



MedNet Enhanced Mobile App Features and Guide – March 2020

Mobile App Features

Key functions available to a member for information on the policy, policy activity, provider search and claim submission.



Getting Started



My Overview



Find a Provider



My Policy



My Claims



Submit a Claim



My Authorisations



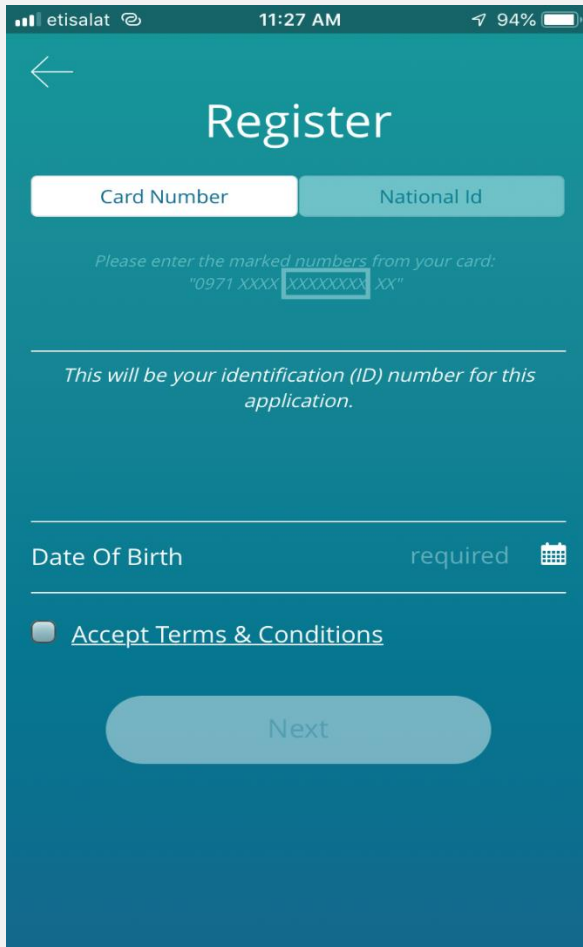
Contact Us



Settings and Preferences

Getting Started - Registration

Registration made simple in 3 easy steps: Unique ID (MedNet card or Emirates ID) and DOB with mobile number verification and e-mail capture.




etisalat 11:27 AM 94%

Register

Card Number National Id

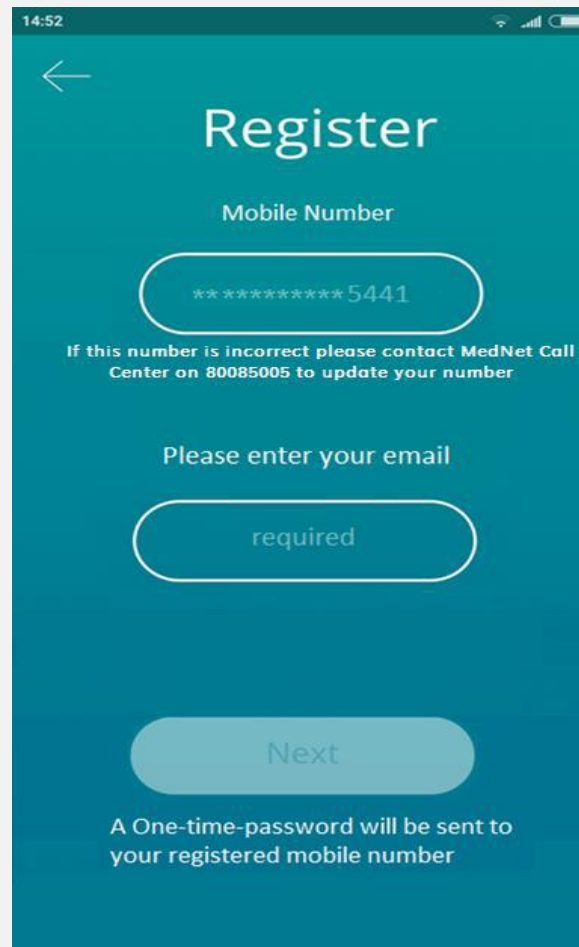
Please enter the marked numbers from your card:
"0971 xxxx xxxxxxxx xx"

This will be your identification (ID) number for this application.

Date Of Birth required 

[Accept Terms & Conditions](#)

Next



14:52

Register

Mobile Number

*****5441

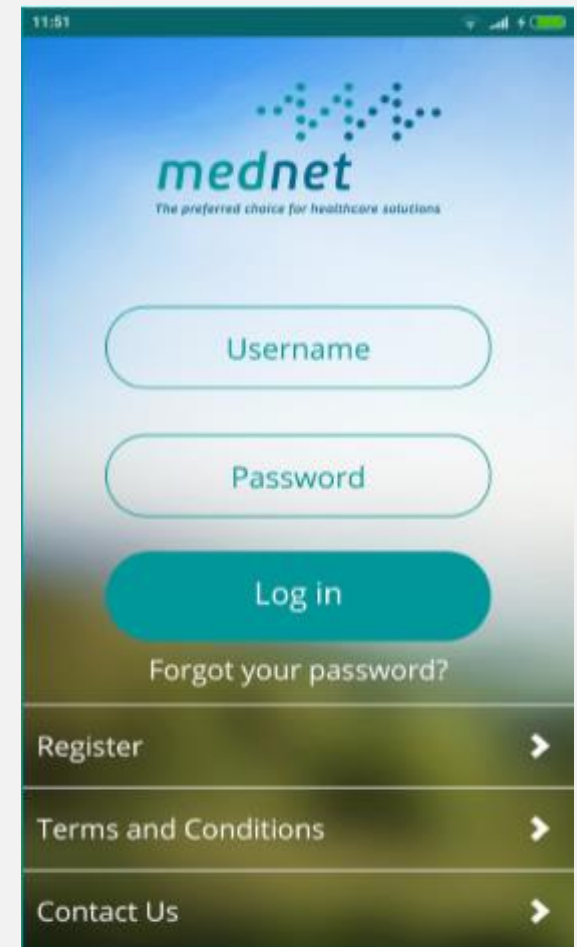
If this number is incorrect please contact MedNet Call Center on 80085005 to update your number

Please enter your email


required

Next

A One-time-password will be sent to your registered mobile number



11:51



The preferred choice for healthcare solutions

Username

Password

Log in

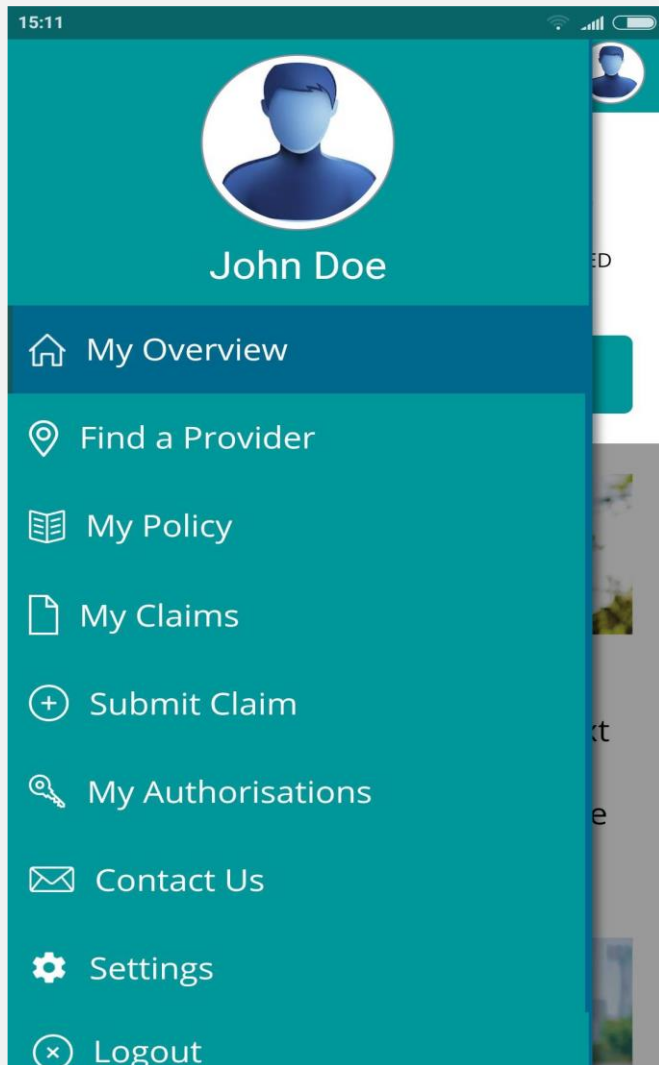
Forgot your password?

Register >

Terms and Conditions >

Contact Us >

My Overview

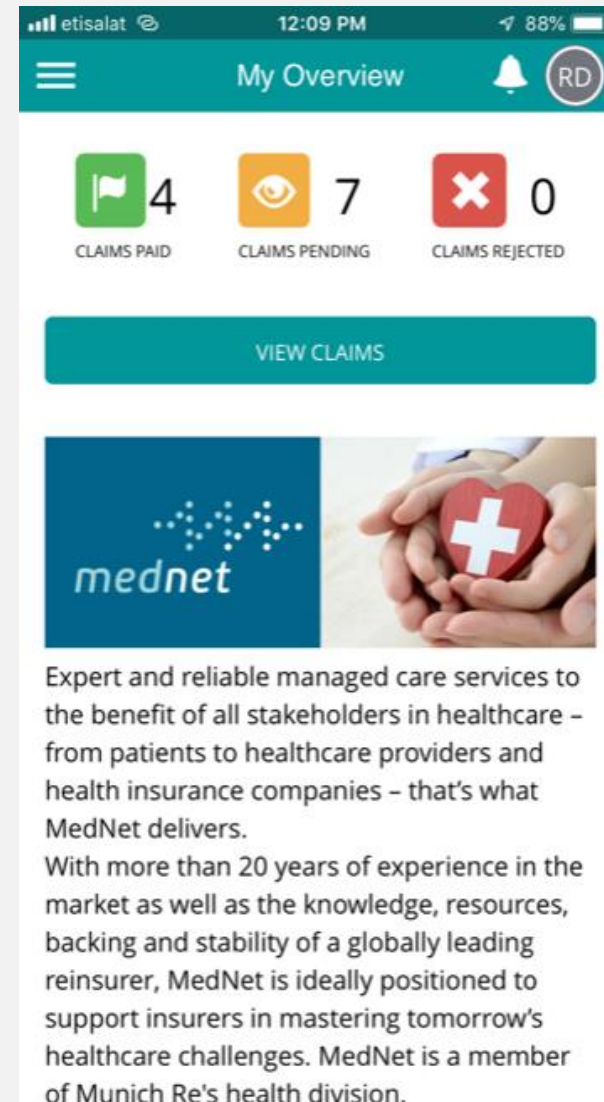


My Overview

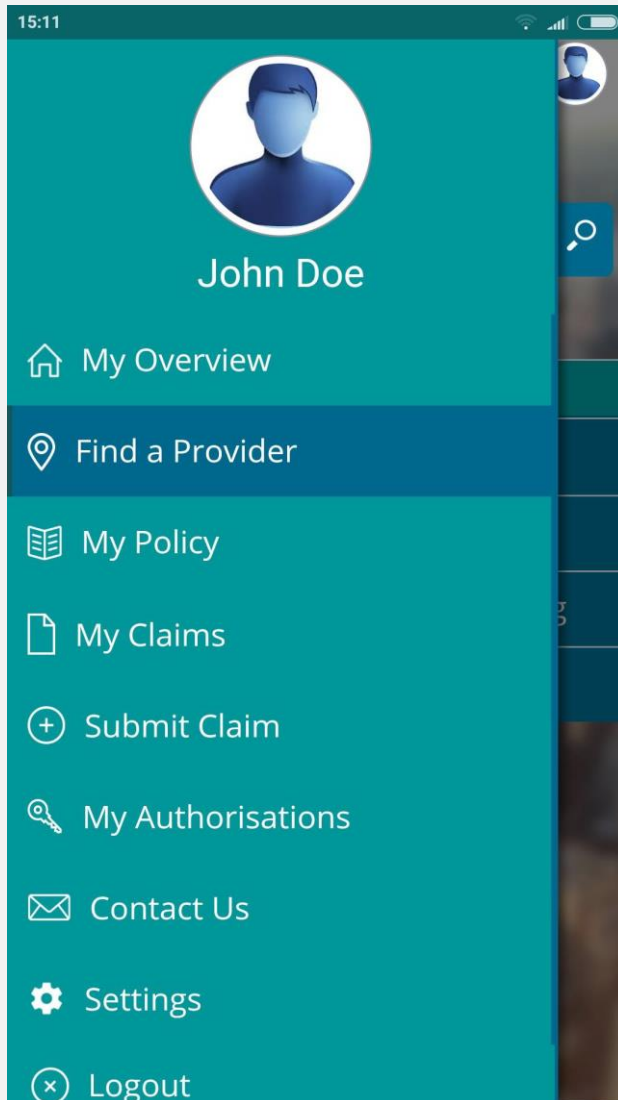
Access to view claims of principal member.

Access to view claims of dependents.

Access to Claims Paid, Pending or Rejected



Find a Provider – Quick Search



Quick Search:

For a specific provider type – hospitals, pharmacies and clinics.

Quick Search by current member location. Current Location to nearby facilities within 10 kms. range.

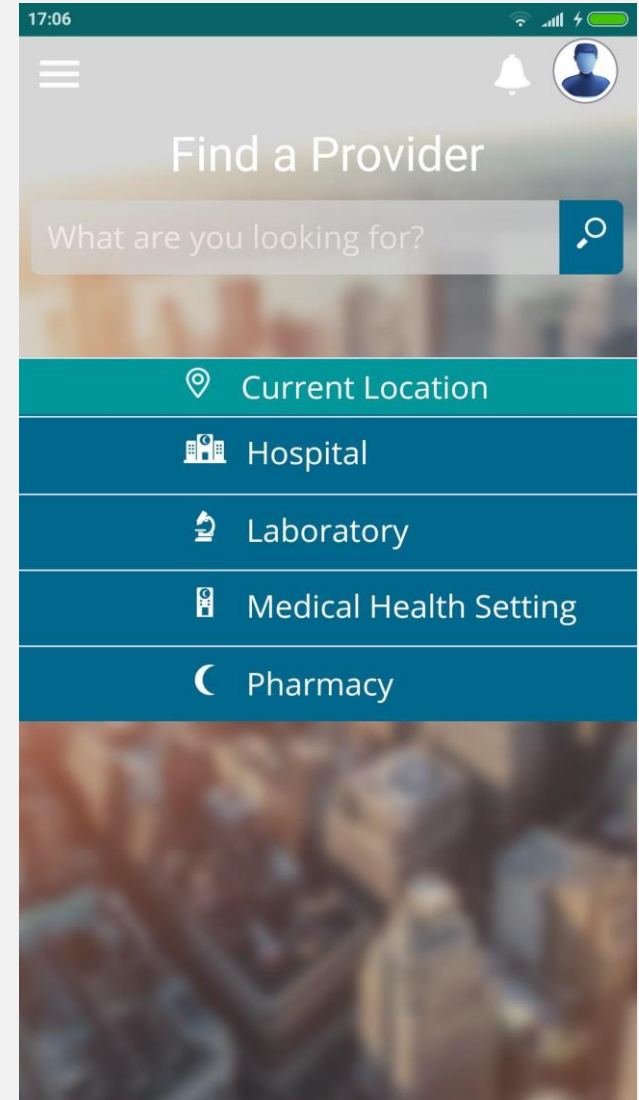
Advanced Search:

Search by specialty type.

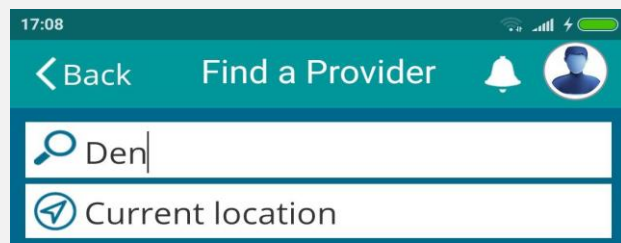
Search by provider name.




Search by provider city, area.

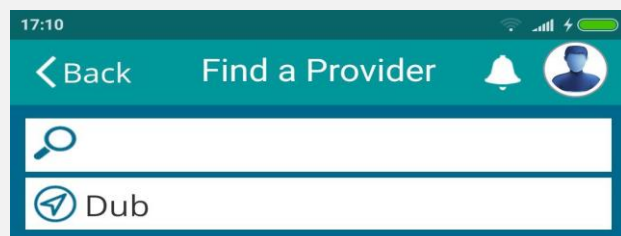
Features include results of queried providers on the map, in a list and detailed provider information.



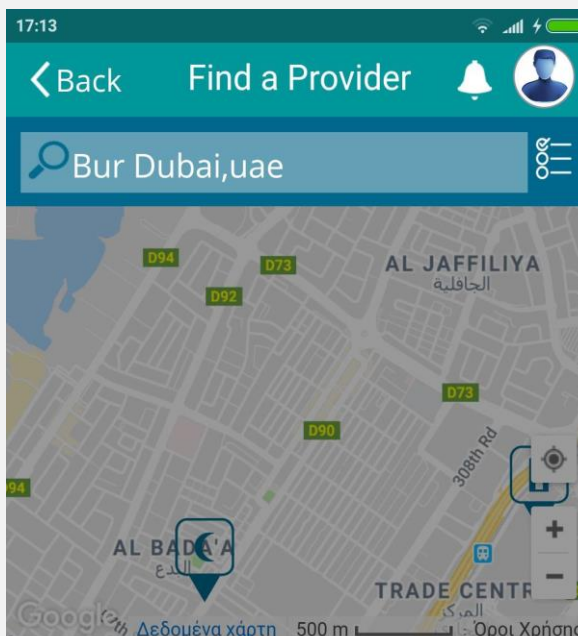
Find a Provider – Advanced Search



-  General Dentistry
-  Pediatric Dentistry
-  Al Dana Medico-dental Clinic-rak
Address Of 953, Ras Al-khaimah, Al Nakheel,
Uae
General Dentistry



- Bur Dubai,uae
- Bur-dubai,uae
- Burj Dubai,uae
- Dubai Festival City,uae
- Dubai Healthcare City,uae



MEDICAL SPECIALISTS CENTRE-DUBAI



Medical Health Setting,
General Surgery
Address Of 1022, Dubai, Bur
Dubai, Uae

3.7k
km



UNION PHARMACY - AL RAFA RD DUBAI - MOOPEN'S GROUP

Pharmacy, Pharmacy
Address Of 4047, Dubai, Bur
Dubai, Uae



MEDINOVA DIAGNOSTIC CENTRE-DR. MOOPEN'S GRP

Laboratory, Laboratory
Address Of 3865, Dubai, Bur
Dubai, Uae

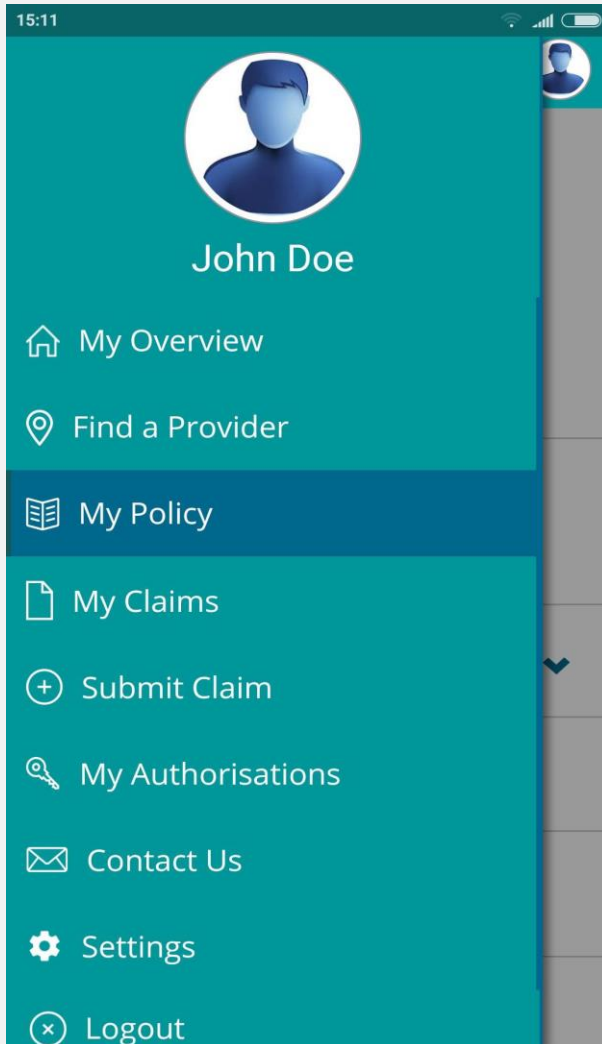


AL RASHIDIYAH PRIVATE POLYCLINIC

Medical Health Setting,
General Practice
Address Of 1967, Dubai, Bur
Dubai, Uae

ATLAS HEALTHCARE

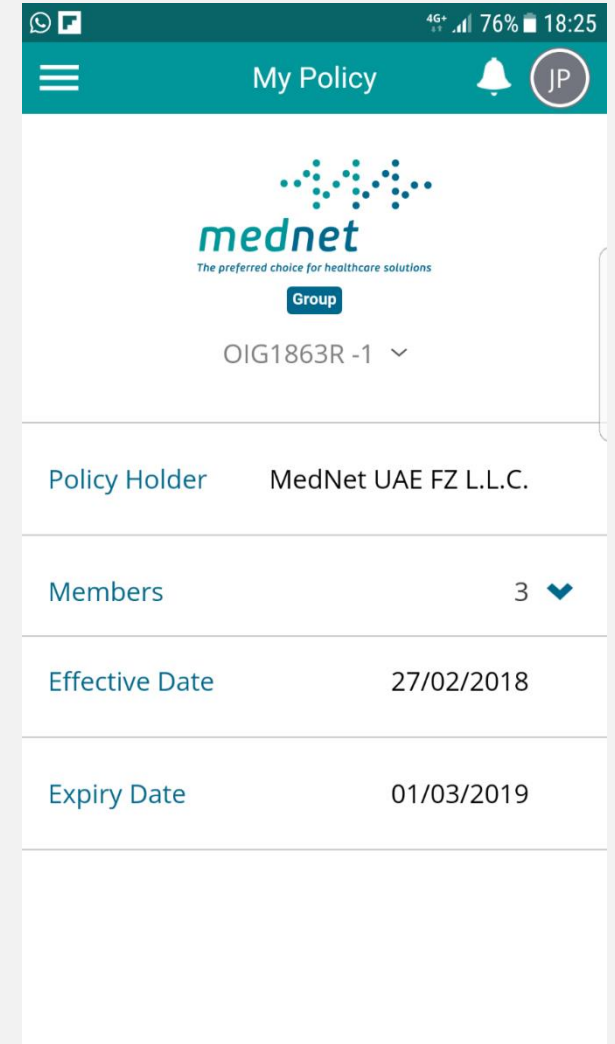
My Policy



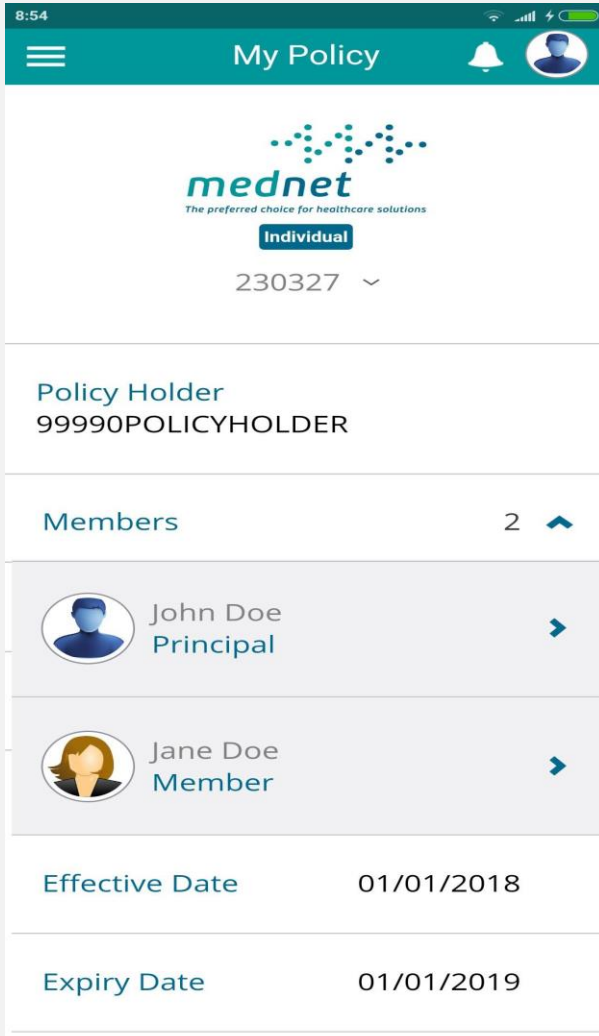
View Policy Information

High level information is displayed on this page:

- Policy number (multiple policies can be selected)
- Policy type (individual or group)
- Members – can be expanded to identify dependents.
- Policy dates



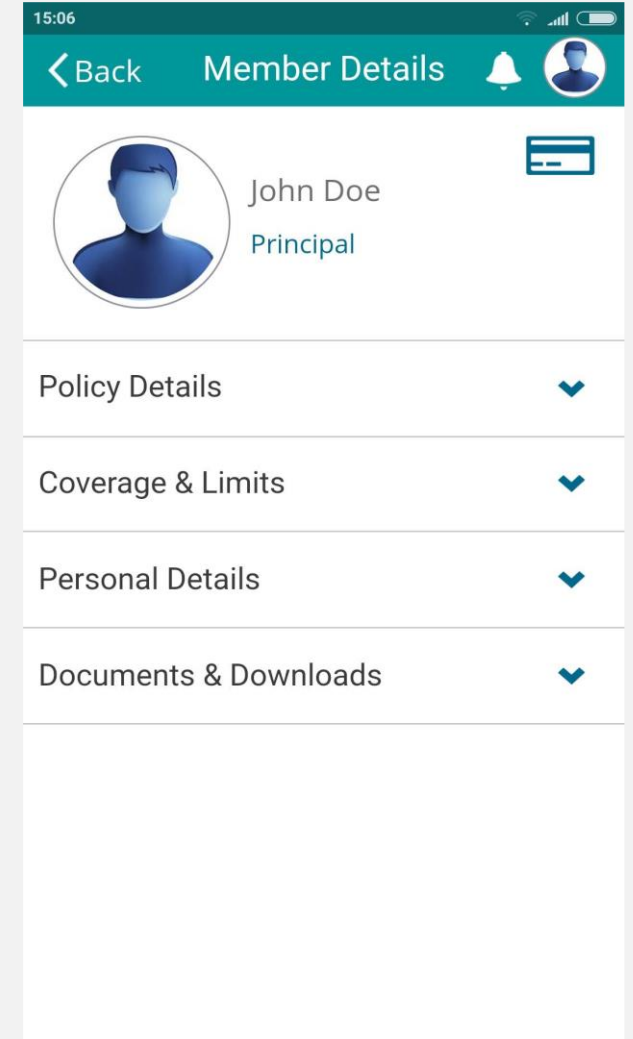
My Policy – Details for a chosen member



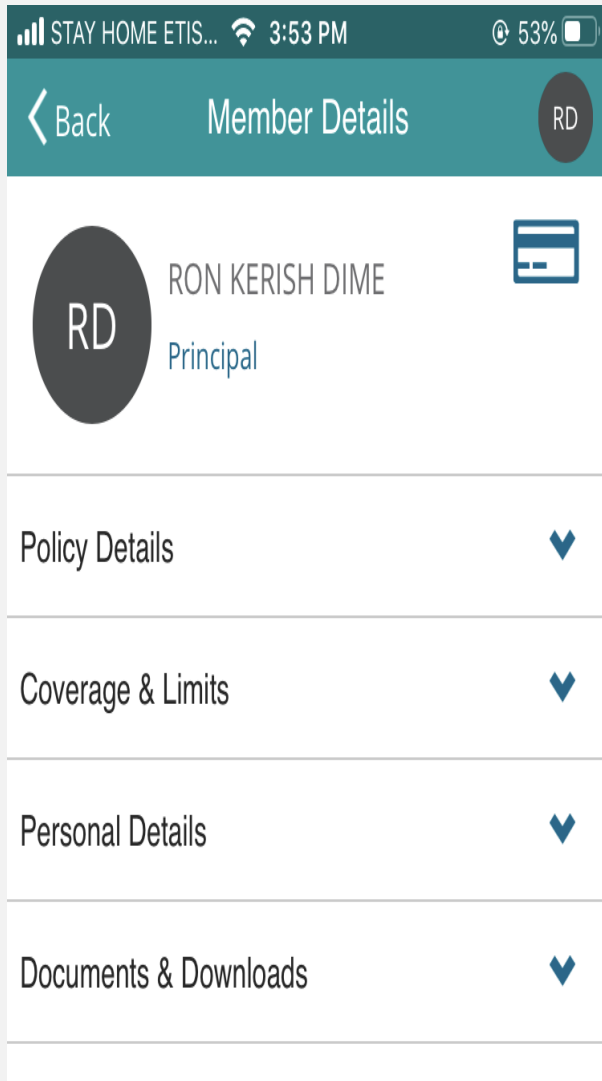
Member Details Page

Member can expand to view detail member information in three Sections:

- Policy details
- Coverage & Limits
- Personal details



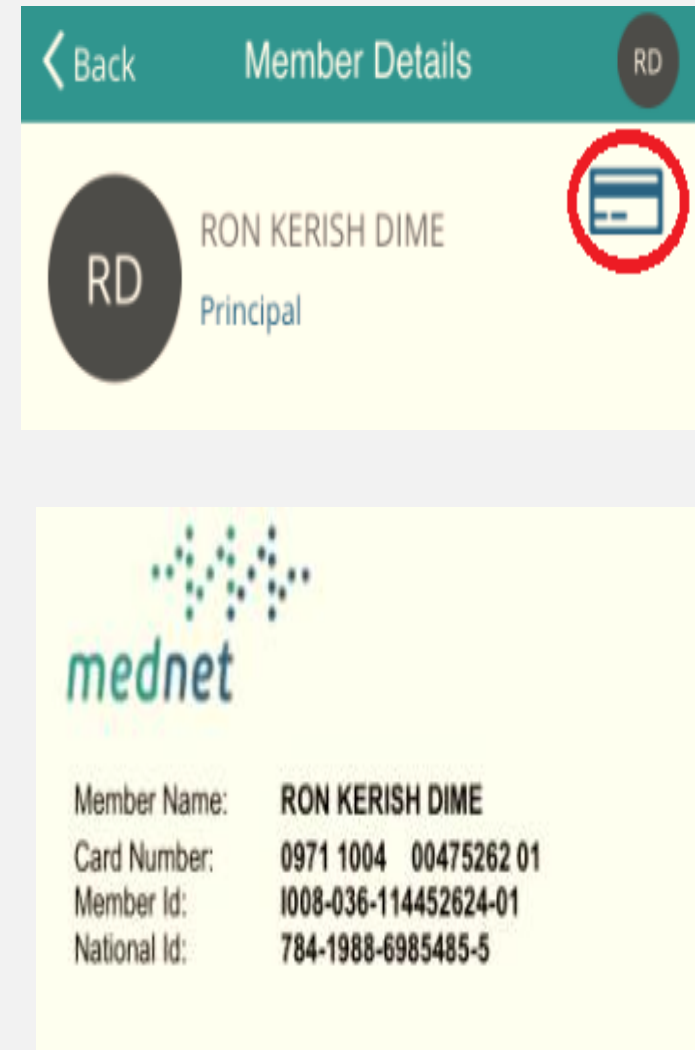
My Policy – Member Details - E-card Availability



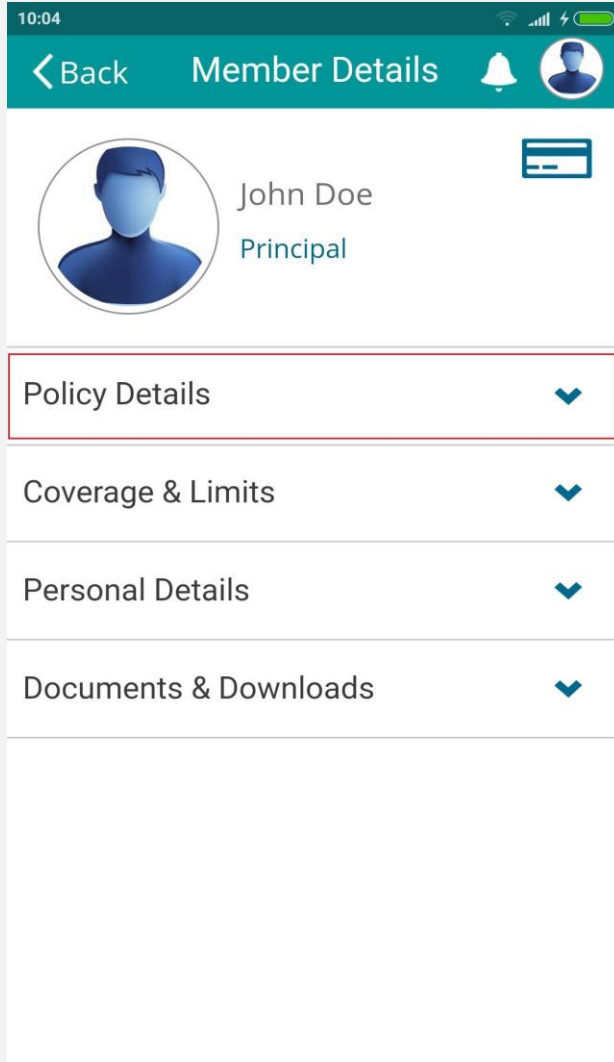
E-cards

Member can download the e-card with the following information:

- Member Name
- Card Number
- Member ID (DHA)
- Emirated ID



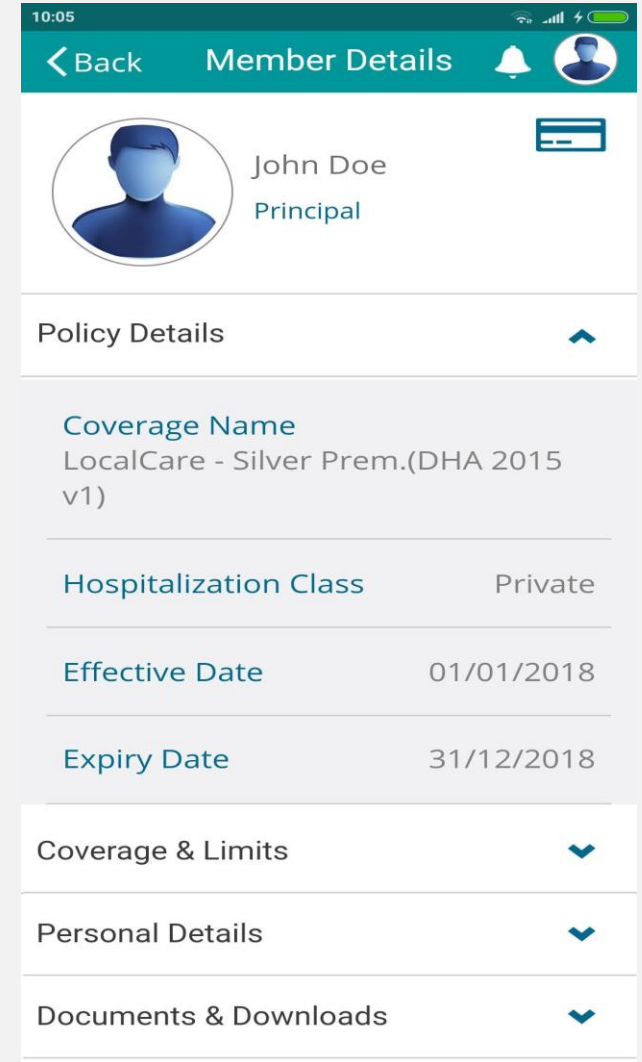
My Policy - Policy Details



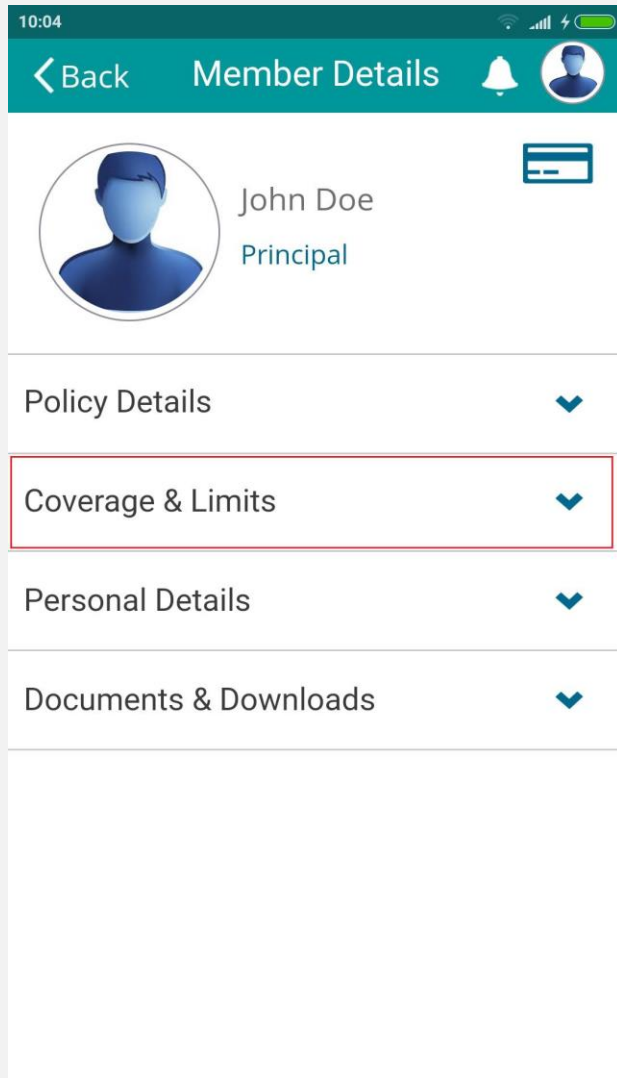
Member Details Page (Policy Details section)

Member can view details on:

- Coverage name with Network
- Hospitalization class
- Policy coverage dates



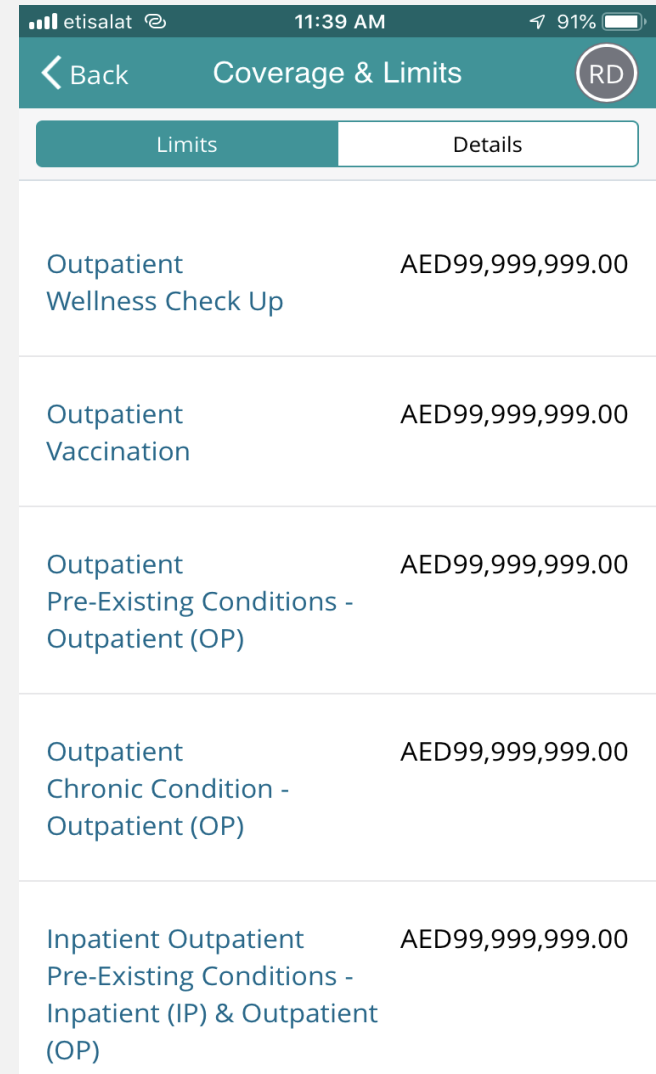
My Policy – Coverage & Limits



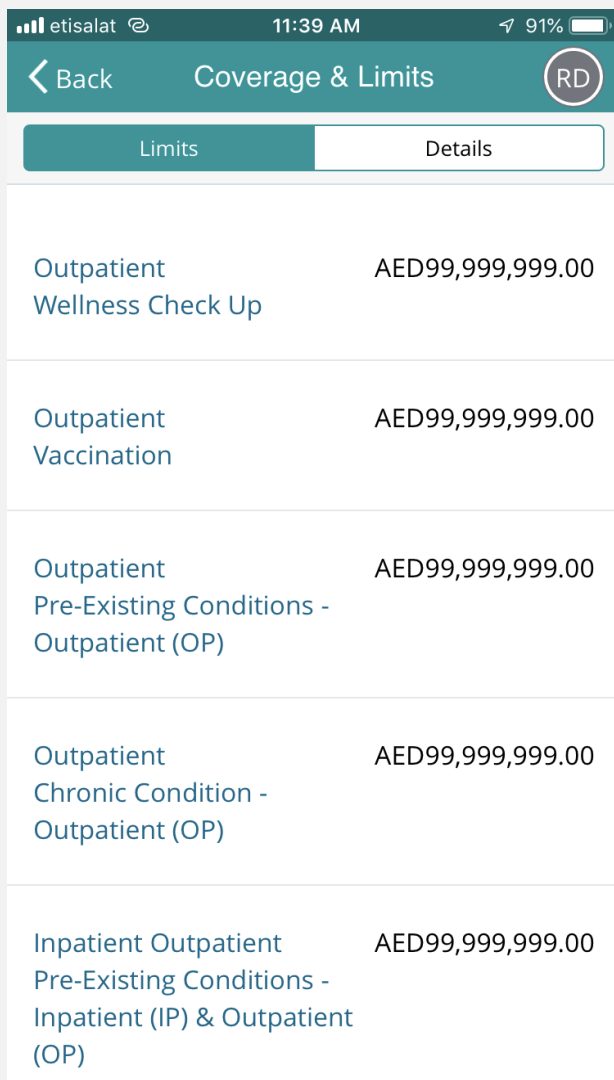
Member Details Page (Coverage & Limits section)

Member can view the Annual Limit as

- Limit Amount



My Policy – Coverage and Limits

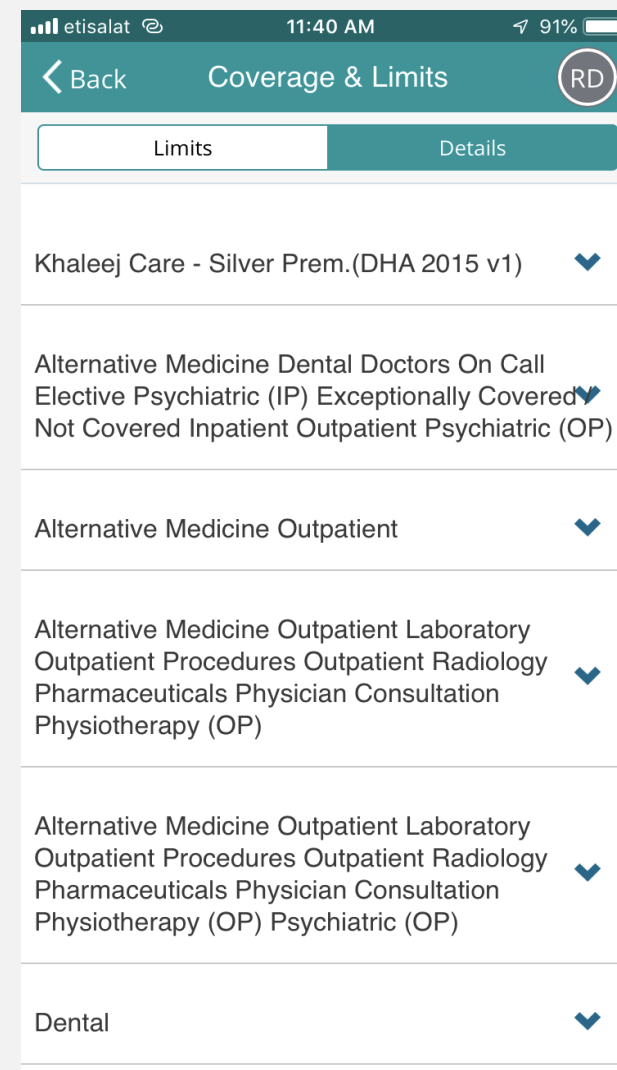


Category	Limit
Outpatient Wellness Check Up	AED99,999,999.00
Outpatient Vaccination	AED99,999,999.00
Outpatient Pre-Existing Conditions - Outpatient (OP)	AED99,999,999.00
Outpatient Chronic Condition - Outpatient (OP)	AED99,999,999.00
Inpatient Outpatient Pre-Existing Conditions - Inpatient (IP) & Outpatient (OP)	AED99,999,999.00

Member Details Page (Coverage & Limits section)

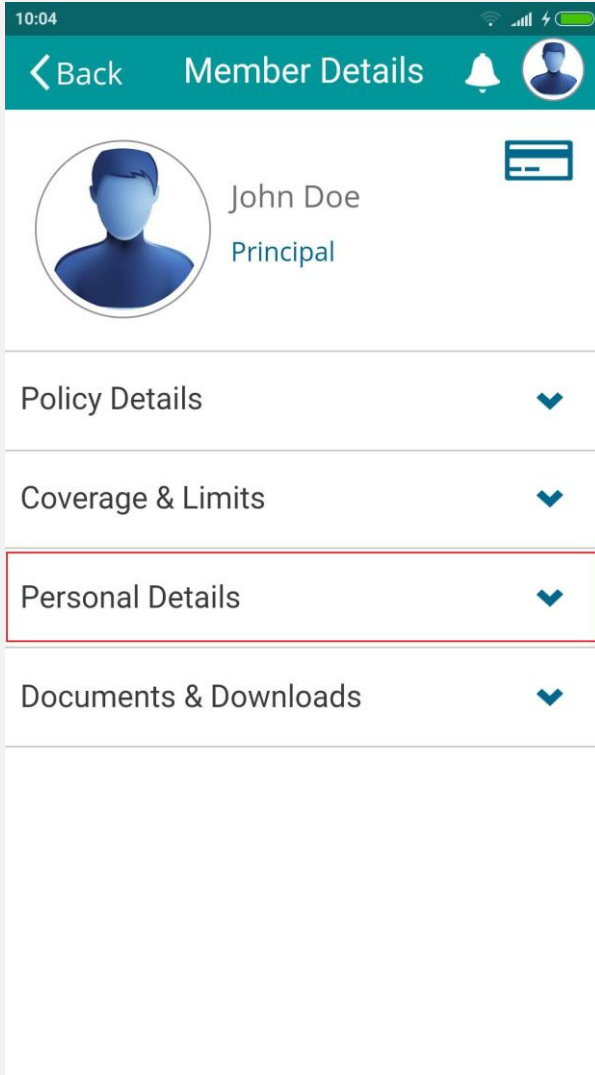
Coverage & Limits can be viewed

- Aggregate limits per service category can be viewed.
- Each aggregate limit displays:
Coverage description
Coverage criteria
Limit Amount



Category	Details
Khaleej Care - Silver Prem.(DHA 2015 v1)	▼
Alternative Medicine Dental Doctors On Call Elective Psychiatric (IP) Exceptionally Covered Not Covered Inpatient Outpatient Psychiatric (OP)	▼
Alternative Medicine Outpatient	▼
Alternative Medicine Outpatient Laboratory Outpatient Procedures Outpatient Radiology Pharmaceuticals Physician Consultation Physiotherapy (OP)	▼
Alternative Medicine Outpatient Laboratory Outpatient Procedures Outpatient Radiology Pharmaceuticals Physician Consultation Physiotherapy (OP) Psychiatric (OP)	▼
Dental	▼

My Policy – Personal Details



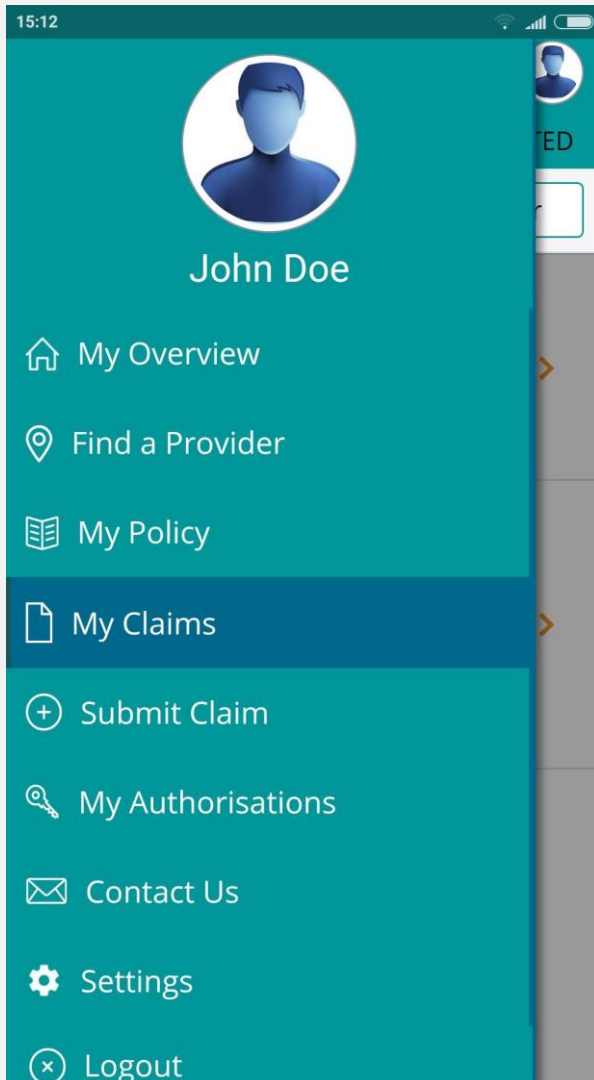
Member Details Page (Personal Details section)

Personal Details page provides a view of the member information:

The Edit option of the top of the page allows the member to edit specific personal details as Mobile number and E-mail.



My Claims

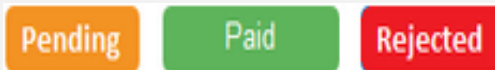


My Claims

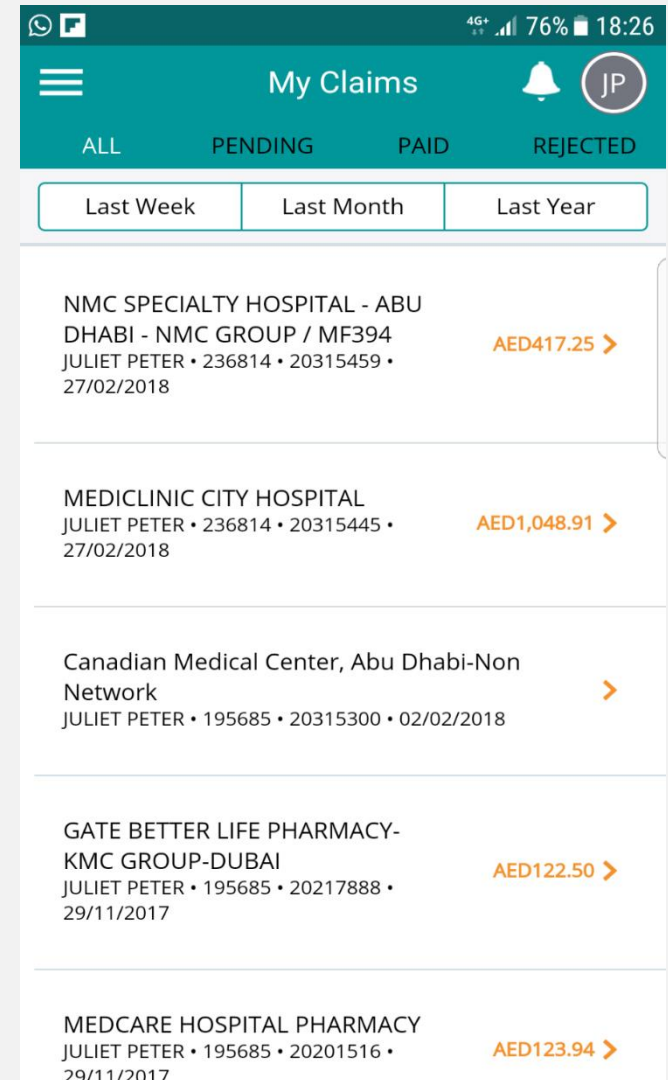
Claims of logged members can be viewed. As an extension principal members can select to view dependent claims.

High level information is displayed:

- Provider Name
- Member Name
- Policy Number
- Invoice Number
- Claims Date and Amount
- Claims Status as



- Claim filters to view particular status.



My Claims – Claims Details



17:30

Back Claim Details

Paid

Claim Number	18701559
Member	Ioannis Makris
Policy Number	230321
Claim Date	12/02/2018
Provider	AL TADAWI MEDICAL CENTER, DUBAI
Hospitalized	No
Claimed Amount	AED100.00
Payable Amount	AED100.00
Paid To	Ioannis Makris

Claim Documents

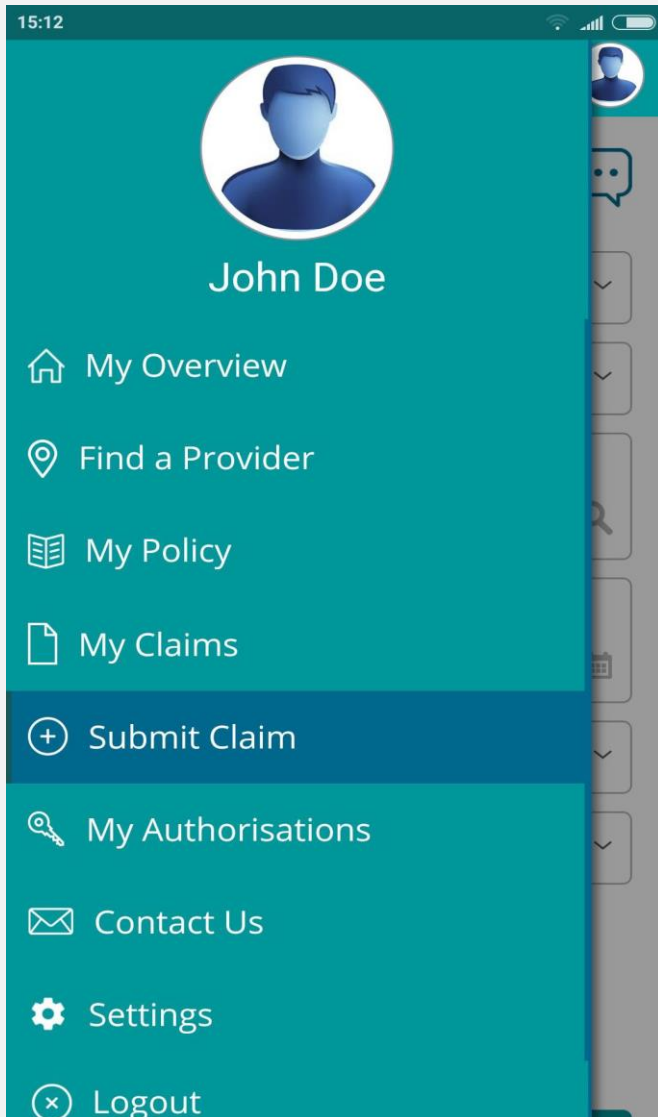


My Claims – Claim Details

Upon choosing a specific claim, details of selected claim is displayed:

- Claims Status
- Claim Number
- Member
- Policy
- Claim Date
- Provider
- Hospitalized (Yes or No)
- Claimed Amount
- Payable Amount
- Paid To
- Claim Documents
- Link to claim communication

Submit a reimbursement Claim



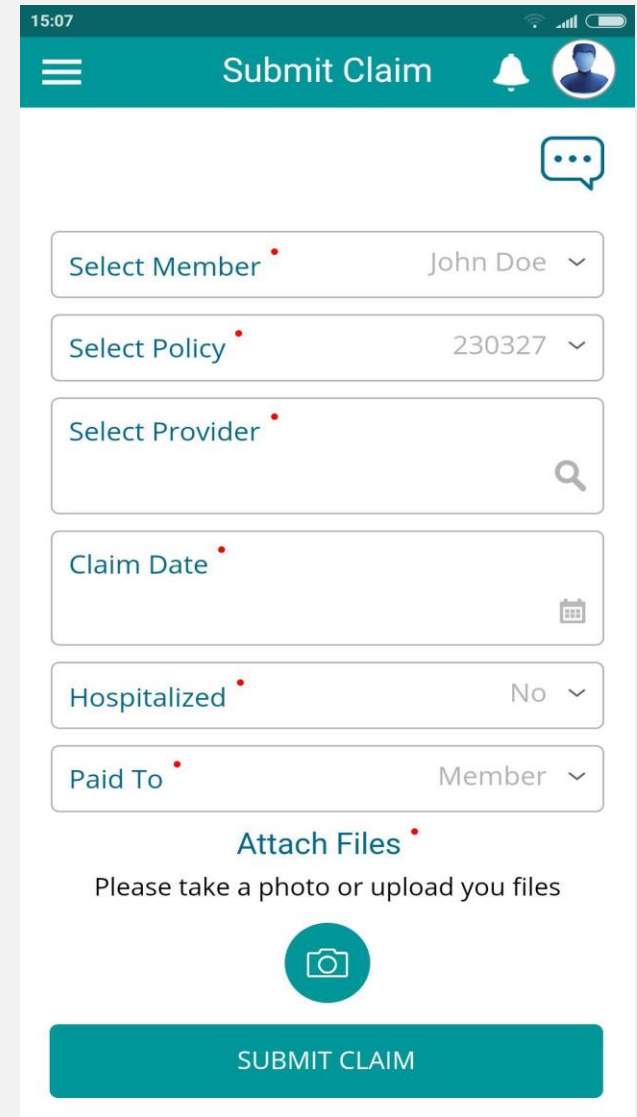
Submit A Claim

A link is provided for communication on additional required documents between user and the claims team through the communications page.

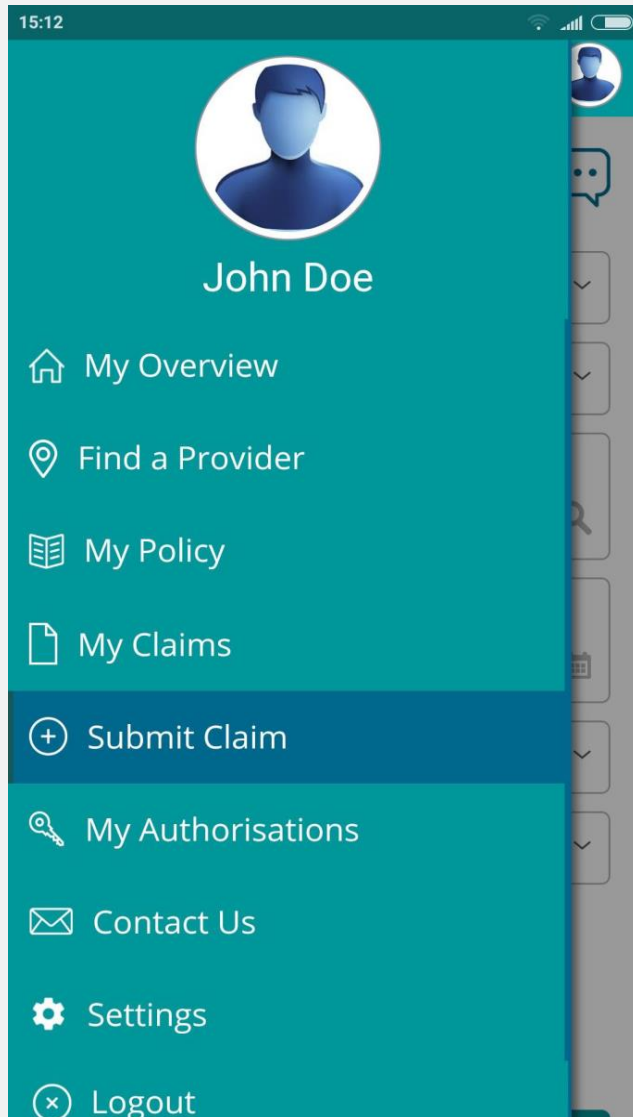
A confirmation message is displayed as a pop up if all required fields are filled and submitted.

For any connectivity issues at the back-end in the claims team a message is displayed to user that claim has been submitted by e-mail.

For any issues on the Mobile App that hinders submission a message is displayed to user that claim has been submitted, directing user to try later.



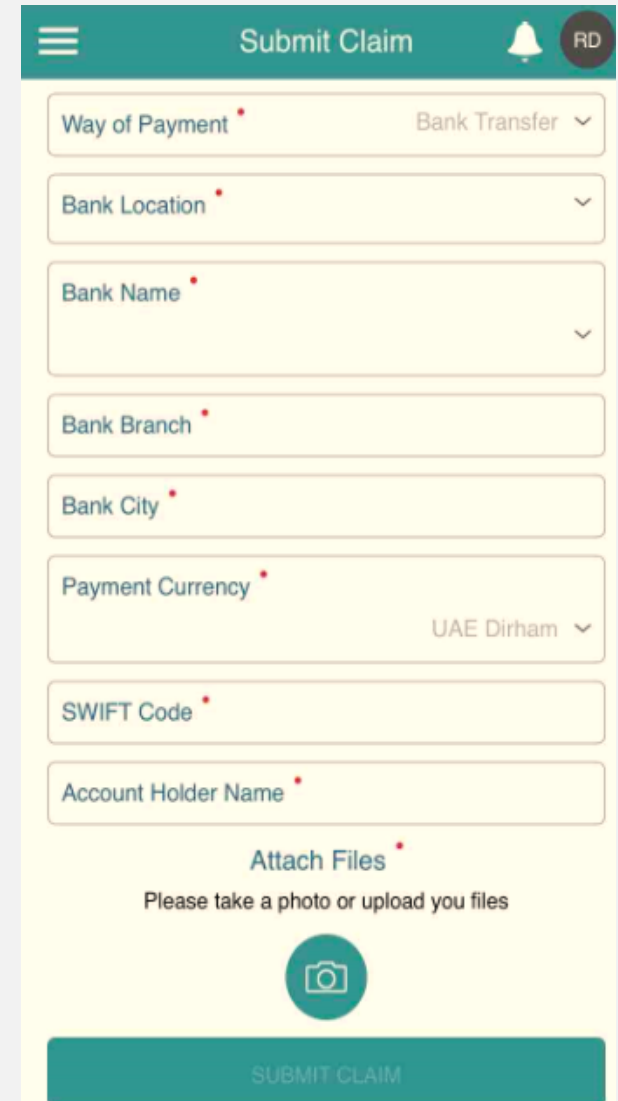
Submit a reimbursement Claim – Bank Details



Submit A Claim – Bank Details

High Level Information displayed:

- Way of Payment
- Bank Location (UAE or International)
- Bank Name (list of affiliated banks provided)
- Bank country
- Bank Branch
- Bank City
- Payment currency
- IBAN (UAE Bank)
- Account number
- SWIFT code
- Account Holder Name



Submit Claim

Way of Payment * Bank Transfer

Bank Location *

Bank Name *

Bank Branch *

Bank City *

Payment Currency * UAE Dirham

SWIFT Code *

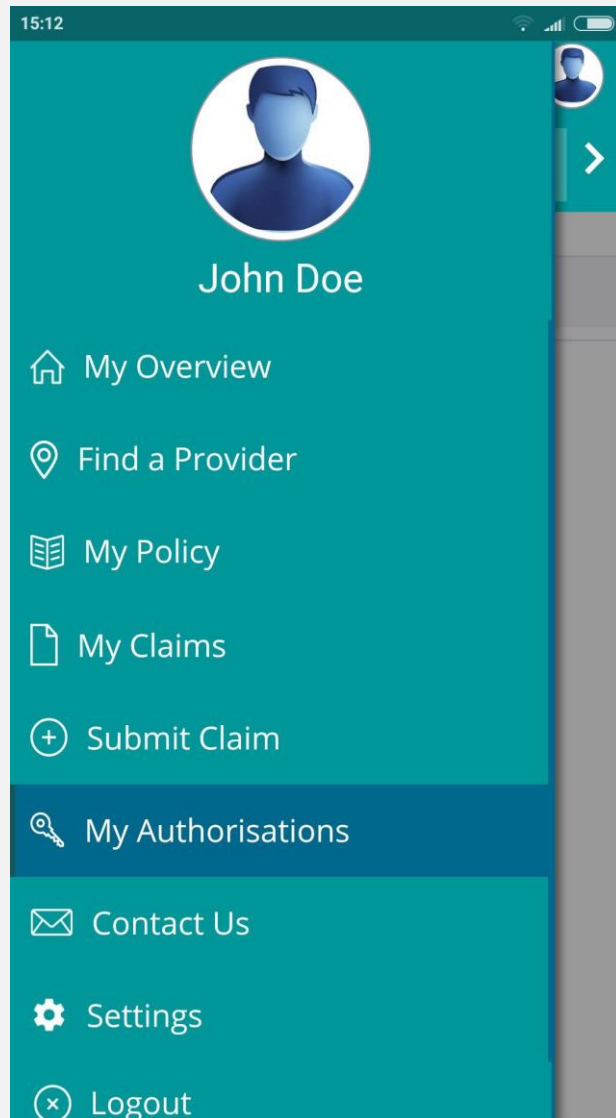
Account Holder Name *

Attach Files *

Please take a photo or upload you files

SUBMIT CLAIM

My Authorizations/Pre-Approvals



My authorizations

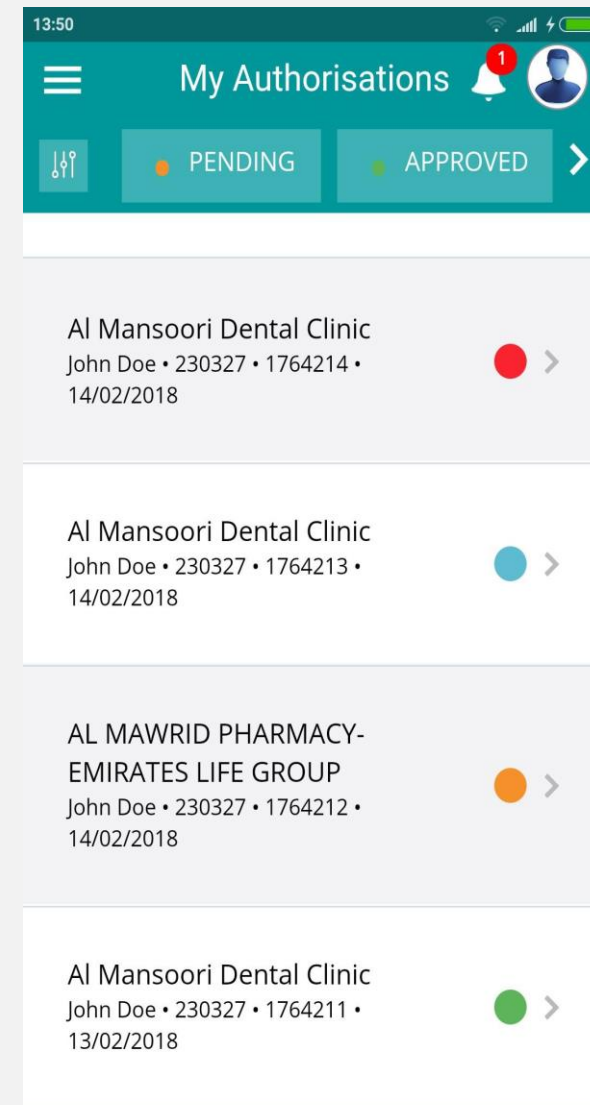
Authorizations of logged members can be viewed. As an extension principal members can select to view dependent authorizations.

High level information is displayed:

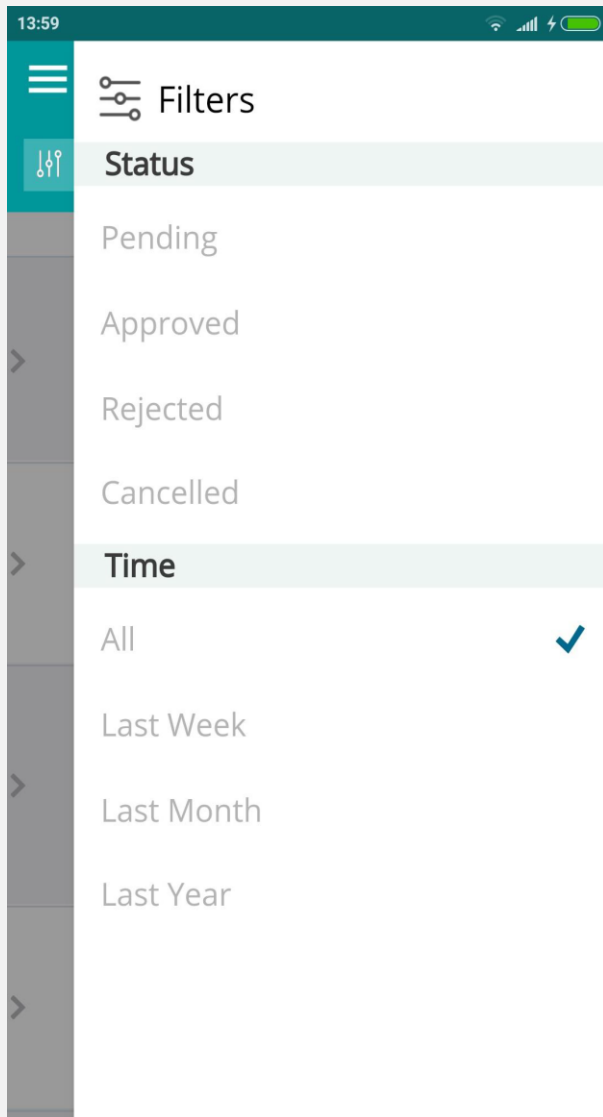
- Provider Name
- Member Name
- Policy Number
- Authorization Number
- Authorization Date
- Authorization Status defined as

PENDING
APPROVED
REJECTED
CANCELLED

- Authorization filters to view particular status of authorizations.



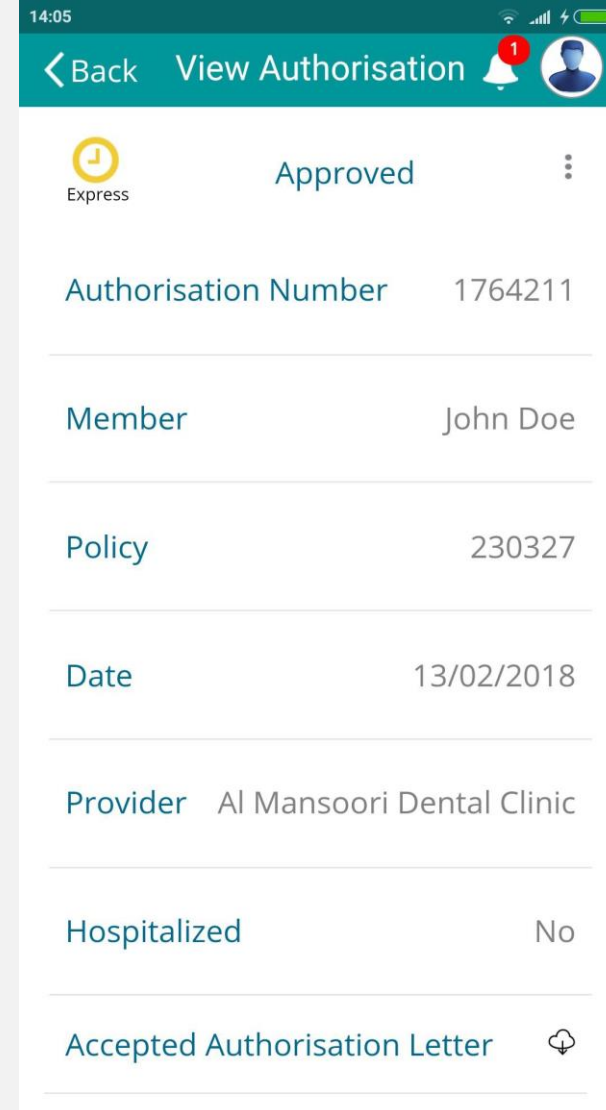
My Authorizations/Pre-Approvals



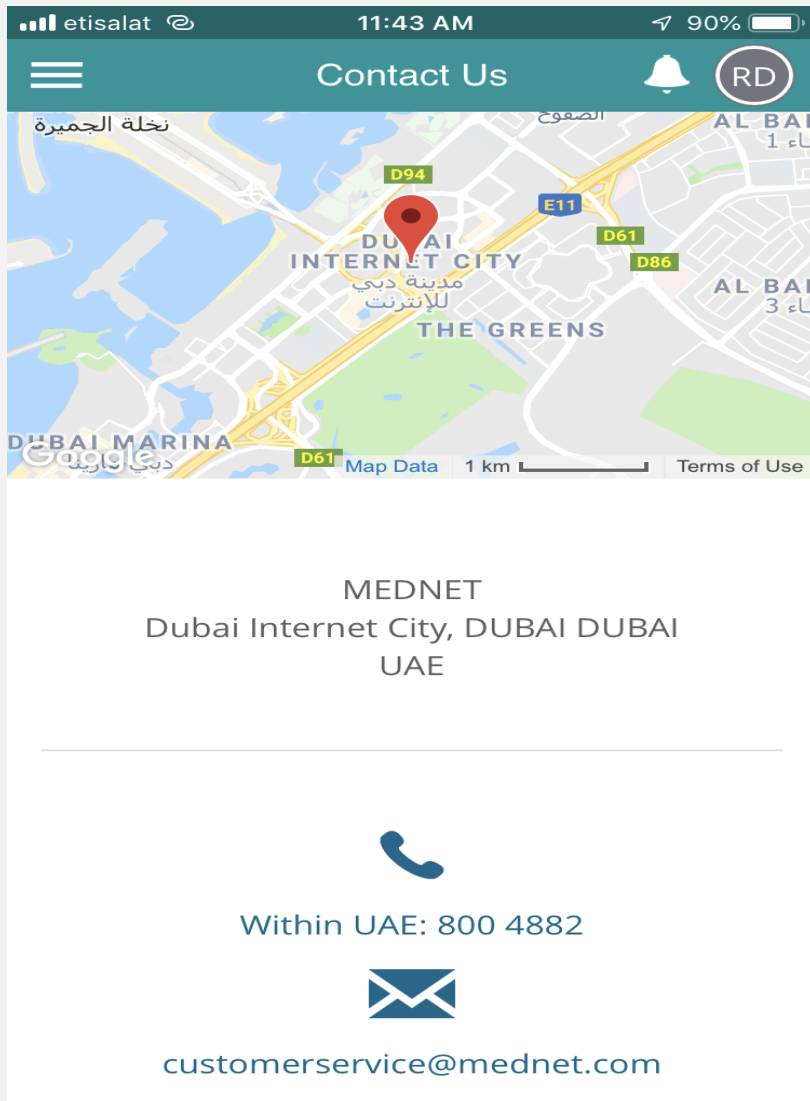
My Authorizations

Information can be Filtered:

- By Status
- By Time Span
- By Policy in case of multiply policies.



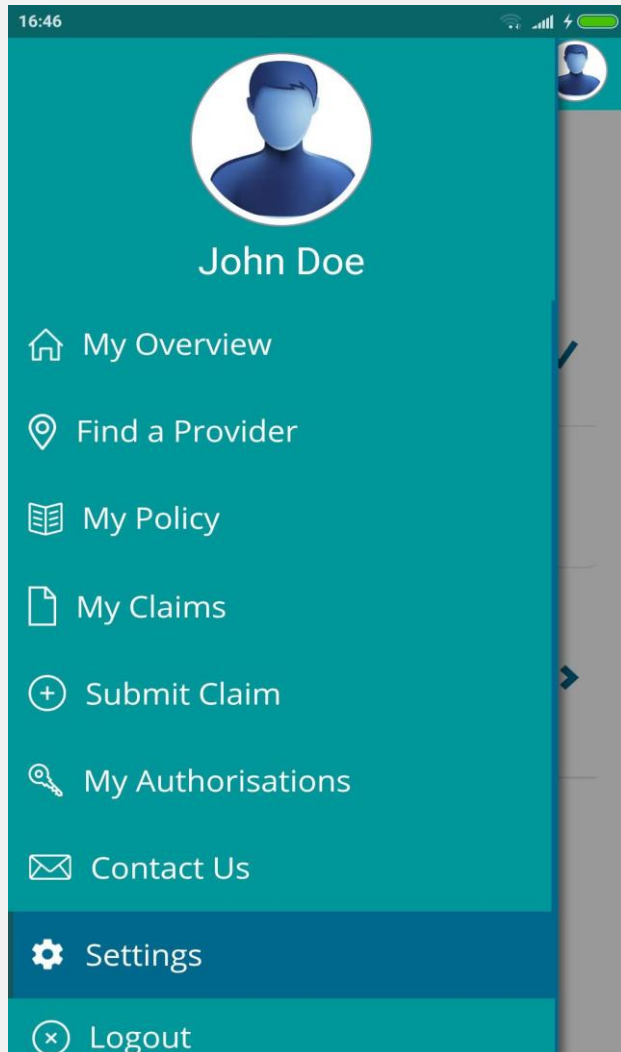
Contact Us



Contact details provided include:

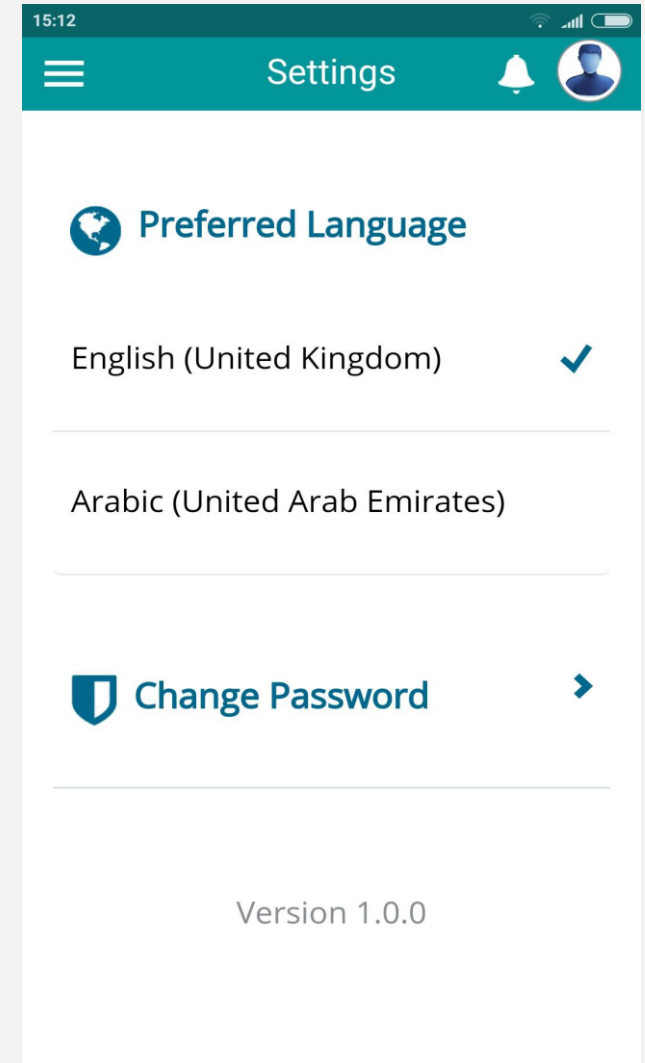
- Name and address of the company
- Contact number
- E-mail contact
- The user is able to initiate a call by clicking on the call icon.
- The user is able to initiate an e-mail by clicking on the e-mail icon.

Settings



Settings

- Member language preferences can be chosen from the available language options
- Member can change the password at any given time independently.
- Member notification is an optional setting.



Our promise!



mednet

The preferred choice for healthcare solutions