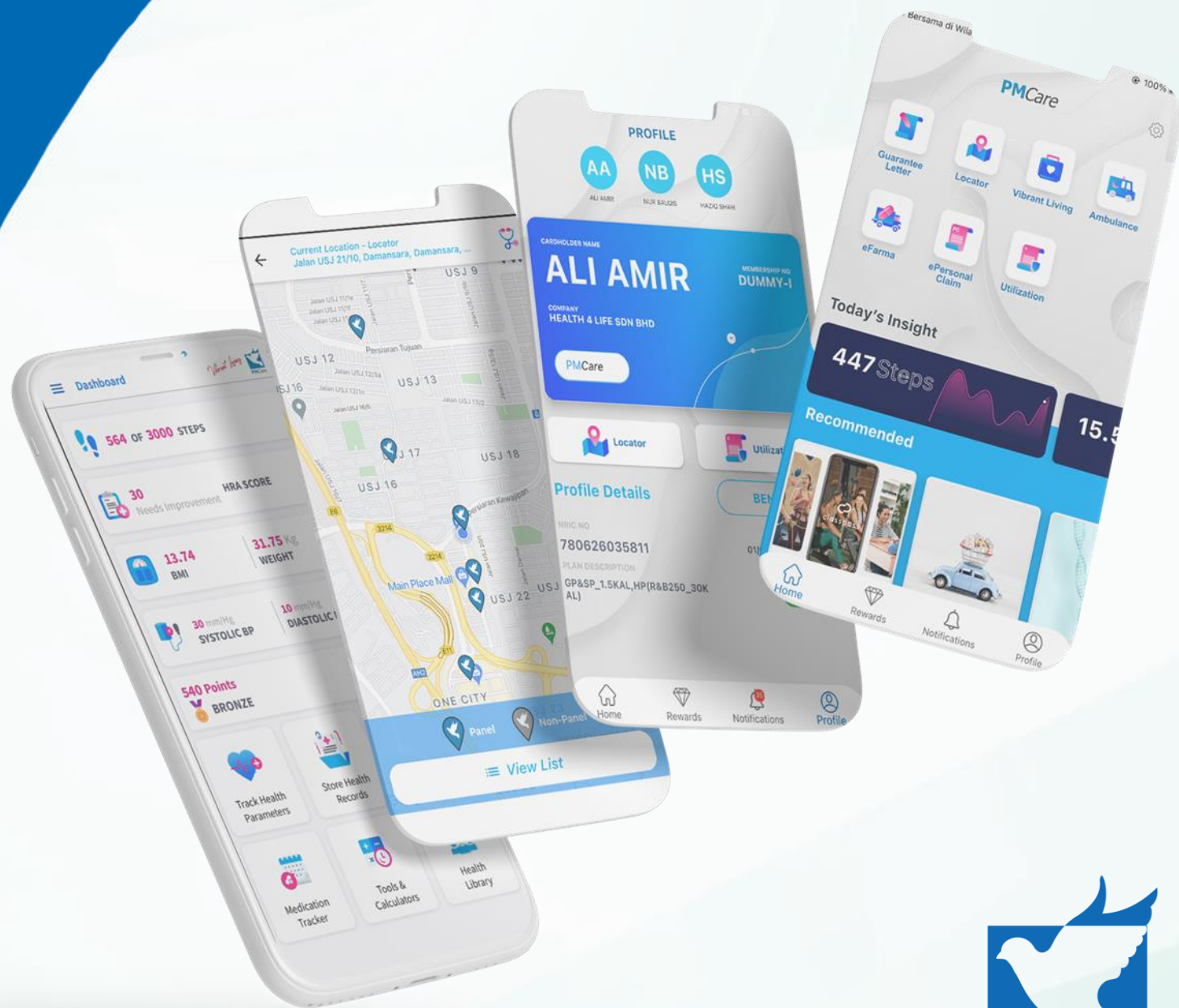


PMCare

Mobile App User Manual Guidelines



Check Compatibility



Check Compatibility

For Android Users:



Requires Android
version **9.0 & Above**

For iPhone Users:



Requires iOS version
13.5 & Above

For Huawei Users:



- **HUAWEI P40 & above**
- **HUAWEI Mate 30 & above**
- **HUAWEI Nova 7.0 & above**
- **HUAWEI Y7 & above**

Note:

For HUAWEI phone models listed above (incompatible with Google Services), you will only be able to enjoy the **basic features/functions i.e. Profile, Utilization, GL, ePC, eFarma** of the PMCare mobile app for now, stay tuned for future updates!

Installation



Installation

Step1 :
Tap on Store



For Android users:
Google Play Store



For iPhone users:
App Store



For Huawei users:
Huawei App Gallery

Step 2 :
Search "PMCare"



Download Link:
[PMCare App on Google Play](#)



Download Link:
[PMCare App on App Store](#)

or scan the QR Code below:



Step3:
Download "PMCare"



Please choose "PMCare" to
install the app

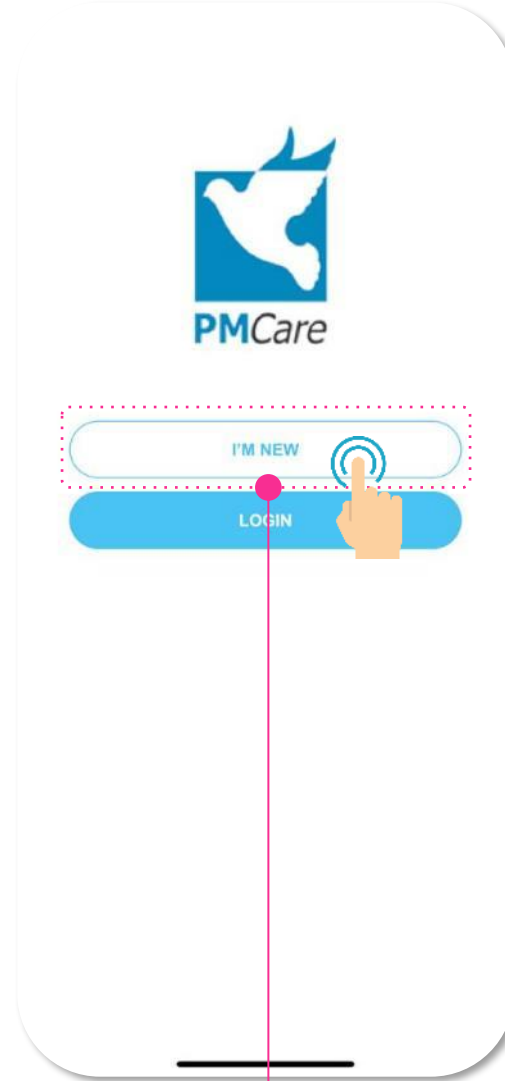
Registration



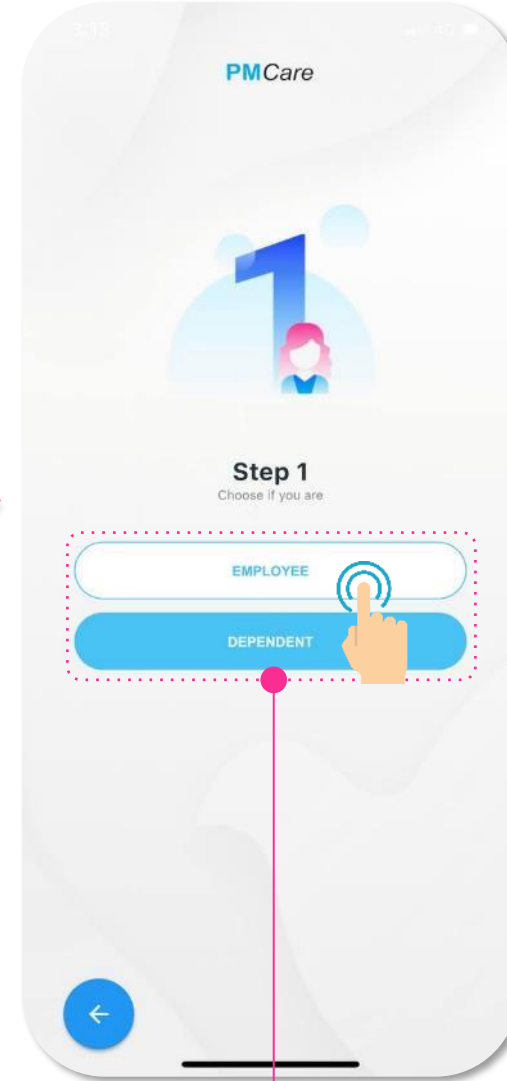
Registration

IMPORTANT NOTES:

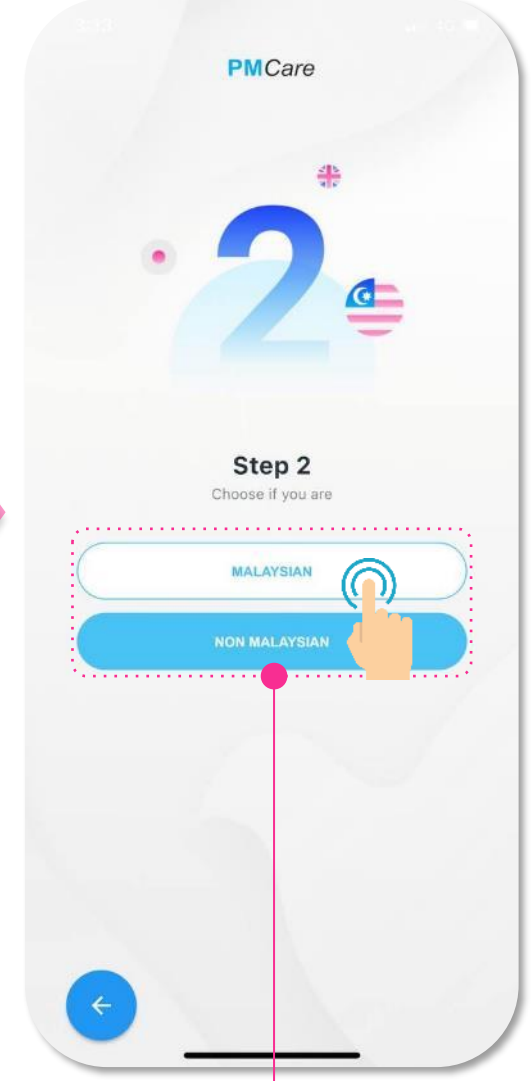
Please register as New User



Tap on **"I'M NEW"**
for new registration

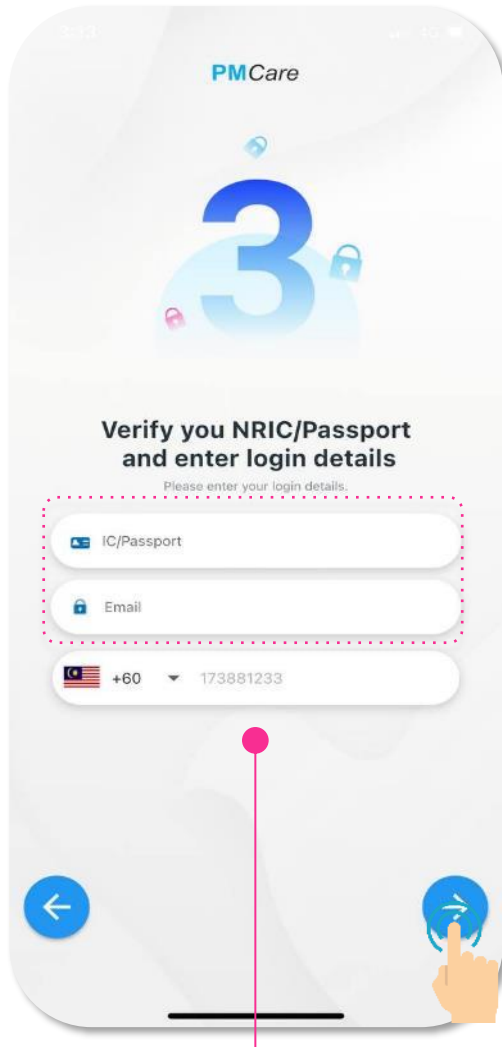


For employee, tap on **"EMPLOYEE"**
For dependent, tap on **"DEPENDENT"**



Tap on
"Malaysian" or **"Non-Malaysian"**

Registration



PMCare

3

Verify your NRIC/Passport and enter login details

Please enter your login details:

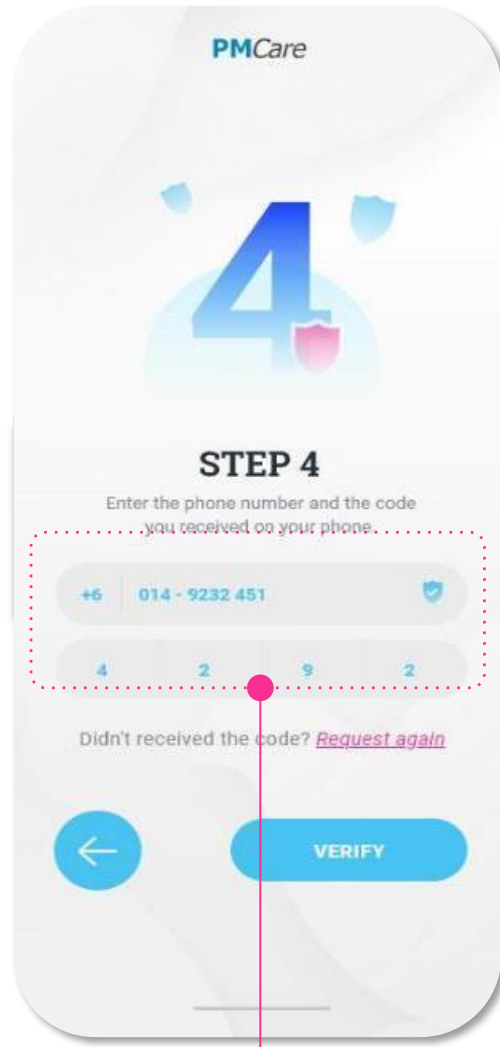
IC/Passport

Email

+60 173881233

Navigation icons: back, home, forward

- Key in IC Number without dash for Malaysian(eg: 7801xxxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxxx)
- Key in your mobile number



PMCare

4

STEP 4

Enter the phone number and the code you received on your phone.

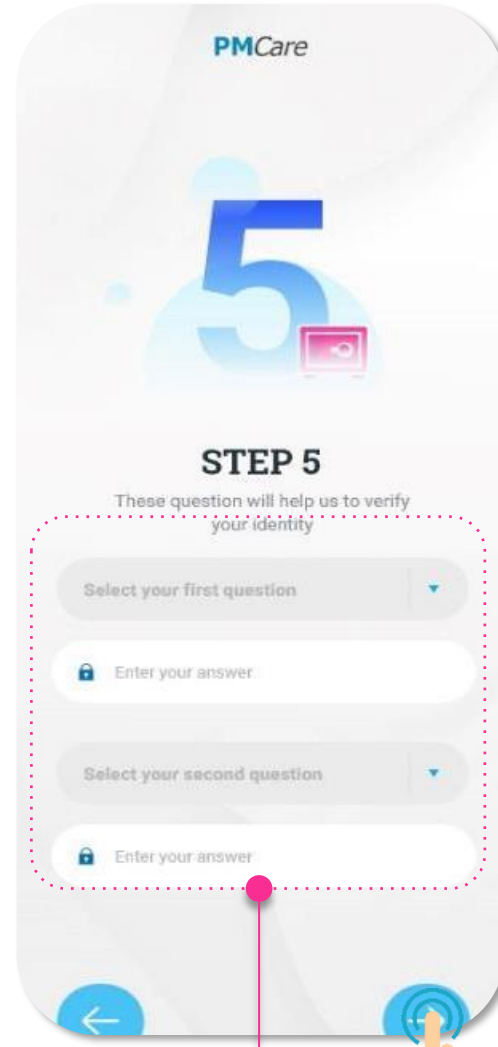
+6 014 - 9232 451

4 2 9 2

Didn't received the code? [Request again](#)

Navigation icons: back, VERIFY, home

Verification code will be send to this mobile number



PMCare

5

STEP 5

These question will help us to verify your identity

Select your first question

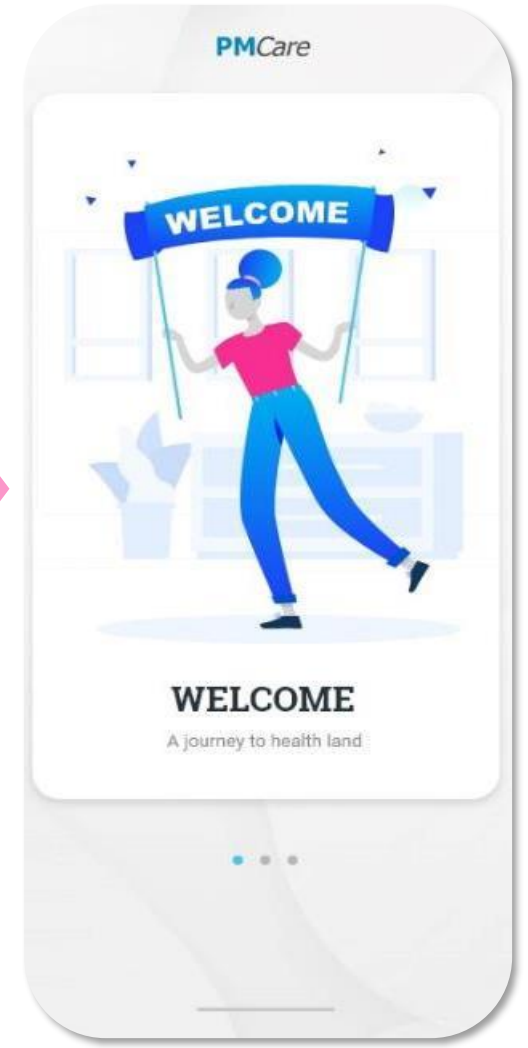
Enter your answer

Select your second question

Enter your answer

Navigation icons: back, home, forward

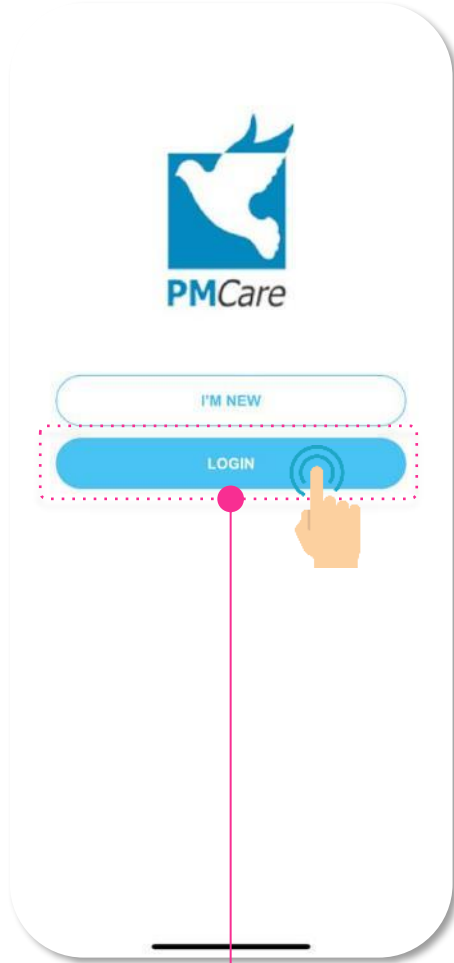
Choose your security questions



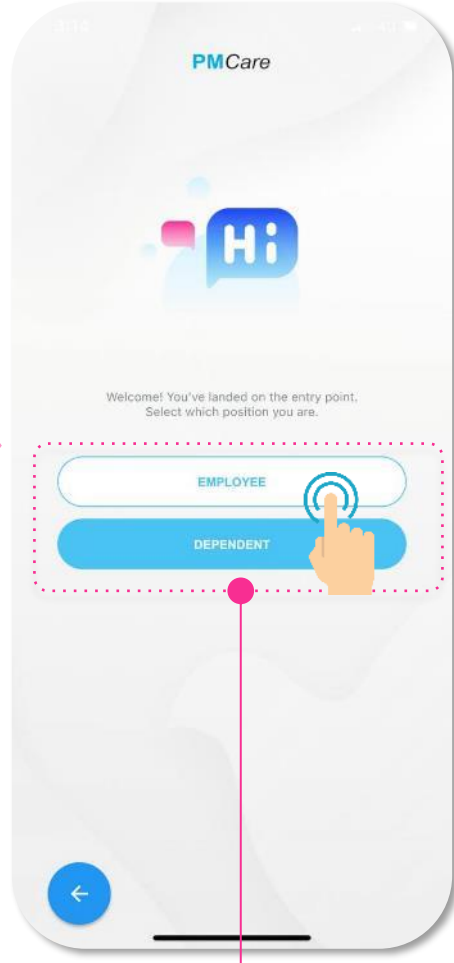
Login



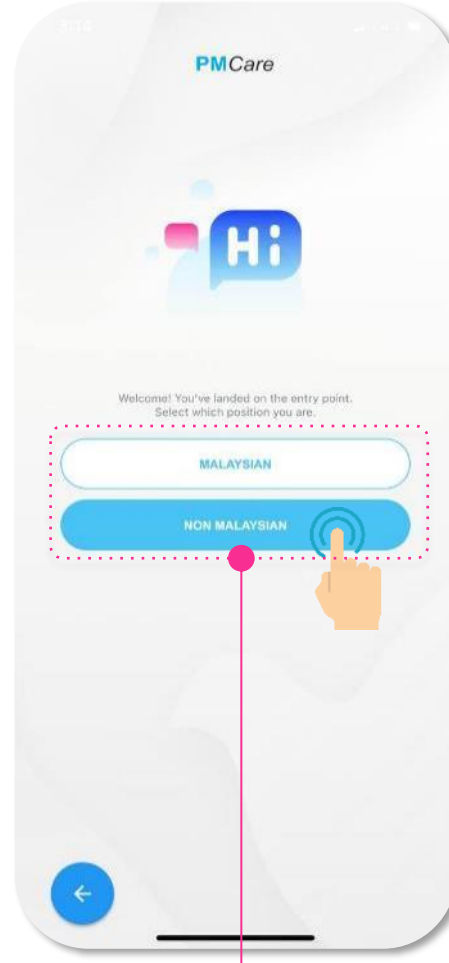
Login



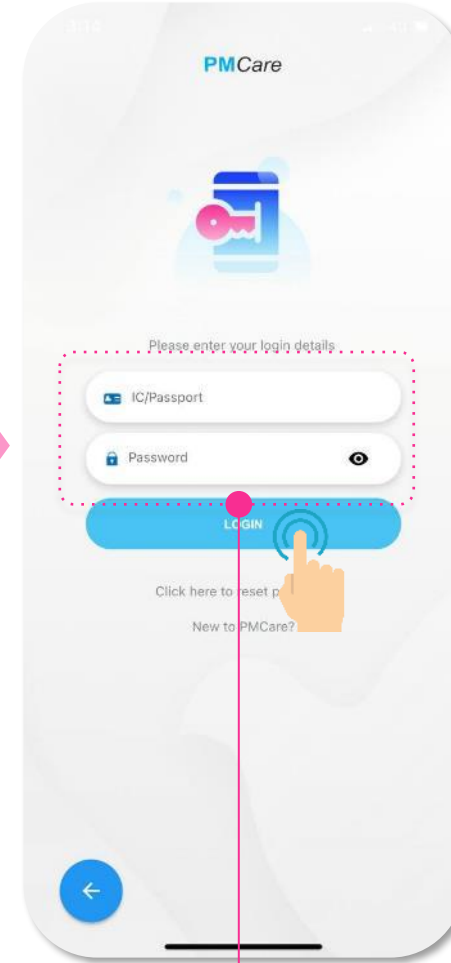
Tap on "LOGIN"



For employee, tap on "EMPLOYEE"
For dependent, tap on "DEPENDENT"



Tap on
"Malaysian" or
"Non-Malaysian"



- Key in IC Number without dash for Malaysian (eg: 7801xxxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxxx)
- Key in your Password (8 Characters)



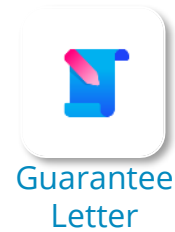
Overview



Overview

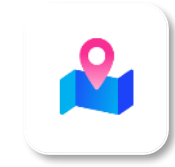
- Member's Directory

- To Request GL
- To View GL Request Status



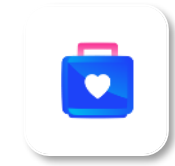
Guarantee Letter

- To locate PMCare Panel Provider



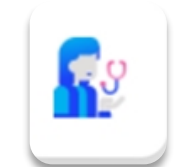
Locator

- To monitor your health performance

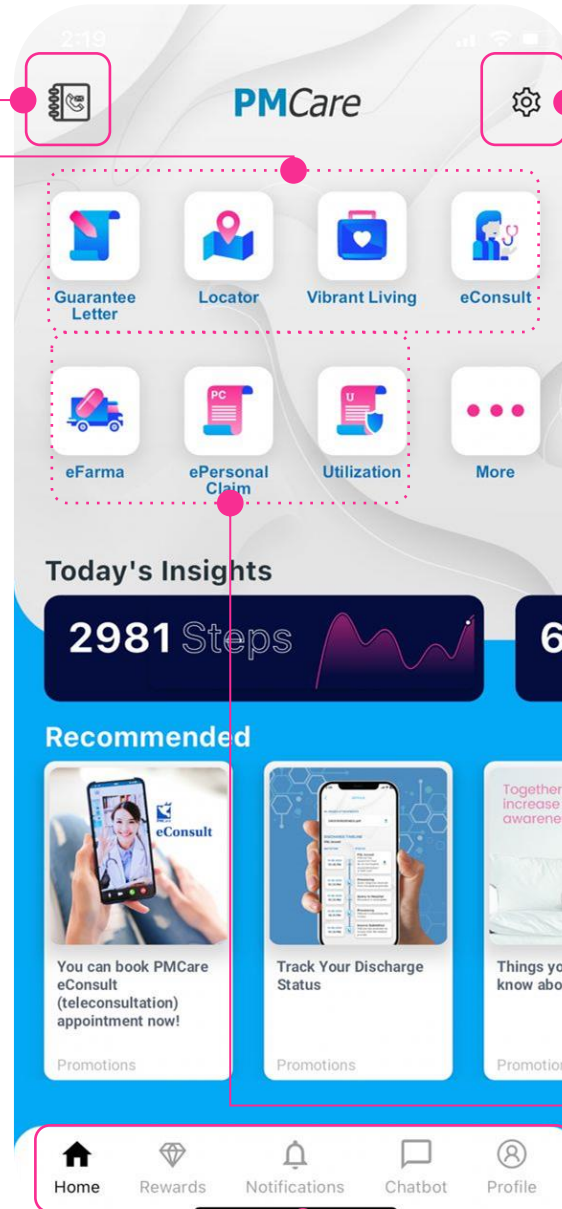


Vibrant Living

- To locate Ambulance services within vicinity

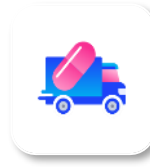


eConsult



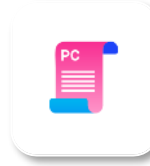
Settings:

- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy Log Out



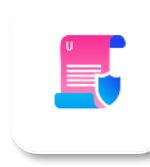
eFarma

- To request Long Term Medication (LTM)
- To view eFarma Request Status



e-Personal Claim

- To submit Personal Claim
- To view Personal Claim Status



Utilization

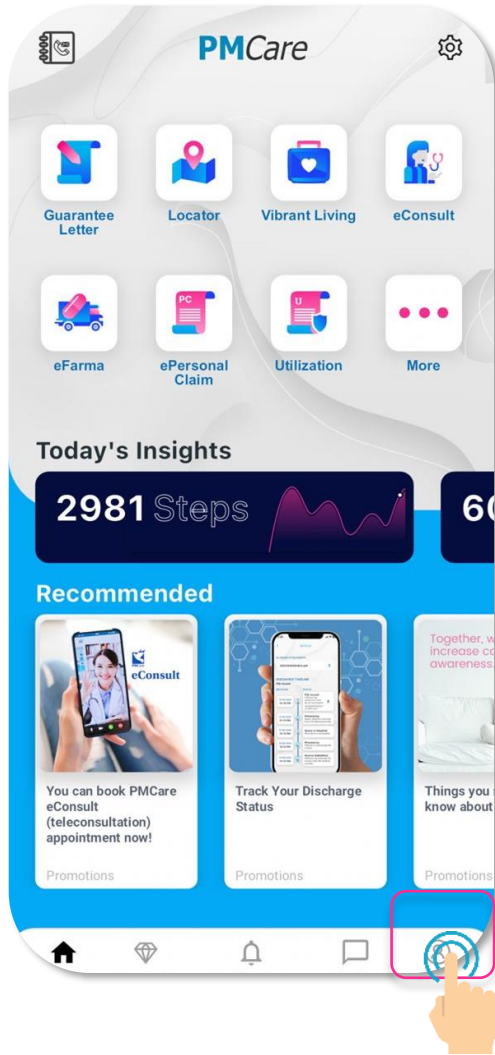
- To view Utilization Details

- Home
- Rewards
- Notifications
- Chatbot
- Profile

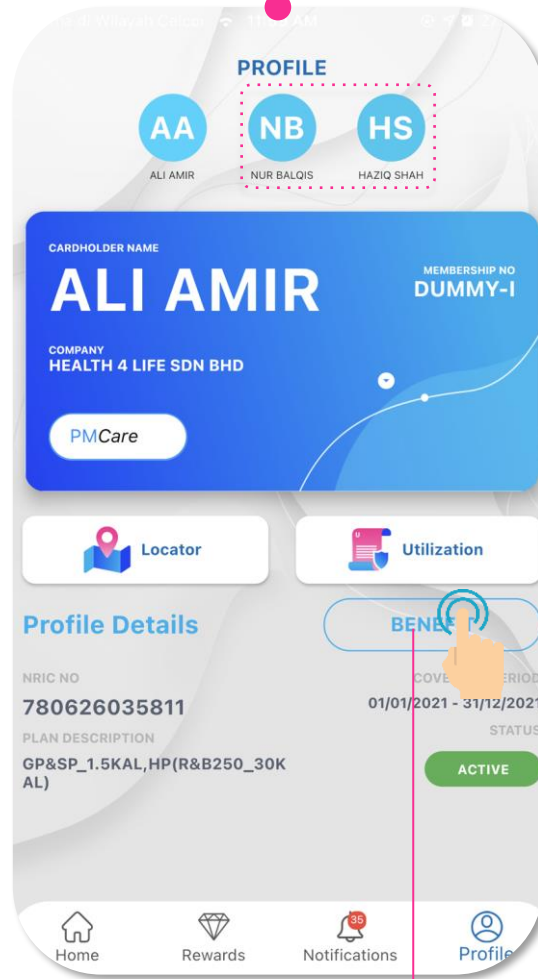
Profile



Profile



Tap on "Profile" to
View your Profile Details



Tap on "Benefit" to view your
benefits as well as
dependents details



You can view your
benefits details by Service Type

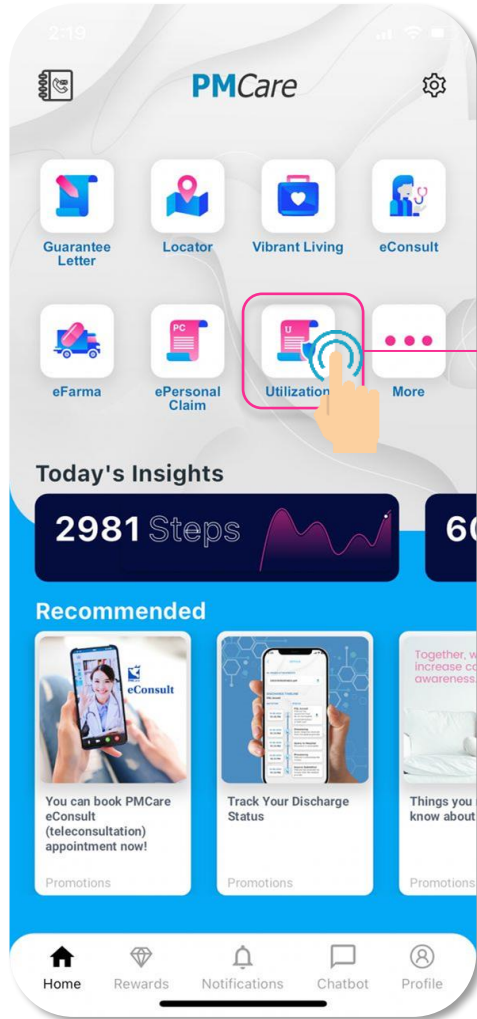
Tap here to view your
Dependents Benefits details

Tap here to expand

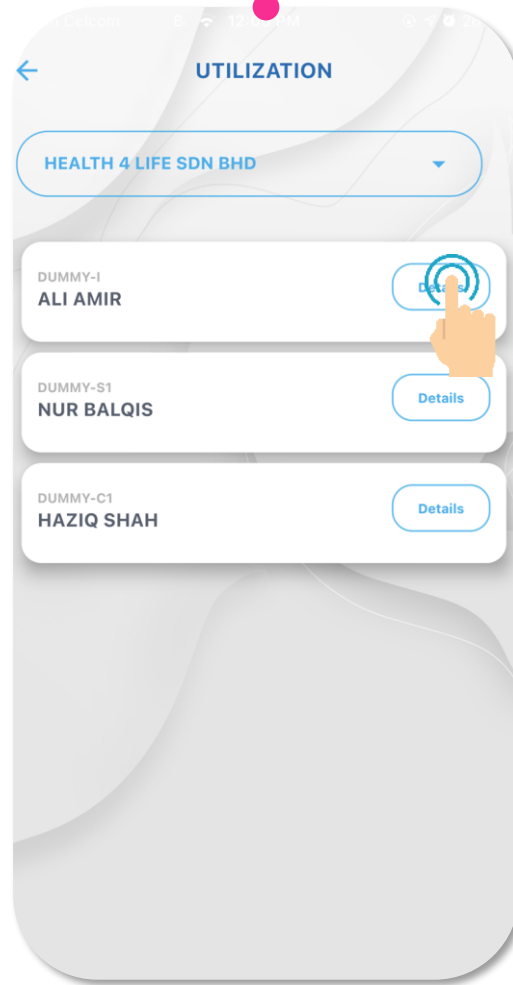
Utilization



Utilization



Tap on "Utilization" to
View your Utilization Details



Tap on "Details" to view
your Utilization details



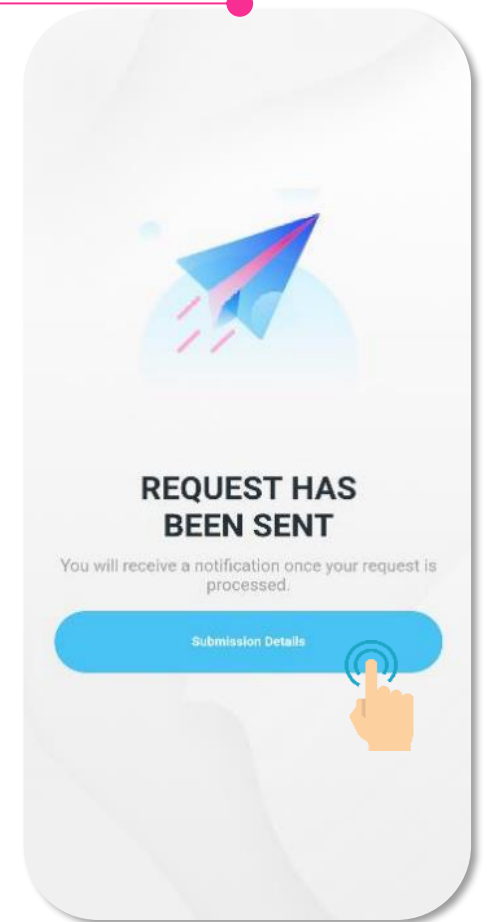
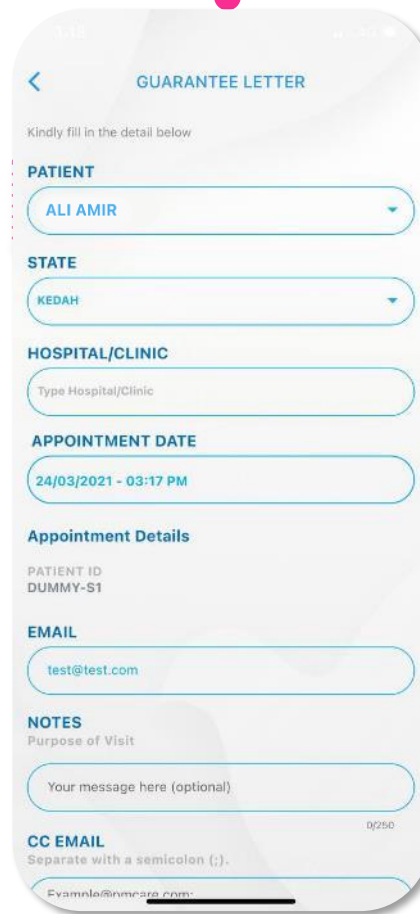
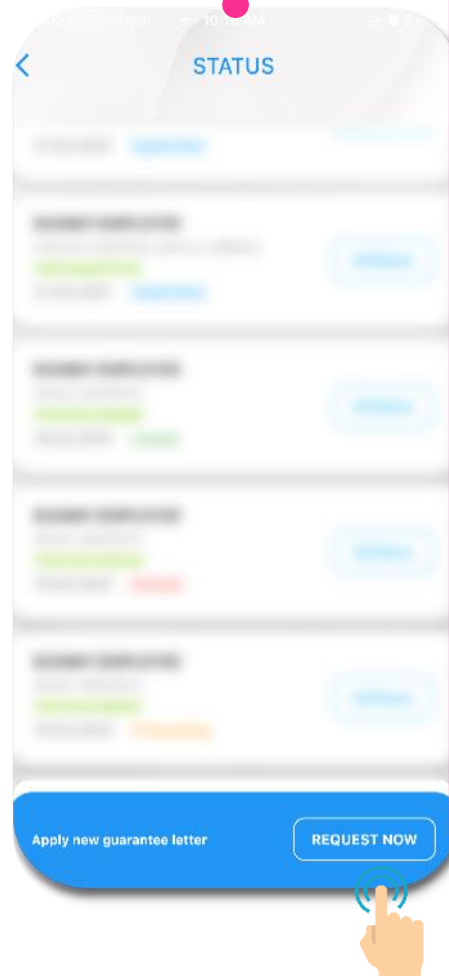
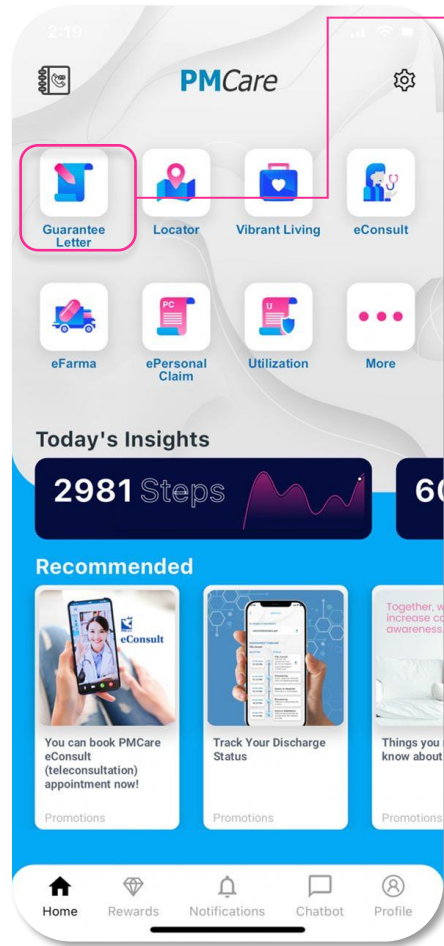
You can view your utilization
details by Service Type

You can choose to view
your utilization details by
Coverage Period

Guarantee Letter ("GL")



Guarantee Letter



- Tap on "Guarantee Letter" to:
1. Request GL
 2. View GL Status

Tap on "Request Now" to Request for GL

Choose the right "Patient" for the GL & fill up all the necessary details

Attach Referral Letter/ Appointment Card either in PDF format or in Image format

Tap on "Submission Details" to view GL Request Status

Guarantee Letter

STATUS

21.03.2021 Submitted

ALI AMIR
PANTAI HOSPITAL KUALA LUMPUR
PCP2103217218
21.03.2021 Submitted

DETAILS

19.03.2021 Issued

ALI AMIR
DEMO 18042013
PCP2103192289
19.03.2021 Issued

DETAILS

19.03.2021 Denied

ALI AMIR
DEMO 18042013
PCP2103194239
19.03.2021 Denied

DETAILS

19.03.2021 Processing

ALI AMIR
DEMO 18042013
PCP2103196587
19.03.2021 Processing

DETAILS

Apply new guarantee letter

REQUEST NOW

Tap on "Details" to view GL Request Status

Submitted Status Details

DETAILS

DEMO 18042013

PATIENT NAME
DUMMY EMPLOYEE

REQUEST NO
PCP2103243902

SUBMITTED DATE
24/03/2021

APPOINTMENT DATE
24/03/2021

STATUS
Submitted

SUBMITTED TIME
13:51 PM

APPOINTMENT TIME
13:51 PM

GL request has been Submitted

Processing Status Details

DETAILS

DEMO 18042013

PATIENT NAME
DUMMY EMPLOYEE

REQUEST NO
PCP2103196253

SUBMITTED DATE
19/03/2021

APPOINTMENT DATE
19/03/2021

STATUS
Processing

SUBMITTED TIME
09:33 AM

APPOINTMENT TIME
09:32 AM

GL is being prepared

Issued Status Details

DETAILS

DEMO 18042013

GL NO
21031909560870

PATIENT NAME
DUMMY EMPLOYEE

REQUEST NO
PCP2103192289

SUBMITTED DATE
19/03/2021

APPOINTMENT DATE
22/03/2021

STATUS
Issued

SUBMITTED TIME
09:55 AM

APPOINTMENT TIME
09:54 AM

GL has been Issued

*Incomplete
documentation

Denied Status Details

DETAILS

DEMO 18042013

PATIENT NAME
DUMMY EMPLOYEE

REQUEST NO
PCP2103194239

SUBMITTED DATE
19/03/2021

APPOINTMENT DATE
19/03/2021

STATUS
Denied

SUBMITTED TIME
09:53 AM

APPOINTMENT TIME
09:52 AM

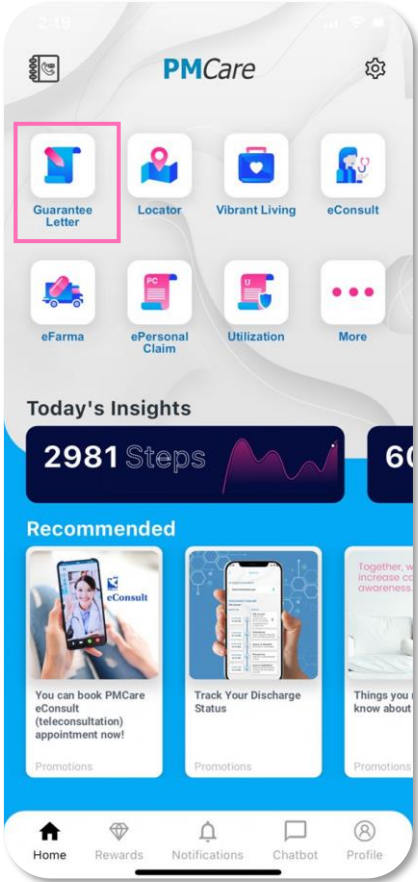
Download GI Denied

GD21031909534696.pdf

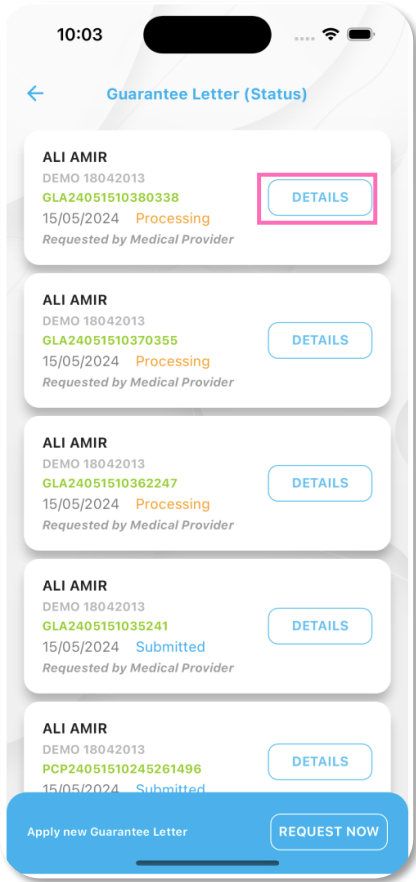
Tap here to
download
Denial Letter
*Reason your
GL is Denied

GL request has been Denied

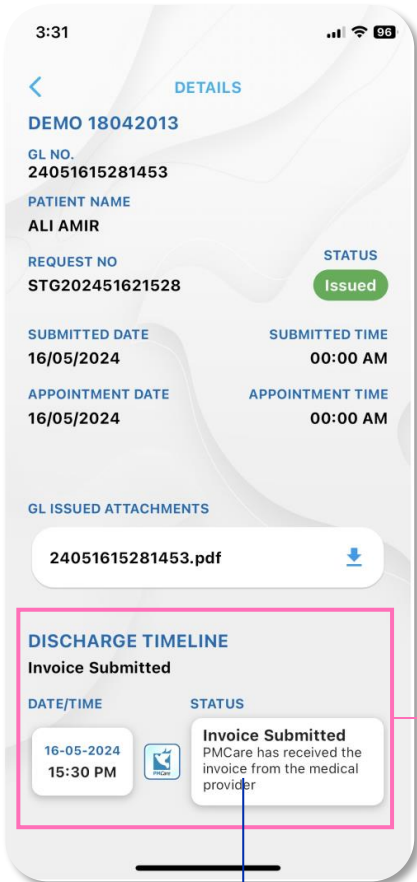
Final Guarantee Letter (FGL)



Tap on "Guarantee Letter"



Tap on "Details"

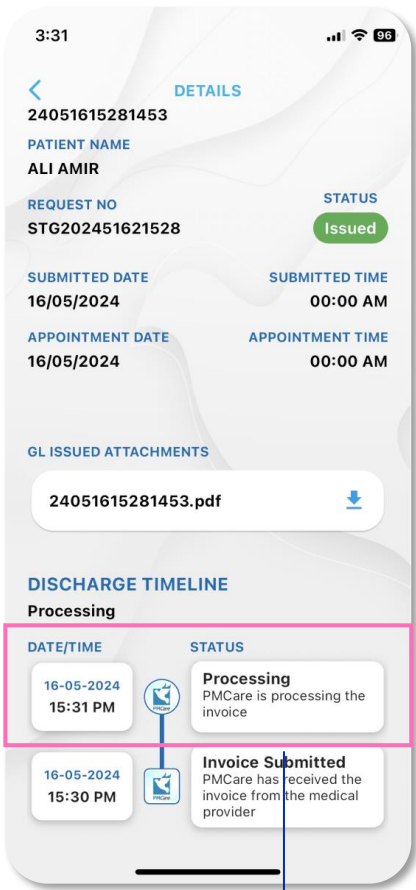


"Status" will display the "Invoice Received" from the hospital, or "Processing" claim at PMCare or "Query to Hospital" made by PMCare, or "FGL Issued" or "FGL Denied"

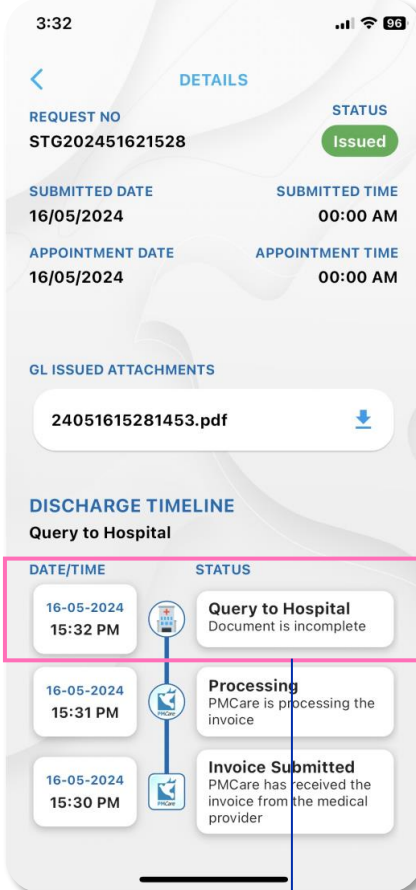
Please note: The most recent update will be at the top of this timeline.

- 1
- Invoice Submitted:** Signifies that PMCare has received the invoice from the hospital or medical provider, initiating the discharge process which includes the claims adjudication.

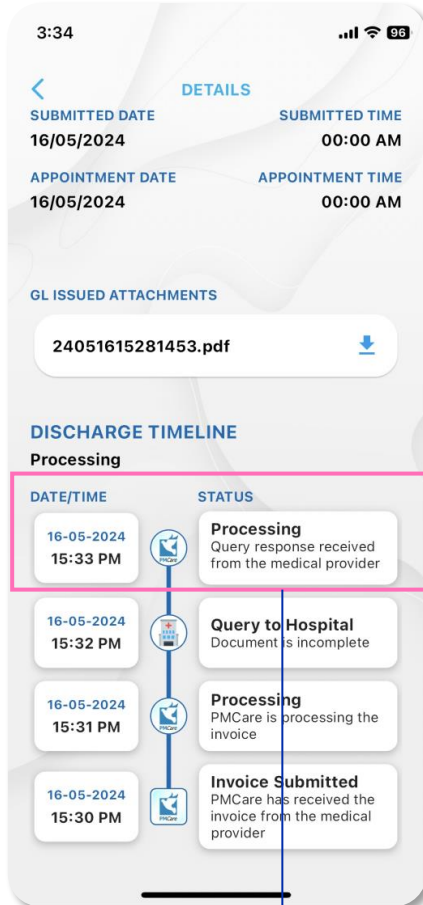
Final Guarantee Letter (FGL)



2 **Processing:** Indicates that PMCare is currently in the process of reviewing and processing the received invoice.

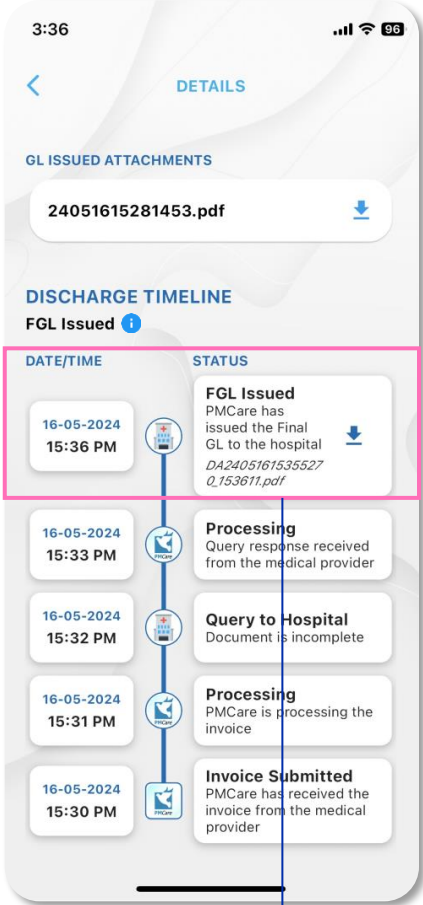


3 **Query to Hospital:** Signifies that the documents or information submitted to PMCare are incomplete, prompting PMCare to request additional document and/or information from the hospital for completeness.



4 **Processing:** Indicates that PMCare has received the required document and/or information from the hospital and is currently reviewing it.

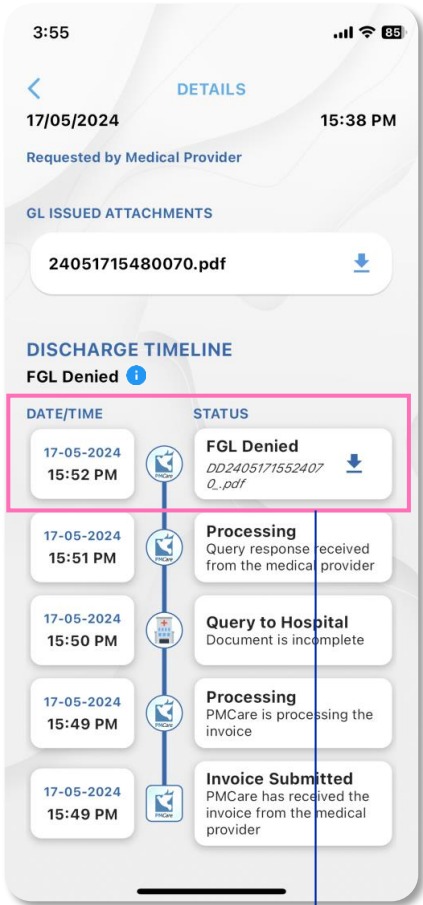
Final Guarantee Letter (FGL)



5 **FGL Issued:** Signifies that PMCare has completed the document review process and claims adjudication, and has issued the Final GL (“FGL”).

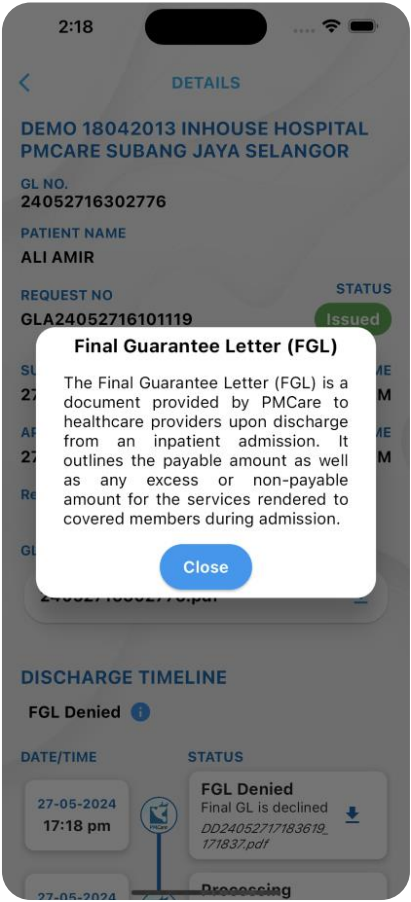
Tap on the “**Download**” icon to download FGL

OR



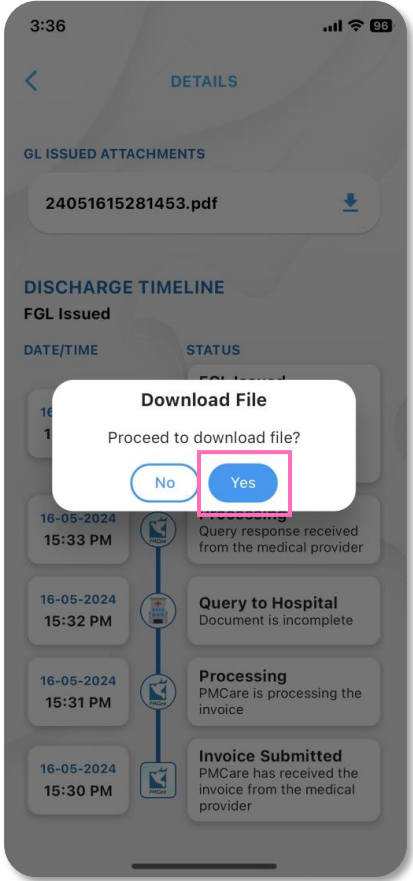
5 **FGL Denied:** Indicates that PMCare has concluded the document review process and has refused the issuance of the FGL due to various reasons.

Tap on the “**Download**” icon to download FGL Denied to know reason for the denial.

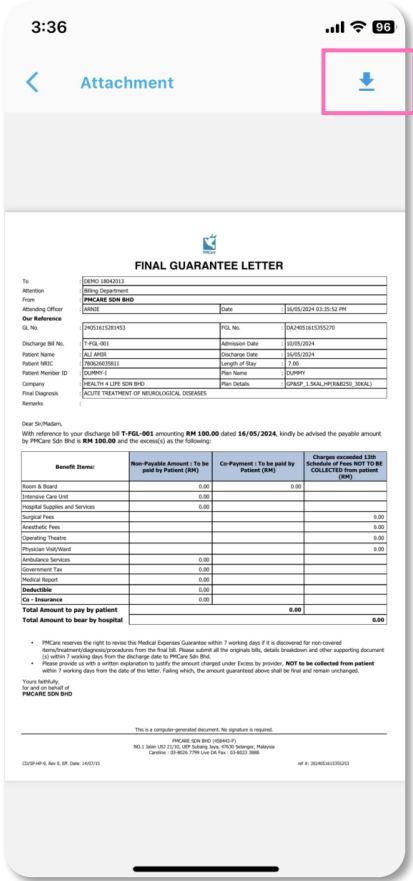


Click the information bubble to view the definition of FGL

Final Guarantee Letter (FGL)



Tap “Yes” to download the FGL file

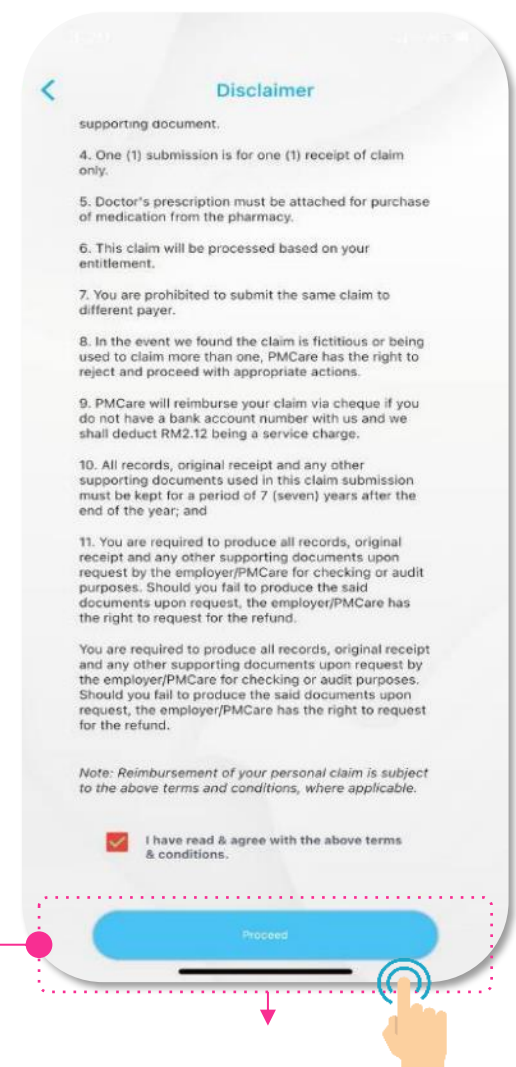
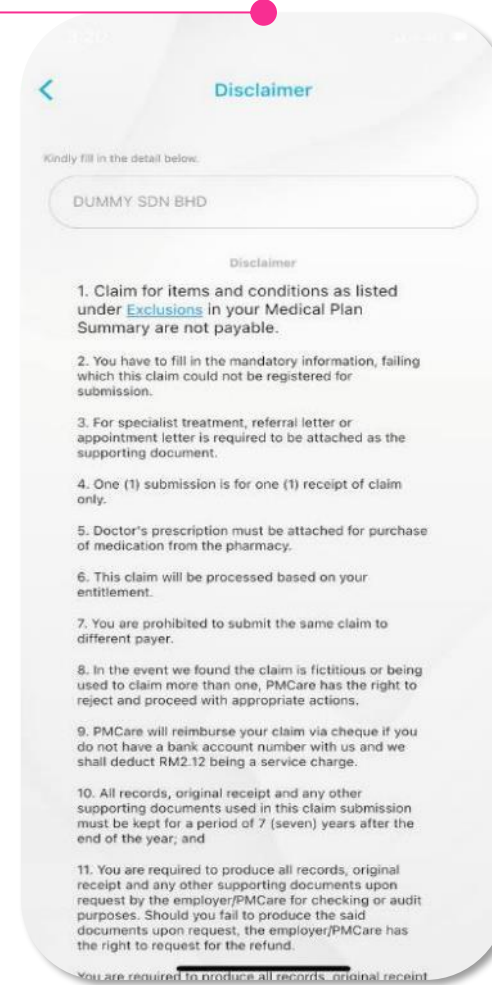
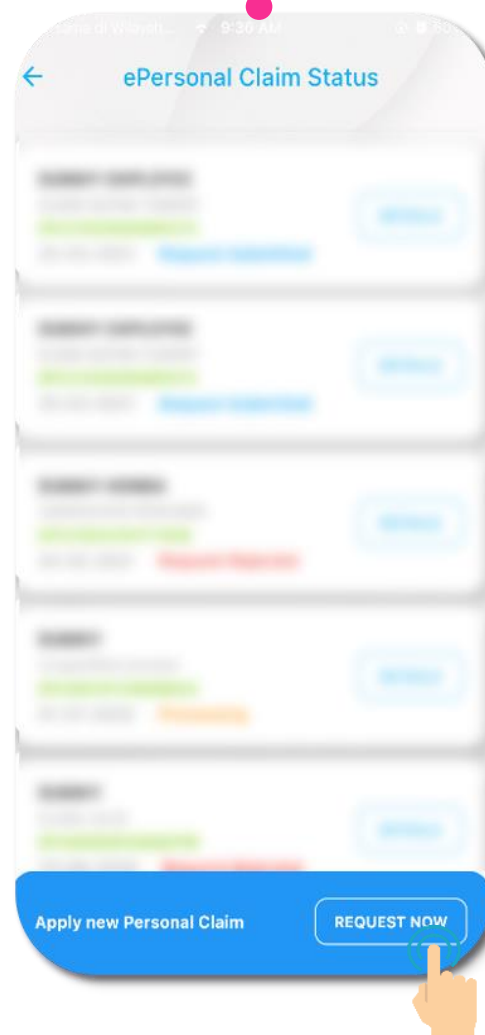
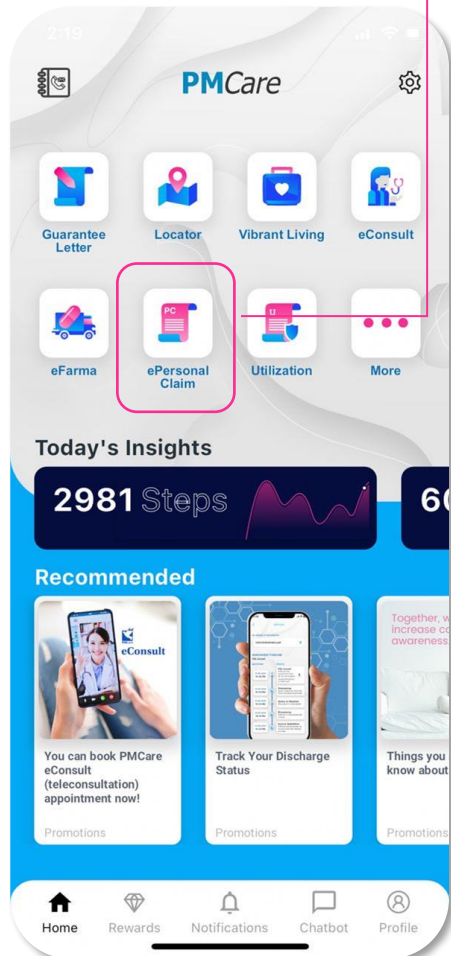


Tap the “Download” icon on the top-right side to save the FGL

Personal Claim ("ePC")



ePersonal Claim



Tap on "e-Personal Claim" to:

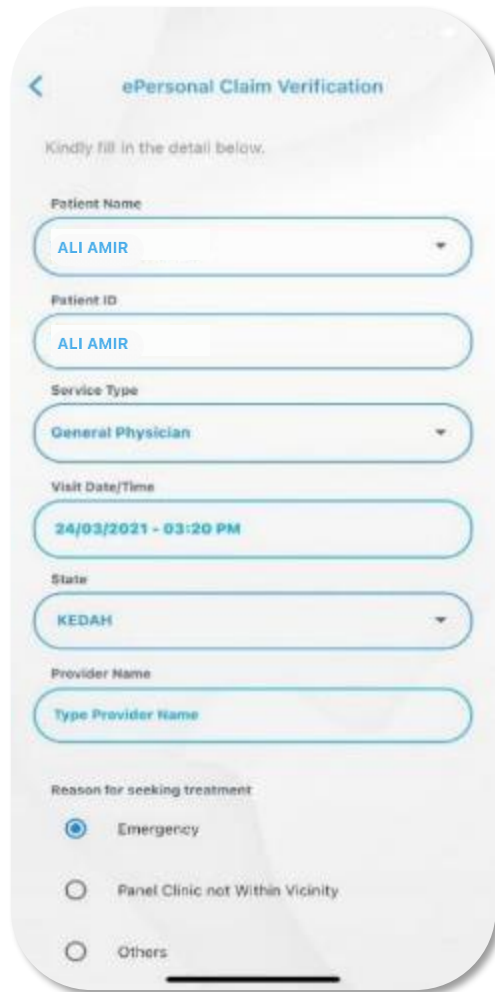
1. Submit Personal Claim
2. View Personal Claim Status

Tap on "Request Now"

Read "Disclaimer" & scroll down to proceed

Tick box "I have read & agree with the above terms & condition" & tap Proceed

ePersonal Claim



< ePersonal Claim Verification

Kindly fill in the detail below.

Patient Name
ALI AMIR

Patient ID
ALI AMIR

Service Type
General Physician

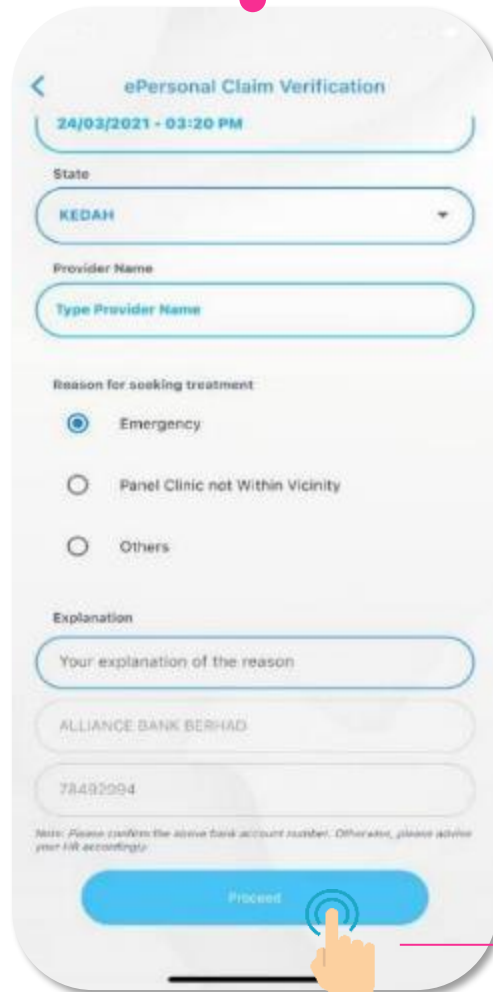
Visit Date/Time
24/03/2021 - 03:20 PM

State
KEDAH

Provider Name
Type Provider Name

Reason for seeking treatment
☒ Emergency
☐ Panel Clinic not Within Vicinity
☐ Others

Choose the right "Patient Name"
& fill up the necessary details



< ePersonal Claim Verification

24/03/2021 - 03:20 PM

State
KEDAH

Provider Name
Type Provider Name

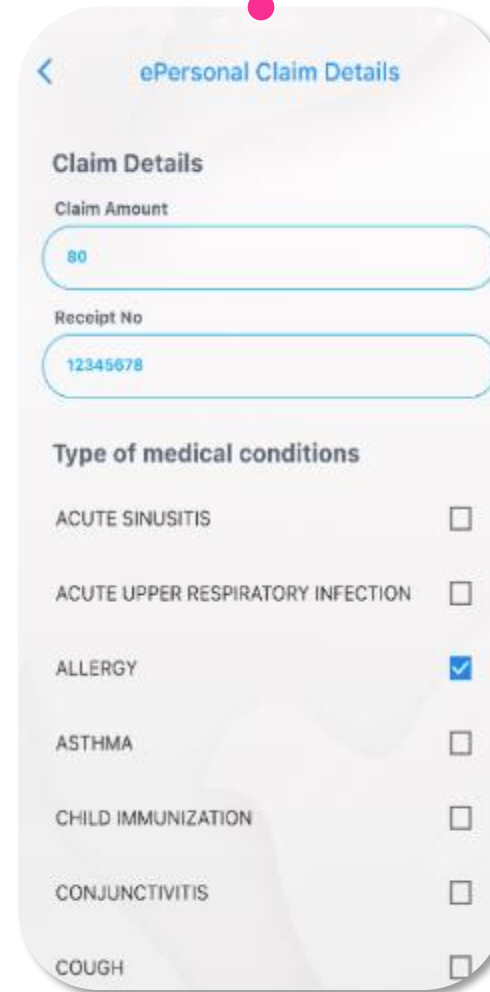
Reason for seeking treatment
☒ Emergency
☐ Panel Clinic not Within Vicinity
☐ Others

Explanation
Your explanation of the reason
ALLIANCE BANK BERHAD
78495994

Note: Please confirm the above bank account number. Otherwise, please advise your HR accordingly.

Proceed

Compulsory to state the reason
of your Personal Claim



< ePersonal Claim Details

Claim Details

Claim Amount
80

Receipt No
12345678

Type of medical conditions

ACUTE SINUSITIS ☐

ACUTE UPPER RESPIRATORY INFECTION ☐

ALLERGY ☒

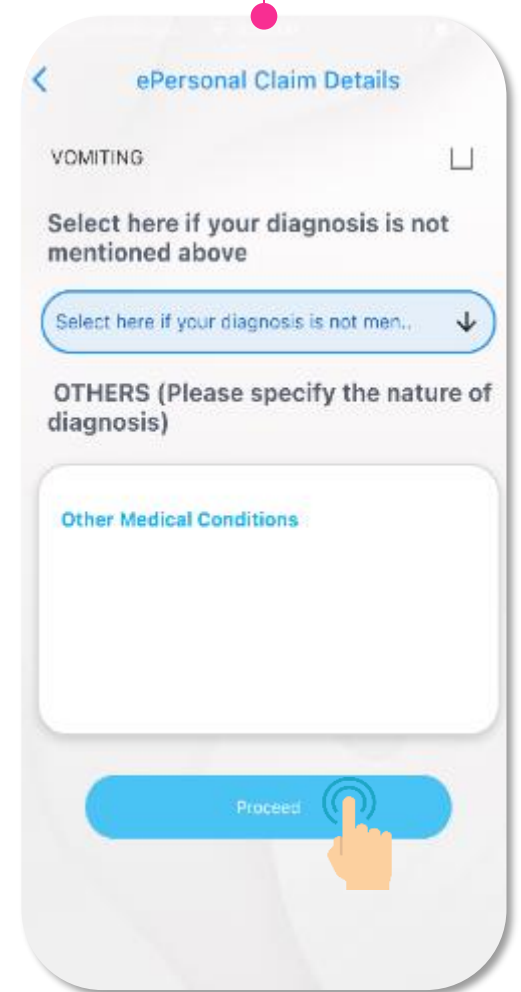
ASTHMA ☐

CHILD IMMUNIZATION ☐

CONJUNCTIVITIS ☐

COUGH ☐

Please fill up all
necessary details



< ePersonal Claim Details

VOMITING

Select here if your diagnosis is not mentioned above
Select here if your diagnosis is not men... ↓

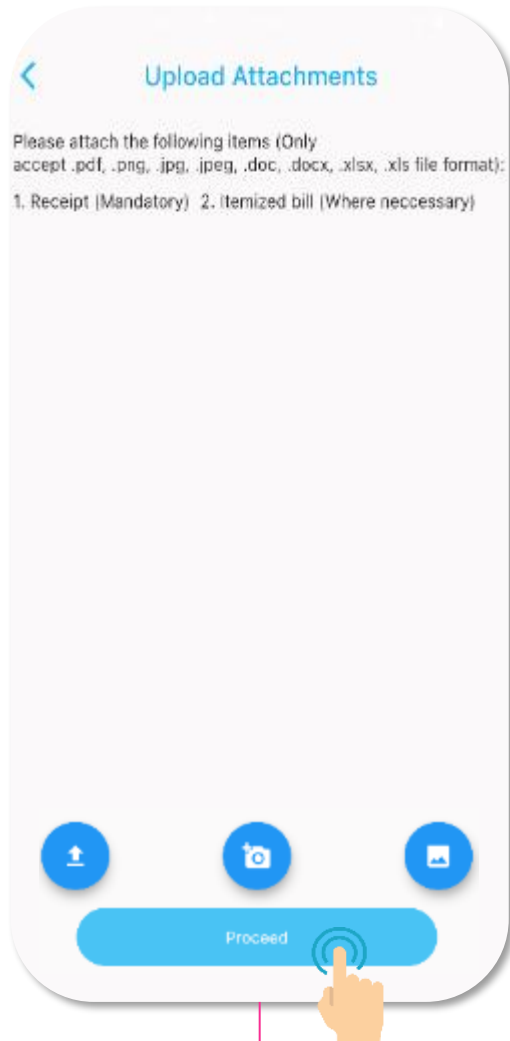
OTHERS (Please specify the nature of diagnosis)

Other Medical Conditions

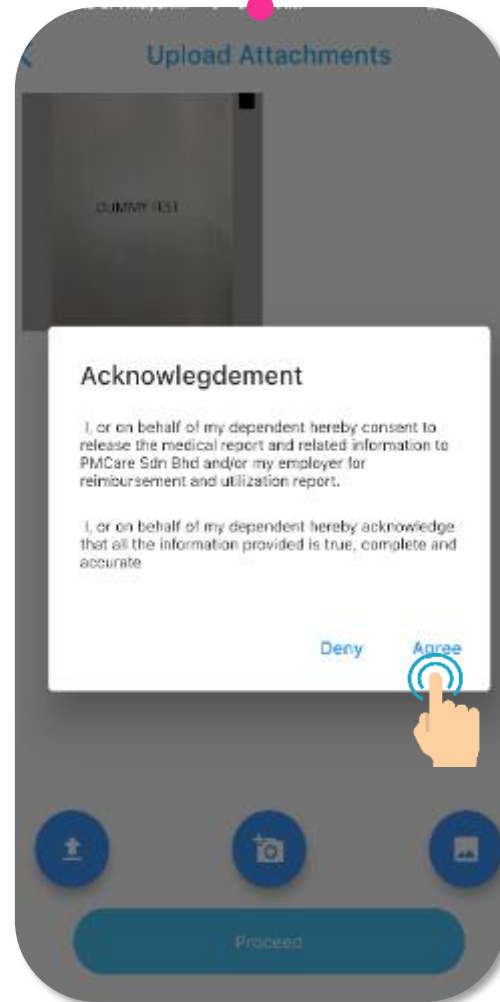
Proceed

Please fill up all
necessary details

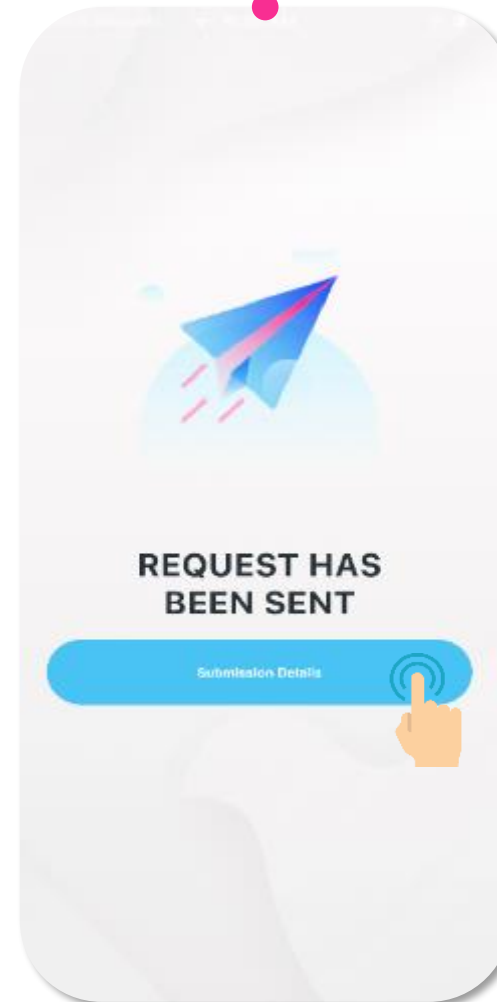
ePersonal Claim



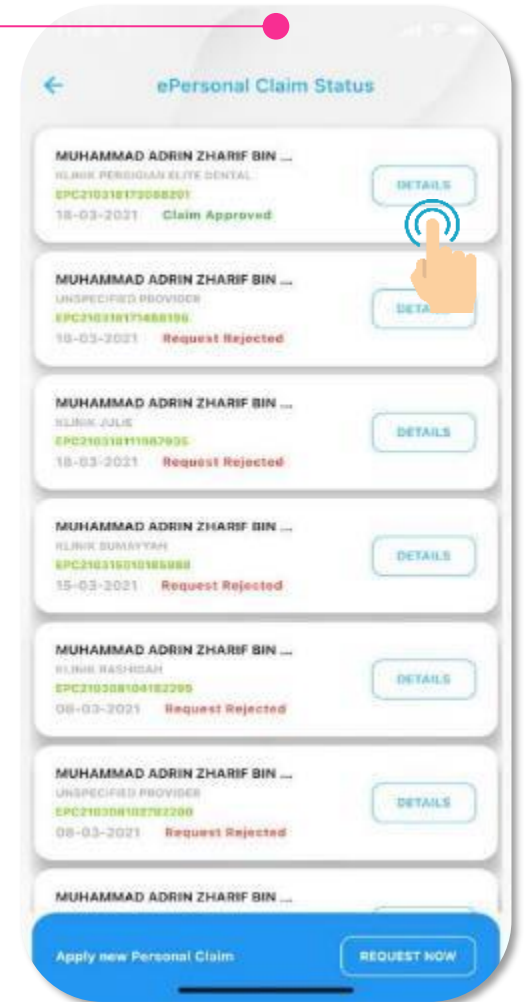
- Please attached:
1. Claim Receipt (Mandatory)
 2. Itemized Bill (Where necessary)



Tap on "Agree"



Tap on "Submission Details" to view e-PC Status



Tap on "Details" to view e-PC Status

Personal Claim

<

EPC200629142820709

Claim Details

Request Rejected

EMPLOYEE NAME

ALI AMIR

EMPLOYEE CODE

DUMMY-I

PATIENT NAME

ALI AMIR

PATIENT ID

DUMMY-I

VISIT DATE TIME

24-06-2020

Visit Time

15:00:00

PROVIDER NAME

KLINIK JULIE

SPECIALITY

GENERAL PHYSICIAN(RAWATAN PESAKIT LUAR)

RECEIPT NO.

983084

CLAIM AMOUNT

RM90.00

REASON

Other

REASON DETAILS

Others

Nature of Medical Problem(s)

DIAGNOSIS NAME

FEVER,

<

EPC200629142820709

Nature of Medical Problem(s)

DIAGNOSIS NAME

FEVER,

Type of Medicine(s)

MEDICINE NAME

No Items

Note: Slide to the left to see more

Type of Service(s)

SERVICES NAME

Amount	Details
RM 30.00	GP(NON-SPECIALIST) : FIRST VISIT / INITIAL CO
RM 60.00	

Note: Slide to the left to see more

Attachment(s)

DOWNLOAD ATTACHMENT(S)

200629142812136.jpg

<

EPC200629142820709

MEDICINE NAME

No Items

Note: Slide to the left to see more

Type of Service(s)

SERVICES NAME

Amount	Details
RM 30.00	GP(NON-SPECIALIST) : FIRST VISIT / INITIAL CO
RM 60.00	

Note: Slide to the left to see more

Attachment(s)

DOWNLOAD ATTACHMENT(S)

200629142812136.jpg

Status Tracking

STATUS

Status	Remarks
Request Submitted	
Request Rejected	THE ORIGINAL RECEIPT/INVOICE WAS NOT ATTACHED.

Note: Slide to the left to see more

Request Rejected

<

EPC200629142820709

MEDICINE NAME

No Items

Note: Slide to the left to see more

Type of Service(s)

SERVICES NAME

Amount	Details
RM 30.00	GP(NON-SPECIALIST) : FIRST VISIT / INITIAL CO
RM 60.00	

Note: Slide to the left to see more

Attachment(s)

DOWNLOAD ATTACHMENT(S)

200629142812136.jpg

Status Tracking

STATUS

Remarks	Status Date
	29/06/2020 00:00 AM
CEIPT/INVOICE WAS NOT ATTACHED.	01/07/2020 00:00 AM

Note: Slide to the left to see more

You can view your Claim Details & check the status either:

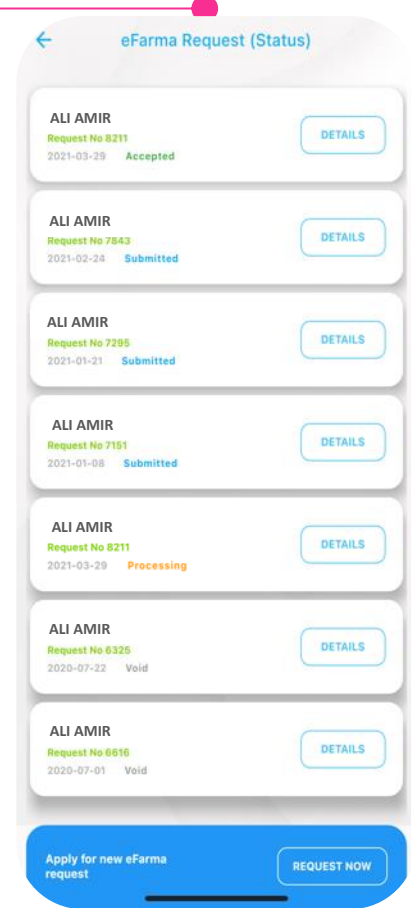
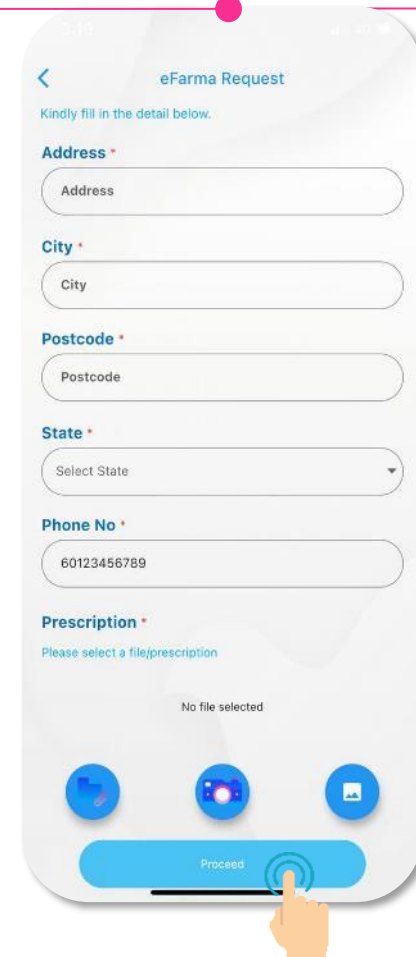
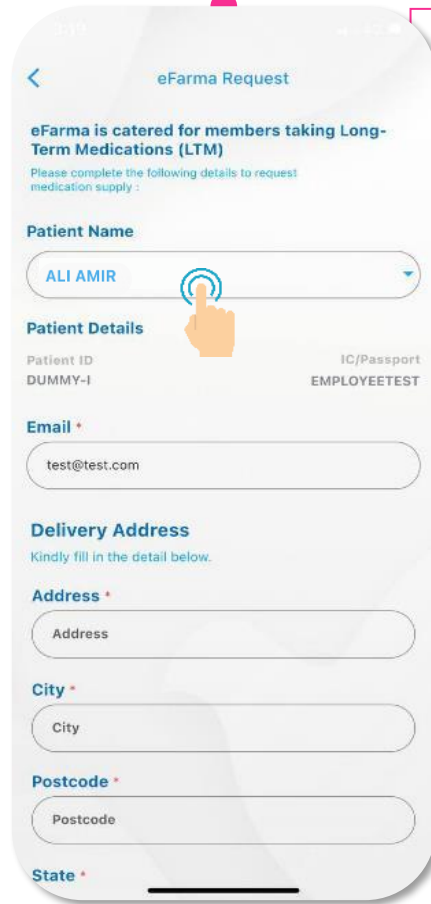
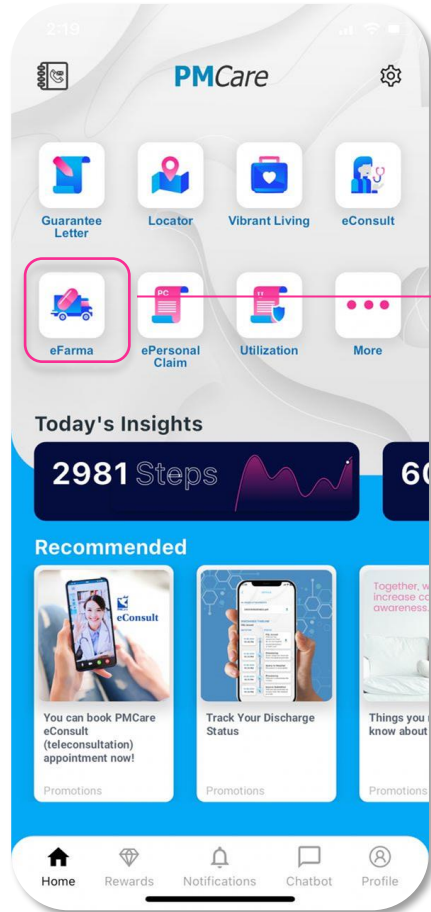
- Submitted
- Processing
- Approved
- Rejected

You can download the submitted attachments

You can check the Status Tracking & Request Rejected reason will be stated on Remarks column
*Slide to the Left to see more

eFarma (OP only)





- Tap on "e-Farma" to:
1. Request for Long Term Medication (LTM)
 2. View request status

Tap on "Request Now"

Choose the right "Patient Name" & fill up the Delivery Address details

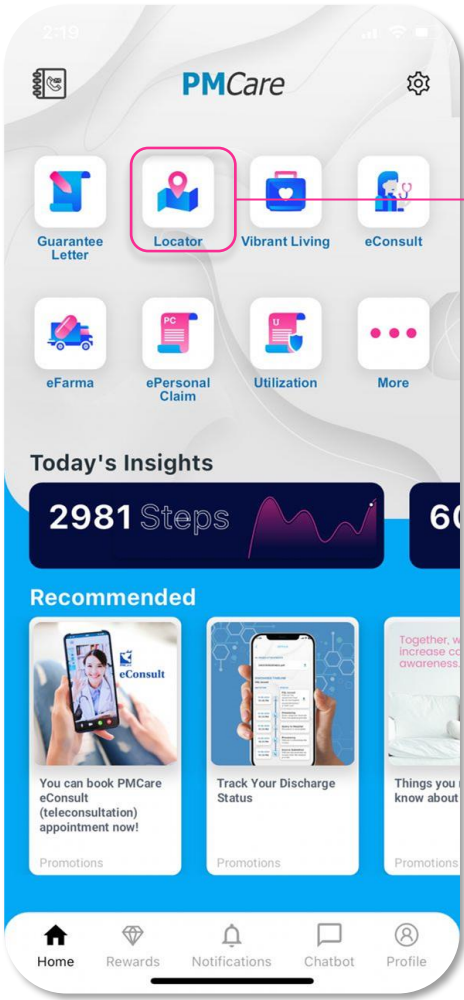
Attach Prescription either in PDF format or in Image for & Tap "Proceed"

Tap on "Details" to view e-Farma Request Status

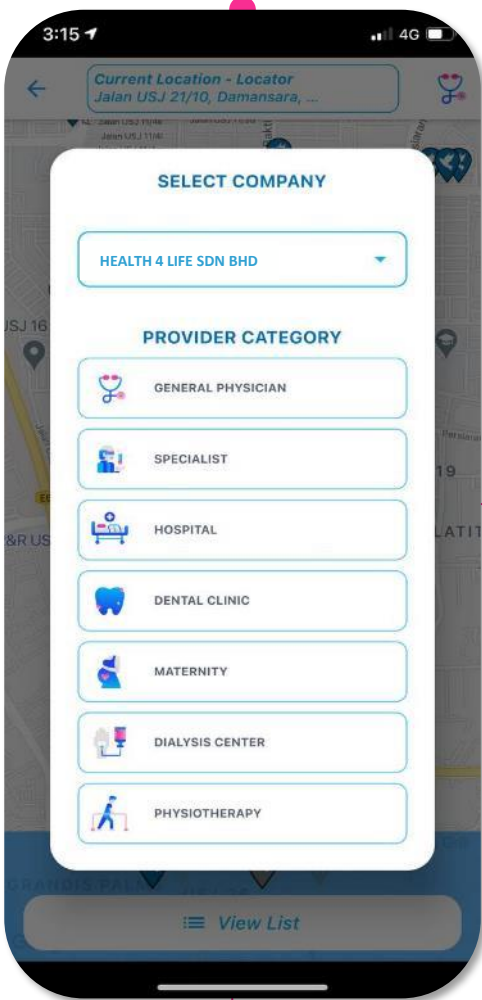
Provider Locator



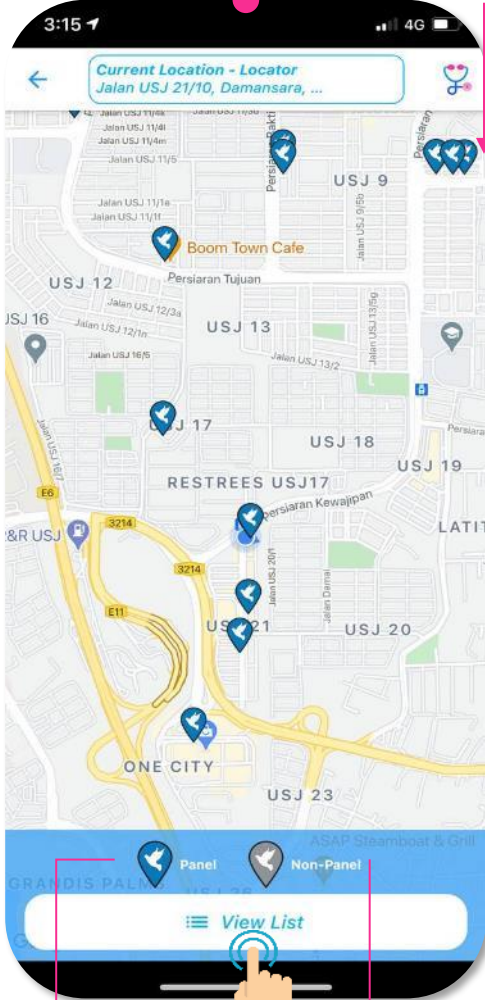
Provider Locator



Tap on "Locator" to locate PMCare Panel Provider



You can select "Provider Category"



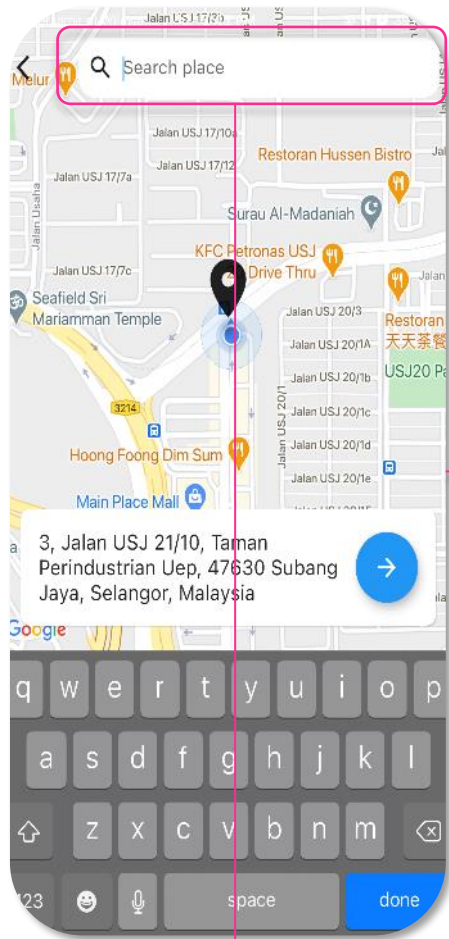
PMCare Panel Provider

Non- Panel Provider

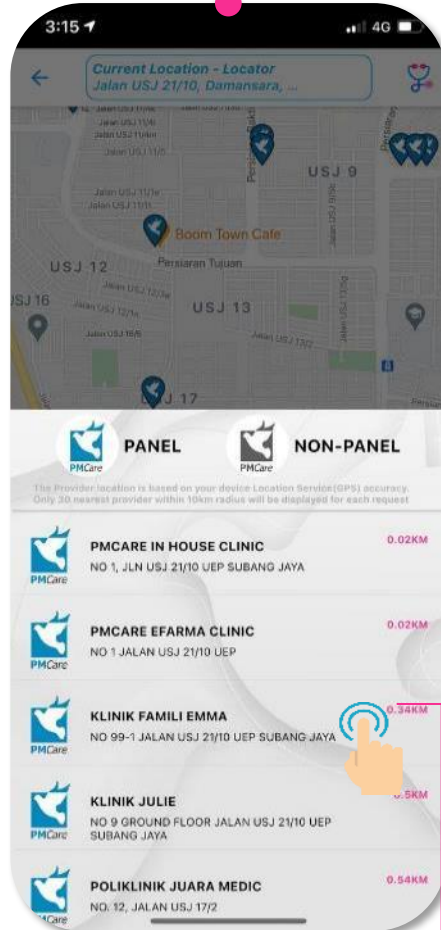
Address will be auto-located if your Phone GPS Settings is already ON

Tap "View List" for Panel Provider List within vicinity

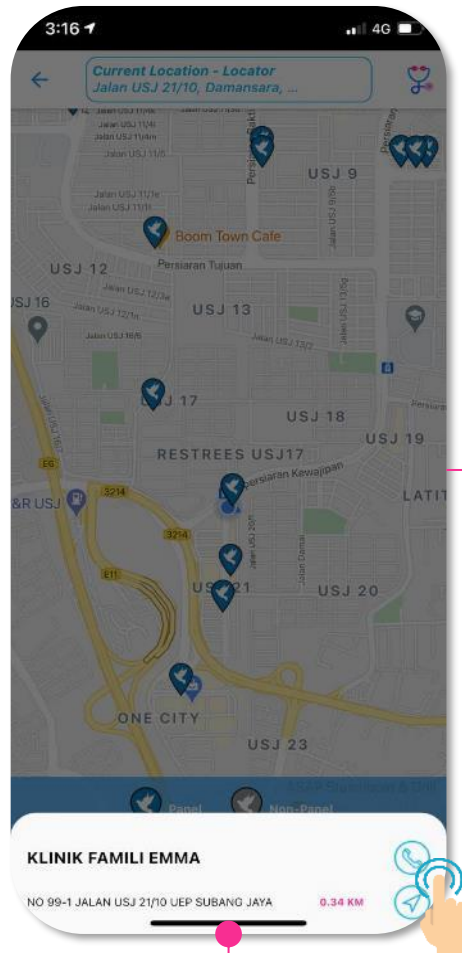
Provider Locator



You can also search address your preferred location

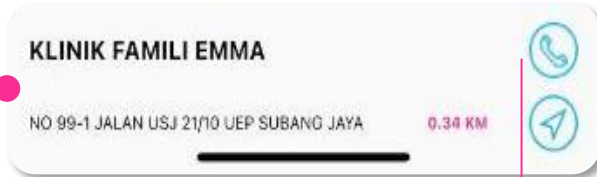


- Non-Panel will appear in Gray Color Logo
- Tap on Provider Name to view details

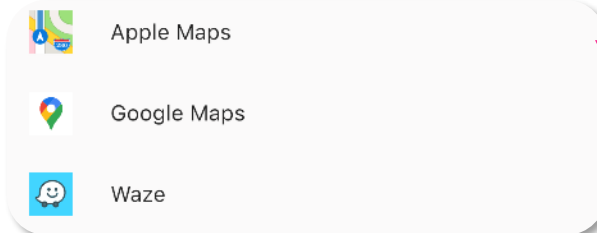
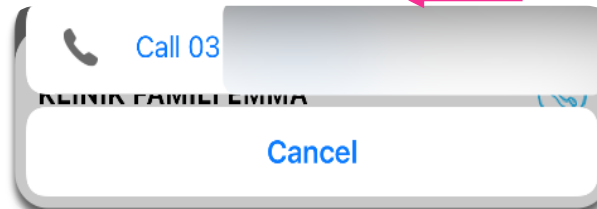


You can view Panel Provider details

- Clinic Name
- Address



Phone Number



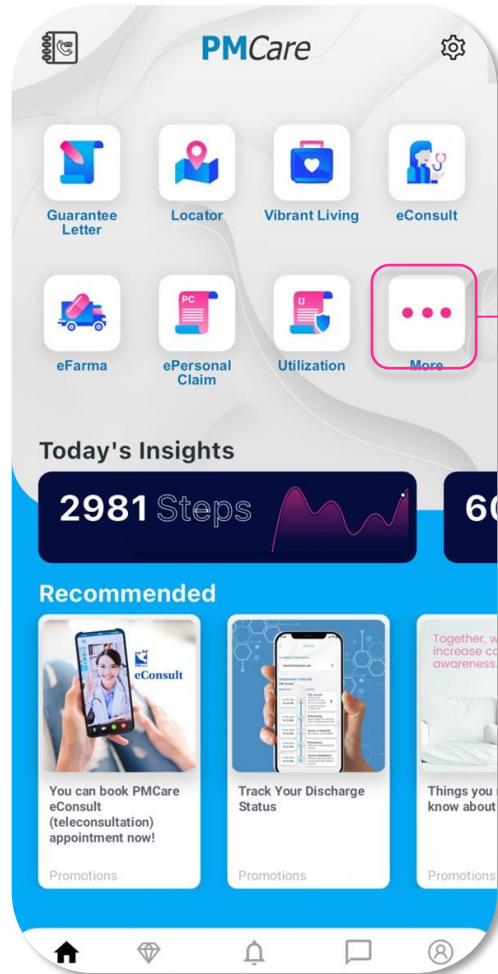
Navigation Apps

- Apple Maps
- Google Maps
- Waze

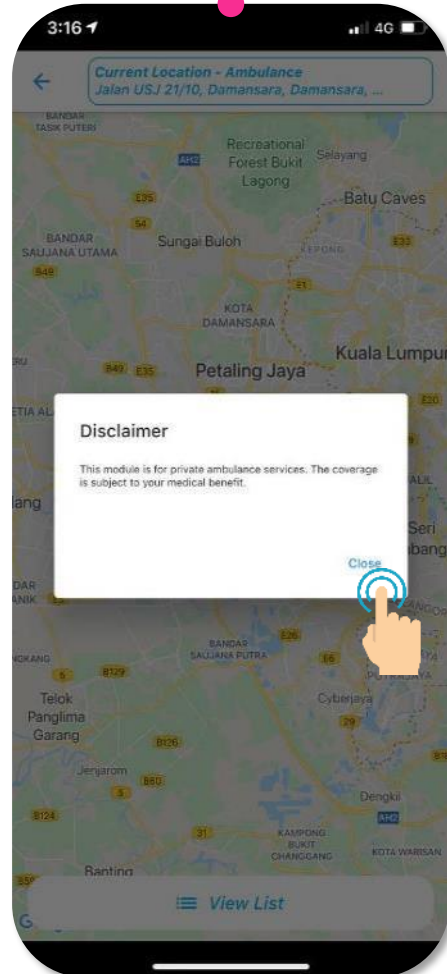
Ambulance



Ambulance



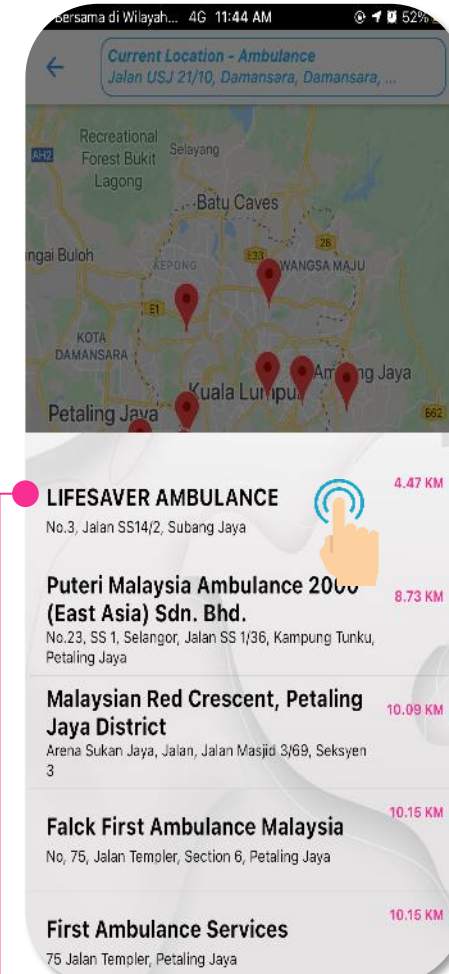
Tap on "More" to view Ambulance and locate Ambulance Service available within vicinity



Read the "Disclaimer" & Click "Close" to Proceed



Tap on "View List"



Tap on Ambulance Name to view details

- Clinic Name
- Address

LIFESAVER AMBULANCE

No.3, Jalan SS14/2, Subang Jaya

4.48 KM

Phone Number

Call (

Cancel

Apple Maps

Google Maps

Waze

Navigation Apps

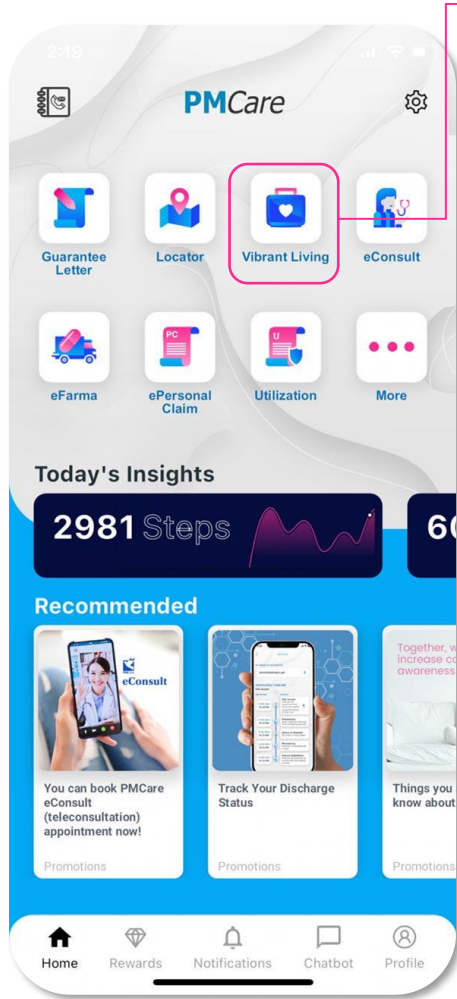
- Apple Maps
- Google Maps
- Waze

Vibrant Living

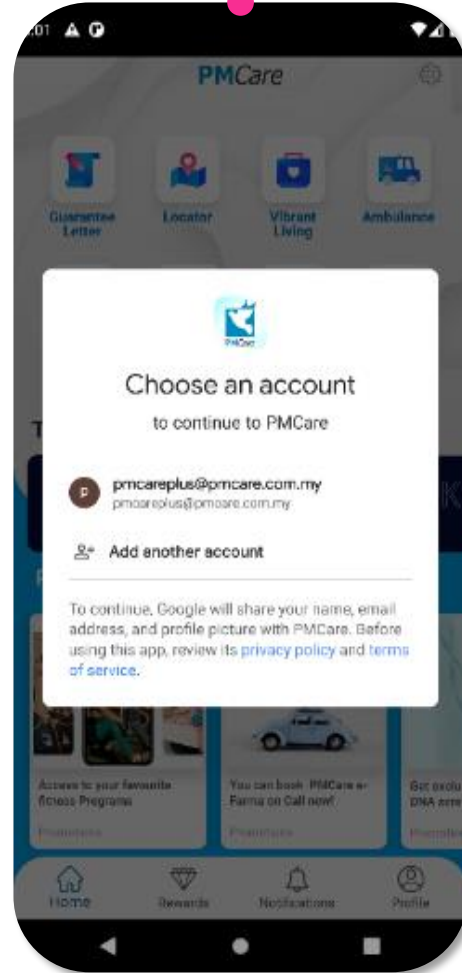


Vibrant Living – Sync with Google Fit

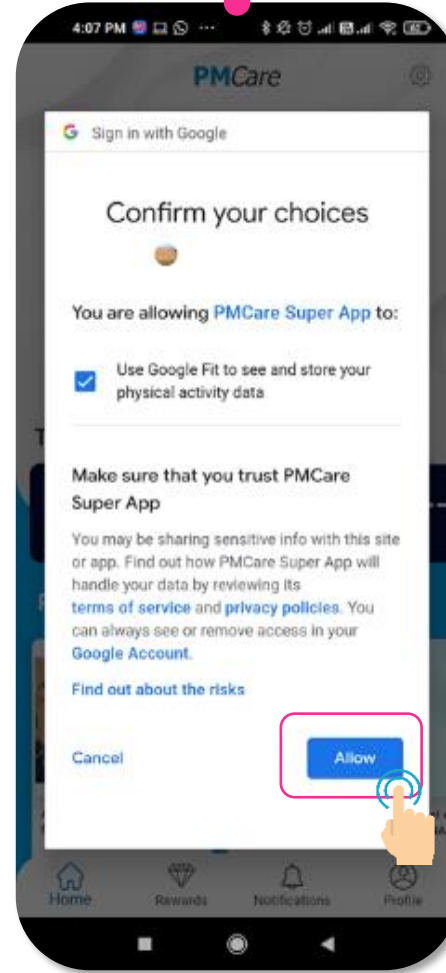
***Please make sure you have already installed "Google Fit"**



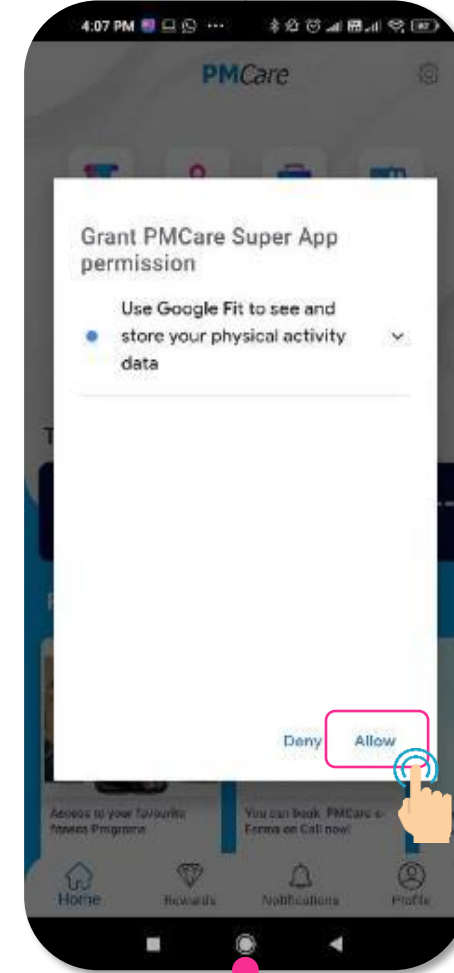
Tap on "Vibrant Living" to
Start sync your Google Fit with
PMCare Mobile App



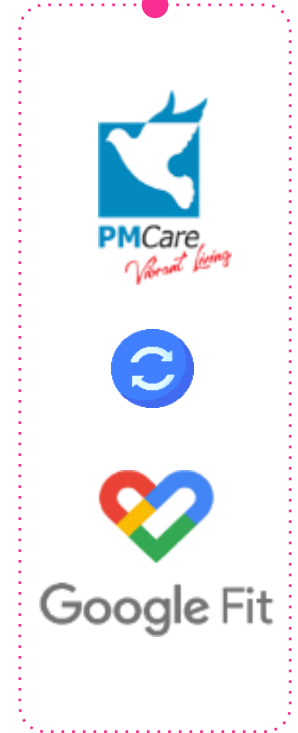
Choose your Gmail Account that
associate with your Google Fit



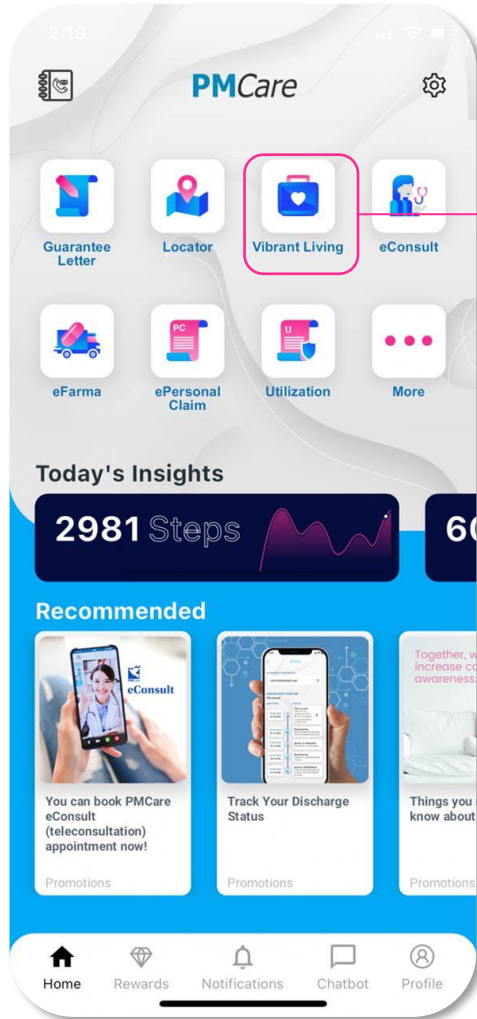
Tap on "Allow" for PMCare
Mobile App to sync with
your Google Fit data



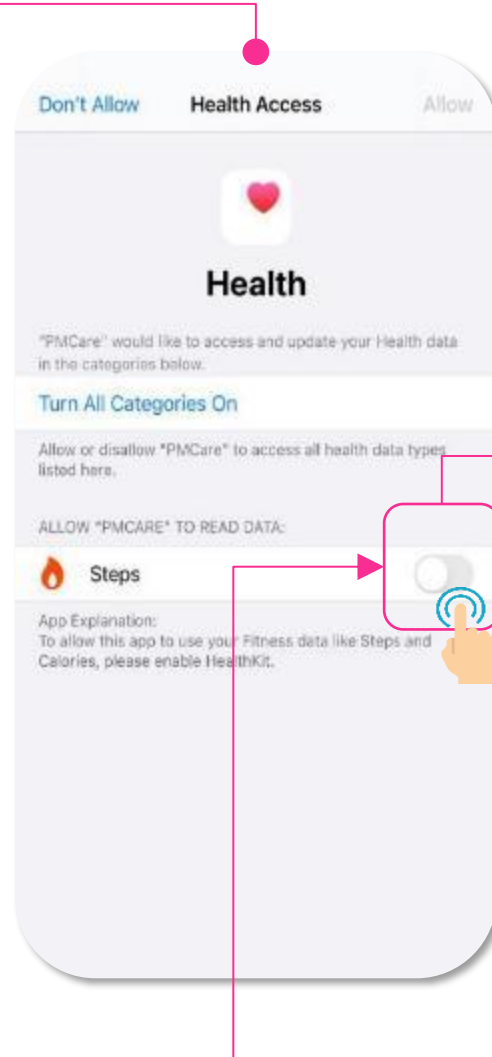
Tap on "Allow" to grant
Permission



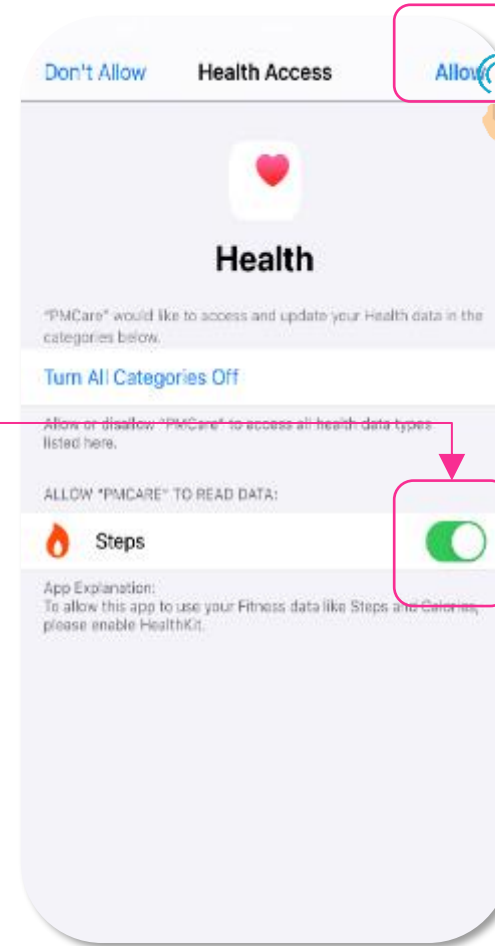
Vibrant Living – Sync with Apple Health



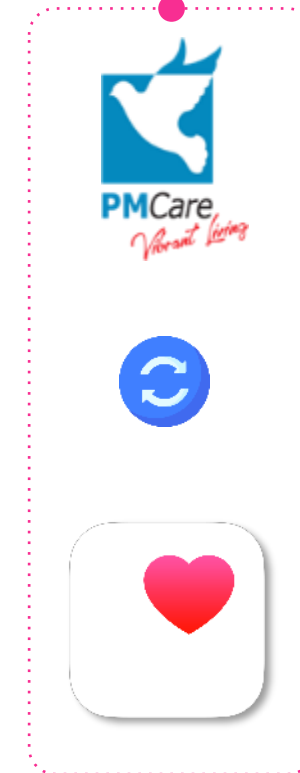
Tap on “Vibrant Living” to
Start sync your Apple Health with
PMCare Mobile App



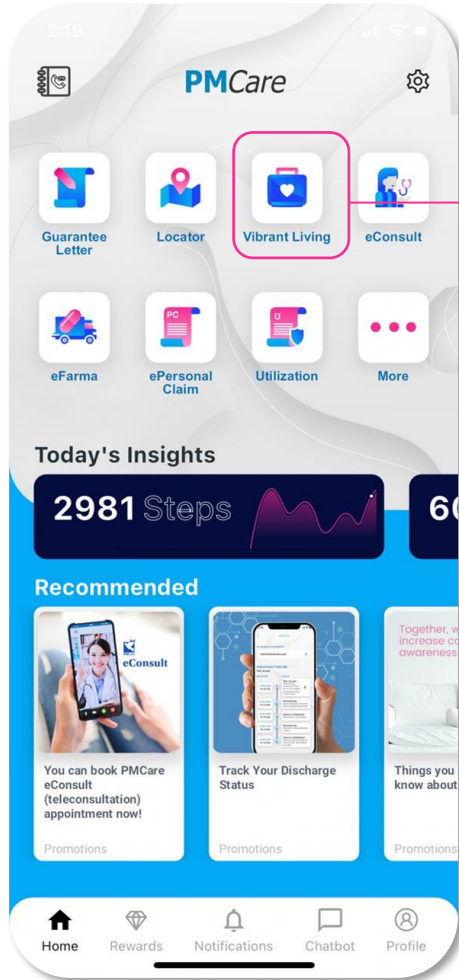
Tap on here to allow
PMCare Mobile App to read data
from Apple Health



Tap on “Allow” for PMCare
Mobile App to sync with your
Apple Health data



Vibrant Living - Dashboard



Tap on "Vibrant Living" to
explore more on the new Features
"Vibrant Living"

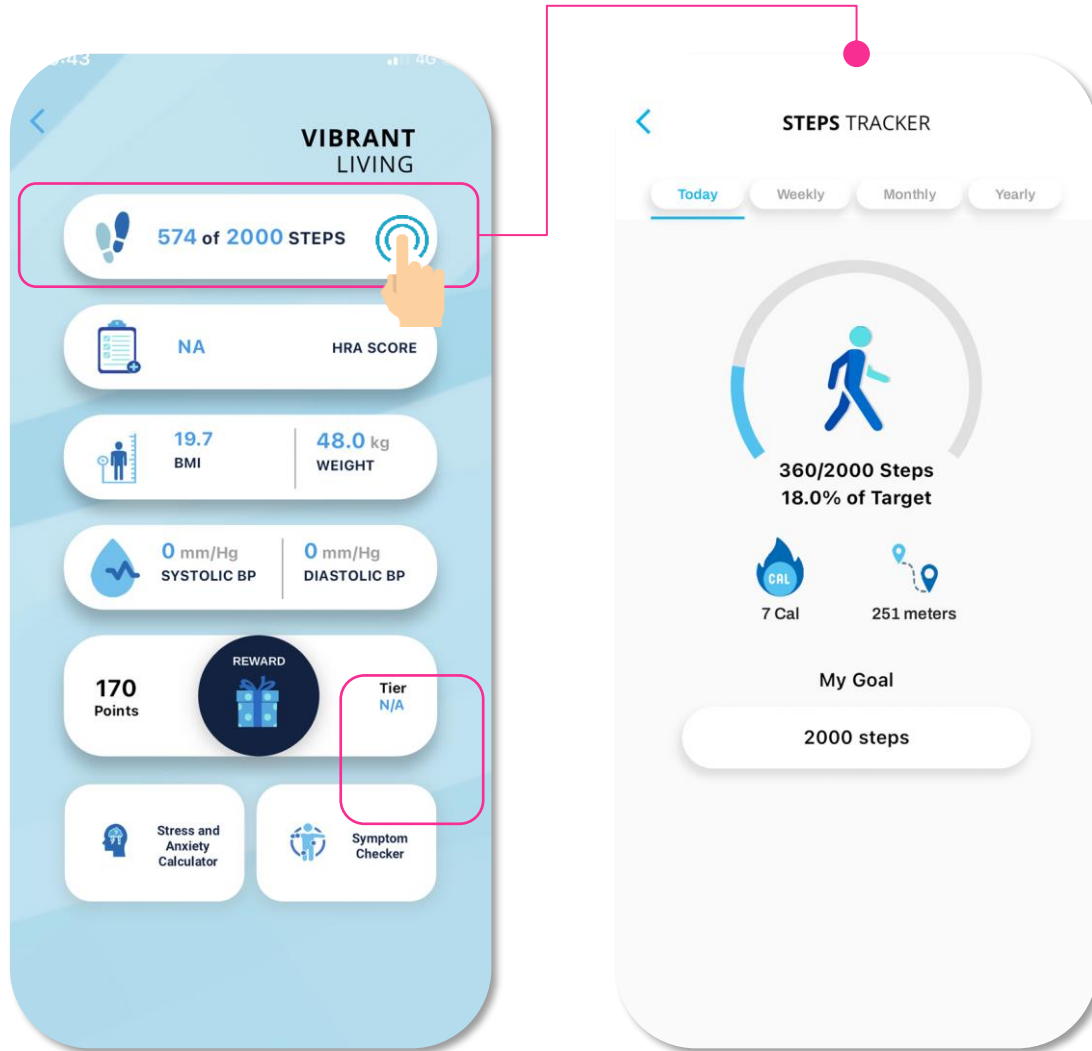


Opening
"Vibrant Living"
page



Dashboard

Vibrant Living - Activity Tracker



Tap on "Steps"

- View your Steps Count by Daily, Weekly & Monthly
- Set your Steps Goal per day

Healthy Activities

- This feature can support you in adopting balanced & healthy lifestyle
- Track your daily step counts and calories burnt
- Sync with your Fitness App:

For Android User



- ✓ You need to sign in your Google Fit Account to sync your step counts with PMCare Vibrant Living Activity Tracker
- ✓ If you didn't download Google Fit app yet, please install it first and sync with PMCare app.

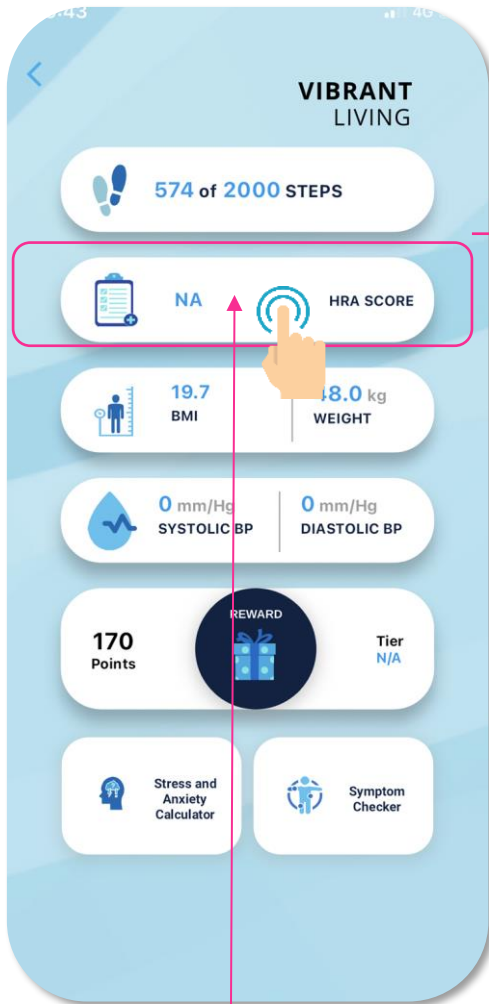
For iOS User



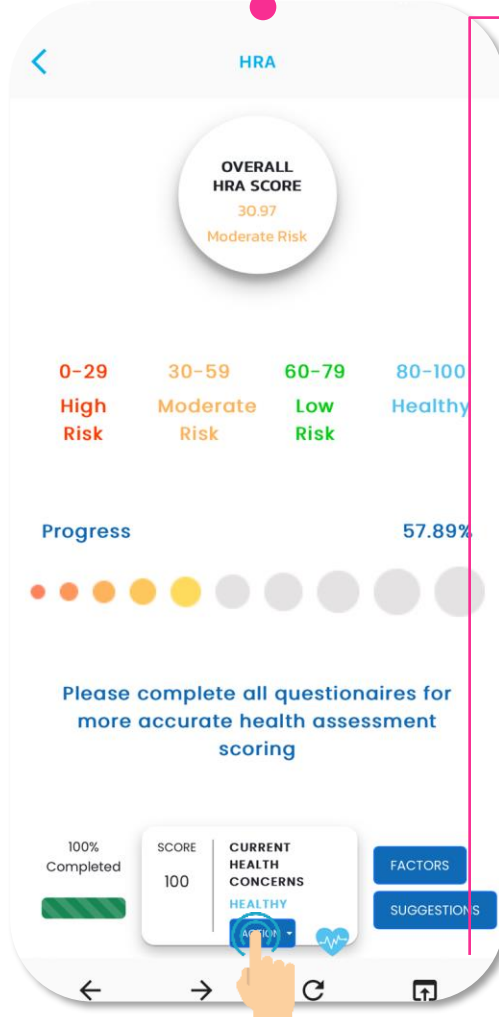
Sync with your Apple Health

The higher your steps count, the more Reward Points you will be earned.

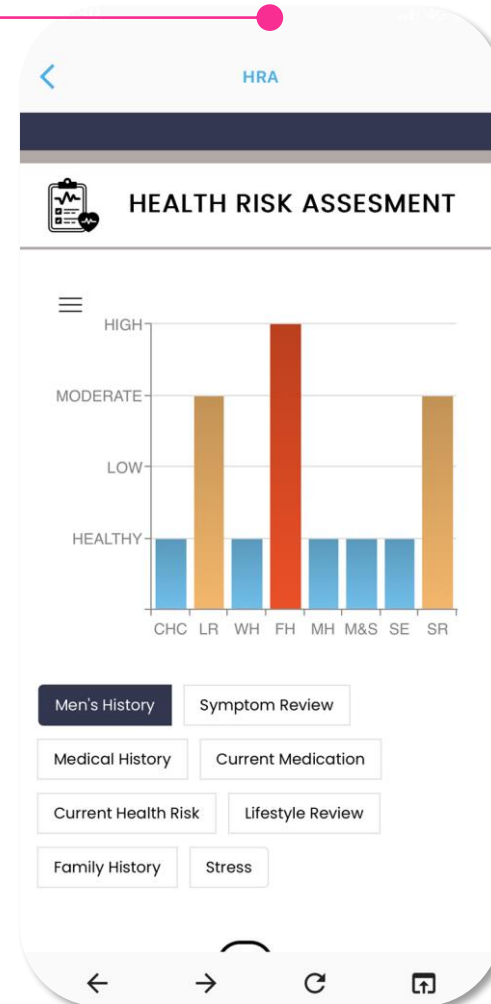
Vibrant Living - Health Risk Assessment “HRA”



Tap here for (HRA)
Health Risk Assessment



Answer all questions in the
assessment to get an overall
HRA score



You'll received HRA report via
your registered email and view
the report

Health Risk Assessment

- ✓ This feature allows you to explore your health condition
- ✓ Get practical insights to make positive changes.

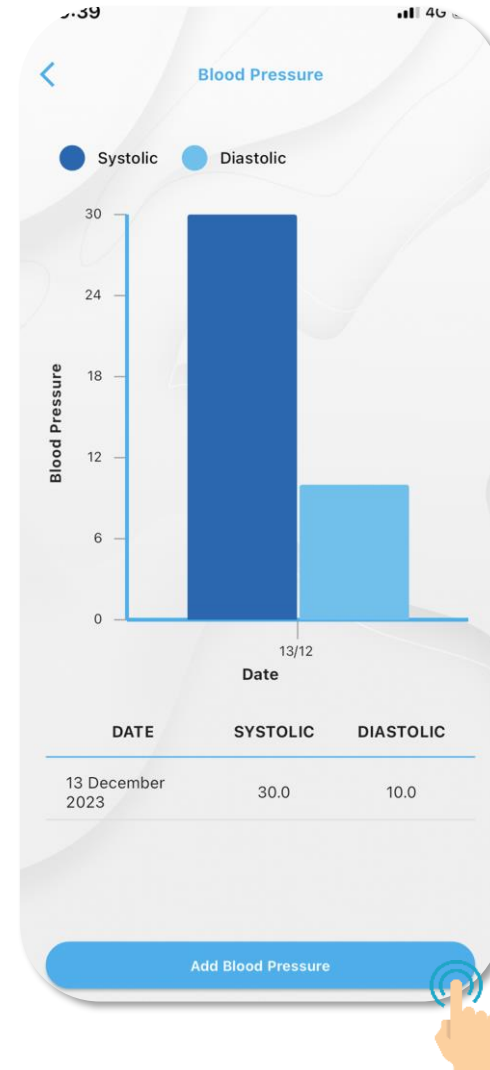
Vibrant Living – BMI and Blood Pressure Monitor



Tap on
BMI & BP



- View BMI profile here
- Tap on Update BMI to update your BMI data



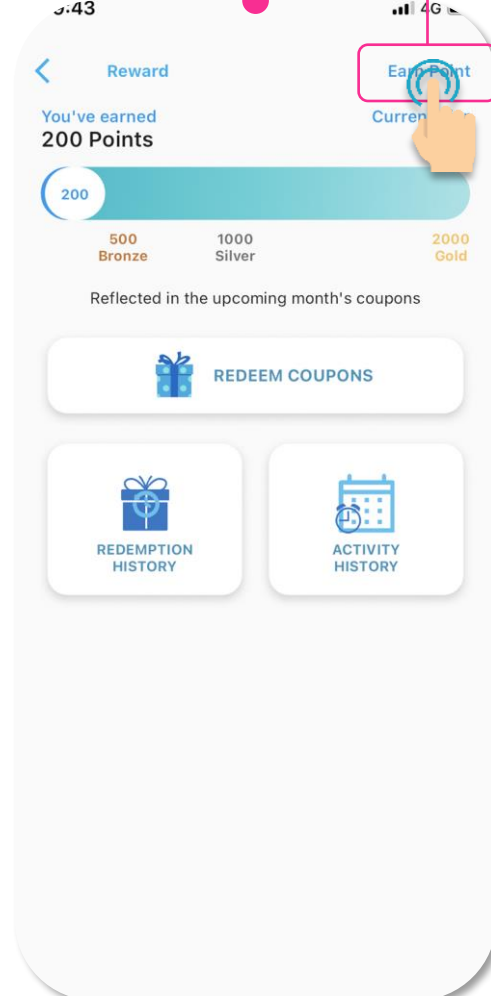
- View Blood Pressure here
- Tap Add Blood Pressure to update your BP data

✓ This feature can easily track your important BMI and Blood Pressure

Vibrant Living - Reward Points



Tap on this




You can view your:

- Reward Points
- Status & Tier
- Redeem Coupons
- Redemption History
- Activity History

How To Earn Points?


1



Healthy Action

We track your healthy activities and get points for better Status

2




Get points

P-Box Status

Get Higher P-Box Status with healthy lifestyle and activities.

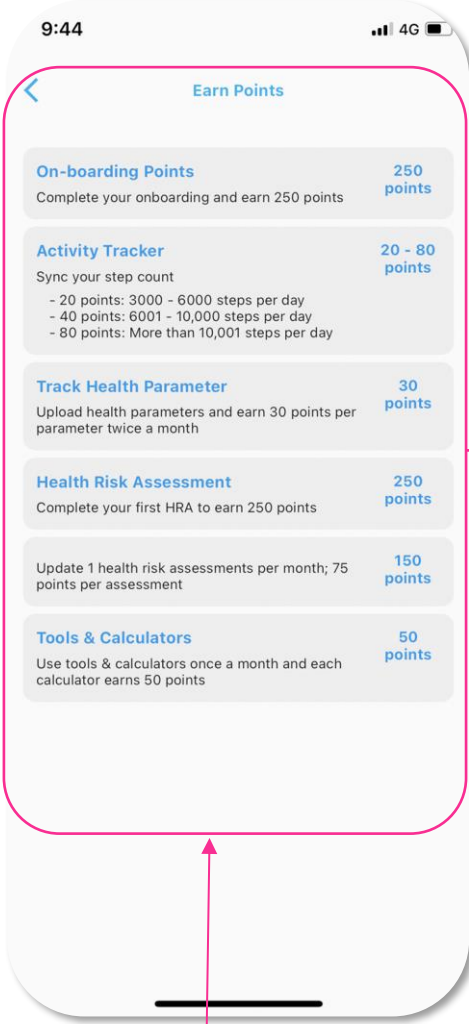
3



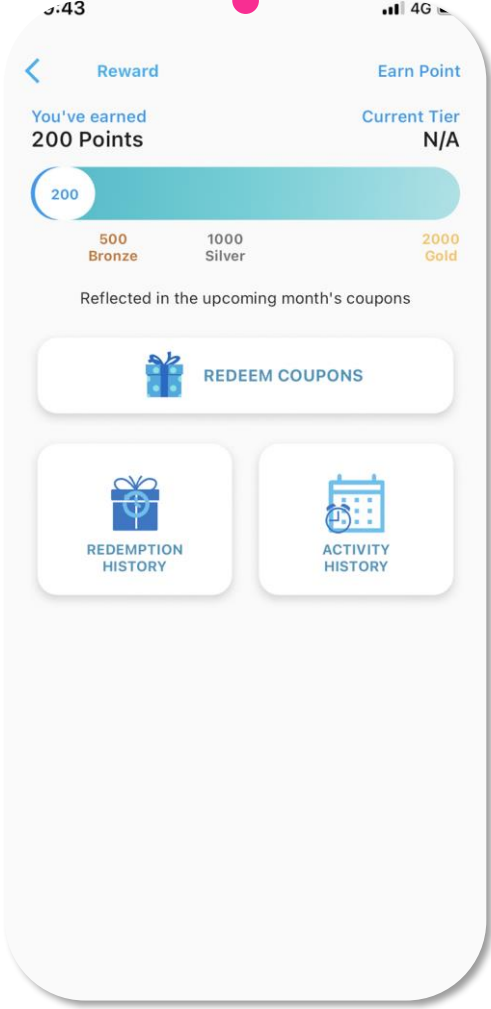
Reward

It's a present from us ☺
Let's make our live healthier and happier!

Vibrant Living - Reward Points



You can get points by completing each of this action



Once your Reward Points reach certain level, your Status & Tier will be upgraded

Status & Tier

Points Earned in the Month

Tier for the Month

500 - 999

Bronze



1000 - 1999

Silver



2000+

Gold



Vibrant Living - Reward Points

Tier
for the Month

Get Reward

Redeem Vouchers



Bronze



Silver

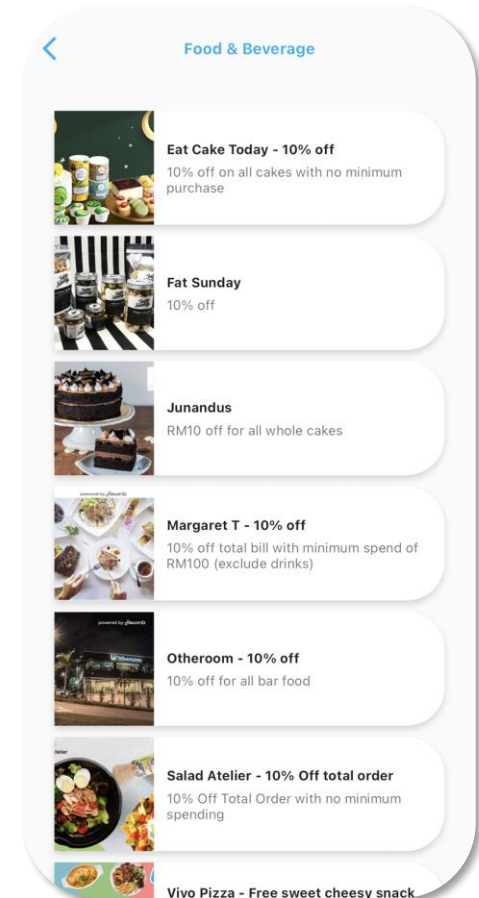
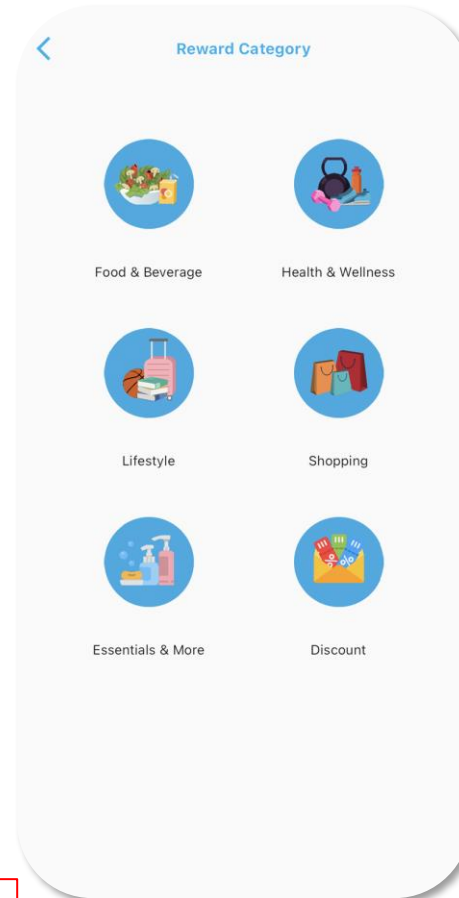


Gold

1 Discount
Coupons

2 Discount
Coupons

3 Discount
Coupons



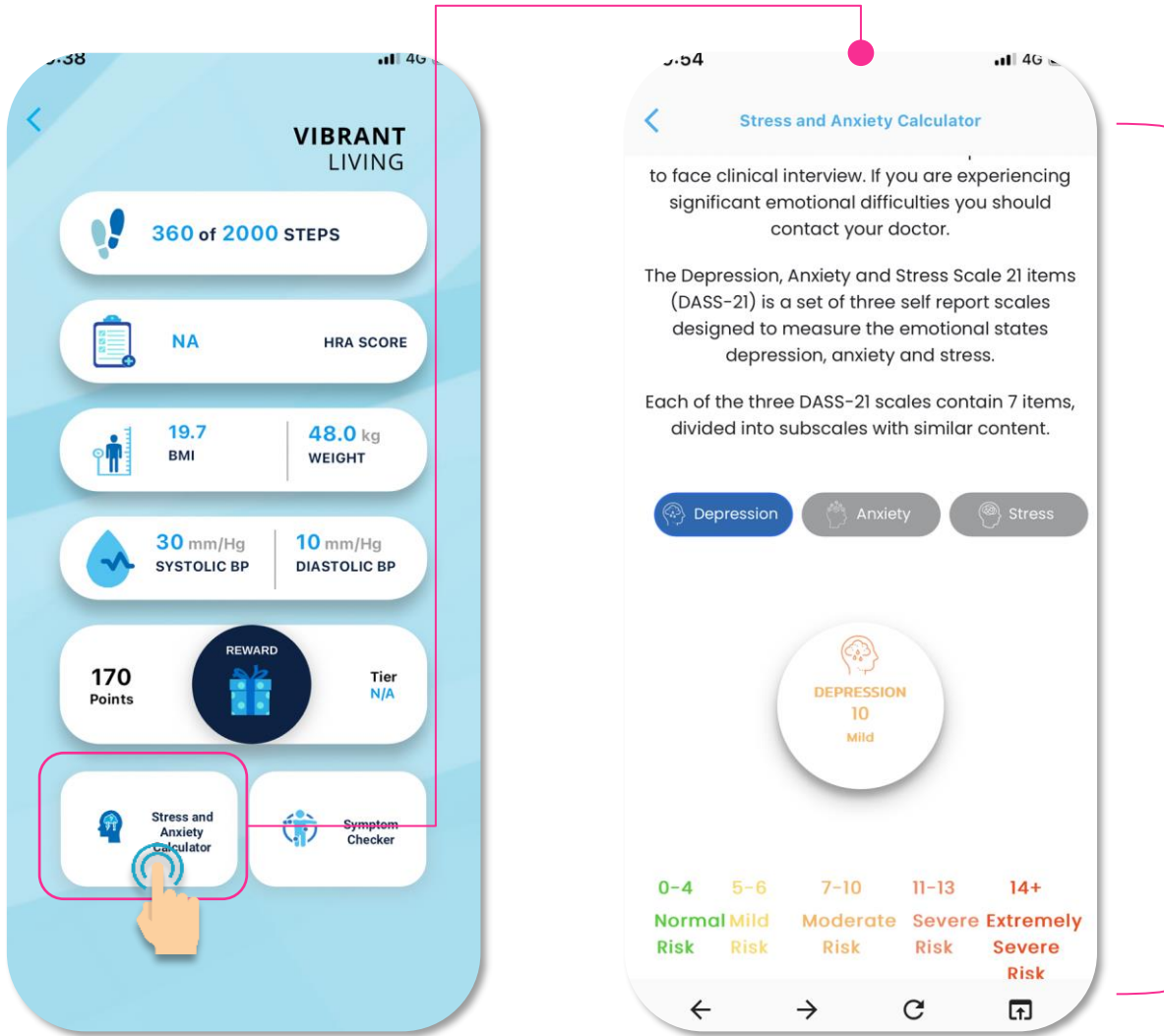
You can redeem Coupon
based on your Tier of the Month

Note:

(*1) Coupons can be redeemed from the next month

(*2) For first users who start using Vibrant Living on 21st or onwards of a month, the points of the month will be carried forward to the next month (first tier will be fixed at the end of the next month)

Vibrant Living – DASS 21



Tap on
“Stress and Anxiety Calculator”

Answer all 21 questions to view
your DASS-21 result

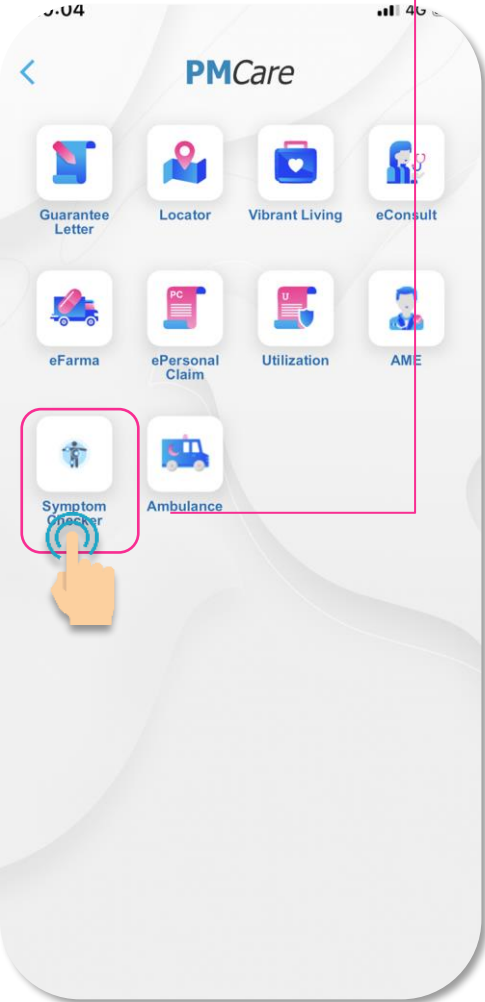
DASS 21

- To understand your mental health condition within 14 days
- To check the severity of your depression, anxiety and stress

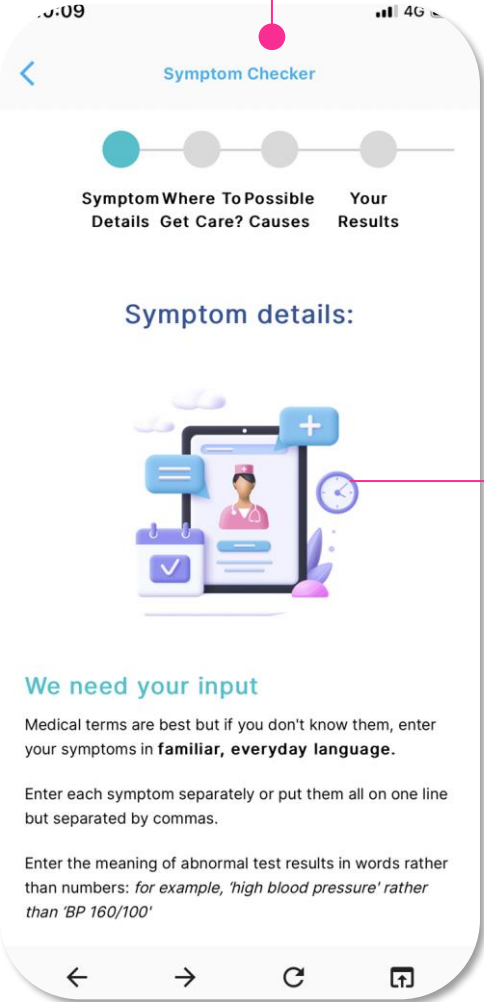
Symptom Checker



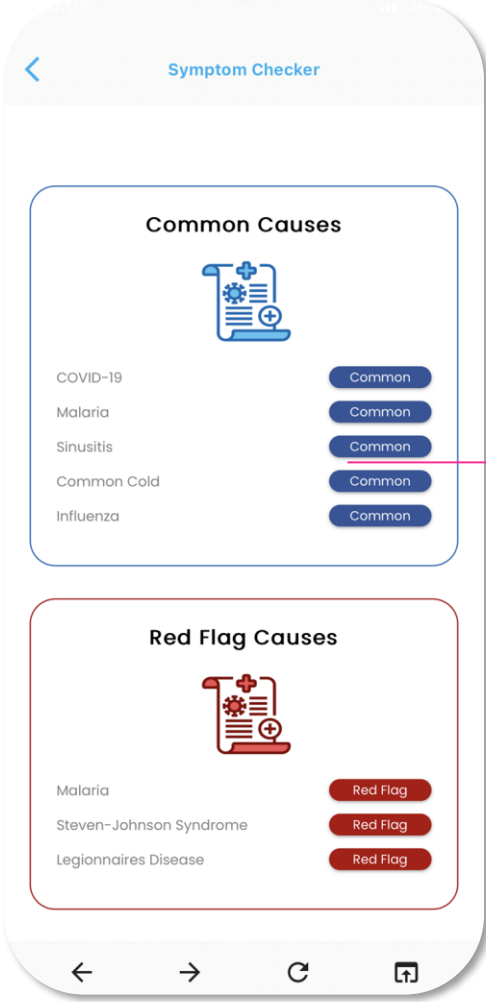
Symptom Checker



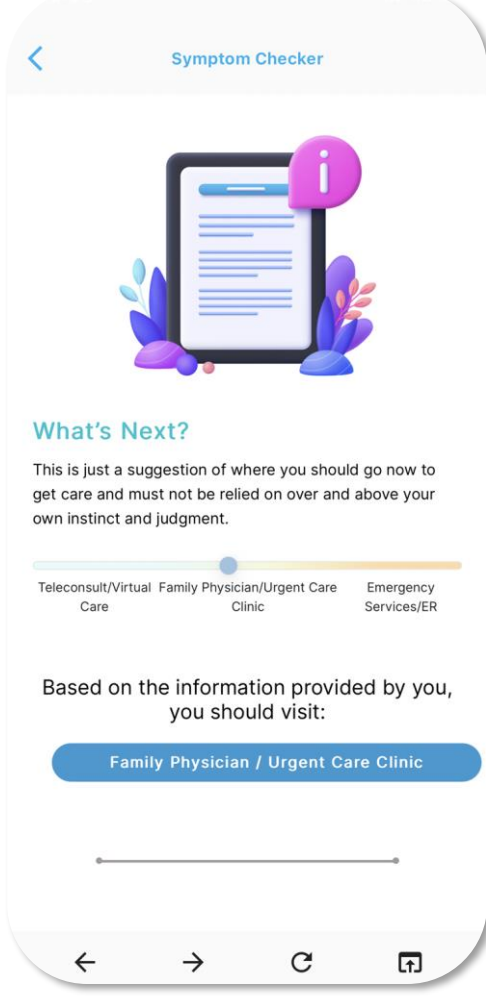
Tap on
“Symptom Checker”



Answer a few questions
regarding your symptoms



The possible causes and redflags
based on your symptoms

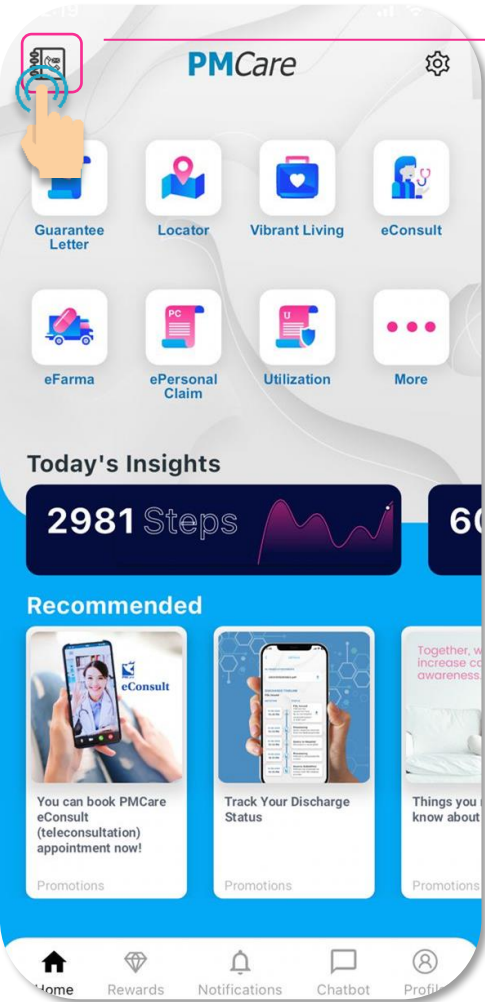


Suggestions of next action

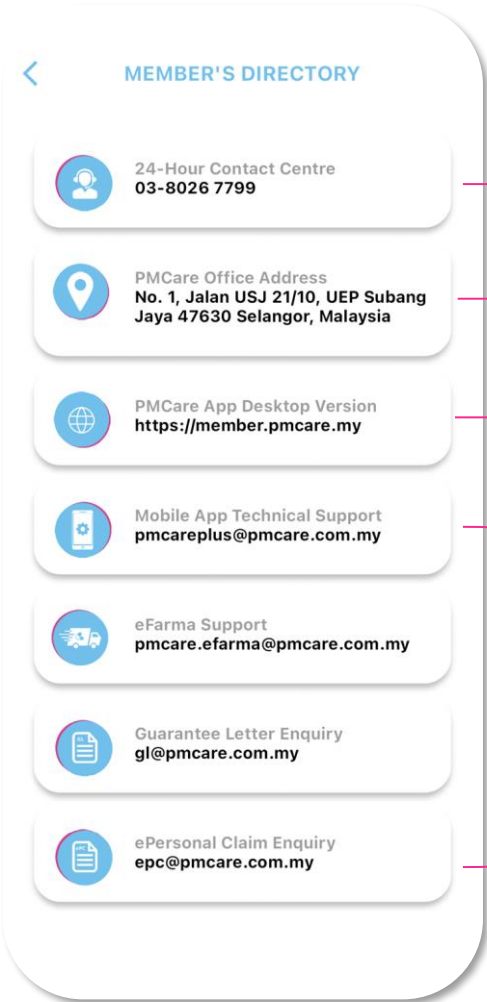
Directory



Directory



Tap on the Directory Icon

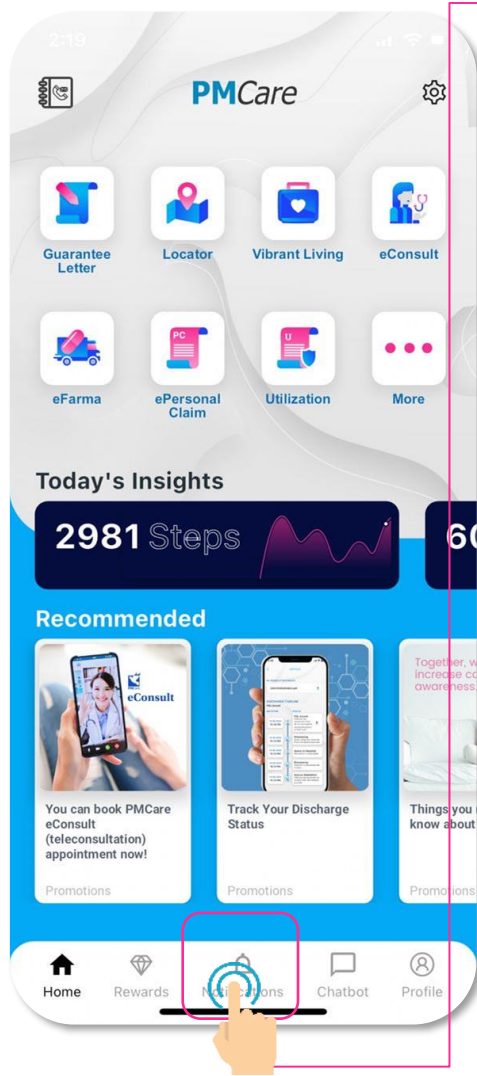


Tap on each contact information to proceed

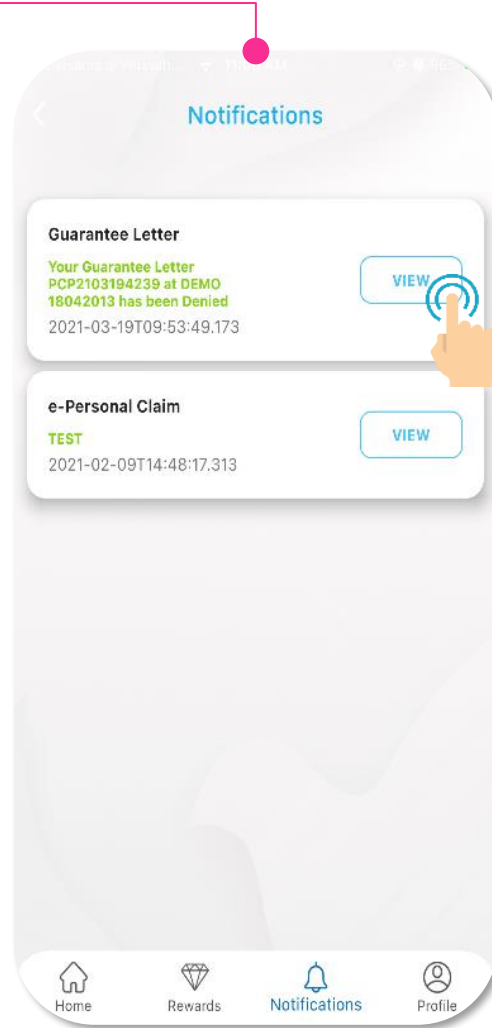
Notifications



Notifications



Tap on
"Notifications"

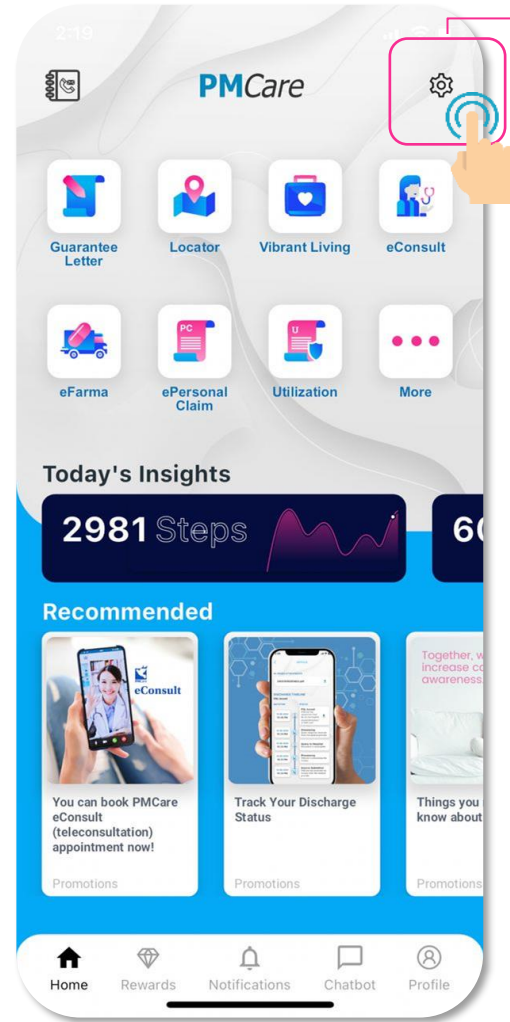


Tap on
"View" to view Details

Settings



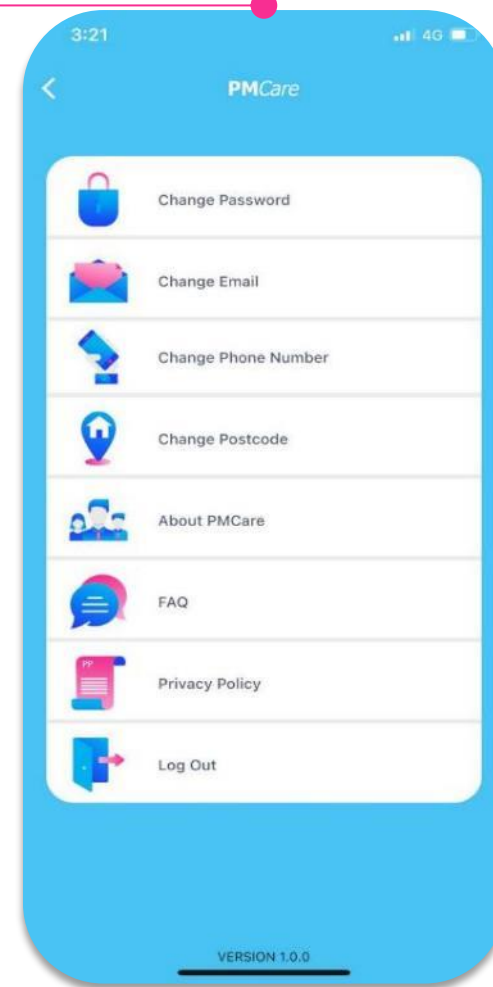
Settings



Tap on

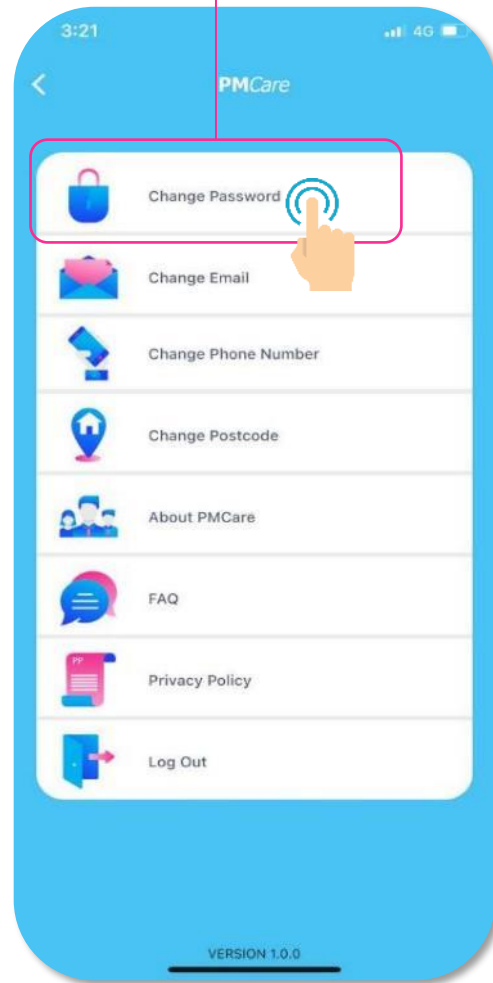


“Settings”

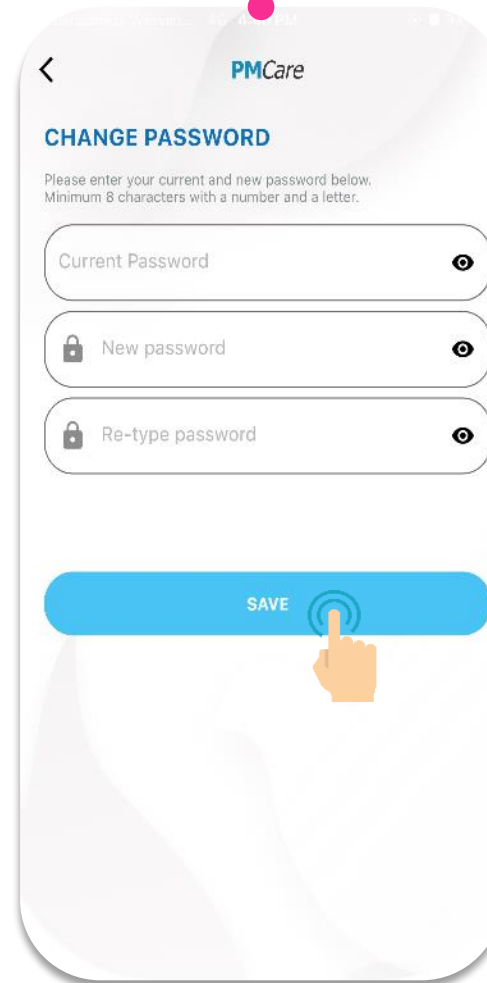


- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy
- Log Out

Settings – Change Password

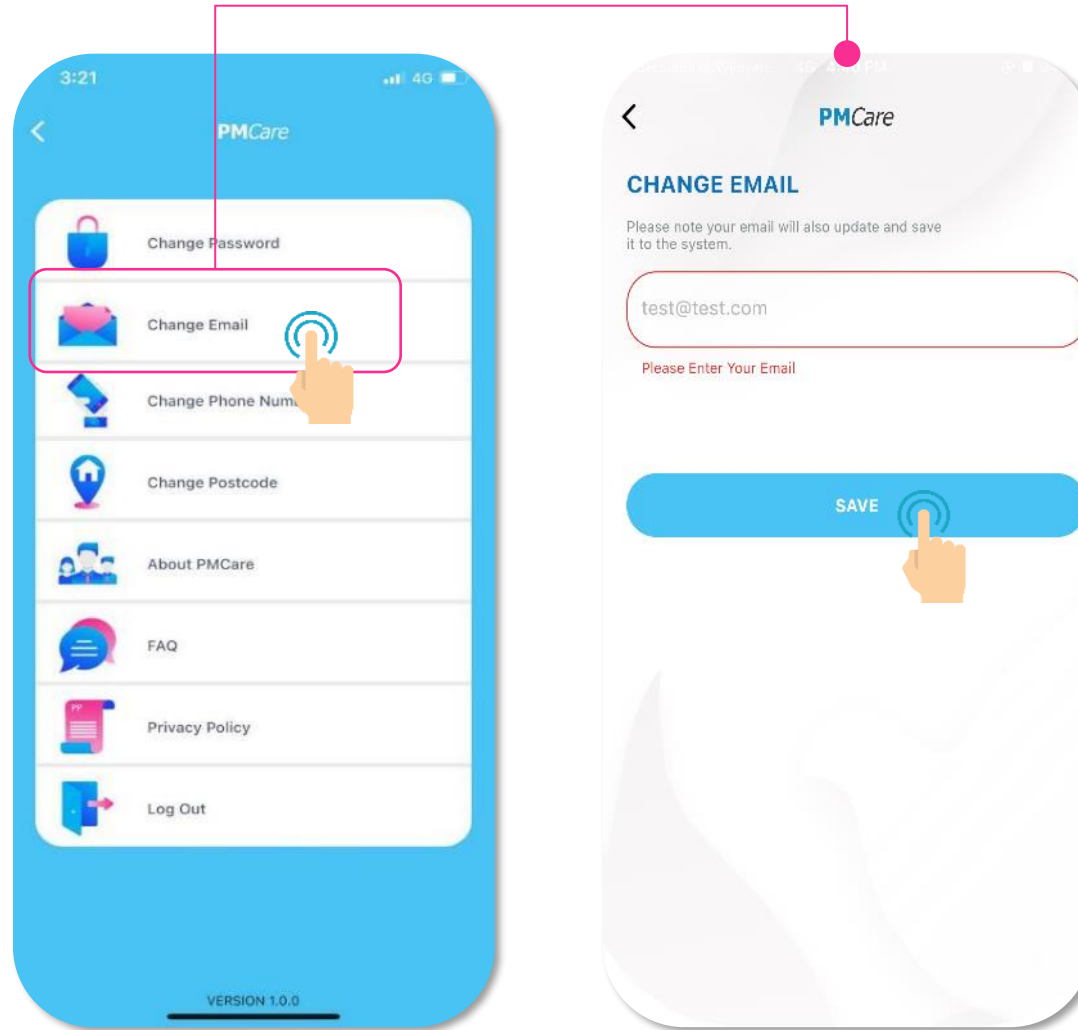


Tap on
“Change Password”



Key in
your new Password

Settings – Change Email

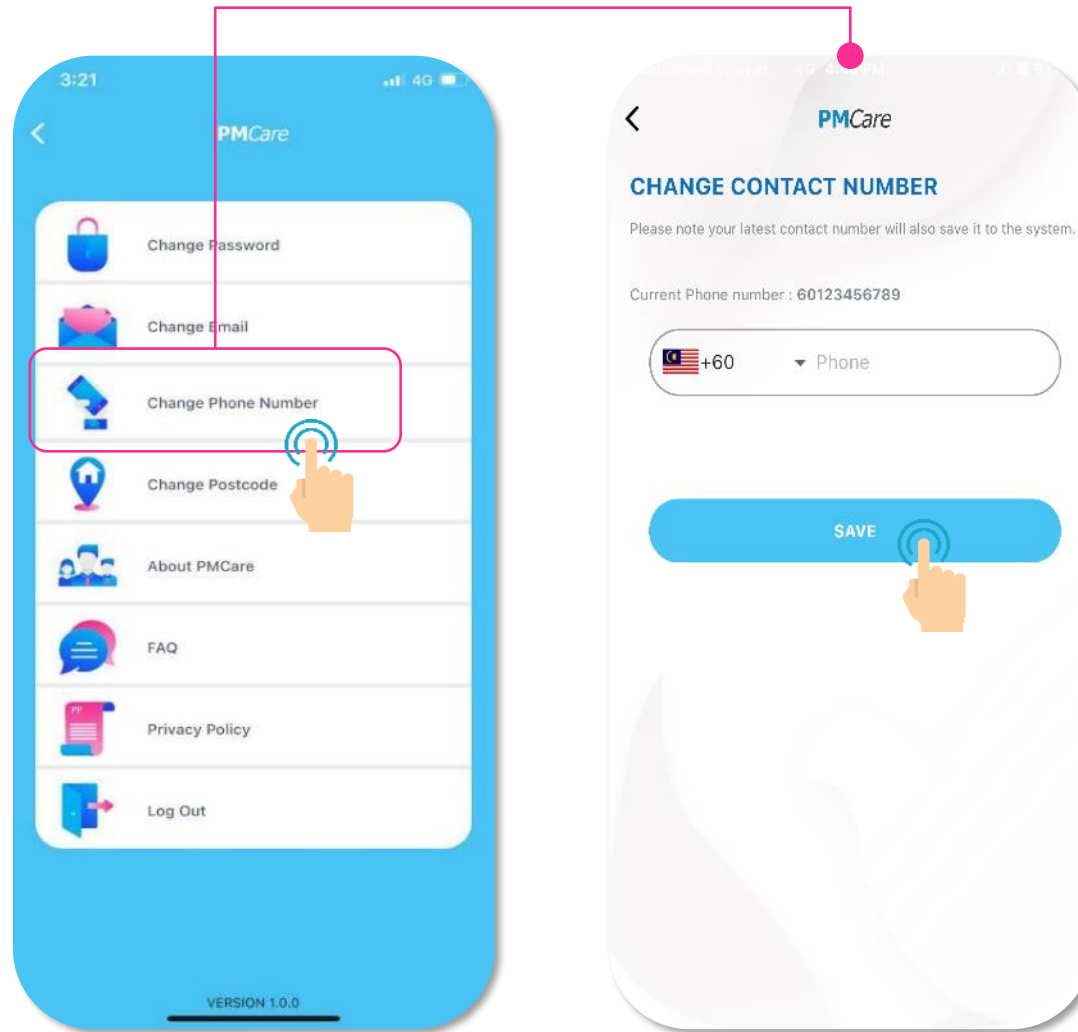


Tap on
“Change Email”



Key in
your new Email

Settings – Change Phone Number

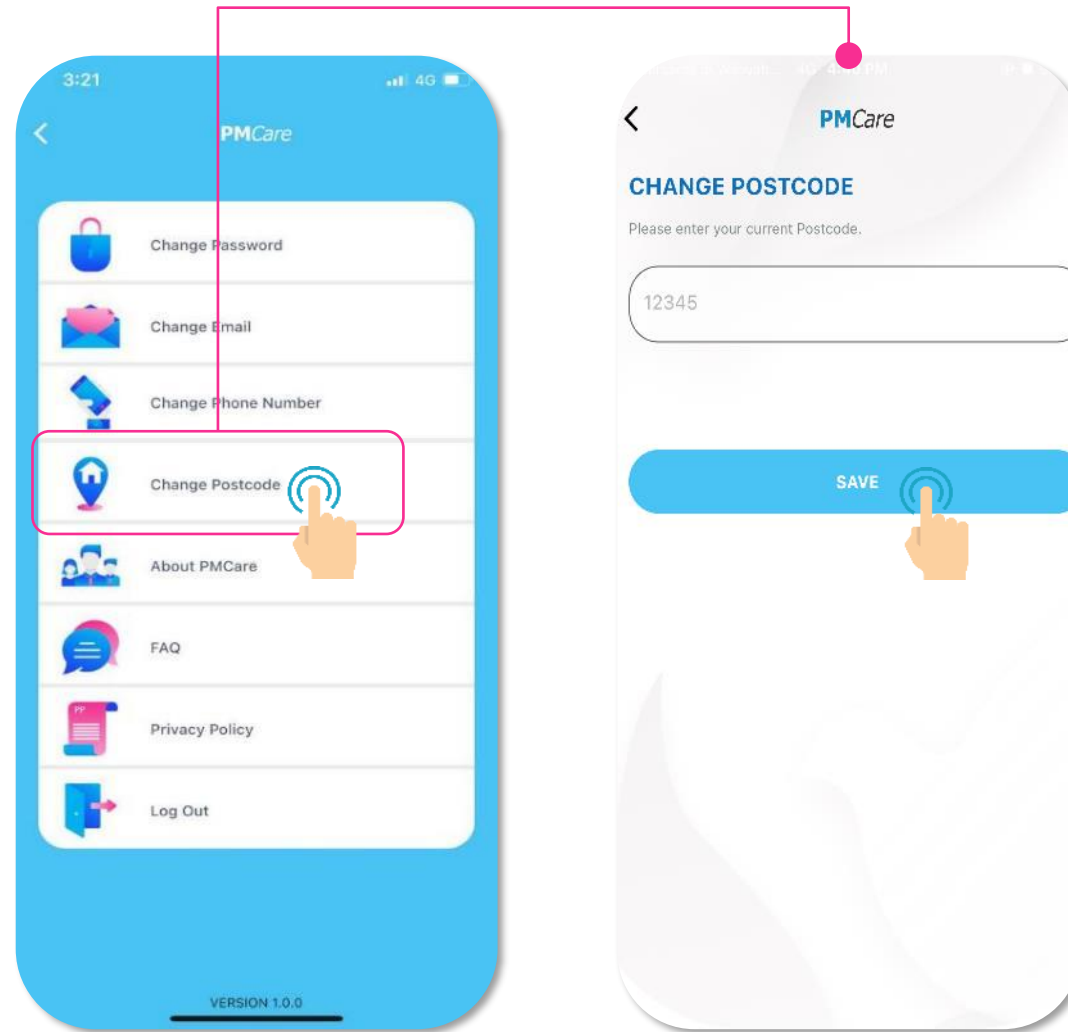


Tap on
"Change Phone Number"



Key in
your new Phone Number

Settings – Change Postcode

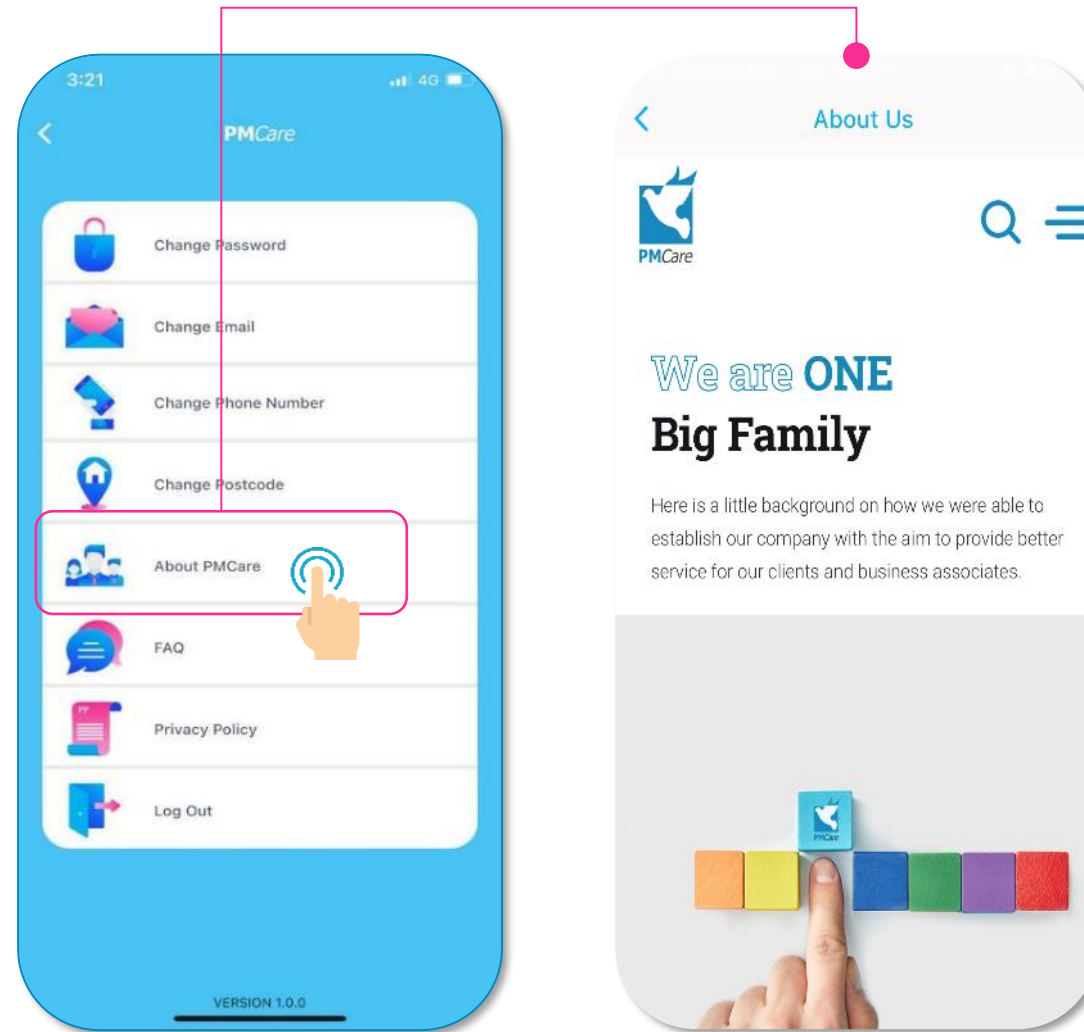


Tap on
"Change Postcode"



Key in
your new Postcode

Settings – About PMCare

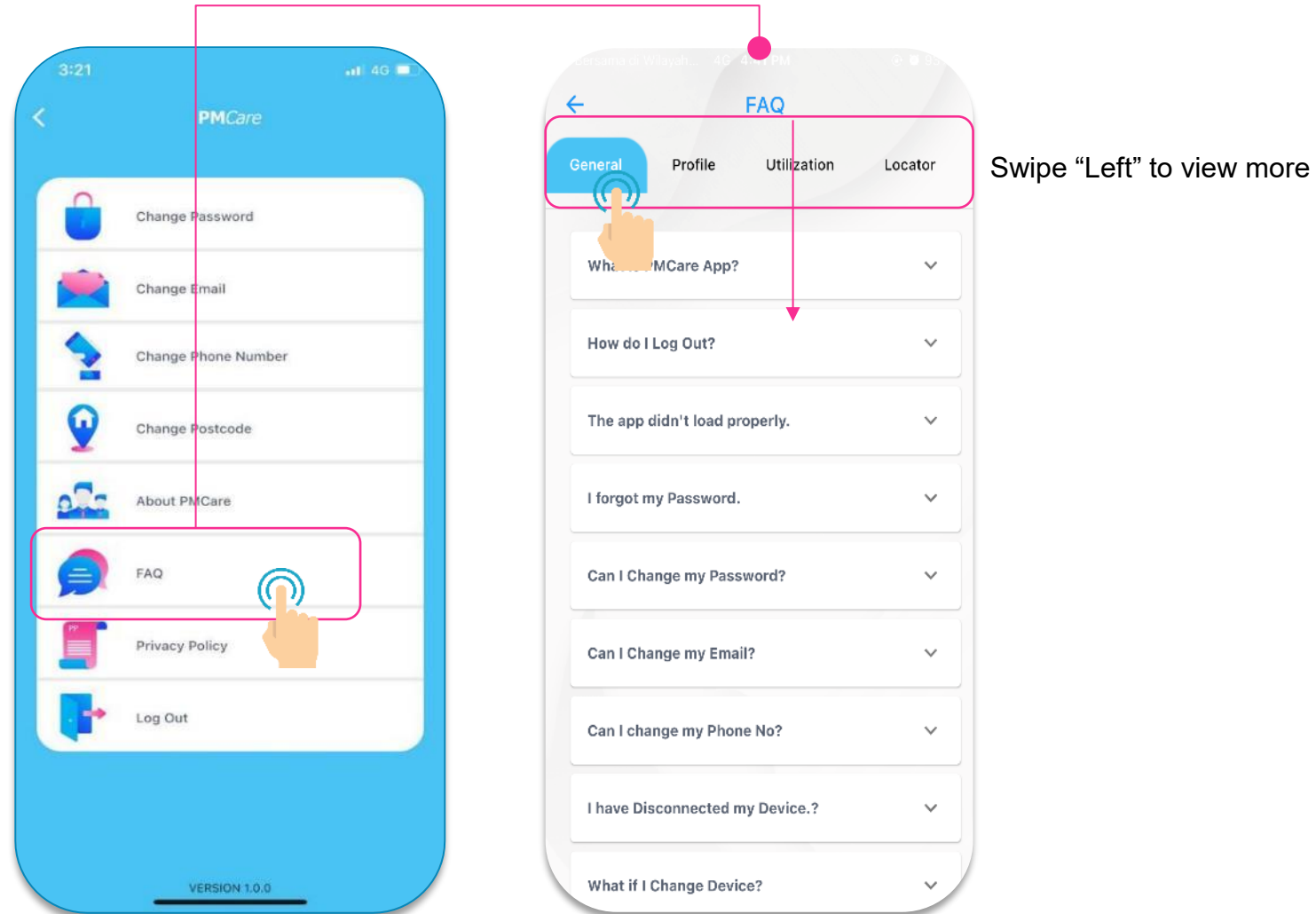


Tap on
"About PMCare"



You'll redirect to our Website Page
<https://www.pmcare.com.my/about/>

Settings – FAQ (Frequently Asked Question)



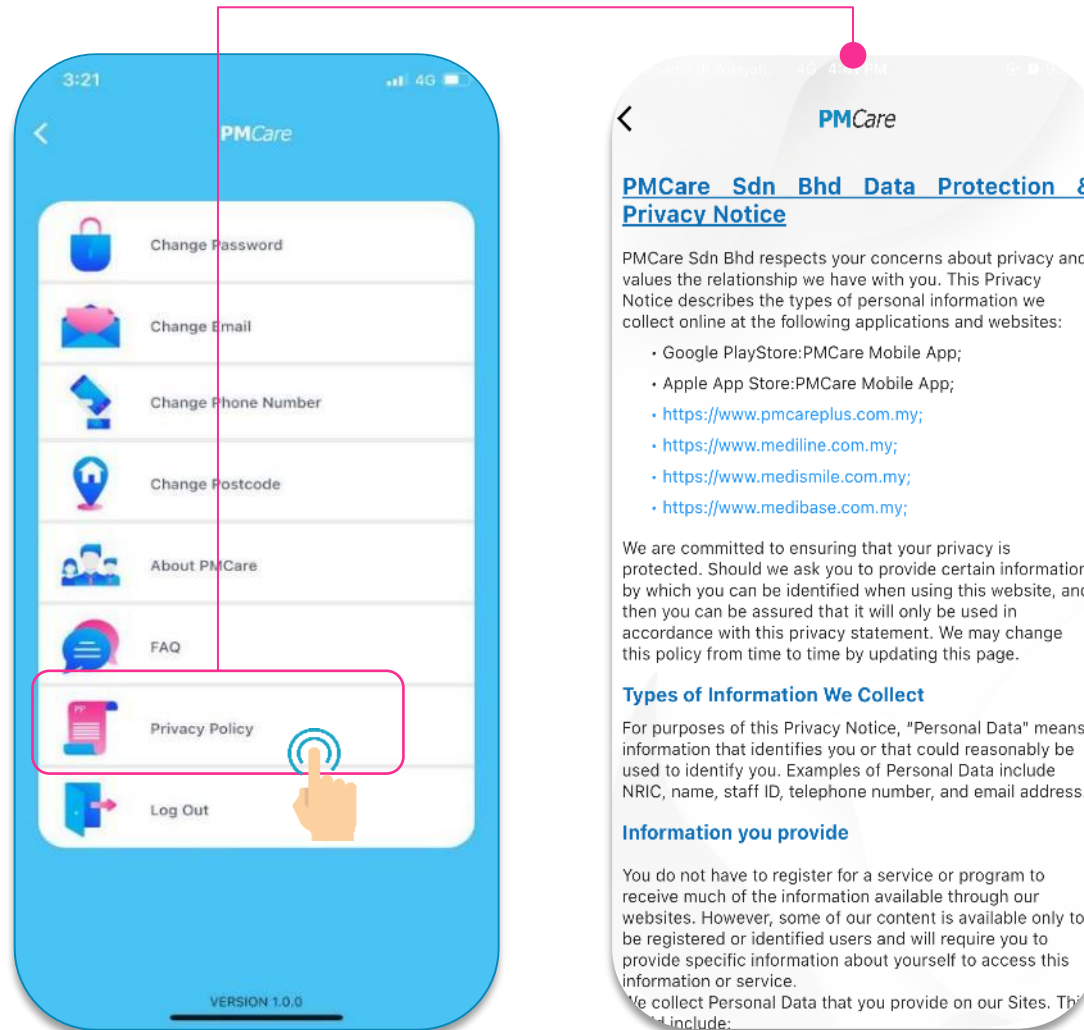
Tap on
"FAQ"



You can read the FAQ categorized by:

- General
- Profile
- Utilization
- Locator
- Guarantee Letter
- e-Farma
- Vibrant Living
- Ambulance

Settings – Privacy Policy

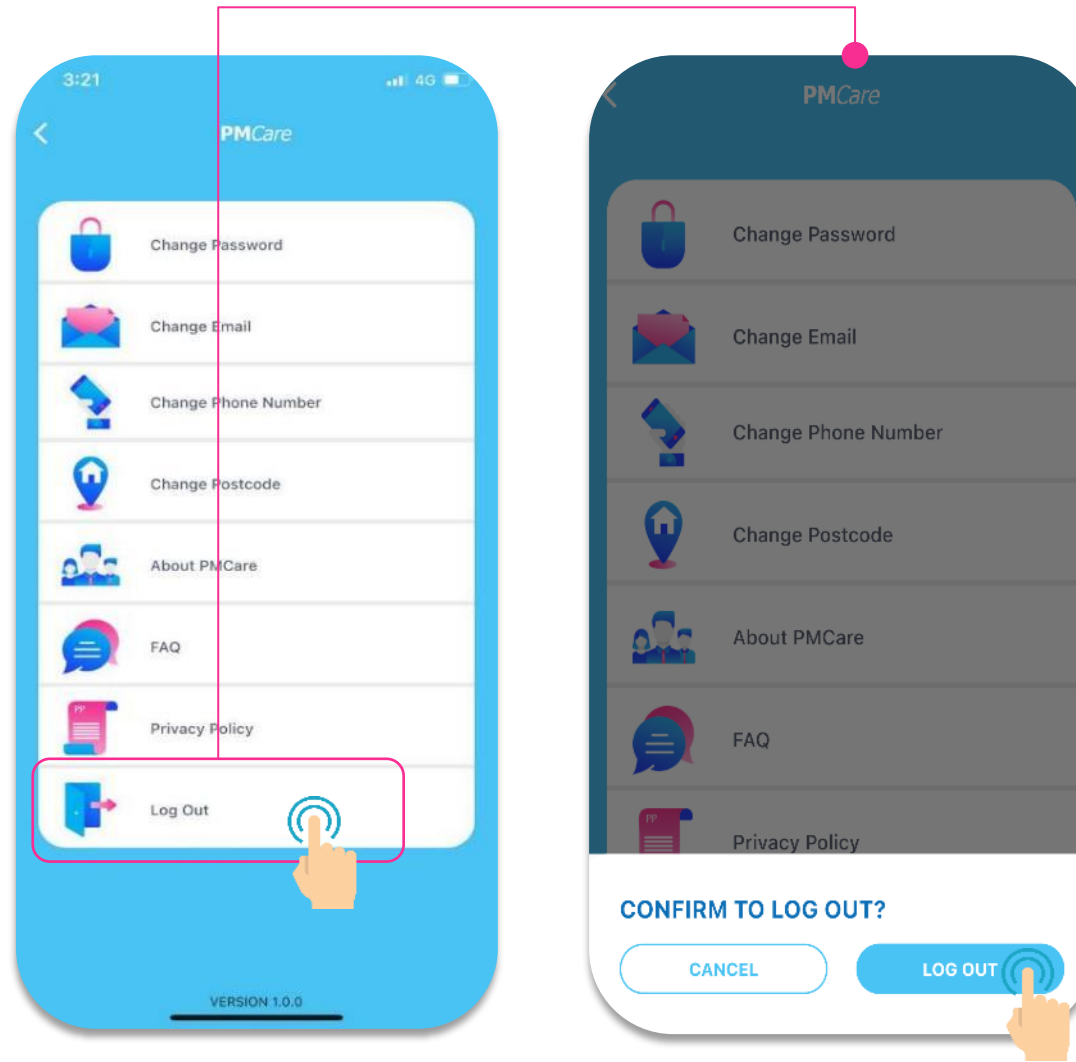


Tap on
"Privacy Policy"



You can read the
"Privacy Policy" here

Settings – Log Out



Tap on
“Log Out”



Tap on
“Log Out”

Your Directory

Mobile Tech. Issue



Any enquiry related to Mobile App, you can email to:
pmcareplus@pmcare.com.my

GL Request



Please refer slide page 16:
8.0 Guarantee Letter ("GL")

Personal Claim



Please refer slide page 19:
9.0 e-Personal Claim ("e-PC")

24/7 Careline



03-8026-7799

Service Enquiry



Website **"Contact Us"**





Healthcare
Essential
Life
Partner

Let's explore together!

C H A N G E

