



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 Members



Content Page

Before your Visit

Step 1: Download the Mednefits app	3
Step 2: Login to your Mednefits app	3
Step 3: Set up payment passcode	4
Step 4: Search services and partners (In-Network)	5

During your Visit

Step 5: View your E-Card and medical coverage	6
Step 6: Payment during visit	7
Payment by Mednefits Credit	8
Payment by Cash	9

After your Visit

Step 7: Submit E-Claim (Out-of-Network)	10-11
Step 8: Track your Activity	12
Frequently Asked Questions (FAQs)	13-14
Need help? We're here to help	15

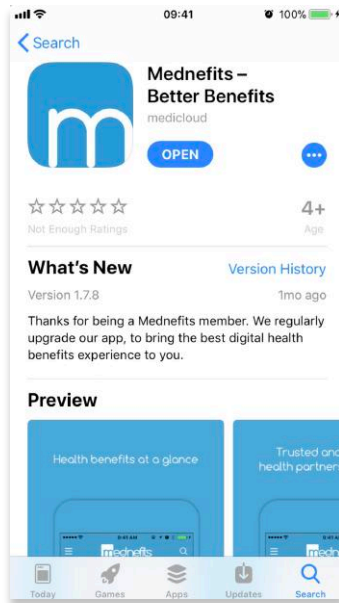


Mednefits Pte Ltd
7 Temasek Boulevard #18-02 Suntec Tower One S(038987)
<http://mednefits.com> Phone: +65 6254 7889

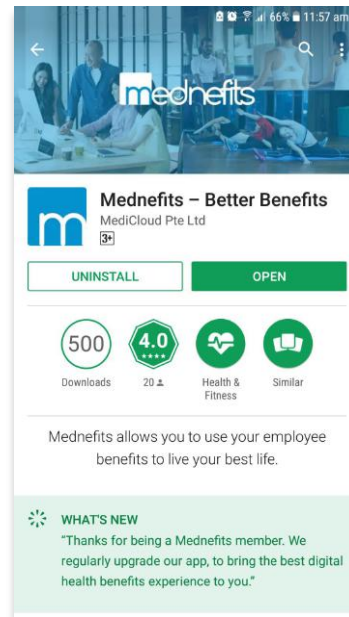
Before your Visit

Step 1: Download the Mednefits app

App Store 

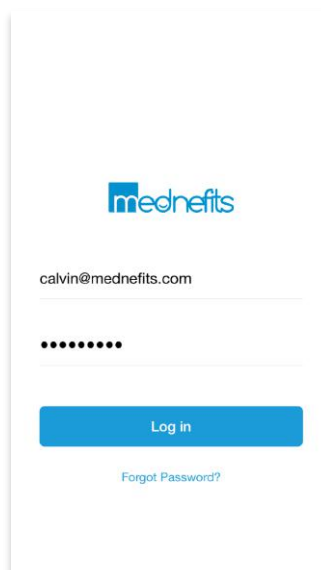


Google Play 



Step 2: Login to Mednefits app

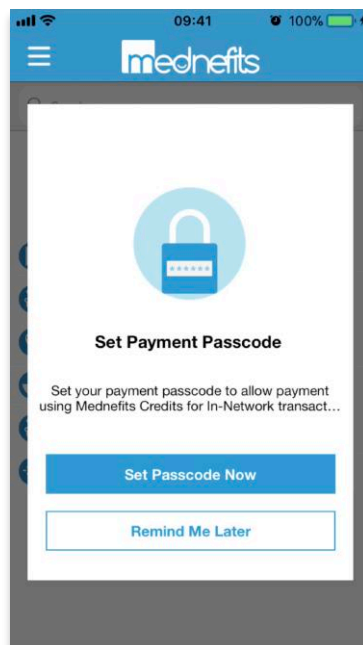
1. Login to your Mednefits member app using your given credentials in your “Welcome to Mednefits” email.



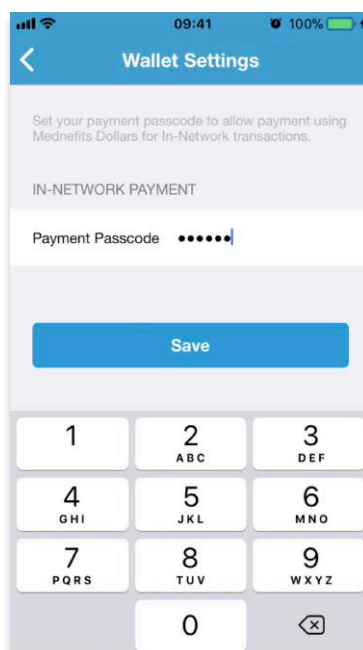


Step 3: Set up payment passcode

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



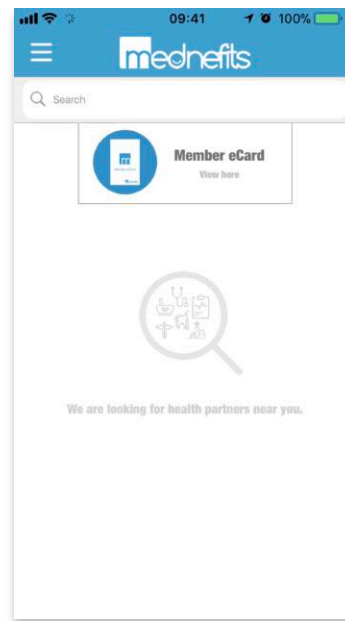
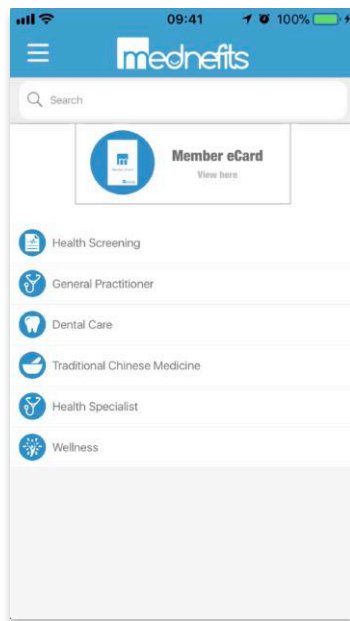
-
2. Enter your 6-digit payment passcode.



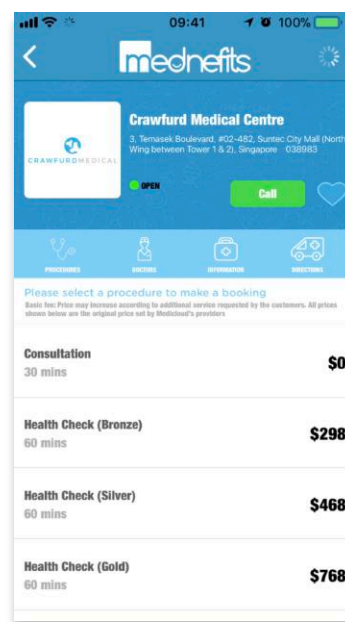
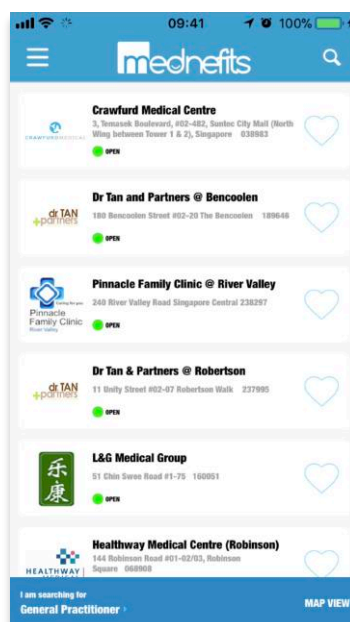


Step 4: Search for health services and providers (In-Network)

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>

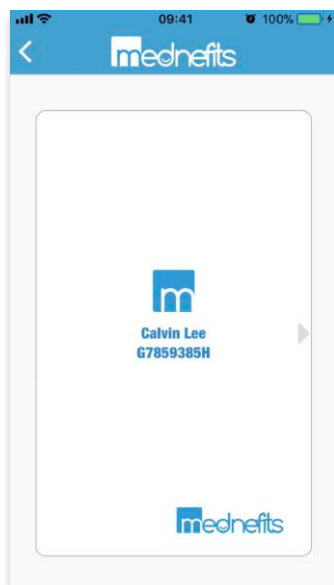




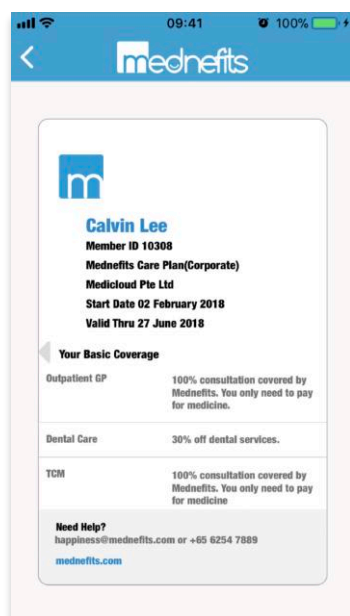
During your Visit

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.



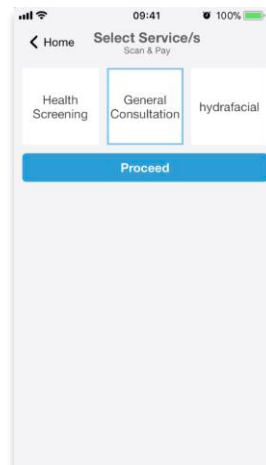


Step 6: Payment during Visit

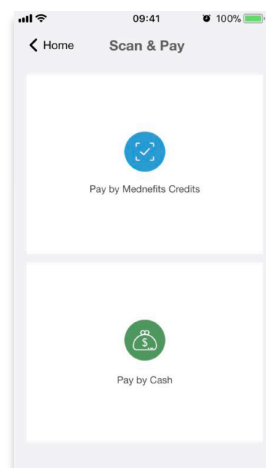
1. Using the “Scan & Pay” function on the Mednefits app, scan the Mednefits QR code at the clinic



2. Select the services you received during the visit



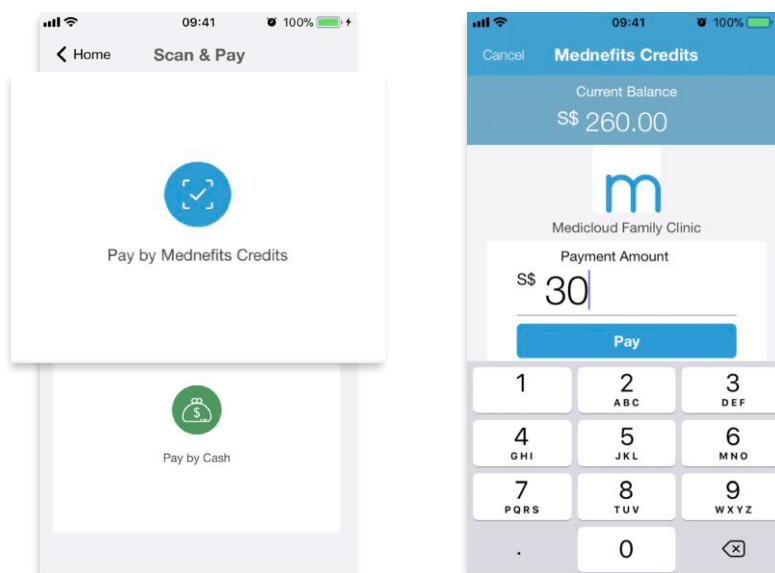
3. You can pay by two options: Mednefits Credit or Cash



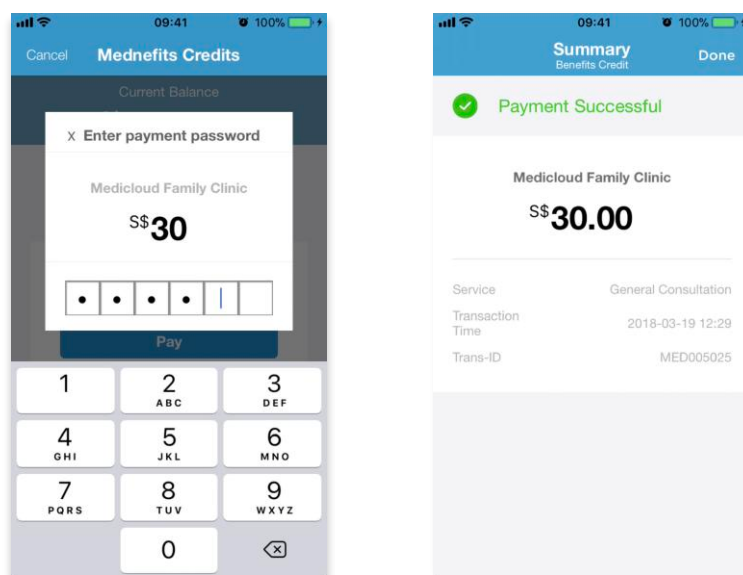


Payment by Mednefits Credit

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



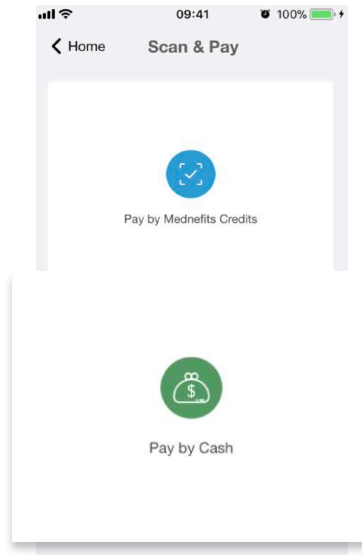
2. Key in your payment passcode to authenticate the payment and click “Done”.



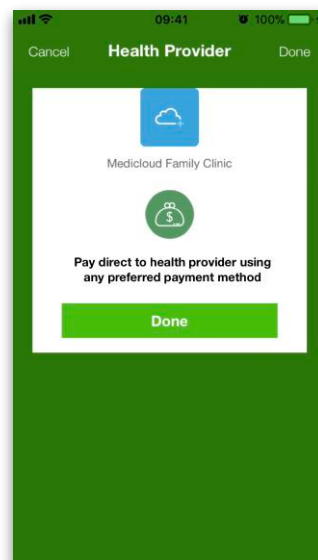


Payment by Cash

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.





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).

The image shows the Mednefits login page. At the top is the Mednefits logo. Below it, the text 'Login as' is displayed. There are three buttons: 'Company' (with a storefront icon), 'Health Partner' (with a hand icon), and 'Member' (with an icon of two people). The 'Member' button is highlighted. Below these buttons is a login form with a text input field containing 'calvin@mednefits.com', a password input field with masked characters, a 'Stay signed in' checkbox, and a blue 'Log In' button. A 'Forgot password?' link is at the bottom right of the form. A 'Need help?' link is in the top right corner of the page.

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

The image shows the 'Submit E-Claim' form. At the top, there are navigation links: 'HOME', 'ACTIVITY', and 'SUBMIT E-CLAIM' (which is highlighted). A 'Need help?' link is in the top right. The form is titled 'Submit E-Claim' and includes a small note: 'Once 1 item/service is added to the claim submission, after claim is submitted, you may track your claim status under Activity.' The form fields are: 'Item/Service' (Gym Membership), 'Merchant' (Fitness First), 'Visit Date' (January 02, 2018), 'Visit Time' (09:00 AM), 'Claim Amount' (90), and 'Member' (Calvin Lee). A blue 'Next' button is at the bottom right. On the right side, there is a progress bar with three steps: '01 Enter Claim Details' (current step), '02 Receipt Verification', and '03 Claim Submitted'.



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).”

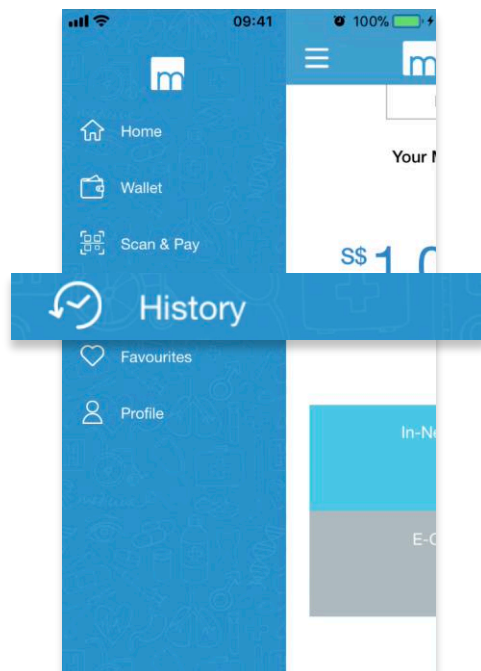
CLAIM DATE	ITEM/SERVICE	PROVIDER	TOTAL AMOUNT	MEMBER
01 January 2018	Gym Membership	Fitness First	S\$ 90.00	Calvin Lee
01 January 2018	Gym Membership	Fitness First	S\$ 50.00	Calvin Lee
01 January 2018	Gym Membership	Fitness First	S\$ 70.00	Calvin Lee



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.

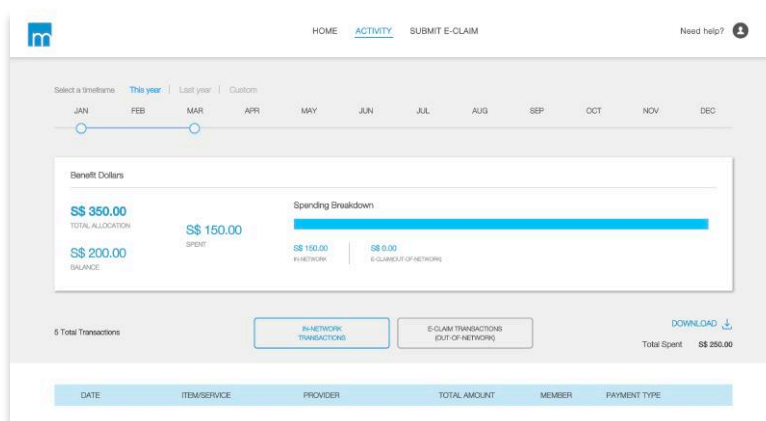
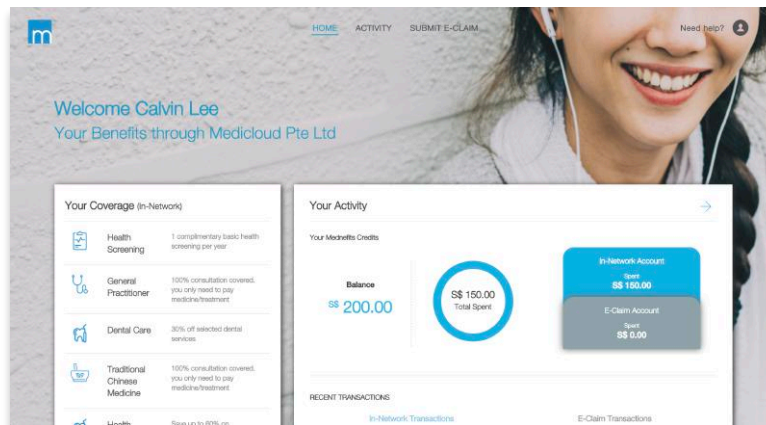




Mednefits Pte Ltd
7 Temasek Boulevard #18-02 Suntec Tower One S(038987)
<http://mednefits.com> Phone: +65 6254 7889

On the Mednefits website,

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



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	Medcloud Family Clinic	S\$ 30.00	Calvin Lee	Mednefits Credits

Medcloud Family Clinic

General Practitioner

DATE: 19 March 2018, 12:29pm

TRANSACTION #: MED000505

ITEM/SERVICE: General Practitioner - General Consultation

TOTAL AMOUNT: S\$ 30.00

PAYMENT TYPE: Mednefits Credits

MEMBER: Calvin Lee

Upload Receipt

Download Receipt

Mednefits E-Receipt



Frequently Asked Questions (FAQs)

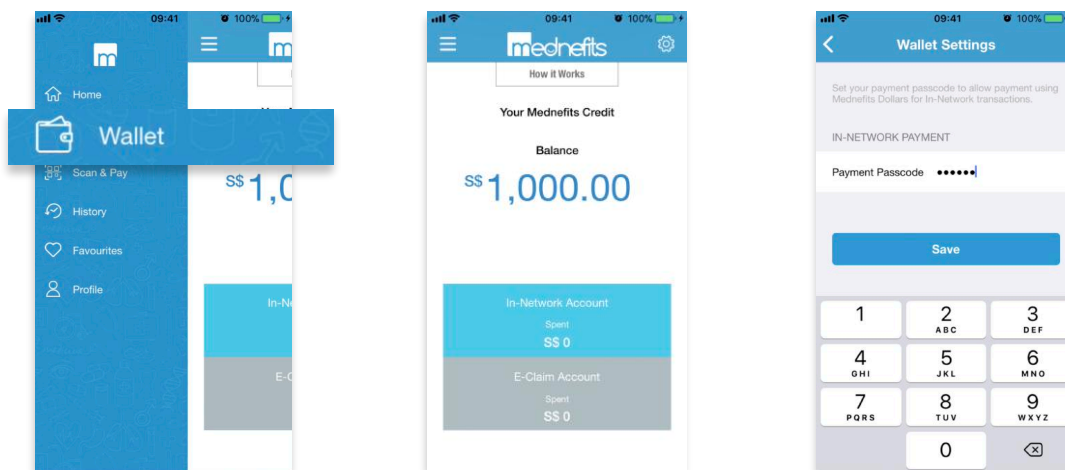
1. What is Mednefits Wallet?

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.



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](#).



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

Need Help?
We're here to help.

Ring us at +65 6254 7889
or drop us a note at
happiness@mednefits.com