

HealthPass by MedNet

Mobile App User Guide

June - 2021



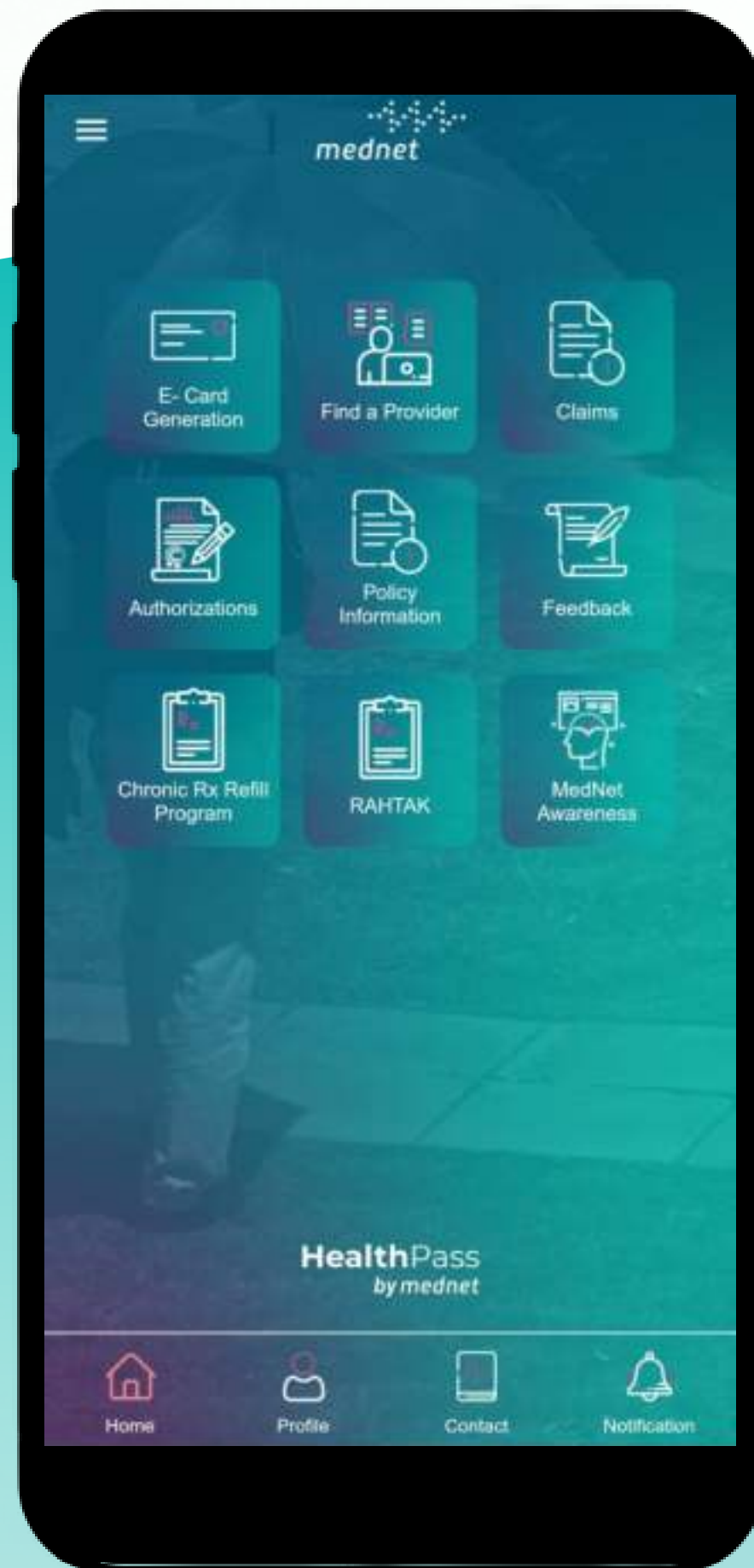
HealthPass
by mednet

Simplifying your Healthcare access

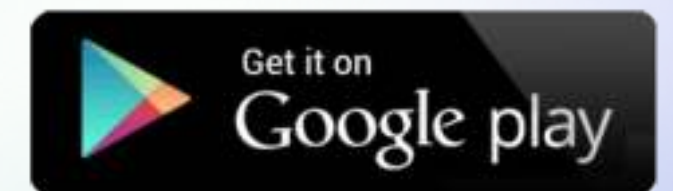
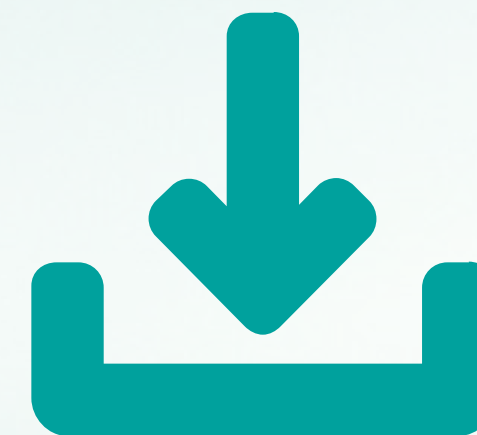
We have just launched a new mobile app under the name of HealthPass by MedNet, which combines all the necessary functionalities in a user-friendly interface.

Powered By





Download it Now



or QR code:





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Log in



Register



Do not have an account? Register now.



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How Can I Register?

Click On Register Tab





Select issuing country of your Policy

☒

United Arab Emirates

☐

Oman☐☐

PROCEED



How Can I Register?

Then, choose your country issuing policy and press **PROCEED**

Registration

Fill in the required fields to complete your registration

Enter National ID

Example: 784-1982-9109829-5

01-01-1985

Select Login Credentials

Email

Password

Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long

Confirm Password

Phone Number

971506086234

Registration

Issuing country

United Arab Emirates

Register by selecting one of the following IDs

☒ MedNet ID Number ☐ National ID

Fill in the required fields to complete your registration

Enter MedNet ID Number

Example: 097110040094277701

Date of Birth

Select Login Credentials

Email



How Can I Register?

Start to fill in the details



Discover the new Login feature

- Face ID / Touch ID for future login
- Turn on the feature from that button and then press **REGISTER.**

The registration screen for HealthPass by mednet. It features a teal background with white text and input fields. At the top, there is a back arrow, the HealthPass by mednet logo, and a help icon. The title 'Select Login Credentials' is centered. Below it are four input fields: 'Email', 'Password', 'Confirm Password', and 'Phone Number'. The 'Password' field has a note: 'Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long'. Below the 'Phone Number' field is an example: 'Example: 971508659783'. At the bottom, there is a toggle switch for 'Would you like to activate Face ID / Touch ID for login?' and a 'REGISTER' button. A red line with diamond endpoints connects the toggle switch to the text 'Turn on the feature from that button' in the adjacent list.

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Select Login Credentials

Email

Password

Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long

Confirm Password

Phone Number

Example: 971508659783

Would you like to activate Face ID / Touch ID for login? ☐

REGISTER

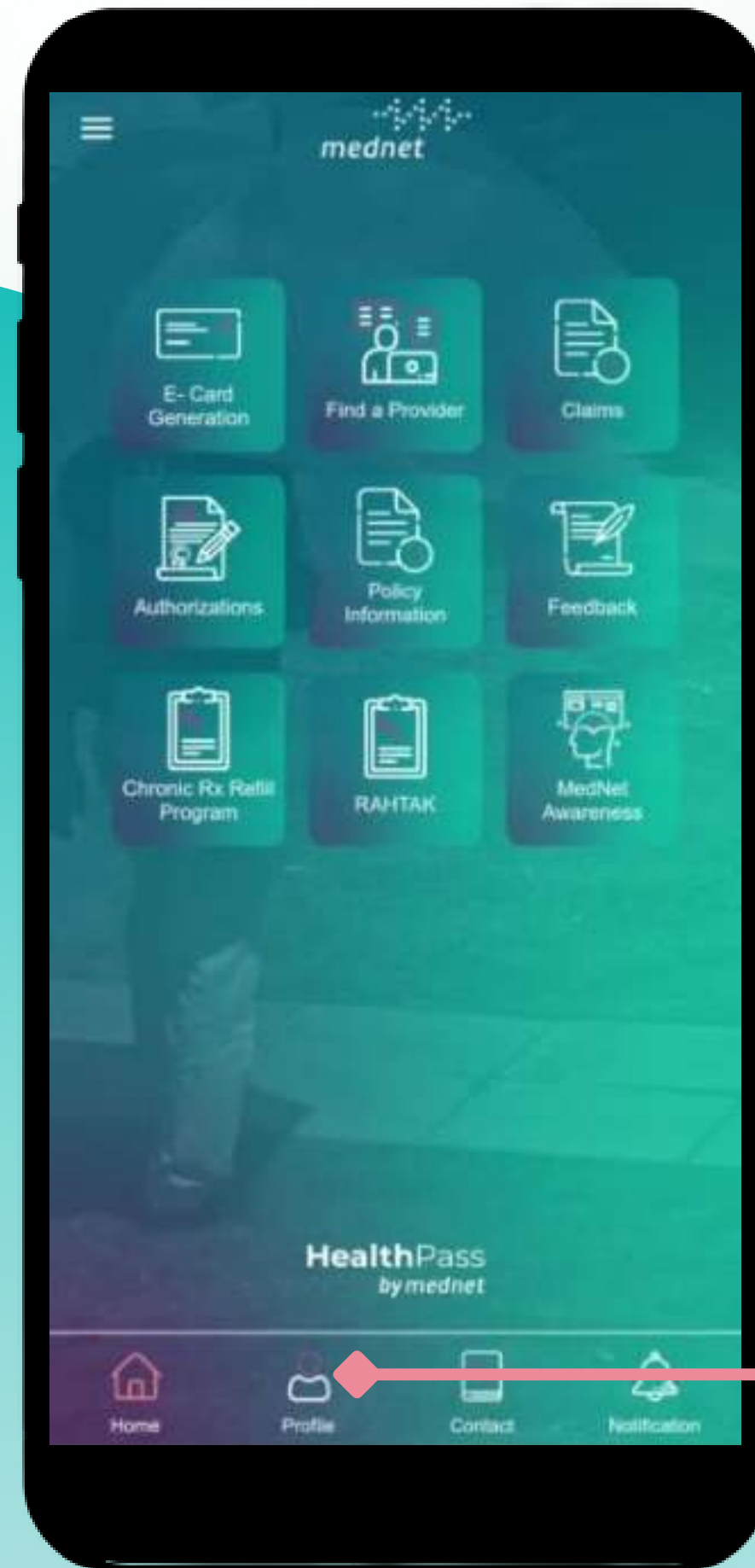
By proceeding, you are accepting the [End User License Agreement \(EULA\)](#)



Get started to enjoy your experience

While accessing your health insurance benefits with HealthPass with an extremely user-friendly mobile app for you and your family.

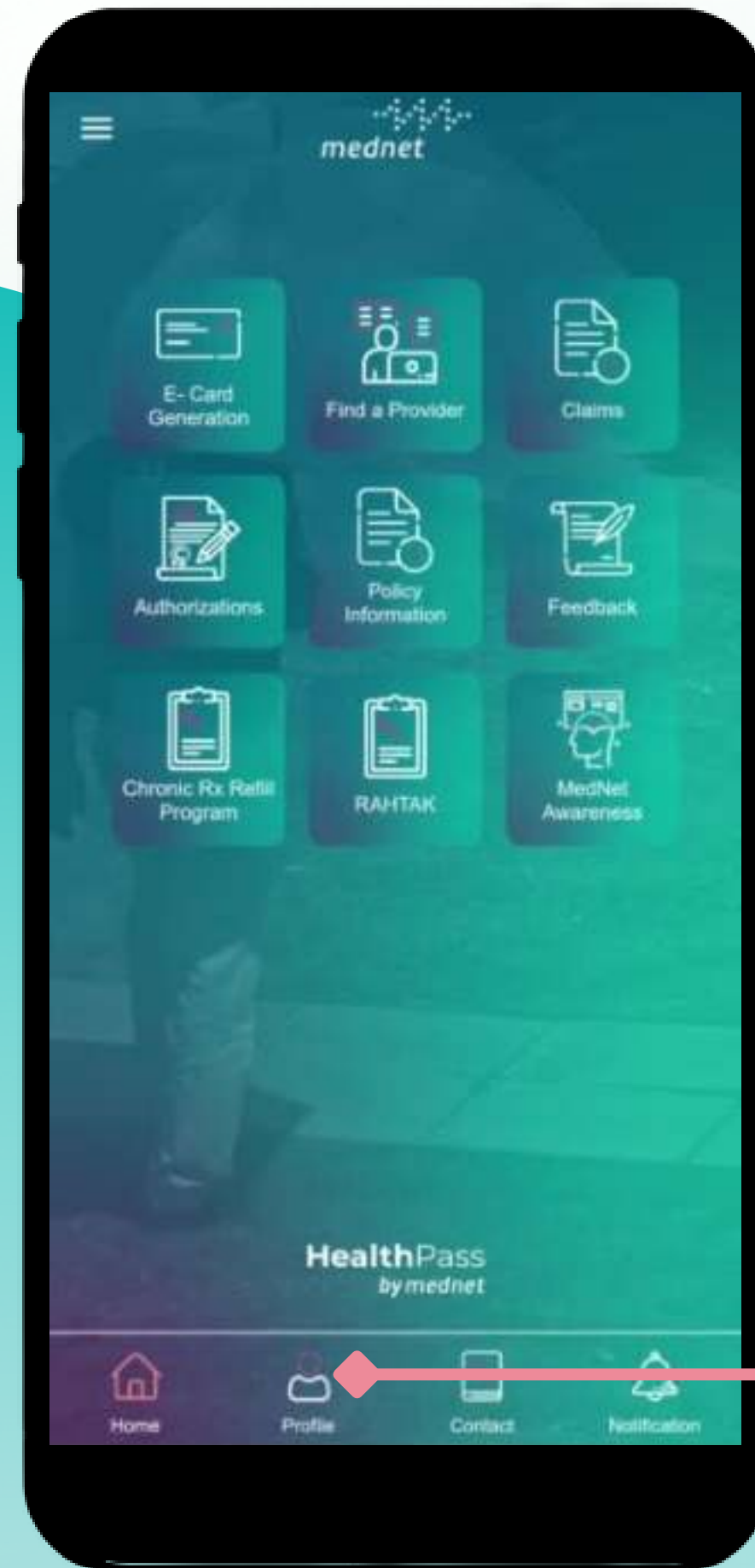




Profile

HealthPass by MedNet mobile app is available in 2 languages (**English & Arabic**). To change the language

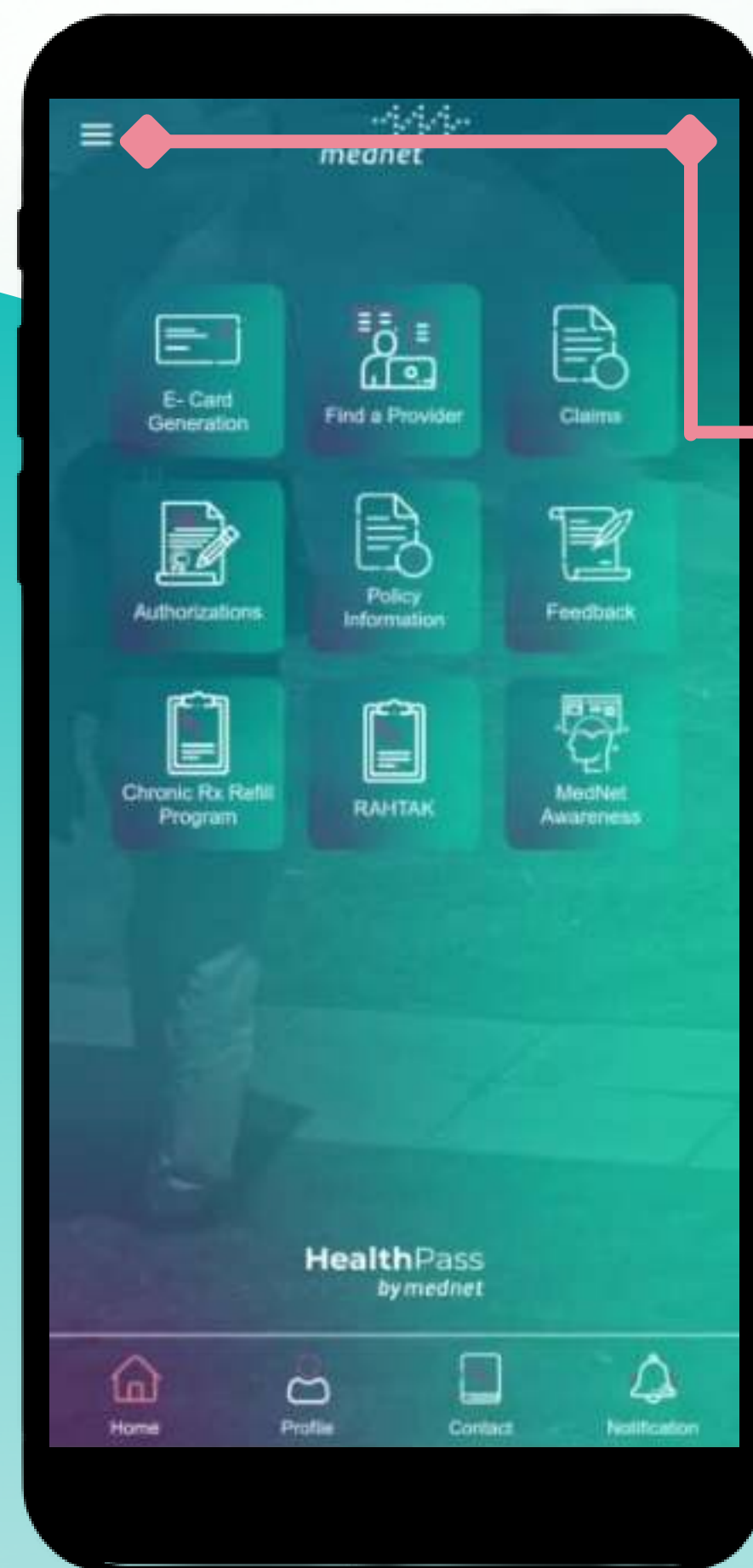
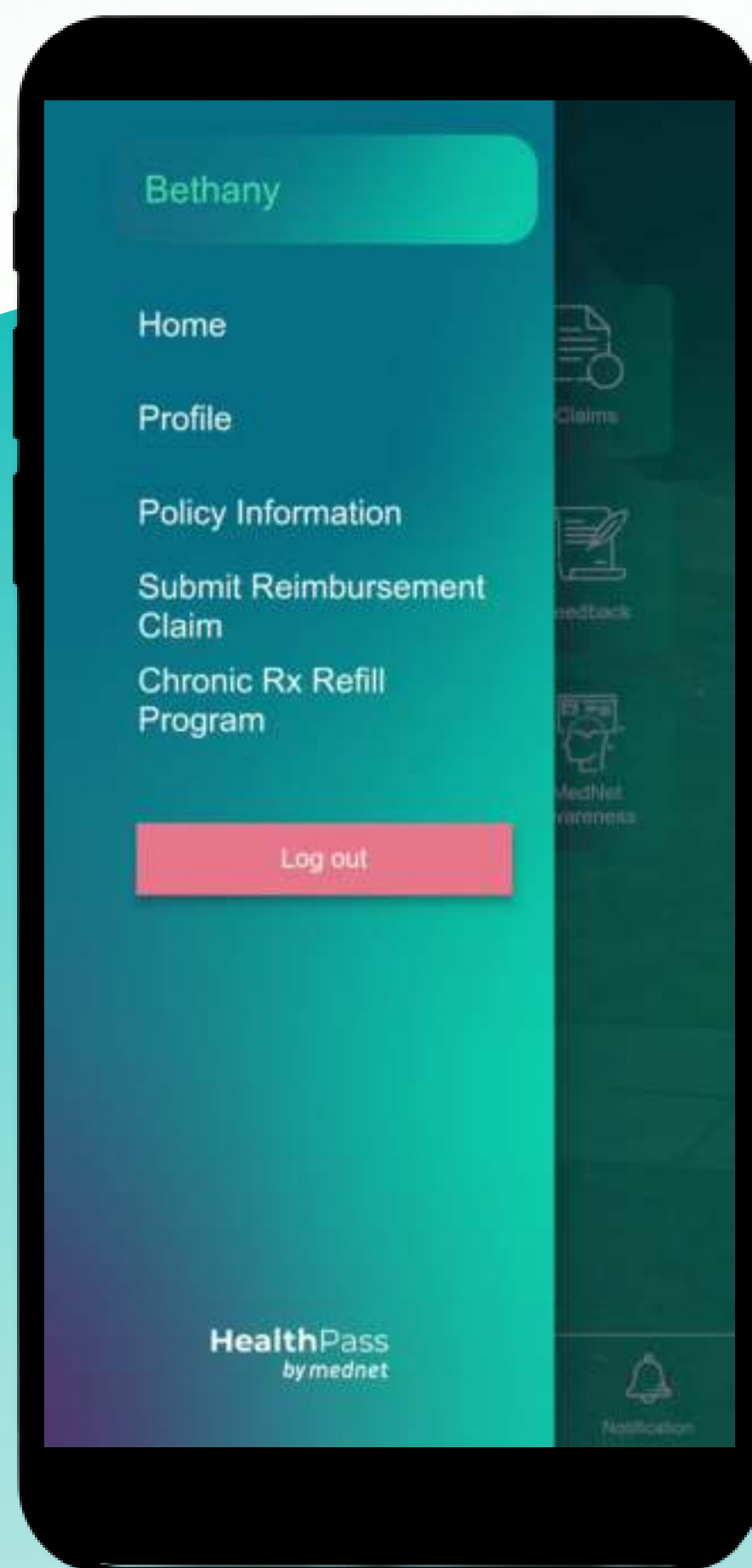
- 1 Click Profile
- 2 Select the Language



Profile

You can view and edit much information such as:

- Passwords
- Email Address
- Update your Phone Number
- Update Your Bank Account Details (for any future reimbursement claim submission)
- And much more



≡ **Menu**

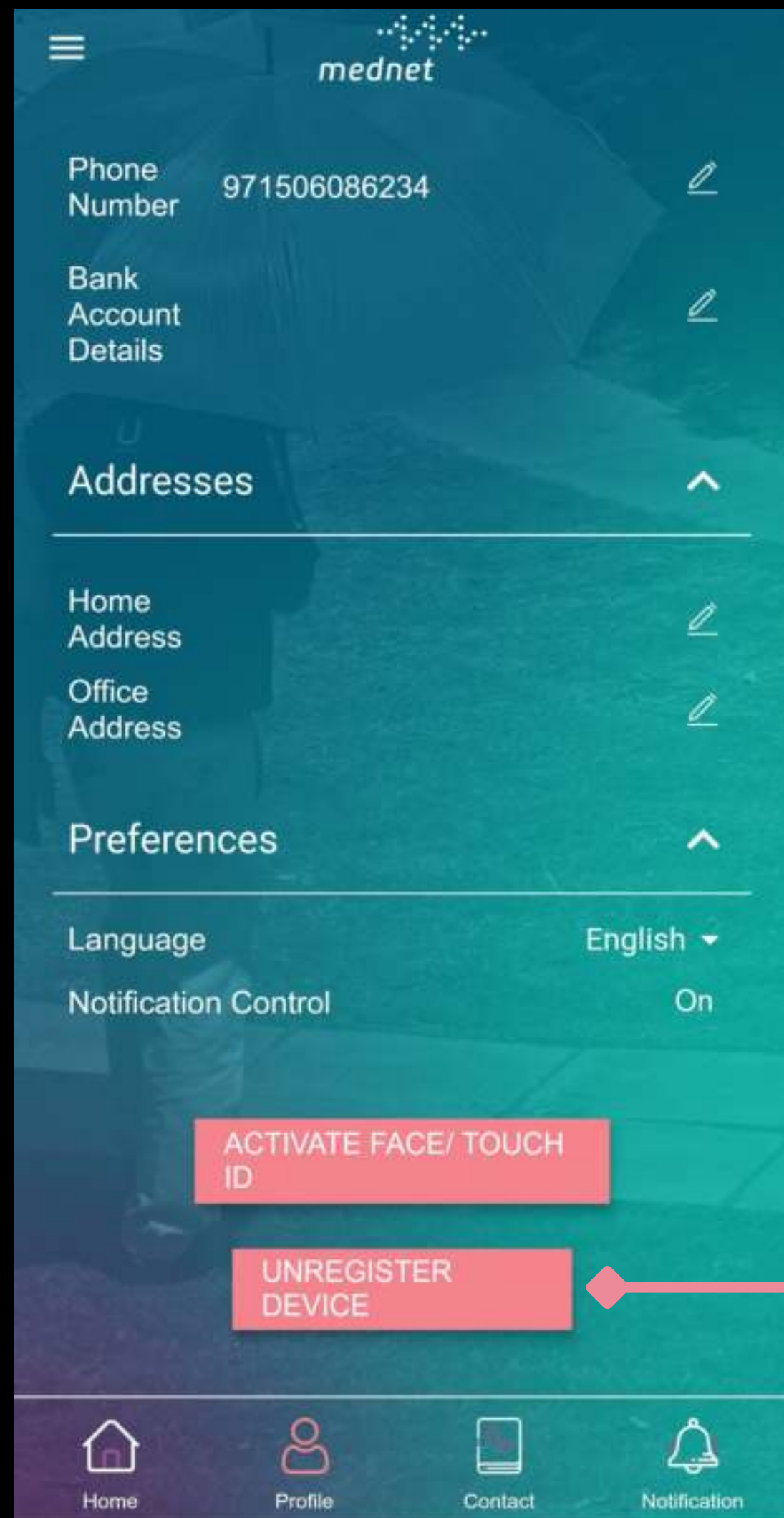
You can directly access the below features like Home, Profile, Policy Information, Submit Reimbursement Claim, Chronic Rx Refill Program.

For You and Your Family Members, from the drop list at the top of the slider.



Unregister Device

For your health information security, only one device will be allowed to login at the same time, in case you want to change the device, you can press **Unregister Device**.



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Unregister Your Old Device

971 50 60 86 234

Please enter your phone number prefixed with the country dialing code, without appending any zeros.
Example: 971508659783

SUBMIT

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Log in

Email

Password

Forgot password?

SIGN IN

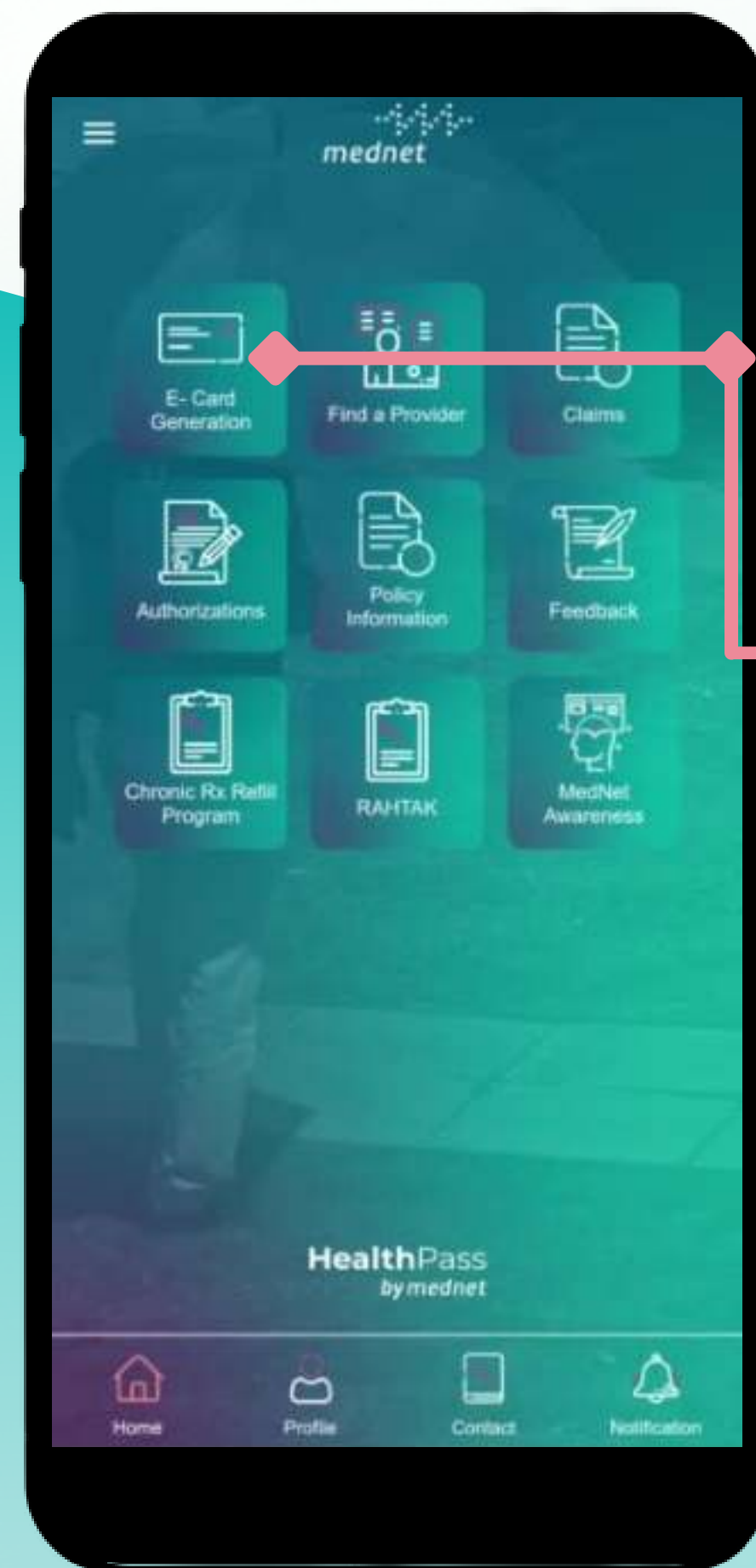
You have already installed Mednet in another device. Please login from that device or [Unregister Device](#) to continue.



Unregister Device

If you are trying to register from a different device, a notification will be sent asking to unregister from the other device.

You will be asked to enter the registered mobile number and you will receive an OTP for verification, to access your account.



E-Card Generation

Generate your medical insurance e-card for you and your family.



E-Card Generation

Download and share the e-card easily to avail direct billing service if the physical card is not available.

The image shows a mobile app interface for 'mednet'. At the top, there's a back arrow and the 'mednet' logo. Below that, the title 'E- Card Generation' is displayed with a dropdown menu showing 'Bethany'. The main content area shows a preview of an e-card for 'Bethany Harries'. The card includes fields for Name, EID, Holder, Network, Maternity, Coverage, and Validity. At the bottom, there's a menu with 'Preview', 'Share', and 'Download' options. A red line connects the 'Download' button to the text on the right.

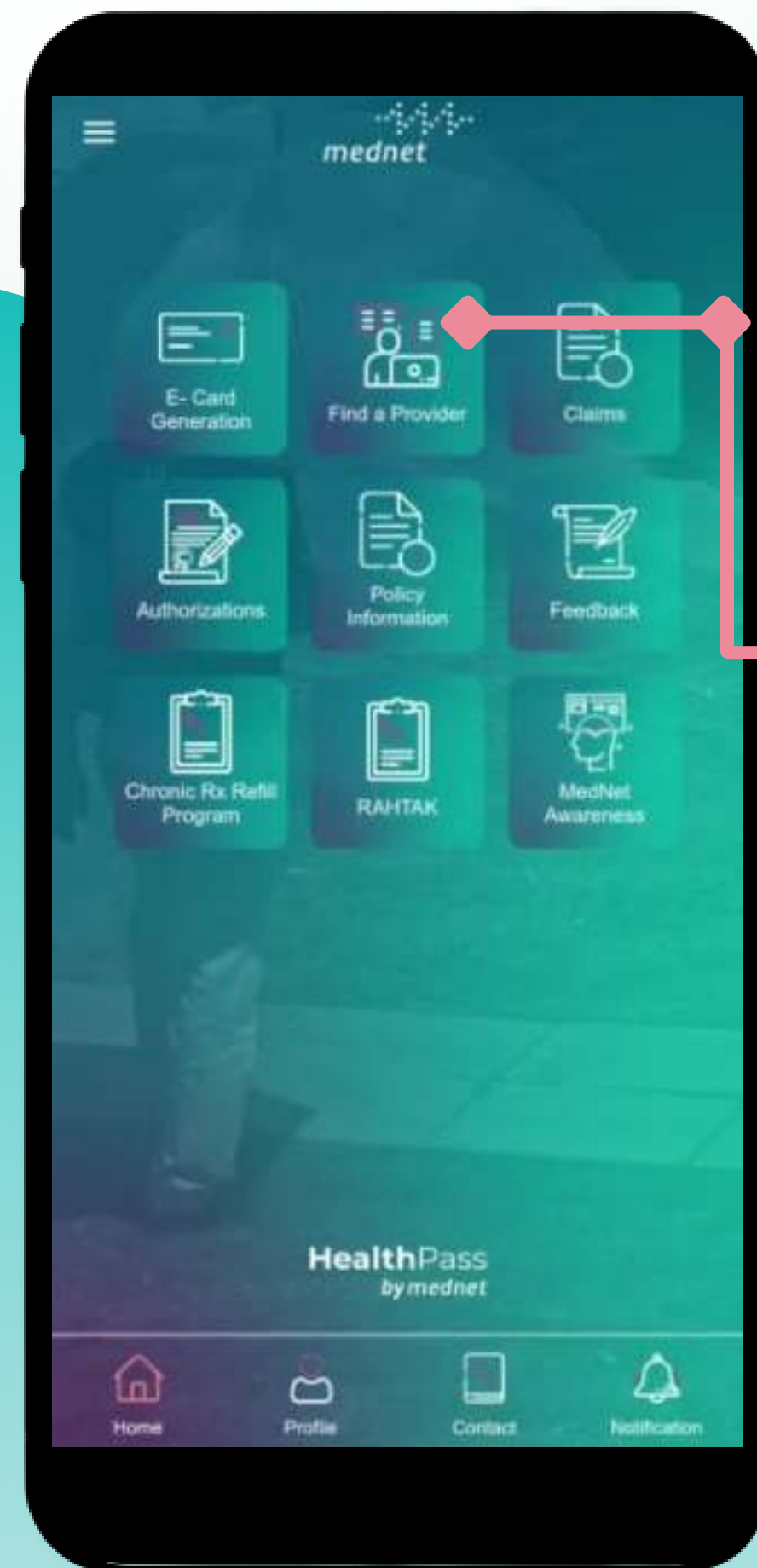
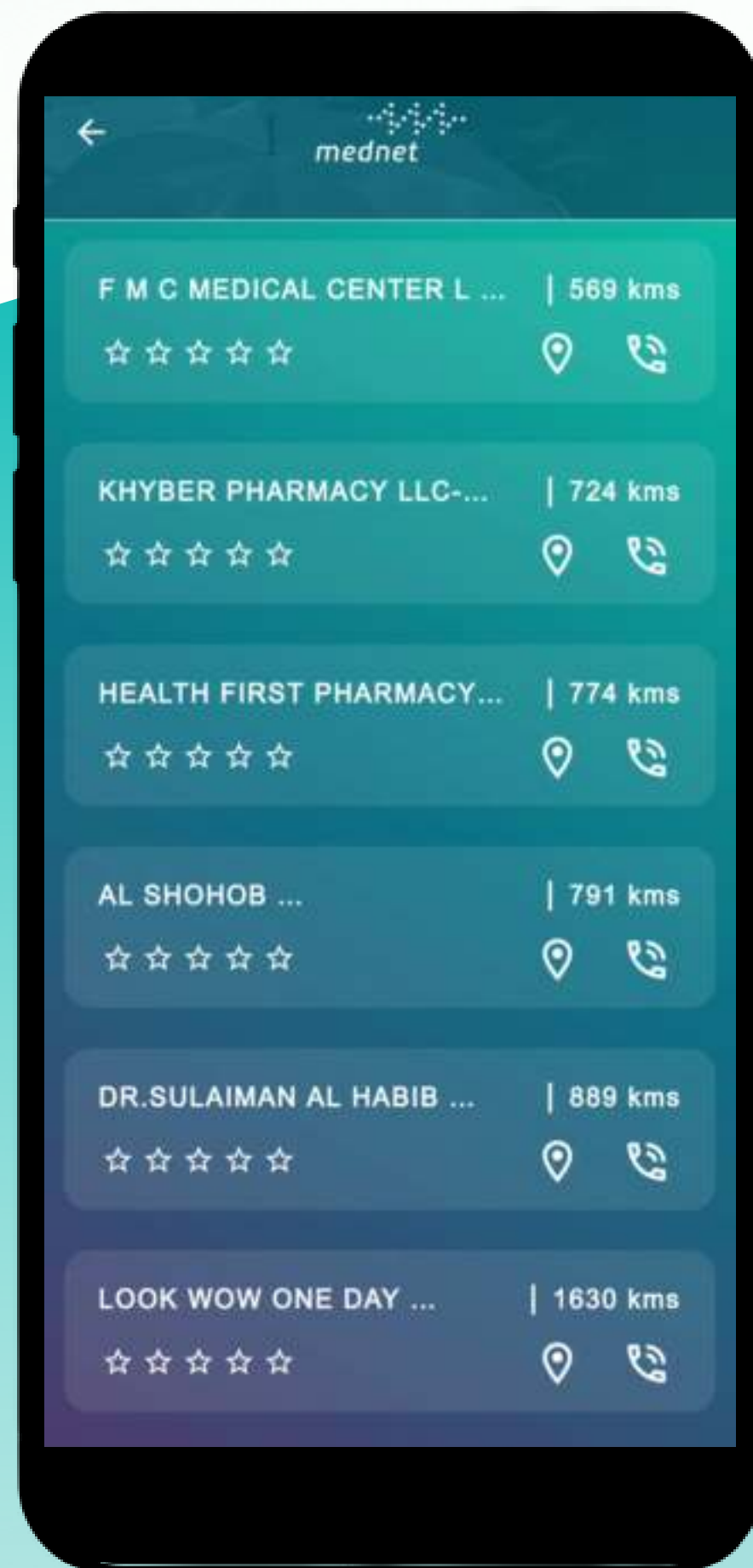
mednet

E- Card Generation

Bethany

Name: Bethany Harries
EID: 784-1985-1234567-0
Holder: POLICY HOLDER NAME
Network: GOLD
Maternity: Not Covered
Coverage: C:Y D:20% max 50 AED, CO:0% PH:0% DE:20% PS:0%
Validity: 01-Jan-21 to 31-Dec-21
DHA ID: -
Card No: 097110690198129001
Y.O.B: 1985 Staff ID: 1

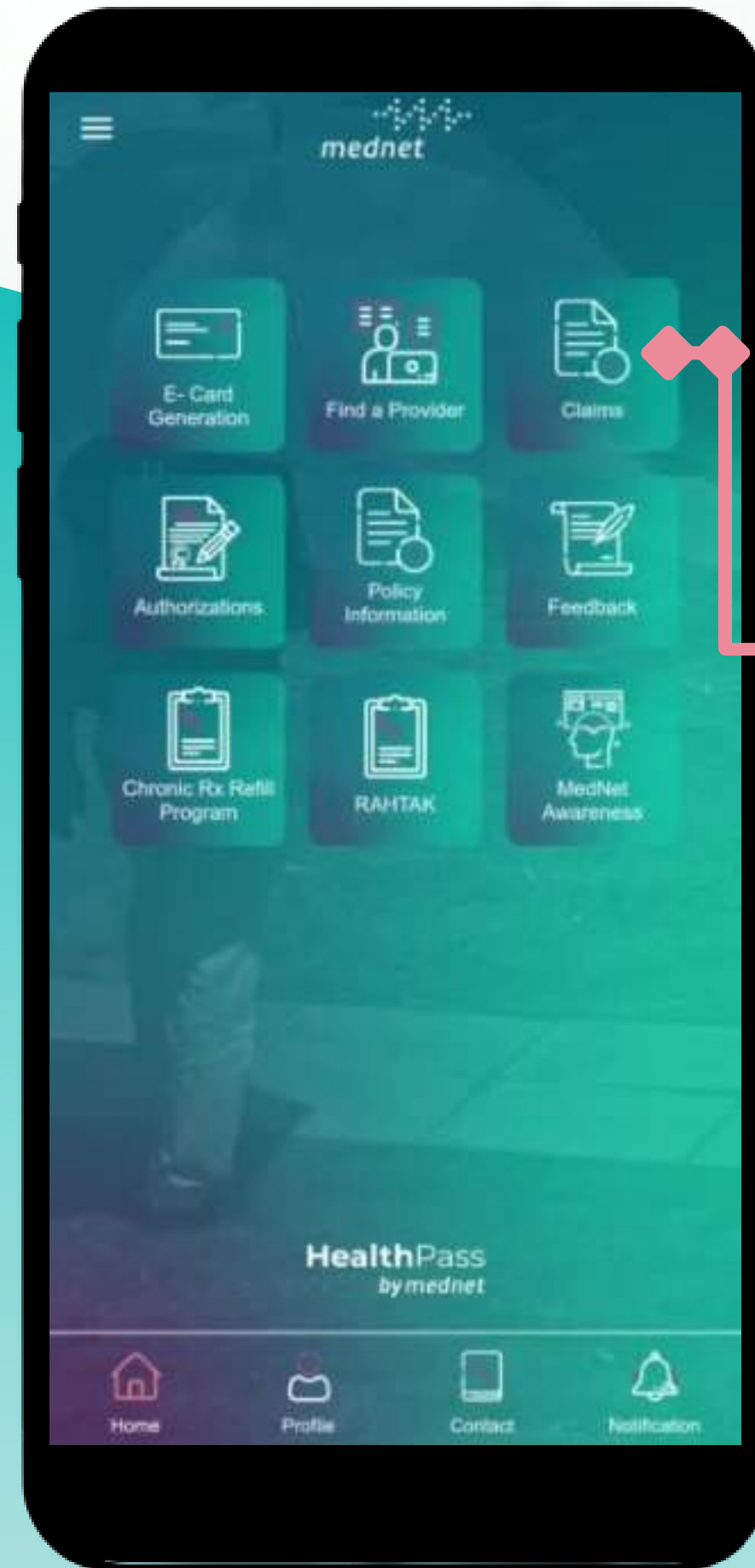
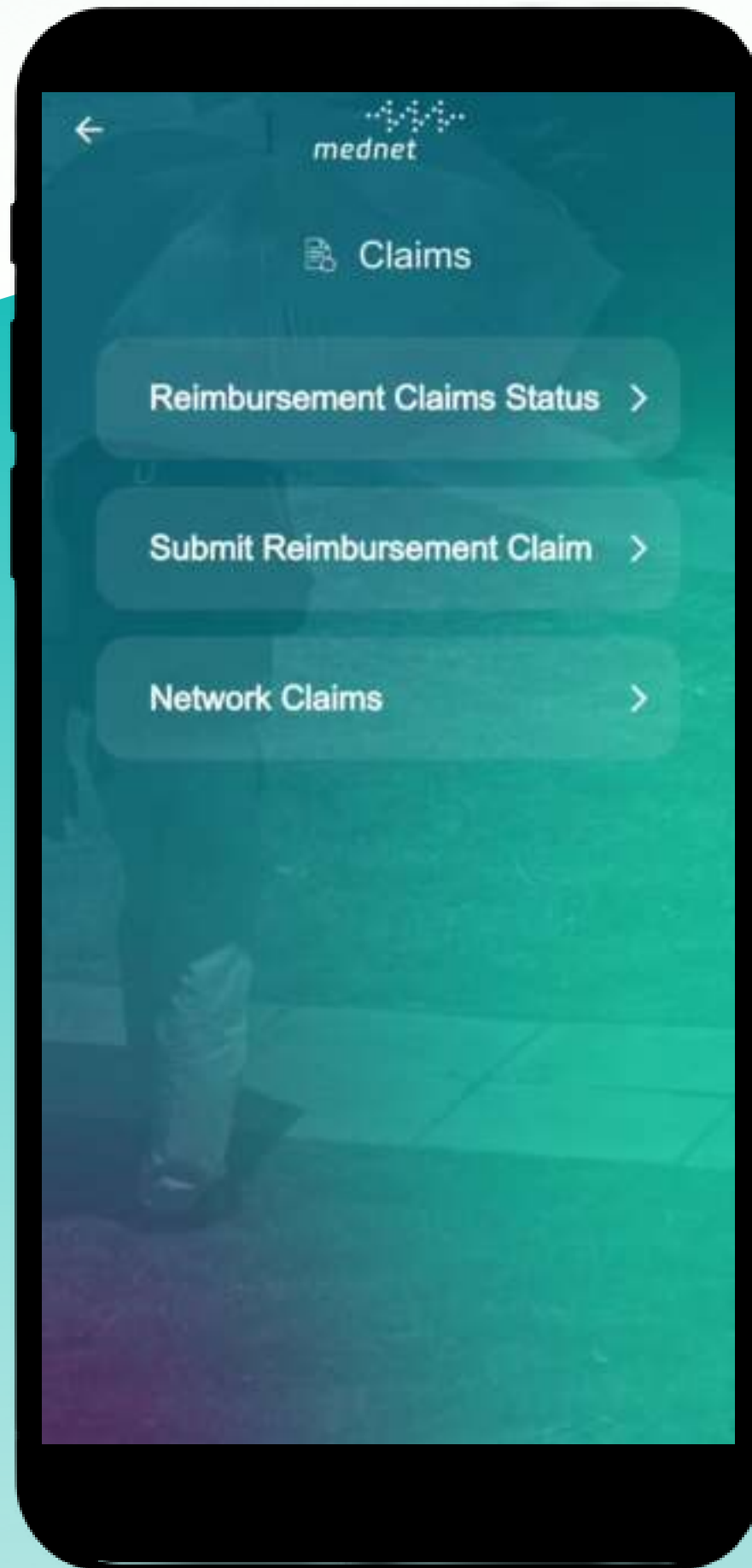
Preview
Share
Download



Find a provider

Locate a nearby provider by allowing HealthPass to access your location.

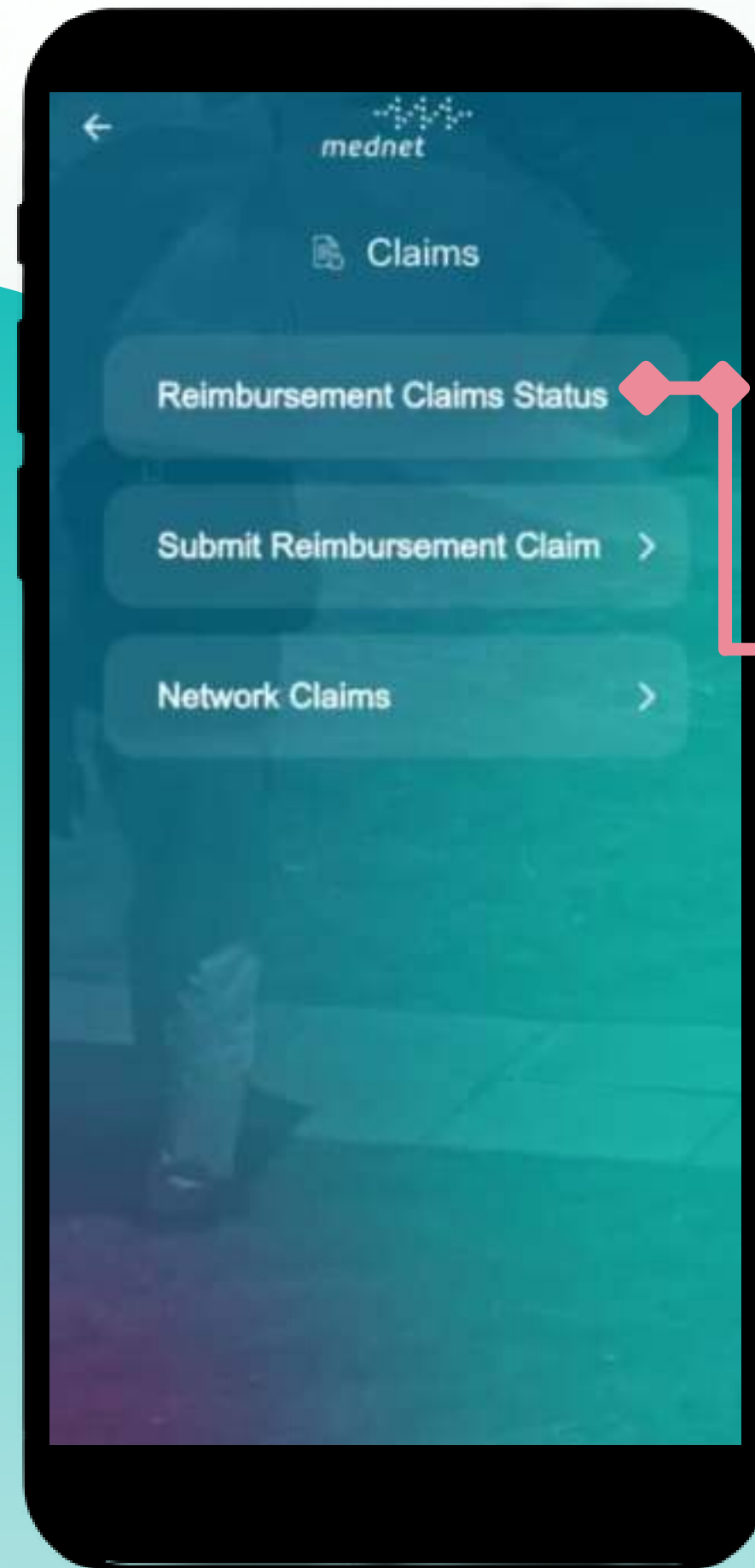
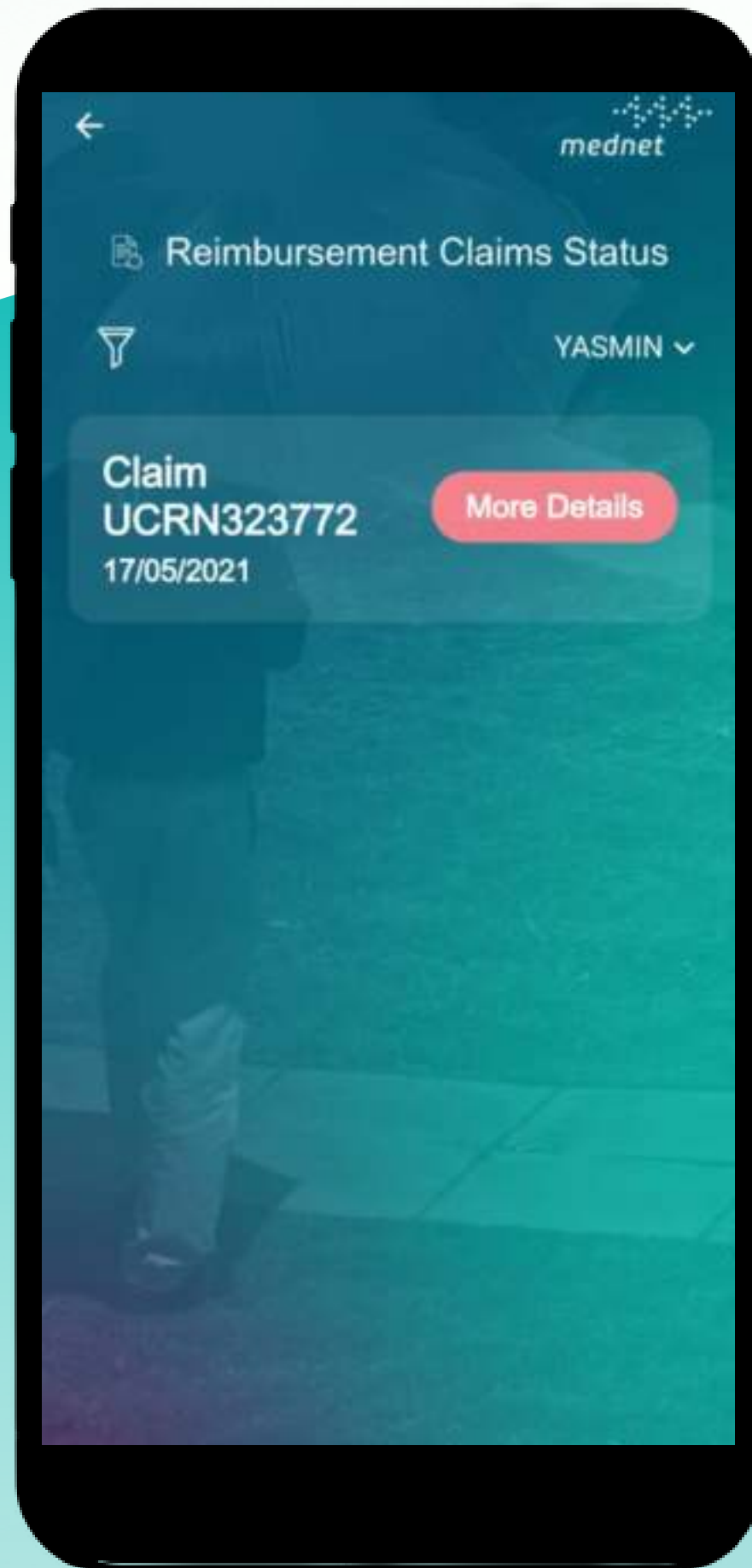
Then call the provider directly from the app.



Claims

You can access all Claims information including:

- Reimbursement Claims Status
- Submit Reimbursement Claim
- Network Claims



Claims



Reimbursement Claims Status


You will be able to access the history of all the submitted reimbursement for you and your family members.





Submit Reimbursement Claim

Few simple steps to submit your reimbursement claims.

 Submit Reimbursement Claim

Bethany 

Claim Date
Wed, May 26 


Claim Type

☒ Inpatient ☐ Outpatient

Payment Details

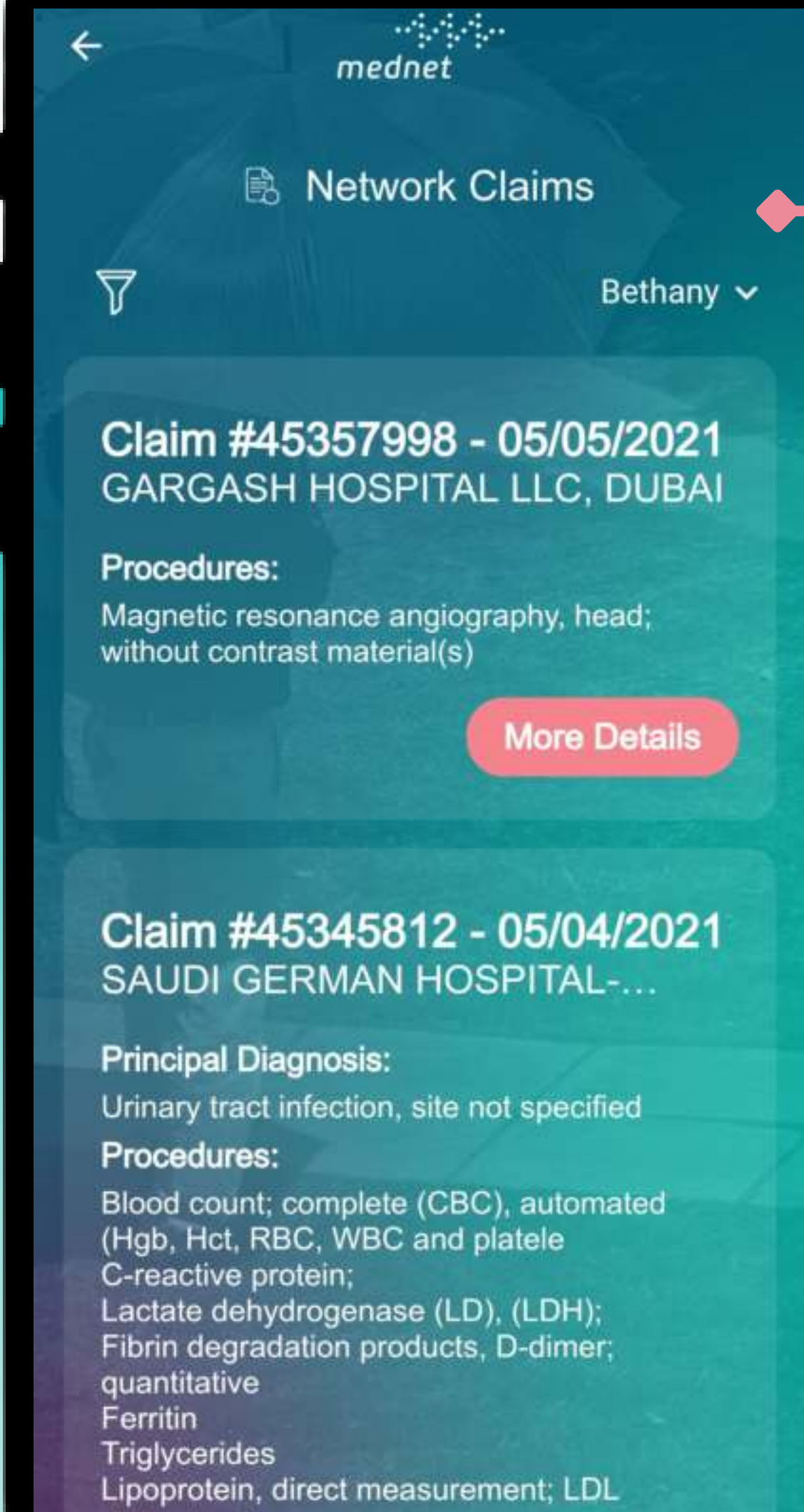
Upload Documents

Take Picture of Document

Select files to upload 

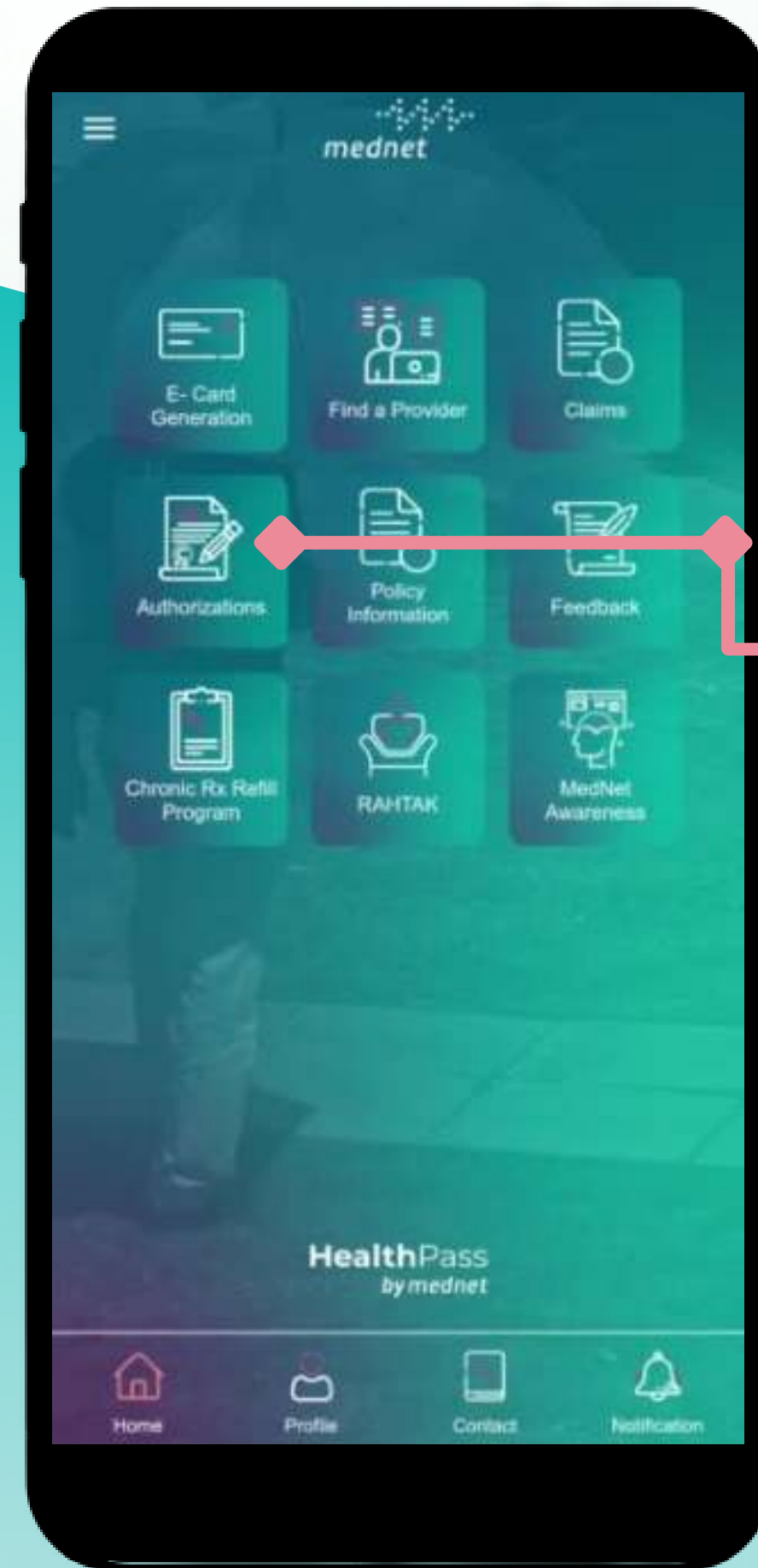
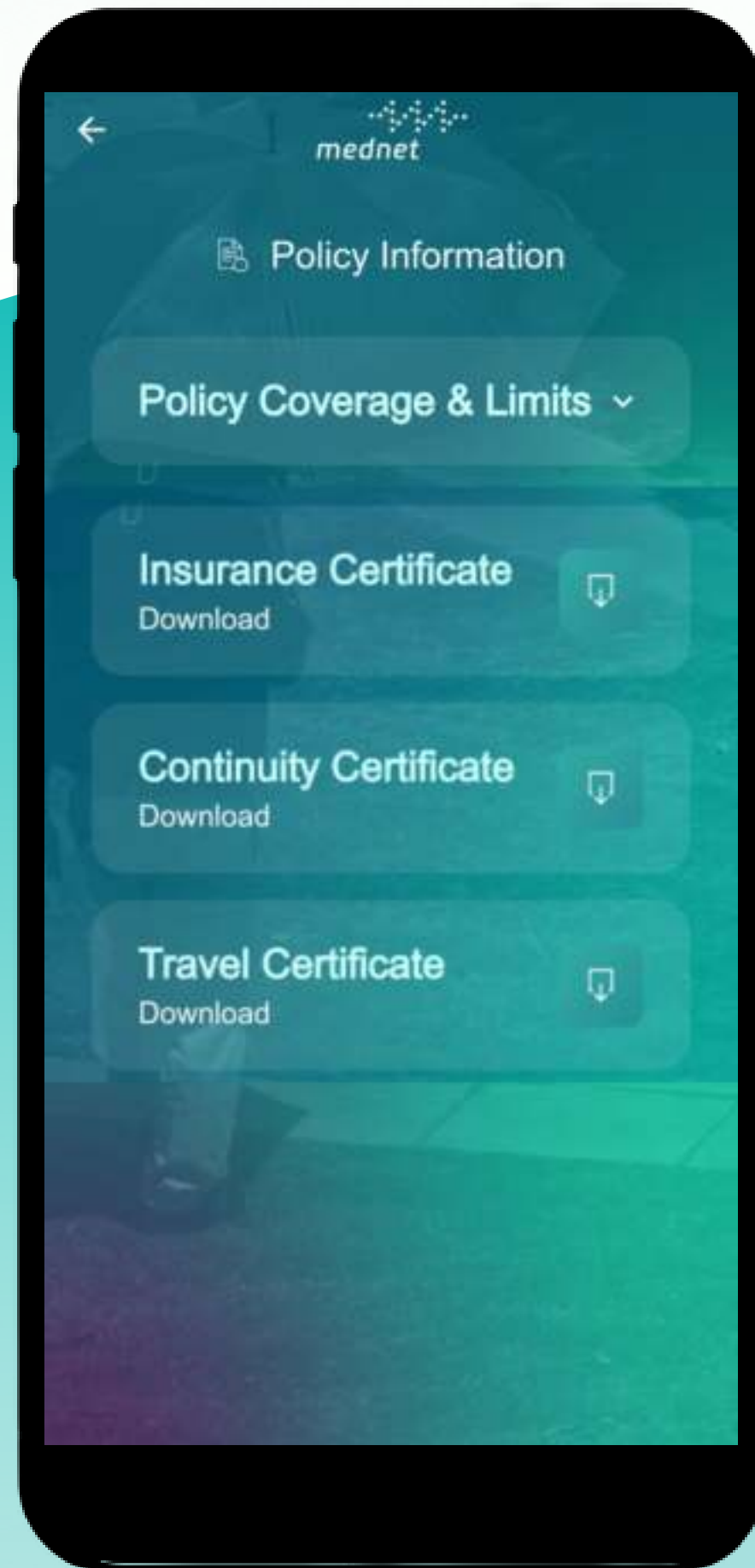
Claimed Amount

Additional Information (Optional)



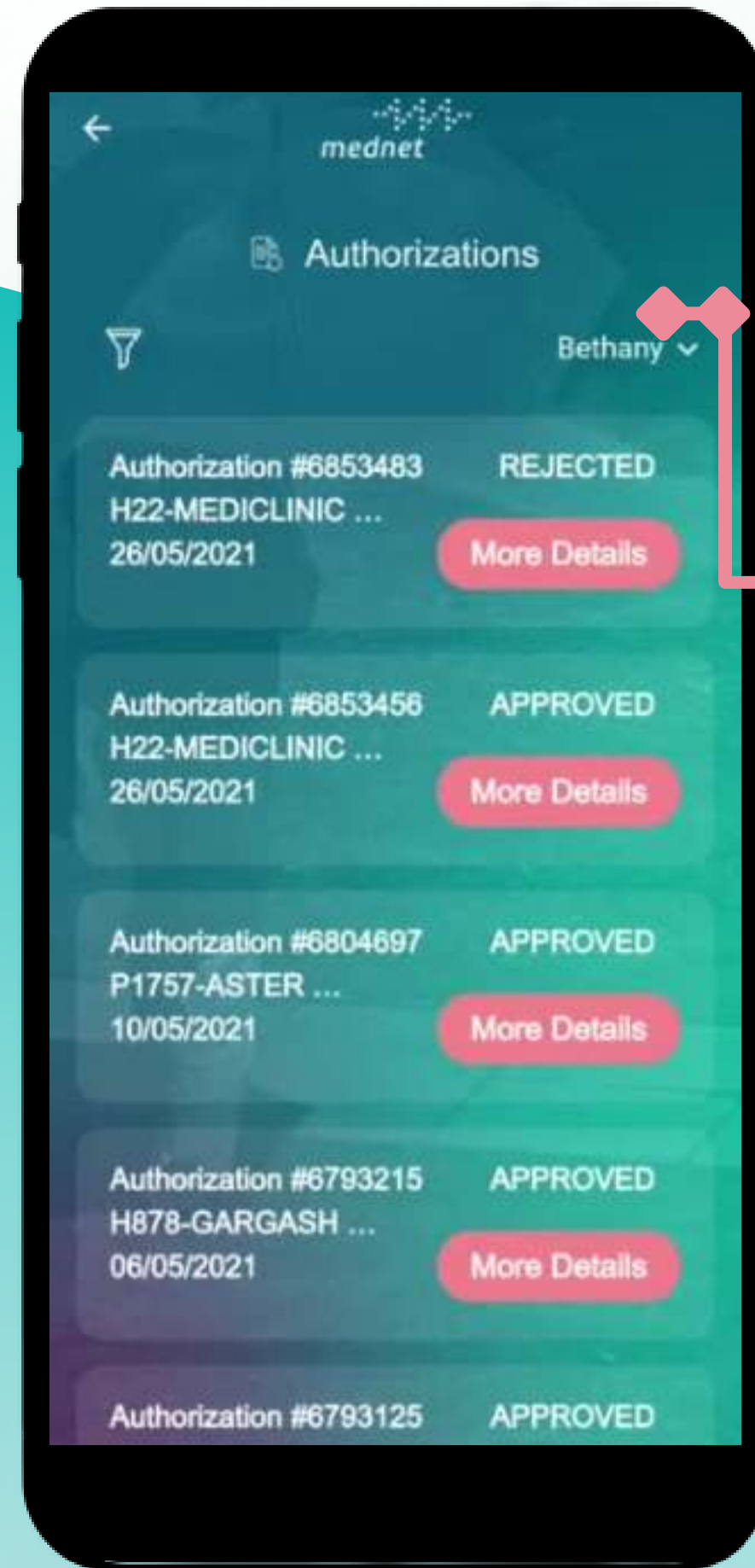
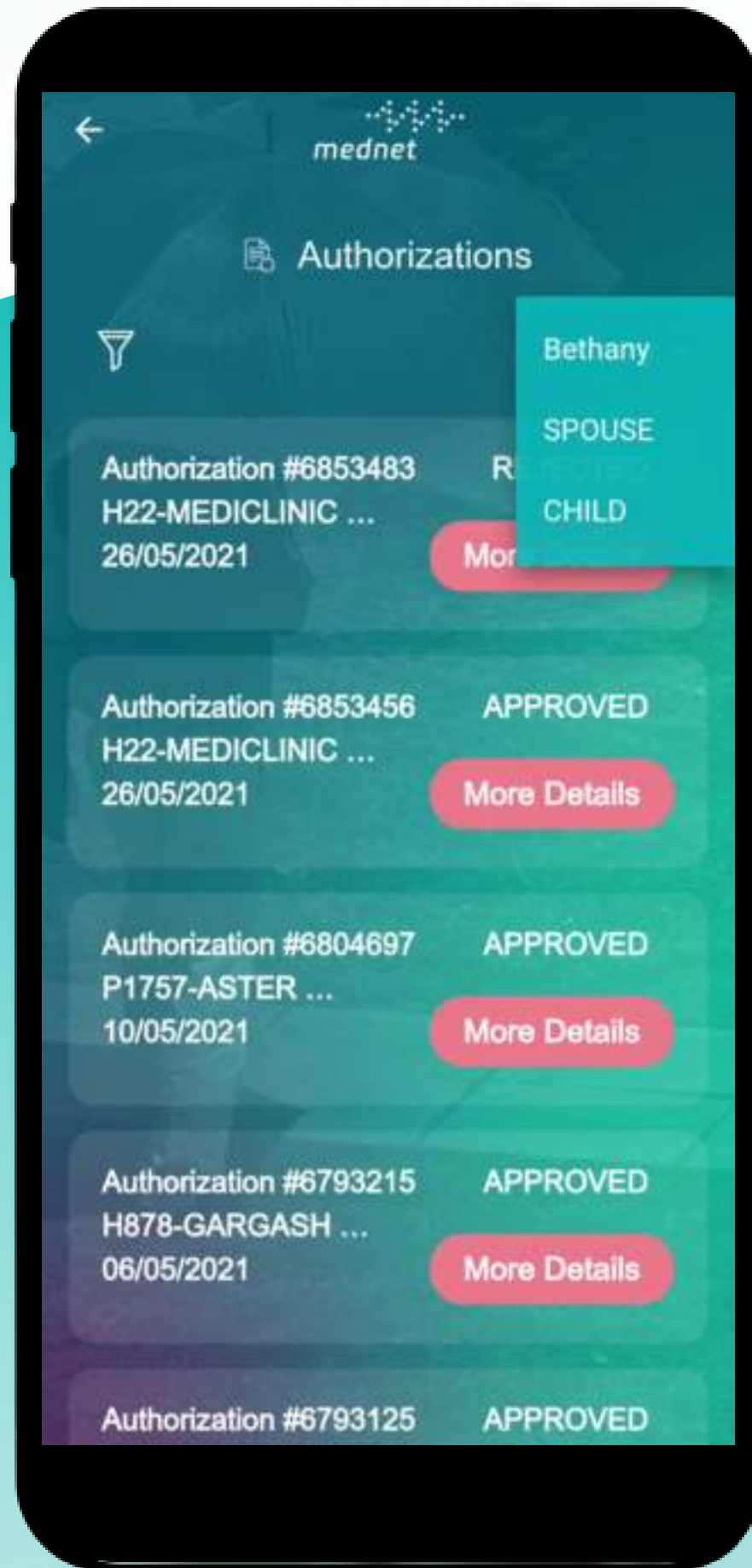
Network Claims

You will have access to view all the claims that MedNet had settled directly on the free access facilities.



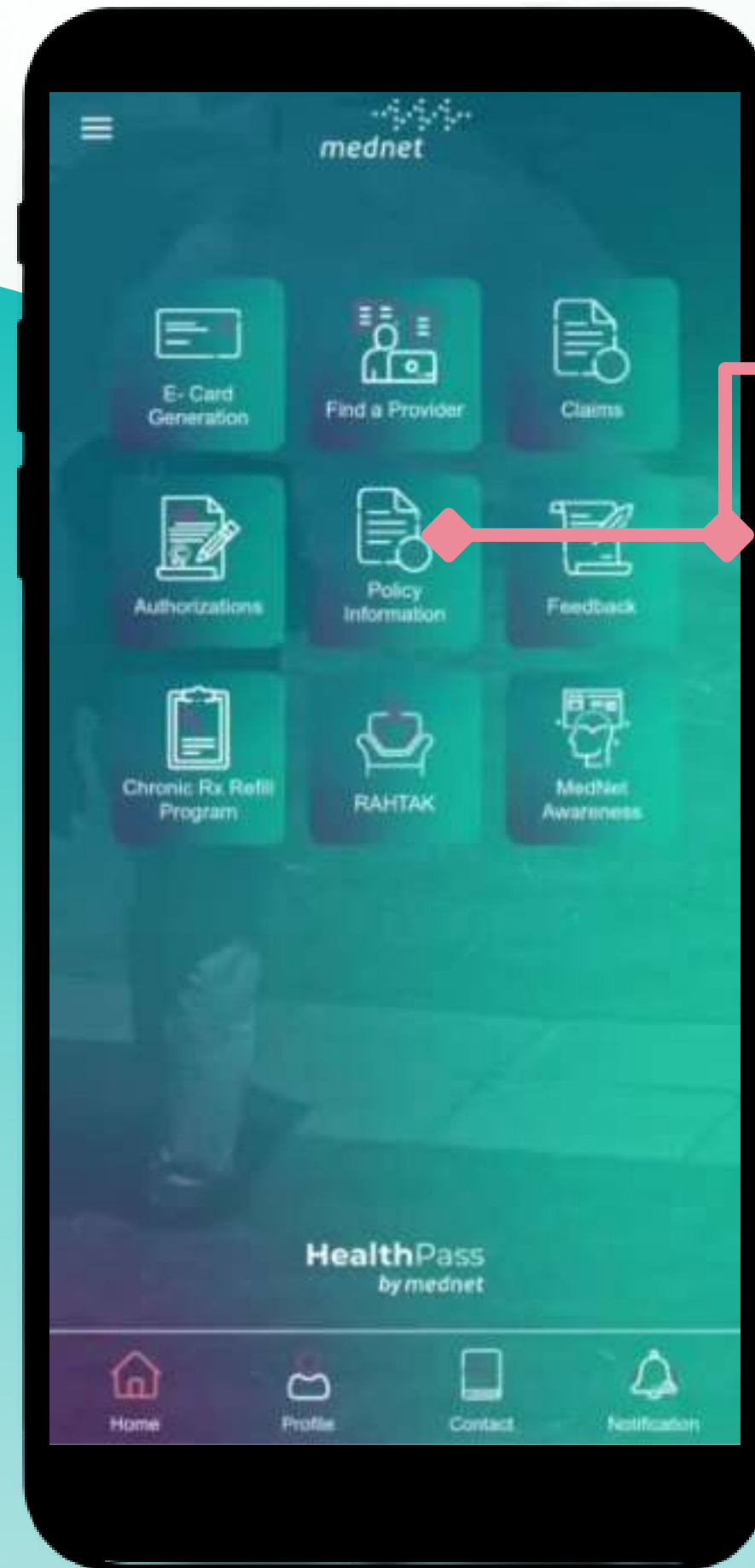
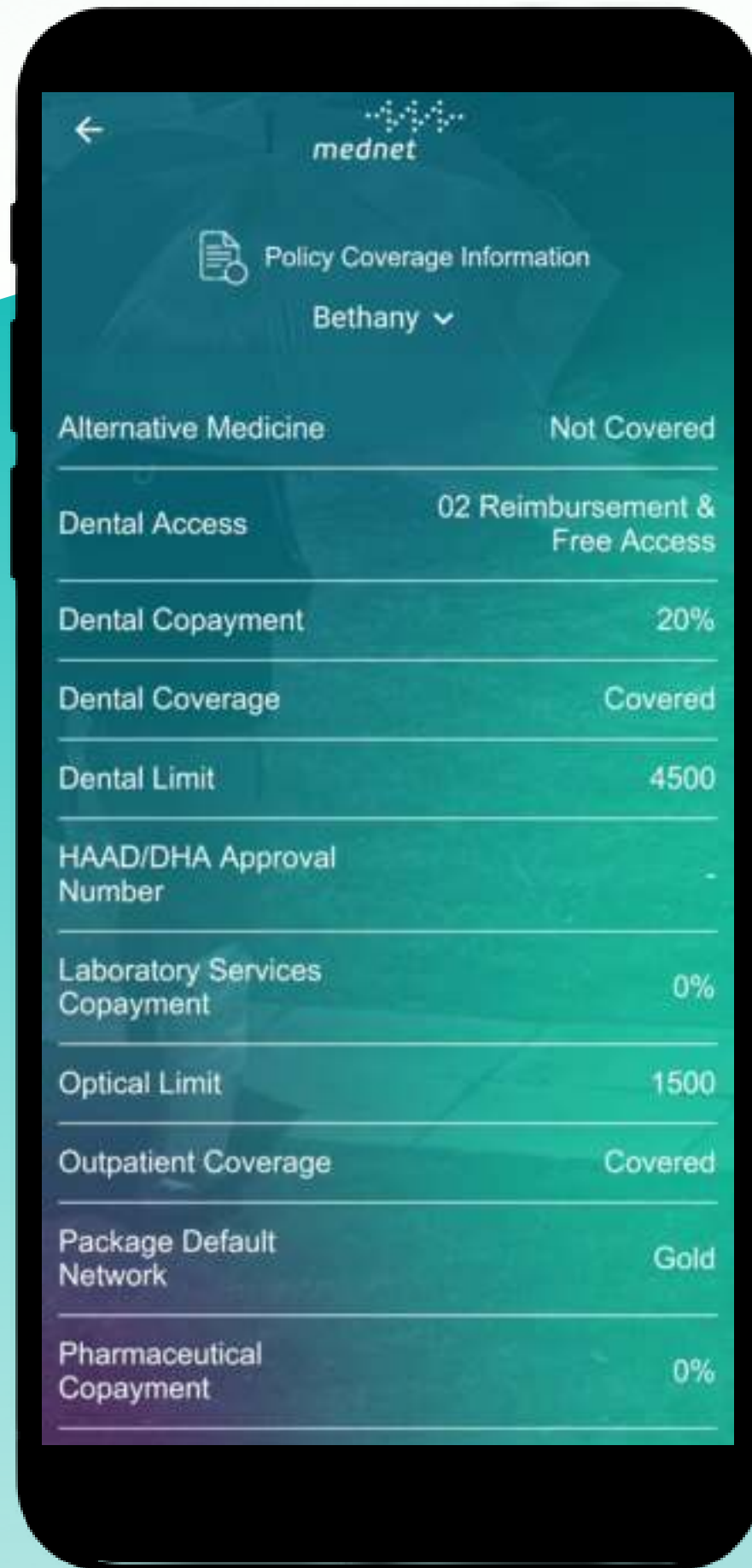
Authorizations

You will be able to view all your authorization requests with their status and the reason of rejections in case partially approved or rejected.



Authorizations

From the drop-down menu, you can select and view the status of all the pre-authorization requests for your family members.



Policy Information


You can access your health insurance policy information in terms of:


- Policy Coverage and Limits
- Download Insurance Certificate
- Download Continuity Certificate
- Download Travel Certificate



Policy Information

The policy holder will have the access to view the policy coverage information for her/himself and their family members from the drop list at the top right of the screen.

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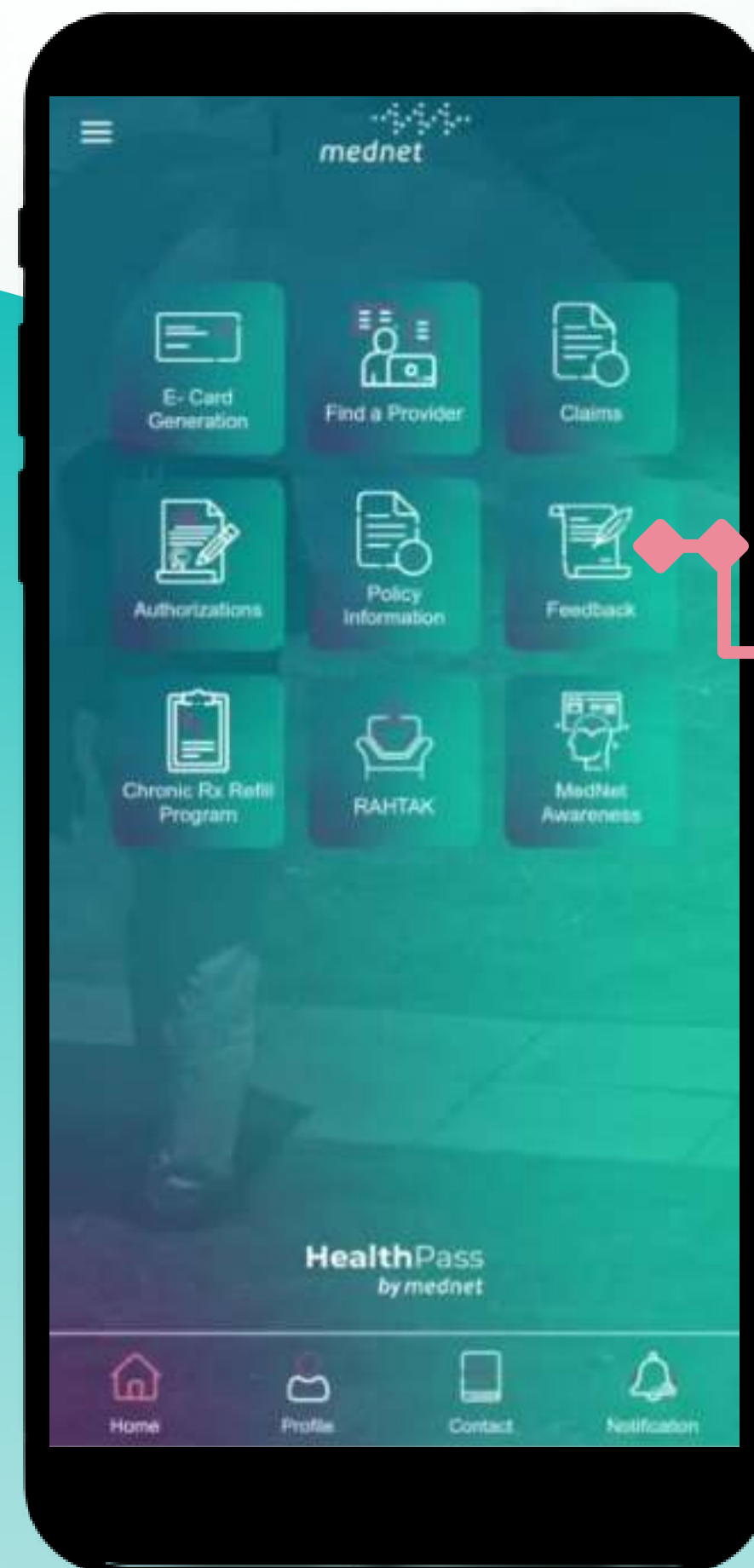
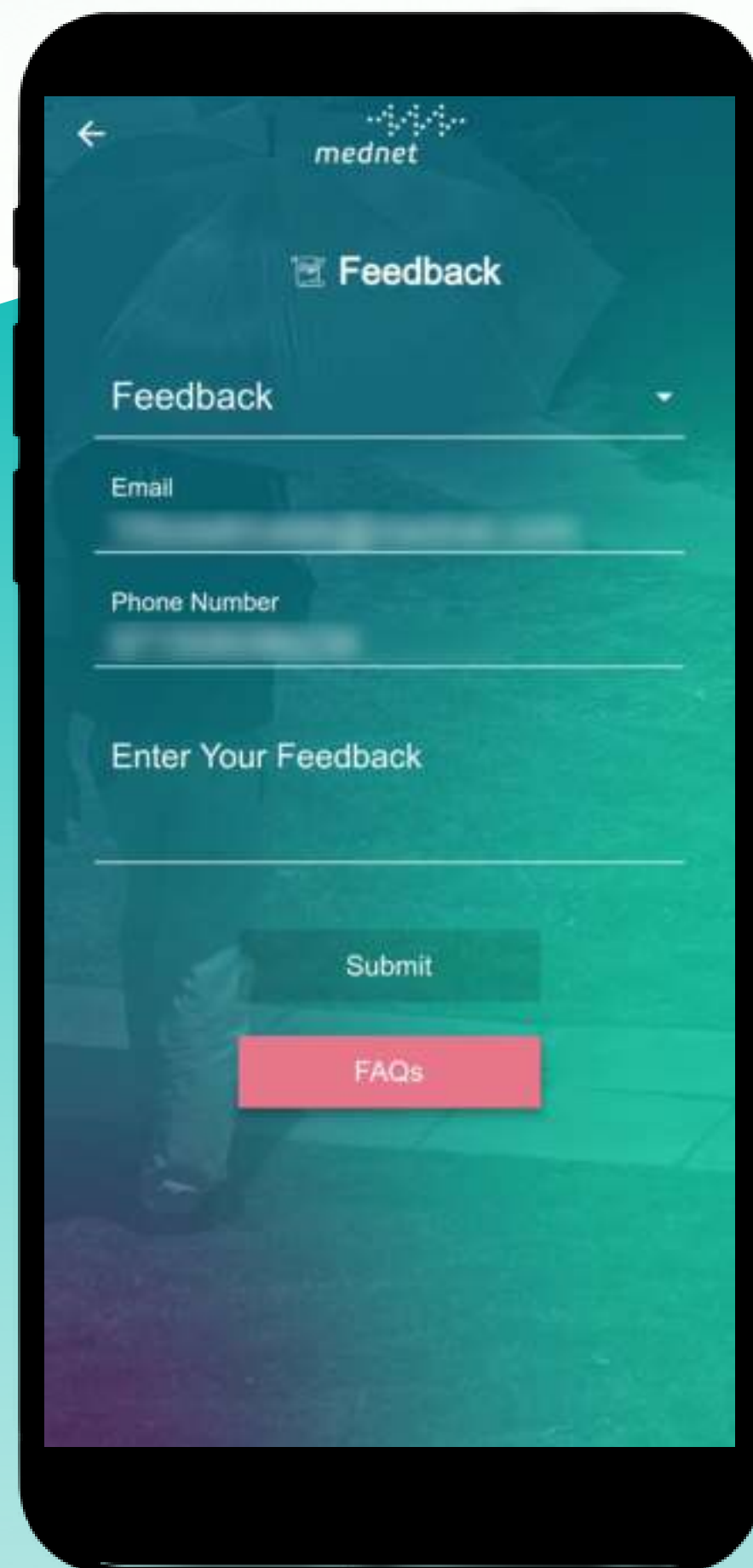
Policy Coverage Information

Bethany

SPOUSE

CHILD

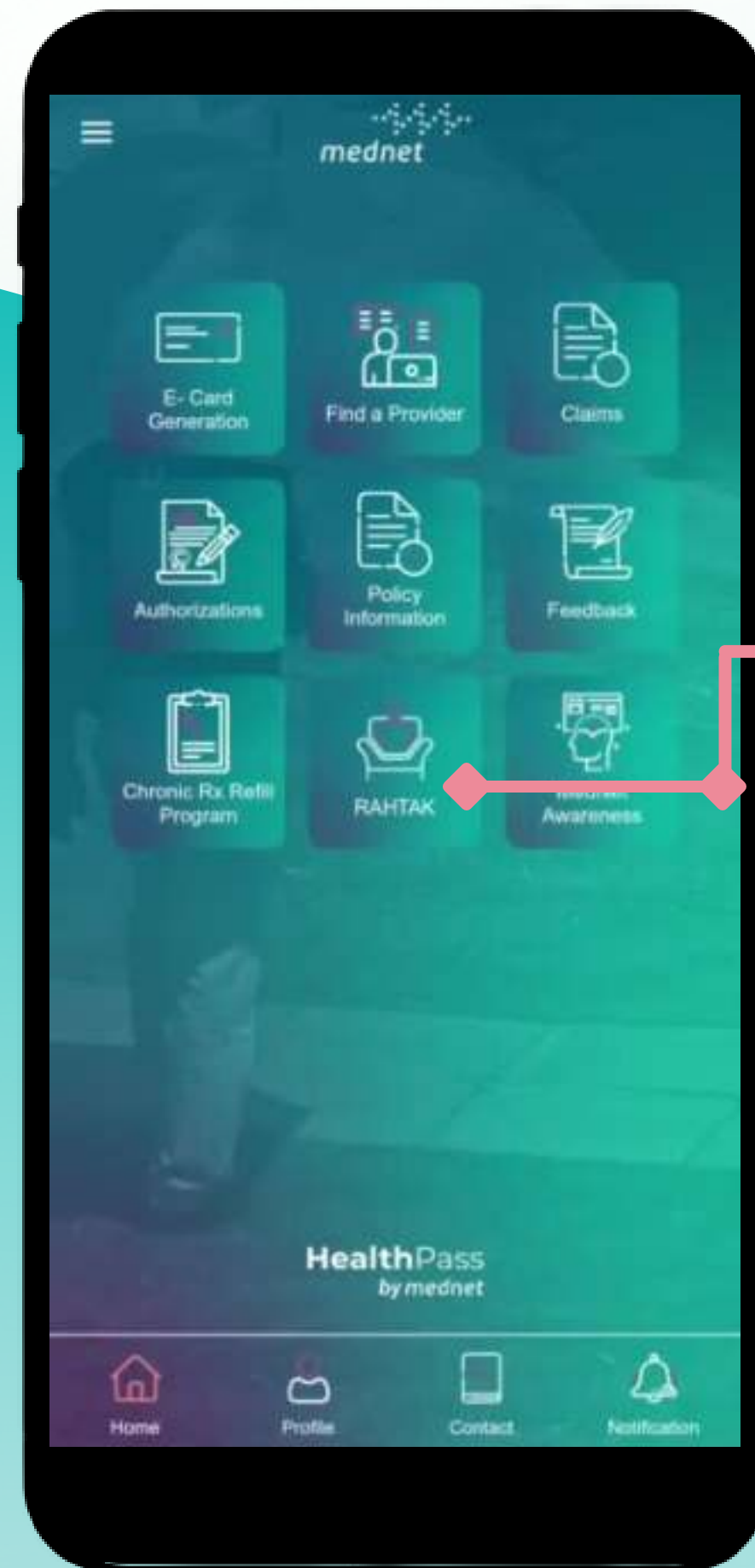
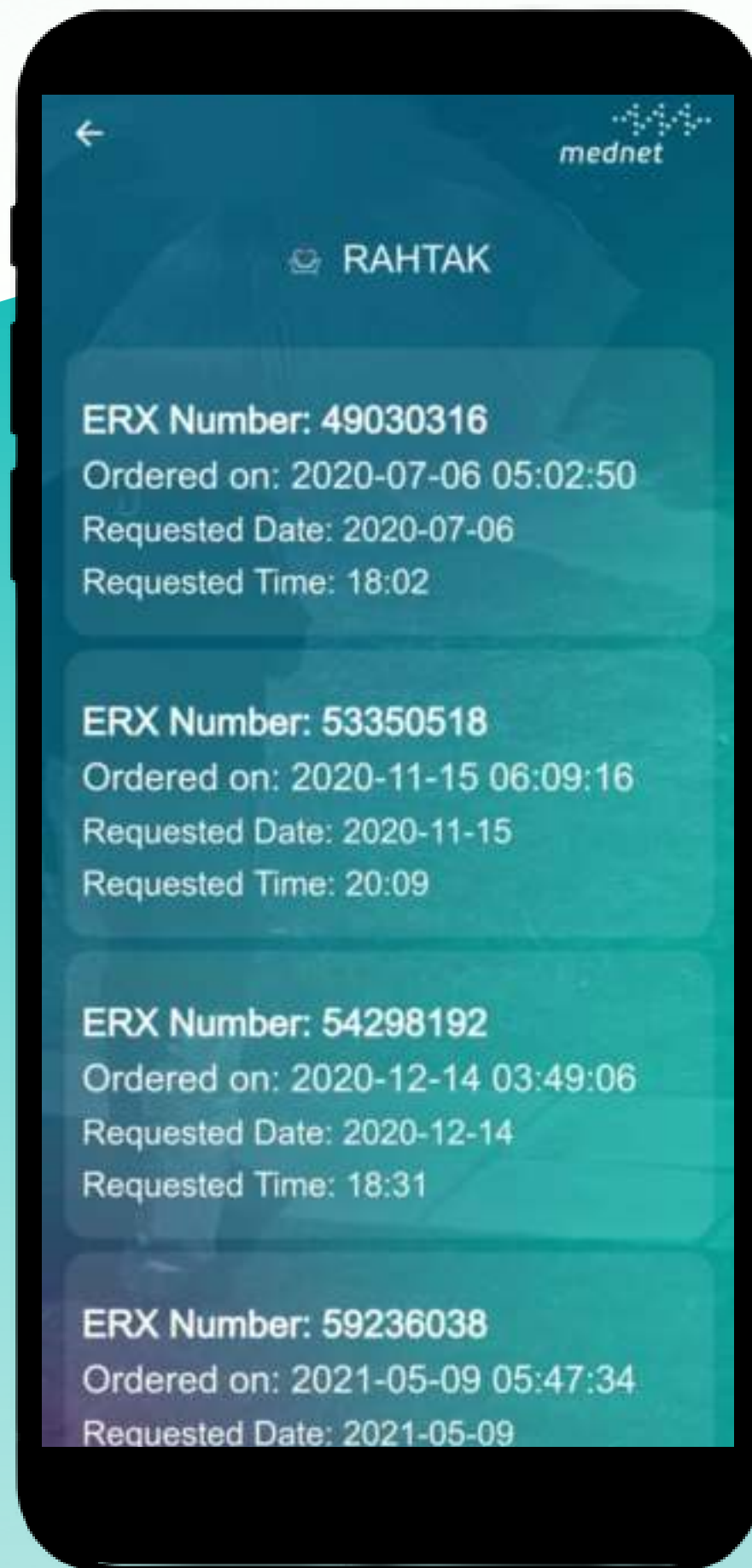
Alternative Medication	Not Covered
Dental Access	Reimbursement & Free Access
Dental Copayment	20%
Dental Coverage	Covered
Dental Limit	4500
HAAD/DHA Approval Number	-
Laboratory Services Copayment	0%
Optical Limit	1500
Outpatient Coverage	Covered
Package Default Network	Gold
Pharmaceutical Copayment	0%



Feedback

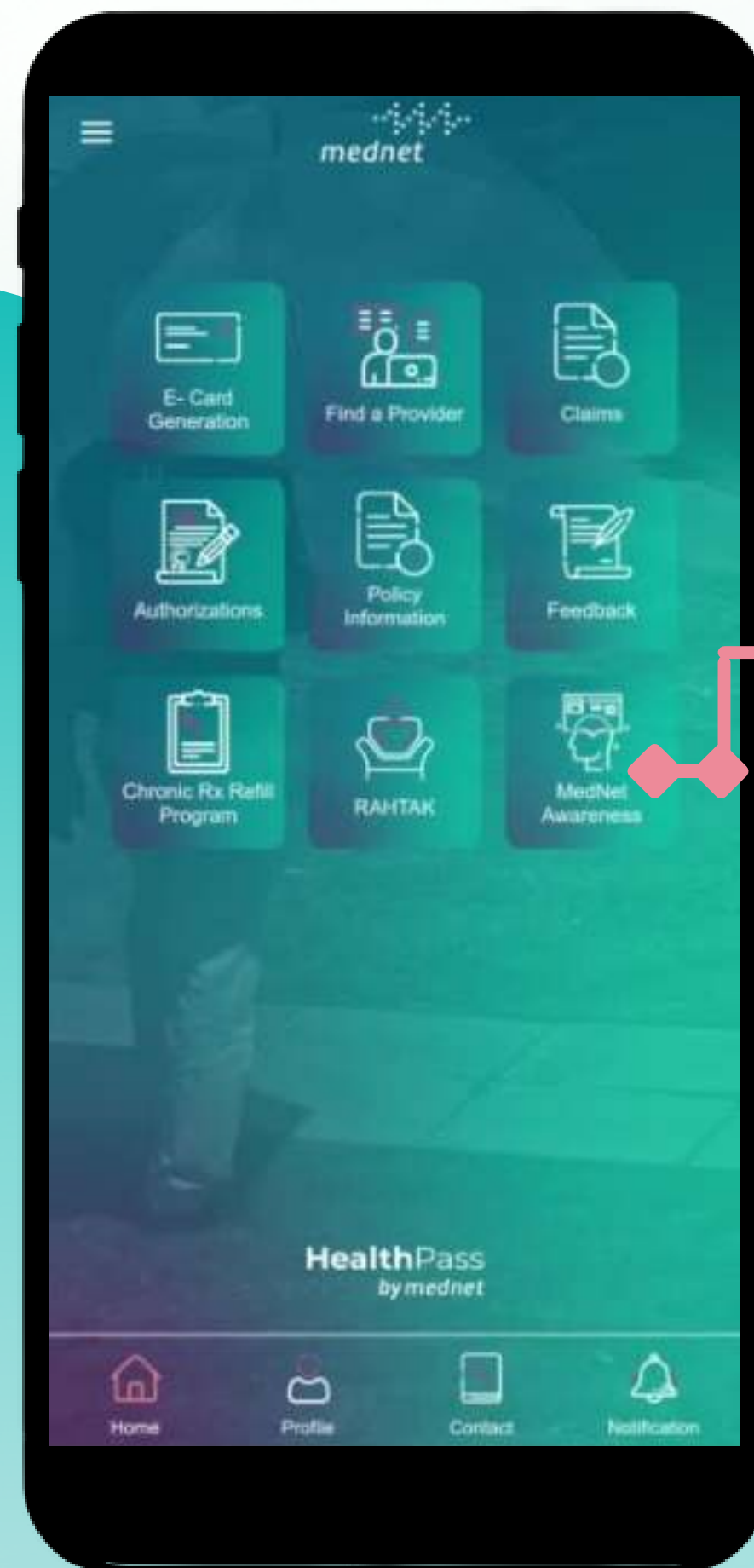
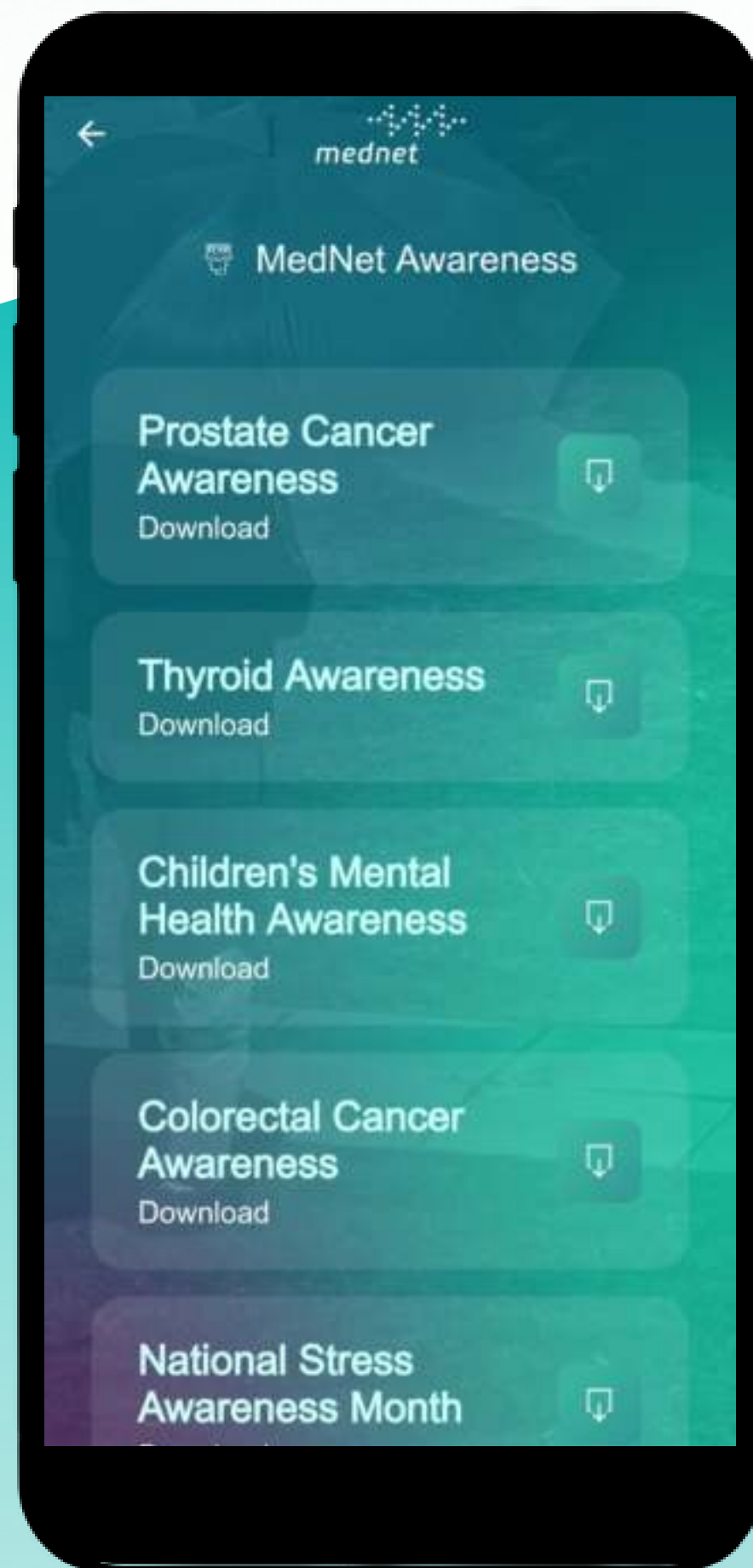
We are keen to hear about your experience, please share with us your feedback.

Also, you can go through the Frequently Asked Question through pressing on "FAQs"



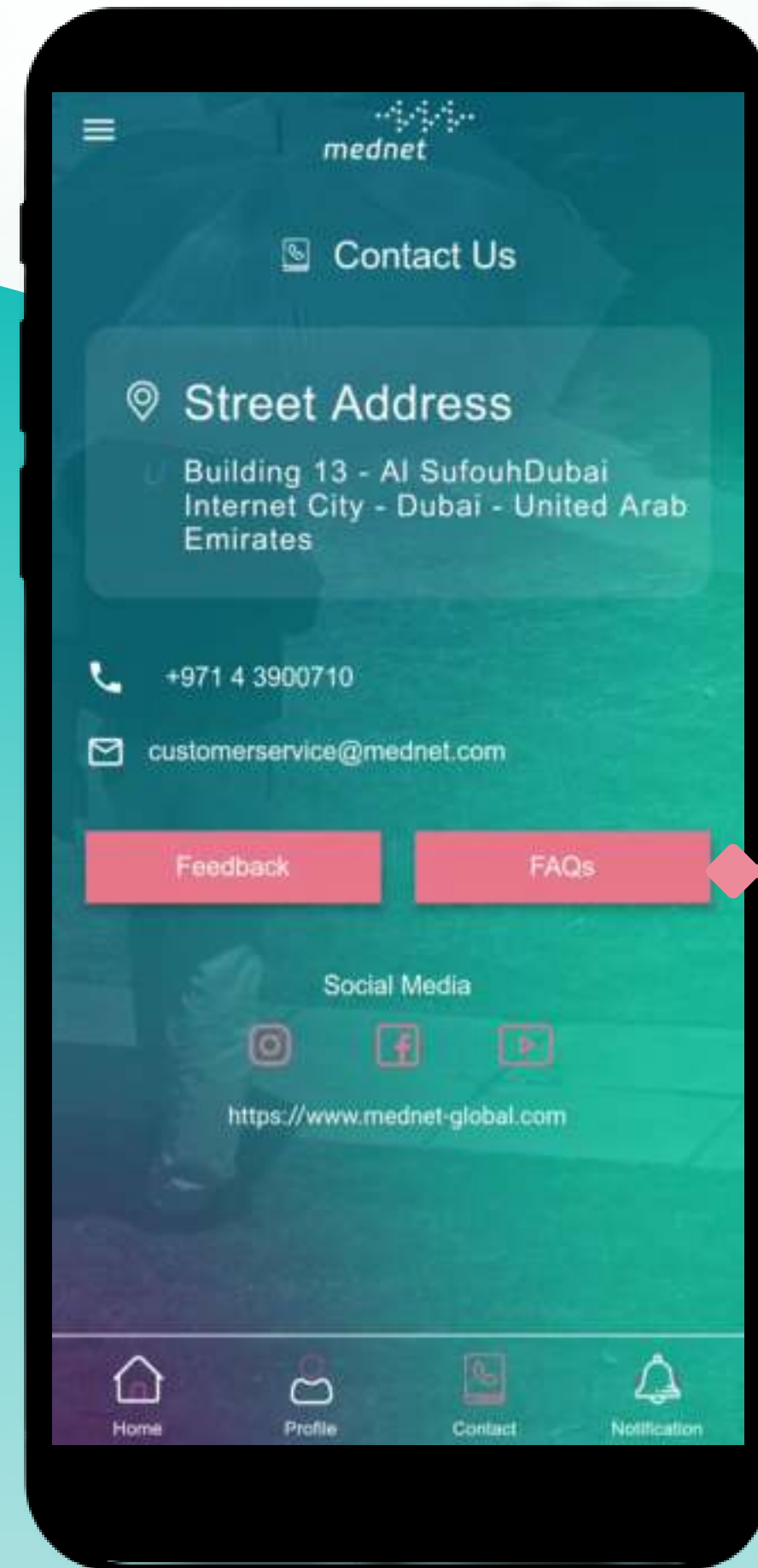
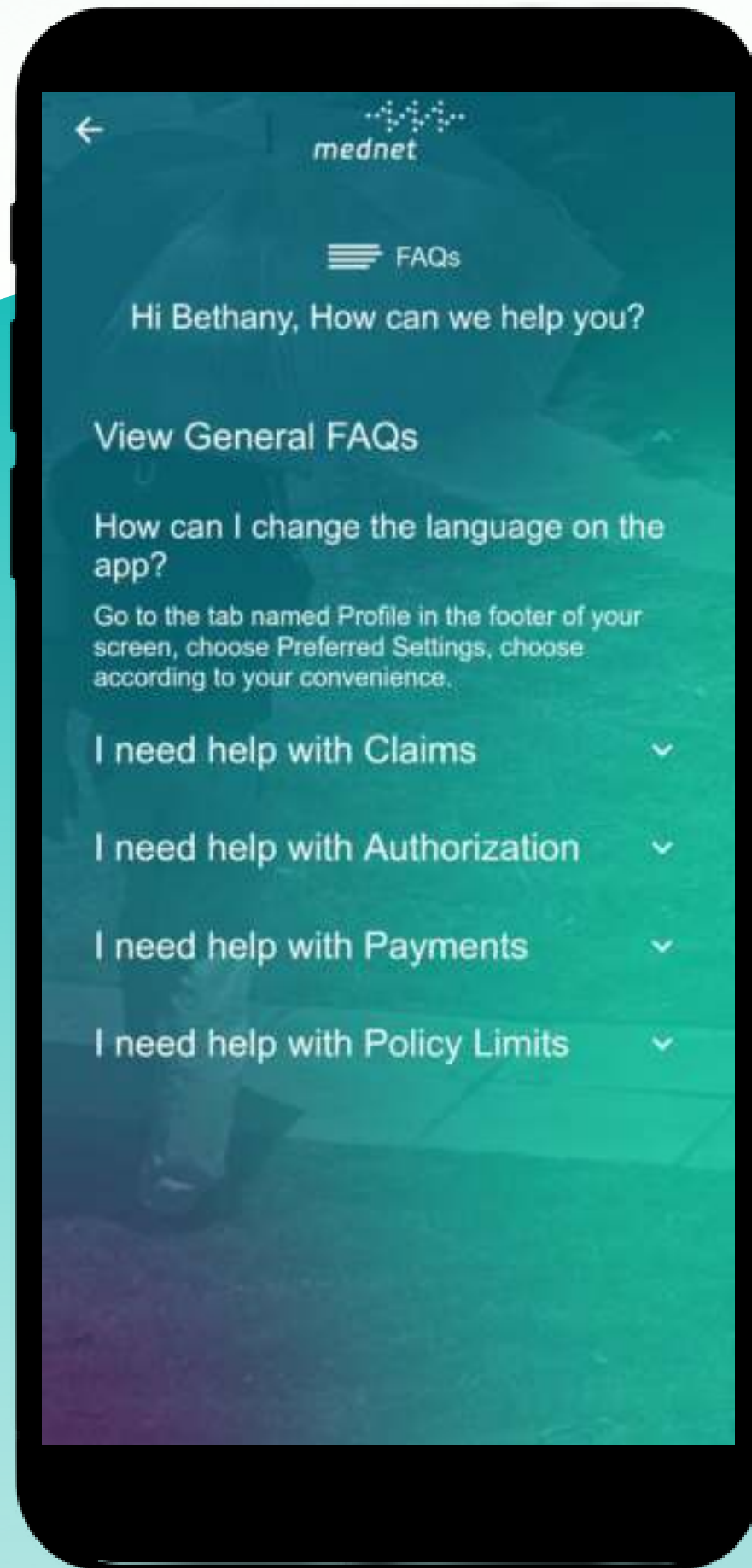
RAHTAK –Your convenience,
MedNet’s digital platform for
medication home delivery.

You will be able to view your
history of all RAHTAK placed
requests.



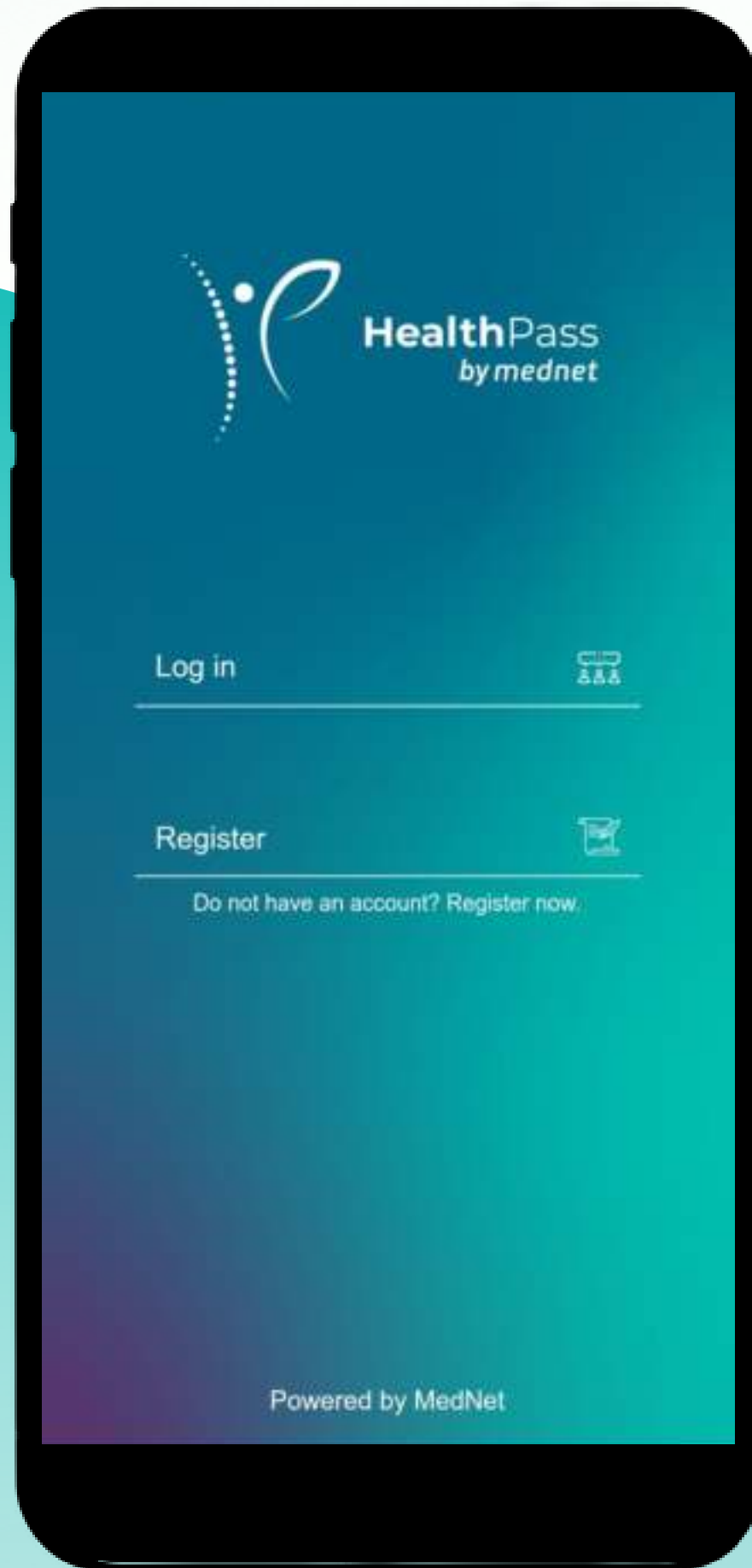
MedNet Awareness

Easily download all our awareness booklets for your reference!



? FAQ

You can easily navigate through the Frequently Asked Question and their answers.



App benefits

- Easy registration process
- Saves your bank account details for future reimbursement claim submission.
- Superb security to the member's health information.
- Policyholder access to all the dependents benefits & requests.
- Instant E-Card generation.
- Find a healthcare provider nearby your location.
- Submit & track reimbursement claims.
- Access to network claims.
- Authorization requests tracking
- Download insurance, continuity, and travel certificate.



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To download for free!



or QR code:



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healthcare solutions