



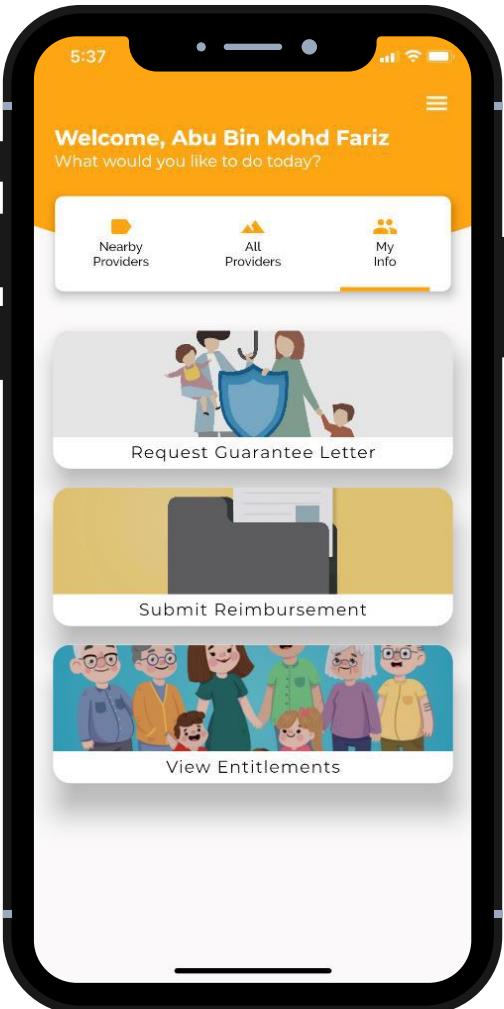
Patient Guide

A brief guide for e-MAS Sihatku Mobile Apps

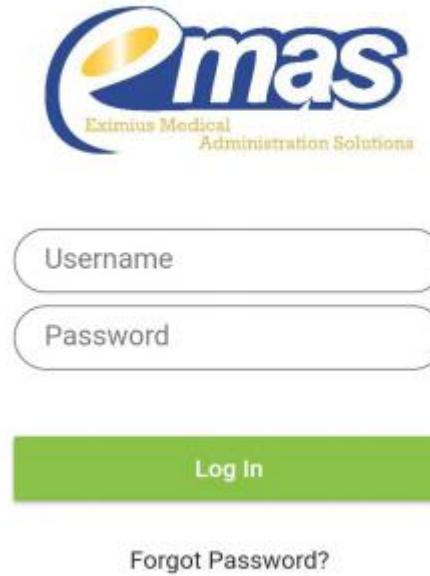
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HOW TO DOWNLOAD

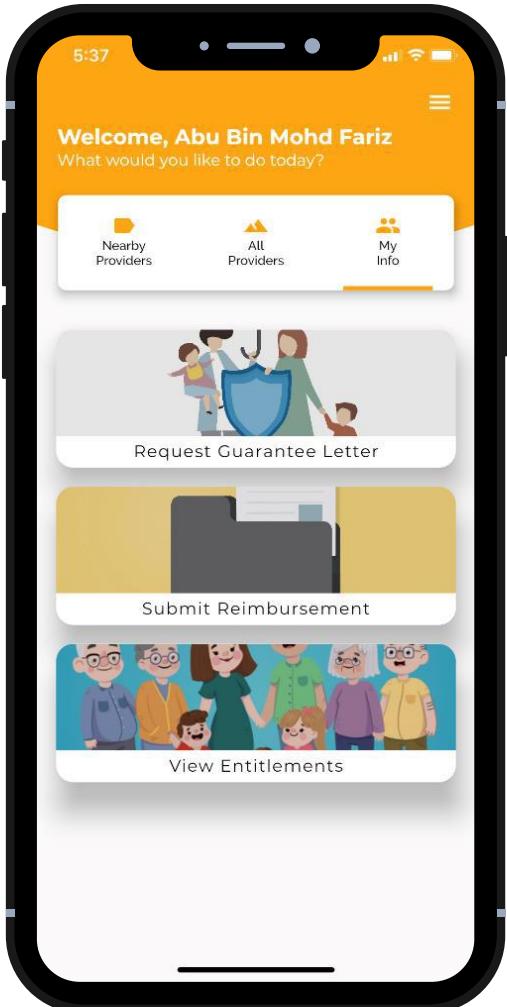


HOW TO LOGIN



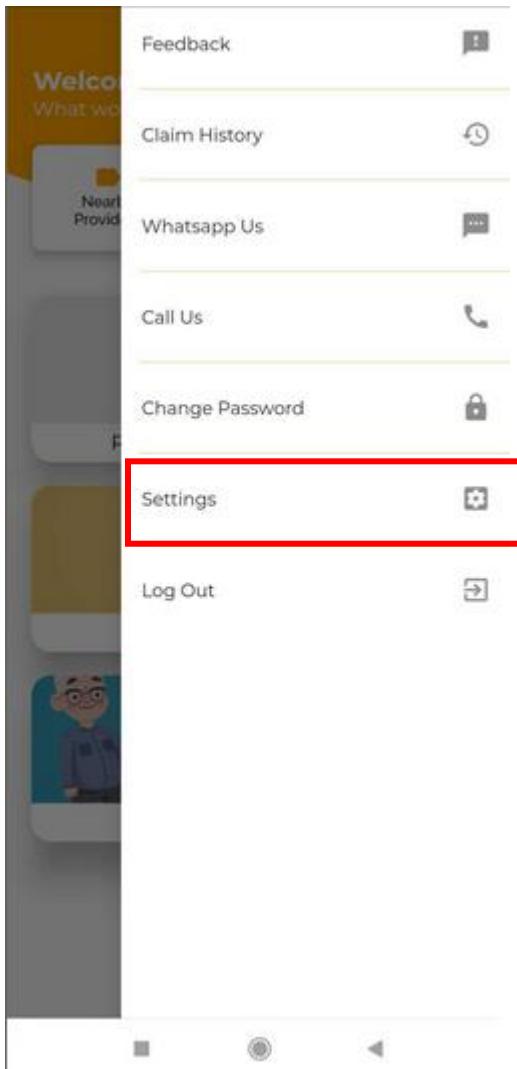
- 1) Employees and Dependents have access to e-MAS Sihatku.**
- 2) Login with your IC number as username and password**

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

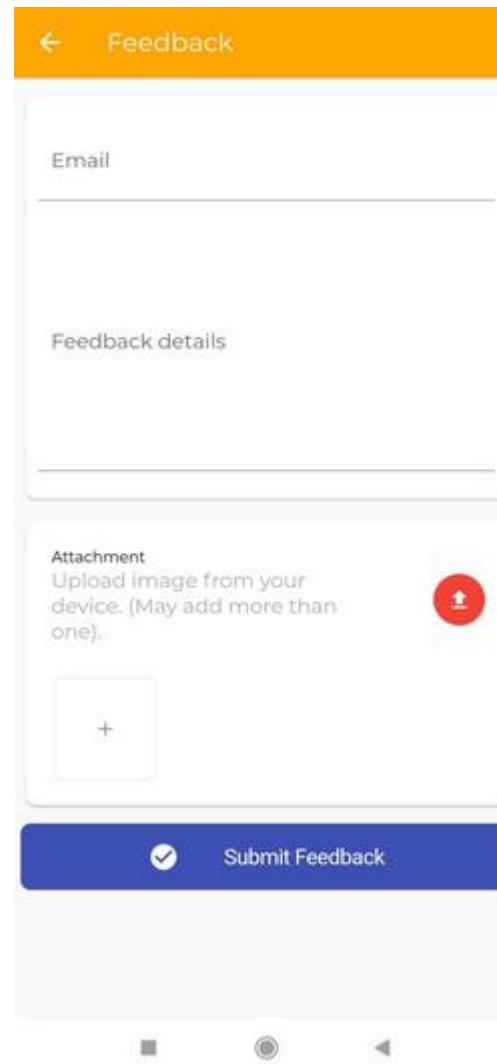
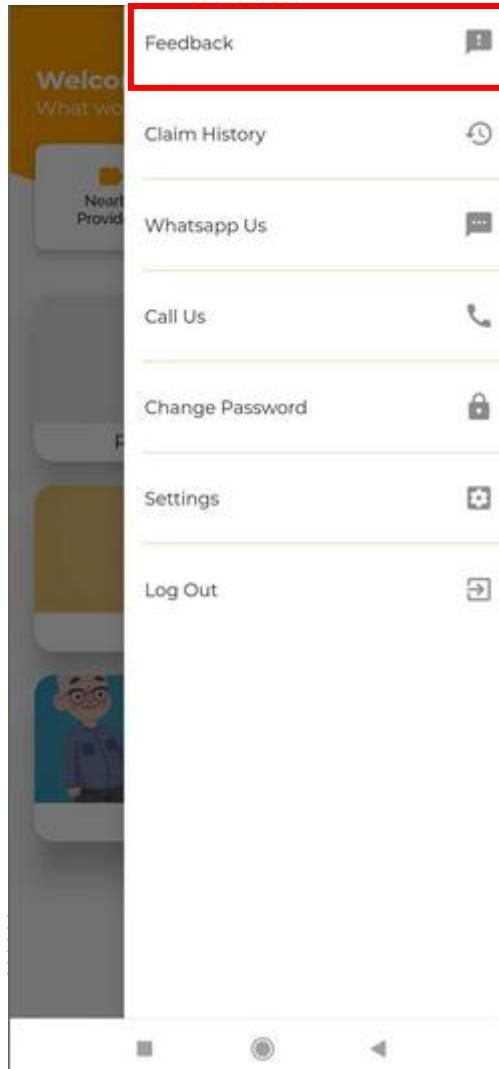


Navigation to other pages using the side menu

Settings:

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

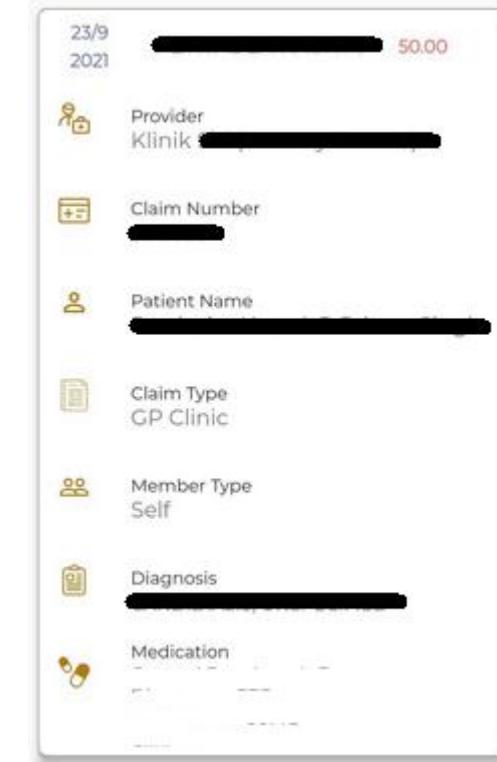
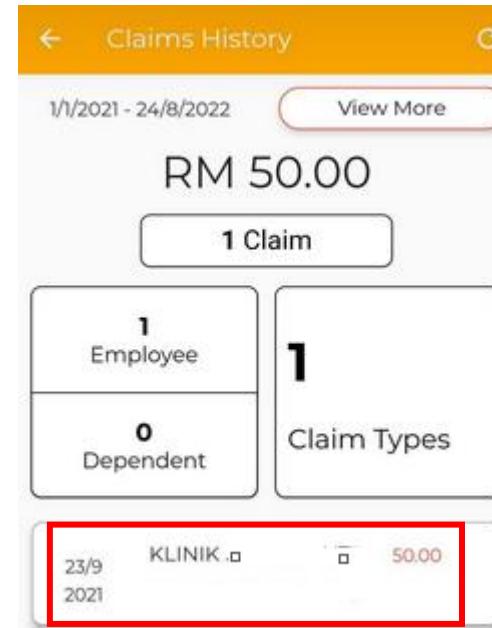
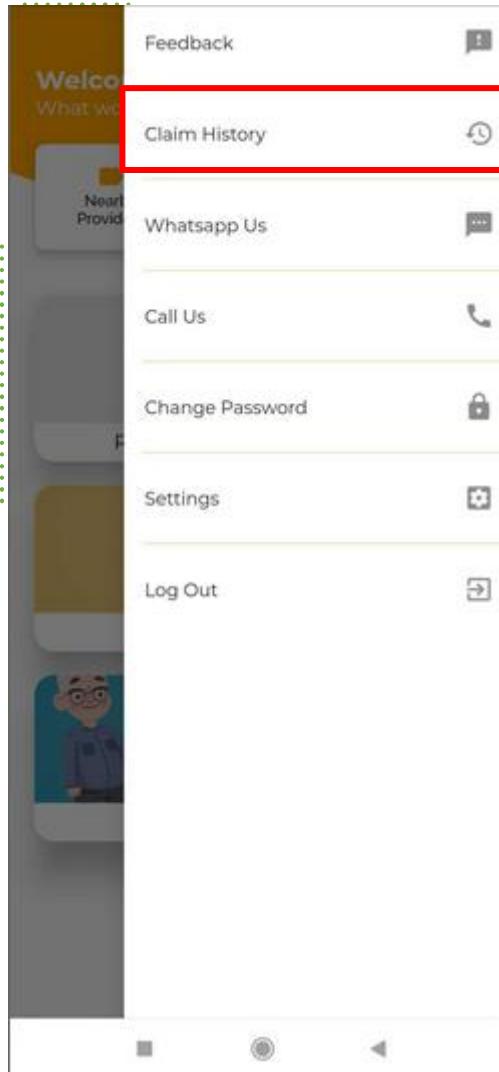
SEND FEEDBACK



A screenshot of a feedback submission form. The form has a yellow header bar with a back arrow and the word 'Feedback'. The main area contains fields for 'Email' (with a red box around it), 'Feedback details', and an 'Attachment' section with a file upload button. At the bottom is a blue 'Submit Feedback' button with a checkmark icon.

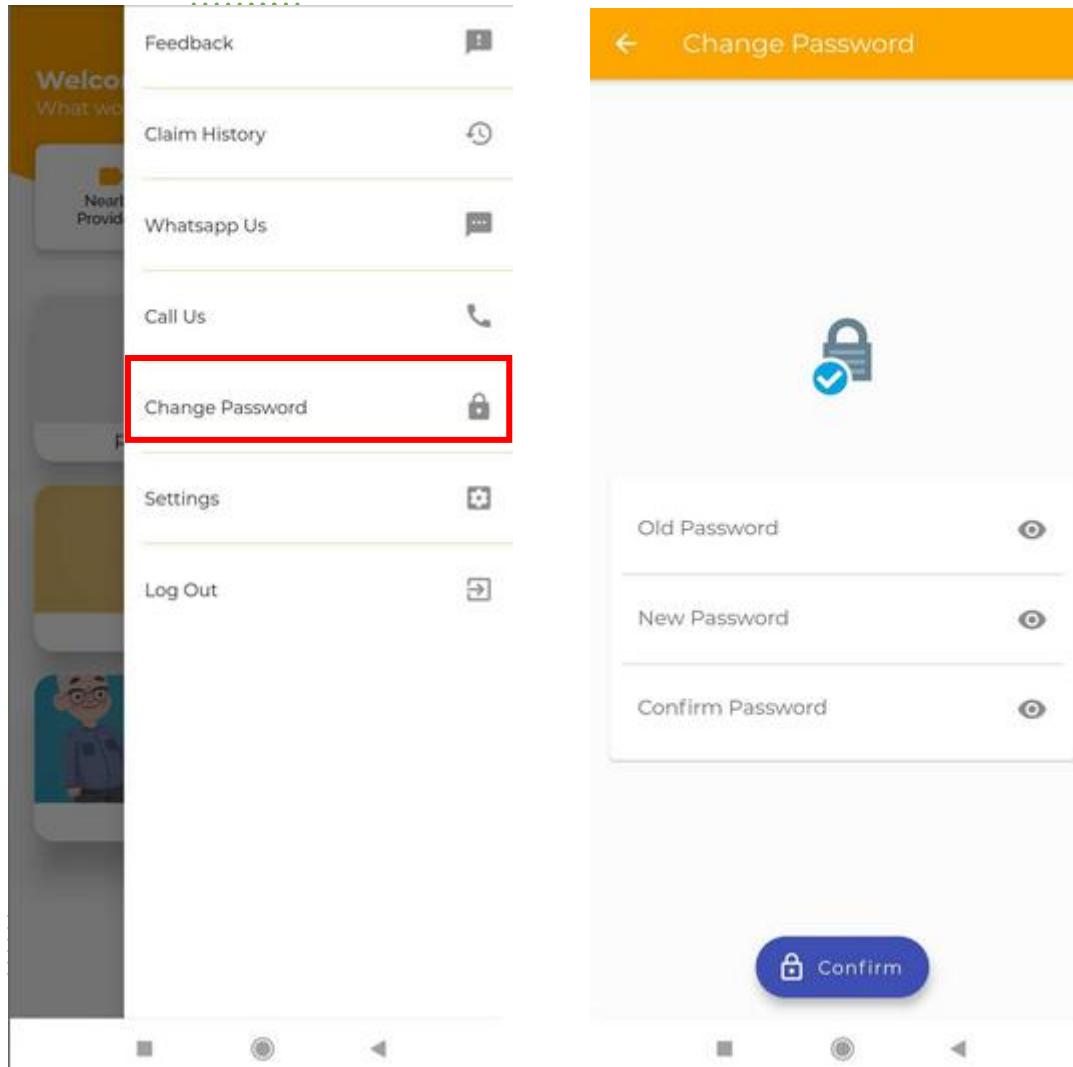
- 1) Enter your email
- 2) Type in your feedback to us
- 3) You can attach any supporting documents
- 4) Click the “Submit Feedback” button

CLAIM HISTORY



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

RESET PASSWORD



The image shows a mobile application interface. On the left, a vertical sidebar contains the following items:

- Welcome
- Feedback
- Claim History
- Whatsapp Us
- Call Us
- Change Password** (highlighted with a red box)
- Settings
- Log Out

To the right of the sidebar is a main content area titled "Change Password". It features a lock icon with a checkmark. Below it are three input fields with visibility icons:

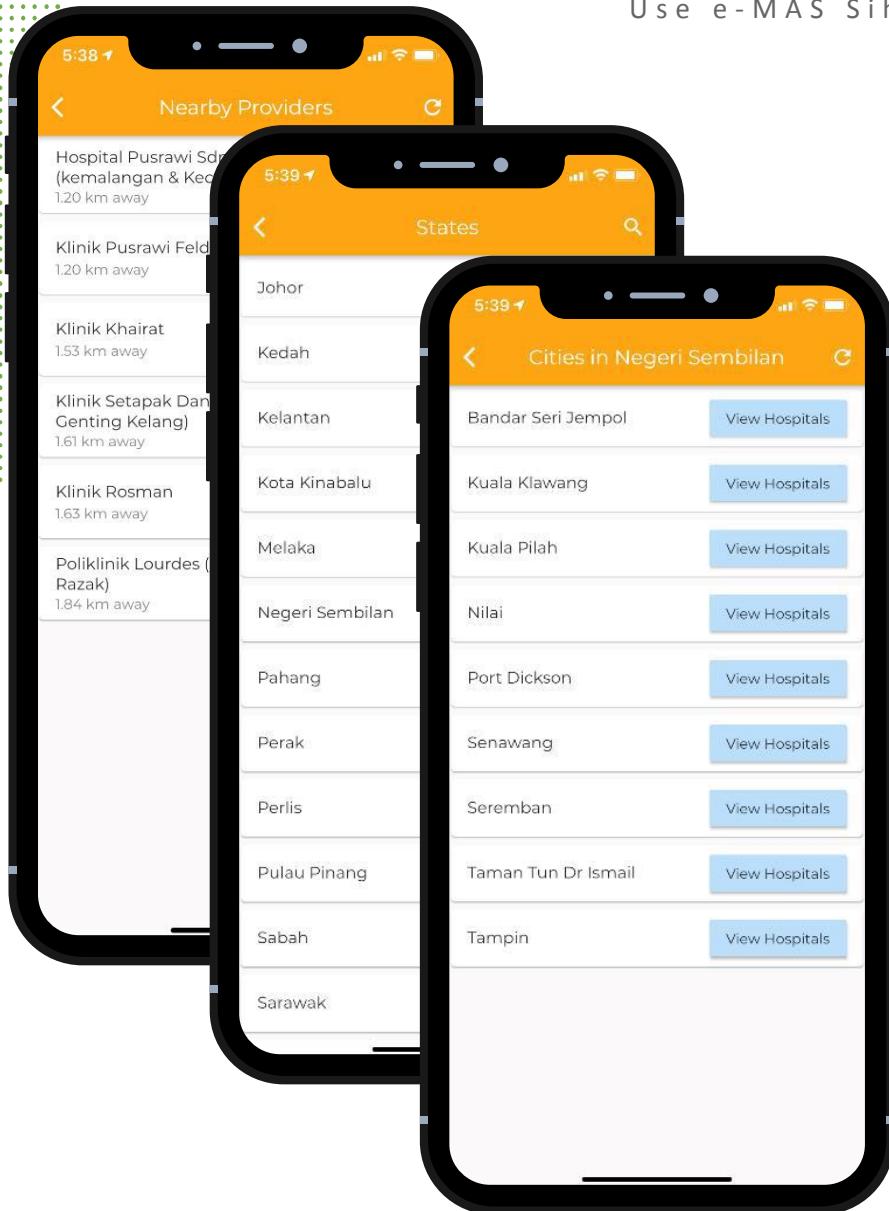
- Old Password
- New Password
- Confirm Password

At the bottom is a blue "Confirm" button with a lock icon.

- 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

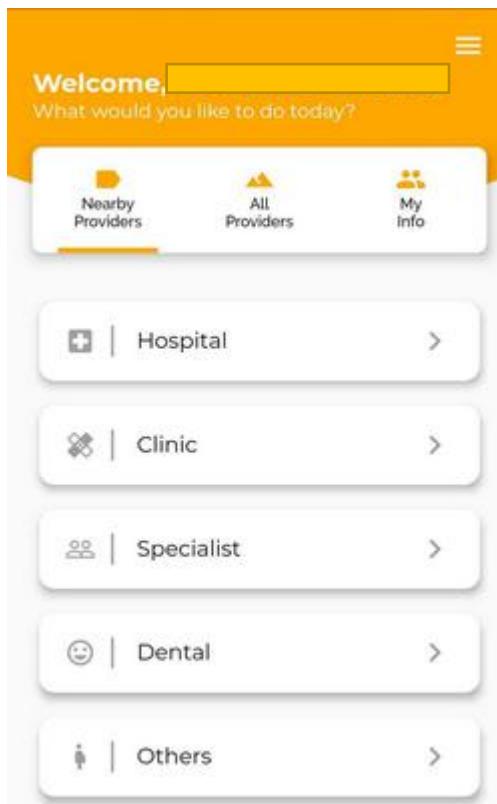
Find nearest clinic based on current location or by state and town.



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

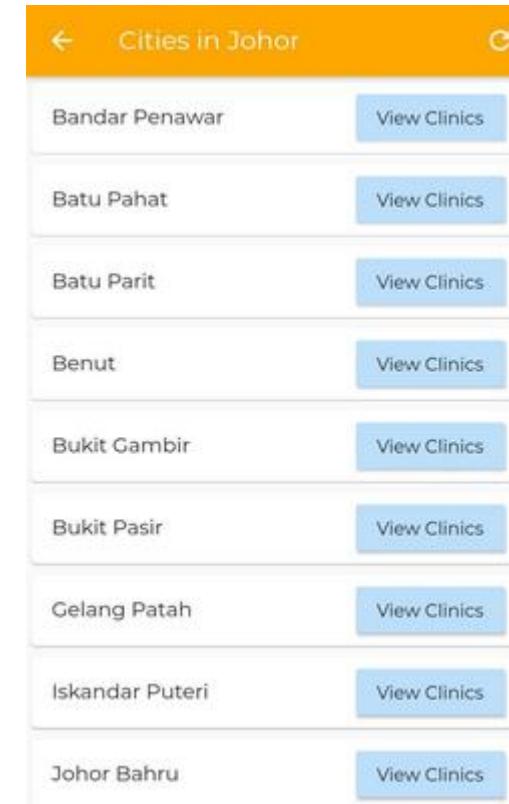
a) All Providers

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

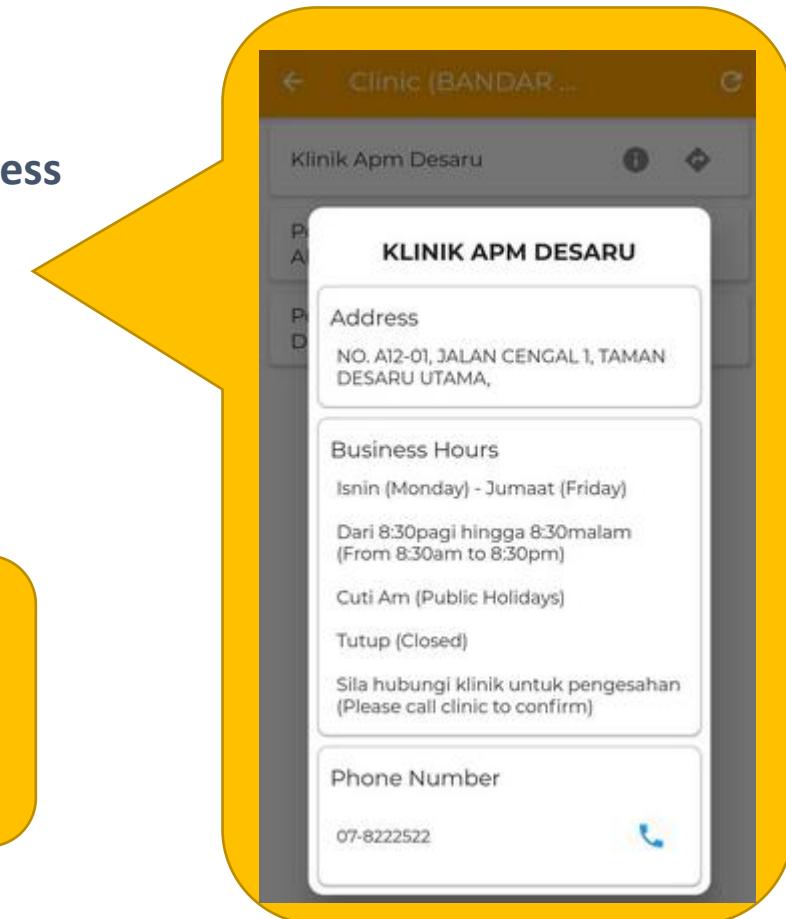
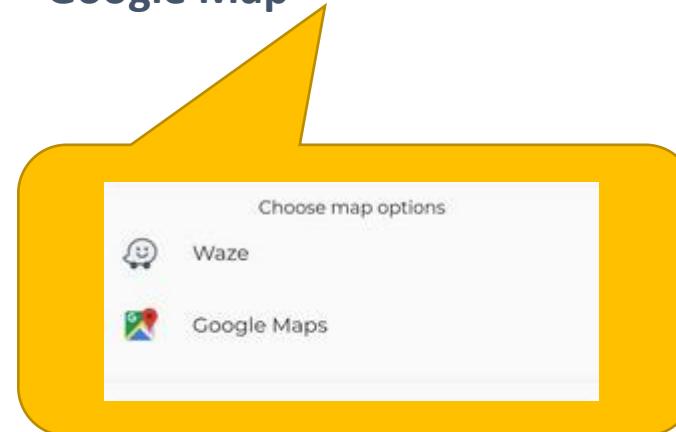
SEARCH PANEL CLINICS AND HOSPITALS



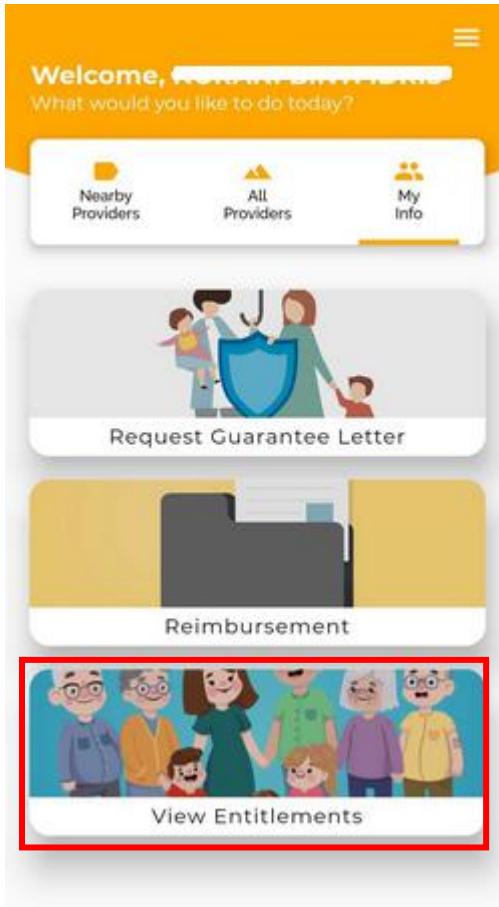
4) View the list of Clinics / Hospitals in selected City

5) Click on

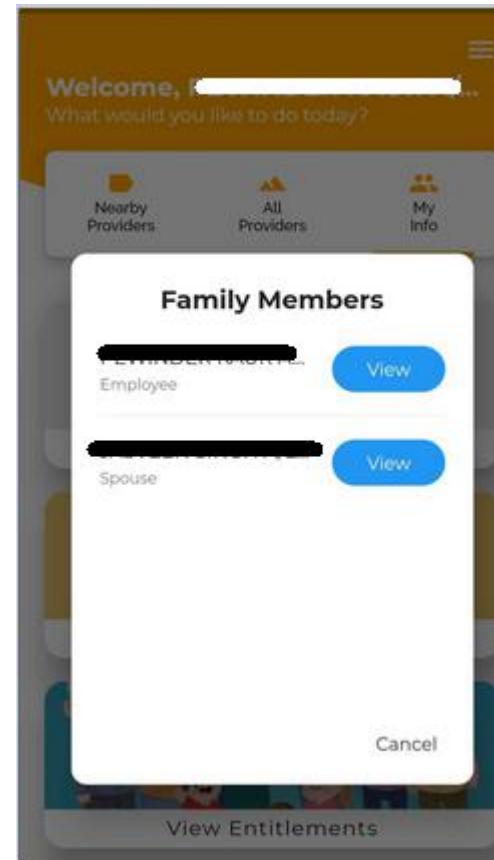
- ➊ To get Clinics or Hospitals Address and Contact Number
- ➋ To navigate through Waze or Google Map



VIEW ENTITLEMENT



1) Click view entitlements



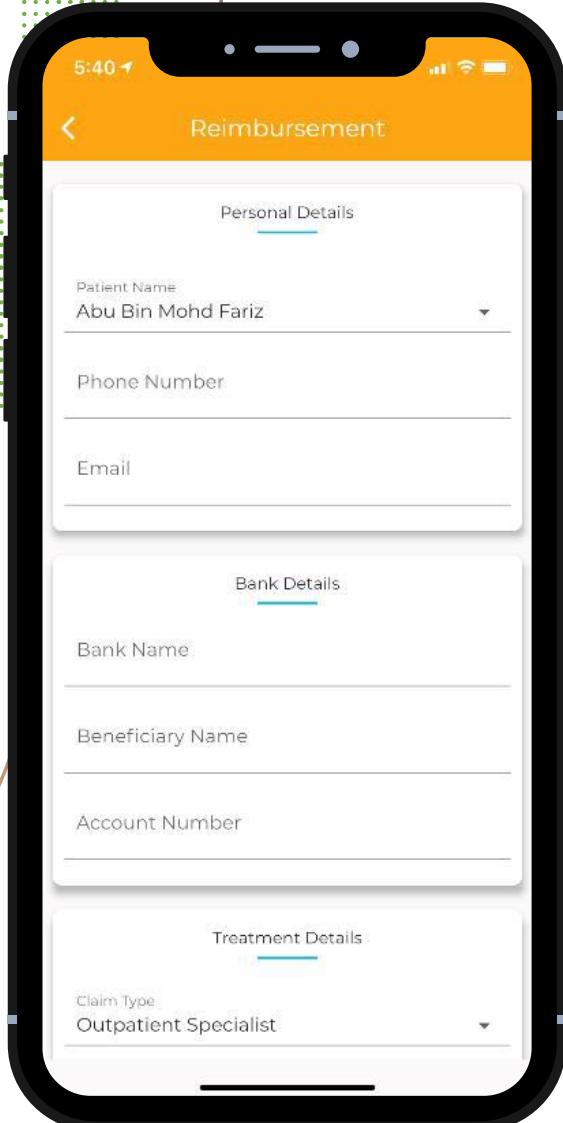
2) Can view yours or your family members entitlement

Entitlement	
IC	[REDACTED]
PLAN	[REDACTED]
POLICY	[REDACTED]
COMPANY	[REDACTED]
<hr/>	
Outpatient Clinic	
Entitlement	RM 2000.00
Utilisation	RM 0.00
Balance	RM 2000.00
<hr/>	
Outpatient Specialist	
Note: OPS & IP SHARED (RM 30,000)	
Entitlement	RM 30000.00
Utilisation	RM 0.00
Balance	RM 30000.00
<hr/>	
Hospitalisation	
Entitlement	RM 30000.00
Utilisation	RM 0.00
Balance	RM 30000.00

3) View the entitlement's info

REIMBURSEMENT SUBMISSION

Submitting Reimbursement using e-MAS Sihatku



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

2. Login to mobile app e-MAS Sihatku or send email to 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

Documents

- Receipt/ Hospital bill with breakdown
- Any supporting documents

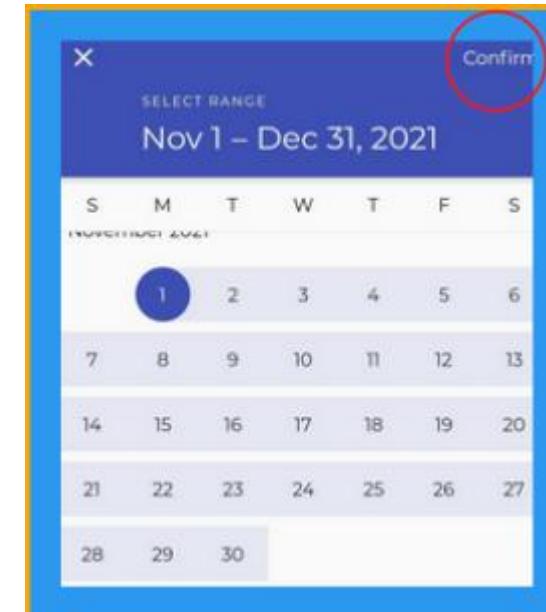
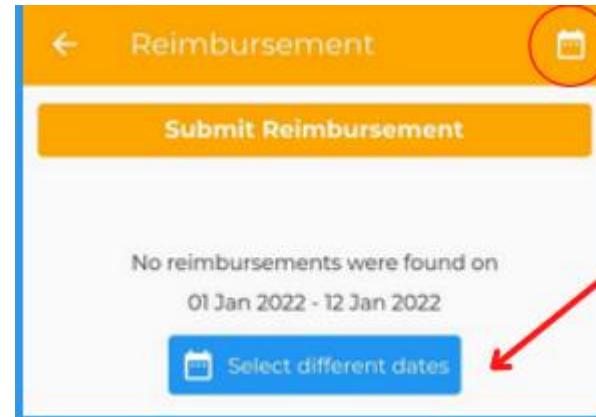
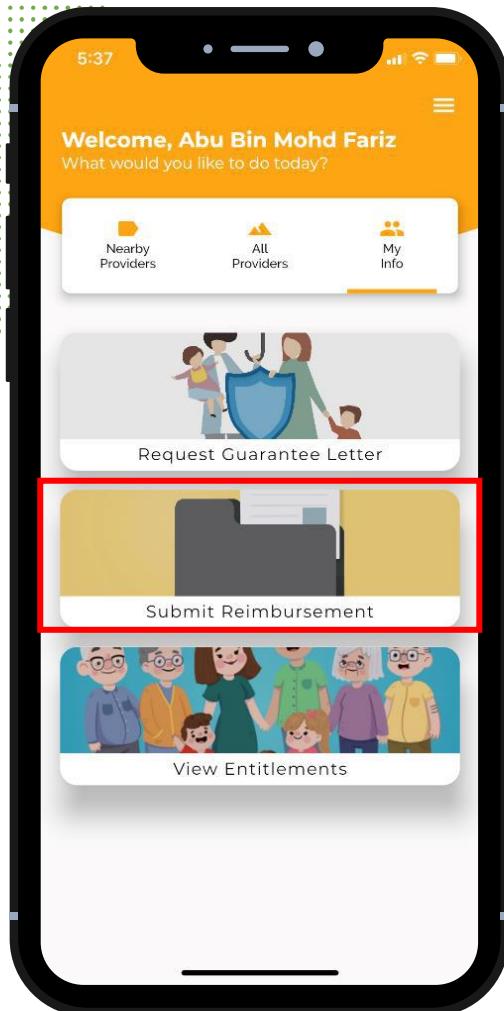
After submission, staff will receive 2 auto emails:

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

*Important:

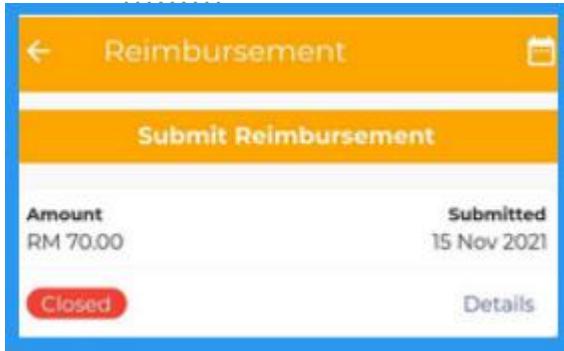
- ❖ Photos / PDF must be clear. Unclear documentation may be rejected

CHECK REIMBURSEMENT STATUS

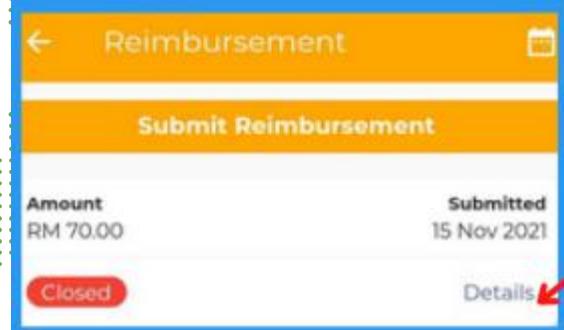


- 1) Click Reimbursement
- 2) Select the date range for your reimbursement submitted date

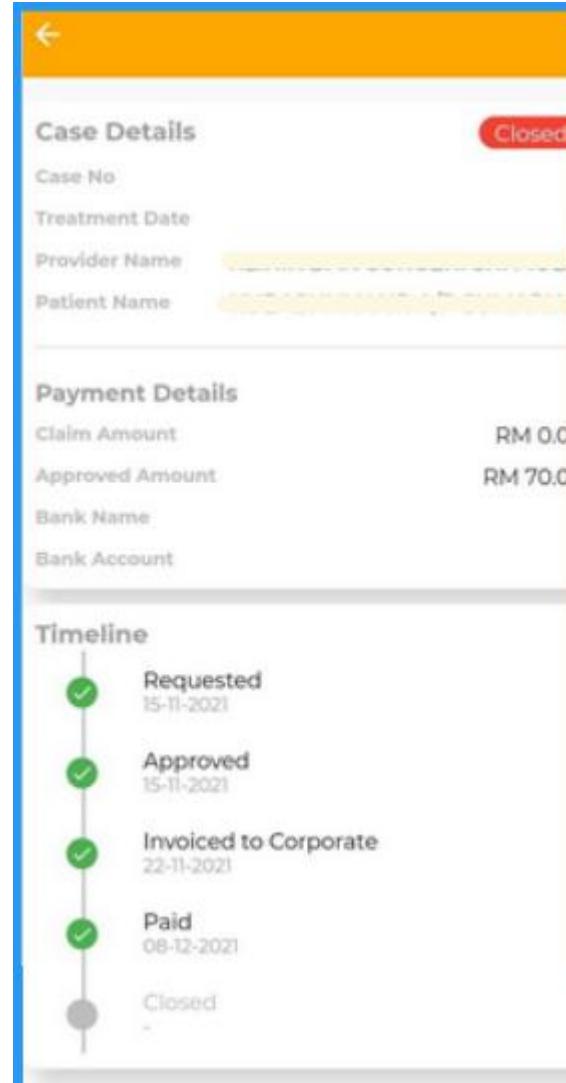
CHECK REIMBURSEMENT STATUS



3) View Reimbursement Lists



4) Then clicks details



5) View Reimbursement Progress and status

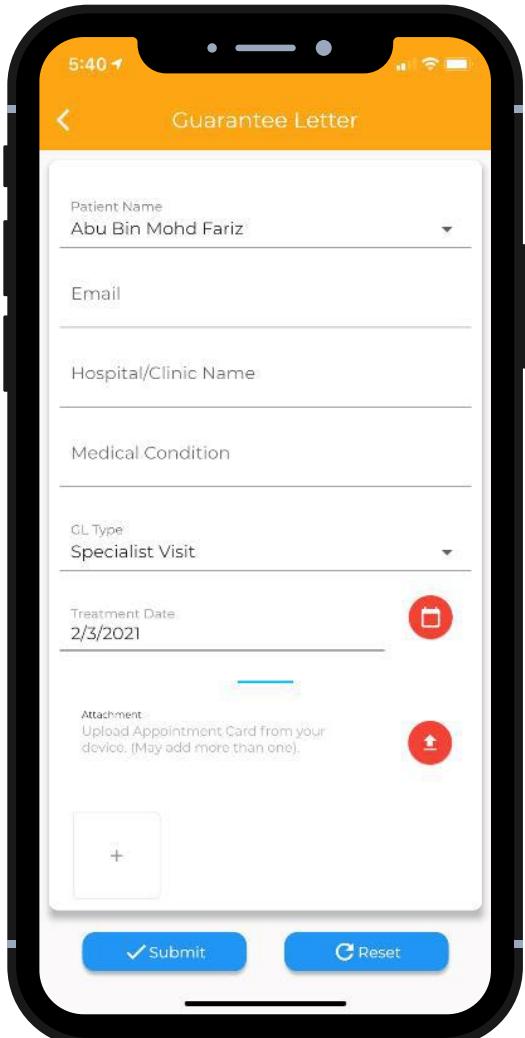
-Requested: Claim submission date

-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



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 5.30PM Monday – Friday. Except Public Holidays



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

A large, light gray circle with a thick, curved border. The border is composed of three colors: purple at the top left, transitioning to orange at the bottom right.

THANK
YOU!