



Mednefits Pte Ltd  
7 Temasek Boulevard #18-02 Suntec Tower One S(038987)  
<http://mednefits.com> Phone: +65 6254 7889

**mednefits**

## **Step-By-Step Guide for Members**



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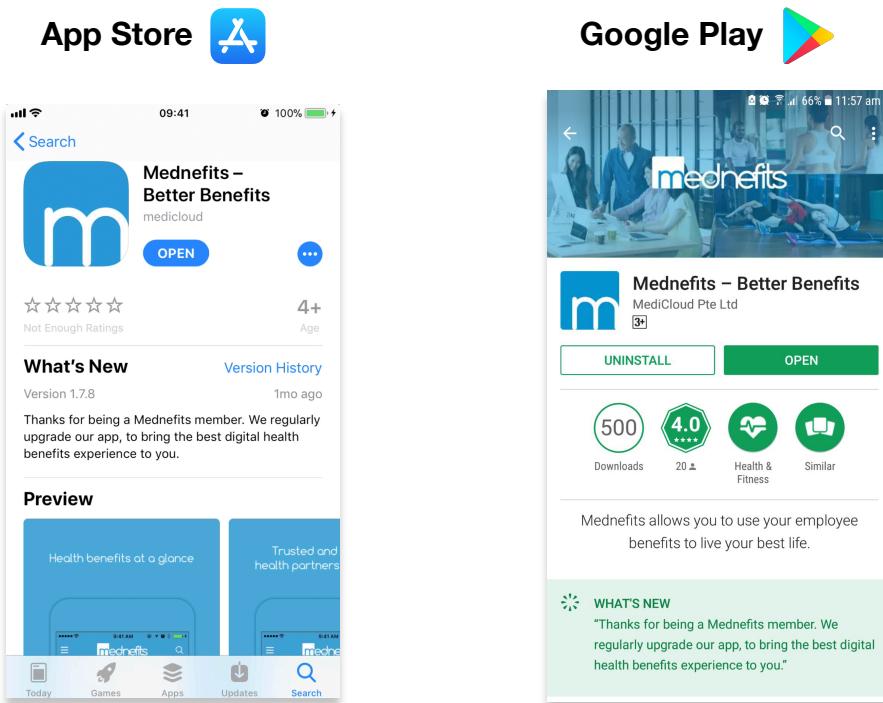
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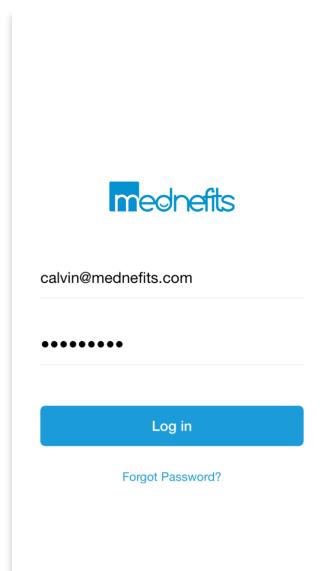
## Before your Visit

### Step 1: Download the Mednefits app



### Step 2: Login to Mednefits app

1. Login to your Mednefits member app using your given credentials in your “Welcome to Mednefits” email.

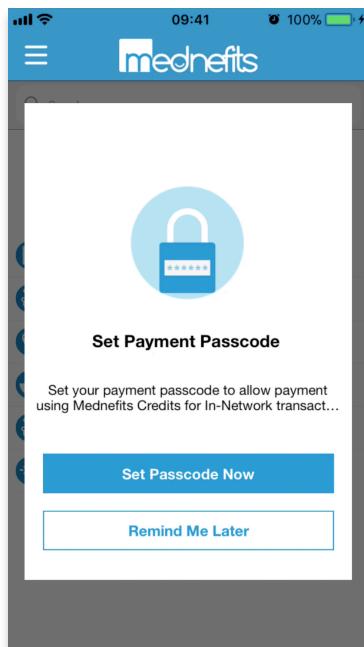




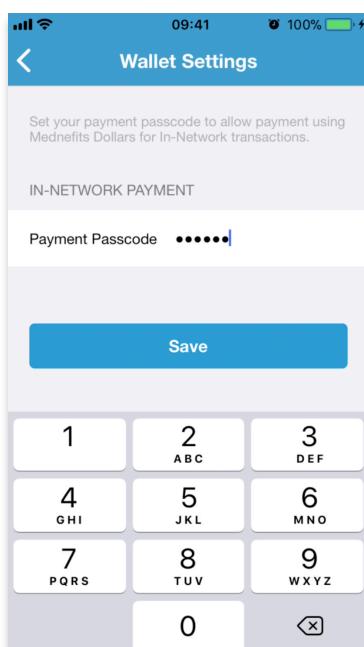
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## Step 3: Set up payment passcode

- Upon your first login, you will be prompted to set up your payment passcode to authenticate your payments.



- Enter your 6-digit payment passcode.

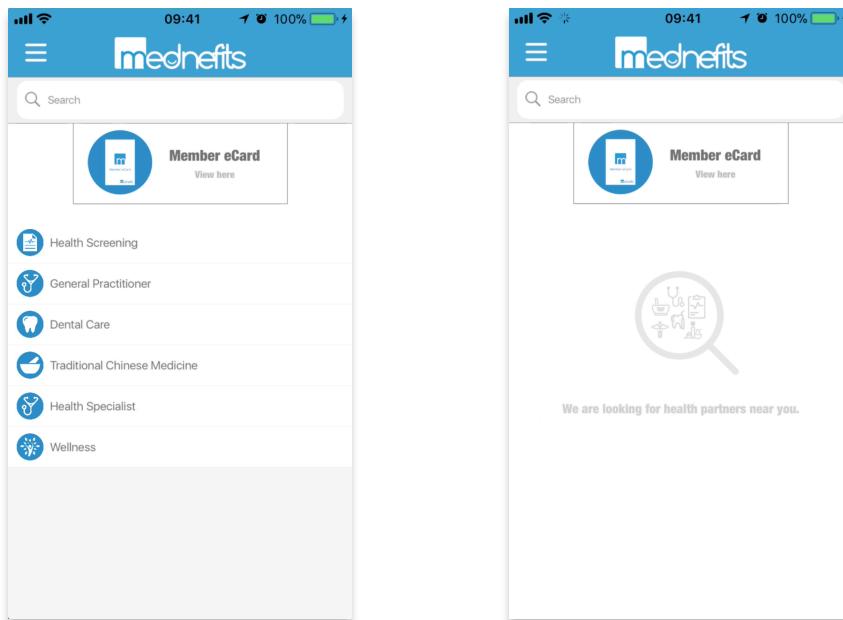




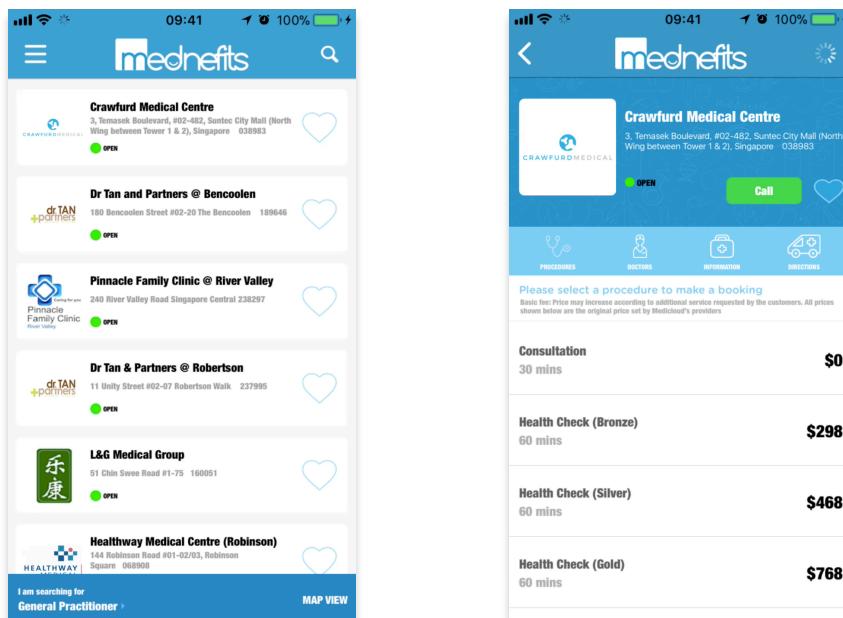
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## Step 4: Search for health services and providers (In-Network)

1. Select your desired health category and view health providers near you.



2. Select the health provider of your choice and view the services you require.  
Alternatively, you may check out the list of our Health Providers that accepts Mednefits Credits at this link: <https://docs.google.com/spreadsheets/u/1/d/1YtsLDjgdHu6bKkZWRGtBldeyWhwPTnDdQGFrUsBOZ9g/pubhtml>





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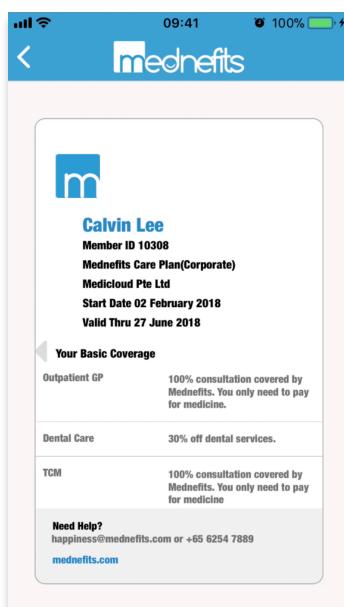
## During your Visit

### Step 5: Identify yourself as Mednefits member and check your medical coverage

1. At the clinic, simply flash your **member E-Card** on the Mednefits app and your **NRIC** to identify yourself to our network of health partners.



2. Swipe left to view your medical coverage.





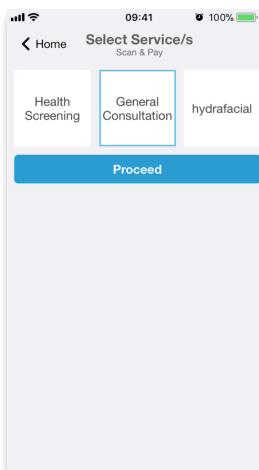
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## Step 6: Payment during Visit

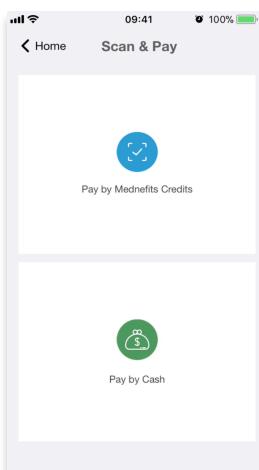
1. Using the “Scan & Pay” function on the Mednefits app, scan the Mednefits QR code at the clinic



2. Select the services you received during the visit



3. You can pay by two options: Mednefits Credit or Cash

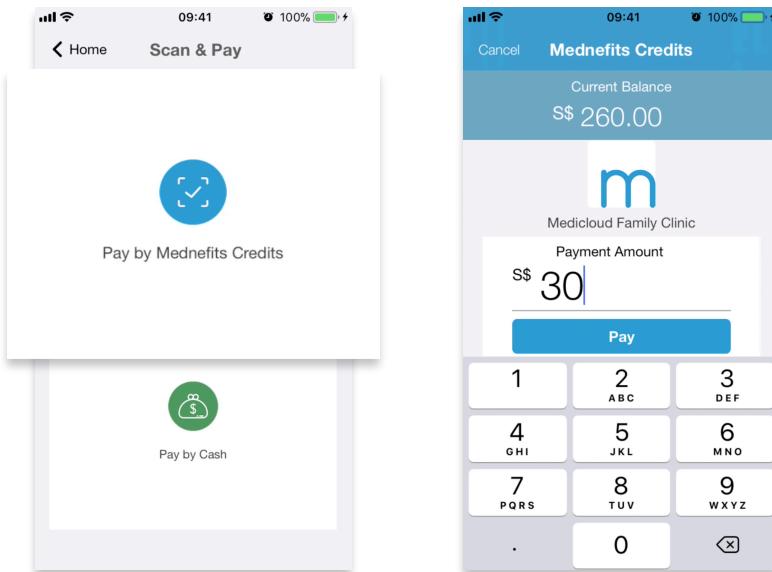




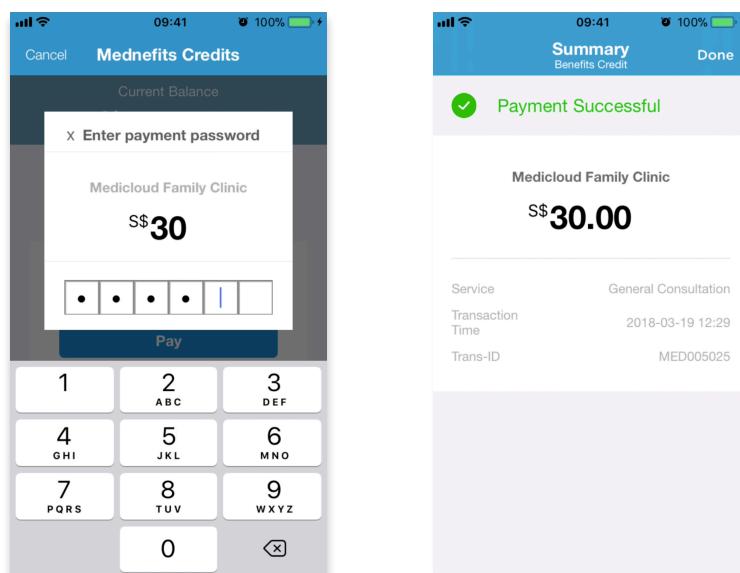
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## Payment by Mednefits Credit

1. Select “Pay by Mednefits Credits”. Clinic staff will inform you the medication and treatment amount (excluding consultation fee) to key in.



2. Key in your payment passcode to authenticate the payment and click “Done”.

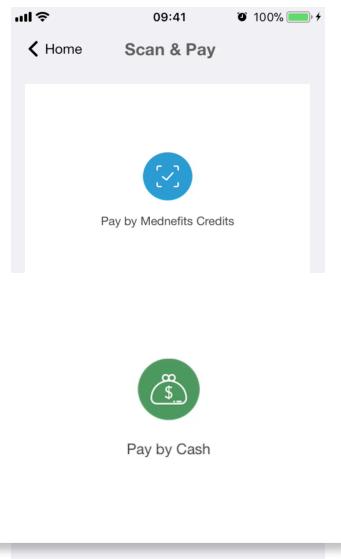




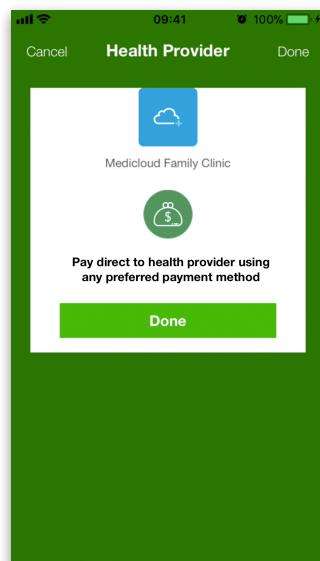
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## Payment by Cash

1. During your visit, you may choose your preferred payment mode, to pay via Cash/Nets/Credit Card.



2. Click “Done” and pay at the clinic counter.



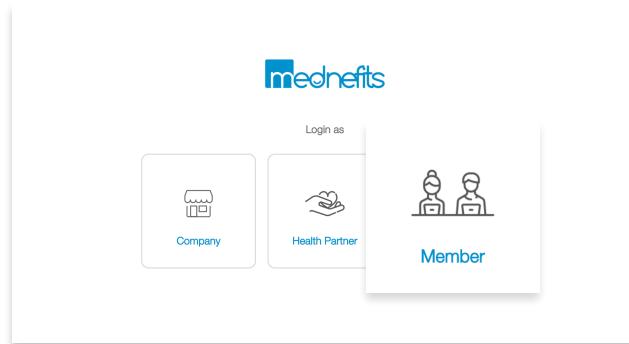


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## After your Visit

### Step 7: Submitting Out-of-Network Claims

1. Go to [www.mednefits.com](http://www.mednefits.com) and click “Login” at the top right hand corner. Proceed to login as “Member”. Key in your given login credentials (same as for Mednefits app login).



2. Select the “Submit E-Claim” tab and key in the required information.

Submit E-Claim

Only 1 item/service is allowed to file per claim submission. After claim is submitted, you may track your claim status under Activity.

Item/Service\* Gym Membership

Merchant\* Fitness First

Visit Date\* January 02, 2018

Visit Time 08:30 AM

Claim Amount 90 SGD

Member\* Calvin Lee

**SUBMIT E-CLAIM**

01 Enter Claim Details

02 Receipt Verification

03 Claim Submitted

Need help?

Next



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### 3. Upload a soft copy of your receipt.

The screenshot shows the 'Submit E-Claim' interface. At the top, there are links for HOME, ACTIVITY, and SUBMIT E-CLAIM, along with a 'Need help?' button. The main area is titled 'Submit E-Claim' with a sub-instruction: 'Only 1 item/service is allowed to file per claim submission. After claim is submitted, you may track your claim status under Activity.' Below this, there's a section for uploading a receipt: 'Drop your file here!' or 'Select a file'. A file named 'Receipt.pdf' (1400.13MB) is shown as uploaded. To the right, a vertical flowchart shows three steps: 01 Enter Claim Details, 02 Receipt Verification, and 03 Claim Submitted. At the bottom are 'Back' and 'Next' buttons.

### 4. Submit your claim and get reimbursed.

The screenshot shows the 'Submit E-Claim' interface after submission. The left panel shows the claim details: Item/Service (Gym Membership), Merchant (Fitness First), Visit Date (January 02, 2018), Visit Time (08:00AM), Claim Amount (\$8.90), Member (Calvin Lee), and Receipt (a small thumbnail). The right panel shows a success message: 'Thank you! Your claim has been successfully submitted. Our team will be processing your claim, for claim status update go to Activity.' It also includes the same vertical flowchart for the 3-step process. Both panels have 'Home' buttons at the bottom.

### 5. Check the status of your out-of-network claim under “E-Claim Transactions (Out-of-Network).

The screenshot shows the 'E-CLAIM TRANSACTIONS (OUT-OF-NETWORK)' section. At the top, it says '3 Total Transactions' and 'IN NETWORK TRANSACTIONS' (disabled). There are tabs for 'E-CLAIM TRANSACTIONS (OUT-OF-NETWORK)' and 'DOWNLOAD' with a download icon. It shows a total spent of '\$8 90.00'. Below, a table lists transactions:

CLAIM DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER
Approved Claim Date: 01 January 2018	Gym Membership	Fitness First	\$8 90.00	Calvin Lee
Pending 01 January 2018	Gym Membership	Fitness First	\$8 50.00	Calvin Lee
Pending 01 January 2018	Gym Membership	Fitness First	\$8 70.00	Calvin Lee

For the first approved transaction, there are buttons for 'Upload Receipt' and 'Download Receipt', and a thumbnail of the receipt document.



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## Step 8: Track your Activity using your Mednefits app or Mednefits website

### On the Mednefits App,

1. Select “History” on the side bar and view your transaction history.



History	
Transaction #: MED005025	19 March 2018, 12:29pm
General Practitioner - General Consultation	
Medicloud Family Clinic	S\$ 30.00
Calvin Lee	
Transaction #: MED005023	19 March 2018, 12:25pm
General Practitioner - General Consultation	
Medicloud Family Clinic	S\$ 30.00
Calvin Lee	
Transaction #: MED004846	05 March 2018, 02:59pm
General Practitioner - Health Screening	
Medicloud Family Clinic	S\$ 40.00
Calvin Lee	



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## On the Mednefits website,

Your Home page provides you an overview of your medical coverage, remaining Mednefits Credits and recent transactions.

Welcome Calvin Lee  
Your Benefits through Medicloud Pte Ltd

**Your Coverage (In-Network)**

- Health Screening: 1 complimentary basic health screening per year
- General Practitioner: 100% consultation covered, you only need to pay medicine/instrument
- Dental Care: 30% off selected dental services
- Traditional Chinese Medicine: 100% consultation covered, you only need to pay medicine/treatment
- Health: Save up to 60% on...

**Your Activity**

Your Mednefits Credits

Balance	\$S\$ 200.00
Total Spent	\$S\$ 150.00

In-Network Account

Open	\$S\$ 150.00
Spent	\$S\$ 0.00

**RECENT TRANSACTIONS**

In-Network Transactions      E-Claim Transactions

Select a timeframe: This year | Last year | Custom

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

**Benefit Dollars**

<b>\$S\$ 350.00</b> TOTAL ALLOCATION	<b>\$S\$ 150.00</b> SPENT
<b>\$S\$ 200.00</b> BALANCE	\$S\$ 150.00 IN-NETWORK      \$S\$ 0.00 E-CLAIM (OUT-OF-NETWORK)

**5 Total Transactions**

**IN-NETWORK TRANSACTIONS**      **E-CLAIM TRANSACTIONS (OUT-OF-NETWORK)**

**DOWNLOAD** Total Spent: \$S\$ 250.00

DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER	PAYMENT TYPE
------	--------------	----------	--------------	--------	--------------

5 Total Transactions

**IN-NETWORK TRANSACTIONS**      **E-CLAIM TRANSACTIONS (OUT-OF-NETWORK)**

**DOWNLOAD** Total Spent: \$S\$ 250.00

DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER	PAYMENT TYPE
19 March 2018, 12:29pm	General Practitioner - General Consultation	Medicloud Family Clinic	\$S\$ 30.00	Calvin Lee	Mednefits Credits

**General Practitioner**

Medicloud Family Clinic

DATE: 19 March 2018, 12:29pm  
TRANSACTION #: MED009025  
ITEM/SERVICE: General Practitioner - General Cons...  
TOTAL AMOUNT: \$S\$ 30.00  
PAYMENT TYPE: Mednefits Credits  
MEMBER: Calvin Lee

**Uploaded Receipt**  
**Download Receipt**  
**Mednefits E-Receipt**



## Frequently Asked Questions (FAQs)

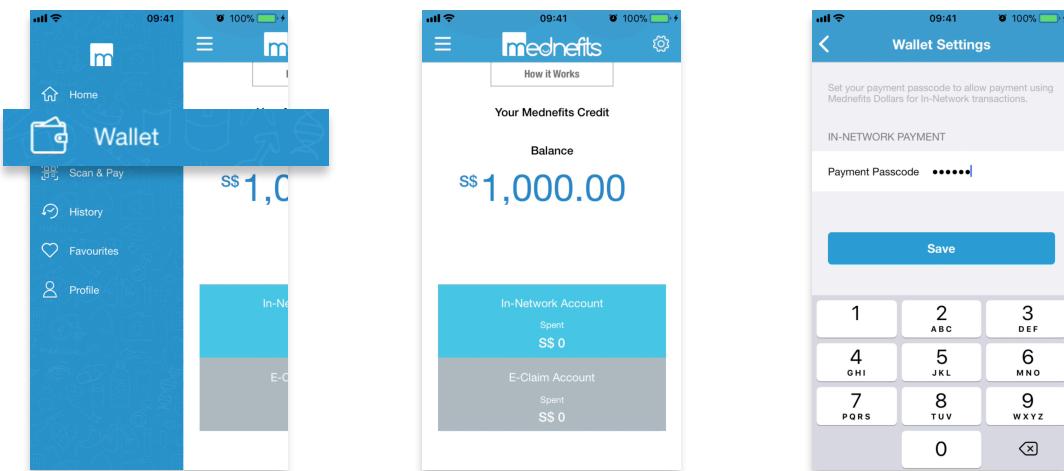
### 1. What is Mednefits Wallet?

This is the amount your company allocated as your flexi-benefits spending account.

Mednefits Wallet = Mednefits Credits

### 2. I forgot my payment passcode, how do I reset it?

Click on the side menu > Click to Wallet > Click > Reset passcode



### 3. What if I do not have the Mednefits app?

If you do not have the Mednefits app, please submit your claim as an Out-of Network claim (refer to Step 6).

### 4. What if I run out of Mednefits Credits?

You may pay by Cash if you run out of Mednefits Credits.

### 5. What if there is a technical error when I am trying to pay via Mednefits Credits?

You may pay by Cash, submit an out-of-network e-claim and get your reimbursement from your company.



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## 6. What if there is an error in the transaction?

If the payment is by Mednefits Credit,

The clinic will refund the amount back into your e-wallet. Repeat the “Pay by Mednefits Credit” procedure to complete payment.

## 7. How do I know what services/health providers can be paid for using my Mednefits Credits?

Check with your company's HR for the coverage of your Mednefits Credits. Alternatively you may check on this link <https://docs.google.com/spreadsheets/u/1/d/1YtsLDjgdHu6bKkZWRGtBldeyWhwPTnDdQGFrUsBOZ9g/pubhtml>

## 8. What is my member's coverage?

You may view your coverage [here](#).



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Need Help?  
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Ring us at +65 6254 7889  
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[happiness@mednefits.com](mailto:happiness@mednefits.com)