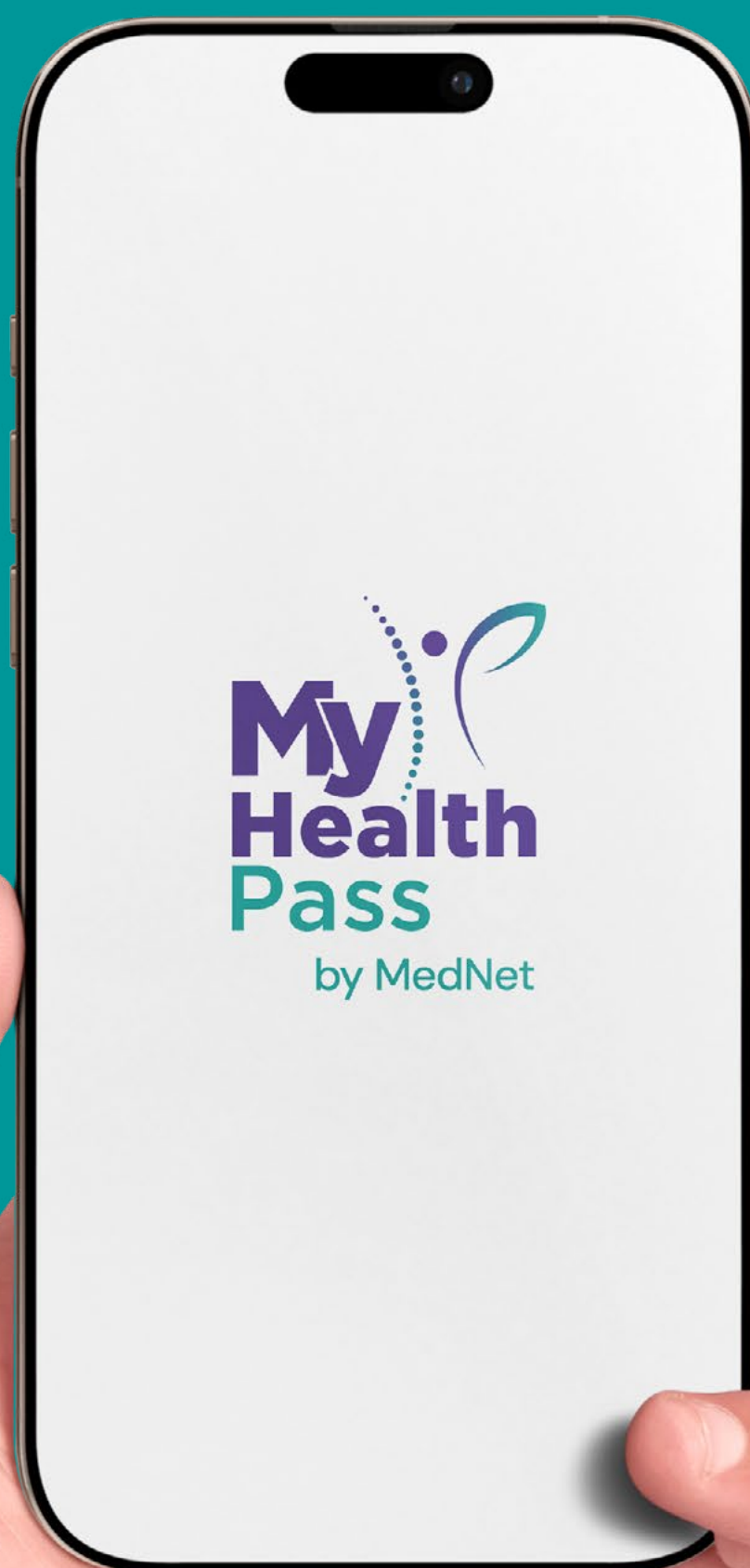


MyHealthPass App Guide



Welcome to MyHealthPass!



Download the app now and enjoy a variety of enhanced features designed to make your experience simpler and more convenient.

MyHealthPass offers you easy access to member services. You'll find it easier to connect with support, track your progress, and get updates on new services and health related contents all within a single platform tailored to your needs.

Download the **MyHealthPass** mobile app from the Apple App Store or Google Play Store, or scan the QR codes below.

Apple App Store



Google Play



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Track Claims

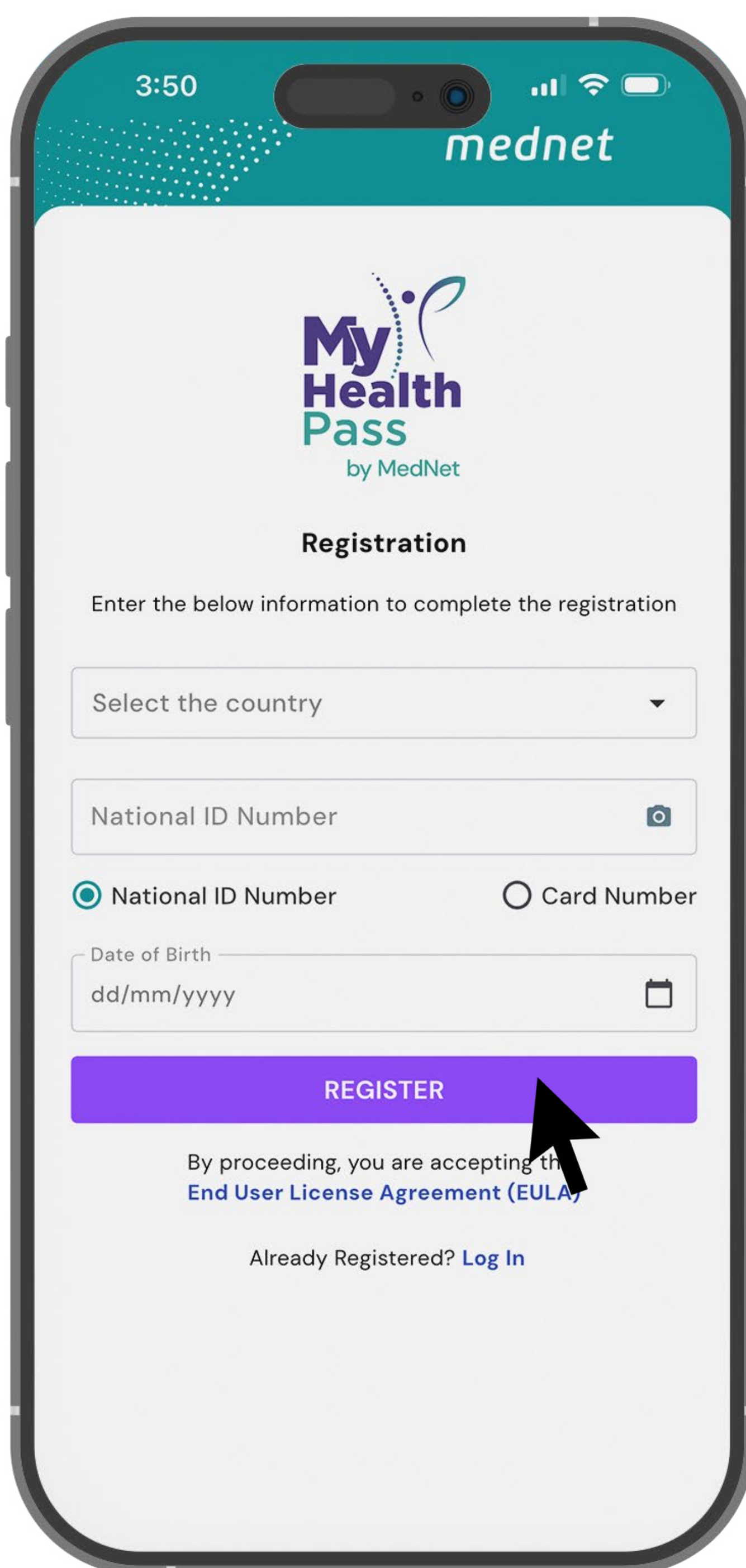
Member Services

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Registration



3:50

mednet

My Health Pass
by MedNet

Registration

Enter the below information to complete the registration

Select the country

National ID Number

National ID Number Card Number

Date of Birth
dd/mm/yyyy

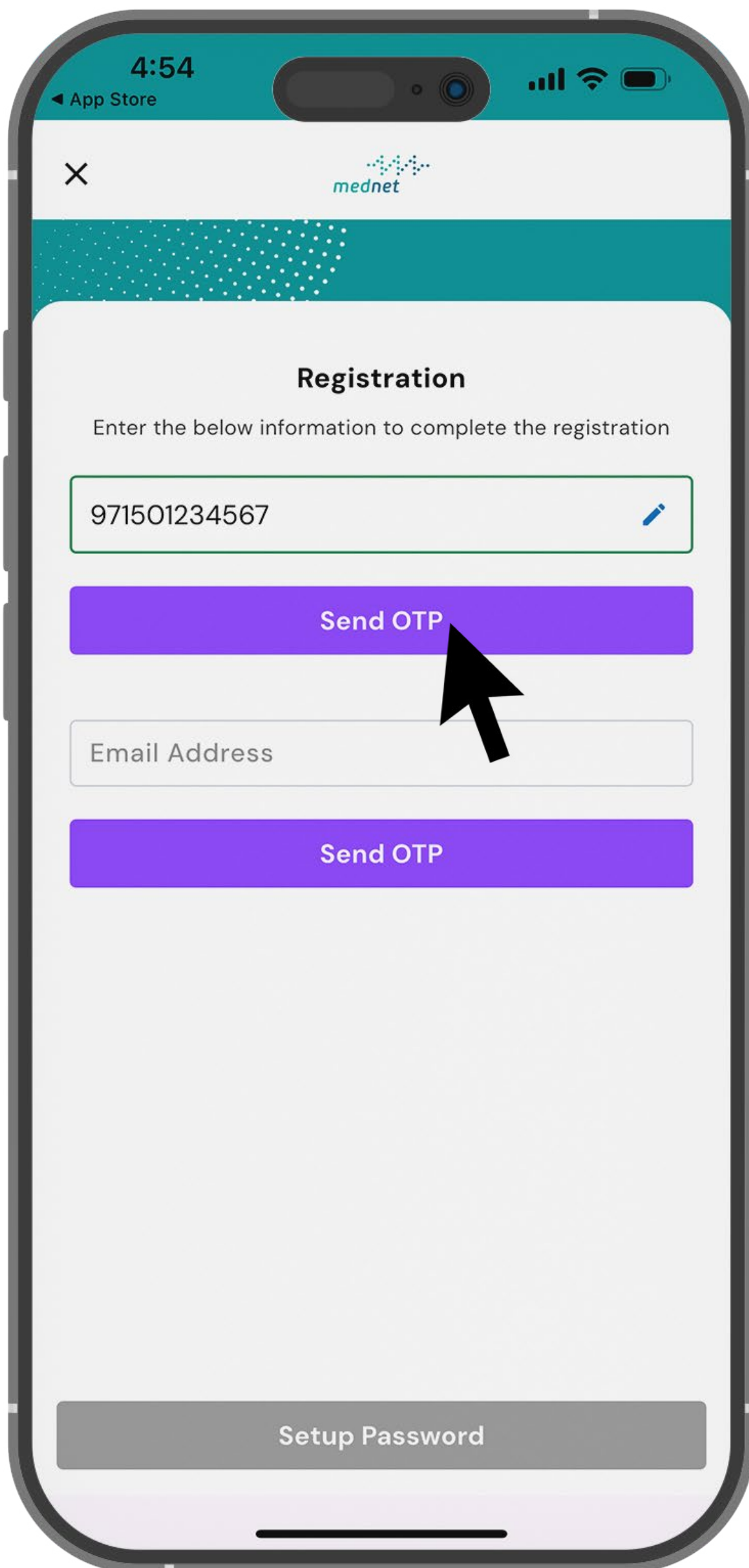
REGISTER

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

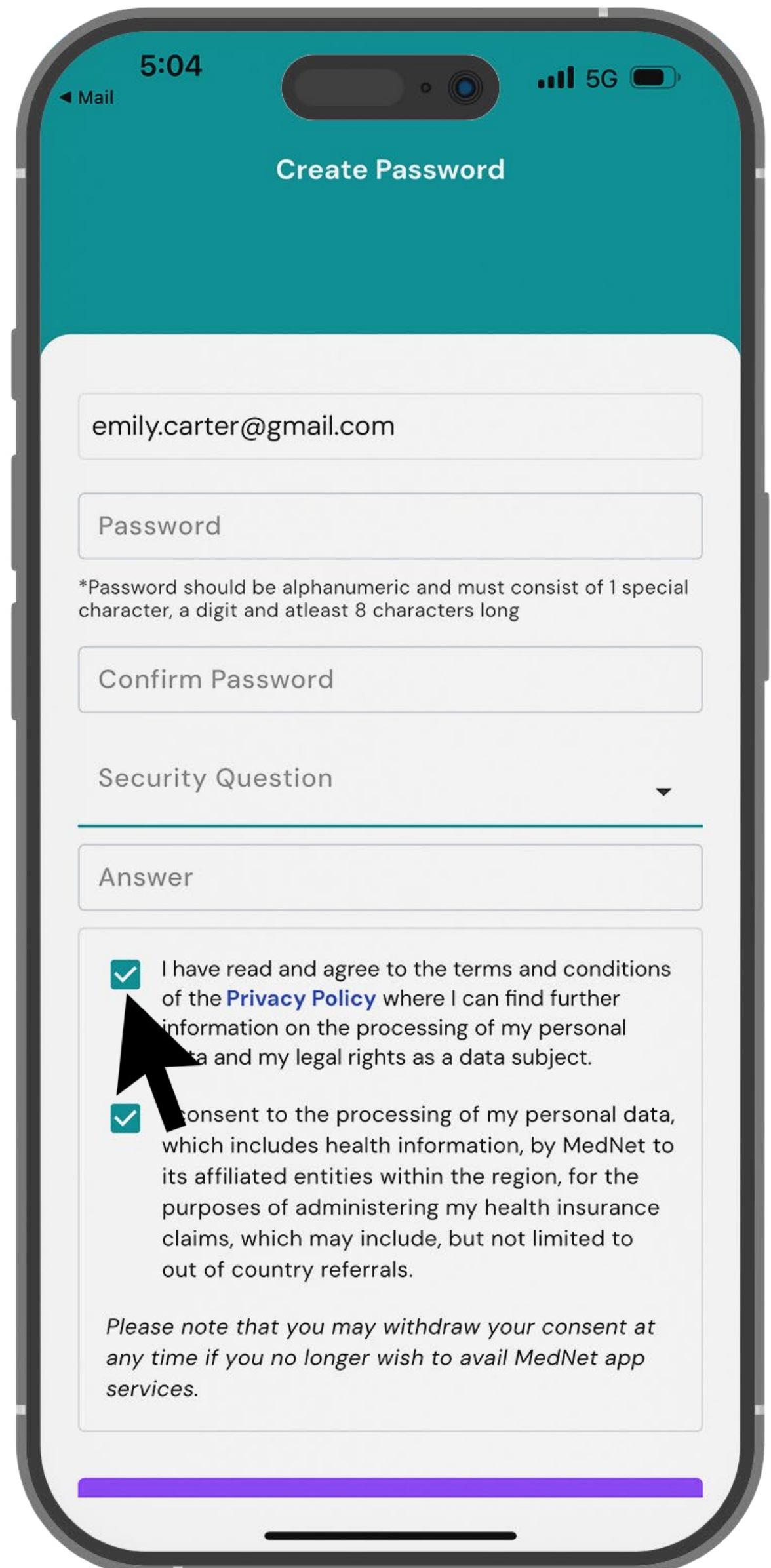
Already Registered? [Log In](#)

- Choose your **Registration** method: National ID, or Card Number.
- Enter your National ID or Card Number.
- Enter your Date of Birth.
- Tap Register.

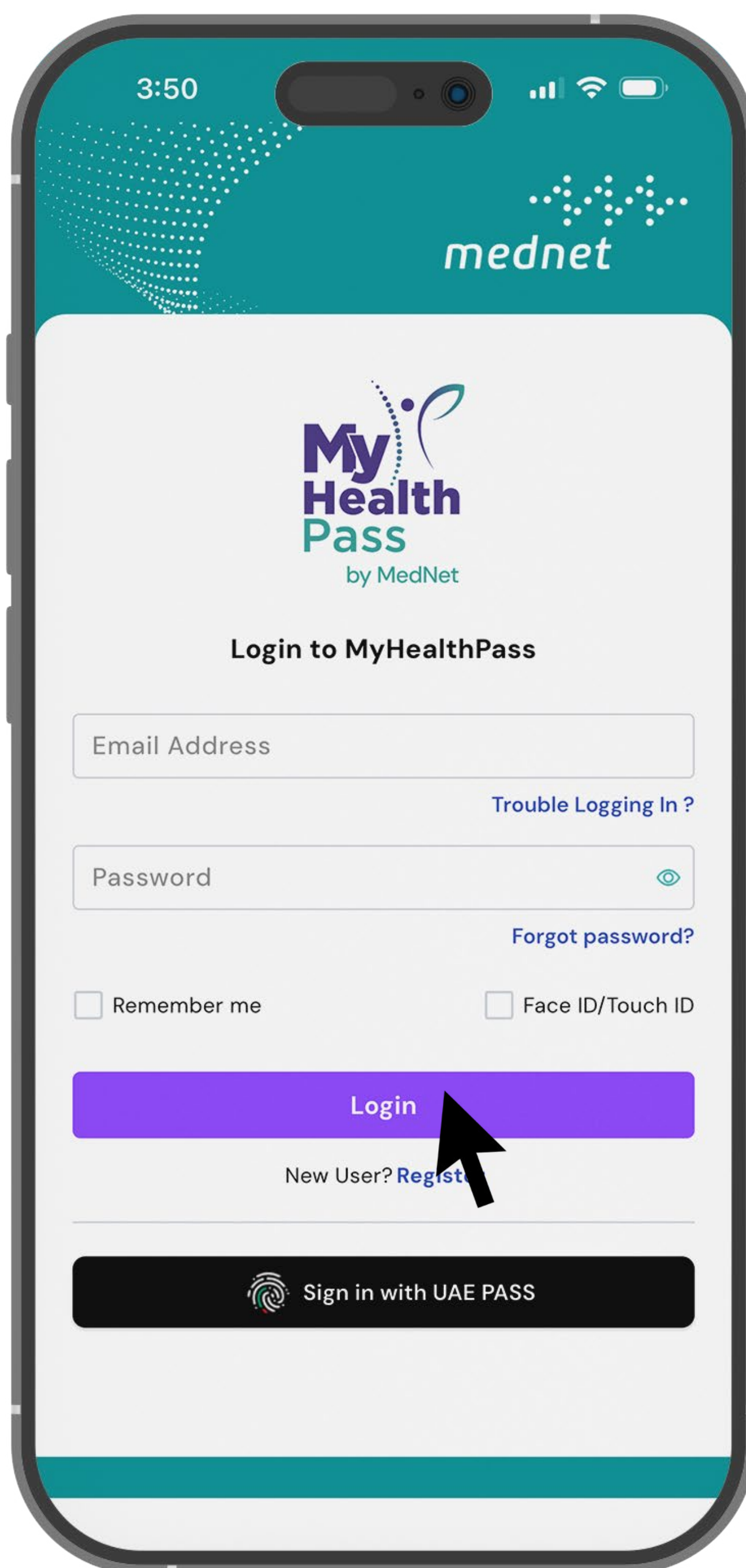
Registration



- Enter your mobile number and email address.
- Tap Send OTP to verify both.
- Proceed to Setup Password.

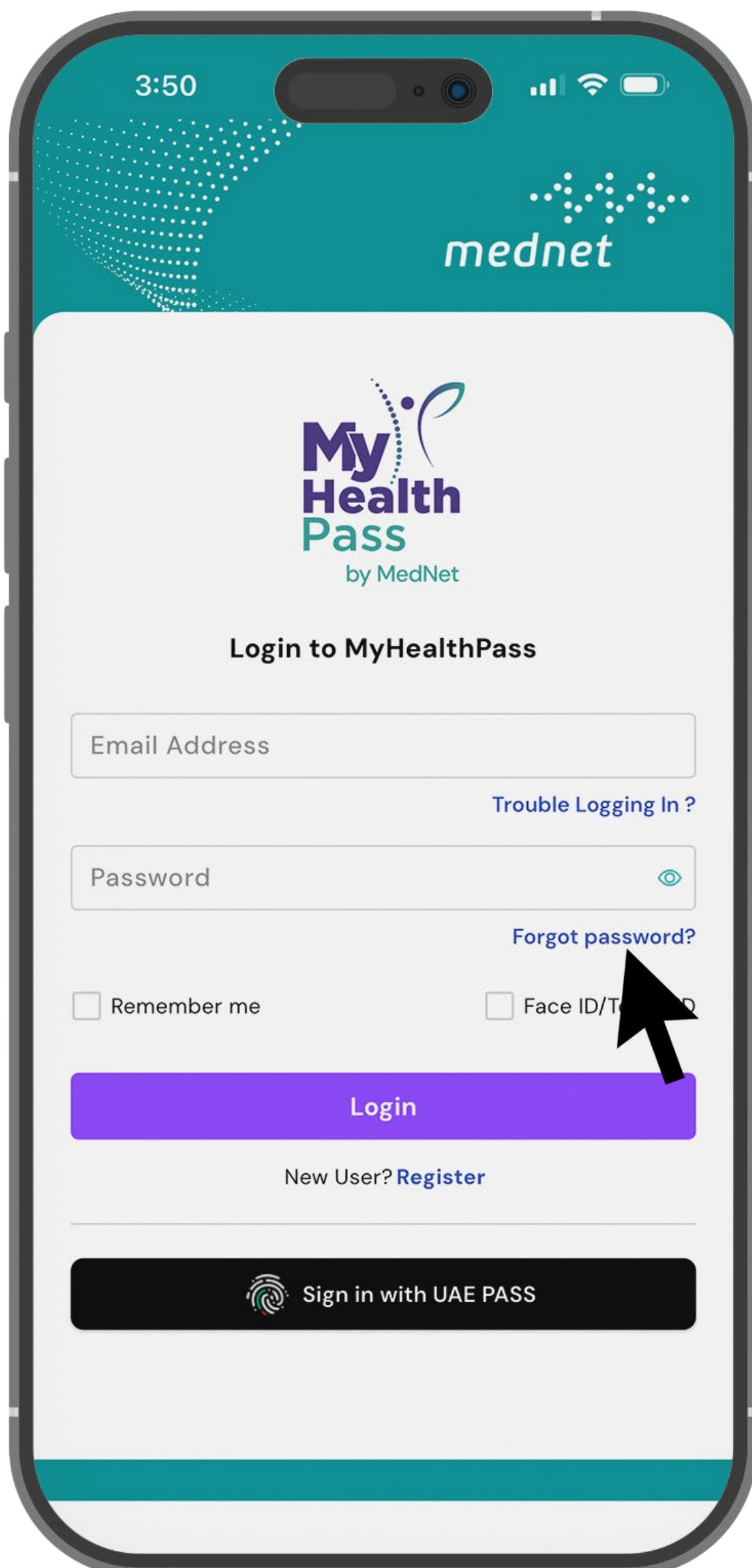


- Create and confirm your password.
- Select a security question and answer.
- Accept the terms and complete registration.

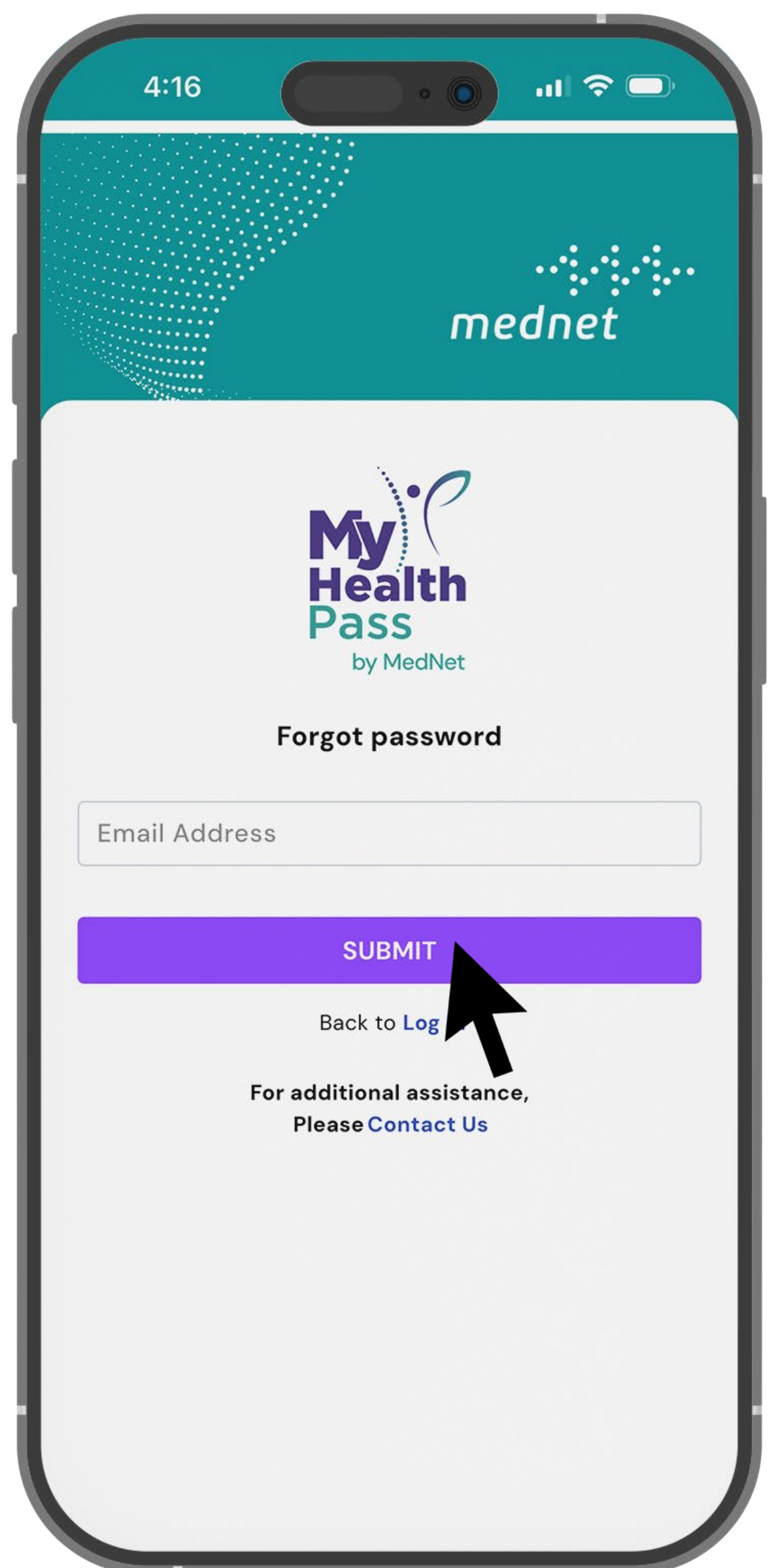


Log in using one of these options:

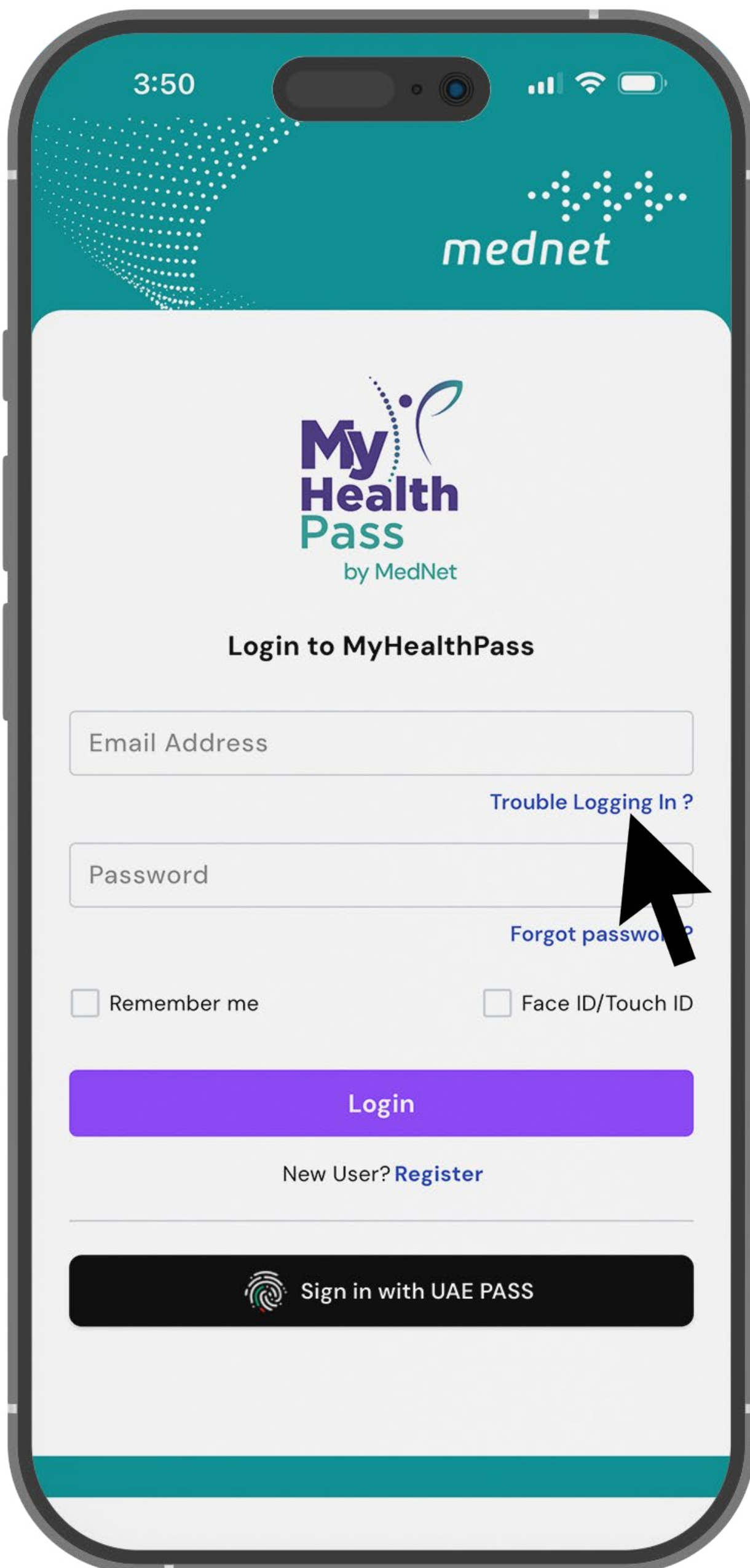
- Enter the email you registered with and your password, then tap Login or tap Sign in with UAE PASS to log in using your digital identity.
- If you are an existing HealthPass by MedNet app user, you can log in using your existing username and password.



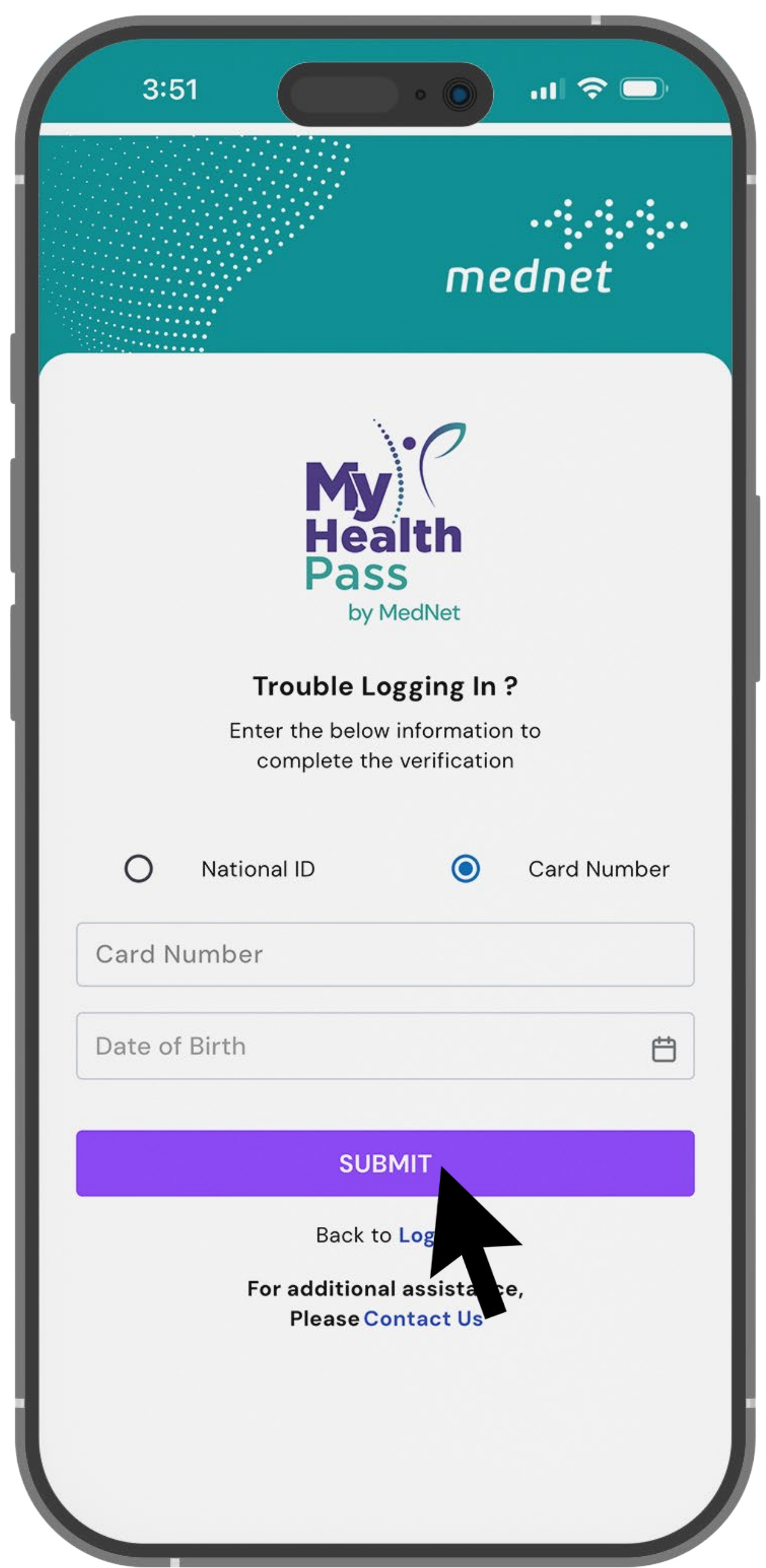
- On the Login screen, tap **Forgot Password?**



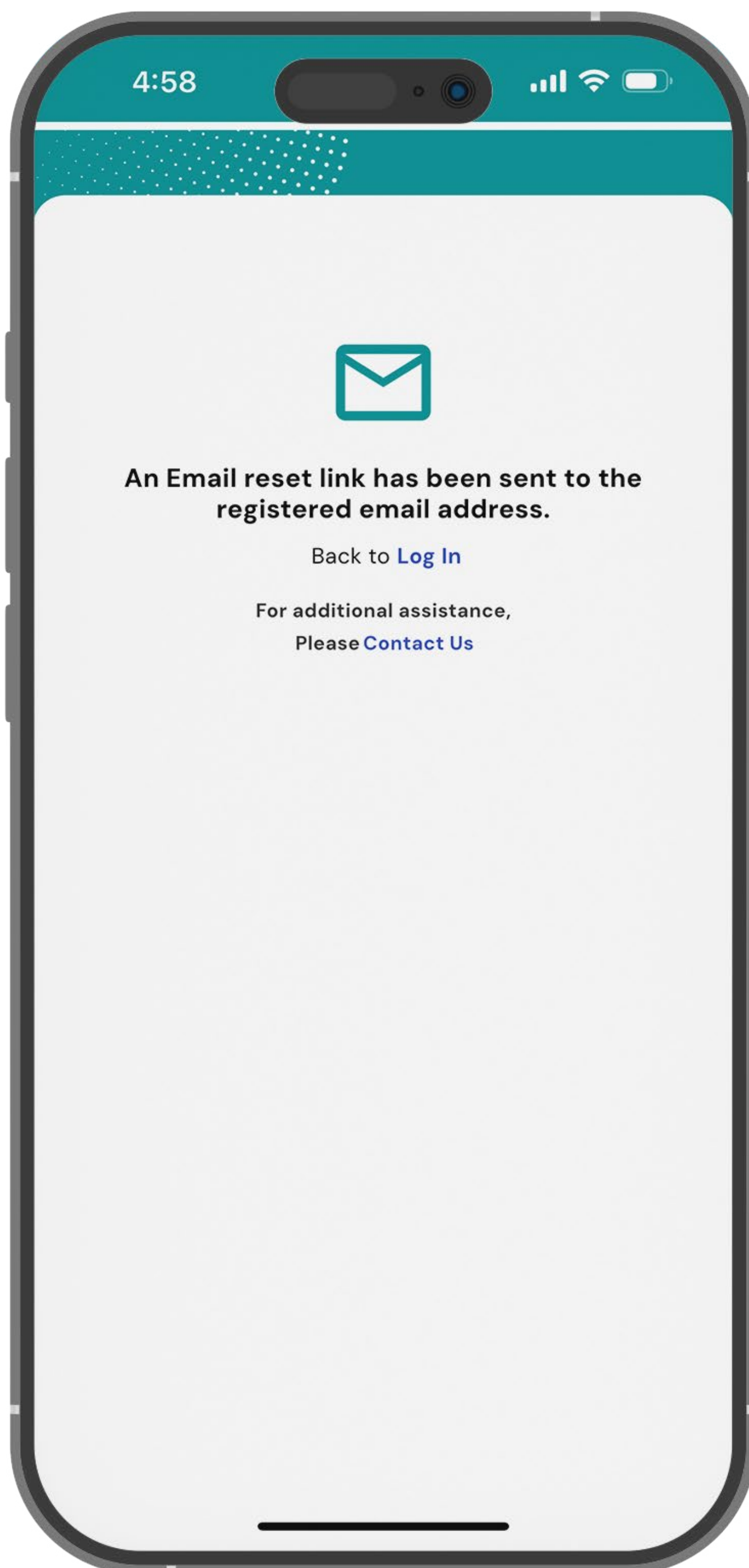
- Enter your registered email address.
- Check your inbox for reset instructions.



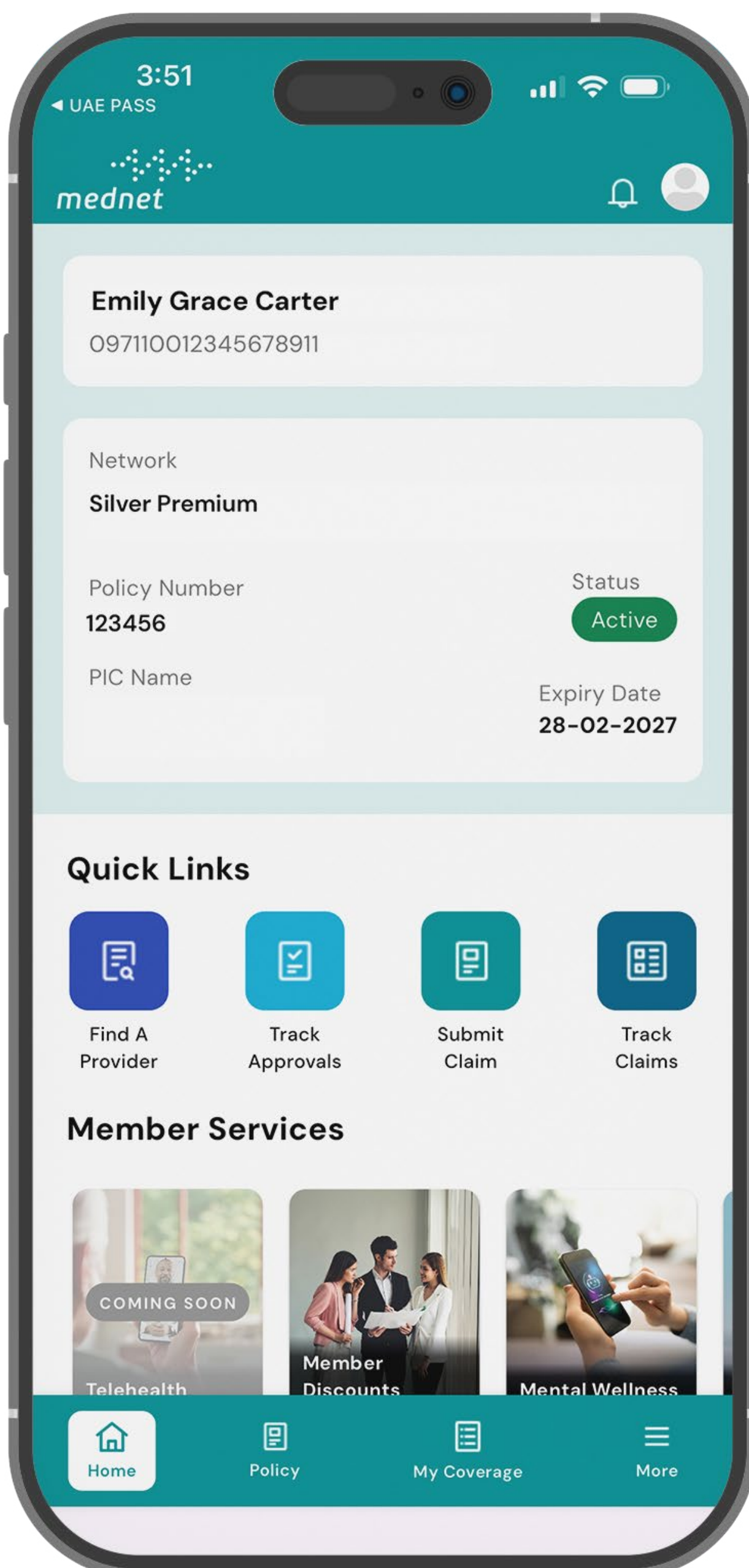
- On the Login screen, tap **Trouble Logging in?**



- Enter Your National ID or Card Number and Date of Birth.
- Tap Submit to verify your details and proceed.
- If the issue persists, contact us at 800 4882 for support.

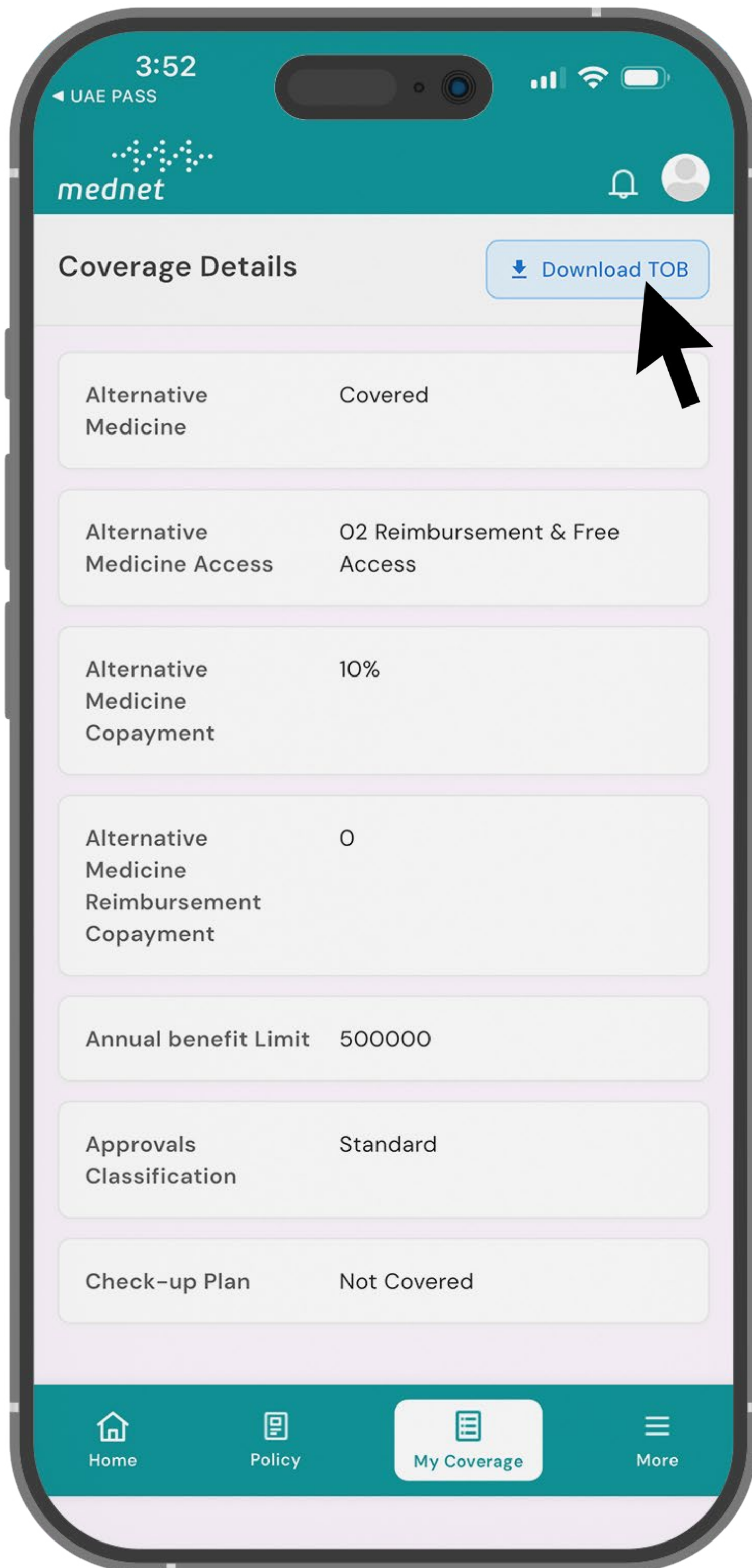


- A password reset link will be sent to your registered email.
- Open the email and follow the link to reset your password.
- Return to the app and log in again.

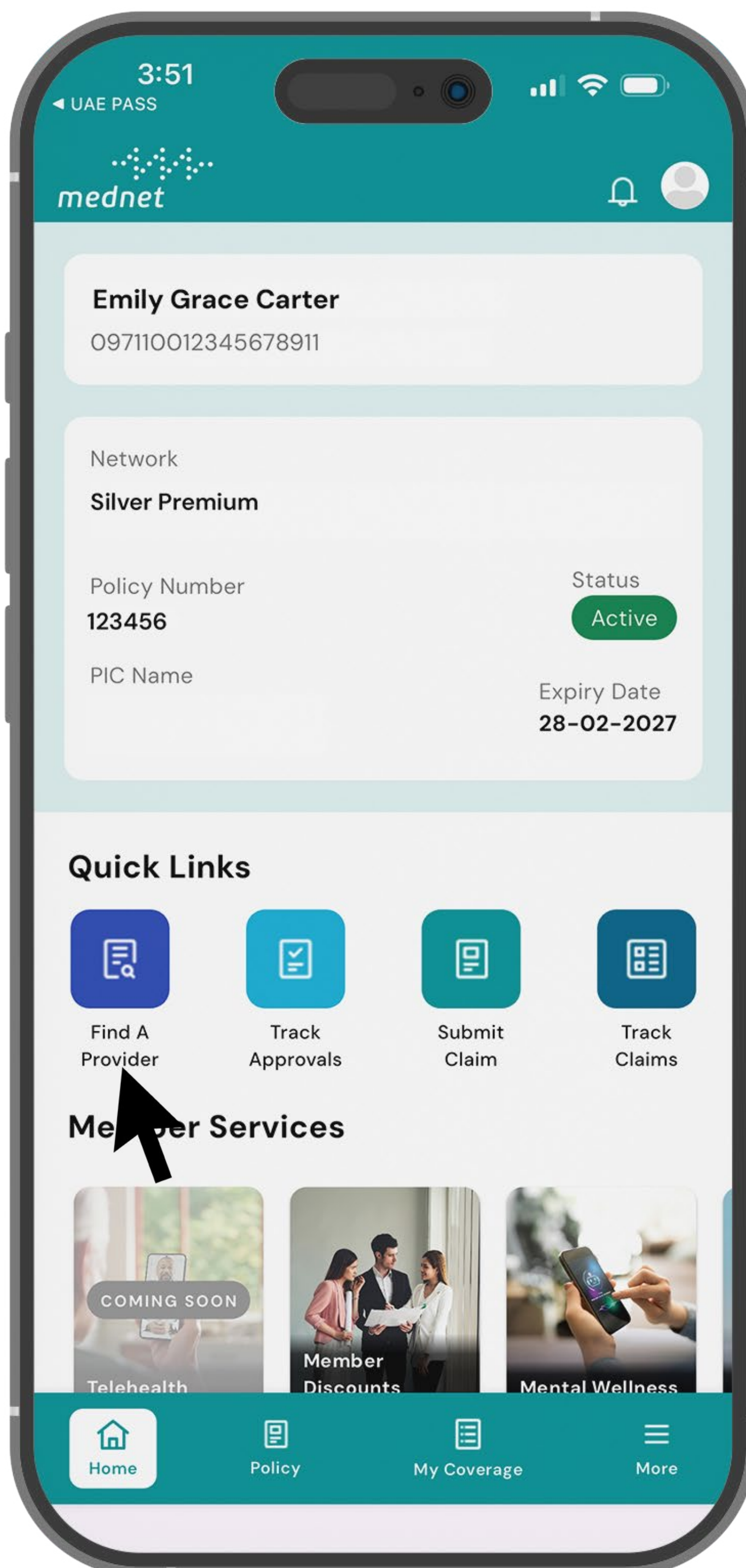


- View your and your dependents **policy** from the Home page.
- You can also see from here the status of your policy
- To view more details click on the policy tab at the bottom of the home page
- If your policy is expired, you will only be able to view limited functionalities. To re-activate your policy, contact your company HR (for group policy) or your insurer (for individual policy)

View Coverage Details

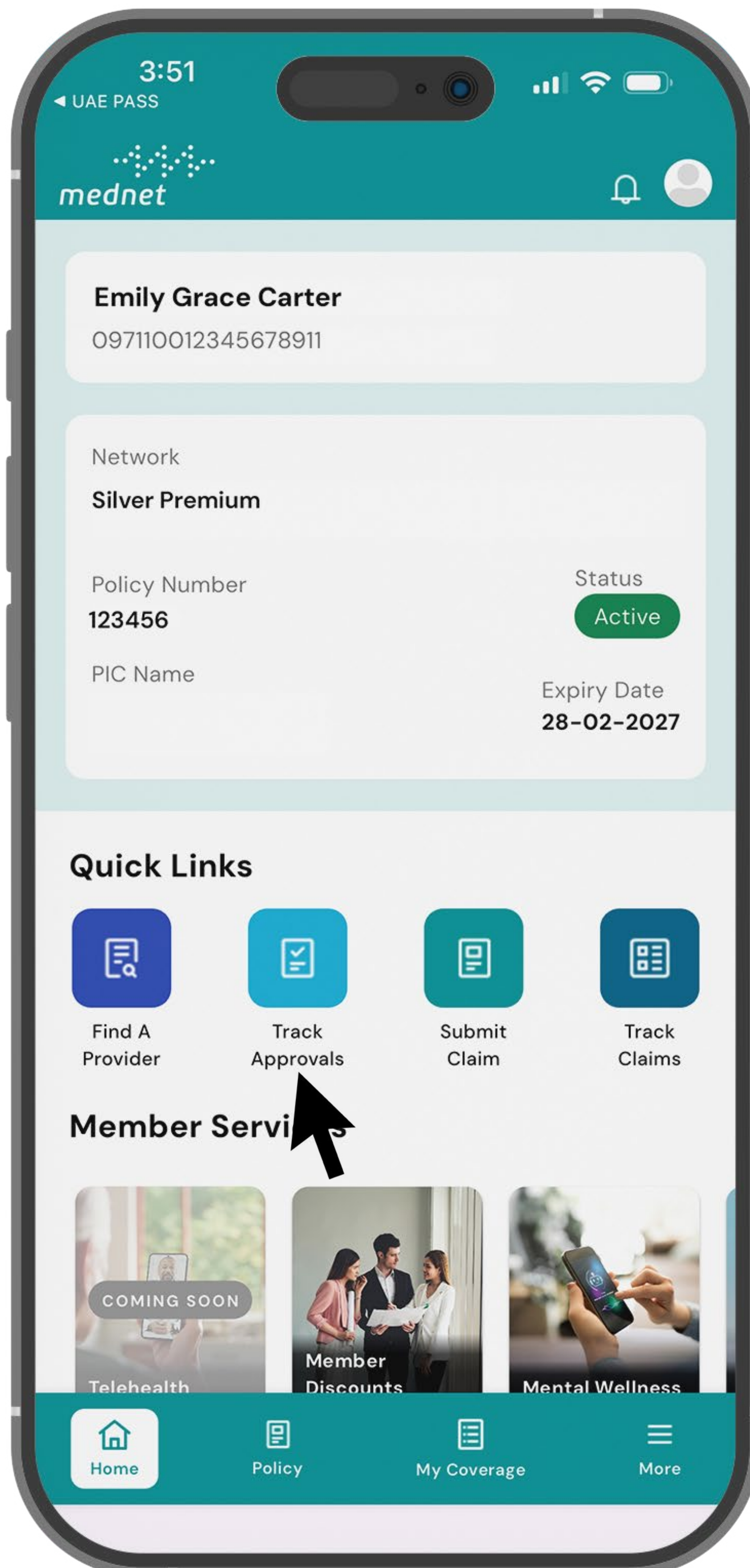


- View coverage details by clicking **My Coverage** tab from the home page.



To find providers under your policy's network and avail of our direct billing facility:

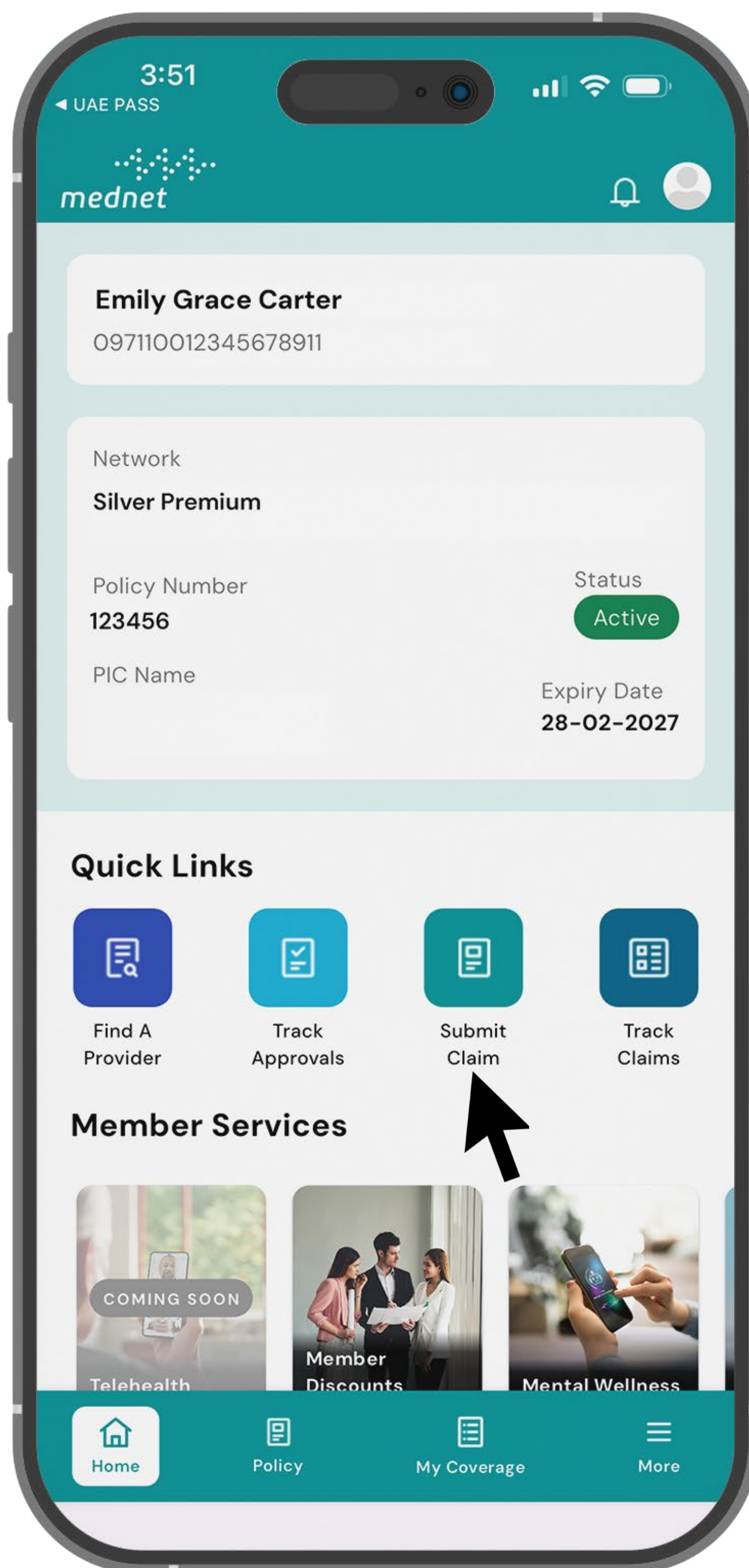
- Click the "Find a Provider" tab from the home page.
- You can search for providers by proximity to your location or by country, city, area and provider type.

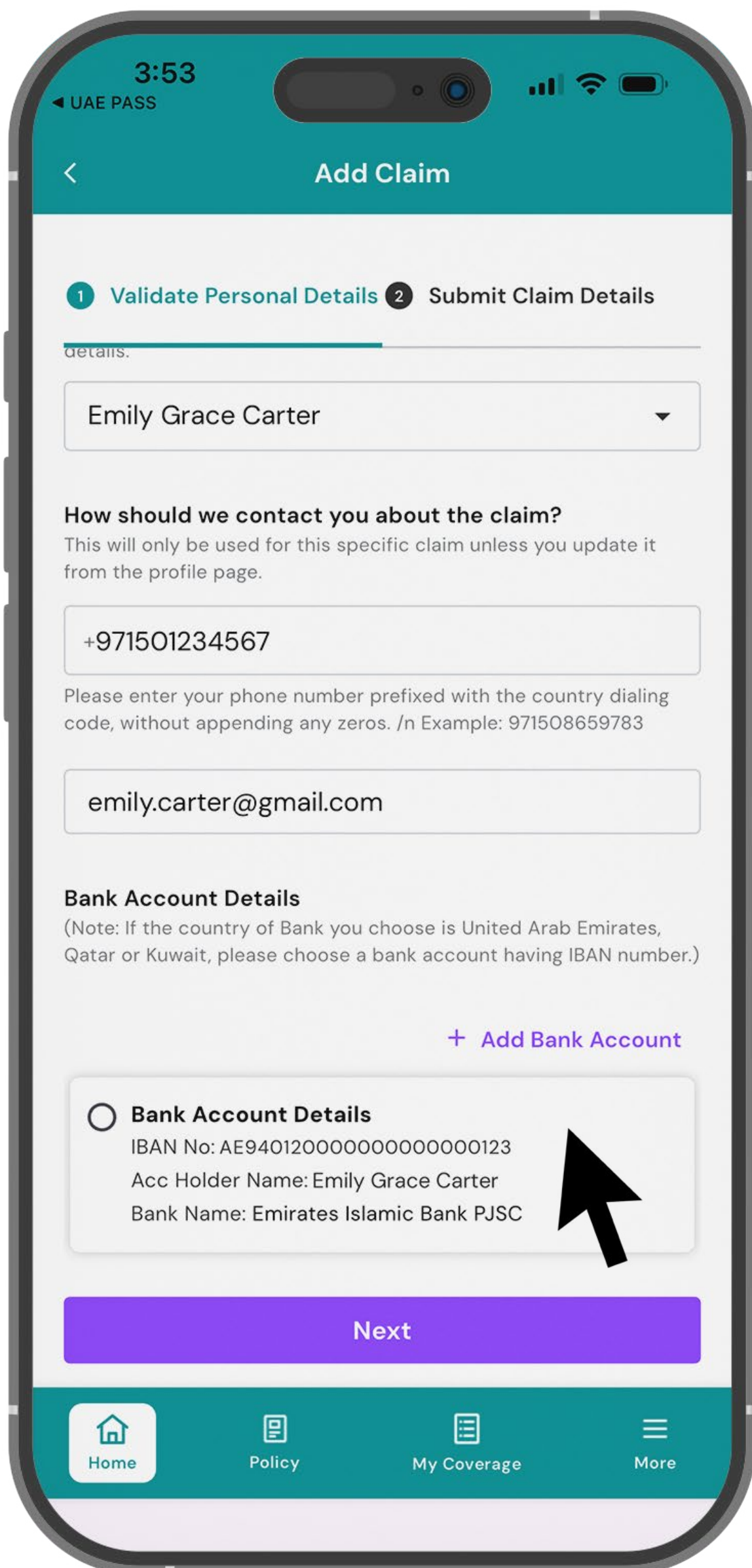


- Providers may send request for medical procedures that require pre-approval. To track these requests, click “Track Approvals” from the Quick Links section in the home page.



If you have a reimbursement benefit in your policy and have availed of medical services from a Non-Network Provider, you can submit a claim for you or your dependents by clicking **Submit Claim** from the Quick Links section in the home page:





3:53
UAE PASS

Add Claim

1 Validate Personal Details 2 Submit Claim Details

details.

Emily Grace Carter

How should we contact you about the claim?
This will only be used for this specific claim unless you update it from the profile page.

+971501234567

Please enter your phone number prefixed with the country dialing code, without appending any zeros. /n Example: 971508659783

emily.carter@gmail.com

Bank Account Details
(Note: If the country of Bank you choose is United Arab Emirates, Qatar or Kuwait, please choose a bank account having IBAN number.)

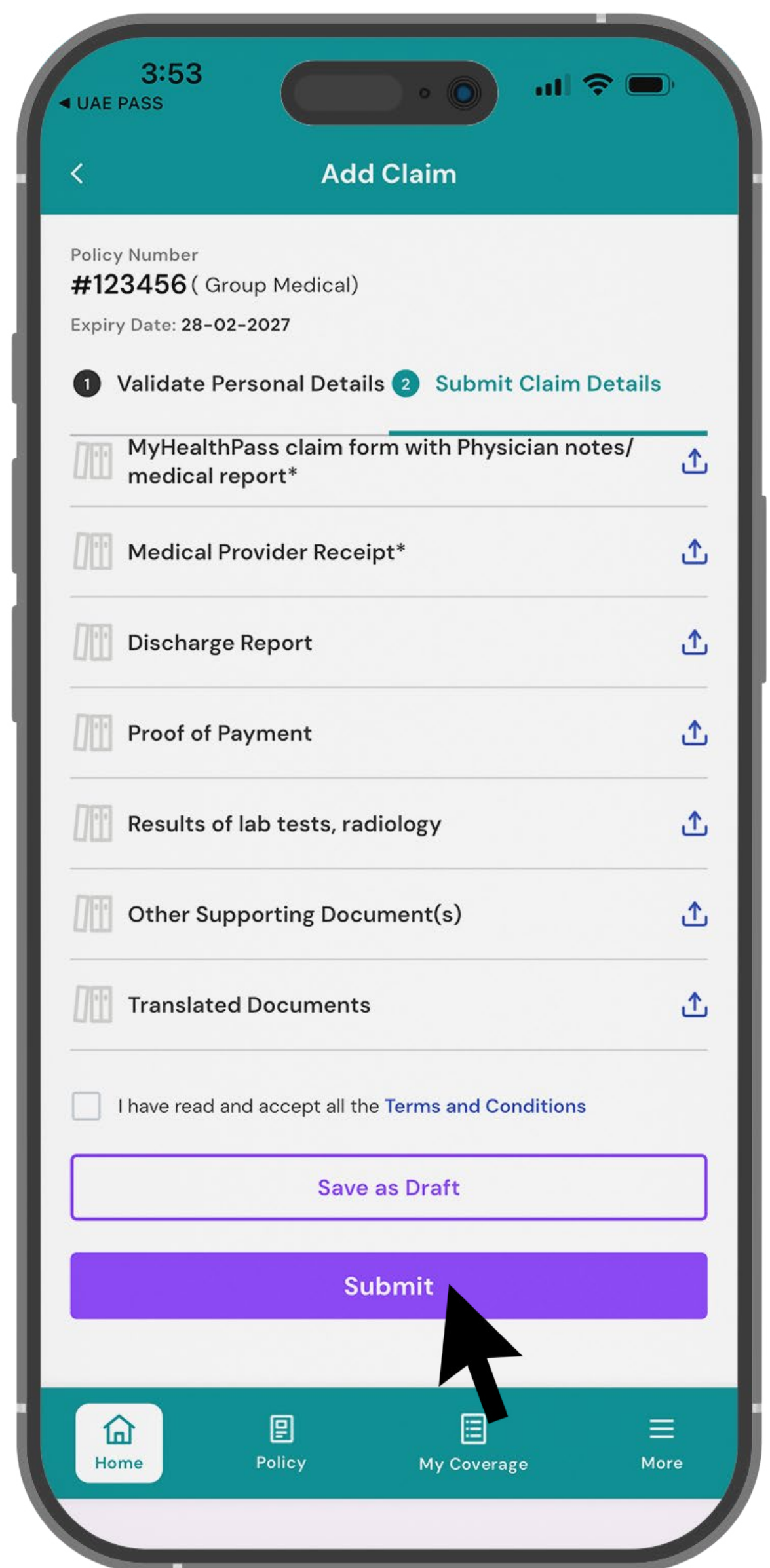
+ Add Bank Account

Bank Account Details
IBAN No: AE9401200000000000000123
Acc Holder Name: Emily Grace Carter
Bank Name: Emirates Islamic Bank PJSC

Next

Home Policy My Coverage More

- Fill in the form with your claim and bank account details.



3:53
UAE PASS

Add Claim

Policy Number
#123456 (Group Medical)
Expiry Date: 28-02-2027

1 Validate Personal Details 2 Submit Claim Details

MyHealthPass claim form with Physician notes/medical report*

Medical Provider Receipt*

Discharge Report

Proof of Payment

Results of lab tests, radiology

Other Supporting Document(s)

Translated Documents

I have read and accept all the Terms and Conditions

Save as Draft

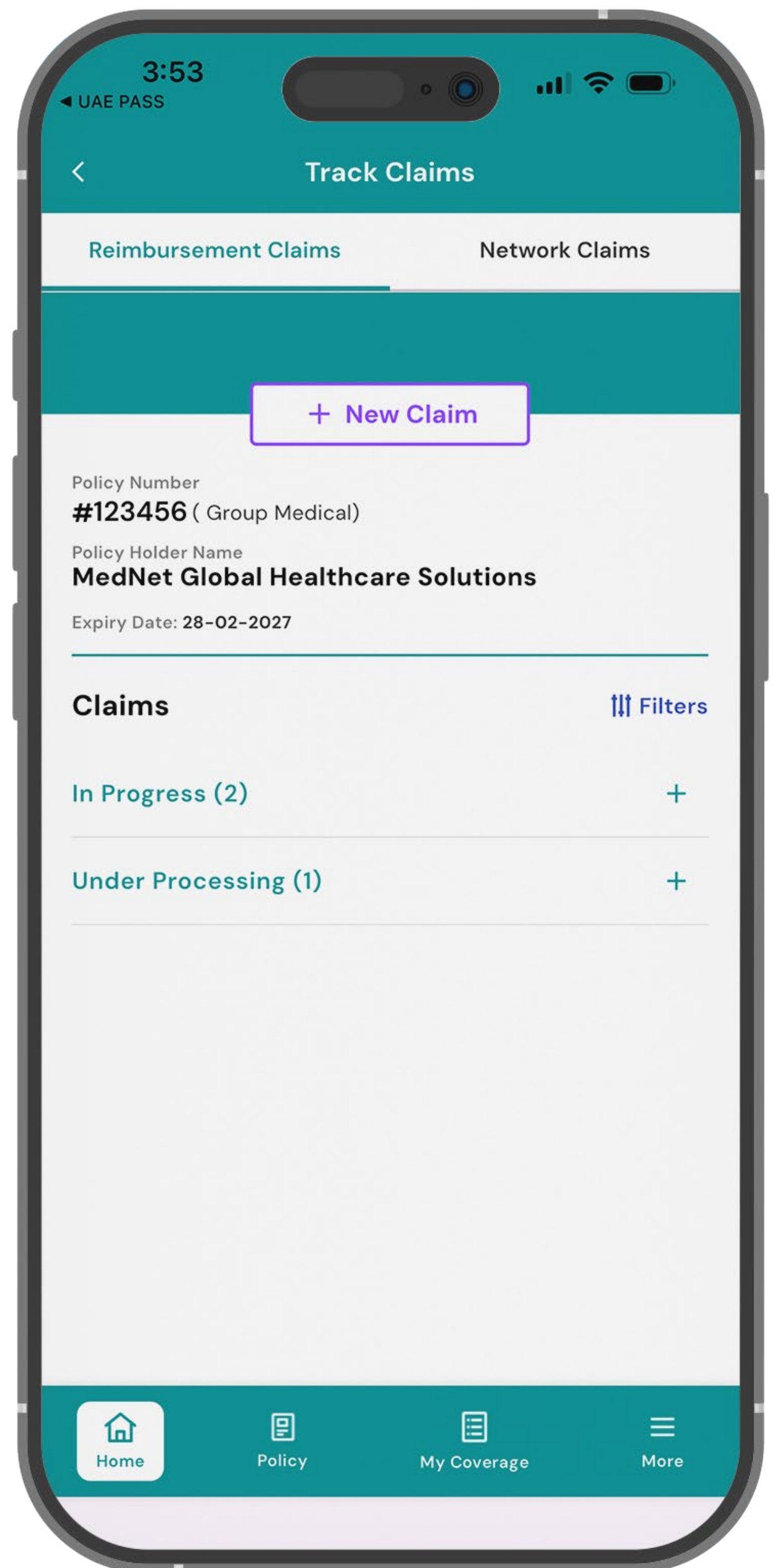
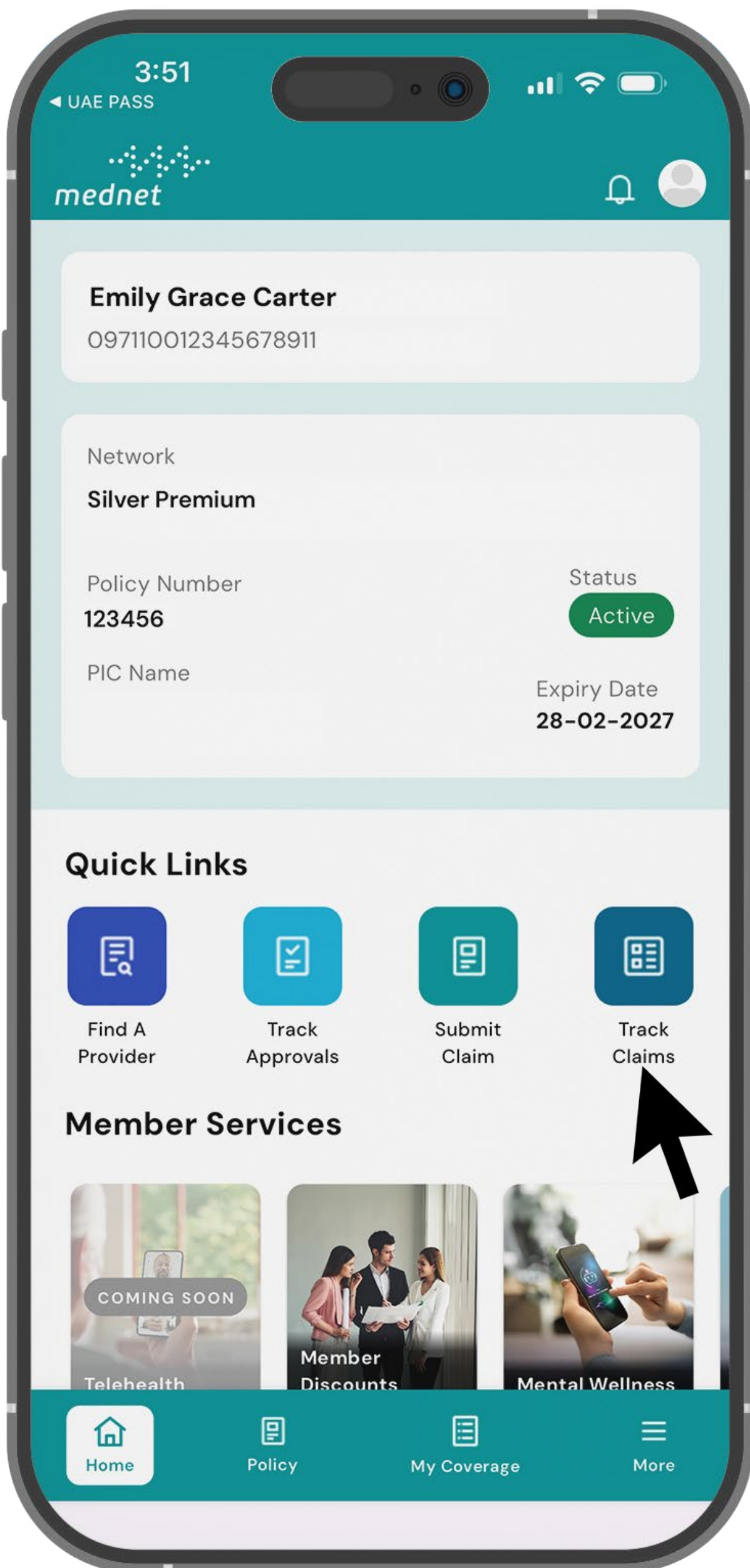
Submit

Home Policy My Coverage More

- Attach the required documents to support your claim

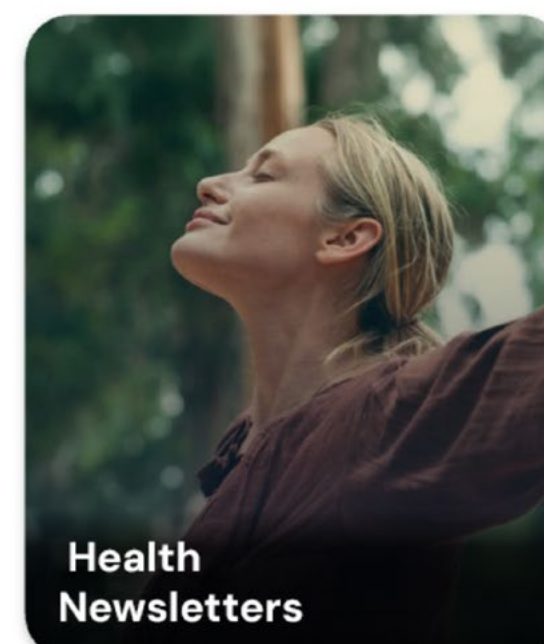
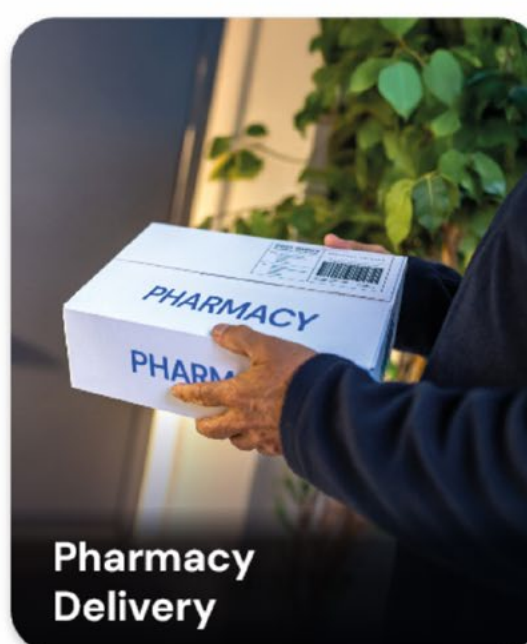
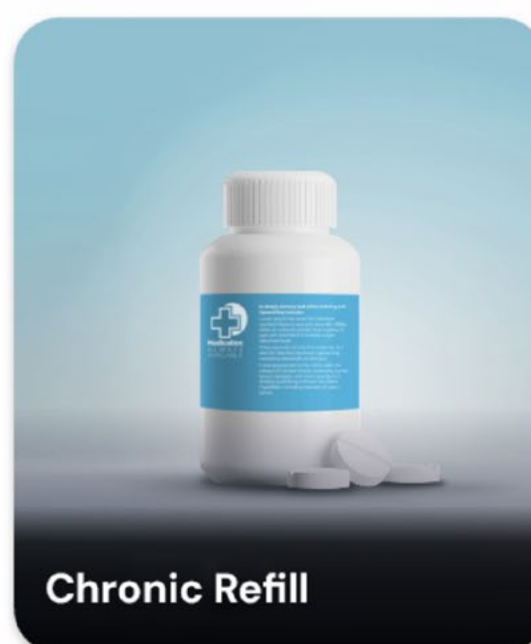
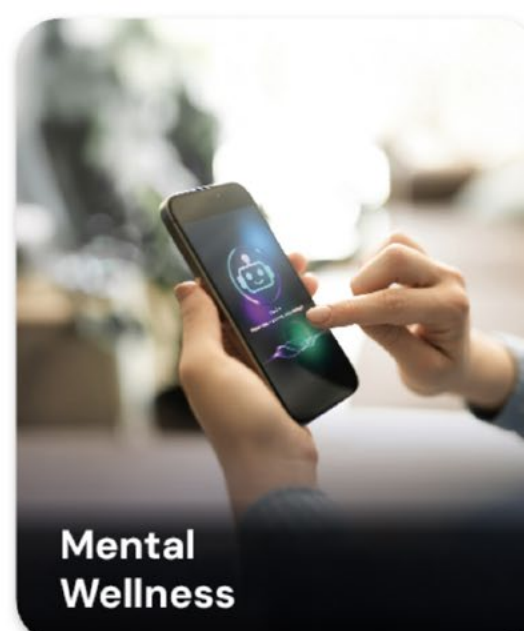
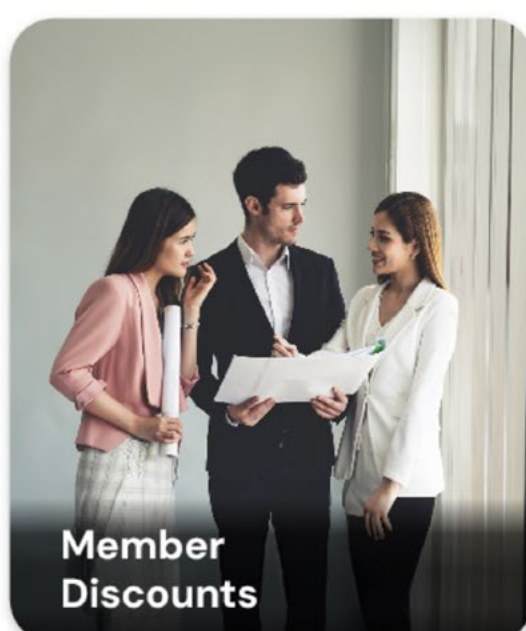
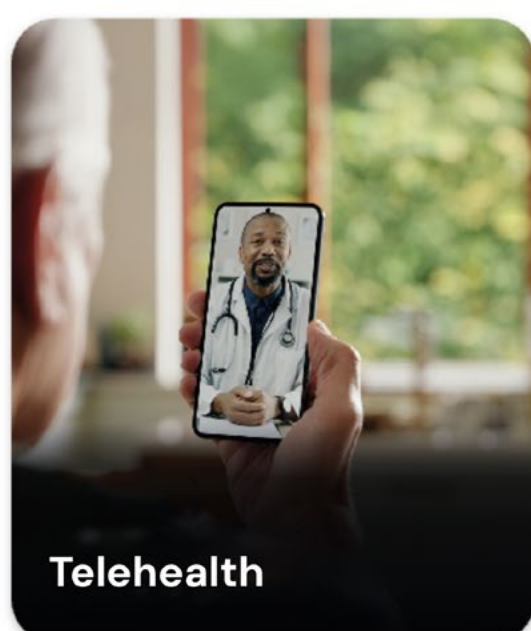
(You can upload up to 15 supporting documents with the size of 15 MB/file or total size not exceeding 75 MB with file types as .jpg, .pdf, .doc, .png, .jpeg).

- Click Submit.



- Track the status of your claims by clicking **Track Claim** from the Quick Links section in the home page.

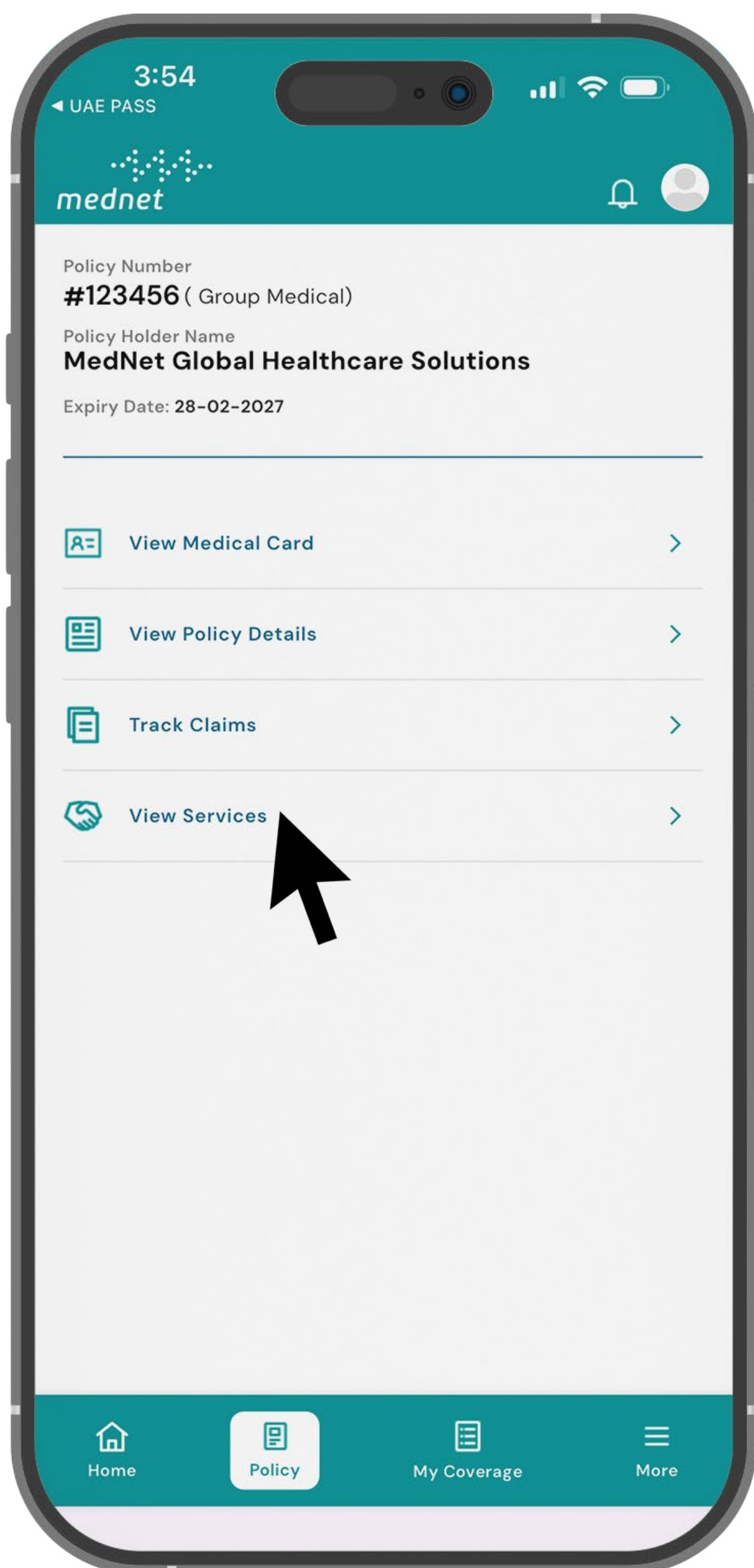
- Click **Network Claims** to view services availed at network providers.
- You may also re-submit partially approved and rejected claims attaching additional documents to support your claim.



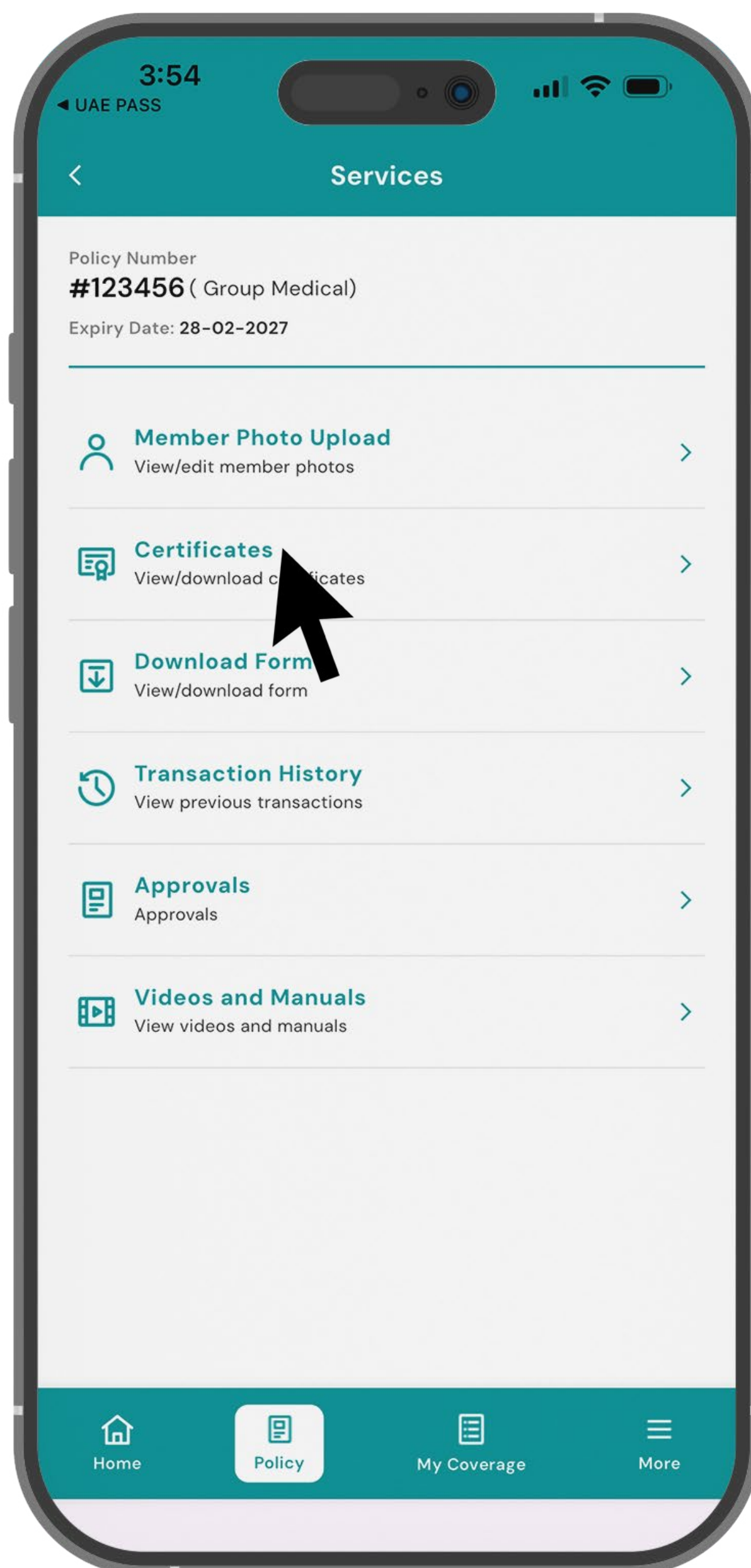
A number of additional member services are available to support you with your medical and wellness needs such as:

- **Telehealth:** book an appointment for an online consultation with your doctor.
- **Member Discounts:** save more with discounts for medical services from select providers under MedNet's Provider Network across the region.
- **Mental Wellness:** access Wysa, your mental wellbeing coach.
- **Chronic Refill:** home delivery of prescriptions for members with chronic conditions without the need of a doctor's consultation.
- **Pharmacy Delivery:** avoid the queue at the pharmacy by having your prescriptions delivered to your chosen location.
- **Health Newsletters:** a monthly newsletter about health topics to guide you on your wellness journey.

Download Insurance Certificates



- Go to the Policy Tab at the bottom of the Home page
- View Services



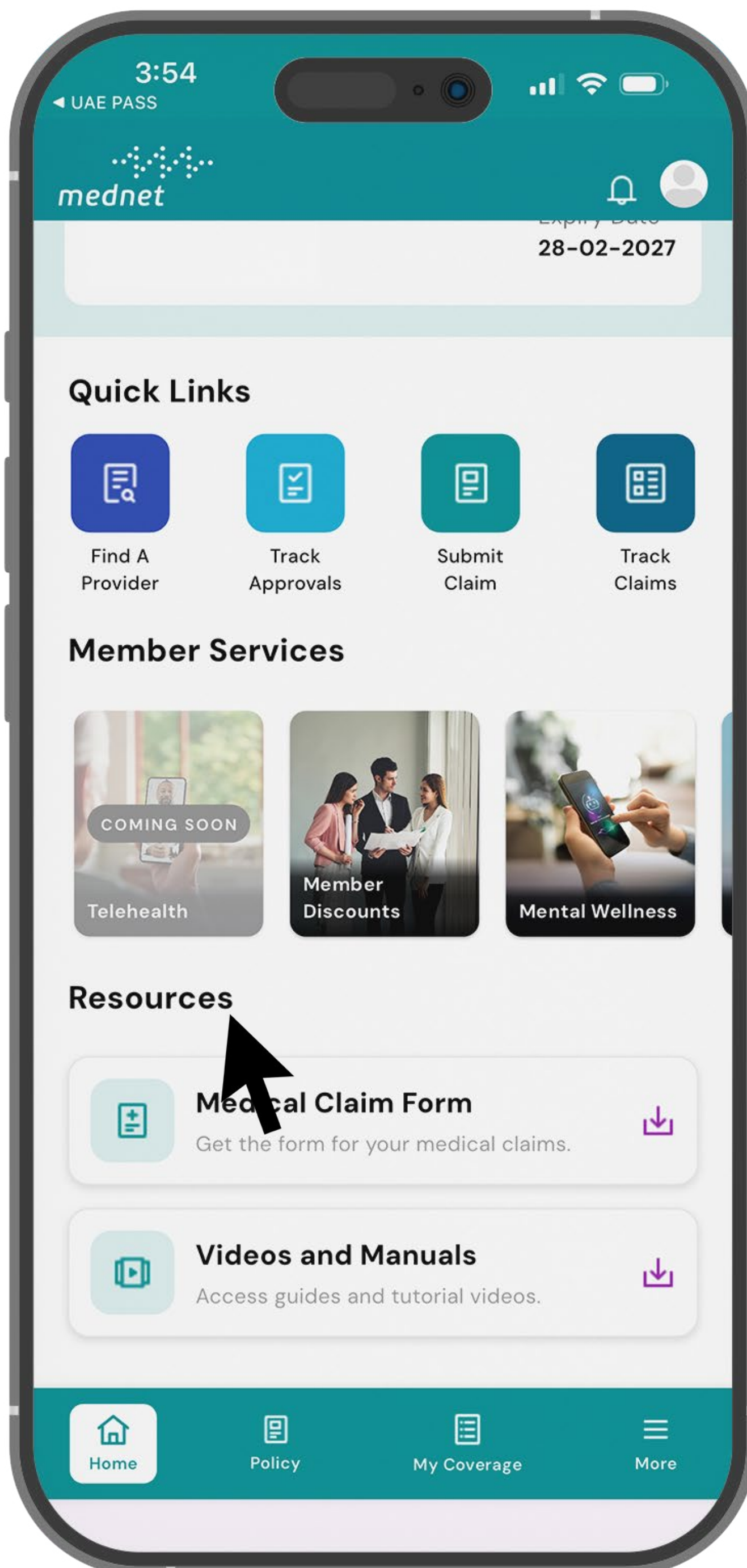
- Tap **Certificates**
- You can download your Insurance Certificate and Travel Certificate
- If your policy status is expired, you will only be able to download your Certificate of Continuity (COC).

Resources



Access a variety of helpful materials in the **Resources** section. Here you can easily download the necessary claim forms required for submitting your requests.

Additionally, you can also explore how-to videos and detailed manuals designed to guide you step-by-step through different processes, ensuring a smooth and well-informed experience.





For additional support or to send your feedback, from the More tab in the menu and click [Contact Us](#).

- Chat with a call center agent online.
- Find a list of frequently asked questions and answers (FAQs).
- Send your complaints or feedback and we will respond to you as soon as we can.
- Find details of how you can reach our 7/24 customer service center.

Thank you!

 800 4882

 customerservice@mednet.com

 www.mednet.com