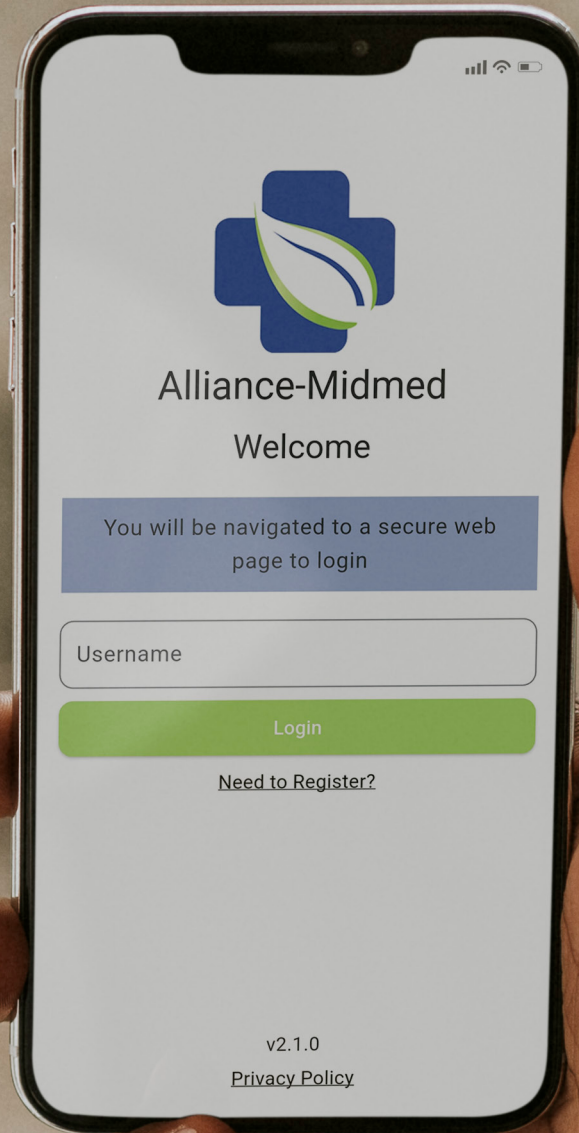




ALLIANCE-MIDMED MEDICAL SCHEME



Mobile App User Guide

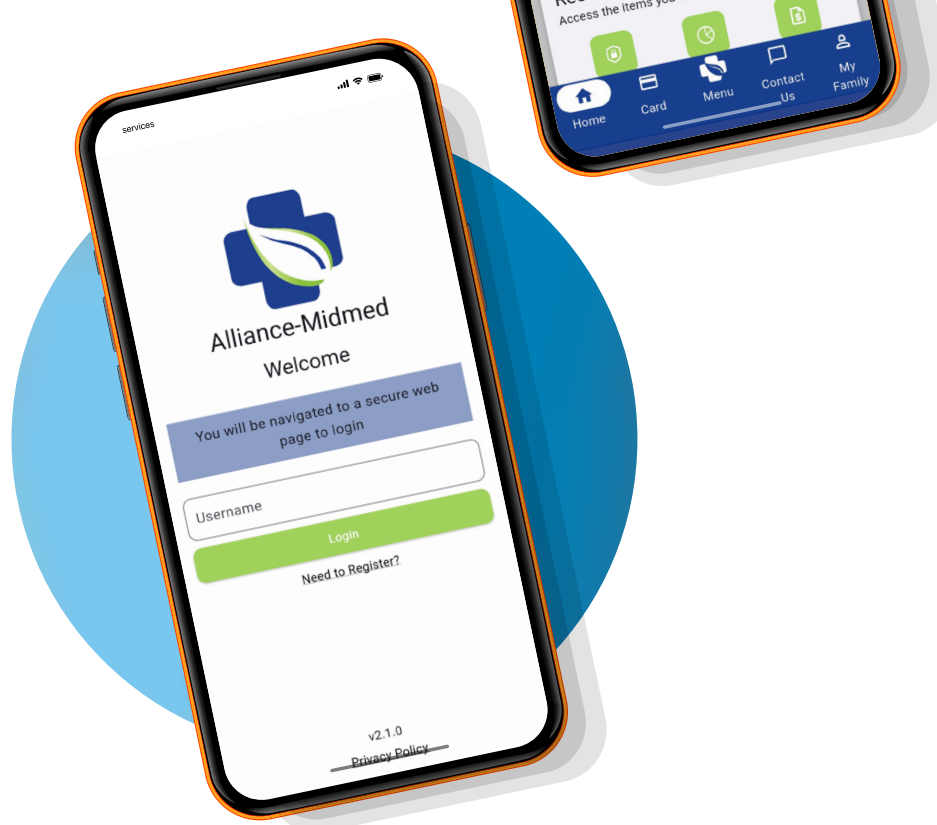
Your Medical Aid —
At Your Fingertips!

Welcome to the user guide!

Welcome to the user guide! This guide will walk you through the basics of using our Mobile Application to enjoy a wide range of self-service features.

Each section includes step-by-step instructions and helpful images.

Follow these steps to get started.



Download the application

Visit our website, the Google Play Store, or the Apple App Store. Search for “**Alliance-Midmed**” and download the latest version.

Install the application:

Tap the install icon and follow the on-screen instructions.

Launch the application:

Once installed, open the app from your phone's home screen.

First-time registration:

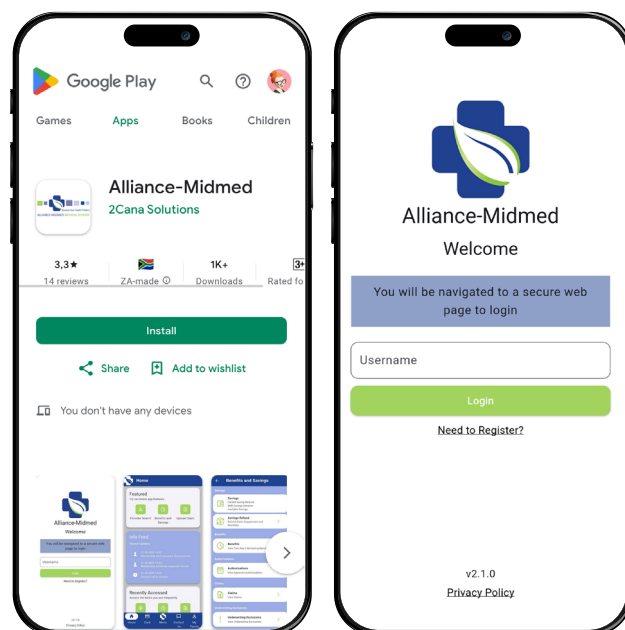
Select “**Need to Register?**” and follow the prompts.

Log-in:

Use your username and password, or log in with biometrics.

Forgot your password?

Follow the reset prompts on the login screen.



Stay in control of your medical aid anytime, anywhere!

A Fresh New Look & Feel Coming Soon!

We're updating the app with exciting new features—stay tuned for the launch!





Main Screen Features

Home Window:

Quick access to commonly used tools.

Card:

Access your digital membership card.

Menu Icon:

Located at the bottom center for all app functions.

Contact Us:

Quick access to scheme contact details.

My Family:

View and manage family members profiles and benefits.

Here's how to perform some common tasks:

Viewing your Digital Membership Card:

Go to Card > View > swipe to view the back of the card

Request your shortfalls on account to be refunded back to you from your savings:

Go to Menu > Benefits > Savings Refund

Lost your physical membership card and need to request a new one:

Go to Menu > Self Service > Request a New Card

Checking your Savings balance:

Go to Menu > Benefits and Savings > View the Savings

Seen the doctor and want to send the Scheme the account:

Go to Menu > Self Service > Upload Claim from Device > Choose between Camera or Upload > Select the document Type **"NEW CLAIM / ACCOUNT"** > Select document > Send

View benefit used and remainder benefits available:

Go to Menu > Benefits > Benefits and Savings > Benefits > Select Family benefits. If the benefit is for a dependant specific like glasses or your Lifestyle benefit, click on your beneficiary that you are interest and scroll down to find the relevant benefit.

It is Tax season and lost your tax certificate:

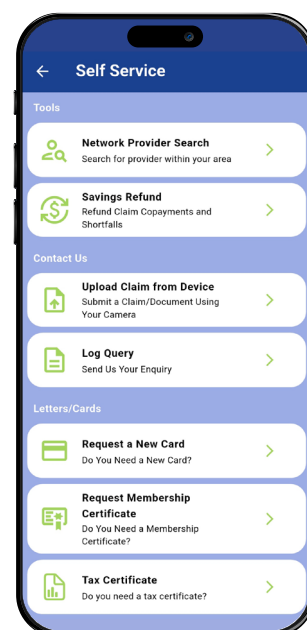
Go to Menu > Self-service > Tax certificate

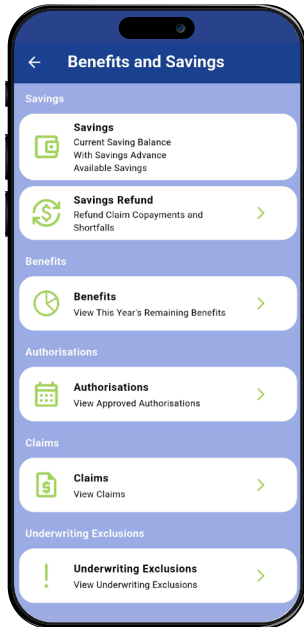
Viewing claims submitted and processing details:

Go to Menu > Claims > Select All dependants or specific dependant

Checking what the Scheme will pay for a consult or procedure when the doctor gave you a quote:

Go to Menu > Tariff Calculator > Select the type of healthcare service provider(discipline) > enter the tariff code > Calculate





Need to send a copy of your chronic script or hospital admission form:

Go to Home > Upload Claim > Choose between Camera or Upload > Select the document Type **“PRE-AUTHORISATION REQUEST / CHRONIC APPLICATION”** > Select document > Send.

Viewing if your authorisation has been activated or the duration of the authorisation:

Go to Menu > Authorisation > Select the beneficiary

Expecting a refund and want to verify which bank account details the Scheme will refund it into:

Go to My Family > Banking details > View. You accidentally changed the language and need to change it back to English: Go to My Family > Language > Select English

Looking for your previous statements, or any other documents:

Go to Menu > Document Vault > Scroll up and down

Look for a provider if you are travelling:

Go to Menu > Network Provider Search > Allow Alliance-Midmed access to the device location > Click on the  to expand > Select  > Choose a specific type of health care service e.g. General Practitioners > Apply

Looking for a Scheme form such as adding a dependant, membership changes, banking details change form, etc:

Go to Menu > Document Library > Authorisation > Select the beneficiary

Need to phone the Scheme and don't have the Scheme's number or the emergency ambulance contact number saved:

Go to Contact Us > Click on the contact service / method

Want to log an enquiry:

Go to Menu > Self Service > Log Query

Moved house recently and need to update the Scheme on your new address:

Go to Menu > Edit Profile

Interested what your full premium per month is:

Go to My Family > Policy Information

Now that you've learned the basics, explore the application and discover all its features.

If you have any questions, our Call Centre team is ready to assist.



