

HealthPass
by mednet

HealthPass by MedNet

Mobile App User Guide

January - 2022



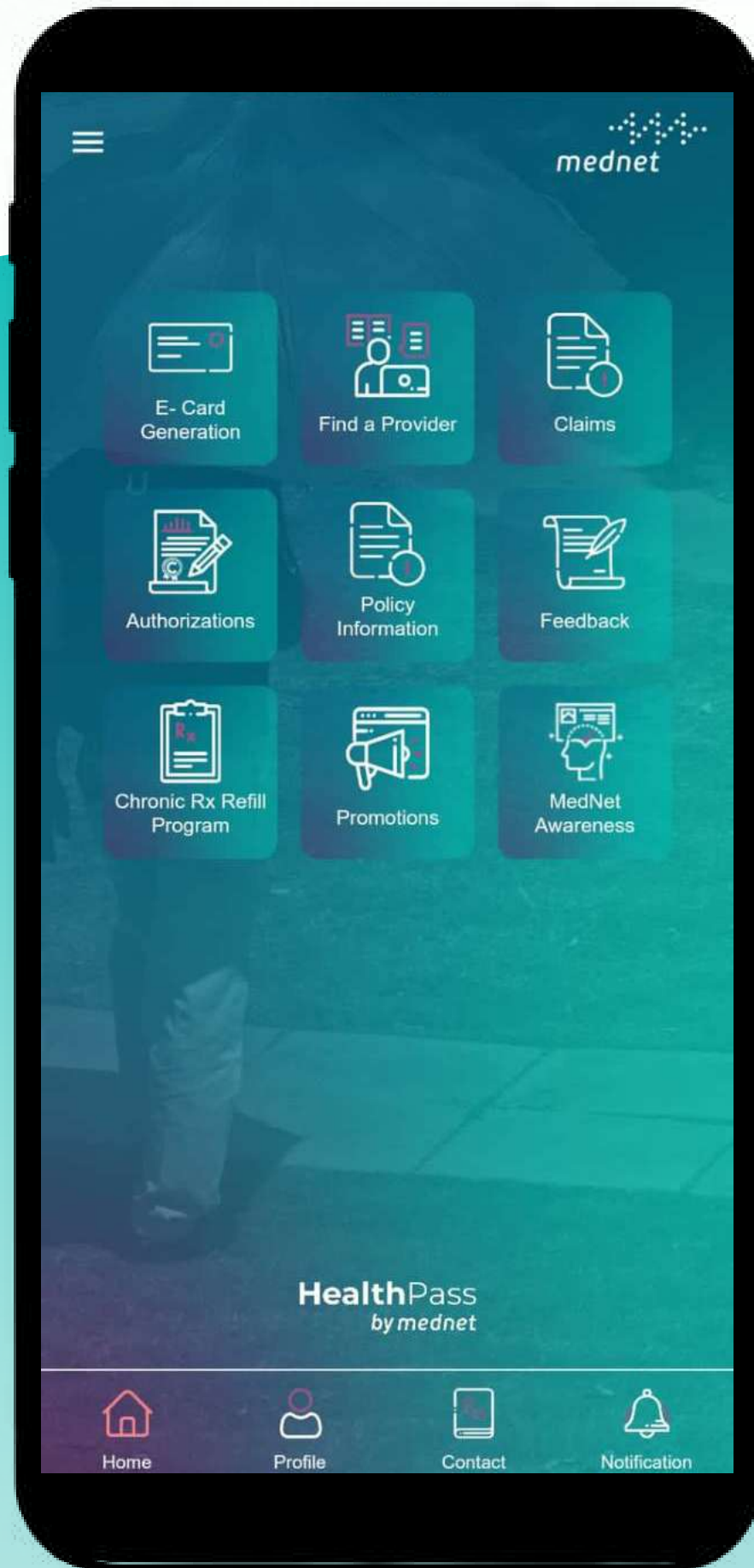
HealthPass
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Simplifying your Healthcare access

We have just launched our upgraded version of "HealthPass by MedNet" which offers our members a comprehensive digital access and functionalities to access their health insurance benefits in a user-friendly interface.

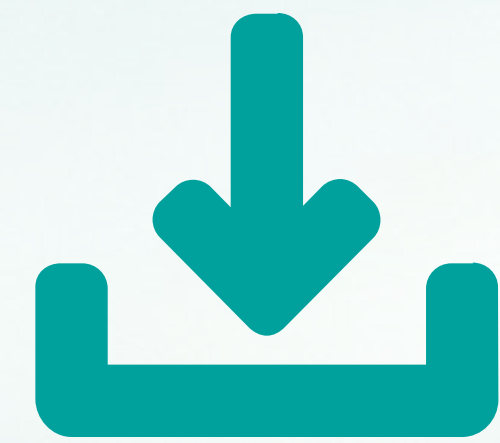
Powered By



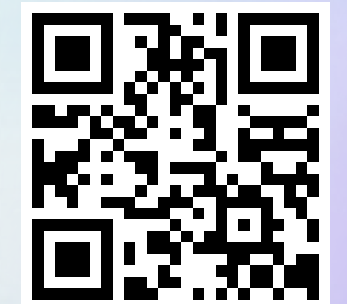


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Download it Now



or scan the
QR code:



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The preferred choice for
healthcare solutions



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Log in 

Register 

Do not have an account? Register now.

Hi, need any help?

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How Can I Register?

Click On Register Tab





Select issuing country of your Policy

- Saudi Arabia
- United Arab Emirates
- Oman
- Bahrain
- Jordan
- Egypt

PROCEED



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How Can I Register?

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



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Powered By *The preferred choice for healthcare solutions*



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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

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Issuing country
Oman

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: 096810140042106901

Date of Birth

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

How Can I Register?

Start to fill in the details.

You can register using your National ID number or your MedNet ID number



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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Date of Birth [input field]

Select Login Credentials

Email [input field]

Password [input field]

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

Confirm Password [input field]

Dial Code [dropdown: +968] Phone Number [input field]

Would you like to activate Face ID / Touch ID for login?

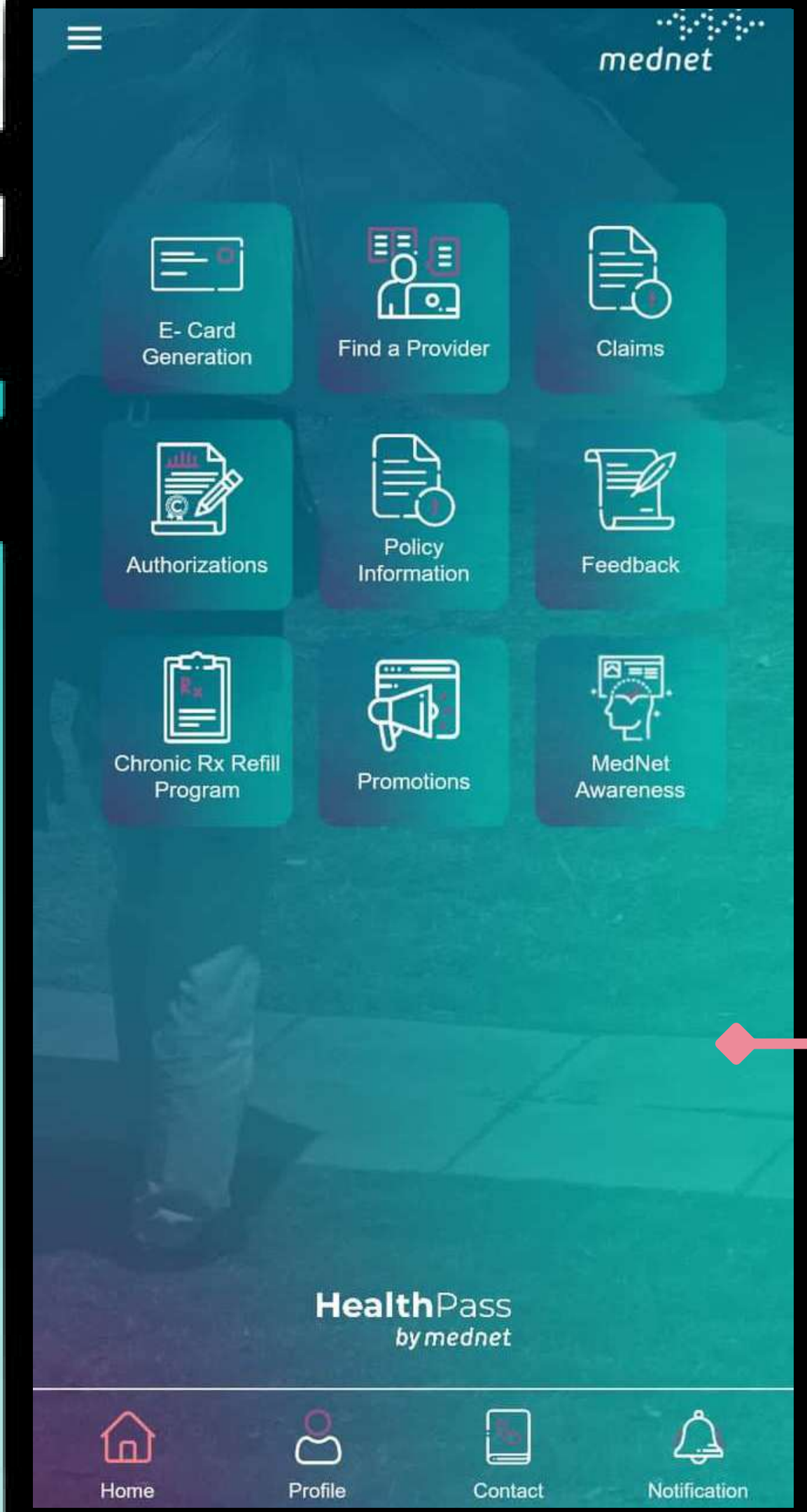
REGISTER

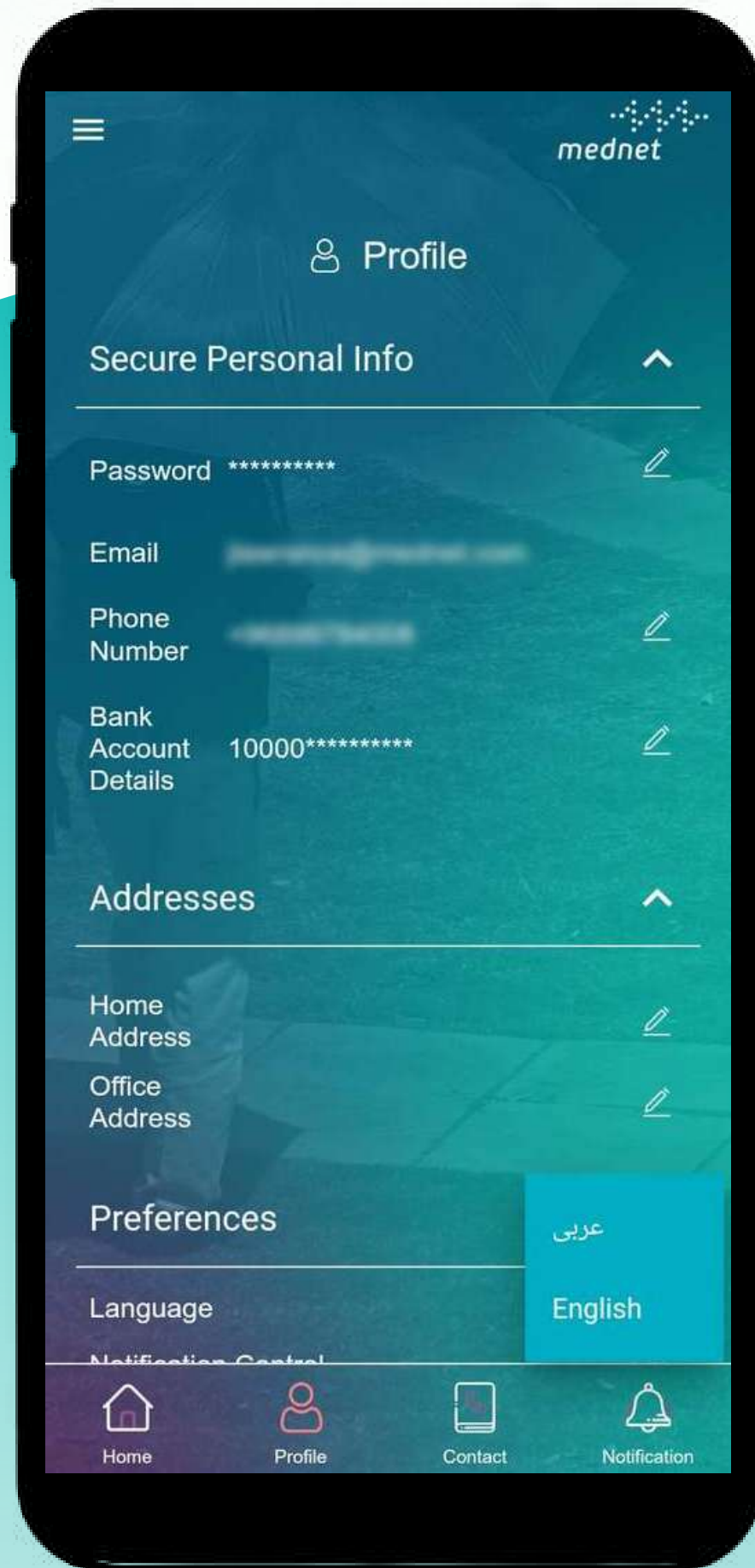
By proceeding, you are accepting the [End User License Agreement \(EULA\)](#)



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.

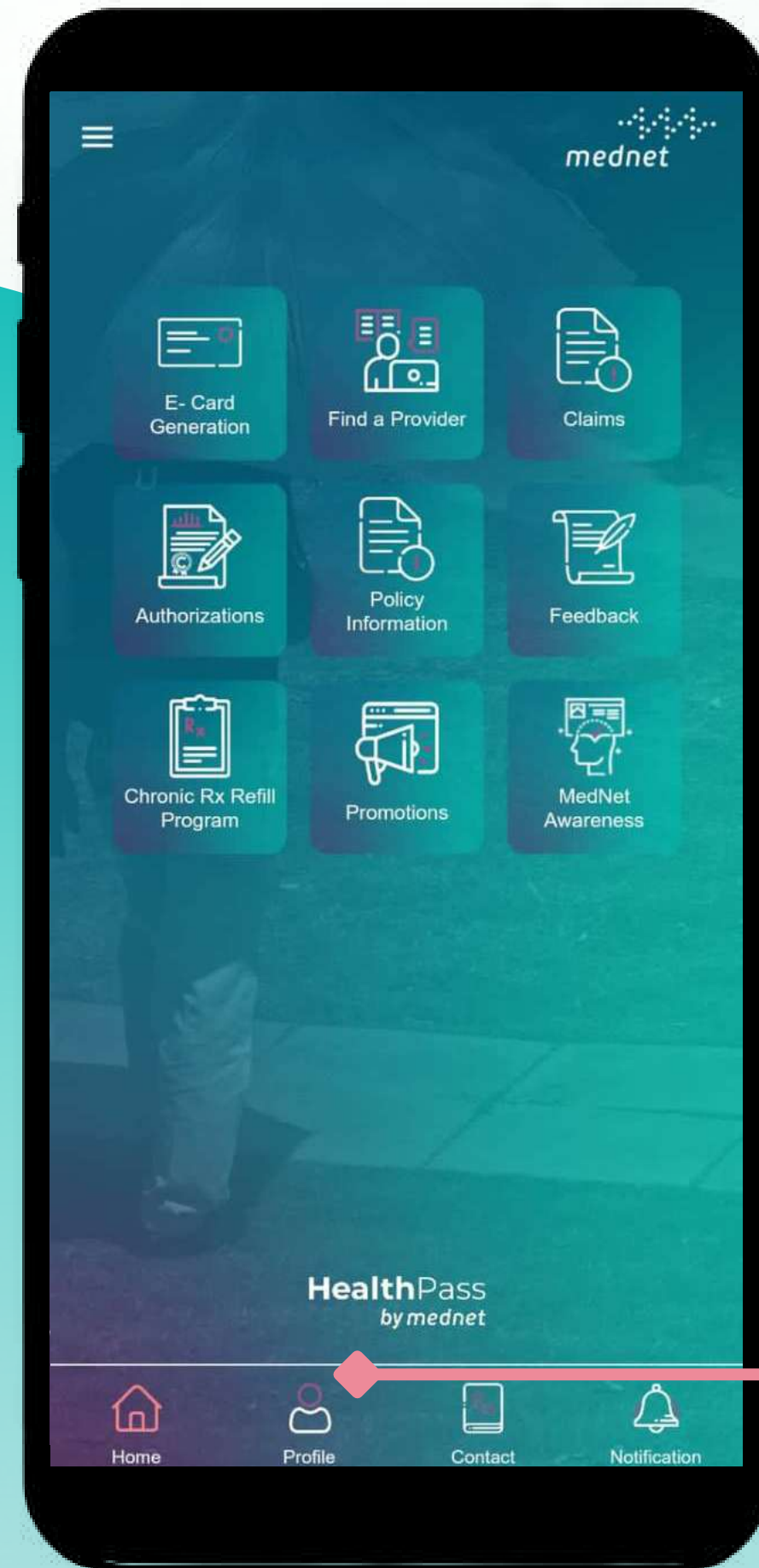
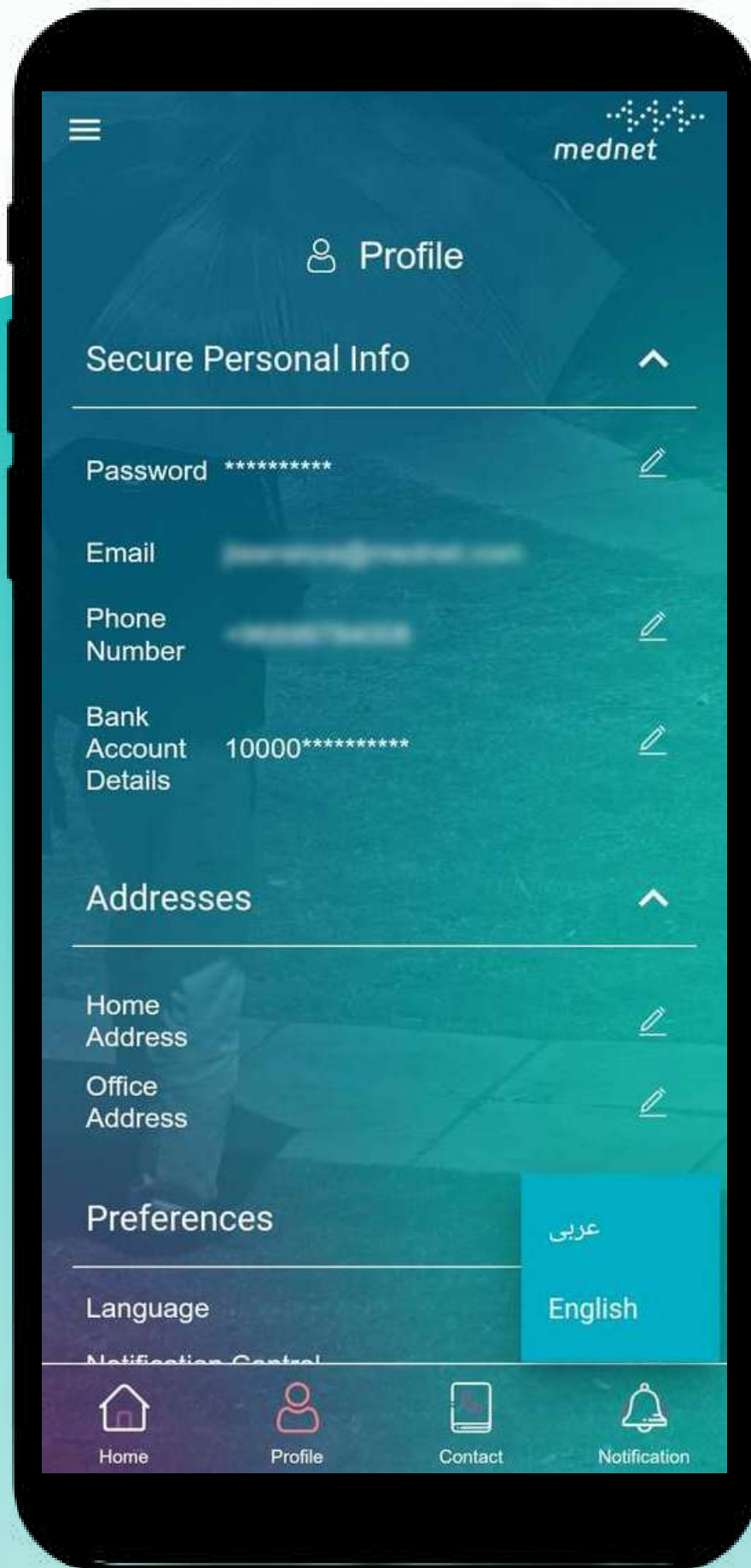




Profile

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

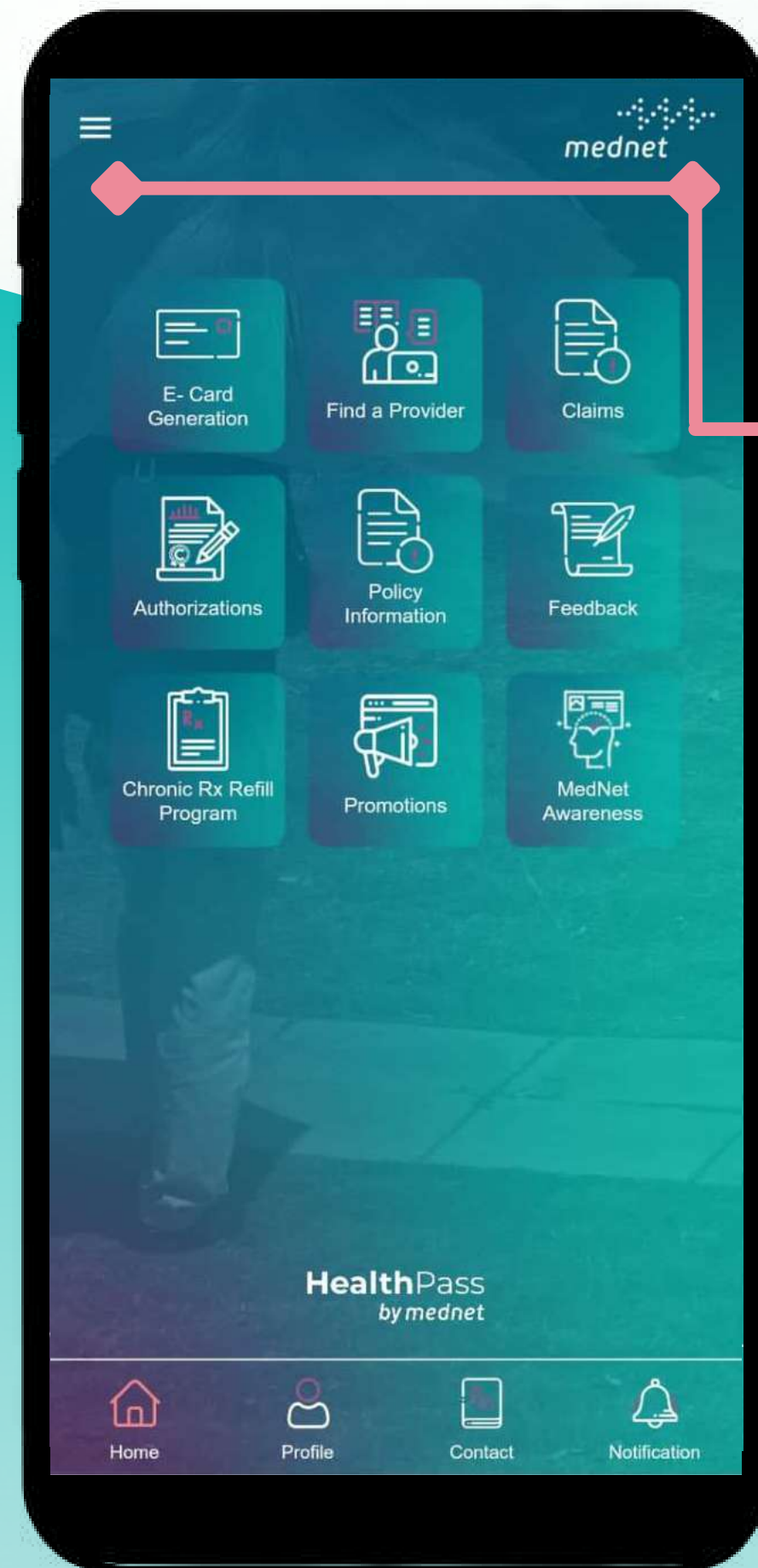
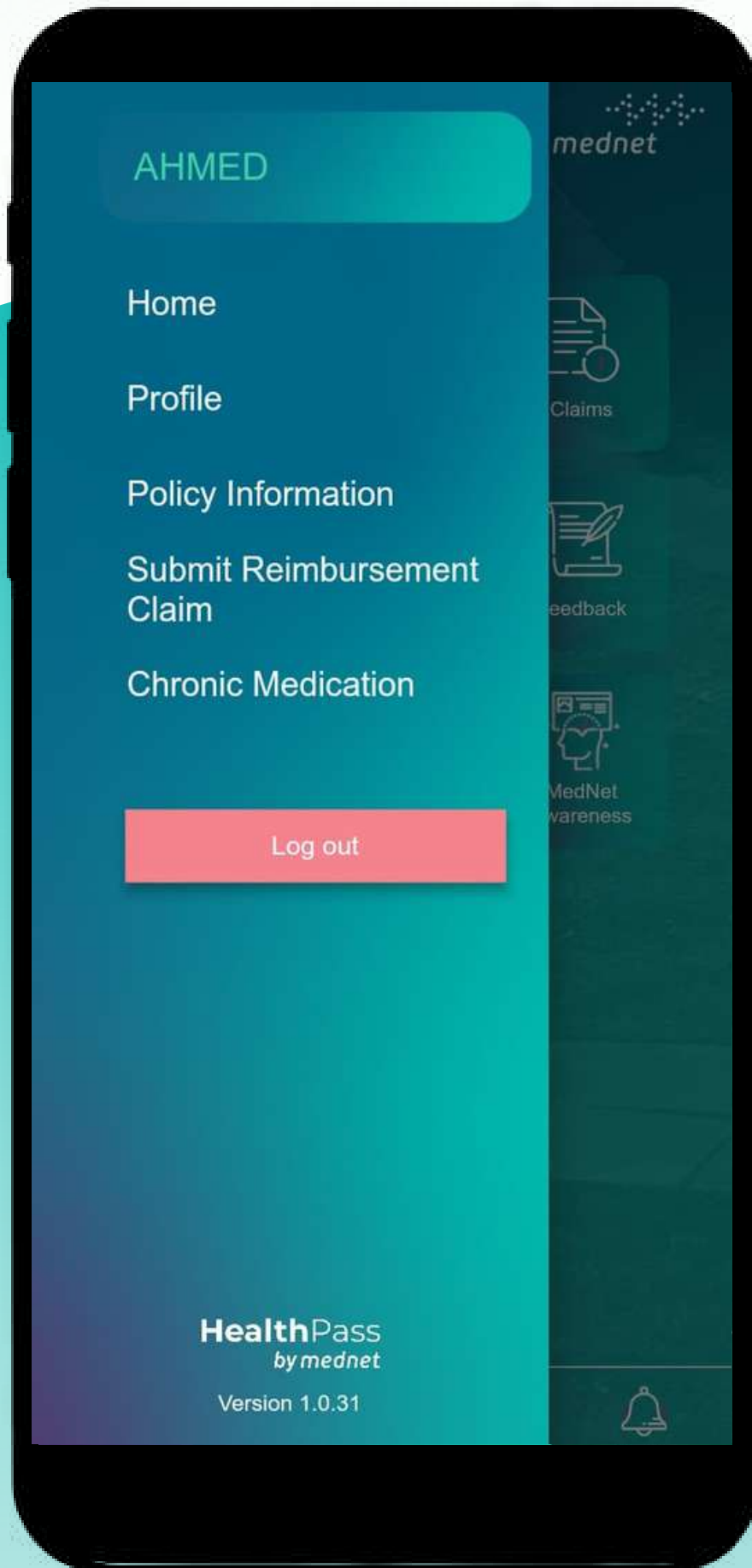
- 1 Click Profile
- 2 Select the Language



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**

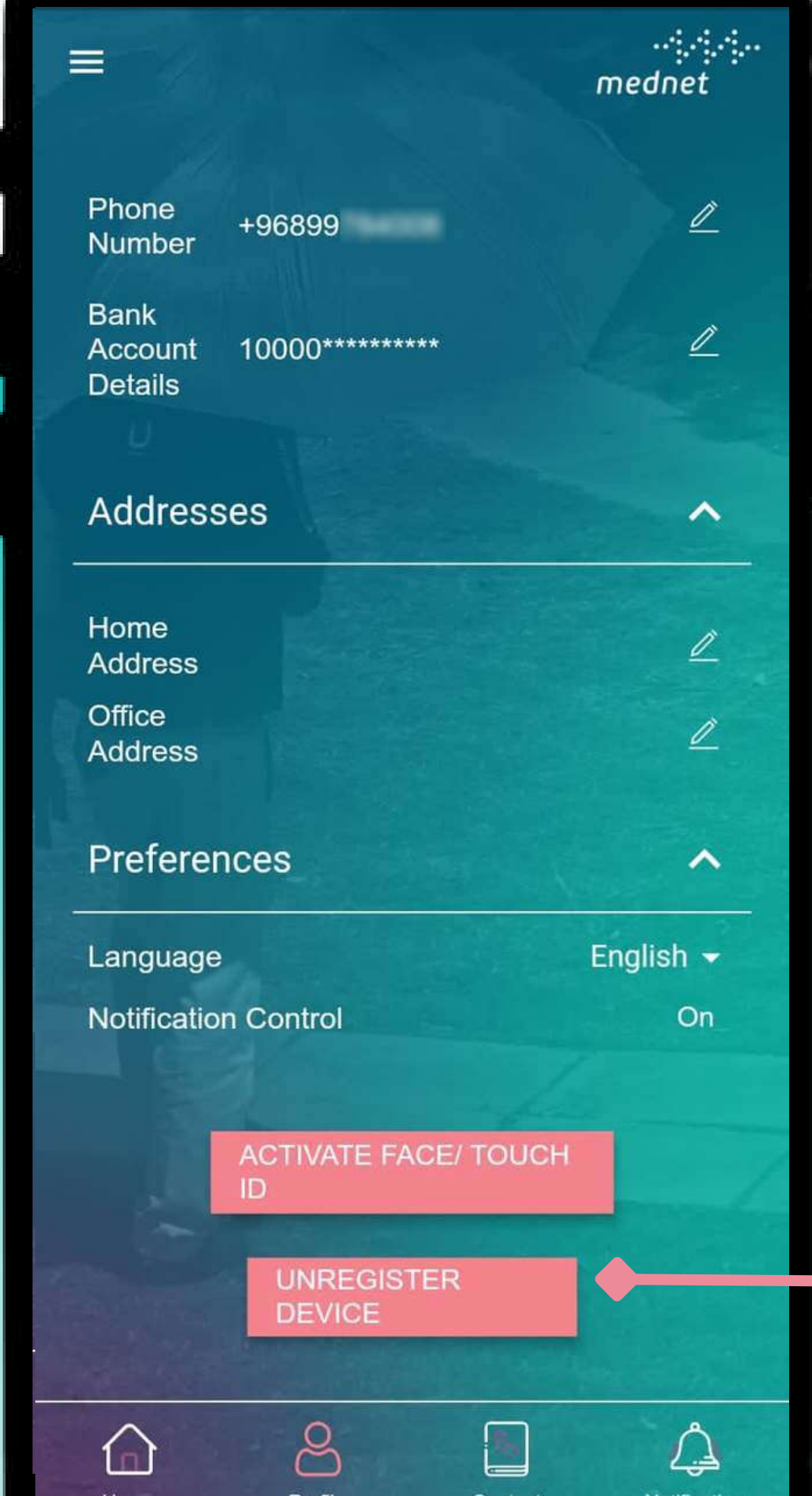
You can directly access the below features such as Home, Profile, Policy Information, Submit Reimbursement Claim, Chronic Rx Refill Program.

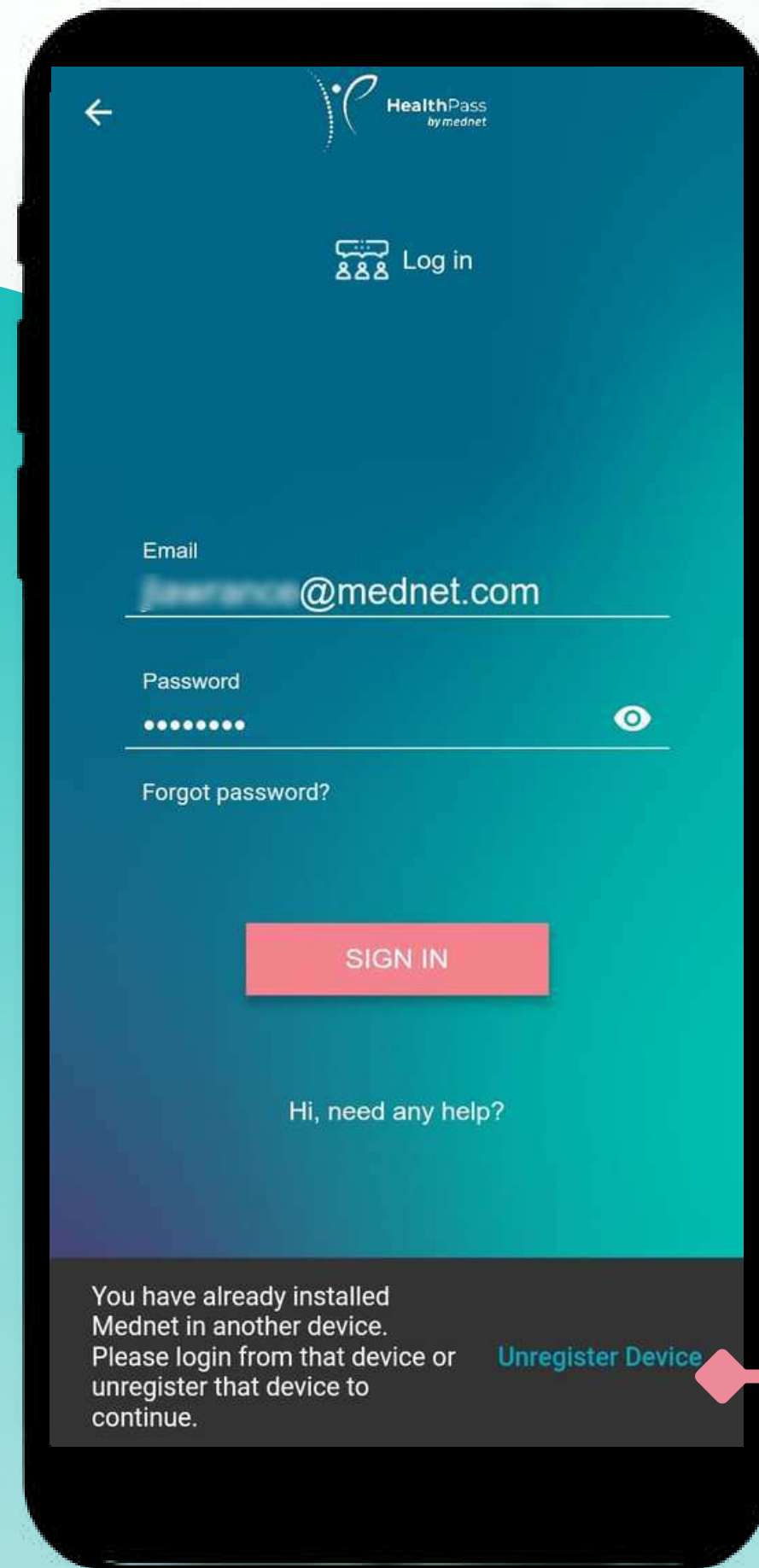
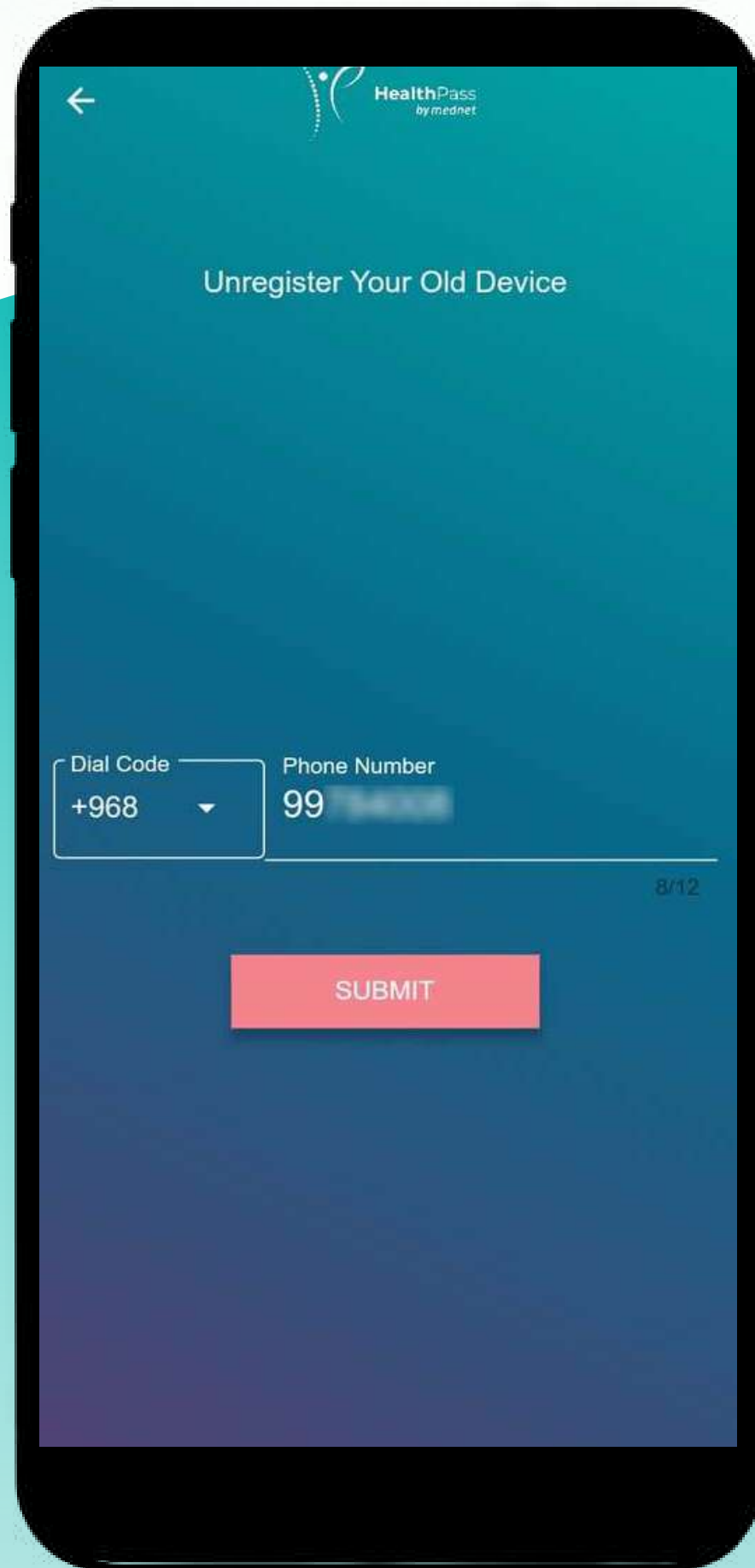
For You and Your Family Members, from the drop list at the top of the sliding menu.



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 choose **Unregister Device**.





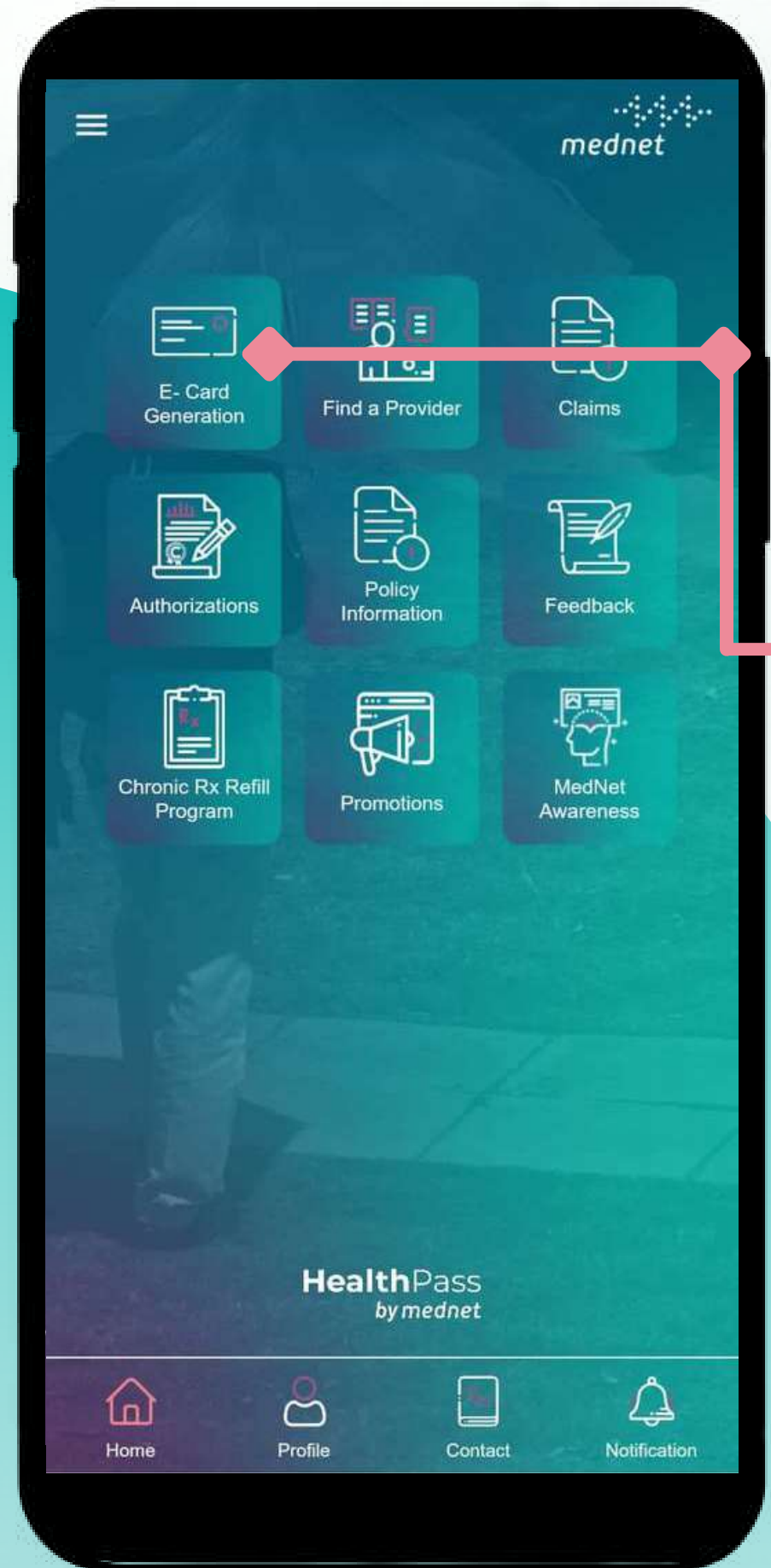
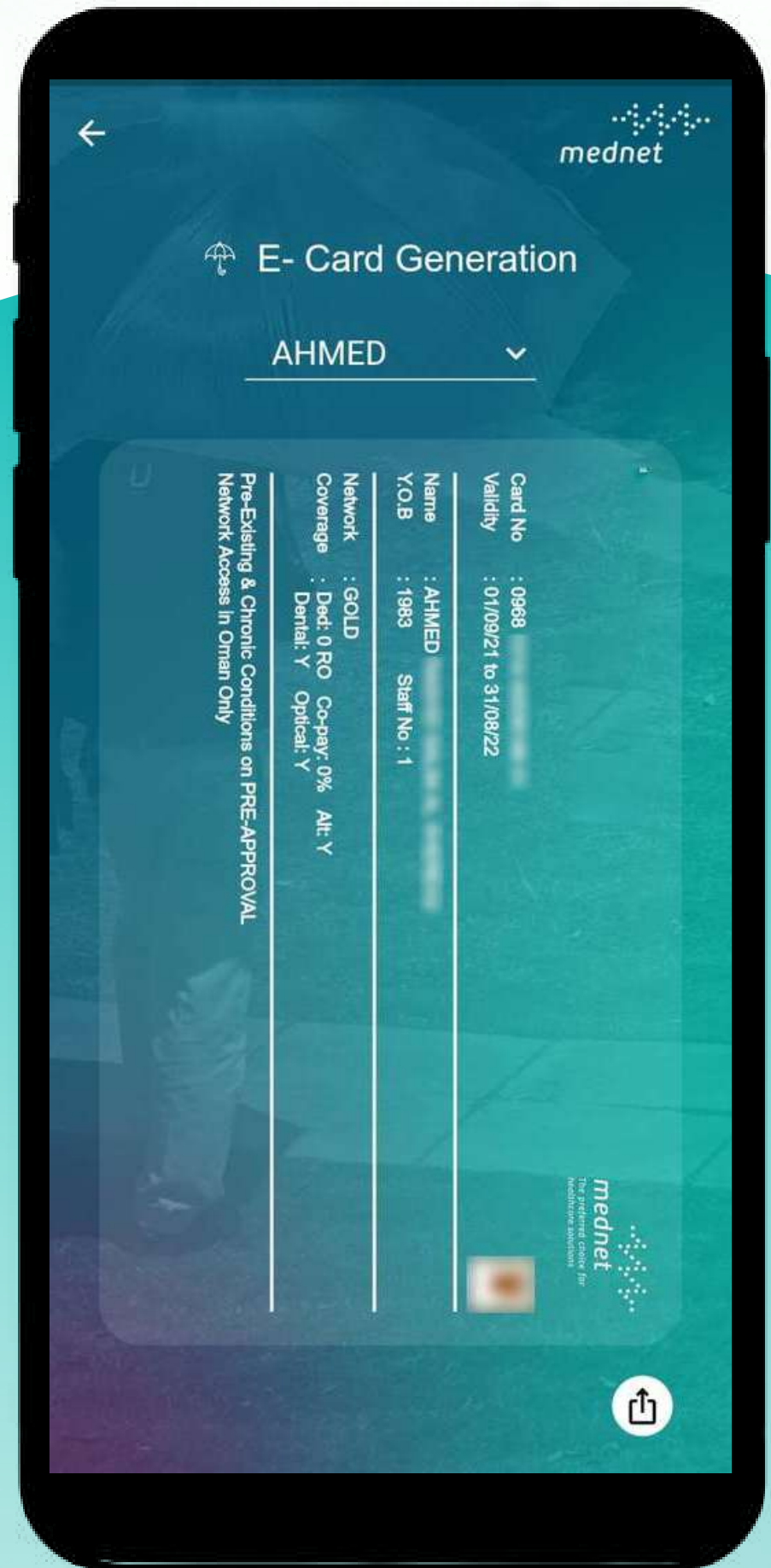
Unregister Device

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.



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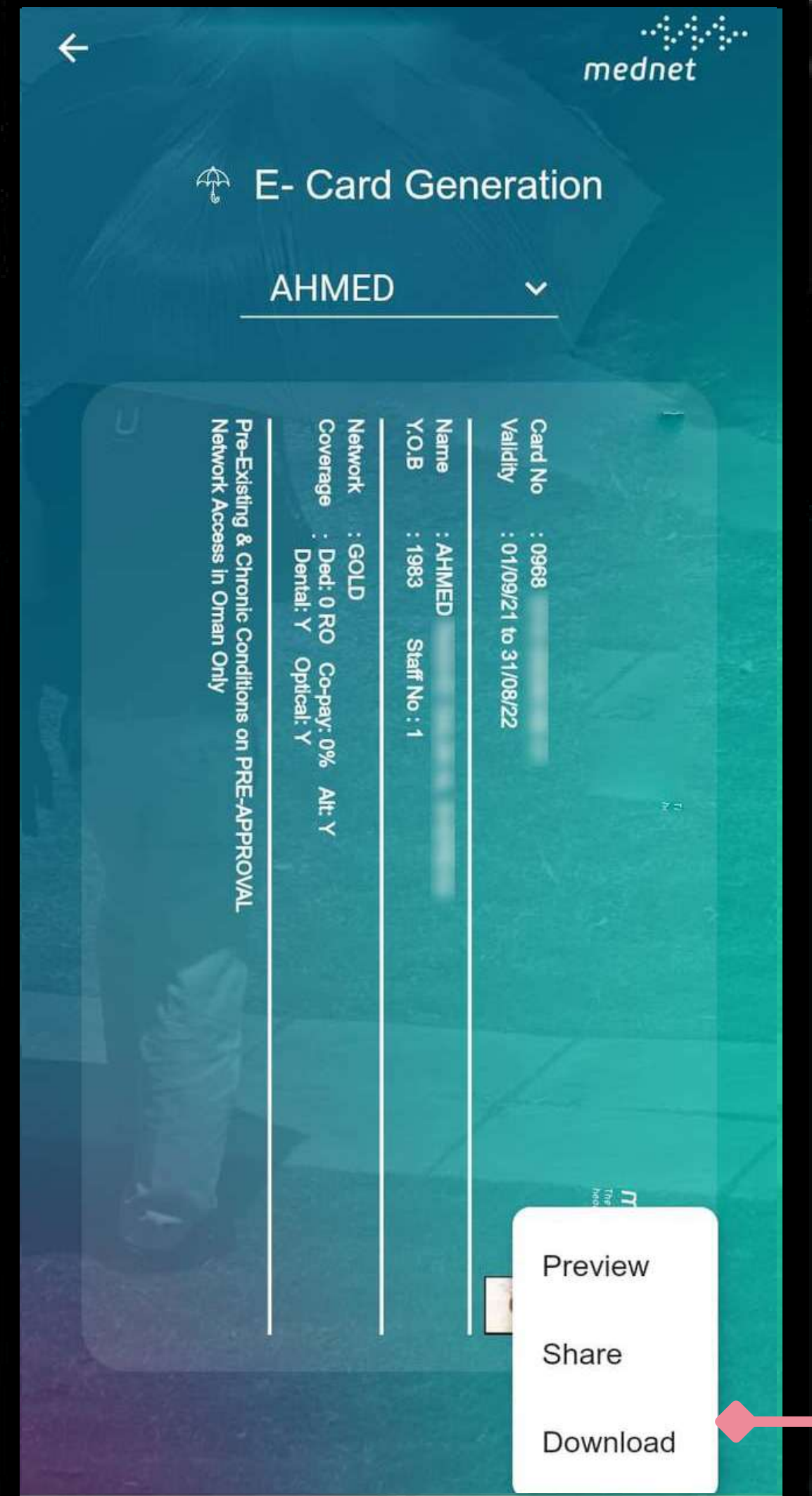


E-Card Generation

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.

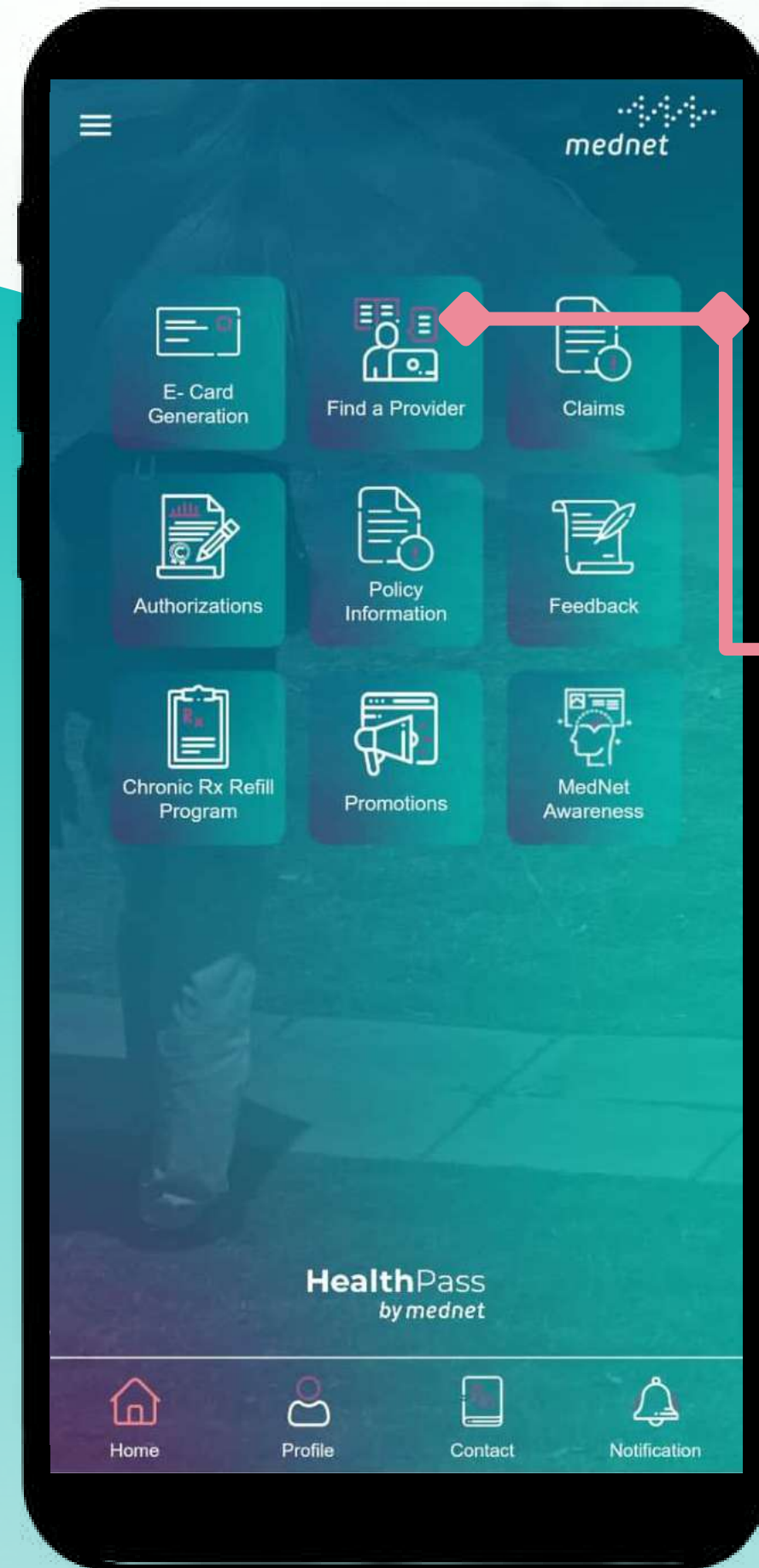
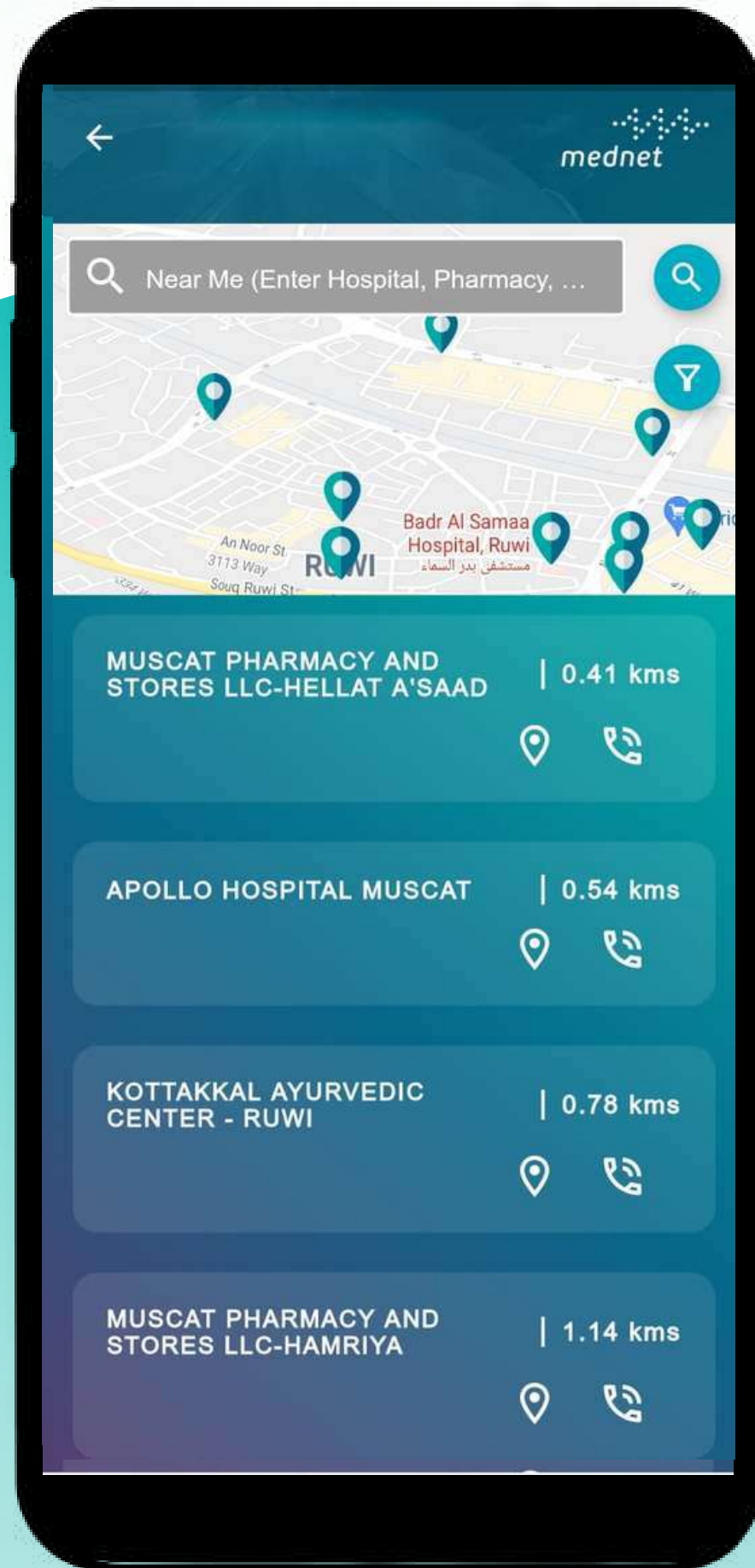


The screenshot shows the 'E-Card Generation' screen for a user named AHMED. It displays a preview of the e-card with the following details:

Card No	: 0968
Validity	: 01/09/21 to 31/08/22
Name	: AHMED
Y.O.B	: 1983
Staff No	: 1
Network	: GOLD
Coverage	: Ded: 0 RO Co-pay: 0% Alt: Y
Dental	: Y Optical: Y

Pre-Existing & Chronic Conditions on PRE-APPROVAL Network Access in Oman Only

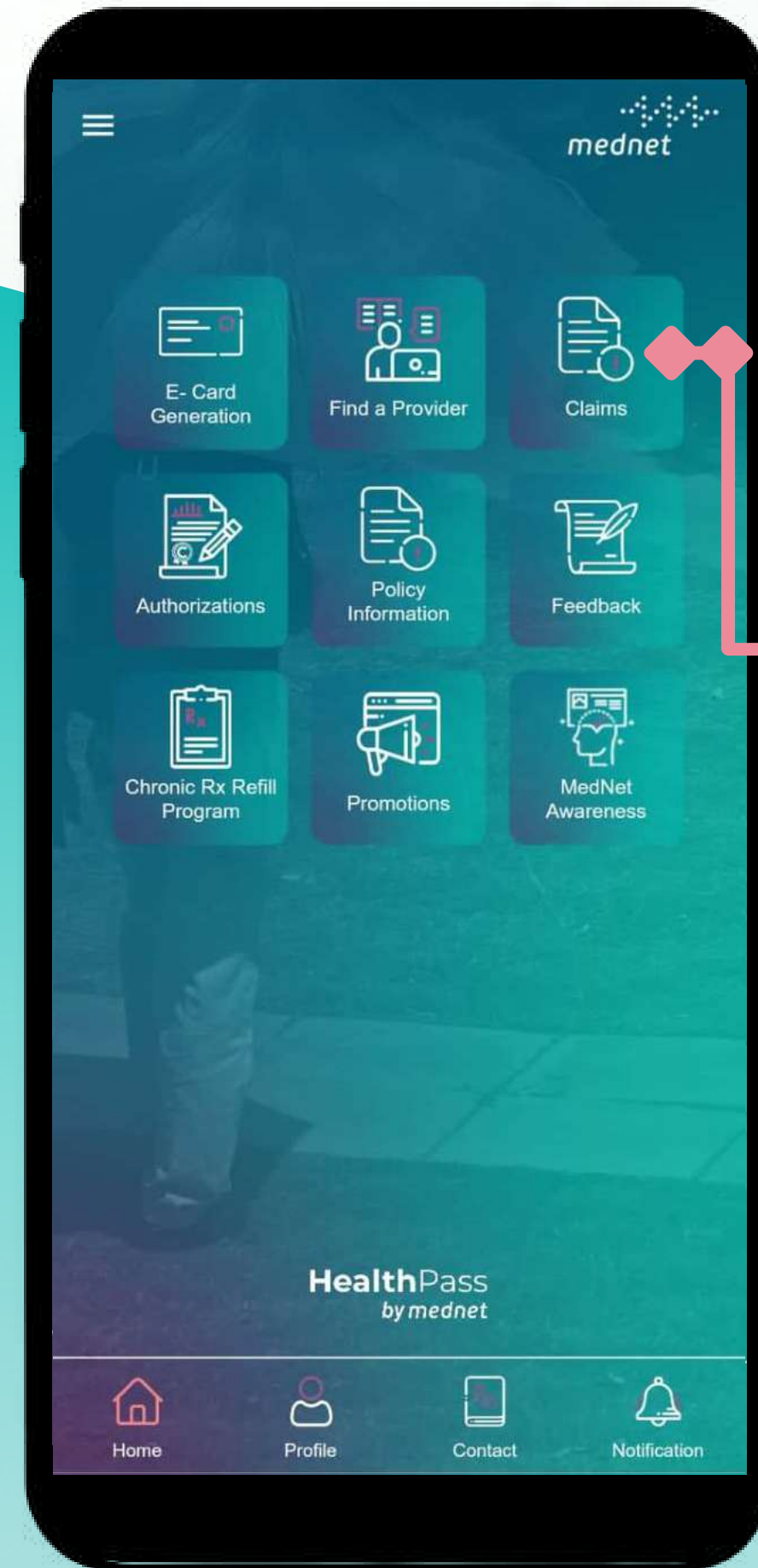
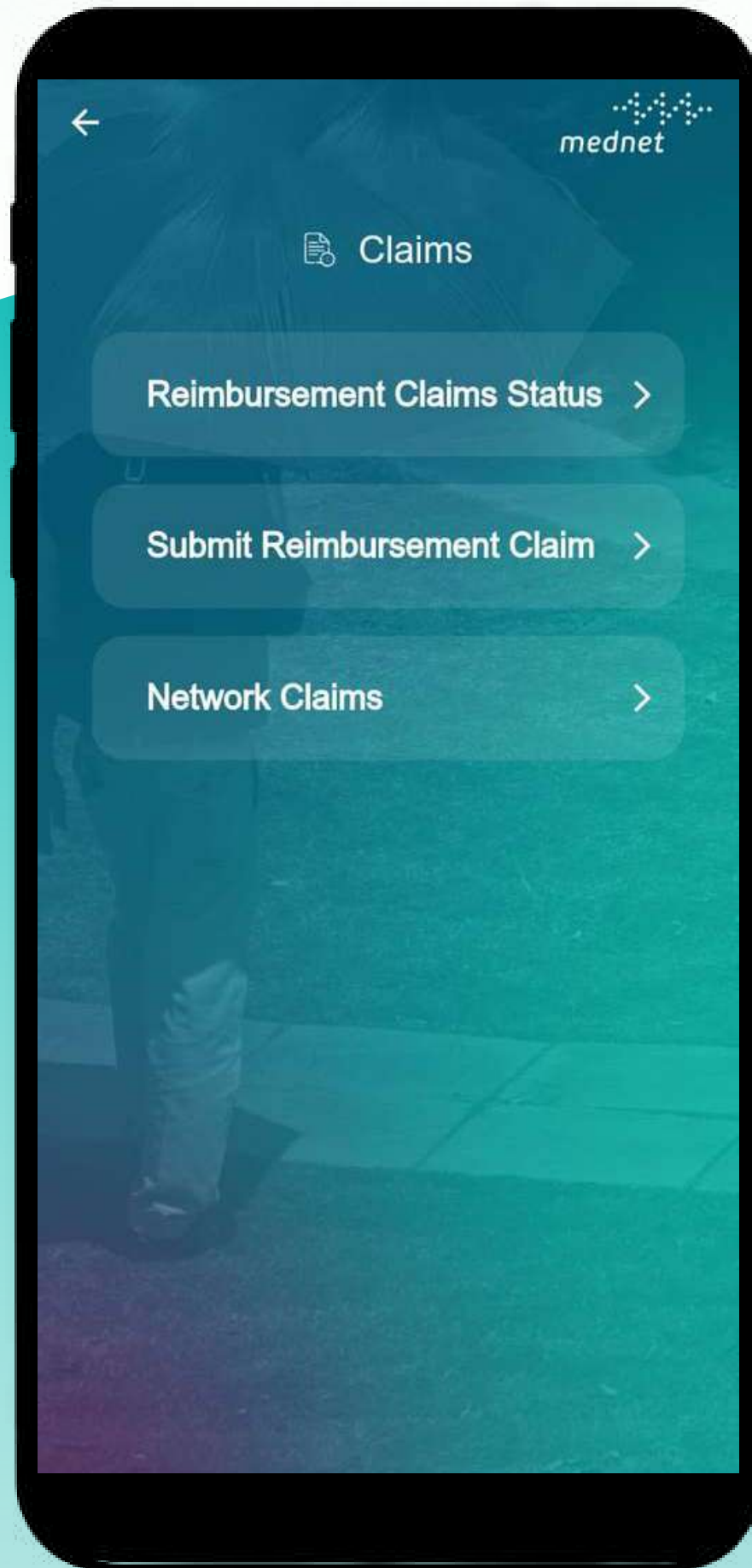
At the bottom, there is a menu with three options: Preview, Share, and Download. A red arrow points from the 'Download' option to the 'Download' text in the main content area.



Find a provider

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

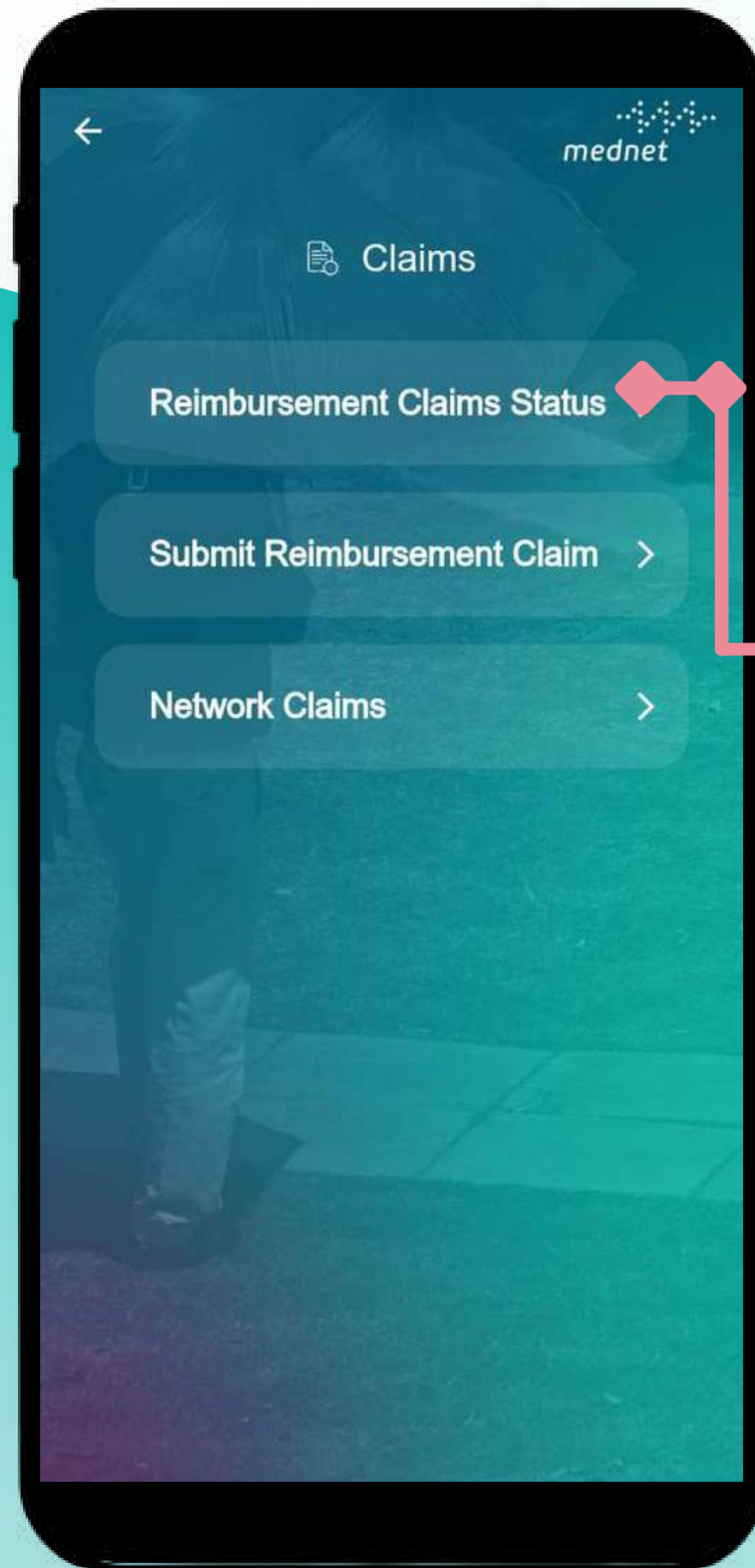
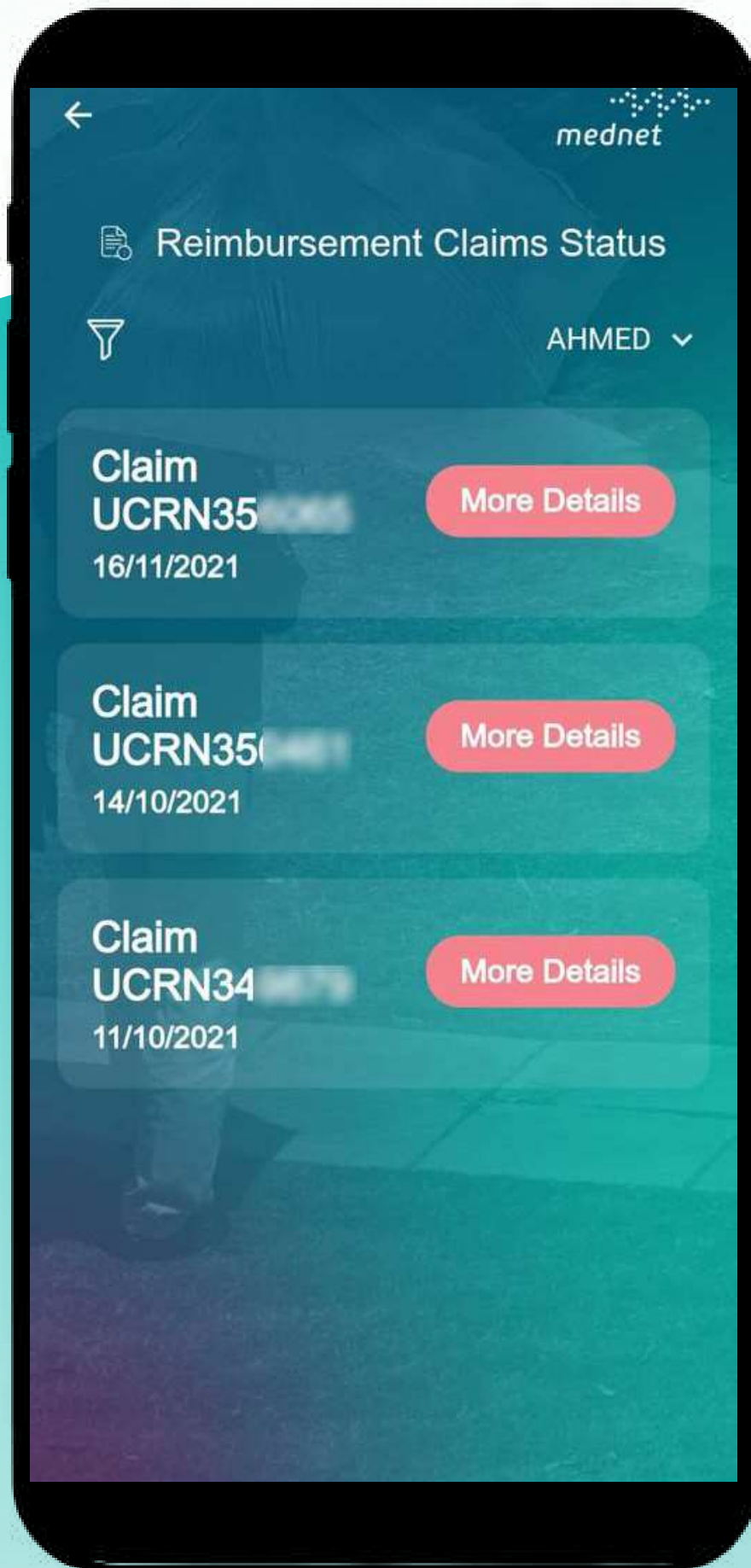
Then call the provider directly from the app.



Claims

You can access all Claims information including:

- Submit Reimbursement Claim
- Reimbursement Claims Status
- 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.

Please be aware that the maximum document size of the supporting documents is 5MB.

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Submit Reimbursement Claim

AHMED

Claim Date
Fri, Nov 5

Claim Type

Inpatient Outpatient

Upload Documents

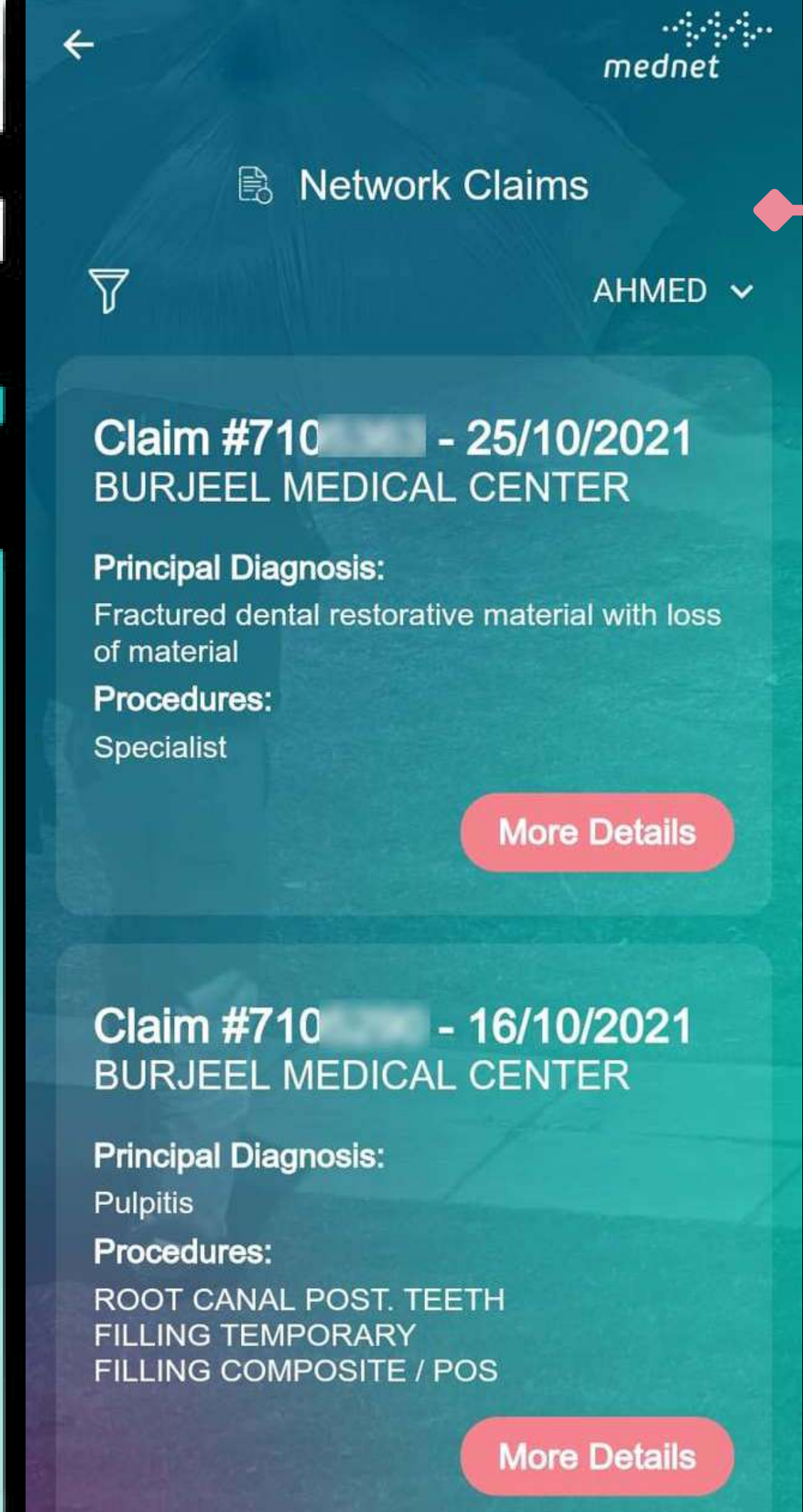
Take Picture of Document

Select files to upload

Currency
OMR

Claimed Amount

Additional Information (Optional)

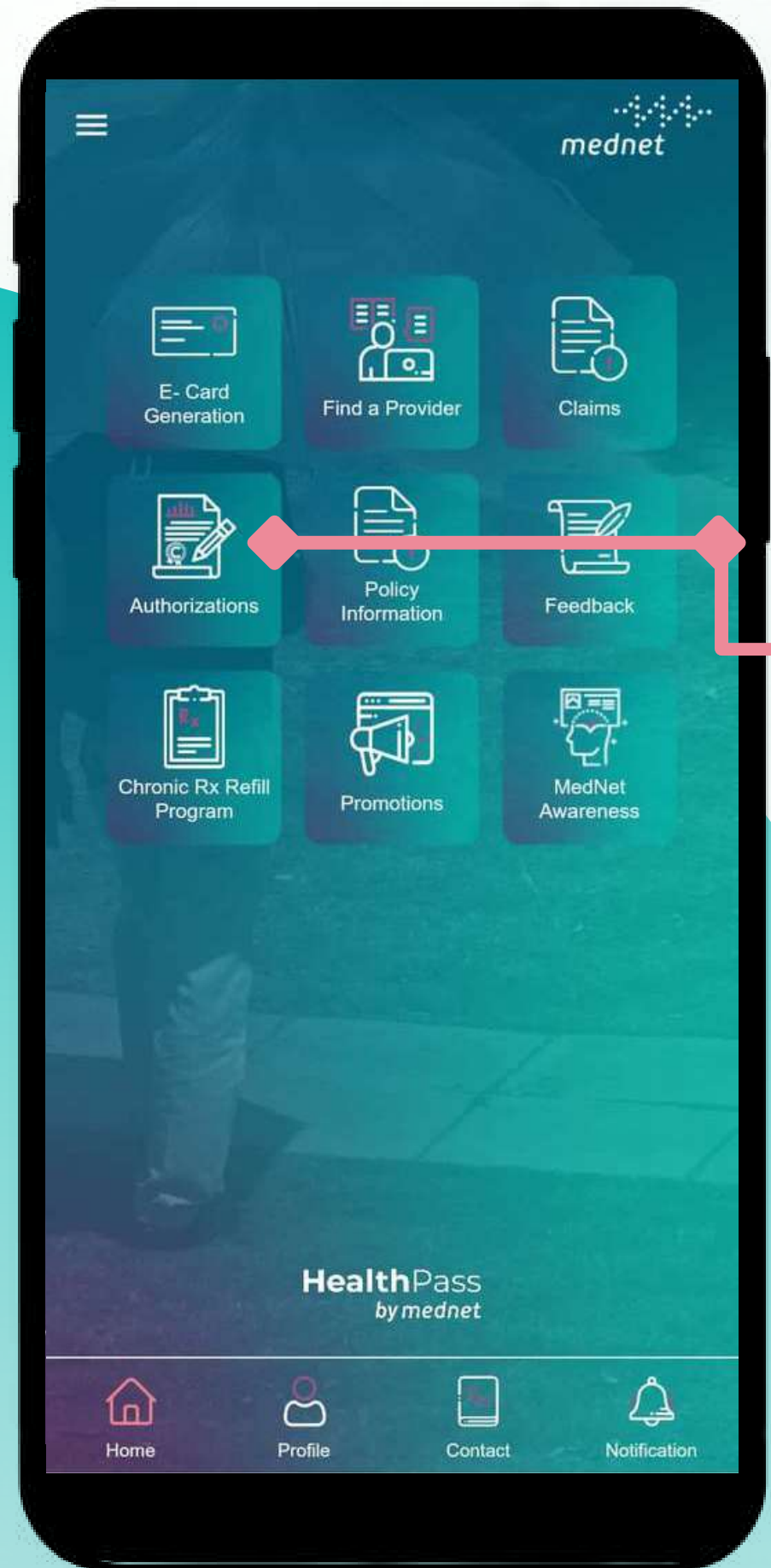
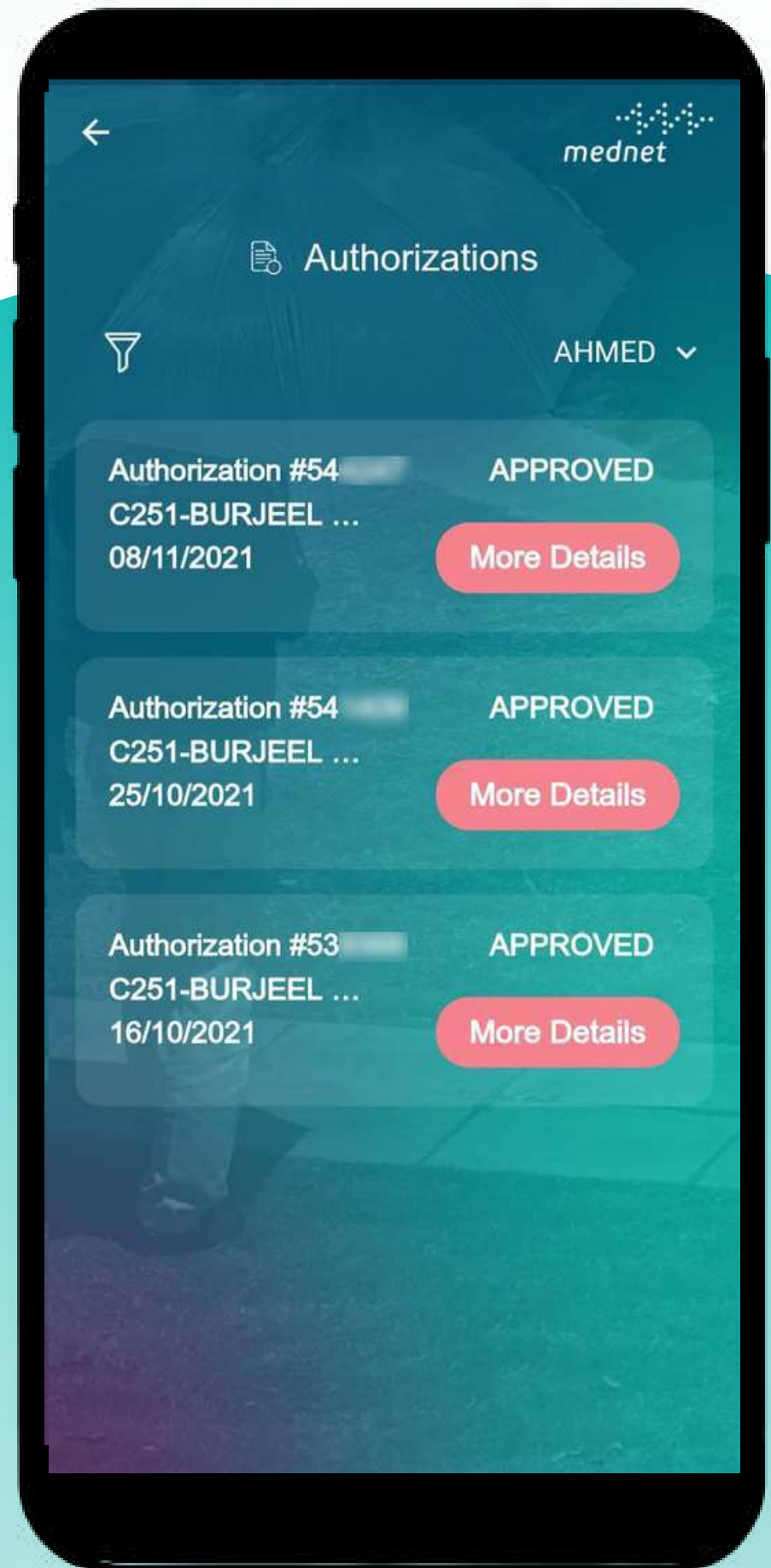


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Network Claims

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

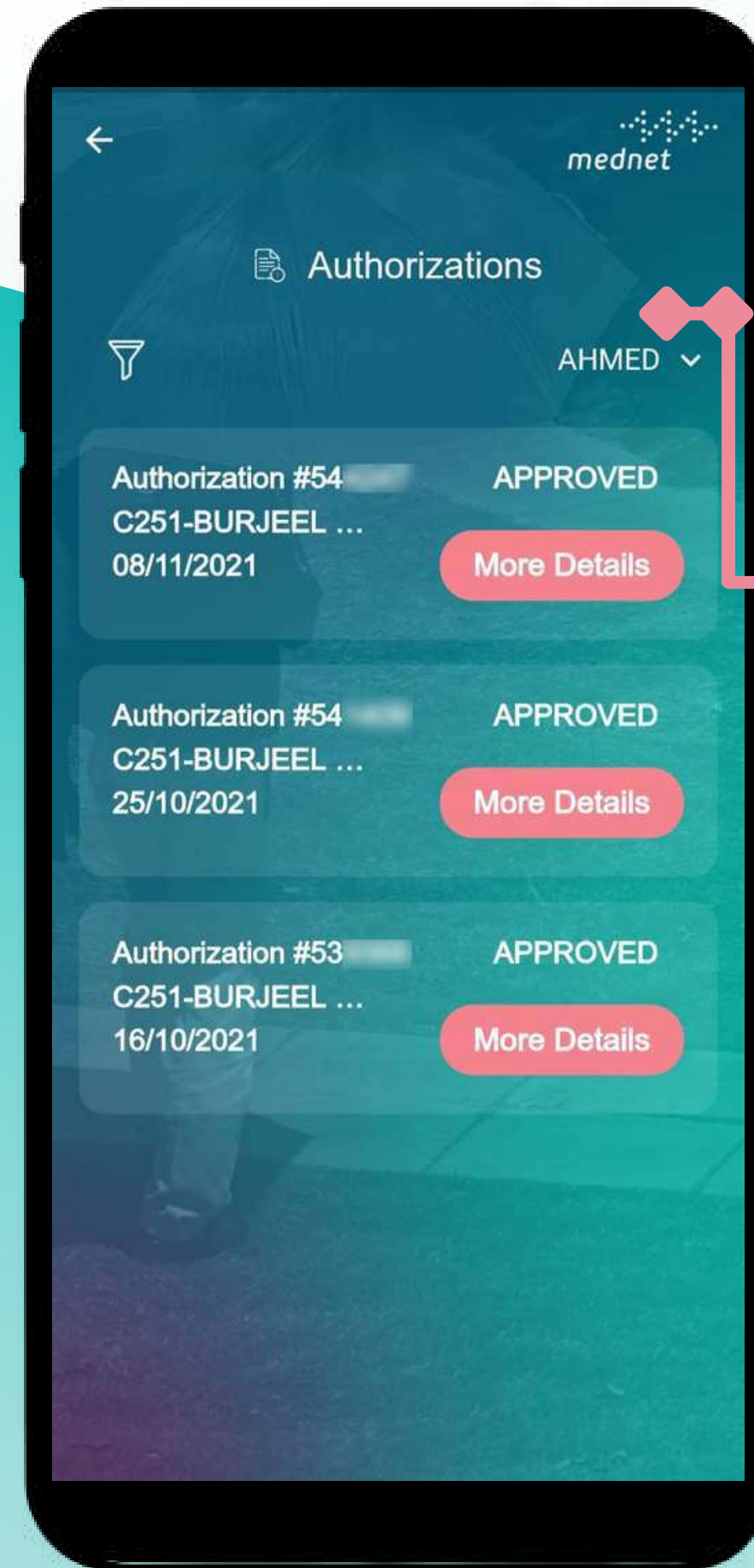
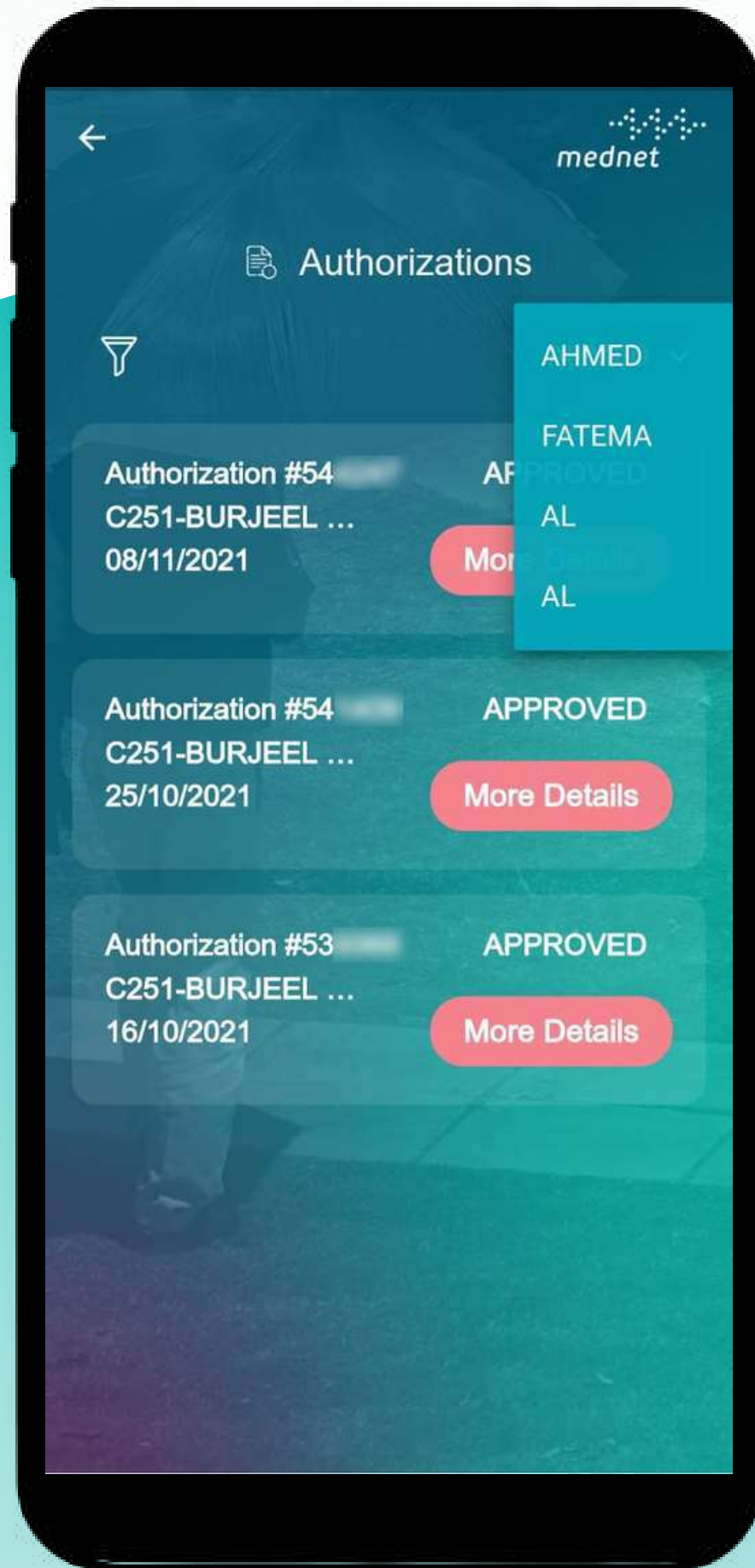


Authorizations

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

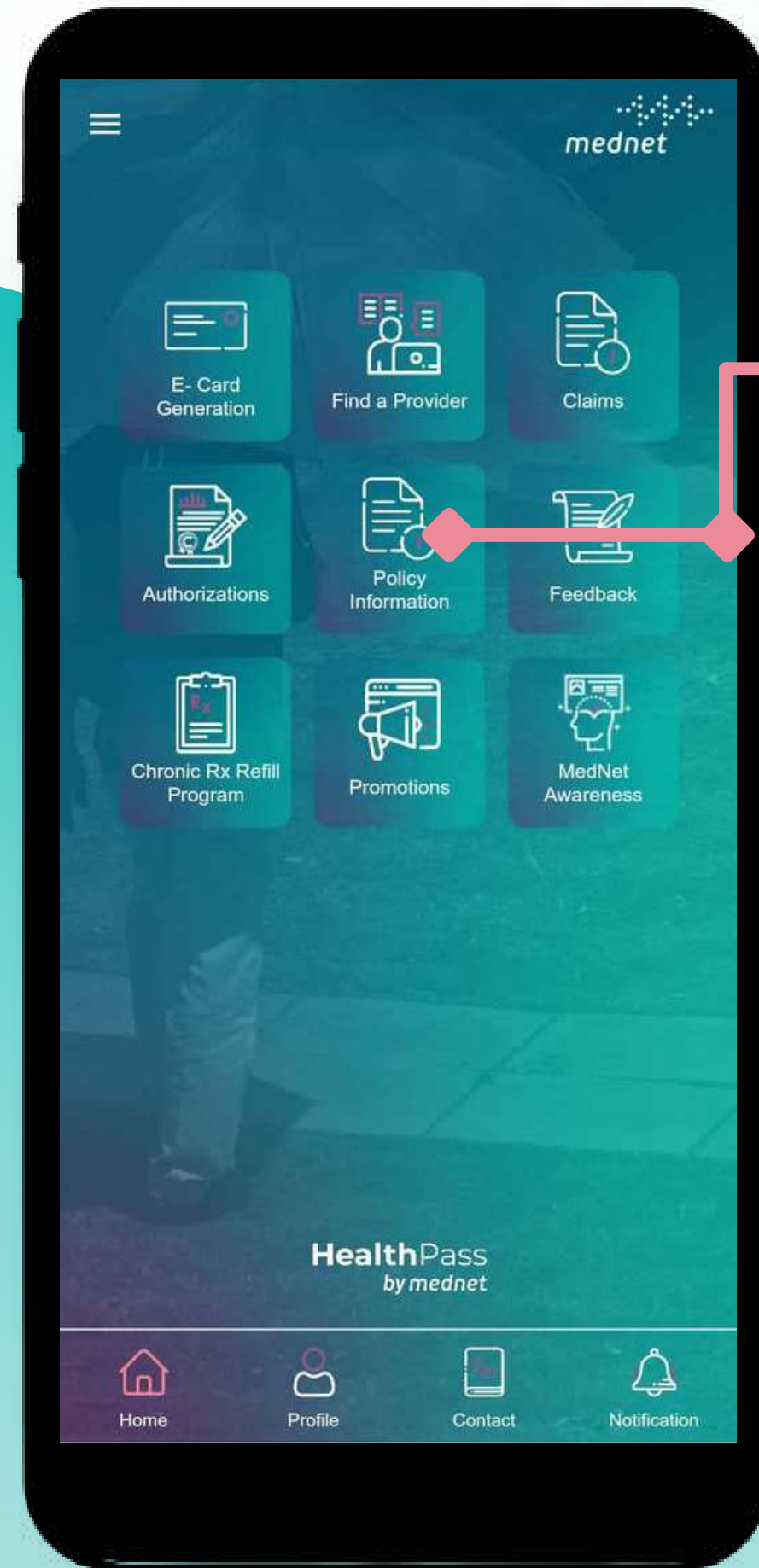
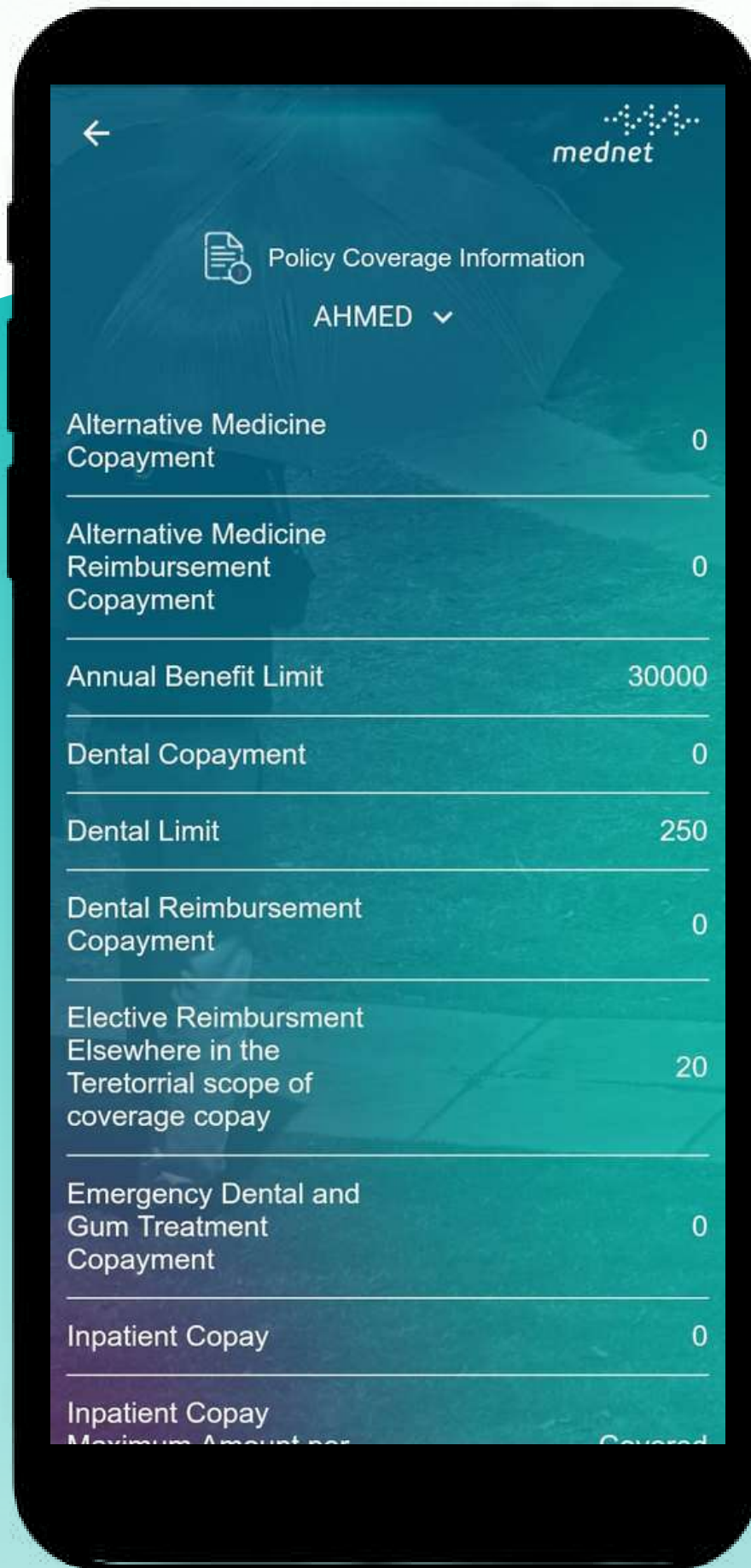


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Authorizations

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



Policy Information

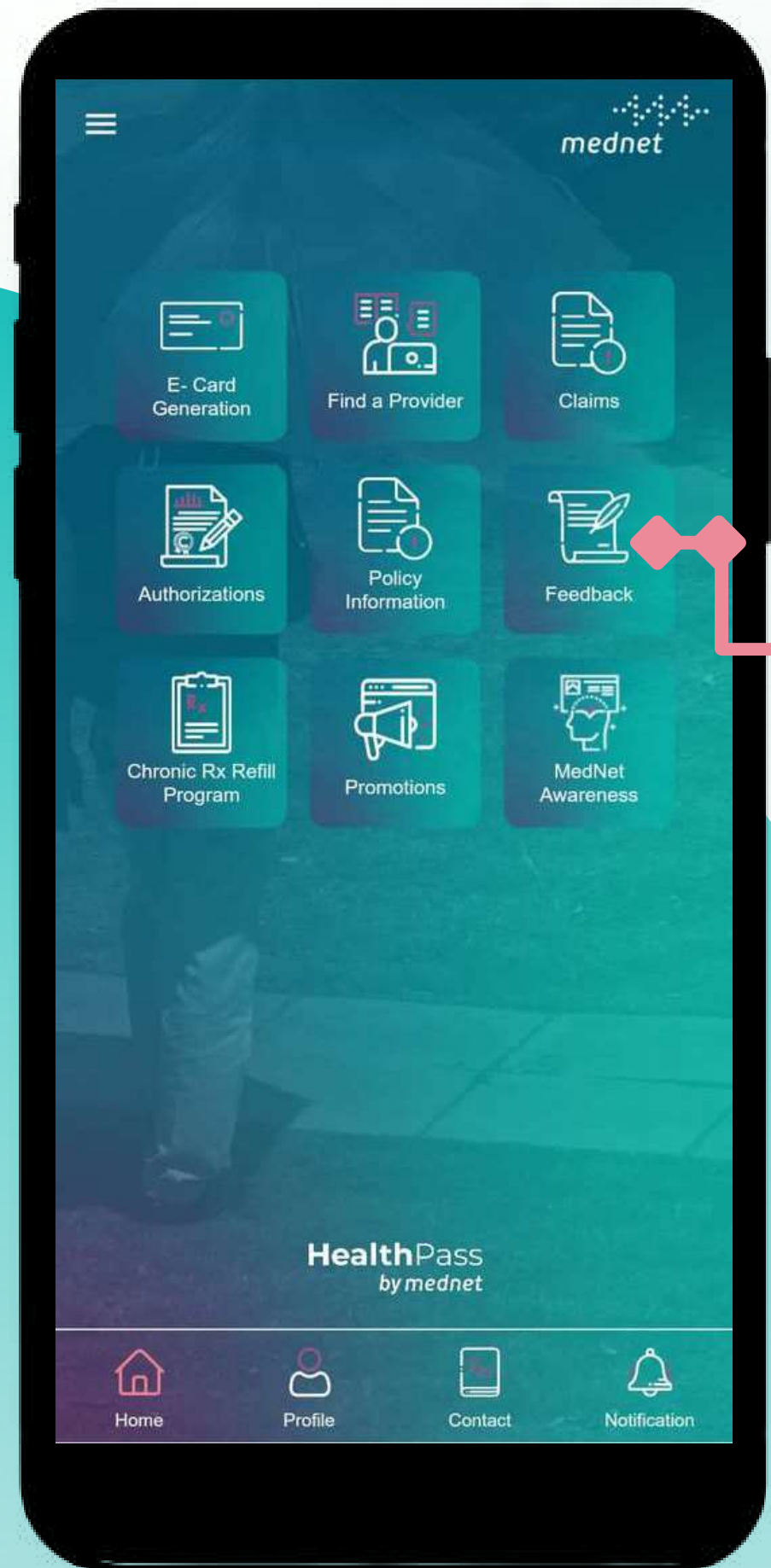
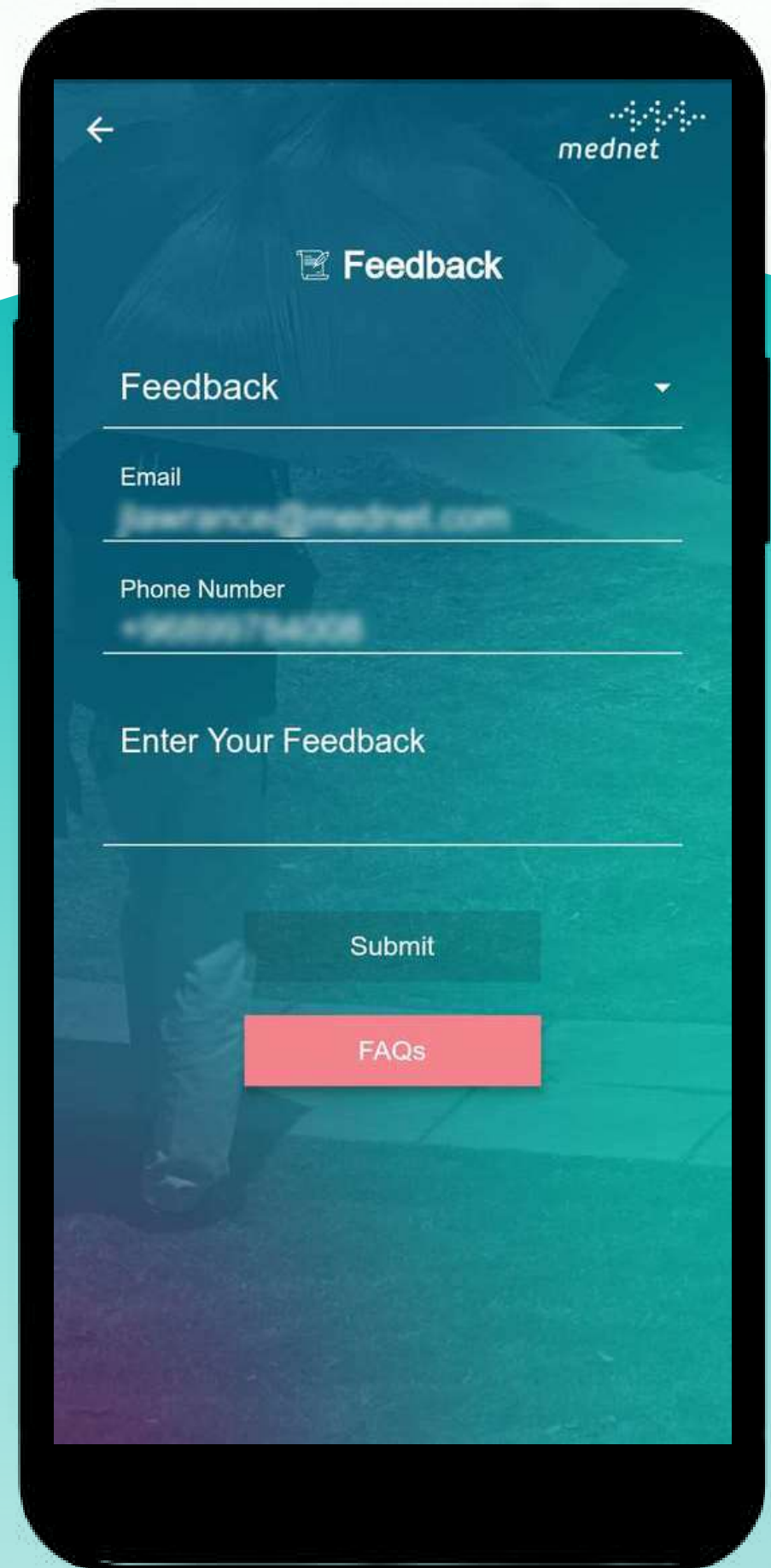
You can access your health insurance policy information in terms of:

- Policy Coverage Details
- Policy Limits and Sub Limits
- Applicable Network Details
- Applicable Member Share Details



Policy Information

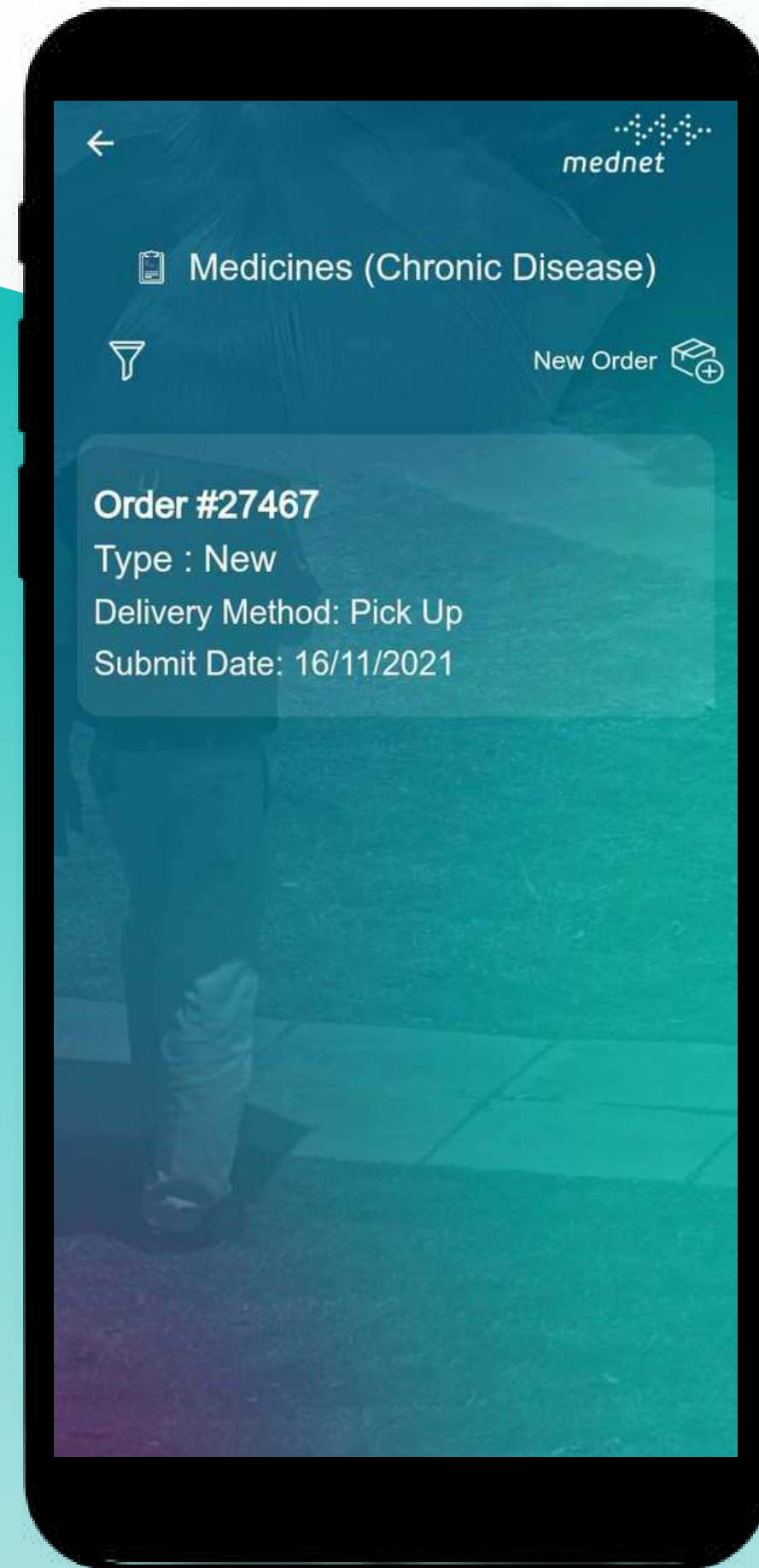
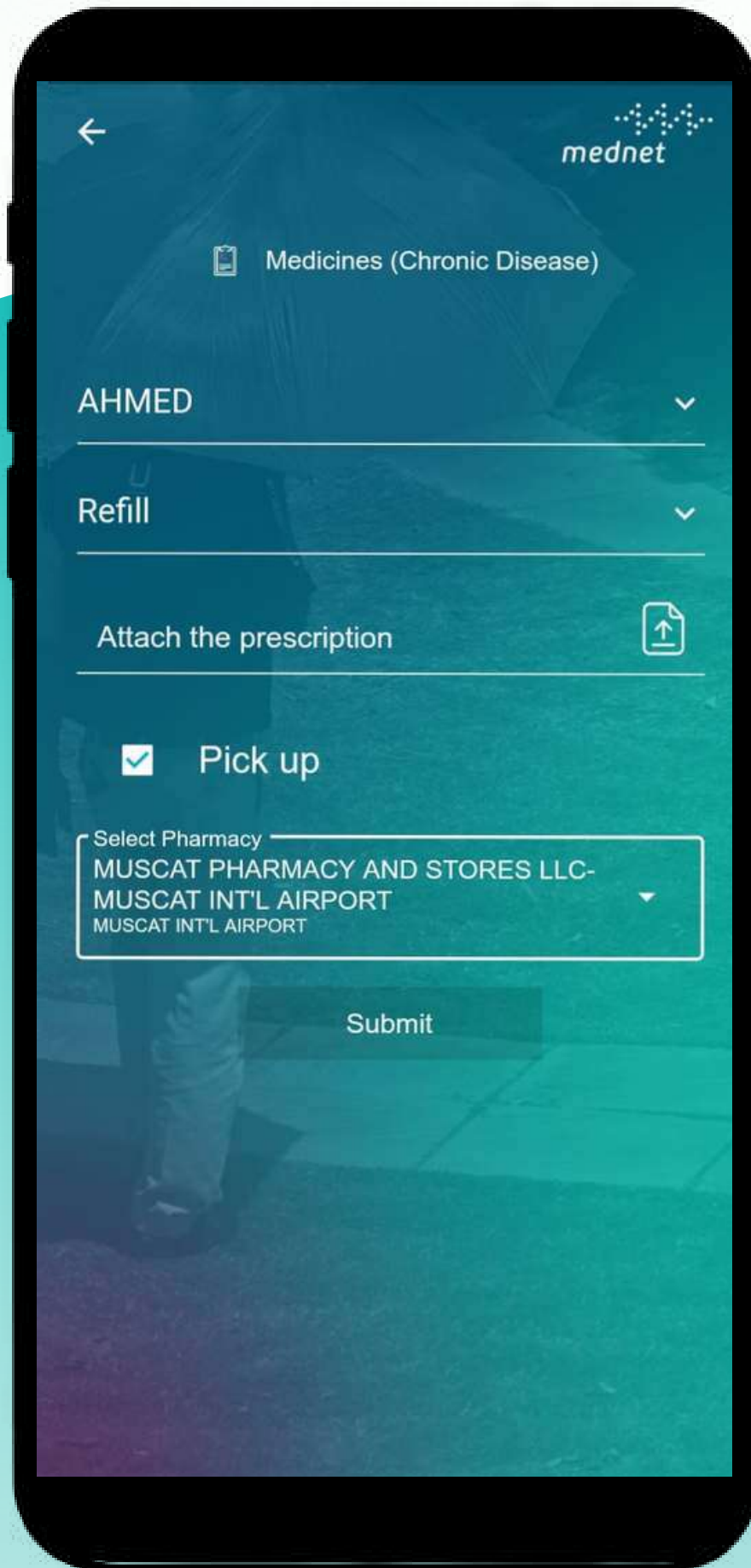
The policy holder will have the access to view the policy coverage information for her/himself and their family members from the drop list at the top right of the screen.



Feedback

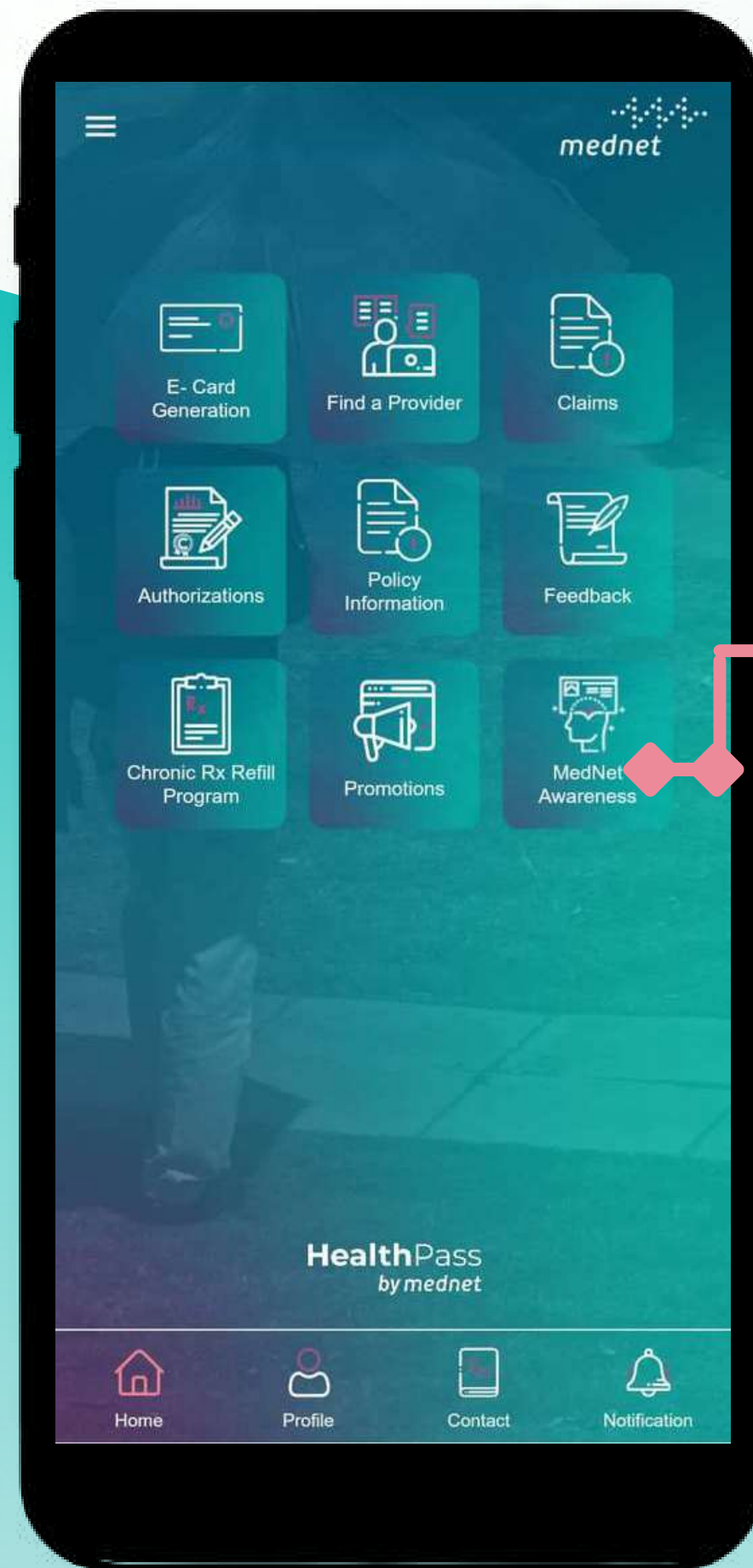
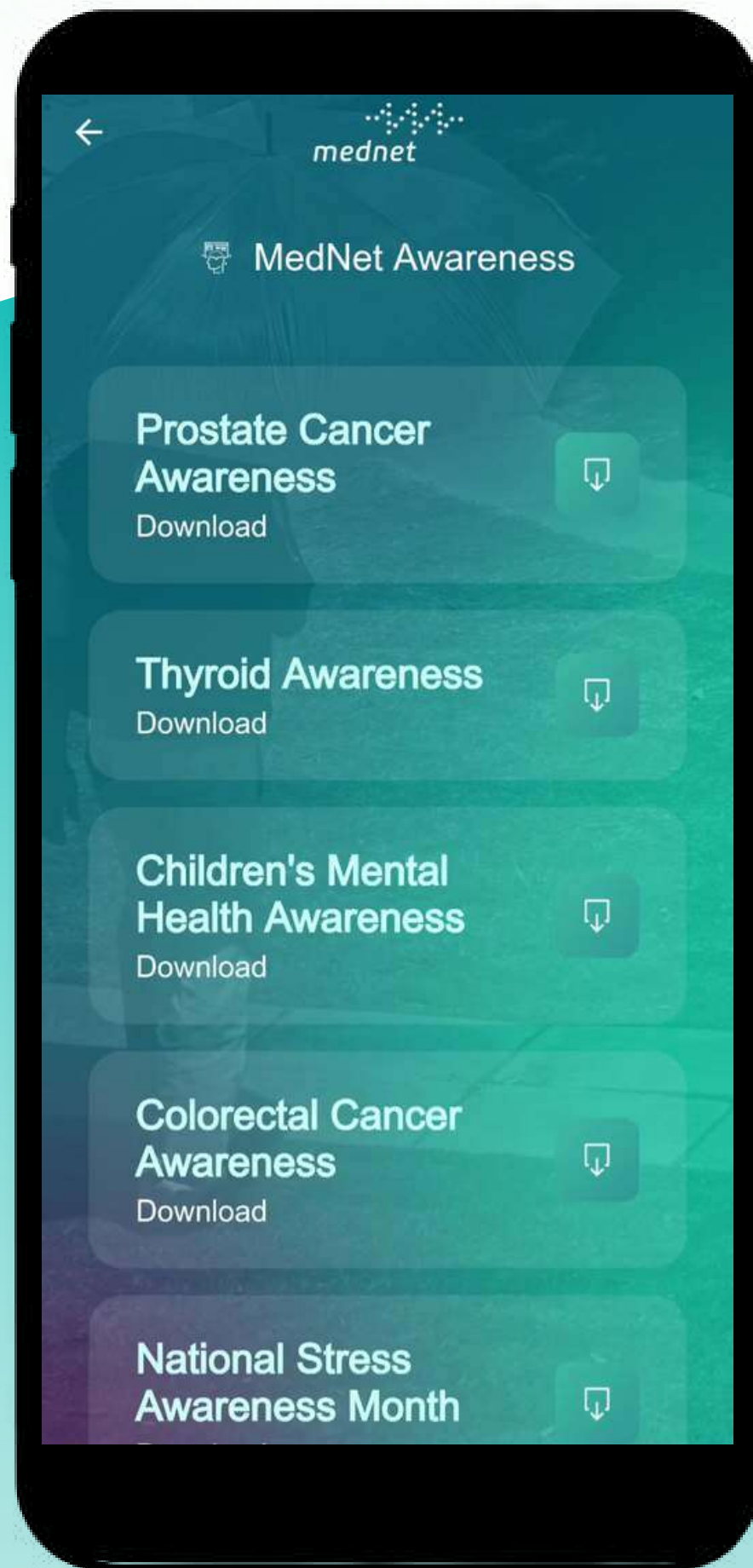
We are keen to hear about your experience, please share with us your feedback.

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



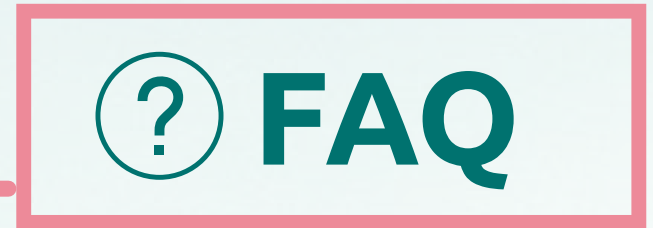
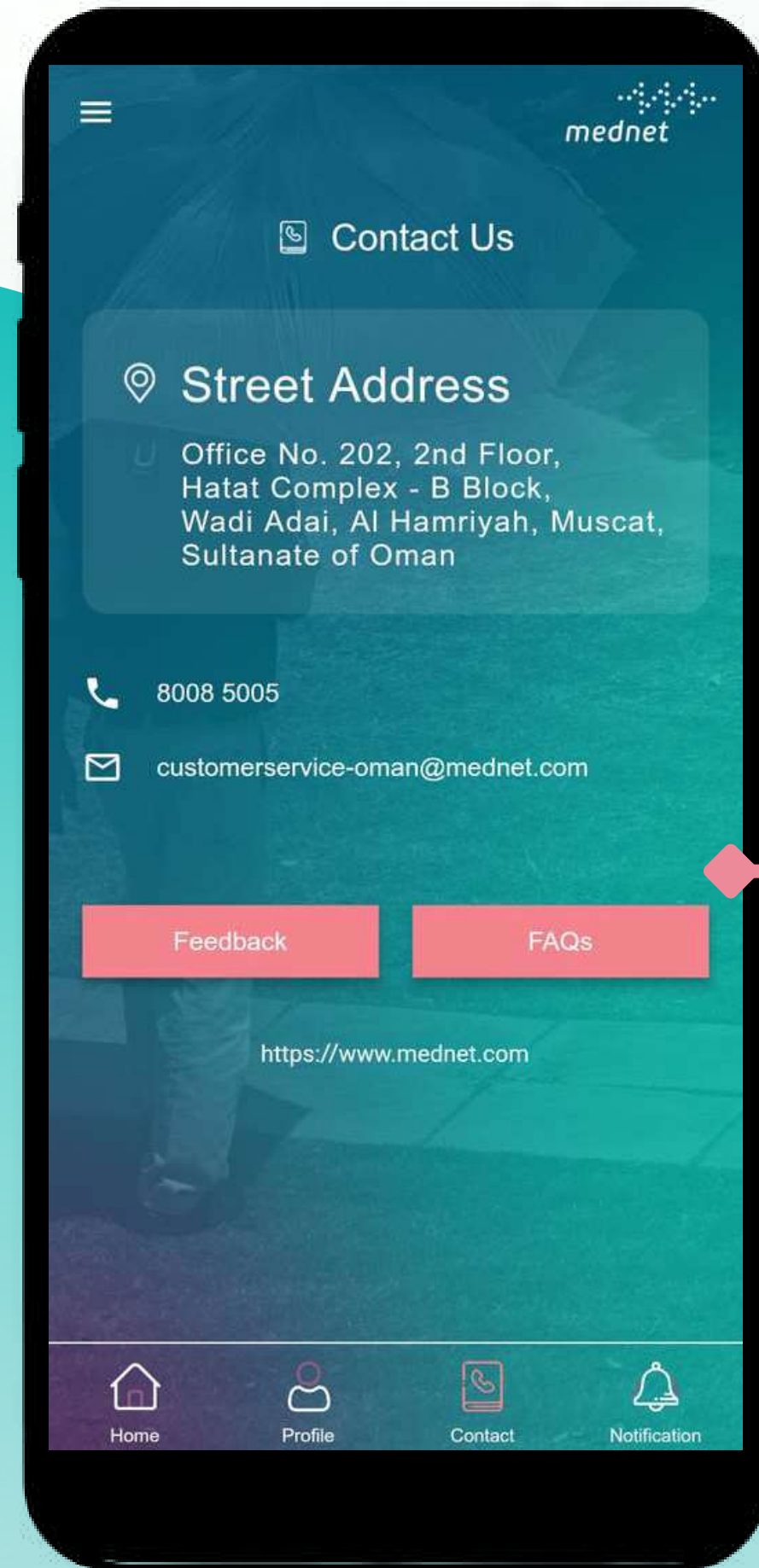
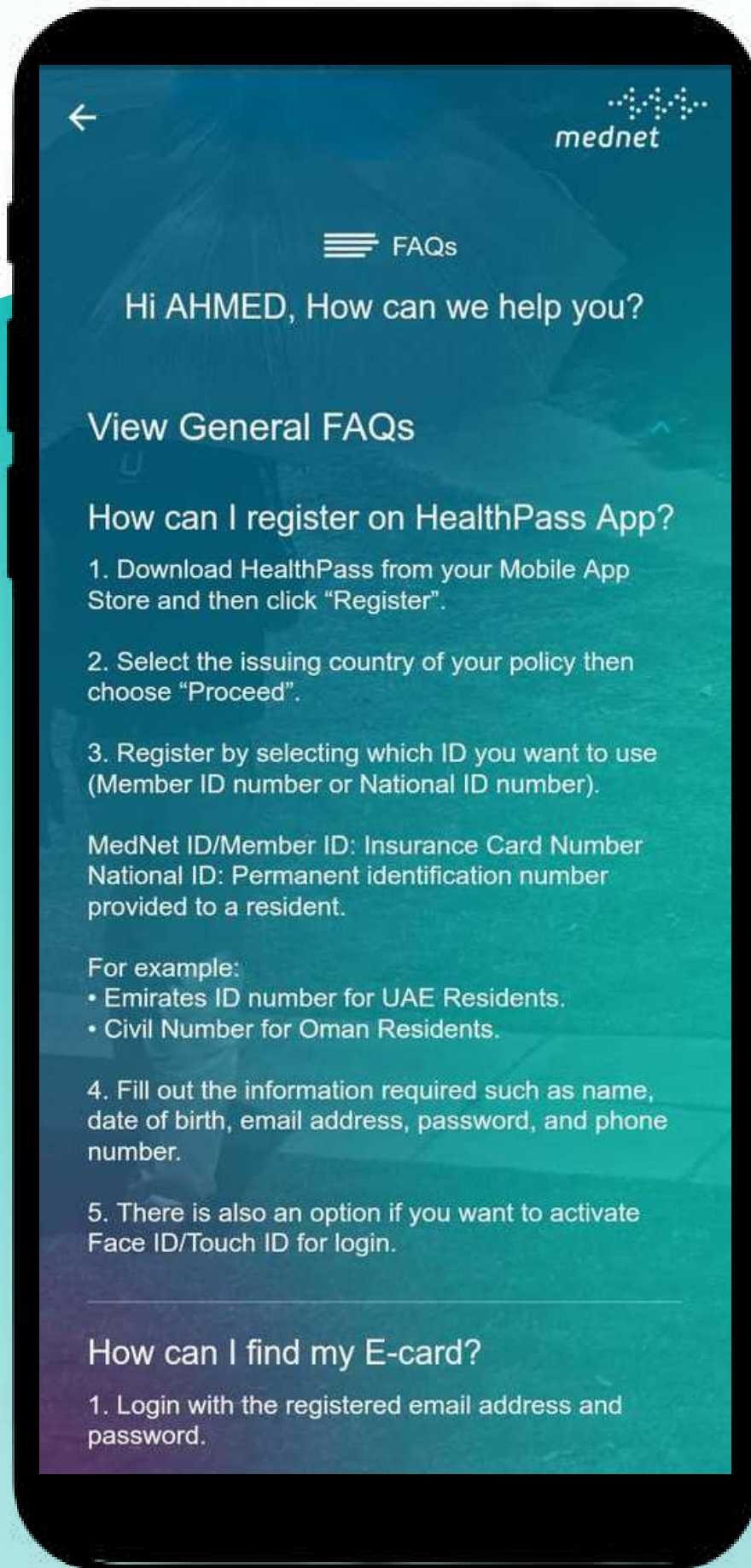
Chronic Rx Refill Program

- 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.
- Approval will be placed to your nearest pharmacy selected.

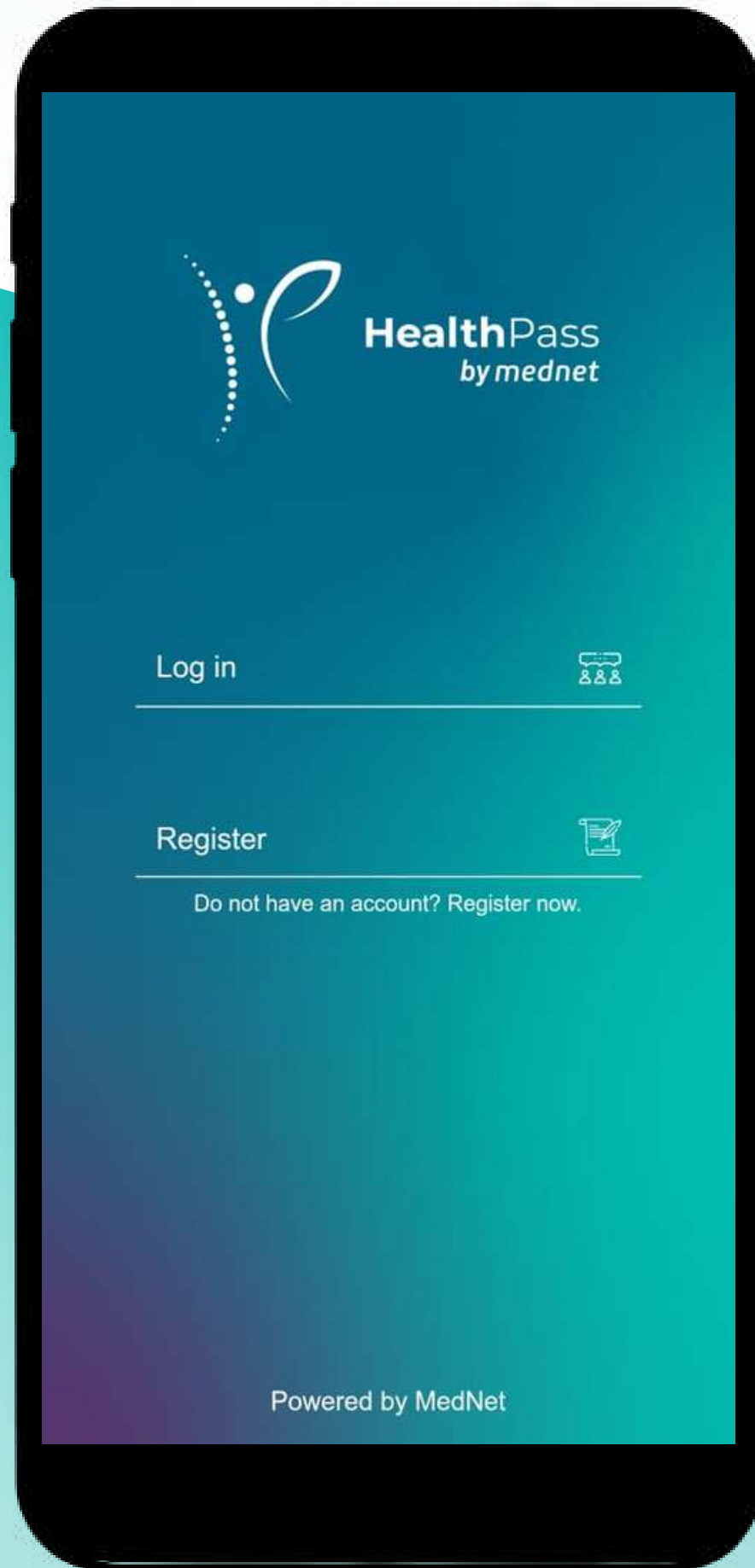


MedNet Awareness

Easily download all our awareness booklets for your reference!



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



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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.
- Corporate grade 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.



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