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mednefits

Step-By-Step Guide
for Members

Information accurate as of 19 March 2018

Content Page

Before your Visit

During your Visit

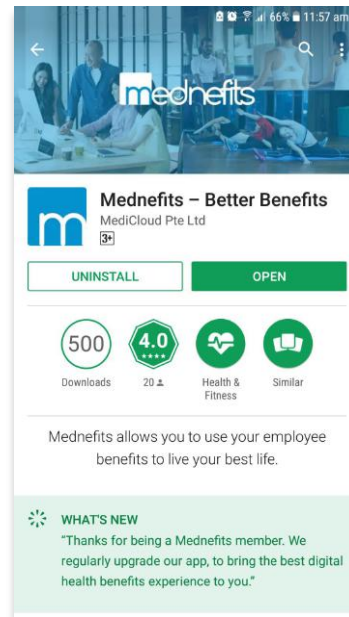## After your Visit

Before your Visit

Step 1: Download the Mednefits app
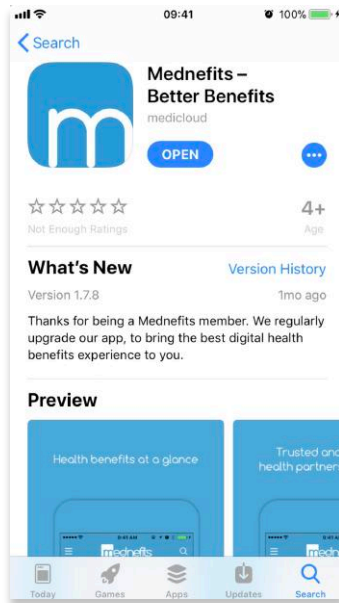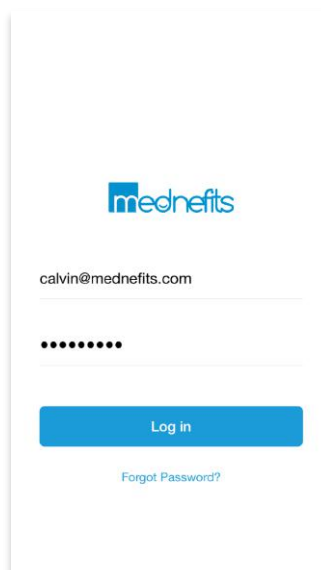
App Store   **Google Play**

Step 2: Login to Mednefits app

1. Login to your Mednefits member app using your given credentials in your "Welcome to Mednefits" email.
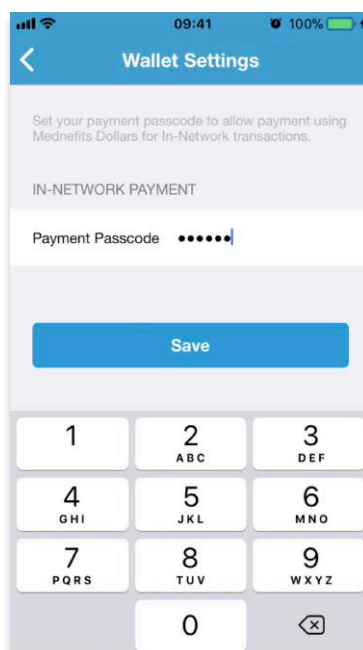
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Step 3: Set up payment passcode

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

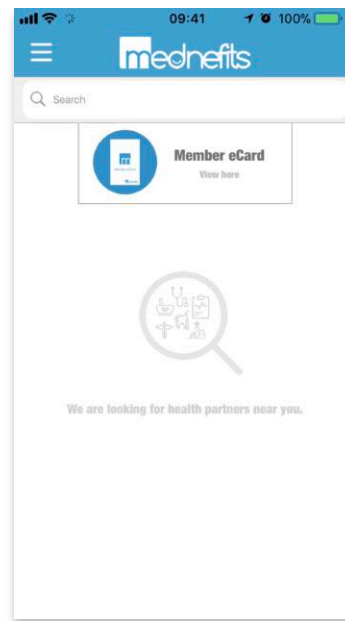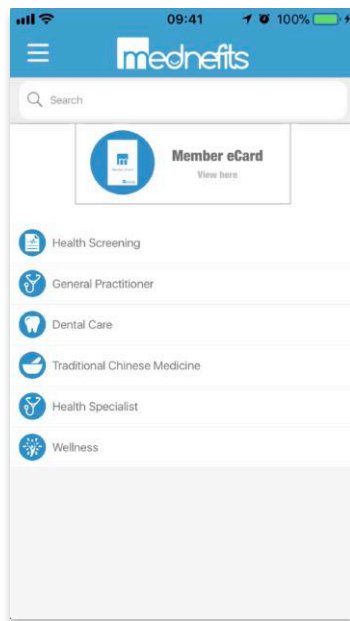..
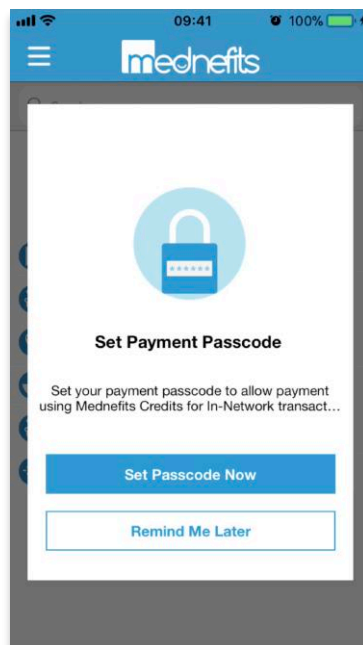
2. Enter your 6-digit payment passcode.

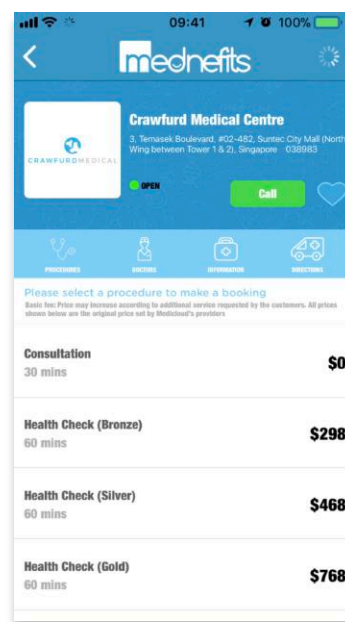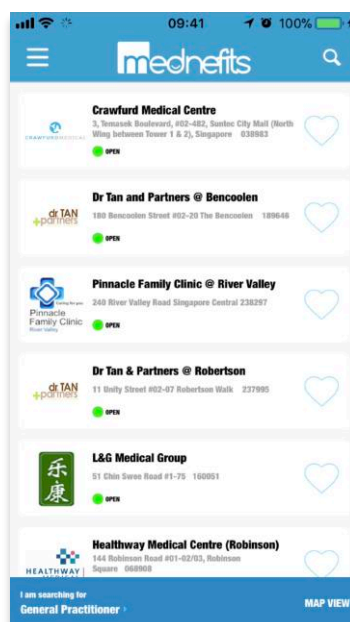Information accurate as of 19 March 2018

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/1YtsLDjgdHu6bKkZWRGtBIdeyWhwPTnDdQGFrUsBOZ9g/pubhtml
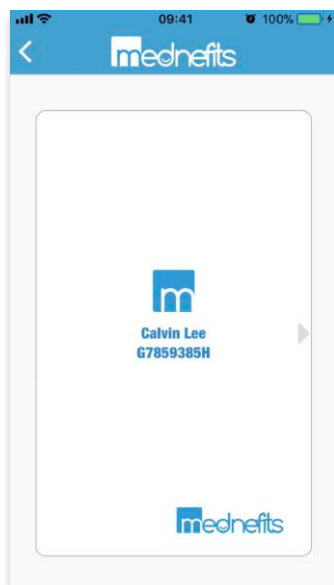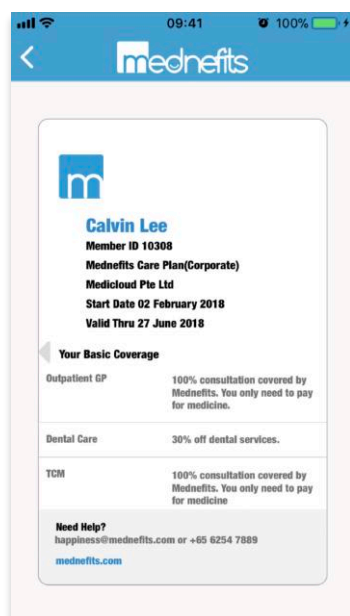
During your Visit

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.

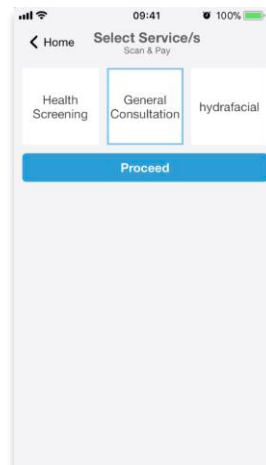2. Swipe left to view your medical coverage.
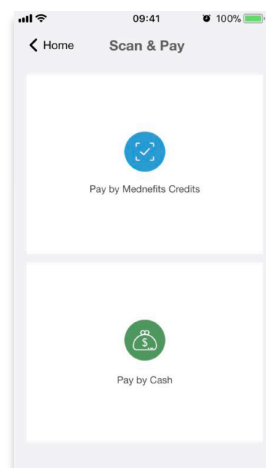
Step 6: Payment during Visit

1. Using the "Scan & Pay" function on the Mednefits app, scan the Mednefits QR code at the clinic
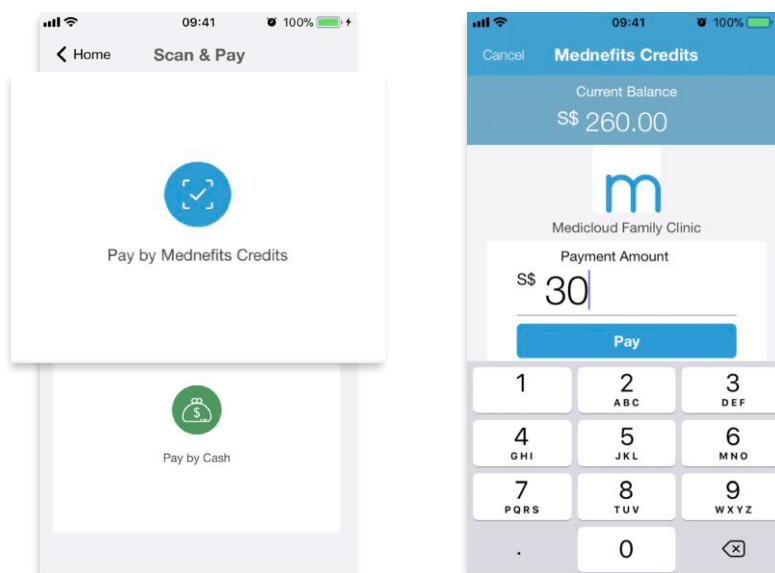
2. Select the services you received during the visit

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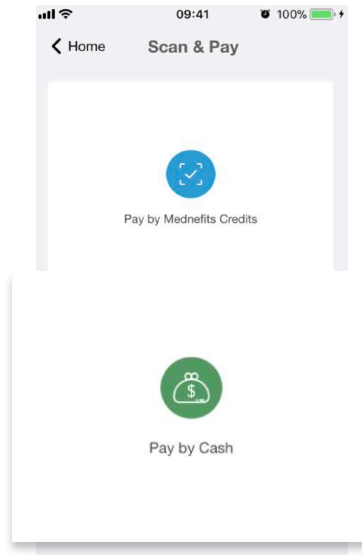
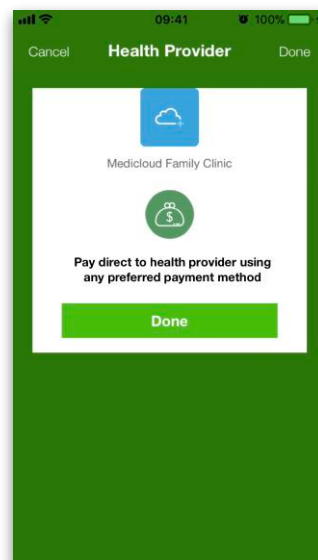2. Key in your payment passcode to authenticate the payment and click "Done".

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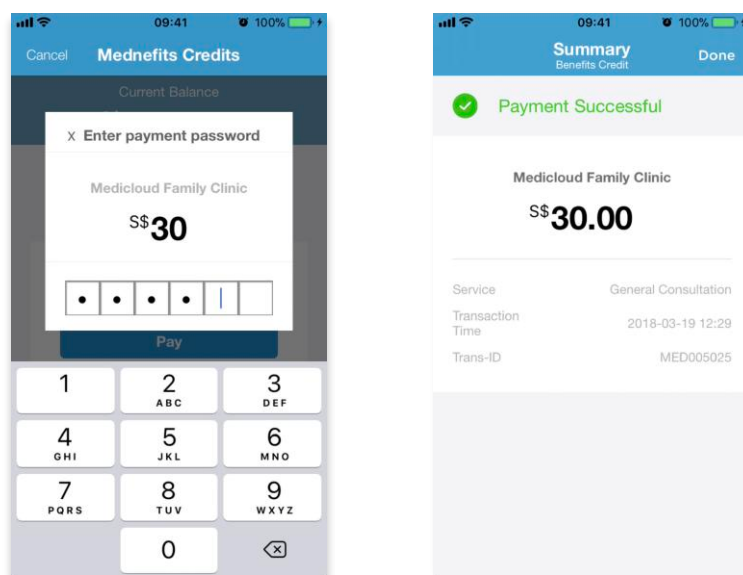
Payment by Cash

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

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2. Click "Done" and pay at the clinic counter.

After your Visit

Step 7: Submitting Out-of-Network Claims

1. Go to 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.

3. Upload a soft copy of your receipt.

4. Submit your claim and get reimbursed.

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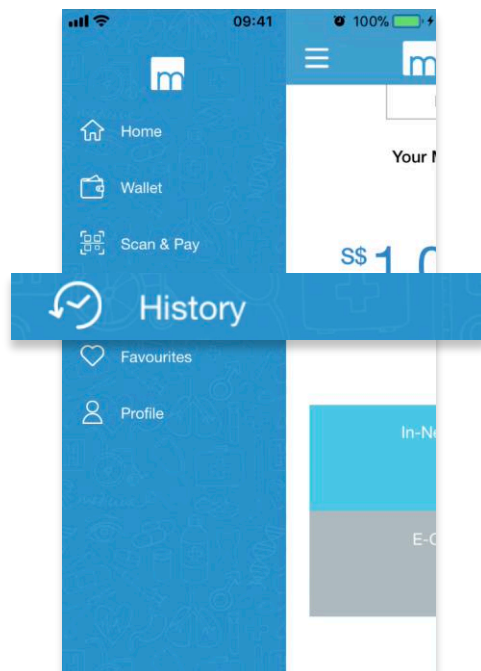

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Step 8: Track your Activity using your Mednefits app or Mednefits website

On the Mednefits App,

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

![Mednefits Pte Ltd logo] **Mednefits Pte Ltd**
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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.

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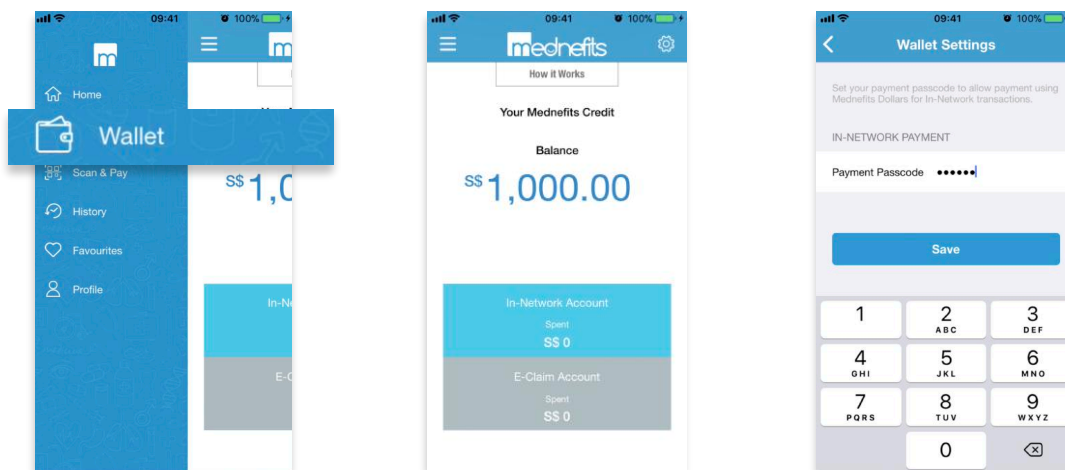
Frequently Asked Questions (FAQs)

1.   What is Mednefits Wallet?

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

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/1YtsLDjgdHu6bKkZWRGtBIdeyWhwPTnDdQGFrUsBOZ9g/pubhtml

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

You may view your coverage here.

Need Help?
We're here to help.

Ring us at +65 6254 7889

or drop us a note at

happiness@mednefits.com

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