click ADD CLAIM to submit.

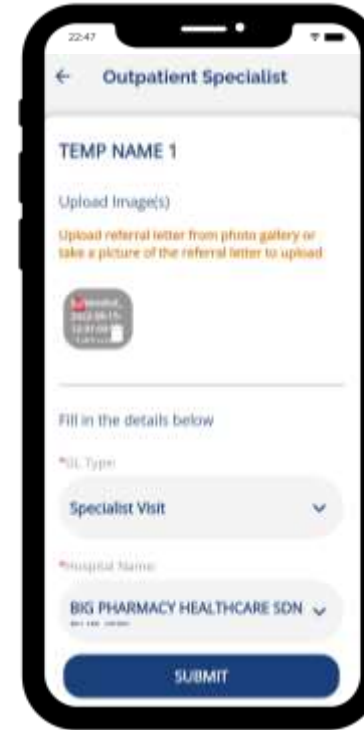
REQUEST GUARANTEE LETTER - OUTPATIENT



- Select claimant.
- Click Guarantee Letter.



- Select GL type - Outpatient.
- Click + Outpatient Specialist.

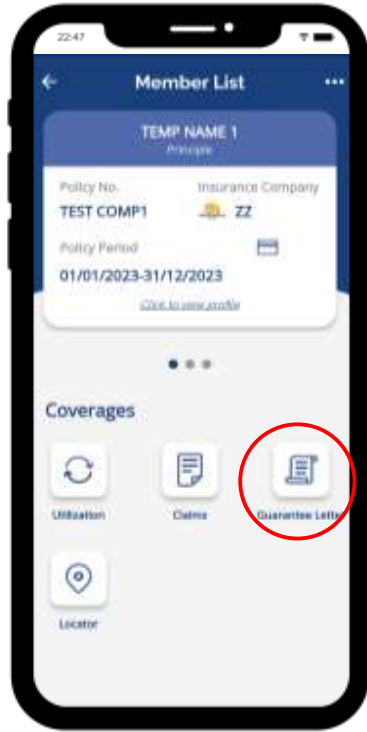


- Upload image(s)
- Fill up all the required information.
- Click SUBMIT.

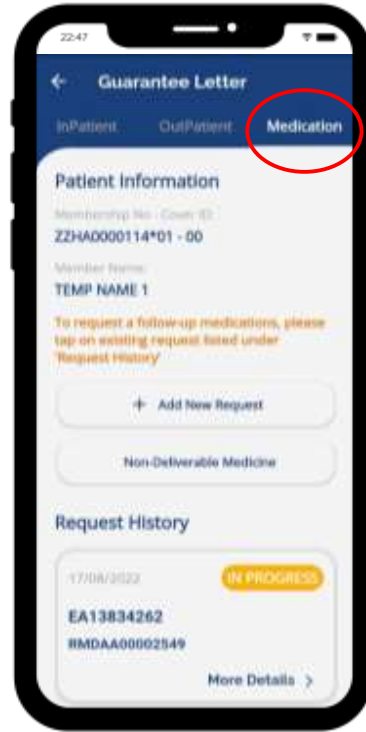


- GL Request successful.

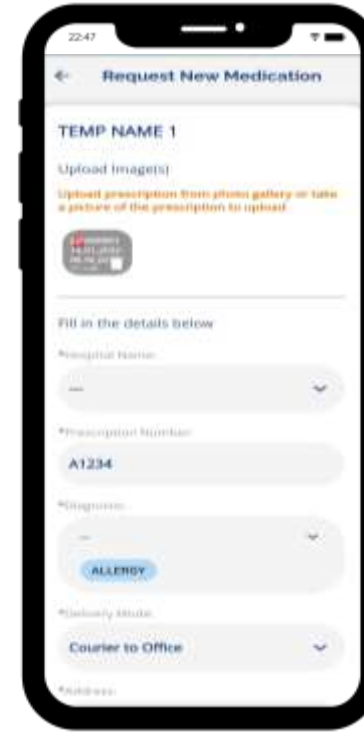
LONG TERM MEDICATION - NEW REQUEST



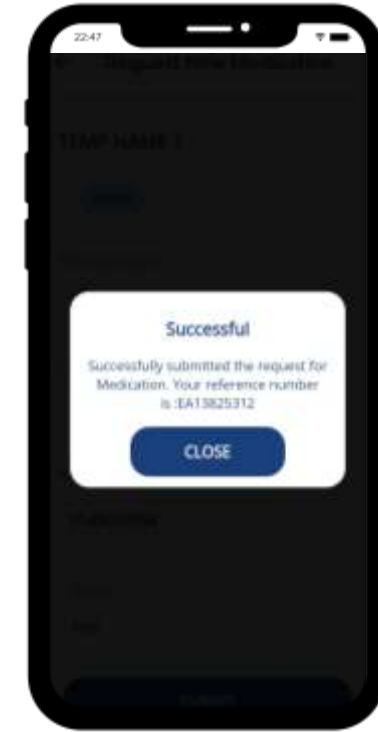
- Select claimant.
- Click Guarantee Letter.



- Select GL type - Medication.
- Click + New Request.

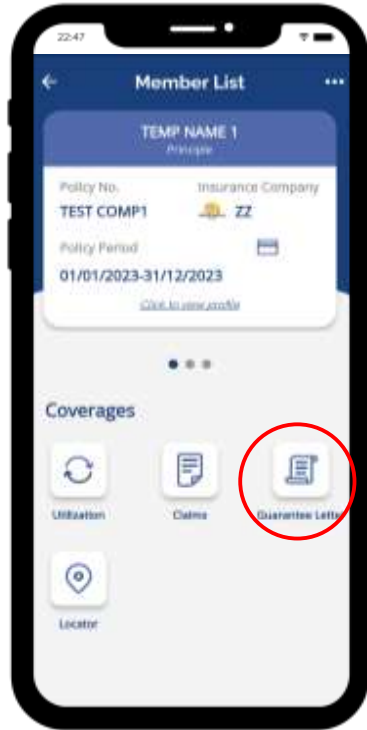


- Upload image(s)
- Fill up all the required information.

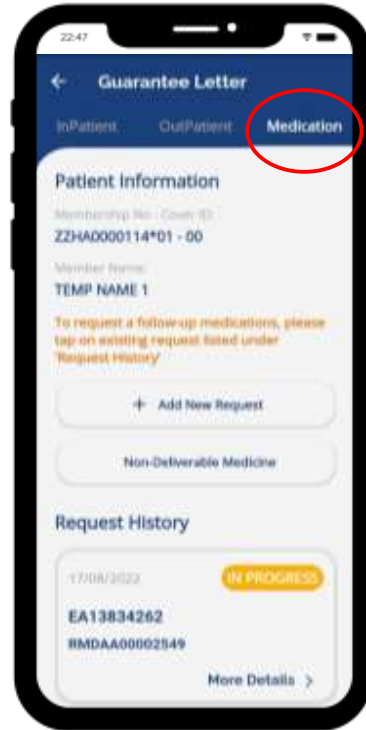


- Medication Request successful.

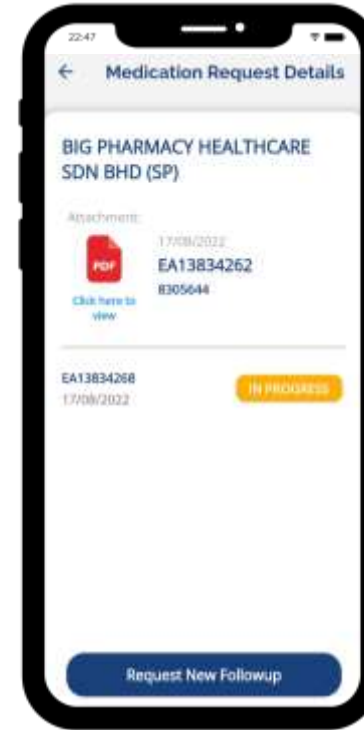
LONG TERM MEDICATION - FOLLOW UP



- Select claimant.
- Click Guarantee Letter.

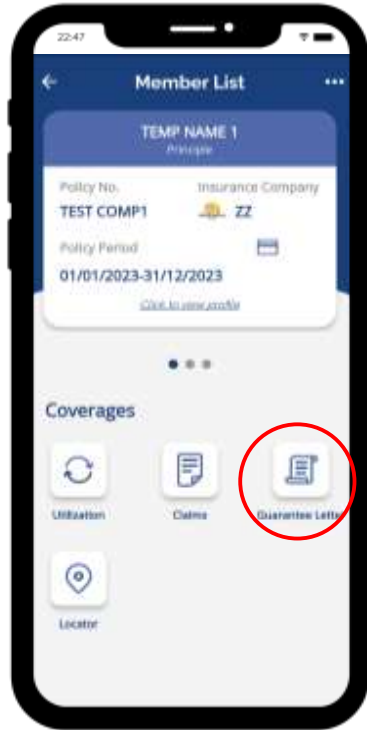


- Select GL type - Medication.
- Click More Details.

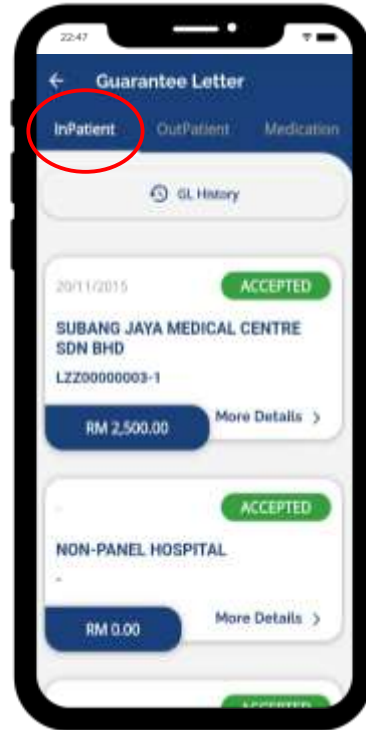


- Click Request New Followup,
- Fill up all information and submit.

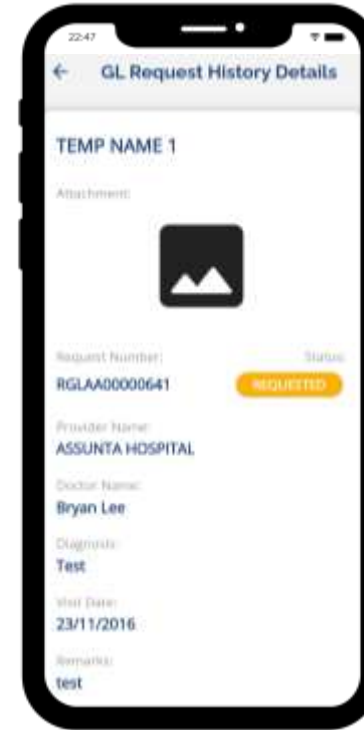
VIEW GUARANTEE LETTER STATUS - INPATIENT



- Select claimant.
- Click Guarantee Letter.



- Select GL type - Inpatient.
- Click GL History.
- Click More Details.

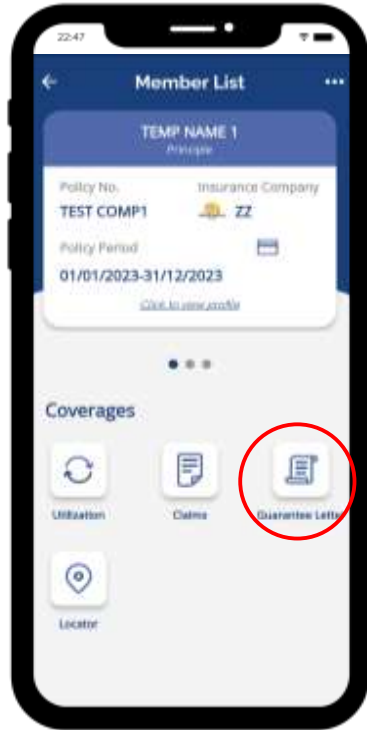


- View GL details and GL status.

Note:

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

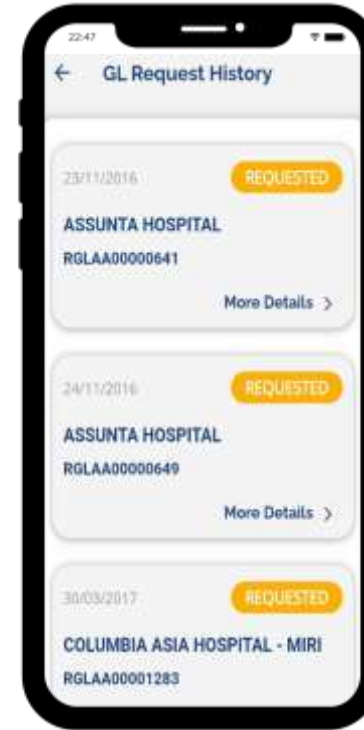
VIEW GUARANTEE LETTER STATUS - OUTPATIENT



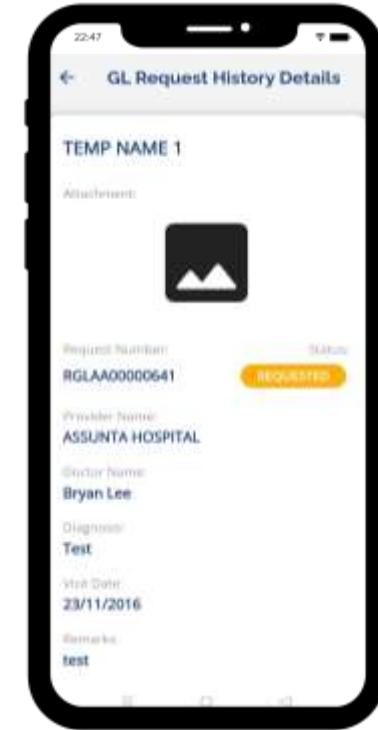
- Select claimant.
- Click Guarantee Letter.



- Select GL type - Outpatient.
- Click GL History.

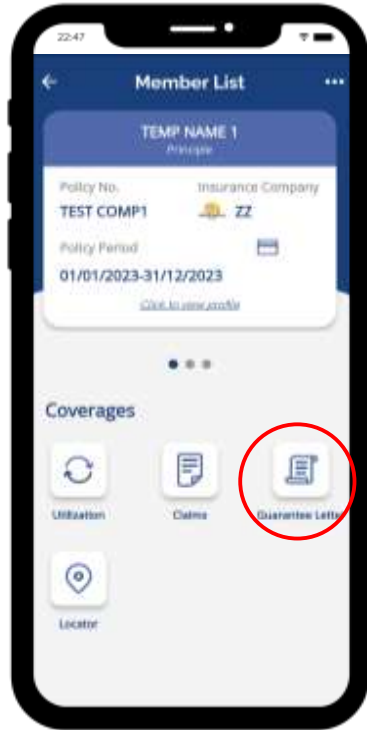


- View GL Request History list.
- Click More Details.

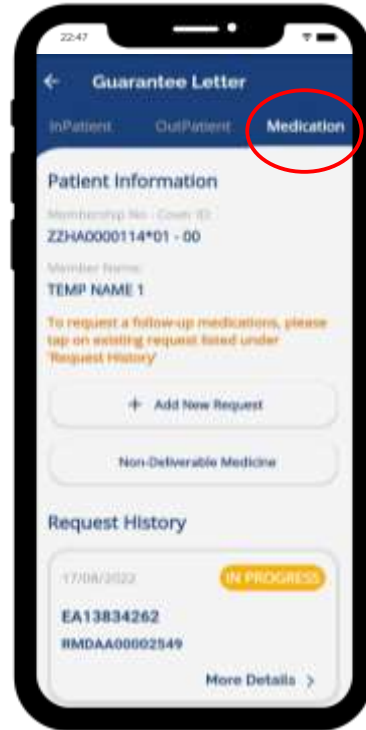


- View the GL Request History Details.

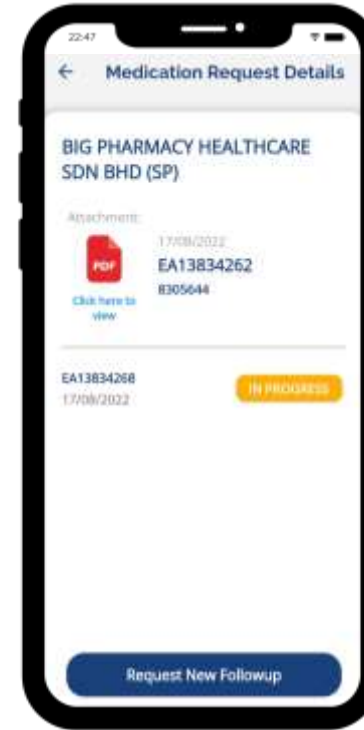
VIEW GUARANTEE LETTER STATUS - MEDICATION



- Select claimant.
- Click Guarantee Letter.

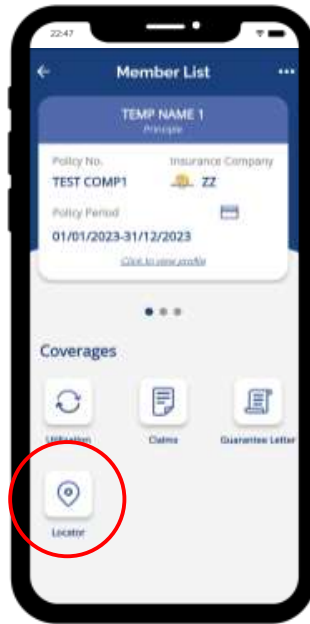


- Select GL type - Medication.
- Click GL History.

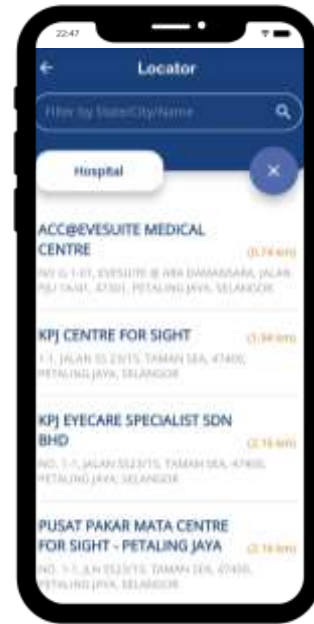


- View details and status.
- Status: **In progress/Completed.**

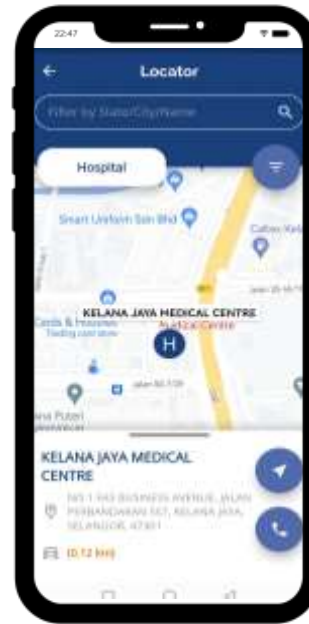
PROVIDER LOCATOR FOR HOSPITAL



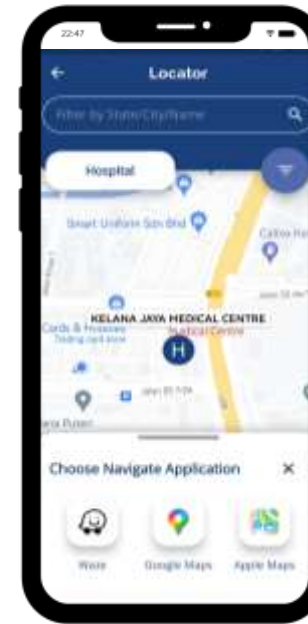
- Select claimant.
- Click Locator.



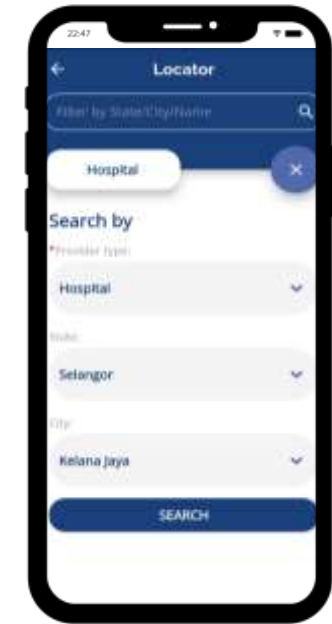
- Select Hospital to view nearest Provider.
- Zoom out the map screen to locate other Provider's.
- Select 'H' icon to view address & contact details.



- Click  to open navigation apps.
- Click  to call the Provider.

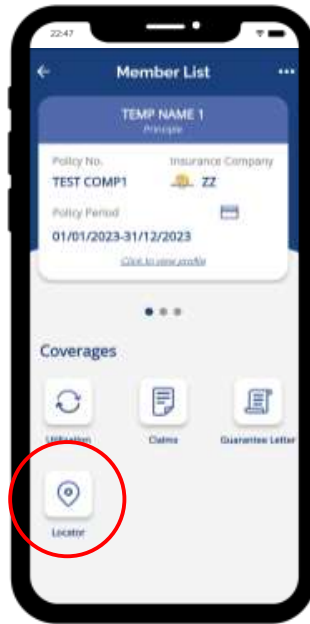


- Select the 3 lines icon for filter.
- Or key in the state/city name.



- Filter to specify Provider search.

PROVIDER LOCATOR FOR CLINIC



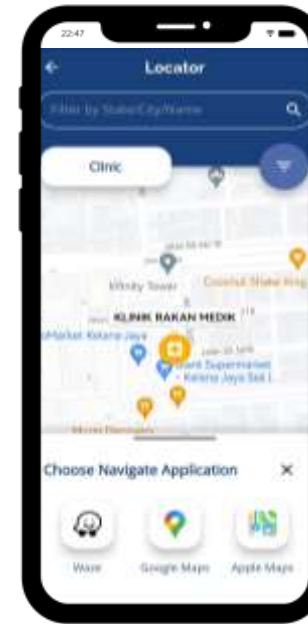
- Select claimant.
- Click Locator.



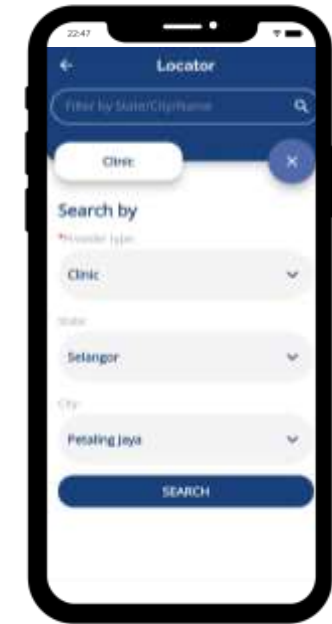
- Select Clinic to view nearest Provider.
- Zoom out the map screen to locate other Provider's.
- Select (+) to view address & contact details.



- Click  to open navigation apps.
- Click  to call the Provider.



- Select the 3 lines icon for filter.
- Or key in the state/city name.



- Filter to specify Provider search.

CONTACT US

For further assistance, feel free to reach out to us regarding:

- Medical benefits & coverage inquiries
- Guarantee Letter (GL) issuance
- Panel listing inquiries
- Others



Helpline: **1300-80-0020**



Email:

Inpatient - adm@medix.com.my

Outpatient - hct@medix.com.my

Mobile Support - mobilesupport.it@medix.com.my



Web Portal:

Inpatient

<https://www.mediexpress.com.my/>

Outpatient

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

THANK YOU