



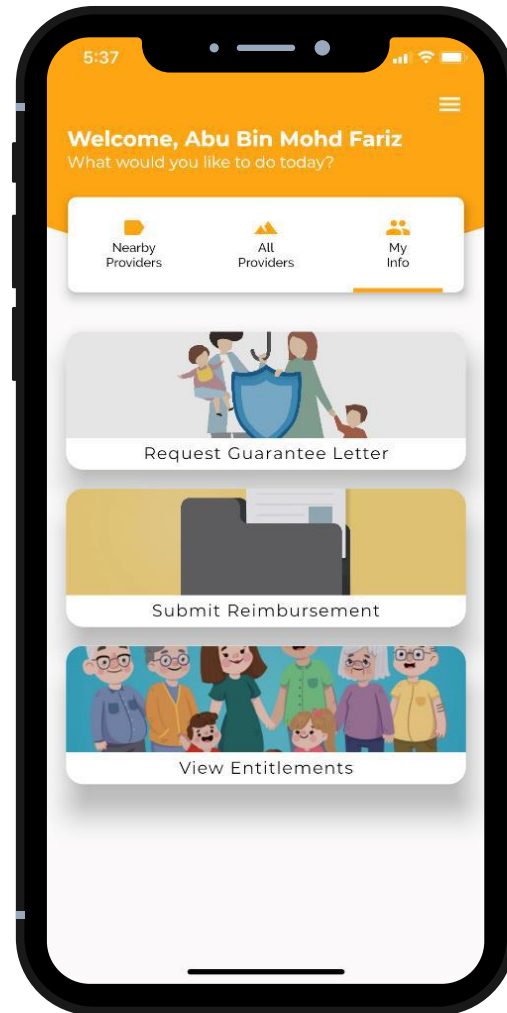
# Patient Guide

A brief guide for e-MAS Sihatku Mobile Apps

# TABLE OF CONTENTS

- ❖ HOW TO DOWNLOAD
- ❖ HOW TO LOGIN
- ❖ MAIN MENU
- ❖ SIDE MENU
- ❖ SEND FEEDBACK
- ❖ CLAIM HISTORY
- ❖ RESET PASSWORD
- ❖ FIND PANEL CLINIC
- ❖ VIEW ENTITLEMENT
- ❖ REIMBURSEMENT SUBMISSION
- ❖ CHECK REIMBURSEMENT STATUS
- ❖ REQUEST GL
- ❖ CONTACT e-MAS

# HOW TO DOWNLOAD



# HOW TO LOGIN

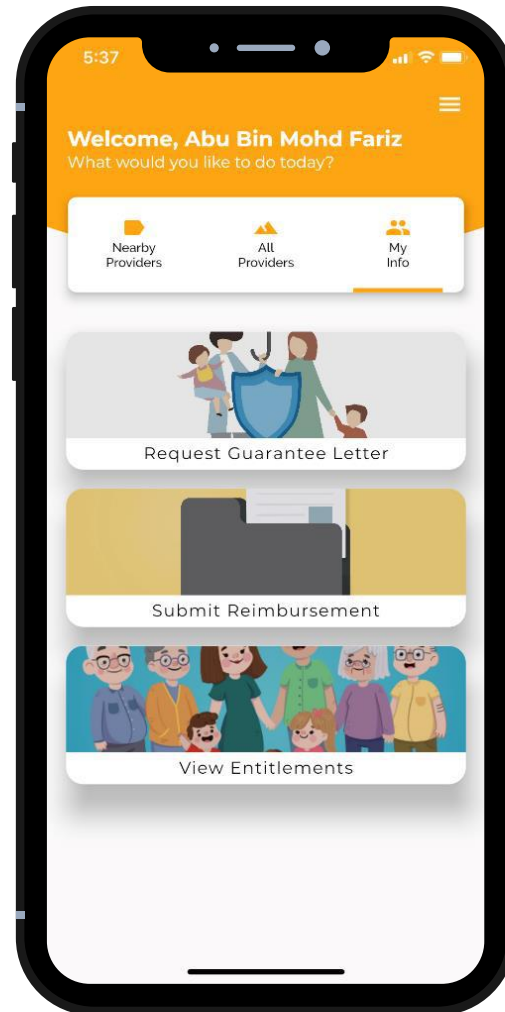


Log In

[Forgot Password?](#)

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

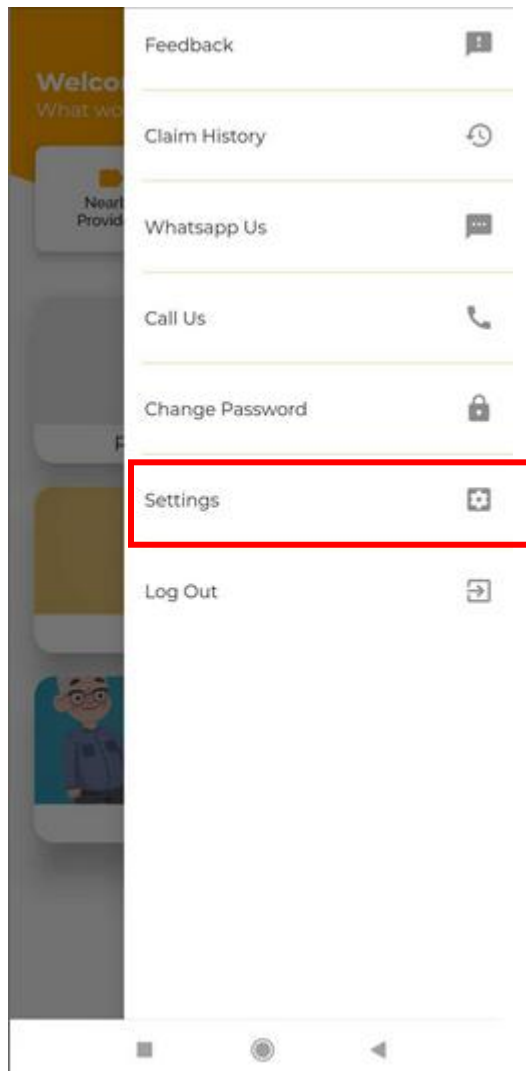
# MAIN MENU



- 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

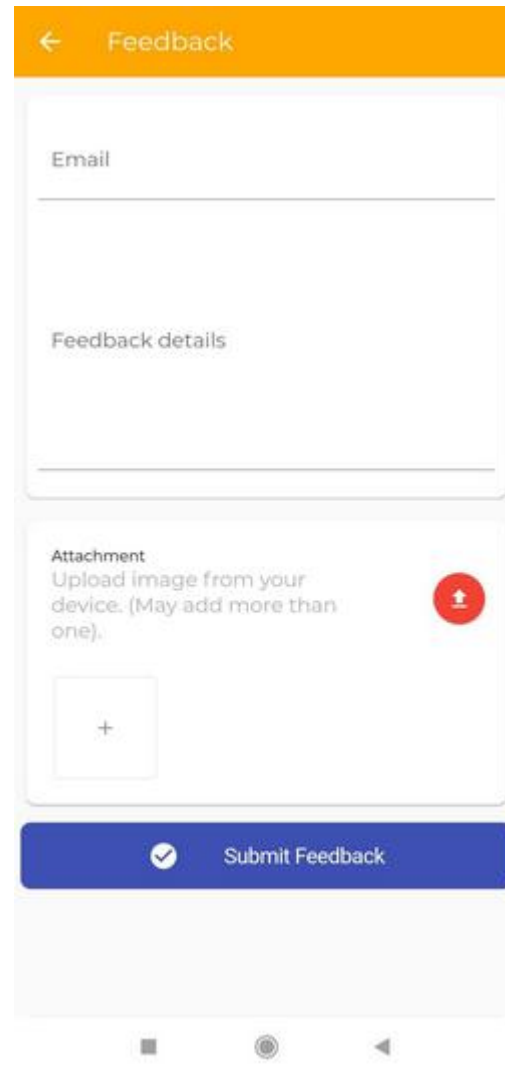
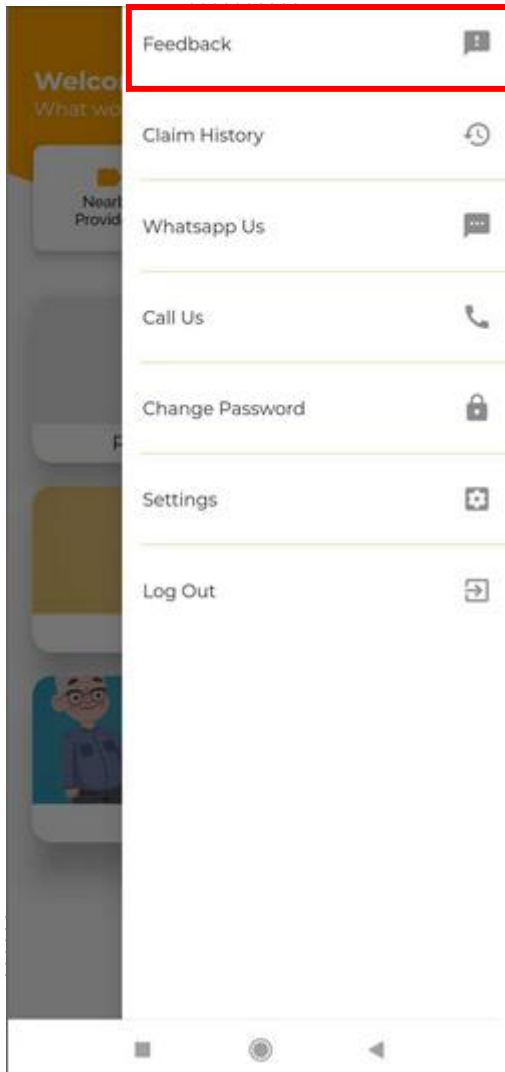
Navigation to other pages using the side menu



## Settings:

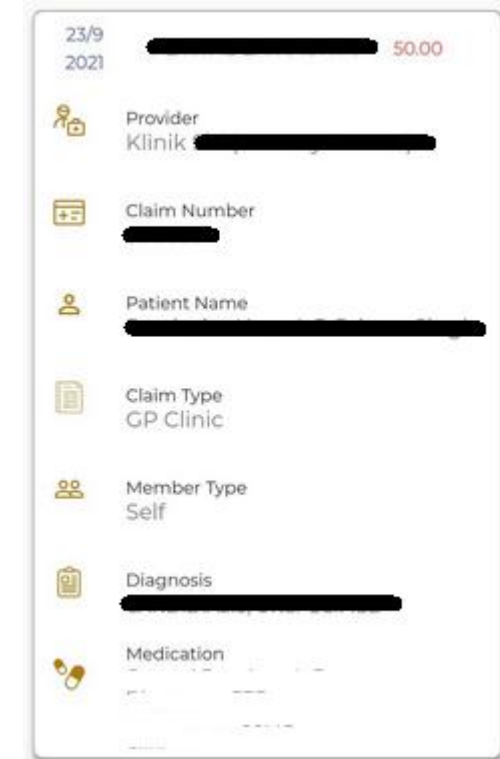
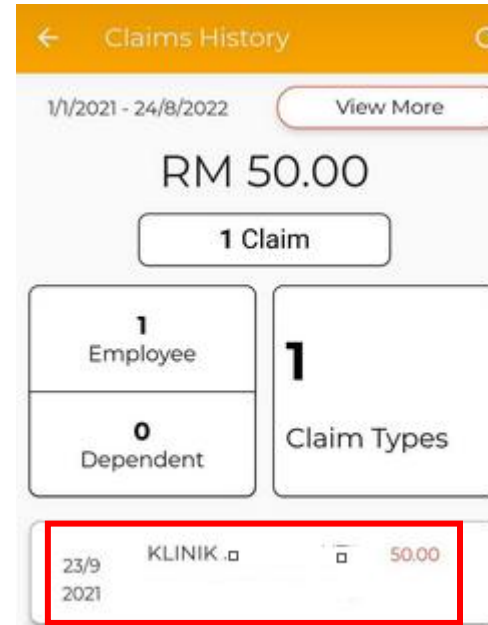
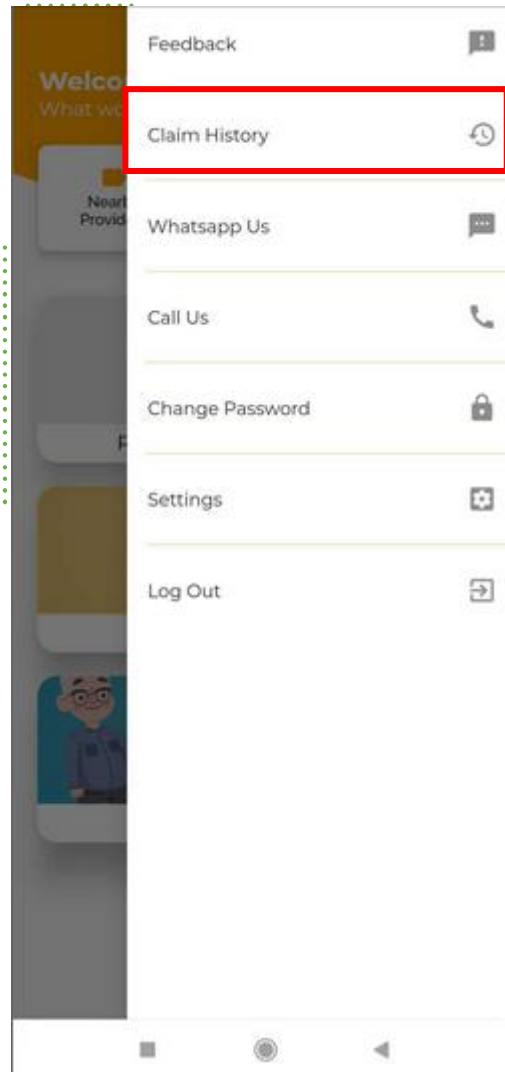
- 1) Pick your preferred language
- 2) Click the toggle button to switch

# SEND FEEDBACK

A screenshot of the 'Feedback' form in the mobile application. The form has an orange header with a back arrow and the text 'Feedback'. Below the header are two text input fields: 'Email' and 'Feedback details'. Below these fields is an 'Attachment' section with the text 'Upload image from your device. (May add more than one)' and a red circular button with a white upload icon. Below the attachment section is a blue button with a white checkmark icon and the text 'Submit Feedback'. At the bottom of the screen is a navigation bar with three icons: a square, a circle, and a triangle.

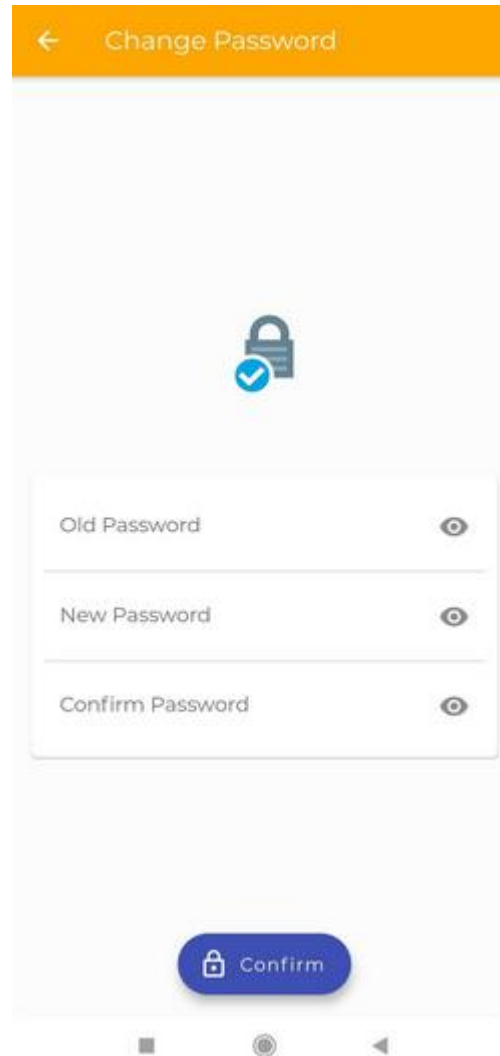
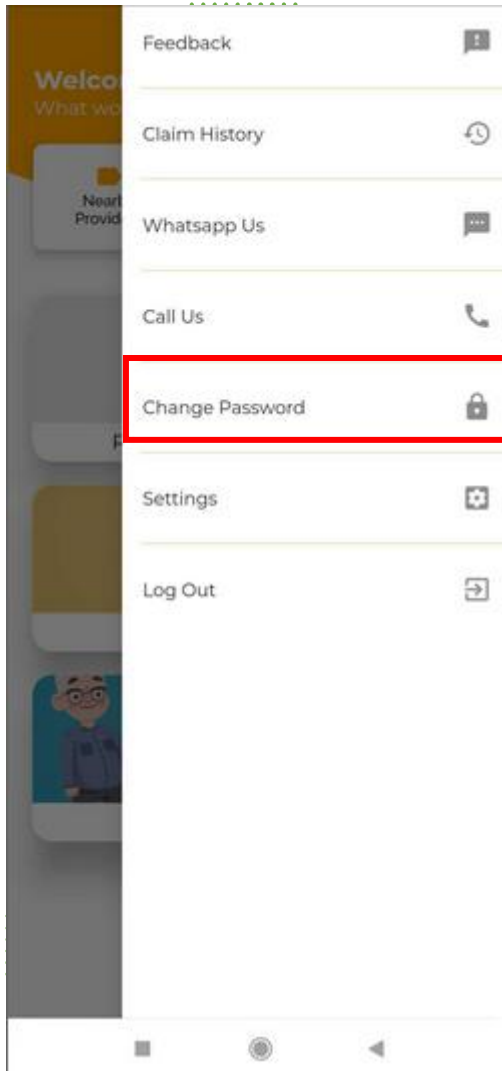
- 1) Enter your email
- 2) Type in your feedback to us
- 3) You can attach any supporting documents
- 4) Click the **“Submit Feedback”** button

# CLAIM HISTORY



- 1) Click “**Claim History**”
- 2) View claim history record
- 3) Can view claim history details

# RESET PASSWORD

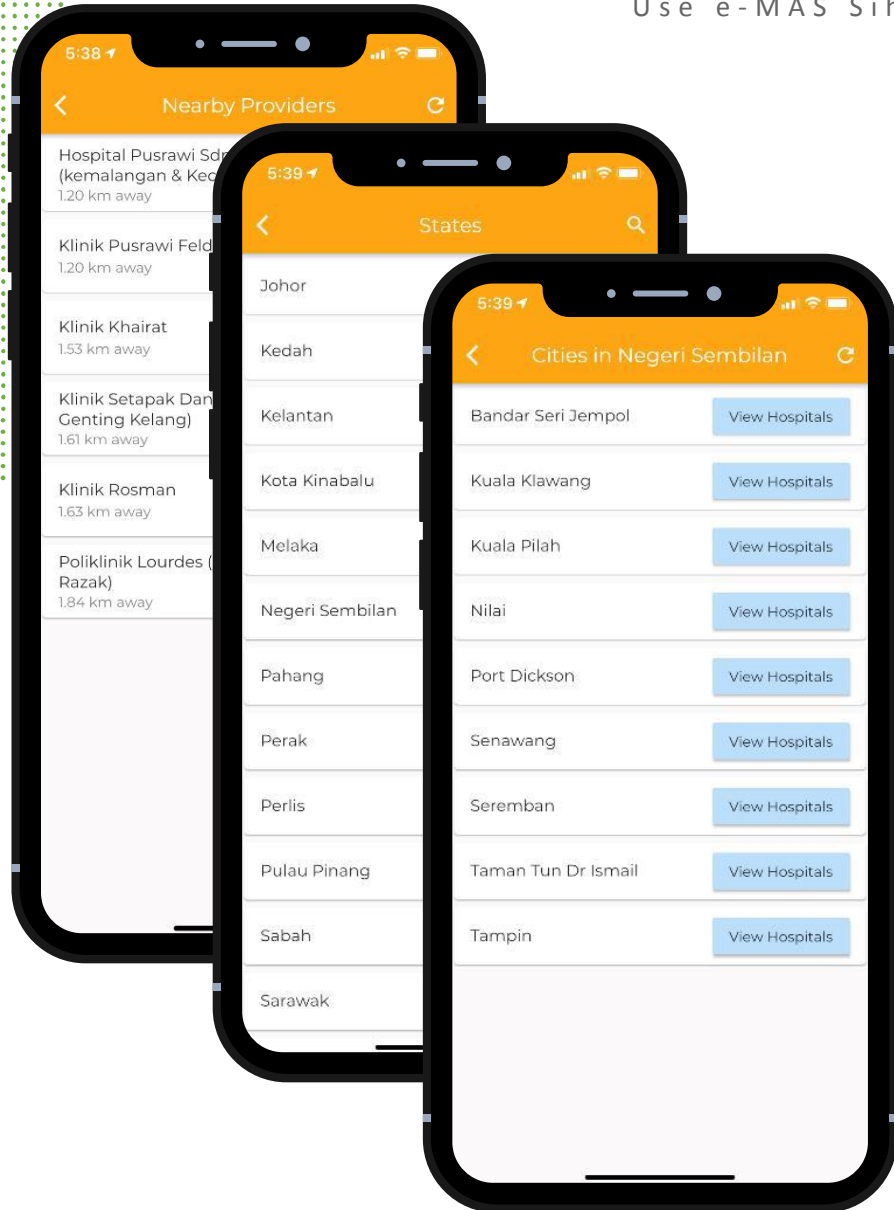


A screenshot of the 'Change Password' screen in the mobile application. The screen has an orange header with a back arrow and the text 'Change Password'. Below the header is a lock icon with a blue checkmark. The main content area contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with an eye icon to its right. At the bottom of the screen is a blue button with a lock icon and the text 'Confirm'.

- 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

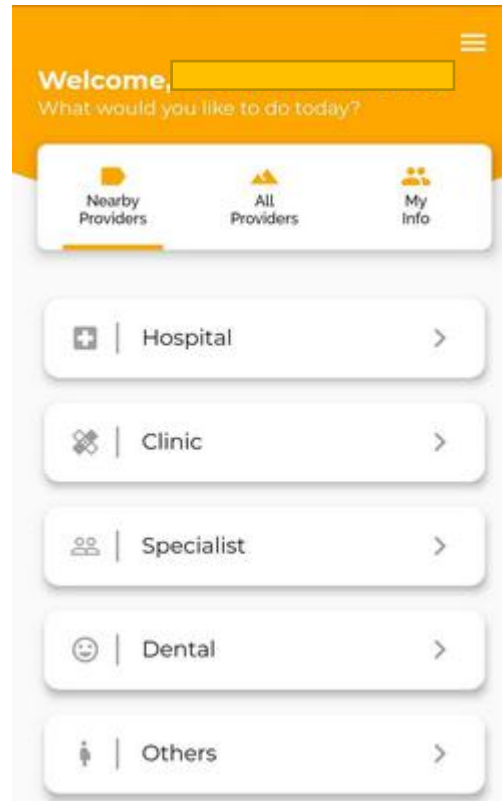
Find nearest clinic based on current location or by state and town.



## 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

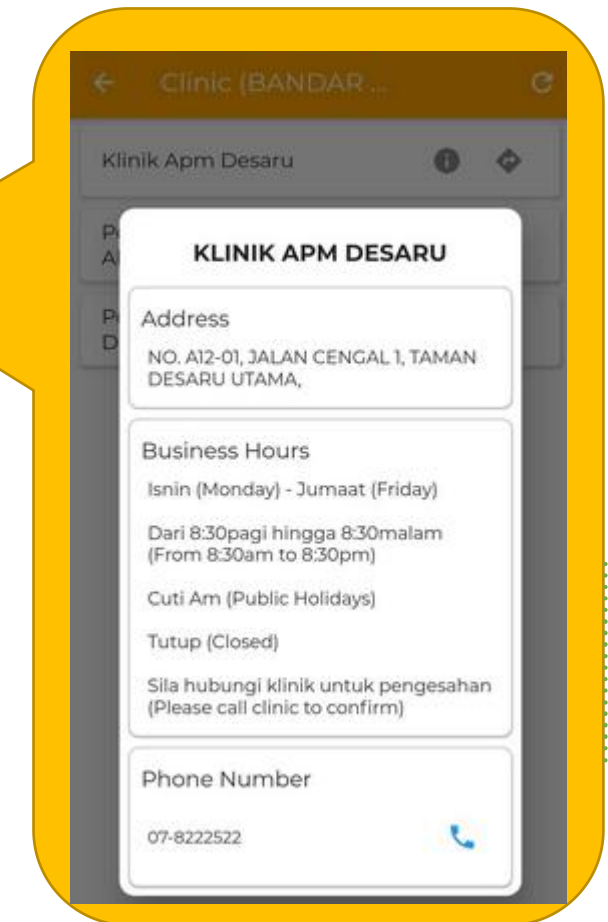
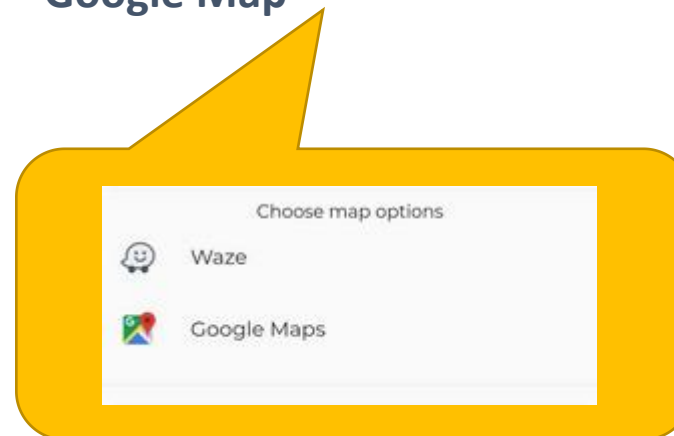
# SEARCH PANEL CLINICS AND HOSPITALS



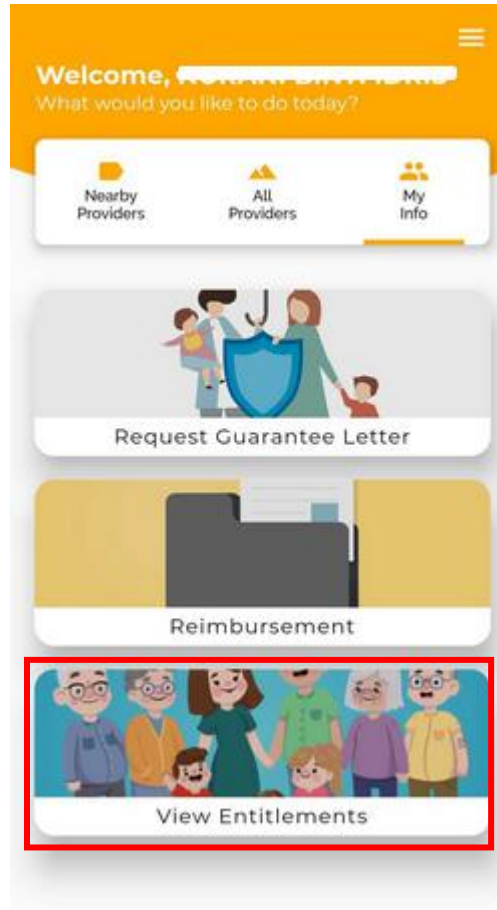
**4) View the list of Clinics / Hospitals in selected City**

**5) Click on**

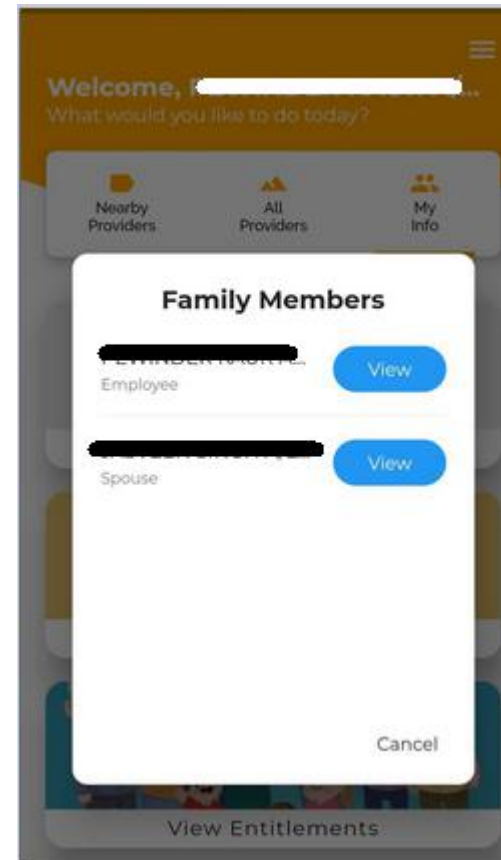
- To get Clinics or Hospitals Address and Contact Number**
- To navigate through Waze or Google Map**



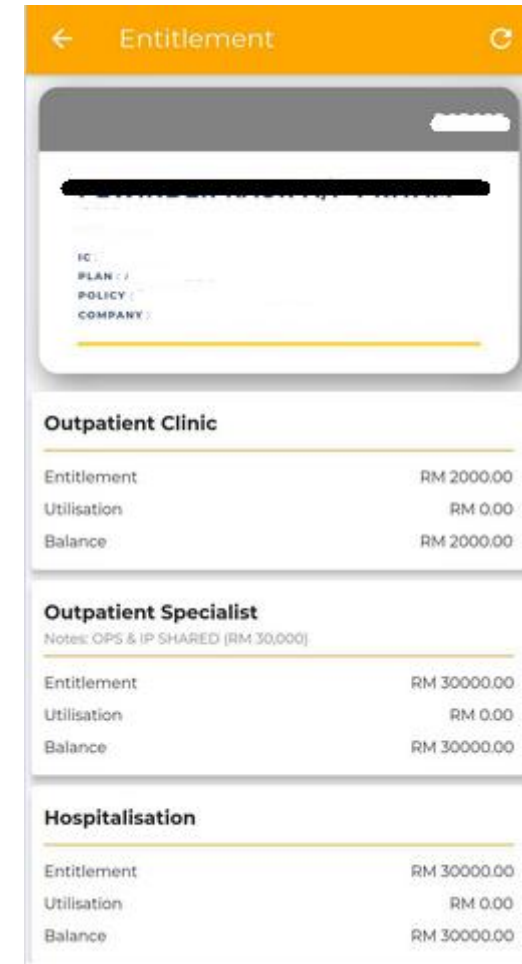
# VIEW ENTITLEMENT



1) Click view entitlements



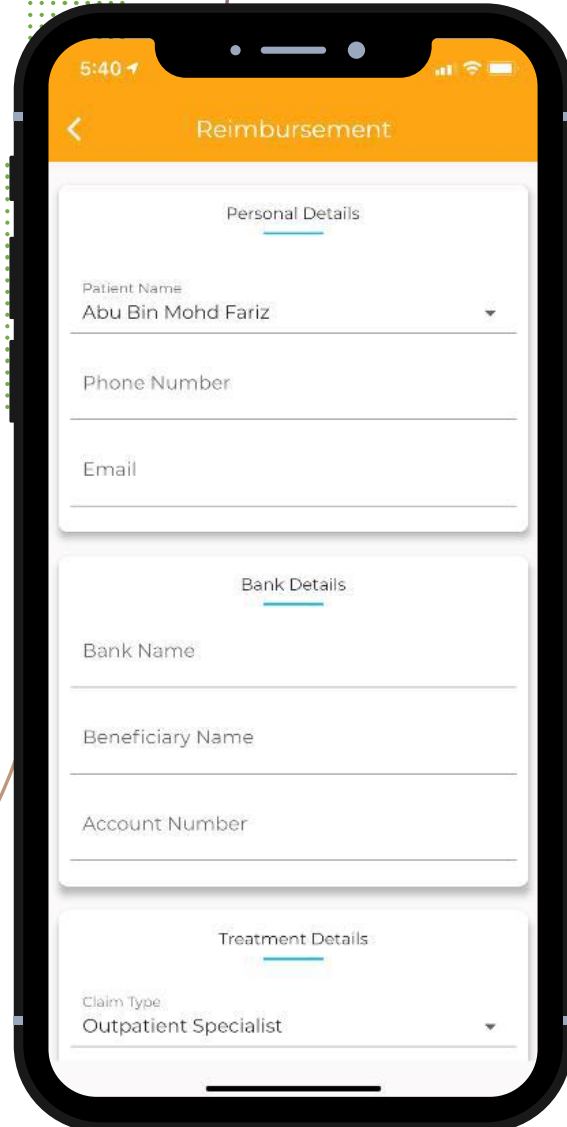
2) Can view yours or your family members entitlement



3) View the entitlement's info

# REIMBURSEMENT SUBMISSION

Submitting Reimbursement using e-MAS Sihatku



5:40

Reimbursement

Personal Details

Patient Name  
Abu Bin Mohd Fariz

Phone Number

Email

Bank Details

Bank Name

Beneficiary Name

Account Number

Treatment Details

Claim Type  
Outpatient Specialist

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](mailto:reimbursements@crm.emastpa.com.my)

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

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

5. Submit claim

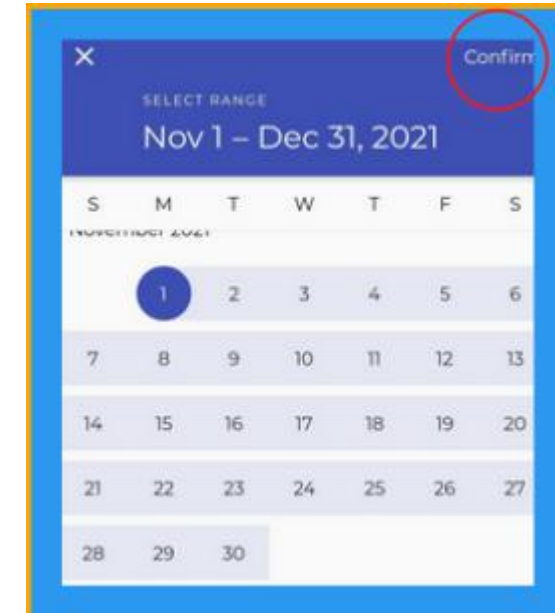
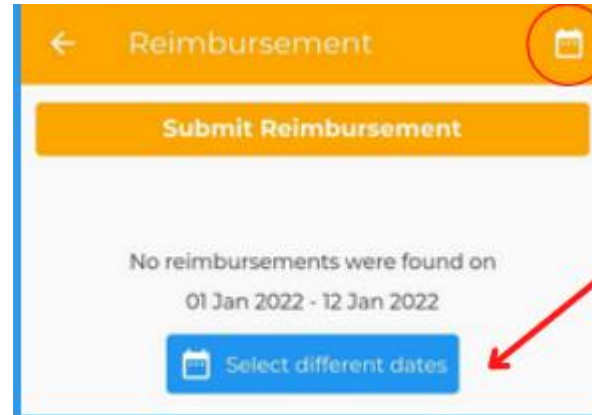
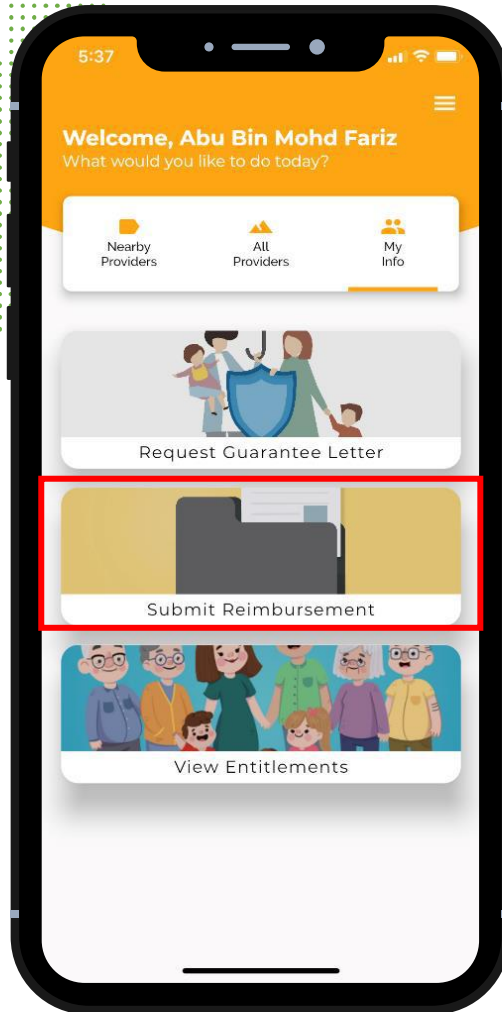
After submission, staff will receive 2 auto emails:

1. From e-MAS Sihatku app
2. From CRM – Case number

## \*Important:

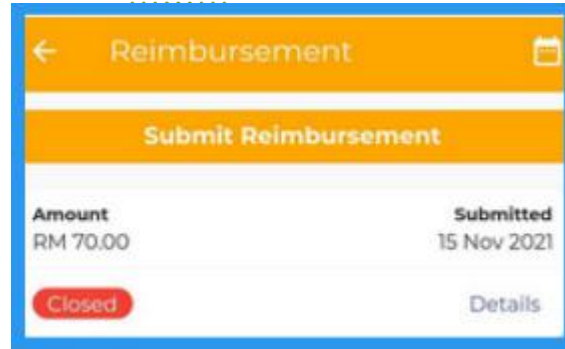
- ❖ Photos / PDF must be clear. Unclear documentation may be rejected

# CHECK REIMBURSEMENT STATUS

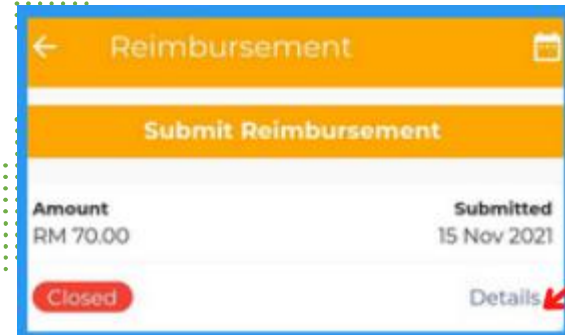


- 1) Click Reimbursement
- 2) Select the date range for your reimbursement submitted date

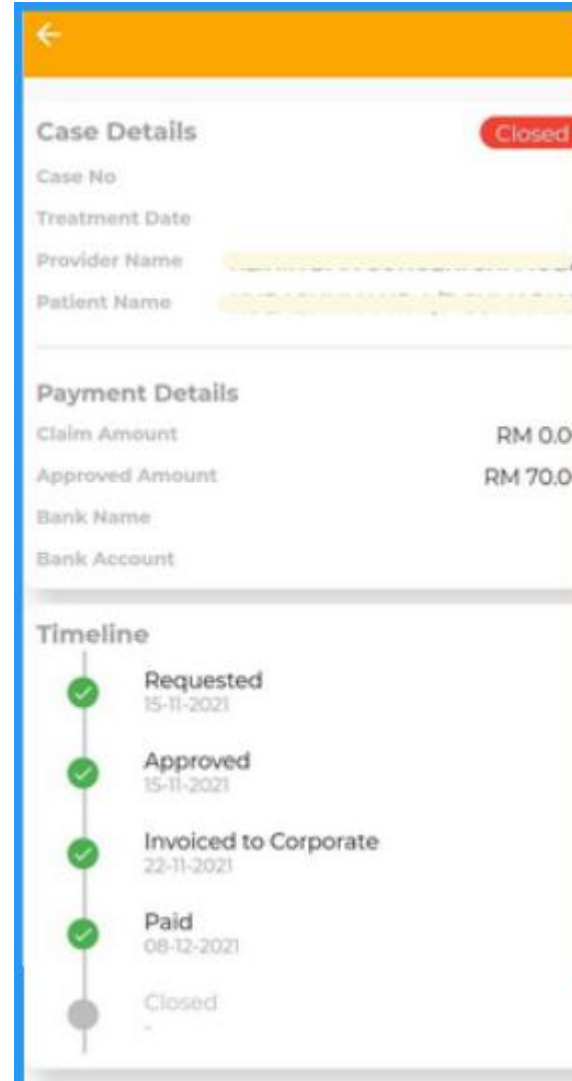
# CHECK REIMBURSEMENT STATUS



3) View Reimbursement Lists



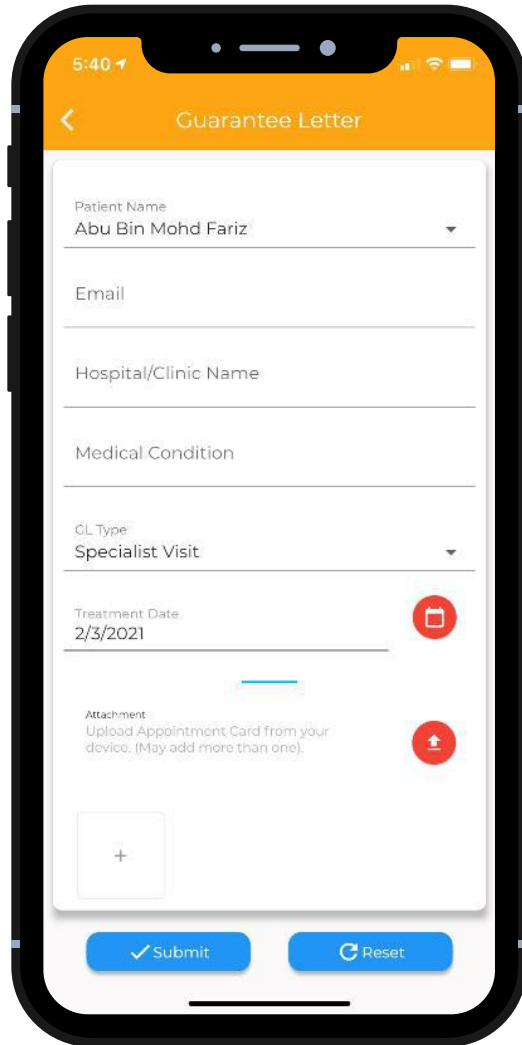
4) Then clicks details



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



The image shows a smartphone screen displaying a 'Guarantee Letter' form. The form has an orange header with a back arrow and the title 'Guarantee Letter'. The form fields are as follows:

- Patient Name:** A dropdown menu with 'Abu Bin Mohd Fariz' selected.
- Email:** An empty text input field.
- Hospital/Clinic Name:** An empty text input field.
- Medical Condition:** An empty text input field.
- CL Type:** A dropdown menu with 'Specialist Visit' selected.
- Treatment Date:** A date picker showing '2/3/2021' with a red calendar icon to its right.
- Attachment:** A section with the text 'Upload Appointment Card from your device. (May add more than one)' and a red upload icon. Below this is a white box with a '+' sign for adding attachments.

At the bottom of the form are two blue buttons: 'Submit' (with a checkmark icon) and 'Reset' (with a circular arrow icon).

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

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