



# MiCare MyMed App Guide

# MiCare Mobile App (MiCare MyMed)



## Top Features :

- ✓ e-medical card
- ✓ Locate Panel Providers
- ✓ Request Outpatient GL
- ✓ View GL Status
- ✓ Claims Submission
- ✓ View Claims History
- ✓ View Claims Utilization
- ✓ View Benefits



# Default Username & Password



To get started, please use below default username and password.

**Note :** Your username and password can only be accessed **3-5 days** upon your policy effective date.

## *Example for Dental Easy policy*

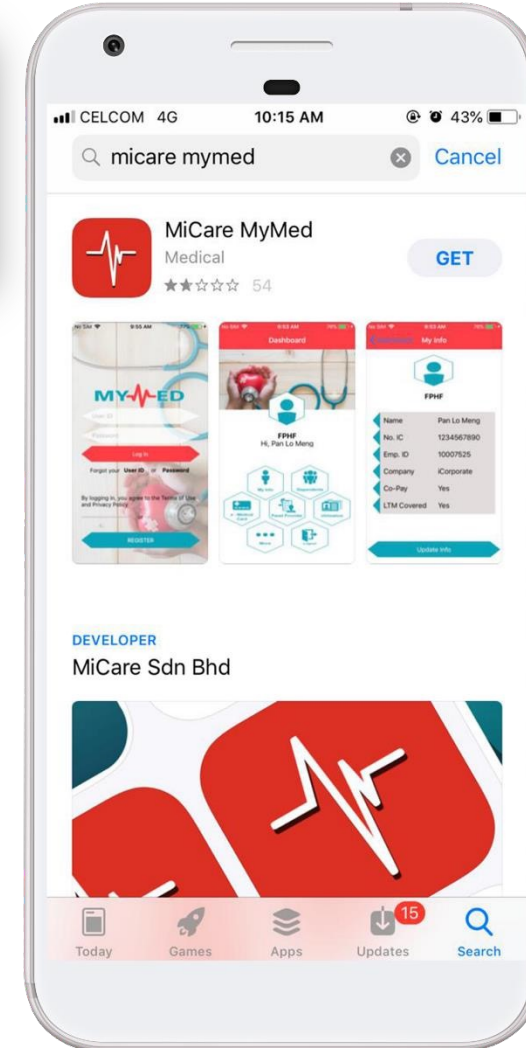
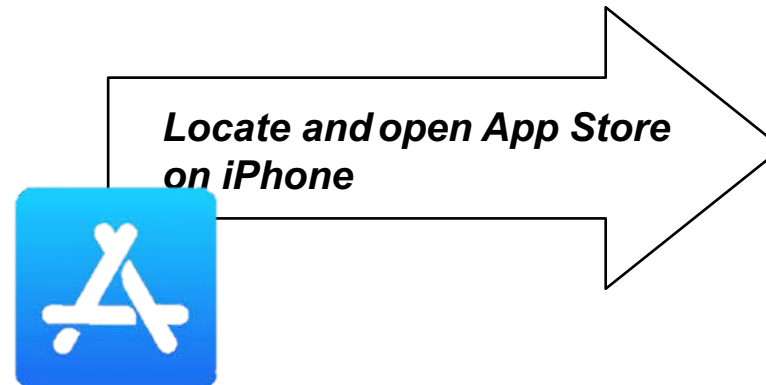
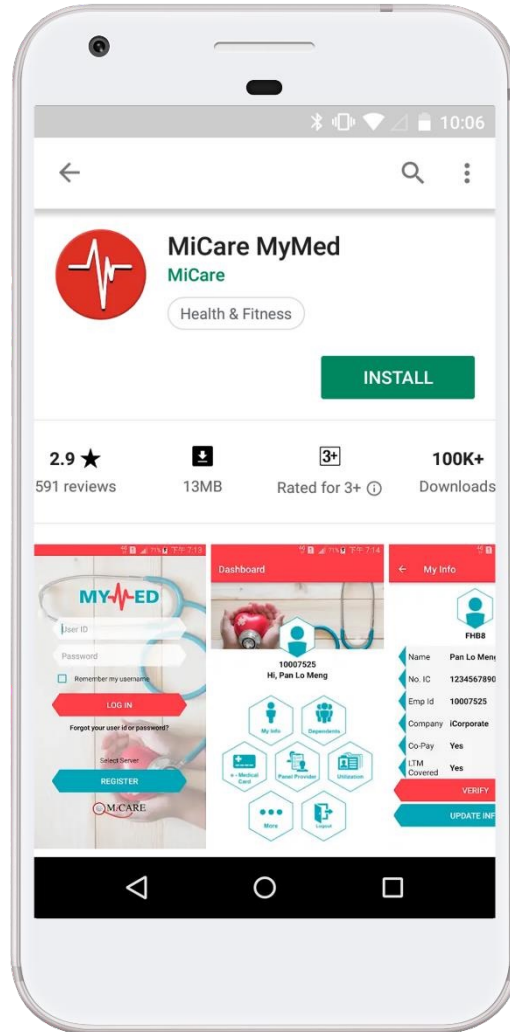
- Username : DENIXXXXXXXXXXXXX (DENI+NRIC No. without Dash)
- Password: your DOB with the format DDMMYYYY.(Sample Date of Birth : 01012022)

Product	Username (Prefix + NRIC No. without Dash)	Password ( Date of Birth )
TUNE SIHAT (Agency)	TUNEXXXXXXXXXXXXXX	DDMMYYYY
PRO-HEALTH MEDICAL ( Online )	PROHXXXXXXXXXXXXX	DDMMYYYY
PA SAFE (Agency)	PASEXXXXXXXXXXXXX	DDMMYYYY
PA SHIELD (Agency)	PASDXXXXXXXXXXXXX	DDMMYYYY
DENTAL EASY-Individual (Online )	DENIXXXXXXXXXXXXXX	DDMMYYYY
DENTAL -Group (Agency)	DENPXXXXXXXXXXXXX	DDMMYYYY
Group HS ( Agency )	GHSSXXXXXXXXXXXXX	DDMMYYYY
SME HOSPITAL AND SURGICAL CASHLESS ( Agency )	SMEHXXXXXXXXXXXXX	DDMMYYYY

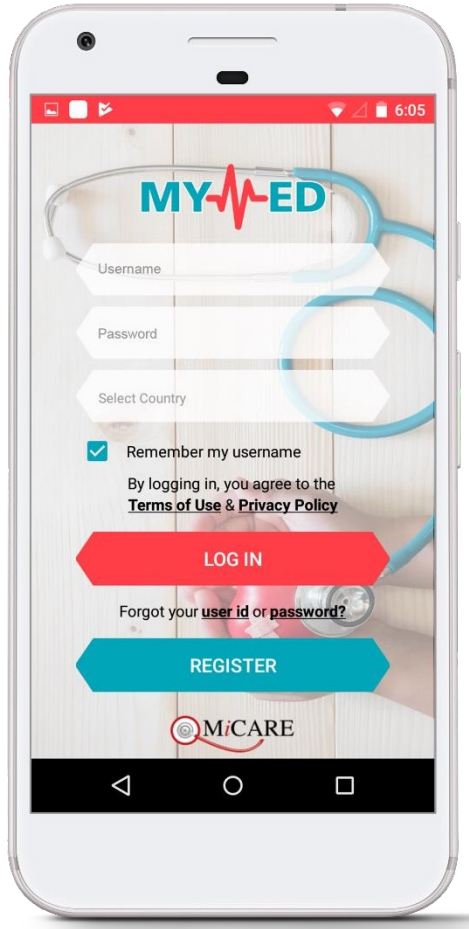
## **MiCare Med App is only applicable**

- ✓ Tune Sihat
- ✓ PA Safe
- ✓ PA Shield
- ✓ Dental Group
- ✓ PRO-Health Medical (online purchase)
- ✓ Dental Easy (online purchase)
- ✓ Dental Group
- ✓ Group HS
- ✓ SME Hospital & Surgical Cashless

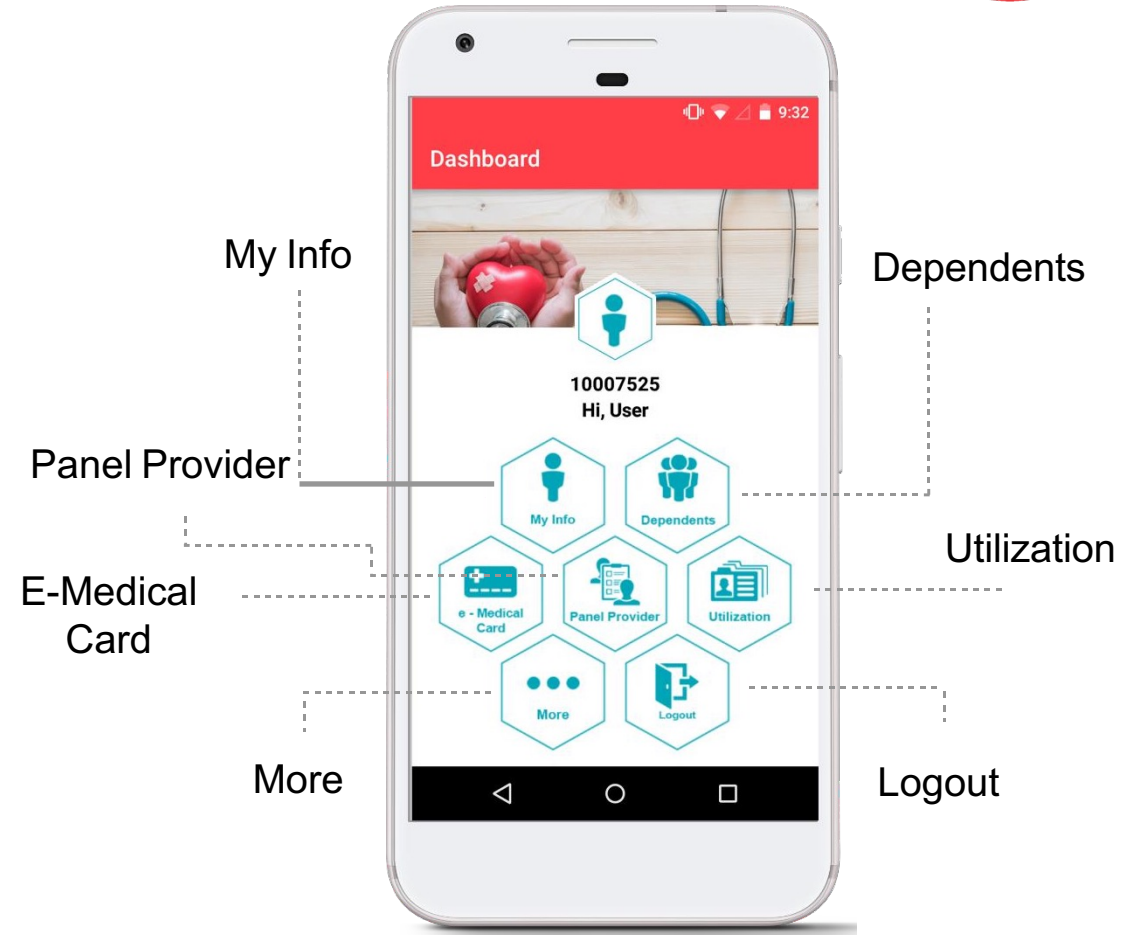
# How to Download (MiCare MyMed App)



# Main Menu

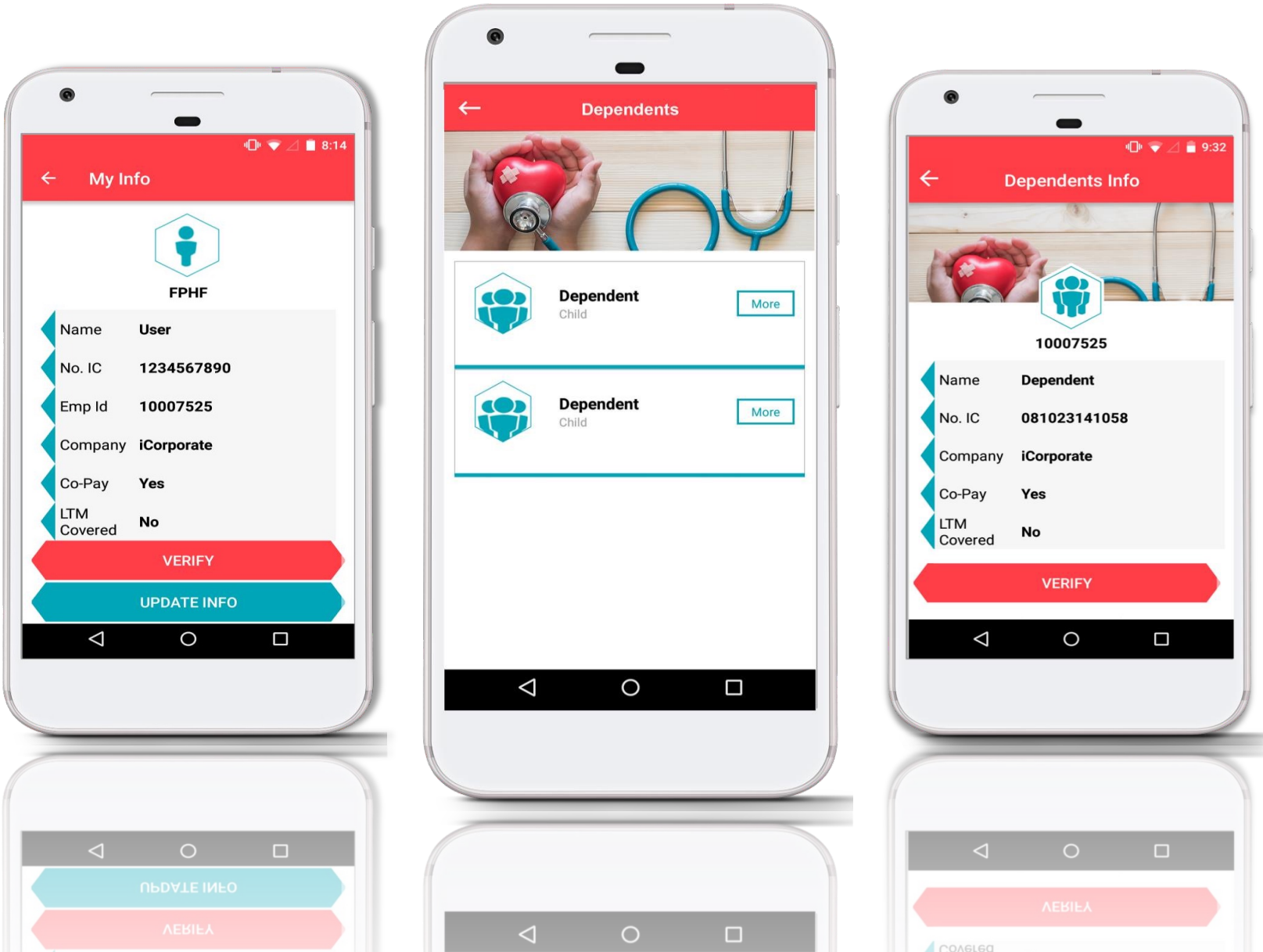


***Please login with User ID and password.***  
***(Please refer to slide no3 for default UserID and Password)***



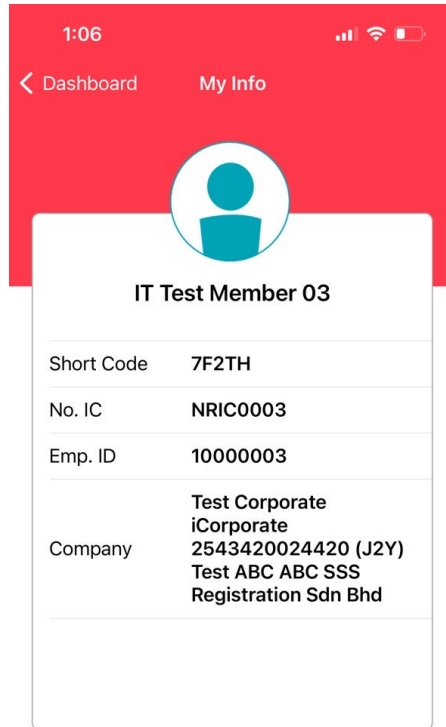
***MiCare MyMed user interface will show few categories outline for member to choose and view***

# Employee/Dependent Info






# Employee/Dependent Info



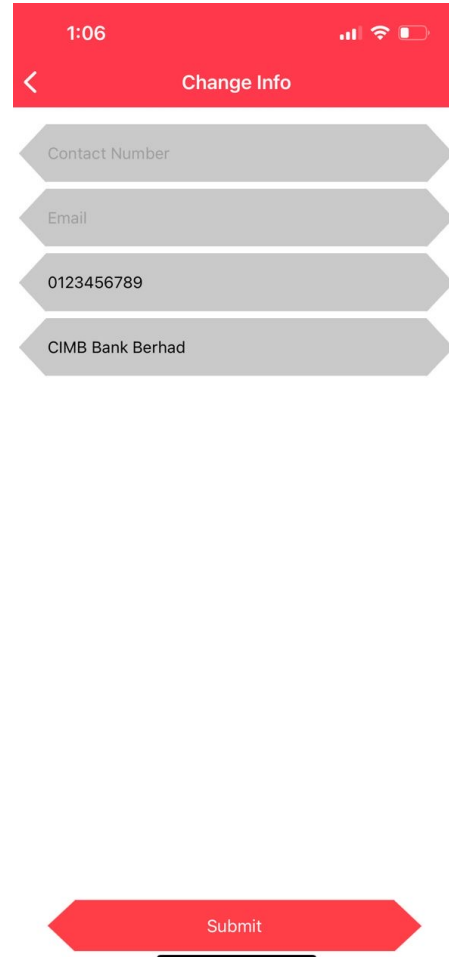
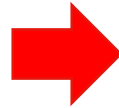
1:06

< Dashboard My Info



IT Test Member 03

Short Code	7F2TH
No. IC	NRIC0003
Emp. ID	10000003
Company	Test Corporate iCorporate 2543420024420 (J2Y) Test ABC ABC SSS Registration Sdn Bhd



1:06

< Change Info

Contact Number

Email

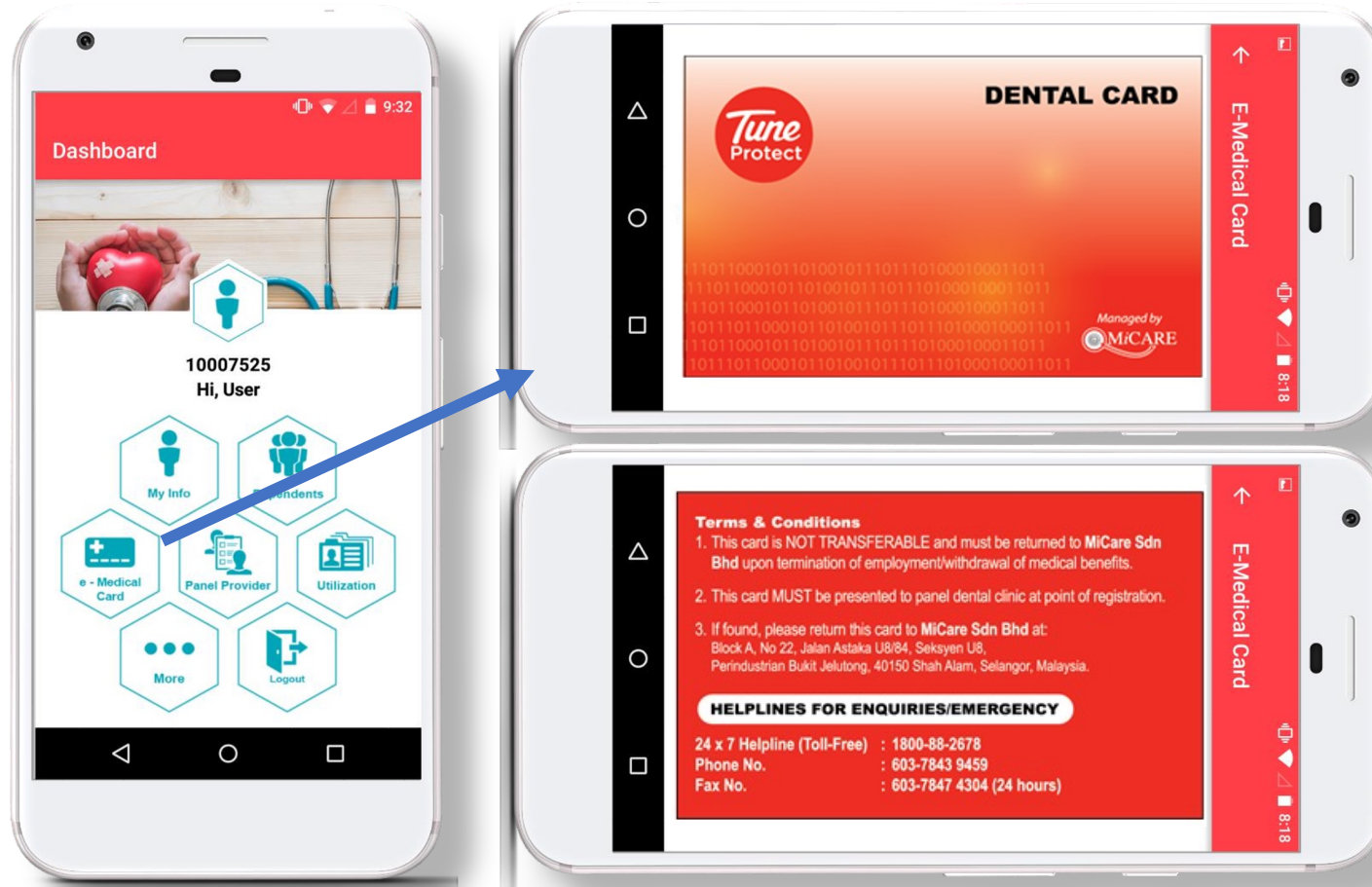
0123456789

CIMB Bank Berhad

Submit

- Select My Info / Dependents
- User can select “Update Info” to update the information of below:-
- 1) Contact Number
  - 2) Email
  - 3) Banking Detail – Account No. & Name of the Bank.
- Click “Submit” once complete the correct information.

# Sample : Dental Card



- ▶ e-Medical Card is recognized by all MiCare Panel Providers
- ▶ Alternative member identification
- ▶ Personalize e - medical card for each members




# Sample : e-Dental Card (Dependent)





← E-Medical Card

**Employee / Policy Holder**

 **IT Test Member 01**  
Employee

**Dependents / Insured**

 **IT Test Dependent 01**  
Child

 **IT Test Dependent 02**  
Child



**Terms & Conditions**

1. This card is NOT TRANSFERABLE and must be returned to MiCare Sdn Bhd upon termination of employment/withdrawal of medical benefits.
2. This card MUST be presented to panel dental clinic at point of registration.
3. If found, please return this card to MiCare Sdn Bhd at:  
Block A, No 22, Jalan Astaka U8/84, Seksyen U8,  
Perindustrian Bukit Jelutong, 40150 Shah Alam, Selangor, Malaysia.

**HELPLINES FOR ENQUIRIES/EMERGENCY**

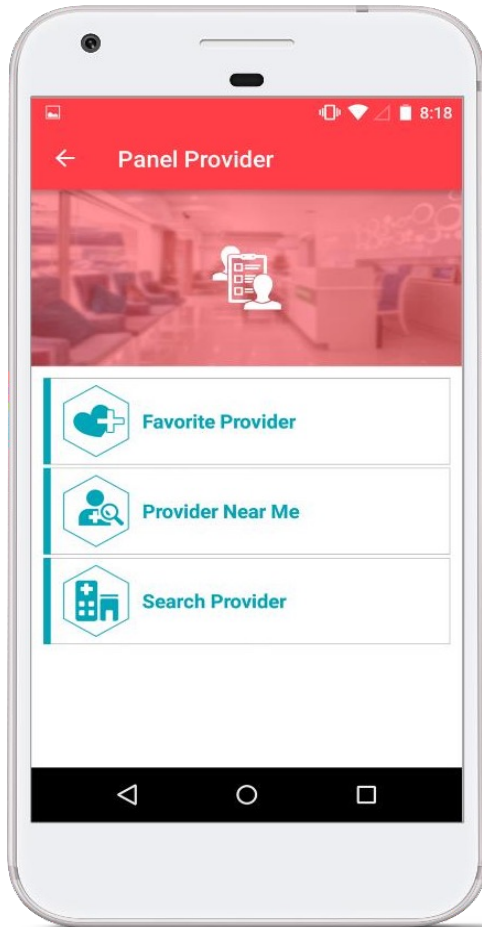
24 x 7 Helpline (Toll-Free) : 1800-88-2678  
Phone No. : 603-7843 9459  
Fax No. : 603-7847 4304 (24 hours)

- Dashboard (Home) → e-Medical Card
- User can also view dependent's e-medical card (if applicable).

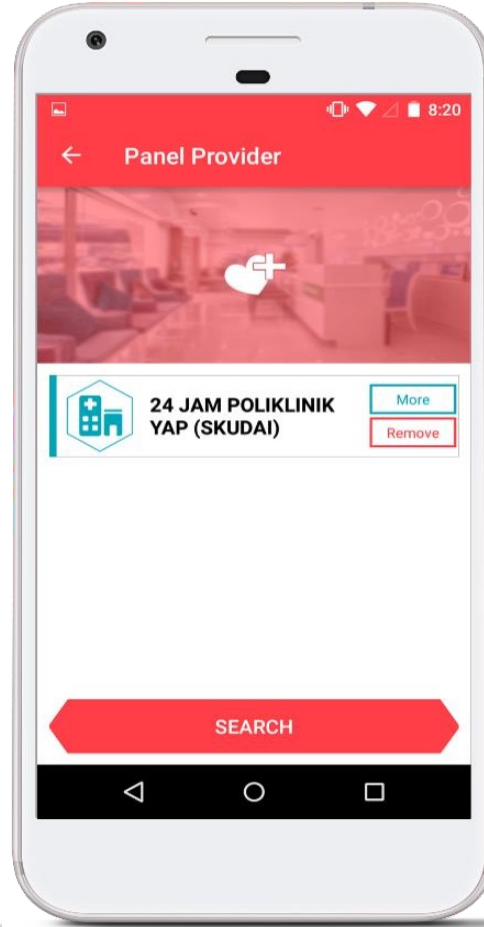
# Panel Provider Locator



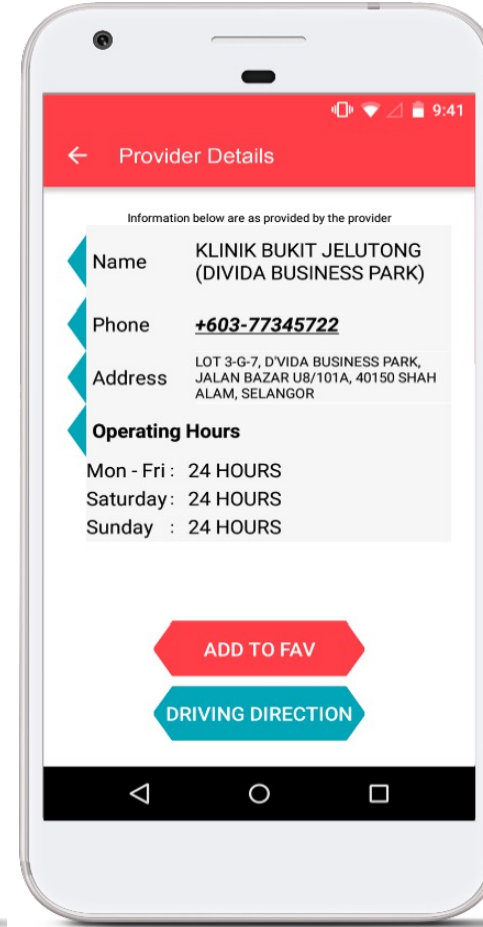
## 1. Select Panel Provider



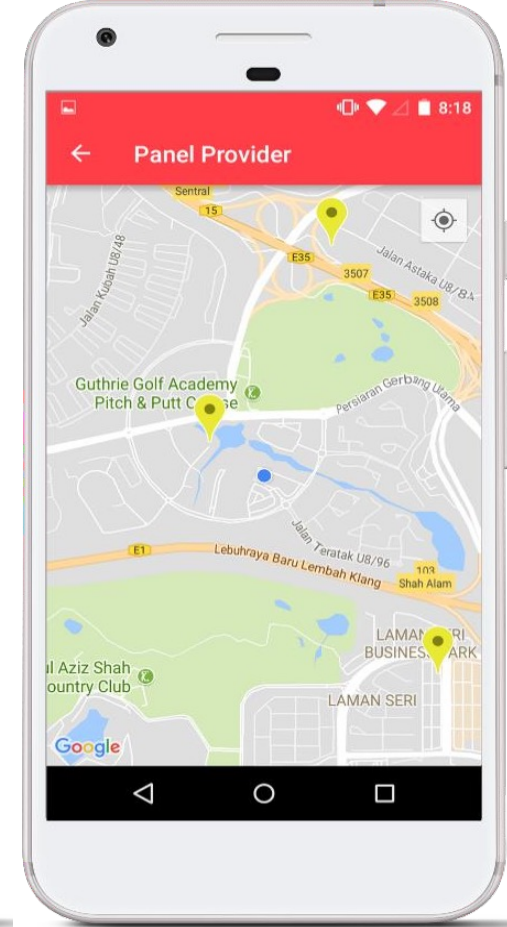
## 2. Select Provider Near Me



## 3. Panel Provider



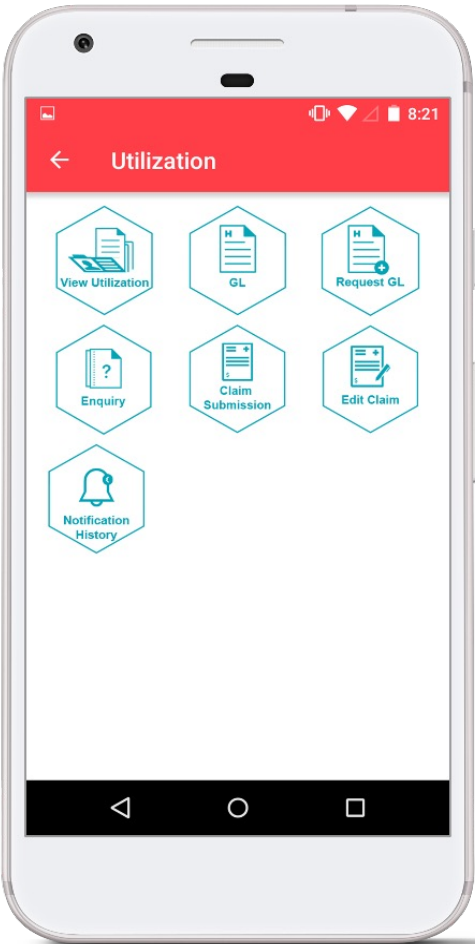
## 4. Add to Favorite/Driving Direction



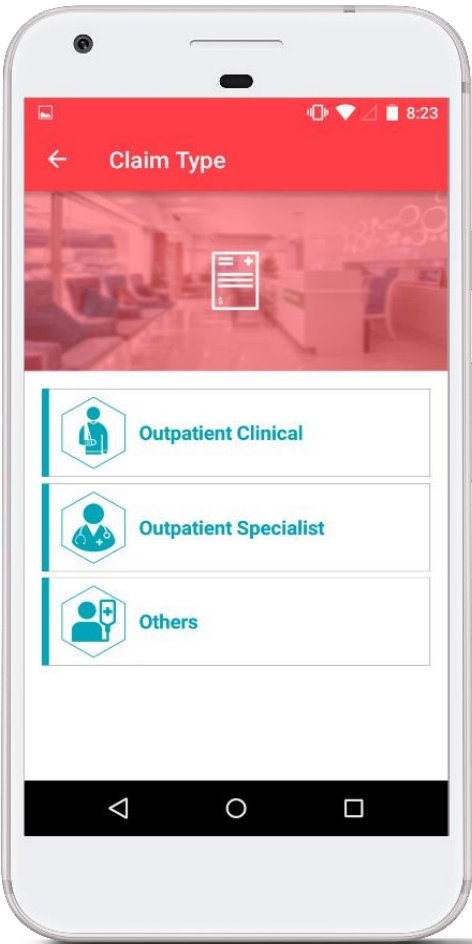
# Claim Submission



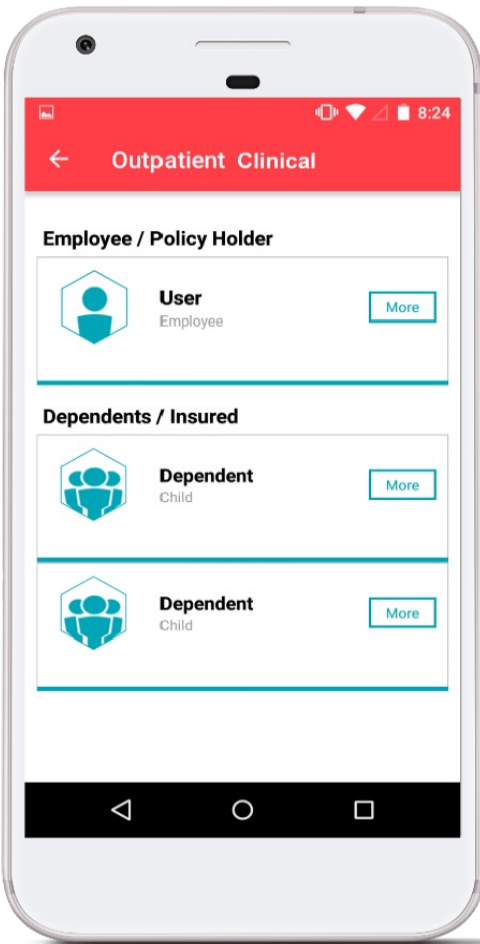
## 1. Select Utilization



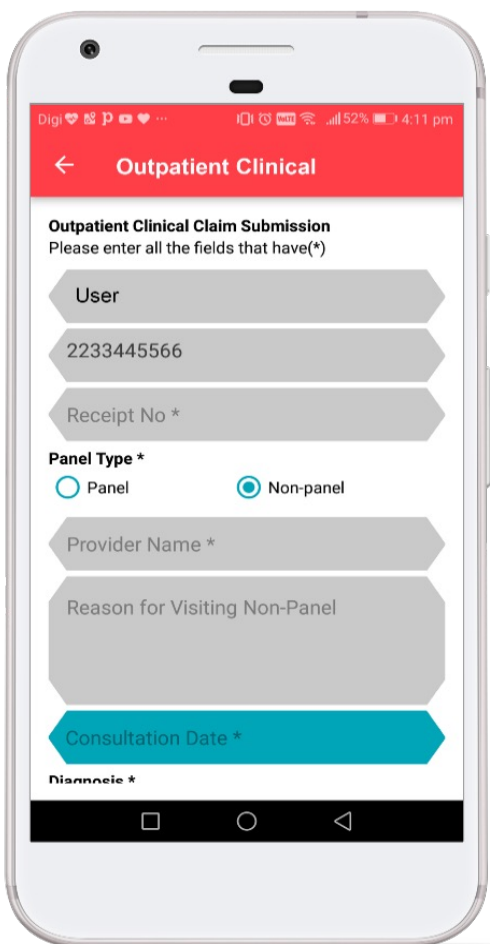
## 2. Choose Claim Type



## 3. Select Employee /Dependents



## 4. Fill up the claim submission



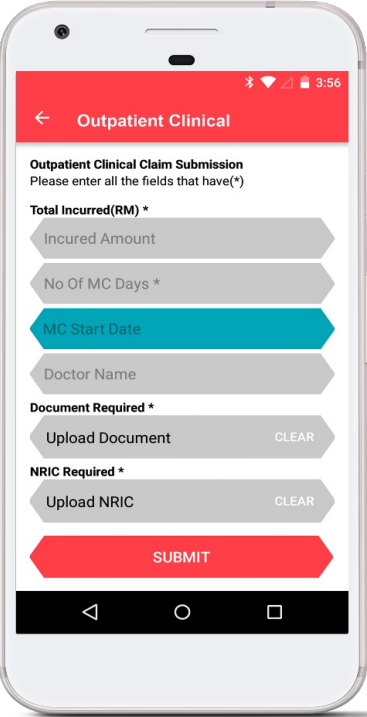
Continue



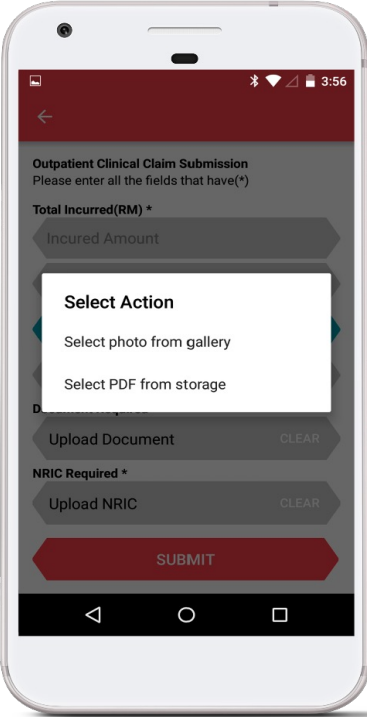
# Claim Submission ( For Andriod Phone )



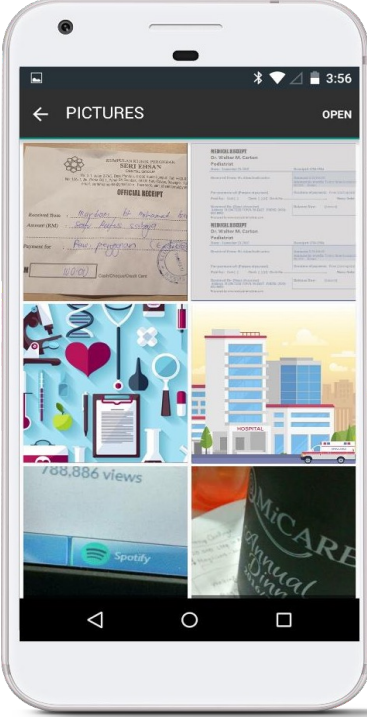
5. Upload Document



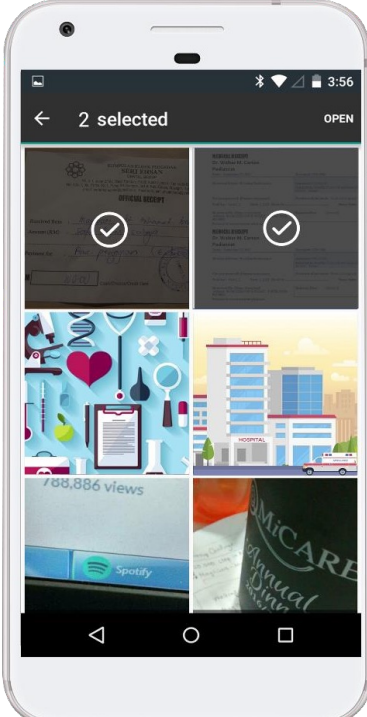
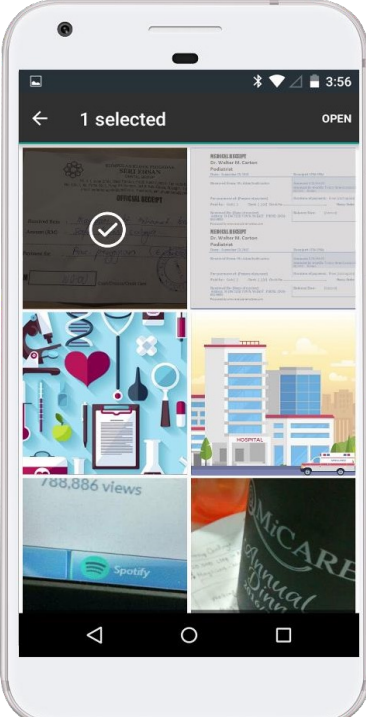
6. Select Action



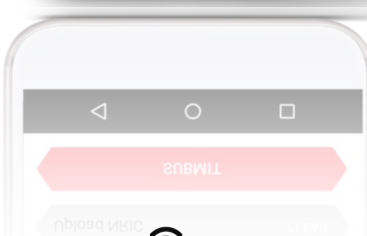
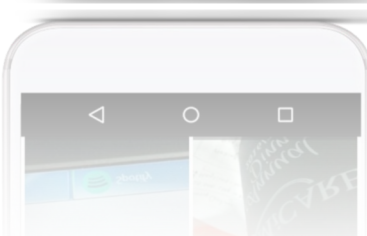
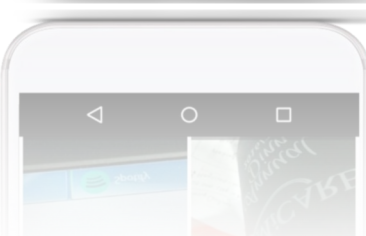
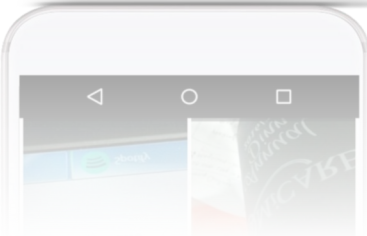
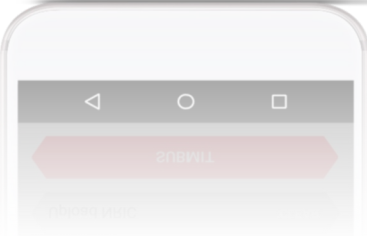
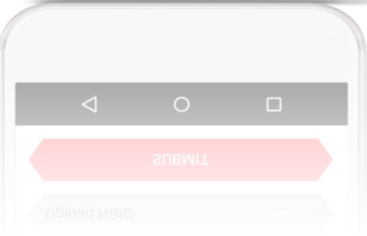
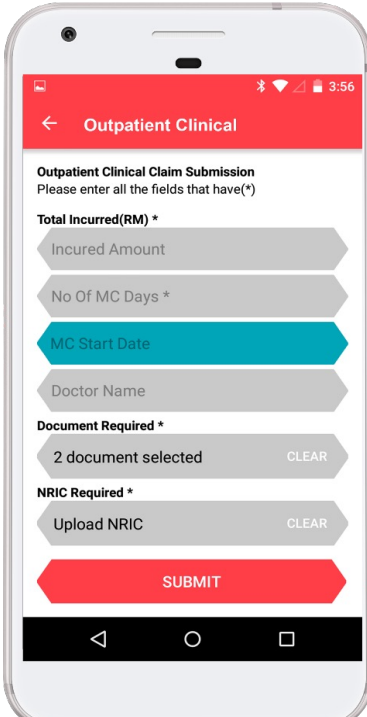
7. Click on the attachment



8. Select single or multiple image



9. Fill up all information & Submit



# Claim Submission ( For IOS Phone )



5. Upload Document

6. Select Action

7. Click on the attachment

8. Select multiple image

9. Fill up all information & Submit

No SIM 5:10 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

MC Days

MC Start Date

MC Start Date

Document Required

No SIM 5:10 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Document Gallery

MC Days

MC Start Date

MC Start Date

Document Required

No SIM 5:11 PM 100%

Photos All Photos Cancel

Document Required

MY-ED

User ID

Password

Remember my username

By logging in, you agree to the Terms of Use & Privacy Policy

LOG IN

Forgot your User ID or Password

Cancel REGISTER Choose

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

MC Days

MC Start Date

MC Start Date

1 Document - selected

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

MC Days

MC Start Date

MC Start Date

3 Document - selected

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

MC Days

MC Start Date

MC Start Date

Document Required

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Document Gallery

MC Days

MC Start Date

MC Start Date

Document Required

No SIM 5:11 PM 100%

Photos All Photos Cancel

Document Required

MY-ED

User ID

Password

Remember my username

By logging in, you agree to the Terms of Use & Privacy Policy

LOG IN

Forgot your User ID or Password

Cancel REGISTER Choose

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

MC Days

MC Start Date

MC Start Date

1 Document - selected

No SIM 5:11 PM 100%

Back Outpatient Clinical

Diagnosis

Diagnosis Description (for other diagno...)

Number of MC Days

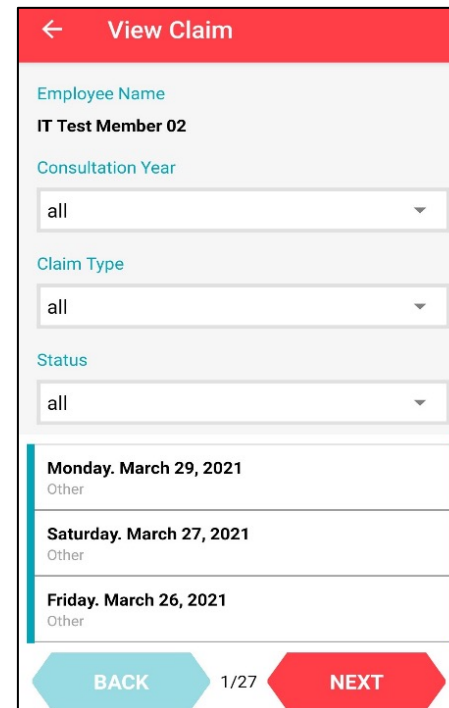
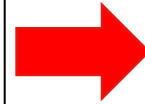
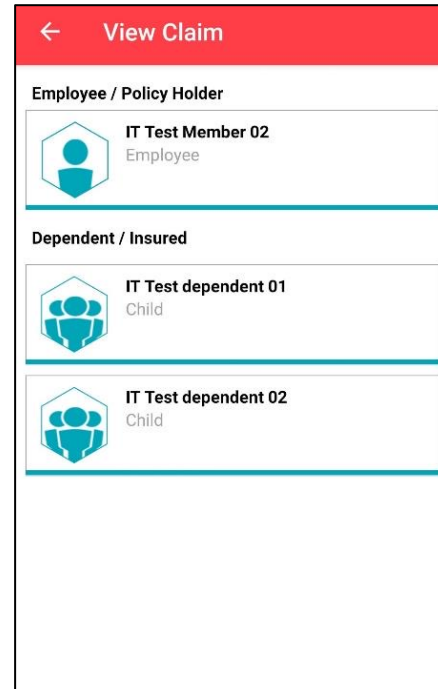
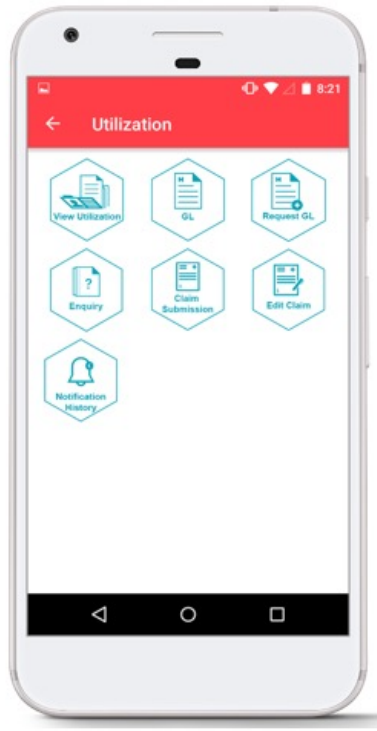
MC Days

MC Start Date

MC Start Date

3 Document - selected

# View Claim Status



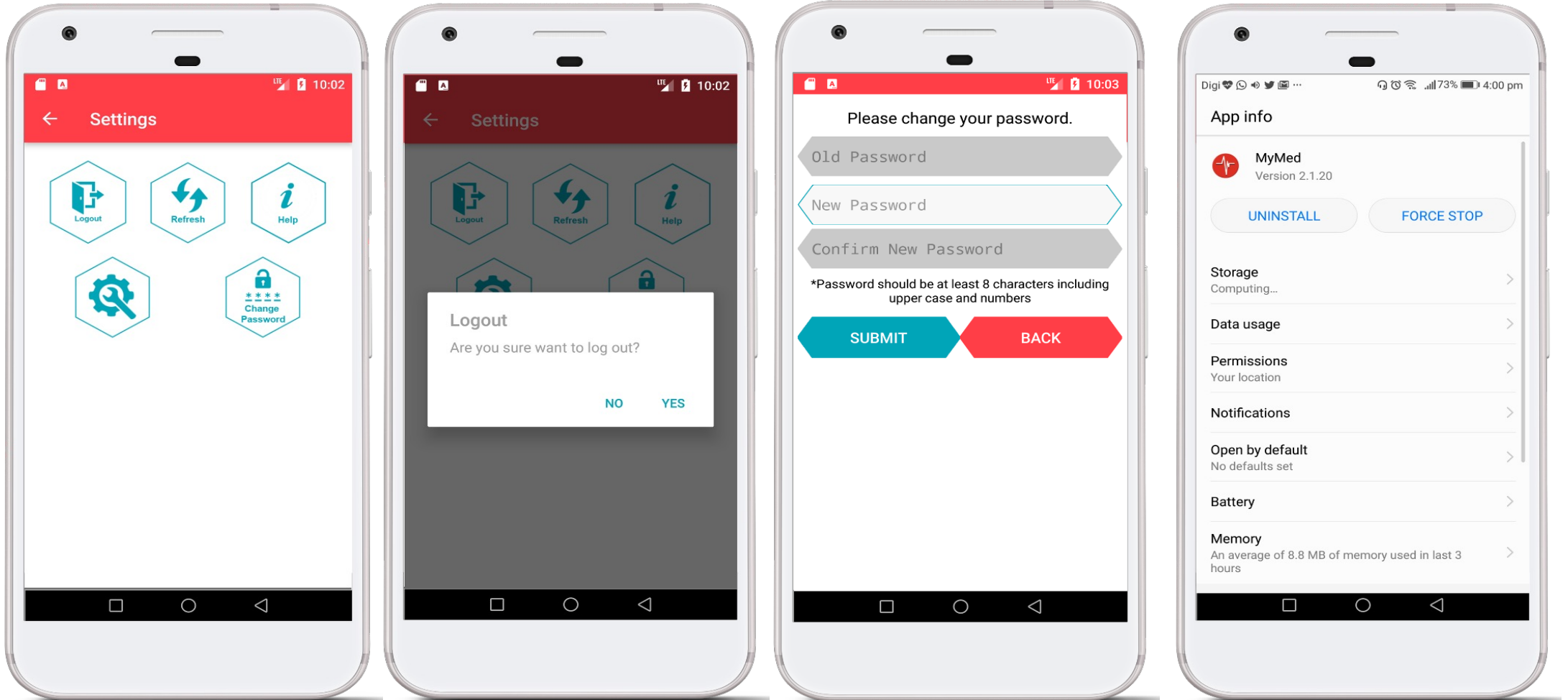
- Utilization → View Claim  
User can view his claims as well as dependent's' claims (if applicable).
- User can filter claim records by following sort options:
  - Consultation Year
  - Claim Type
  - Status
- User to select the claim record to view detailed information.

Upon submitting your claim,

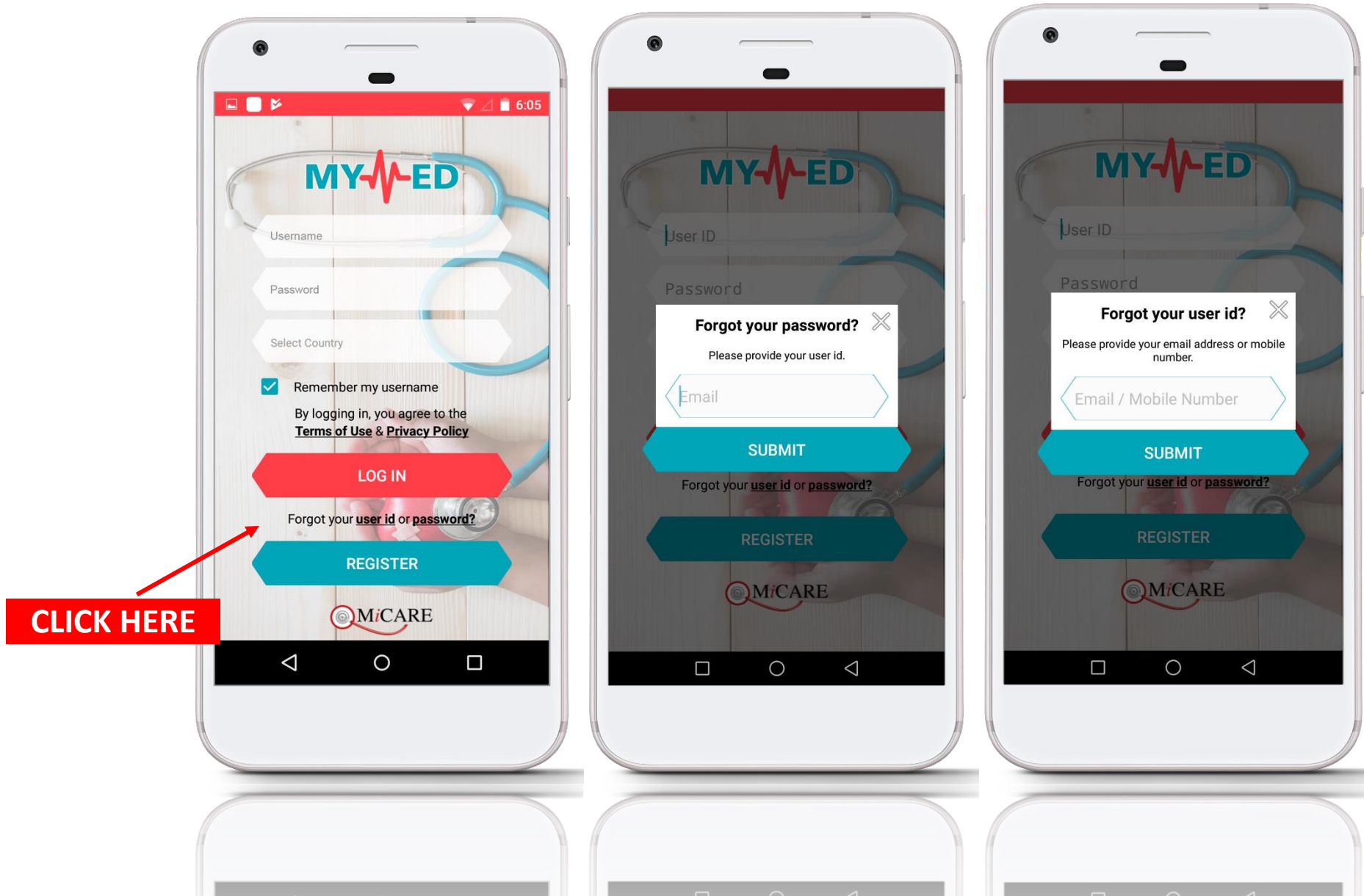
- ✓ You will be notified whether the claim is being submit or rejected
- ✓ Check the status of the claim



# App Setting



# Forget your ID or Password





## Claim and Admission Related

### MiCare

1-800-88-2678

[callcenter@micaresvc.com](mailto:callcenter@micaresvc.com)

### 24 Hour Service

### Address

Block A, No. 22, Jalan Astaka  
U8/84, Seksyen U8, Bukit  
Jelutong,  
40150 Shah Alam, Selangor  
Selangor Darul Ehsan, Malaysia

## Policy Related Details

### Tune Protect

1-800-88-5753

[hello.my@tuneprotect.com](mailto:hello.my@tuneprotect.com)

### Operating Hour

Mon-Thu (9am-5pm)  
Fri ( 9am-4.30pm)

### Address

Level 8, Wisma Tune,  
19 Lorong Dungun,  
Damansara Heights,  
50490 Kuala Lumpur,  
Malaysia.



# Thank you

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