



Mednefits Pte Ltd
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Step-By-Step Guide for Company



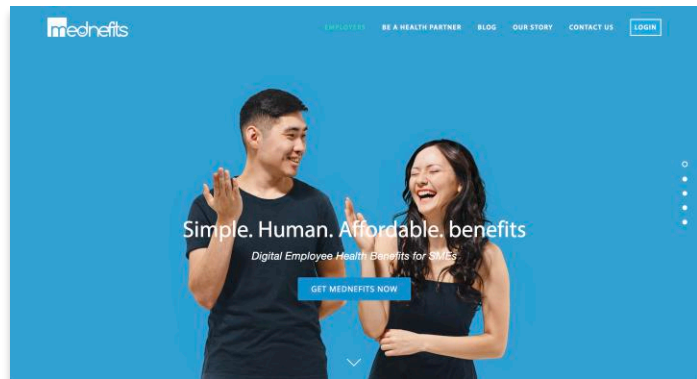
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Step 1: Login to Mednefits Company platform

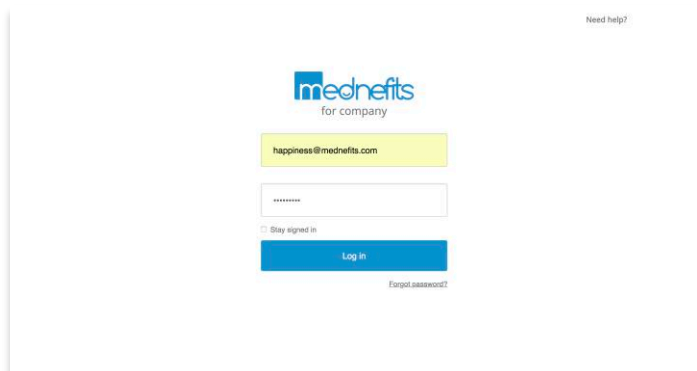
1. Go to www.mednefits.com and click “Login” at the top right hand corner.



2. Login as “Company”.



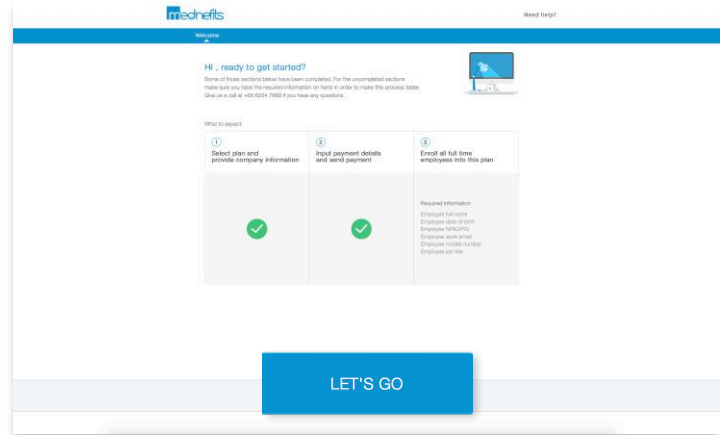
3. Key in your given login credentials in your “Mednefits Welcome Pack (For Company)” Email.



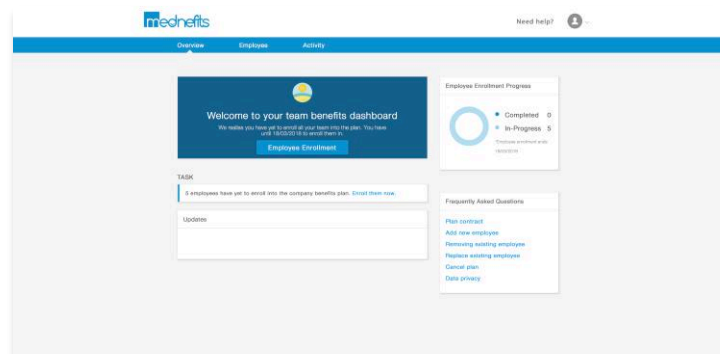


Step 2: Enroll new employees

1. At the first login, you will be directed a checklist page, making sure you are all ready to get started.

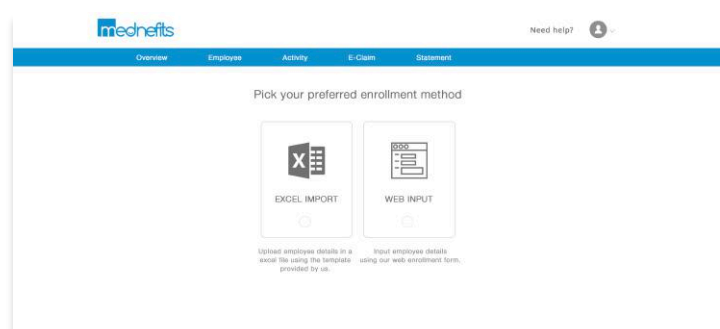


2. Click on [Employee Enrollment](#) to enrol new employees.



3. You may enroll new members via two methods: **(i) Excel import** or **(ii) Web input**.

Upon enrolment, an email will be sent to individual employees to officially welcome them as Mednefits members.





If enrolling using Excel Import,

Recommended for multiple new enrolments

1. **Download** the excel template file and key in the necessary fields.

Download Template

We've put together the fields that are needed for enrollments in the excel template file, first row (aka header). Please download, complete and submit the excel file on step 3 (Upload).

[Download](#)

	A	B	C	D	E	F	G	H
1	First Name	Last Name	NRIC/FIN	Date of Birth	Work Email	Mobile	Credits	
2								
3								

2. **Prepare** to upload by reviewing your file type and data in your file.

Let us help you with the review before upload

Review your file type

- ☒ The file is in Excel Format
Save the file in .xlsx or .xls format

Review the data in your file

- ☒ Employee's first name and last name are separated
Separate the full name to first name as given name, last name as family name.
- ☒ Input employee's date of birth according to the format (dd/mm/yyyy)
Our system will only process and capture date in the stated format.
- ☒ Only input employee's 8 digit Singapore verified mobile number.
Omit country code +65 before the 8-digit mobile number.

3. **Upload** your excel file.

Upload your file

Drag and drop an Excel file here to upload
or
Select file

4. **Review** and verify all your employee details and click "Enroll".

Please check if all employee details are correct before we enroll them

First Name	Last Name	NRIC/FIN	Date of Birth	Work Email	Mobile	Benefits Credit Allocation	Start Date
Li	Tan	52787214E	1985-01-09 08:00:00	li.tan@mednefits.com	95488578	300.00	20/03/2018

[BACK](#) [CANCEL](#) [ENROLL](#)

1 PENDING ENROLLMENT



If enrolling using Web Input,

Recommended for fewer than three new enrolments

1. Key in relevant employee details.

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WEB INPUT

EMPLOYEE 1 OF 5

Employee Details

First / Given Name	Last / Family Name
Calvin	Lee
<input type="radio"/> NRIC <input checked="" type="radio"/> FIN	Date of Birth
G7859385H	02/20/1996
Work Email	Mobile
calvin.lee@mednefits.com	92319407
Job Title	Start Date
Engineering	23/03/2018
Mednefits Credits	
300	

2. If you wish to add more than one employee, select **NEXT EMPLOYEE** and key in the next employee details. Once you are done, click **ENROLL**

3. Review and verify all your employee details before enrolling.

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WEB INPUT

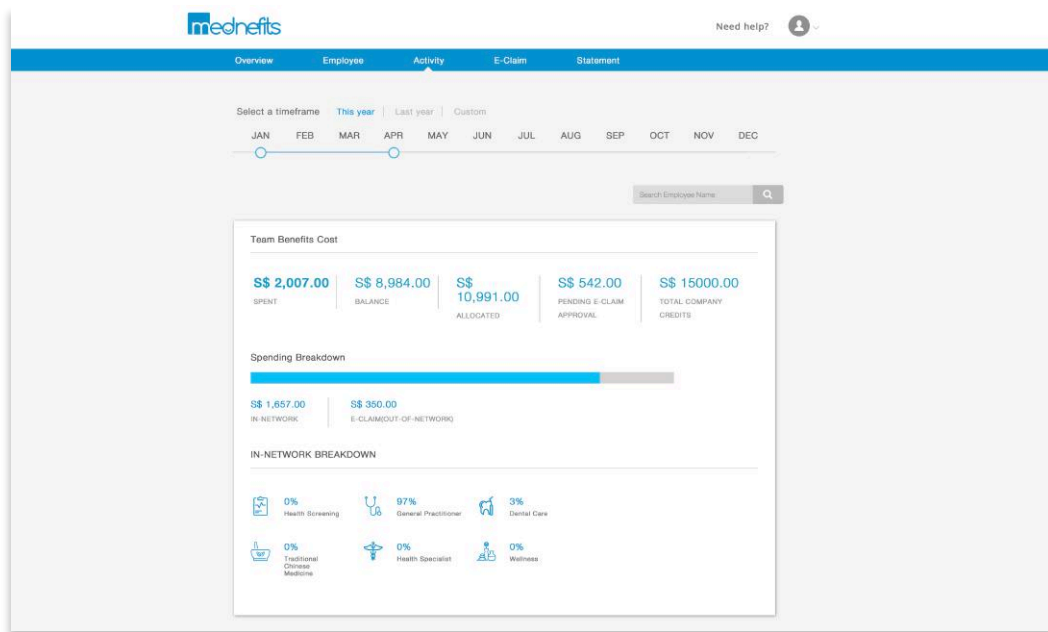
Please check if all employee details are correct before we enroll them

First Name	Last Name	NRIC/FIN	Date of Birth	Work Email	Mobile	Benefits Credit Allocation	Start Date
Calvin	Lee	G7859385H	02/20/1996	calvin.lee@mednefits.com	92319407	300.00	23/03/2018
Emma	Low	G9876543P	07/25/1990	emma.iow@mednefits.com	98765432	300.00	23/03/2018
Olivia	Koh	G3647365F	10/11/1988	olivia.koh@mednefits.com	98765432	300.00	23/03/2018
Ming Hui	Tay	G4376473R	01/04/1988	taymh@mednefits.com	98637338	300.00	23/03/2018

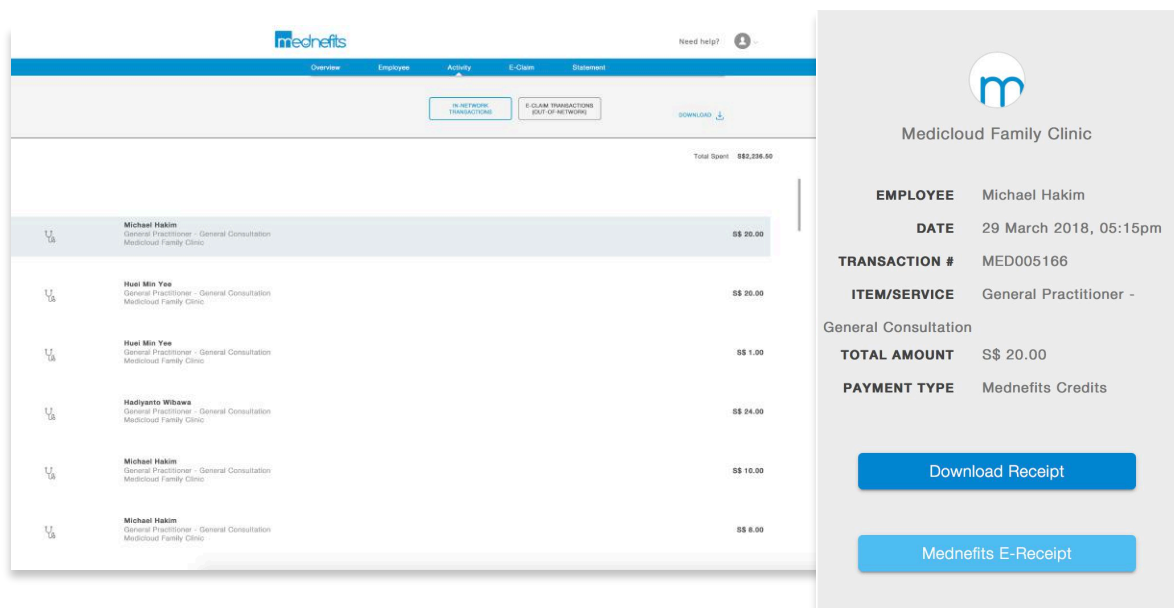


Step 3: Track your company spending (If you opt to activate your Benefits Spending Account)

1. Click on the **Activity** tab for an overview of your company's benefits spending. You can view the transactions according to in-network transactions or out-of-network transactions.



2. Select individual transactions to view transaction history.





Step 4: View invoice and statement for in-network transactions (If you opt to activate your Benefits Spending Account)

- Click on the **Statement** tab to view invoice and statement for in-network transactions. Select **Overview** to view **invoice**. Mednefits will bill your company monthly for your team In-Network usage.

The screenshot shows the Mednefits web application interface. The 'Statement' tab is selected in the top navigation bar. Below the navigation bar, there are filters for 'Select a timeframe' (This year, Last year, Custom) and a calendar view showing months from JAN to DEC. A 'View Statement' button is present. Below this, there are two buttons: 'Overview' and 'Full'. To the right of the application interface is a sample invoice. The invoice is titled 'INVOICE' and includes the Mednefits logo, company name, address, and contact information. It also displays the invoice number, date, and a summary of charges for the period of 1 January to 31 January 2018. The summary shows a total amount of \$115.00. The payment information section indicates that the payment should be made to Mednefits Pte Ltd via bank transfer.

- Select **Full** to view individual in-network billing statements.

The screenshot shows the Mednefits web application interface with the 'Full' statement selected. The 'Statement' tab is still selected in the top navigation bar. Below the navigation bar, there are filters for '10 Total Transactions' and 'Total Spent \$185.00'. There are two buttons: 'In-Network Transactions' and 'E-Claim Transactions (Out-of-Network)'. A 'Download Statement' button is also present. Below this, there is a table showing the statement for the period of 1 January to 31 January 2018. The table has columns for DATE, ITEM/SERVICE, PROVIDER, TOTAL AMOUNT, and EMPLOYEE. The first row shows a transaction on 28 February 2018 for a General Practitioner - General Consultation at Medcloud Family Clinic, with a total amount of \$5.10.00. Below the table is a detailed view of a transaction, showing the Mednefits logo, company name, address, and contact information. It also displays the transaction number, date, item/service, total amount, payment type, and member name. To the right of the application interface is a sample full statement. The statement is titled 'Statement for 1 January - 31 January 2018' and includes the Mednefits logo, company name, address, and contact information. It also displays the statement number, date, and a summary of transactions for the period of 1 January to 31 January 2018. The summary shows a total of 3 transactions and a total spent of \$115.00. The detailed view of a transaction shows the date, time, item/service, provider, total amount, type, and employee name.



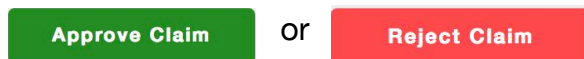
Step 5: Processing out-of-network claims (If you opt to activate your Benefits Spending Account)

1. Click on the **E-Claim** tab to view all employee e-claims.

The screenshot shows the Mednefits E-Claim dashboard. At the top, there's a navigation bar with tabs: Overview, Employee, Activity, E-Claim, and Statement. Below the navigation bar, there's a section for 'Team E-Claim' with a summary of claim statuses: TOTAL CLAIM SUBMITTED (\$\$ 1,581.00), PENDING (\$\$ 542.00), APPROVED (\$\$ 350.00), and REJECTED (\$\$ 689.00). Below this, there's a 'View' dropdown set to 'All' and a search bar. A summary bar shows '32 Total Transactions' and 'Total Claim \$\$1,581.00'. The main part of the dashboard is a table with columns: CLAIM DATE, ITEM/SERVICE, PROVIDER, TOTAL AMOUNT, and MEMBER. The table lists several transactions with status indicators (Approved, Pending, Rejected) and expandable rows.

CLAIM DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER	
Approved	13 March 2018	consult	isaTas	\$8 10.00	Chris Teo
Pending	09 March 2018	consult	specialist	\$8 10.00	Chris Teo
Rejected	14 March 2018	Consult	ABC clinic	\$8 10.00	Chris Teo
Pending	09 March 2018	consultation	xyz	\$8 10.00	Chris Teo

2. Process out-of-network e-claims and update status by selecting



The screenshot shows the Mednefits E-Claim dashboard with a detailed view of a pending claim. The 'Pending' claim is highlighted, showing details: MEMBER (Chris Teo), CLAIM DATE (05 March 2018), VISIT DATE (05 March 2018, 09:12 PM), TRANSACTION # (MKT000087), ITEM/SERVICE (consult), MERCHANT (specialist), TOTAL AMOUNT (\$8 10.00), and TYPE (E-Claim). Below the details, there are buttons for 'Approve Claim' and 'Reject Claim'. The table below shows the updated list of transactions, including the one that was just processed.

CLAIM DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER	
Approved	13 March 2018	consult	isaTas	\$8 10.00	Chris Teo
Pending	09 March 2018	consult	specialist	\$8 10.00	Chris Teo
Rejected	14 March 2018	Consult	ABC clinic	\$8 10.00	Chris Teo
Pending	09 March 2018	consultation	xyz	\$8 10.00	Chris Teo
Pending	07 March 2018	consult	abc	\$8 10.00	Chris Teo
Pending	05 March 2018	Spectacles	ABC	\$8 10.00	Chris Teo



Frequently Asked Questions (FAQs)

1. Is there a contract period for Mednefits Care?

Yes. Your current plan is on a yearly auto renewable contract. We will bill the billing contract 30 days before current plan expiry. If you choose credit card as your preferred payment method, deduction will be made automatically yearly.

2. What happens when my team expands with additional headcount?

You may add new employee to your initial enrolled headcount anytime during the subscription period. The additional enrolling employee's expiry date will be the same as the initial enrolled headcount.

For Standalone Plan:

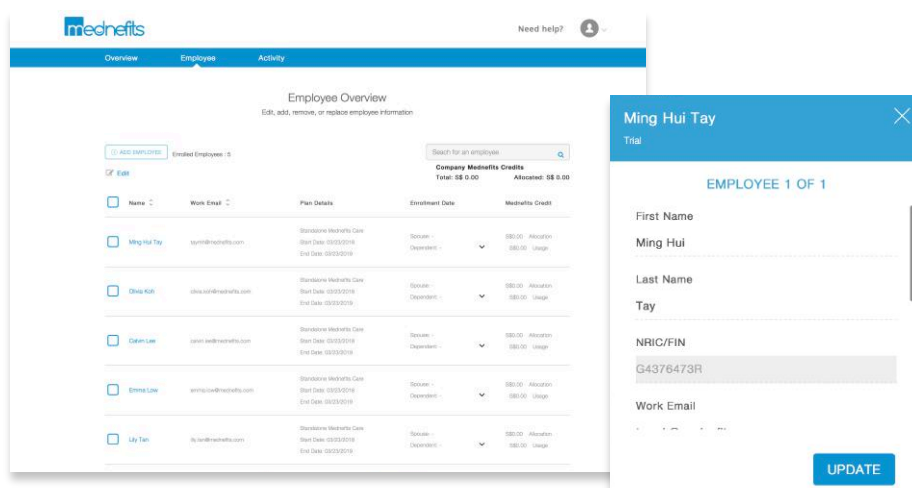
We will charge your new enrolling employee a pro-rated price according to the start date and the expiry date (same date as initial enrolled headcount). You can add new employees by following "Step 2: Enrolling new employees".

For Insurance Bundle:

Please contact us with regards to additional headcount at happiness@mednefits.com.

3. How can I edit, add, remove or replace employee information?

Click on the **Employee** tab then **Overview** to make necessary changes to employee information.





4. Is there a refund if my employee leaves halfway?

You may either remove the existing employee with a pro-rated refund or replace the existing employee with a new replacement. Just write to us for cancellation request, and we will refund and pro-rate 70% of the unused premium.

5. Can I unsubscribe my company plan?

Yes, you may cancel the company subscription plan (include all enrolled employees) anytime during the subscription period. Just write to us for cancellation request, and we will refund and pro-rate 70% of the unused premium.

6. Will my data be safe with Mednefits?

Absolutely! We safeguard your information from the moment you sign up. Refer to our [privacy policy](#) and [terms of service](#) for more information.

7. What is In-Network?

A group of qualified health and wellness partners that Mednefits carefully handpicked, providing the best quality of care. These In-Network partners can be access in the Member's App or in the [List of Mednefits Health Partners](#). Accessing Mednefits In-Network partners, not only does provide the best care, they do extend the best rates in town.

8. What is Out-of-Network?

Any health and wellness service providers that are not part of Mednefits In-Network partners. Members can still visit these Out-of-Network providers with no additional benefits from the plan. Claiming can still be done in Member's web portal and is up to company benefits reimbursement policy.

9. What is Health Spending Account, and how it works?

Health Spending Account gives your team the flexibility and freedom to manage their own healthcare budgets. With an upfront planned benefits budget, it gives your company more cost certainty and zero year-end surprises. When your company opt-in for Health Spending Account, a total company annual credit limit (according to what was set during account creation) will be reflected in the company portal. You may then allocate the credit amount to individual member/employee during employee enrolment.



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Mednefits credit can be use cashlessly using in-app payment in all Mednefits's In-Network General Practice (GP) Clinics. While Out-of-Network transactions can be claim using Member's web portal via reimbursement.

10. What if I need to increase my company credit limit?

You may write to us at happiness@mednefits.com together with [Company Credit Limit form](#) filled.



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