# MiCare MyMed 2.0

MiCARE | Making Quality Healthcare
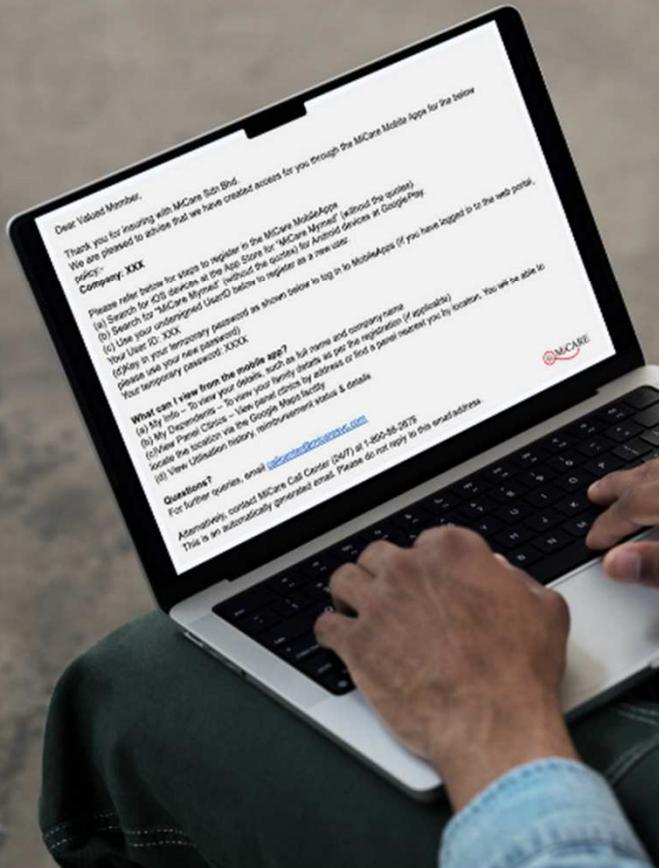Affordable and Accessible

# MiCare Mobile App

## MyMed Key Features



- E-Medical Card
- Locate Panel Providers
- Request Outpatient GL
- View GL Status
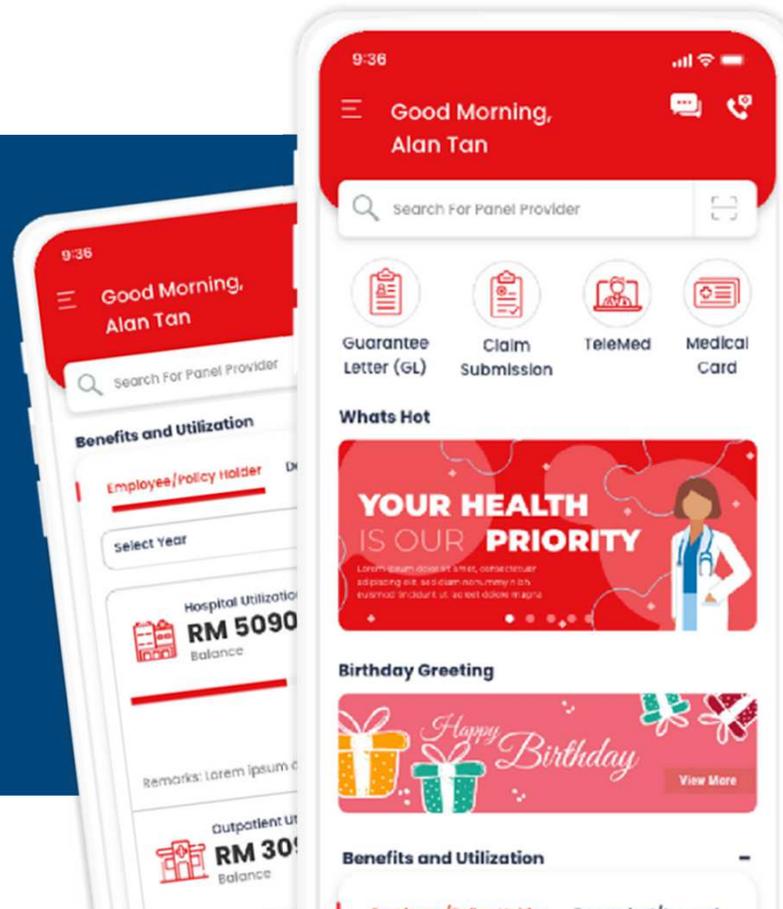
- Claims Submission
- View Claims History
- View Claims Utilization
- View Benefits

# Welcome Email

Please refer below for steps to register in the MiCare Mobile Apps
Search for iOS devices at the App Store for "MiCare MyMed" (without the quotes).

Search for "MiCare Mymed" (without the quotes) for Android devices at Google Play.
Use your undersigned User ID below to register as a new user.

- **Your User ID: Prefix+NRIC/Passport No/Staff Id**

Key in your temporary password as shown below to log in to Mobile Apps
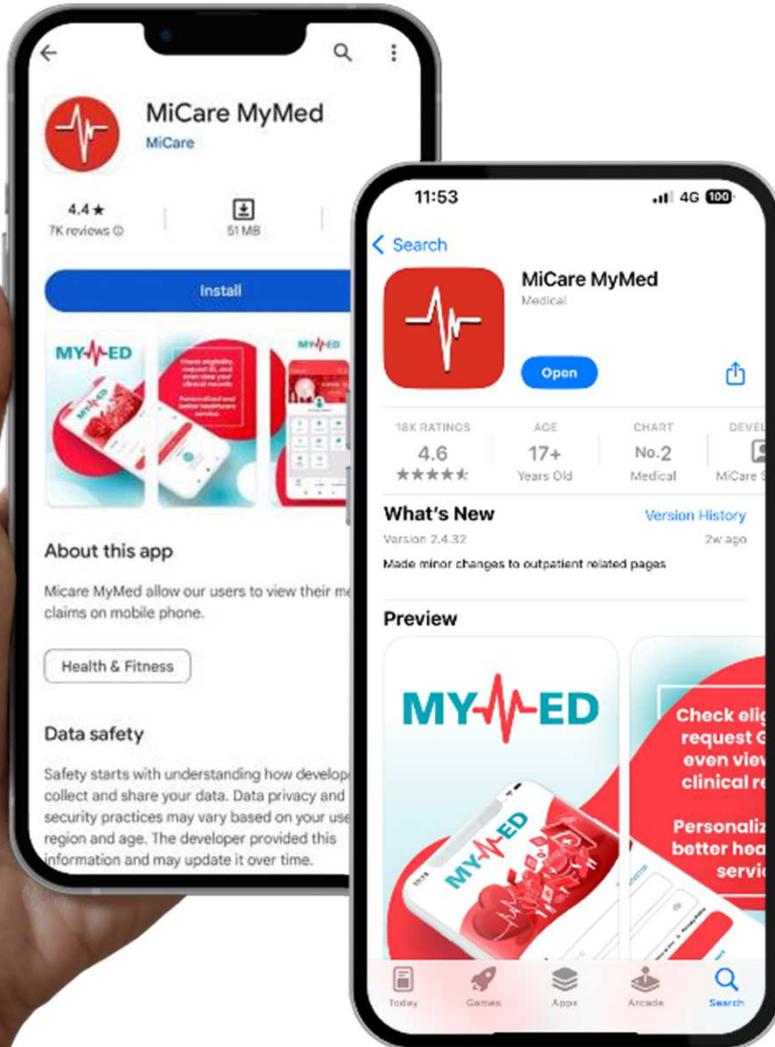(If you have logged in to the web portal, please use your new password)

- **Your Temporary Password: xxxxxxxx**

Kindly take note that if you did not receive Welcome Email, you can use login credential to access our mobile apps.

# MiCare Mobile App
## How to Download

Open Google Play / Apps Store / App Gallery on the phone & find "MiCare MyMed" or scan the QR Code to download the MyMed app



GET IT ON Google Play

Download on the App Store

HUAWEI EXPLORE IT ON AppGallery

# Login  MyMed App

**To view Insured account:**

Login Details
User ID : Prefix+NRIC/Passport
No/Staff ID

Password : DOB
(Format: ddmmyyyy)
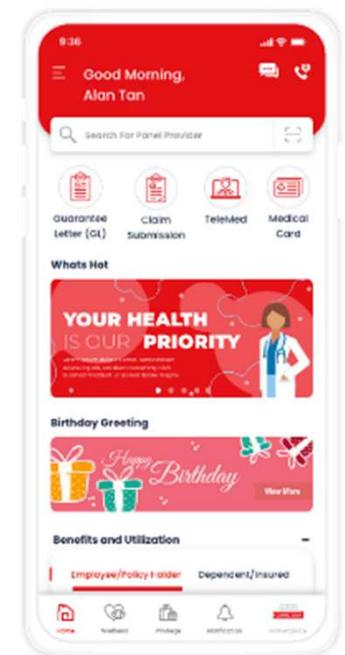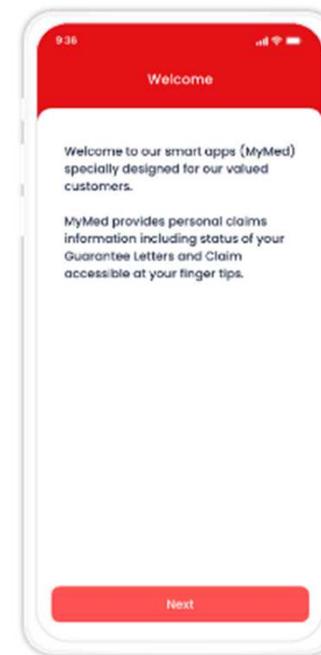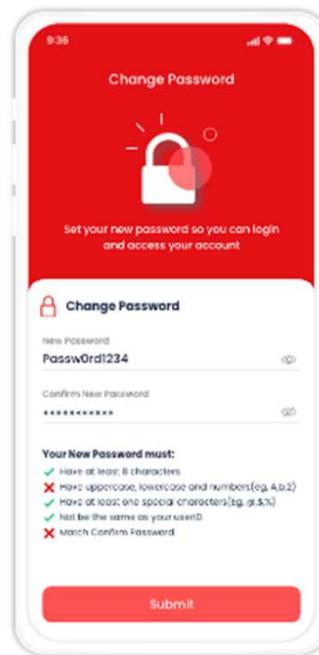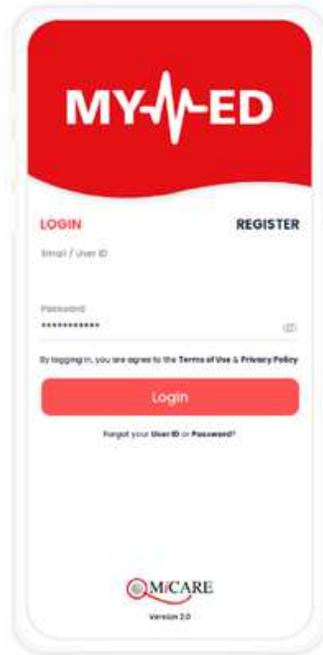
Sample:
User ID: AMP80000112222
Password: 00001980

# Login Page

Change Password
(First timer only)
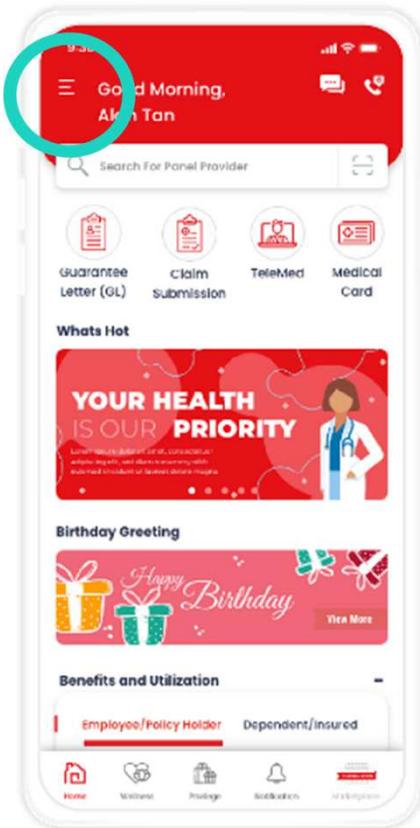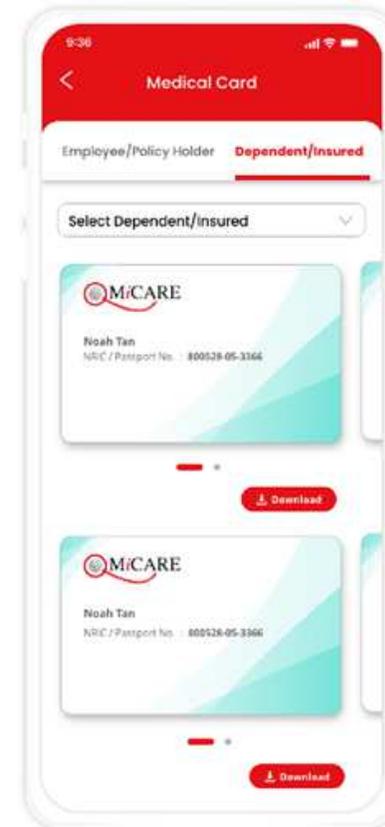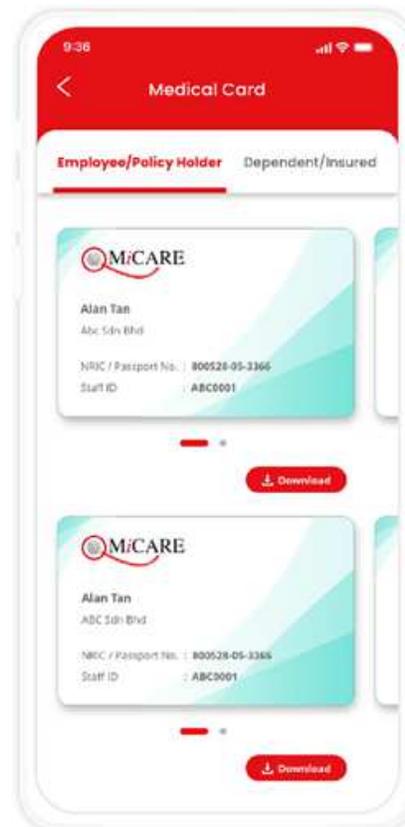
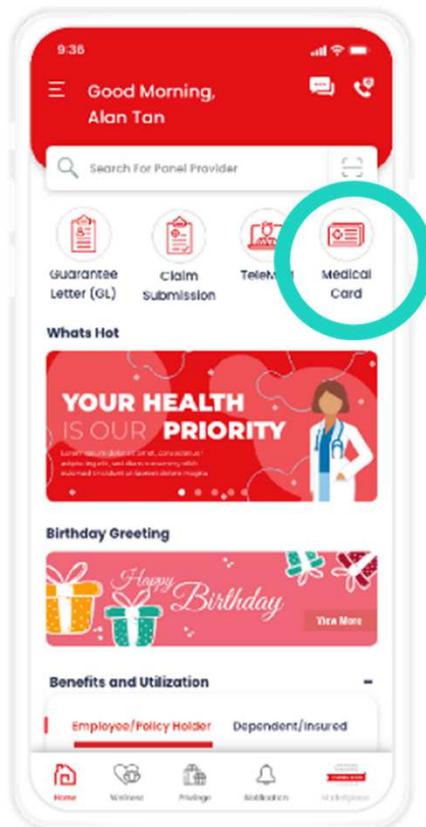Welcome Page
(First timer only)
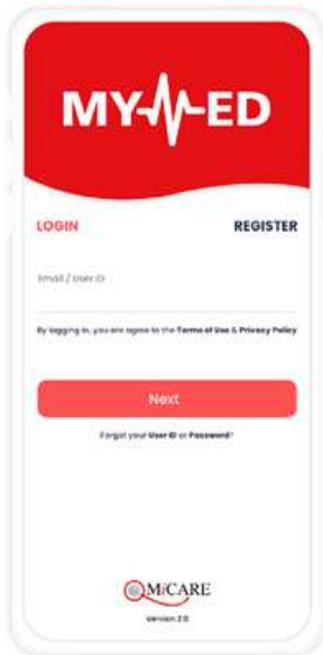
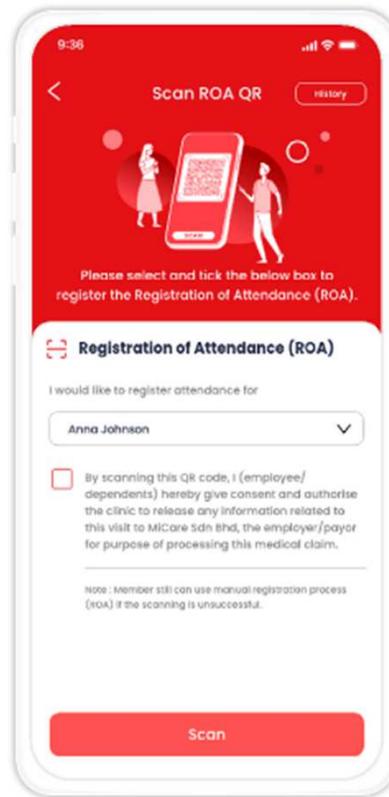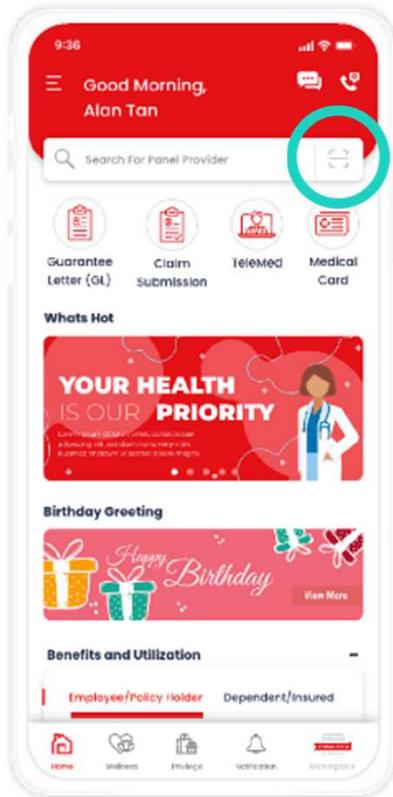# Dashboard – Utilization & Claim History
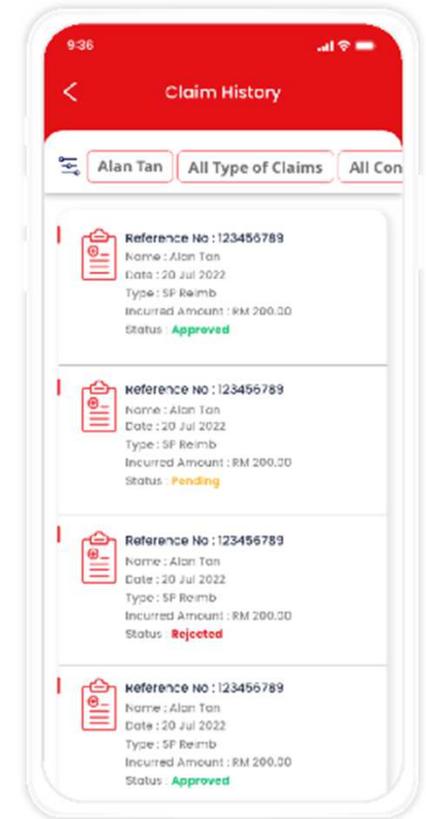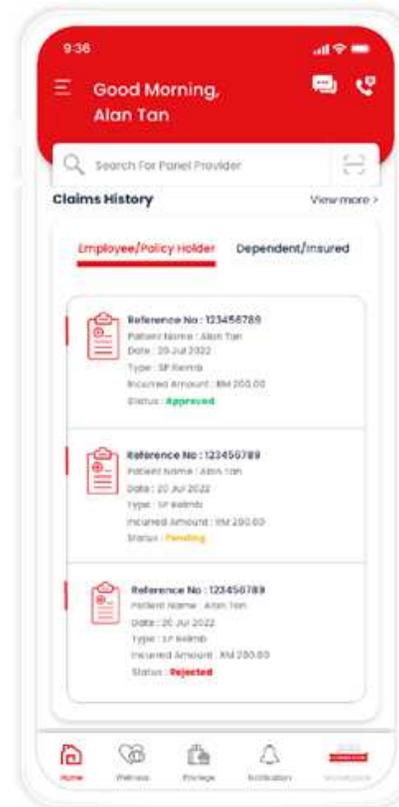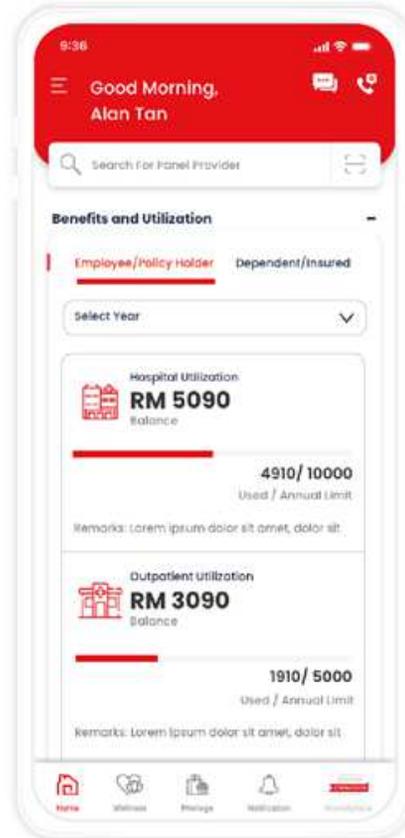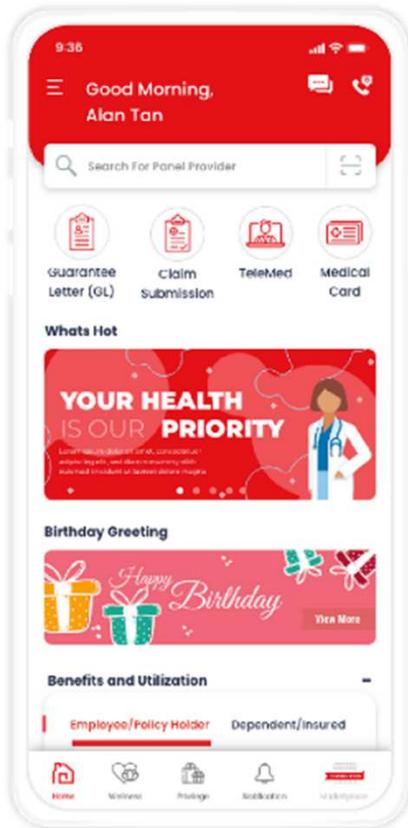
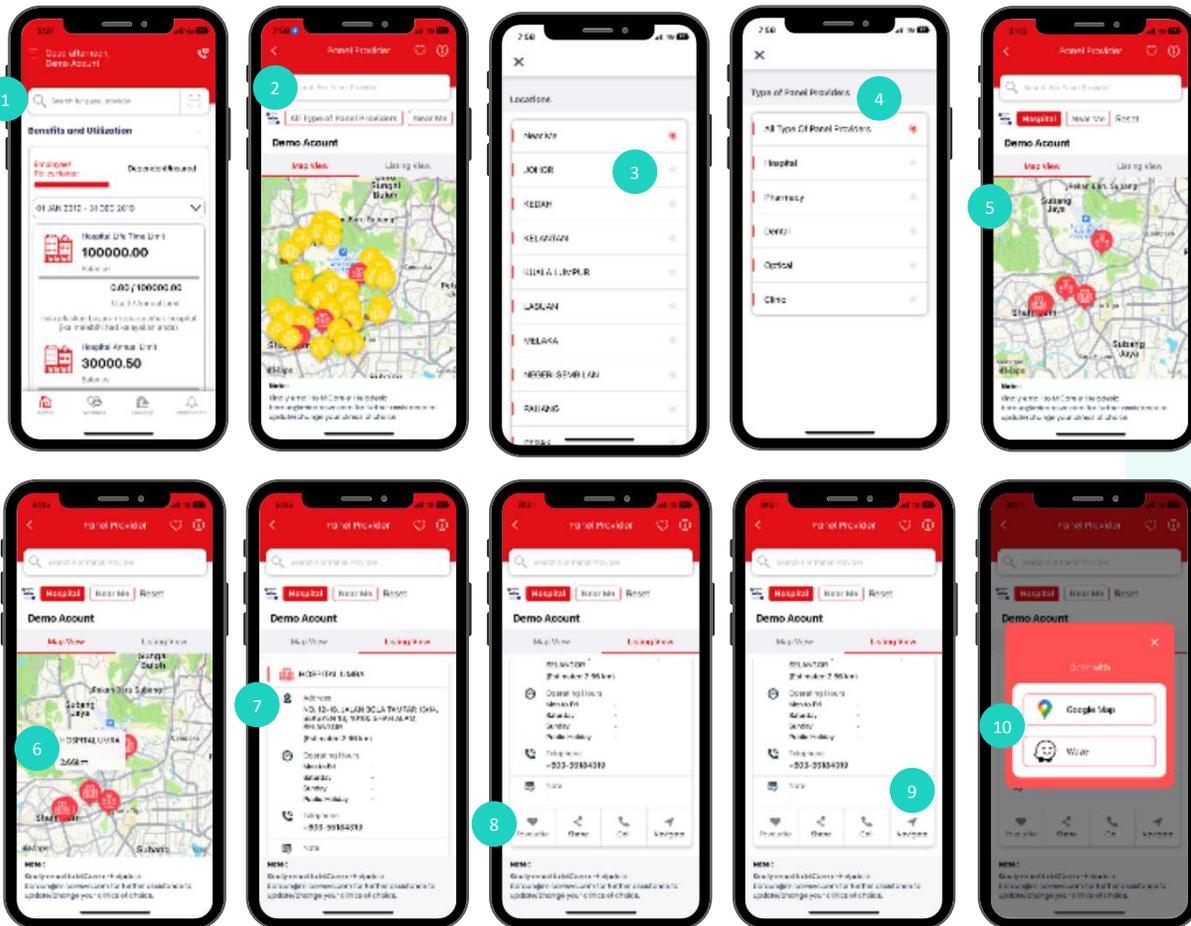# My Profile & Dependent Info
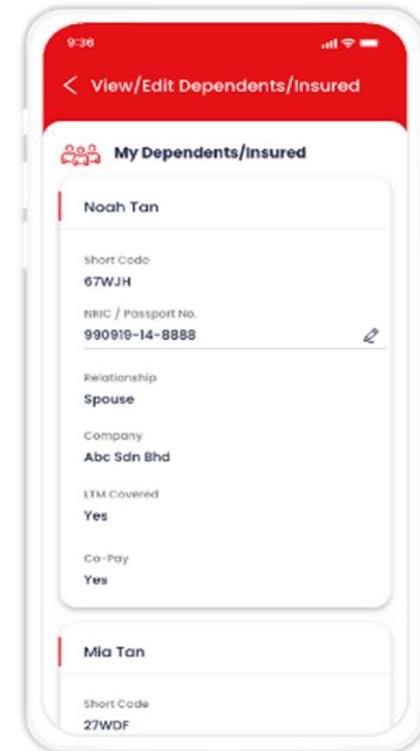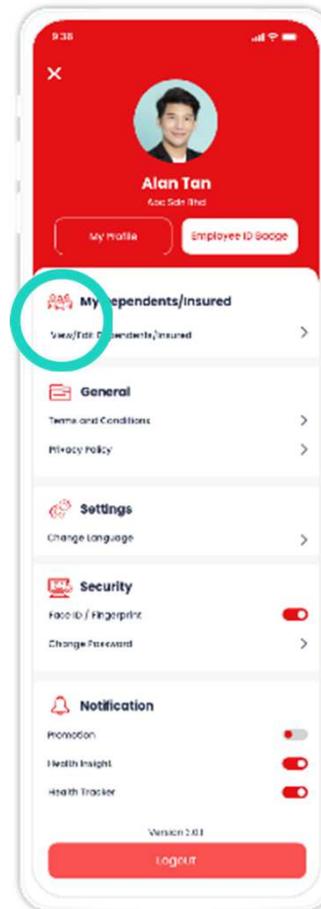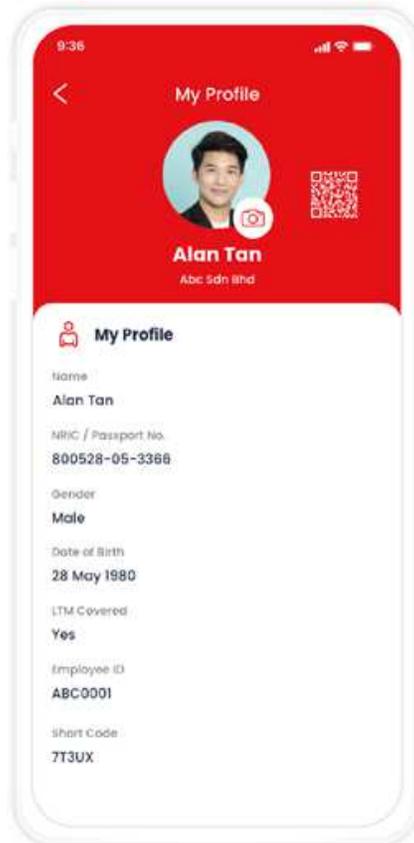
# Medical Card

# Registration Of Attendance (ROA QR)

**Scan ROA QR is not available at all Panel GP, some GP clinics are still using hardcopy ROA form**

# Panel Provider Locator
## How to Find and Choose a Panel Provider



1. Go to the home screen and click on the "Search for Panel Provider" tab.

2. Filter locations and types of panel providers according to your preferences.

3. Use the Locations filter to search by proximity or state preference.

4. Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Hospital.

5. The map displays the nearest hospitals.

6. Select your preferred hospital.

7. View the hospital's details in the listing, including its address, operating hours, and telephone number.

8. You can favorite, share, or call the hospital directly.

9. Finally, navigate to the hospital by choosing directions.

10. Pick Google Maps or Waze for navigation.

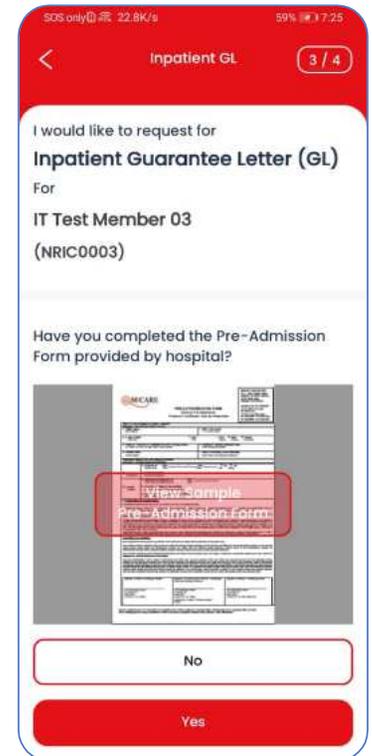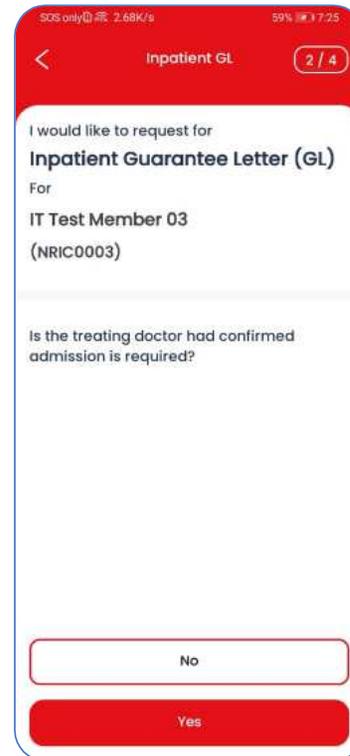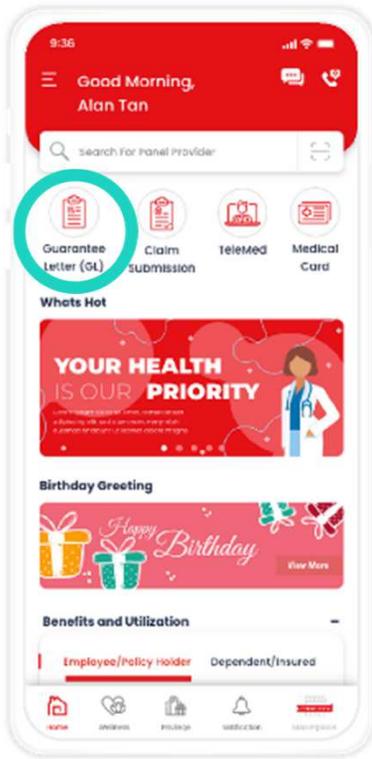# Request Guarantee Letter
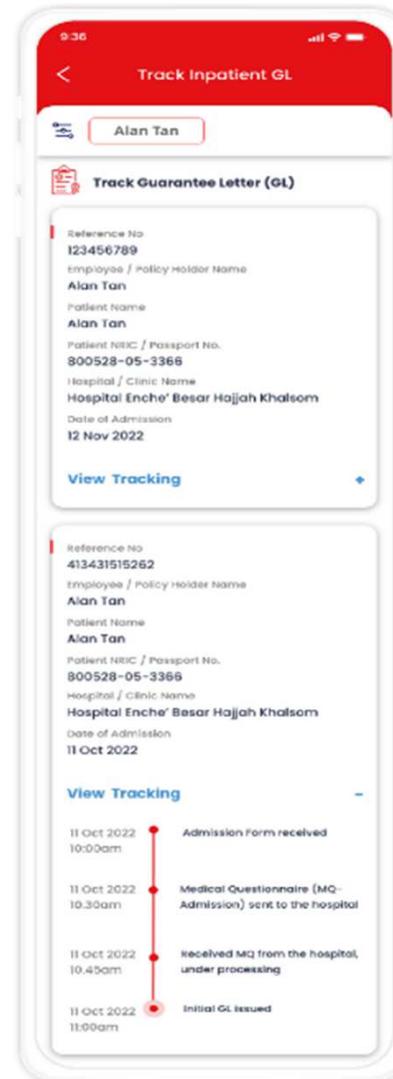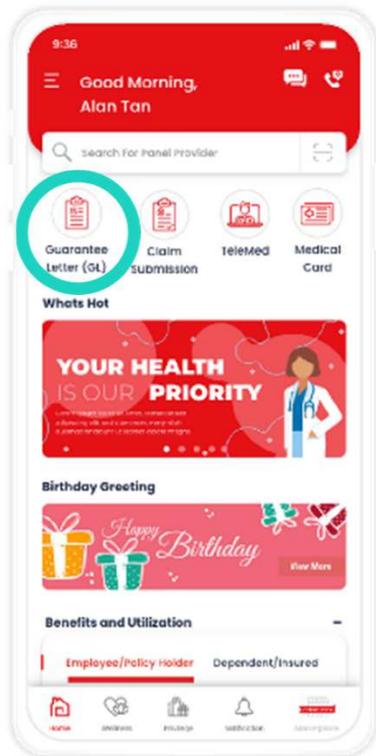## Outpatient Specialist GL
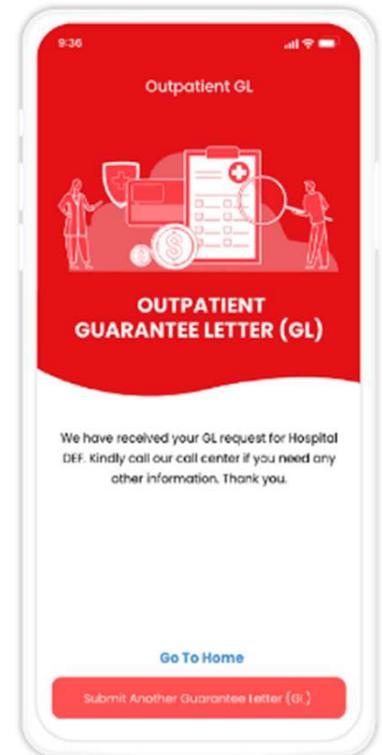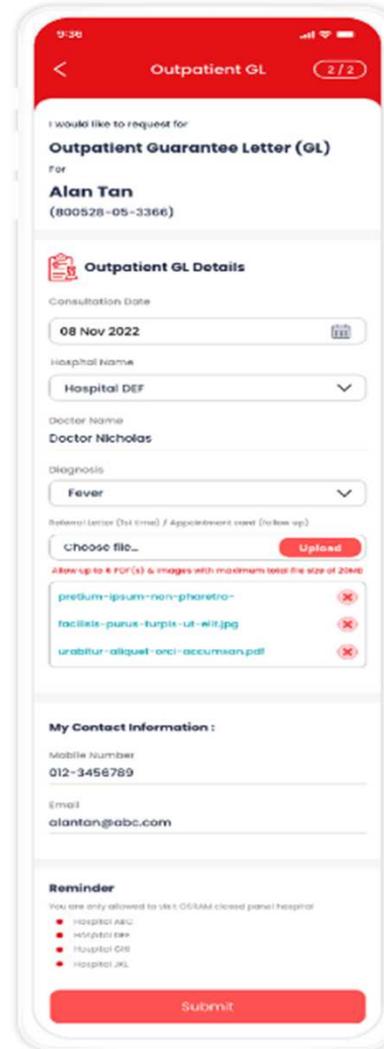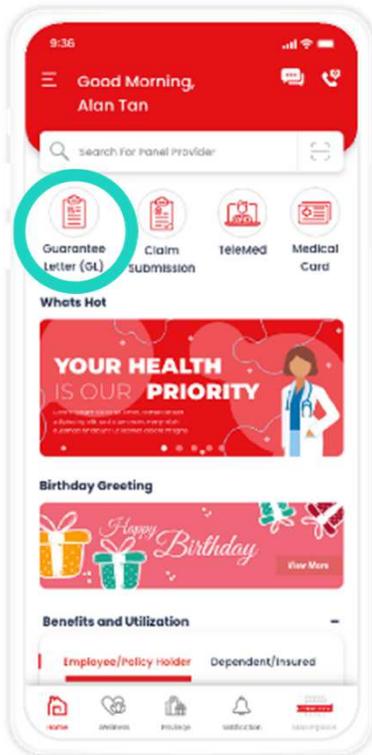
# View Guarantee Letter

## Outpatient Specialist GL
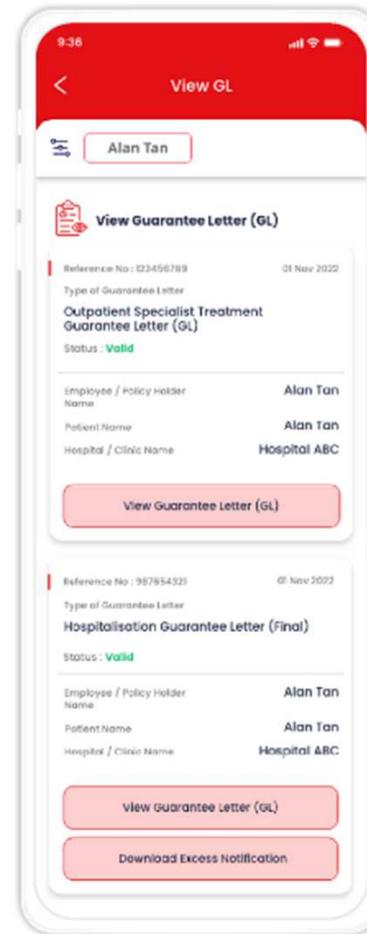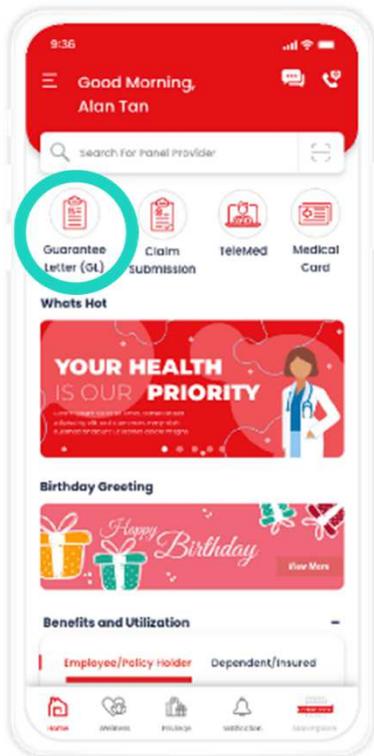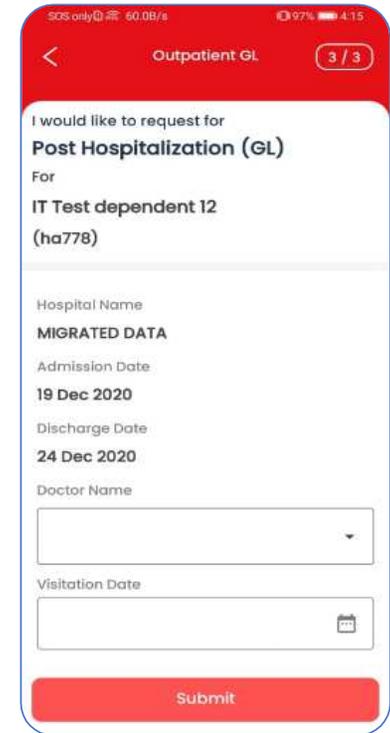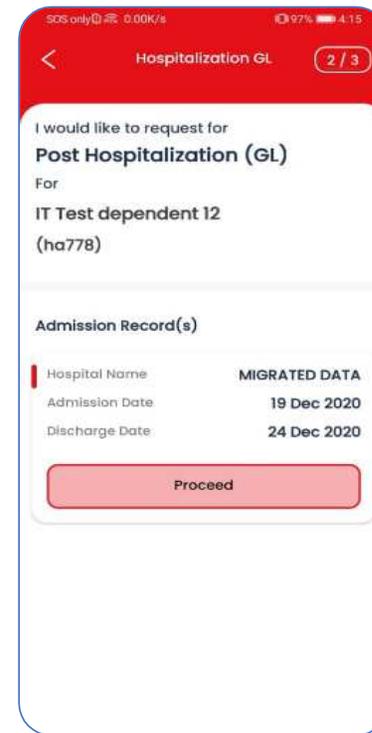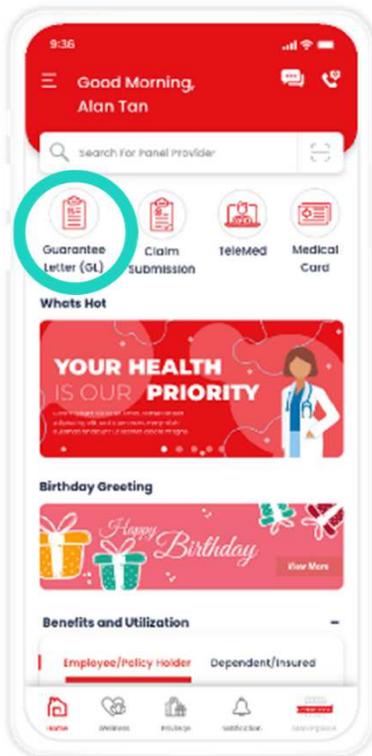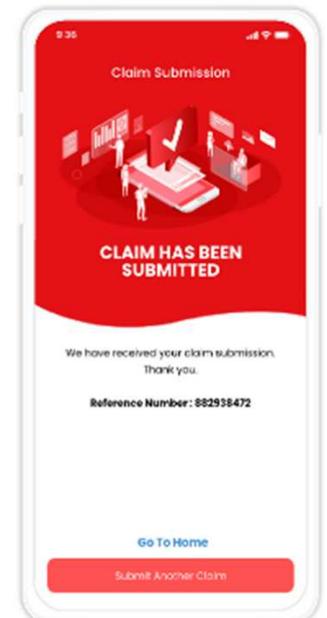
# Request Guarantee Letter

## Inpatient GL

# Track Guarantee Letter

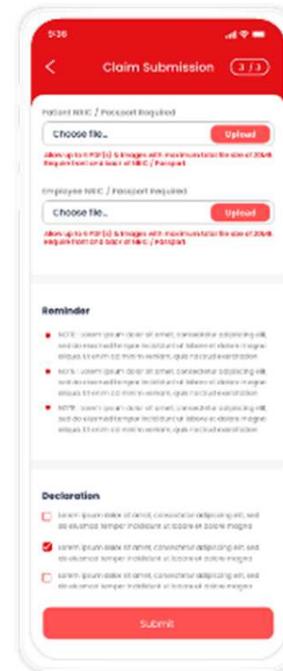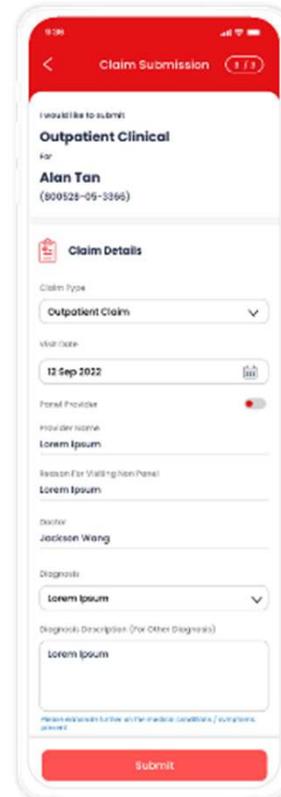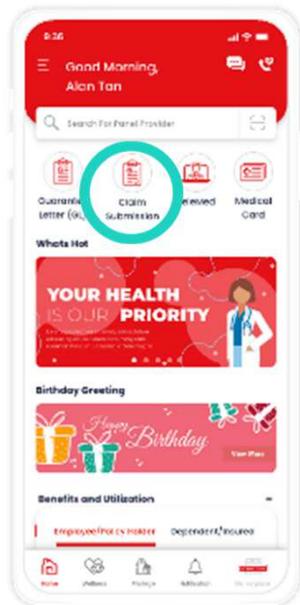**For inpatient guarantee letter only**
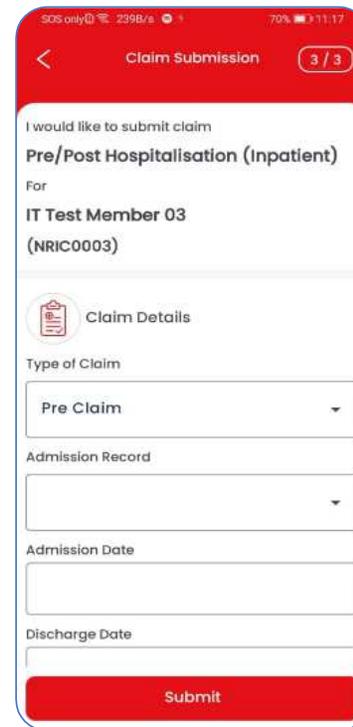
# Request Guarantee Letter

## Post Hospitalization GL (for post on per GL arrangement only)
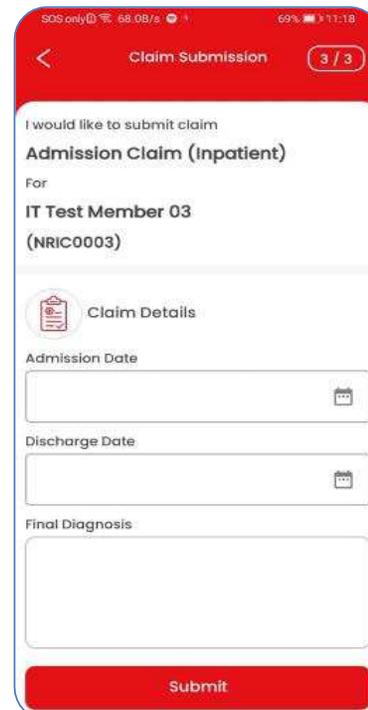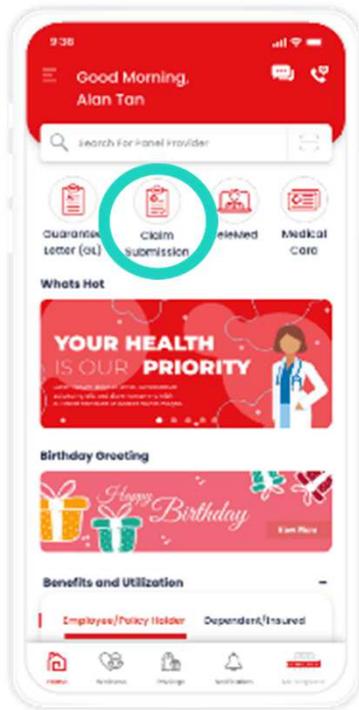
# Claim Submission
## Outpatient Clinical
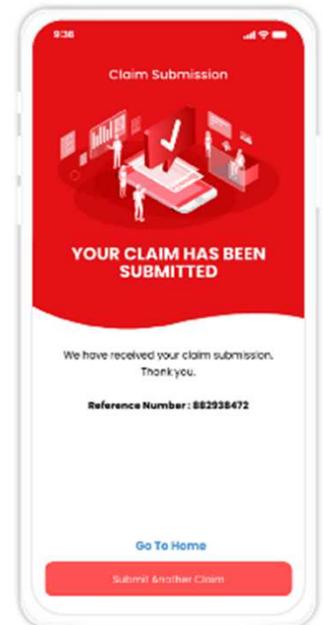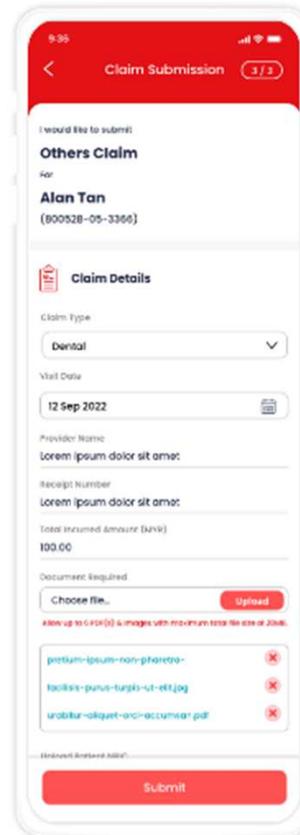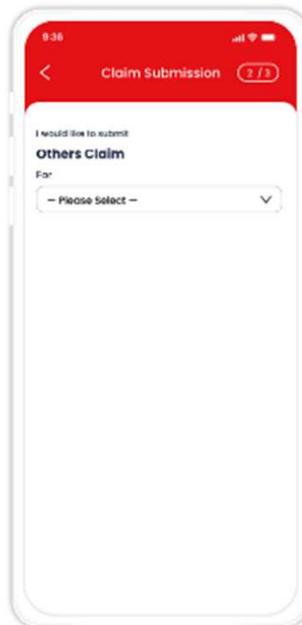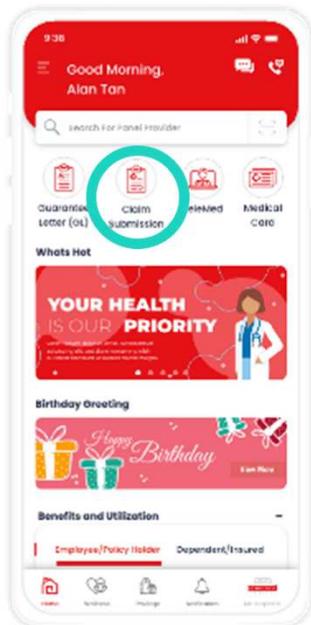
# Claim Submission
## Outpatient Specialist

# Claim Submission
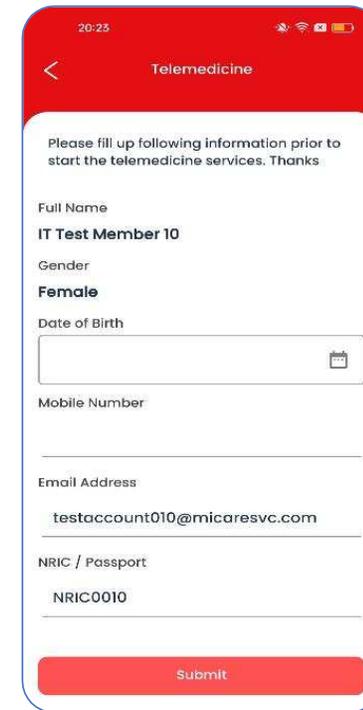## Pre/Post Hospitalization
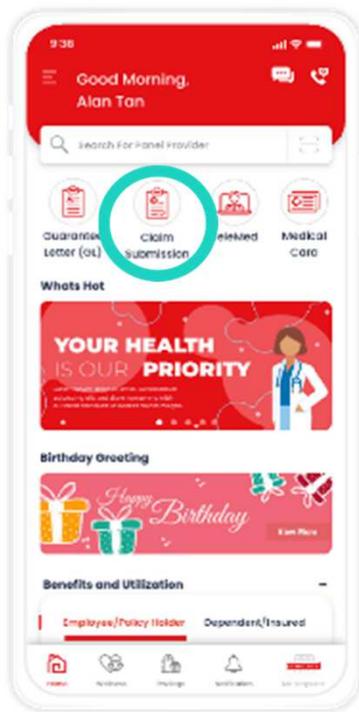
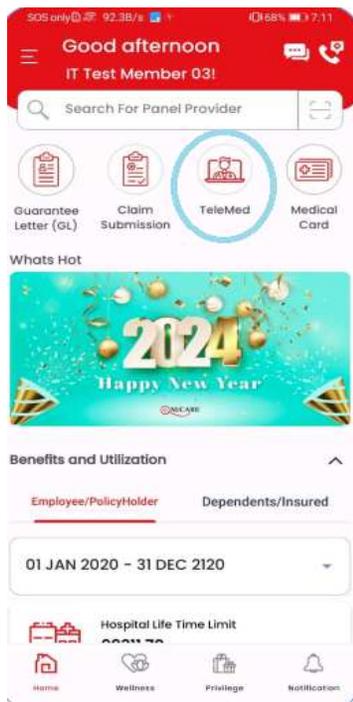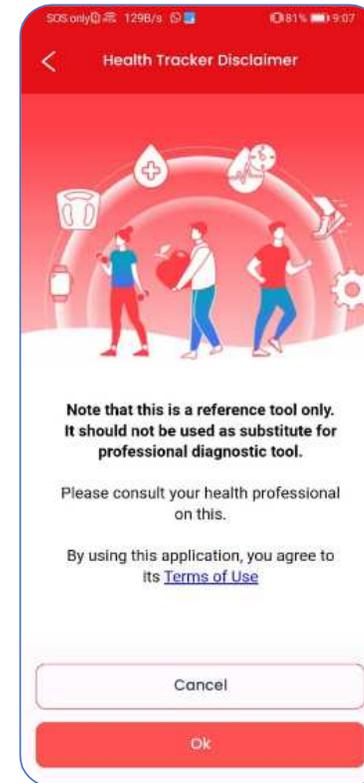# Claim Submission
## Inpatient Claim
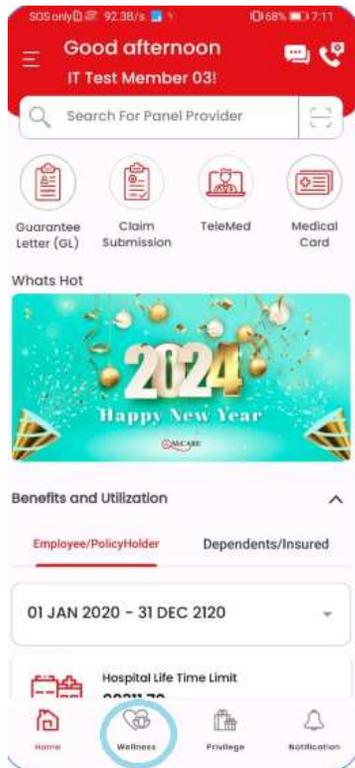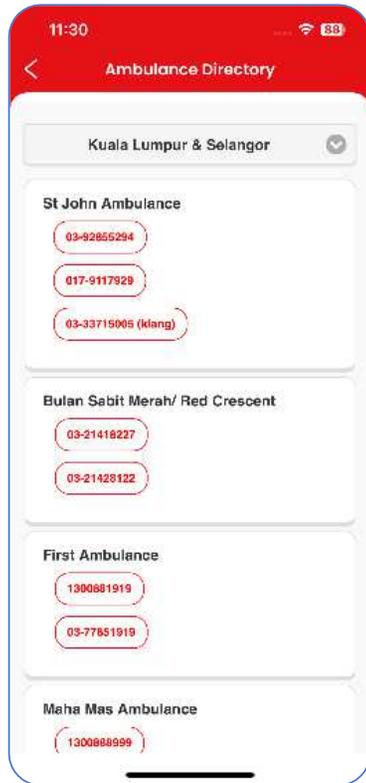
# Claim Submission

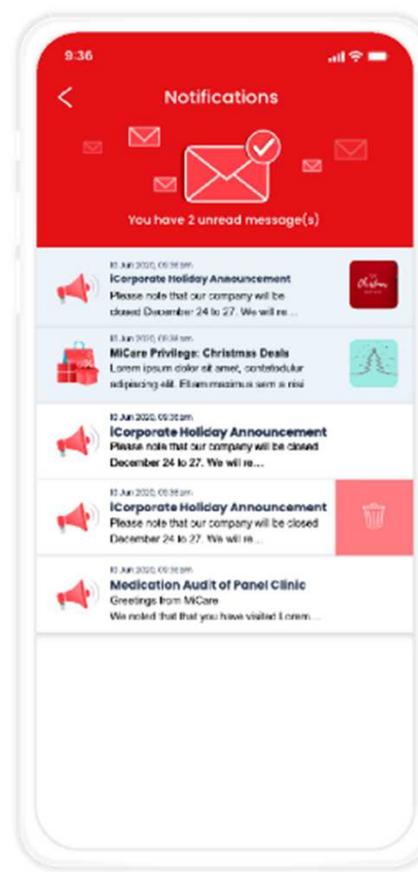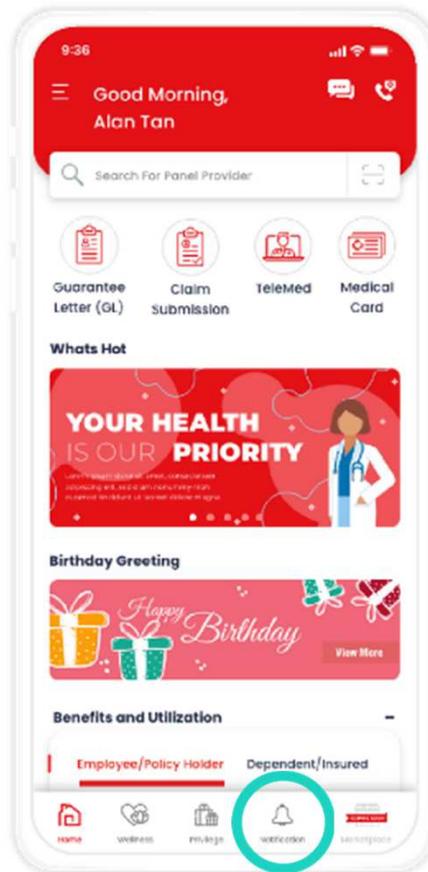**Others – Non-Medical Benefit**
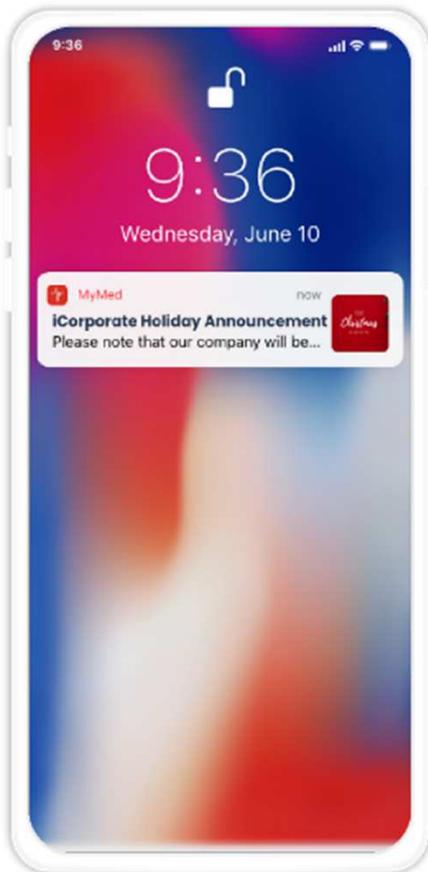
# TeleMedicine (Alpro Pharmacy)
## (if applicable only)

# Wellness Dashboard

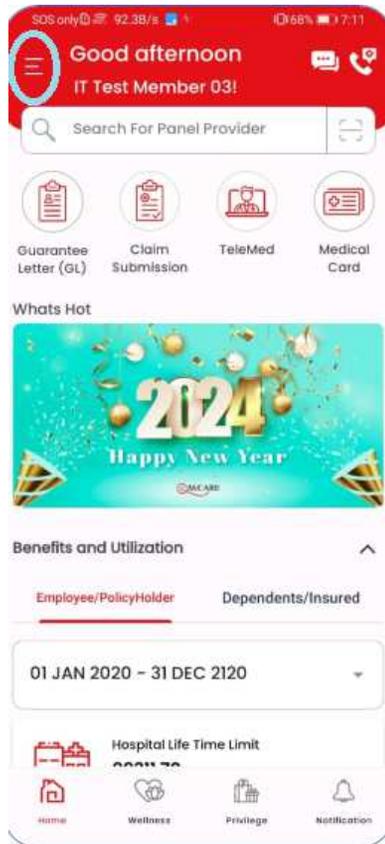# Wellness Dashboard
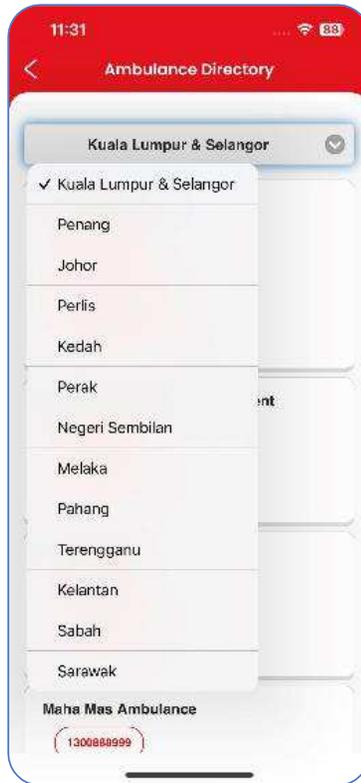
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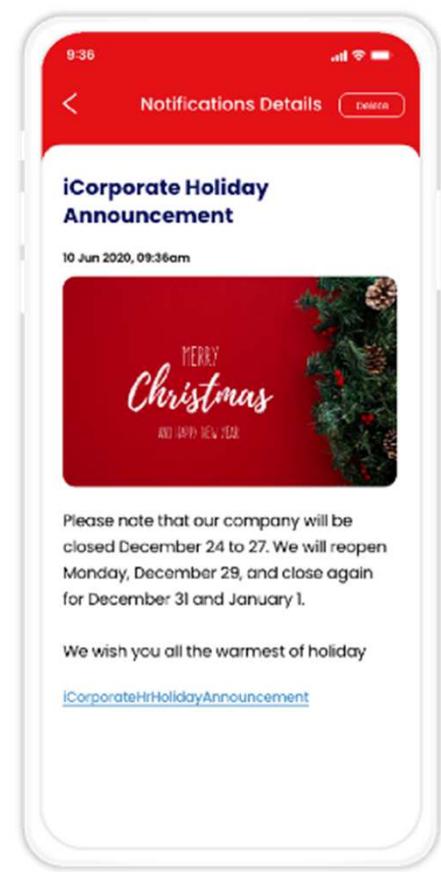
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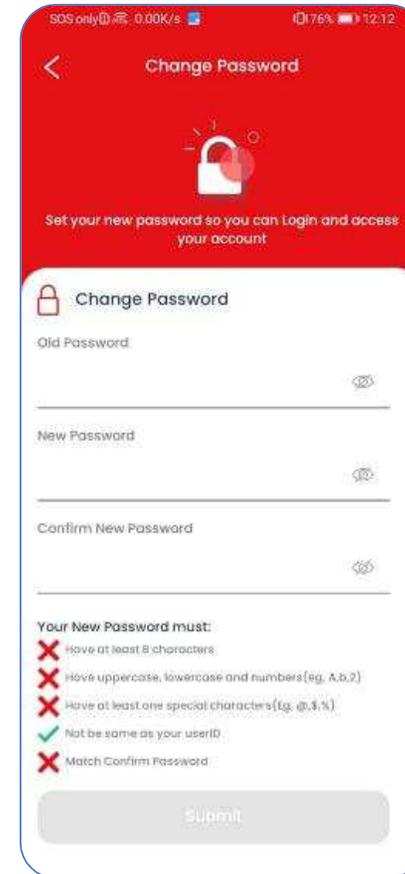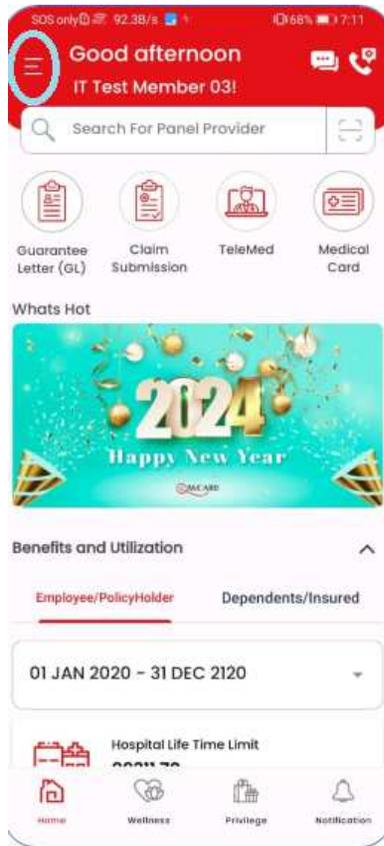
# Logout

# CONTACT US

**1800-88-7940**
(24/7 Medical Helpline (Toll-Free))

**03-7847-4304**
(24 Hours Fax No)

callcenter@micaresvc.com

https://eclaims.micaresvc.com