



MedNet Enhanced Mobile App Features and Guide – 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



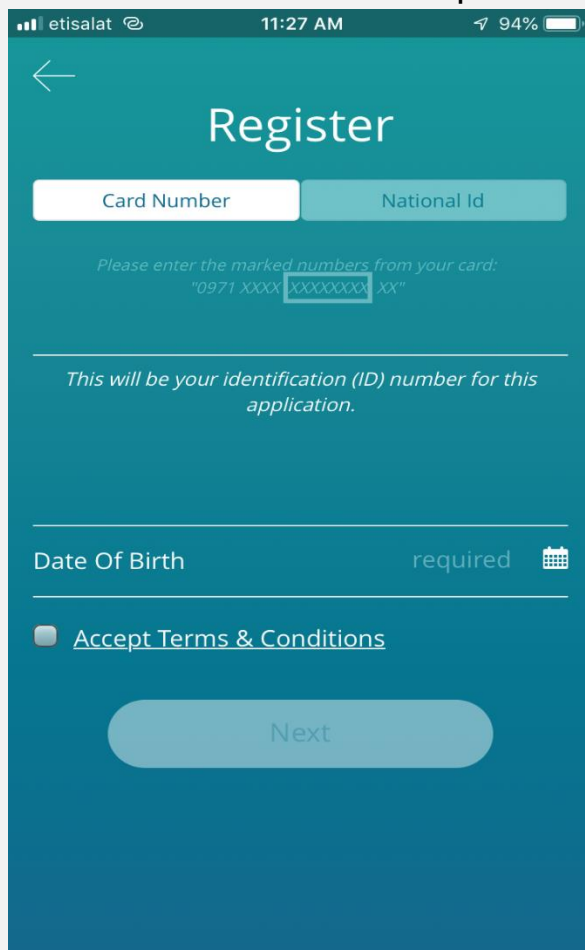
Contact Us



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

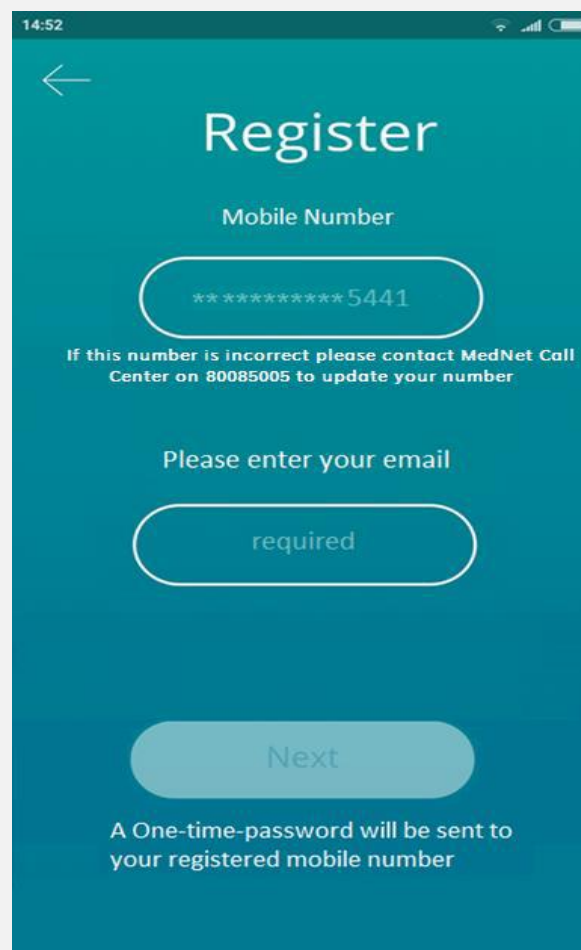
Please enter the marked numbers from your card:
"0971 xxxx xxxxxxxx xx"

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

Date Of Birth required 

[Accept Terms & Conditions](#)

Next



14:52

Register

Mobile Number

*****5441

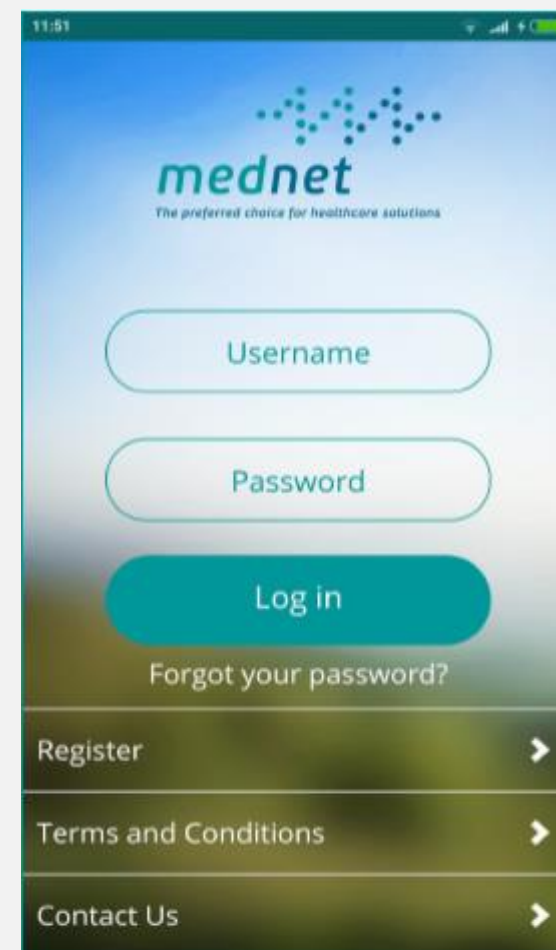
If this number is incorrect please contact MedNet Call Center on 80085005 to update your number

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

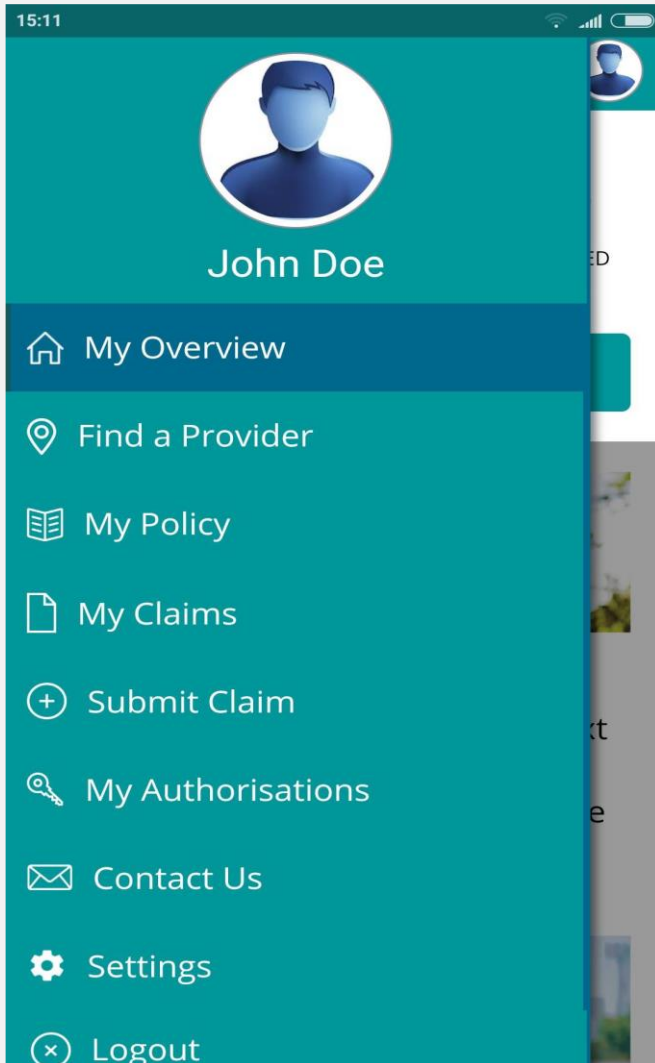
Forgot your password?

Register >

Terms and Conditions >

Contact Us >

My Overview

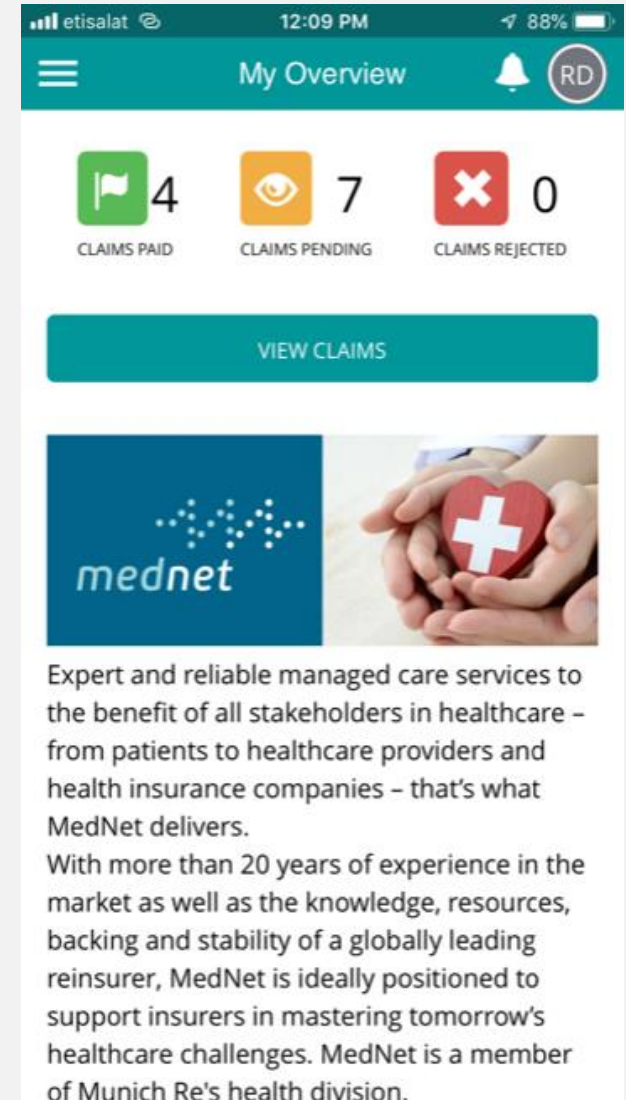


My Overview

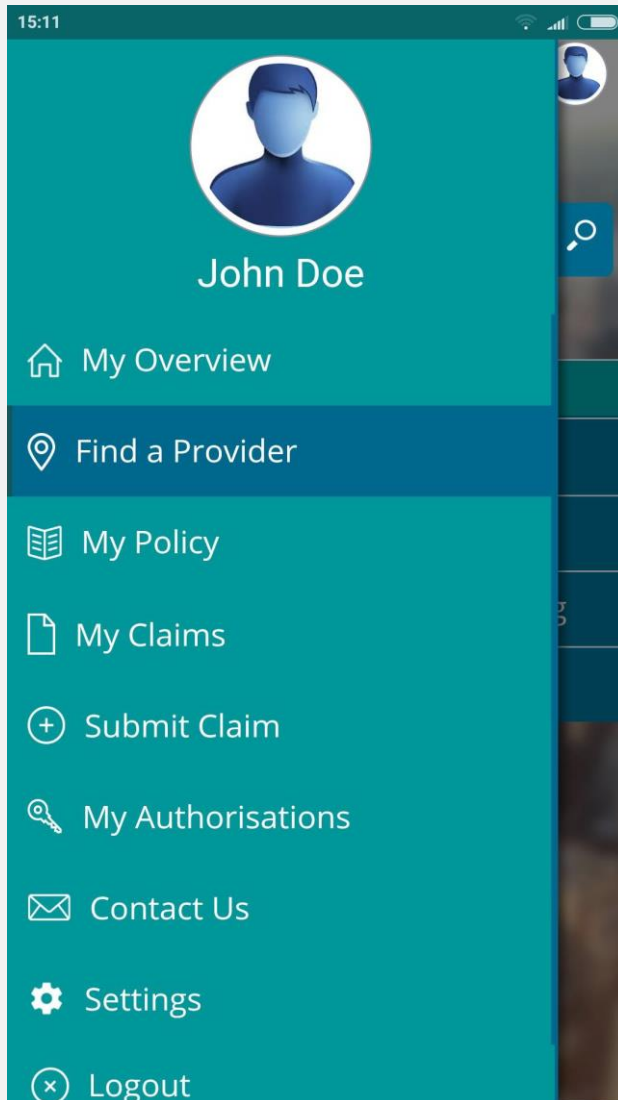
Access to view claims of principal member.

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.

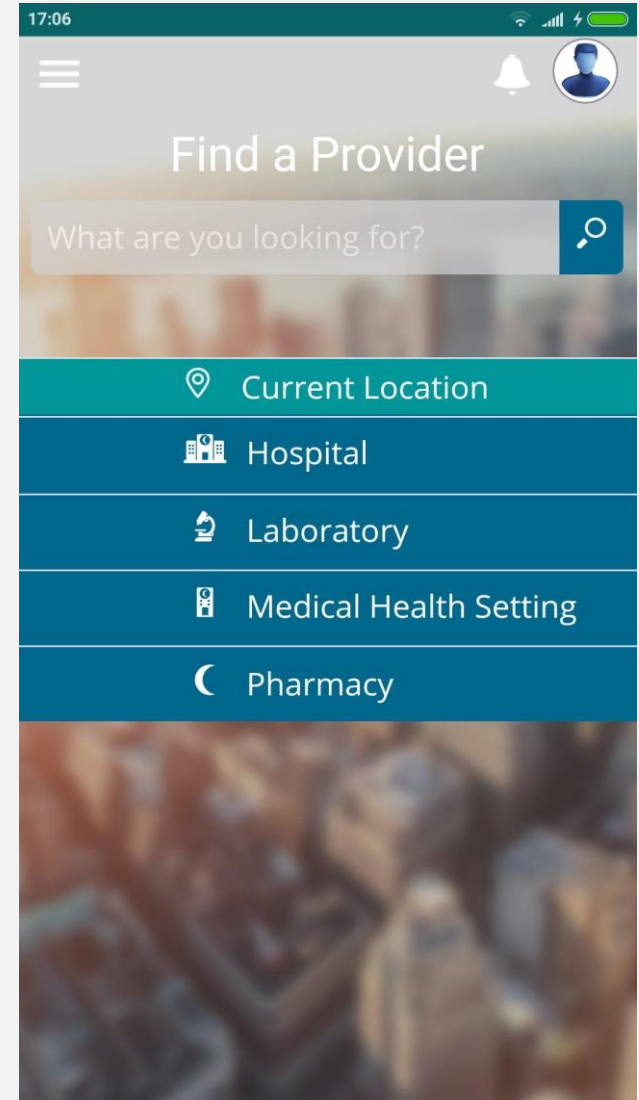
Advanced Search:

Search by specialty type.

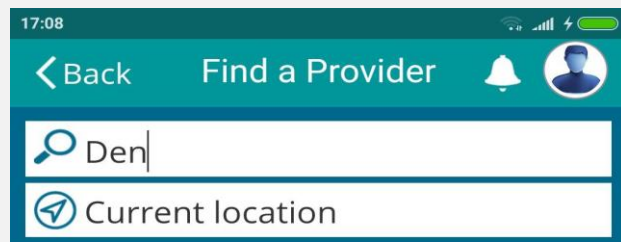
Search by provider name.




Search by provider city, area.

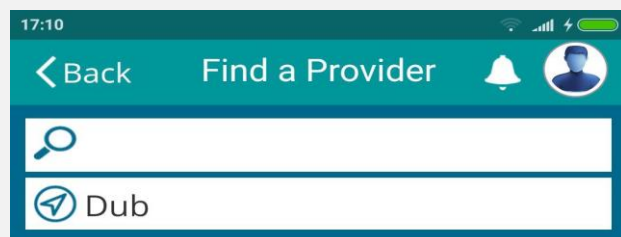
Features include results of queried providers on the map, in a list and detailed provider information.



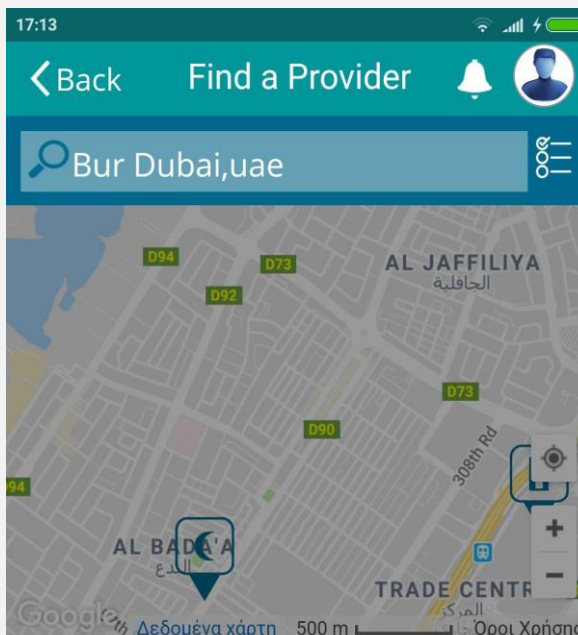
Find a Provider – Advanced Search



-  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

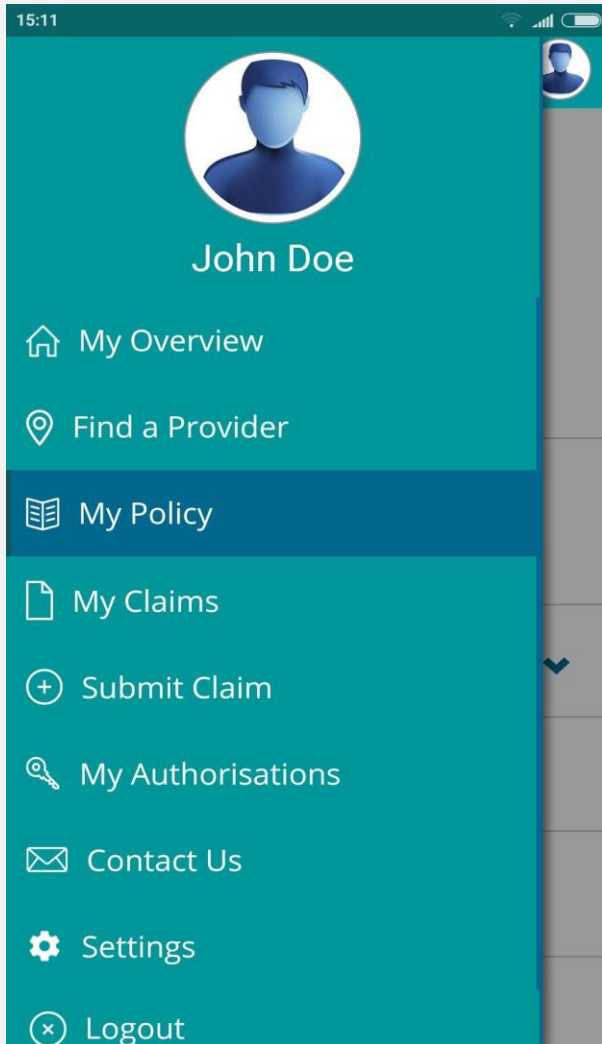


- MEDICAL SPECIALISTS CENTRE-DUBAI**
-  Medical Health Setting,
General Surgery
Address Of 1022, Dubai, Bur
Dubai, Uae
- 3.7k km**



-  **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**

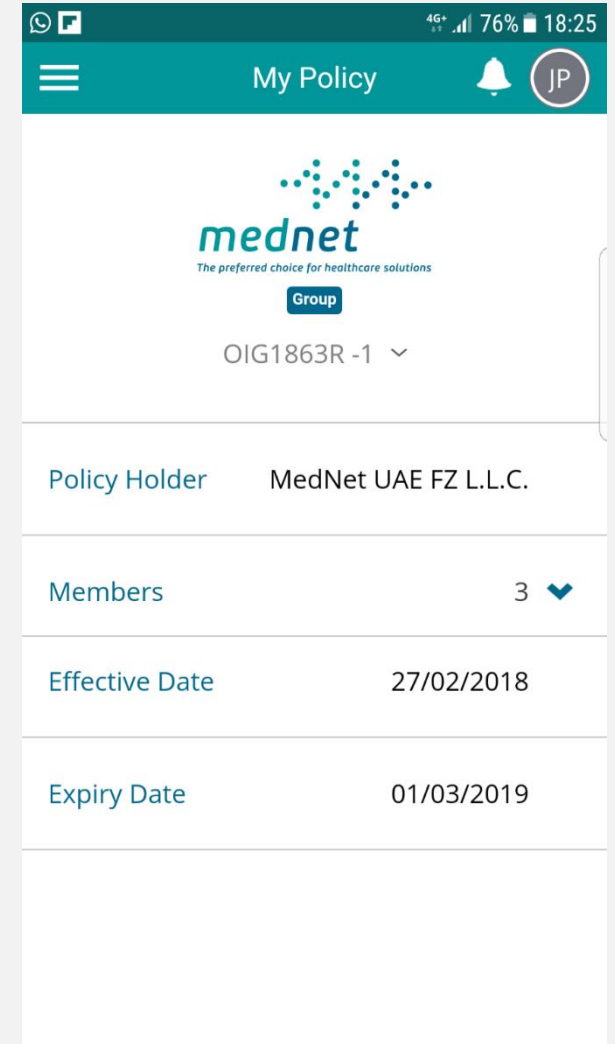
My Policy



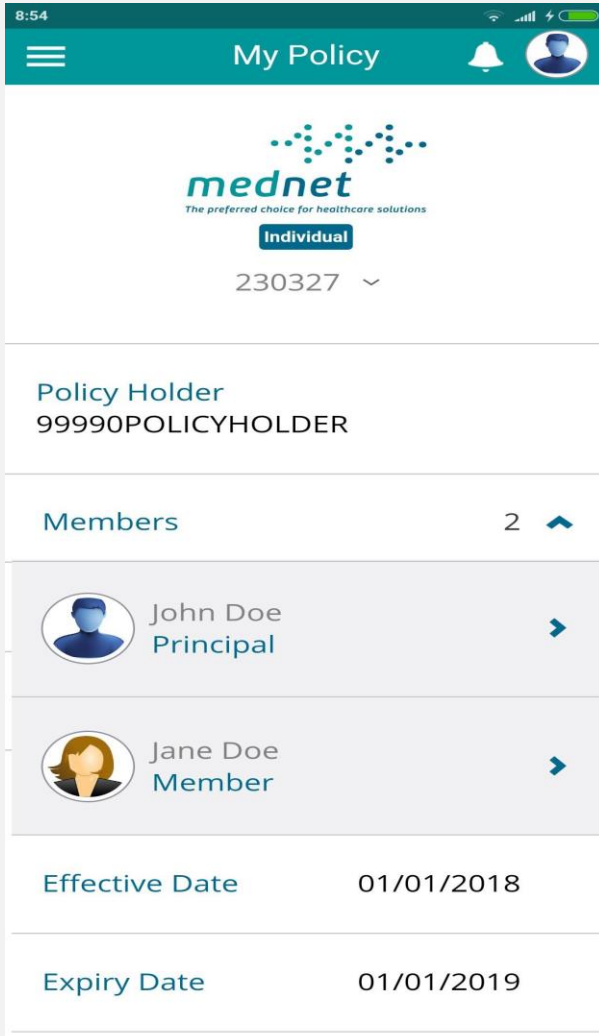
View Policy Information

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



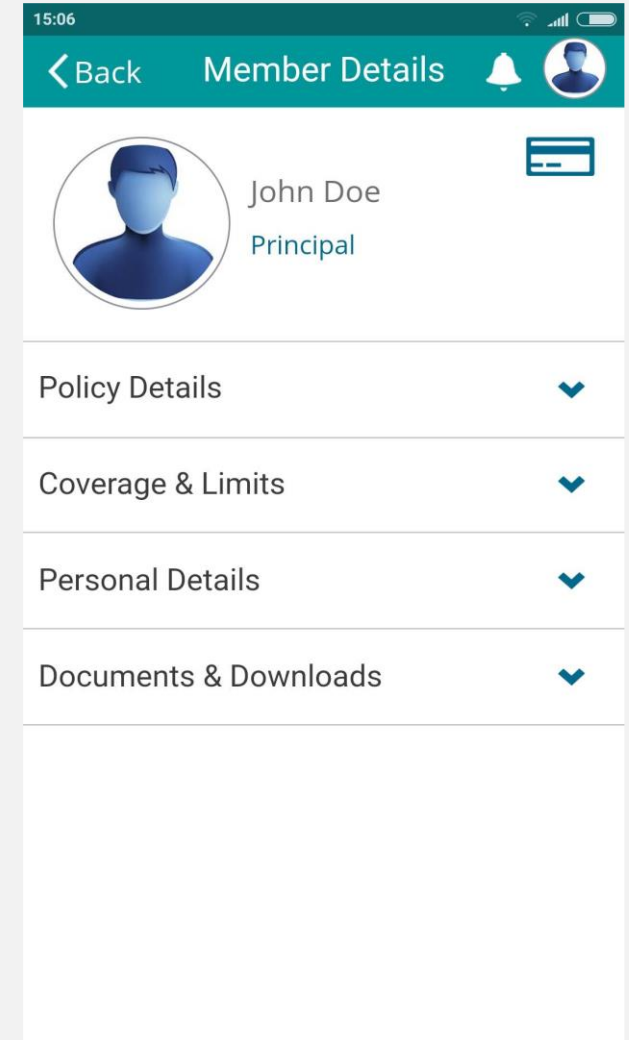
My Policy – Details for a chosen member



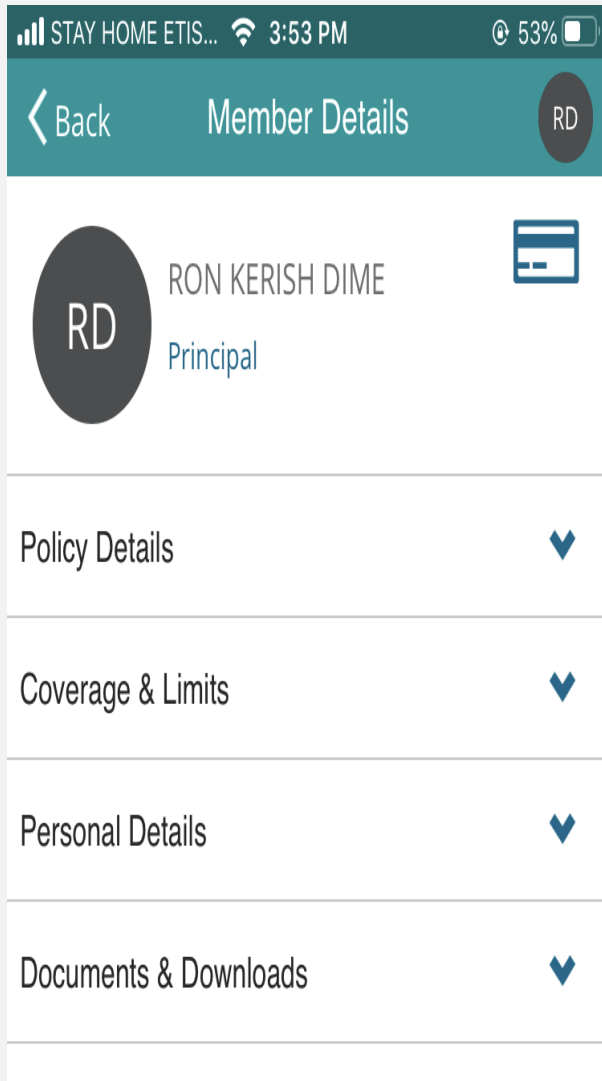
Member Details Page

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

- Policy details
- Coverage & Limits
- Personal details



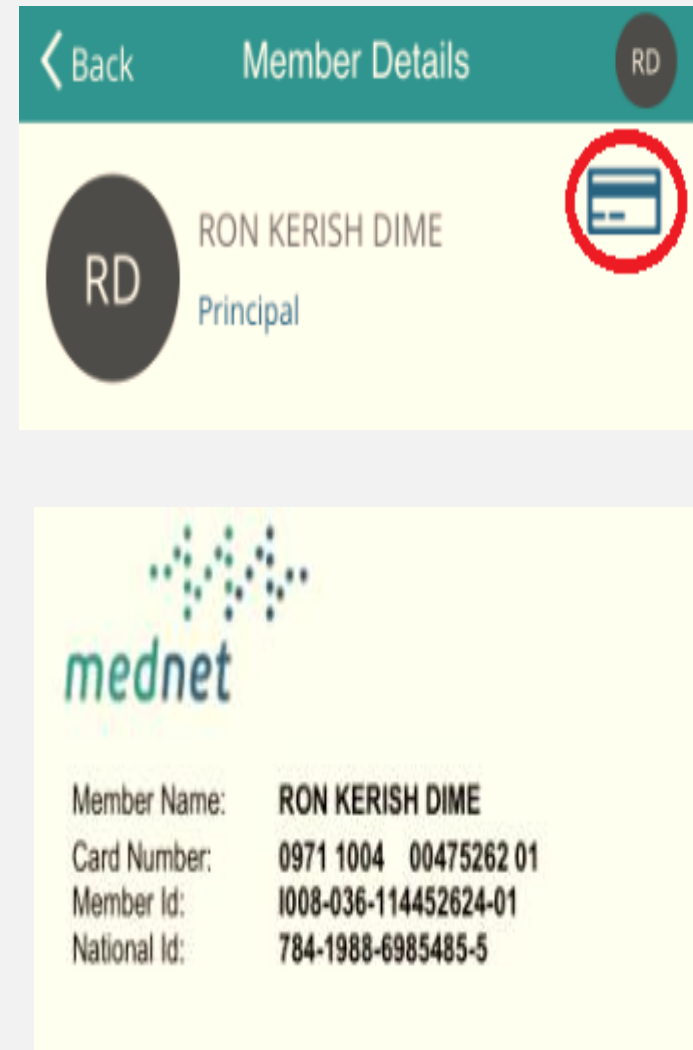
My Policy – Member Details - E-card Availability



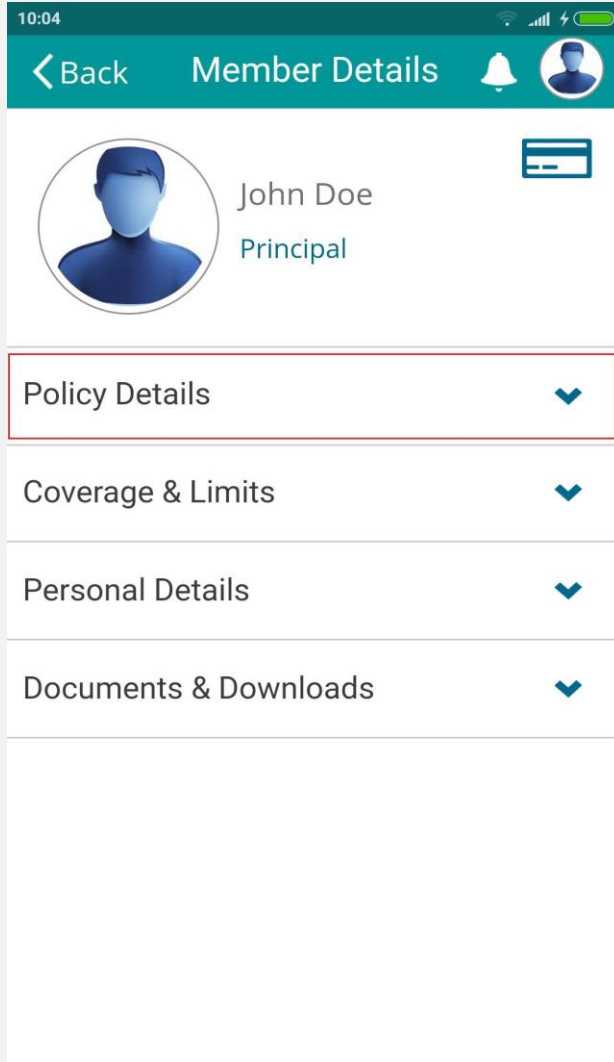
E-cards

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

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



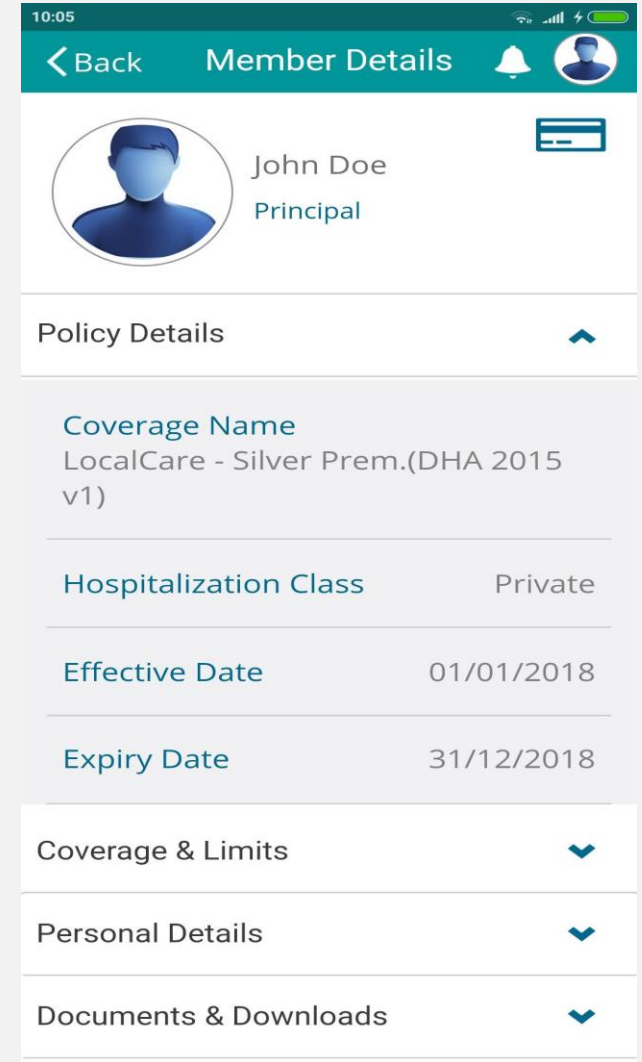
My Policy - Policy Details



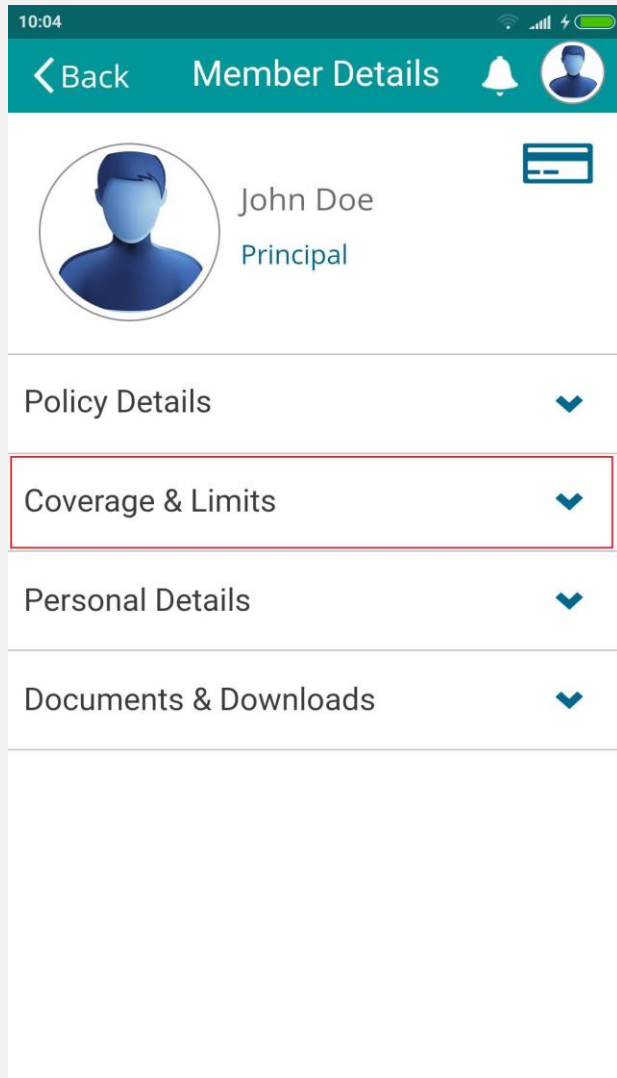
Member Details Page (Policy Details section)

Member can view details on:

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



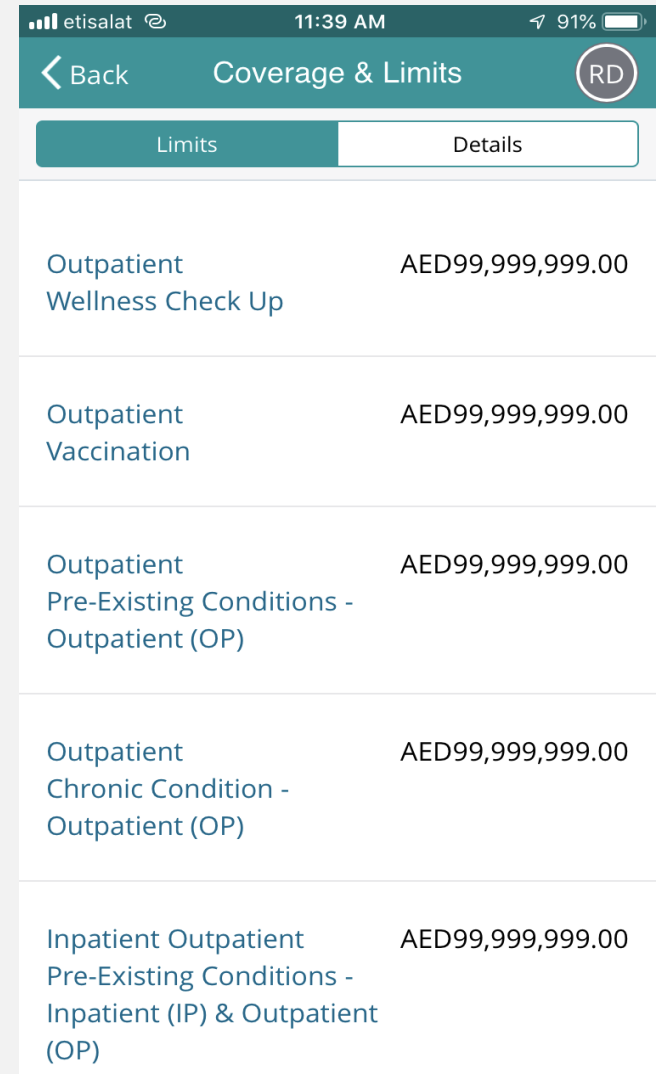
My Policy – Coverage & Limits



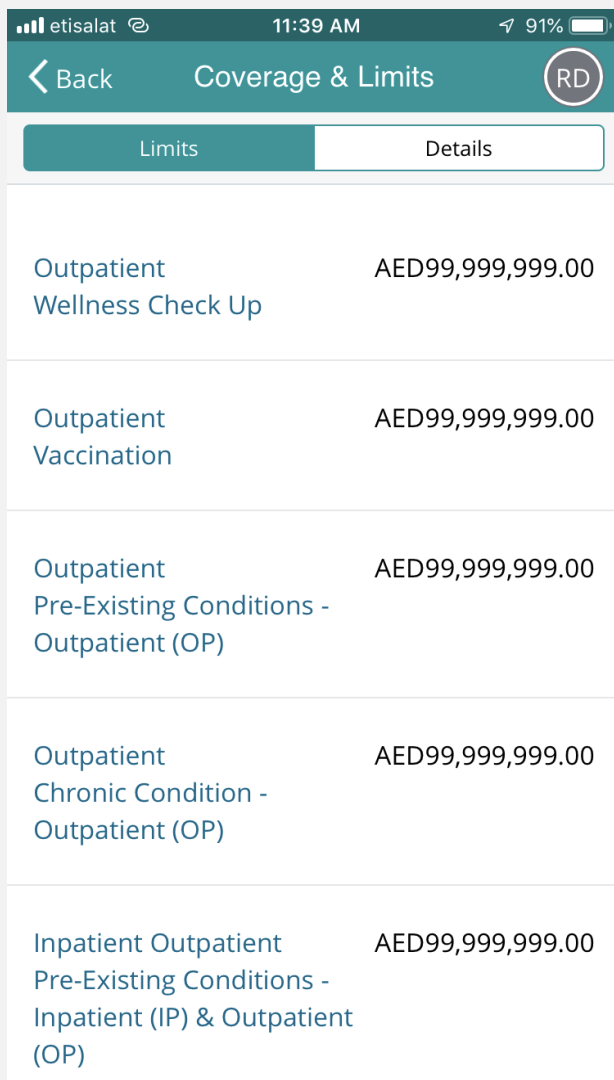
Member Details Page (Coverage & Limits section)

Member can view the Annual Limit as

- Limit Amount



My Policy – Coverage and Limits

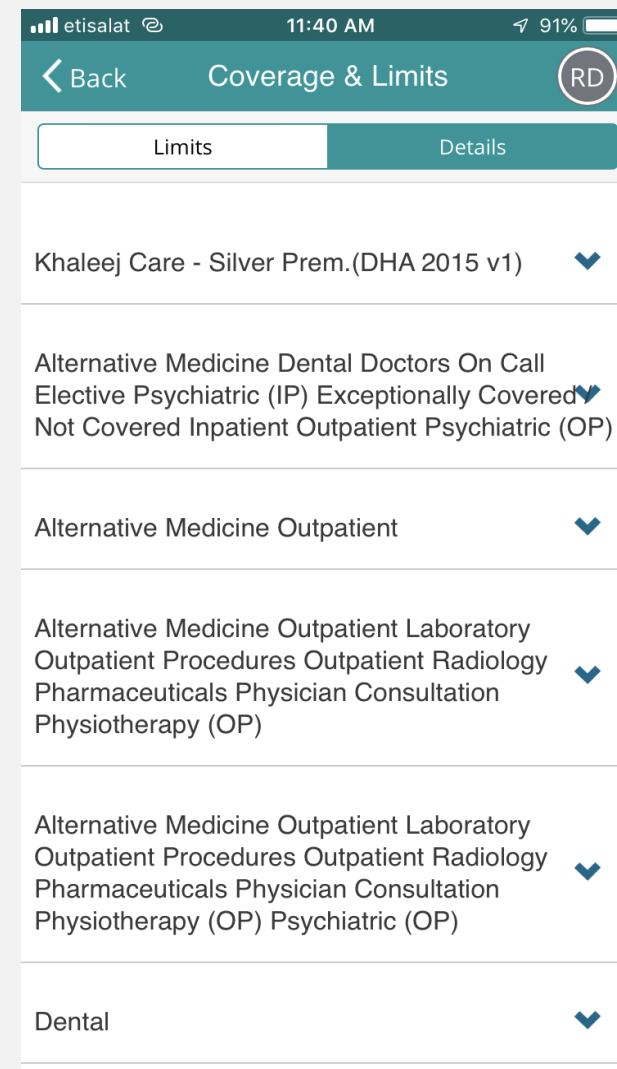


Coverage & Limits	
Limits	Details
Outpatient Wellness Check Up	AED99,999,999.00
Outpatient Vaccination	AED99,999,999.00
Outpatient Pre-Existing Conditions - Outpatient (OP)	AED99,999,999.00
Outpatient Chronic Condition - Outpatient (OP)	AED99,999,999.00
Inpatient Outpatient Pre-Existing Conditions -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

Member Details Page (Coverage & Limits section)

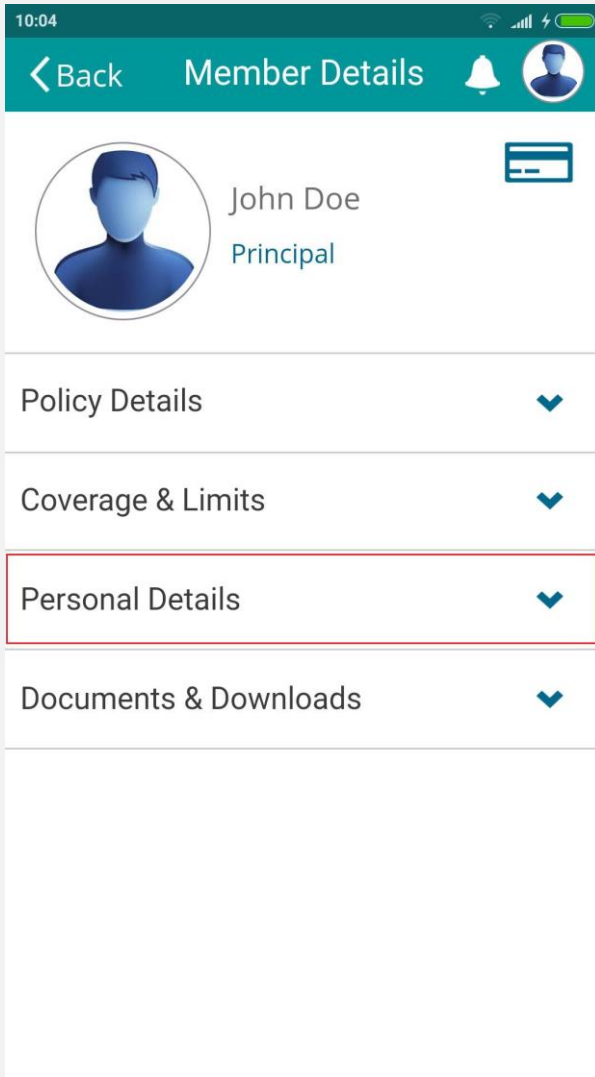
Coverage & Limits can be viewed

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



Coverage & Limits	
Limits	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



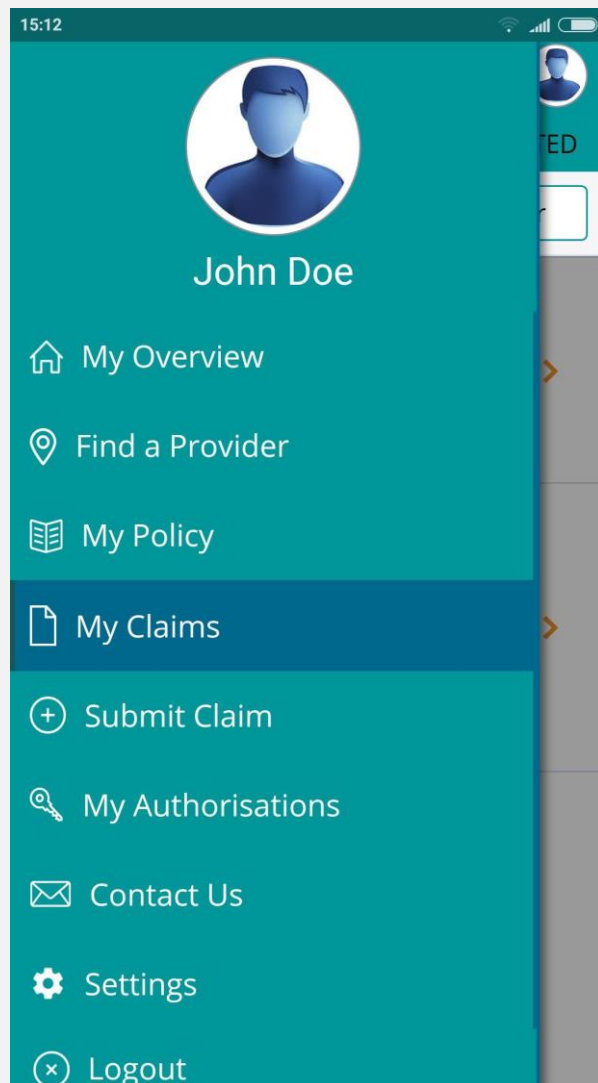
Member Details Page (Personal Details section)

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

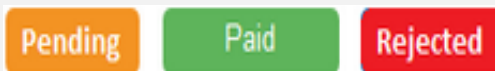


My Claims

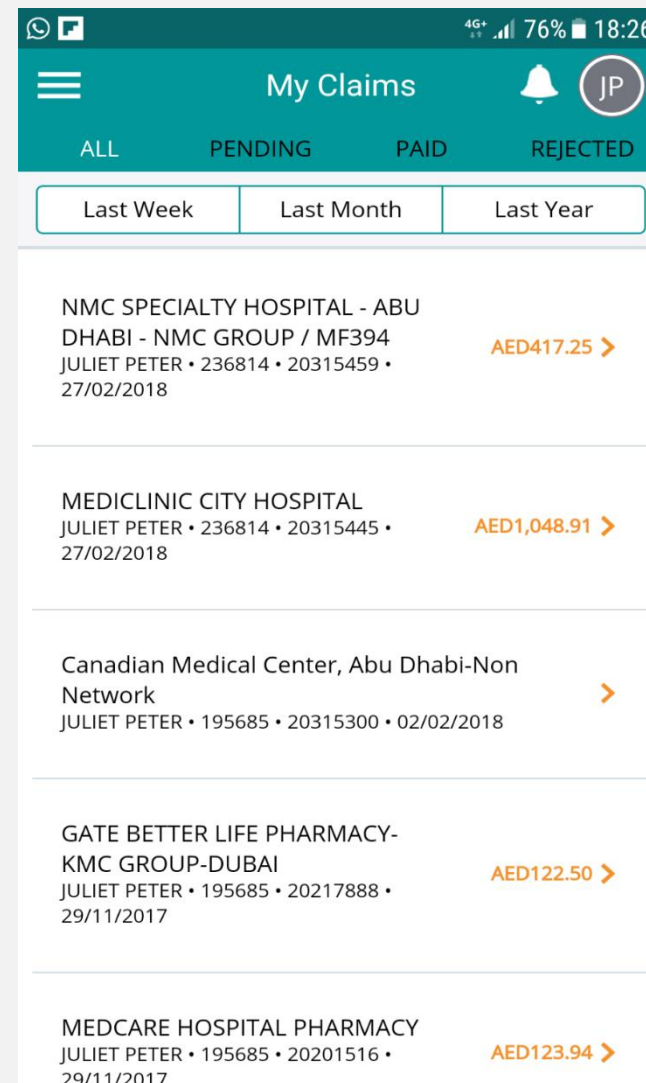
Claims of logged members can be viewed. As an extension principal members can select to view dependent claims.

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

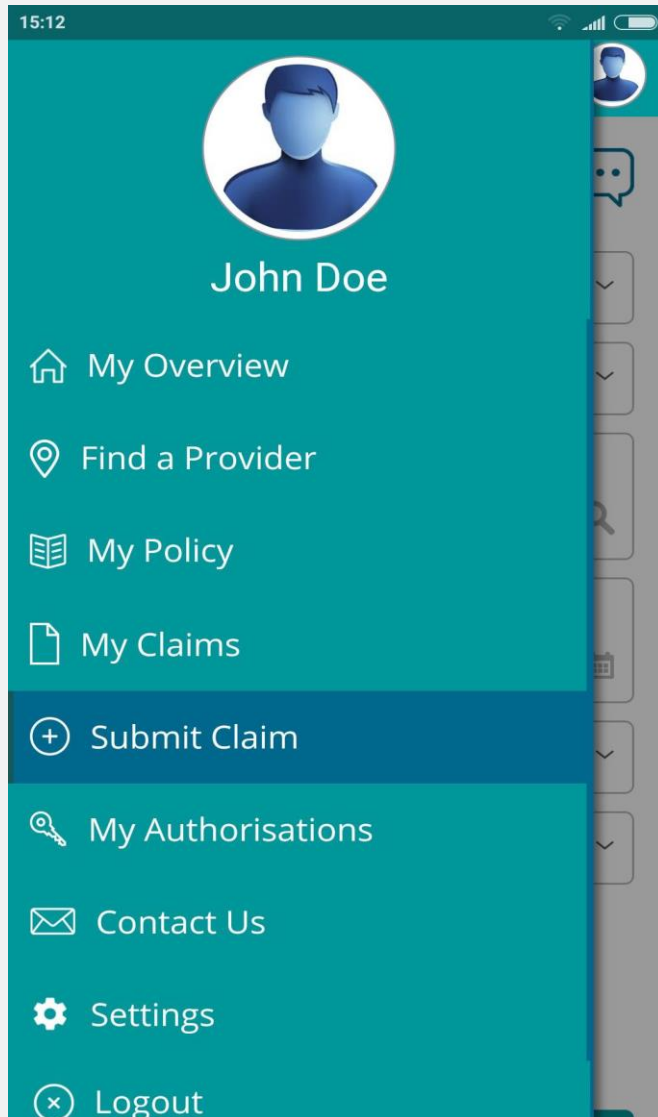


My Claims – Claim Details

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



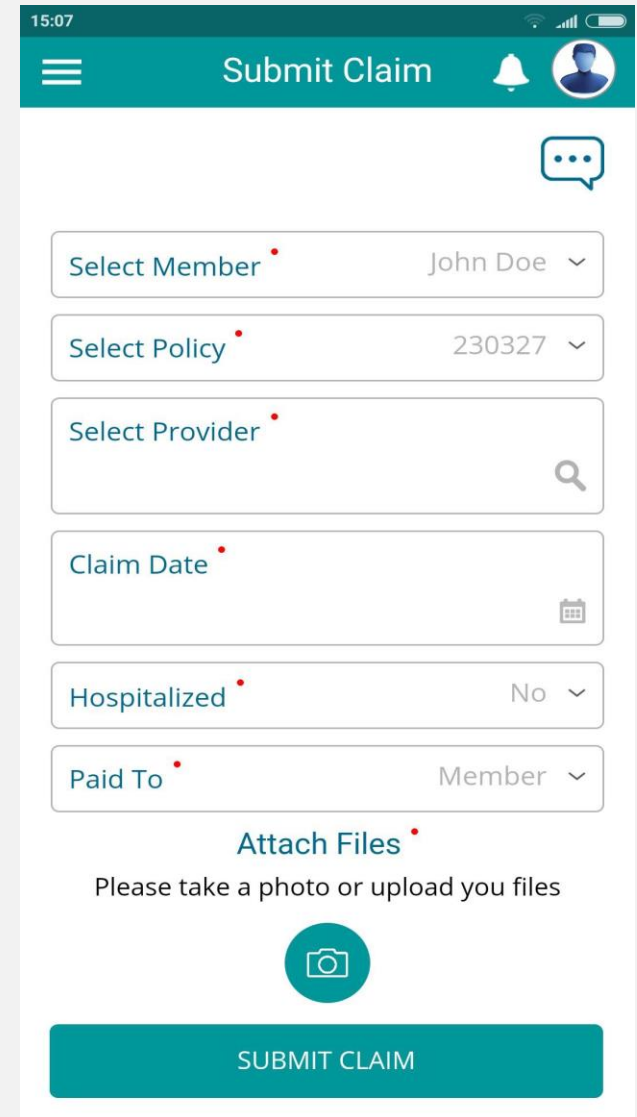
Submit A Claim

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

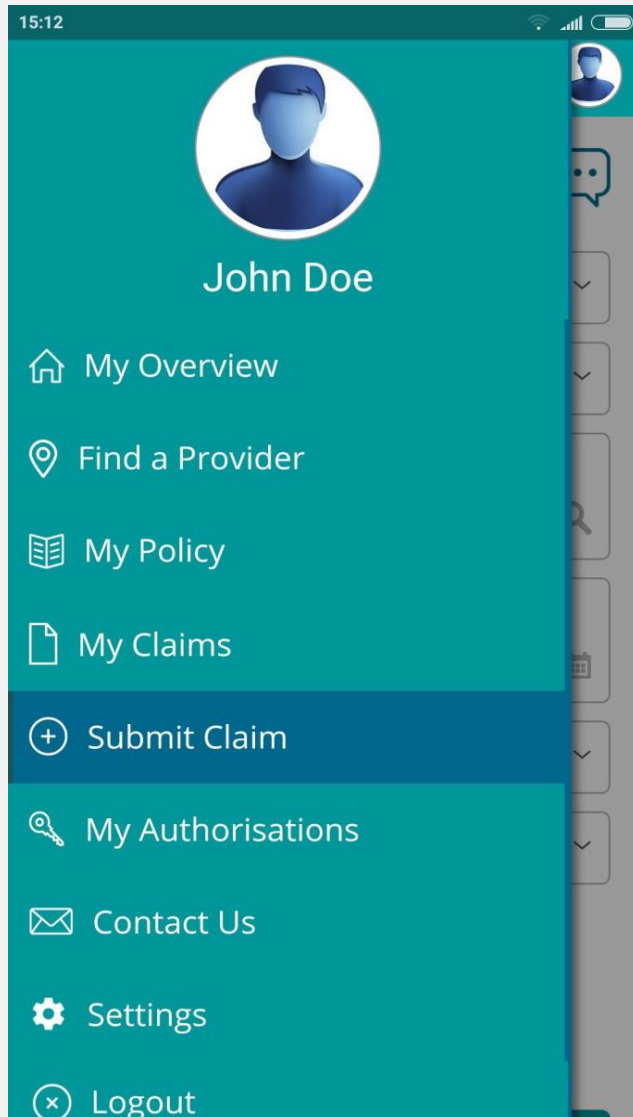
A confirmation message is displayed as a pop up if all required fields are filled and submitted.

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.



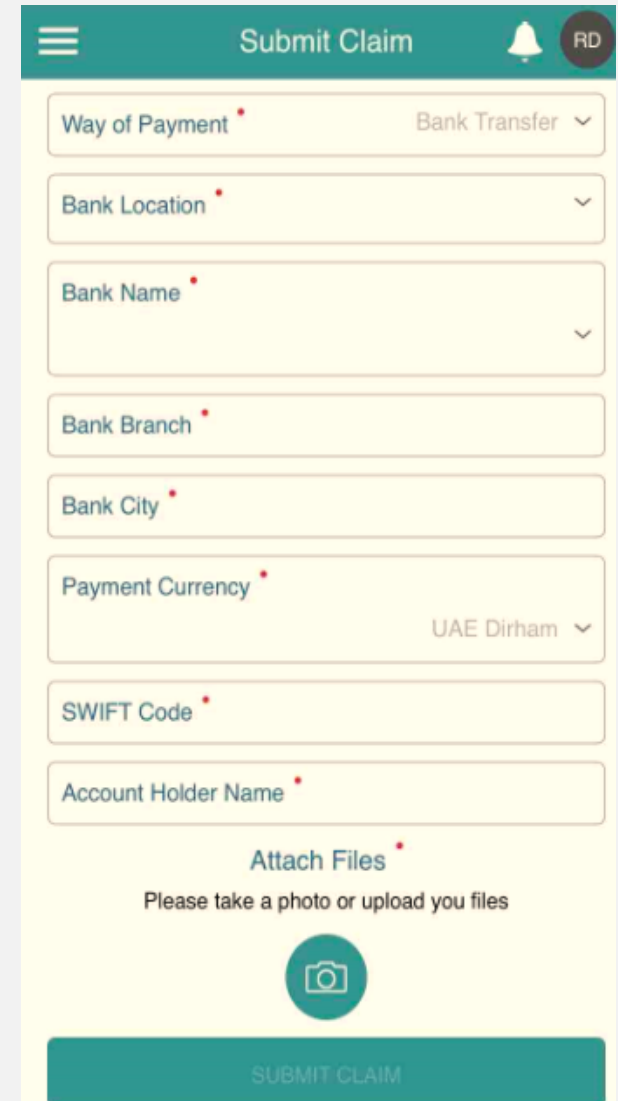
Submit a reimbursement Claim – Bank Details



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

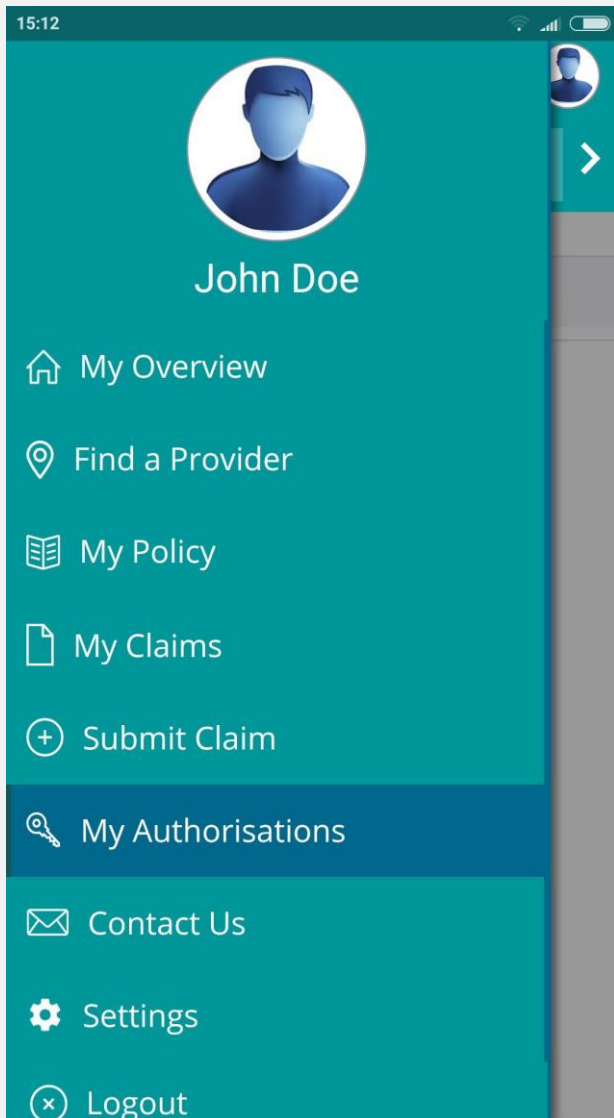
SWIFT Code ^{*}

Account Holder Name ^{*}

Attach Files ^{*}

Please take a photo or upload you files

My Authorizations/Pre-Approvals



My authorizations

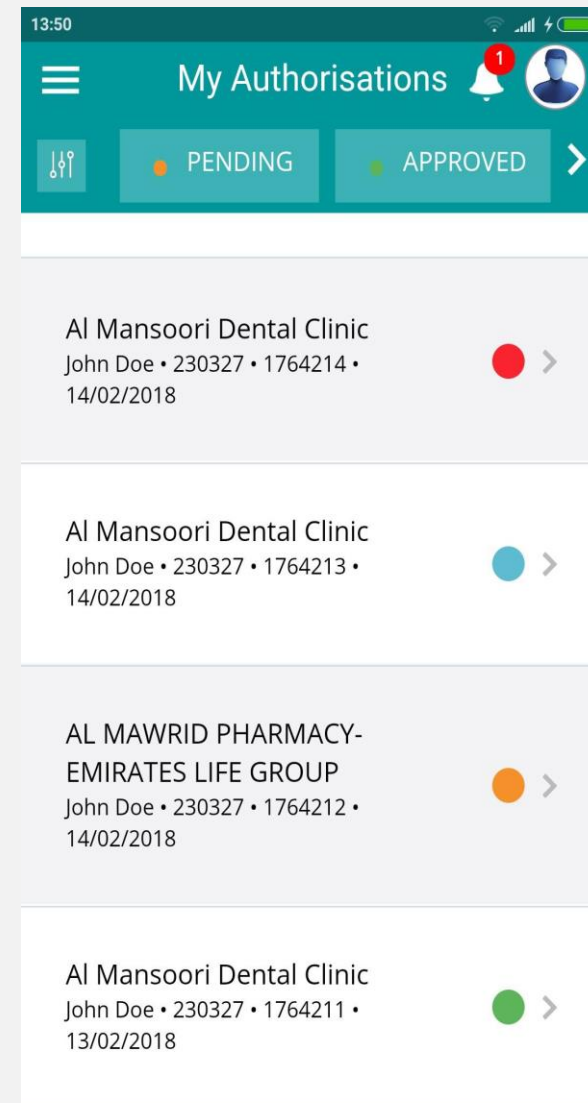
Authorizations of logged members can be viewed. As an extension principal members can select to view dependent authorizations.

High level information is displayed:

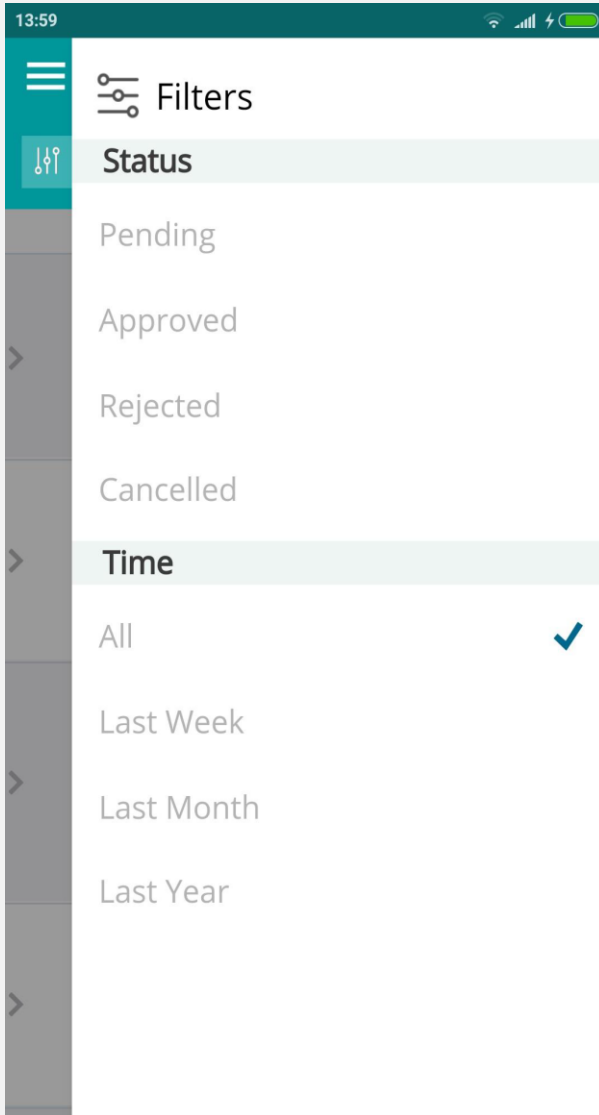
- Provider Name
- Member Name
- Policy Number
- Authorization Number
- Authorization Date
- Authorization Status defined as

PENDING APPROVED REJECTED CANCELLED

- Authorization filters to view particular status of authorizations.



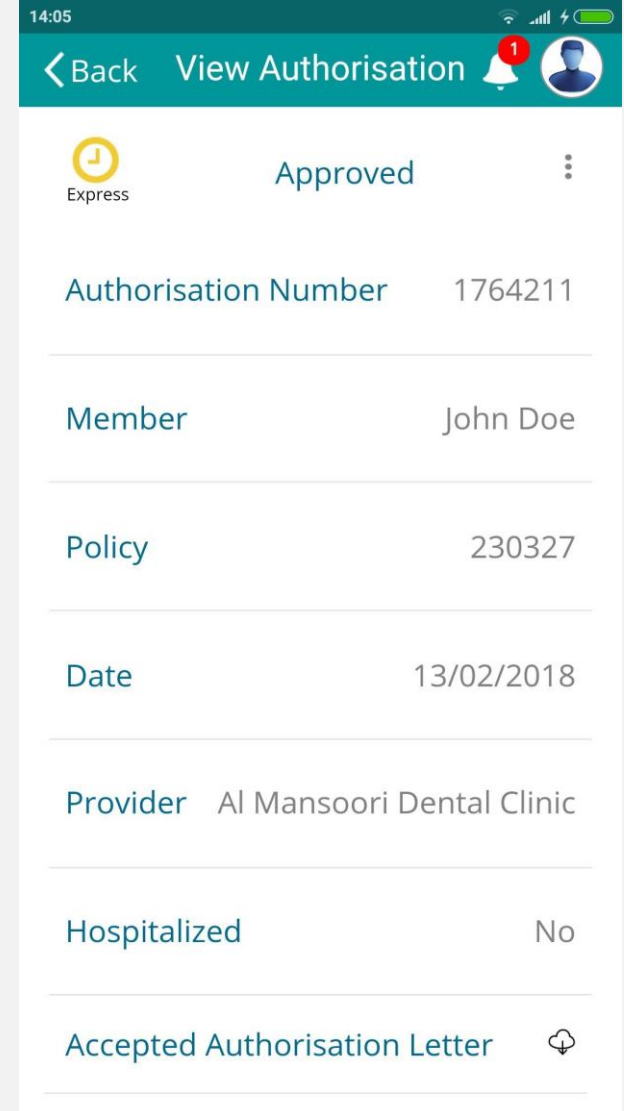
My Authorizations/Pre-Approvals



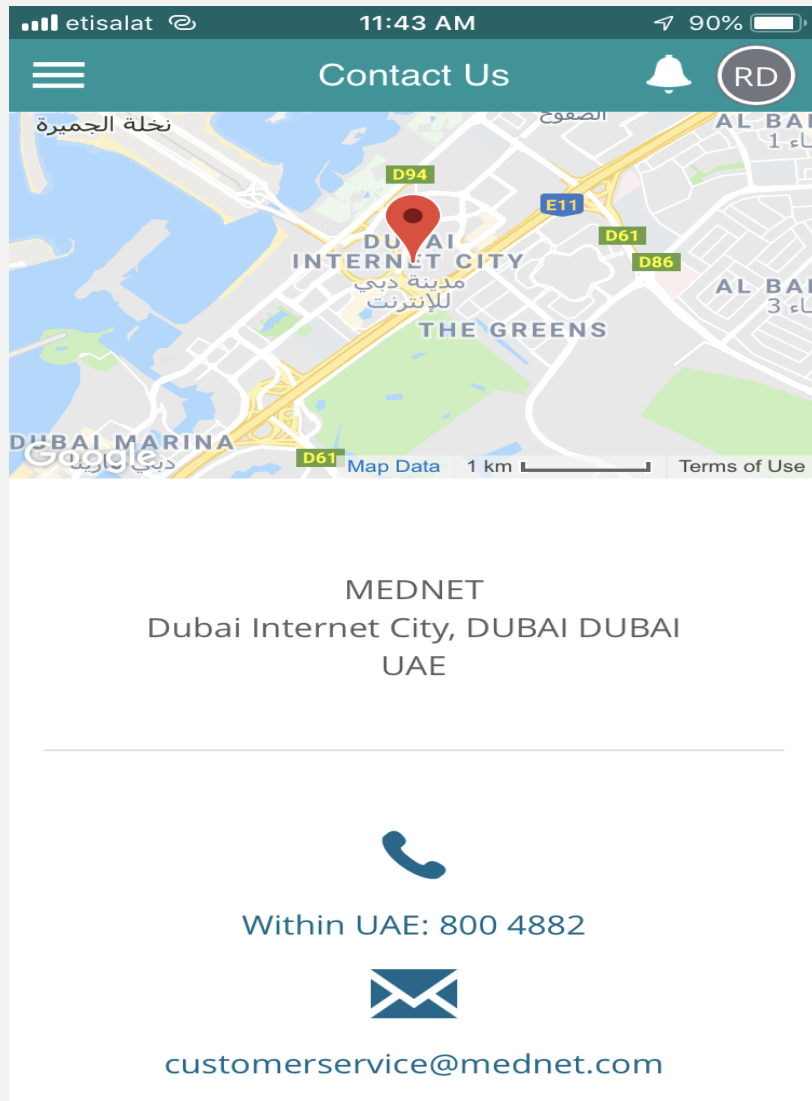
My Authorizations

Information can be Filtered:

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



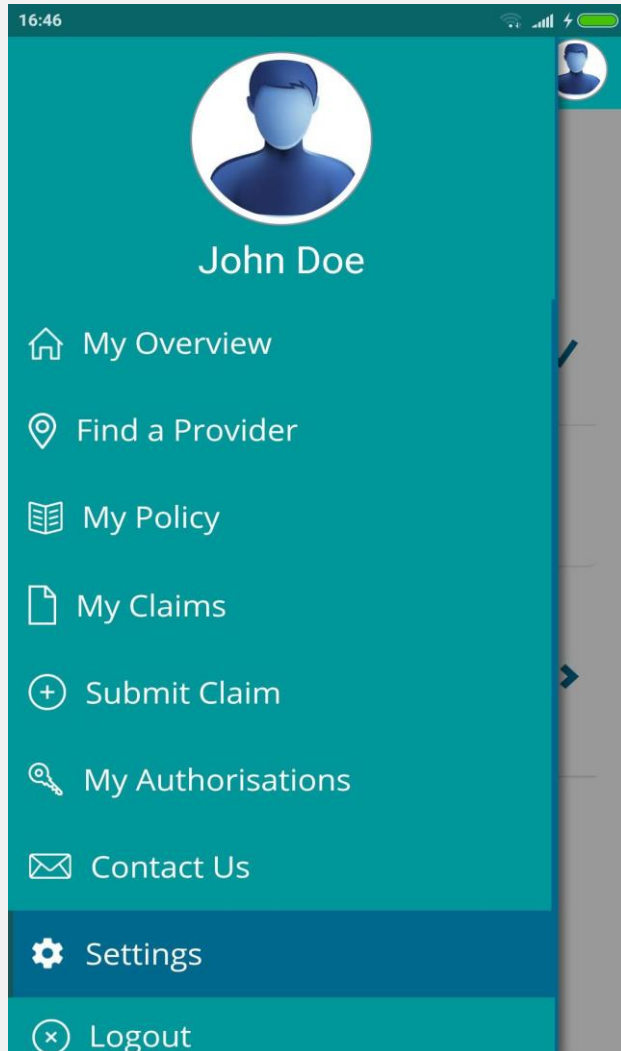
Contact Us



Contact details provided include:

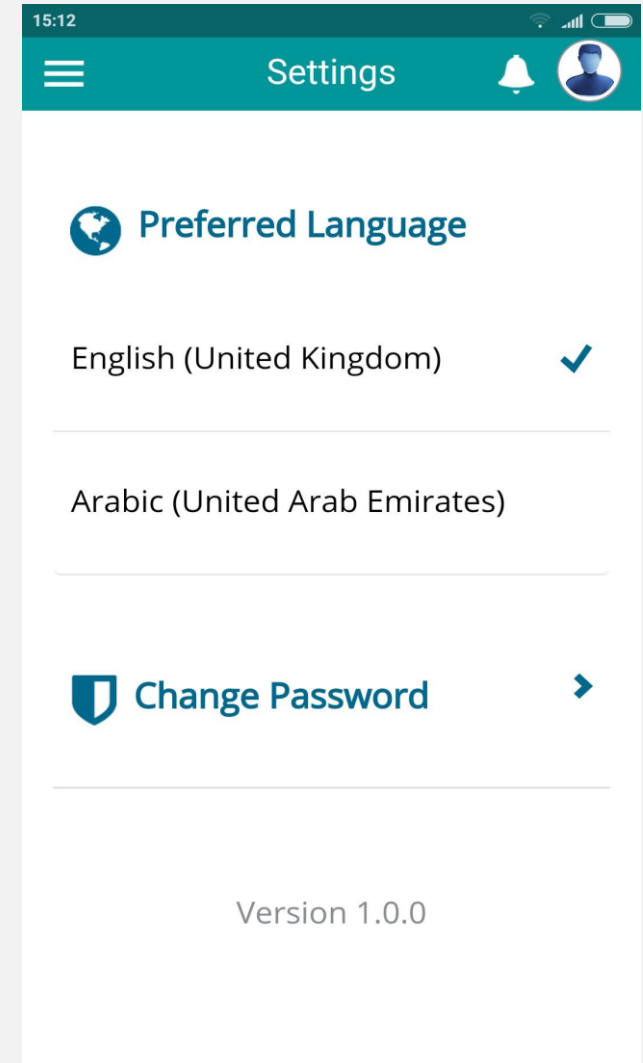
- Name and address of the company
- Contact number
- E-mail contact
- The user is able to initiate a call by clicking on the call icon.
- The user is able to initiate an e-mail by clicking on the e-mail icon.

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