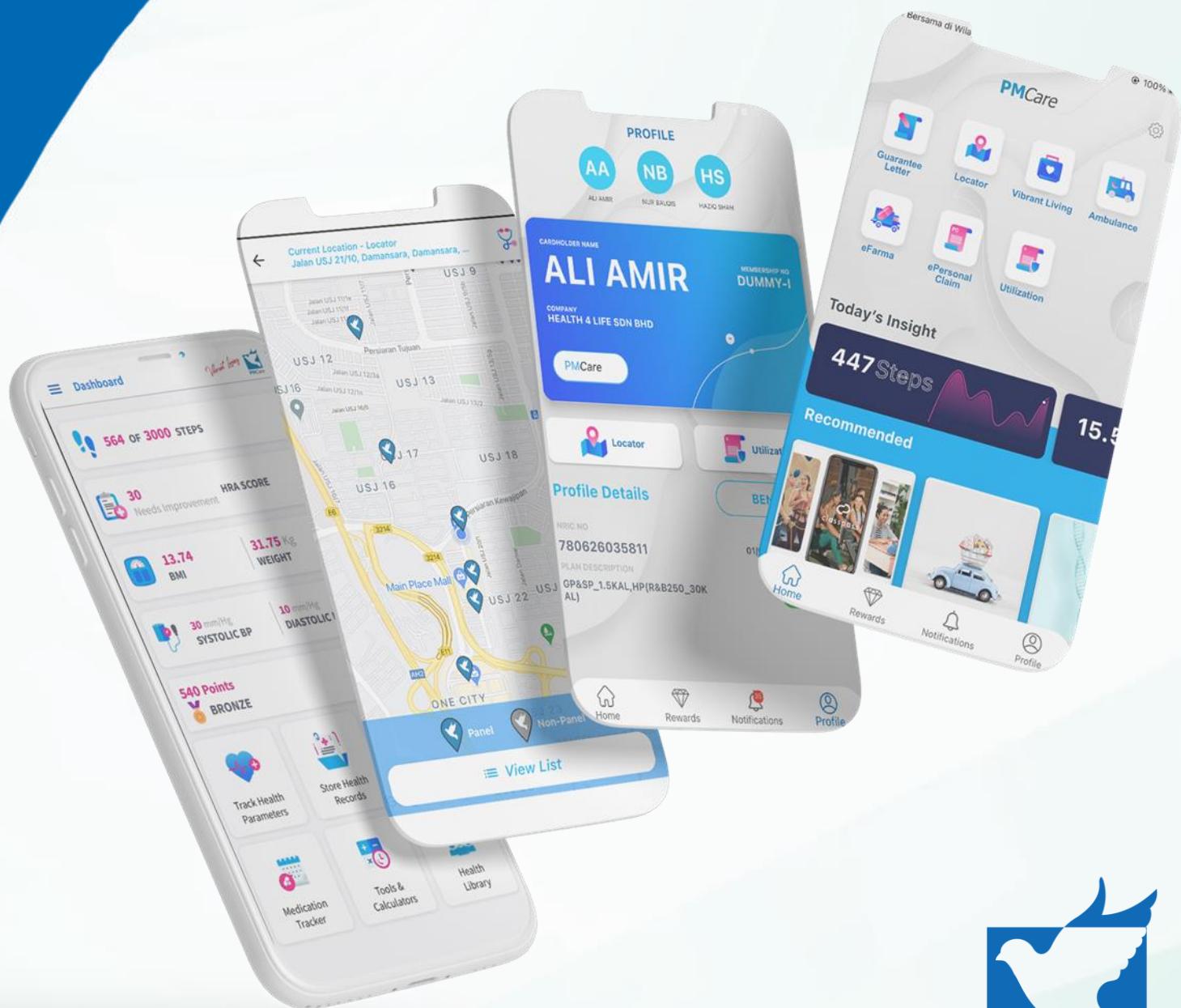


# PMCare

## Mobile App User Manual Guidelines



A white silhouette of a dove is positioned on the right side of the image, facing left. The dove is set against a solid blue background on the left and a background of white clouds on the right. The clouds are rendered in various shades of white and light blue, creating a soft, ethereal atmosphere.

# 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**

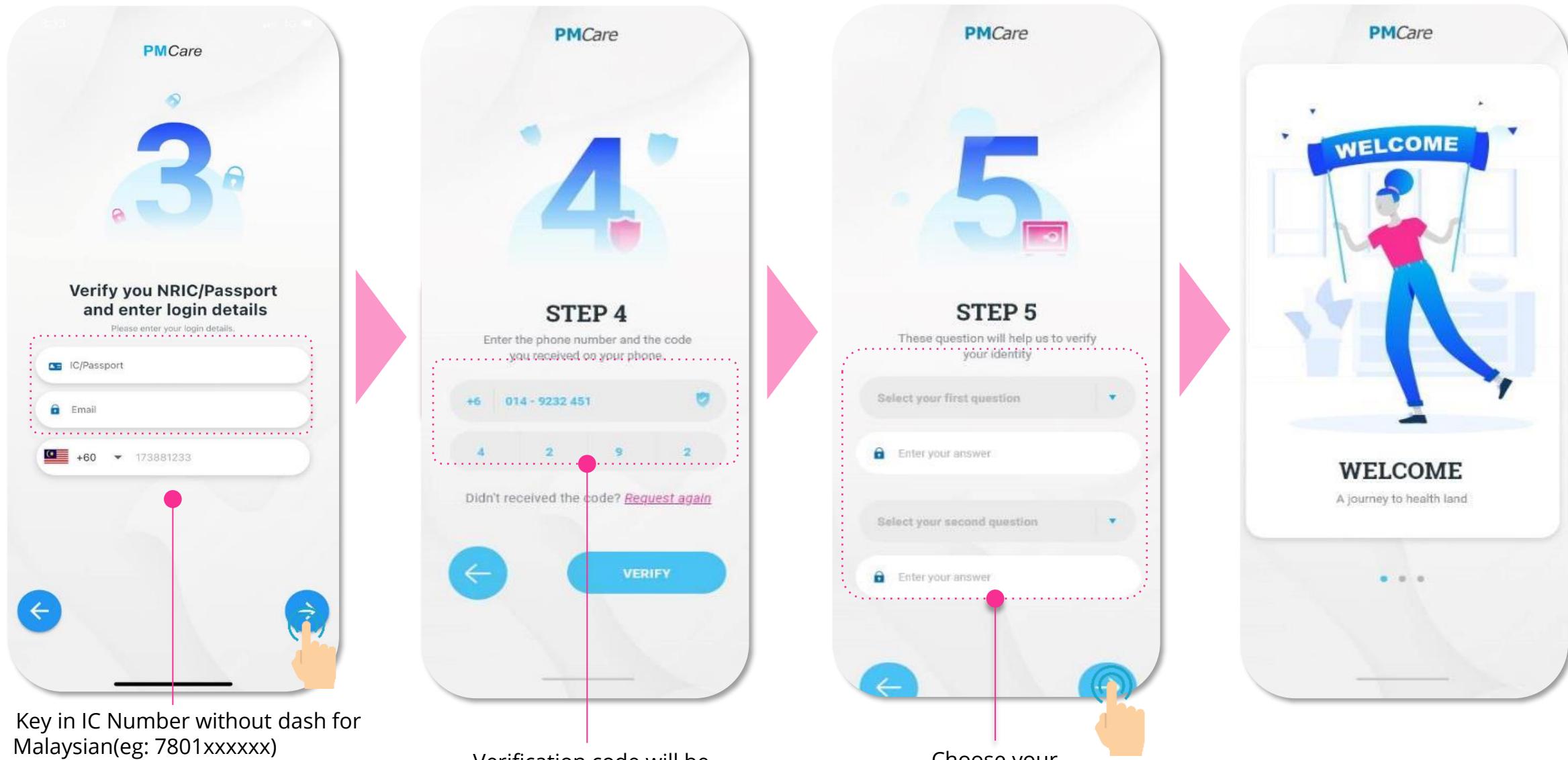


Tap on "**I'M NEW**"  
for new registration

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

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

# Registration



- Key in IC Number without dash for Malaysian(eg: 7801xxxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxx)
- Key in your mobile number

Verification code will be send to this mobile number

Choose your security questions

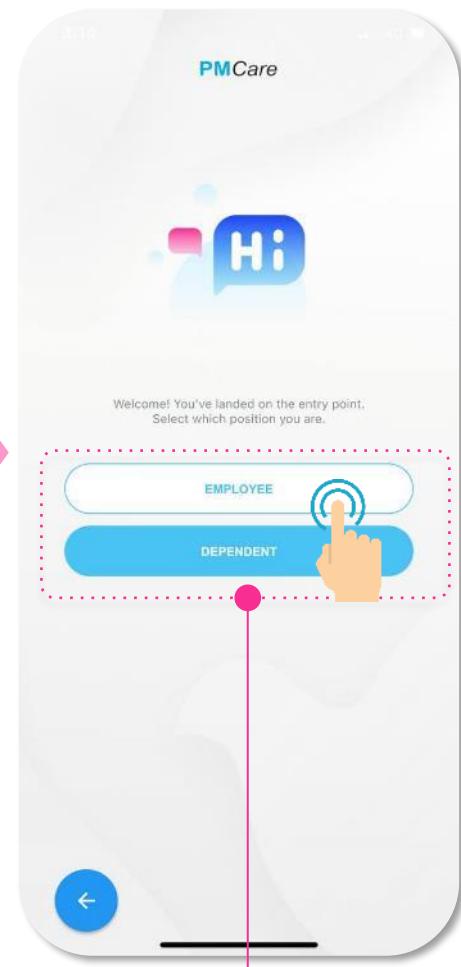
# Login



# Login



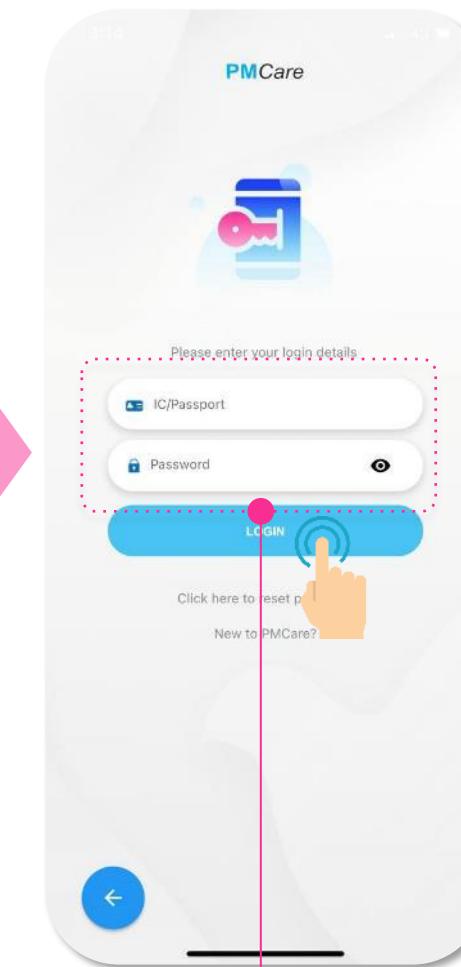
Tap on "LOGIN"



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: EC47xxxx)
- Key in your Password (8 Characters)

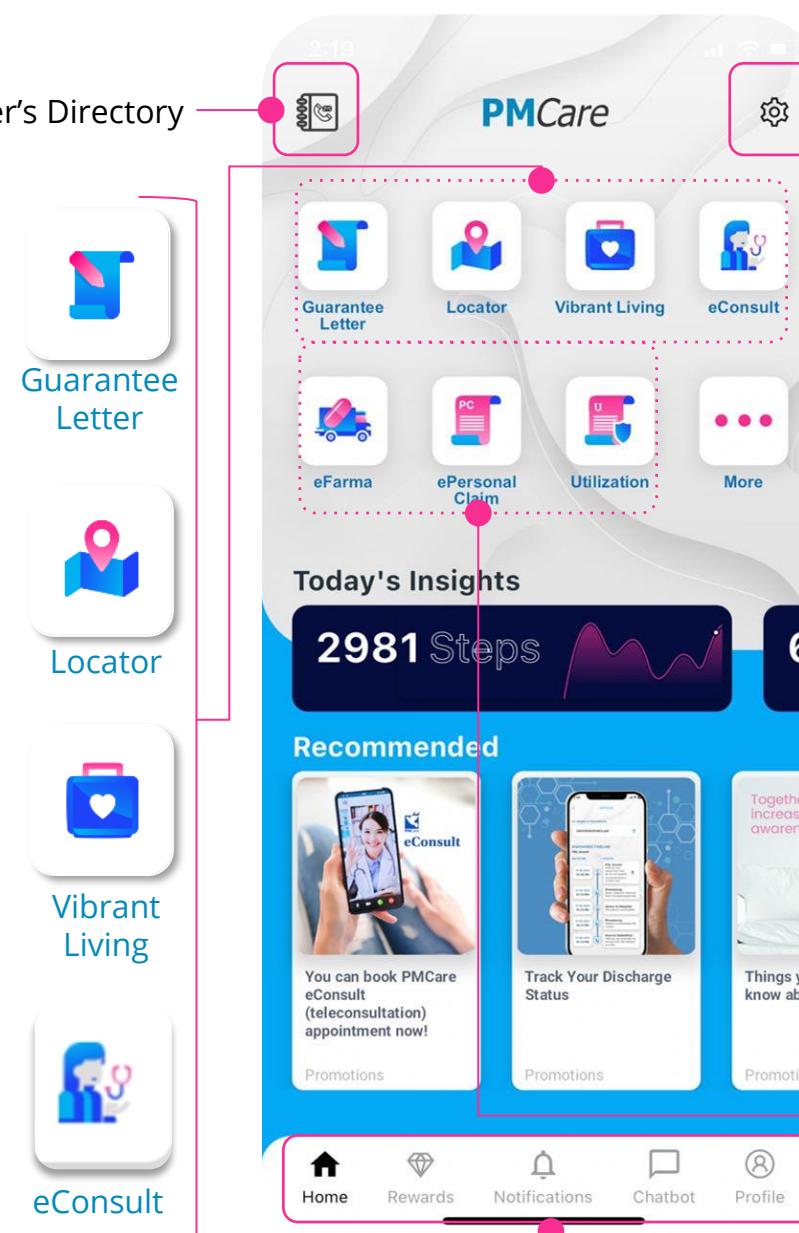


# Overview

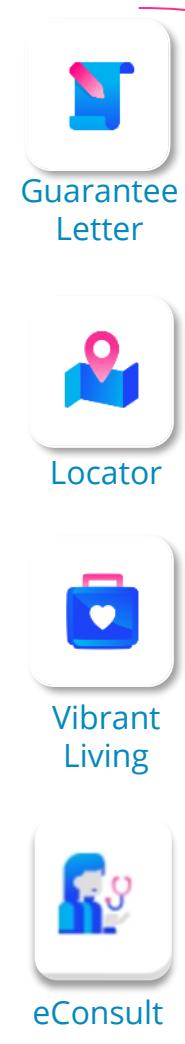


# Overview

- Member's Directory
- To Request GL
- To View GL Request Status

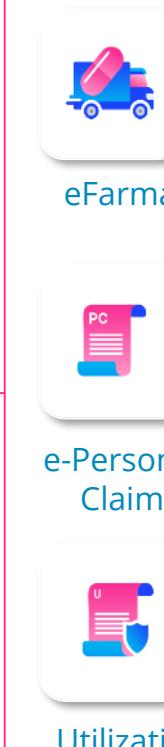


- To locate PMCare Panel Provider
- To monitor your health performance
- To locate Ambulance services within vicinity



## Settings:

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



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

- To submit Personal Claim
- To view Personal Claim Status

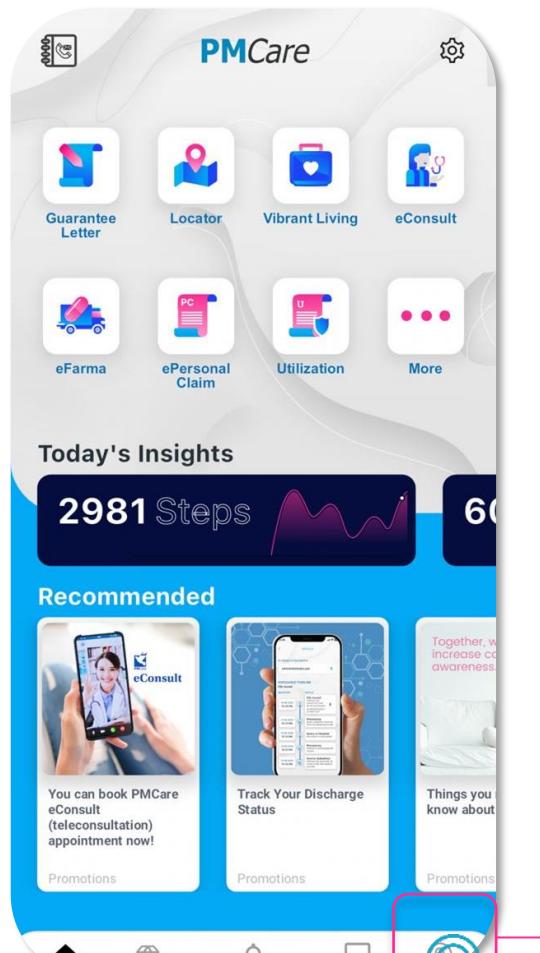
- To view Utilization Details

- Home
- Rewards
- Notifications
- Chatbot
- Profile

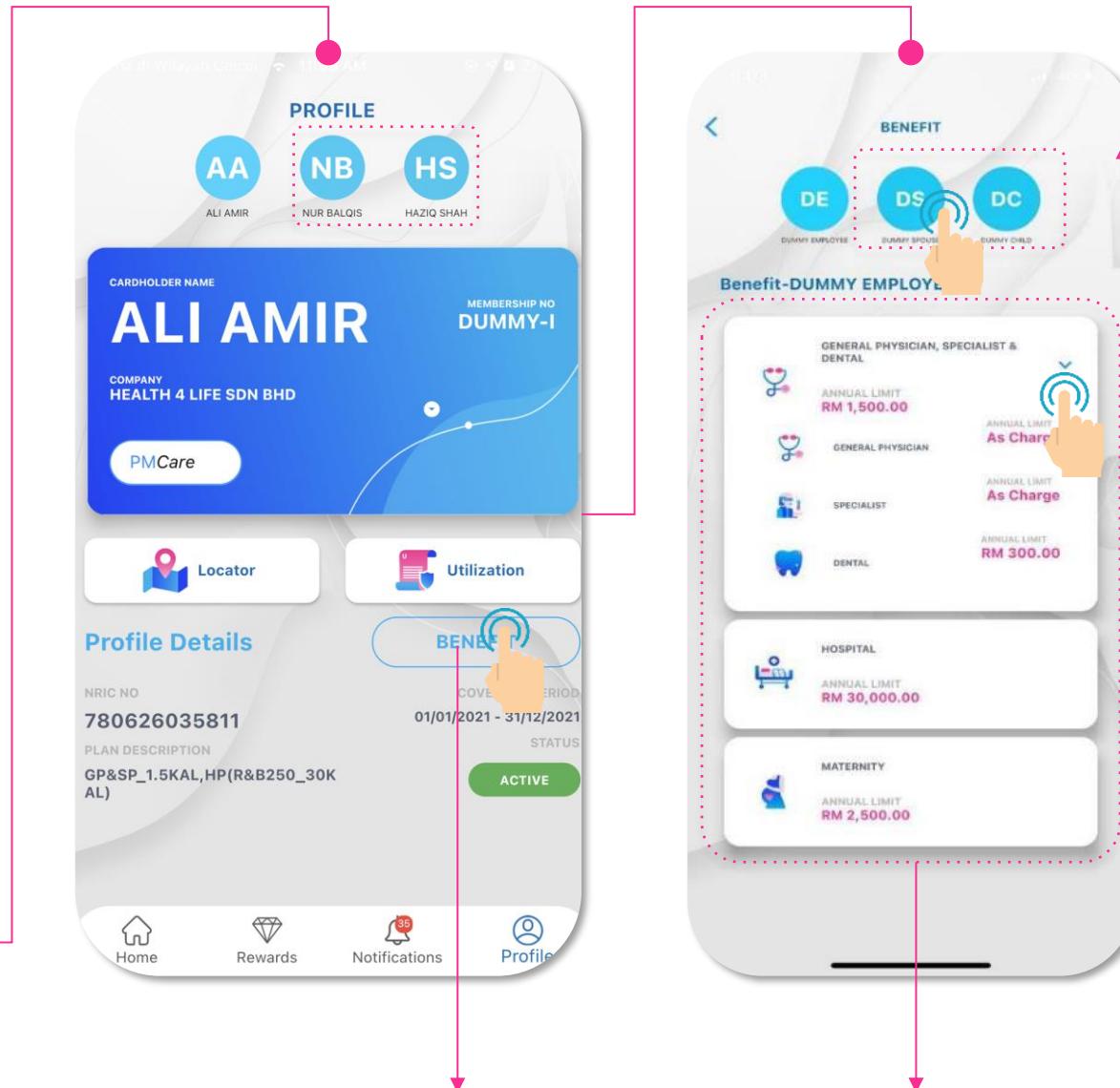
# Profile



# 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

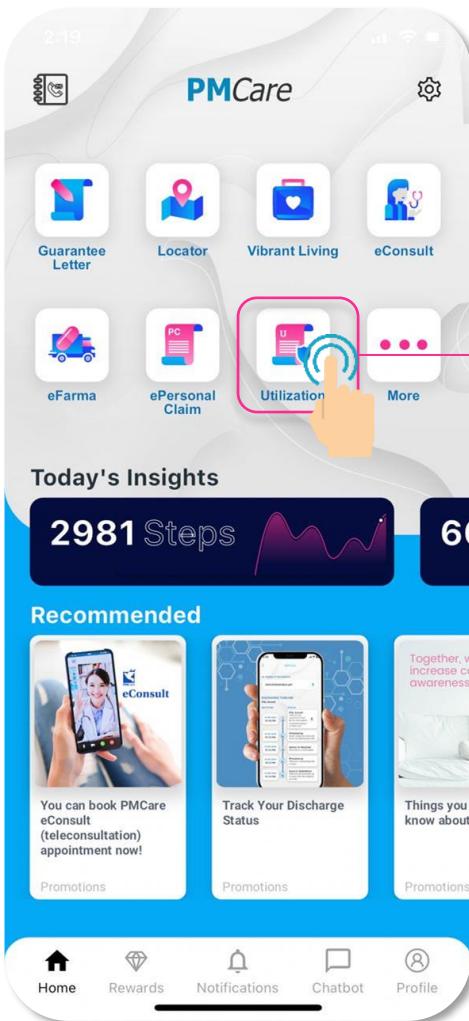
Tap here to view your Dependents Benefits details

Tap here to expand

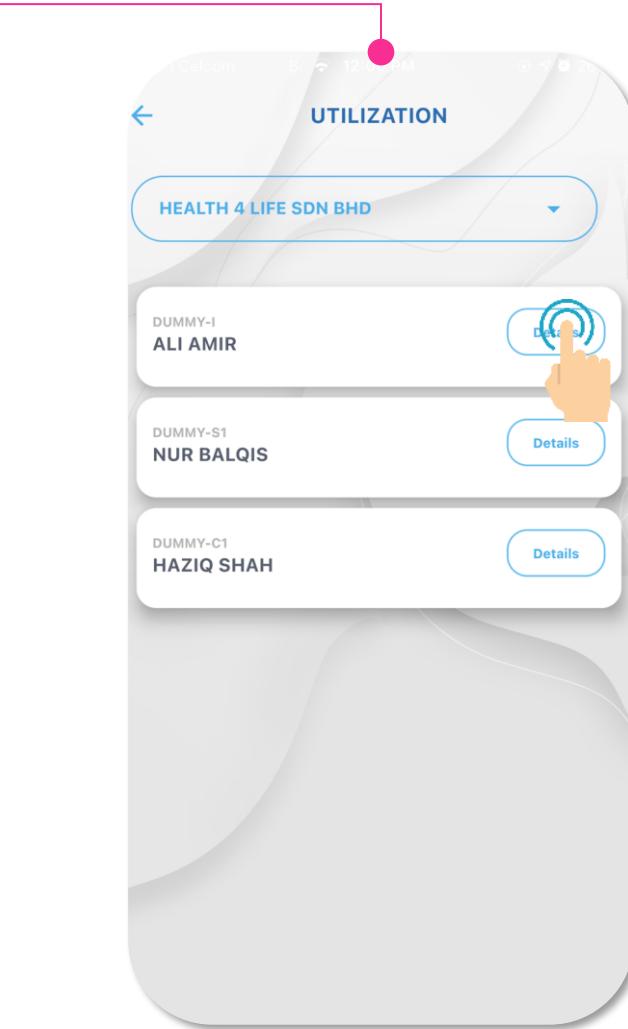
# Utilization



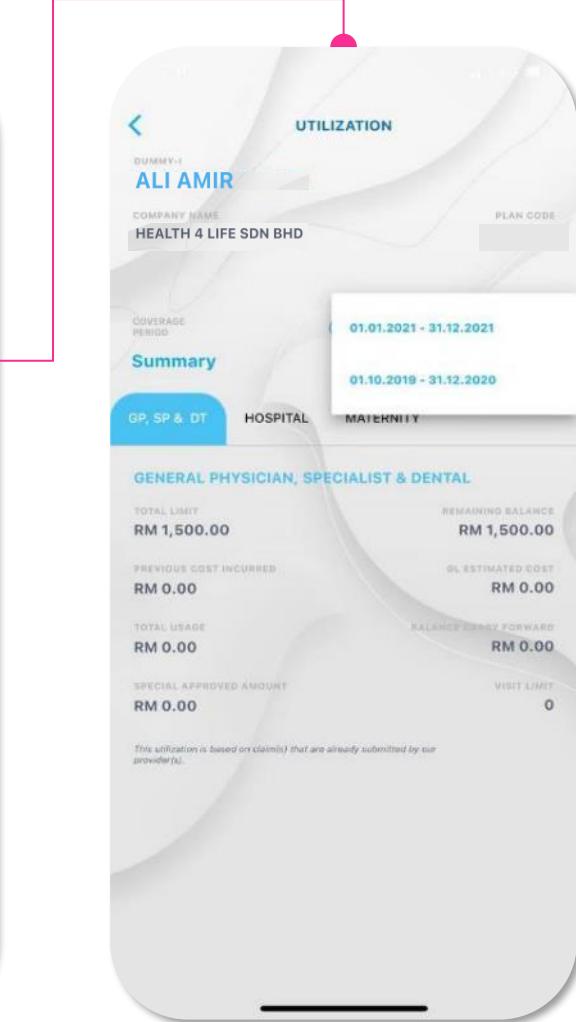
# Utilization



Tap on “Utilization” to View your Utilization Details



Tap on “Details” to view your Utilization details



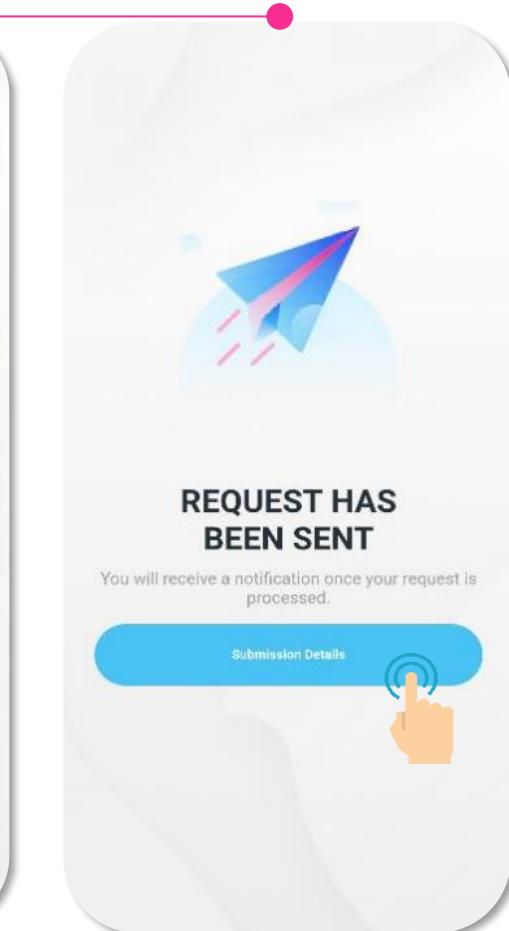
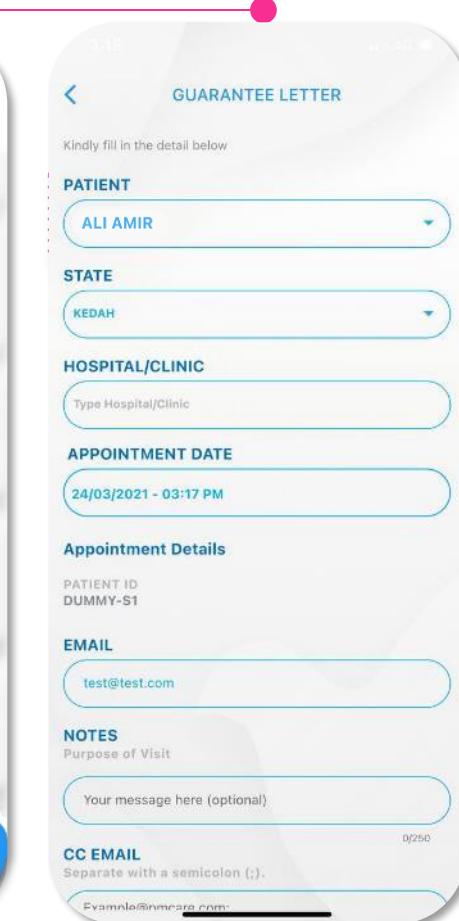
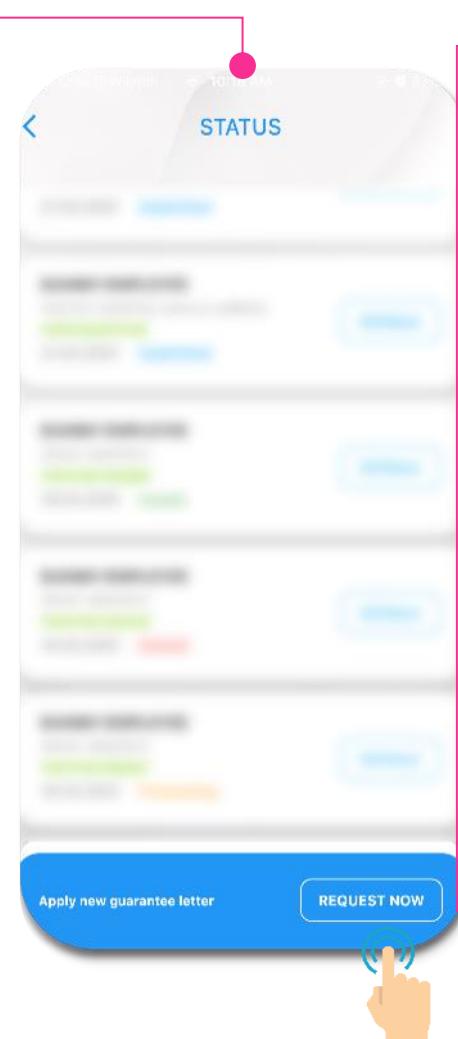
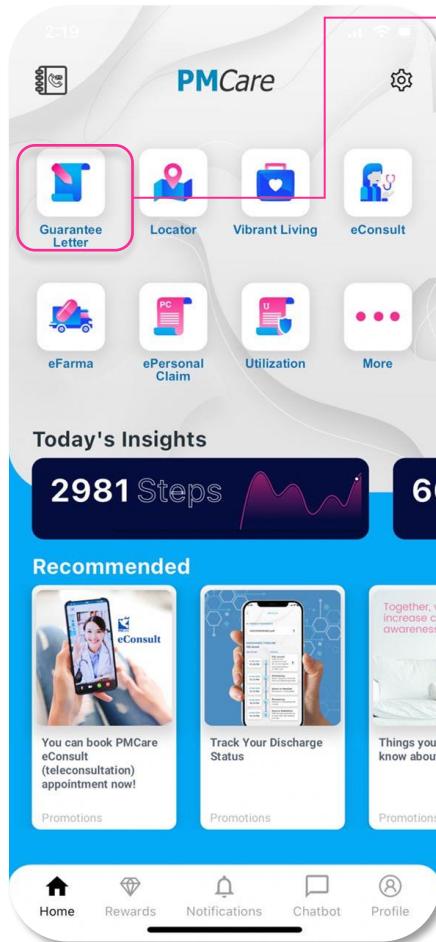
You can view your utilization details by Service Type

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

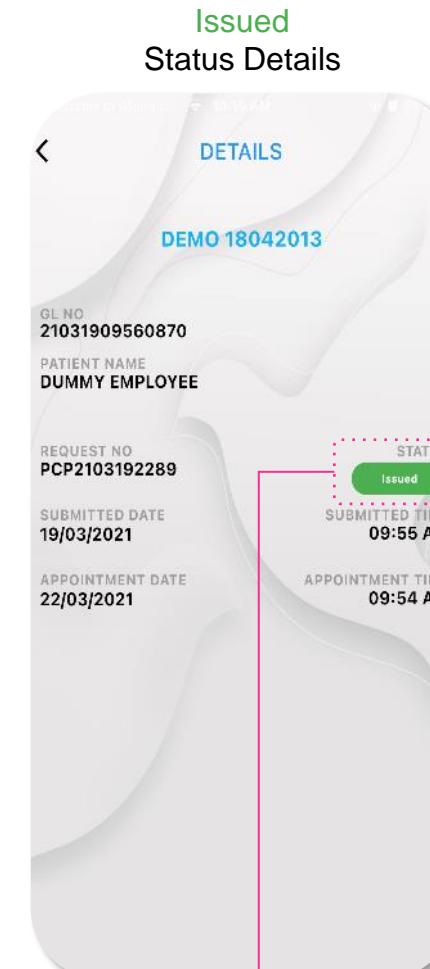
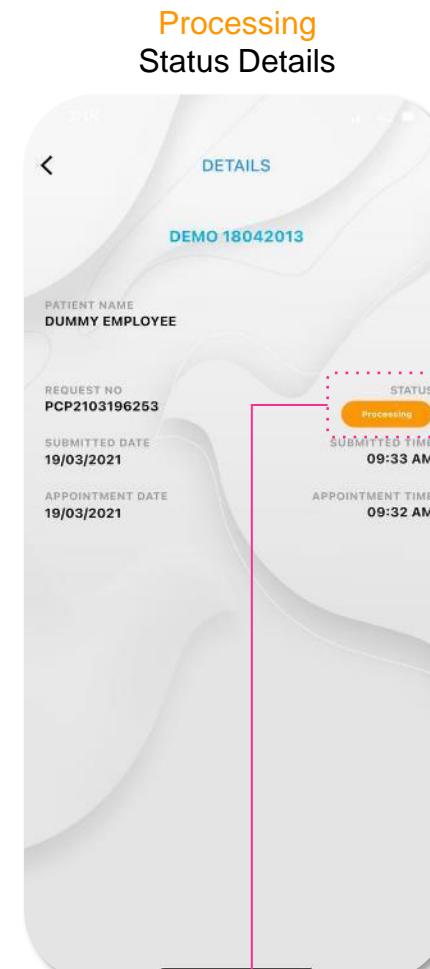
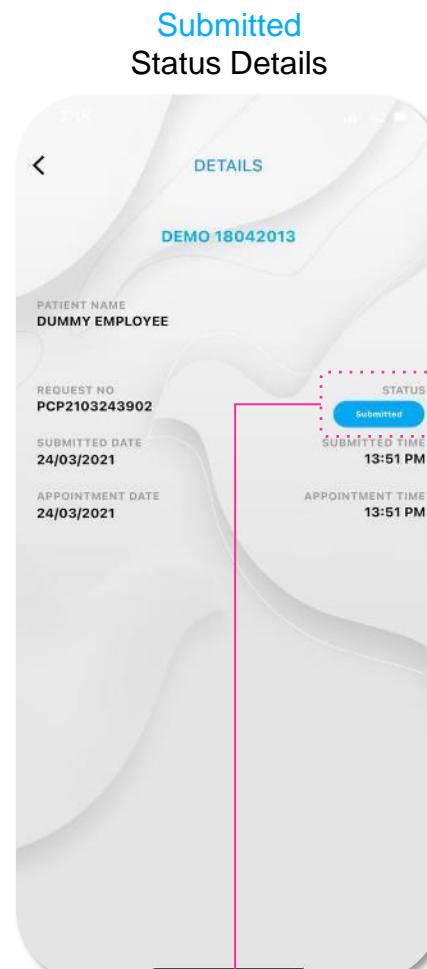
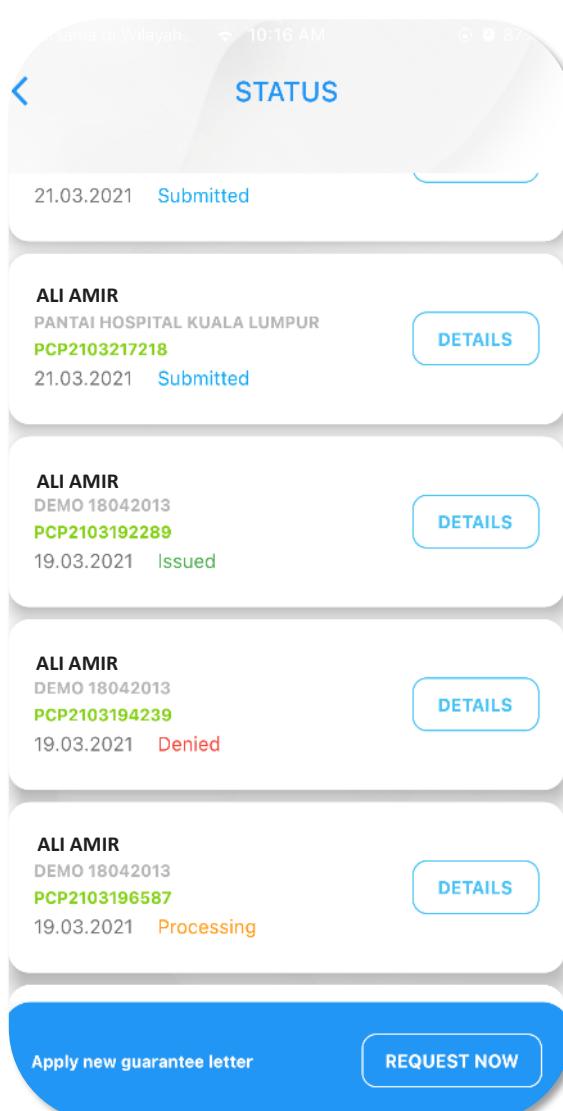
Tap on “Request Now” to Request for GL

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

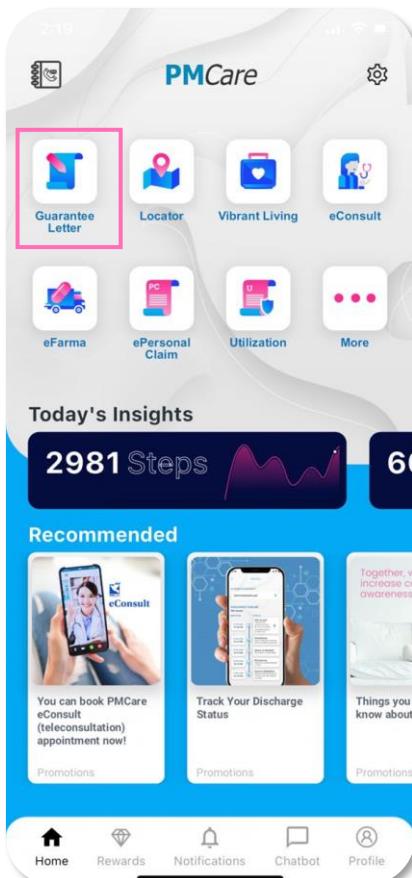
Attach Referral Letter/ Appointment Card either in PDF format or in Image format

Tap on “Submission Details” to view GL Request Status

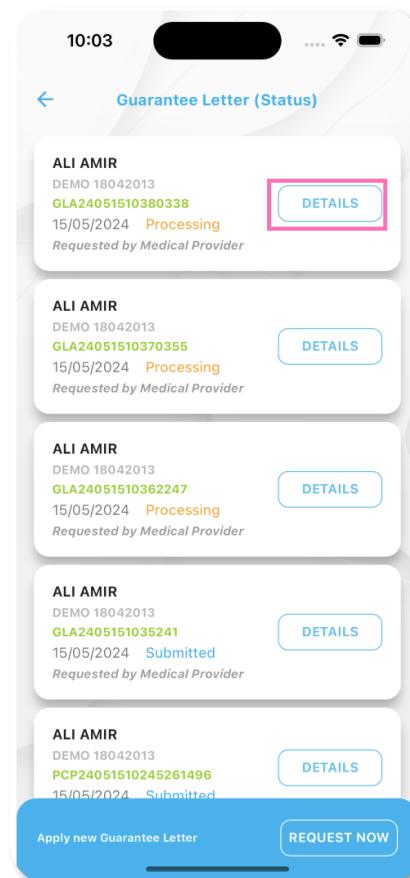
# Guarantee Letter



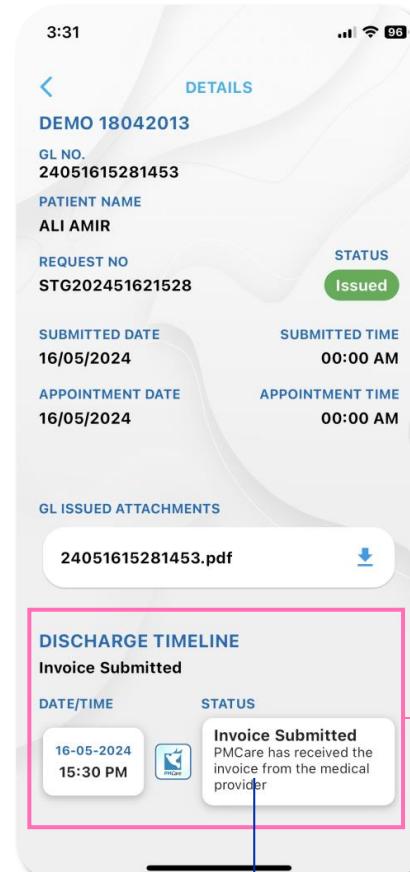
# Final Guarantee Letter (FGL)



Tap on "Guarantee Letter"



Tap on "Details"



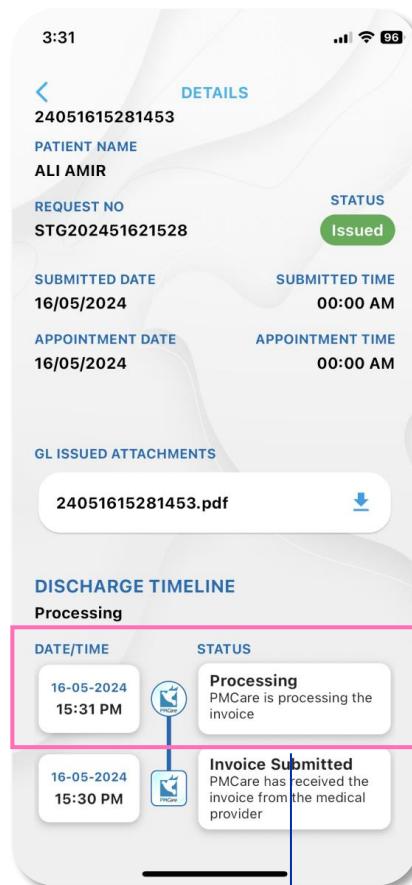
1

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

"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"

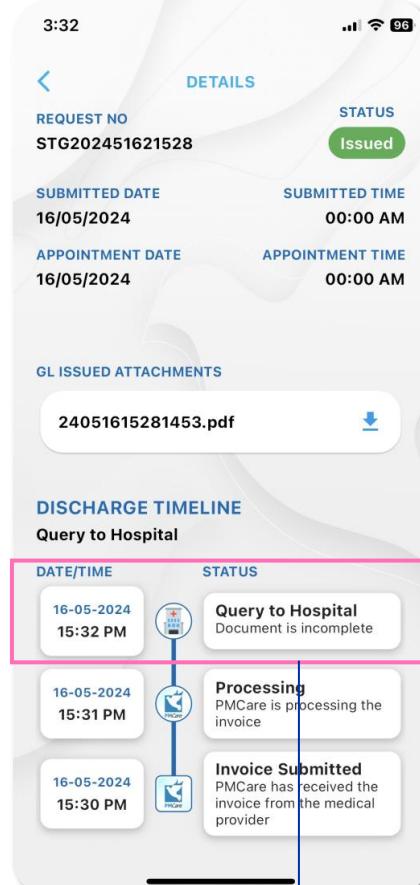
**Please note: The most recent update will be at the top of this timeline.**

# Final Guarantee Letter (FGL)



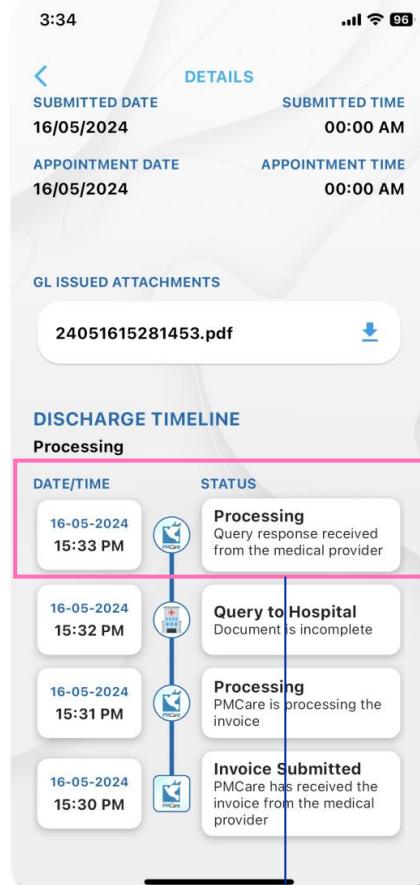
2

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



3

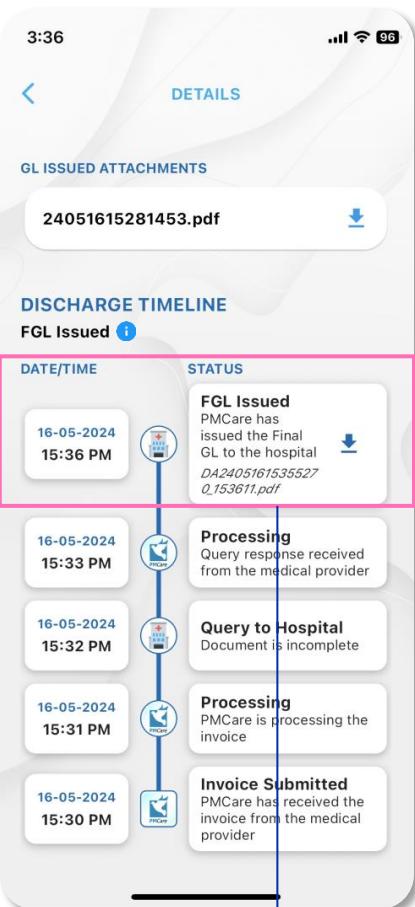
**Query to Hospital:** Signifies that the documents or information submitted to PMCare are incomplete, prompting PMCare to request additional document and/or information from the hospital for completeness.



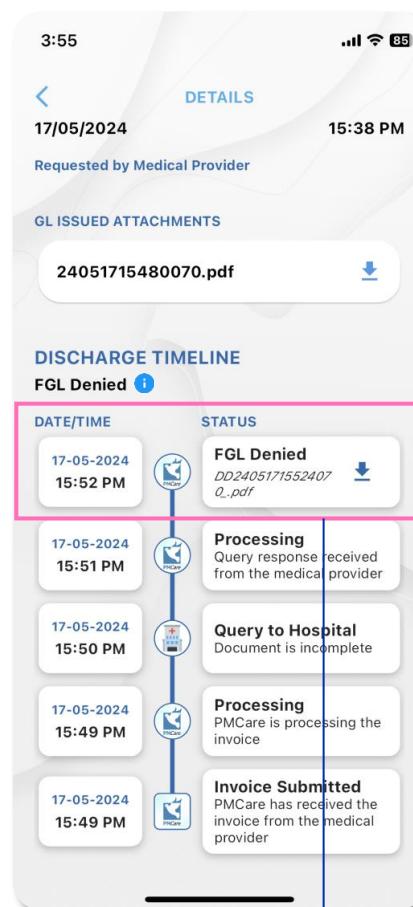
4

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

# Final Guarantee Letter (FGL)

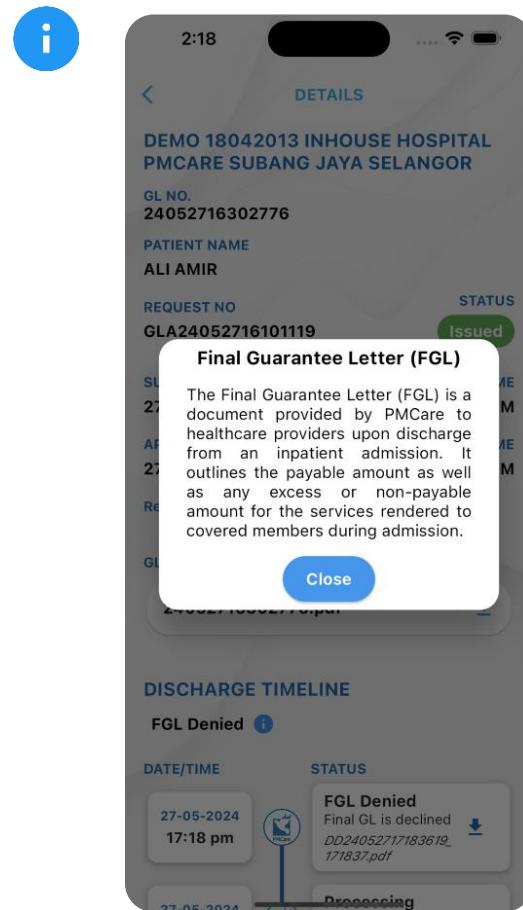


OR



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

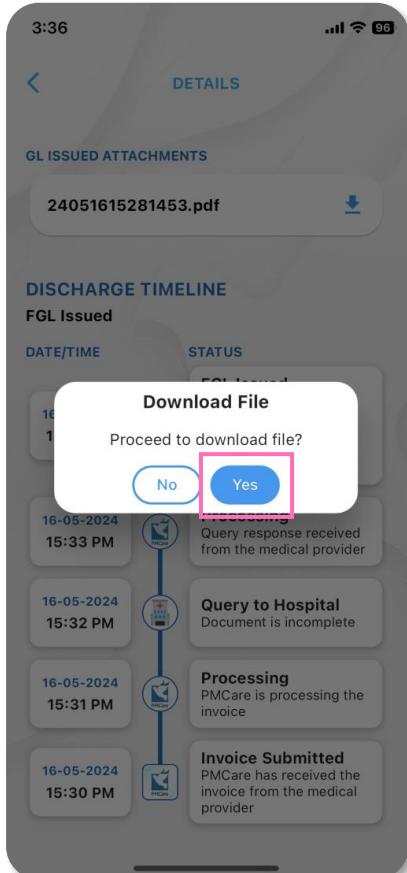
Tap on the "Download" icon to download FGL Denied to know reason for the denial.



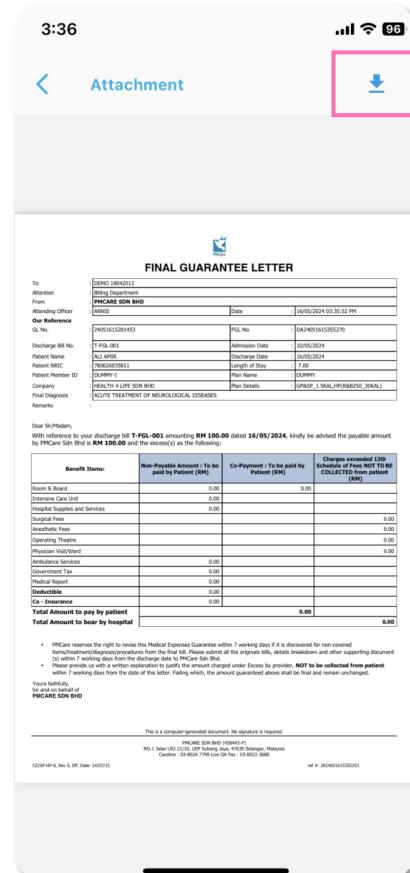
Click the information bubble to view the definition of FGL

Tap on the "Download" icon to download FGL

# Final Guarantee Letter (FGL)



Tap "Yes" to download the FGL file

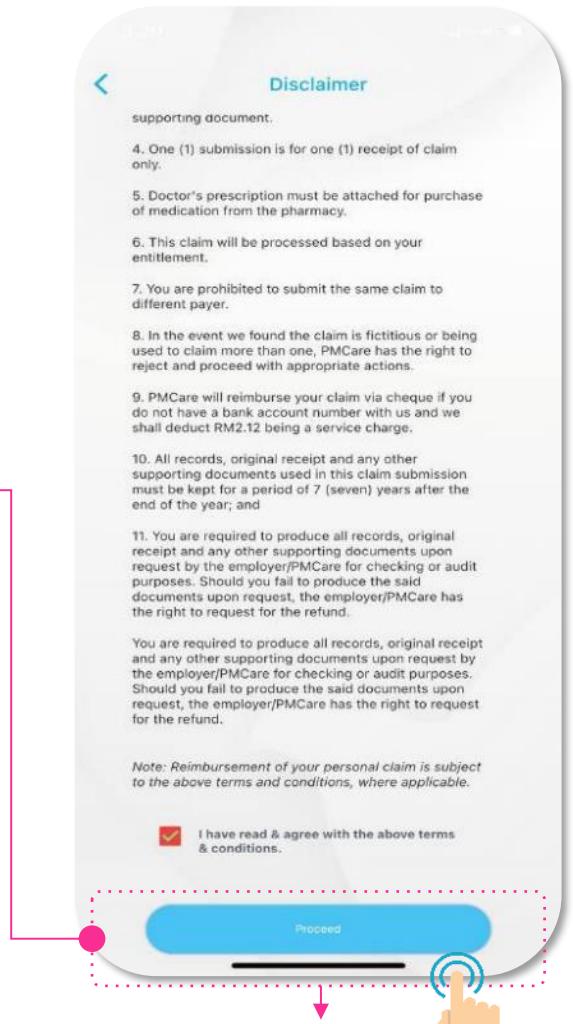
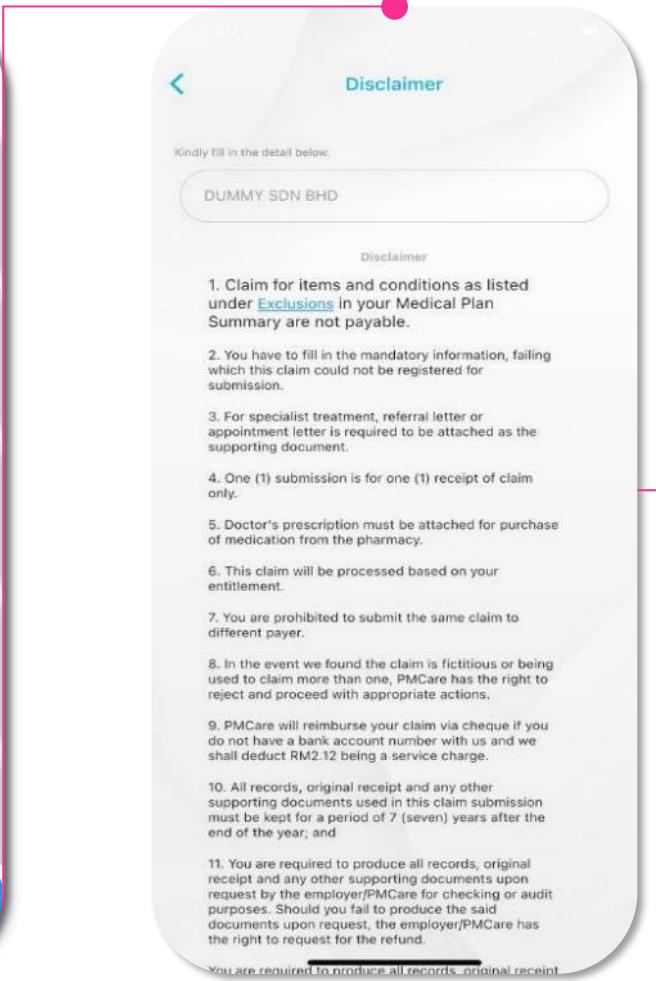
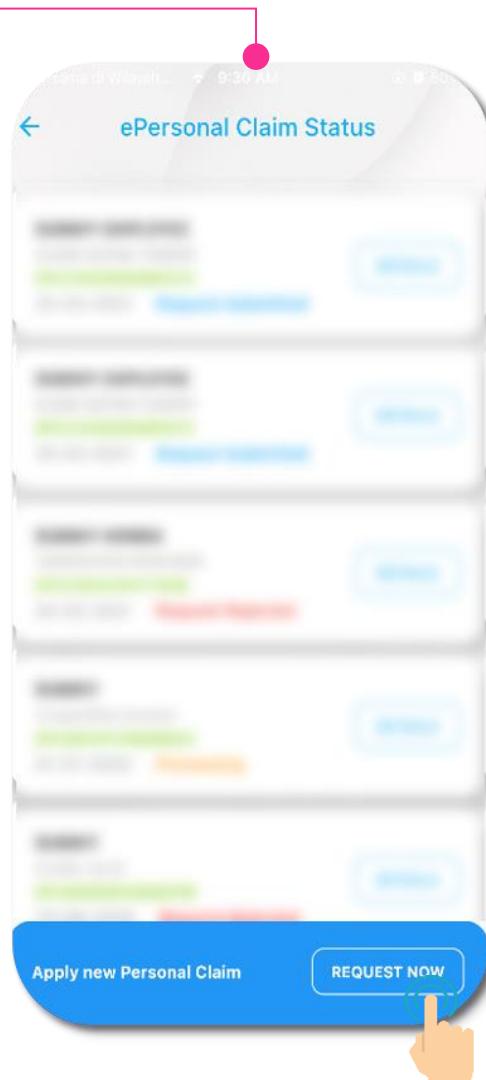
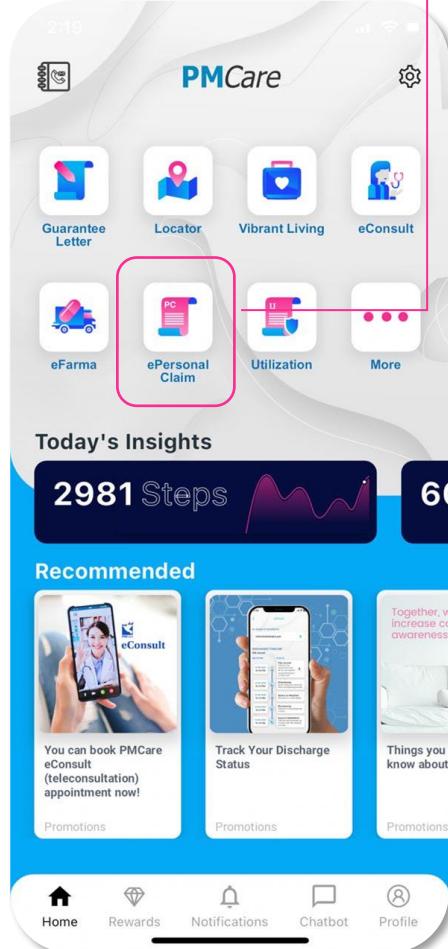


Tap the "Download" icon on the top-right side to save the FGL

# Personal Claim ("ePC")



# ePersonal Claim



1. Tap on “e-Personal Claim” to:  
Submit Personal Claim  
View Personal Claim Status

2. Tap on “Request Now”

3. Read “Disclaimer” &  
scroll down to proceed

4. 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

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

78492004

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

Proceed

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

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

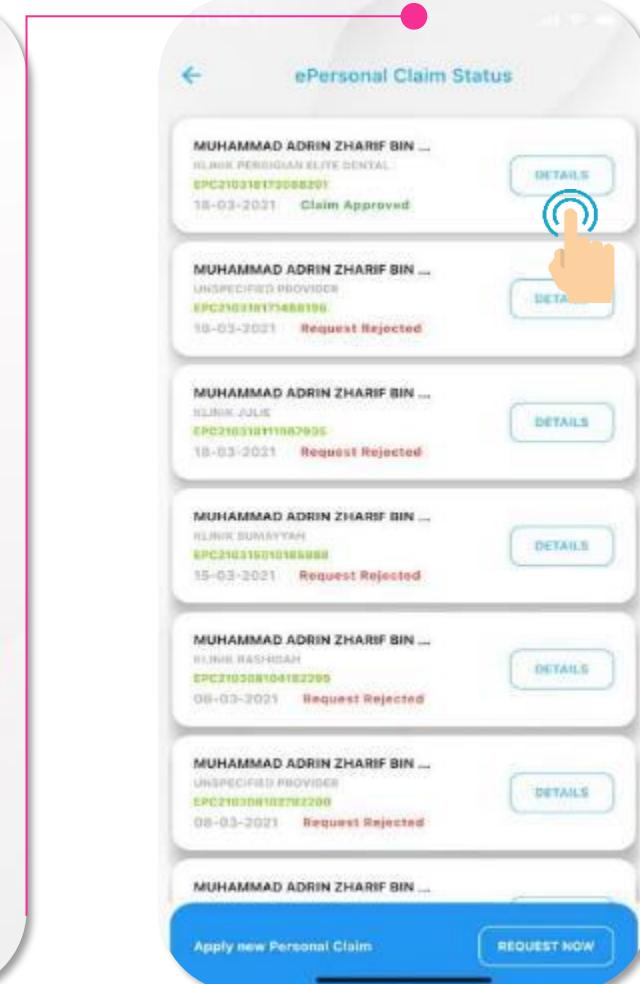
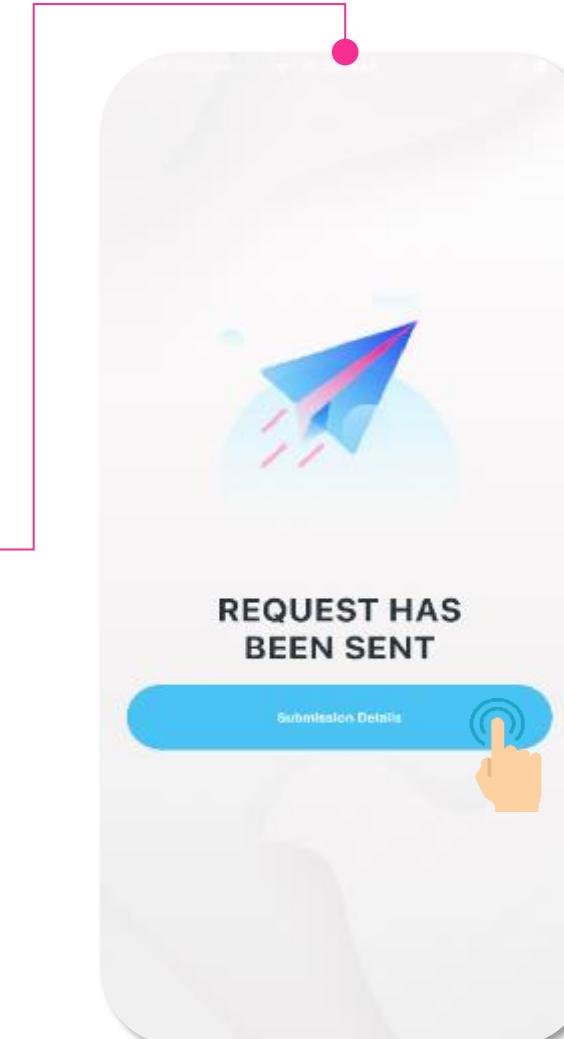
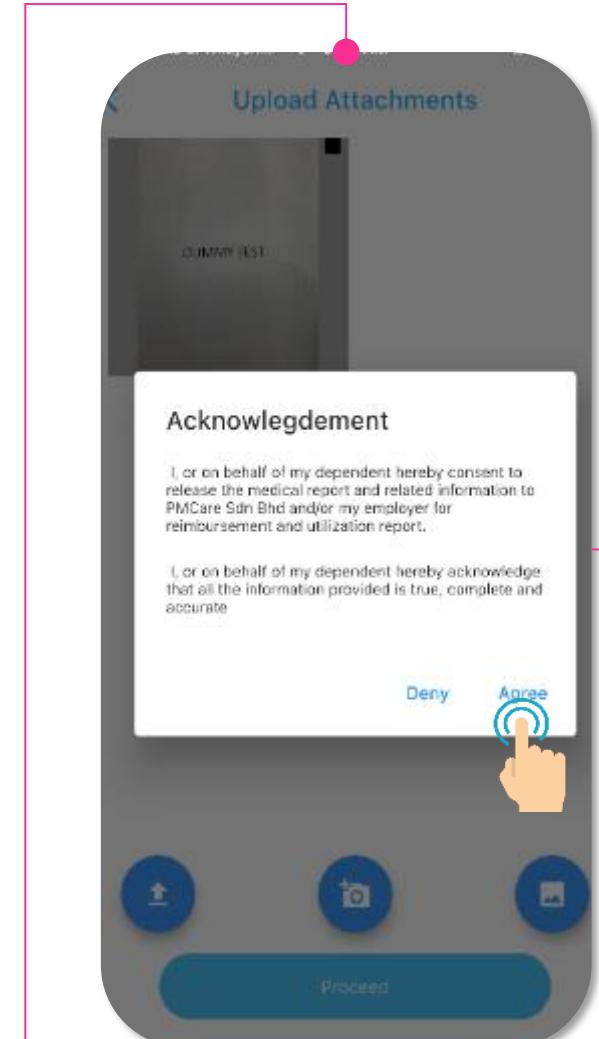
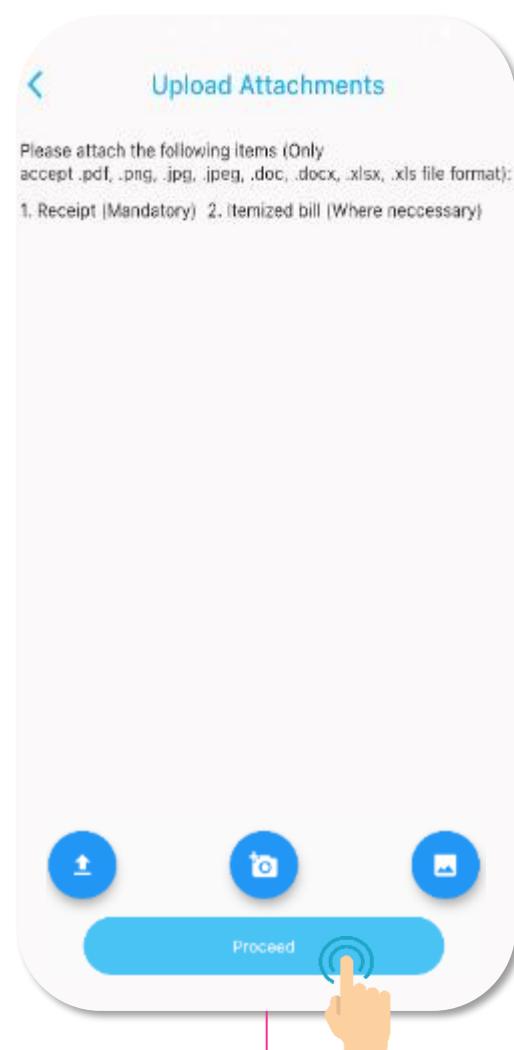
Choose the right "Patient Name" & fill up the necessary details

Compulsory to state the reason of your Personal Claim

Please fill up all necessary details

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

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	PERSON 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(5)

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(5)

200629142812136.jpg

Status Tracking

Status	Remarks
Request Submitted	
Request Rejected	THE ORIGINAL RECEIPT/INVOICE WAS NOT ATTACHED. 01/07/2020 00:00 AM

Note: Slide to the left to see more

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(5)

200629142812136.jpg

Status Tracking

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

Note: Slide to the left to see more

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

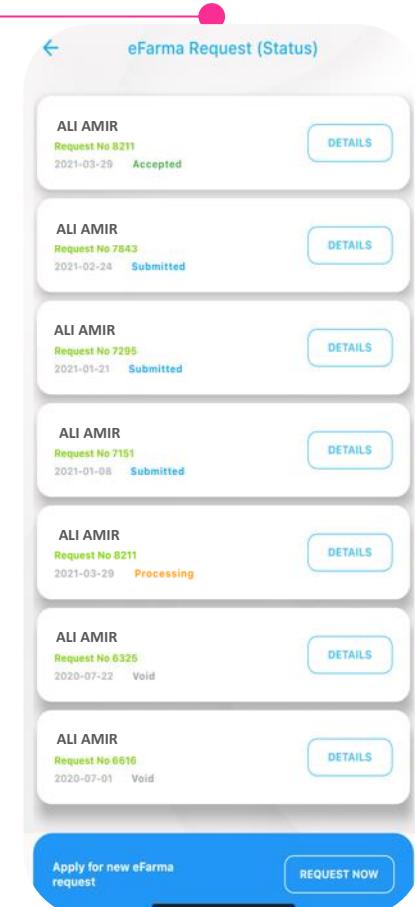
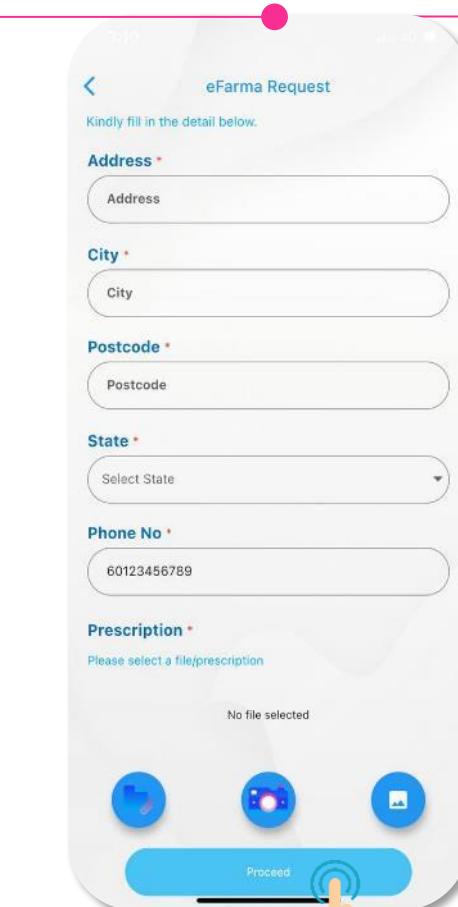
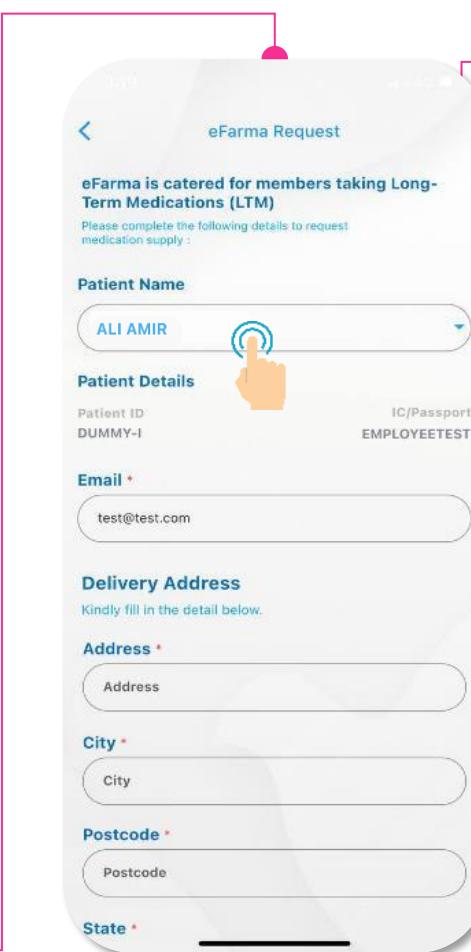
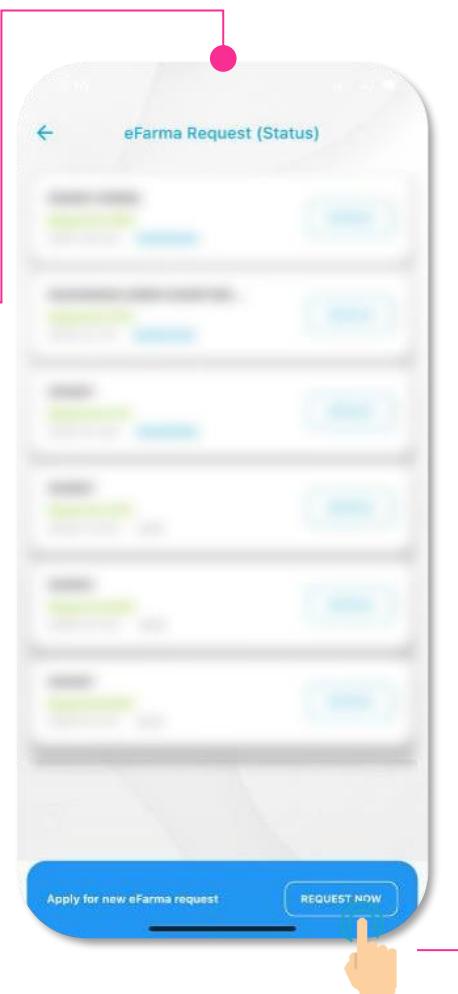
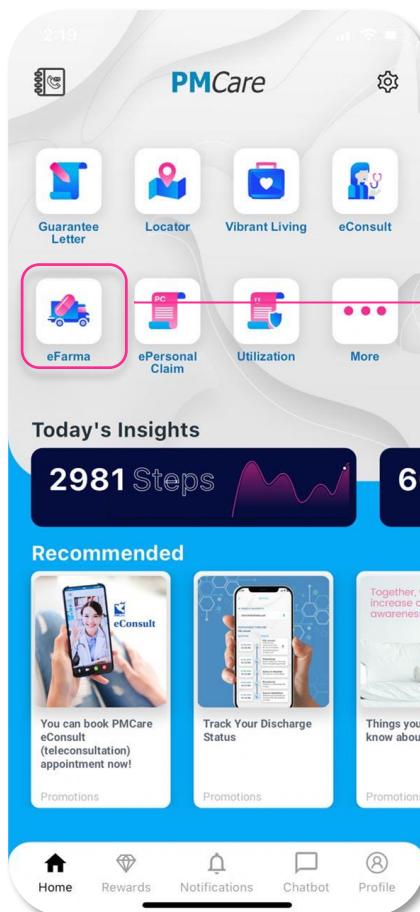
- Submitted
- Processing
- Approved
- Rejected

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”

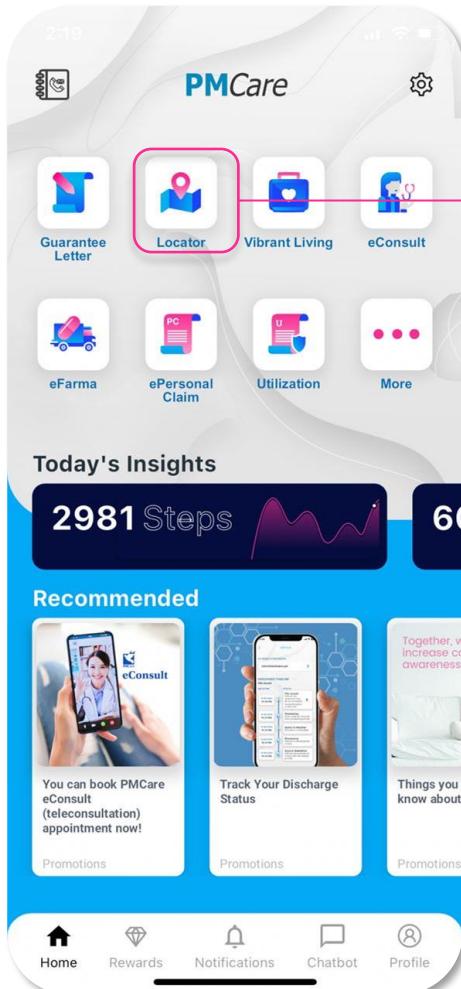
Choose the right “Patient Name” & fill up the Delivery Address details

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

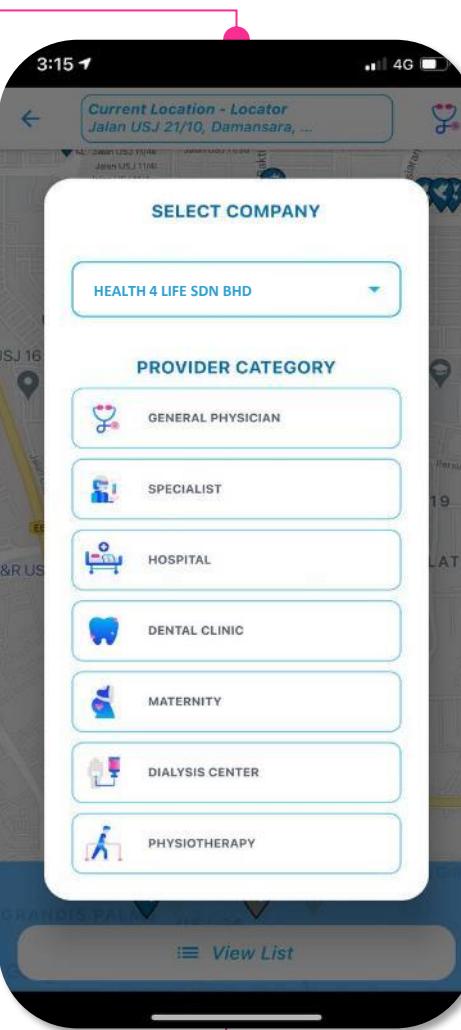
Tap on “Details” to view e-Farma Request Status

# Provider Locator

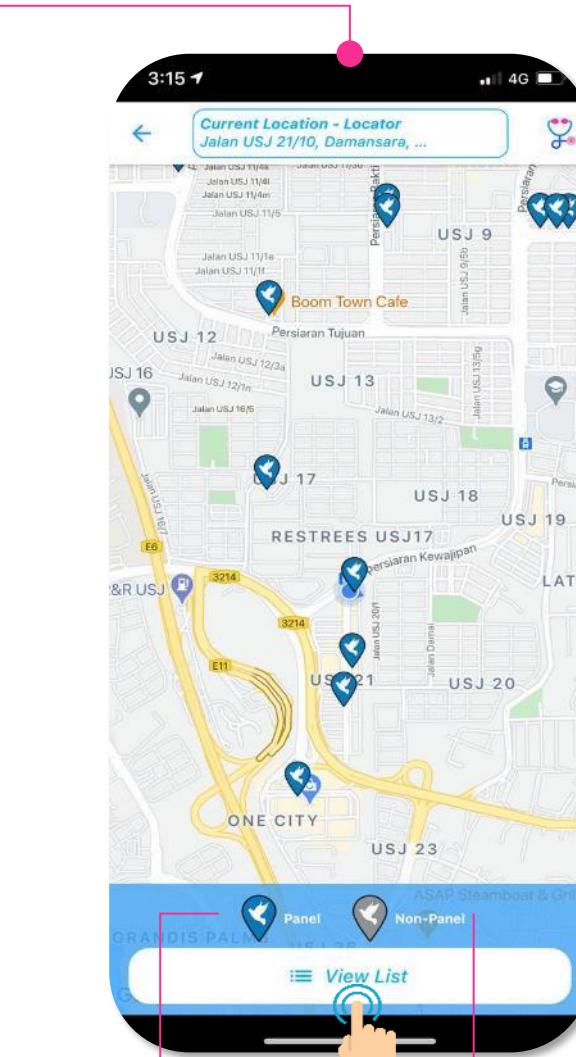
# Provider Locator



Tap on "Locator" to locate PMCare Panel Provider



You can select "Provider Category"



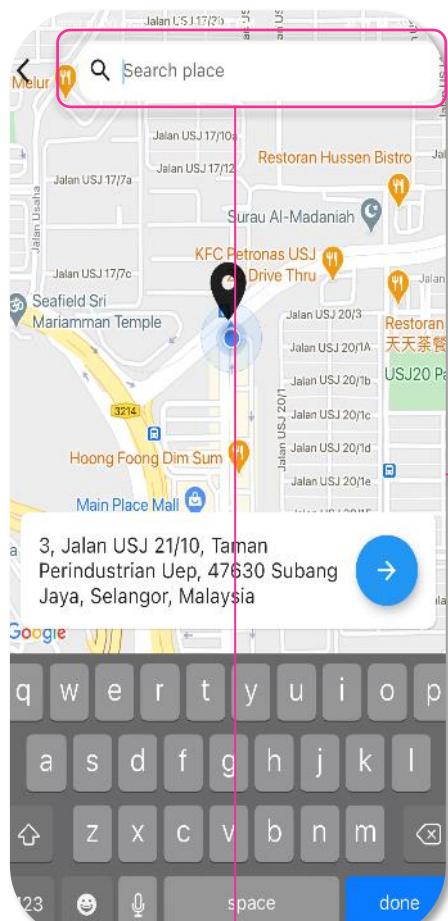
PMCare Panel Provider

Non- Panel Provider

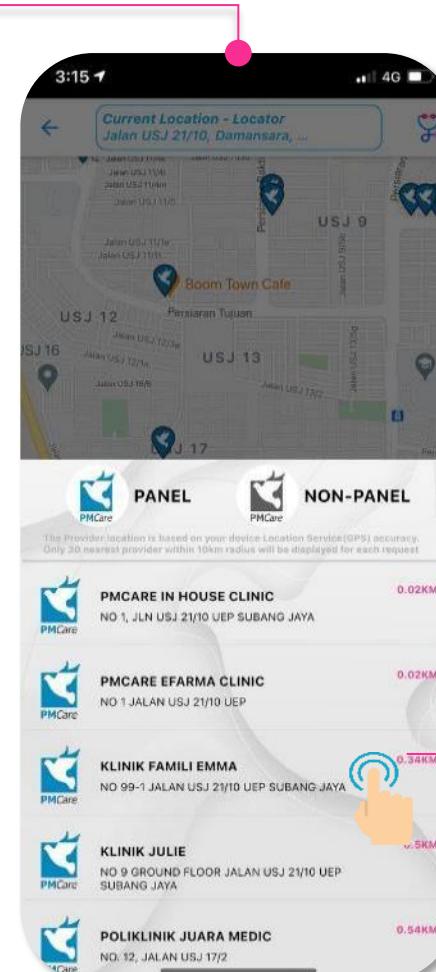
Address will be auto-located if your Phone GPS Settings is already ON

Tap "View List" for Panel Provider List within vicinity

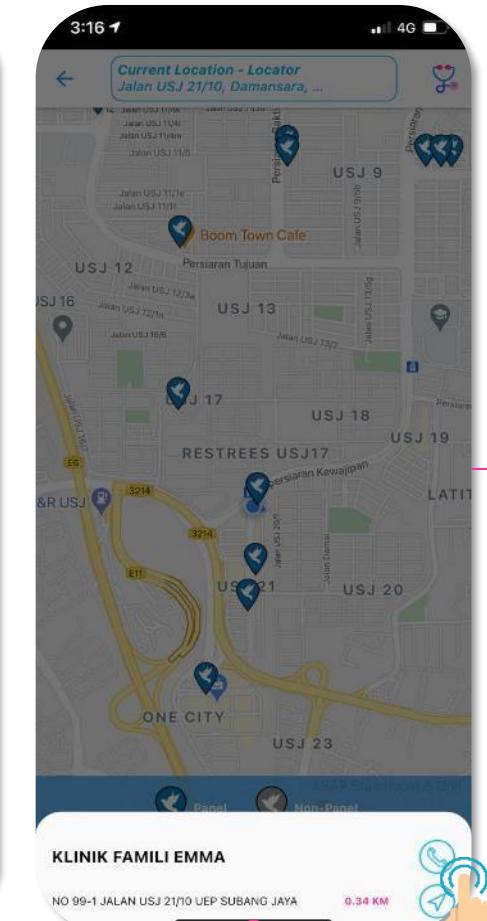
# Provider Locator



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

## KLINIK FAMILI EMMA

NO 99-1 JALAN USJ 21/10 UEP SUBANG JAYA

0.34 KM



## Phone Number

Call 03

Cancel



Apple Maps



Google Maps



Waze

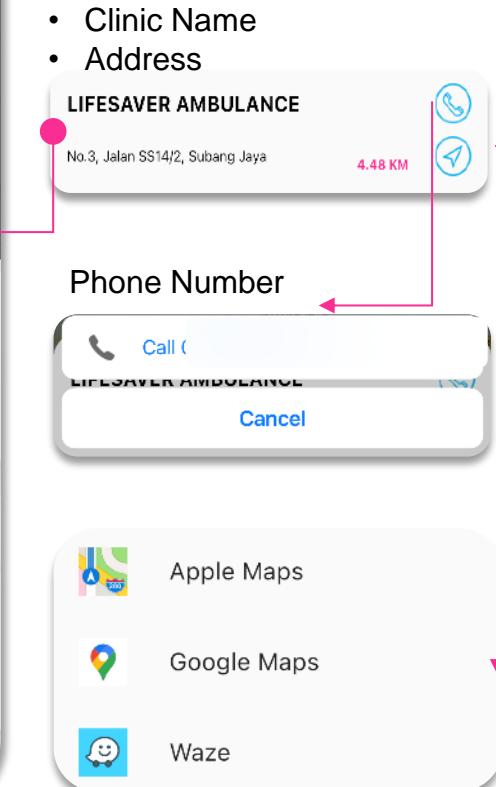
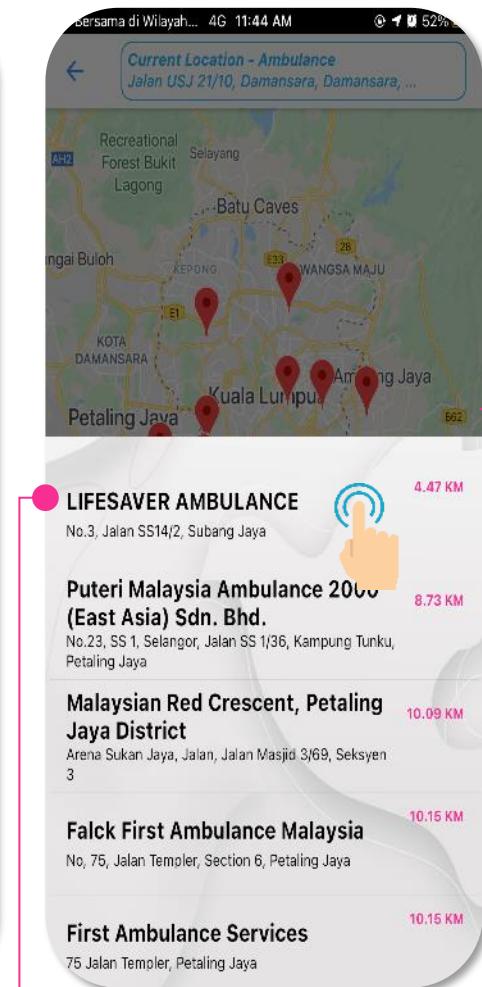
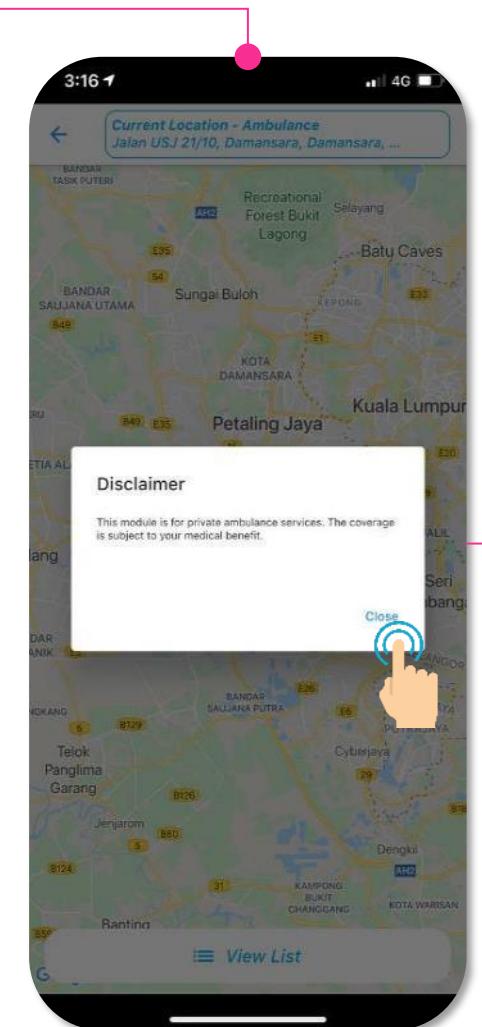
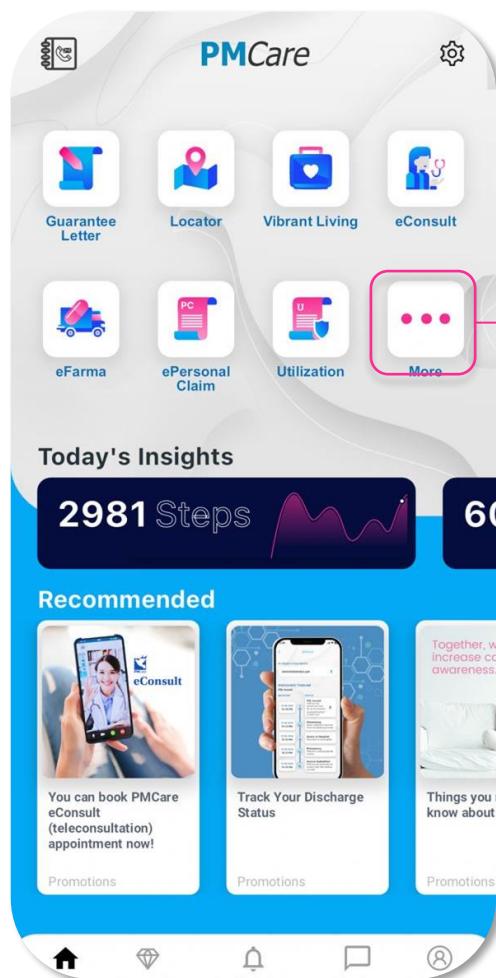
## Navigation Apps

- Apple Maps
- Google Maps
- Waze

# Ambulance



# Ambulance



Navigation Apps

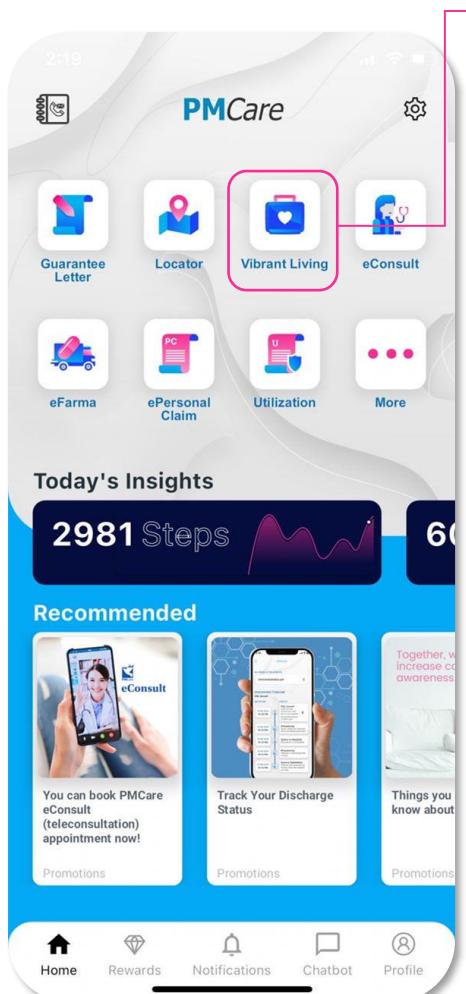
- Apple Maps
- Google Maps
- Waze



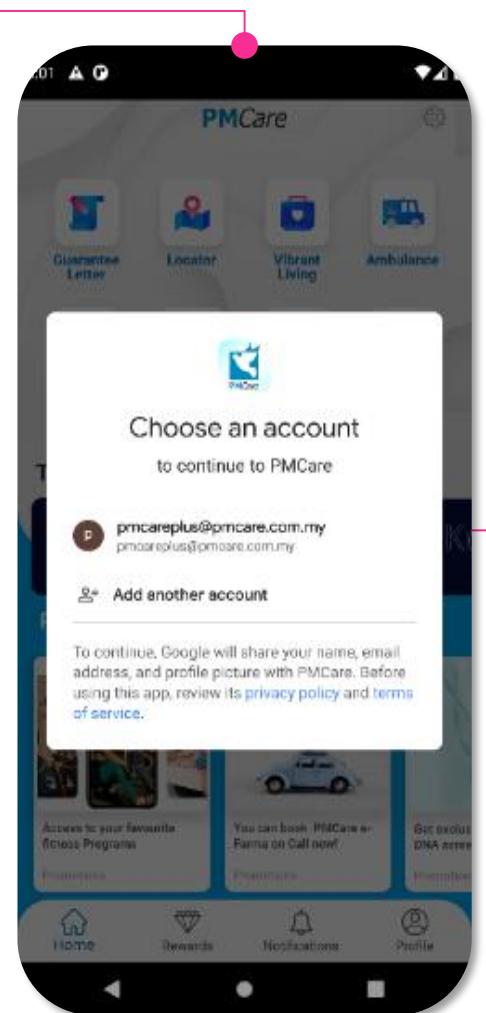
# Vibrant Living

# Vibrant Living - Sync with Google Fit

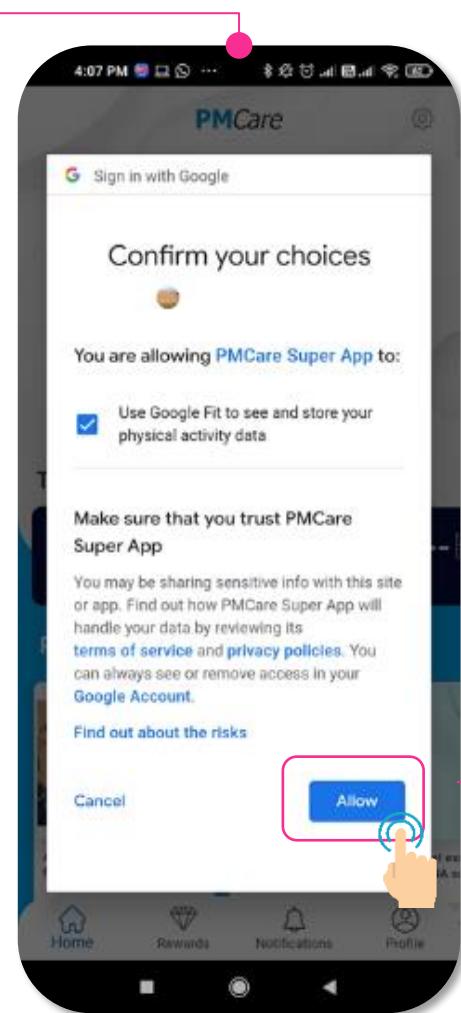
\*Please make sure you have already installed "Google Fit"



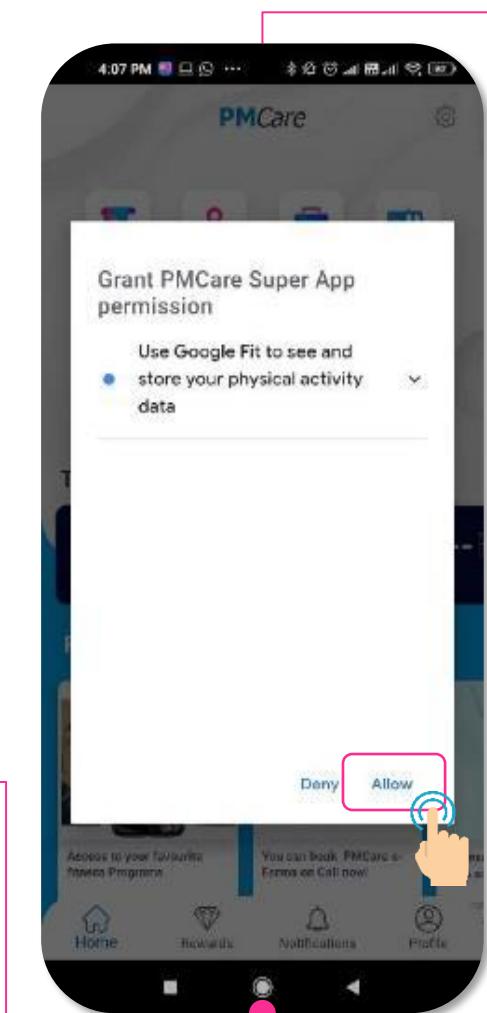
Tap on "Vibrant Living" to Start sync your Google Fit with PMCare Mobile App



Choose your Gmail Account that associate with your Google Fit



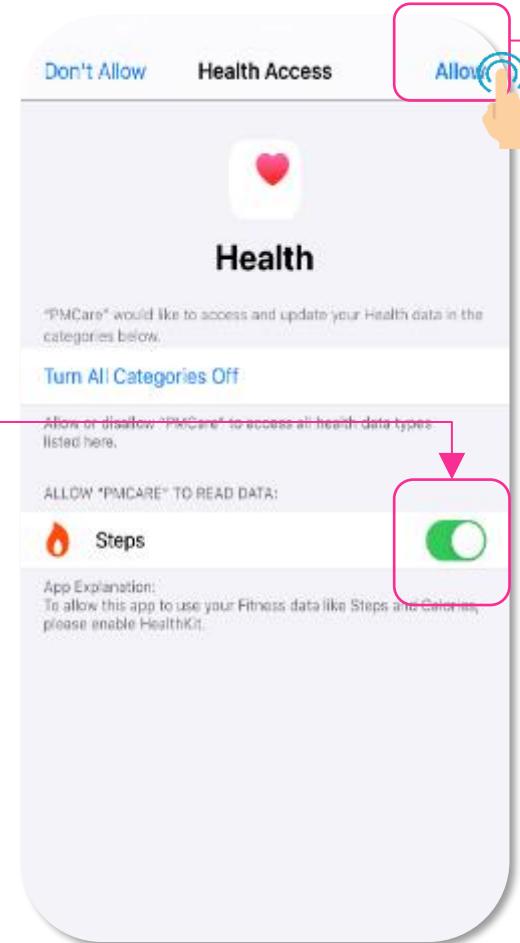
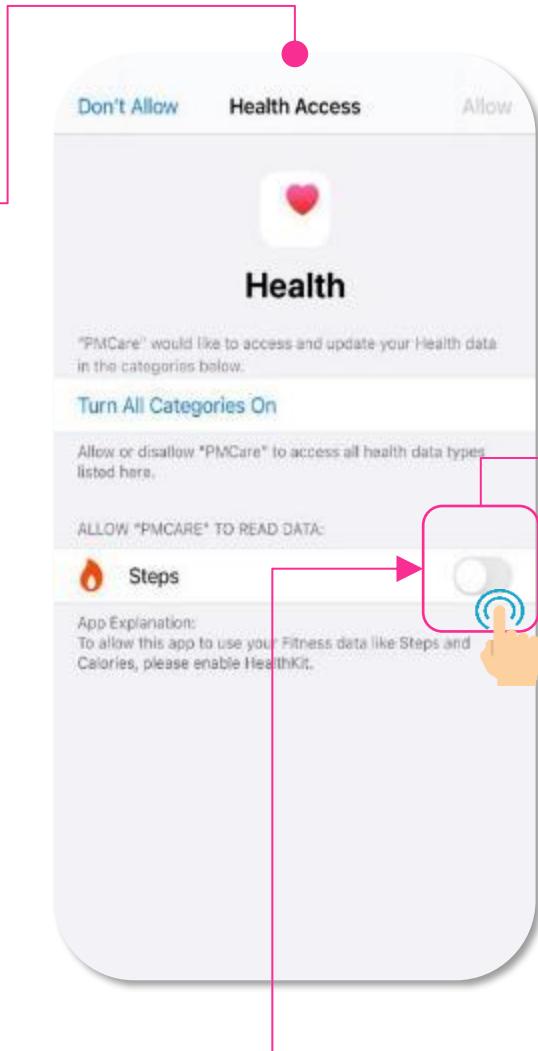
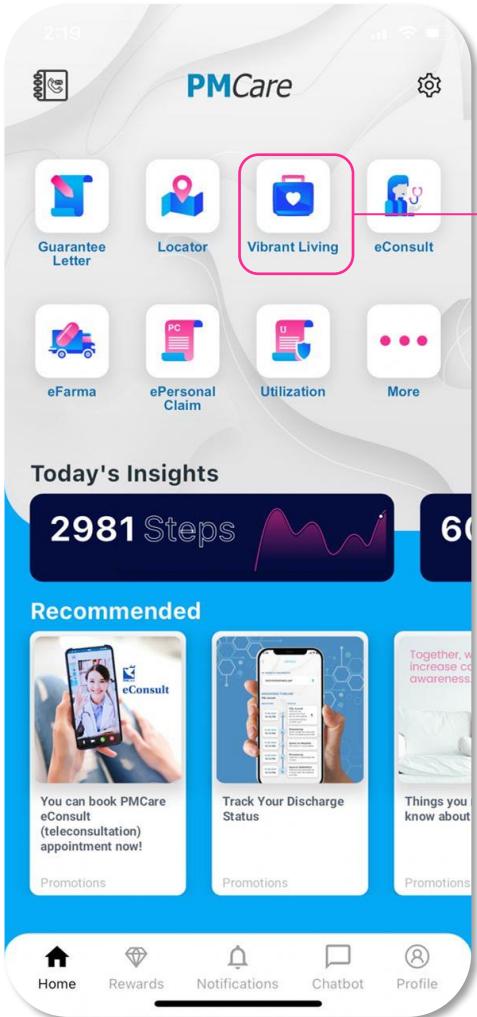
Tap on "Allow" for PMCare Mobile App to sync with your Google Fit data



Tap on "Allow" to grant Permission



# Vibrant Living - Sync with Apple Health

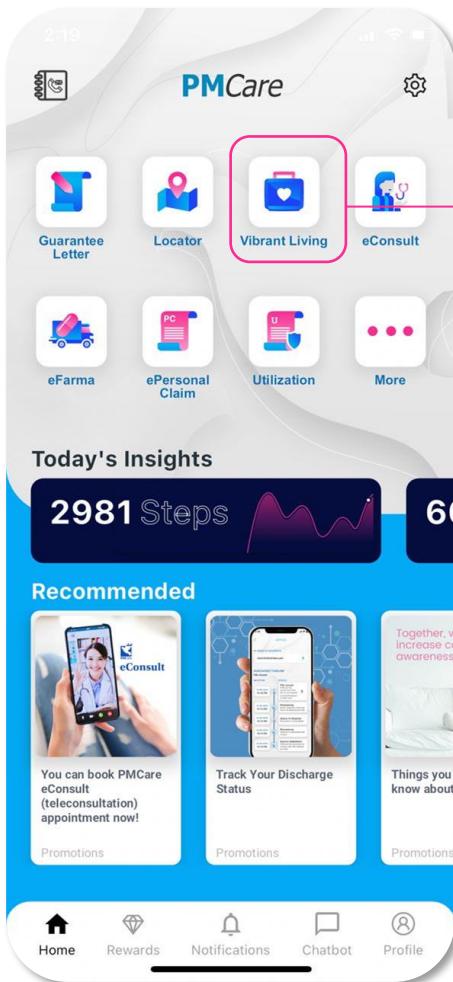


Tap on "Vibrant Living" to Start sync your Apple Health with PMCare Mobile App

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"

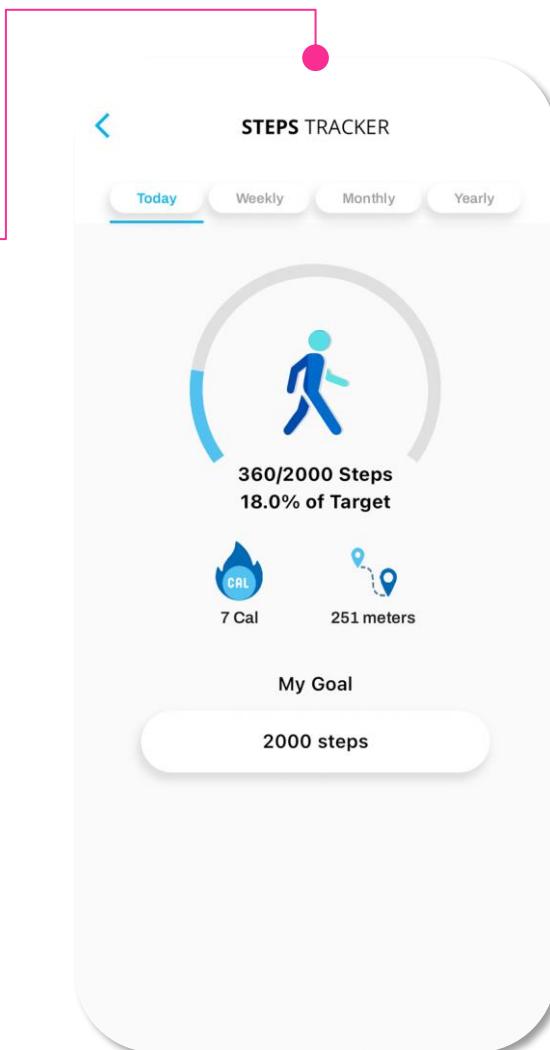
Opening  
"Vibrant Living"  
page

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



Google Fit

- ✓ 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 yet, please install it first and sync with PMCare app.

### For iOS User



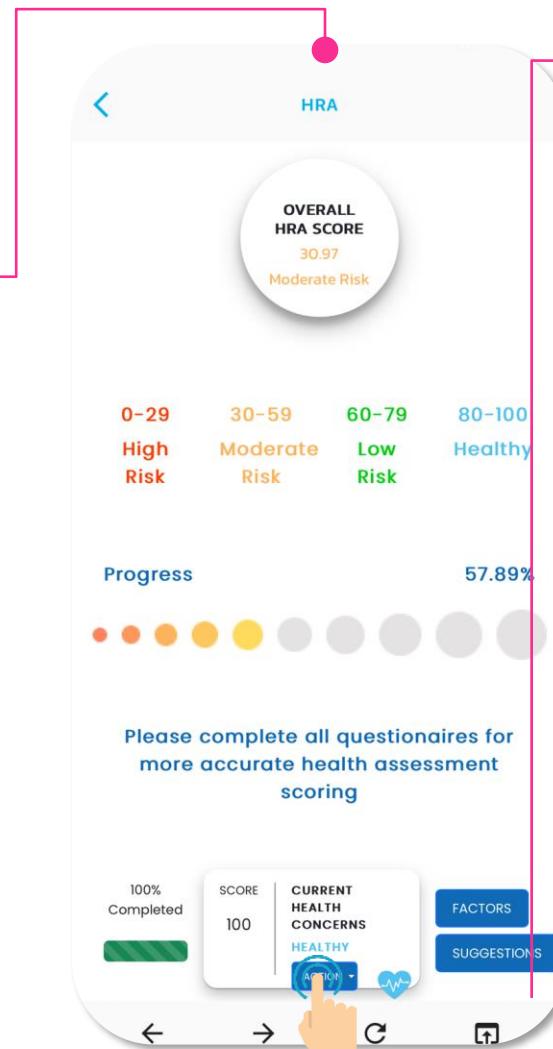
Sync with your Apple Health

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

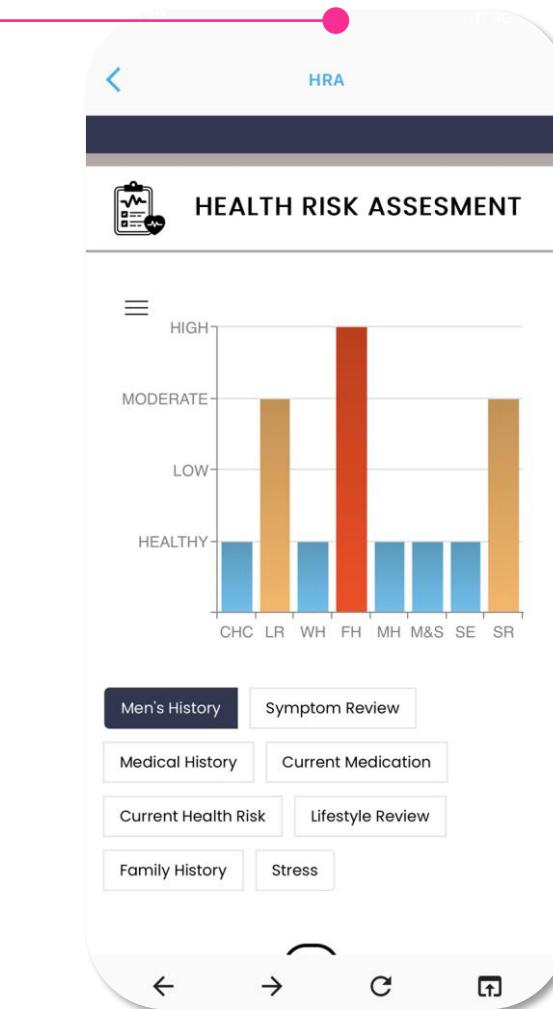
# Vibrant Living - Health Risk Assessment “HRA”



Tap here for (HRA)  
Health Risk Assessment



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



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

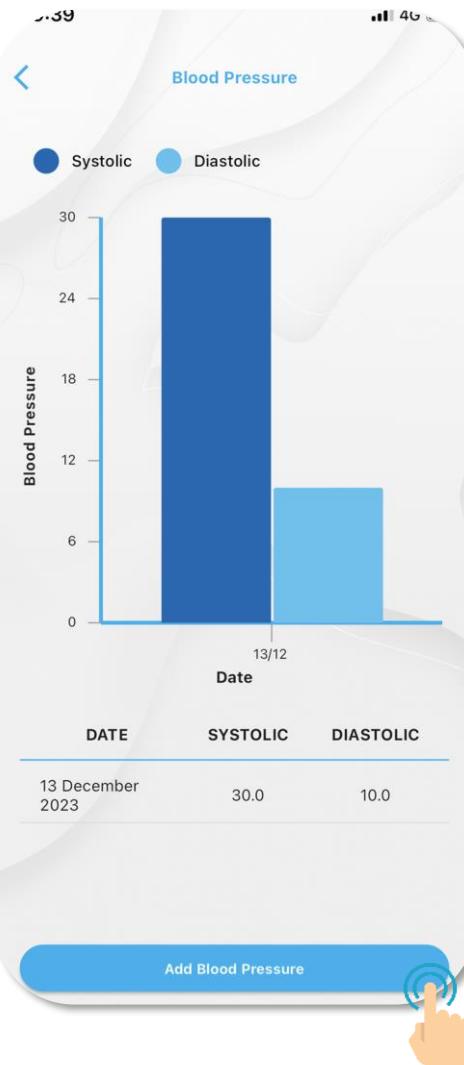
## Health Risk Assessment

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

# Vibrant Living – BMI and Blood Pressure Monitor



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



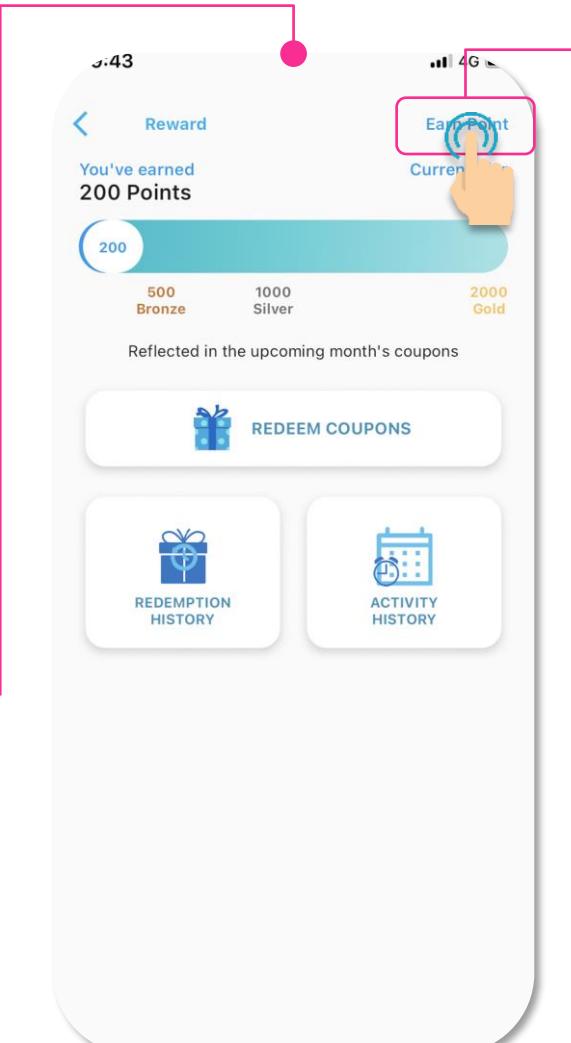
- View Blood Pressure here
- Tap Add Blood Pressure to update your BP data

✓ 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.

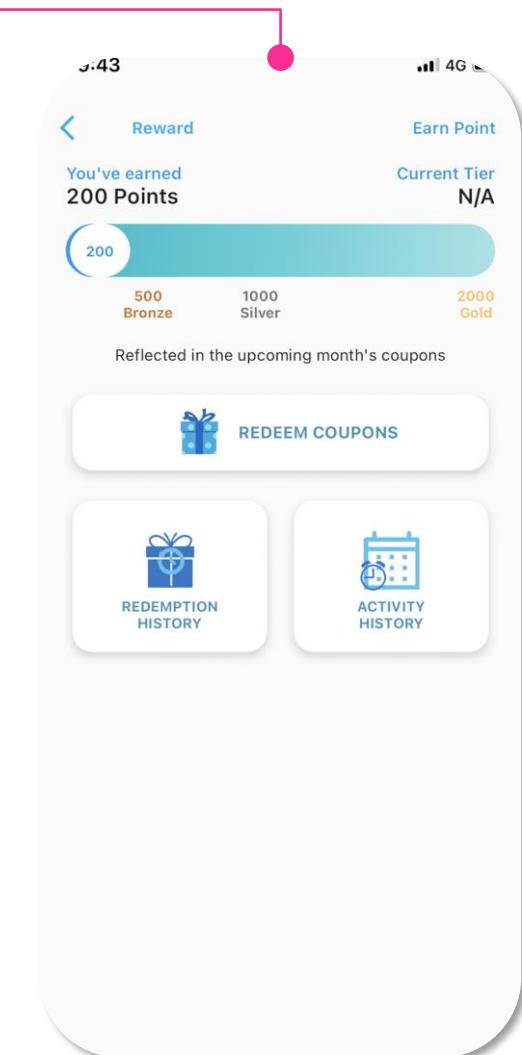
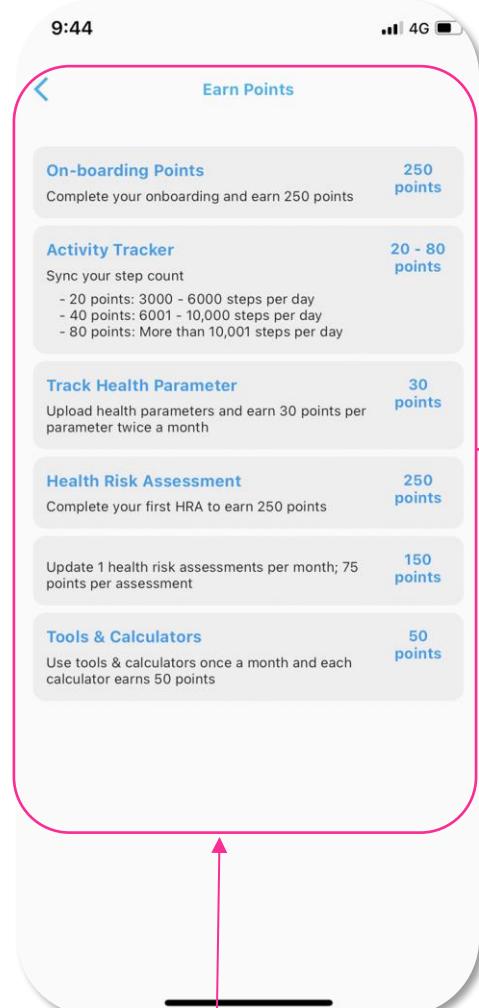
3



### 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

500 - 999

1000 - 1999

2000+

Tier for the Month

Bronze



Silver



Gold



# Vibrant Living - Reward Points



Tier  
for the Month



Bronze



Silver



Gold

You can redeem Coupon  
based on your Tier of the Month

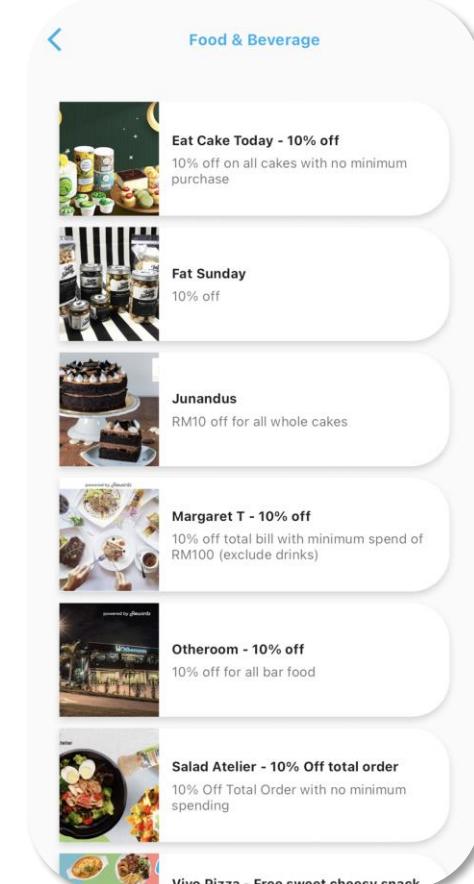
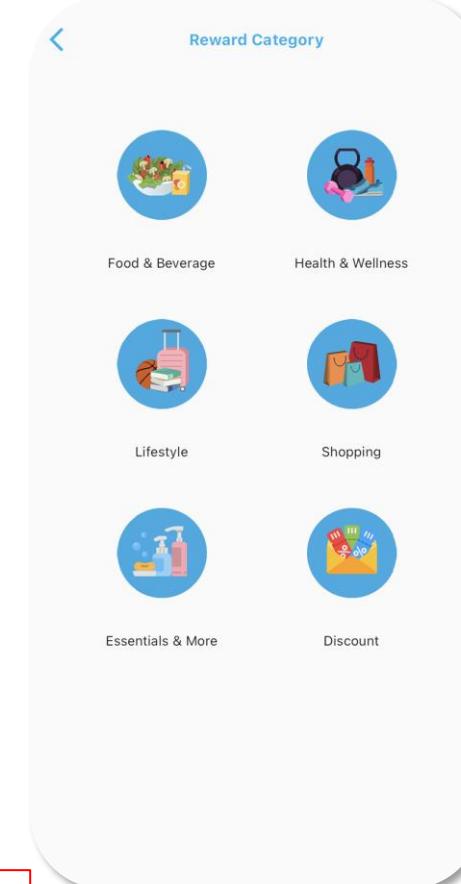
## Get Reward

1 Discount  
Coupons

2 Discount  
Coupons

3 Discount  
Coupons

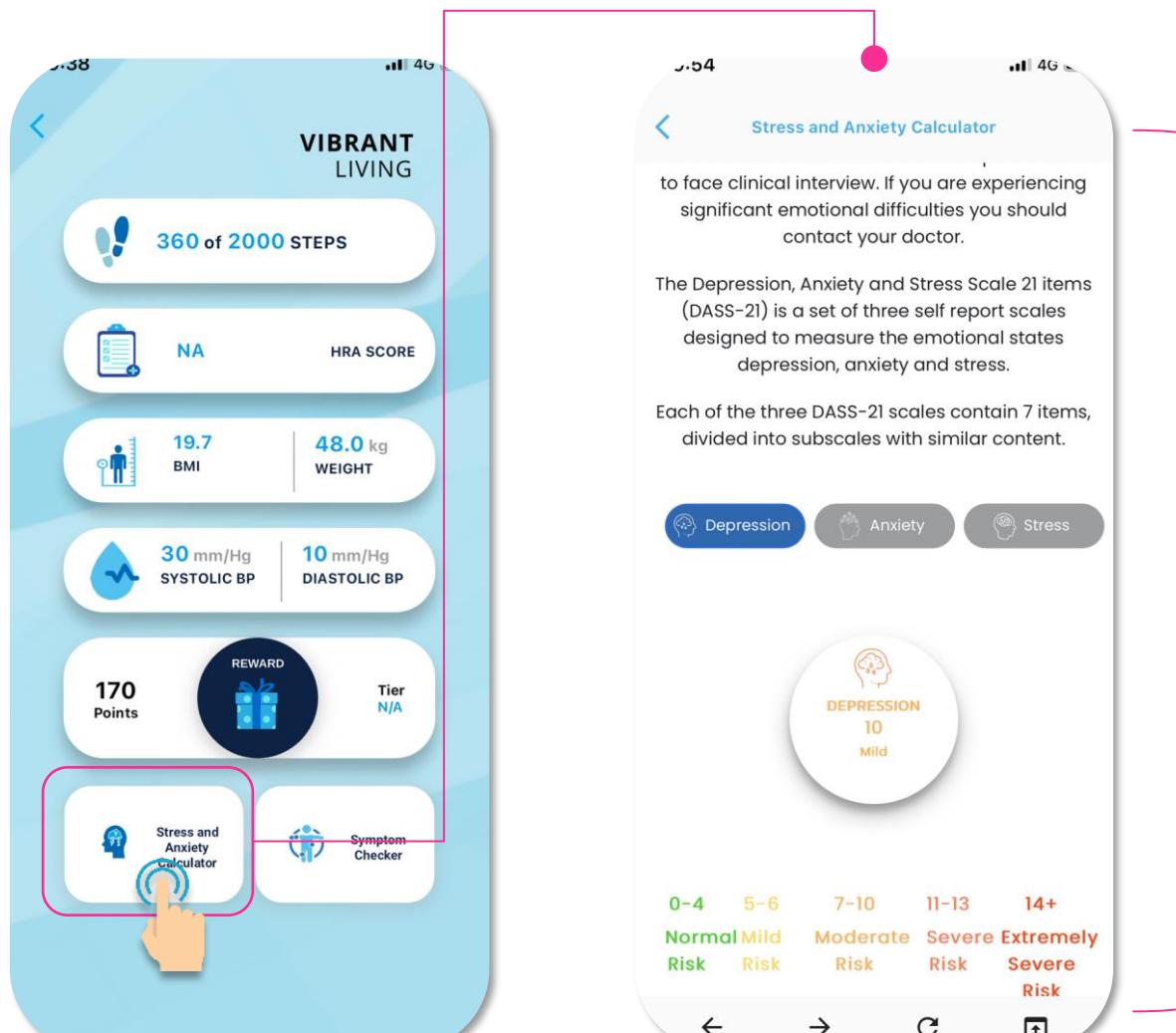
## Redeem Vouchers



### Note:

- (\*1) Coupons can be redeemed from the next month
- (\*2) For first users who start using Vibrant Living on 21<sup>st</sup> 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

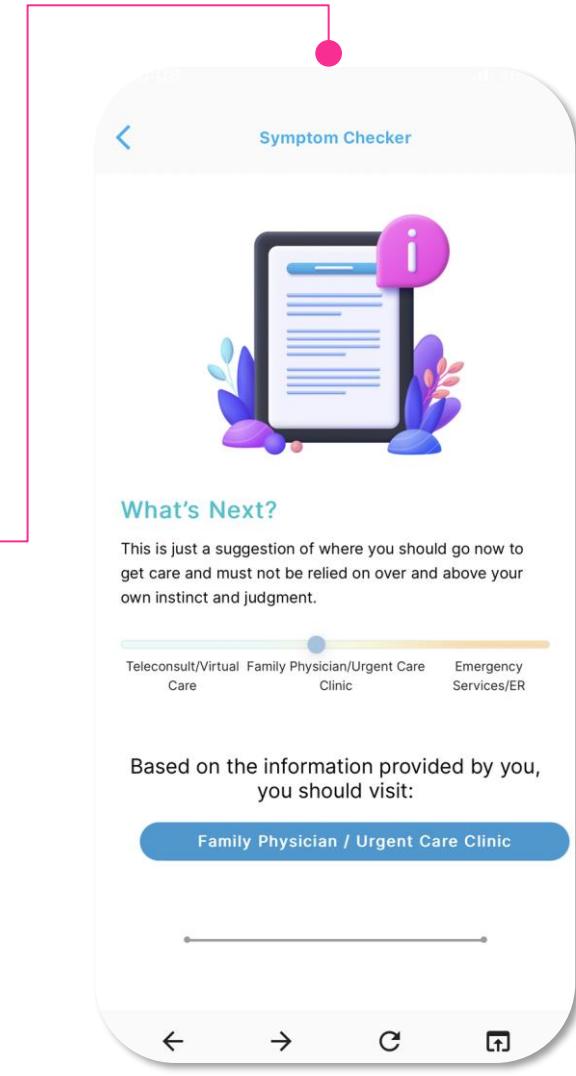
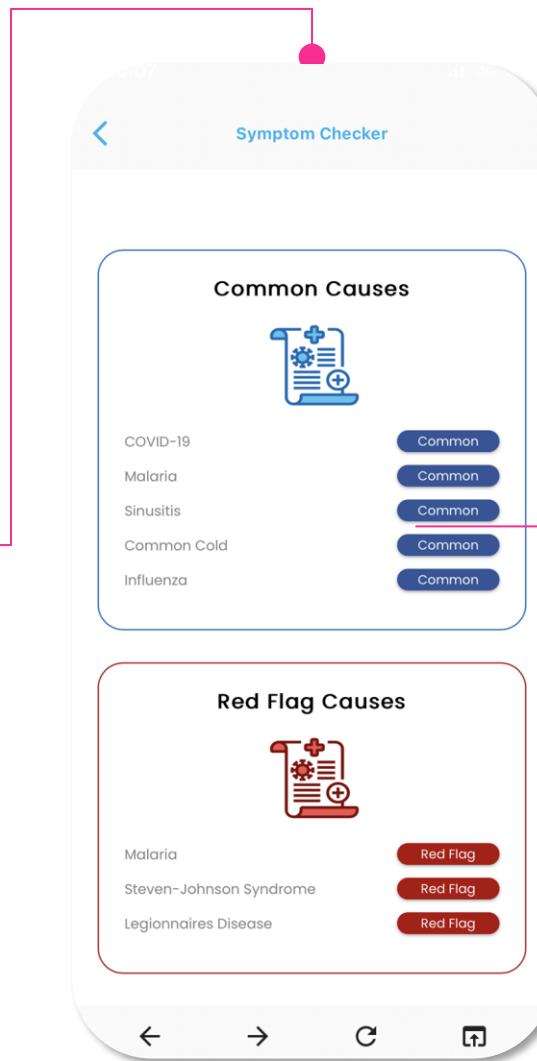
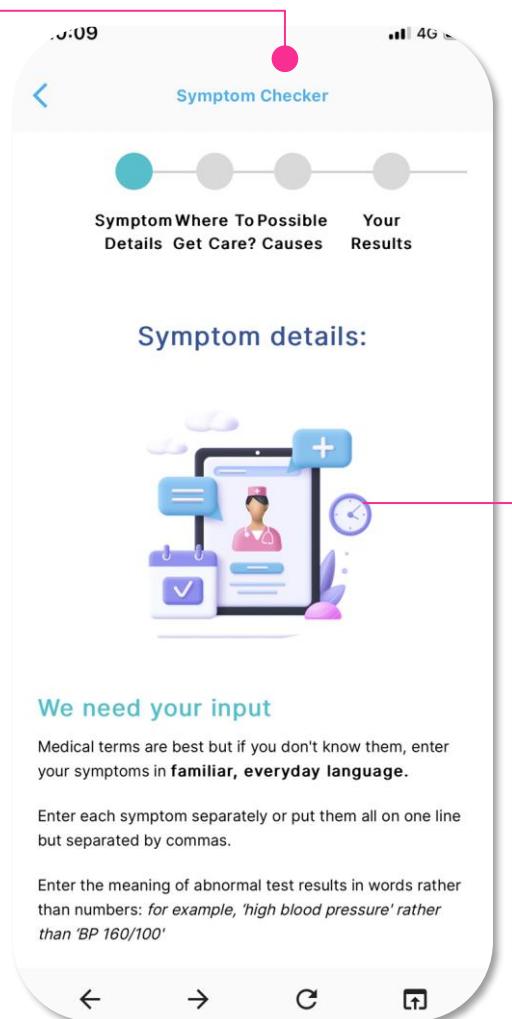
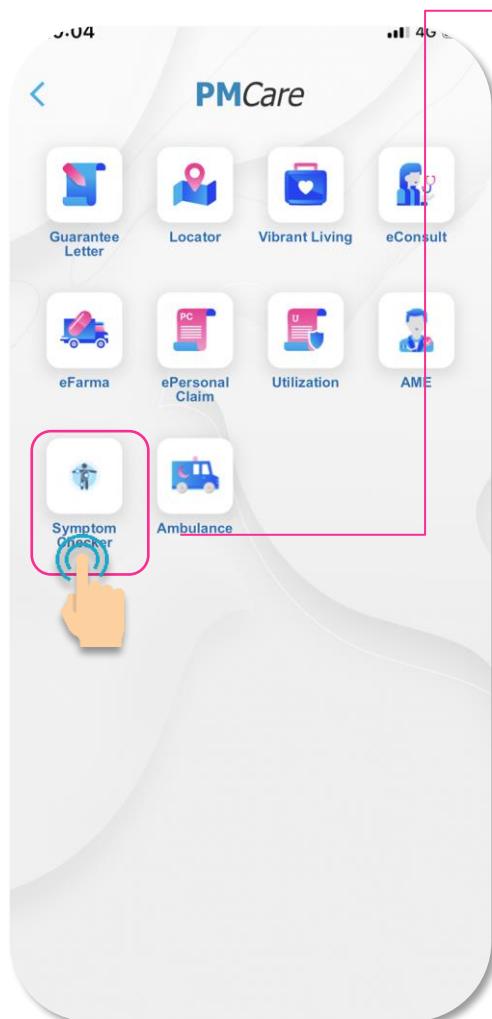
## DASS 21

- 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

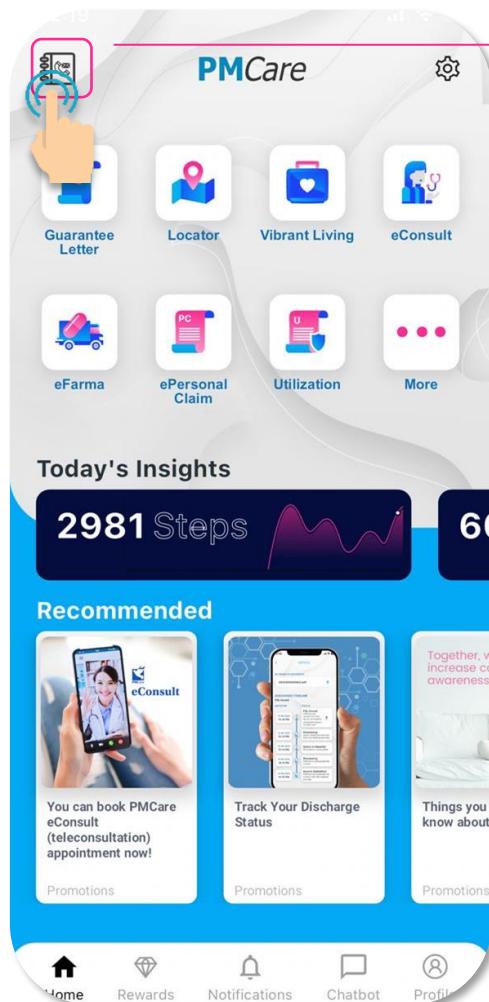
The possible causes and redflags  
based on your symptoms

Suggestions of next action

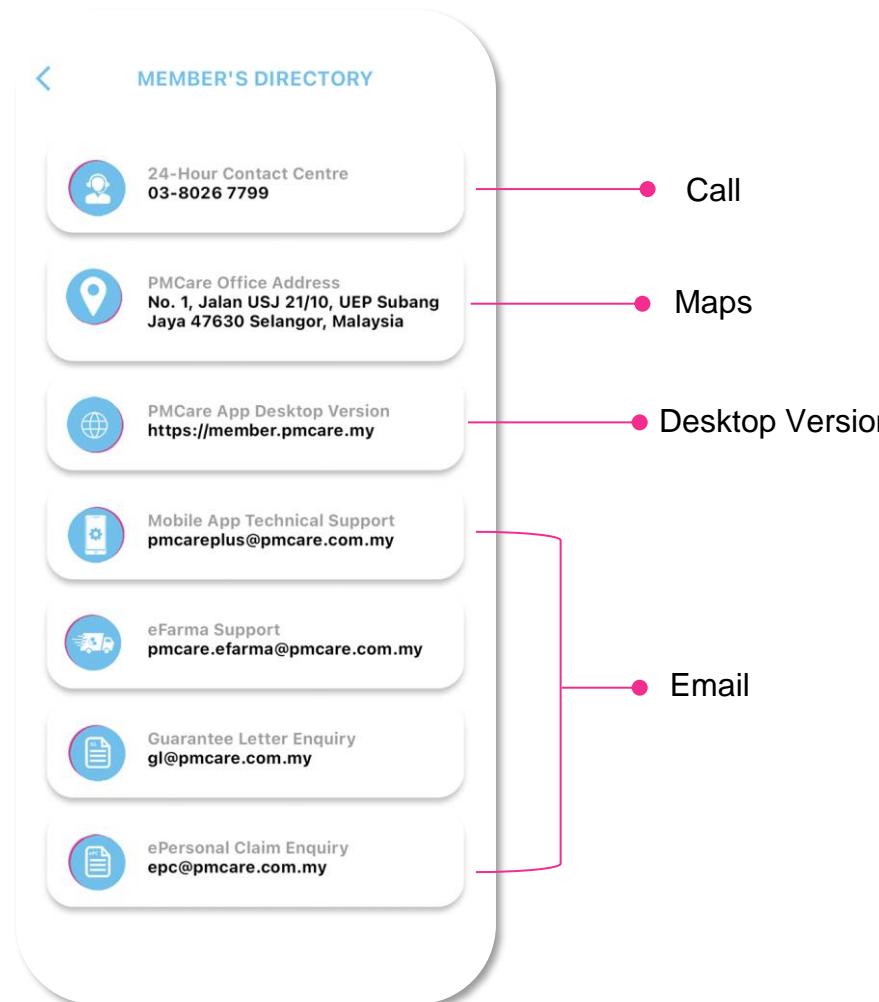
# Directory



# Directory



Tap on the Directory Icon

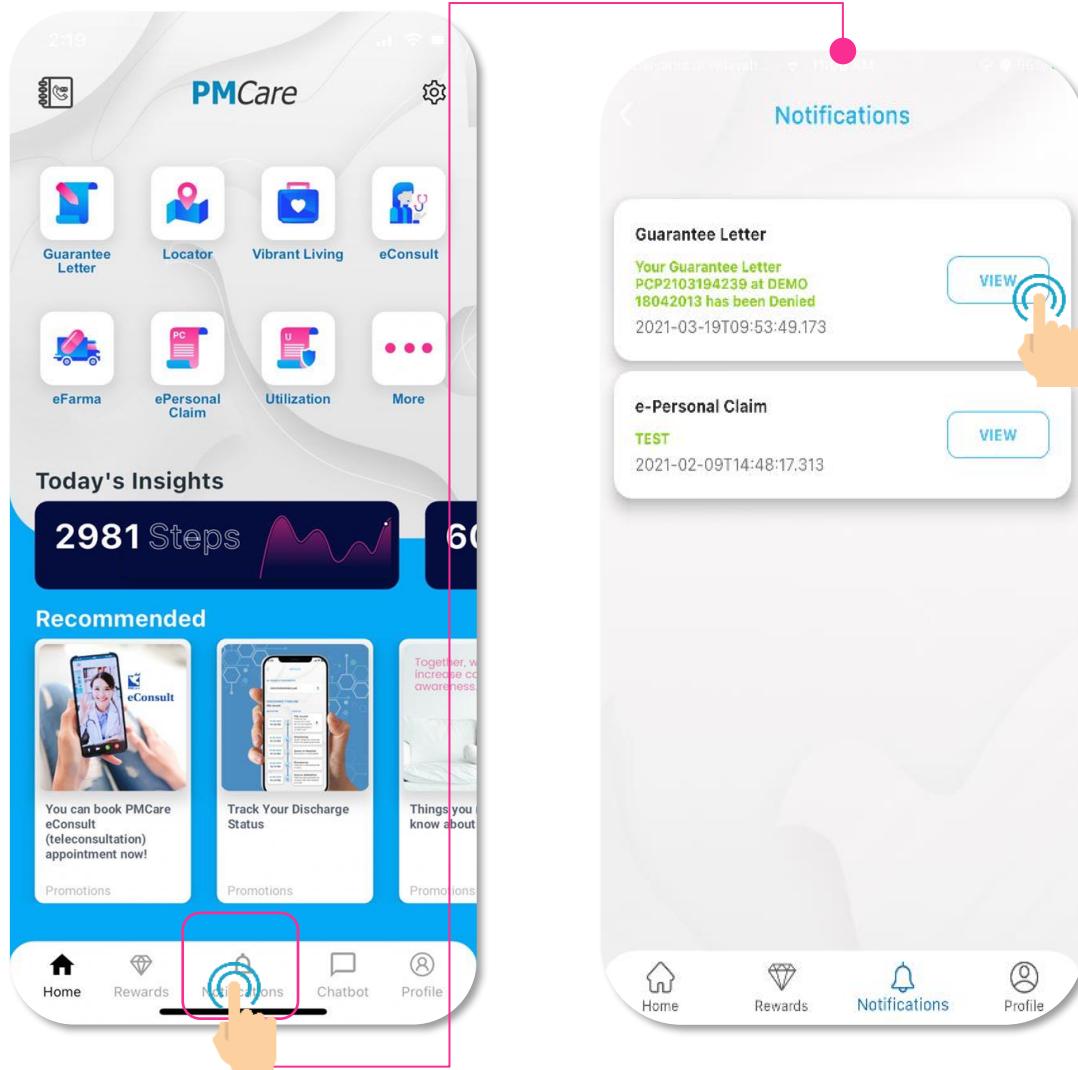


Tap on each contact information to proceed

# Notifications



# Notifications



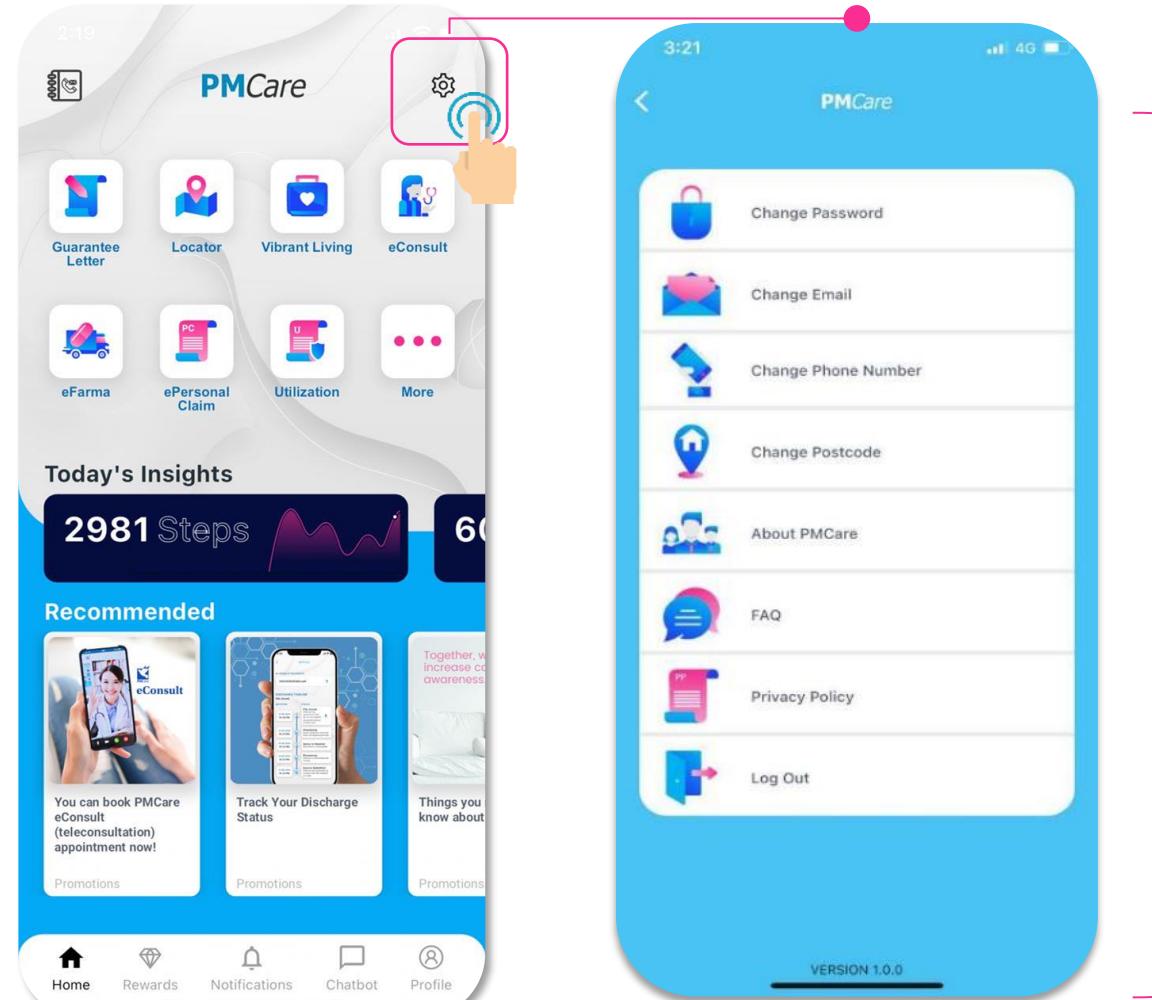
Tap on  
“Notifications”

Tap on  
“View” to view Details

# Settings



# Settings



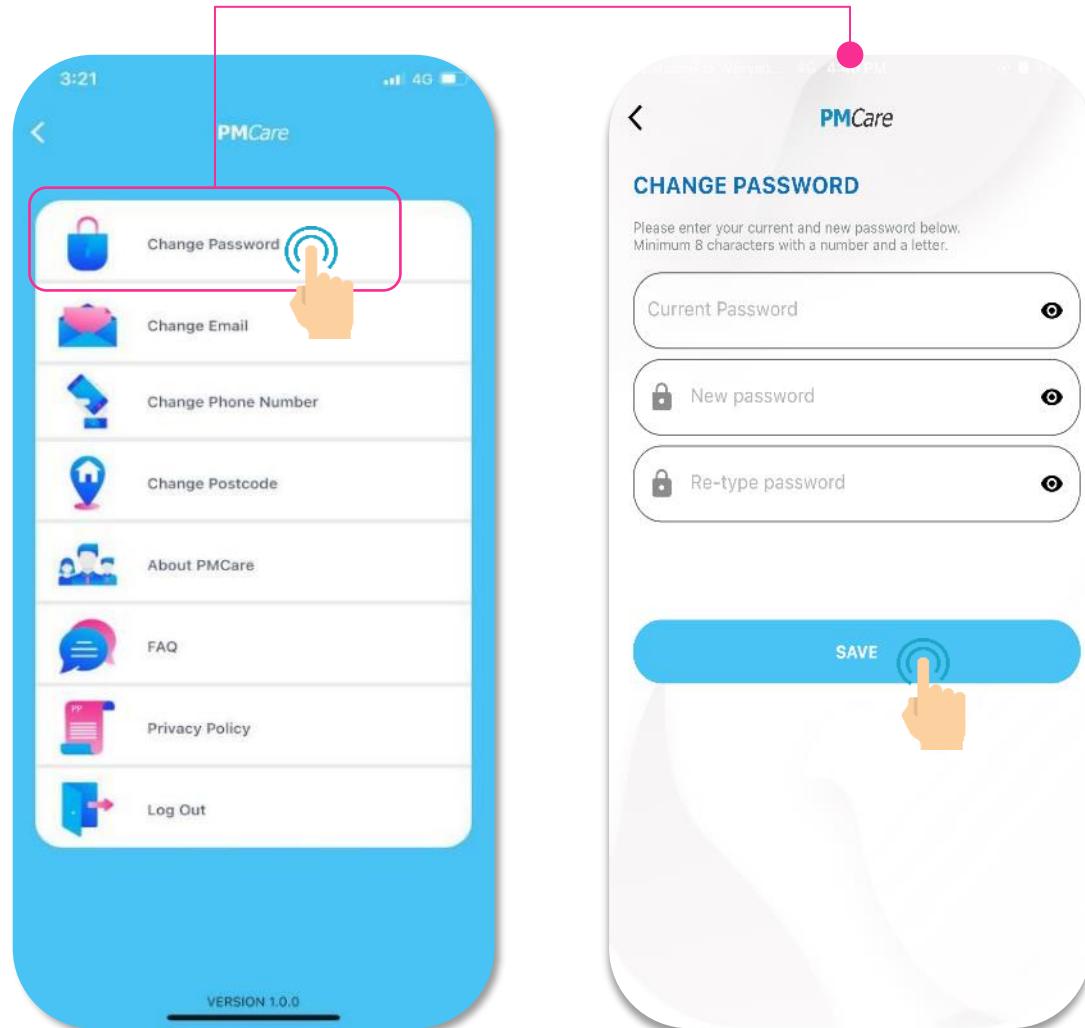
Tap on



“Settings”

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

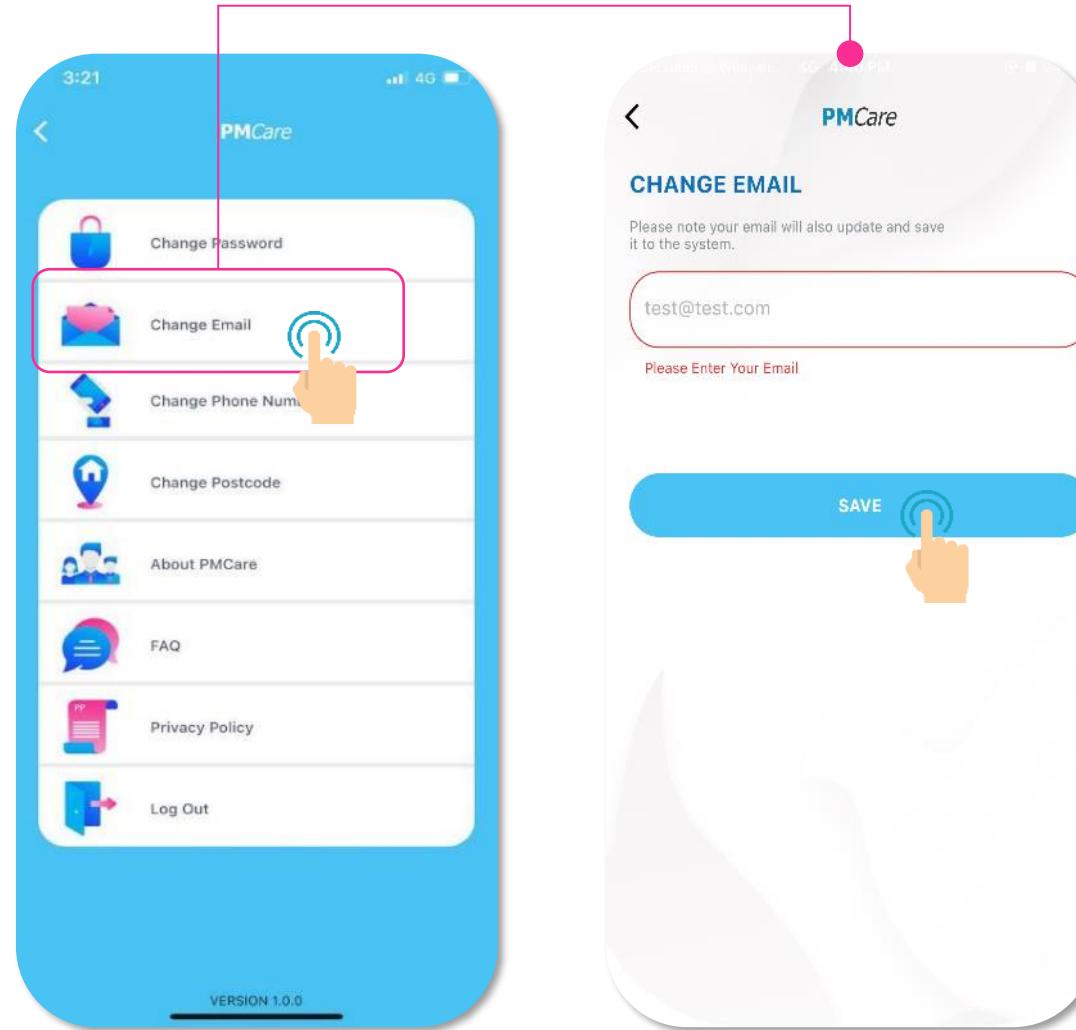
# Settings – Change Password



Tap on  
"Change Password"

Key in  
your new Password

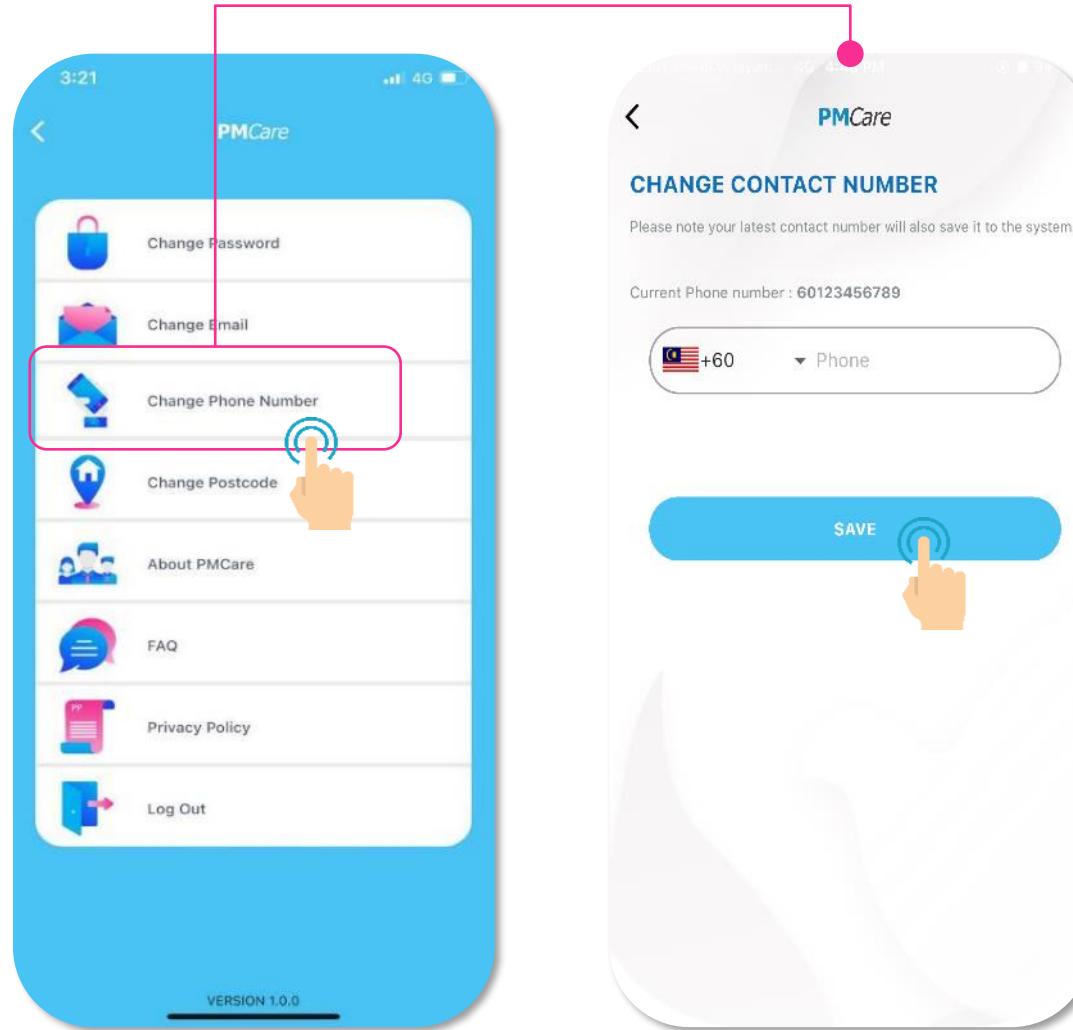
# Settings – Change Email



Tap on  
“Change Email”

Key in  
your new Email

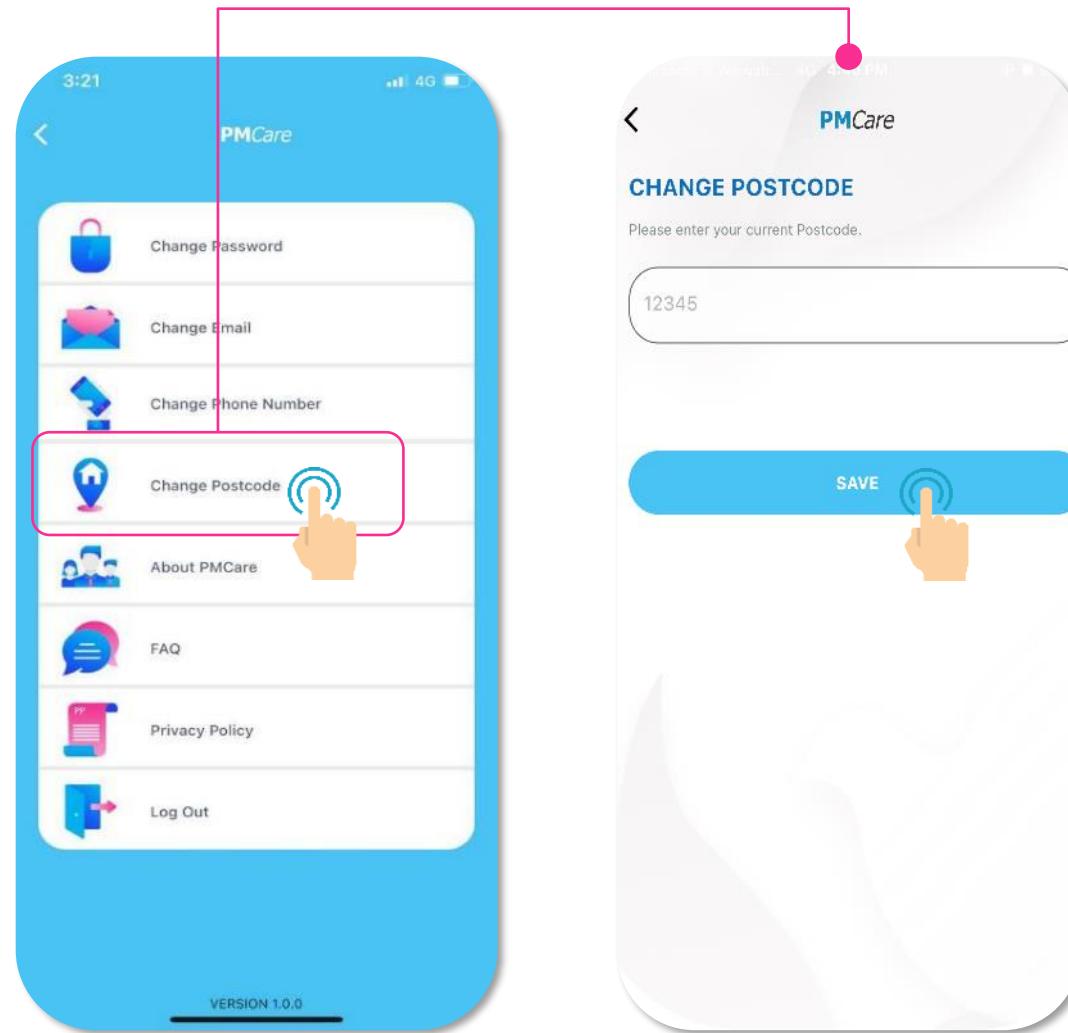
# Settings – Change Phone Number



Tap on  
"Change Phone Number"

Key in  
your new Phone Number

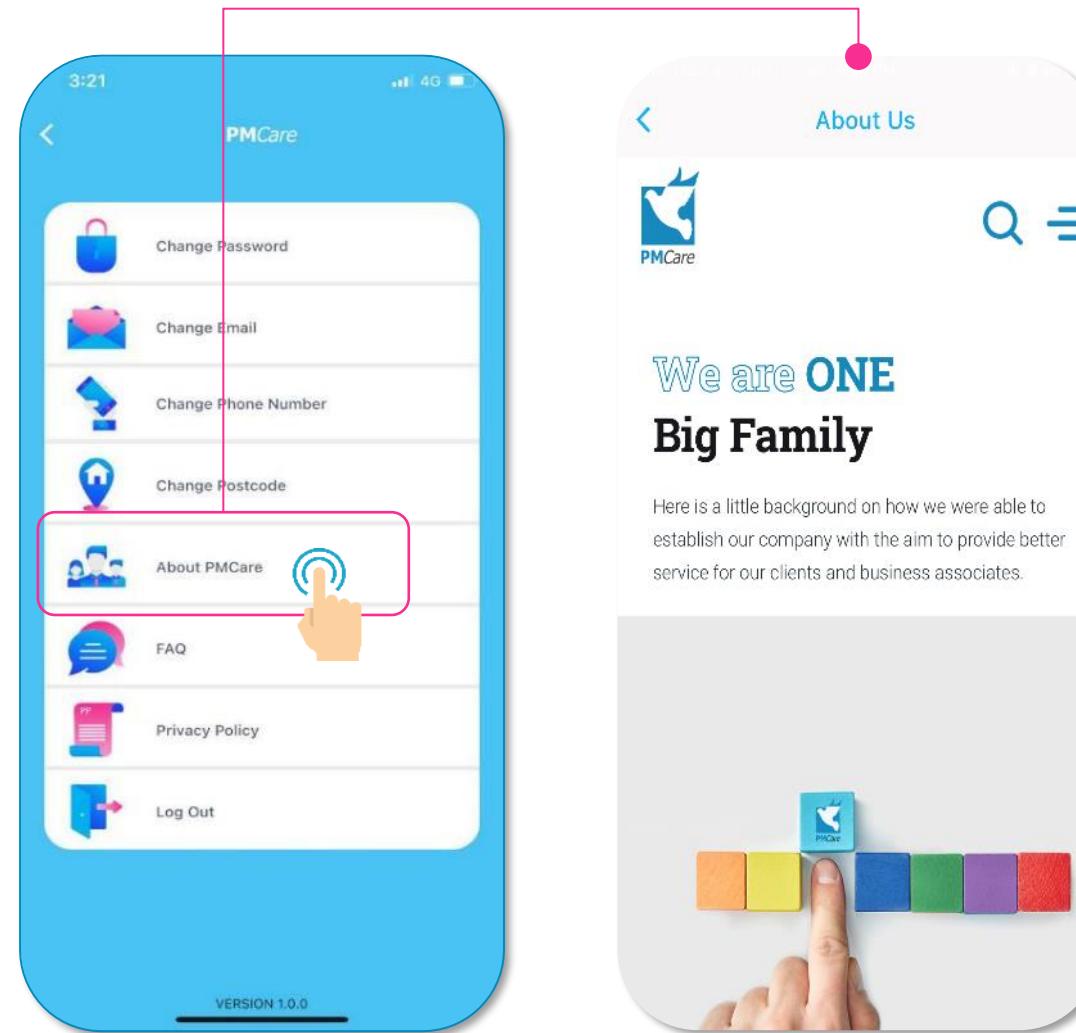
# Settings – Change Postcode



Tap on  
“Change Postcode”

Key in  
your new Postcode

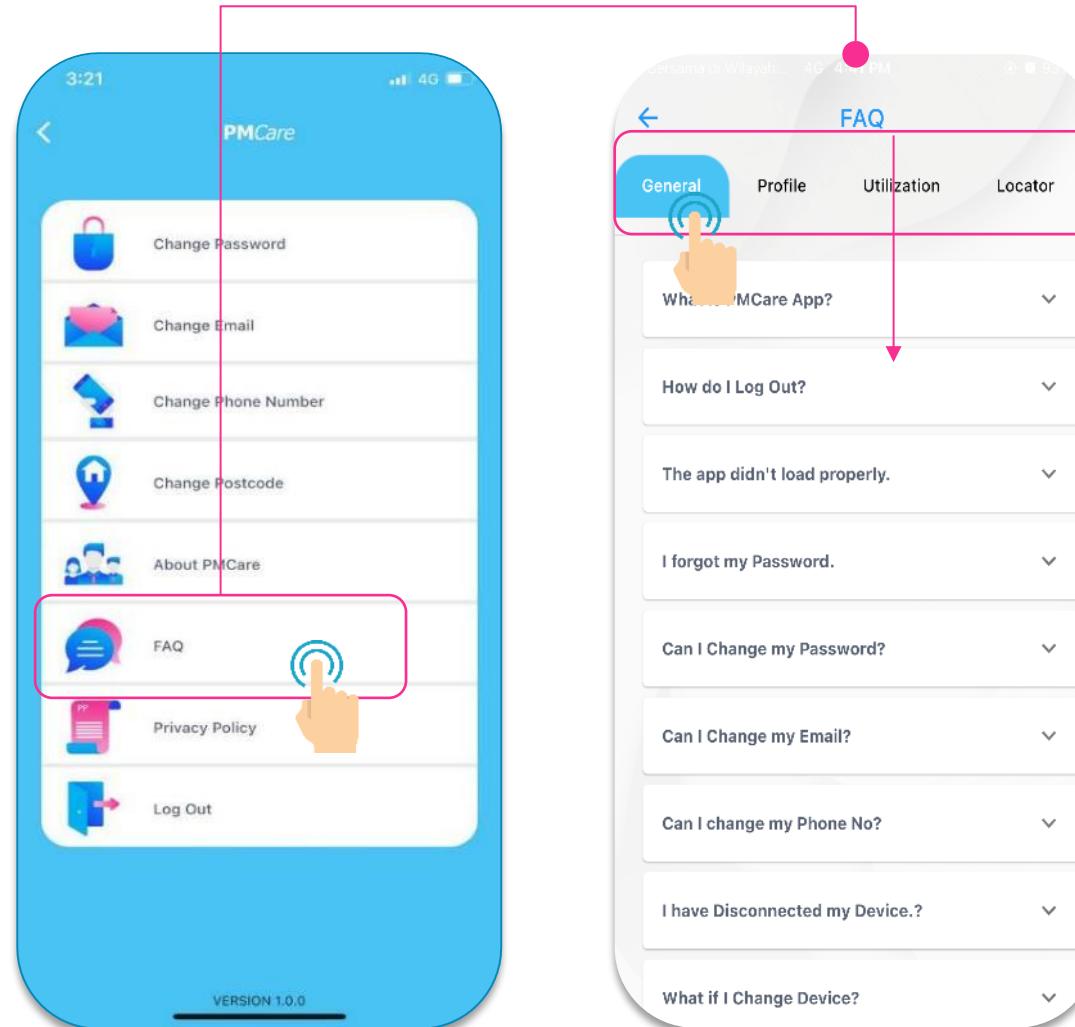
# Settings – About PMCare



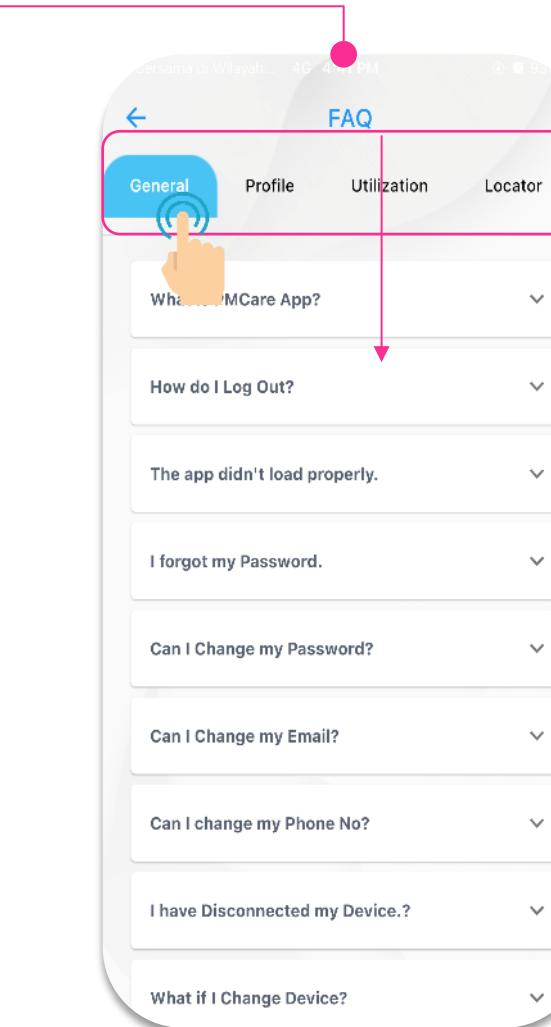
Tap on  
“About PMCare”

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

# Settings – FAQ (Frequently Asked Question)



Tap on  
“FAQ”

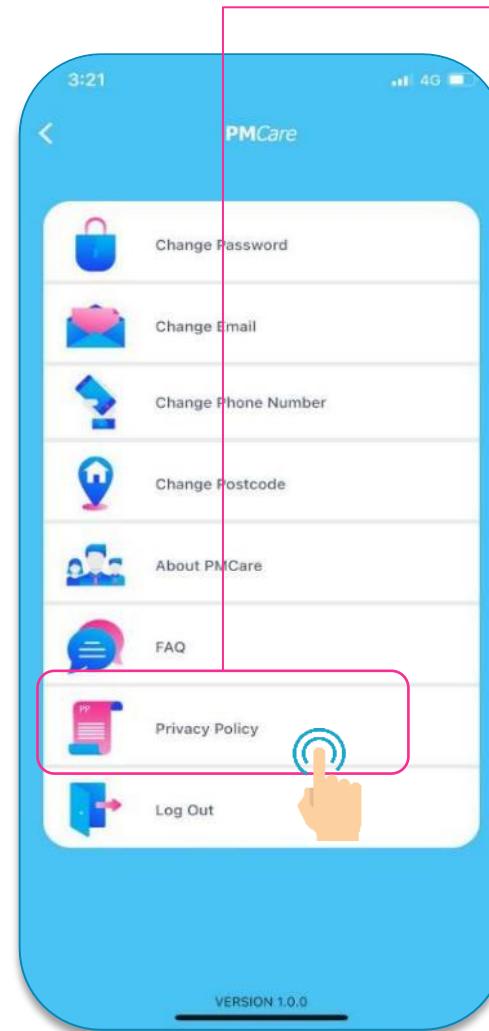


Swipe “Left” to view more

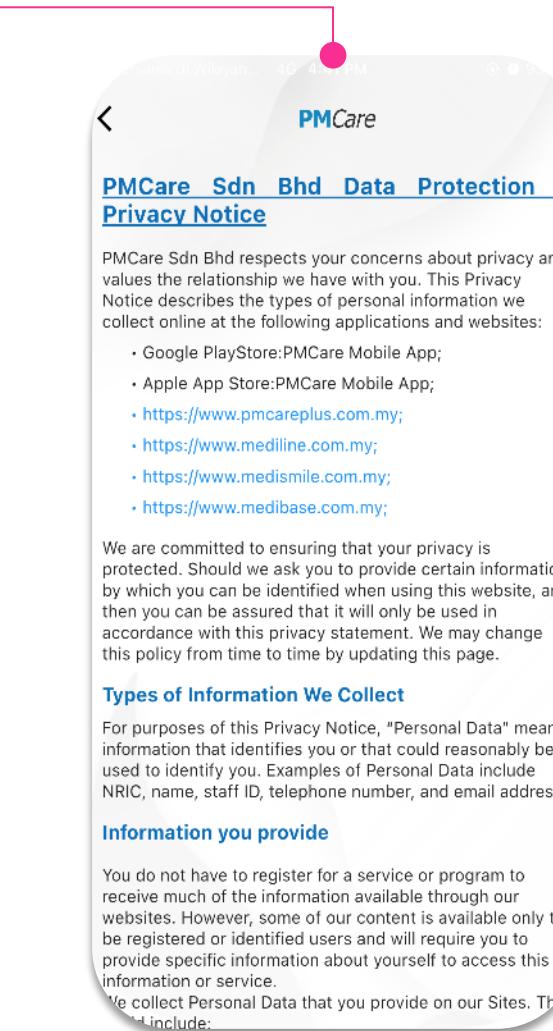
You can read the FAQ categorized by:

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

# Settings – Privacy Policy

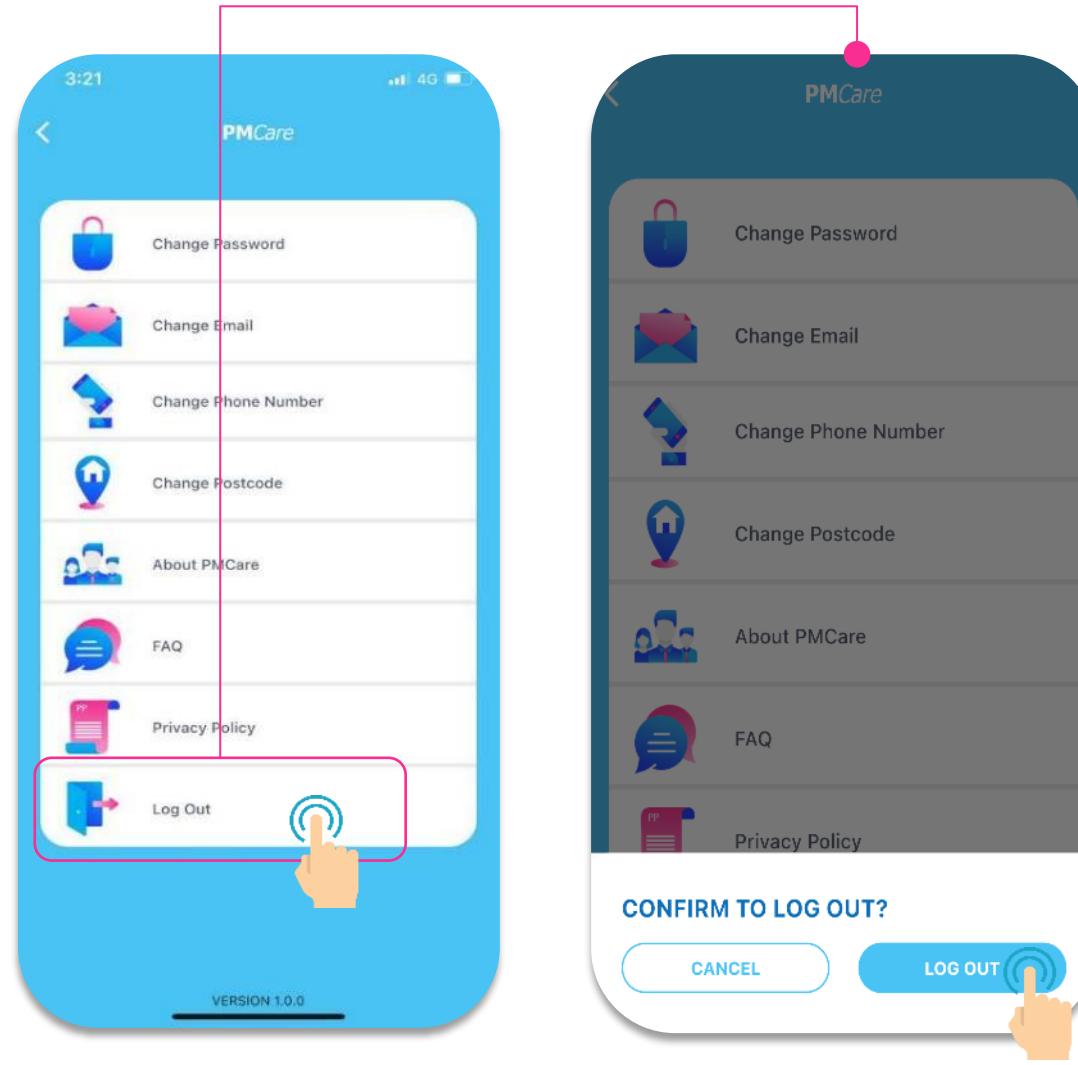


Tap on  
“Privacy Policy”



You can read the  
“Privacy Policy” here

# Settings – Log Out



Tap on  
"Log Out"

Tap on  
"Log Out"

## 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"





**H**ealthcare  
**E**ssential  
**L**ife  
**P**artner

**Let's explore together!**

CHANGE

