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

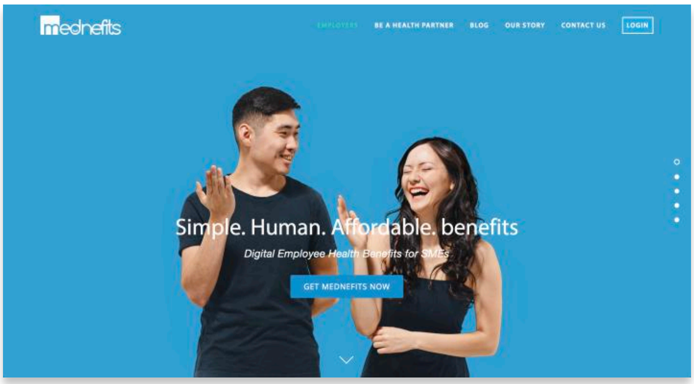
Step-By-Step Guide for Company

Information accurate as of 15 May 2018

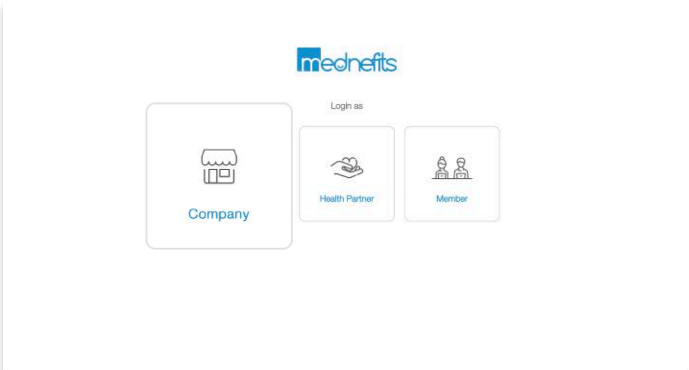
Content Page

Step 1: Login to Mednefits Company platform

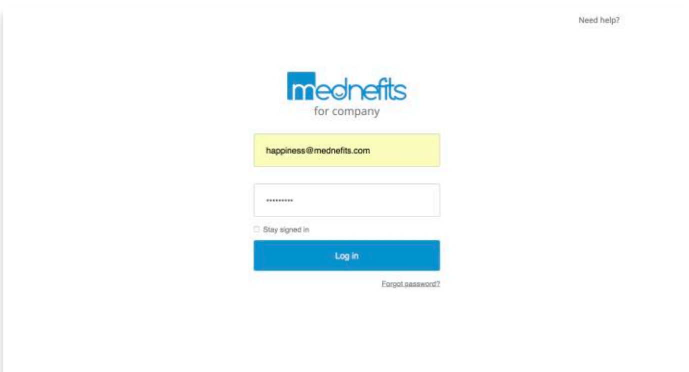
1. Go to www.mednefits.com and click "Login" at the top right hand corner.



2. Login as "Company".



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



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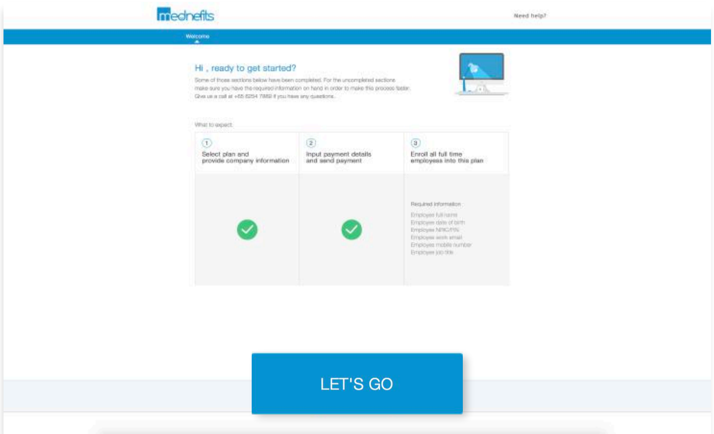
Step 2: Enroll new employees

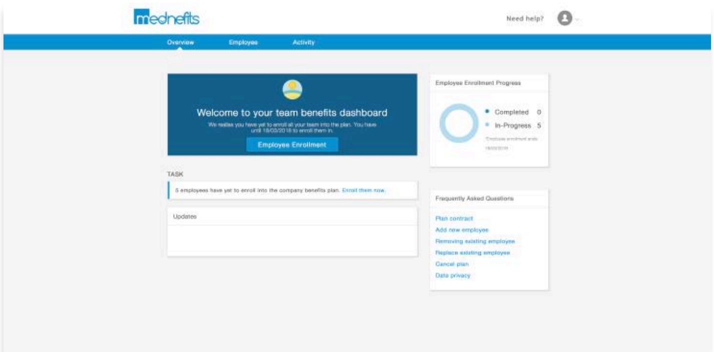
1. At the first login, you will be directed a checklist page, making sure you are all ready to get started.



2. Click on

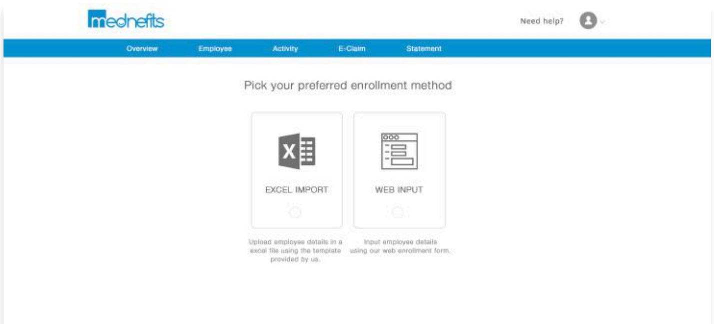
   Employee Enrollment

   to enrol new employees.



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

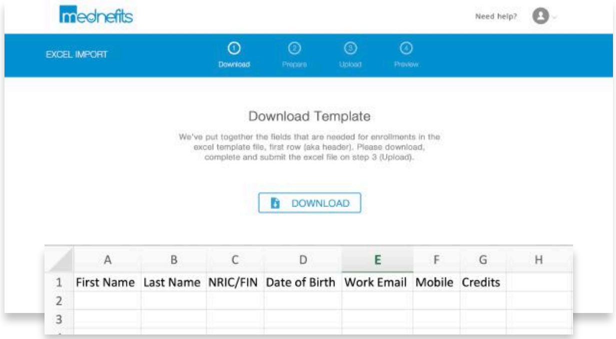
   Upon enrolment, an email will be sent to individual employees to officially welcome them as Mednefits members.



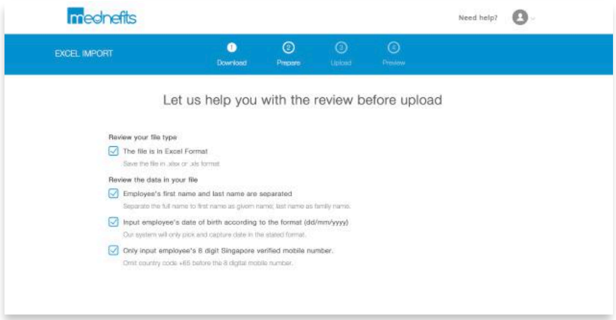
If enrolling using Excel Import,

Recommended for multiple new enrolments

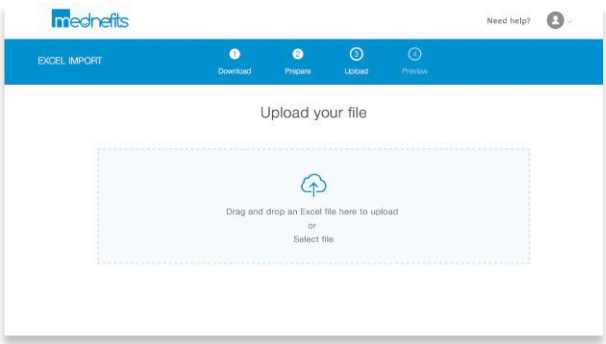
1. **Download** the excel template file and key in the necessary fields.



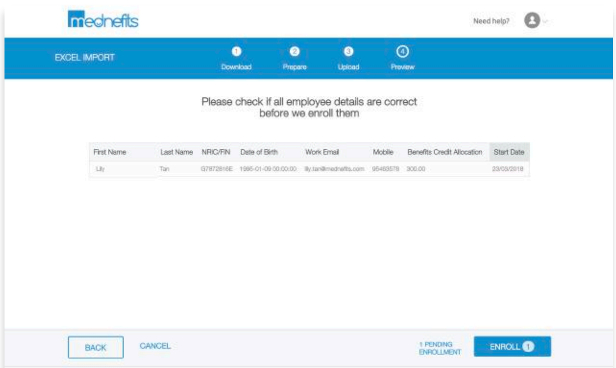
2. **Prepare** to upload by reviewing your file type and data in your file.



3. **Upload** your excel file.



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



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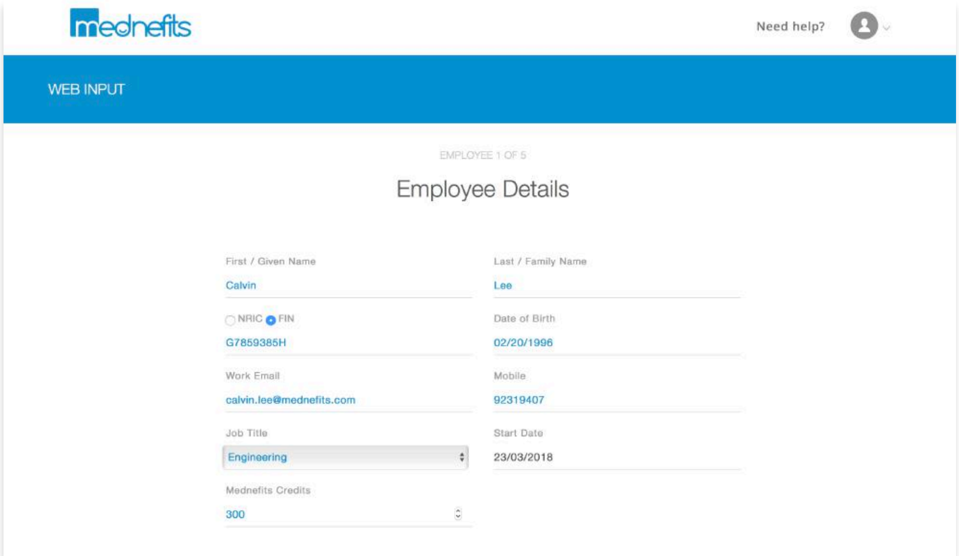
If enrolling using Web Input,

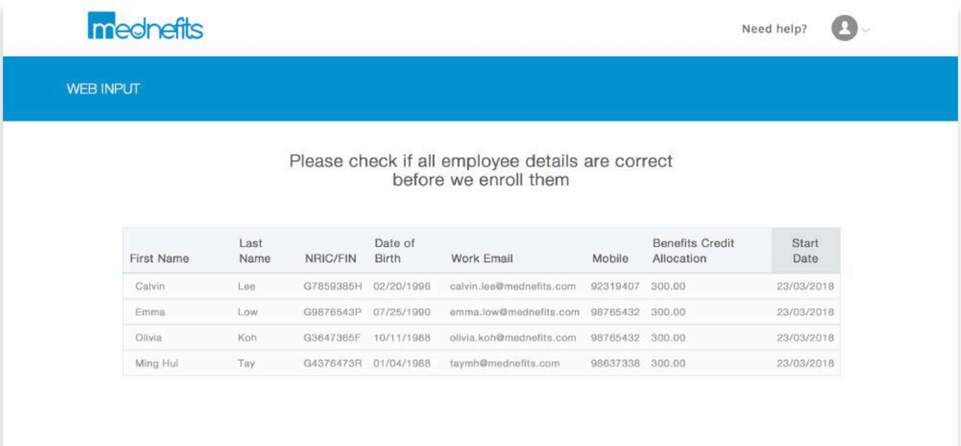
Recommended for fewer than three new enrolments

1. Key in relevant employee details.



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

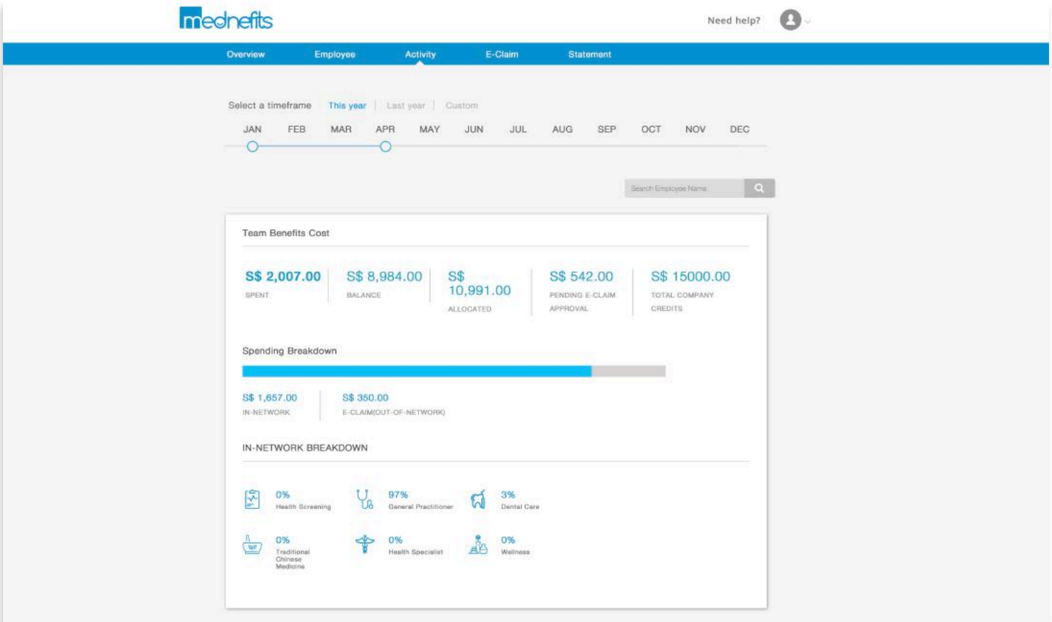
3. Review and verify all your employee details before enrolling.



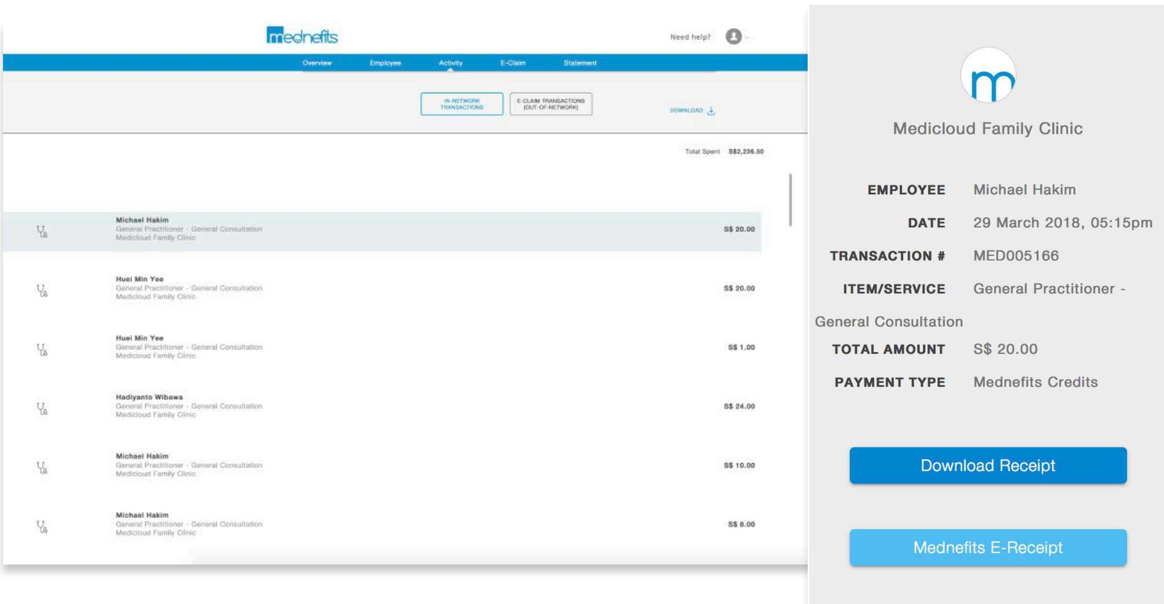
First Name	Last Name	NRIC/FIN	Date of Birth	Work Email	Mobile	Benefits Credit Allocation	Start Date
Calvin	Lee	G7859385H	02/20/1996	calvin.lee@mednefits.com	92319407	300.00	23/03/2018
Emma	Low	G9876543P	07/25/1990	emma.low@mednefits.com	98765432	300.00	23/03/2018
Olivia	Koh	G3647365F	10/11/1988	olivia.koh@mednefits.com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

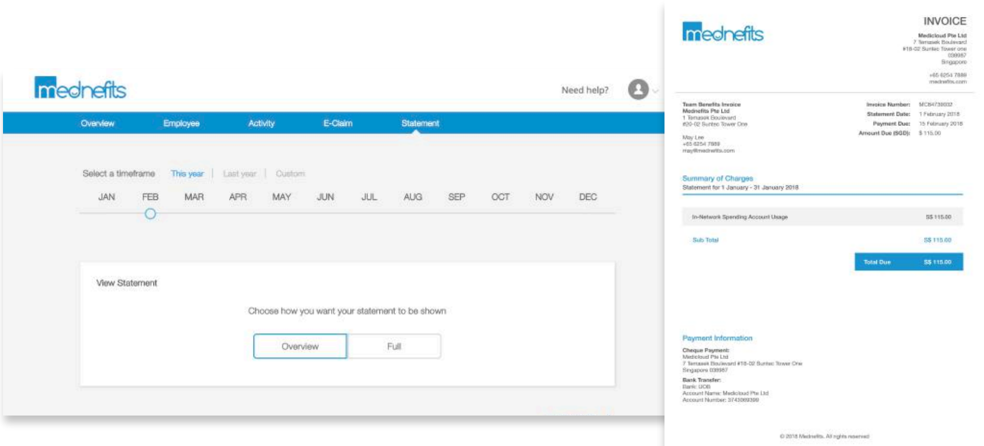


2. Select individual transactions to view transaction history.

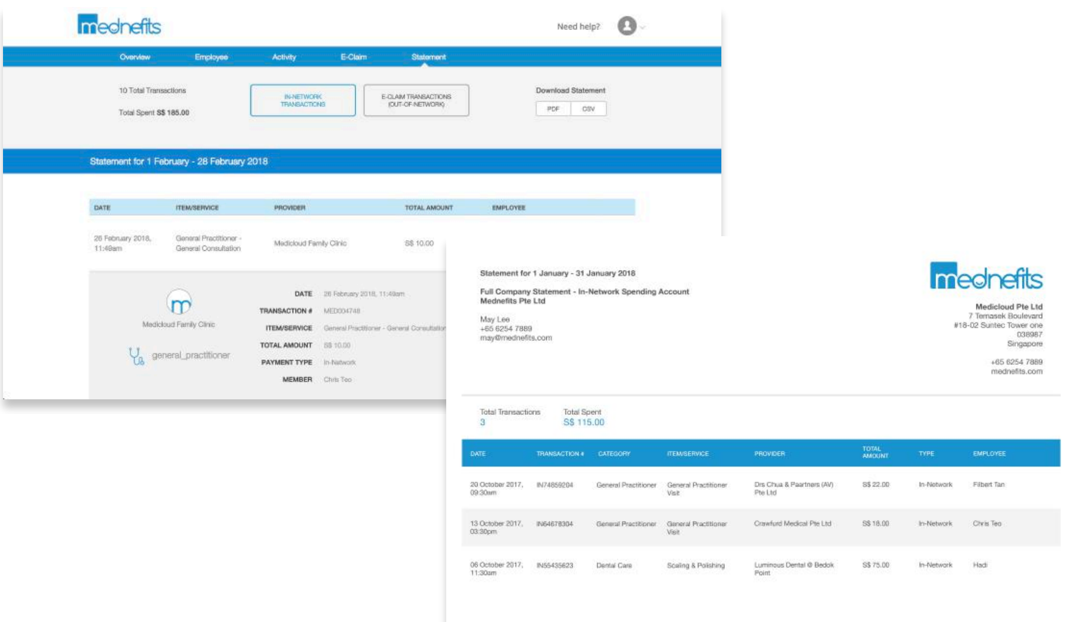


Step 4: View invoice and statement for in-network transactions (If you opt to activate your Benefits Spending Account)

1. 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.



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



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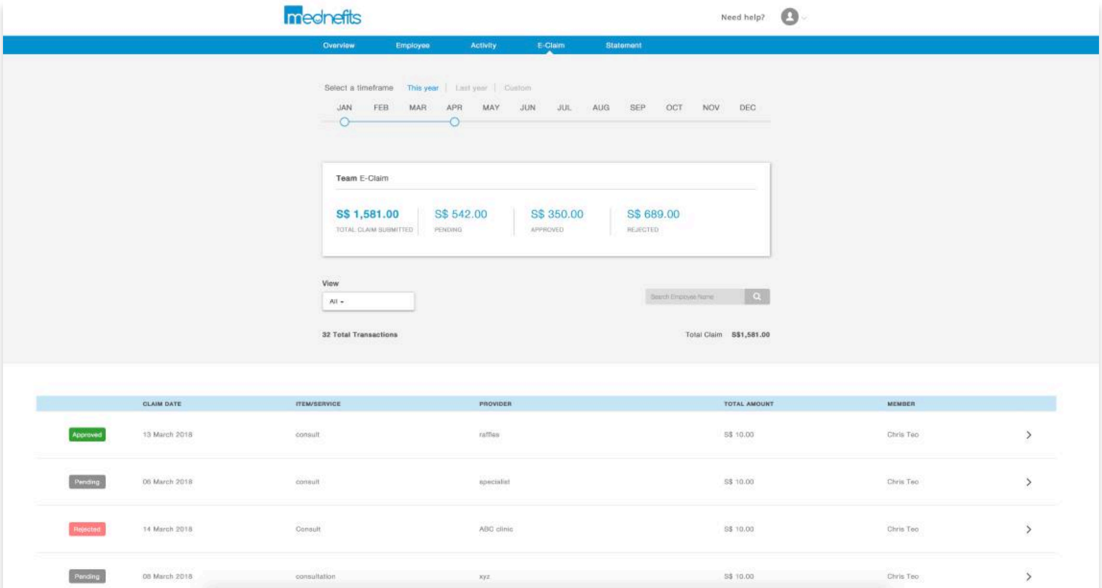
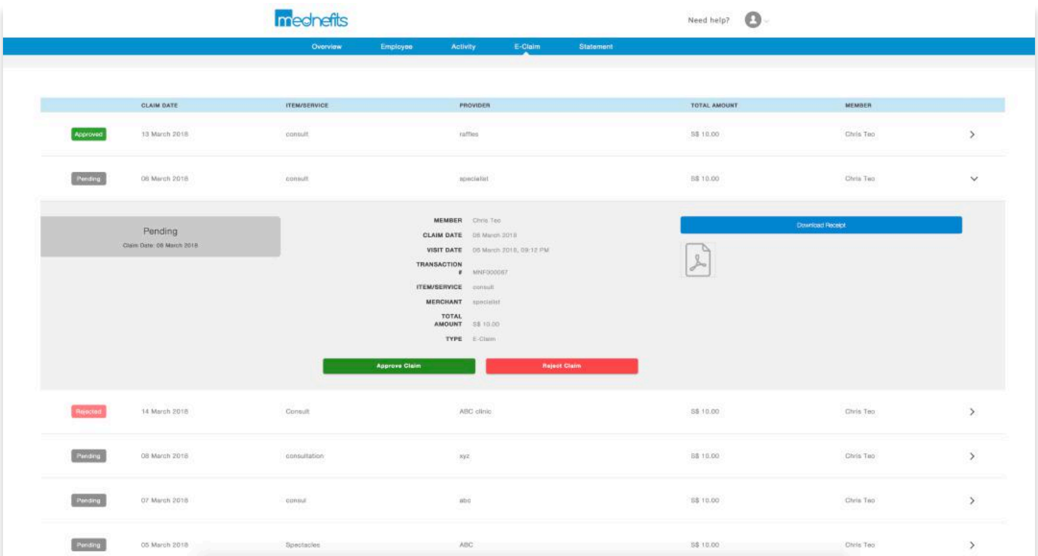
Step 5: Processing out-of-network claims (If you opt to activate your Benefits Spending Account)

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



2. Process out-of-network e-claims and update status by selecting **Approve Claim** or **Reject Claim**



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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:

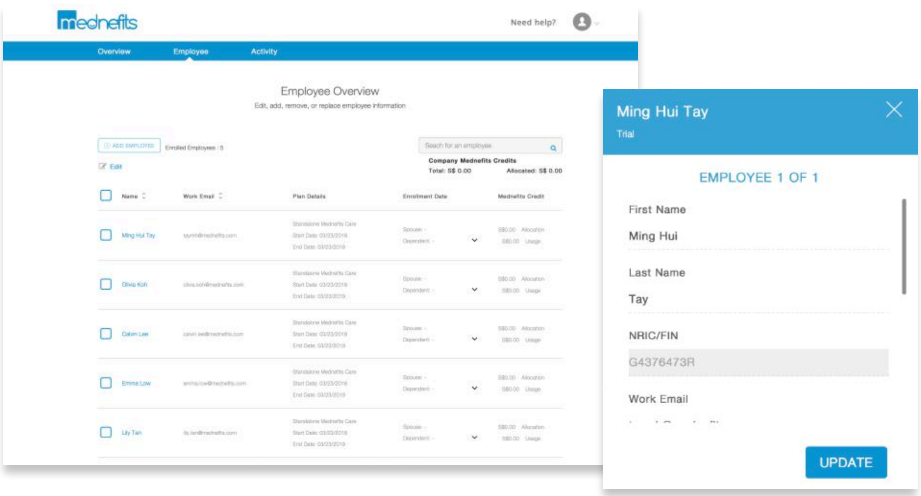
We will charge your new enrolling employee a pro-rated price according to the start date and the expiry date (same date as initial enrolled headcount). You can add new employees by following "Step 2: Enrolling new employees".

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.

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.

Need Help?
We're here to help.

Ring us at +65 6254 7889

or drop us a note at

happiness@mednefits.com