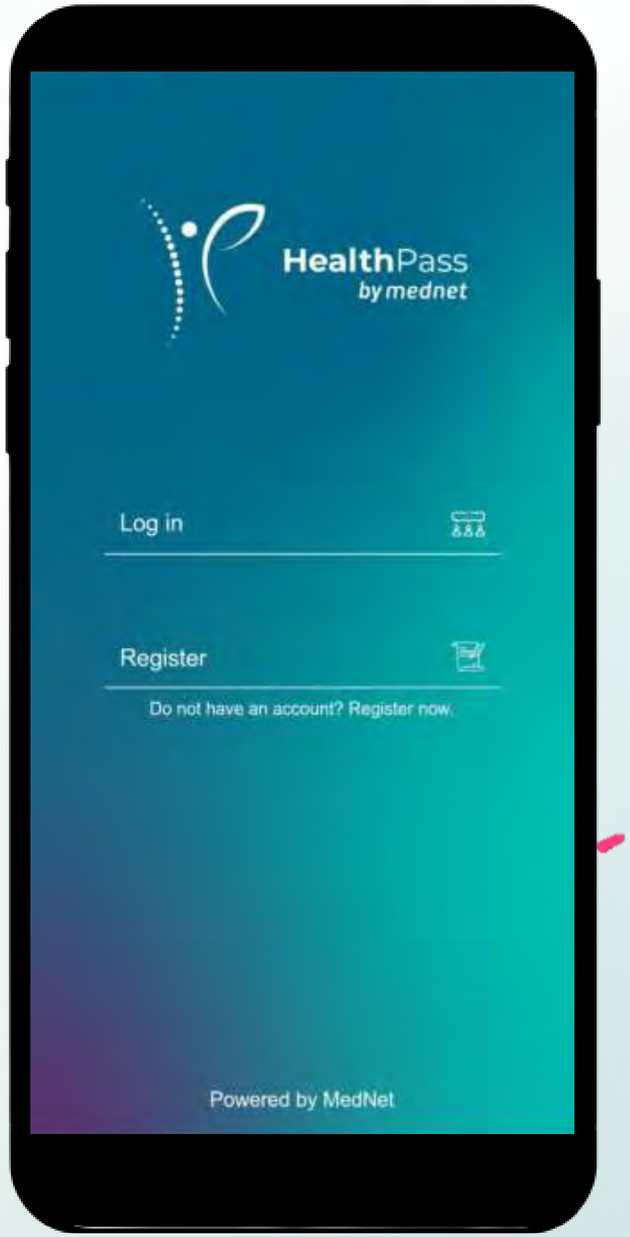

HealthPass
by mednet

HealthPass by MedNet

Mobile App User Guide

June - 2021

Powered By mednet
The preferred choice for healthcare solutions

HealthPass by mednet

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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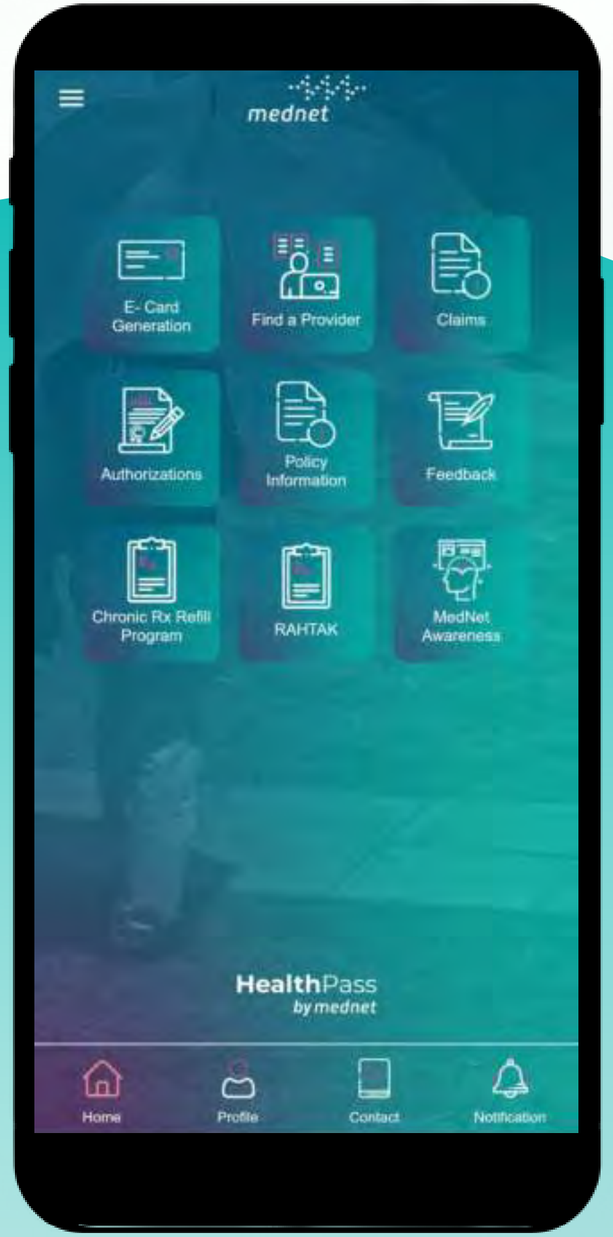

HealthPass by mednet

Download it Now

Available on the App Store

Get it on Google play

or QR code:

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HealthPass by mednet

Table Of Content

- How can I register?
- Discover the new Login feature
- Get started to enjoy your experience
- Profile
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- Unregister Device
- E-Card Generation
- Find a provider
- Claims
- Authorizations
- Policy Information
- Feedback
- Chronic Rx Refill Program
- RAHTAK
- MedNet Awareness
- FAQ
- App benefits

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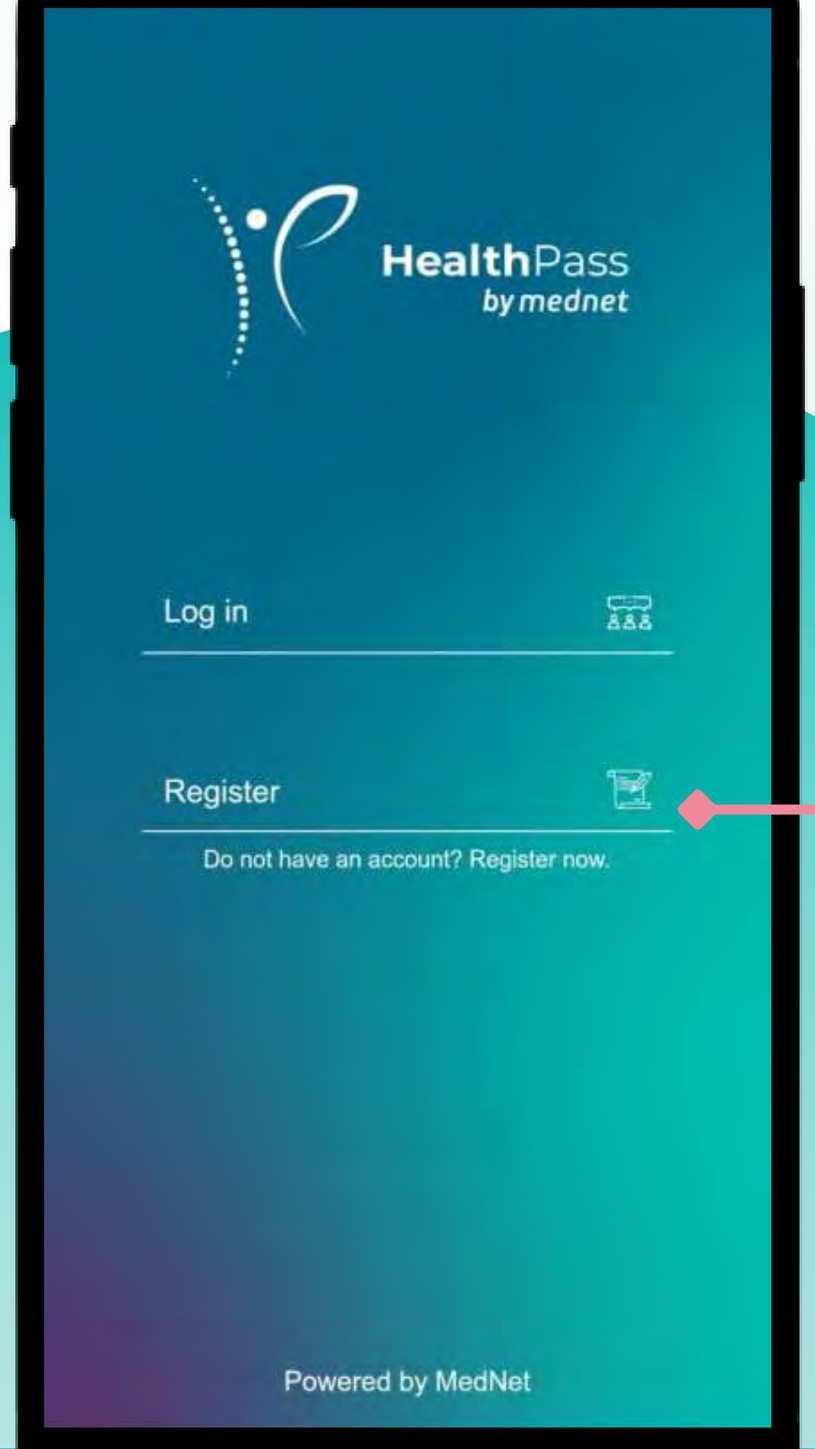

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How Can I Register?

Click On Register Tab

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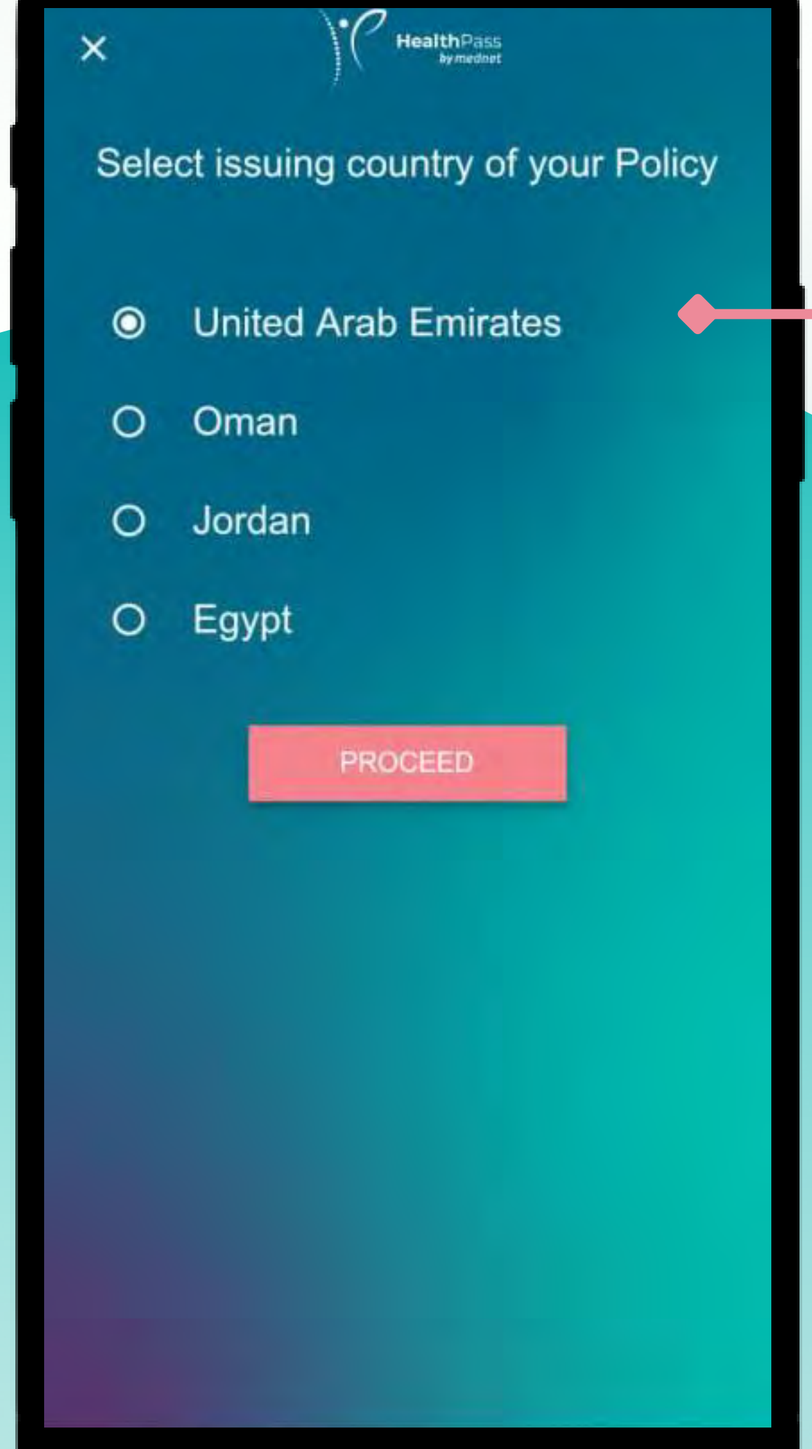

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How Can I Register?

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

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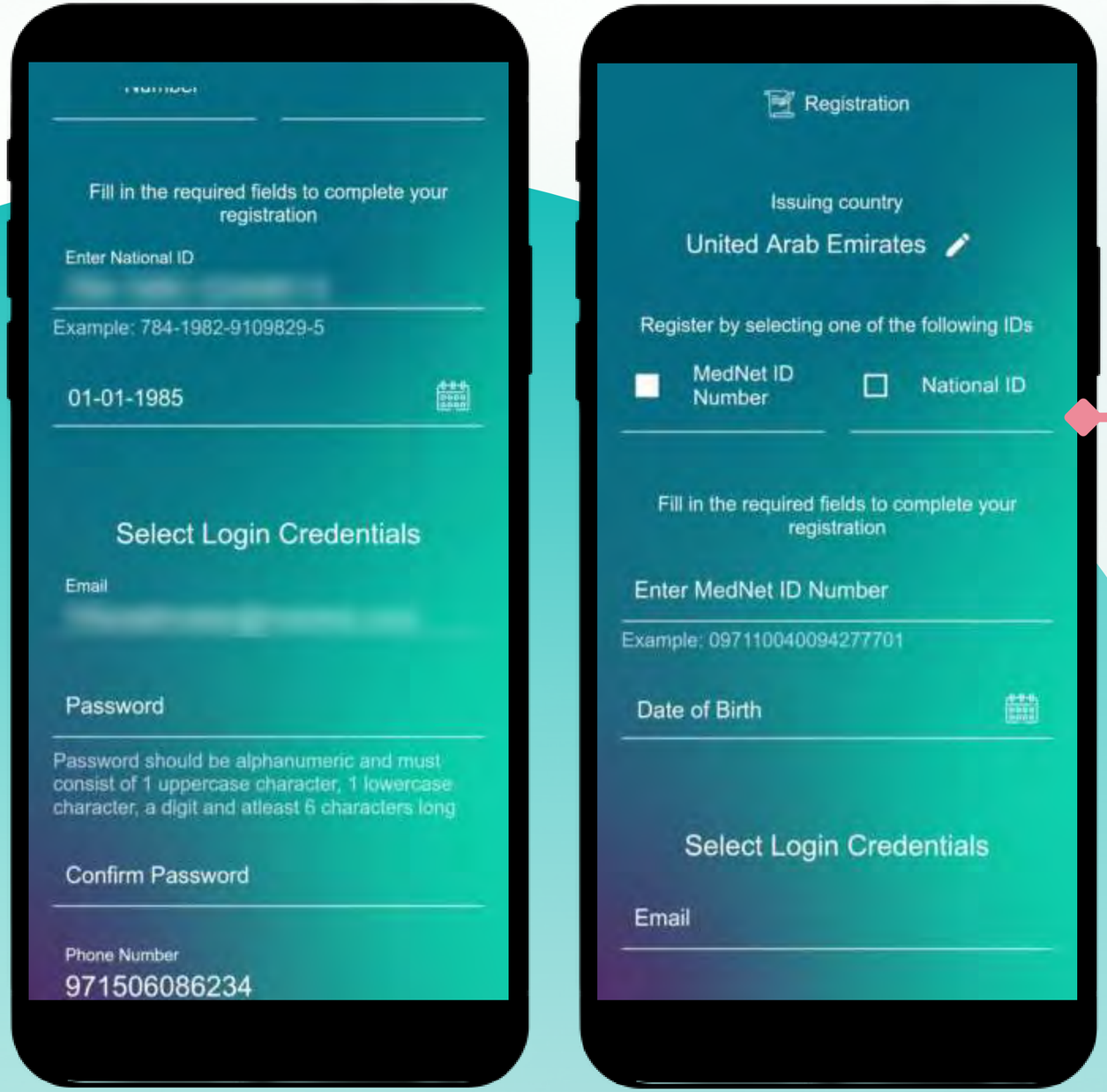

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How Can I Register?

Start to fill in the details

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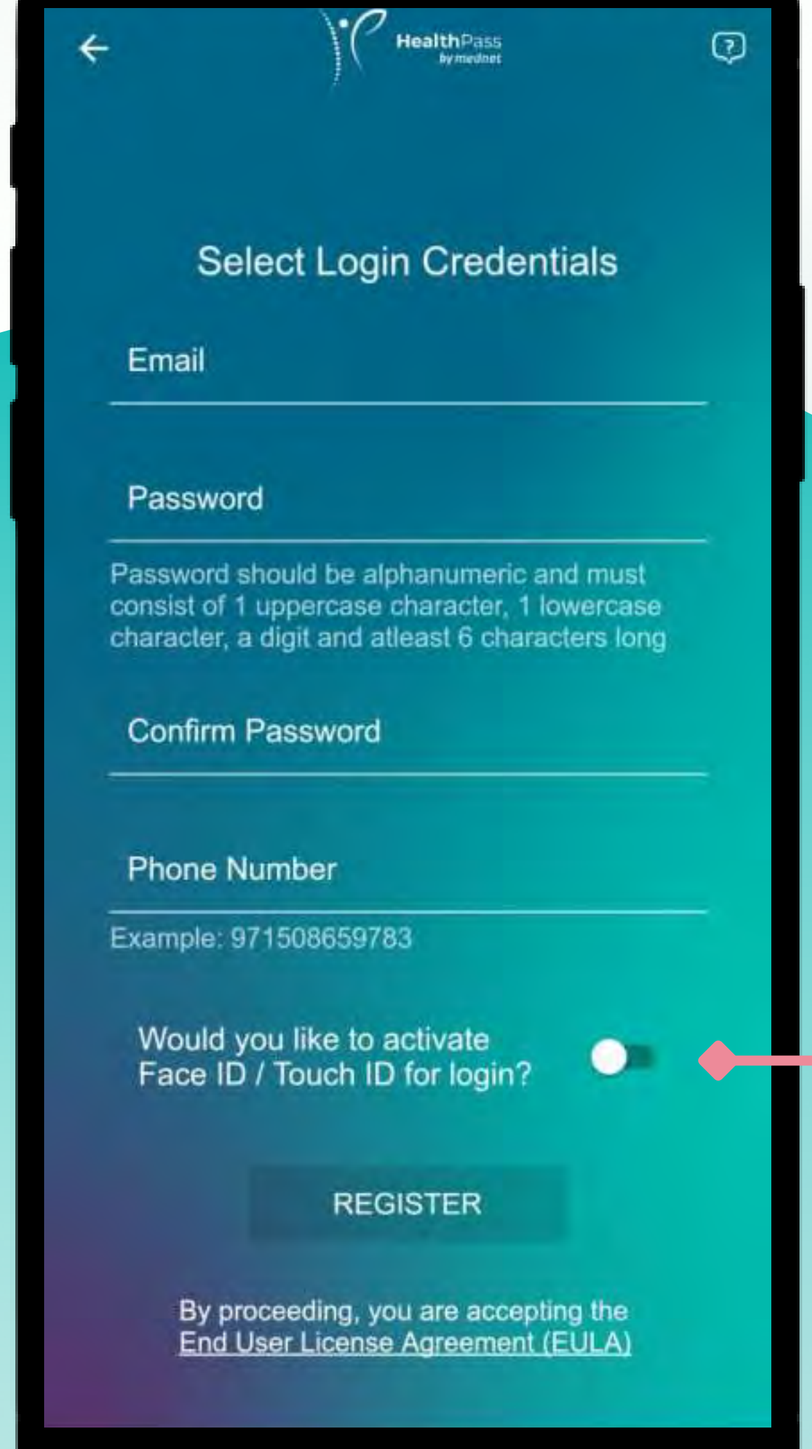

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Discover the new Login feature

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

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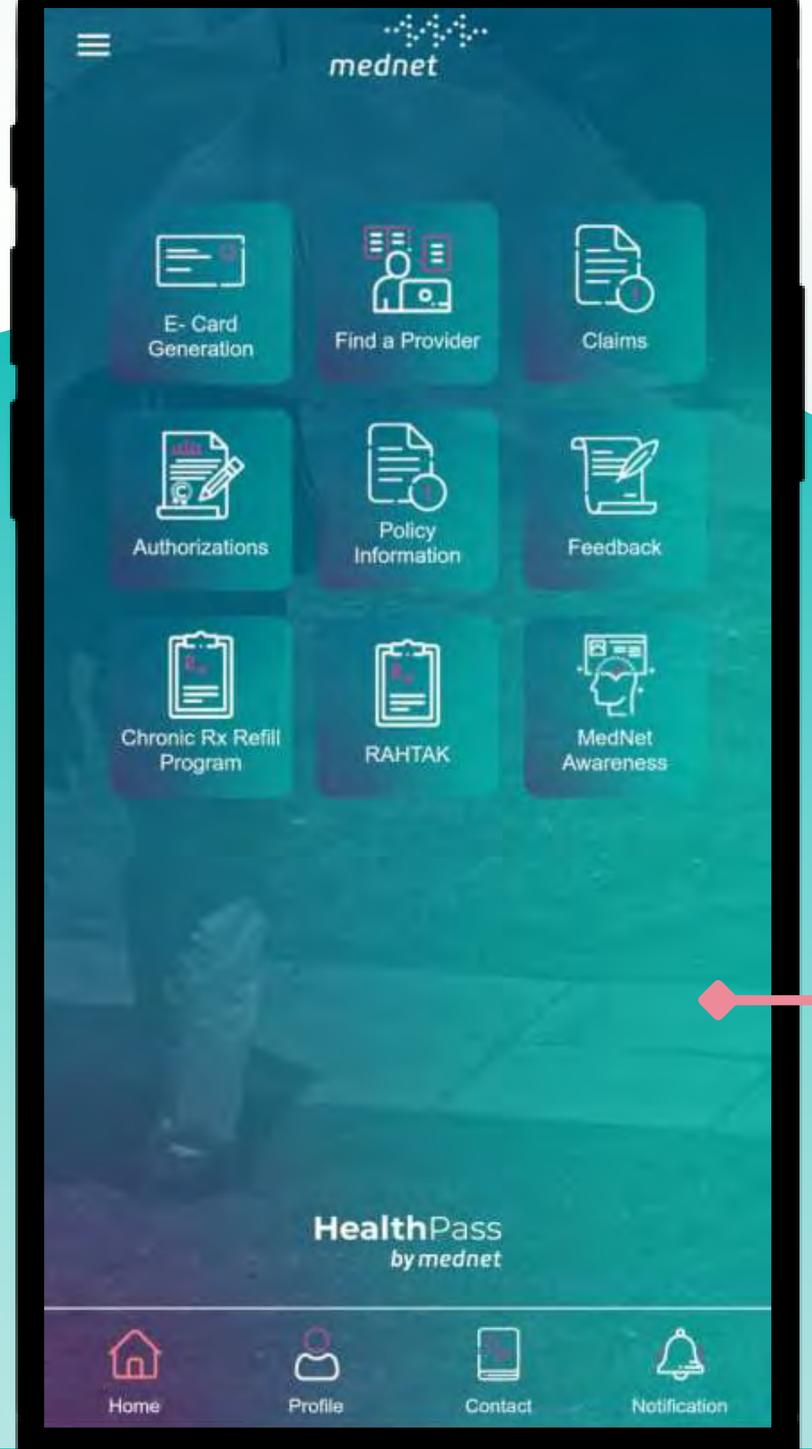

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Get started to enjoy your experience

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

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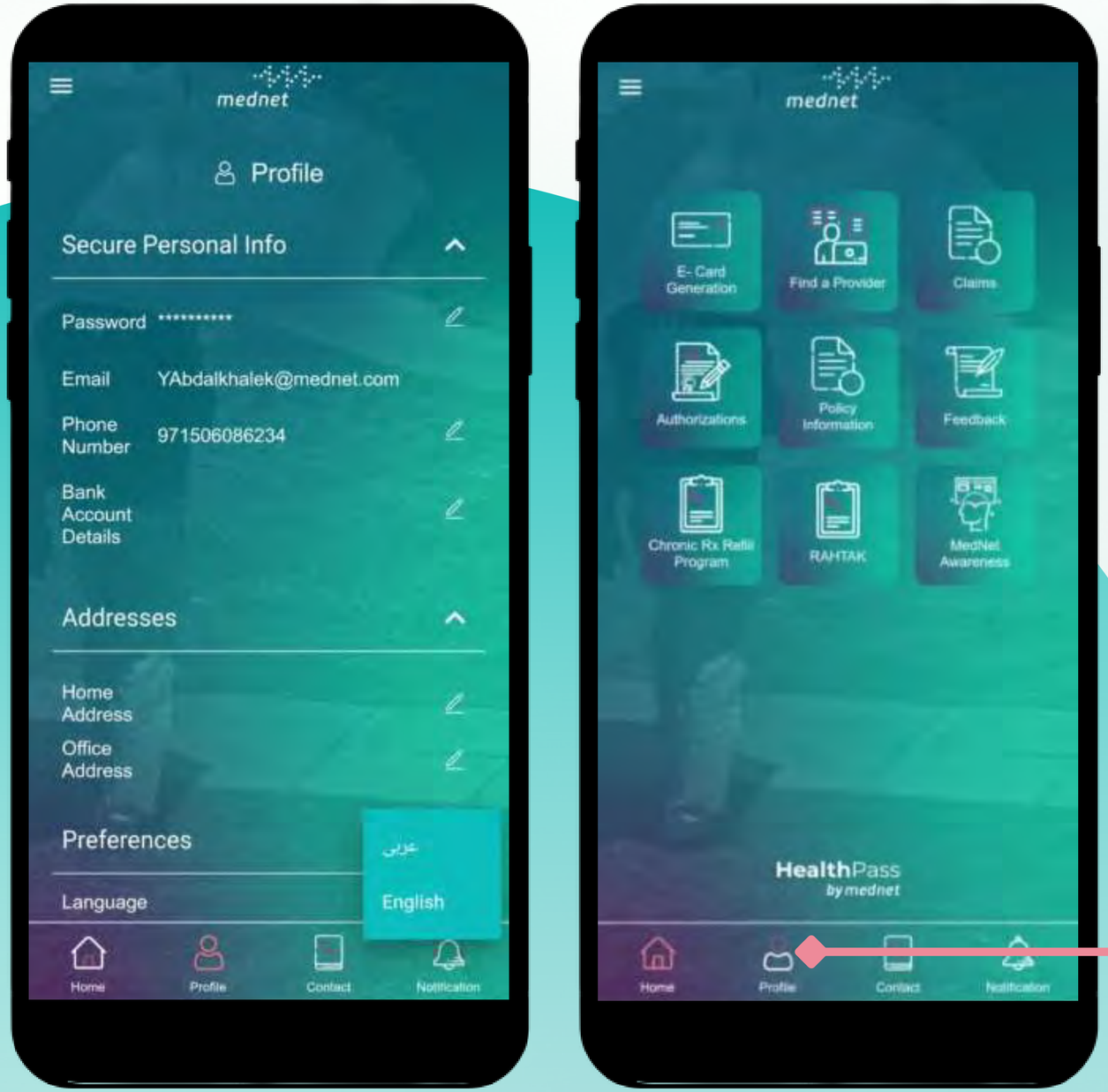

HealthPass by mednet

Profile

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

1. Click Profile
2. Select the Language

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HealthPass by mednet

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

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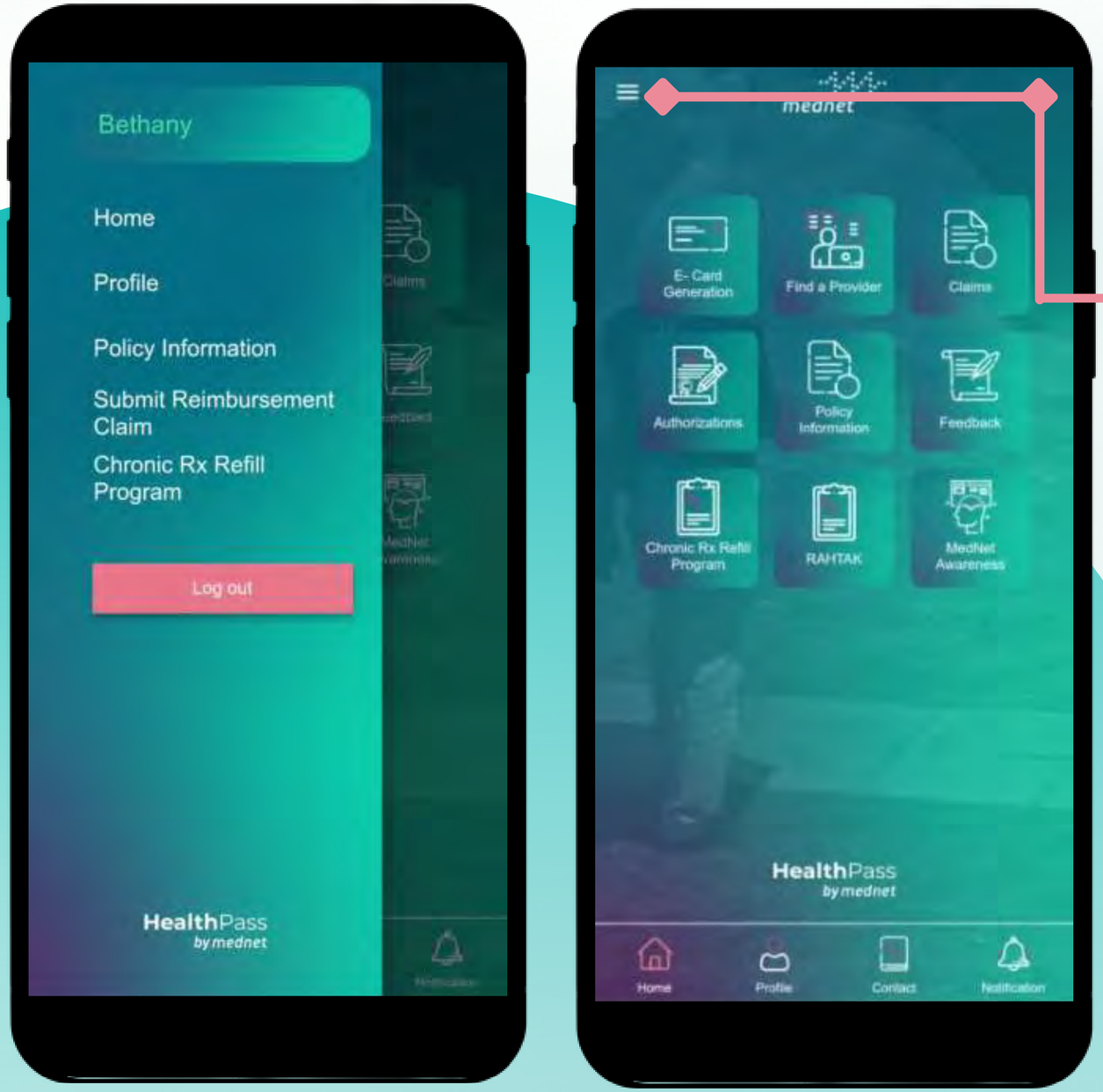

HealthPass by mednet

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.

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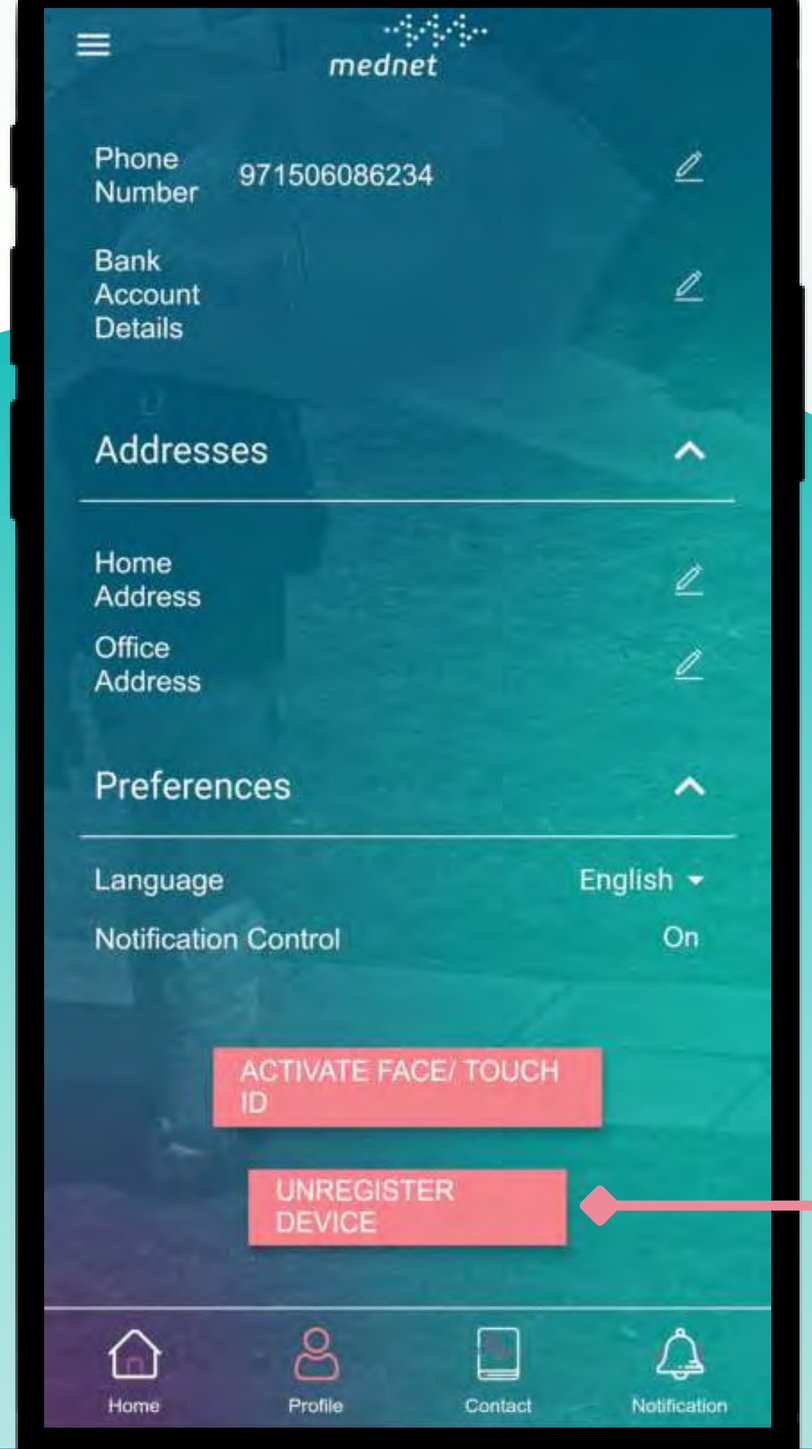

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Unregister Device

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.**

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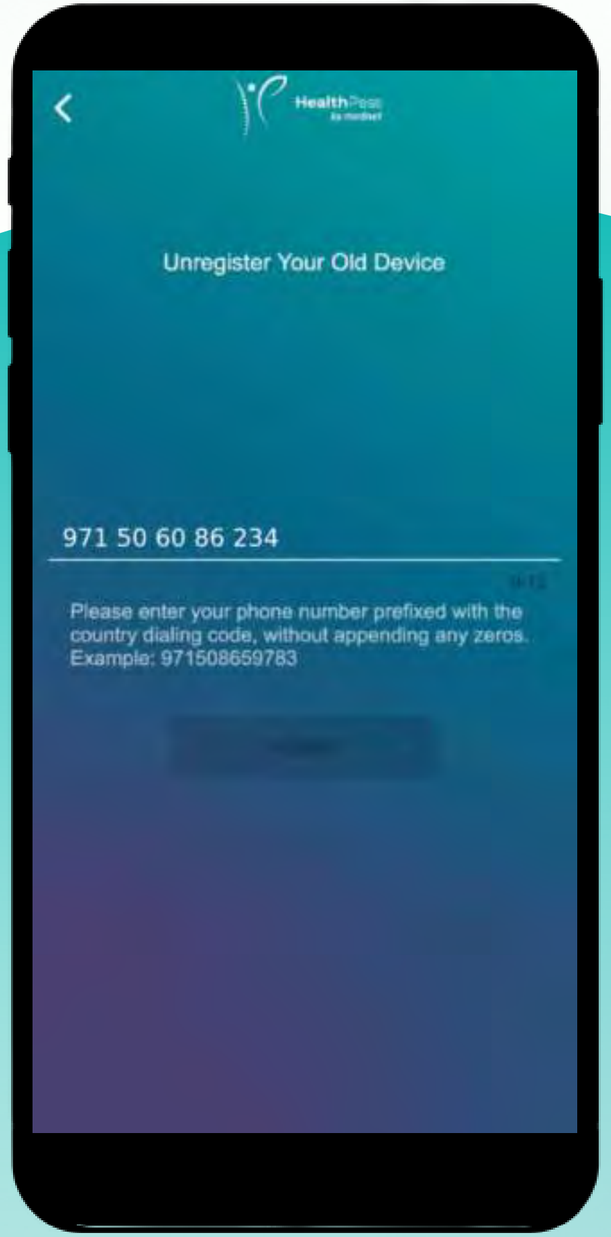

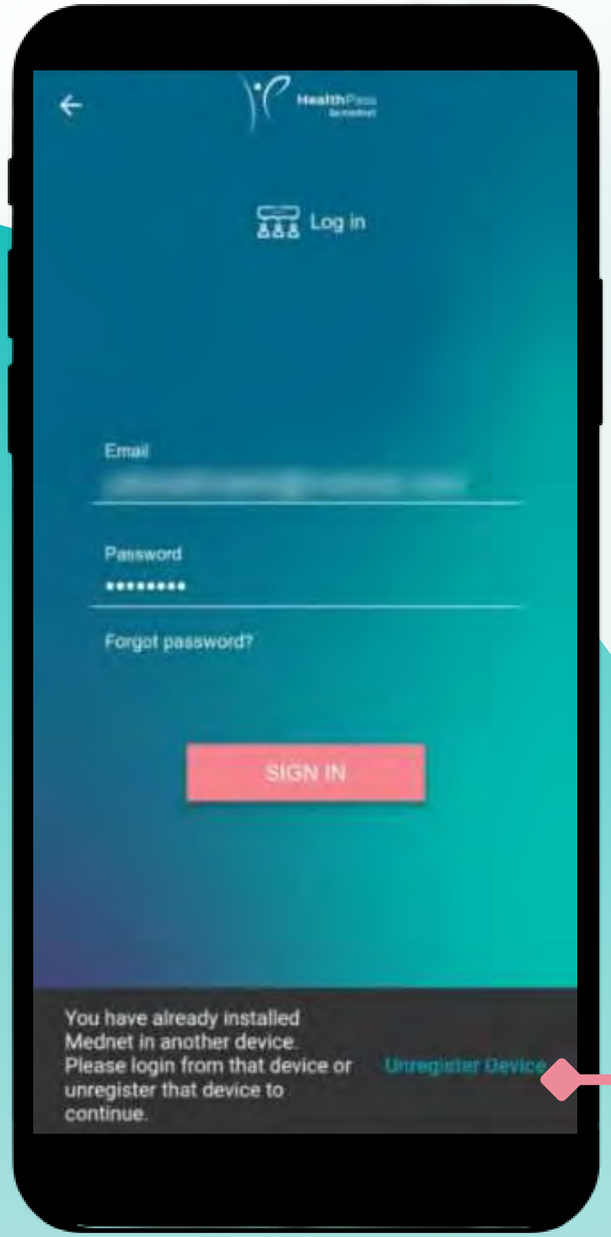

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Unregister Device

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.

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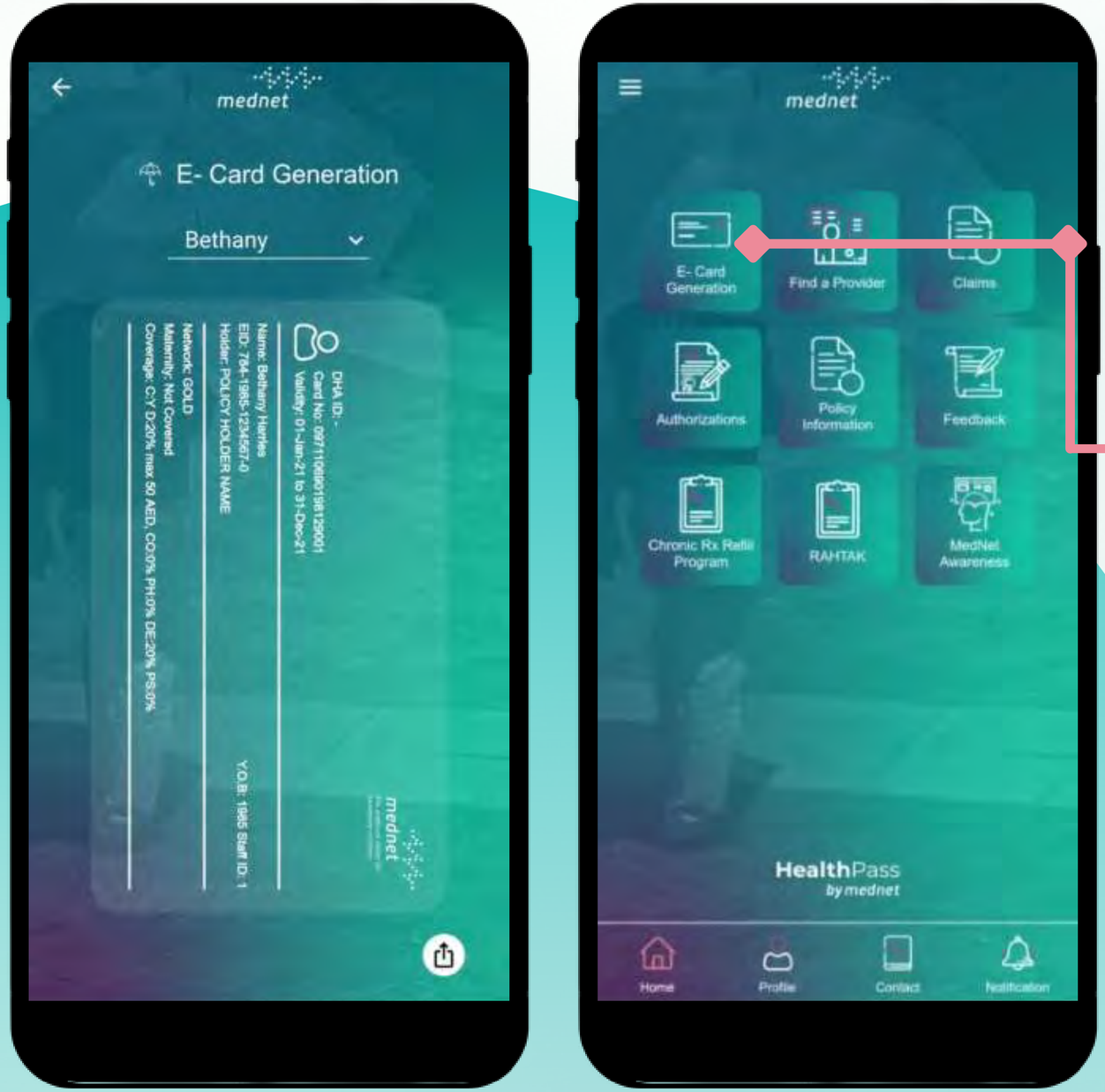

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E-Card Generation

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

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HealthPass by mednet

E-Card Generation

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

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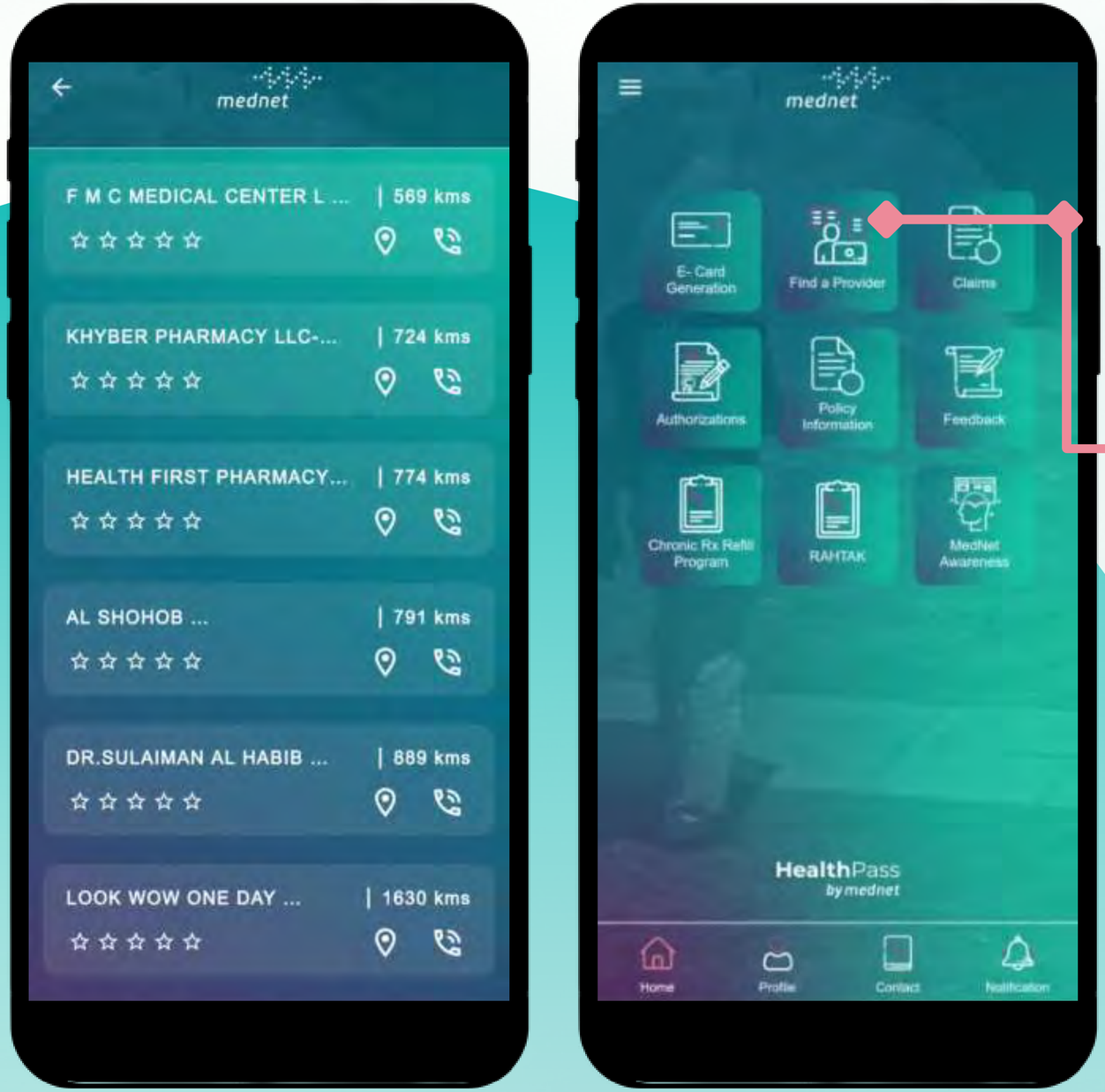

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Find a provider

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

Then call the provider directly from the app.

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HealthPass by mednet

Claims

You can access all Claims information including:

- Reimbursement Claims Status
- Submit Reimbursement Claim
- Network Claims

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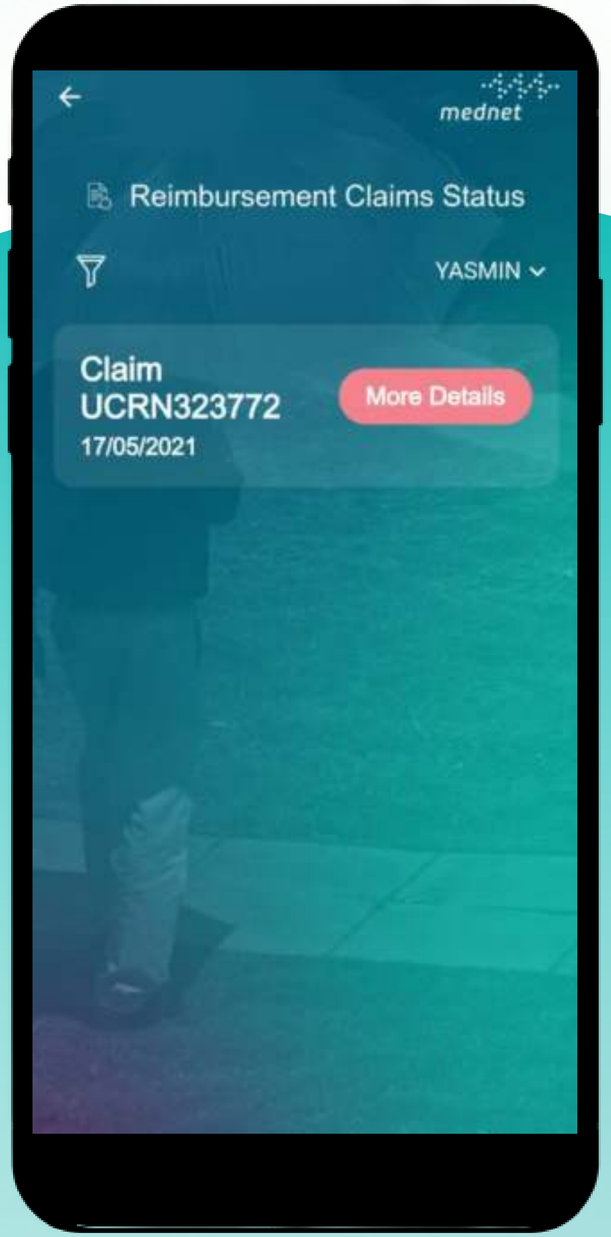

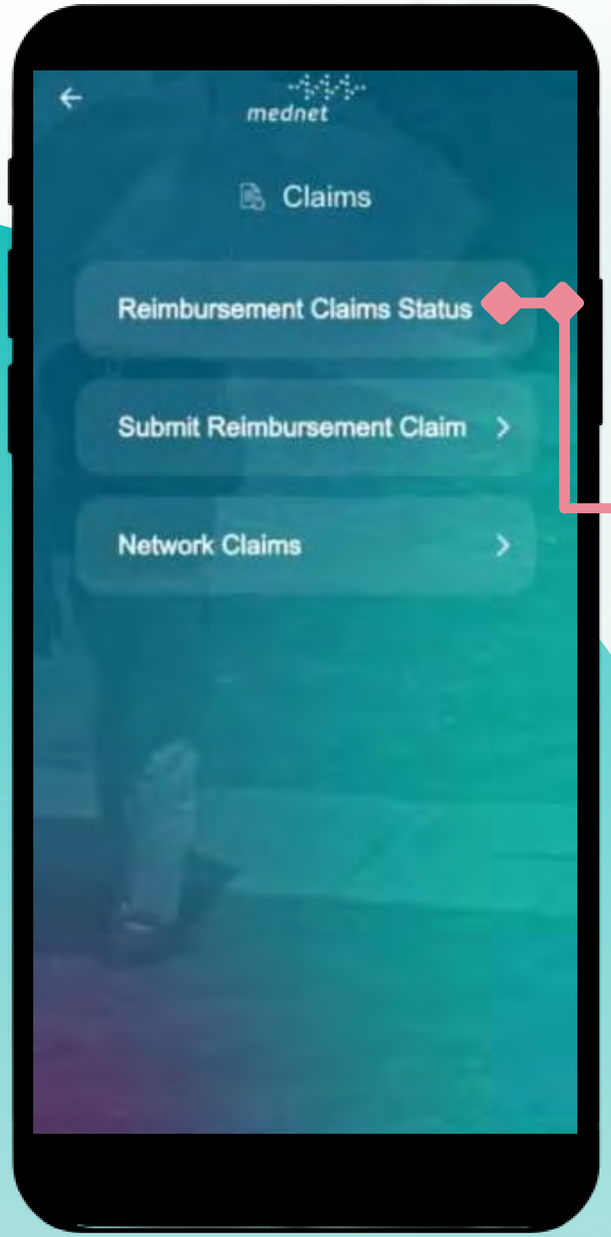

HealthPass by mednet

Claims

Reimbursement Claims Status

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

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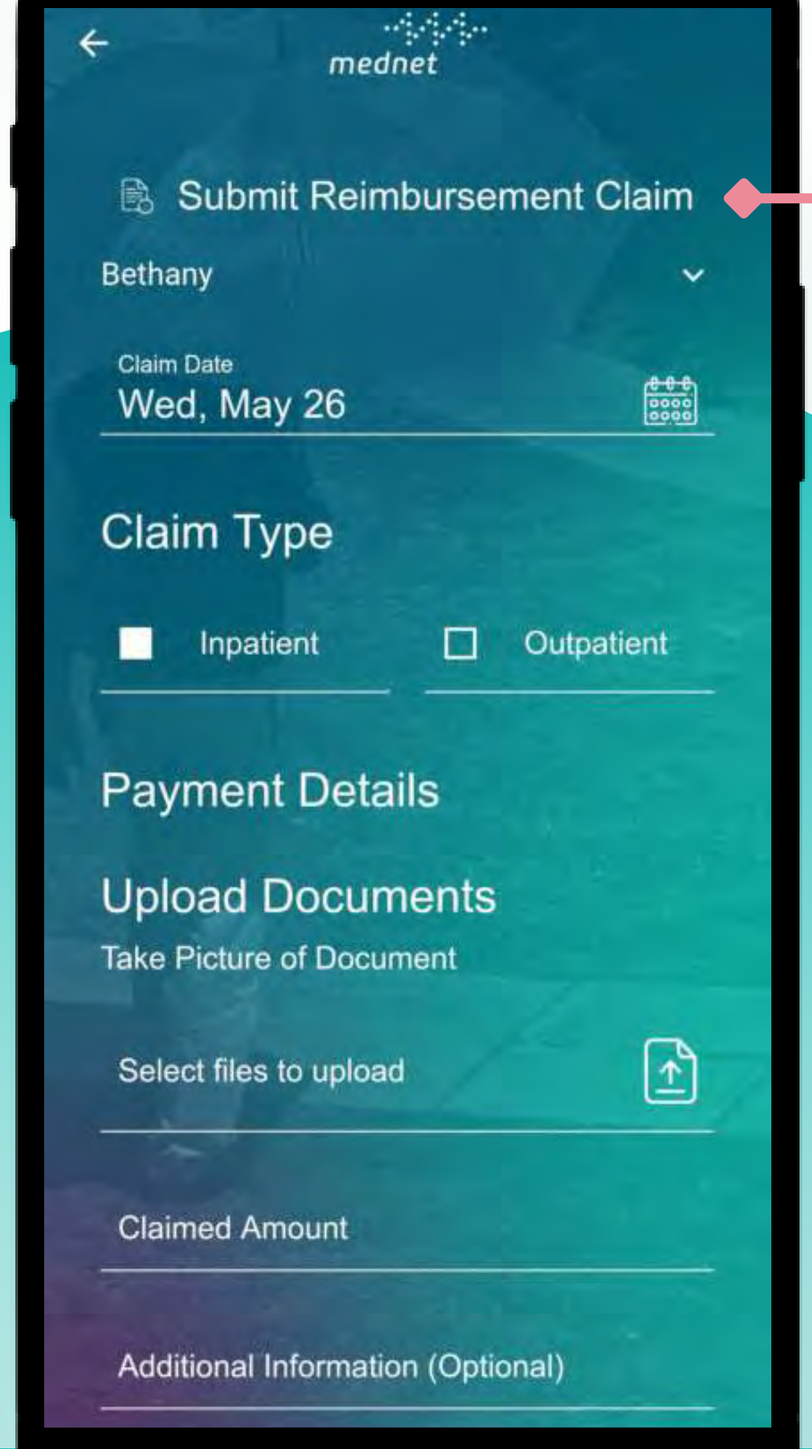

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Claims

Submit Reimbursement Claim

Few simple steps to submit your reimbursement claims.

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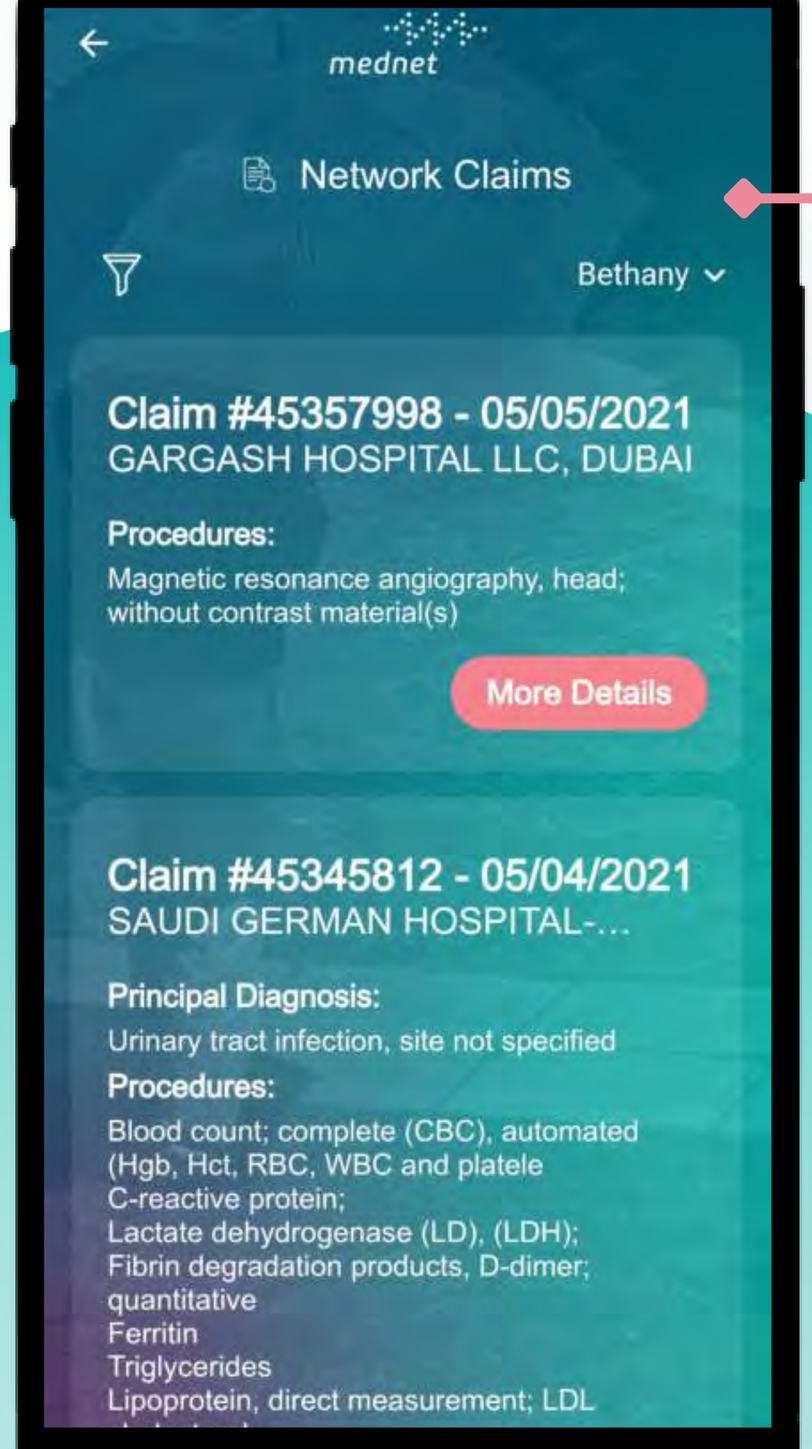

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Claims

Network Claims

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

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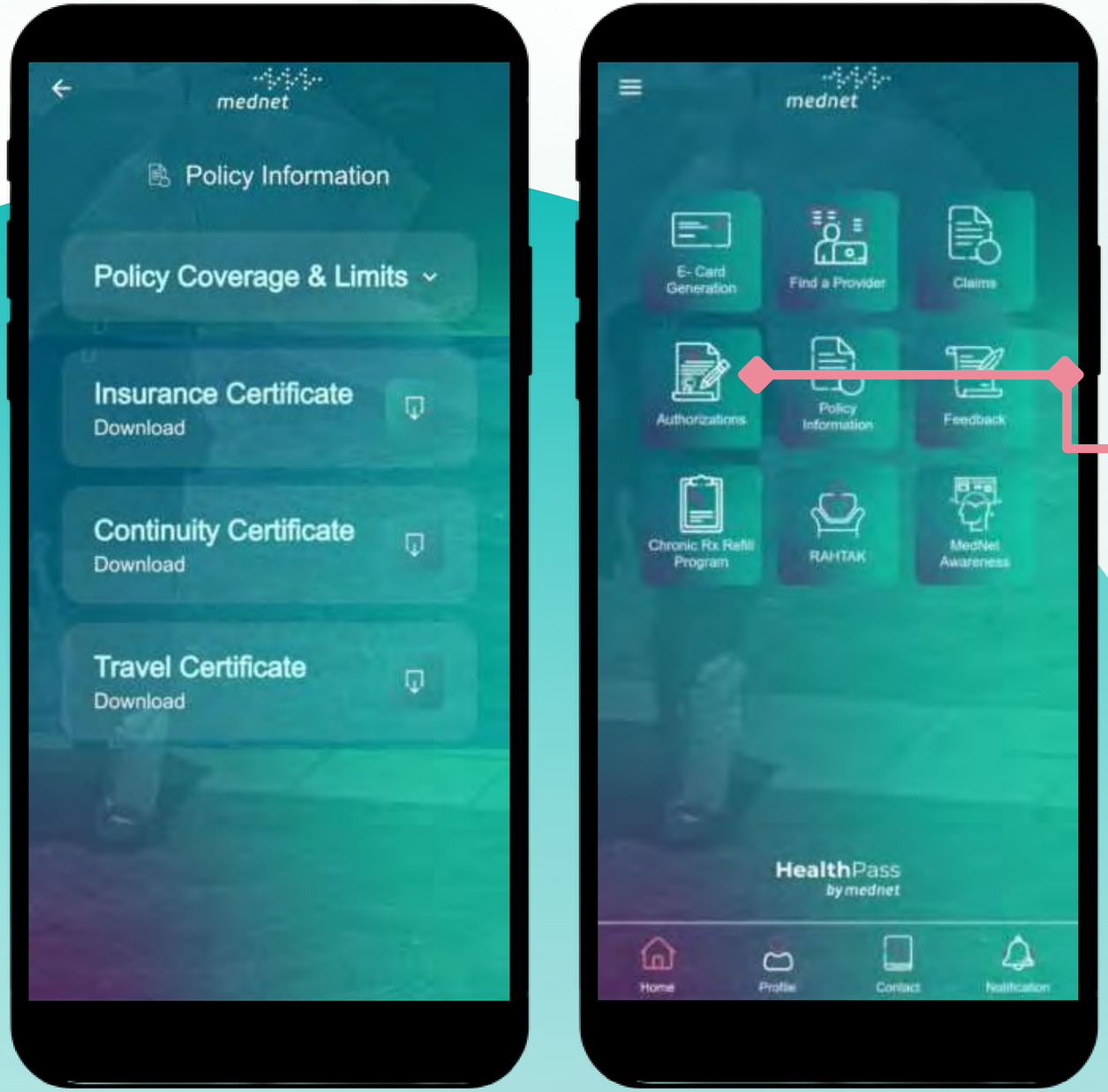

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Authorizations

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

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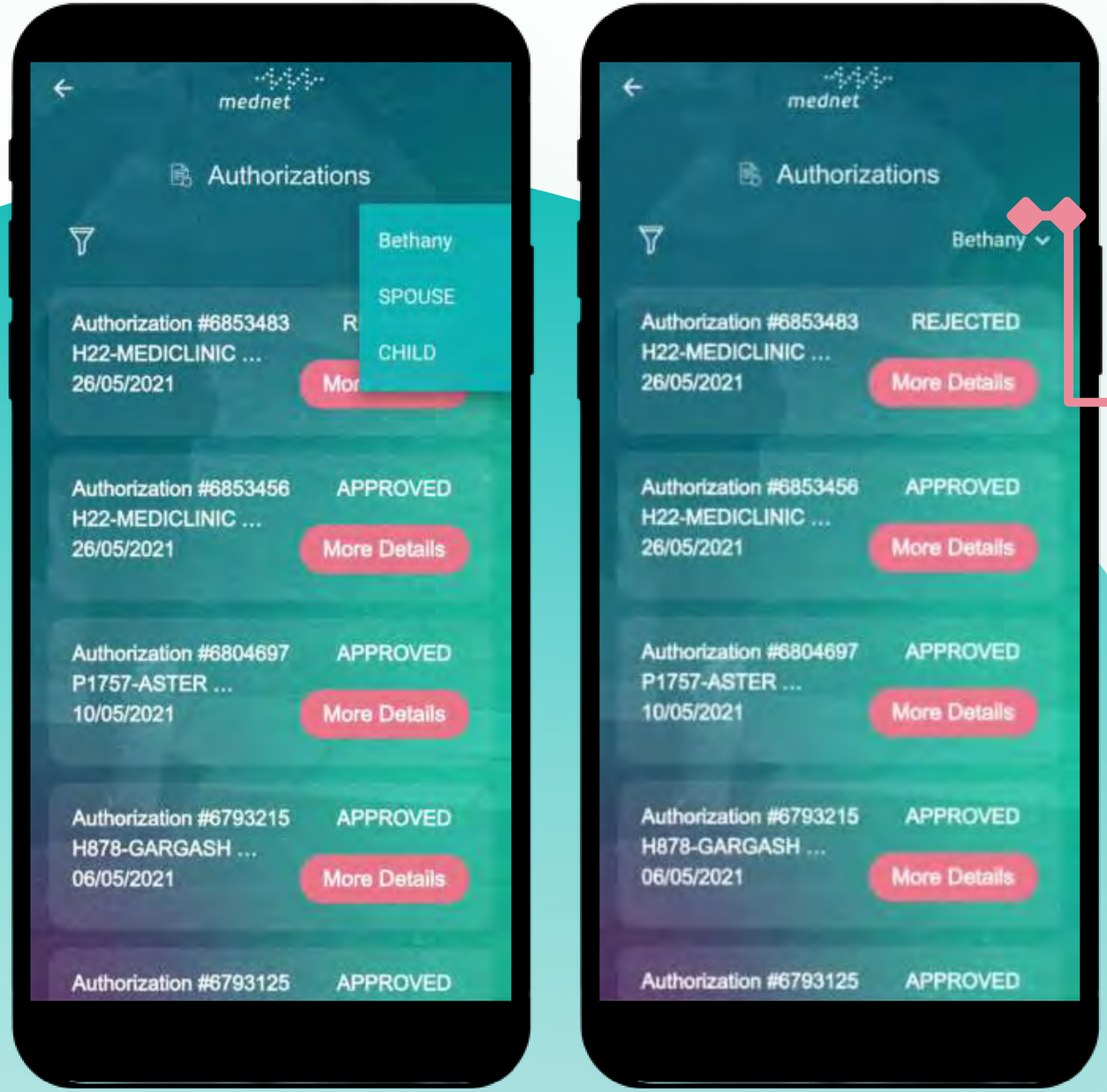

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Authorizations

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

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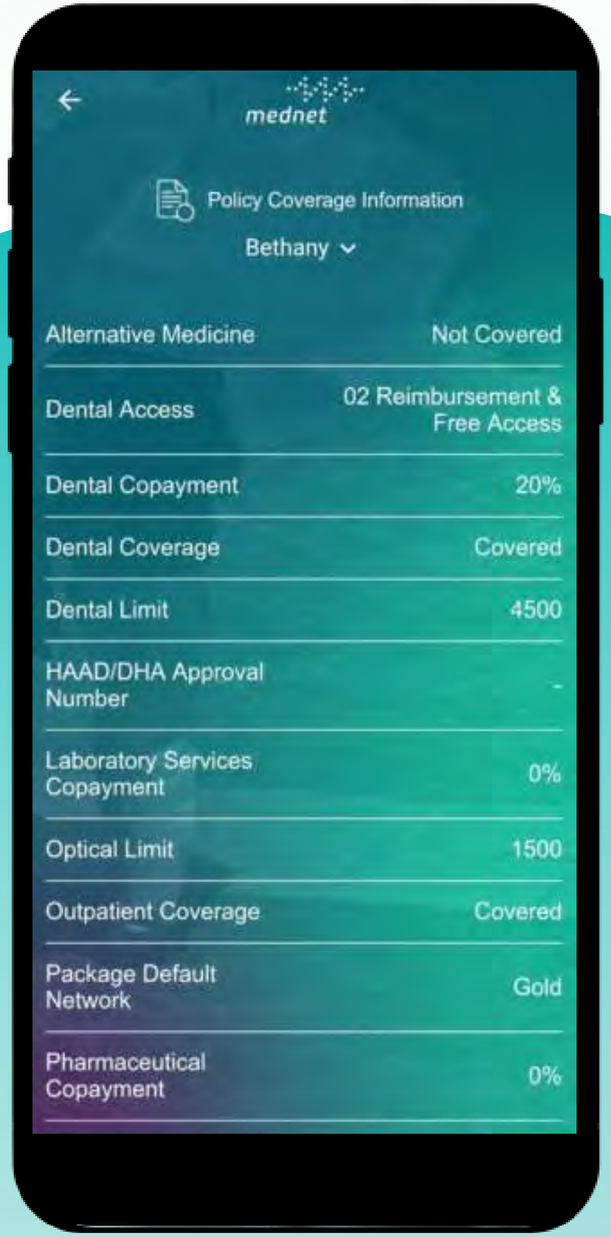

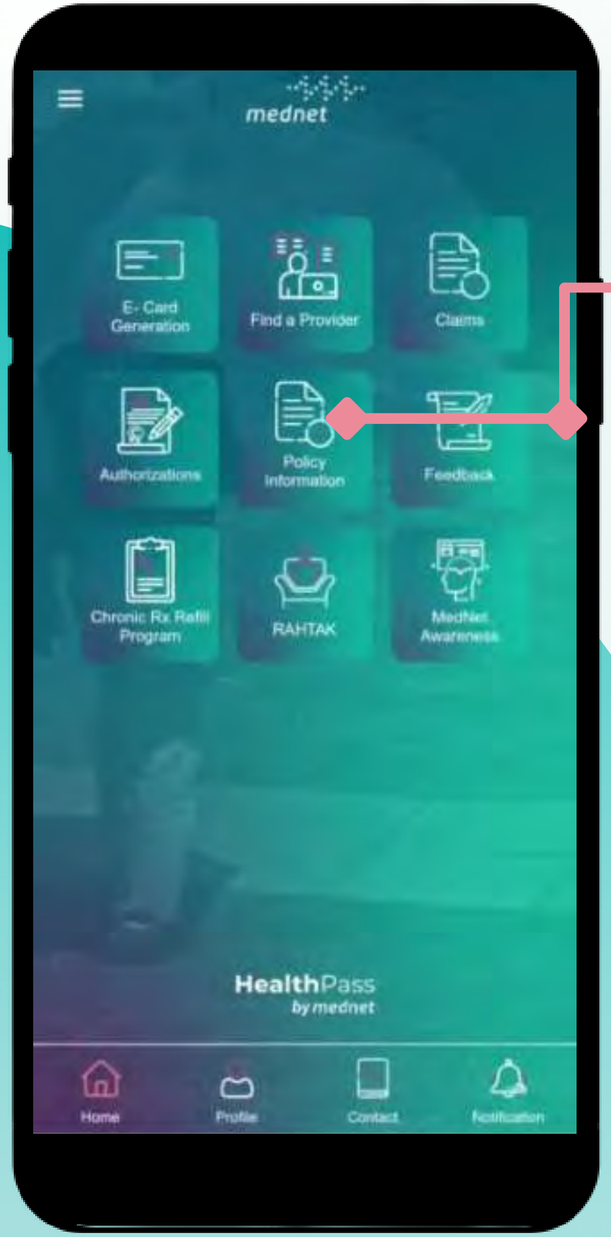

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Policy Information

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

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

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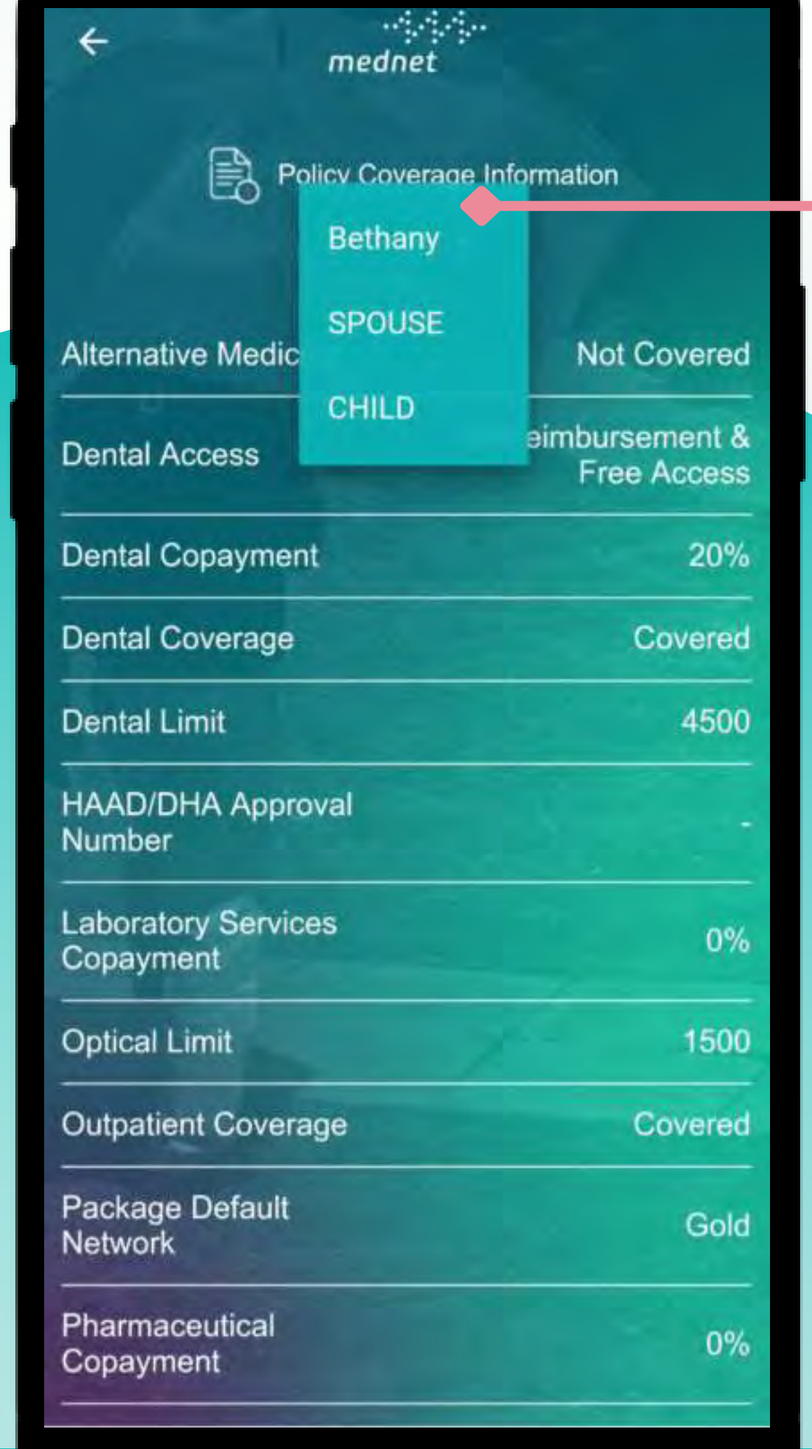

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Policy Information

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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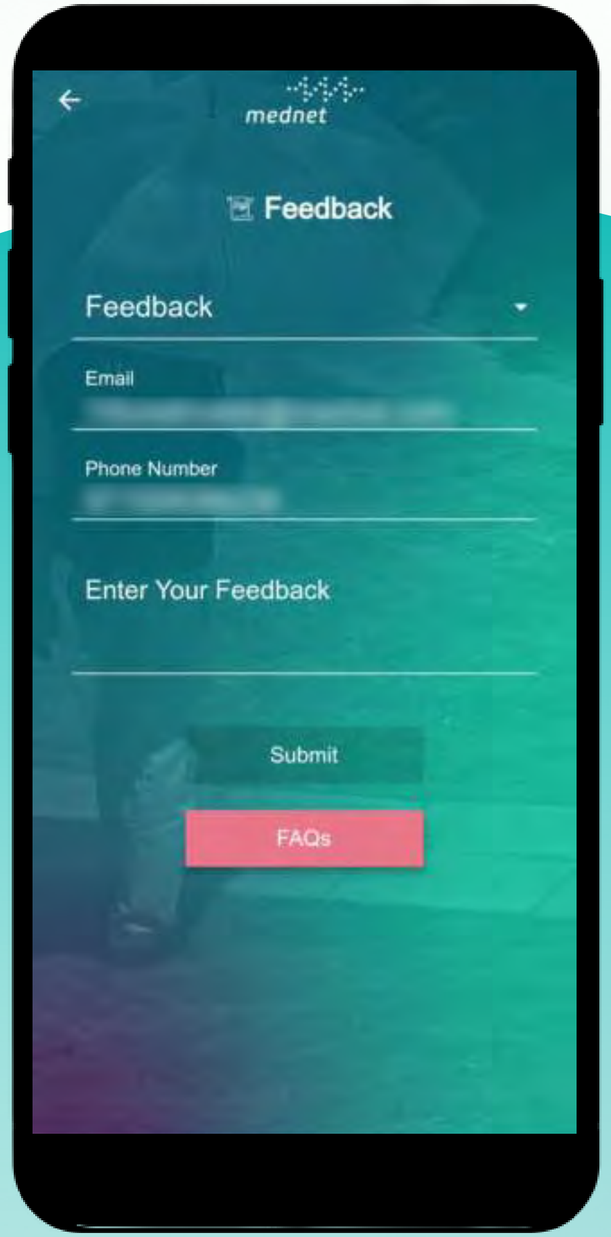

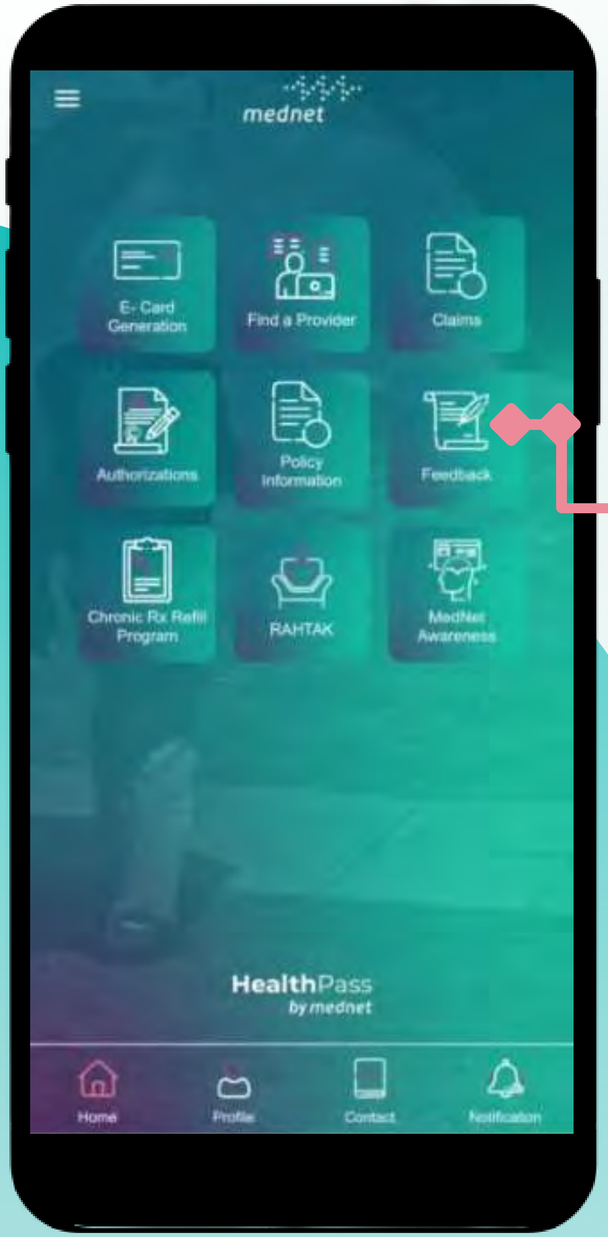

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Feedback

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”

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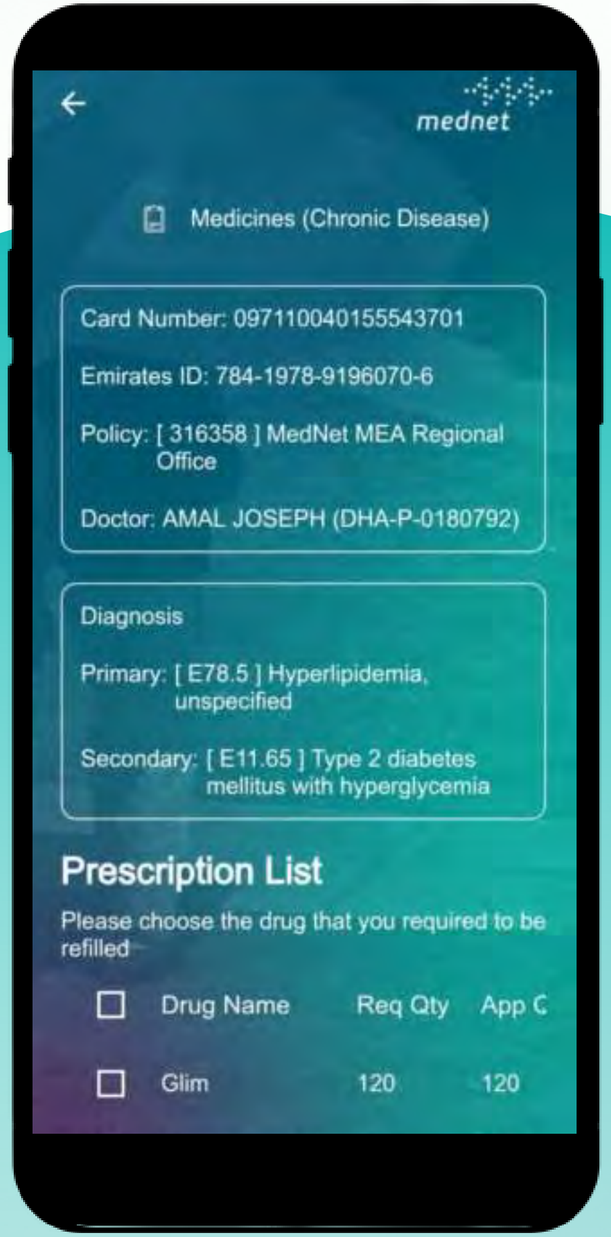

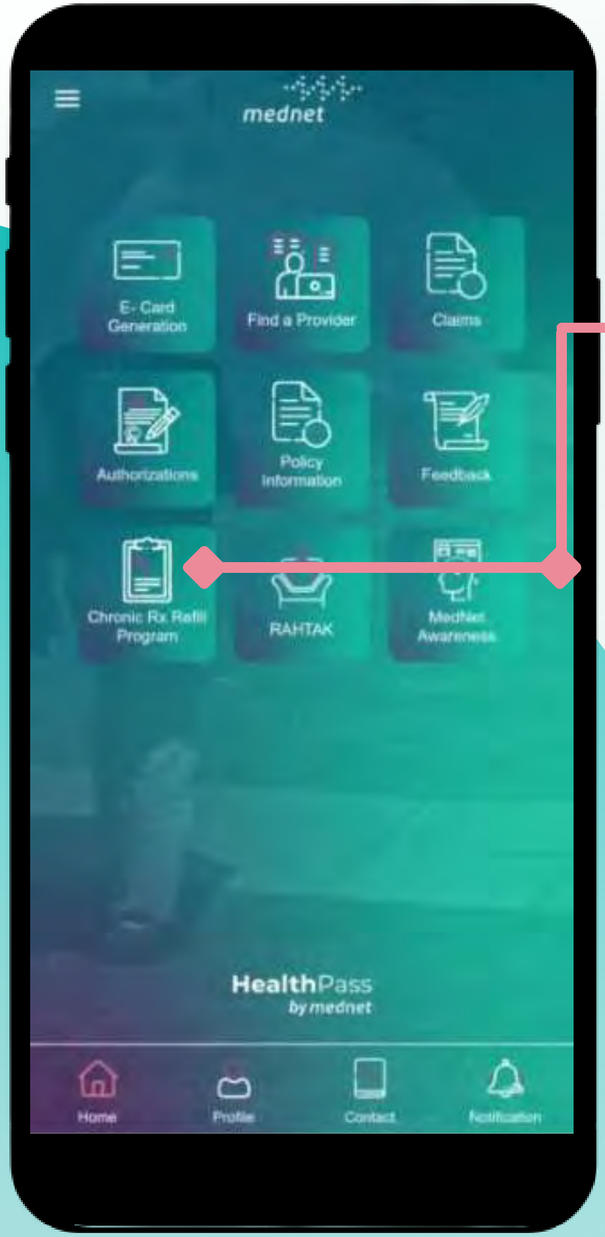

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Chronic Rx Refill Program

- 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.

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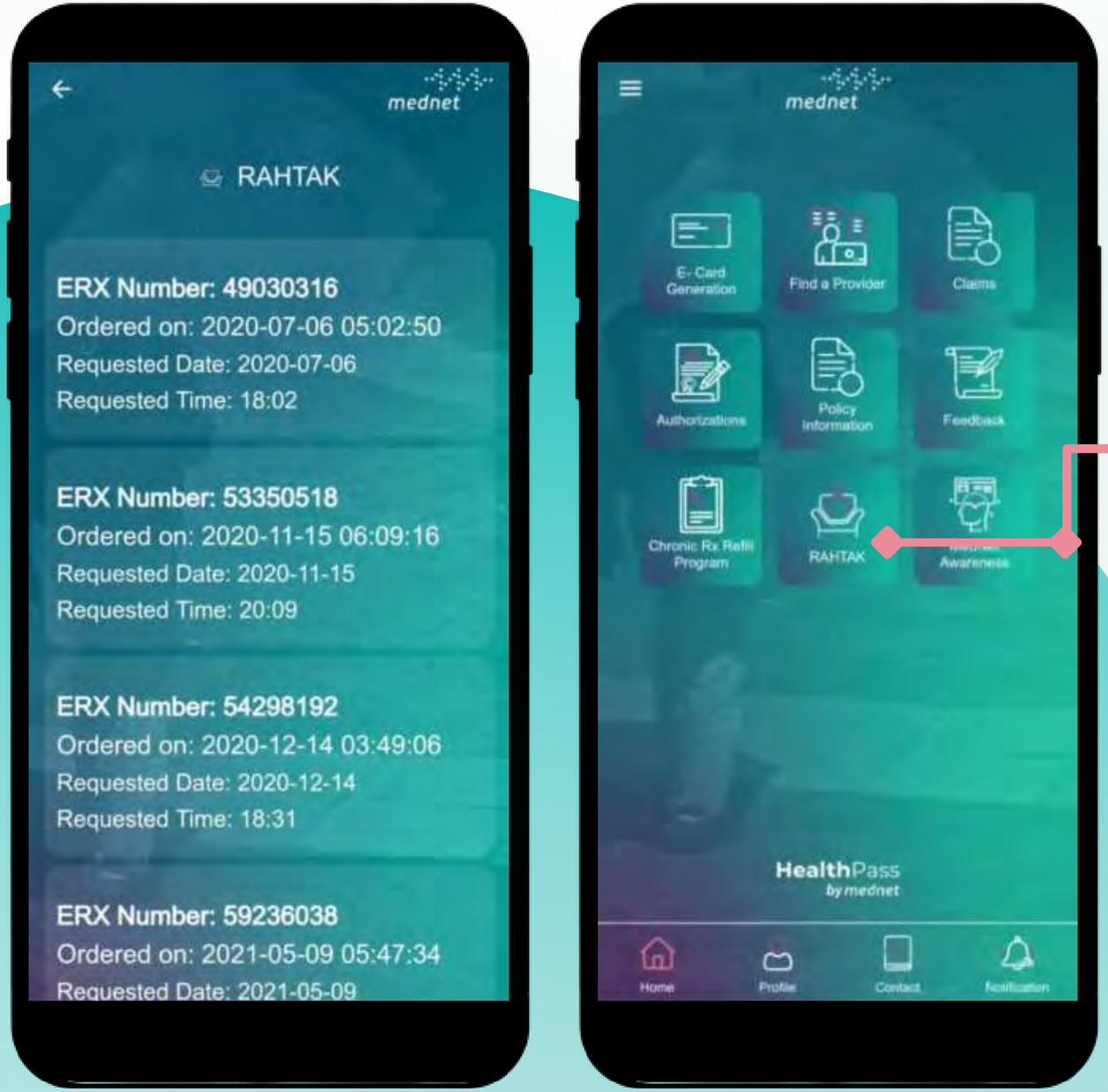

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RAHTAK

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

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

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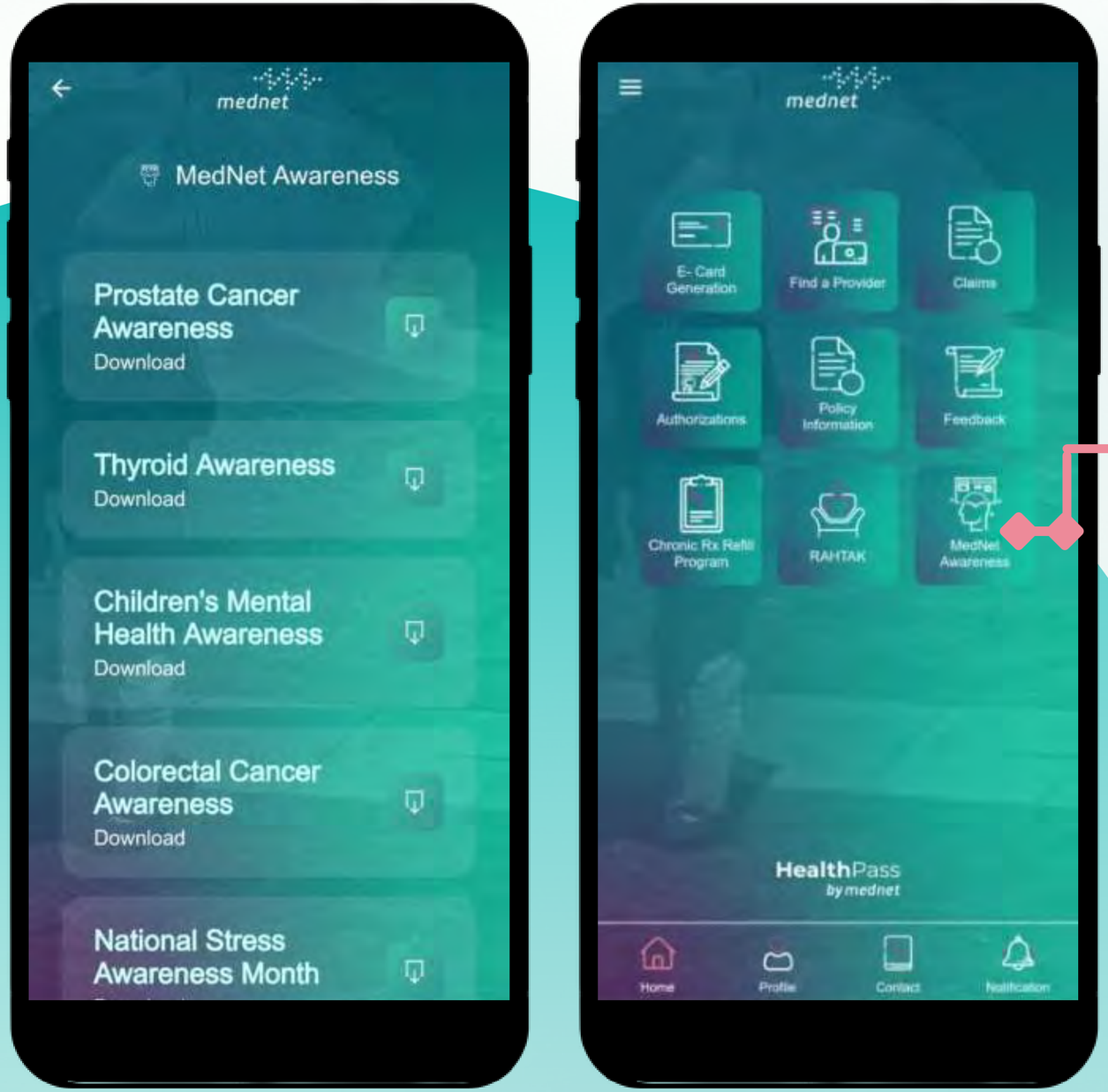

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MedNet Awareness

Easily download all our awareness booklets for your reference!

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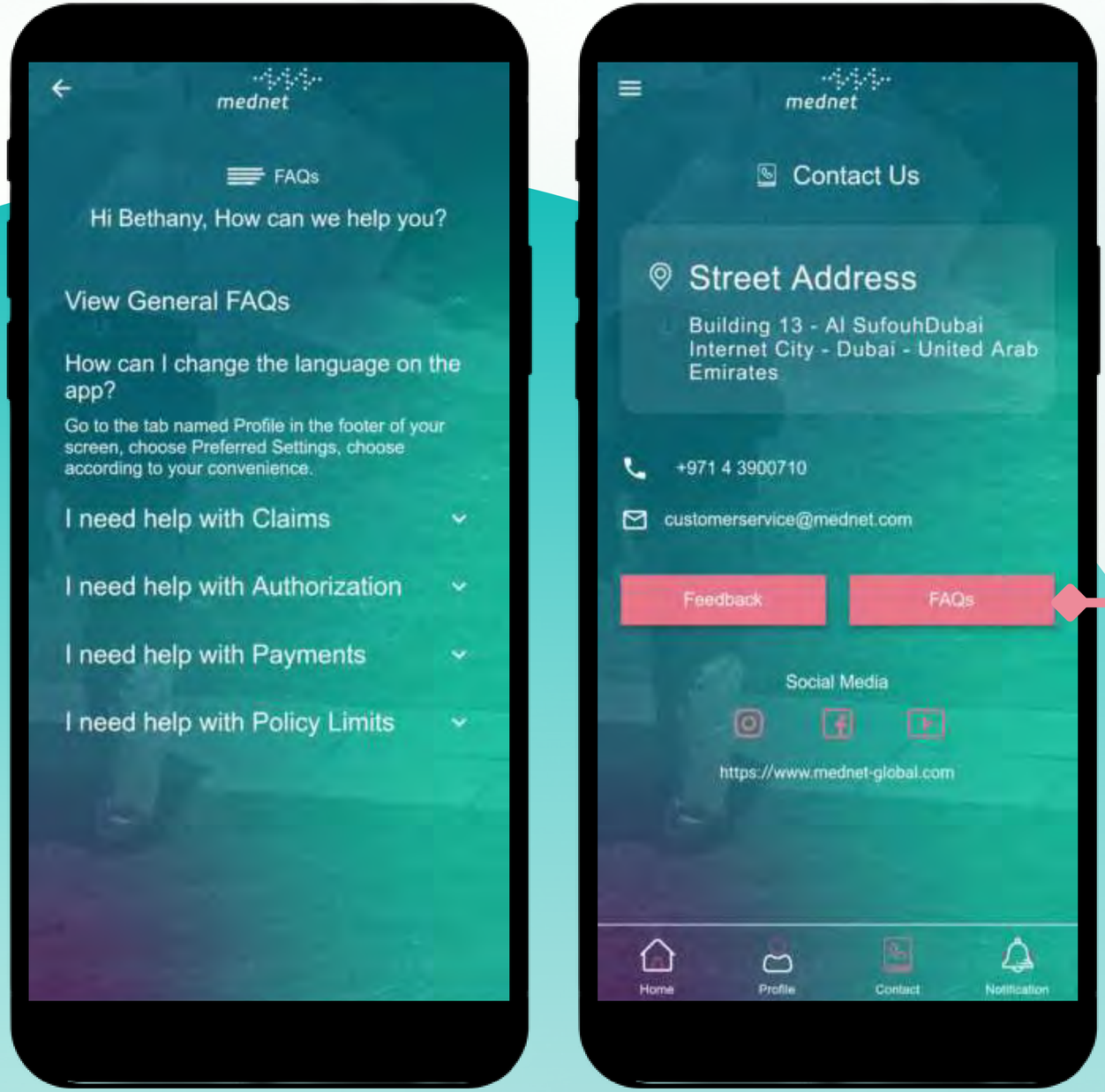

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? FAQ

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

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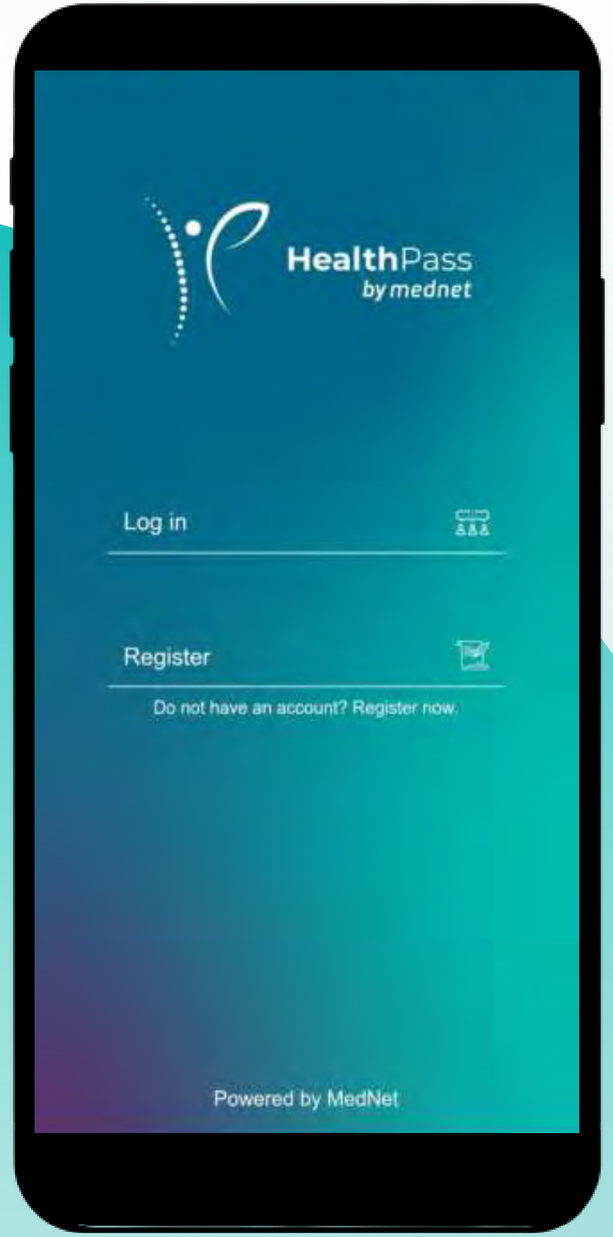

HealthPass
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App benefits

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

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