



Healthcare
your business deserves

Appointed Vendor for



Liberty
Insurance®

EZCare



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Incorporated in 1994, we are a pioneer in the Singapore Managed Healthcare Sector

Trusted 20 Year Track Record of Healthcare & Benefits Innovation

First to Market in Singapore With Web-based Electronic Claims Portal & Early Mobile Adoption

Customer base of over **1,800 corporate & government clients**, with over **400,000 Members**

We Connect You to an Extensive Coverage in Singapore & JB

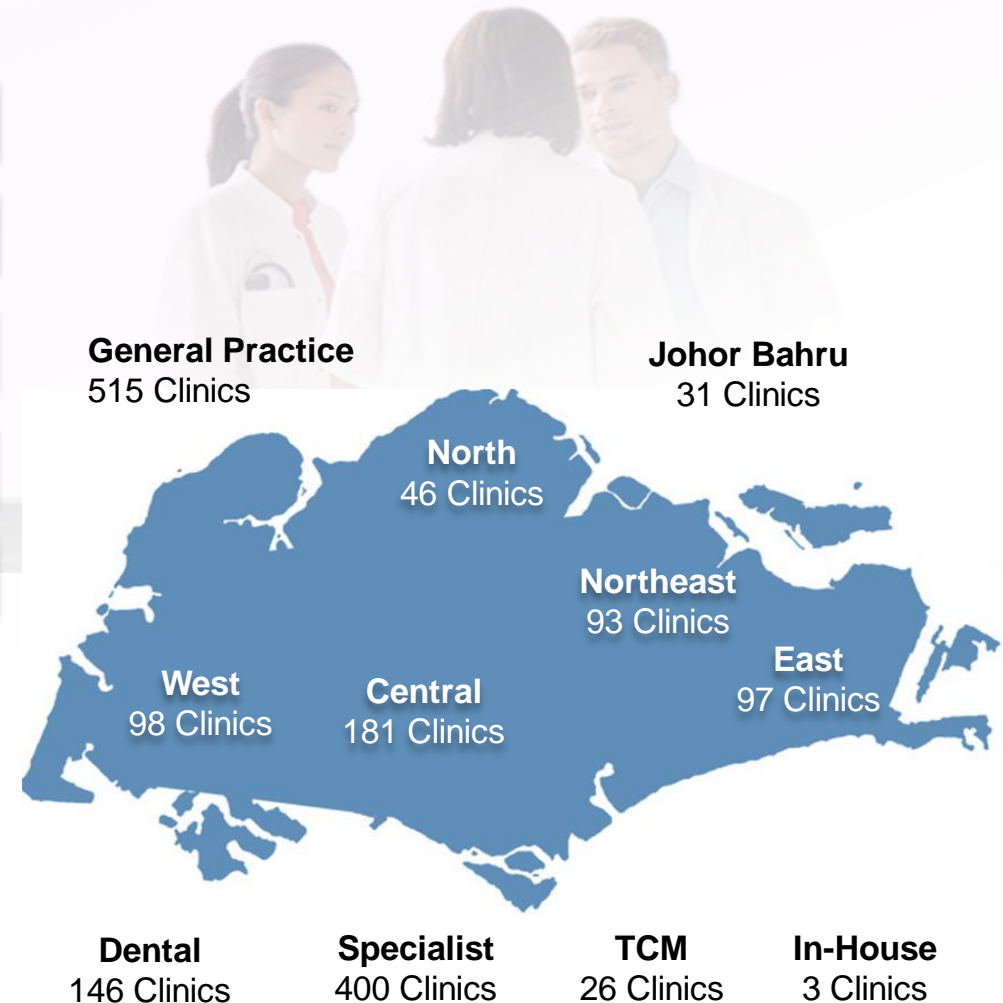
518 GP Panel Clinics Island-wide, 31 in JB

Average Clinic has been with our Network 10 Years

Comprehensive Dental, Specialist & TCM Services

Cashless Convenience at all Panel Clinics

Independent & Objective Panel Management



Insured visits panel GP clinic with IHP cards/E-cards and Photo ID (NRIC, FIN and Driving license)



GP services are rendered



Panel GP e-claim to IHP system

Note: This is applicable if GP rider is purchased.

Insured visits panel dental clinic with IHP cards/E-cards and Photo ID (NRIC, FIN and Driving license)



Dental services are rendered



Panel Dental e-claim to IHP system

Note: This is applicable if dental rider is purchased.

IHP SP Process

Insured visits panel/non panel GP clinic and was issued referral letter



Insured call IHP Customer Service to fix appointment with Panel SP



Insured visit Panel SP



Panel SP e-claim to IHP system

Note: This is applicable if specialist rider is purchased.

LOG Process

Insured needs to go for Inpatient/Day Surgery



Insured/Provider call IHP Customer Service to request for LOG



Pre-authorization process will take place

IHP Customer Service issue LOG within 3 working days



Insured endorse LOG and hospital send invoice to IHP

Claims Process Submission



Submit claim via IHP
Online/IHP APP.
Note: Please make sure that
the attachments are clear.

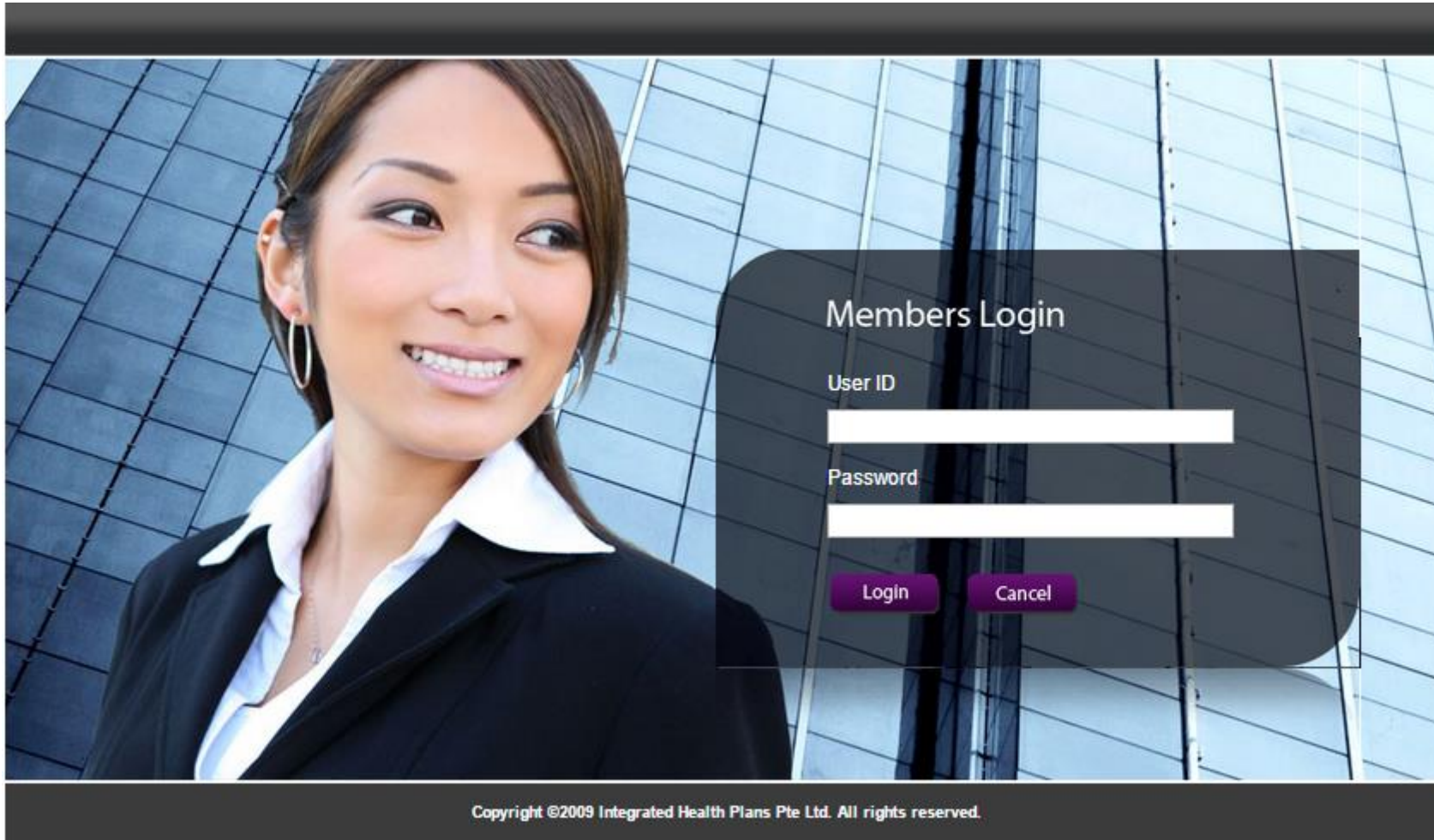


IHP will process the claims.
TAT for Outpatient claims: 7
working days
TAT for Inpatient claims: 10 working
days



Reimbursement via
GIRO will take another 3
working days.

IHP Producer Login Demo




The image shows a 'Members Login' form overlaid on a background photograph of a smiling woman in a business suit. The form is semi-transparent and contains the following elements:

- Members Login** (Title)
- User ID** (Label) with a corresponding text input field.
- Password** (Label) with a corresponding text input field.
- Login** (Button)
- Cancel** (Button)

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IHP Producer Login Demo



WELCOME LIBERTY INSURANCE... Login User : LIBERTY 11:09:45 AM, Friday, November 25, 2016

- > Reports
- > Change Password
- > Log Out

Reports
Medical Leave
Joined/Terminated Employees
Pending report
Claim Status Enquiry

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IHP Producer Login Demo

Medical Leave Report



WELCOME LIBERTY INSURANCE...

Login User : LIBERTY

11:16:56 AM, Friday, November 25, 2016

- Reports
- Change Password
- Log Out

Medical Leave Report			
Company	<input type="text"/>	Search	Clear
Relation	All ▼		
Visit Date	From <input type="text"/>	to <input type="text"/>	(DD/MM/YYYY)
Submit			

	A	B	C	D	E	F	G
1	MC Utilization						
2	Visit Date from : 01/01/2016 to : 01/07/2016						
3	Date generated : 25/11/2016						
4	Claimant NRIC	Claimant Name	Employee Name	Staff ID	Company	Relation	Total MC Days
5	S12345678Z	LIM HUI WAH JANICE	LIM HUI WAH JANICE	123	ABC COMPANY	Staff	3
6							

IHP Producer Login Demo

Member Listing Report



WELCOME LIBERTY INSURANCE...

Login User : LIBERTY

11:17:23 AM, Friday, November 25, 2016

- Reports
- Change Password
- Log Out

Member Listing Report

Company Search

As of Date

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Member Listing as at 06-Apr-2016												
2	Date generated : 25/11/2016												
3	Name	NRIC	Staff ID	Relation	DOB	Join Date	Resign Date	Plan Type	Division	Division Name	Department	Cost Center	Remarks
4	COY ID - 12345												
5	SHUI LI TING SERILYN	S1234567Z	1234	E0	1/1/1991	1/1/2016			1234	ABC COMPANY			
6													

IHP Producer Login Demo

Pending Claims Report



Your preferred provider
of quality managed healthcare

WELCOME LIBERTY INSURANCE...

Login User : LIBERTY

11:18:03 AM, Friday, November 25, 2016

- Reports
- Change Password
- Log Out

Report - Pending Claims

Company	<input type="text"/>	Search	Clear
Consultation Date ▼	From <input type="text"/>	to <input type="text"/>	(DD/MM/YYYY)
Submit			

	A	B	C	D	E	F	G	H
1	Pending Claims							
2	Claim No	Patient ID	Patient Name	Company	Incurred Date	Received Date	Reimburse Amount	Reason
3	R0000012345678	S1234567Z	LINDA TAN	ABC COMPANY	9/11/2016	10/11/2016	\$65.00	
4								
5								

IHP Producer Login Demo

Claim Status Enquiry




WELCOME LIBERTY INSURANCE...

Login User : LIBERTY

11:18:31 AM, Friday, November 25, 2016

- › Reports
- › Change Password
- › Log Out

Claim Status Enquiry			
Search the Claim			
Patient ID/ NRIC	<input type="text"/>	Patient Name	<input type="text"/>
StaffID	<input type="text"/>	ROC No	<input type="text"/>
Consult Date	<input type="text"/> 		
(dd/mm/yyyy)			
		<input type="button" value="Search"/>	<input type="button" value="Reset"/>

User Friendly Employee Mobile APP



Claims Submission

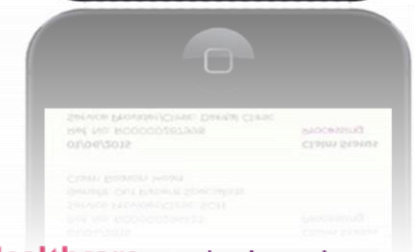
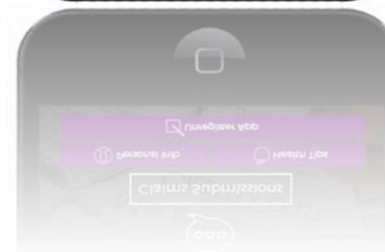
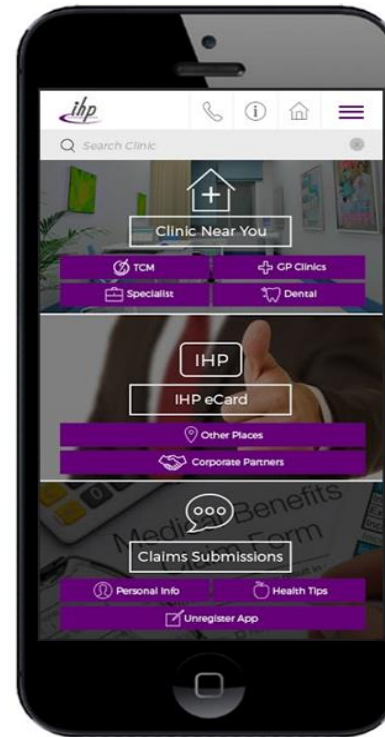
Checking of Balance and Entitlement

Convenient E-card for Identification

Easy to Use Clinic Locator

One-touch Click to Call

iOS & Android Compatible



IHP Service Support

General Information	Details
Company ID	Policy No
Support & Enquiries	<p>Hotline: 6715 9422</p> <p>claims@ihp.com.sg</p> <ul style="list-style-type: none">- Enquiries on claims related matters- Enquiries on clinic related matters- Reset of IHP login passwords- Request of LOG
IHP Employee Login Access	<p>https://eclaim.ihp.com.sg/eclaim/</p> <p>User ID: NRIC/FIN</p> <p>Password: Date of Birth (DDMMYYYY)</p>



Thank You