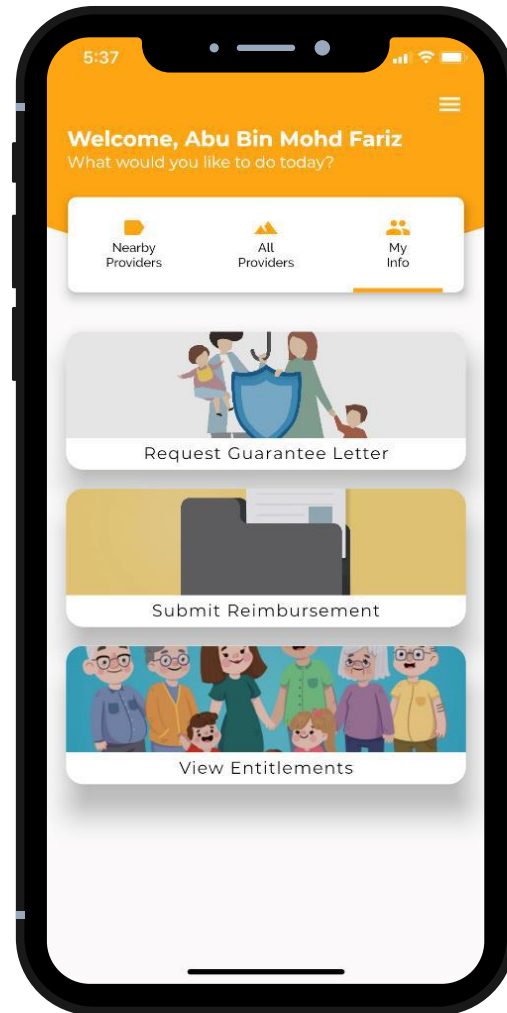# Patient Guide

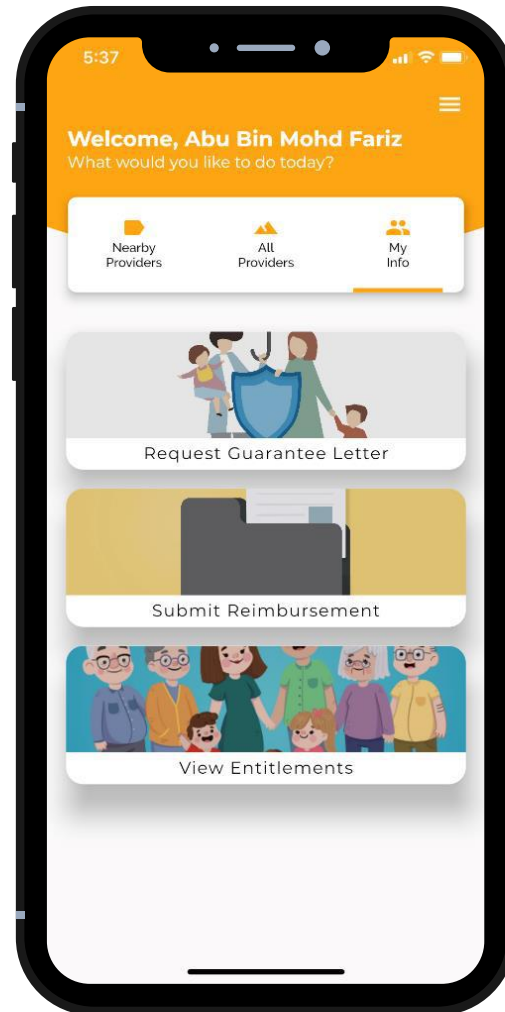A brief guide for e-MAS Sihatku Mobile Apps

TABLE OF CONTENTS

HOW TO DOWNLOAD

HOW TO LOGIN

1) Employees and Dependents have access to e-MAS Sihatku.
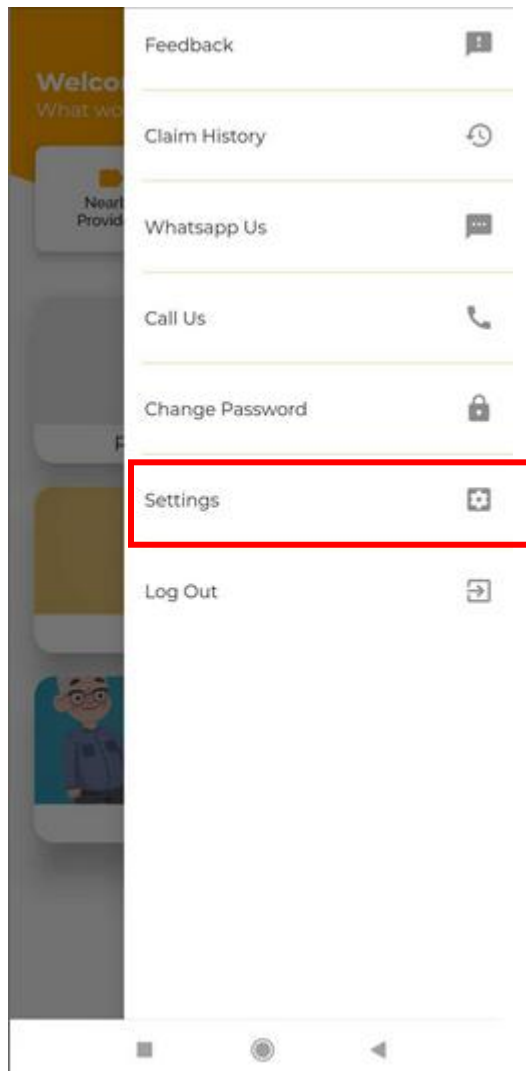2) Login with your IC number as username and password

MAIN MENU

1) Search for nearby Clinics or Hospitals

2) Search for nearby Clinics or Hospitals within a states
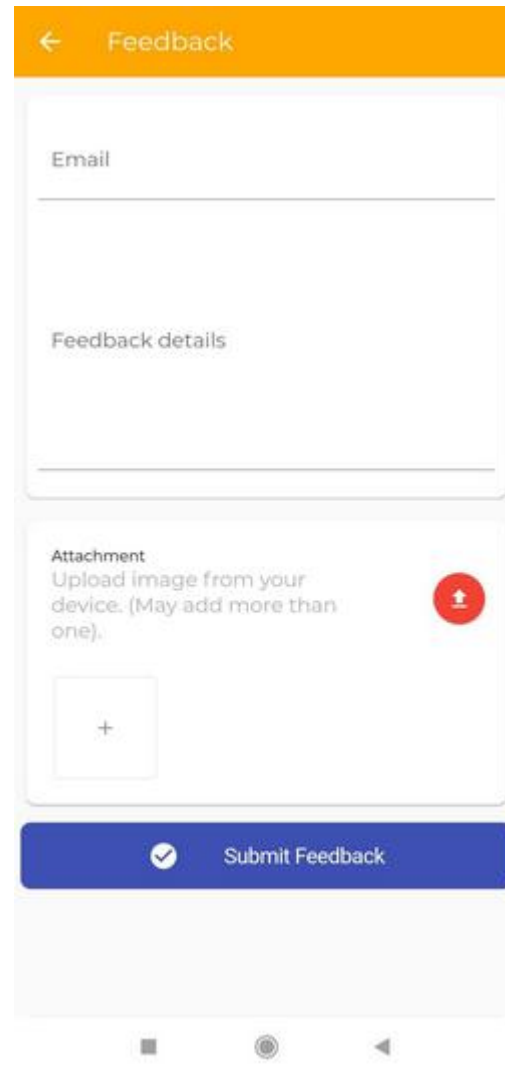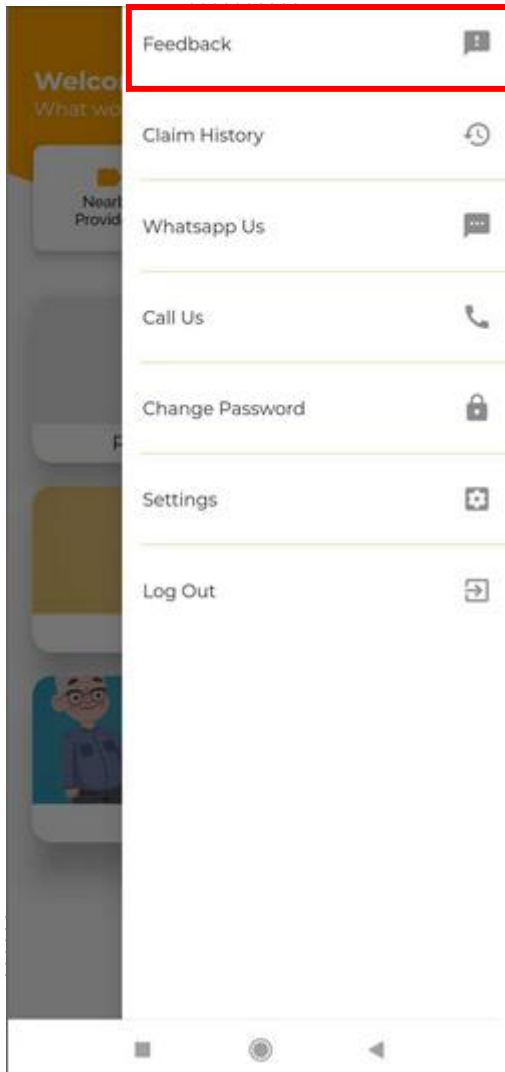
3) View your information and dependents

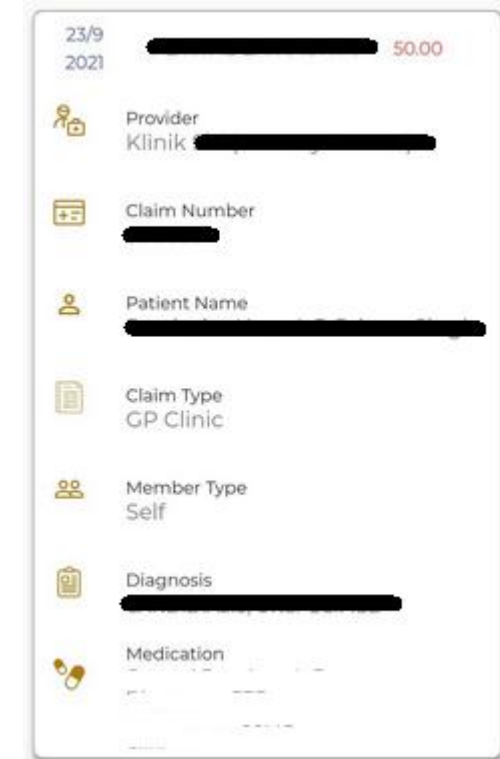# SIDE MENU

Navigation to other pages using the side menu

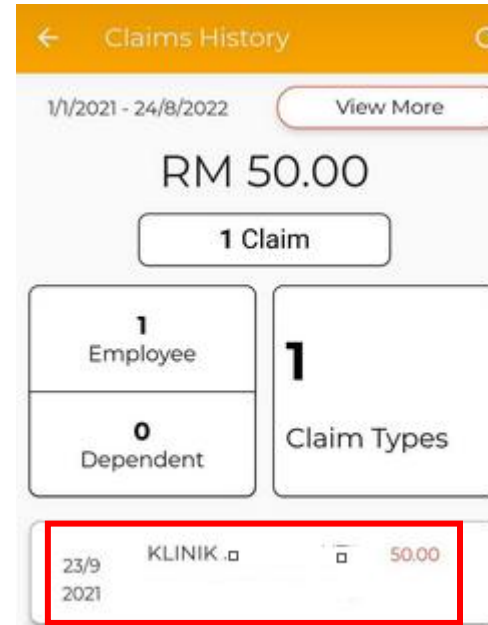|	
Feedback	
Claim History	
Whatsapp Us	
Call Us	
Change Password	
Settings	
Log Out	

Settings:

1) Pick your preferred language
2) Click the toggle button to switch

SEND FEEDBACK
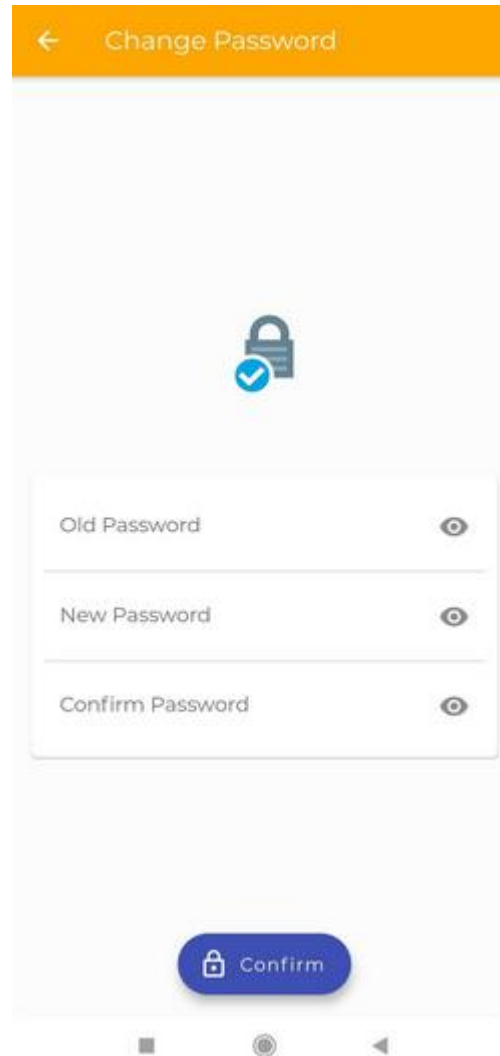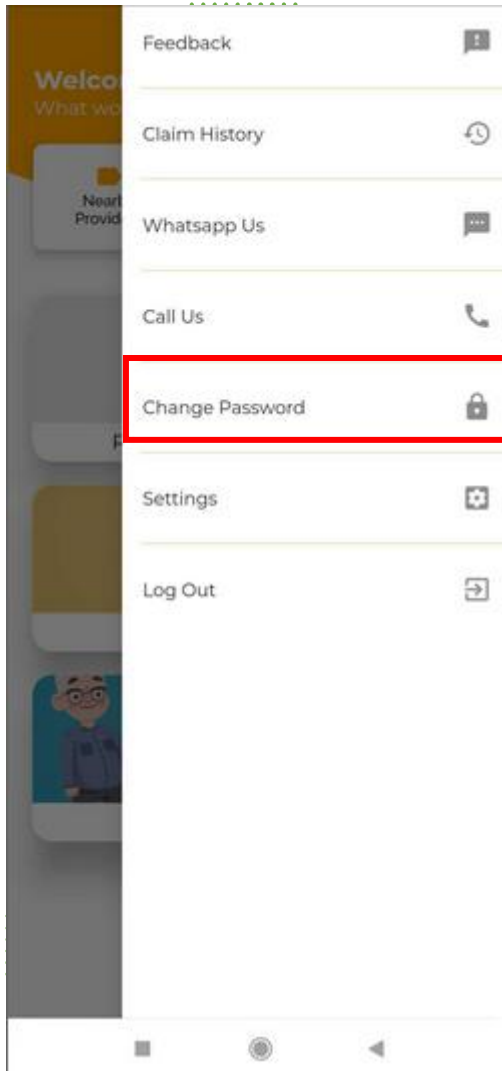
1) Enter your email

2) Type in your feedback to us

3) You can attach any supporting documents

4) Click the "**Submit Feedback**" button

CLAIM HISTORY
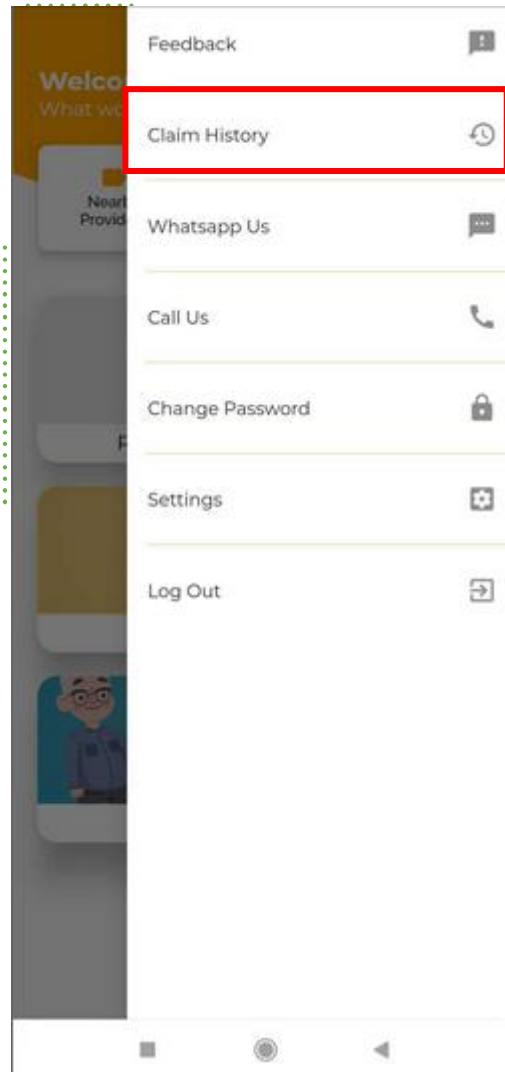
1) Click "Claim History"

2) View claim history record
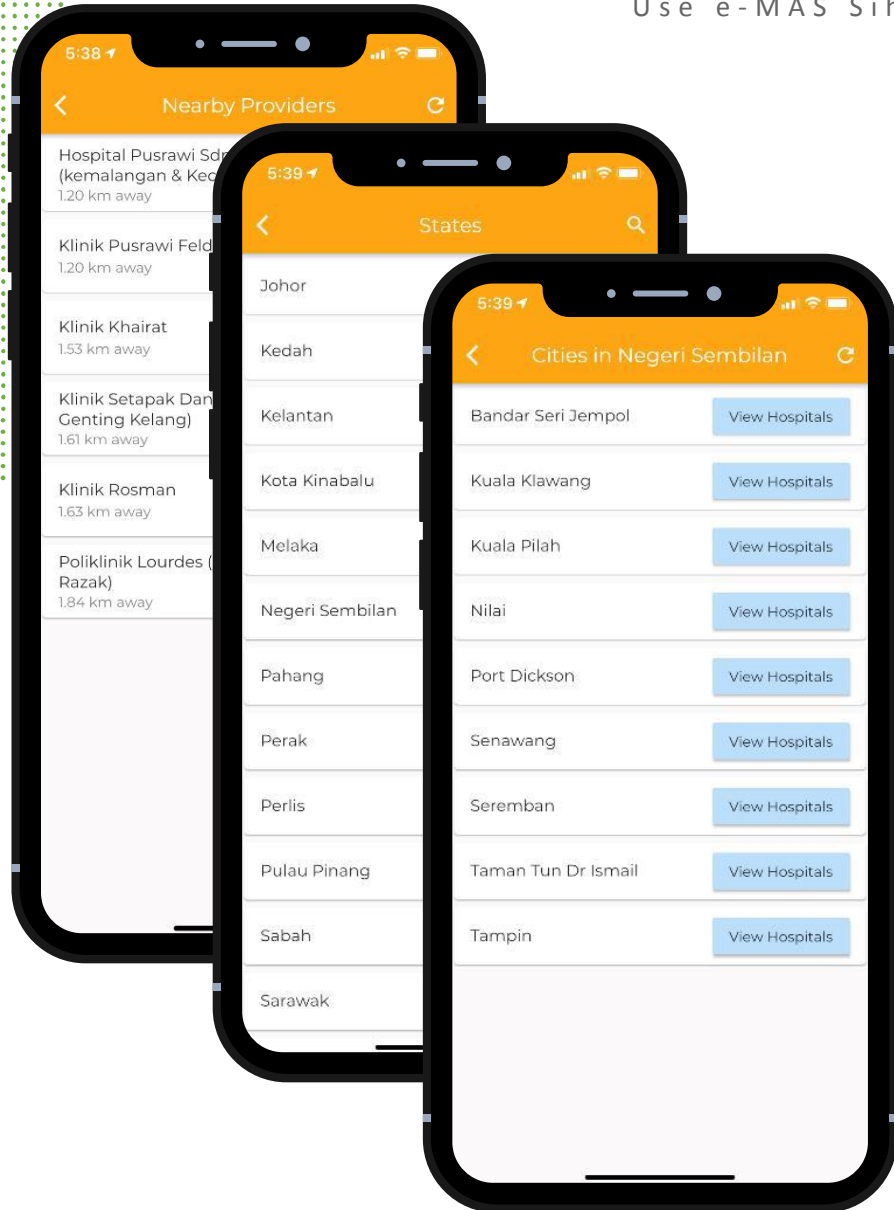
3) Can view claim history details

RESET PASSWORD

1) Enter Old Password

2) Enter New Password

3) Enter the New Password again to confirm the password

FIND PANEL CLINIC

Use e-MAS Sihatku to find your preferred panel provider

More than 3,500 Clinics

All panel providers at your member's fingertips. Wide network of panel clinics reaching across peninsular Malaysia, Sabah & Sarawak
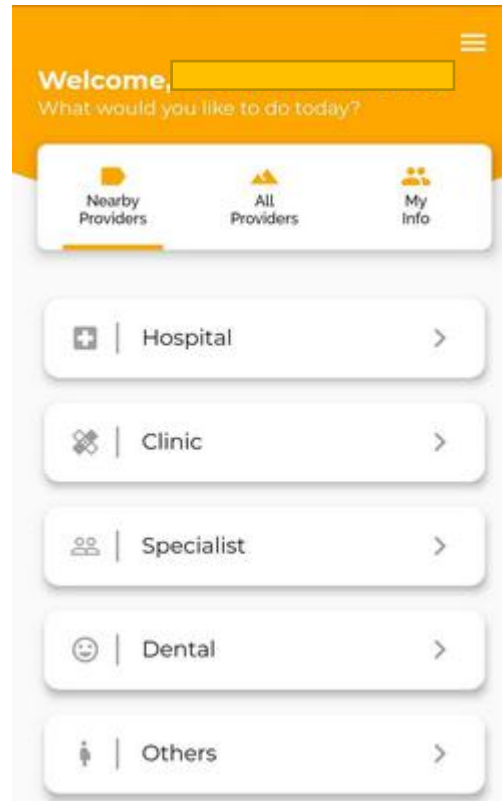
Find nearby panel clinics

Find nearest clinic based on current location or by state and town.

Get Opening hours and contact details

Ensure clinics are open before visiting or contact the clinic to make an appointment or find out if the preferred doctor is available.

SEARCH PANEL CLINICS AND HOSPITALS

1) Options

a) All Providers

b) Nearby Providers

*make sure GPS is turned "ON" to use nearby

providers option

2) Search for Clinics / Hospitals by States

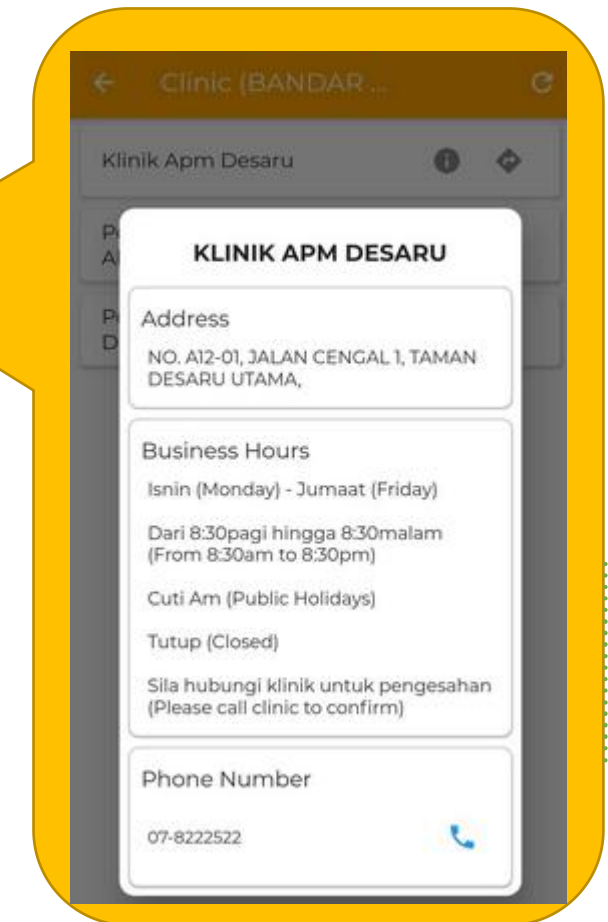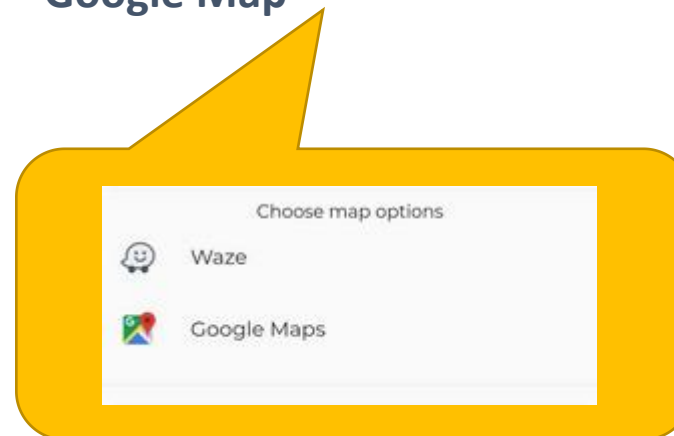**3) View Clinics / Hospitals in Preferred Cities**
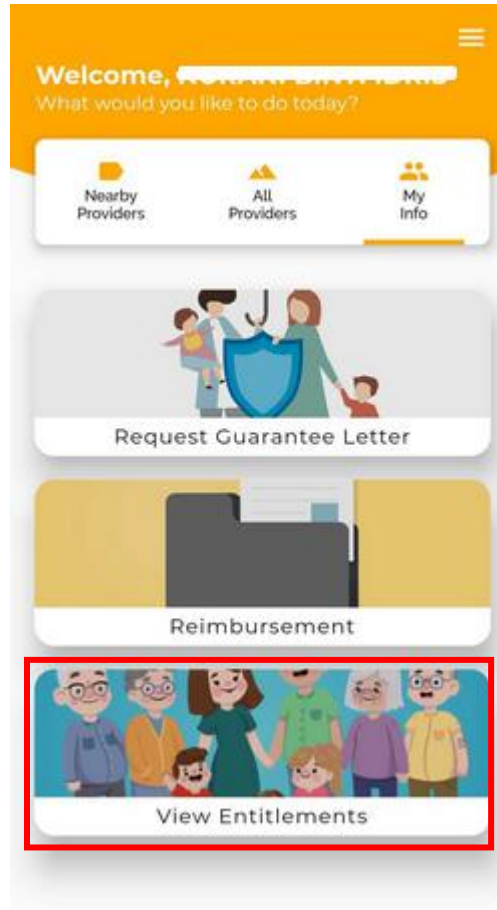
SEARCH PANEL CLINICS AND HOSPITALS

4) View the list of Clinics / Hospitals in selected City
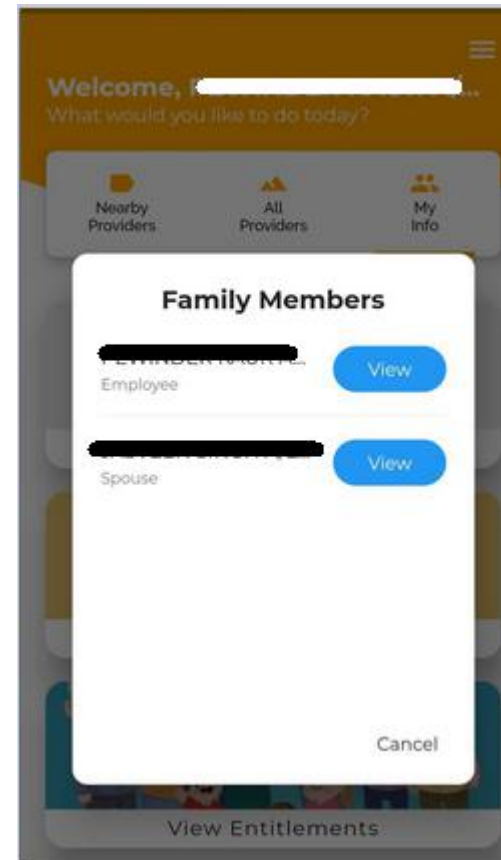
5) Click on

ⓘ **To get Clinics or Hospitals Address and Contact Number**
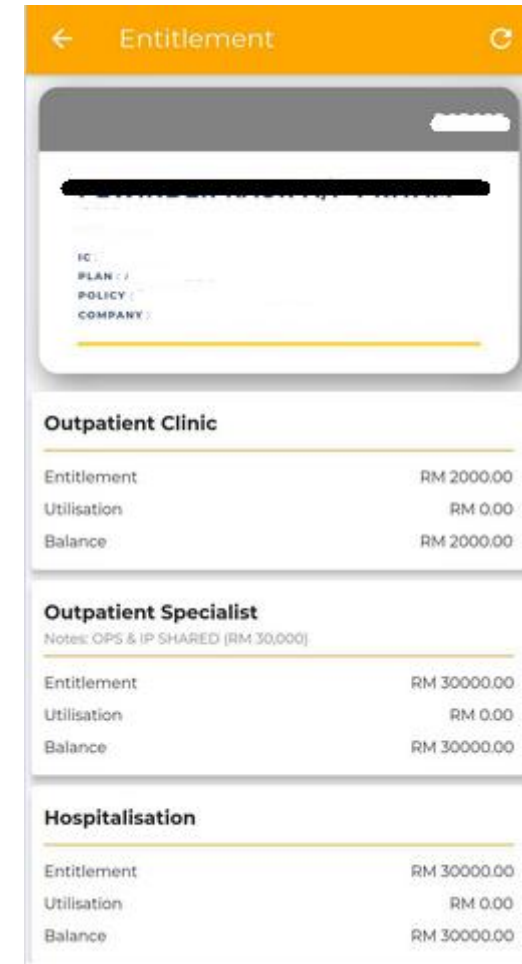
◈ **To navigate through Waze or Google Map**

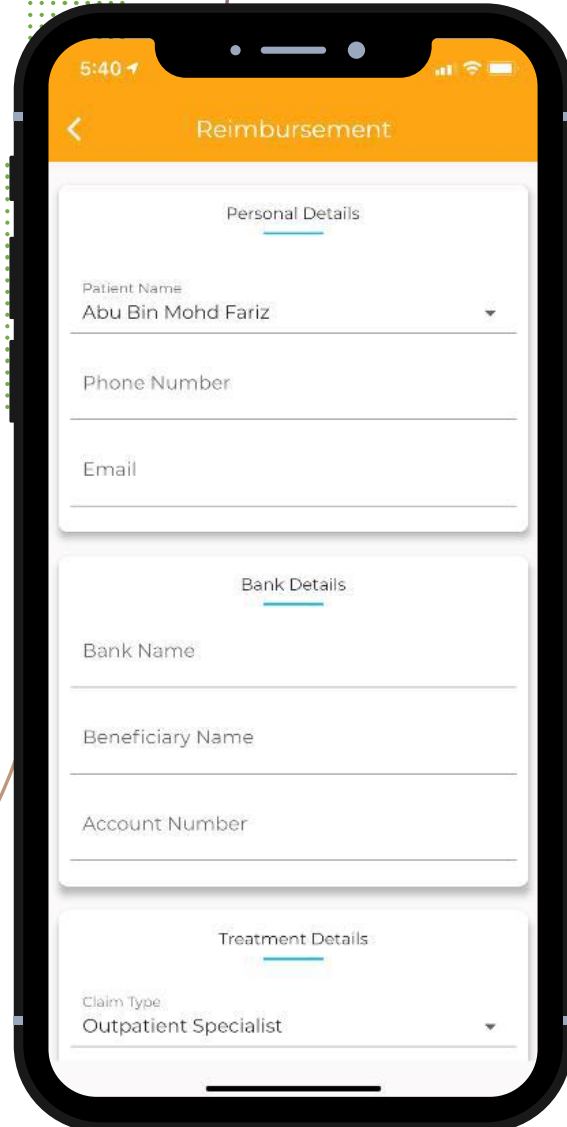# VIEW ENTITLEMENT

1) Click view entitlements

2) Can view yours or your family members entitlement

3) View the entitlement's info

REIMBURSEMENT SUBMISSION

Submitting Reimbursement using e-MAS Sihatku

1. Check all the documentation to submit reimbursement (eg: receipt)

Documents
- Receipt/ Hospital bill with breakdown
- Any supporting documents

2. Login to mobile app e-MAS Sihatku or send email to reimbursements@crm.emastpa.com.my

After submission, staff will receive 2 auto emails:
1. From e-MAS Sihatku app
2. From CRM – Case number

3. Fill up the form in the app / write details in email

4. Attached photos / PDF of documentation (eg: receipt)

*Important:

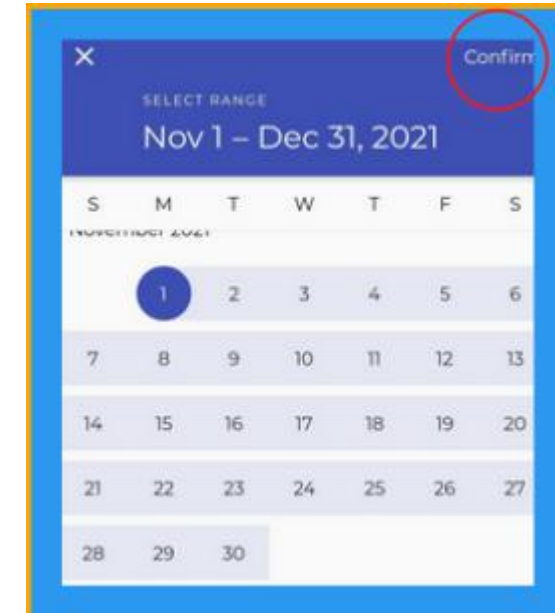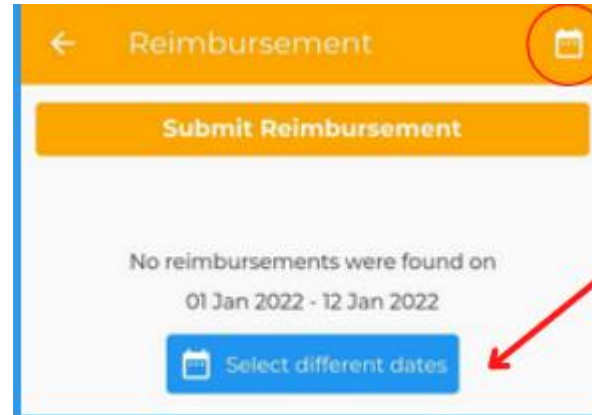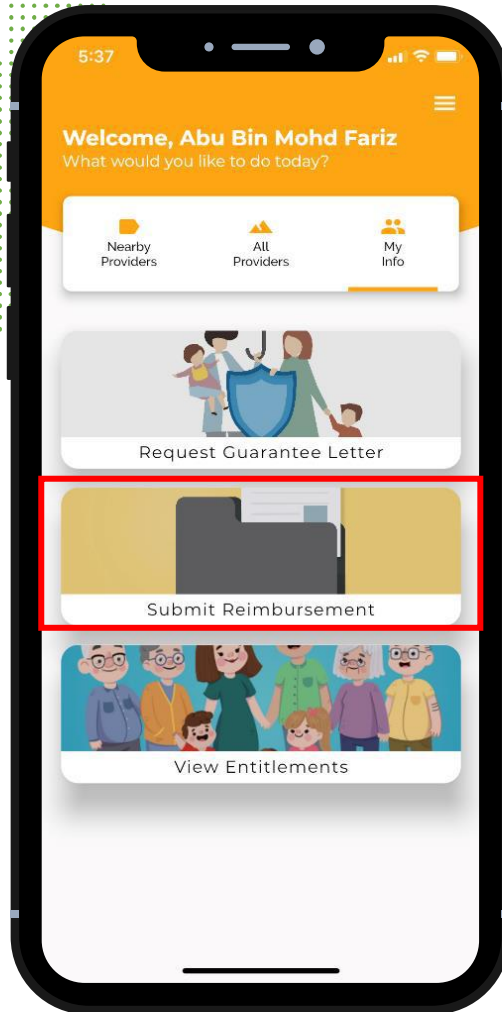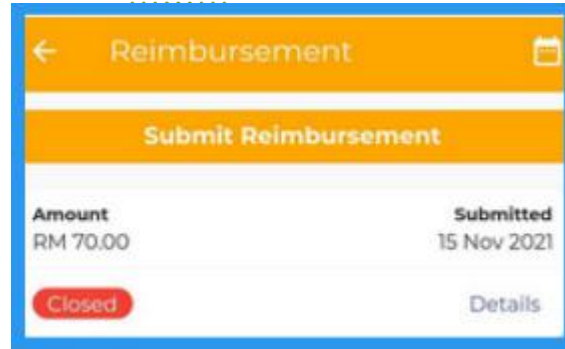❖ Photos / PDF must be clear. Unclear documentation may be rejected

5. Submit claim

CHECK REIMBURSEMENT STATUS

1) Click Reimbursement
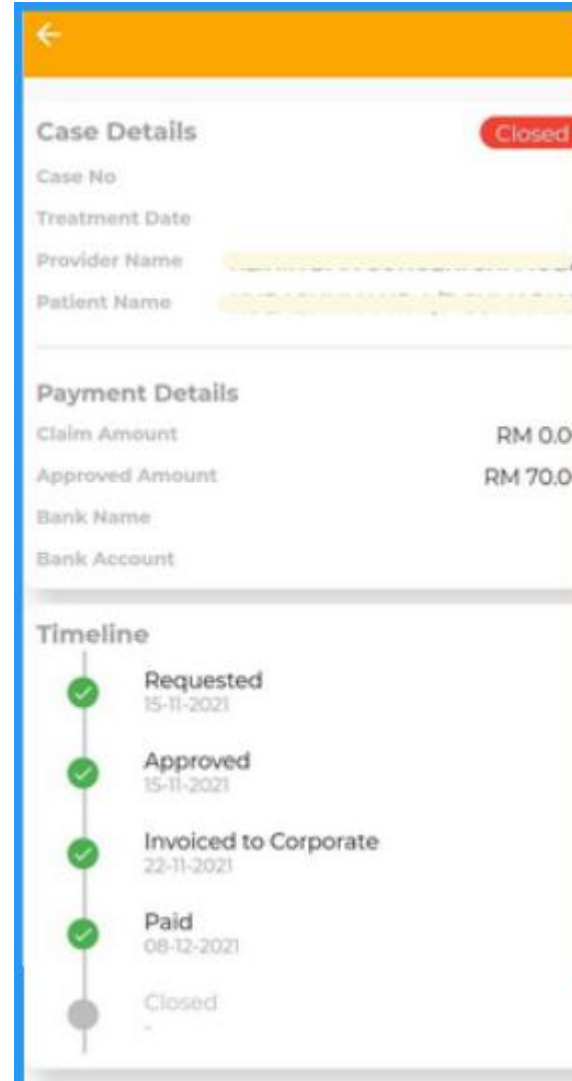2) Select the date range for your reimbursement submitted date

CHECK REIMBURSEMENT STATUS

3) View Reimbursement Lists
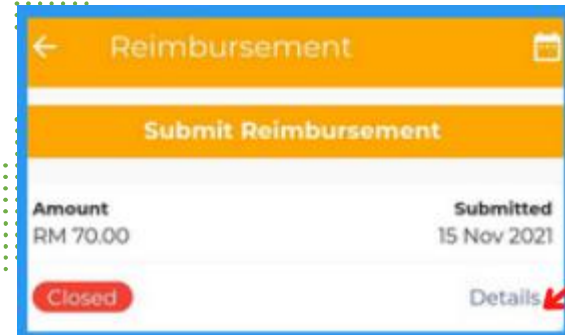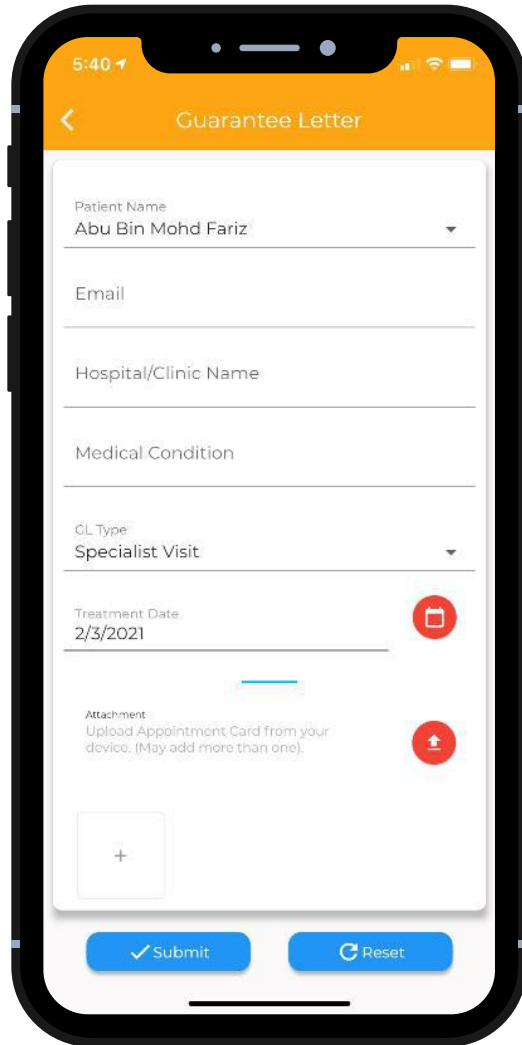
4) Then clicks details

5) View Reimbursement Progress and status

-Requested: Claim submission date
-Approved: Claim has been process by e-MAS
-Invoiced to Corporates: Every claim that has been process being sent to company
-Paid: Reimbursement will be credited to staff account

REQUEST GL

1. Enter active email address

2. Enter Clinic / Hospital name

3. Enter Reason for GL Request

4. Choose GL Type

5. Enter Treatment Date

6. Upload appointment card

CONTACT e-MAS

	Phone Number	Person In Charge	Email Address	Contact Hours
GL Related Matters	1-800-88-3627	e-MAS Patient Administration Team	emas.patgl@crm.emastpa.com.my	24/7
General Enquiries	03-9213 0103			
Claims Department For questions related to reimbursements	03-9213 0103	Mahirah Manisha	emas.claims@crm.emastpa.com.my	Office Hours
Finance Department	03-9213 0103	Zarul	financeteam@emastpa.com.my	Office Hours
Customer Support For any questions about coverage or eligibility	03-9213 0103	Masliya	emas.support@crm.emastpa.com.my	Office Hours
Emergency Assistance	03-92130103 or WhatsApp 018-788 3627	e-MAS Patient Administration Team	emas.support@crm.emastpa.com.my	24/7
Clinic Enquiries To request for a new panel clinic or check if a clinic is in panel	WhatsApp 019-854 4270	Masliya	emas.support@crm.emastpa.com.my	Office Hours
Member Update Department To update new member & termination('updated member info), policy /sob update	03-9213 0103	Anjalai Nurani	memberupdates@emastpa.com.my	Office Hours

Office Hours – 8.30 AM to 5.30 PM Monday – Friday. Except Public Holidays

THANK YOU!

Contact us at:
03-9213 0103
018-788 3627
For any additional enquiries