

HealthPass
by mednet

HealthPass by MedNet

Mobile App User Guide

June - 2021





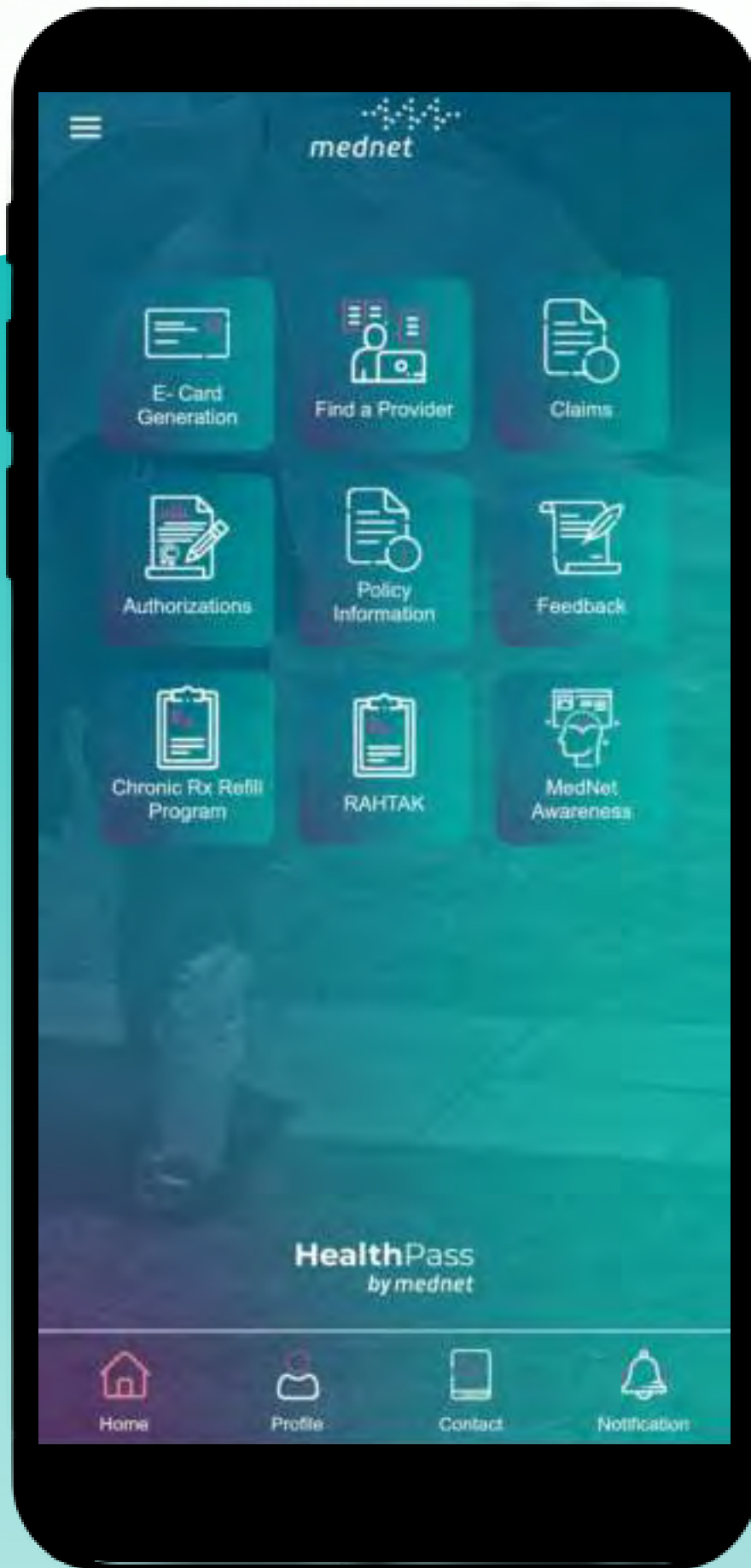
HealthPass
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Simplifying your Healthcare access

We have just launched a new mobile app under the name of HealthPass by MedNet, which combines all the necessary functionalities in a user-friendly interface.

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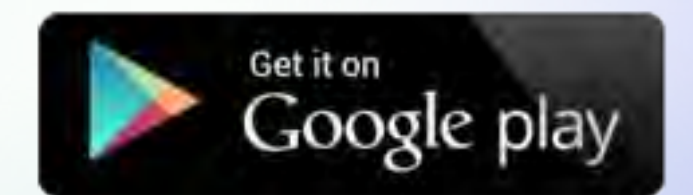
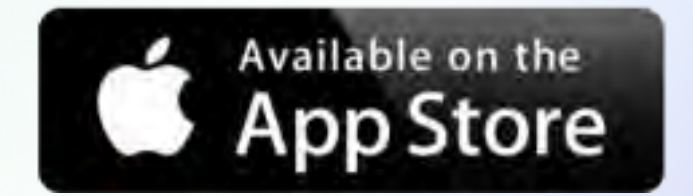
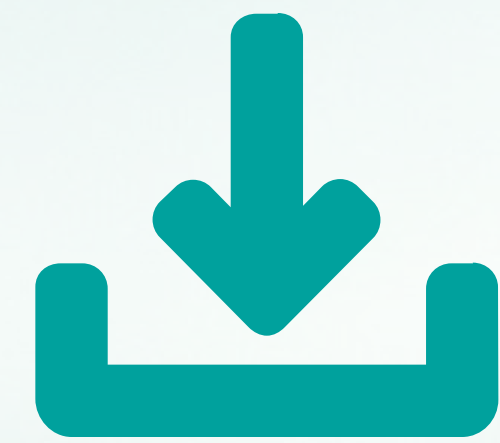




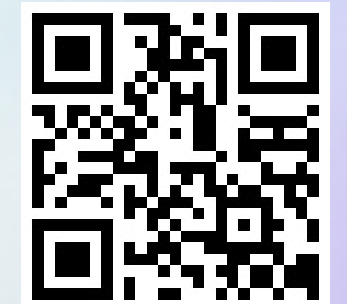
HealthPass

by mednet

Download it Now



or QR code:



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The preferred choice for healthcare solutions



HealthPass
by mednet

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Log in



Register



Do not have an account? Register now.

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How Can I Register?

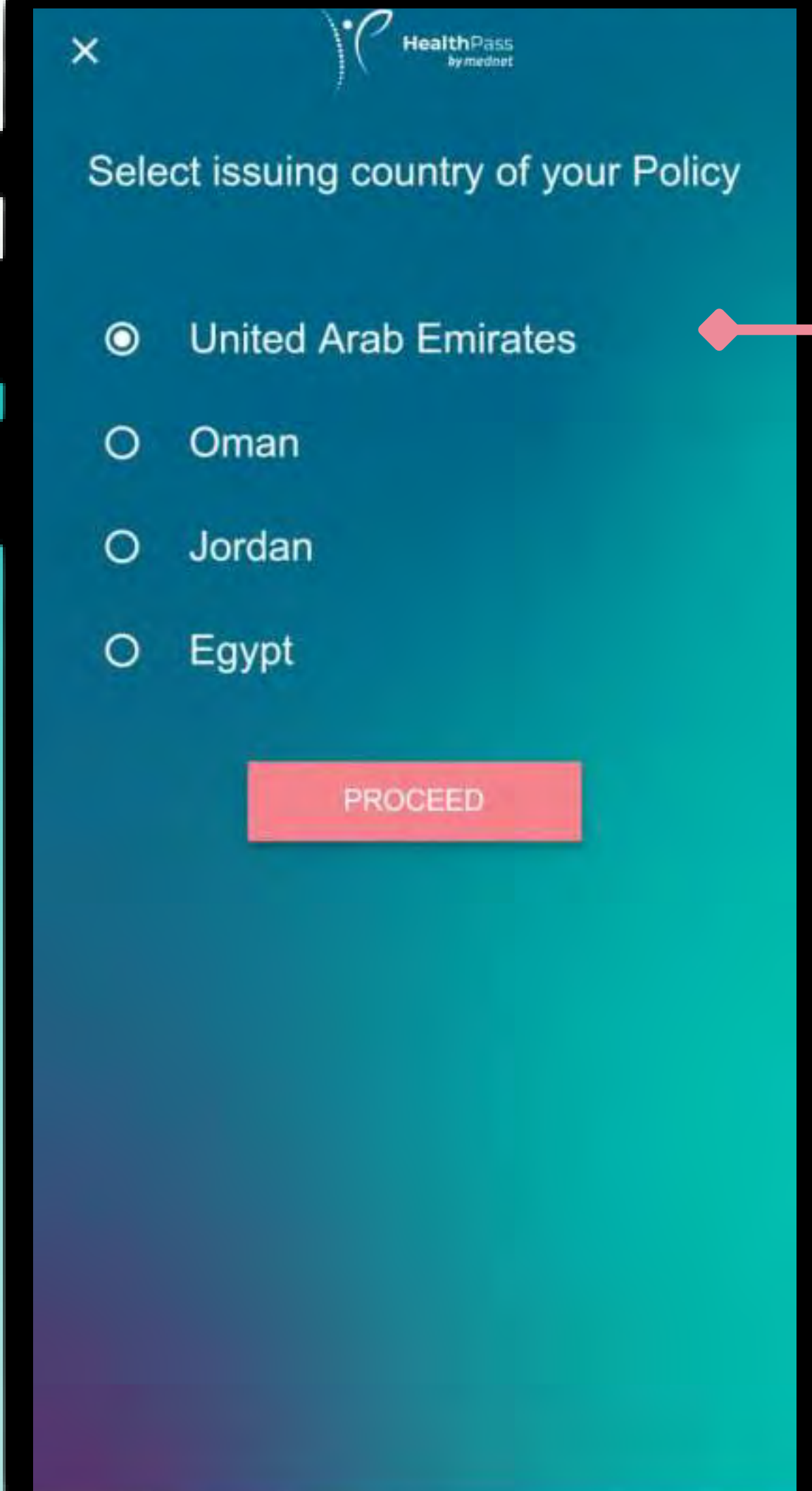
Click On Register Tab

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healthcare solutions



How Can I Register?

Then, choose your country issuing policy and press **PROCEED**



Registration

Fill in the required fields to complete your registration

Enter National ID

Example: 784-1982-9109829-5

01-01-1985

Select Login Credentials

Email

Password

Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long

Confirm Password

Phone Number

971506086234

Registration

Issuing country

United Arab Emirates

Register by selecting one of the following IDs

MedNet ID Number National ID

Fill in the required fields to complete your registration

Enter MedNet ID Number

Example: 097110040094277701

Date of Birth

Select Login Credentials

Email

How Can I Register?

Start to fill in the details



Discover the new Login feature

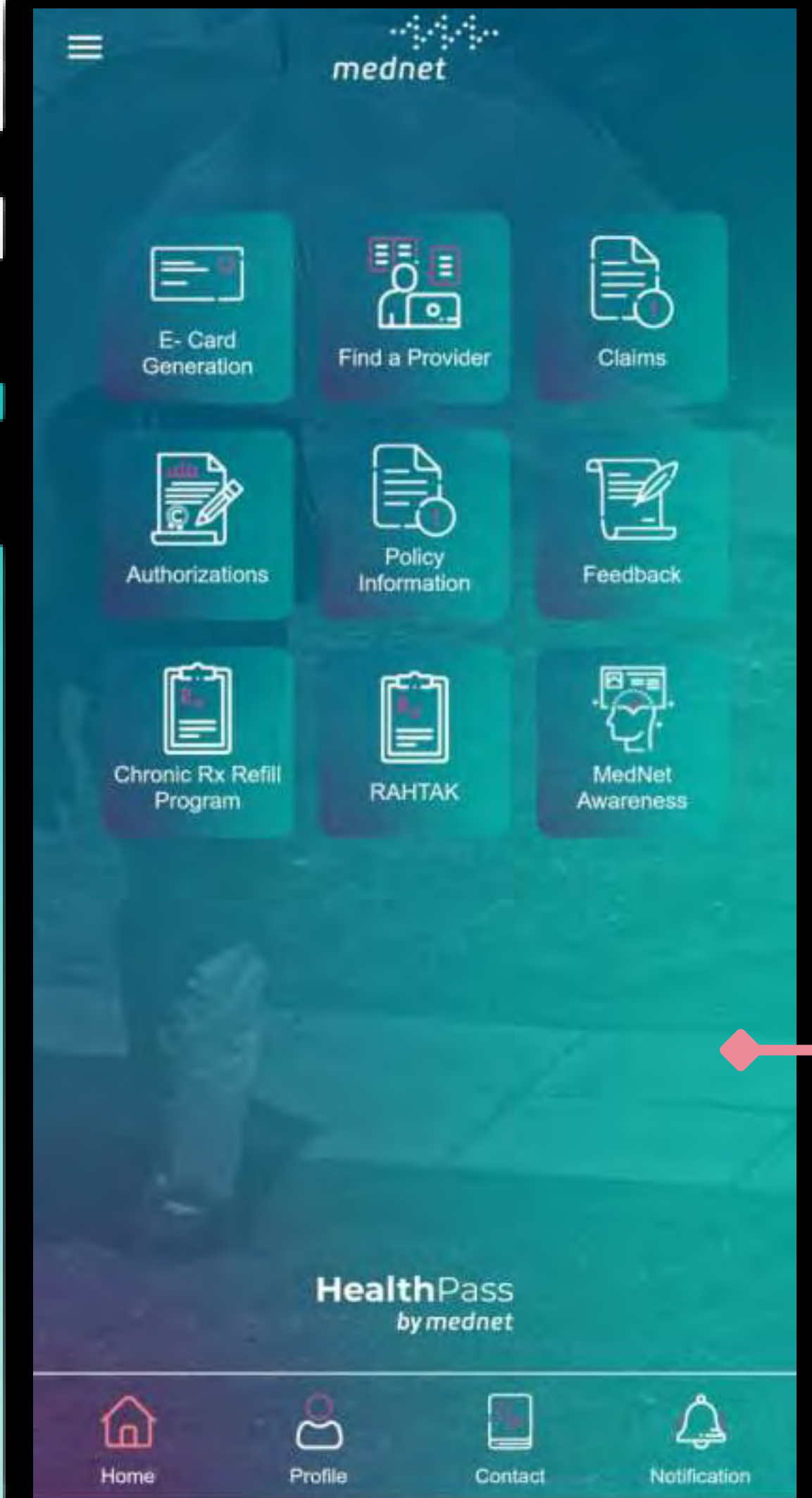
- Face ID / Touch ID for future login
- Turn on the feature from that button and then press **REGISTER.**

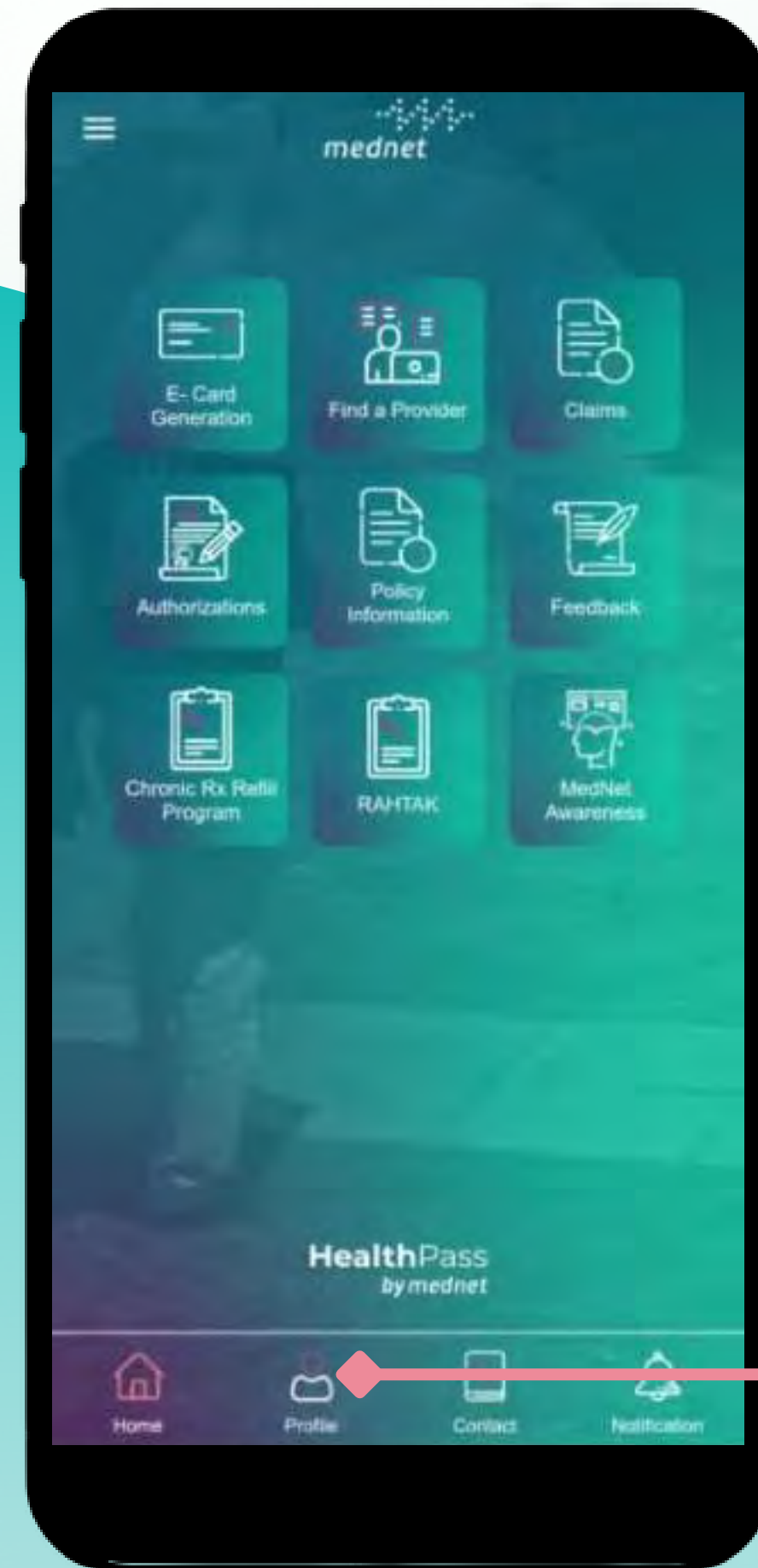
A screenshot of the HealthPass mobile application registration screen. The screen has a teal background with white text. At the top left is a back arrow, and at the top right is the HealthPass by mednet logo. The main heading is "Select Login Credentials". Below this are four input fields: "Email", "Password", "Confirm Password", and "Phone Number". The "Password" field has a note: "Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long". Below the "Phone Number" field is an example number: "Example: 971508659783". At the bottom of the form is a toggle switch for "Would you like to activate Face ID / Touch ID for login?". Below the toggle is a "REGISTER" button. At the very bottom, there is a disclaimer: "By proceeding, you are accepting the End User License Agreement (EULA)". A red line with diamond-shaped endpoints connects the text on the right to the toggle switch and the "REGISTER" button area.



Get started to enjoy your experience

While accessing your health insurance benefits with HealthPass with an extremely user-friendly mobile app for you and your family.

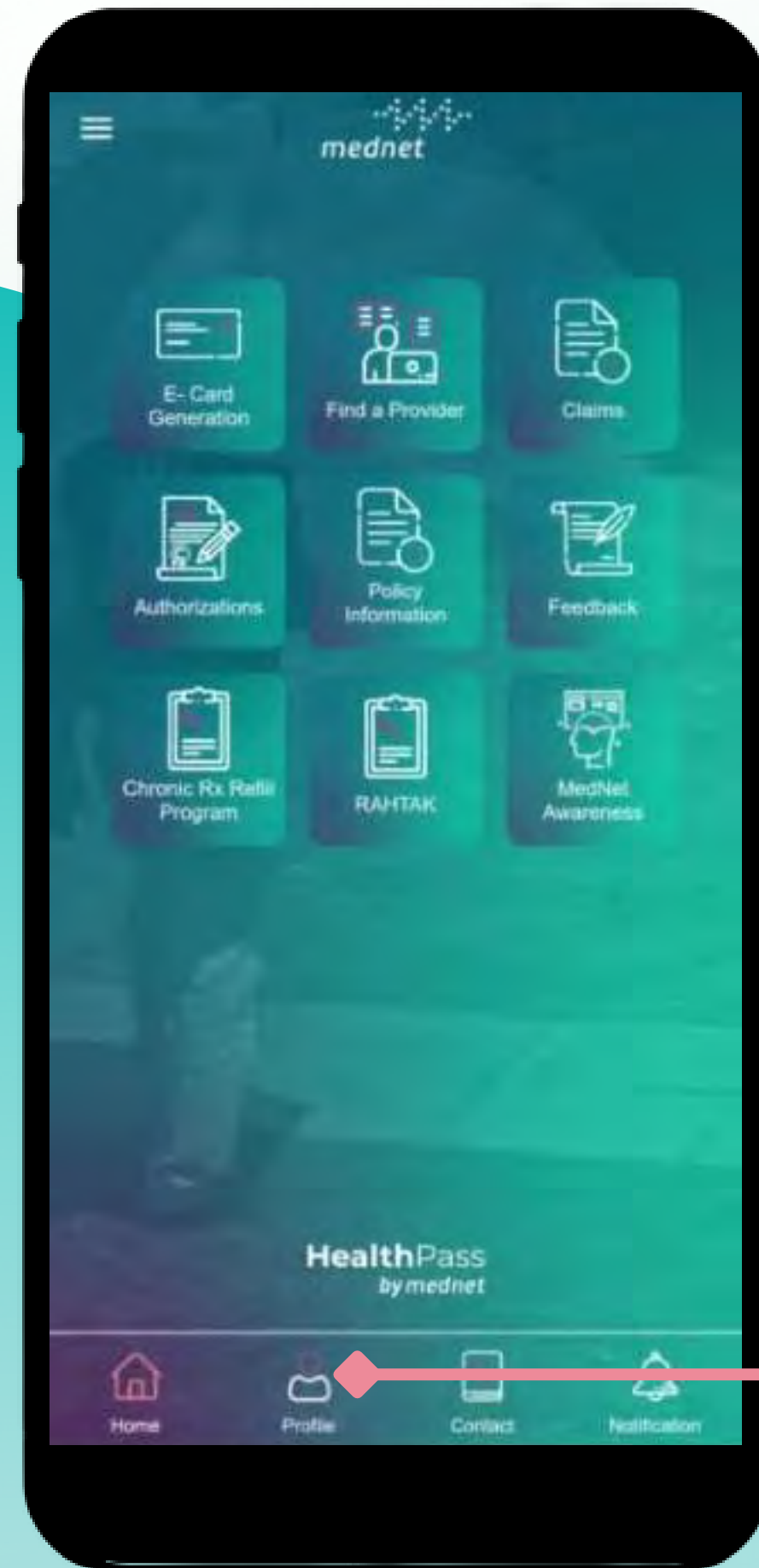
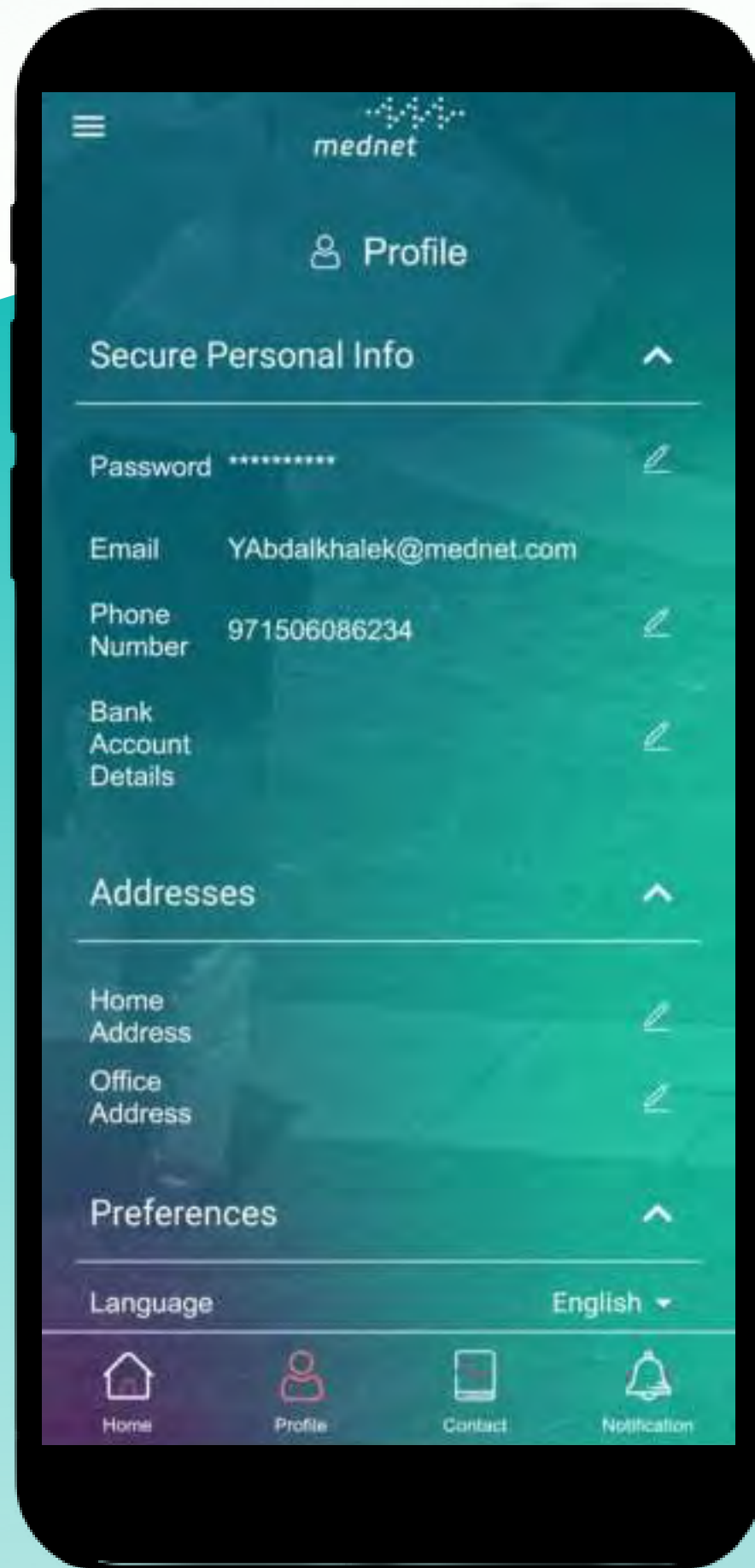




Profile

HealthPass by MedNet mobile app is available in 2 languages (**English & Arabic**). To change the language

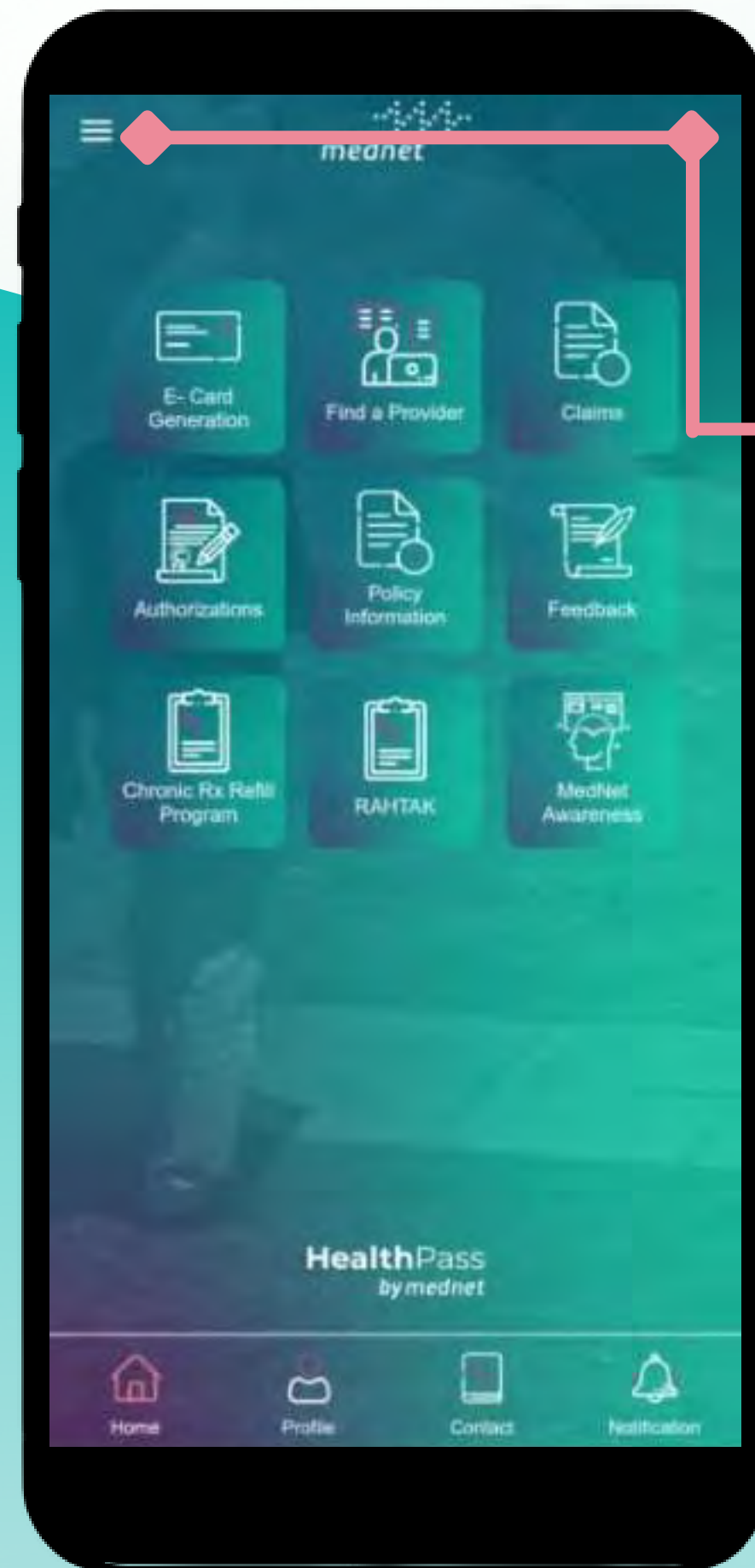
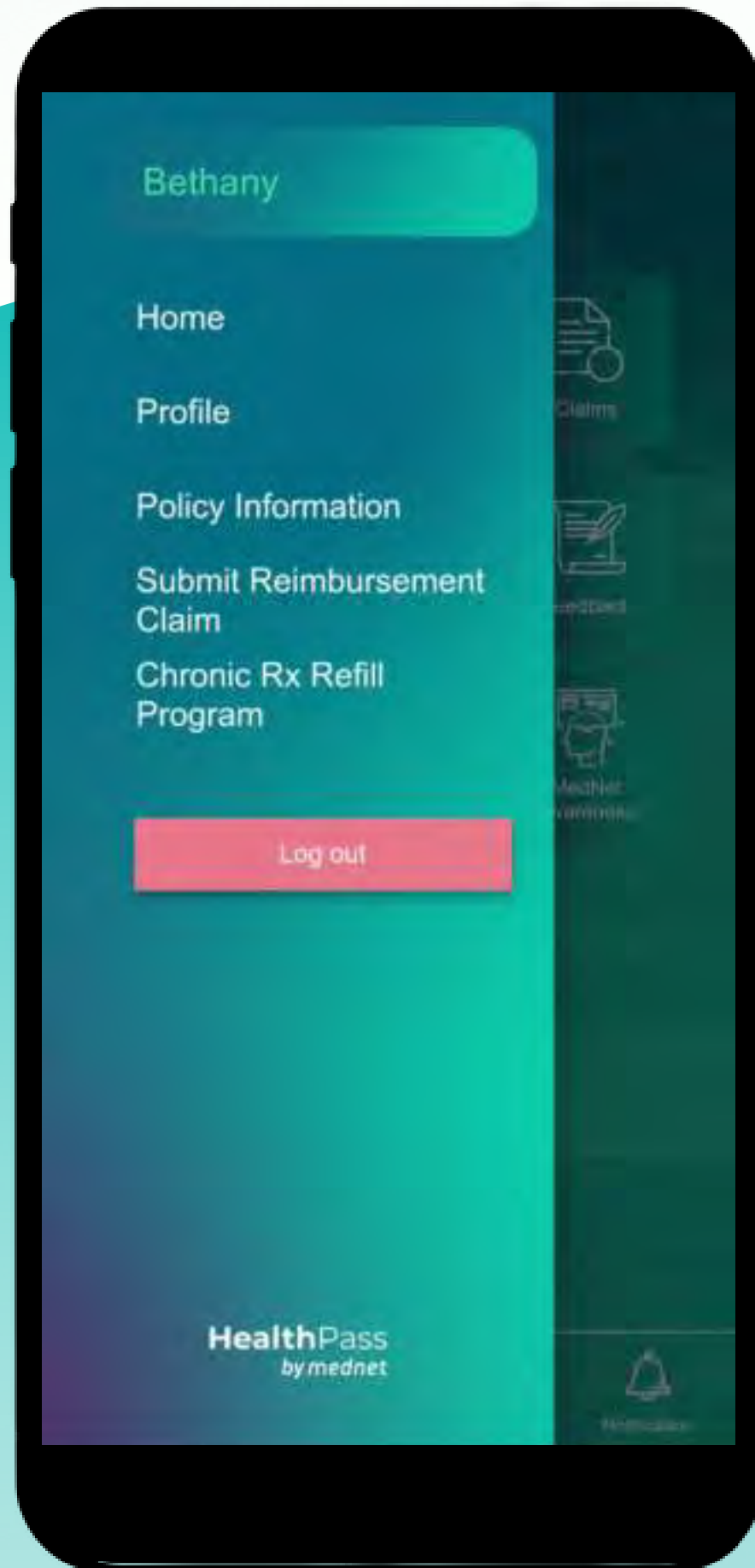
- 1 Click Profile
- 2 Select the Language



Profile

You can view and edit much information such as:

- Passwords
- Email Address
- Update your Phone Number
- Update Your Bank Account Details (for any future reimbursement claim submission)
- And much more



☰ **Menu**

You can directly access the below features like Home, Profile, Policy Information, Submit Reimbursement Claim, Chronic Rx Refill Program.

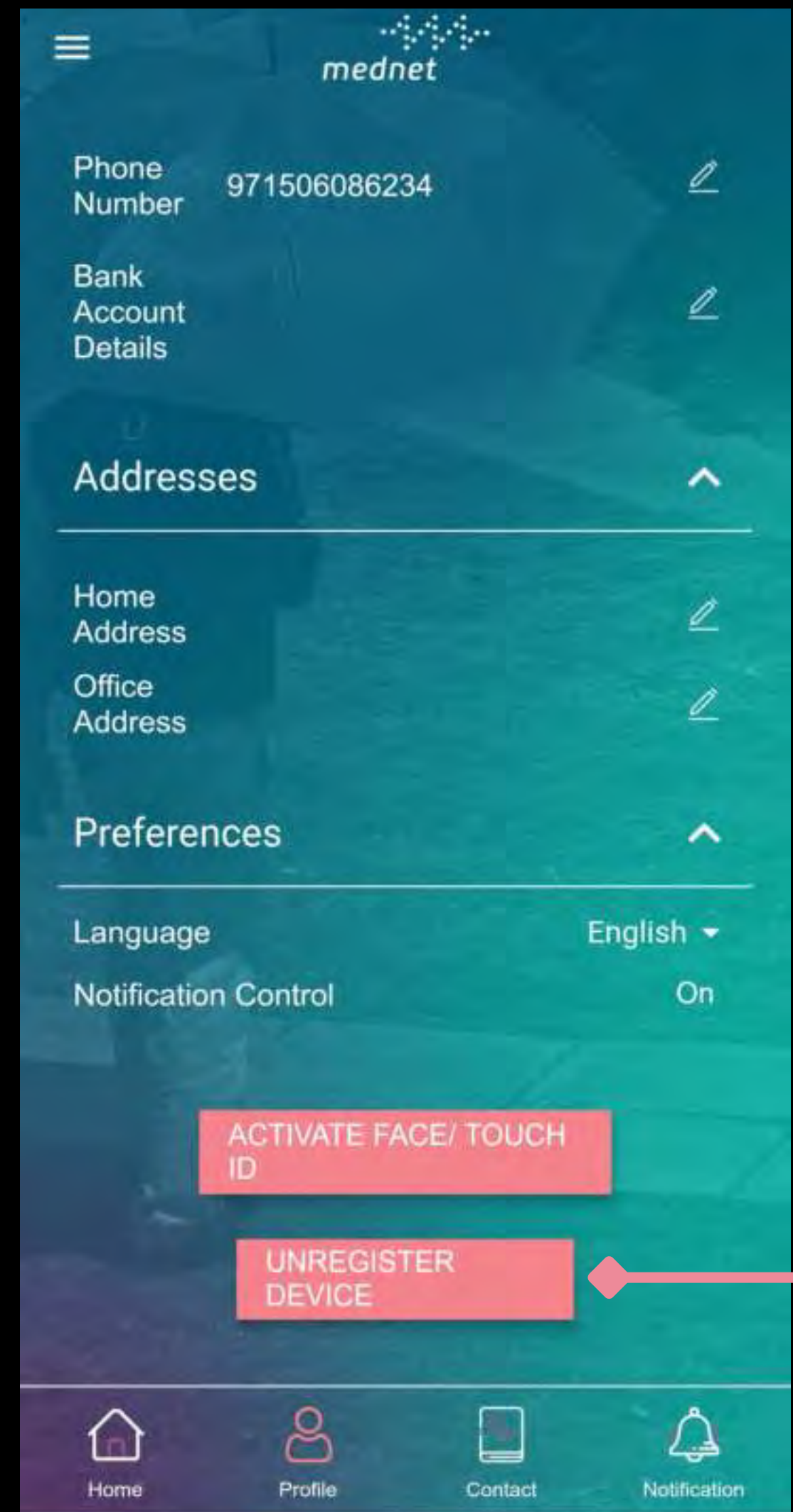
For You and Your Family Members, from the drop list at the top of the slider.

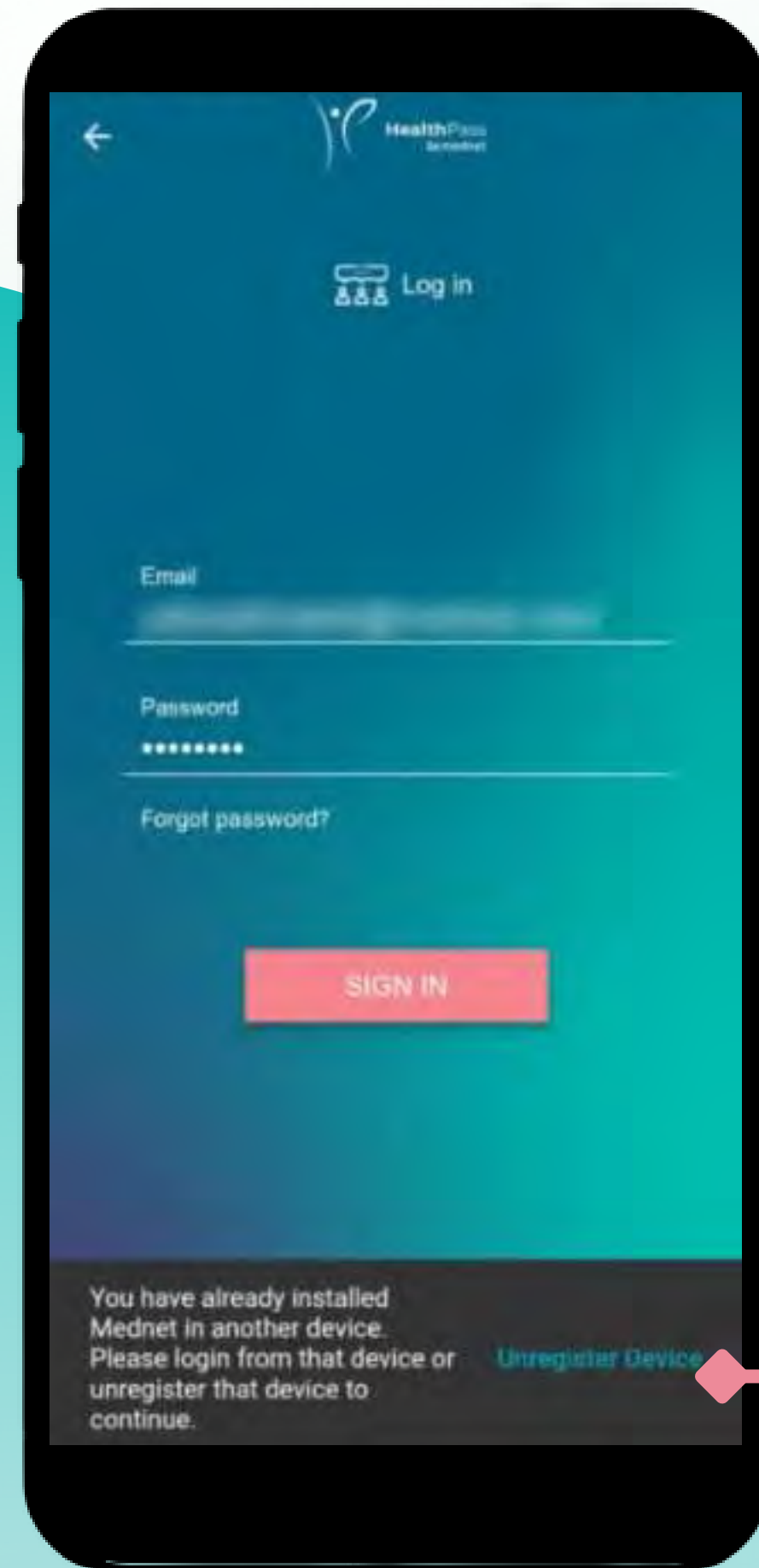
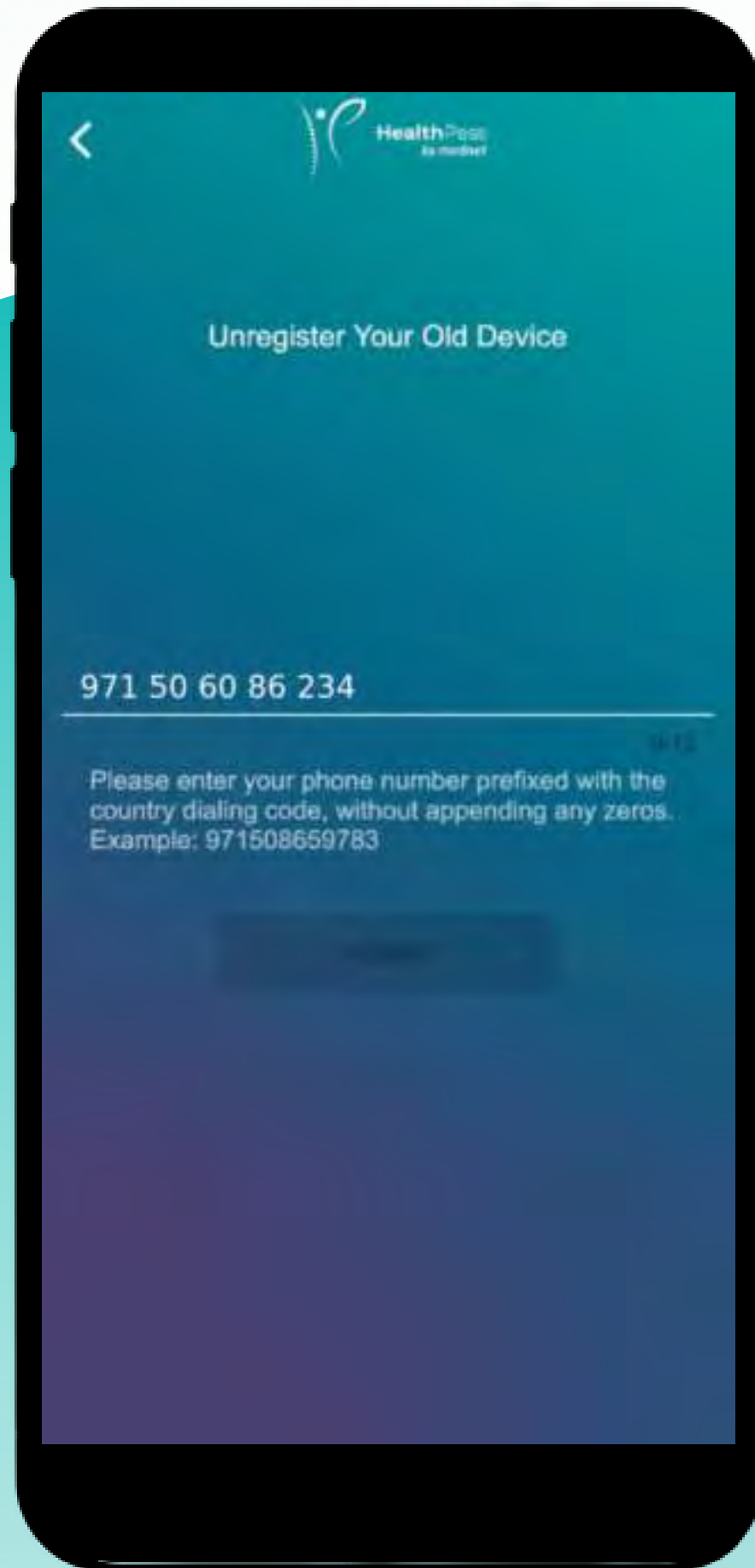




Unregister Device

For your health information security, only one device will be allowed to login at the same time, in case you want to change the device, you can press **Unregister Device**.

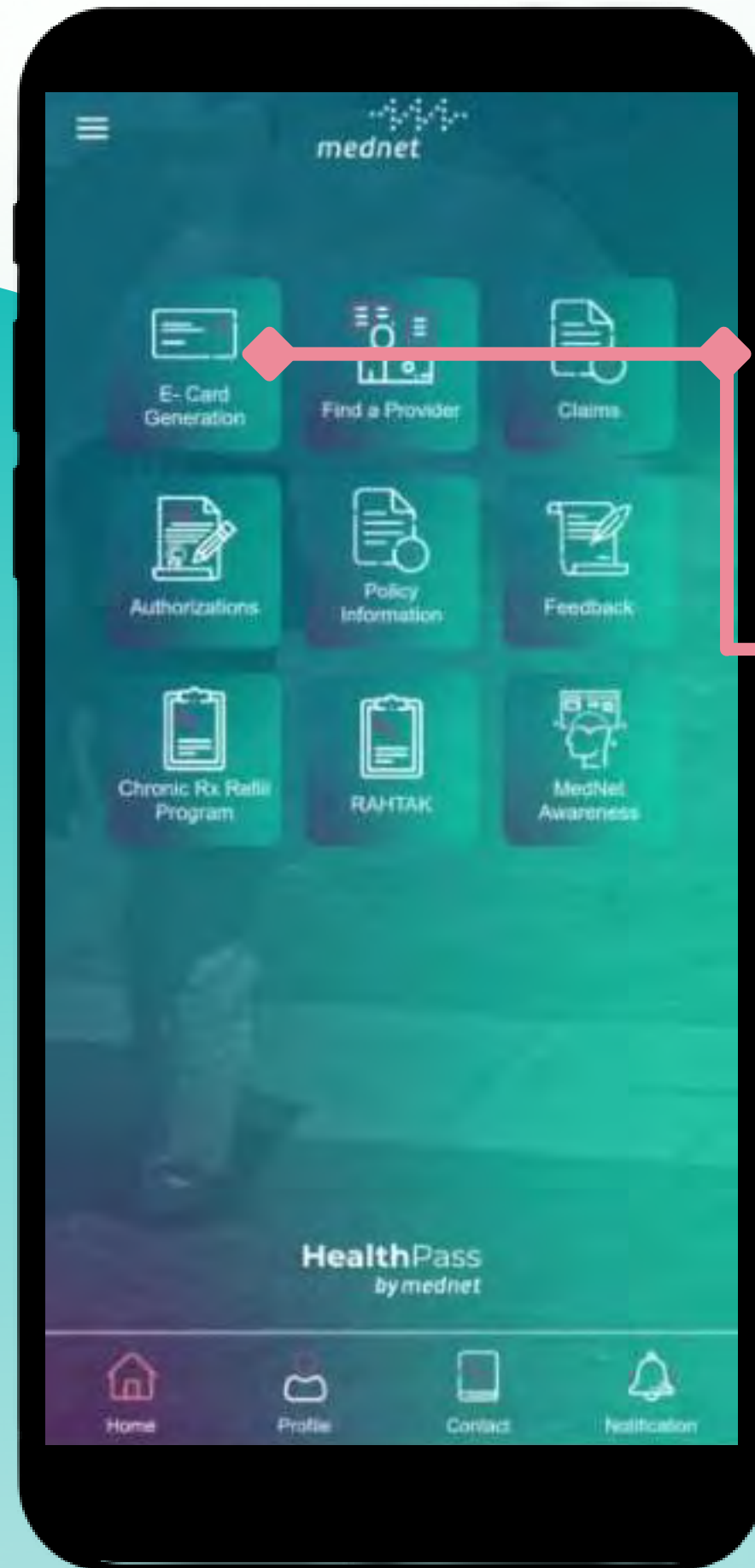




Unregister Device

If you are trying to register from a different device, a notification will be sent asking to unregister from the other device.

You will be asked to enter the registered mobile number and you will receive an OTP for verification, to access your account.



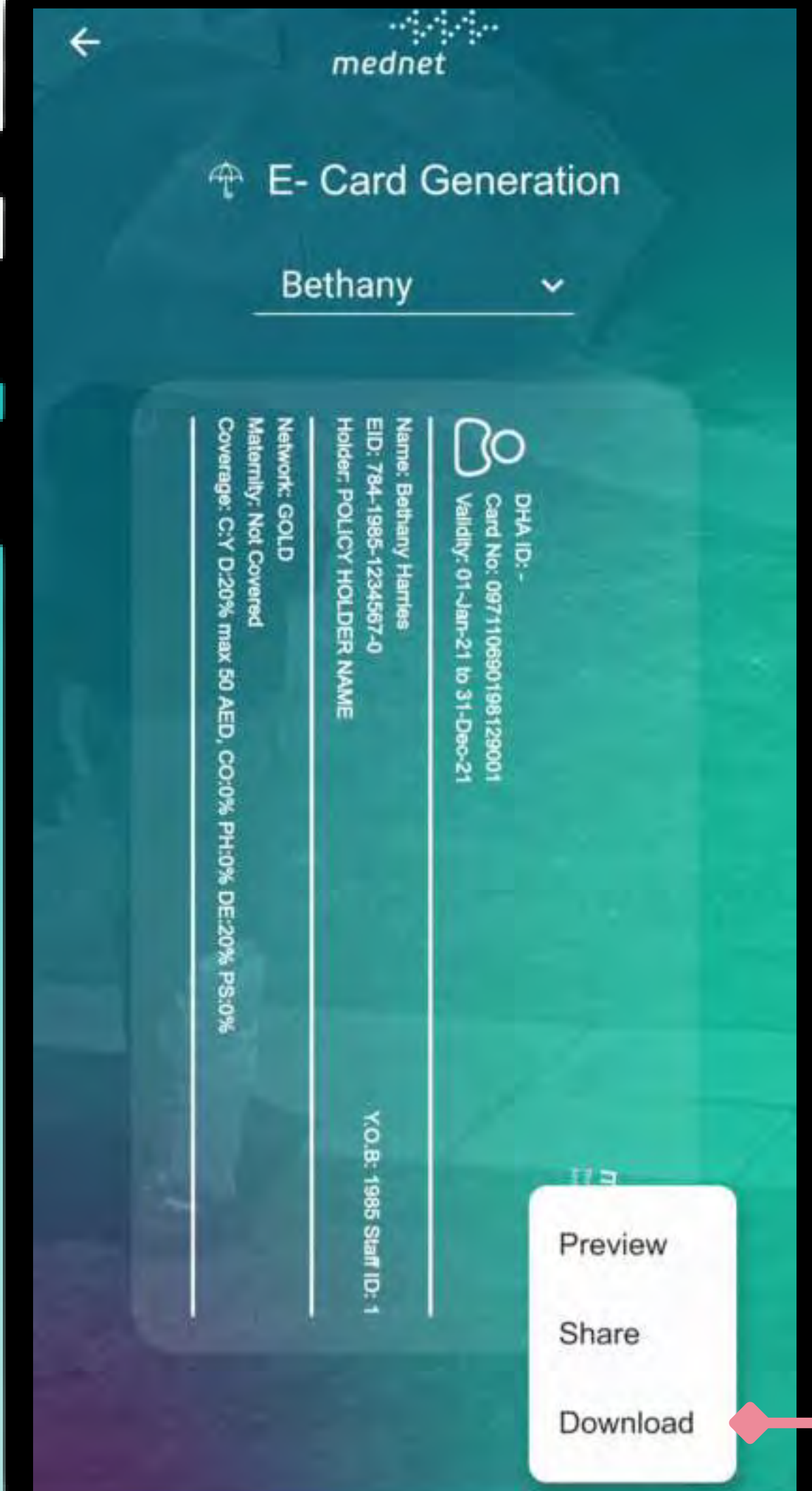
E-Card Generation

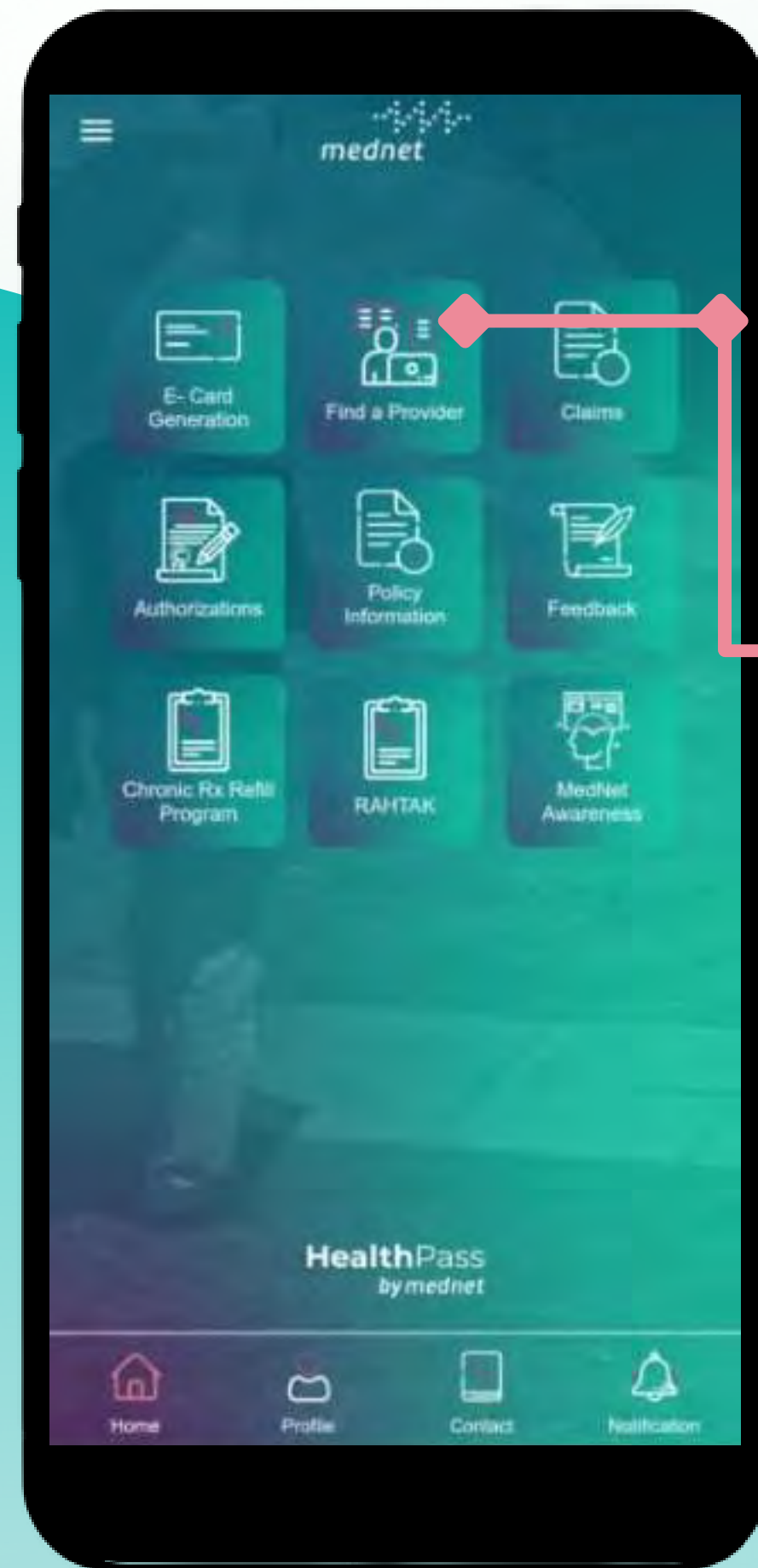
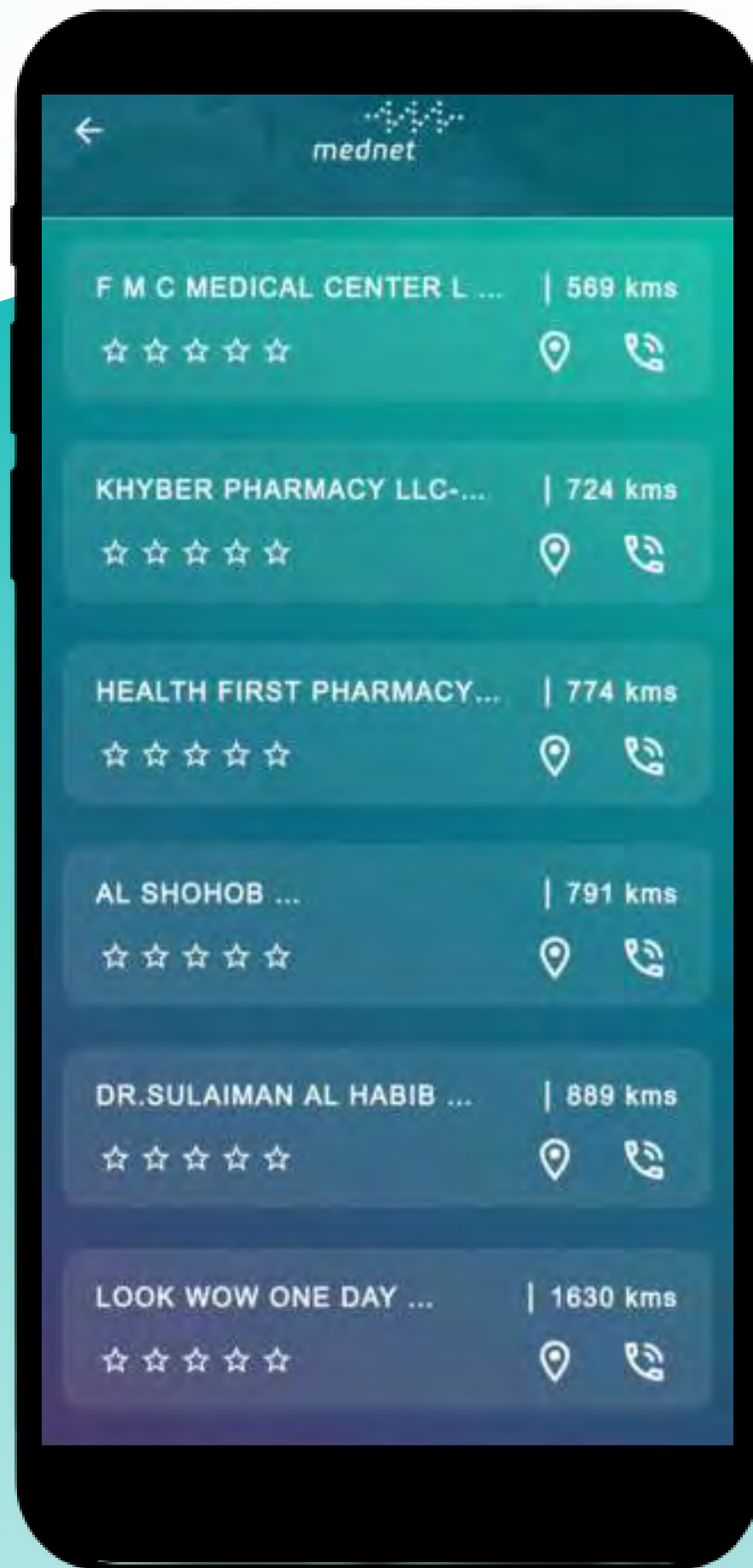
Generate your medical insurance e-card for you and your family.



E-Card Generation

Download and share the e-card easily to avail direct billing service if the physical card is not available.

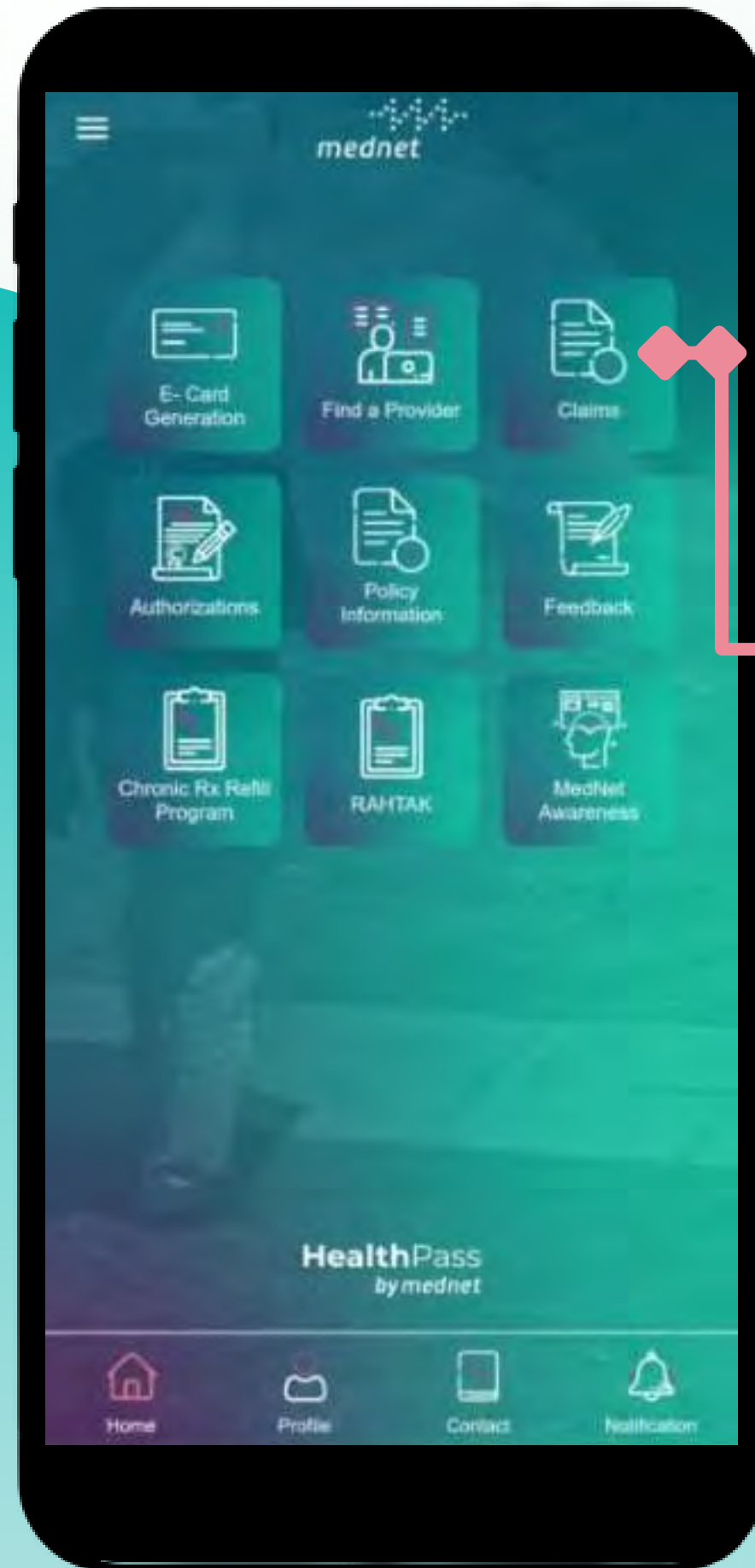
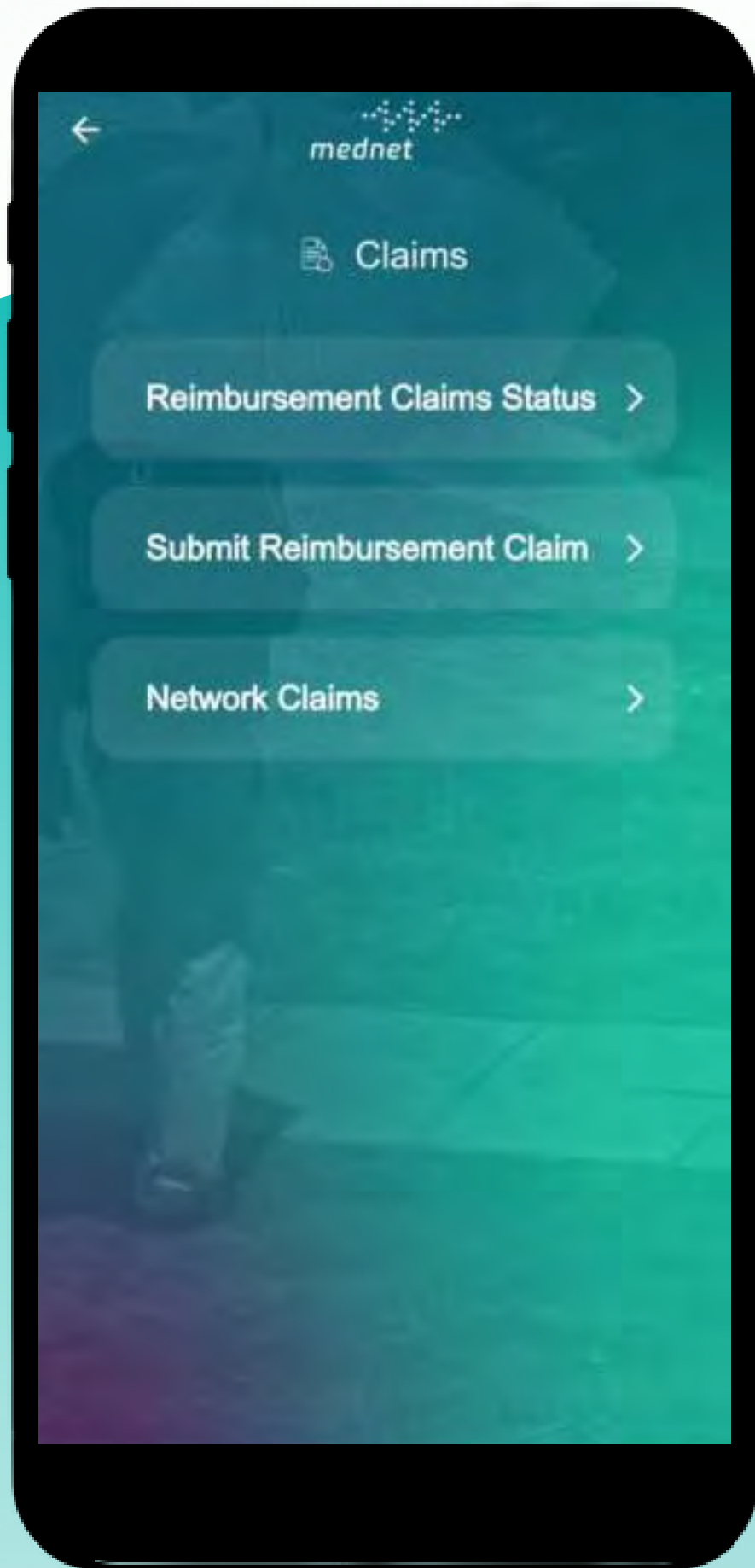




Find a provider

Locate a nearby provider by allowing HealthPass to access your location.

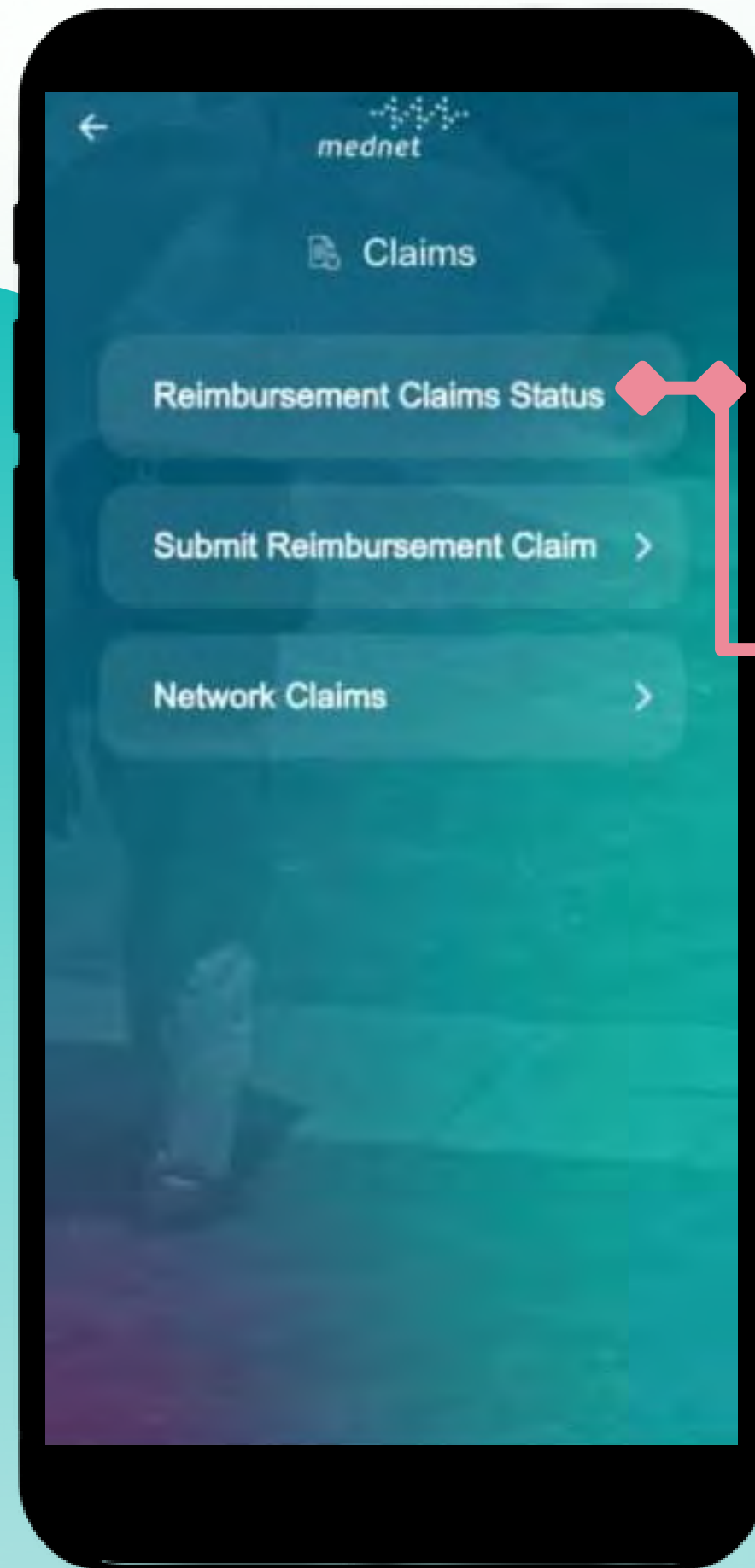
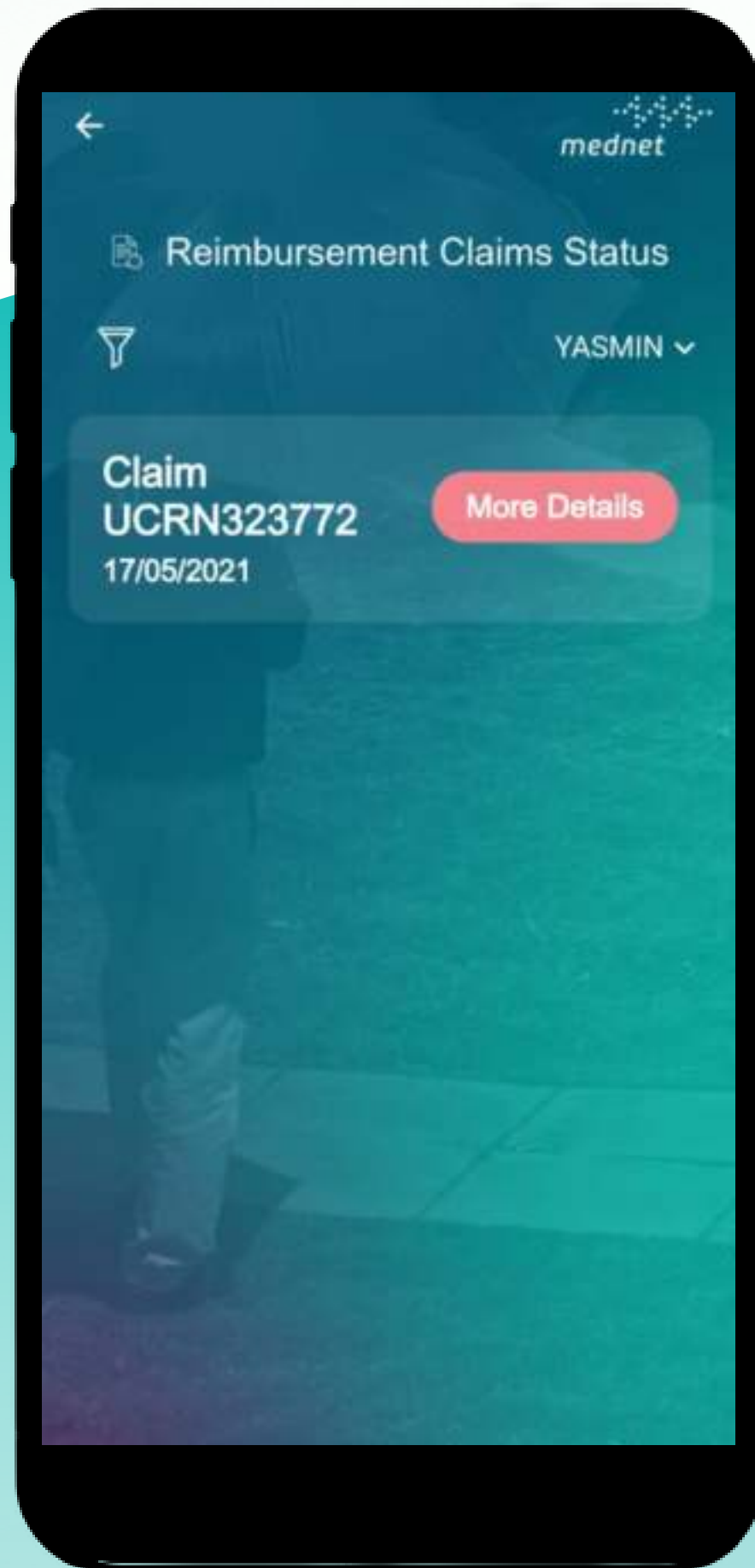
Then call the provider directly from the app.



Claims

You can access all Claims information including:

- Reimbursement Claims Status
- Submit Reimbursement Claim
- Network Claims



Claims

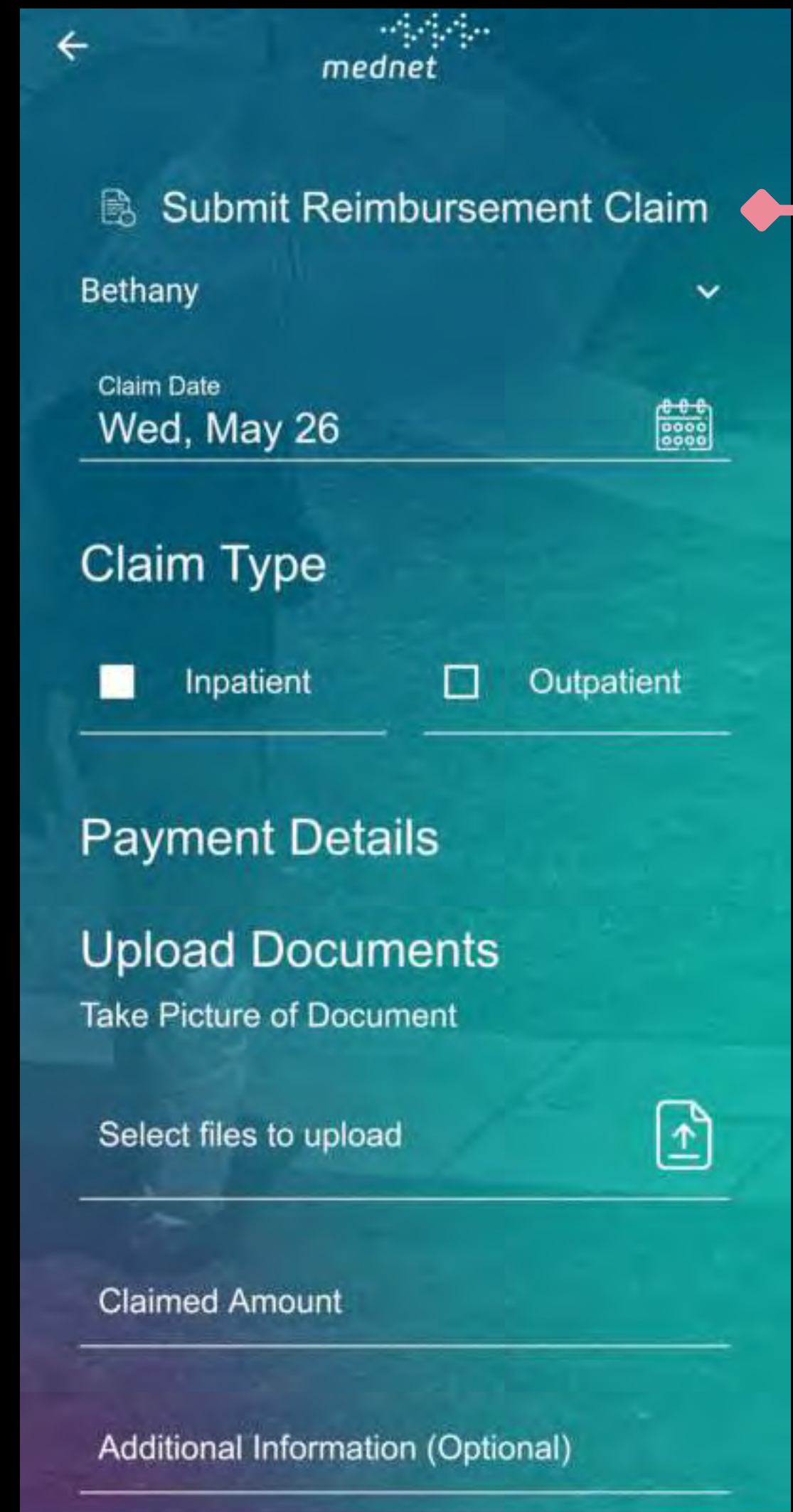
Reimbursement Claims Status

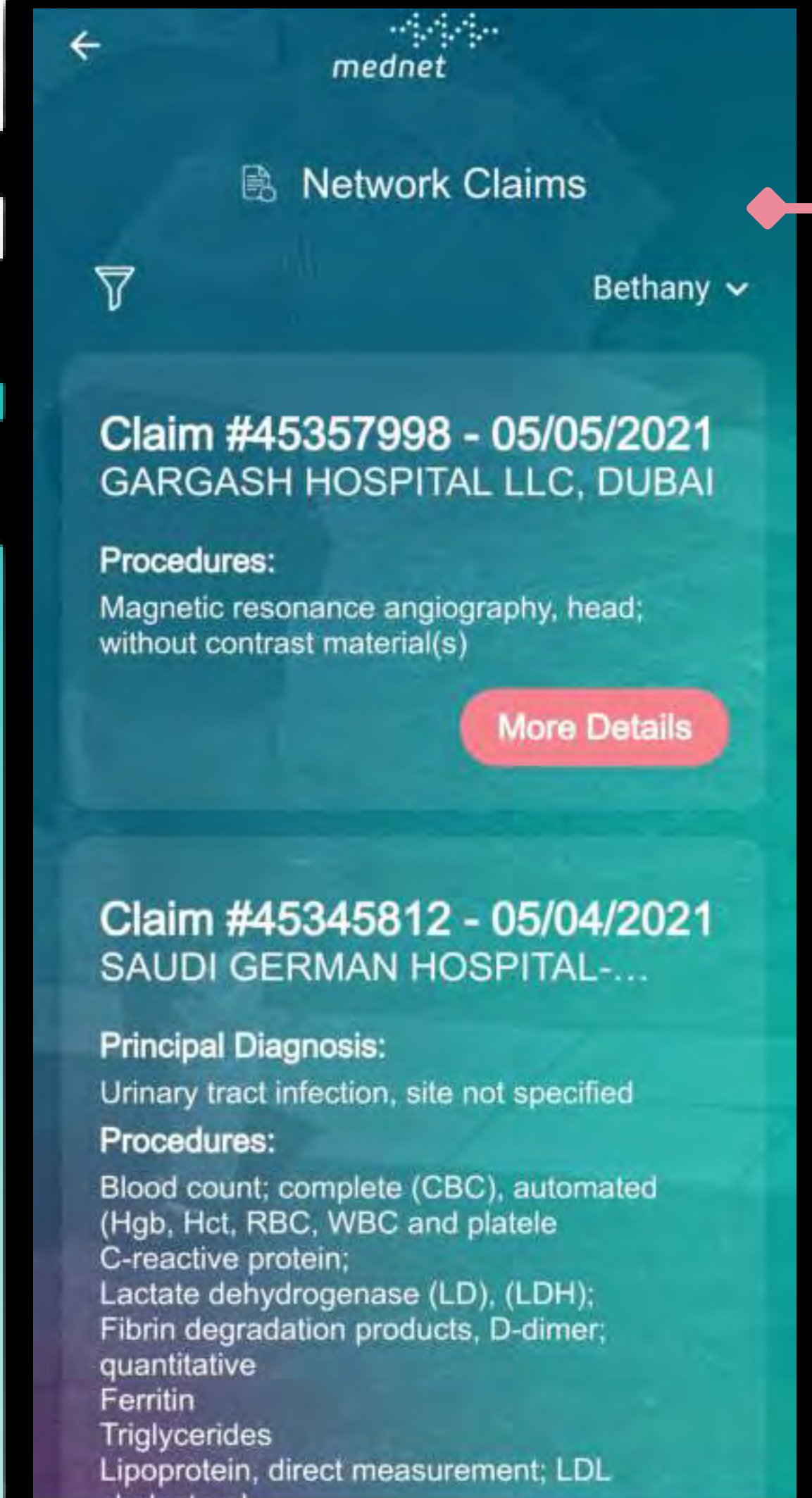
You will be able to access the history of all the submitted reimbursement for you and your family members.



Submit Reimbursement Claim

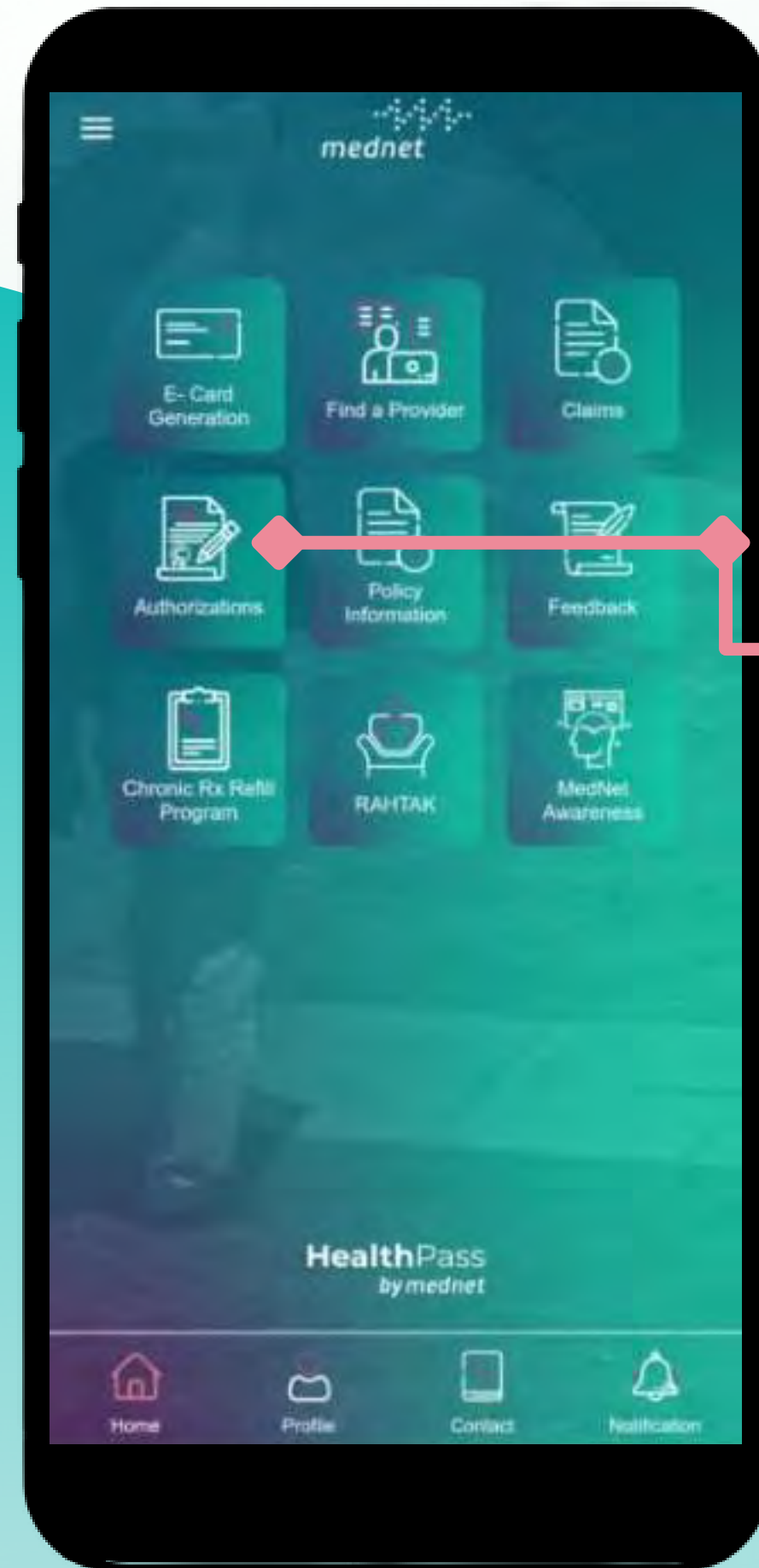
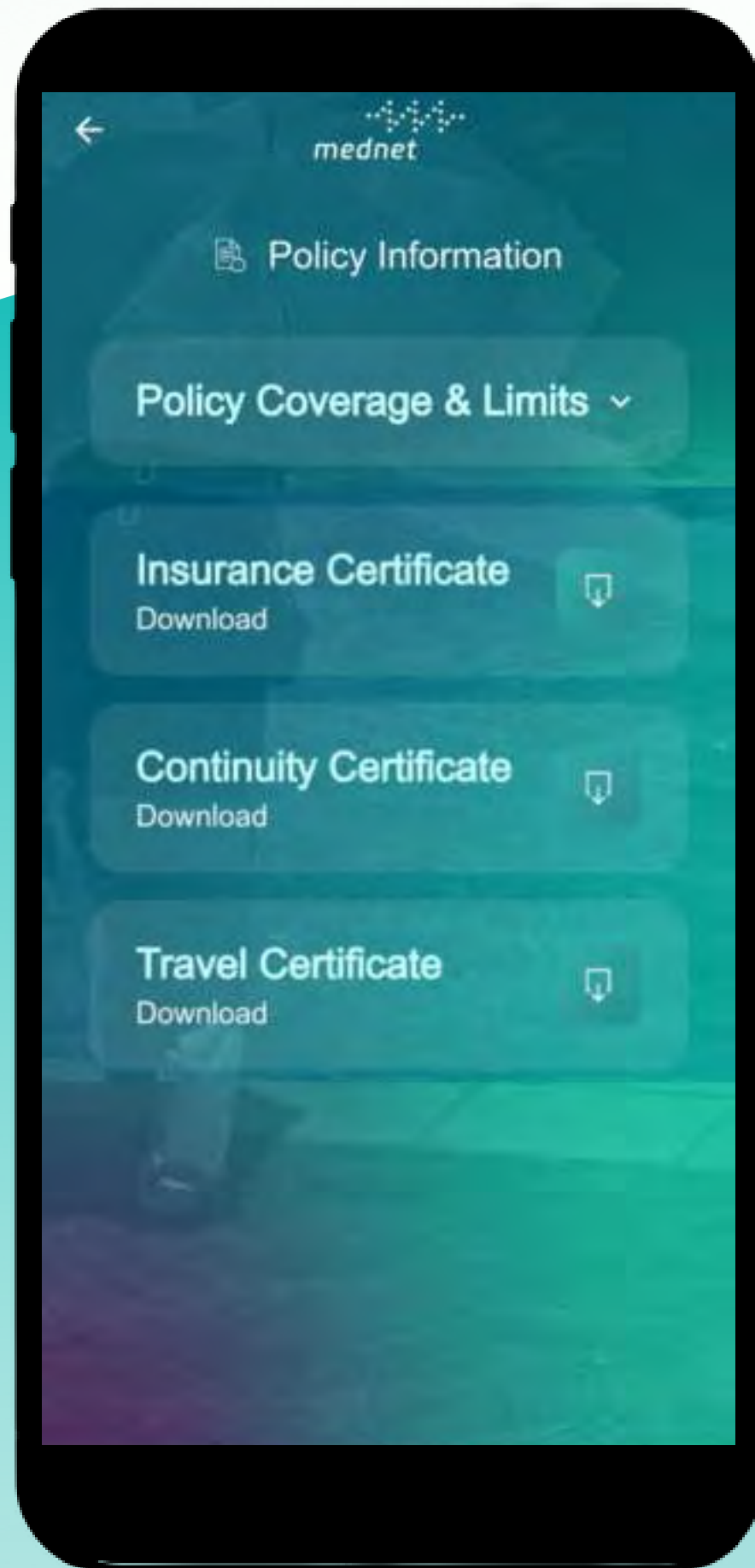
Few simple steps to submit your reimbursement claims.





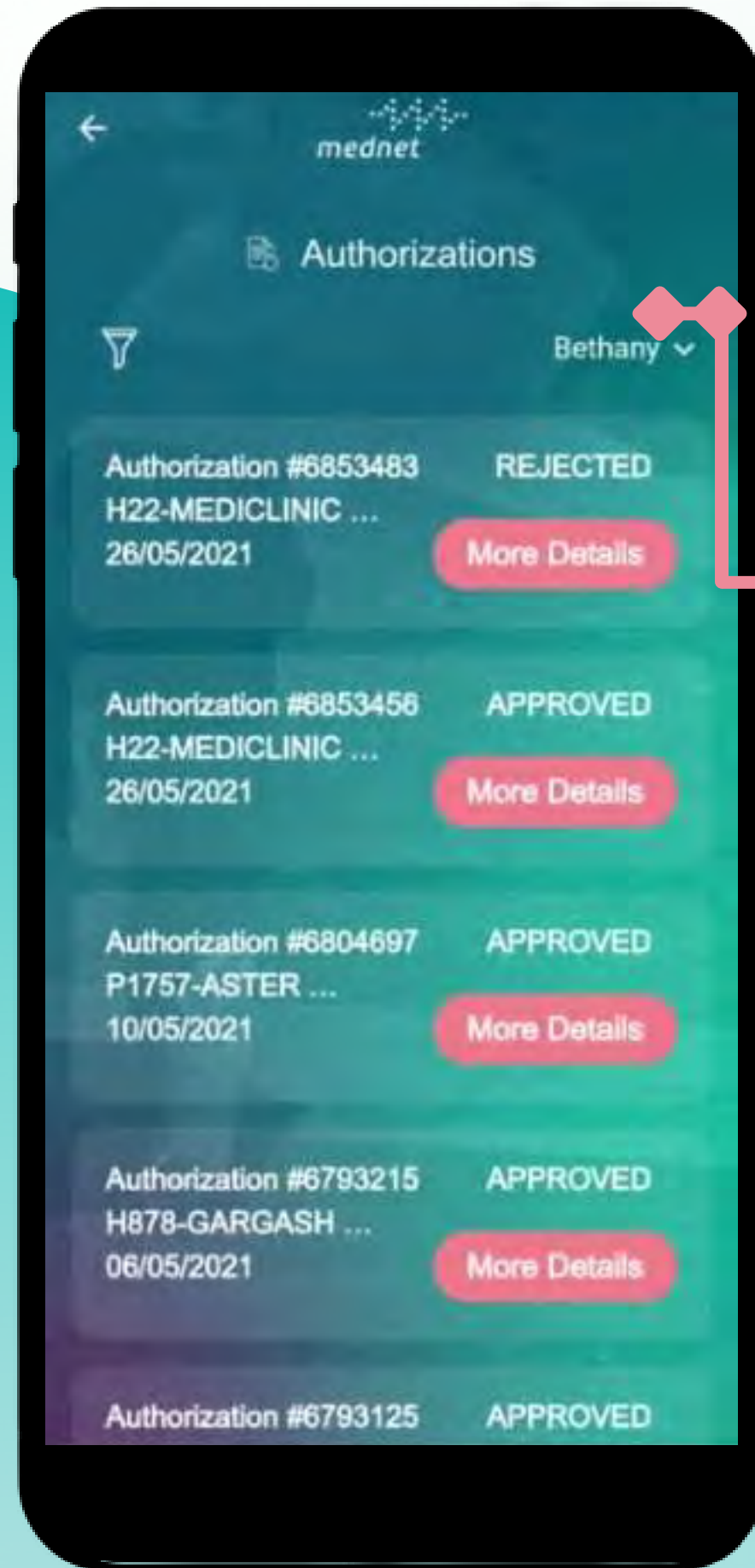
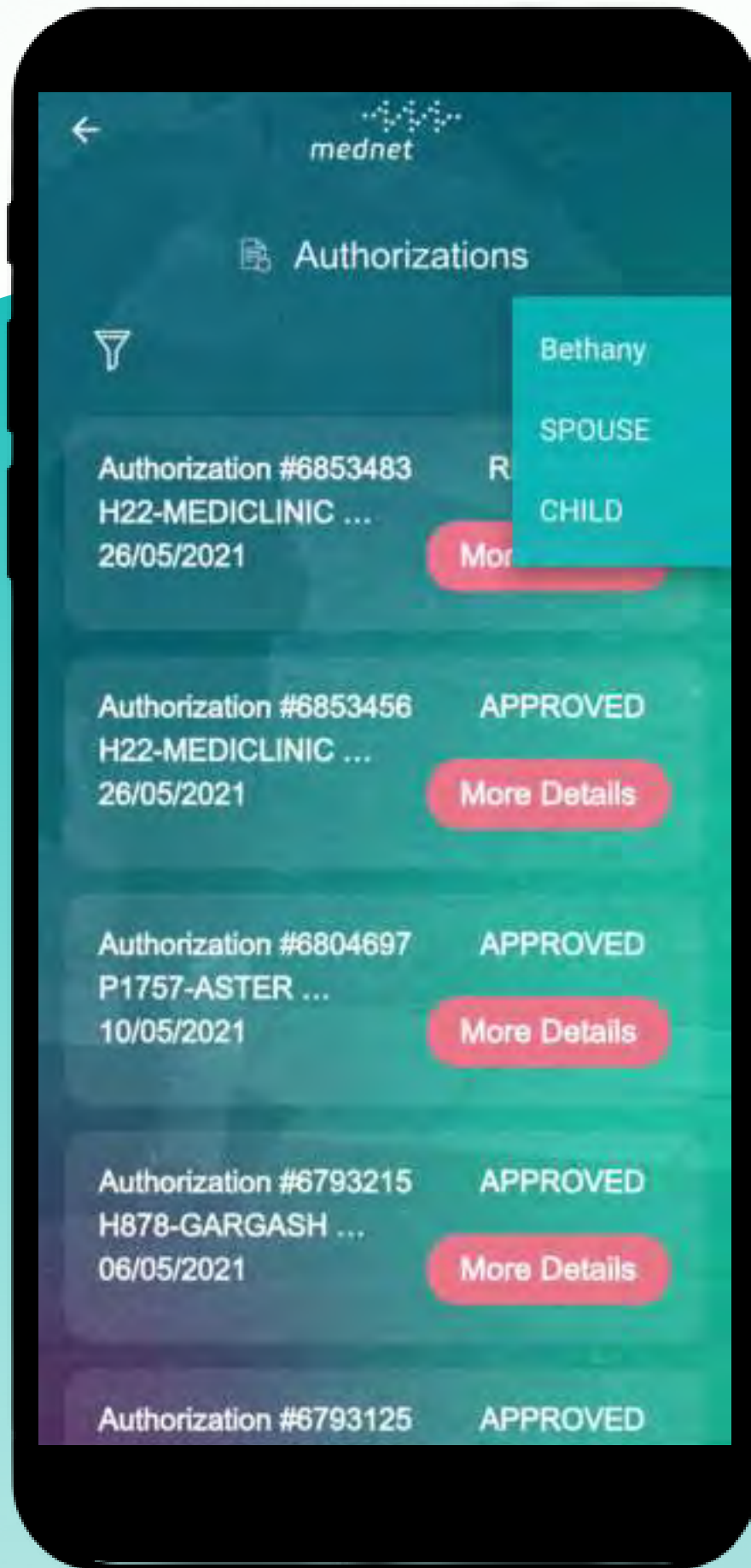
Network Claims

You will have access to view all the claims that MedNet had settled directly on the free access facilities.



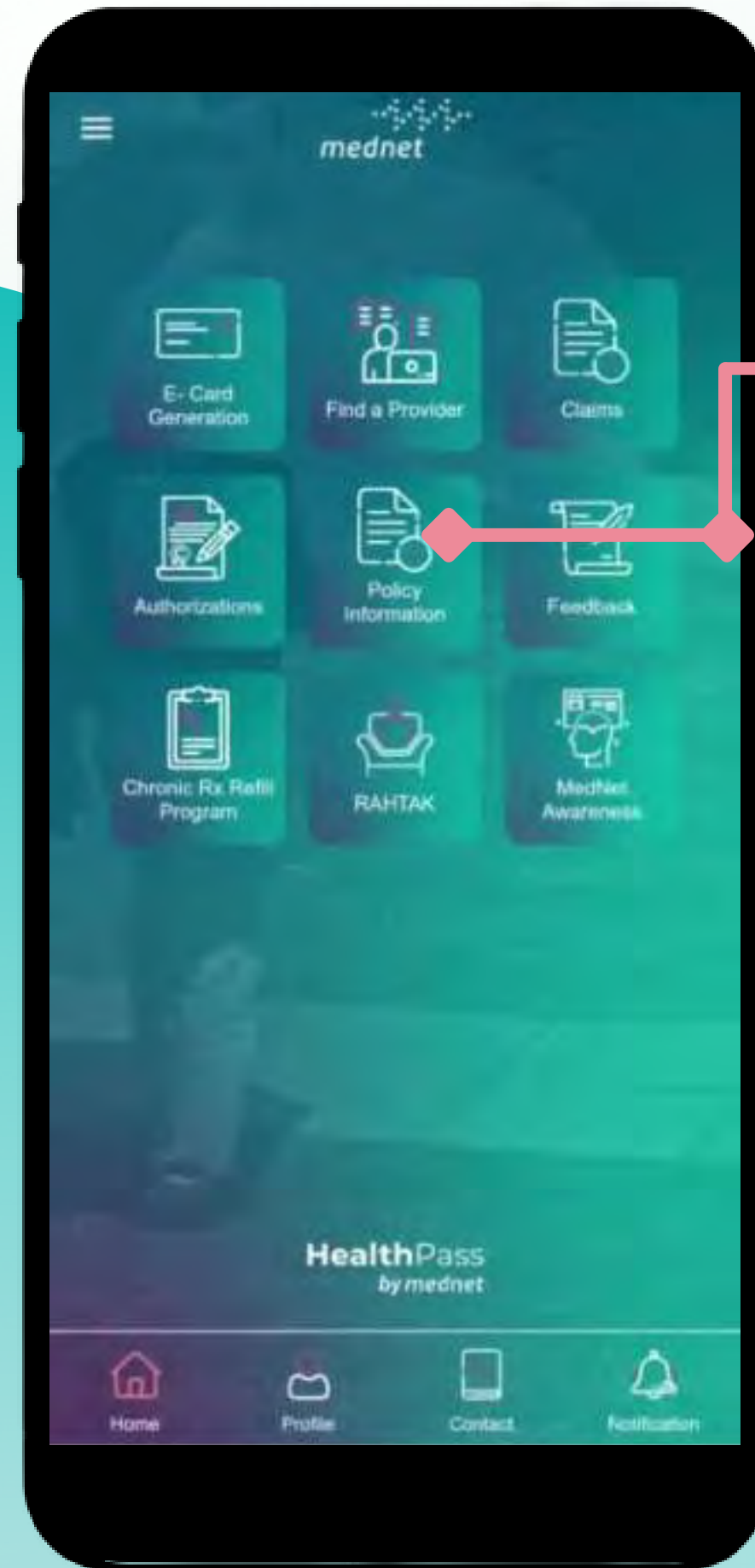
Authorizations

You will be able to view all your authorization requests with their status and the reason of rejections in case partially approved or rejected.



Authorizations

From the drop-down menu, you can select and view the status of all the pre-authorization requests for your family members.



Policy Information

You can access your health insurance policy information in terms of:

- Policy Coverage and Limits
- Download Insurance Certificate
- Download Continuity Certificate
- Download Travel Certificate



Policy Information

The policy holder will have the access to view the policy coverage information for her/himself and their family members from the drop list at the top right of the screen.

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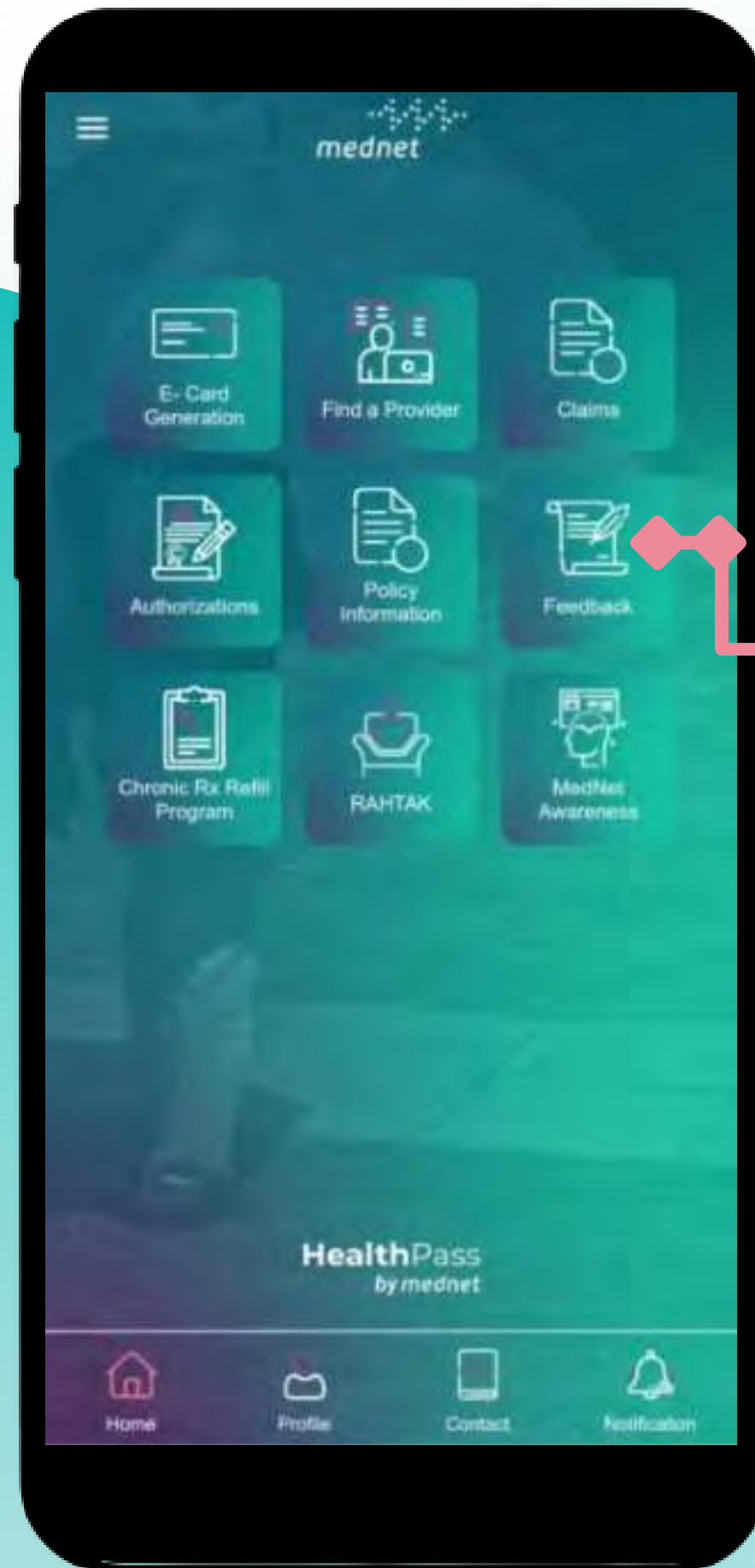
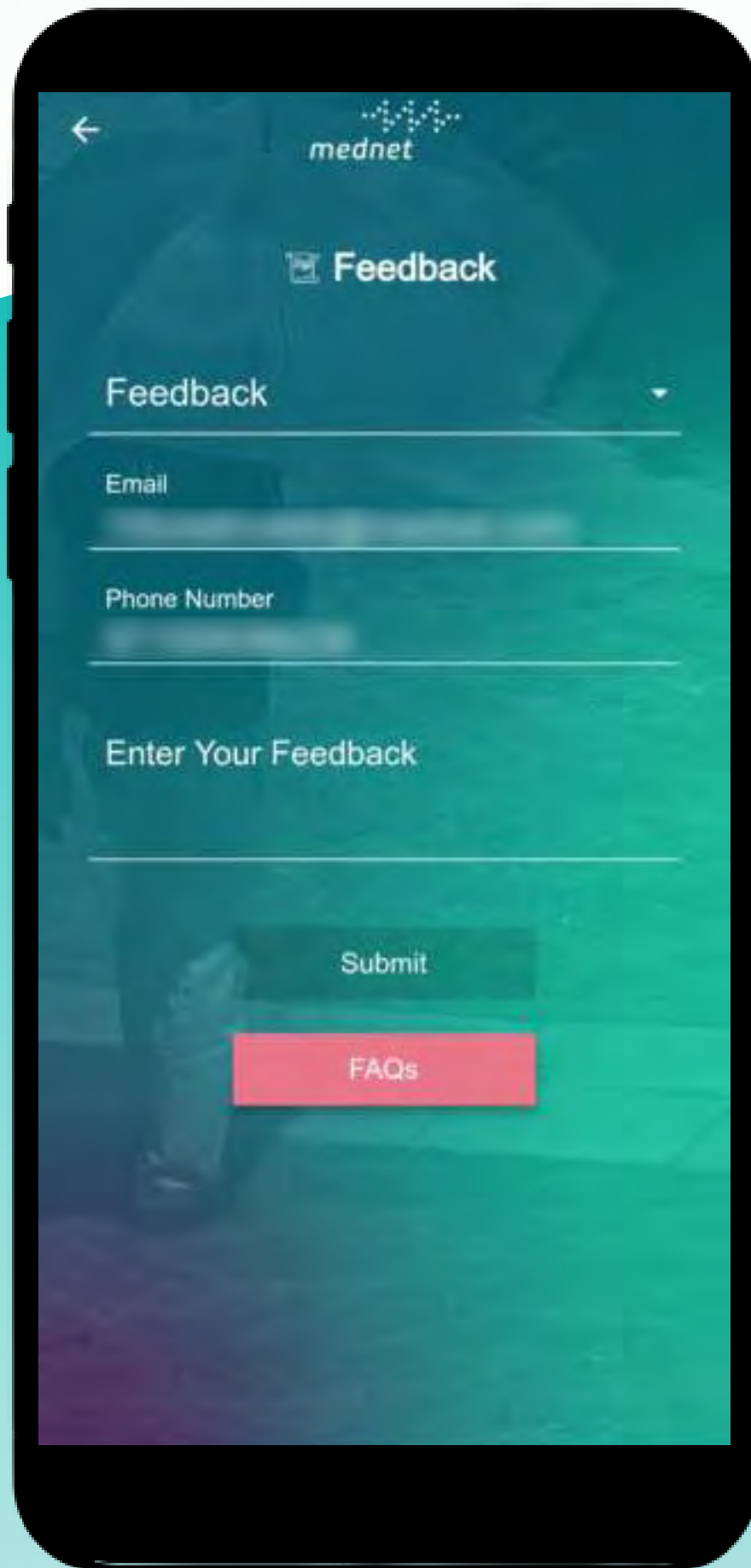
Policy Coverage Information

Bethany

SPOUSE

CHILD

Alternative Medication	Not Covered
Dental Access	Reimbursement & Free Access
Dental Copayment	20%
Dental Coverage	Covered
Dental Limit	4500
HAAD/DHA Approval Number	-
Laboratory Services Copayment	0%
Optical Limit	1500
Outpatient Coverage	Covered
Package Default Network	Gold
Pharmaceutical Copayment	0%

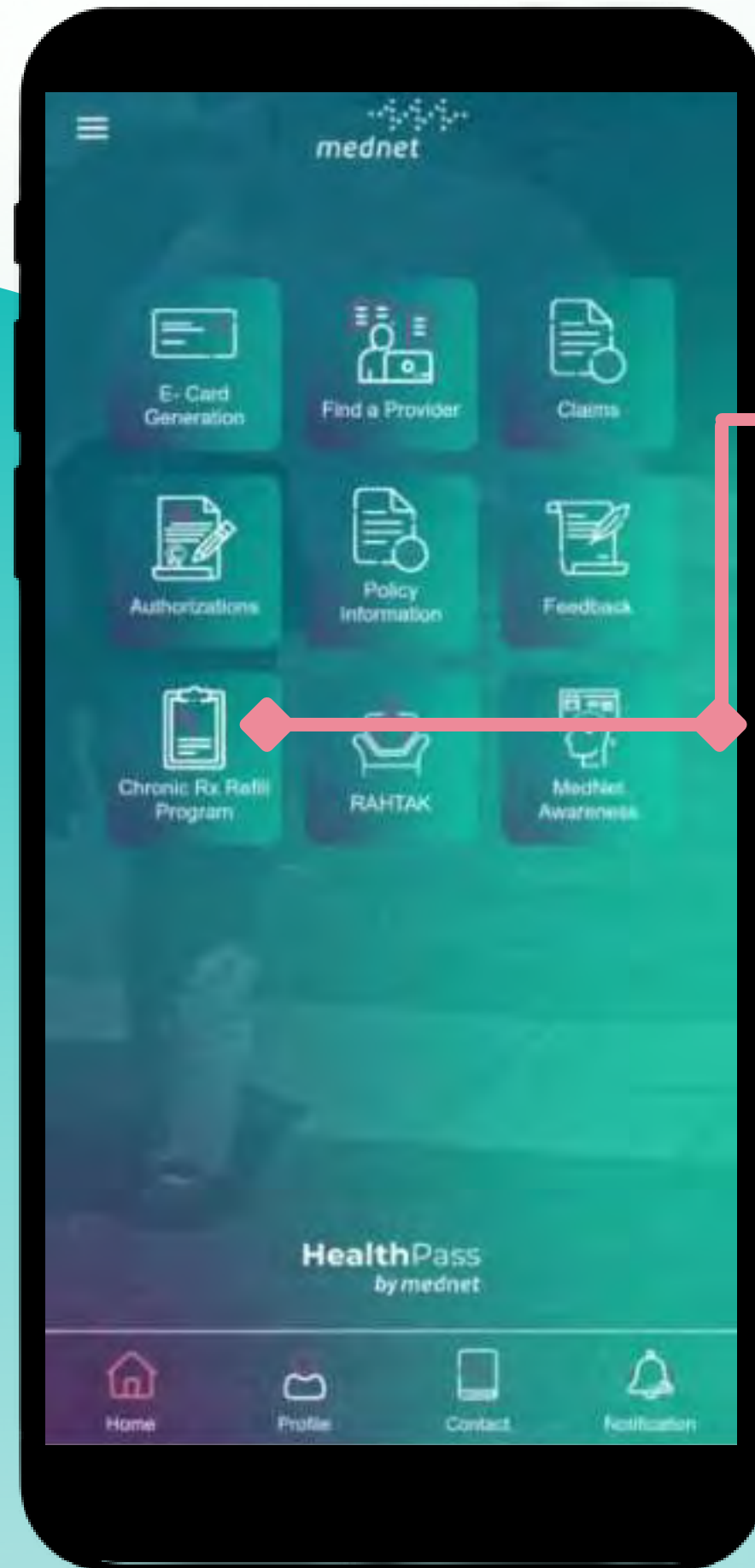
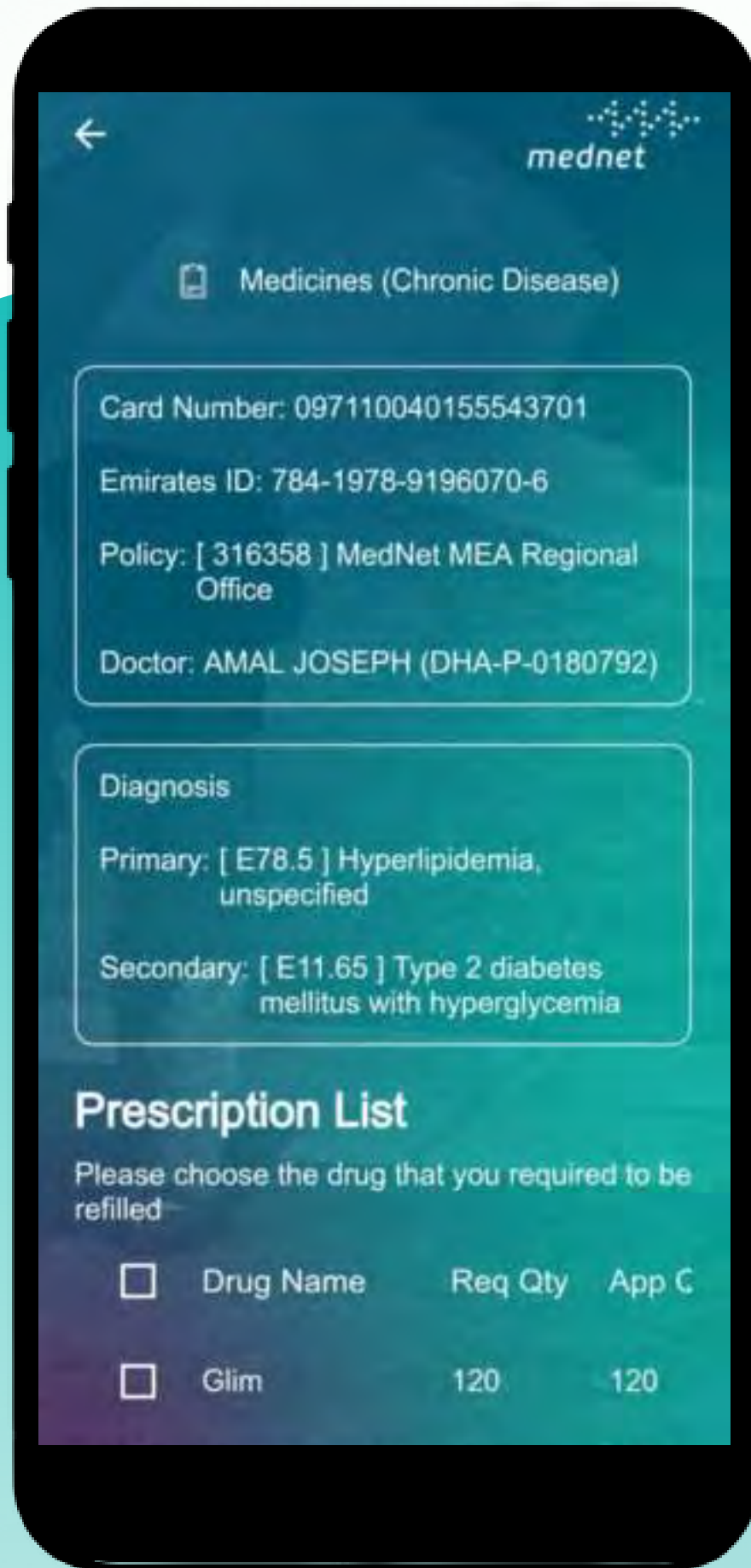


Feedback

We are keen to hear about your experience, please share with us your feedback.

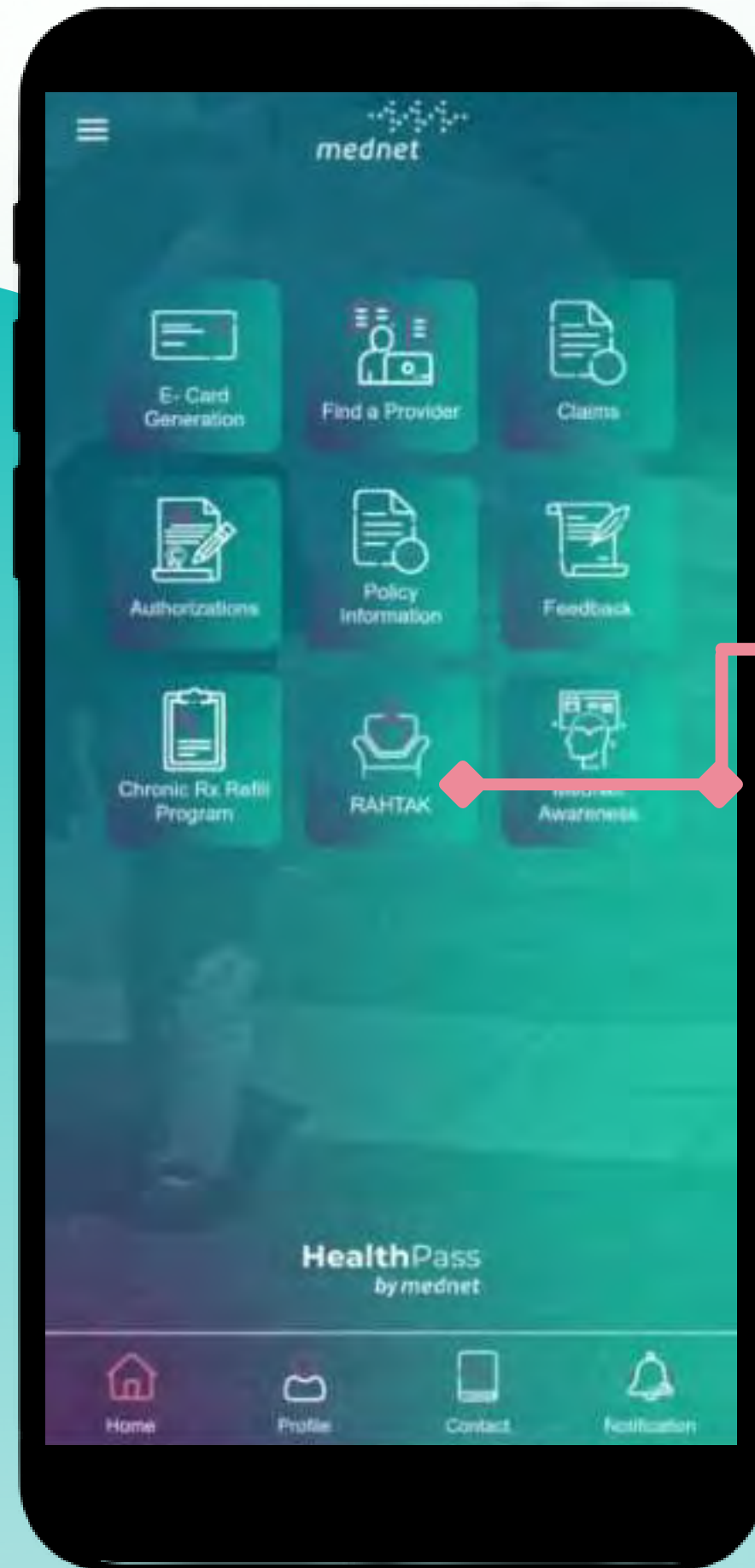
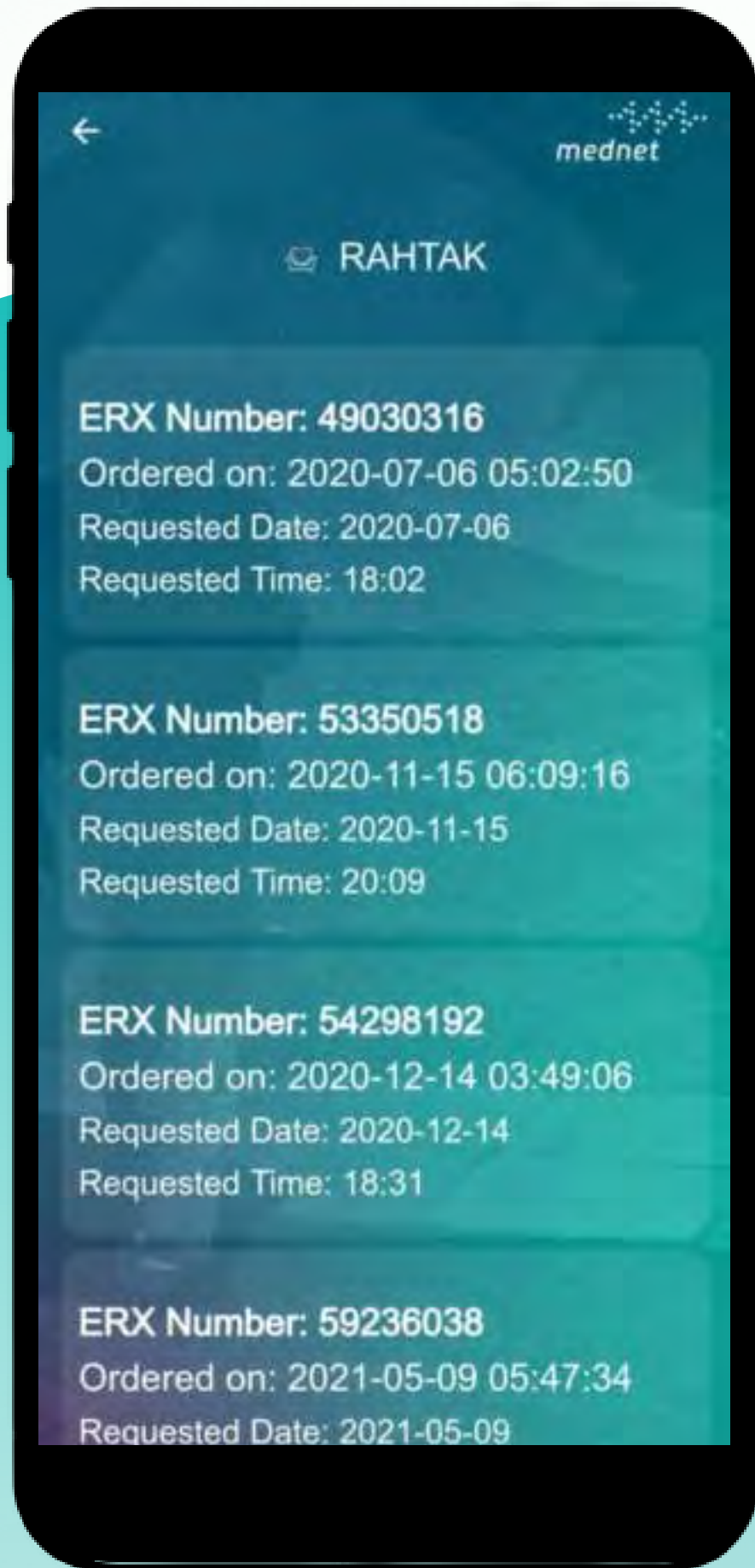
Also, you can go through the Frequently Asked Question through pressing on "FAQs"





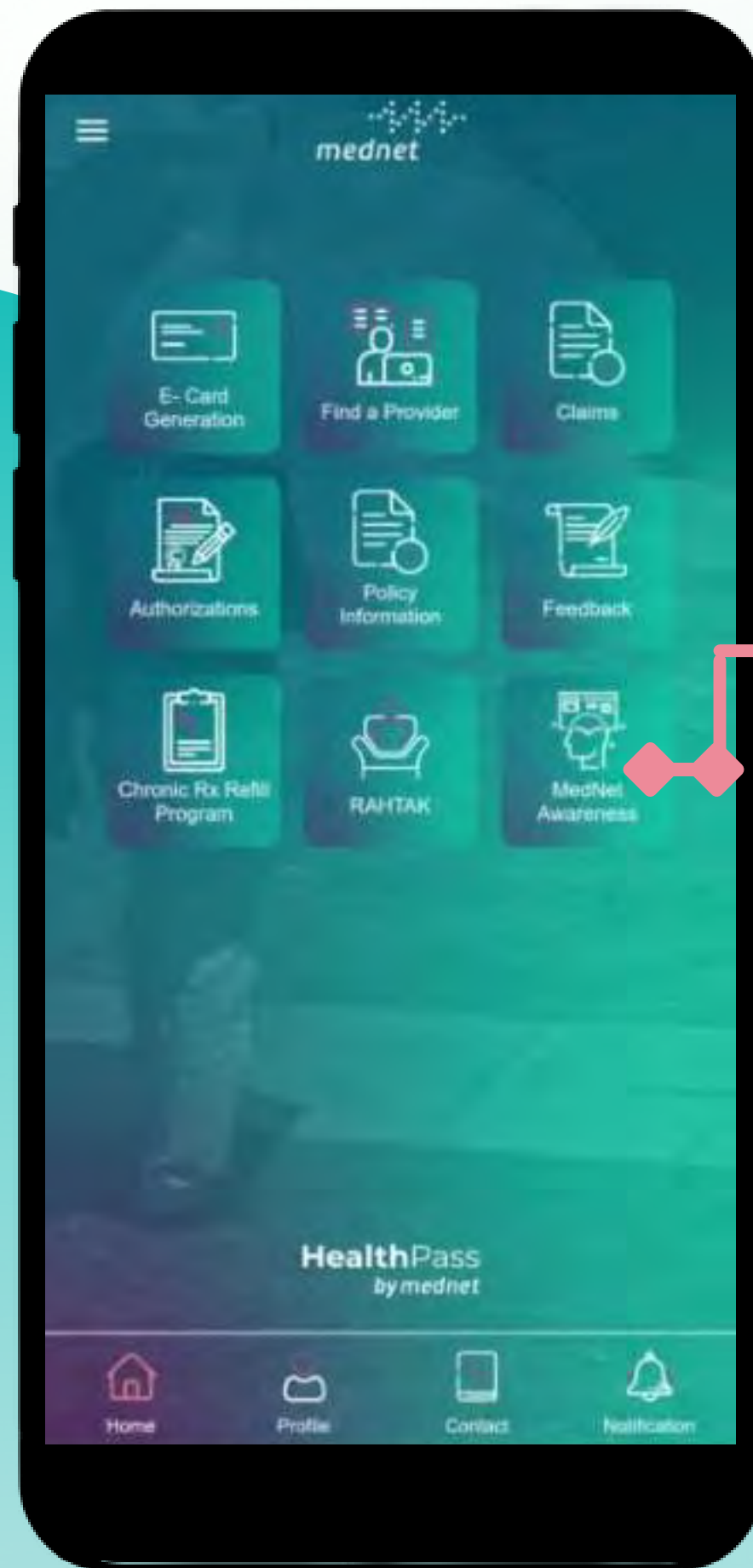
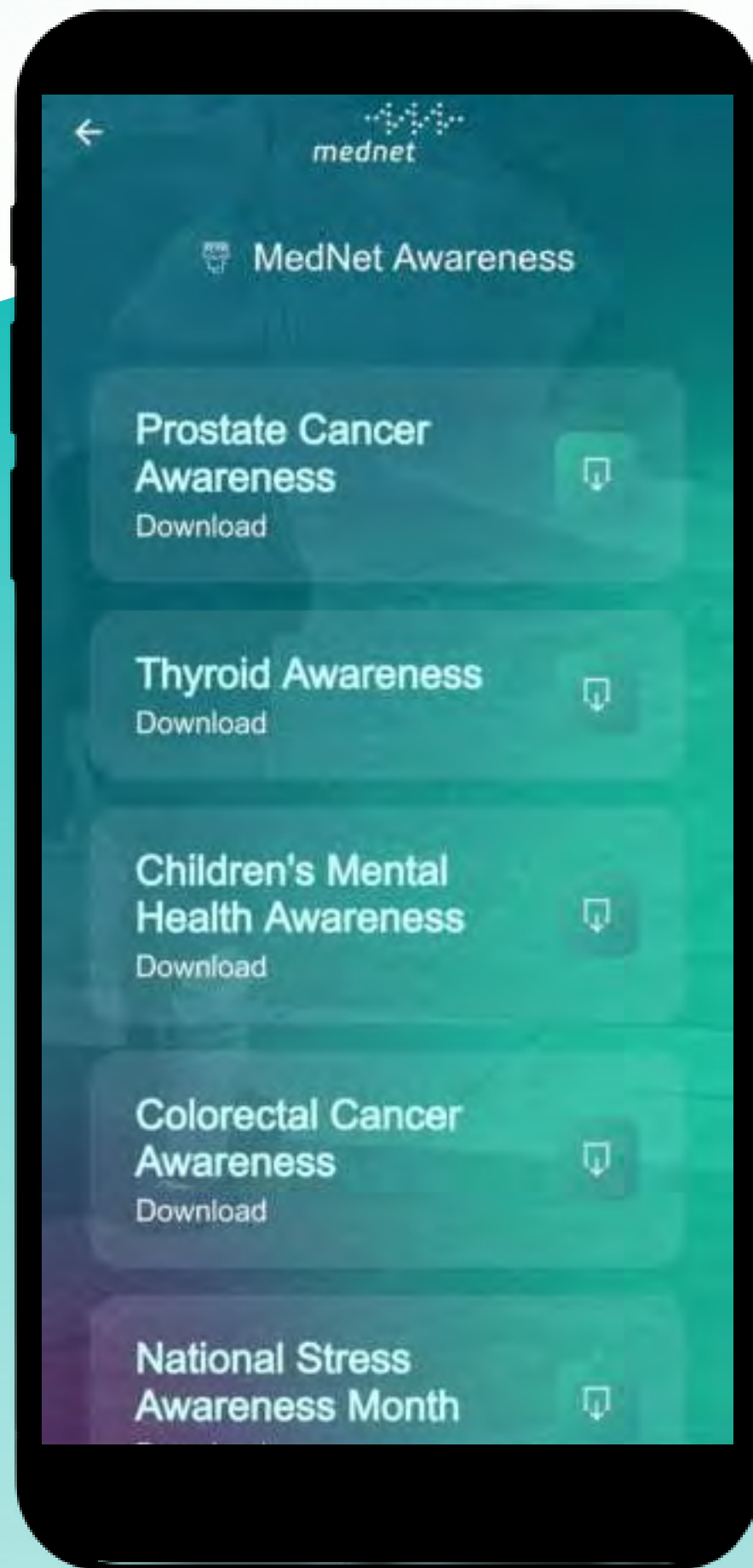
Chronic Rx Refill Program

- This program is exclusively designed to ease our member's experience who are on chronic medication.
- An automatic notification will be sent to the member when the medication re-fill is due.
- Home delivery will be arranged within 24 hours.



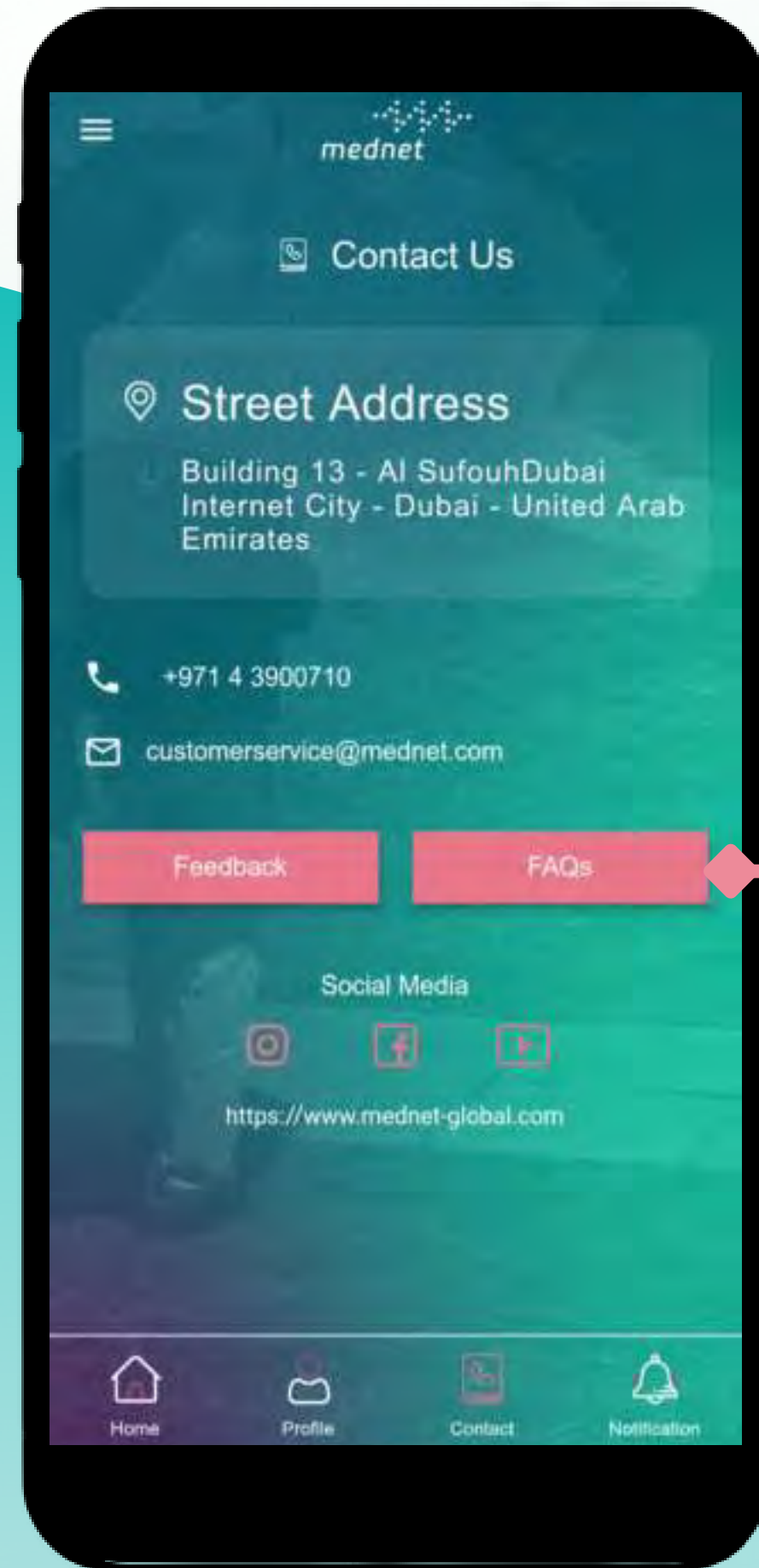
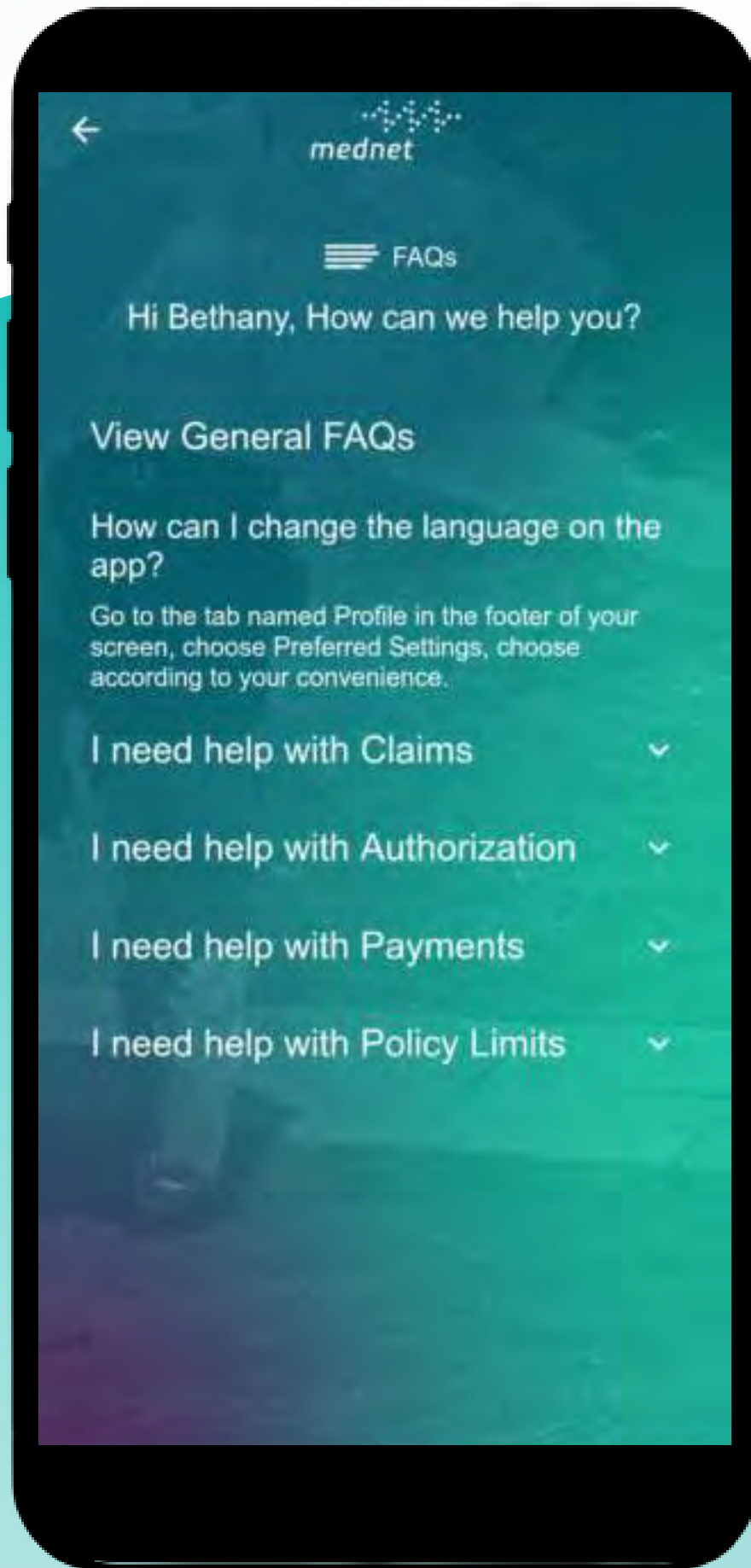
RAHTAK –Your convenience, MedNet’s digital platform for medication home delivery.

You will be able to view your history of all RAHTAK placed requests.



MedNet Awareness

Easily download all our awareness booklets for your reference!



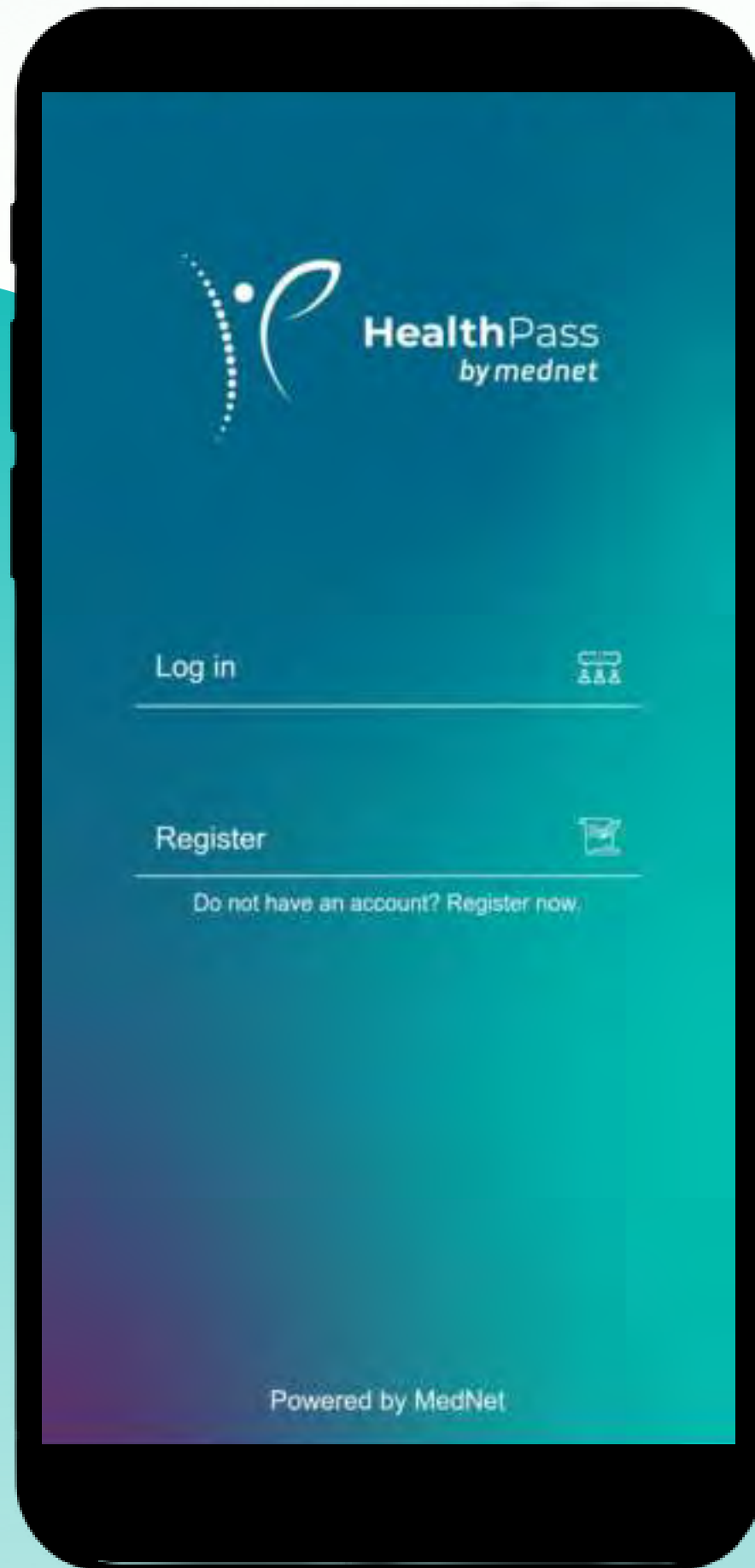
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? FAQ

You can easily navigate through the Frequently Asked Question and their answers.


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healthcare solutions

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App benefits

- Easy registration process
- Find a healthcare provider nearby your location.
- Saves your bank account details for future reimbursement claim submission.
- Submit & track reimbursement claims.
- Superb security to the member's health information.
- Access to network claims.
- Policyholder access to all the dependents benefits & requests.
- Authorization requests tracking
- Instant E-Card generation.
- Download insurance, continuity, and travel certificate.



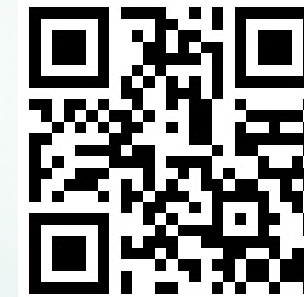
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