LUMI
USER GUIDE

A company of **Allianz** Partners

nextcare

CONTENT TOPICS

INTRODUCING THE LUMI APP

Download the app from your App Store or scan the QR code below and get access to the services listed below.

View Policy Benefits and issue Certificate

Get virtual assistance

Check your symptoms

Submit and track your medical claims
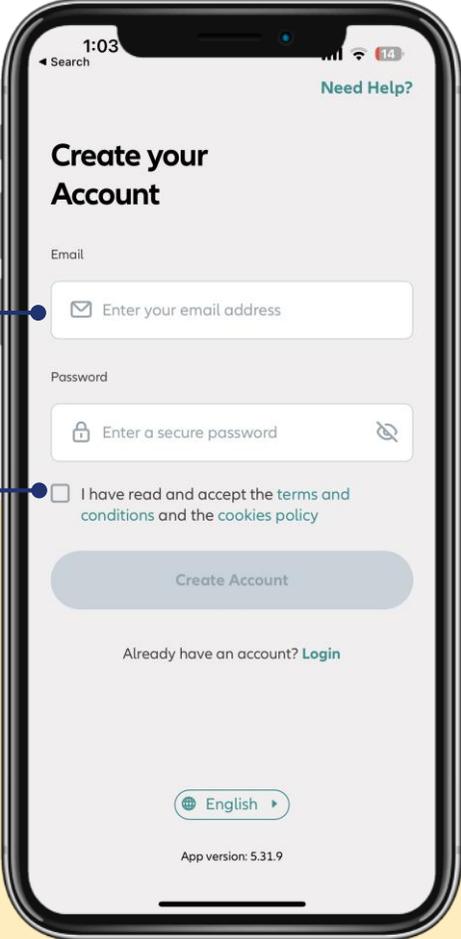
Have a video consultation with a doctor

Search for a healthcare provider and book an appointment

REGISTERING ON THE APP

To register as a new user, simply follow the below steps.

Step 01

Fill in the required details

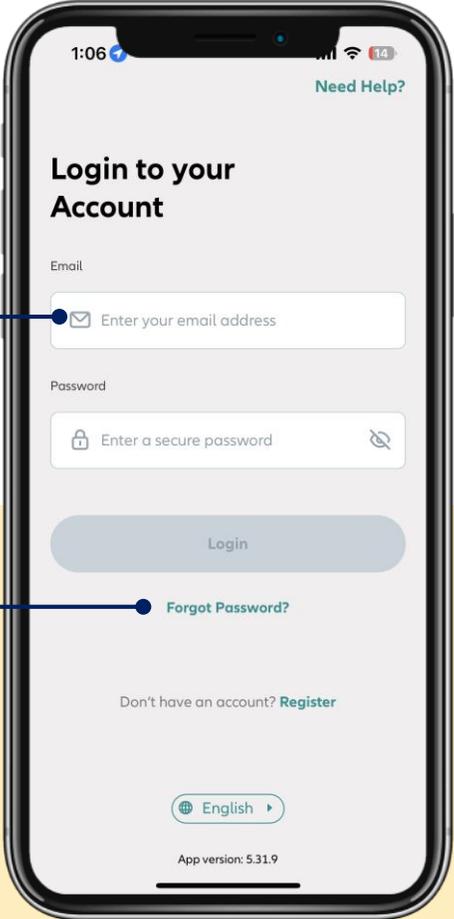**Step 02**

Tick the Terms & Conditions box

Step 03

Enter the code sent to your email
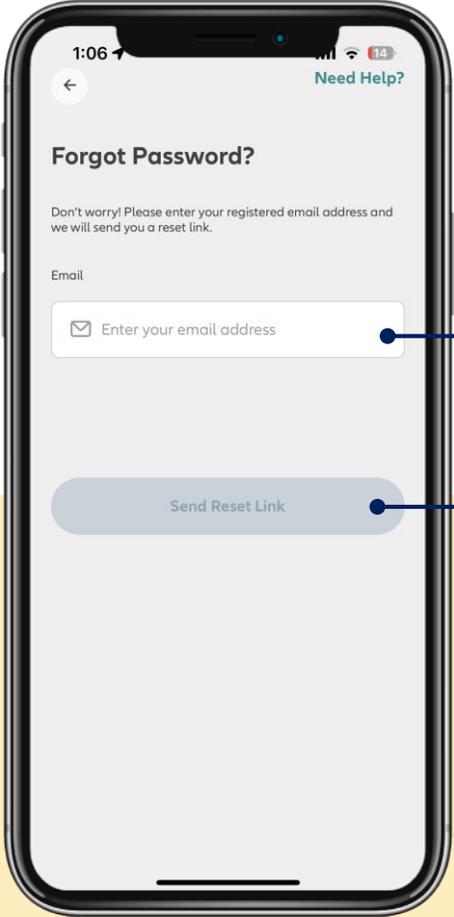
Step 04

Click Verify

LOGGING INTO THE APP

Log in to the Lumi app to access all your health insurance benefits. Nextcare is GDPR compliant.
We will not share your details with any third party.

Step 01

Log in by entering your email and password

Step 02

Forgot your password? Click on "Forgot Password" and follow the instructions to reset it

Step 03

Enter your email

Step 04

Click "Send Reset Link"

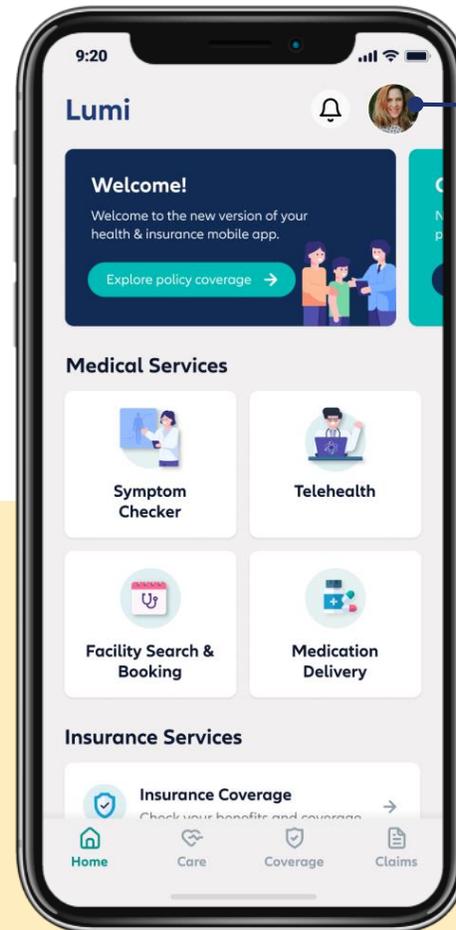*Password should be 8 characters long with at least 1 number, 1 symbol (!@#_$+%-) and 1 Capital letter*

THE HOMESCREEN

Once you sign in, you will land on the home screen, where you can access different functionalities and also view your digital insurance card.
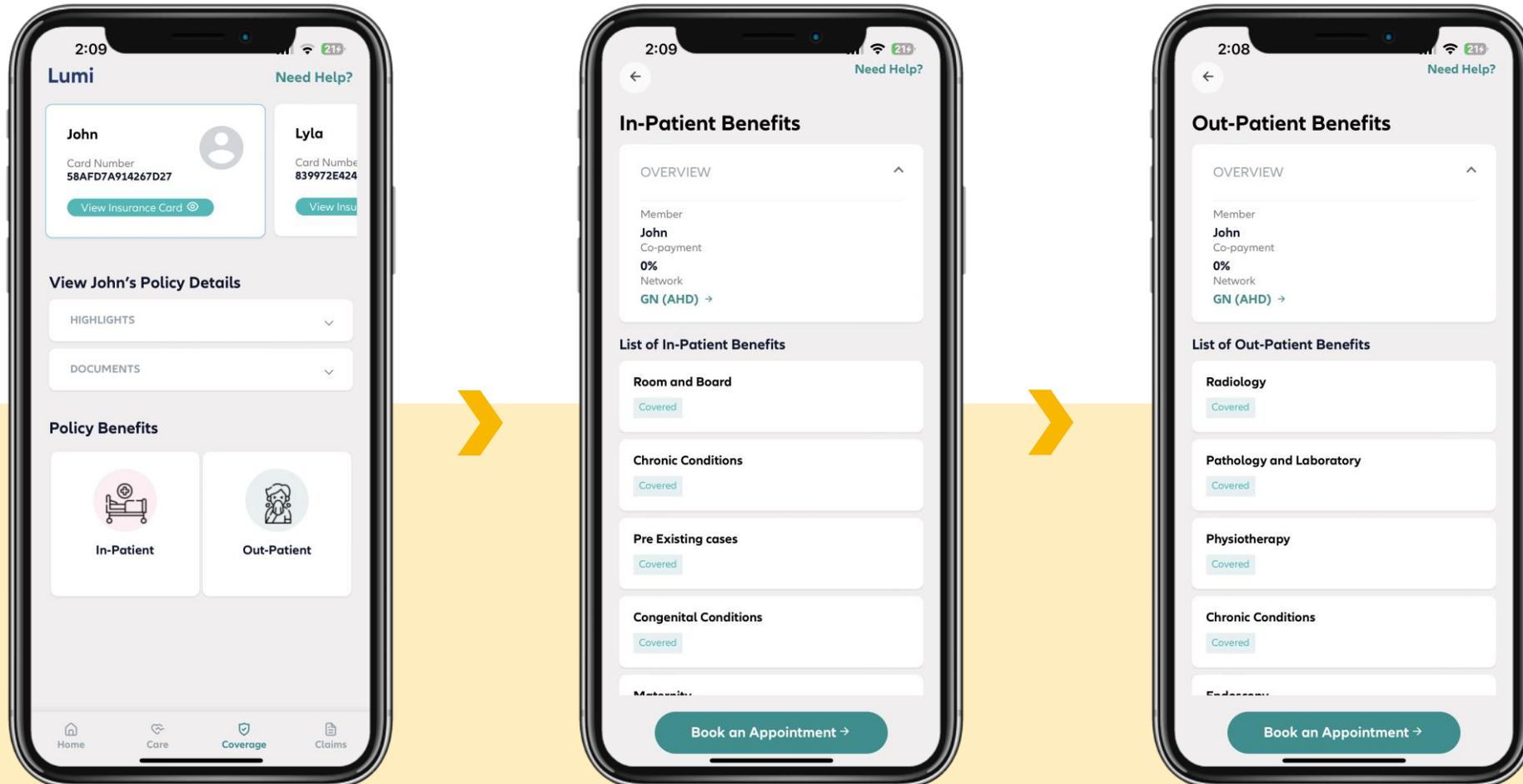
Menu

- Notifications
- My Documents
- Change language
- Legal information
- Log out

Click to view personal information and change account settings

POLICY COVERAGE

You can access your insurer's details, select beneficiary and know your covered policy benefits.
For family members above 18, you will need to request access to their account.

CLAIMS SUBMISSION

Now you can submit and track your claims digitally. Make sure to take a photo of the claim form once signed and stamped by the doctor and clinic, photo of your medical results and the itemized medical invoice from the clinic. Get your claims reimbursed faster through the app.

Search and filter claims history

Submit, view and track medical claims
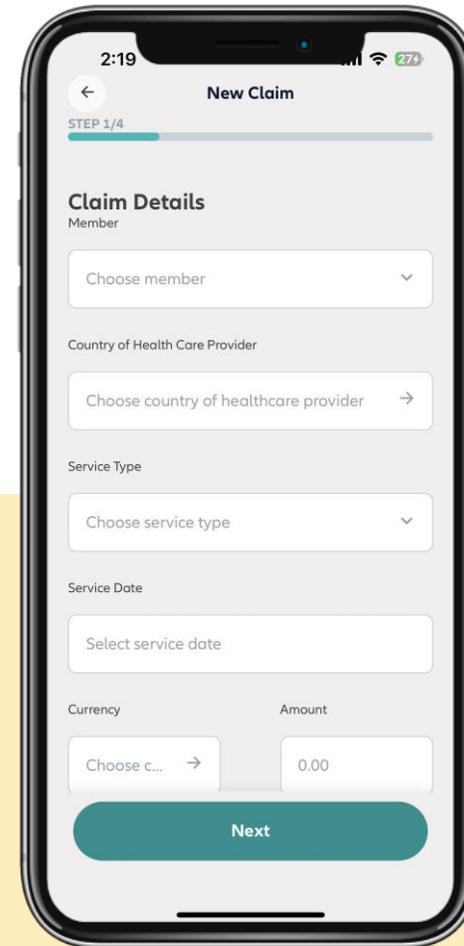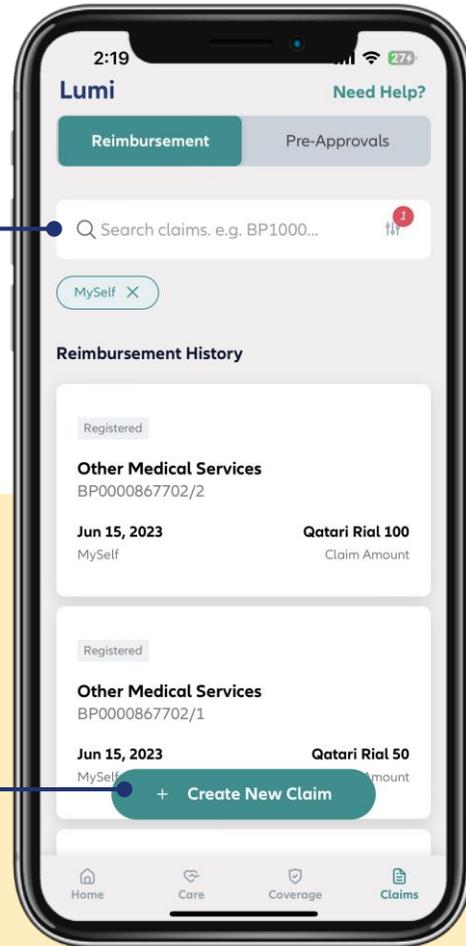
- Access your draft claims

- Select reimbursement payment method

- Receive claim submission confirmation

PROVIDER NETWORK

Now you can search for a provider by type (hospital, clinic, pharmacy, laboratory) by country and by using advanced filters. You can also call, visit website, send email, and get direction to any selected provider.

Search for a provider
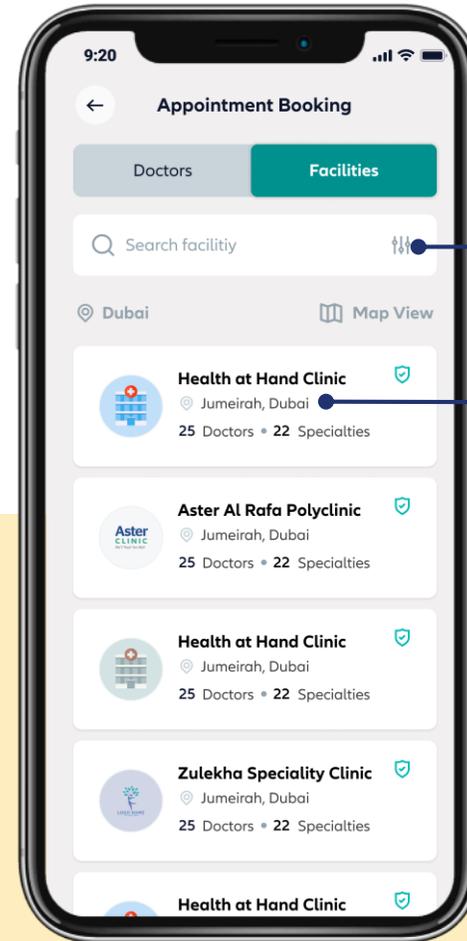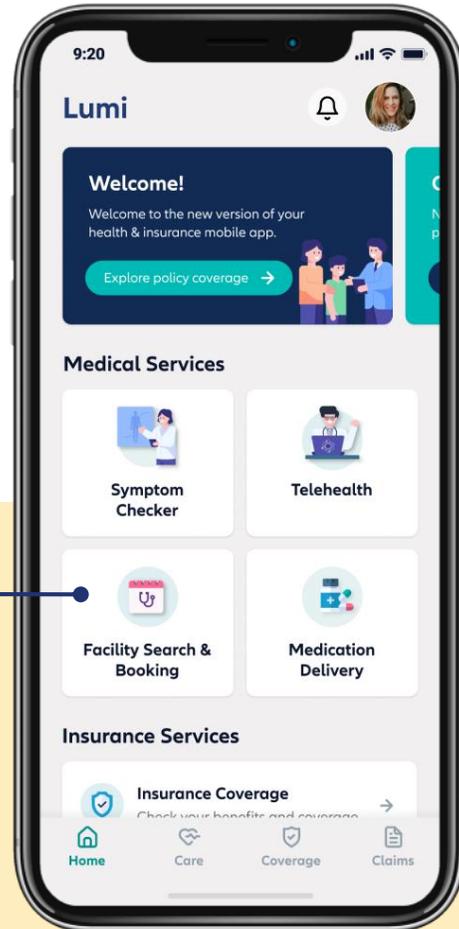
Use advanced filters

Visit website, call, send email, and get direction to any selected provider

07

DIGITAL SERVICES

Healthcare at your fingertips

Symptom Checker

See A Doctor

Medical Facilities & Appointments

SYMPTOM CHECKER

Our symptom checker developed with an active involvement of professional medics offers you a free and convenient way to analyze your symptoms. In just a few steps, this tool that is powered by artificial intelligence takes you through a series of questions, analyze your symptoms and provides you with information about possible conditions and recommended next steps.
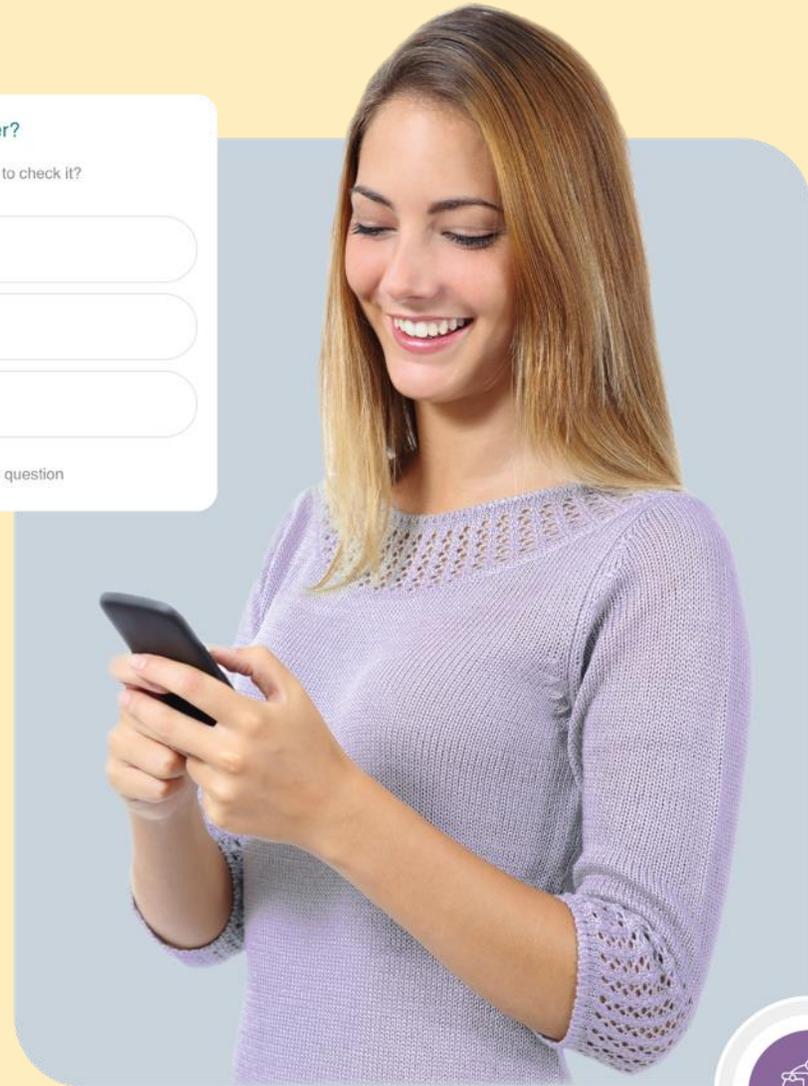
SYMPTOM CHECKER

Click on the Symptom Checker button on the home screen and follow the instructions. Simply answer a series of questions as accurately as possible and find out what could be causing your symptoms.
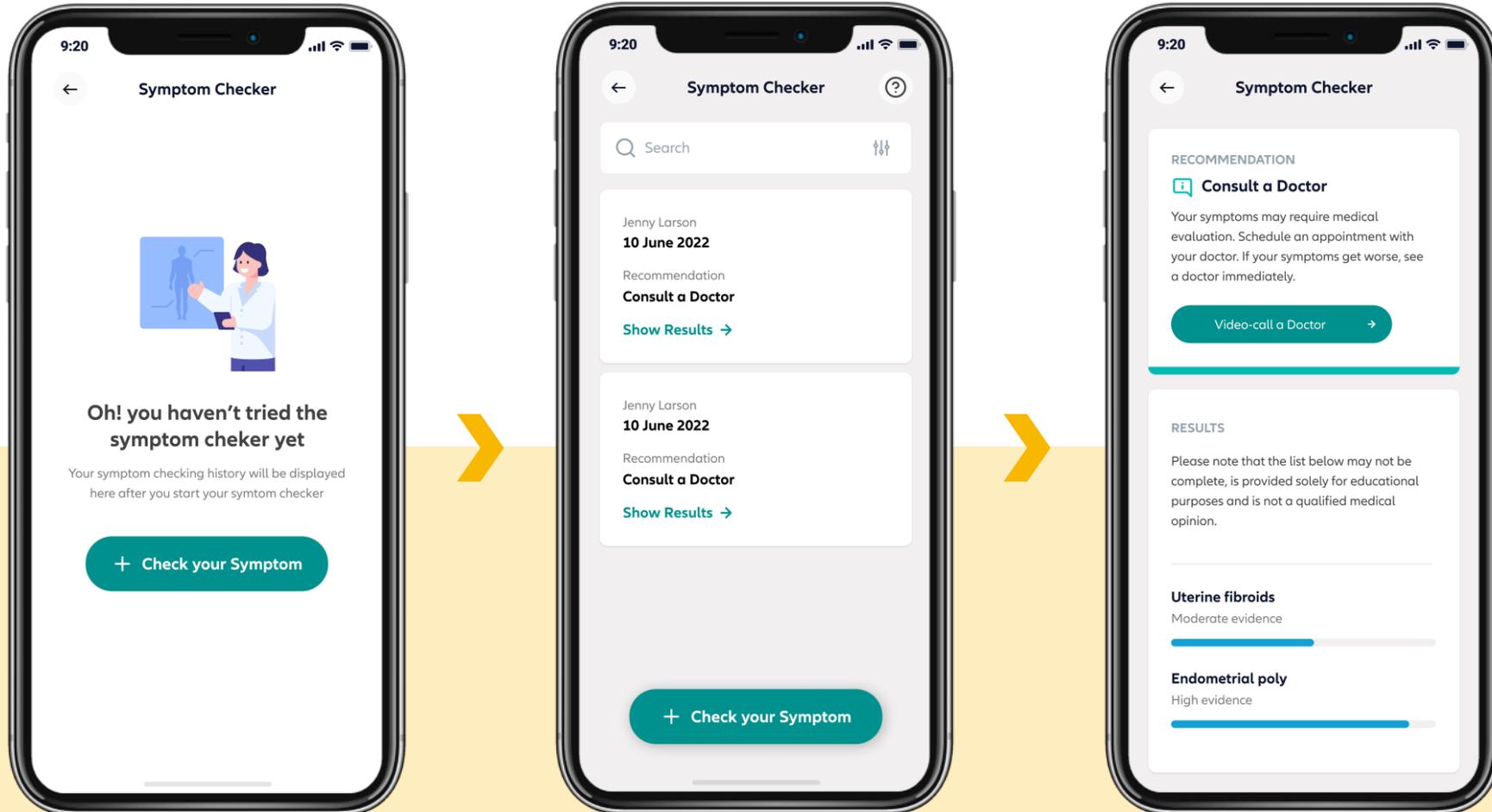
TELEHEALTH

With our **co-pay free teleconsultation service** you can get medical advice through highly-qualified doctors via phone or video.

This **co-pay free teleconsultation service** allows to quickly and conveniently examine symptoms, provide diagnoses, treatment recommendations and advice on required medications.

All you have to do is schedule a call at your convenient time, and the doctor will call you back on the Lumi app via video call to address all your medical concerns.

TELEHEALTH

Having a video call with a doctor is easy: Click "Telehealth" on the app home screen, select the beneficiary then follow the instructions. Enter your information and arrange a consultation.

Watch our tutorial videos

1. How to see a doctor
2. How to book a video consultation with a doctor
3. How to get your ePrescription
4. How to get an eReferral to see a specialist
5. How to get your Sick Leave certificate

Terms and conditions apply

MEDICAL FACILITIES & APPOINTMENTS

Lumi app enables you to search for medical facilities that are covered in your insurance plan. Browse through hospitals, clinics, pharmacies and laboratories easily.

Doctors also provide their availability so you can book appointments on the spot directly and eliminate the hassle of calling the clinic. Booking an appointment has never been easier. Instant confirmation when you select your slot.

Dr.Asmaa Younis
General Practitioner

June 2022

Thu 16 — Fri 17 — Sat 18

17, June 2022
Please select a time slot

MEDICAL FACILITIES & APPOINTMENTS

When you click on "Medical Facilities & Appointments" on the home screen, you will be able to search for doctors by specialty and also access their schedule. This allows you to book directly with the doctor of your choice.
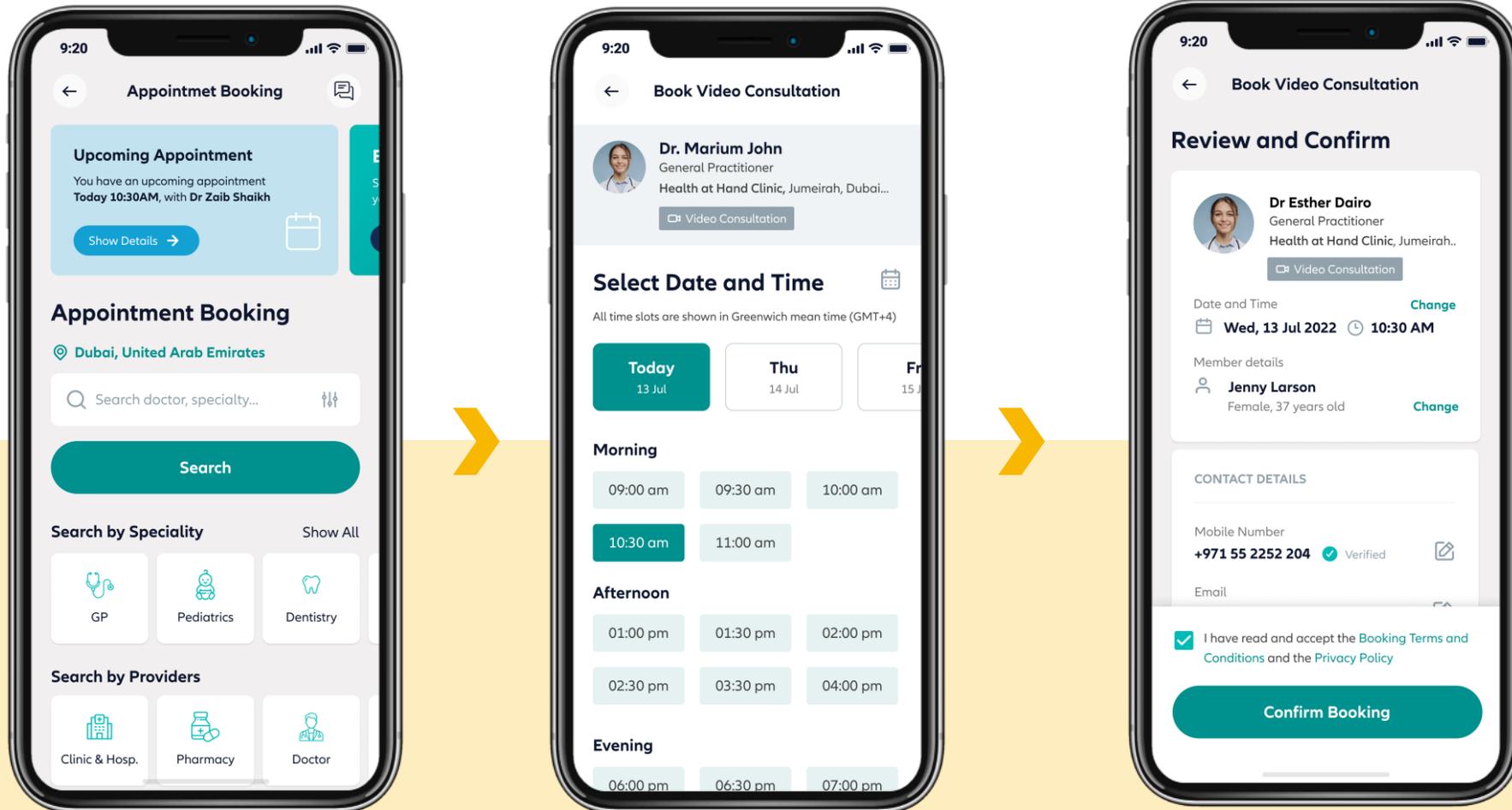
MEDICATION DELIVERY

Medication delivery is a convenient service for insured members, allowing them to order medicine online from the comfort of their own home. Members with chronic conditions can refill their prescriptions without the need to go to the doctor every month.

MEDICATION DELIVERY

You can get their prescription delivered to them by clicking on "Medication Delivery" from the home screen and follow along the chat with the Virtual Assistant.

Click on "Medication Delivery" from the Home screen
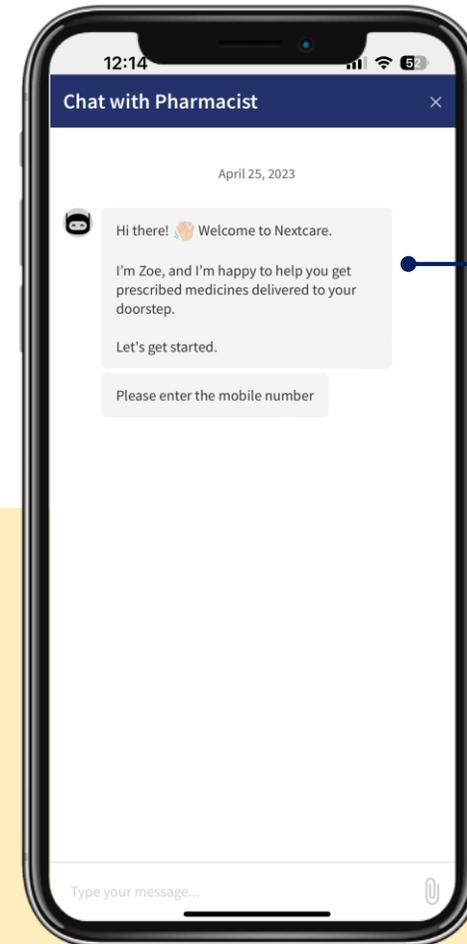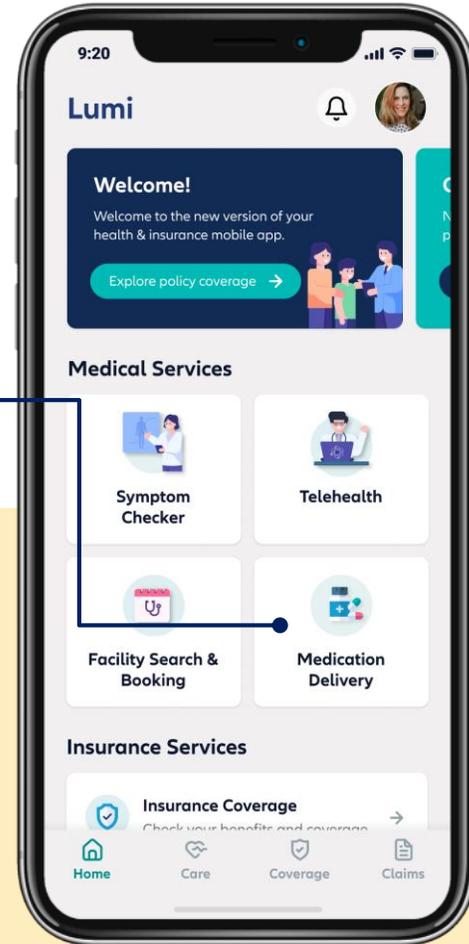
Chat with our virtual assistant

CONTACT US

You can communicate with us easily by clicking on "Send Inquiry" found on the home screen.

Click on "Need Help"

Chat with our virtual assistant

THANK YOU

CONTACT US:

LUMI FAQs

The Lumi app revolutionizes the way you manage your health and insurance, offering a seamless, fast, and convenient experience that gives you a 360-degree approach to your health.

1. How do I download the Lumi App?
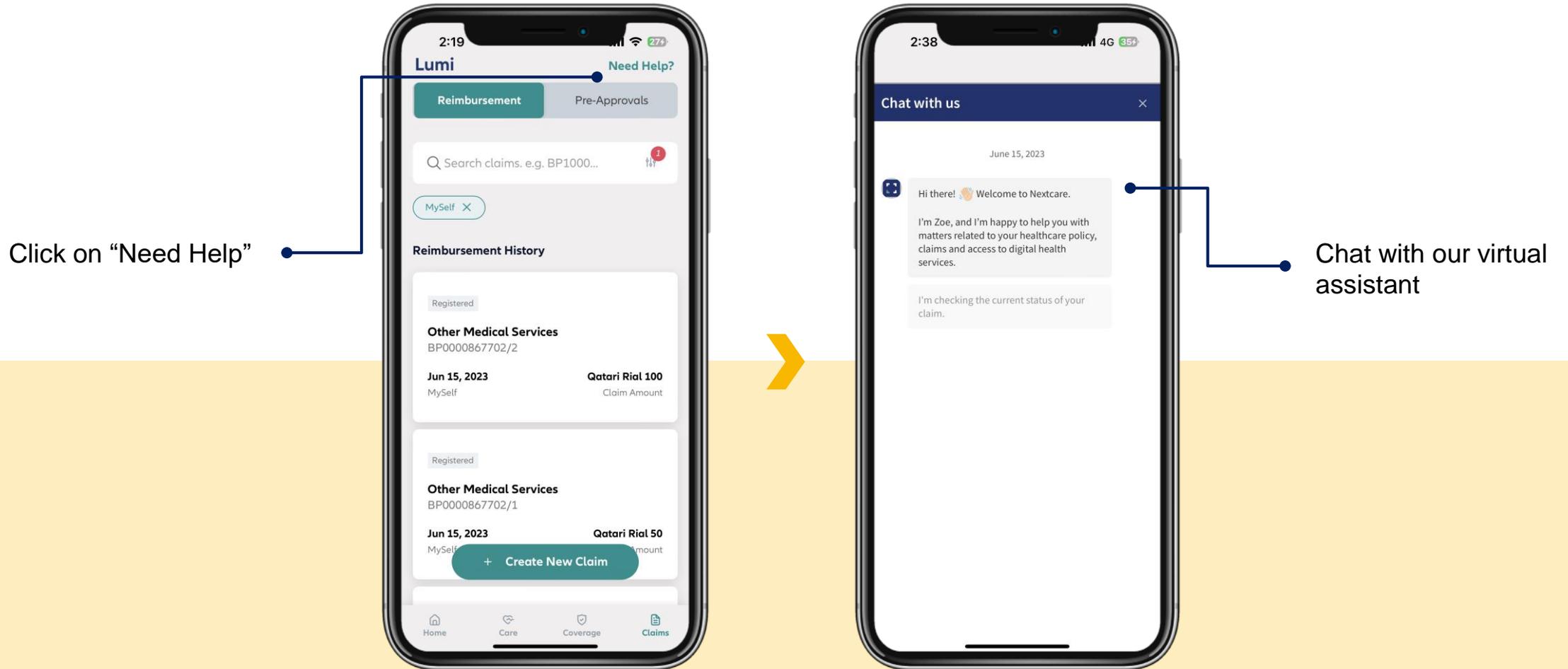
To download the Lumi app, please access the following download link based on your mobile phone model: https://nch.mobi/app

2. How do I log into the Lumi app?

Simply go to the login page and enter the email address and password associated with your existing MyNextcare app. If you don't have an account yet, please register on the Lumi app. If you forgot your password, you can reset it using the "Forgot password" option on the login screen.

3. I can't log into the Lumi app. What should I do?

• If you already have a registered account but forgot your password, you can simply reset it using the "Forgot password" option on the login screen.

• If you don't have an account, please create one on the new app.

• If you have tried the above options and are still unable to access the app, please contact the support team by sending an email to appsupport@nextcarehealth.com.

4. I can't register with my card number or National ID. What should I do?

Please contact the support team by sending an email to appsupport@nextcarehealth.com.

5. Do members need to create a new login for the new app?

Members can login to the new app seamlessly using their existing credentials.

6. Can I register using my phone number?

To create an account on the Lumi app, you only need an email address and a password.

7. Can I link more than one insurance policy to my Lumi app account?

Yes, you can link multiple insurance policies to your Lumi app account by selecting the policies you wish to link.

8. Does this change apply to all policies, including both existing and new policies?

MyNextcare app users can use the same login credentials for Lumi.

New users, regardless their policy, would need to register first and create their credentials.

9. Who should I contact if I face any problems with the Lumi app?

If you encounter any challenges, please contact the support team by sending an email to appsupport@nextcarehealth.com.

10. Can my dependents also download the Lumi app?

Yes, all dependents above 18 years old can also download the Lumi app. If they have the MyNextcare app, they can update it to the new Lumi app.

11. Will I be able to access the current features available on the Lumi app?

Yes, the Lumi app provides the same features and services as the previous app, but with a better and easier design and user experience.

12. Will the historical information from the old app still be available in the new app?

The new app ensures that members can access their historical information, allowing them to seamlessly continue their health journey without any disruptions.

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13. As a principal, can I access the digital cards of my spouse and dependents?

Yes, as a principal, you can access the digital cards of both yourself and your dependents who are registered under the same insurance policy. You can also download the cards for easy access.

14. Can I submit a claim for my spouse and children above 18 years old as a principal?

Yes, as the principal member, you can submit a claim on behalf of your family members. However, please note that you can only view claims that have been submitted for yourself.

15. Will Essential Benefit Plan members have access to teleconsultations?

The availability of the teleconsultation service for Essential Benefit Plan members is determined by by your policy benefits.

16. Is teleconsultation on the Lumi app conducted through audio or video?

Teleconsultation on the Lumi app involves video consultation.

17. What new features have been introduced in the application?

The primary updates to the application focus on enhancing the user interface and overall user experience. Additionally, new features such as Dr. Chat, Medication Delivery, and more have been included.

18. Can I update my DHA data on the Lumi app?

The development of the feature allowing you to update your DHA data on the Lumi app is currently in progress. It will be made available soon.

19. What features are included in the application?

The features and services available in the application are customised as per your policy benefits. Here is a list of some of some of the core services: digital insurance card, policy coverage information, claim management, medical provider search, and more.

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