

# eTiqa

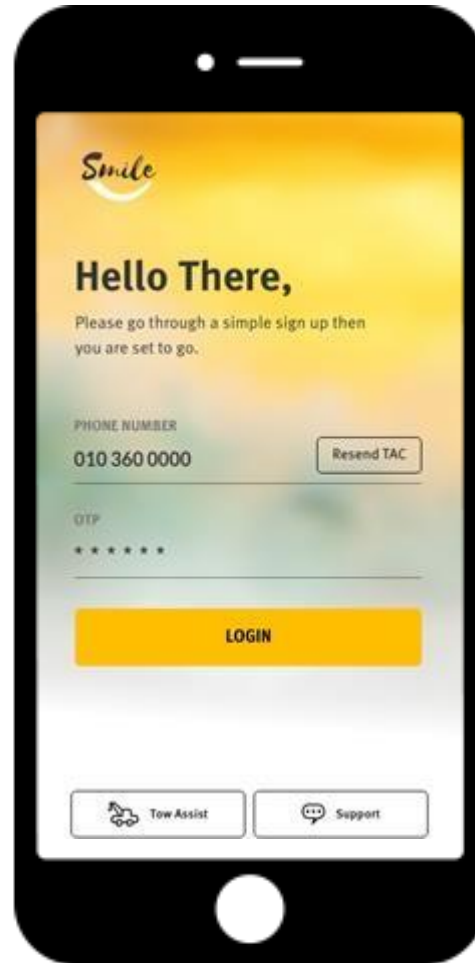
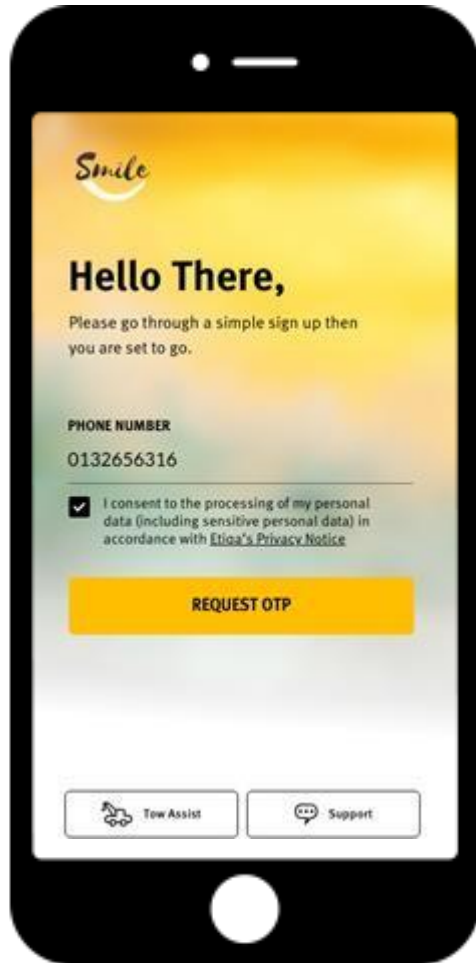


Download the Etika Smile App right away!



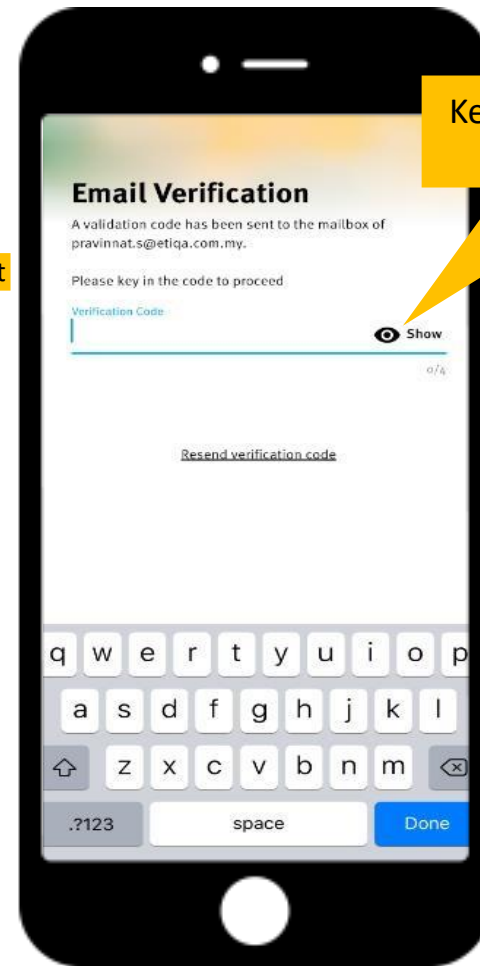
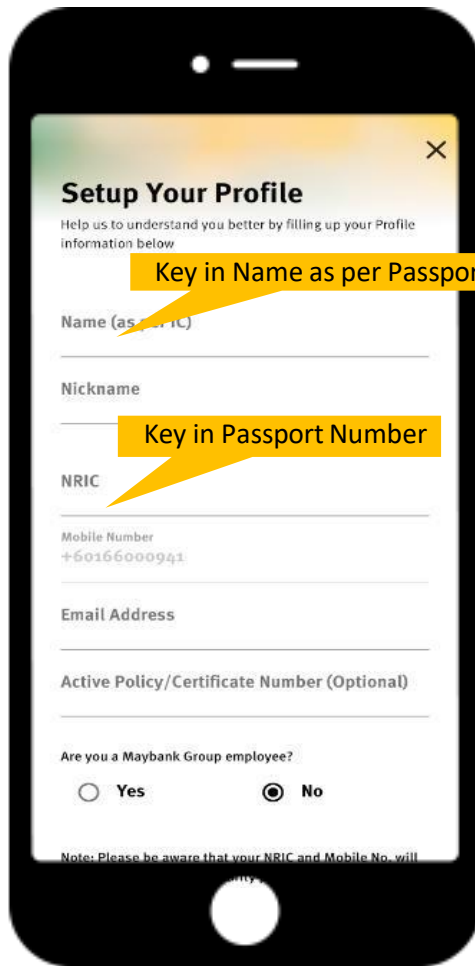
# First Time Login

Step 1: Key in Mobile no to request OTP



# First Time Login

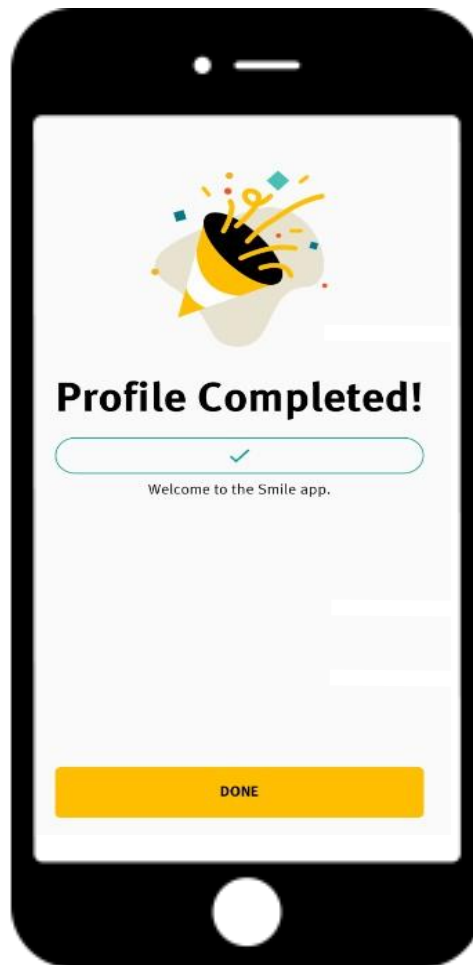
Step 2: Click "Healthcare" to Setup Profile



# First Time Login

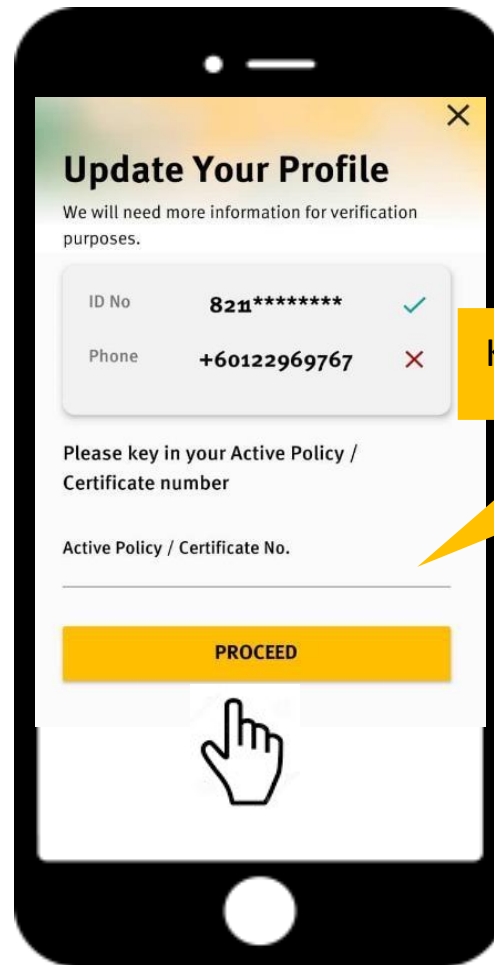
## Step 3: Setup Passcode

\*This 6 digit passcode is required every time you access the Healthcare Module



# First Time Login

Step 4: Click “Healthcare” to update policy/ certificate no



Key in Policy/ Certificate No: TGWH001029

# Smile App for members covered with Etiqa



## Healthcare Module

- ✓ To navigate nearest Panel Providers
- ✓ View GL & Status
- ✓ View Room Entitlement (if applicable)
- ✓ View Outpatient Balance limit (if applicable)
- ✓ Request Outpatient GL (if applicable)

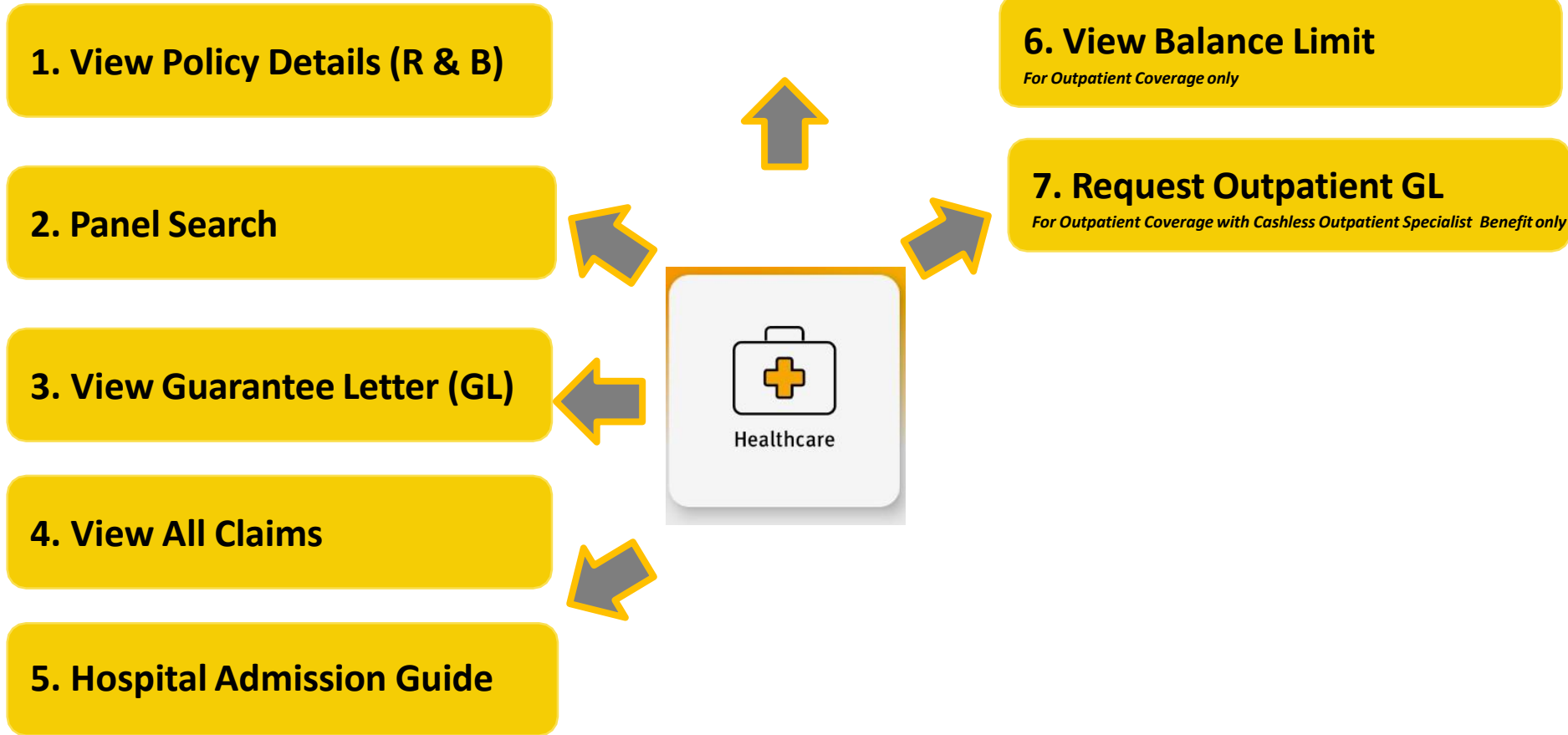
## Submit Claims

- ✓ Submit Reimbursement Medical Claims

## Medication & Health Product Deals

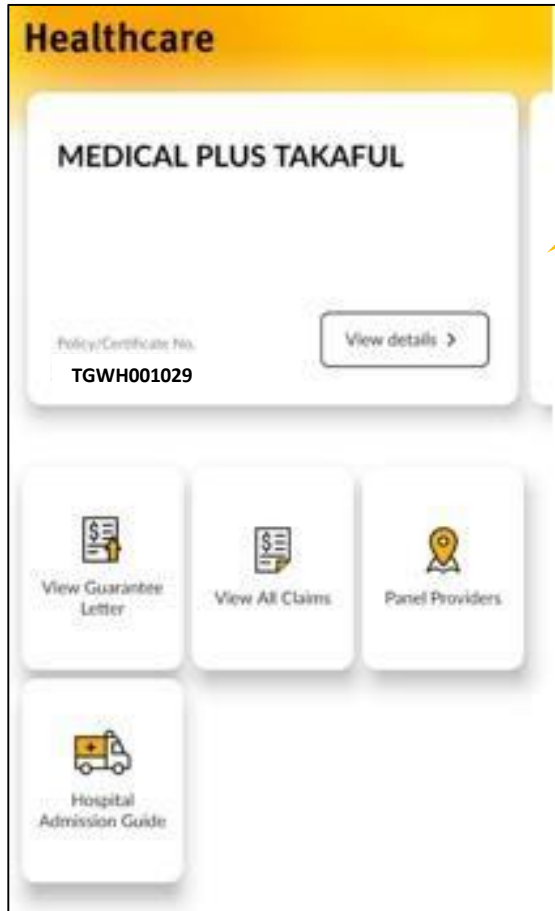
*For Corporate Outpatient members only.*

- ✓ Request for Long Term Medication Refill



# Healthcare Module Features

## Inpatient



Swipe left to view other Medical Coverage with Etiqa

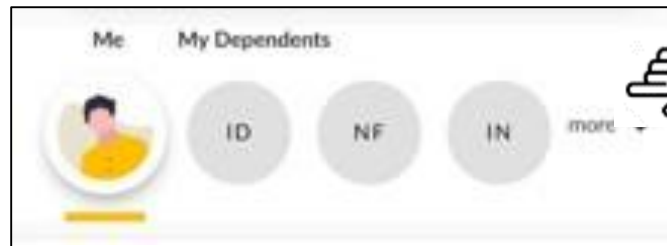
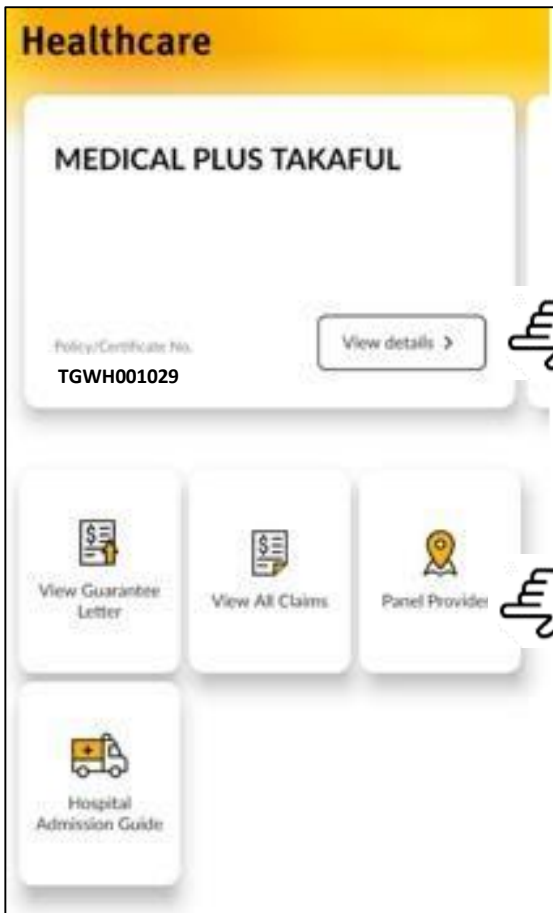
Only for Group Outpatient Coverage

## Outpatient





# Healthcare Module Features\_Inpatient Coverage

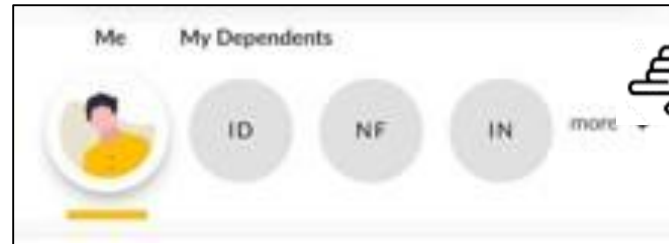
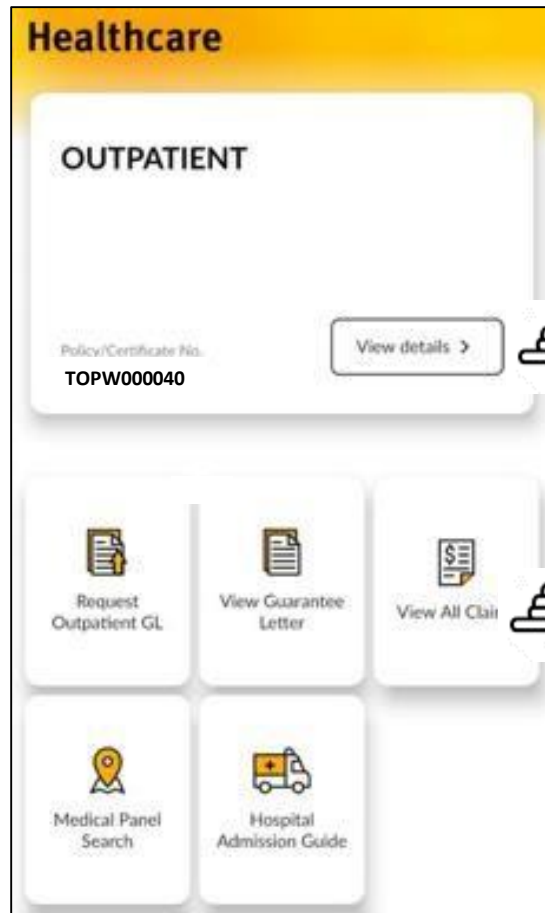


Click to view your dependent's coverage.

Click to view Annual Limit & Room Entitlement

Click View Guarantee Letter (GL) to view GL's issued for admission  
Click View to view reimbursement claims  
Click Panel Providers to navigate to the nearest panel hospital  
Click Hospital Admission guide to watch a video on hospital admission

# Healthcare Module Features\_Outpatient Coverage



Click to view your dependent's coverage.

Click to outpatient entitlement and balance

Click View Guarantee Letter (GL) to view GL's issued for outpatient specialist  
Click View to view Clinical and reimbursement claims  
Click Panel Providers to navigate to the nearest panel hospitals and clinics  
Click Hospital Admission guide to watch a video on hospital admission

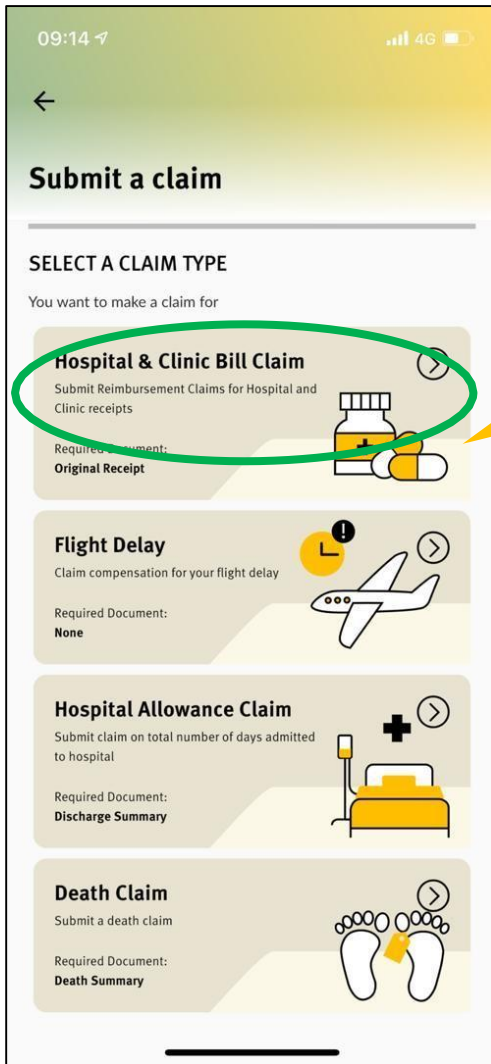
# Reimbursement Medical Claim Submission via SMILE App



## Submit your Medical Claims via SMILE App now!

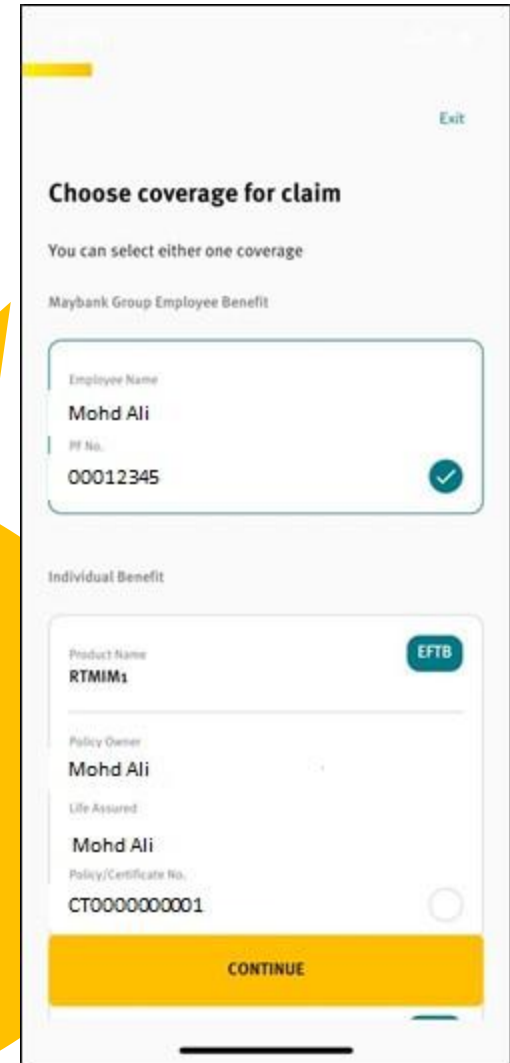
- ✓ Do not need to submit original hardcopy documents
- ✓ Claims can be submitted immediately after the visit
- ✓ Claims payment within 5 working days

# Reimbursement Medical Claim Submission via SMILE App



Click to submit medical claims

All medical eligible for medical claims will be displayed for member to select. Member only allowed select ONE policy to claim from.



# Reimbursement Medical Claim Submission via SMILE App

To select member and update claim details as per below screens.

Claims For

A Mohd Ali ✓

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CONTINUE

Fill up following details

Claim Details

Claim for

Inpatient/Hospitalization

Date of admission Date of discharge

Provider

Non Panel Provider

Provider Name

Diagnosis

CONTINUE

Bill Details

Receipt/Invoice Number + Add

Total Receipt/Invoice Amount (RM)

Your Bank Details

Please verify if the bank information below is correct.  
Payment will be send to the information below.

No bank details registered yet  
+ Add my bank details >

CONTINUE

Your Contact Details

# Reimbursement Medical Claim Submission via SMILE App

Documents required is customized based on claim type selected.

12:11 4G

← Exit

## Upload Document

You can snap a picture of the mandatory documents to be uploaded

Total size not exceed 10MB and format - jpg, png only

Original Bill Upload file

Original Receipt Upload file

\* Diagnosis to be indicated by the doctor  
\* To indicate "SUBMITTED TO ETIQA" on original receipt.

Remarks

CONTINUE

12:11 4G

← Exit

## Upload Document

You can snap a picture of the mandatory documents to be uploaded

Total size not exceed 10MB and format - jpg, png only

Original Bill Upload file

img.jpg

Original Receipt Upload file

\* Diagnosis to be indicated by the doctor  
\* To indicate "SUBMITTED TO ETIQA" on original receipt.

CONTINUE

12:11 4G

← Exit

## Summary Review

Here is the summary of your submission. Please verify if everything is correct before submitting.

### Claim Details

Claiming for  
Claim Type  
Date of event  
Provider  
Provider Name  
Diagnosis  
Receipt/Invoice No.

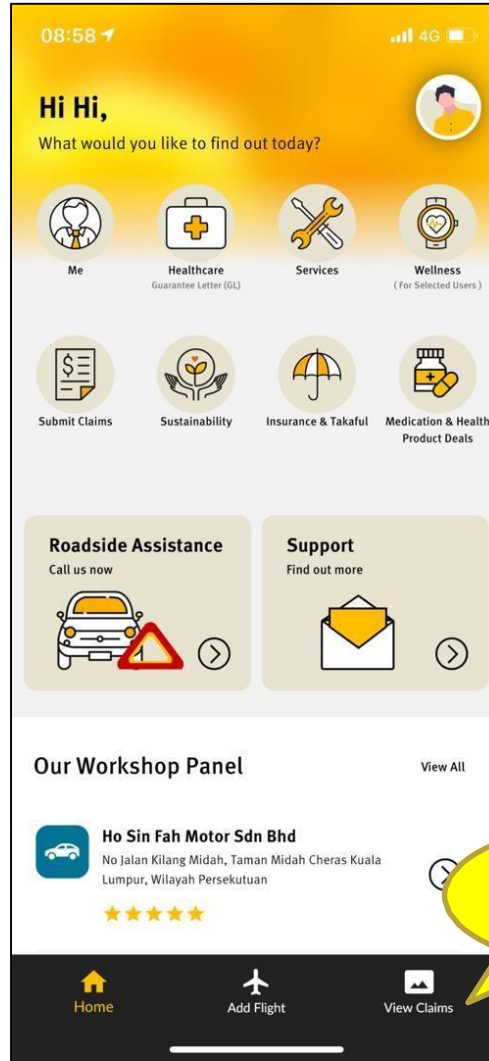
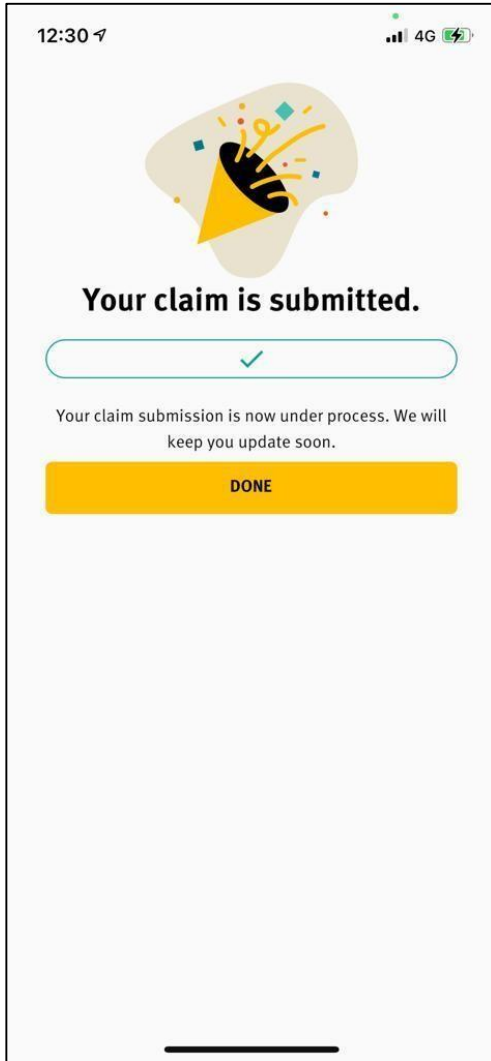
I hereby confirm that the information provided herein is accurate, correct and complete and that the documents submitted along with this claim application are genuine.

I am aware that I am required to keep all records, original receipts and other supporting documents in relation to this claim for a period of seven (7) years.

I am aware that Etiqa may request me to submit the original receipt or other supporting documents for verification or audit purposes.

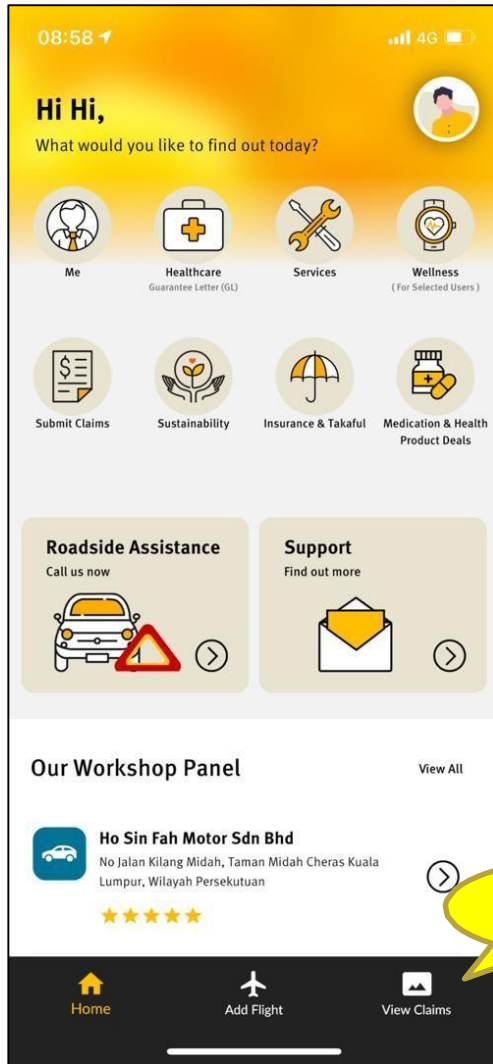
CONTINUE

# Reimbursement Medical Claim Submission via SMILE App

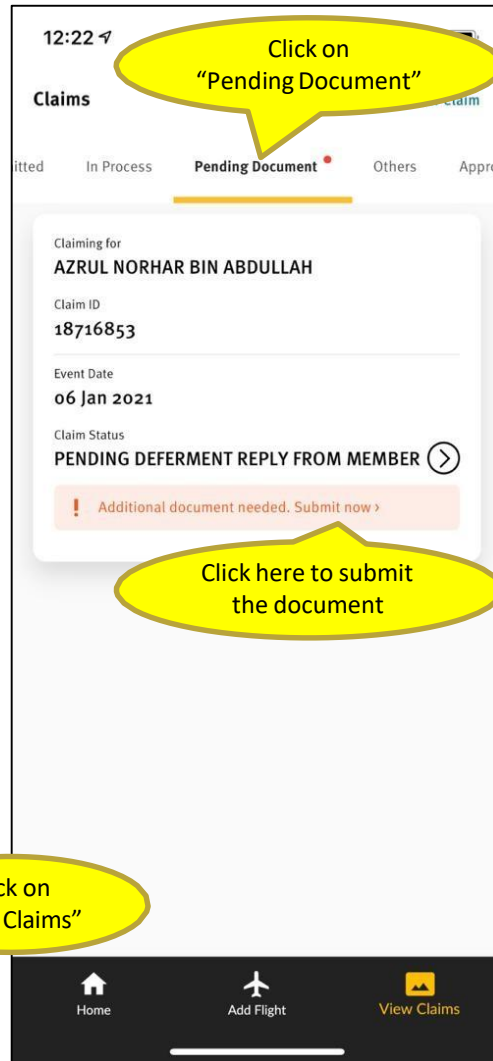


Claim status can be tracked over here

# Pending Claim Submission

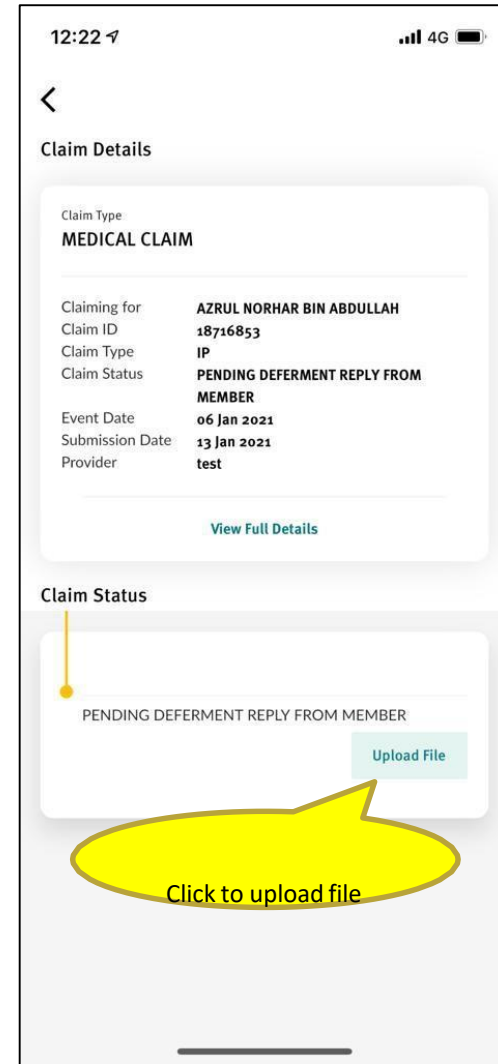


Click on "View Claims"



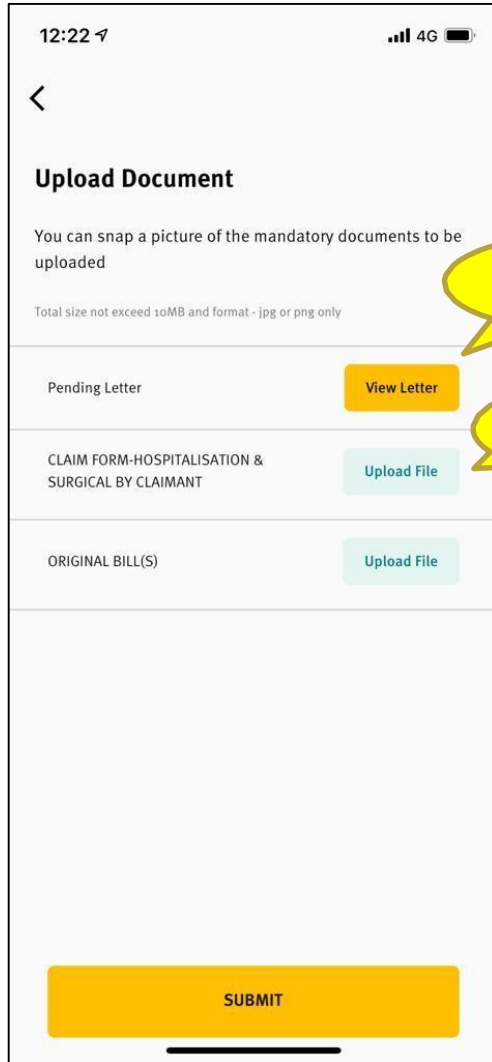
Click on "Pending Document"

Click here to submit the document



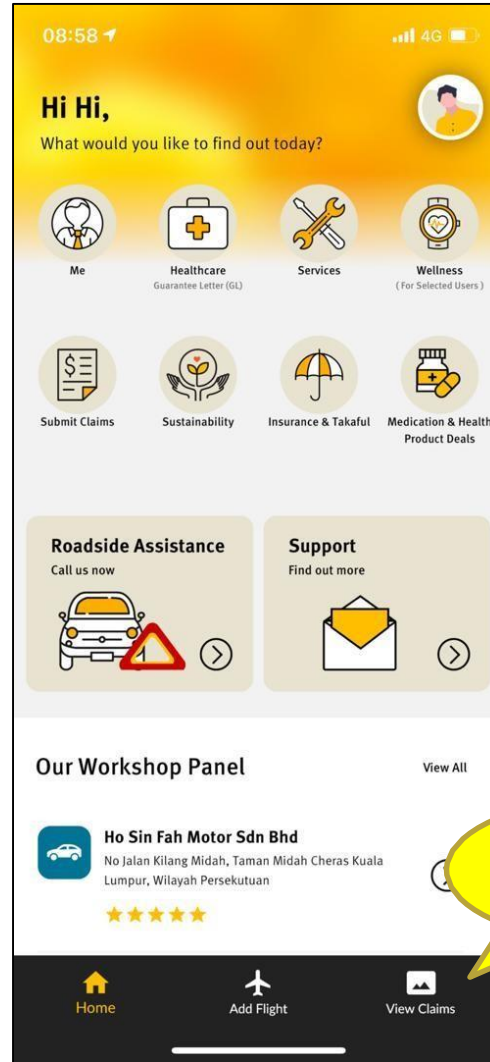


# Pending Claim Submission



Click to view pending letter

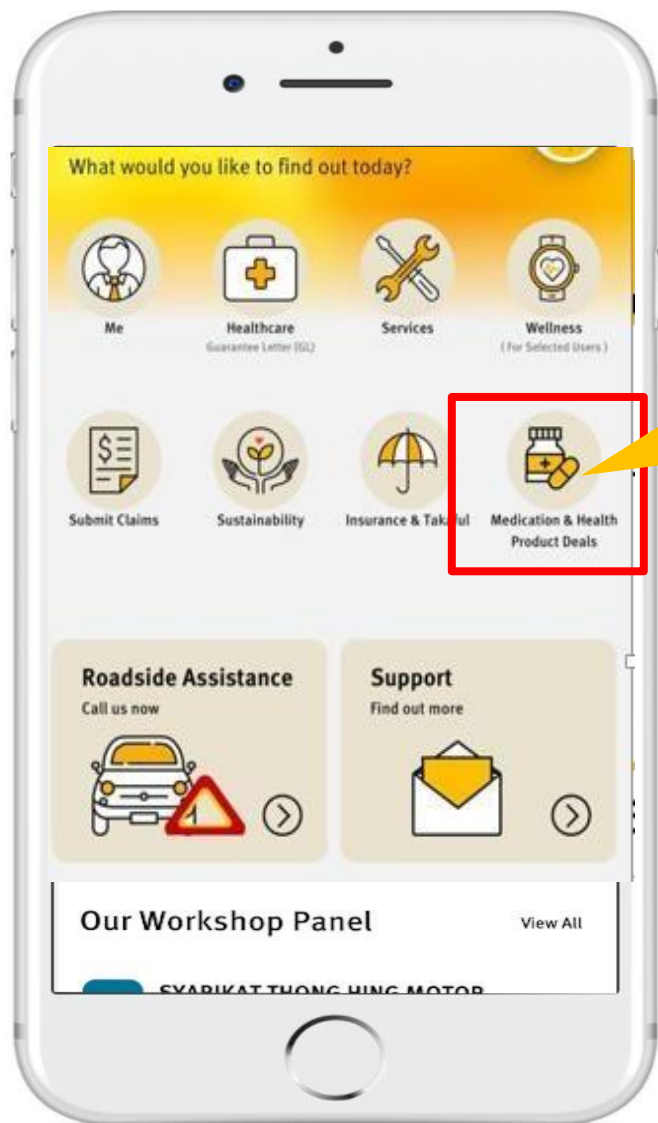
Click to upload file



Claim status can be tracked over here upon submission

# Long Term Medication Refill via SMILE App

**NEW**

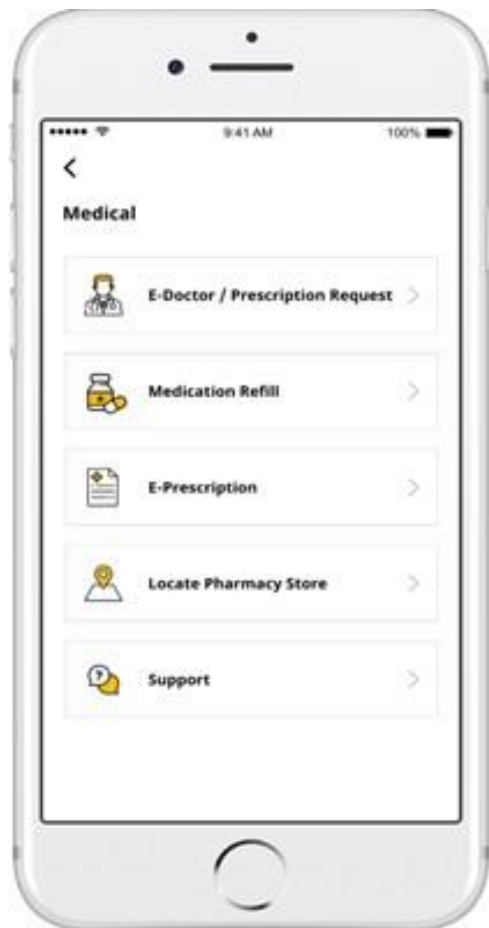


You can now request for your long term medication refill via SMILE App and get it delivered to your doorstep with no extra cost.

## Benefits of using Panel Pharmacy (Big Pharmacy)

- ✓ Average saving of 30% for Long Term Medications
- ✓ Savings on Consultations Fee
- ✓ Medication delivered to your doorstep
- ✓ Annual Limit can be managed better

# Medication Module\_SMILE APP



- i. e-Doctor/Prescription Request
- ii. Medication Refill (With prescription)
- iii. e-prescription
- iv. Locate Pharmacy
- v. Support

# e-Doctor/ Prescription Request

## Select Panel Doctor

Select Doctor from Panel Doctor on Duty



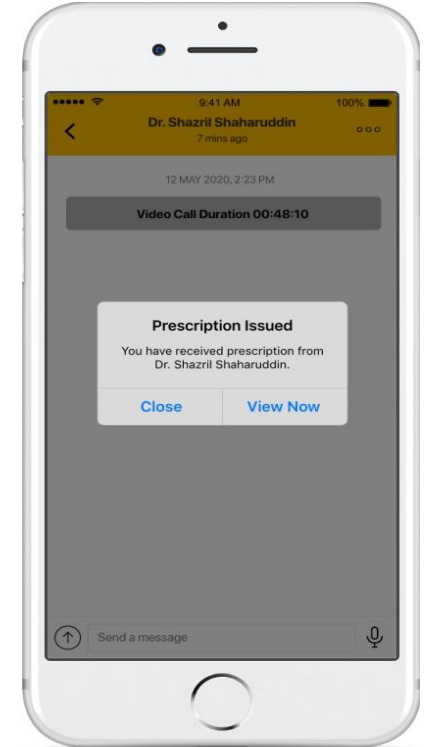
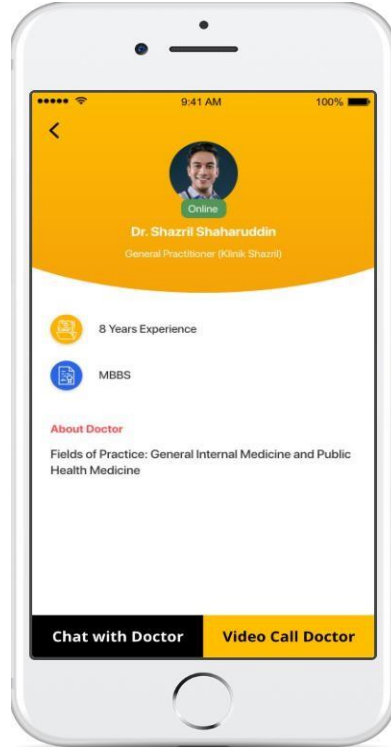
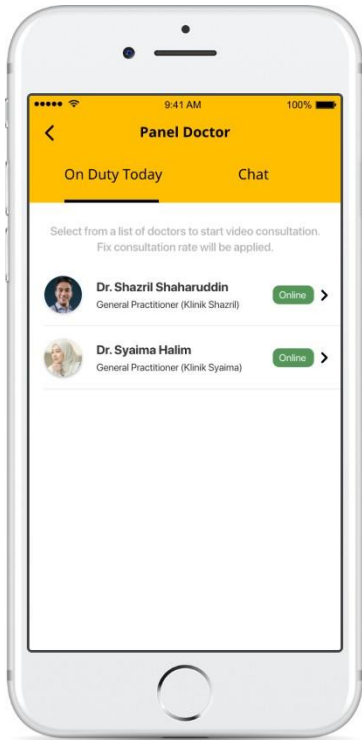
## Start Video/ Chat Consult

Consult and get Prescription at the comfort from your Home/Office



## Prescription Issued

e-Prescription issued after consultation



# e-Doctor/ Prescription Request

## Select Panel Doctor

Select Doctor from Panel Doctor on Duty



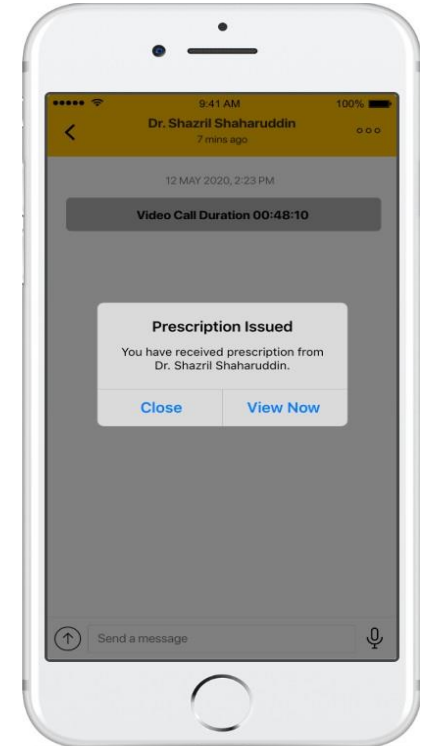
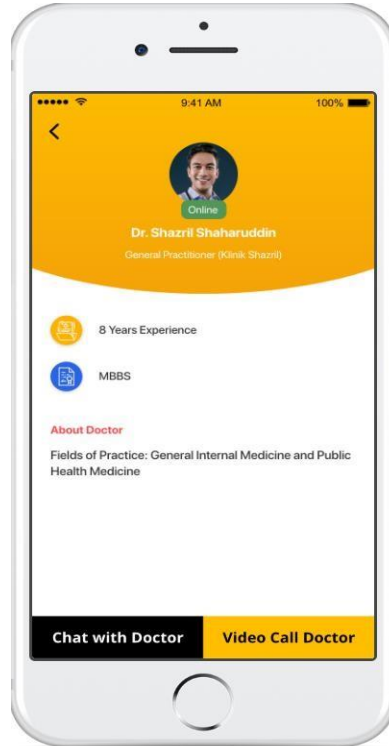
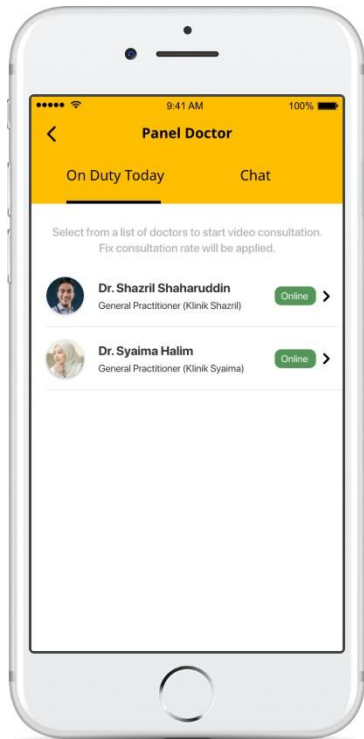
## Start Video/ Chat Consult

Consult and get Prescription at the comfort from your Home/Office



## Prescription Issued

e-Prescription issued after consultation



# Medication Refill Request

Request For Medicine Upload Prescription Upload Other Images Submit Request

If you have Prescription from your Doctor



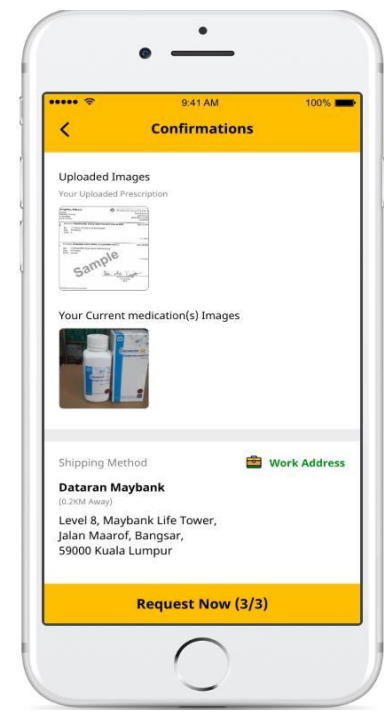
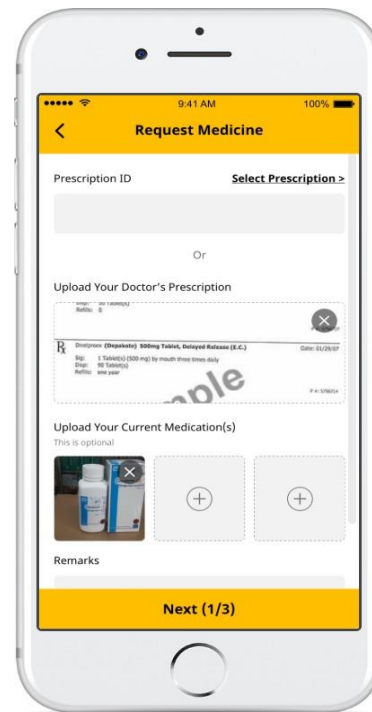
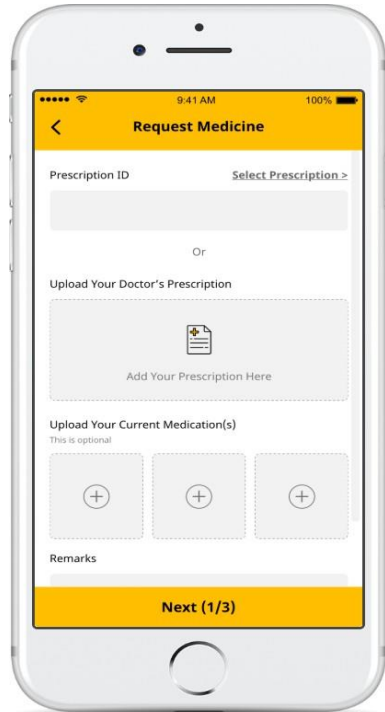
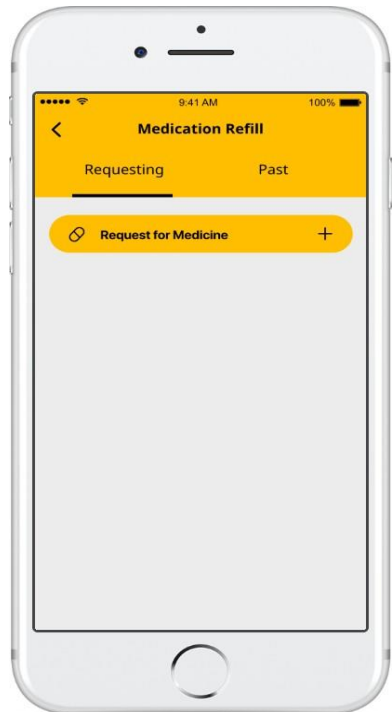
Snap OR attach prescription photo



Add picture of appointment card/current medications

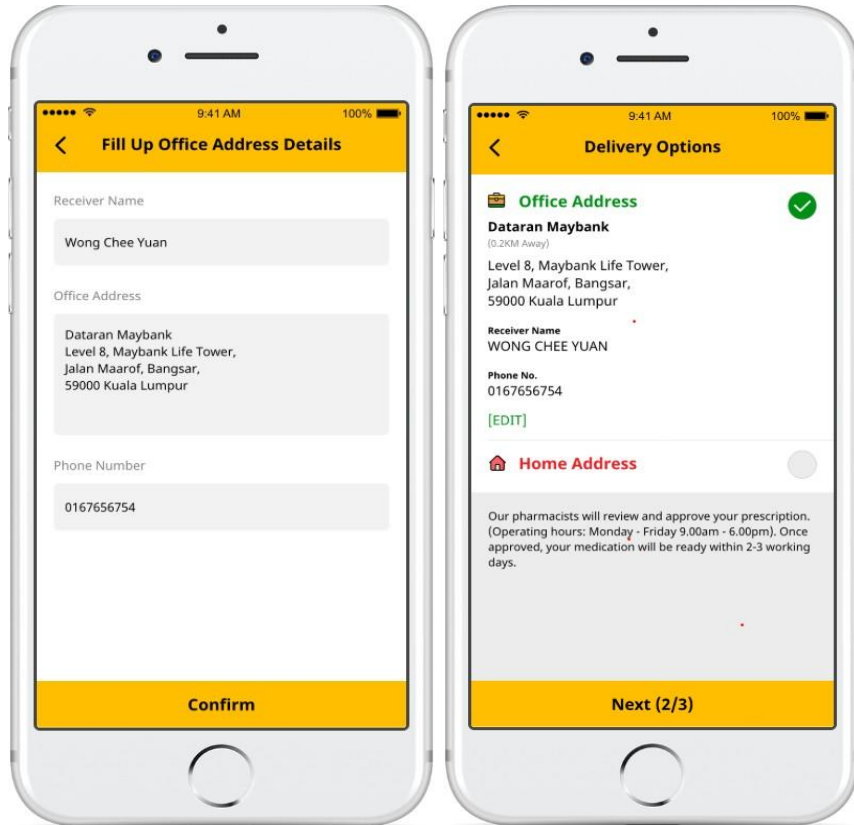


Click Request Now upon confirmation

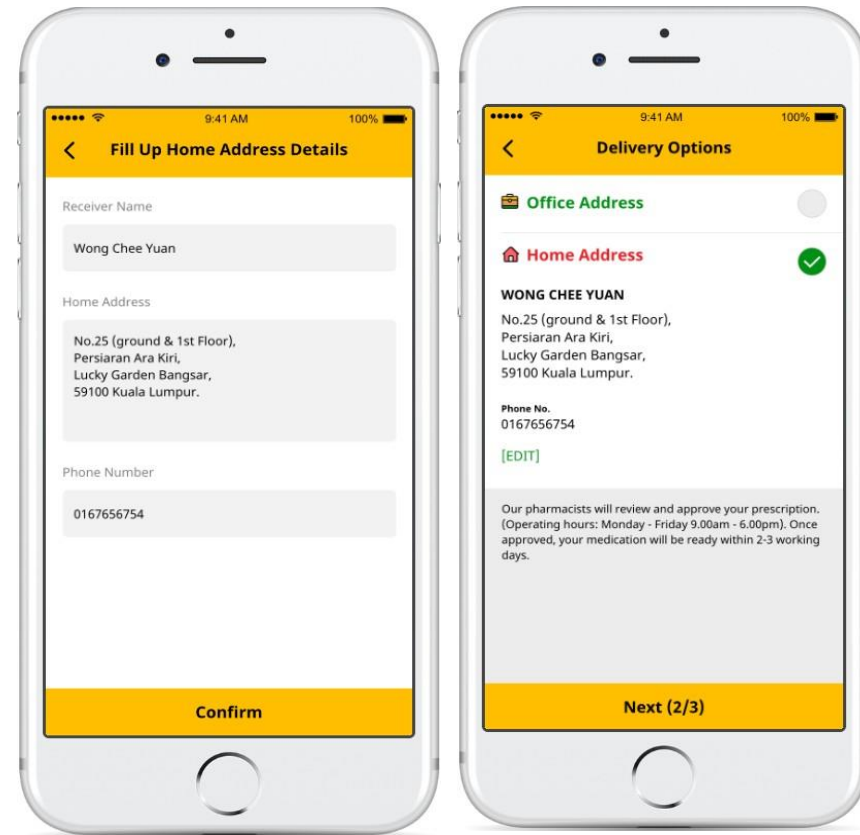


# Medication Delivery

## Office Delivery



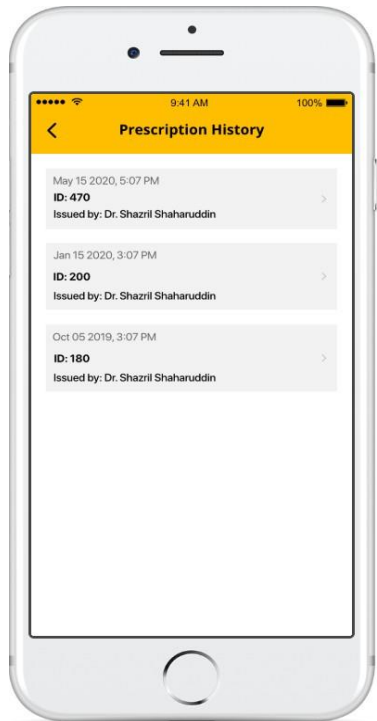
## Home Delivery



# Other Functions

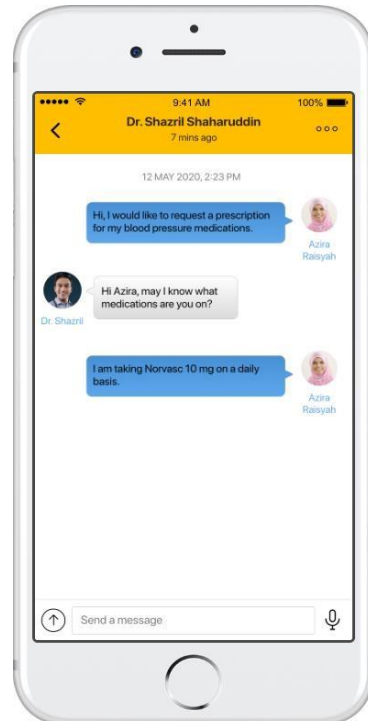
## Prescription History

In App prescription records



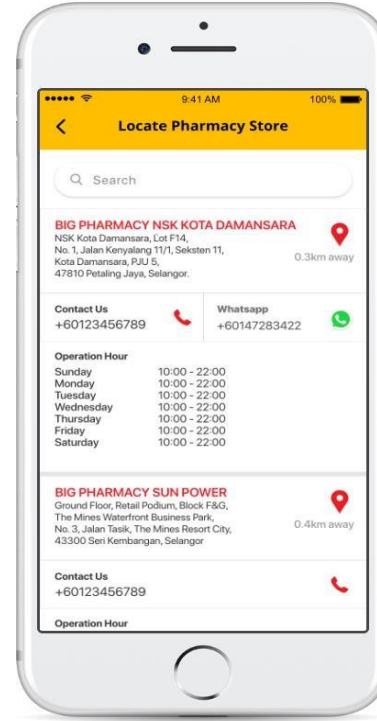
## Consult History

View Chat History with Doctor



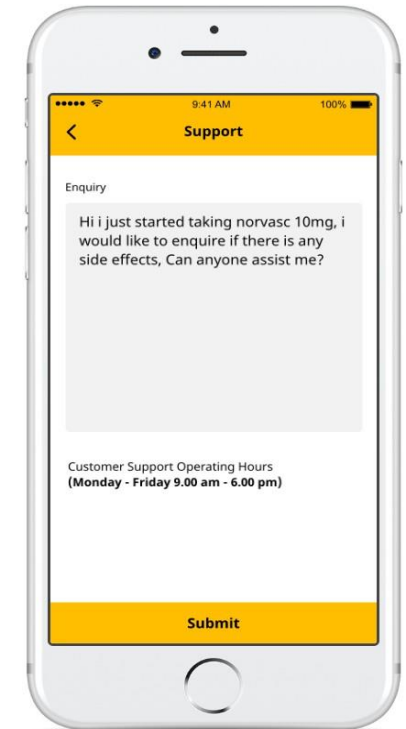
## Pharmacy

Locate and Contact nearest BIG Store



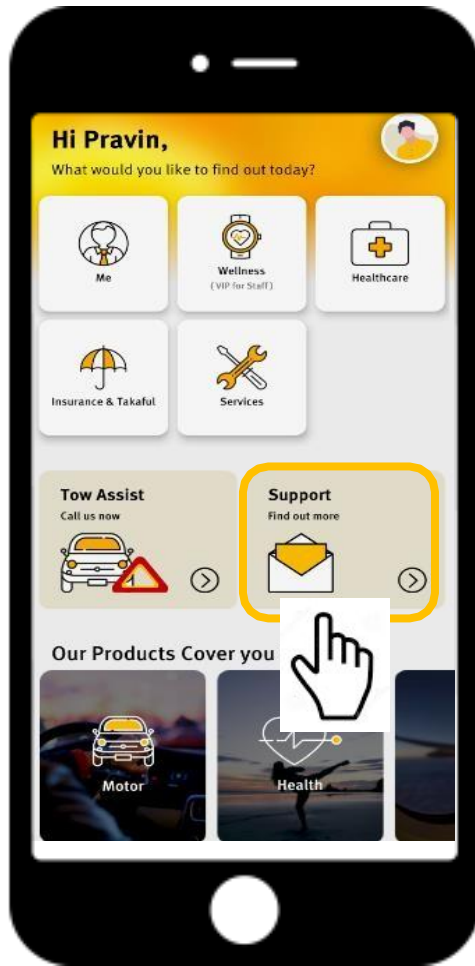
## Customer Support

Contact our Pharmacist for any





# Support



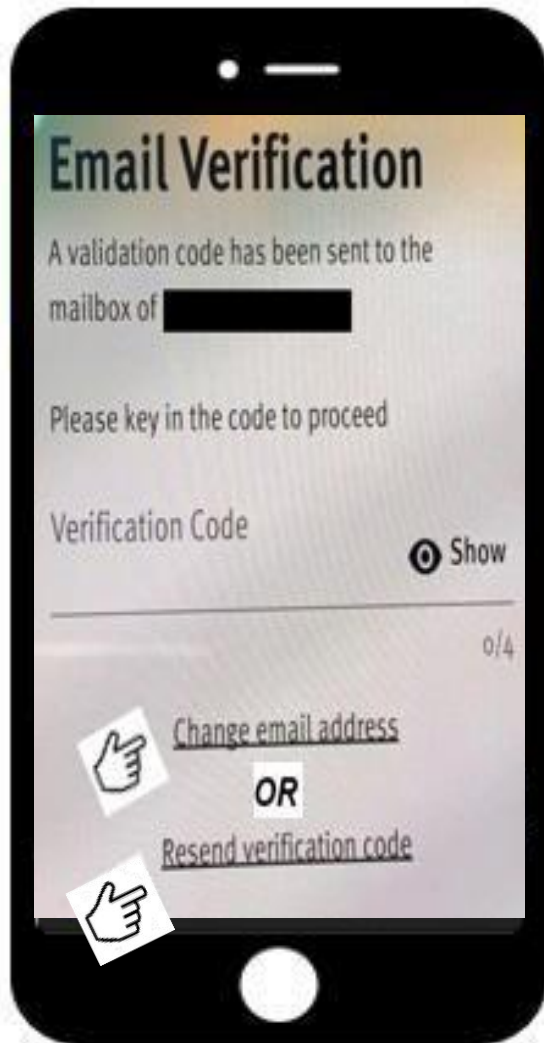
Or Email enquiry to [smilesupport@etiga.com.my](mailto:smilesupport@etiga.com.my)

*\* Android devices does not allow user to screenshot*

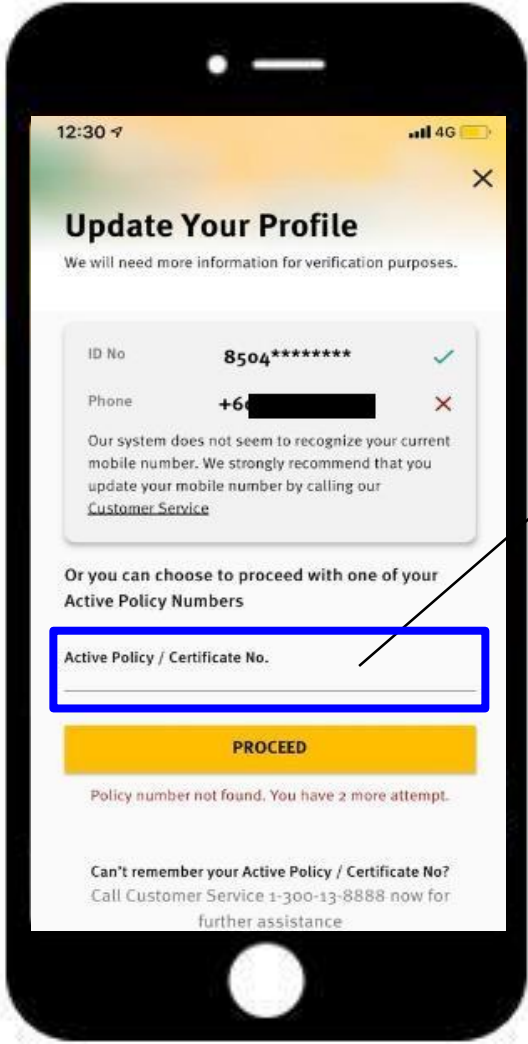
# Common Q&A

## Q1: I did not received email verification code?

✓ Click on “Resend verification code” **OR** “Change email address”



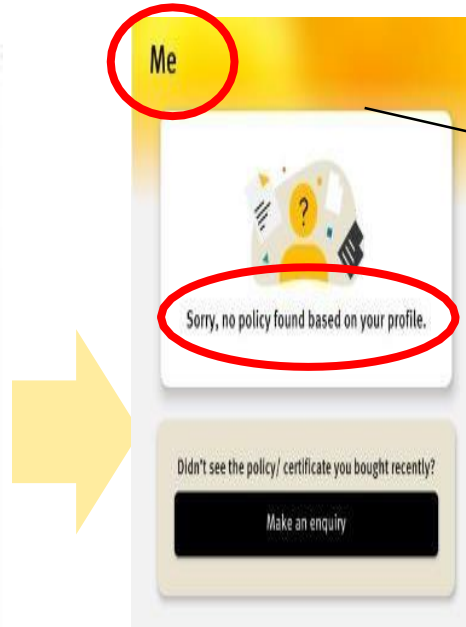
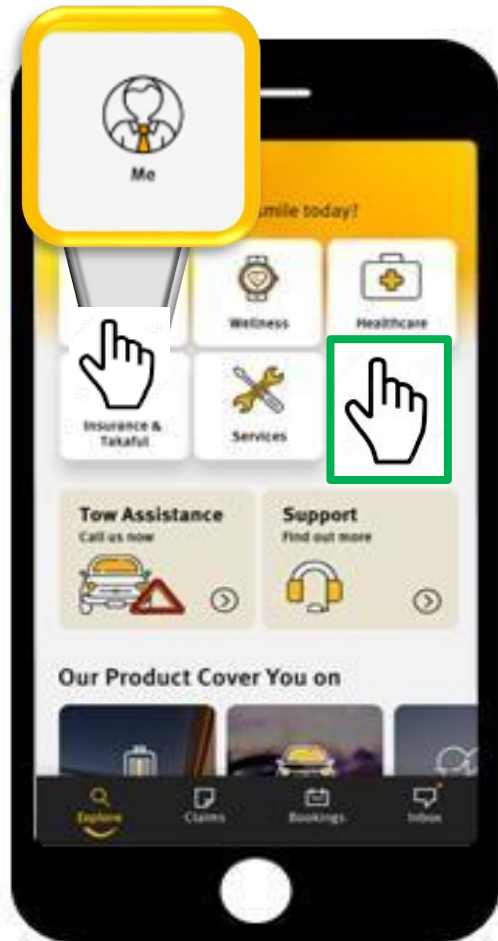
# Q2. Do I have to key in each certificate no to access the Healthcare module if I have more than one medical coverage with Etiqa?



**Answer:**

➤ *No, just need to key in ONE Certificate numbe & you will be able to view all medical coverage with Etiqa*

### Q3: “Sorry, no policy found based on your profile”- (Me tab)

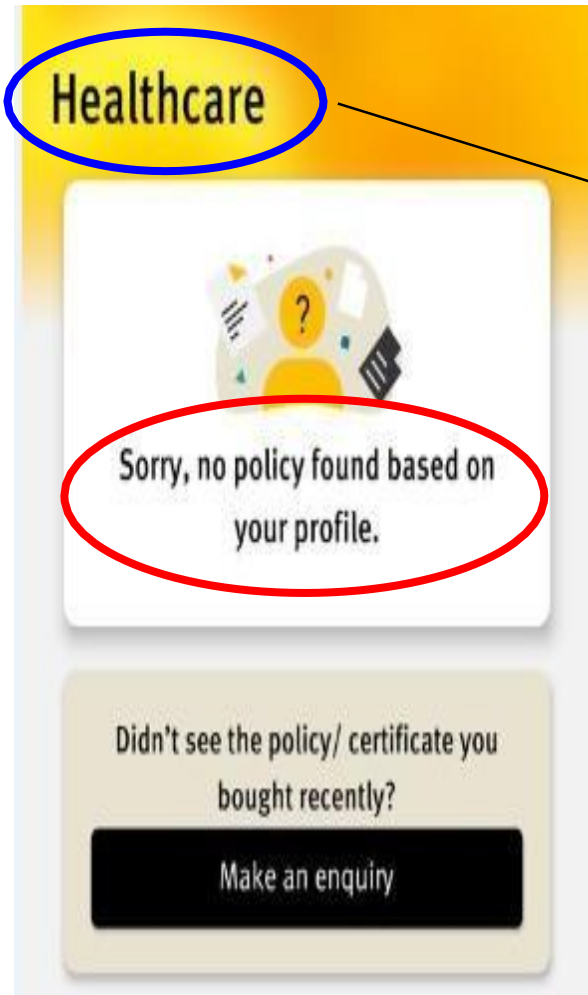


#### Answer:

- ✓ *Member wrongly clicked on ME module instead of Healthcare.*

*\*(ME module is accessible for members with Life/ General Policies with Etika)*

### Q3: “Sorry, no policy found based on your profile” – (Healthcare Tab)



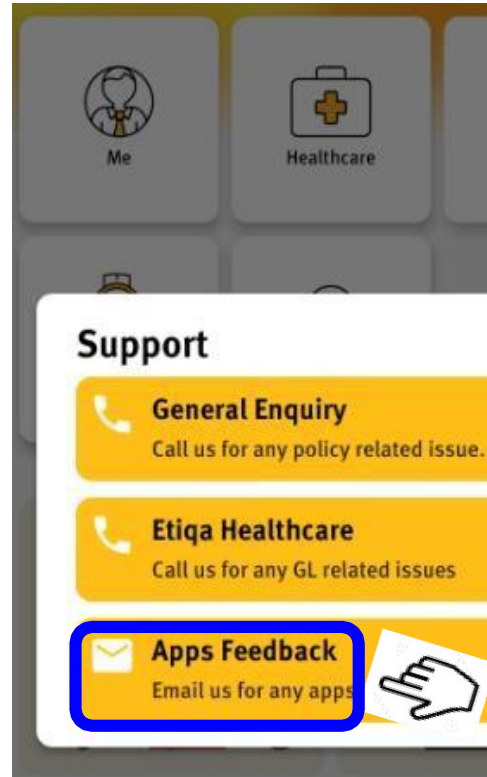
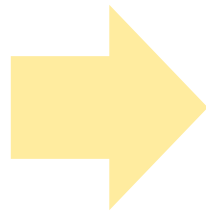
**Answer:**

- ✓ *Member's data is not in Etiqa's system*
- ✓ *NRIC updated in profile page is incorrect*

## Q4: How do I update/correct my NRIC number?

a) *If error in Mobile App (Data entry error during profile update)*

✓ *Click on support on the app and email Etiqa a copy of your NRIC.*

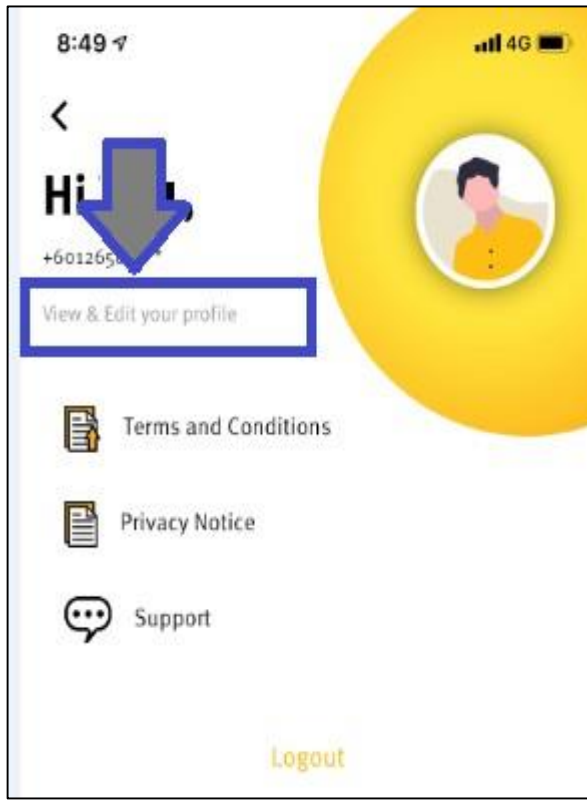
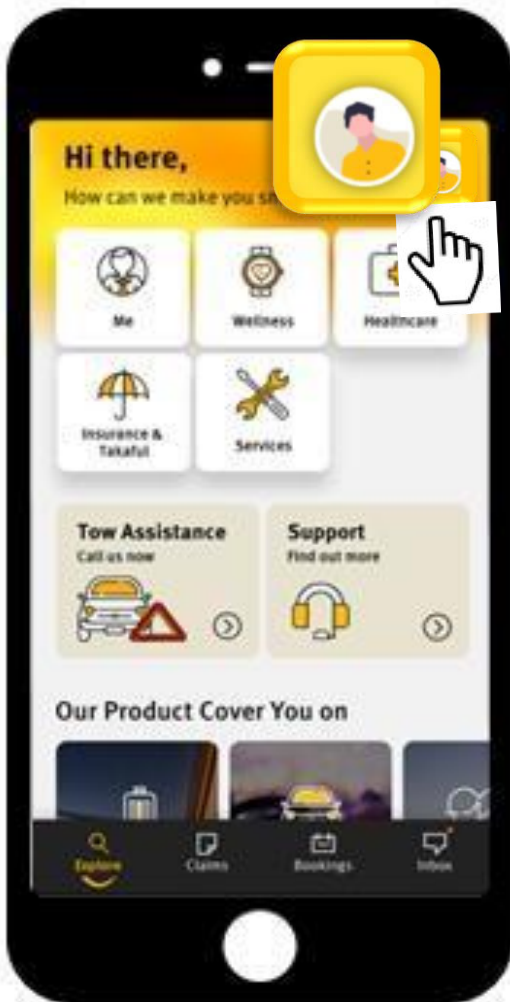


b) *If error due to Incorrect declaration of NRIC by corporate HR*

✓ *Have to update corporate HR*

# Q5: How do I update/change my email address after login?

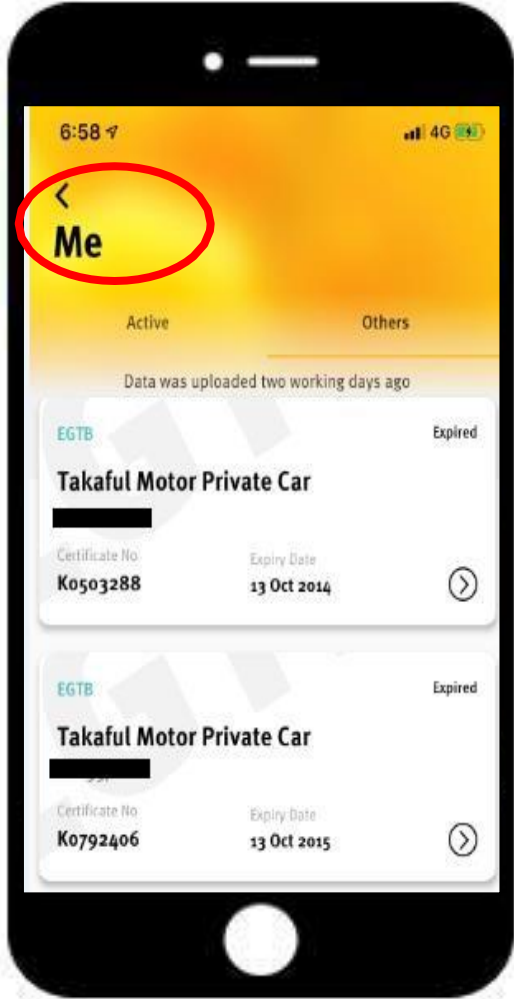
✓ You may click on your profile page; "View & Edit"





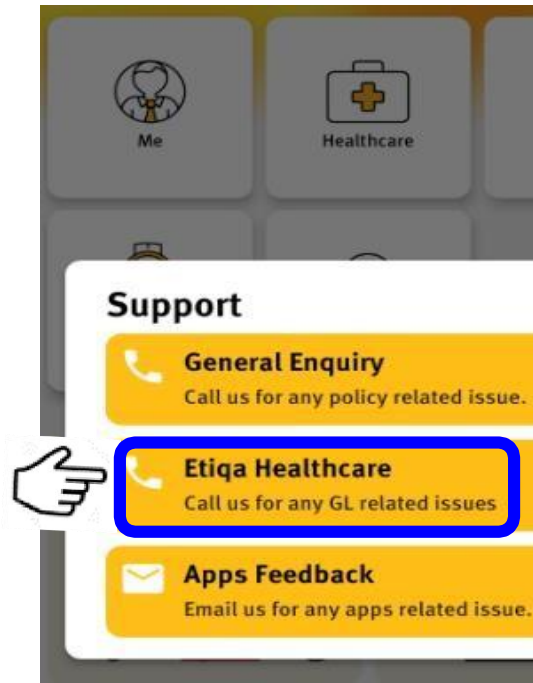
# Q6: Can I access ME module in SMILE App?

✓ Yes, if you have ANY active policy with Etiqa Insurance or Takaful; eg: Motor insurance.



## Q7. How do I know my inpatient and outpatient medical limits?

- ✓ For outpatient coverage, click on view details to view balance limit
- ✓ For inpatient coverage you may also call Etiqa Healthcare at 1800 88 9998 to check your balance limit.



# Q8. Do I need to still submit the original receipt after submitting my reimbursement claims via the app?

- ✓ No. However if there are any discrepancies, Etiqa may request for the original receipt to be submitted.
- ✓ **“Submitted to Etiqa” MUST be written in PEN.**

**HP HOSPITAL PENAWAR SDN BHD 273244-P**  
NO 17 & 18, JALAN BANDAR,  
PASIR GUDANG BUSINESS CENTRE,  
81700 PASIR GUDANG, JOHOR.

**Submitted to Etiqa**

**OFFICIAL RECEIPT**

DATE: 14/01/2019  
A/C NO: 3000/F23  
REF.NO: 37110

RECEIVED FROM: ETIQA TAKAFUL BERHAD  
MEDICAL CLAIMS DEPARTMENT  
LEVEL 17, TOWER B  
NO.1, JALAN MAAROF,  
59000 KUALA LUMPUR,  
MALAYSIA

THE SUM OF RINGGIT MALAYSIA : FIVE HUNDRED THIRTY FIVE AND CENTS FIFTY

PAYMENT FOR: HPO04511/18

RM 535.50

CHEQUE NO. TT

COMPUTER GENERATED  
ISSUED

**To indicate  
“Submitted to Etiqa”  
on ORIGINAL  
RECEIPT**

## **Q9. I can't find "Maybank" Bank name when I submit reimbursement claim?**

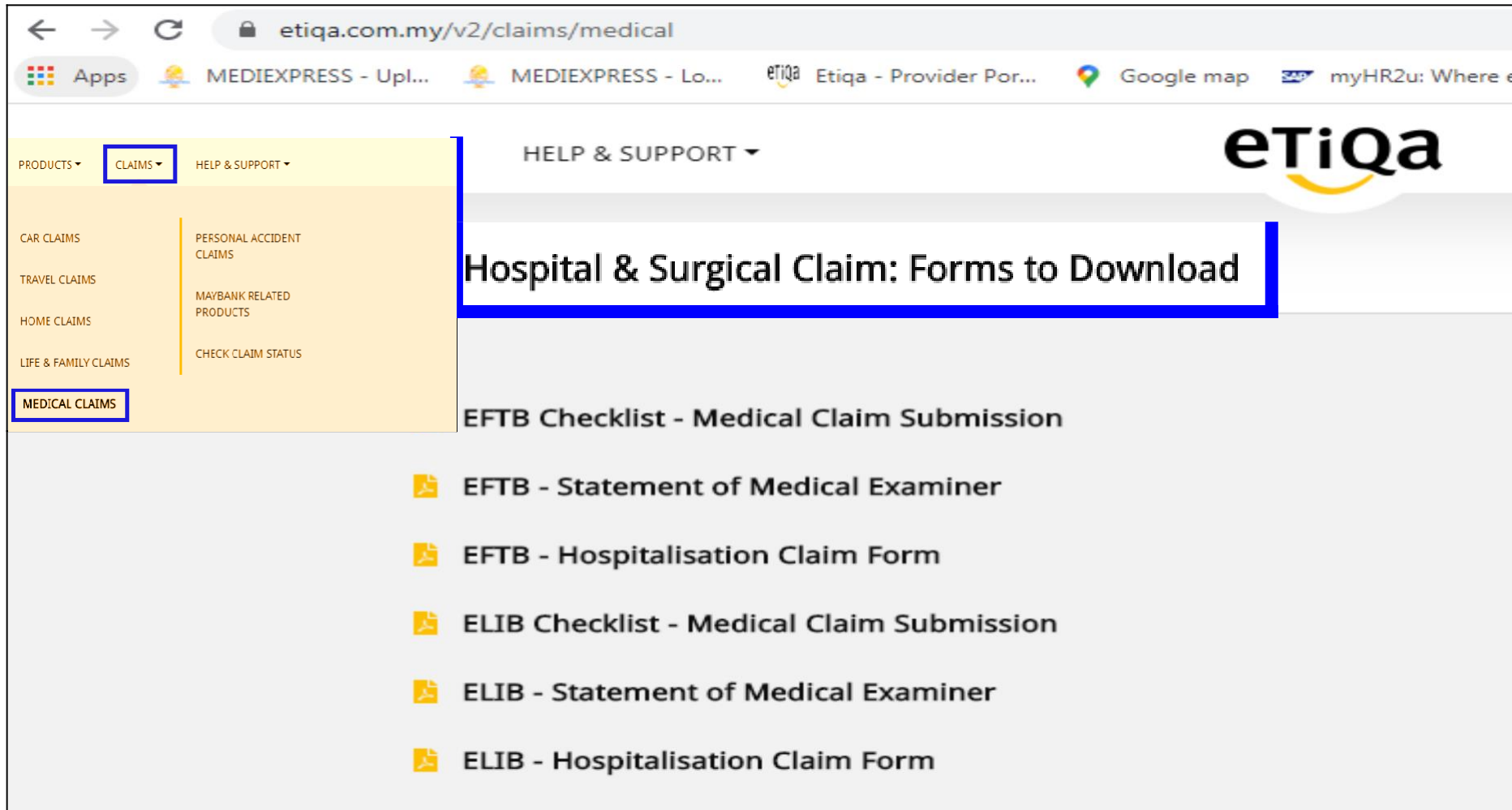
- ✓ *Malayan Banking Berhad = Maybank*
- ✓ *It's the first on the list as that's our preferred bank*

## **Q10. This is my first time submit claim. I can't upload the image (iOS)**

- ✓ *Go to Setting → Privacy → Photos → Smile App → select "Read and Write"*

# Q11. Where do I get the claim form for reimbursement?

✓ You can download the medical claim form @ [www.etiqa.com.my/v2/claims/medical](http://www.etiqa.com.my/v2/claims/medical)



The screenshot shows the eTiqa website interface. The browser address bar displays [etiqa.com.my/v2/claims/medical](http://etiqa.com.my/v2/claims/medical). The navigation menu includes 'PRODUCTS', 'CLAIMS', and 'HELP & SUPPORT'. The 'CLAIMS' menu is expanded, showing options like 'CAR CLAIMS', 'TRAVEL CLAIMS', 'HOME CLAIMS', 'LIFE & FAMILY CLAIMS', 'PERSONAL ACCIDENT CLAIMS', 'MAYBANK RELATED PRODUCTS', and 'CHECK CLAIM STATUS'. The 'MEDICAL CLAIMS' option is highlighted. The main content area is titled 'Hospital & Surgical Claim: Forms to Download' and lists the following forms for download:

- EFTB Checklist - Medical Claim Submission
- EFTB - Statement of Medical Examiner
- EFTB - Hospitalisation Claim Form
- ELIB Checklist - Medical Claim Submission
- ELIB - Statement of Medical Examiner
- ELIB - Hospitalisation Claim Form

## **Q12. What is the minimum mobile device requirement to use the app?**

- ✓ The mobile device operating system must be iOS 10.0 and above or Android version 4.0 and above
- ✓ The mobile device must not be jailbroken or rooted
- ✓ The mobile device must have internet connection

**Thank you**

