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

GET IT ON
Google Play

Download on the
App Store

MediExpress

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 (IP)
12. Submit New Claim (OP)
13. Request Guarantee Letter
14. Long Term Medication and Follow Up
15. View Guarantee Letter Status
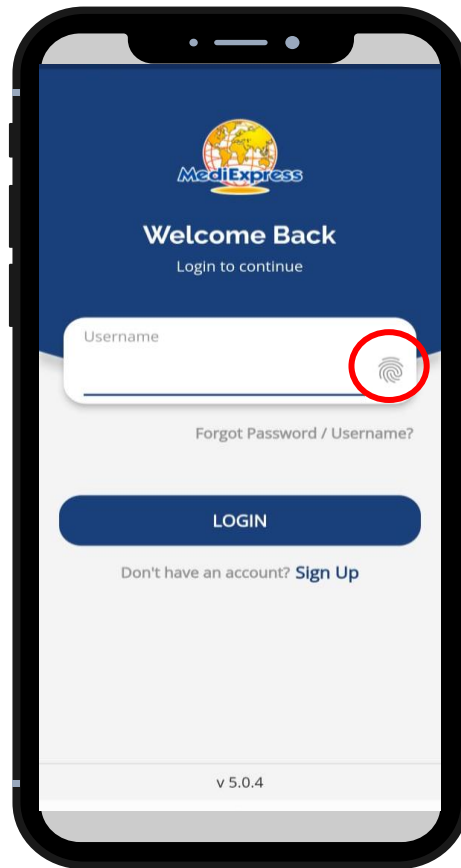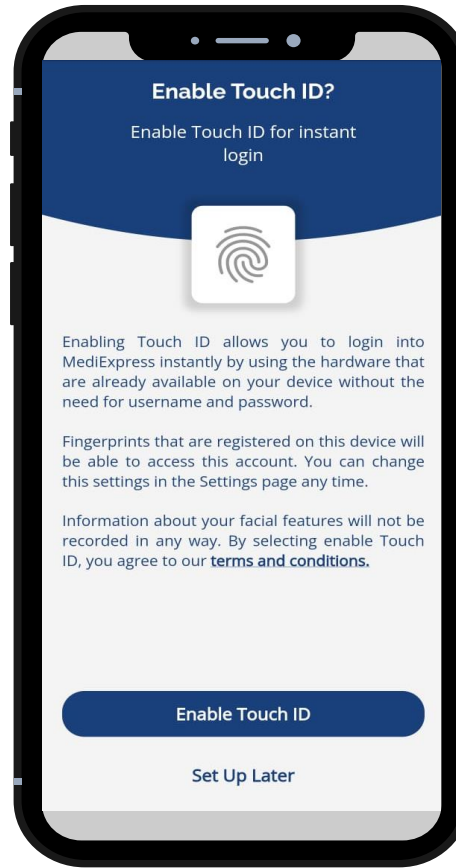16. Long Term Medication and Follow Up
17. Panel Locator
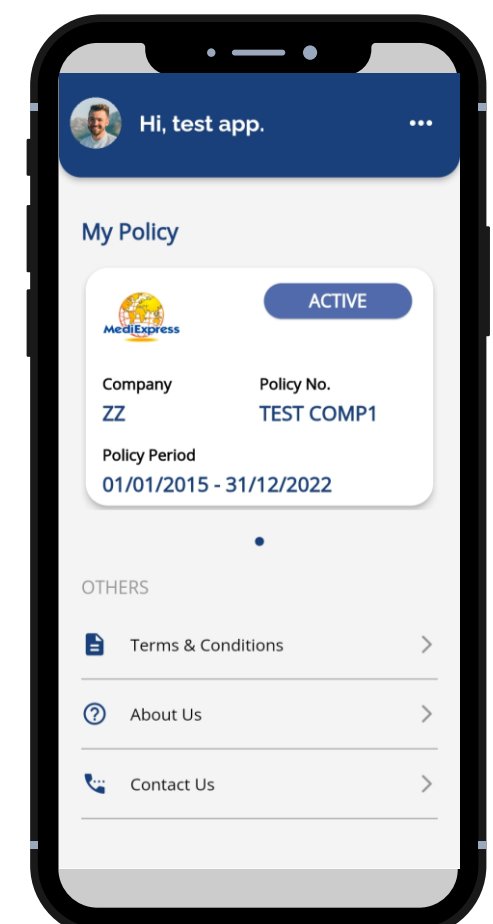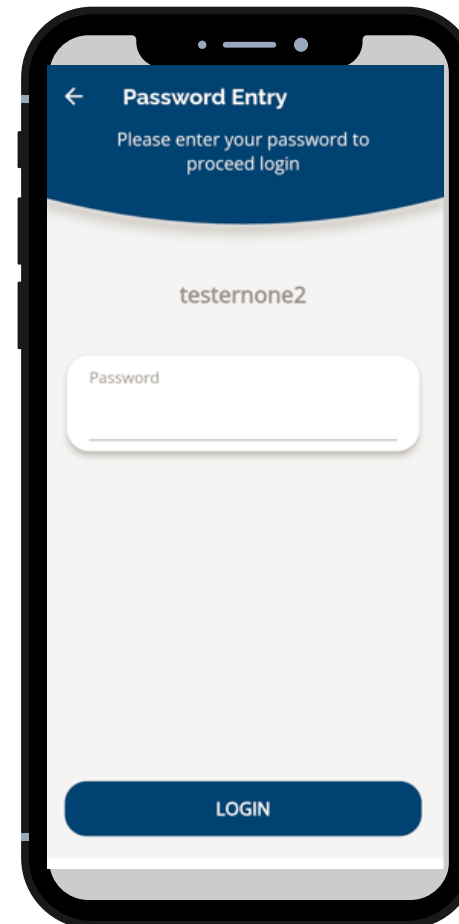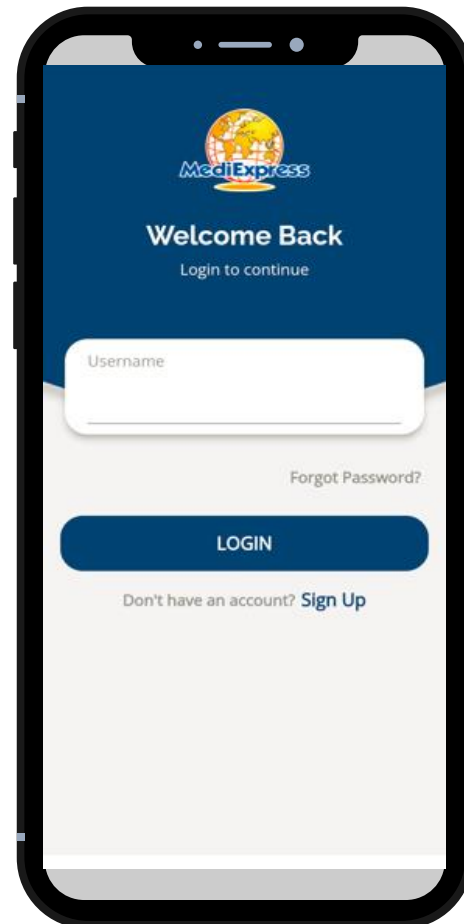
- Key In Username and Password
- *Forgot Password* – you will received link via e-mail to reset password.

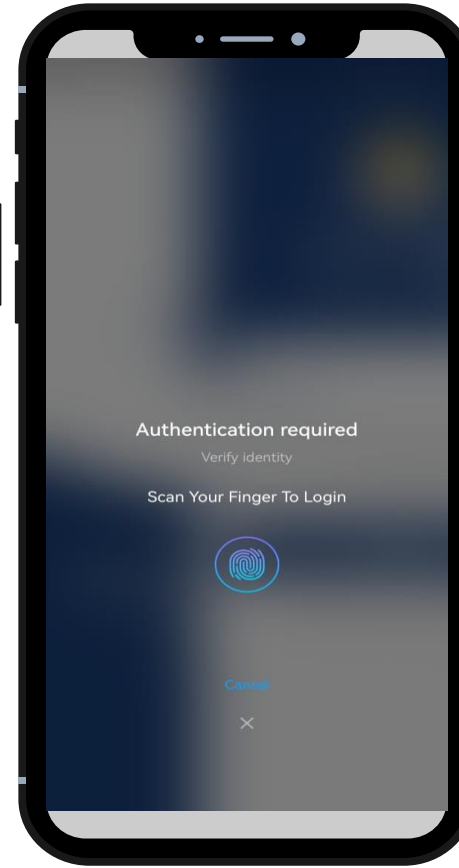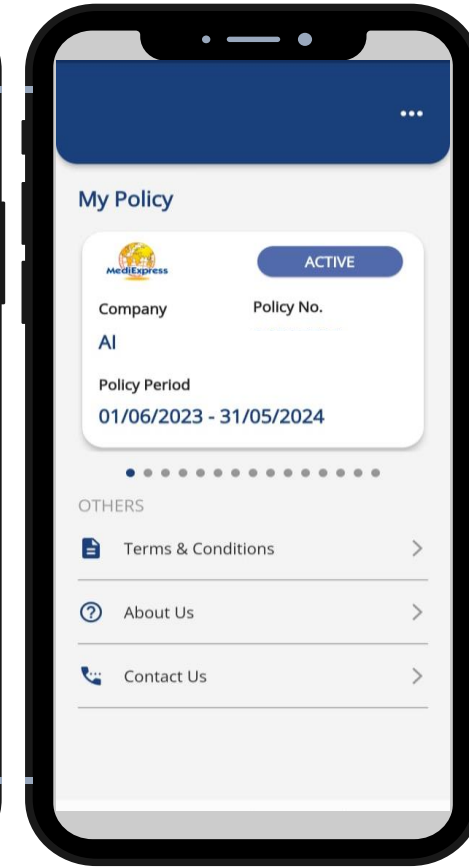- Dashboard

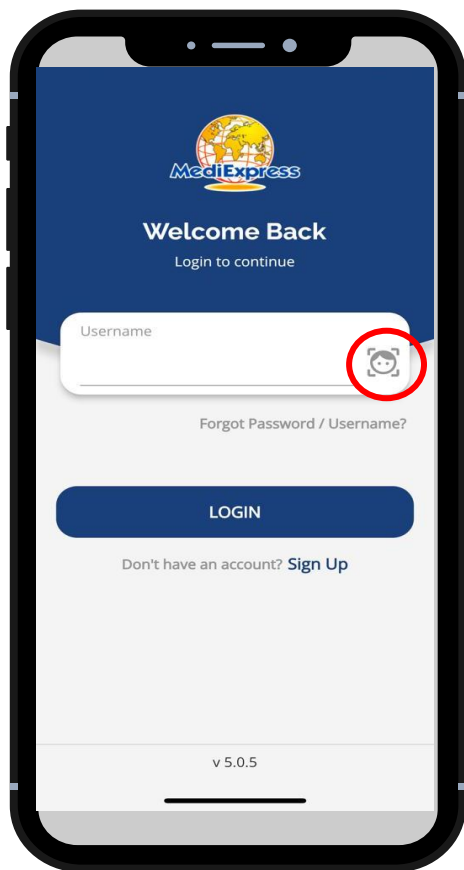A Sumitomo Corporation Group Company

- Select 🔏 for Fingerprint Login
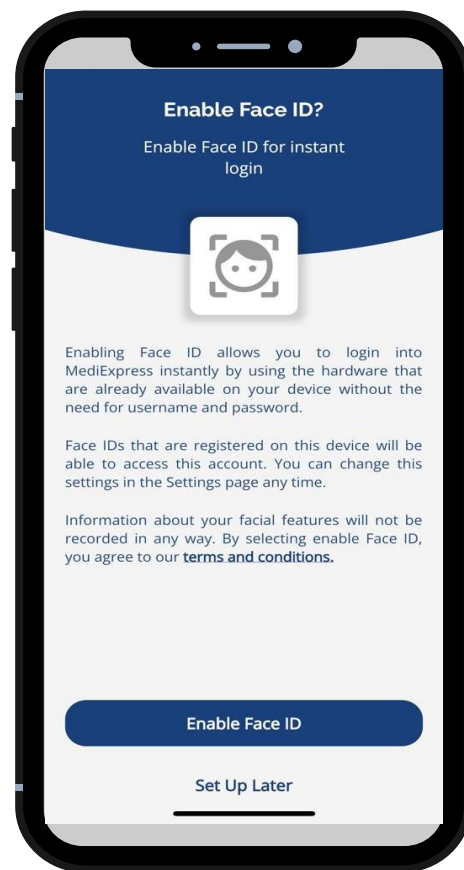
- For Firstime User, you need to enable the Touch ID for Fingerprint login

- Ready to login

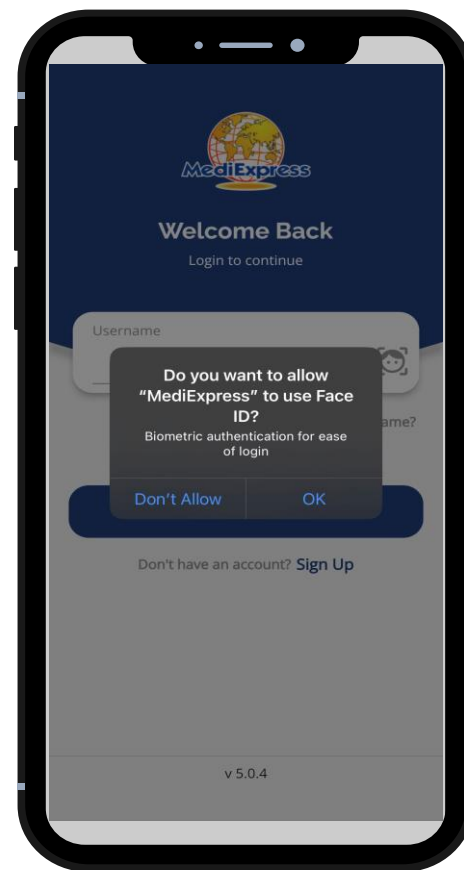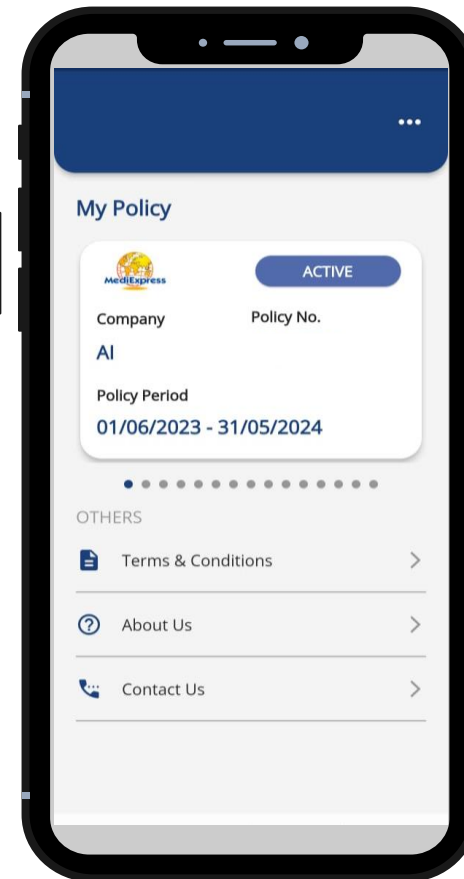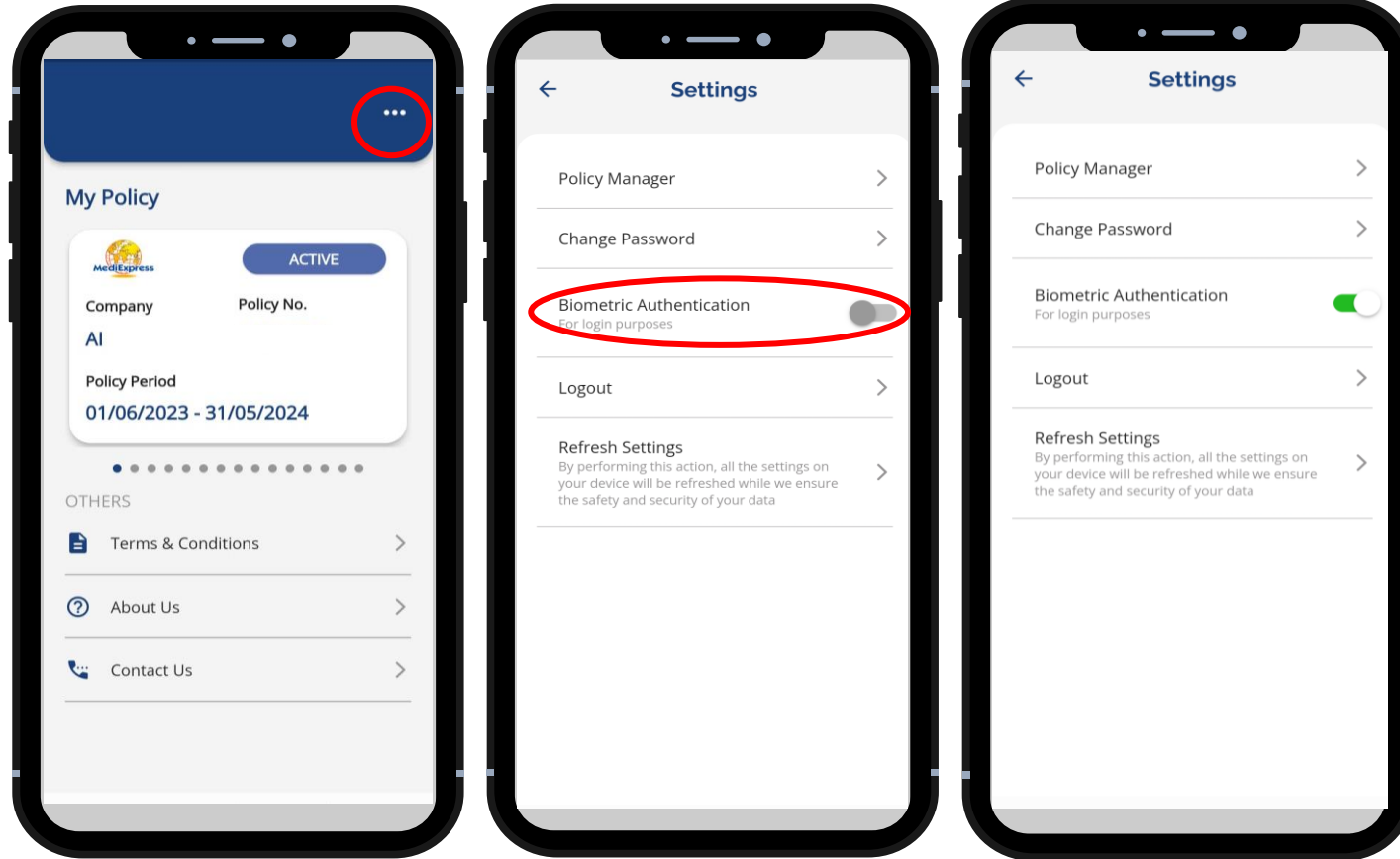- Once login, it will take you to the Main Page

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- Select [icon] for Fingerprint Login
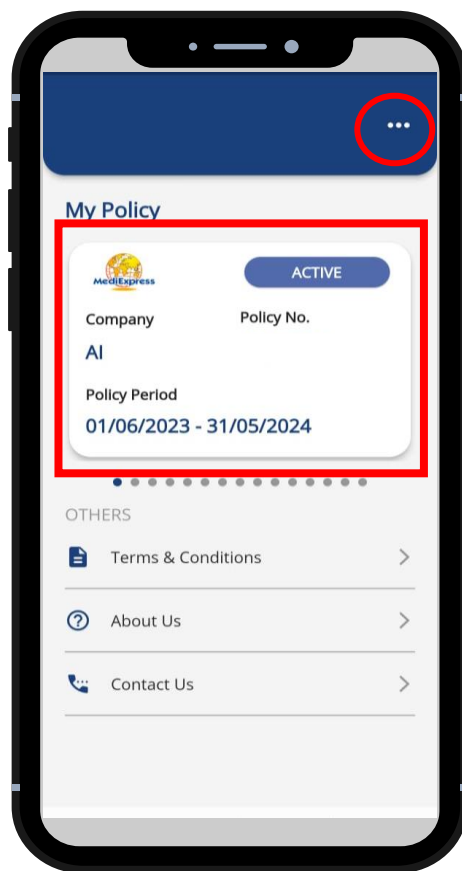
- For Firstime User, you need to enable the Touch ID for Fingerprint login
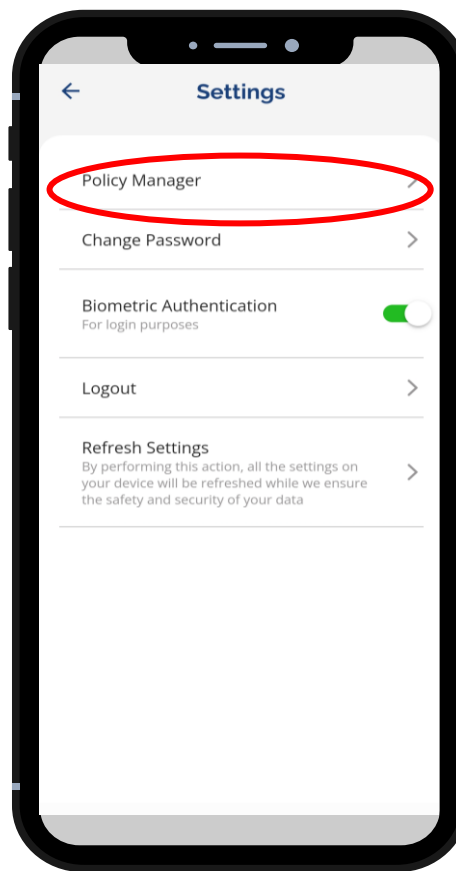
- Ready to login

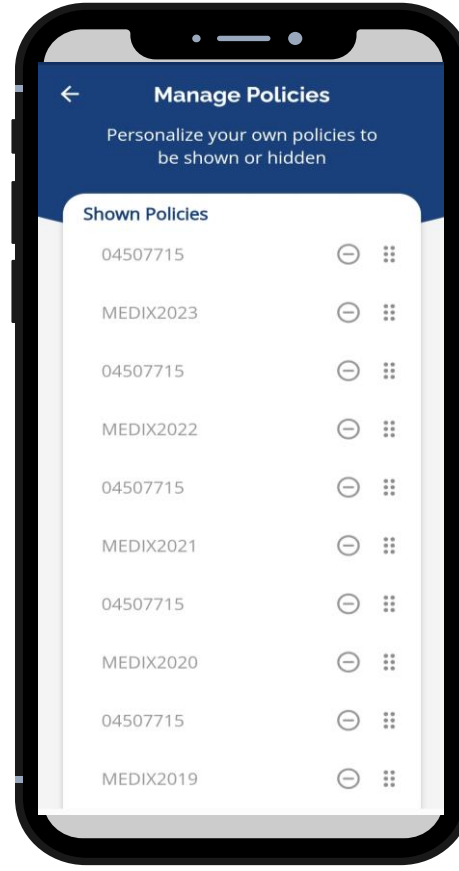- Once login, it will take you to the Main Page

- Select 3 dot's on right top Mainpage

- Click Biometric Authentication to turn off (Grey)

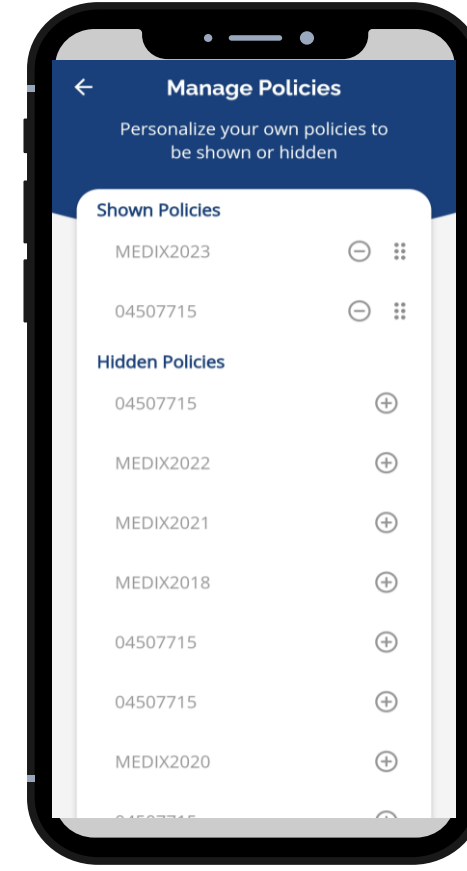- To re-enable, Click Biometric Authentication to turn on (Green)

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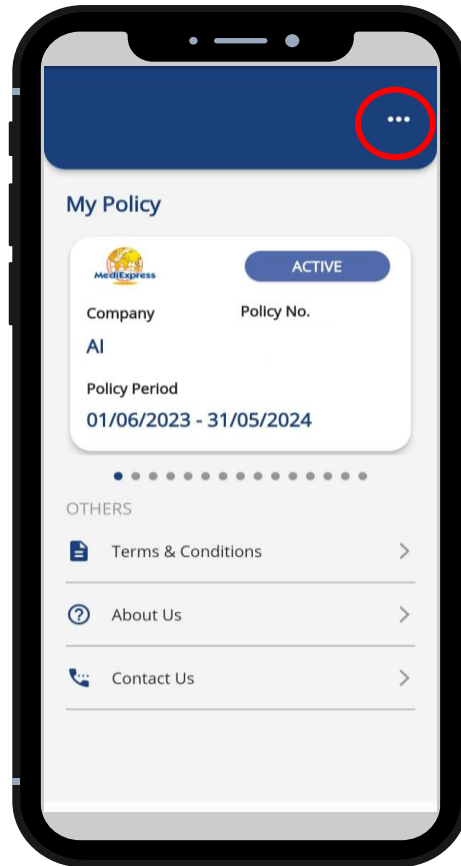
- Click Policy Manager

- Click ⊖ to hidden,
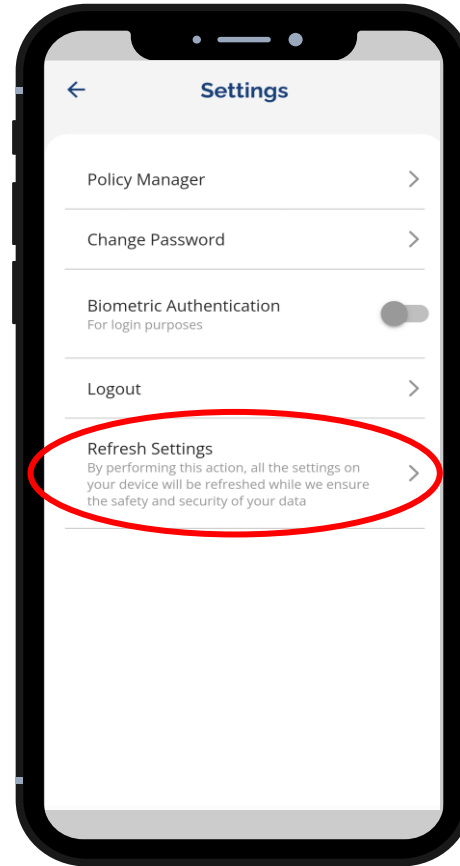
- click ⊕ to shown your policy
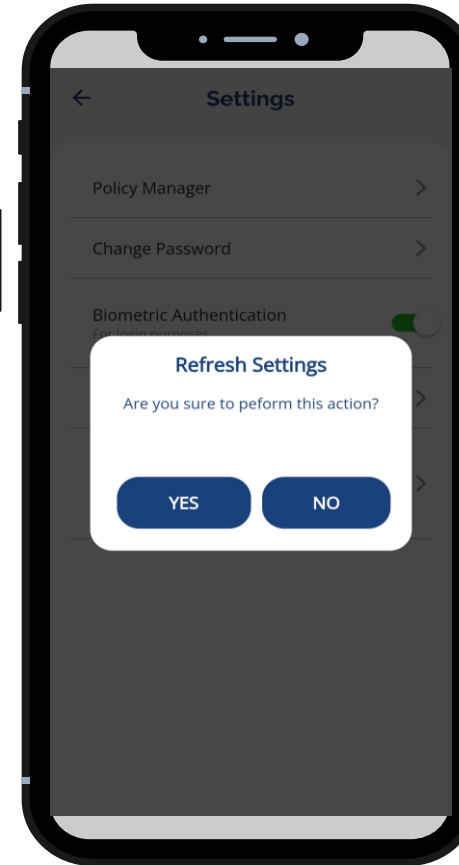
- Only preferred policies will be shown

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
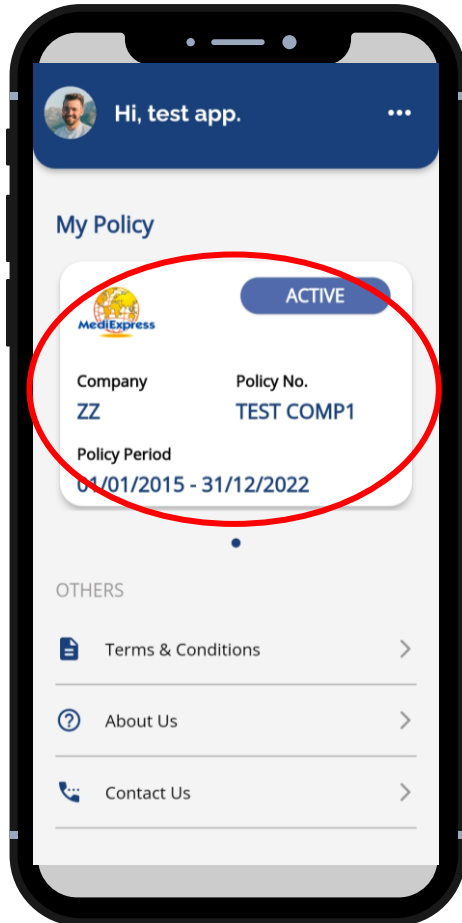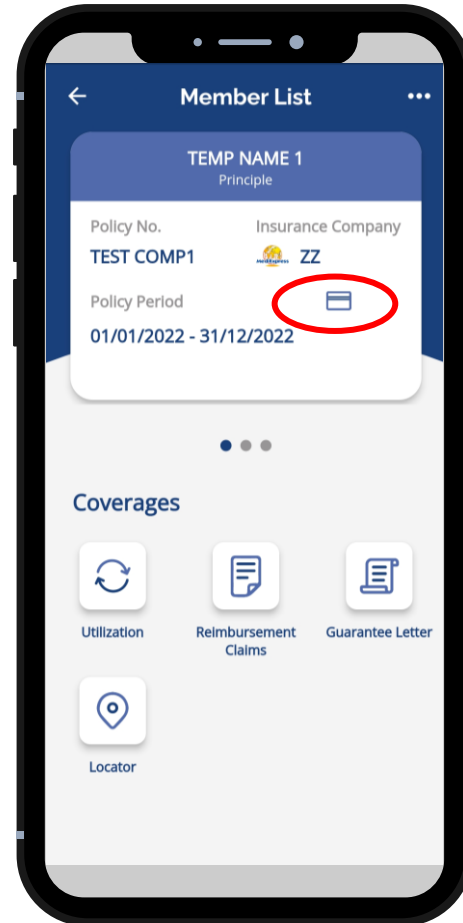

- ▪ Select 3 dot's on right top Mainpage

- ▪ Click Refresh Settings

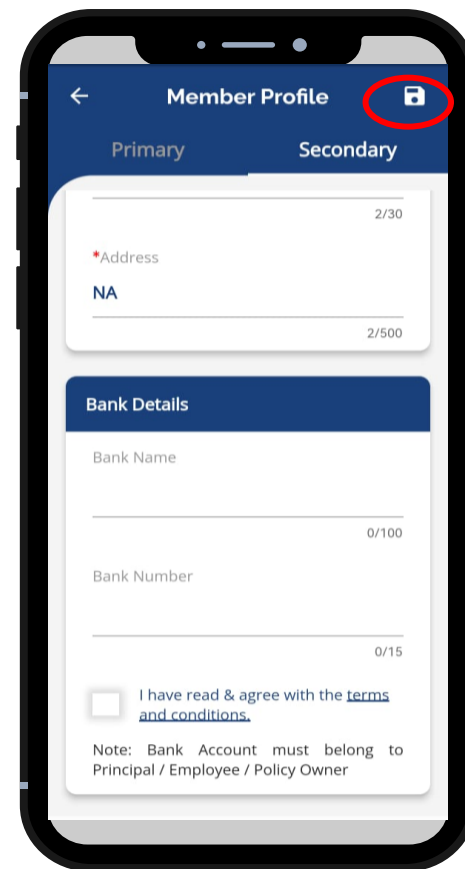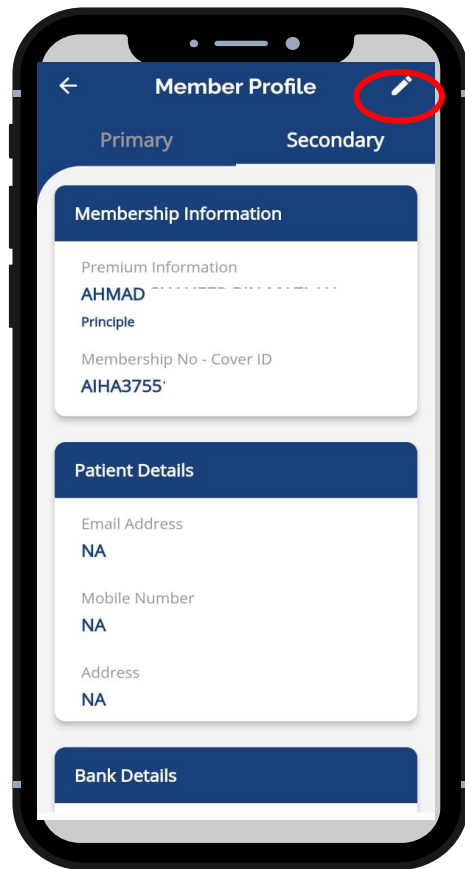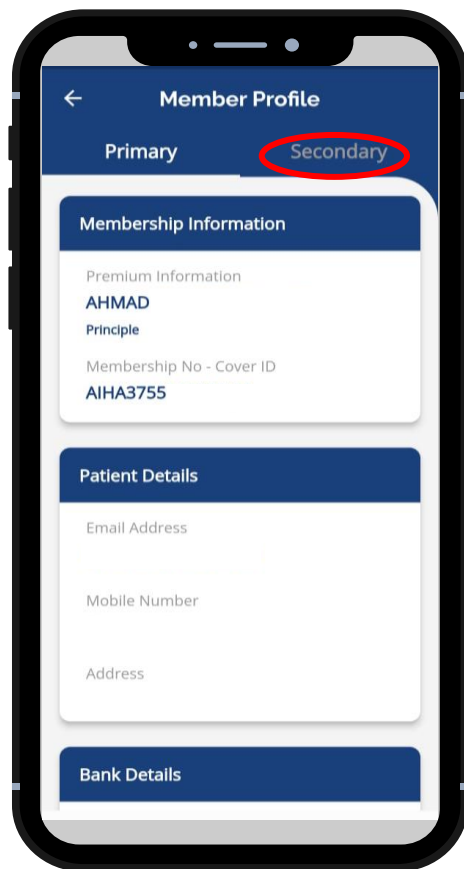- ▪ Click 'Yes' to clear all Personal Data, password & Setting, Click 'No' to keep the setting
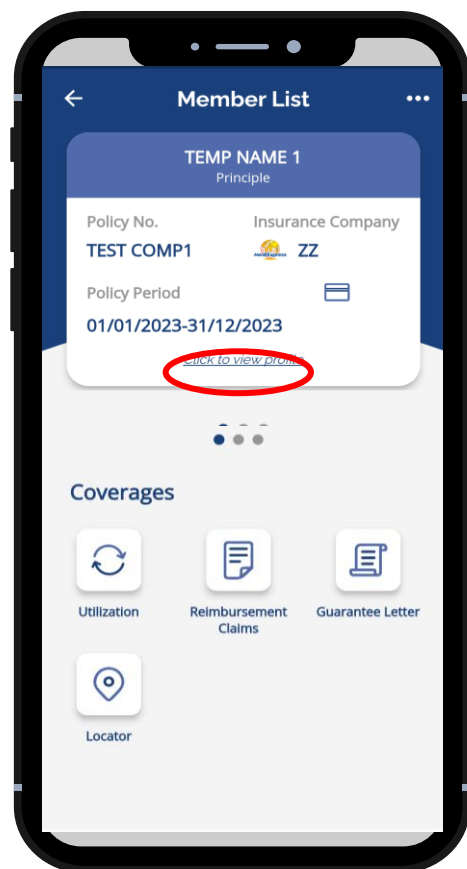
Sumitomo Corporation Group Company

- Click *My Policy*
- Click on the card icon
- E-card will appear

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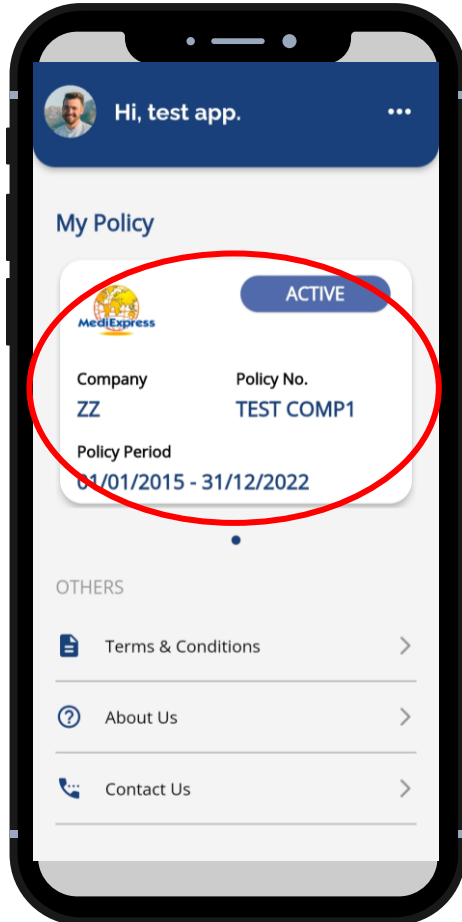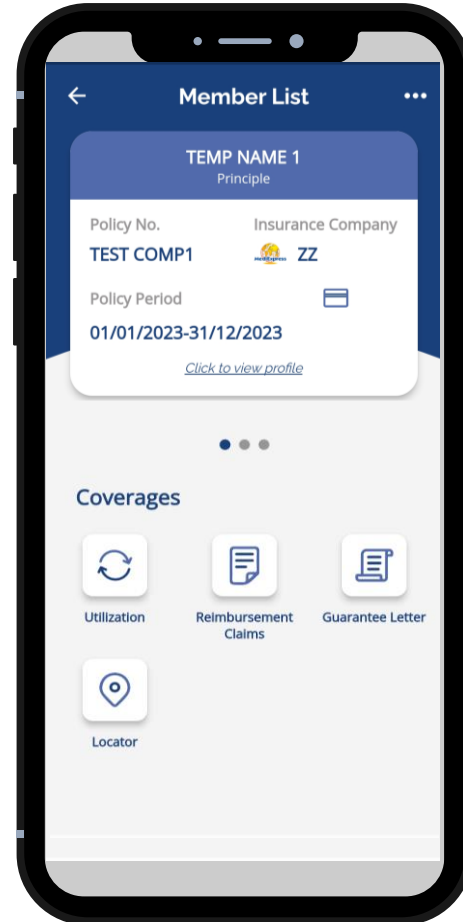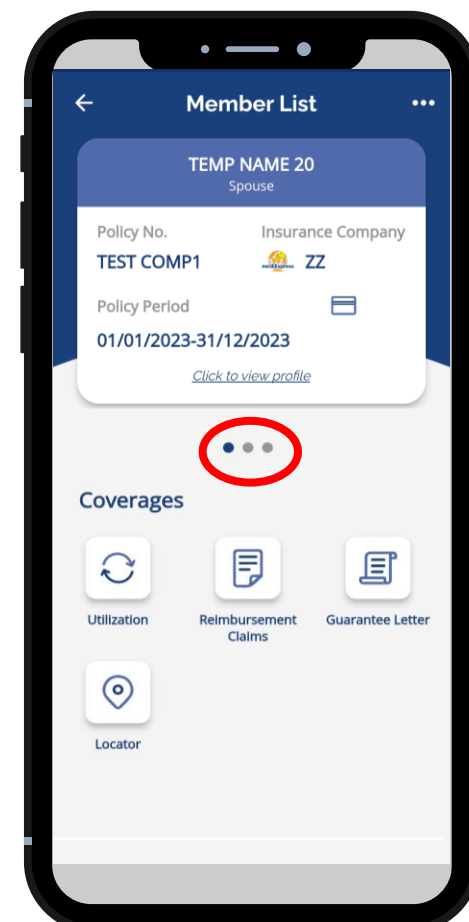
- Select 'Click to view profile'
- In Primary, you can view your current profile, to update your profile, select 'Secondary'
- Select ✏ to update profile detail (refer red circle)
- Update your email address/ Mobile number/address
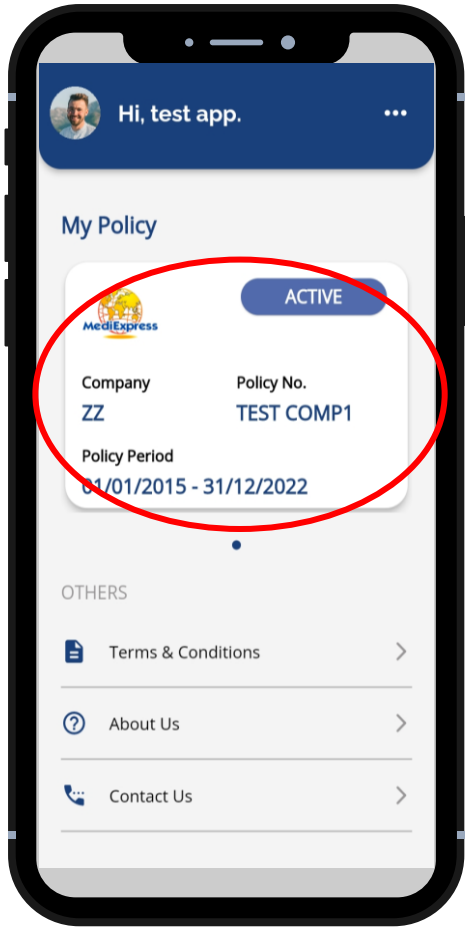- Scroll down to update bank details
- Select 💾 to Save

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- Click *My Policy*
- View Principle details
- Swipe left to view dependents
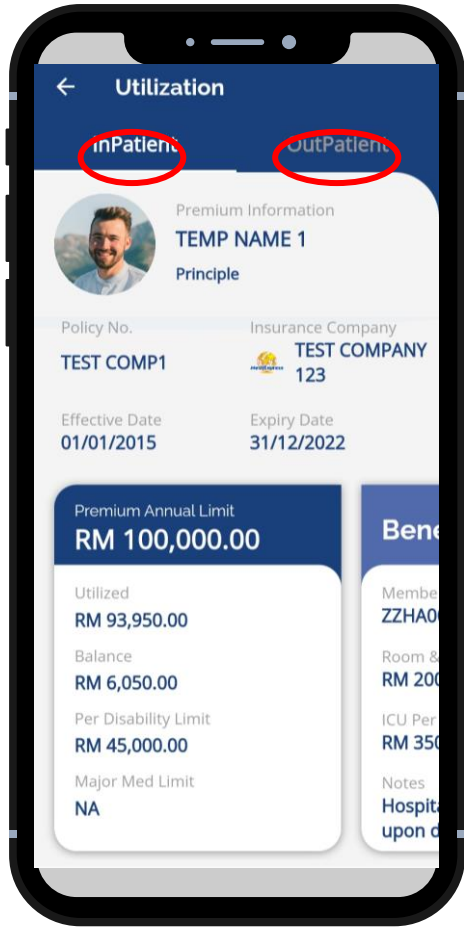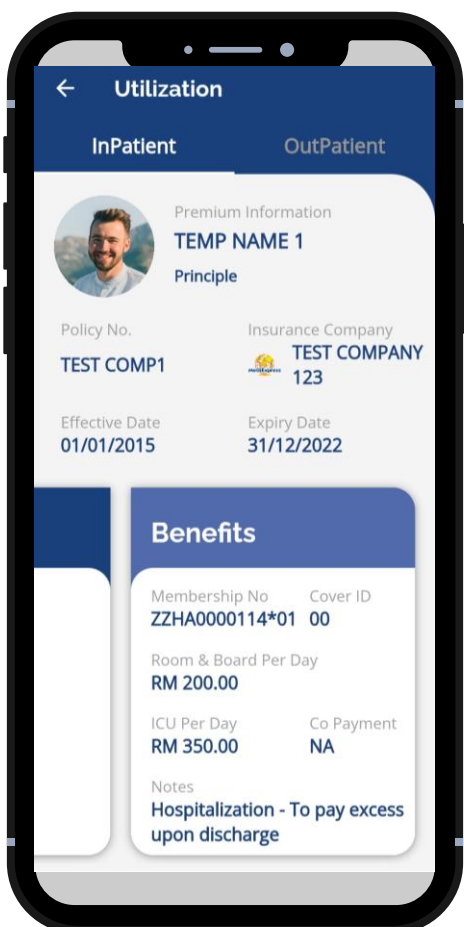
A ✿ *Sumitomo Corporation* Group Company
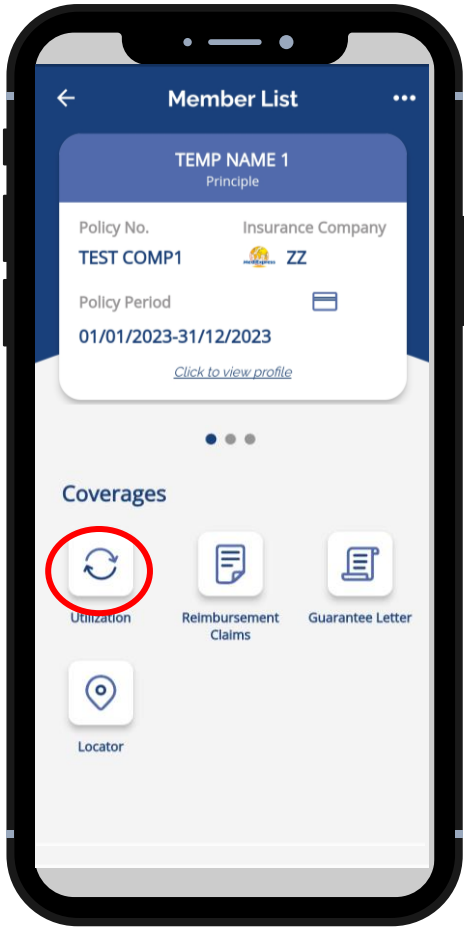
- Click *My Policy*
- Click *Utilization*
- Click benefit type to view entitlement
- Swipe left to view benefit details

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Claim Status:

1. Accepted – Claim is received by Medix

2. Rejected – Claims is received by Medix but was rejected

If the claim has been processed or concluded, more information will be displayed.
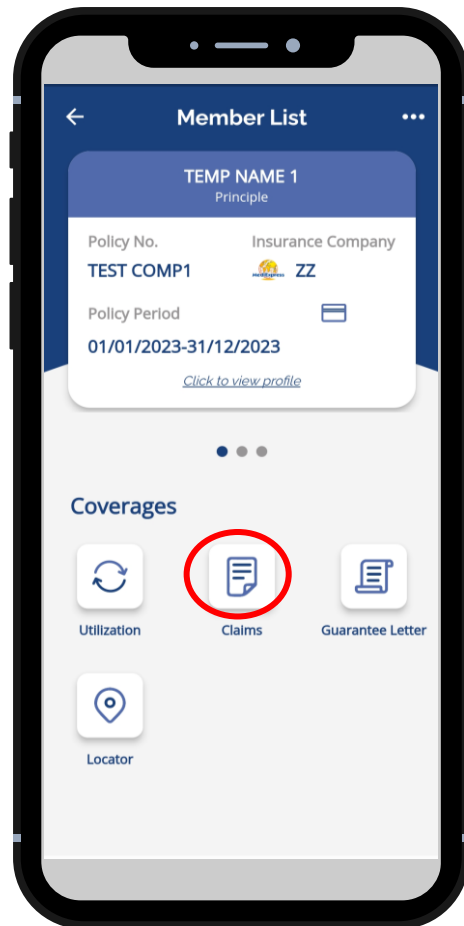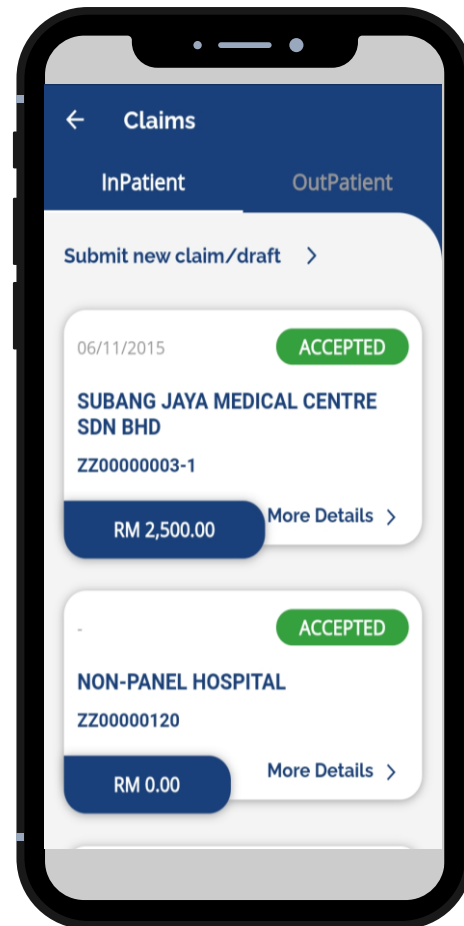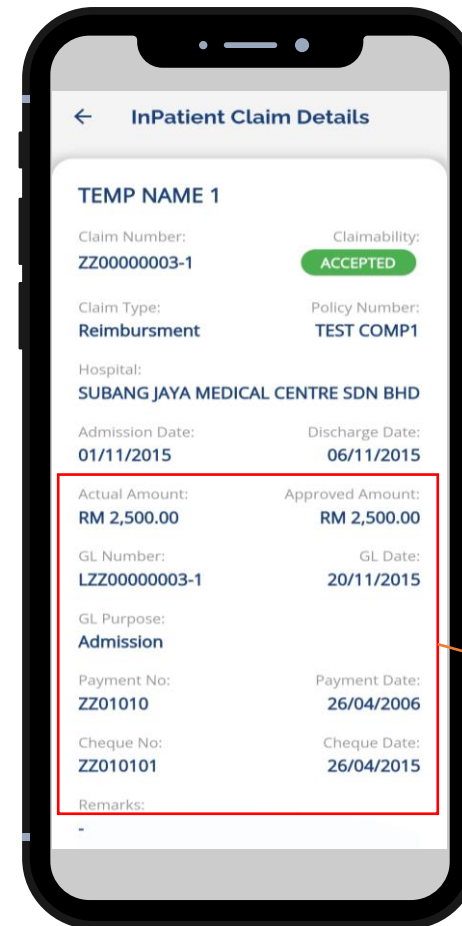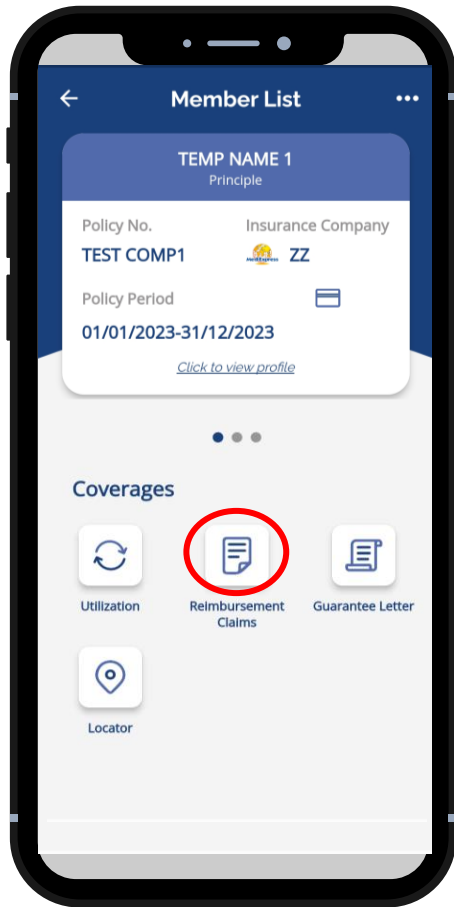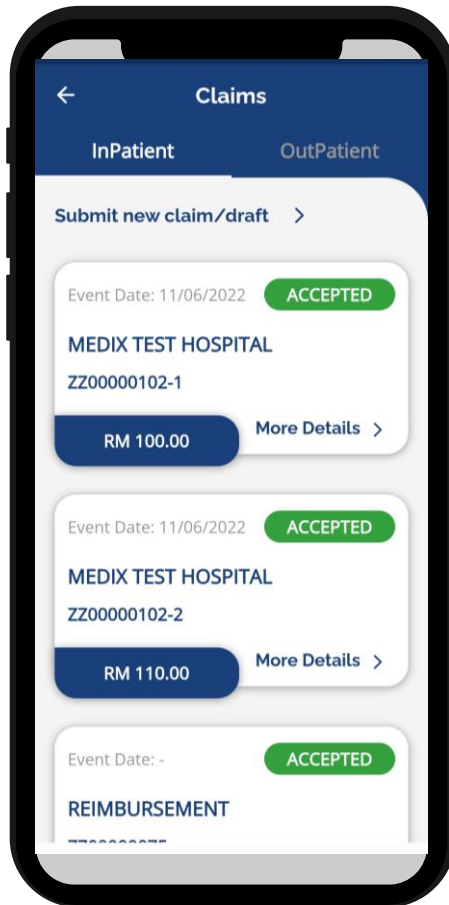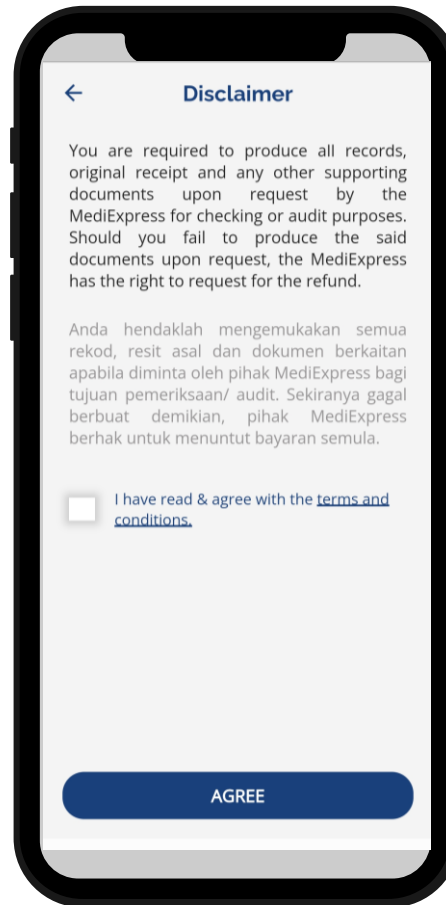
- Select claimant
- Click *Claims*

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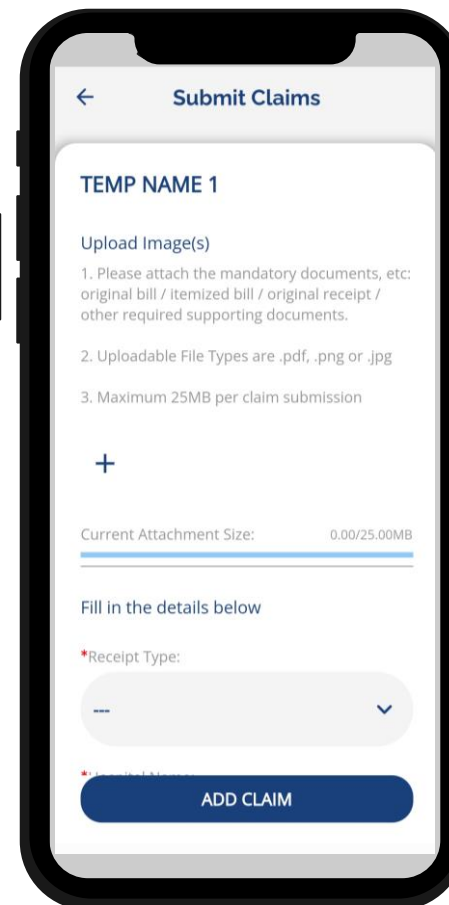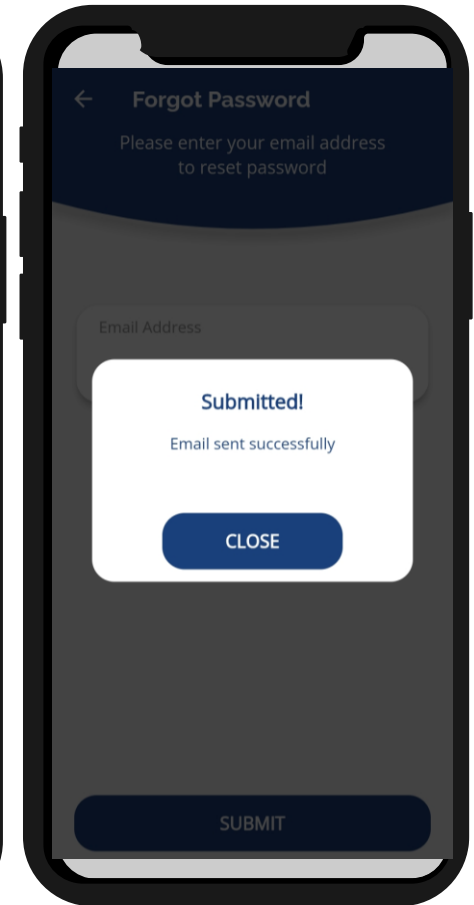- Select the claim to view

- View claim details

- Select claimant
- Click *Claims*

- Choose **Claim type**
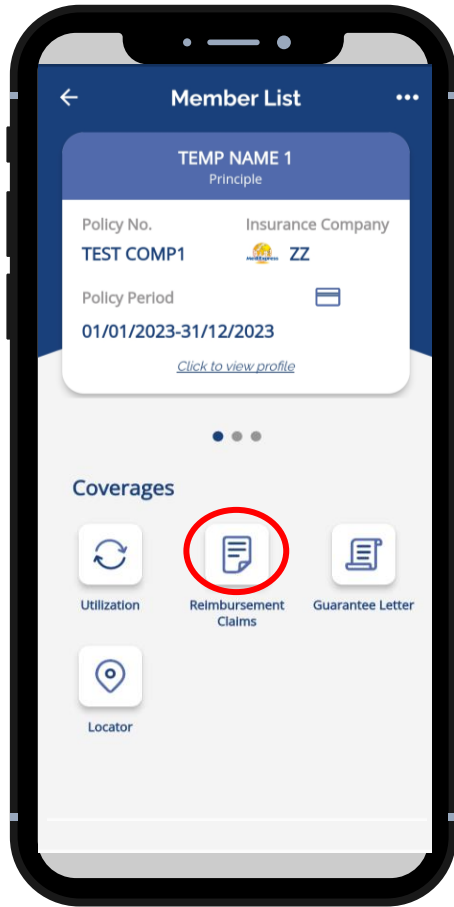- Click **Submit new claim**

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

- Fill up required details and click *Add Claim*

- Success

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- Select claimant
- Click *Claims*

- Choose **Claim type**
- Click *Submit new claim*

- Click **+ Add New Claim**
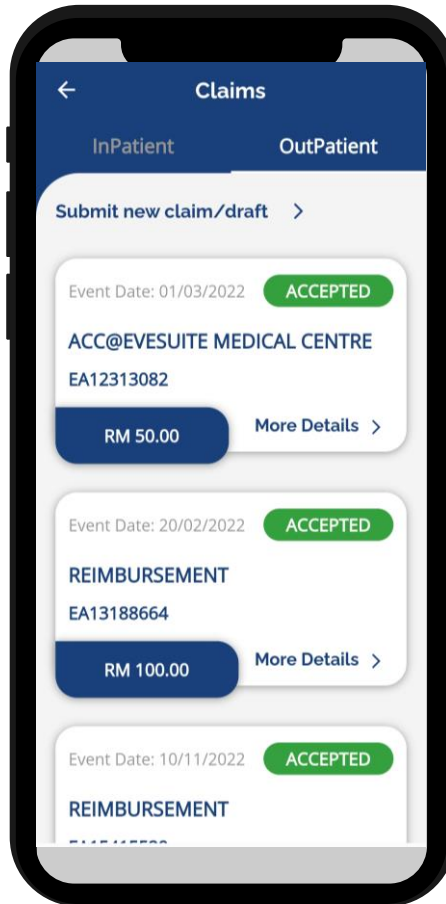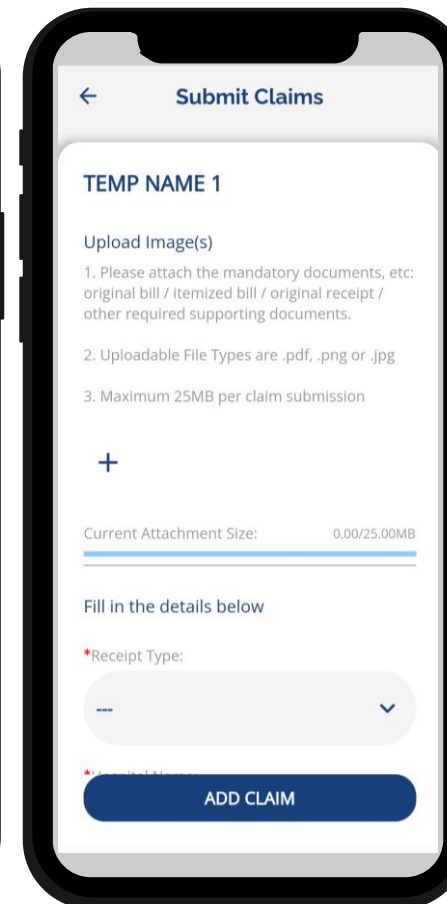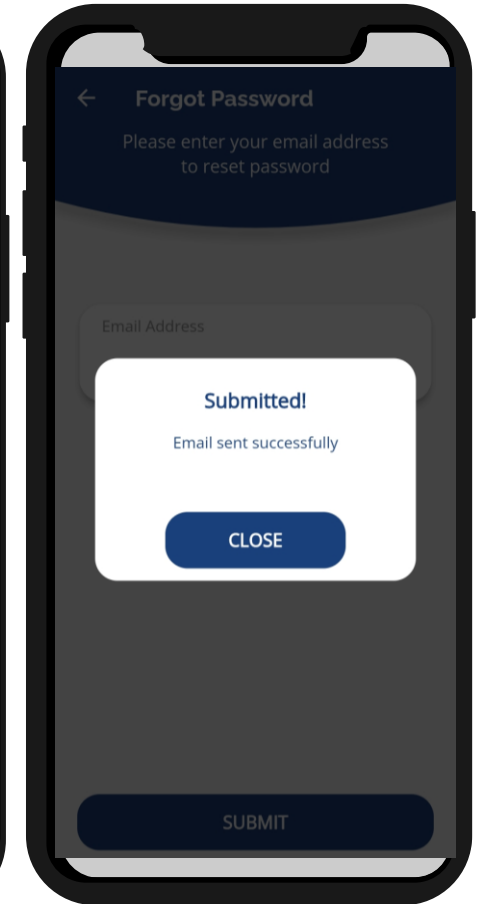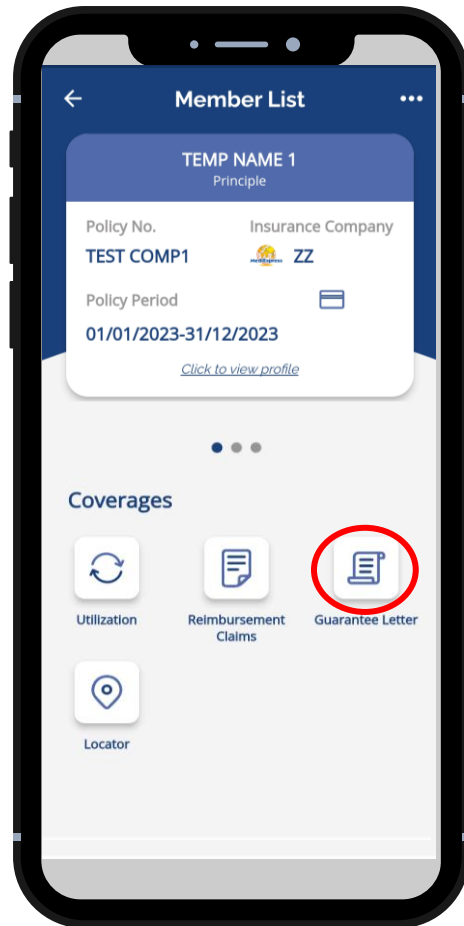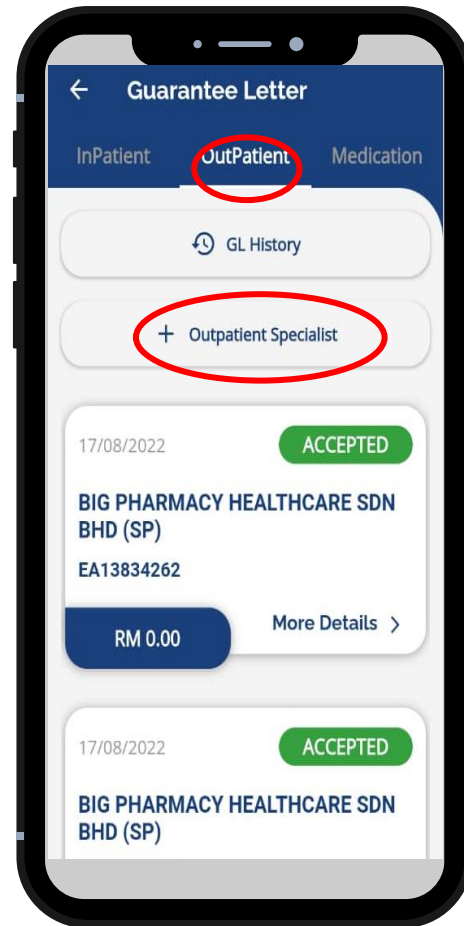- Please read the terms & conditions and Click *Agree* to proceed
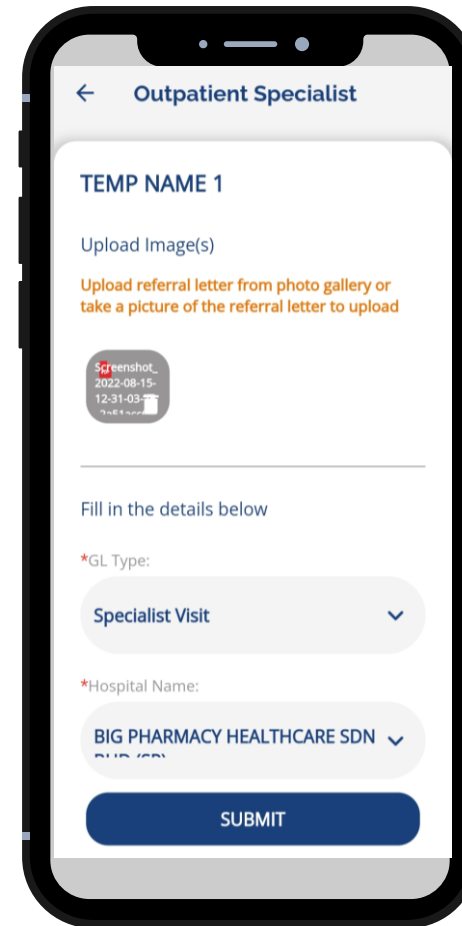
- Fill up required details and click **Add Claim**

- Success
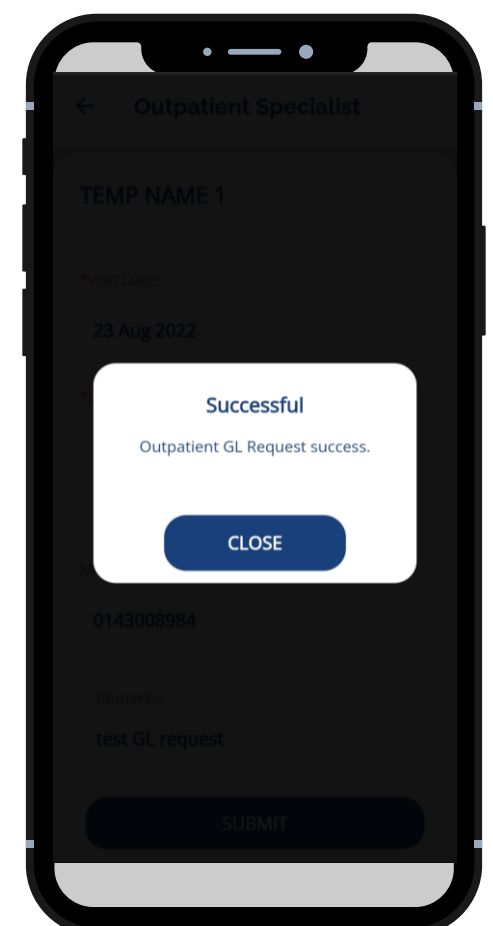
A Sumitomo Corporation Group Company
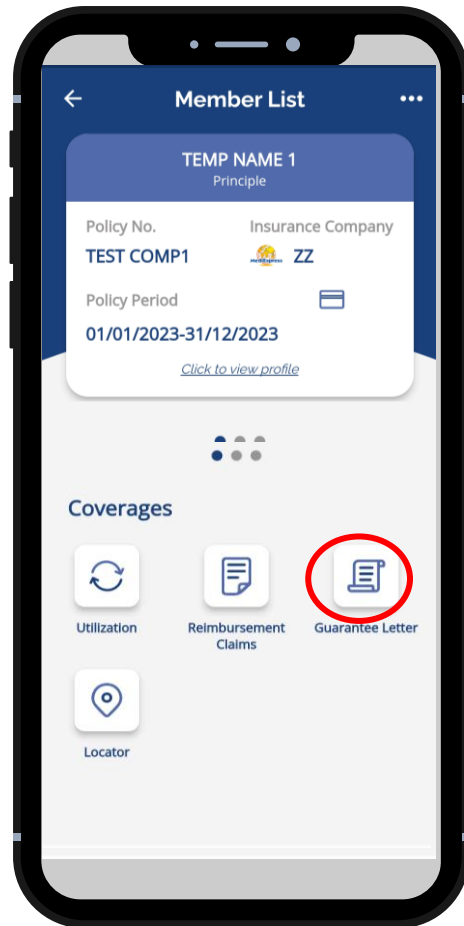
- Select claimant
- Click *Guarantee Letter*

- Select GL Type - *Outpatient*
- Click + *Outpatient Specialist*

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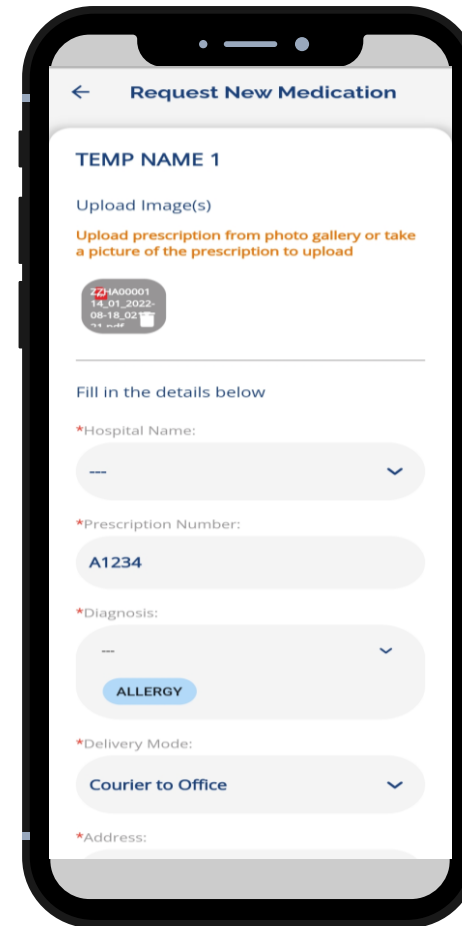- Fill up all the required information

- Click Submit
- GL Request Successful

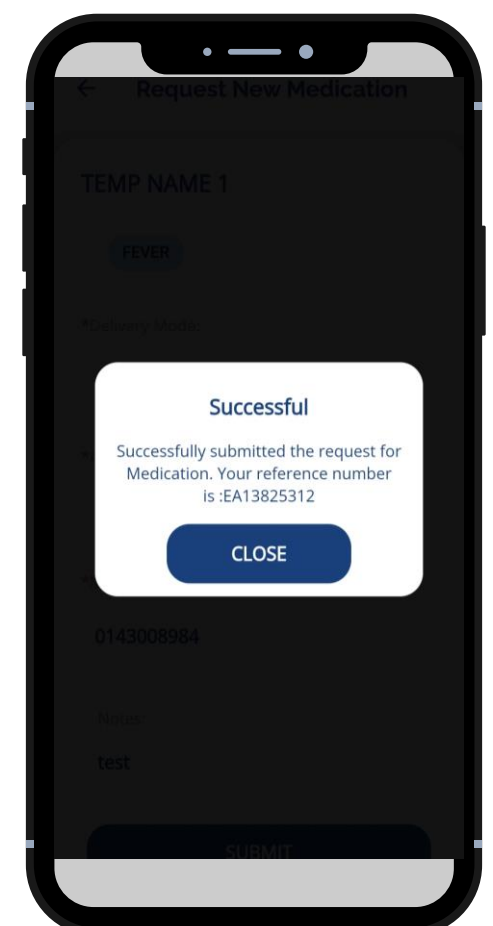A 🔷 *Sumitomo Corporation* Group Company

- Select claimant
- Click *Guarantee Letter*
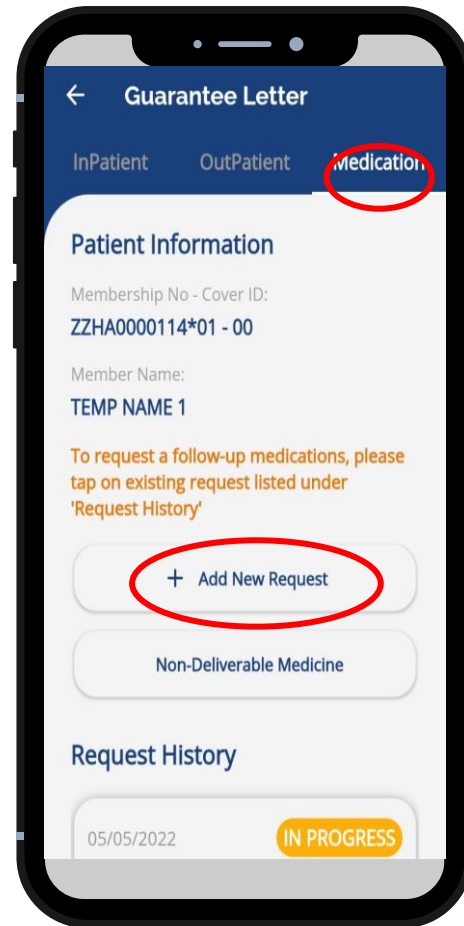
- Select GL Type - *Medication*
- Click *+ Add New Request*

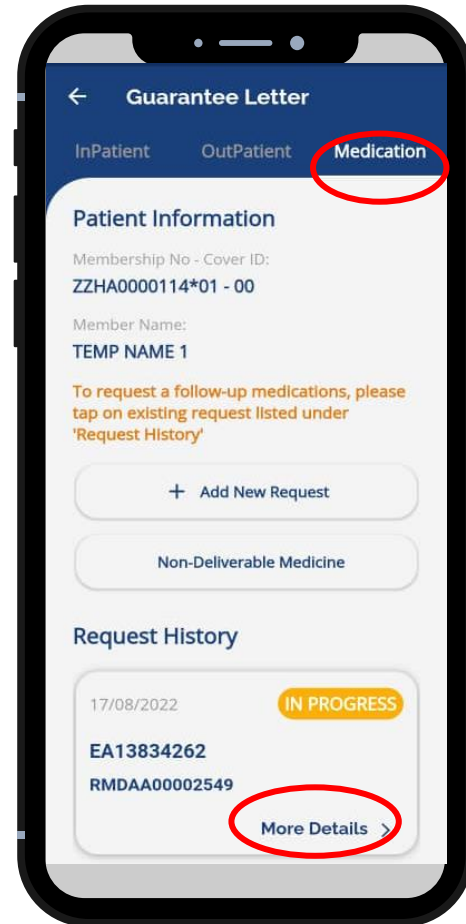- Upload Image(s)
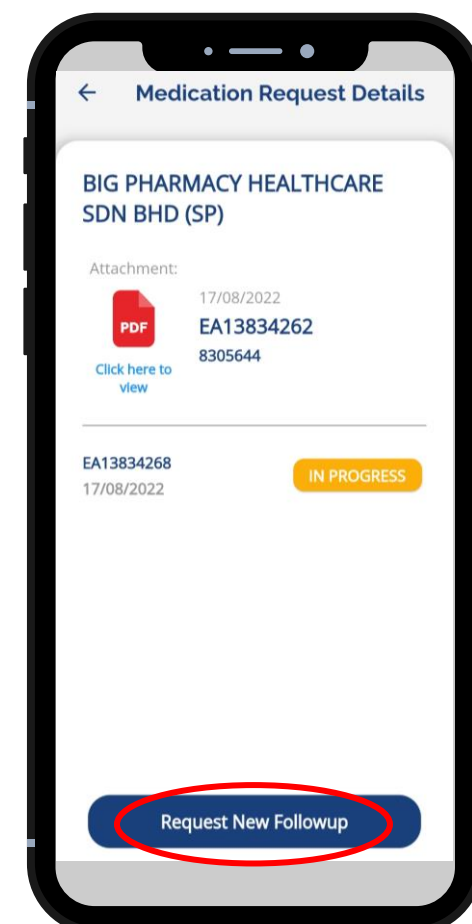- Fill up all the required information

- Medication Request Successful

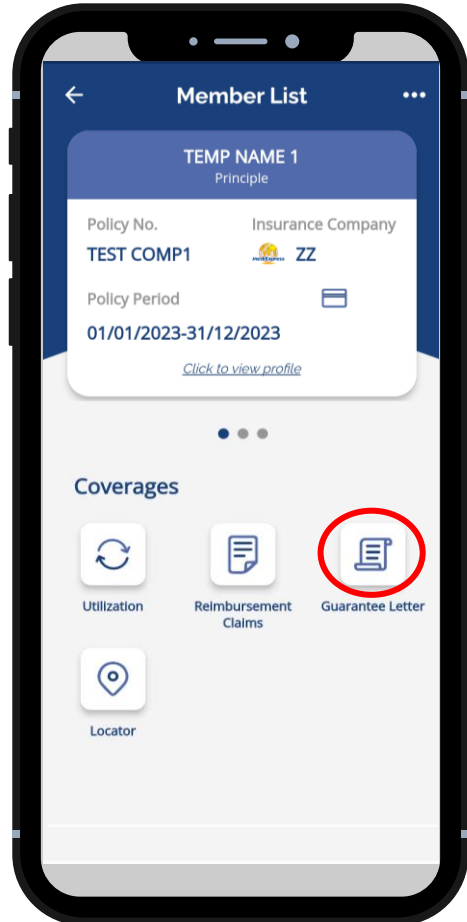A **Sumitomo Corporation** Group Company
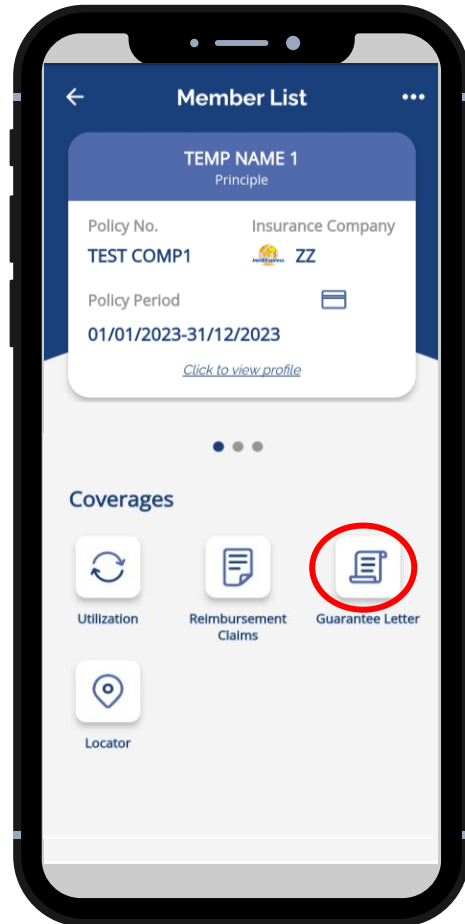
- Select claimant
- Click *Guarantee Letter*

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

- Click *Request New Followup,* Fill up information & Submit

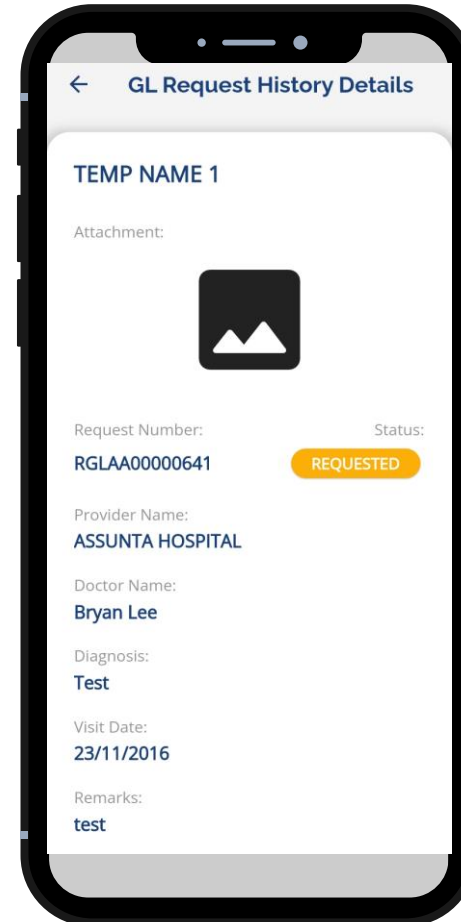A **Sumitomo Corporation** Group Company

MediExpress

- Select claimant
- Click *Guarantee Letter*
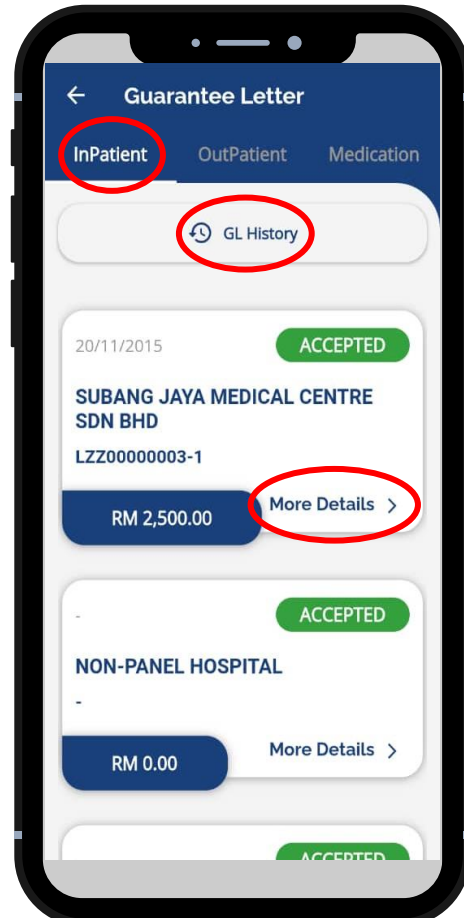
- Select GL Type - *Inpatient*
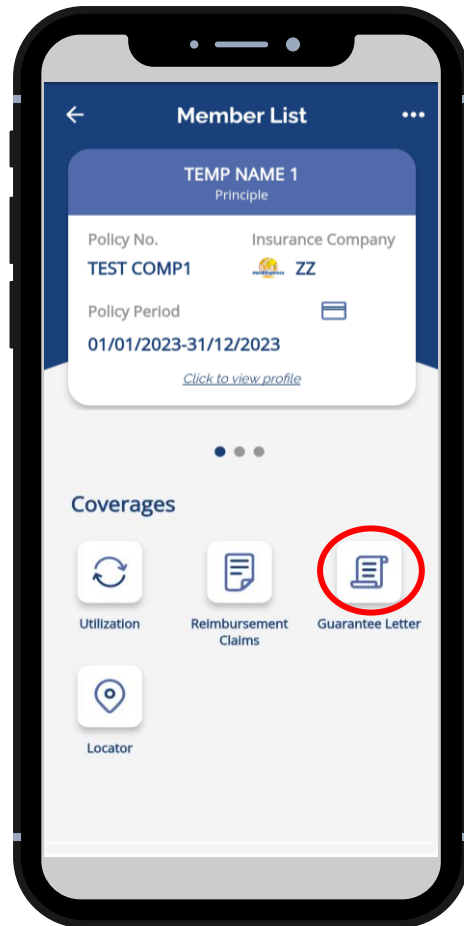- Click *GL History*
- Click *More Details*
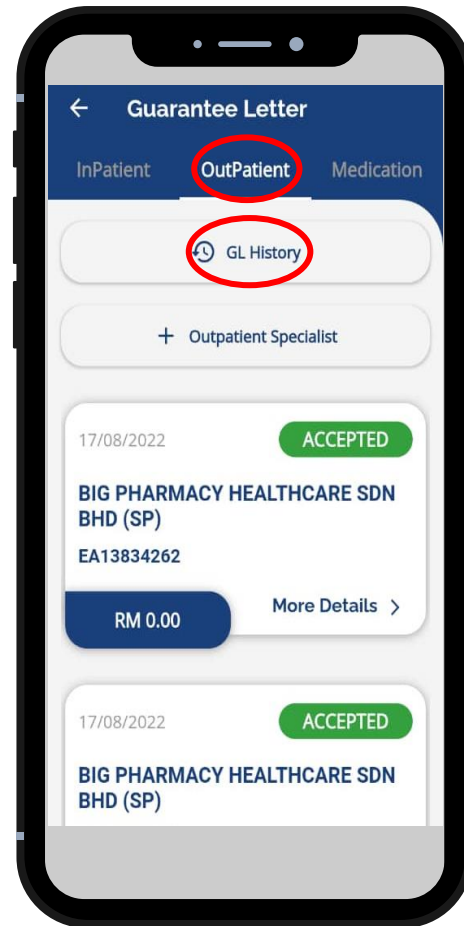
- View GL details & GL Status

Note:

1. Members will not be able to request Inpatient Guarantee Letter (IPGL) via mobile app.

2. IPGL will only be issued upon request from hospital (with complete documents).

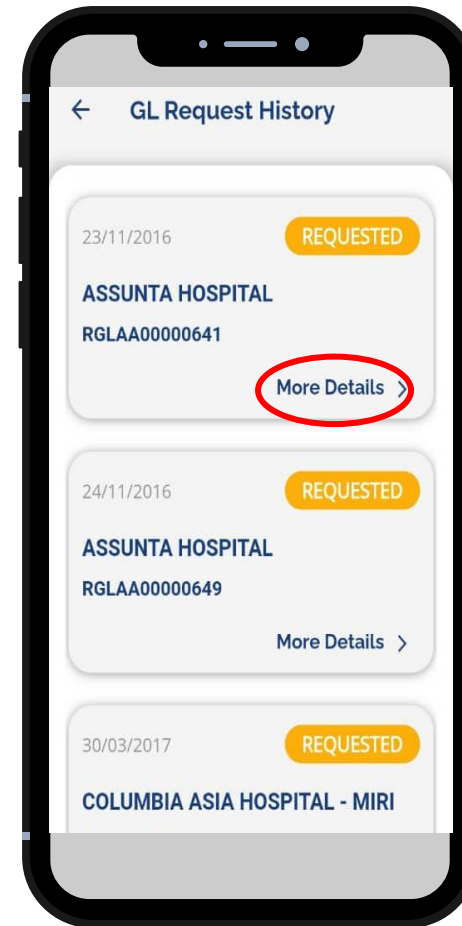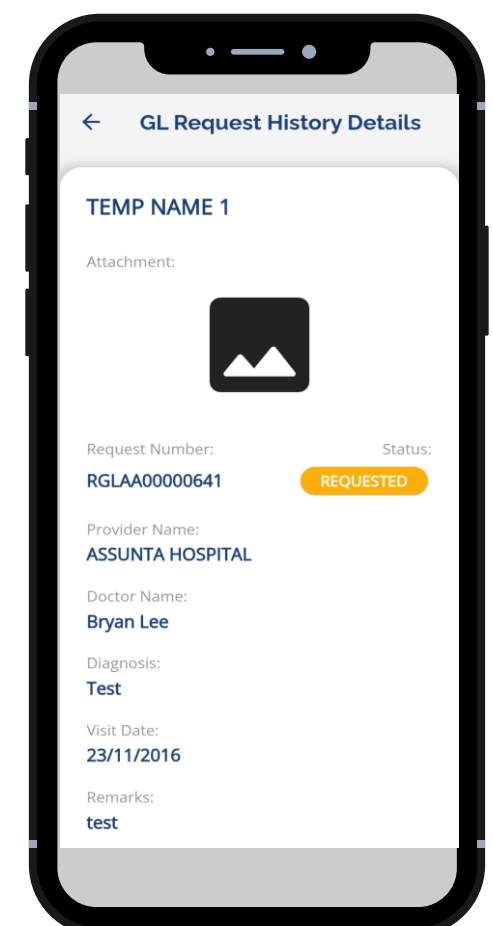A **Sumitomo Corporation** Group Company
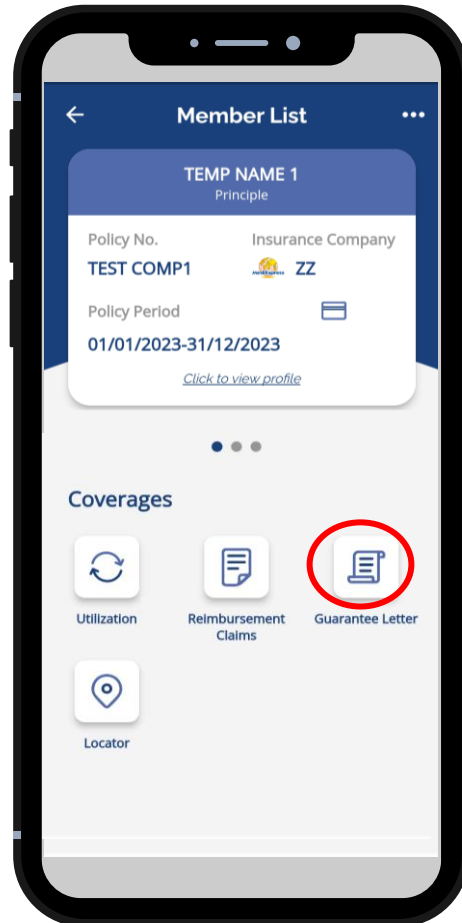
- Select claimant
- Click *Guarantee Letter*

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

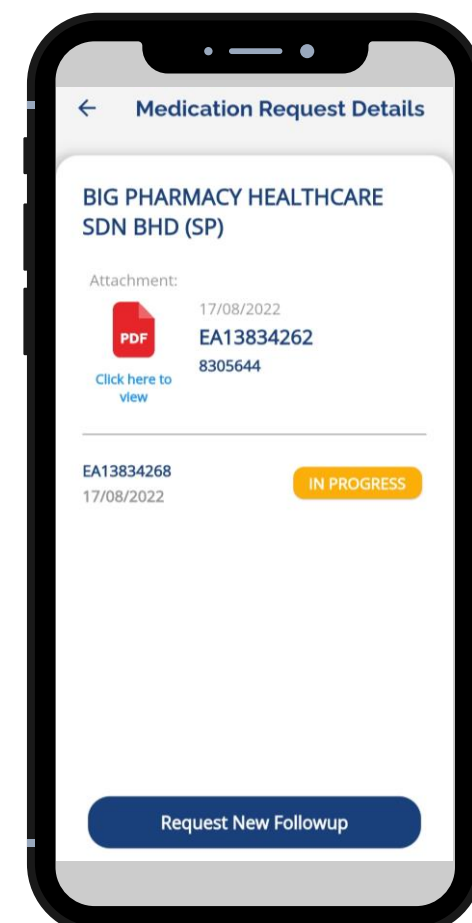- View GL Request History (List)
- Click *More Details*

- View the GL Request History Details

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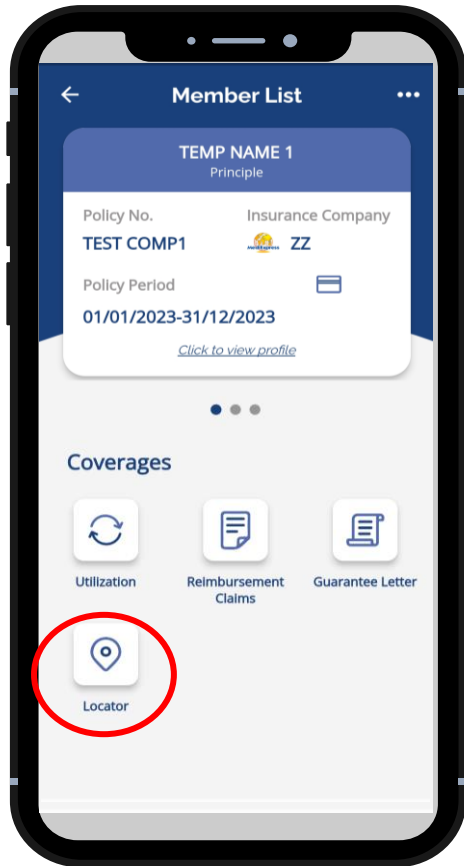
- Select claimant
- Click *Guarantee Letter*

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

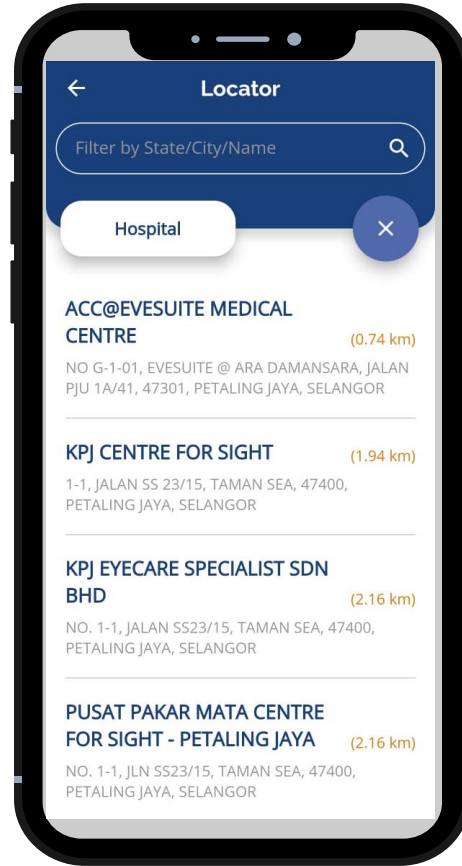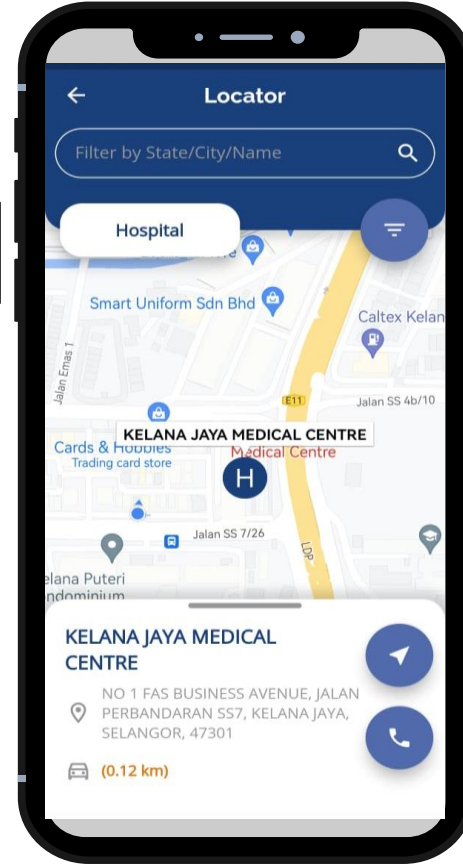- View details & status
- Status: In Progress/ Completed

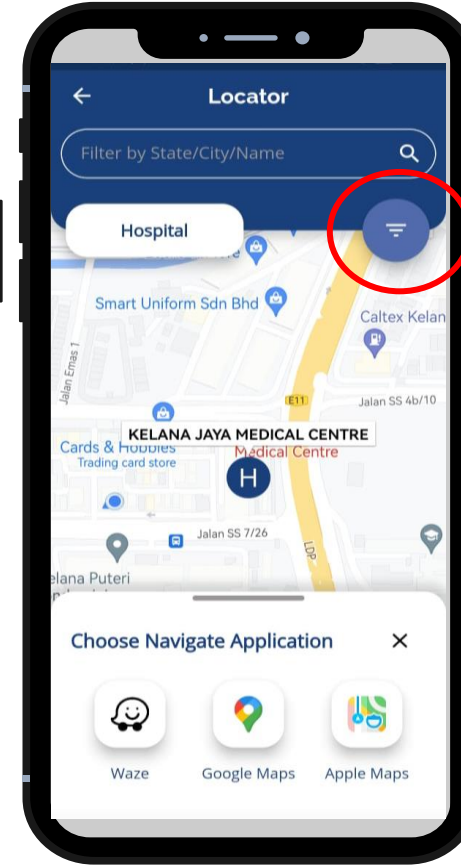A **Sumitomo Corporation** Group Company
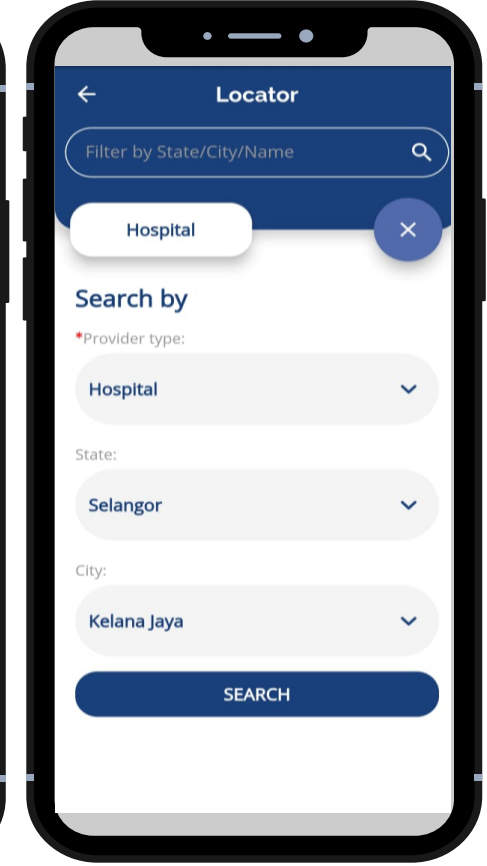
- Select **Locator**

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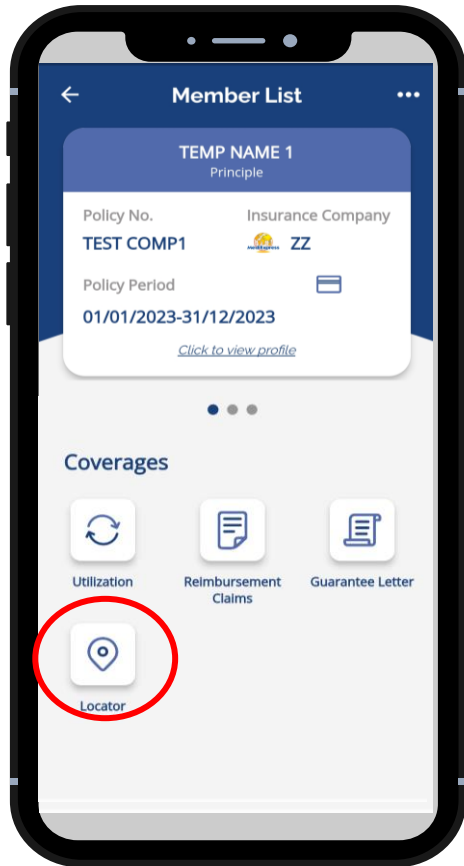- Select '**H**' Symbol to view address & contact detail

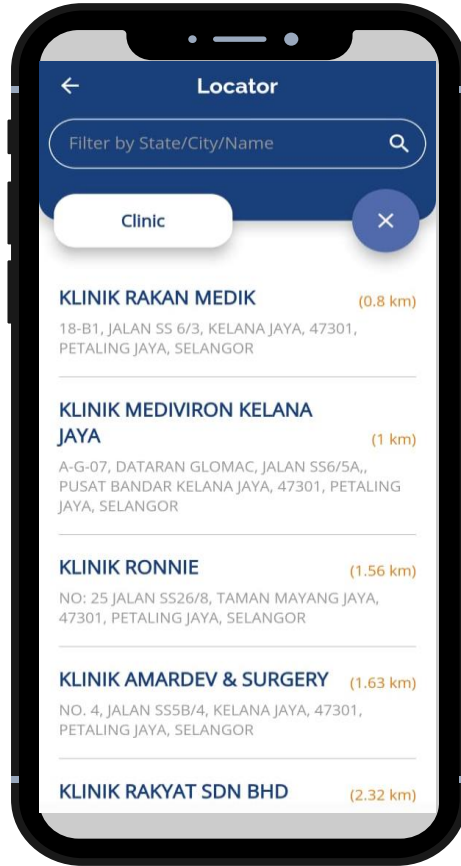- Select ◁ to open navigation apps

- 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

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- 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
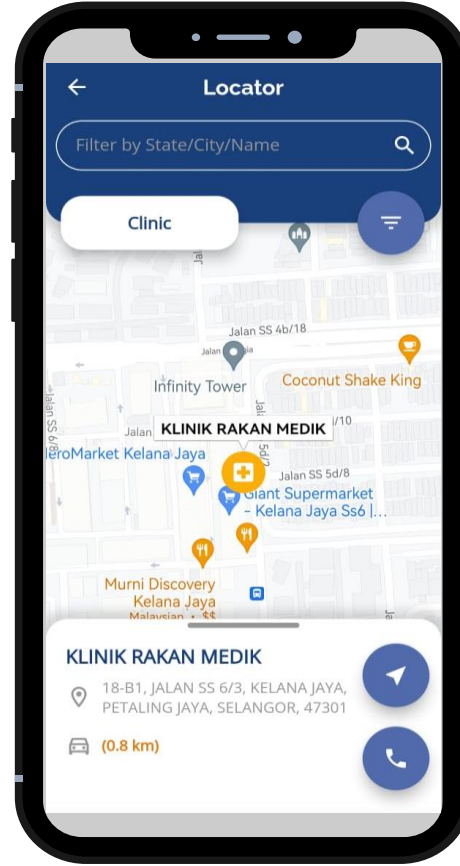- Or key-in the state/city name
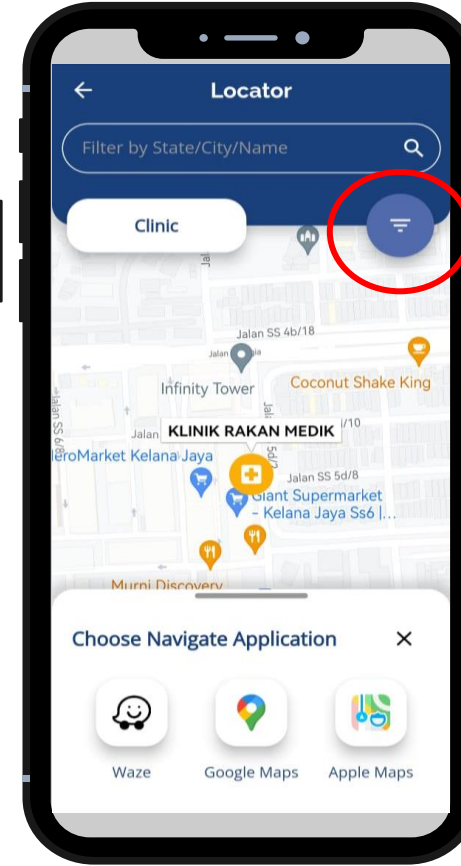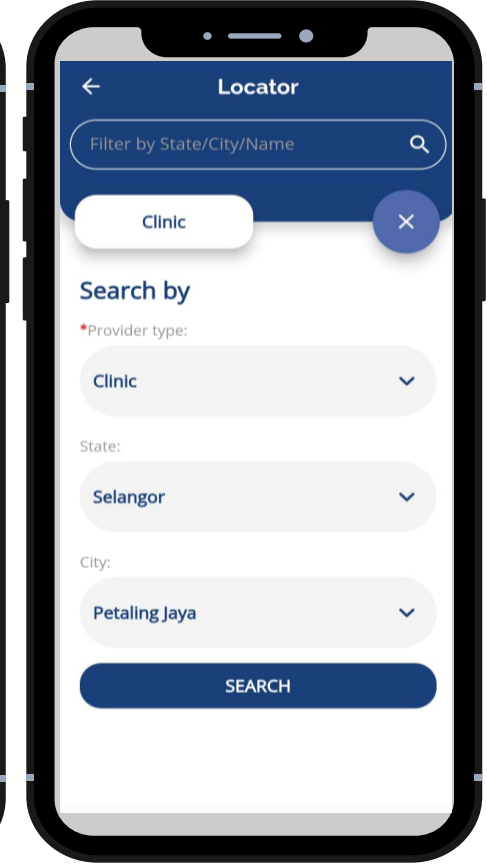
- Filter to specify **Provider** search

Thank You