# MOBILE APP – MEMBER MODULE MediExpress (Malaysia) Sdn Bhd Health Connect Sdn Bhd





# 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



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### 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





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Click My Policy









• Click *My Policy* 



View Principle details



Swipe left to view dependents



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Click Utilization



 Click benefit type to view entitlement

- Utilization	
InPatient	OutPatient
Premiu TEMP Princip	Im Information NAME 1 le
olicy No. EST COMP1	Insurance Company TEST COMPANY 123
ective Date /01/2015	Expiry Date 31/12/2022
Benef	īts
Membersh ZZHA000	hip No Cover ID 00114*01 00
Room & B <b>RM 200.0</b>	oard Per Day <b>)0</b>
ICU Per Da <b>RM 350.0</b>	ay Co Payment
Notes Hospitali	zation - To pay excess

 Swipe left to view benefit details

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- Select claimant
- Click Claims

← Claims	
InPatient	OutPatient
Submit new claim/	draft >
06/11/2015	ACCEPTED
SUBANG JAYA ME SDN BHD	DICAL CENTRE
ZZ0000003-1	
RM 2,500.00	More Details >
	ACCEPTED
NON-PANEL HOSE	PITAL
RM 0.00	More Details >

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

← InPatient Claim Details		
TEMP NAME 1		
Claim Number:	Claimability:	
ZZ0000003-1	ACCEPTED	
Claim Type:	Policy Number:	
Reimbursment	TEST COMP1	
SUBANG JAYA MEDI	CAL CENTRE SDN BHD	
Admission Date:	Discharge Date:	
01/11/2015	06/11/2015	
Actual Amount:	Approved Amount:	
RM 2,500.00	RM 2,500.00	
GL Number:	GL Date:	
LZZ0000003-1	20/11/2015	
GL Purpose:		
Admission		
Payment No:	Payment Date:	
ZZ01010	26/04/2006	
Cheque No:	Cheque Date:	
ZZ010101	26/04/2015	
Remarks:		
-		

View claim details





- Select claimant
- Click Claims



- Choose claim type
- Click Submit new claim



 Fill up required details and click Add Claim



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- Select claimant
- Click Guarantee Letter



- Select GL Type Inpatient
- Click GL History

Click More Details



 View GL details & GL Status

## Note:

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



#### View Guarantee Letter (GL) Status - Outpatient



- Select claimant
- Click Guarantee Letter



- Select GL Type *Outpatient*
- Click GL History



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

← GL Request	History Details
TEMP NAME 1	
Attachment:	
Request Number:	Status
RGLAA00000641	REQUESTED
Provider Name: ASSUNTA HOSPITAL	
Doctor Name:	
Bryan Lee	
Diagnosis:	
Visit Date:	
<b>23/11/2016</b>	
Remarks:	
test	

 View the GL Request History Details

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- Select claimant
- Click Guarantee Letter



- Select GL Type *Medication*
- Click More Details



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

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#### 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

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Click *Guarantee Letter* 

Member Name: TEMP NAME 1 To request a follow-up medications, please tap on existing request listed under 'Request History' Non-Deliverable Medicine Request History 05/05/2022

• — •

OutPatient

Medication

Guarantee Letter

Patient Information

Membership No - Cover ID:

ZZHA0000114\*01 - 00

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InPatient

- Select GL Type Medication
  - Click + Add New Request



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



 Medication Request Successful

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- Select claimant
- Click Guarantee Letter



- Select GL Type *Medication*
- Click More Details



 Click Request New Followup, Fill up information & Submit

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#### Provider Locator



Select Locator



- Search the nearest provider or search by provider name
- View details: Address/ Contact



Navigate to the provider



 Filter to specify provider search



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# Thank You



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