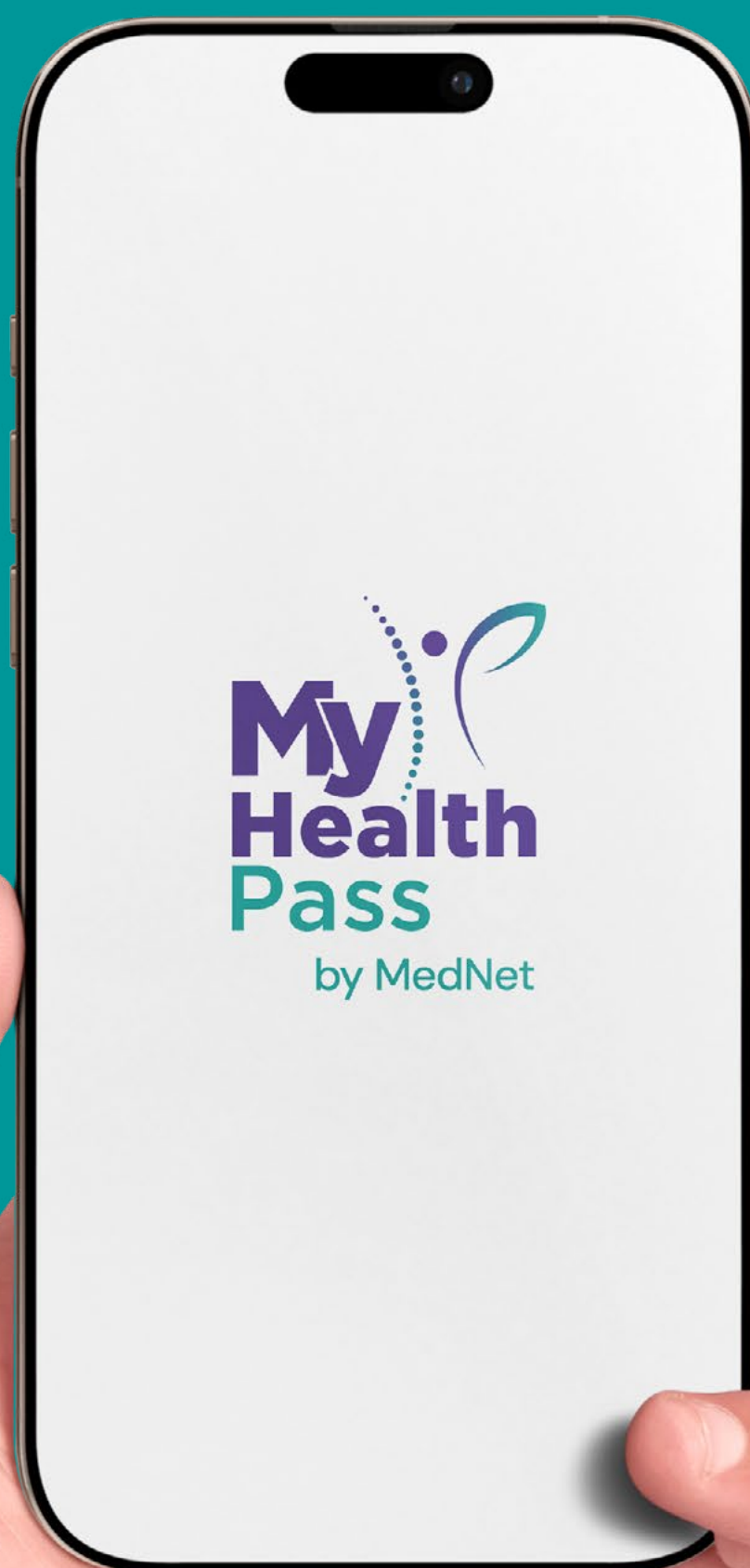


# MyHealthPass App Guide



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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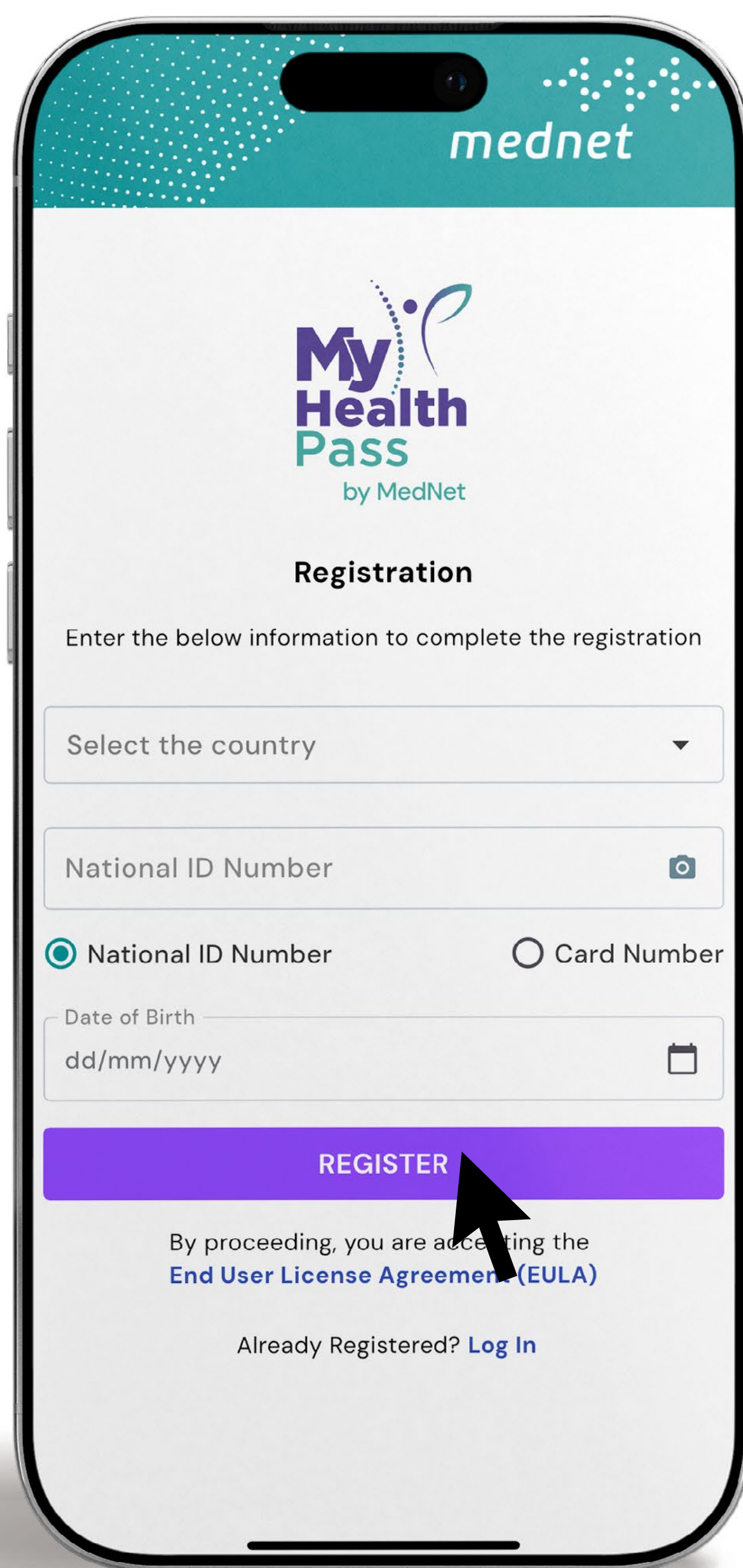
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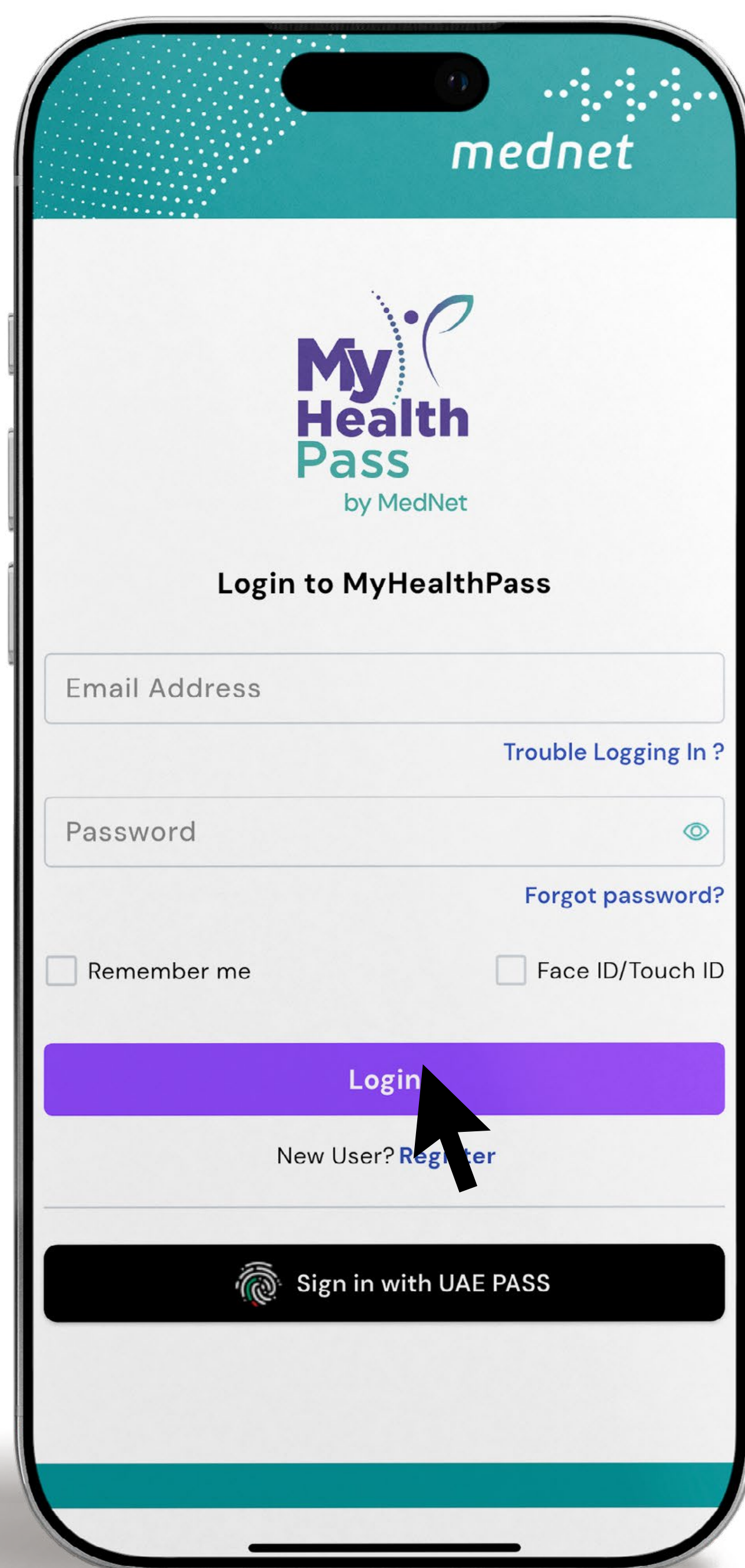
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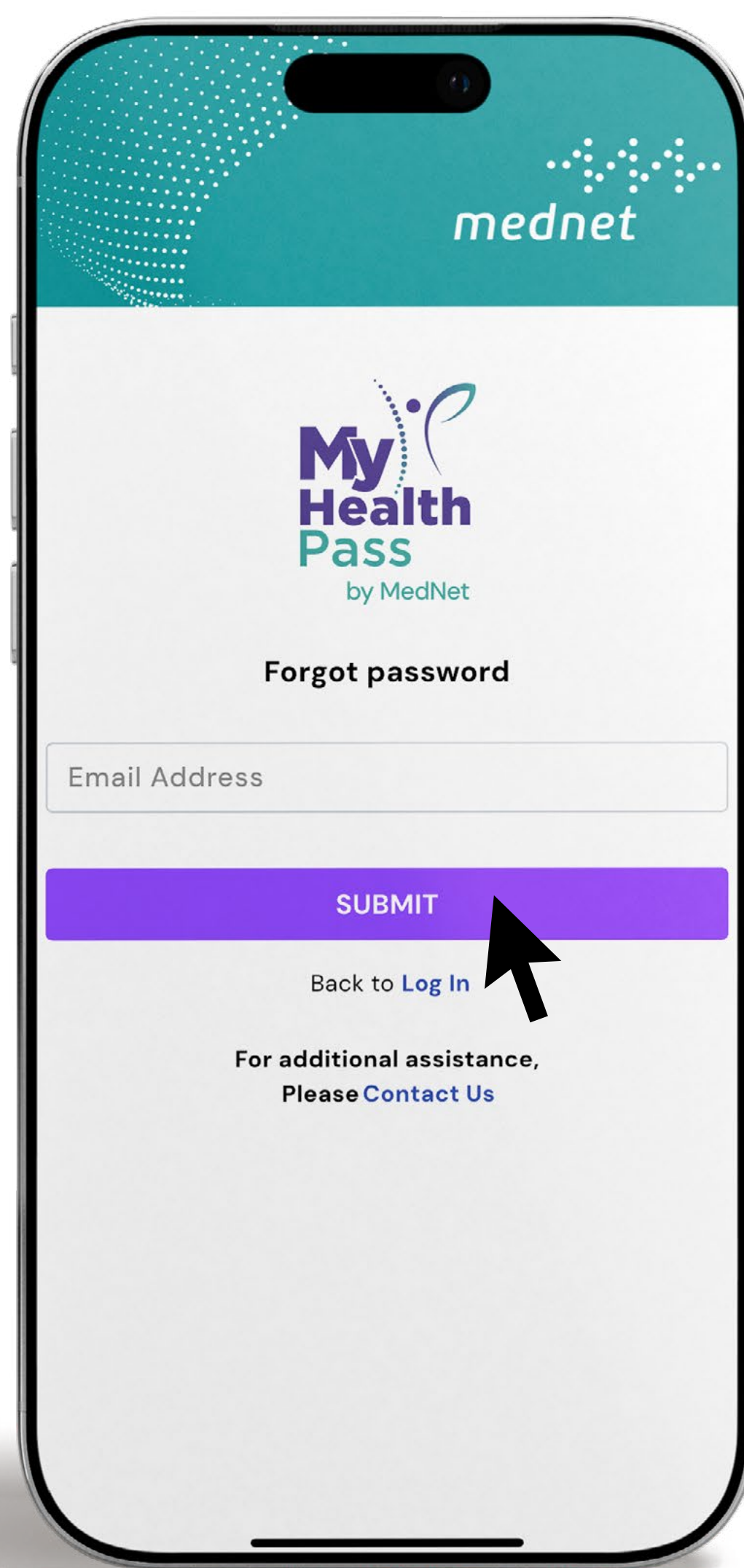
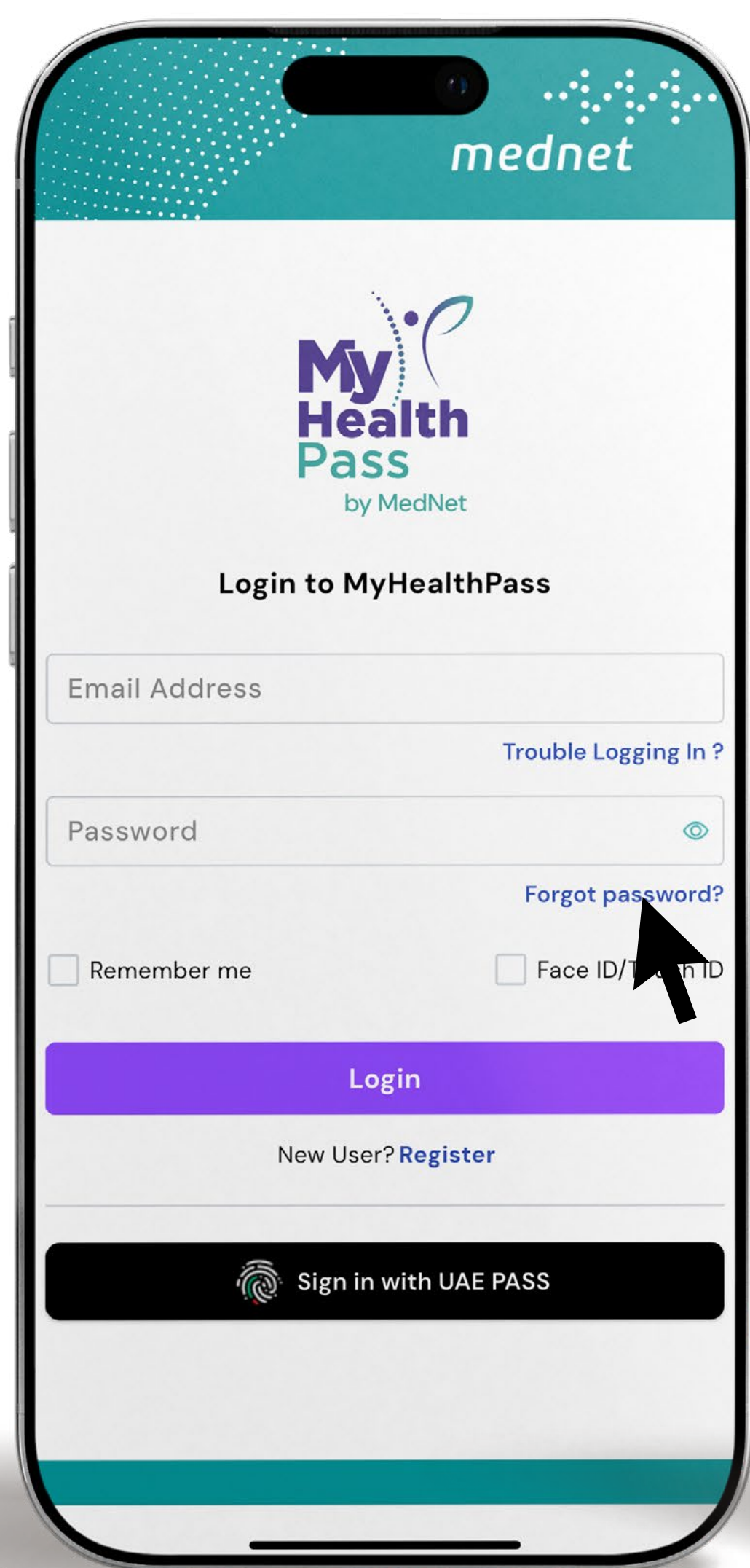


- Choose your **Registration** method: National ID, or Card Number.
- Enter your National ID or Card Number.
- Enter your Date of Birth.
- Tap Register.



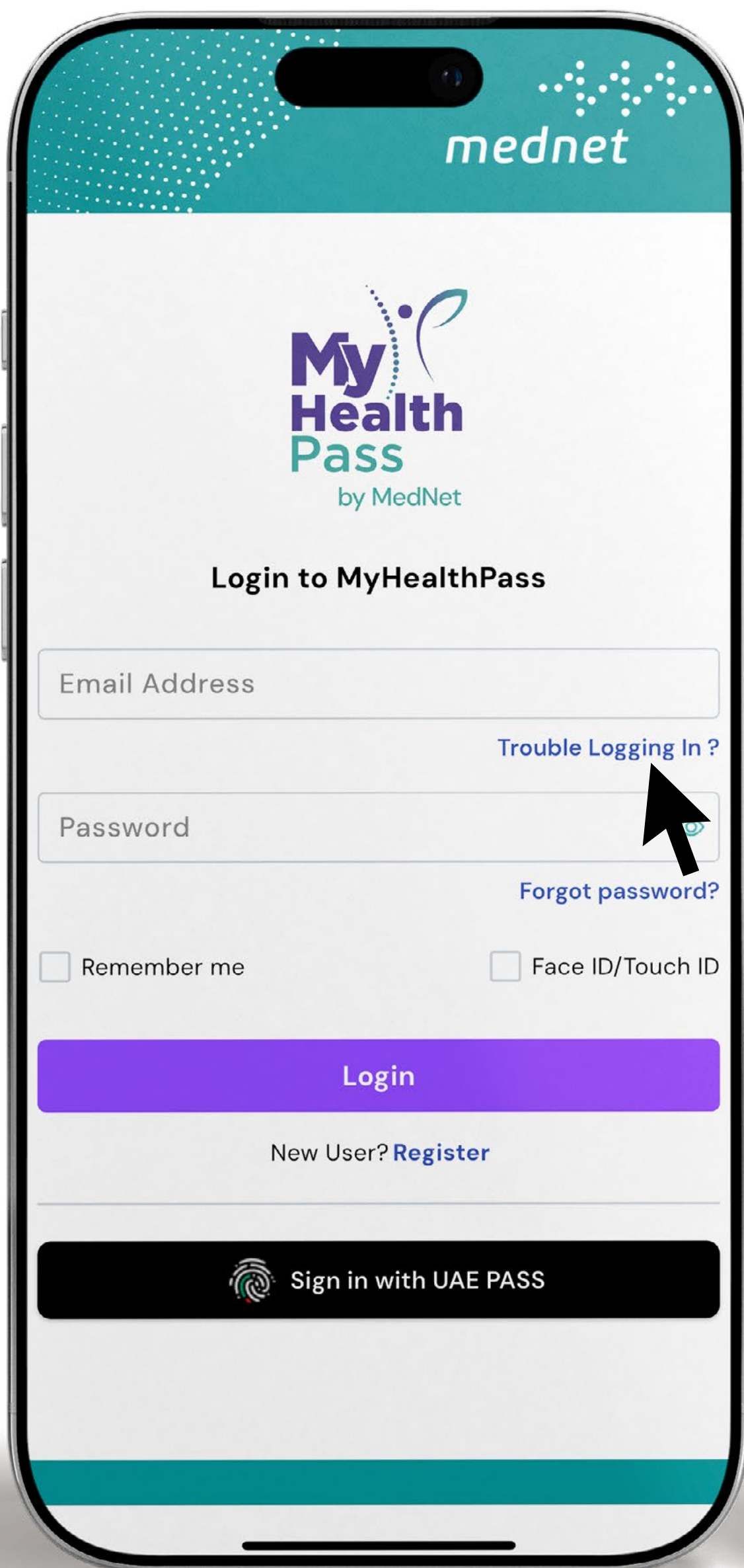
### Log in using one of these options:

- 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.

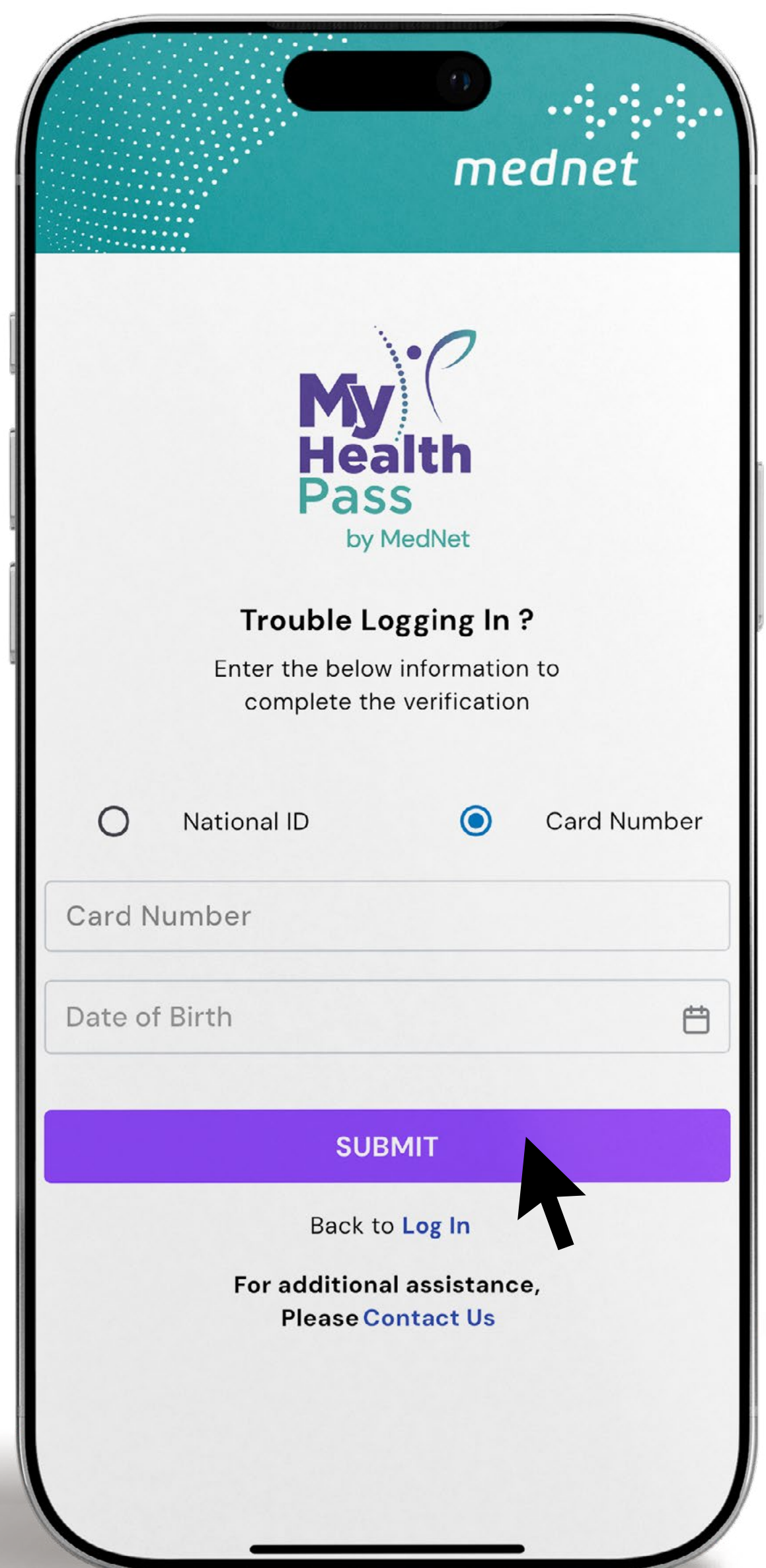


- On the Login screen, tap **Forgot Password?**

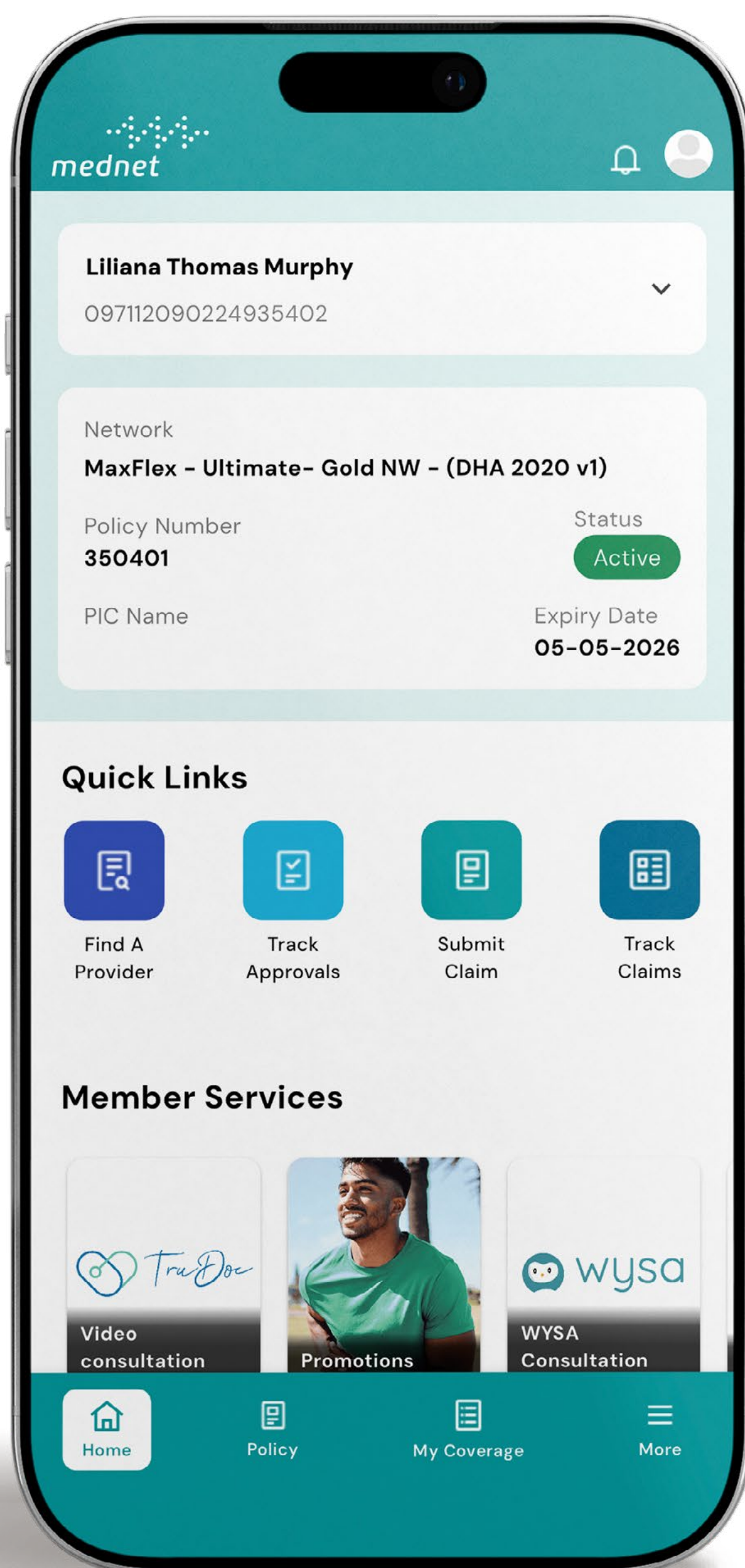
- Enter your registered email address.
- Check your inbox for reset instructions.



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

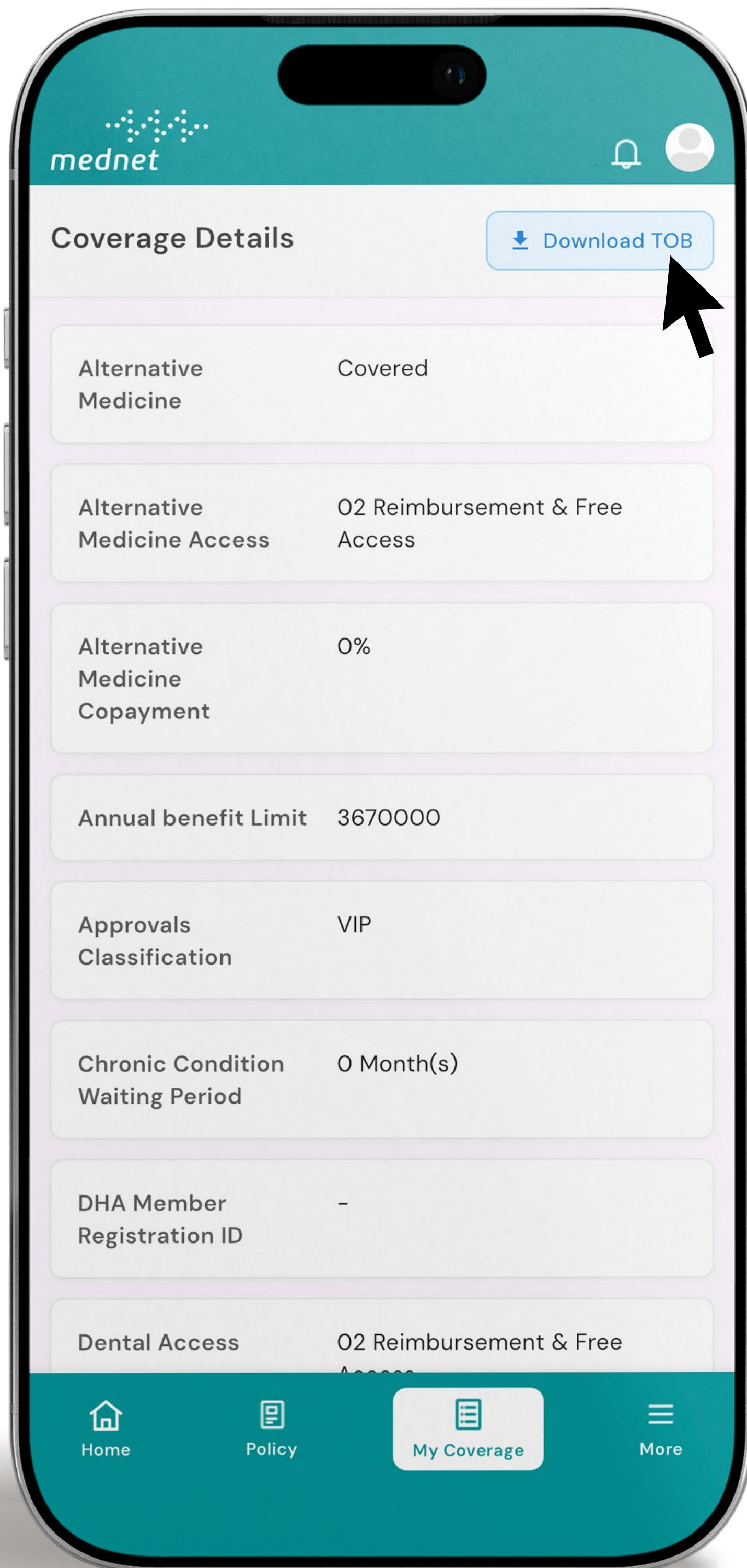


- Enter Your National ID or Card Number and Date of Birth.
- Tap Submit to verify your details and proceed.
- If the issue persists, contact us at 800 4882 for support.

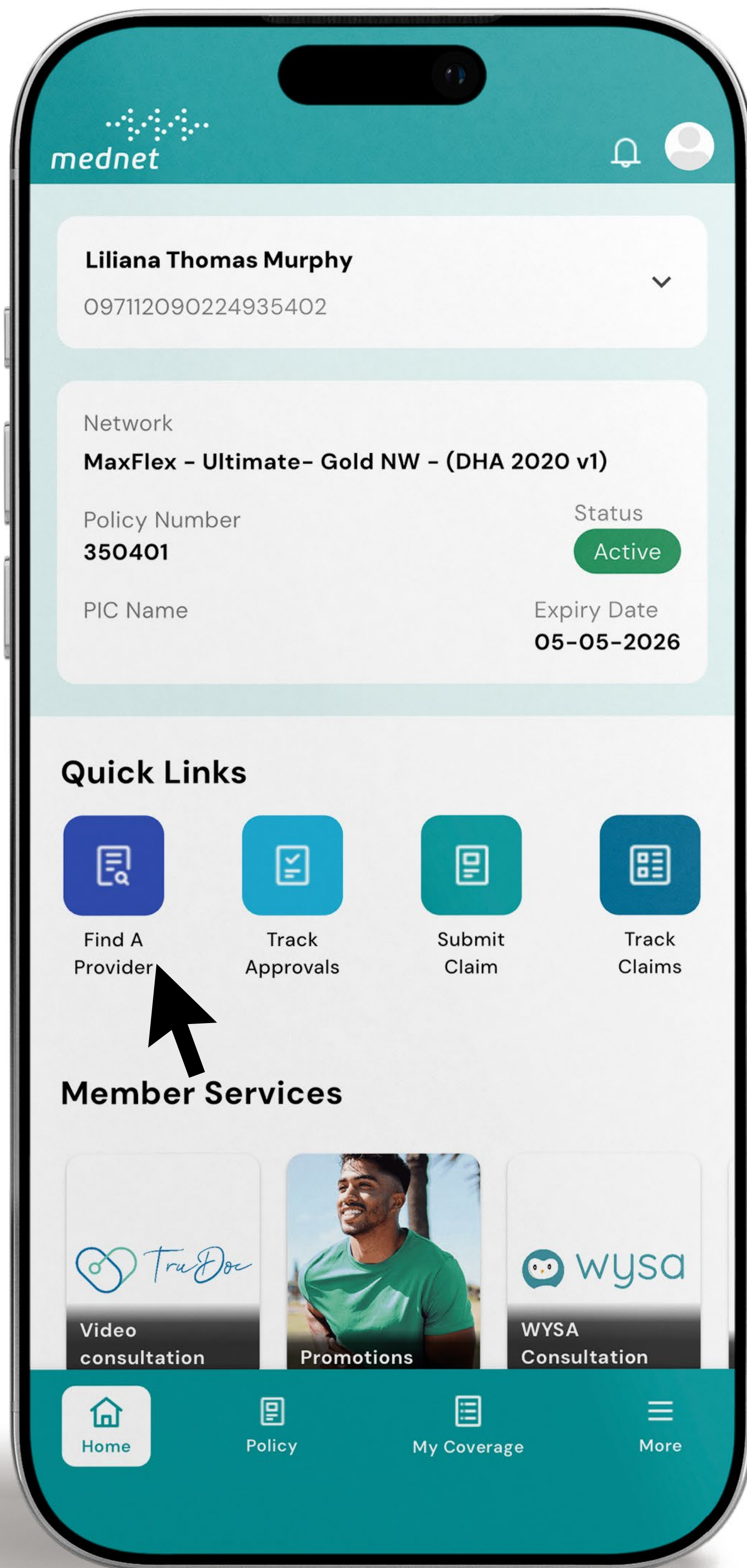


- View your and your dependents **policy** from the Home page.
- You can also see from here the **status of your policy**
- To view more details click on the **policy tab** at the bottom of the home page
- If your policy is expired, you will only be able to view limited functionalities. To re-activate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

## View Coverage Details

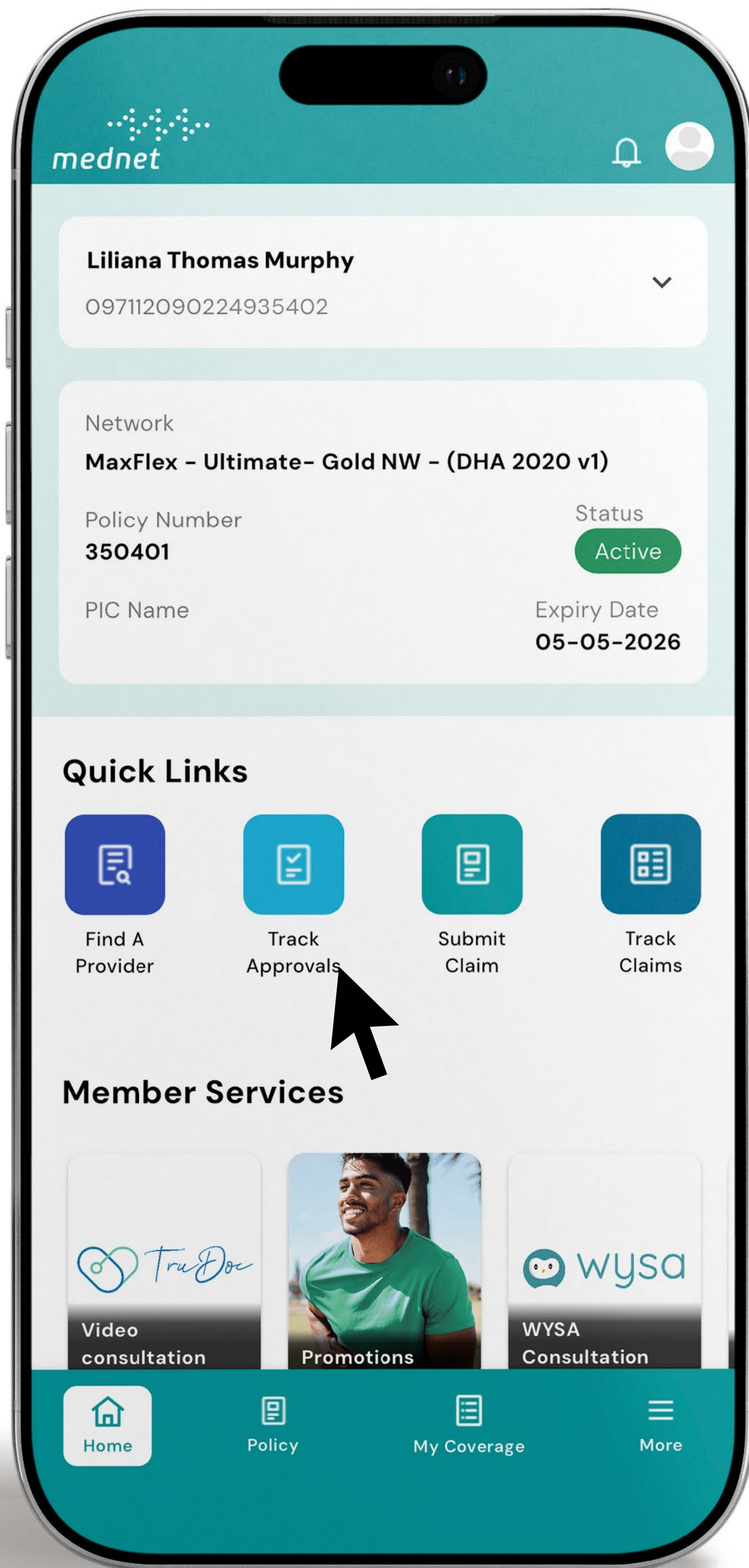


- View coverage details by clicking **My Coverage** tab from the home page.



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

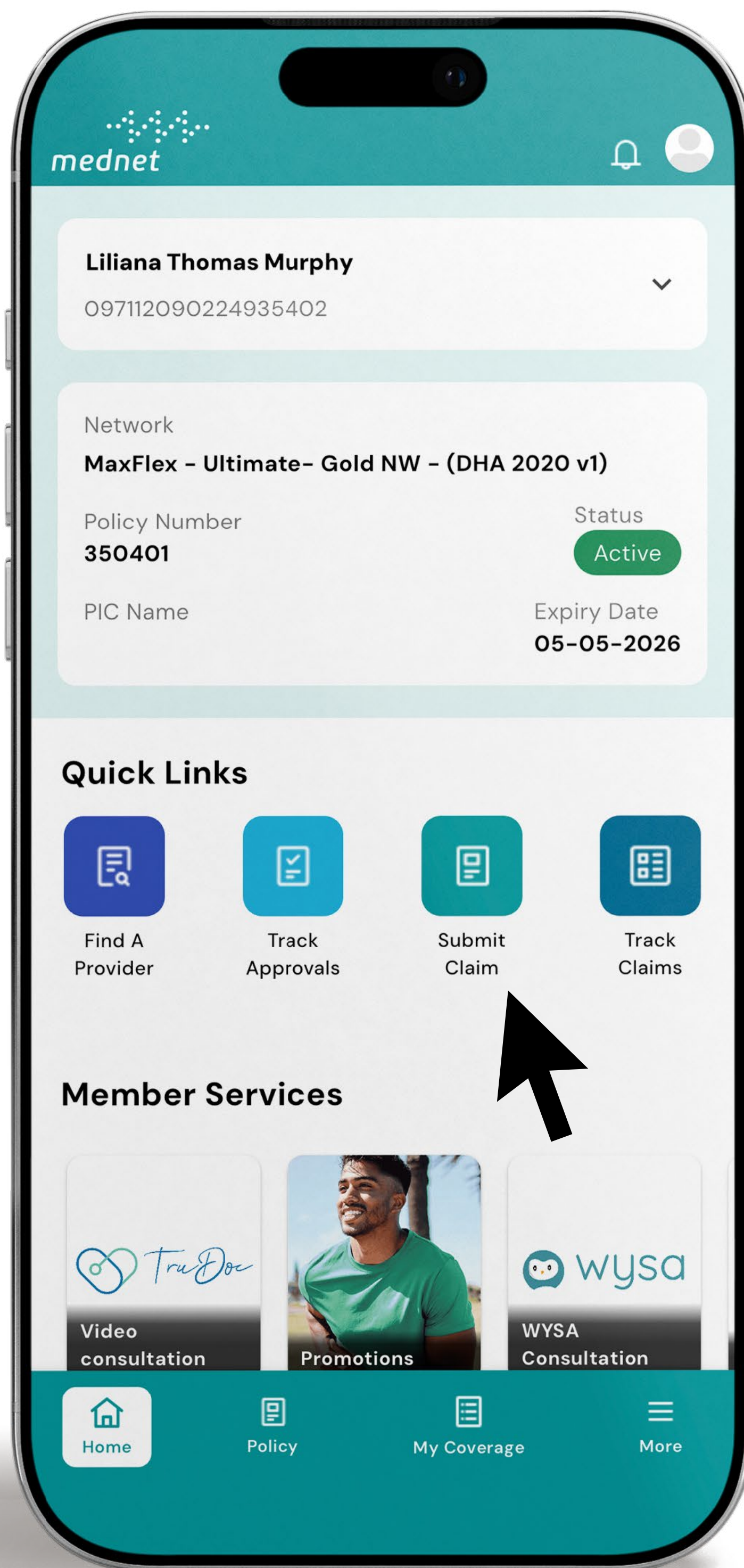
- Click the "Find a Provider" tab from the home page.
- You can search for providers by proximity to your location or by country, city, area and provider type.

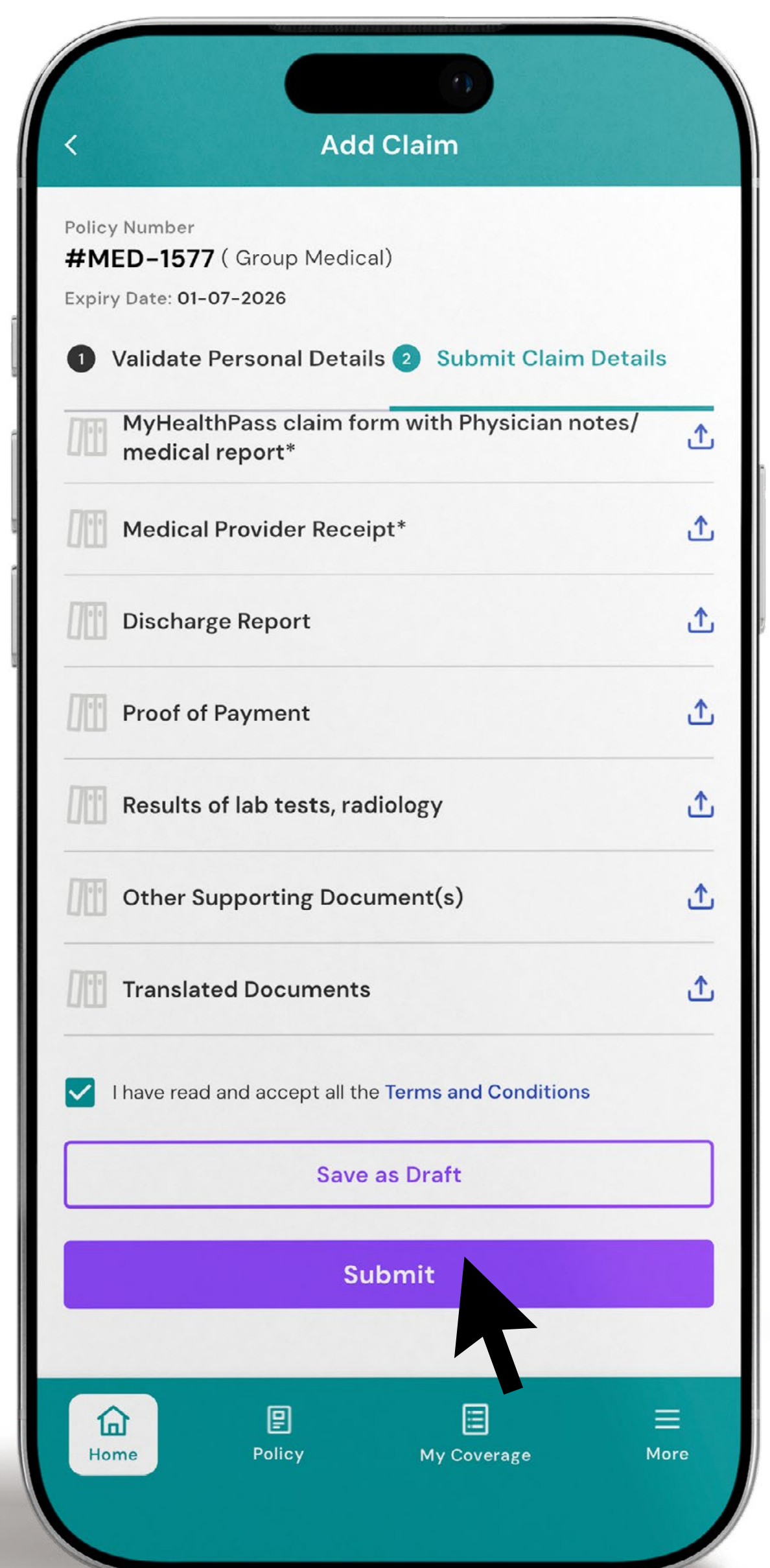
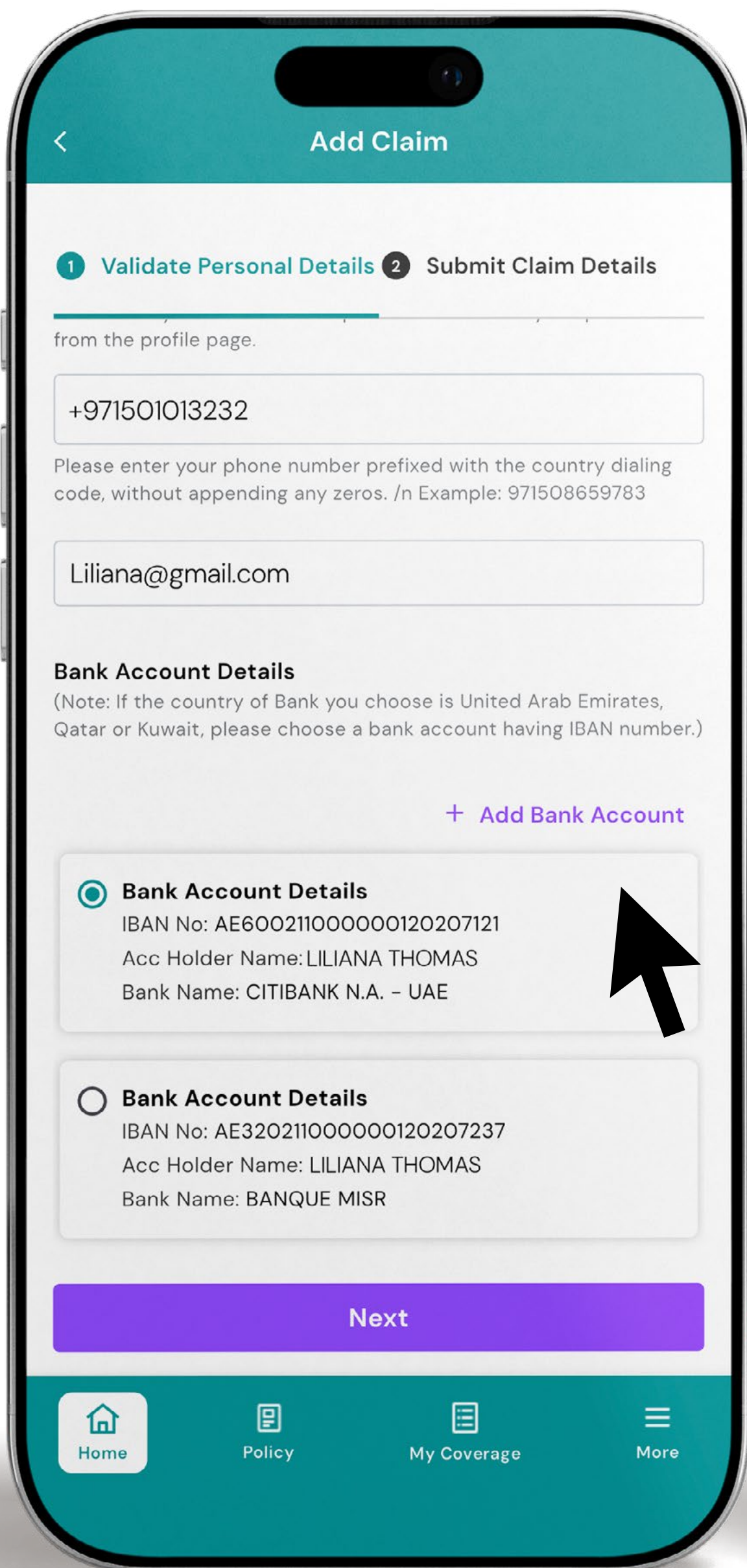


- Providers may send request for medical procedures that require pre-approval. To track these requests, click “Track Approvals” from the Quick Links section in the home page.



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:



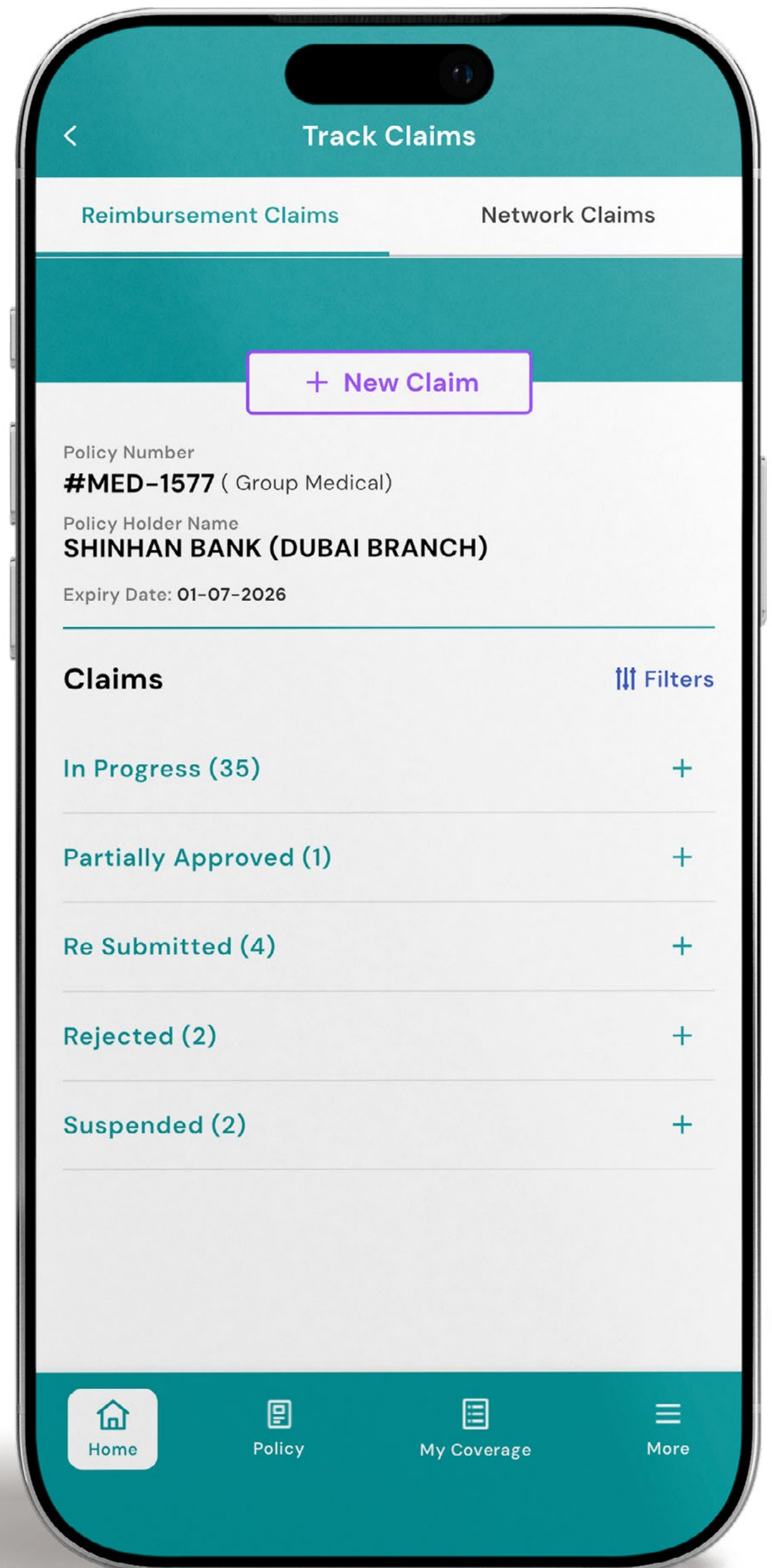
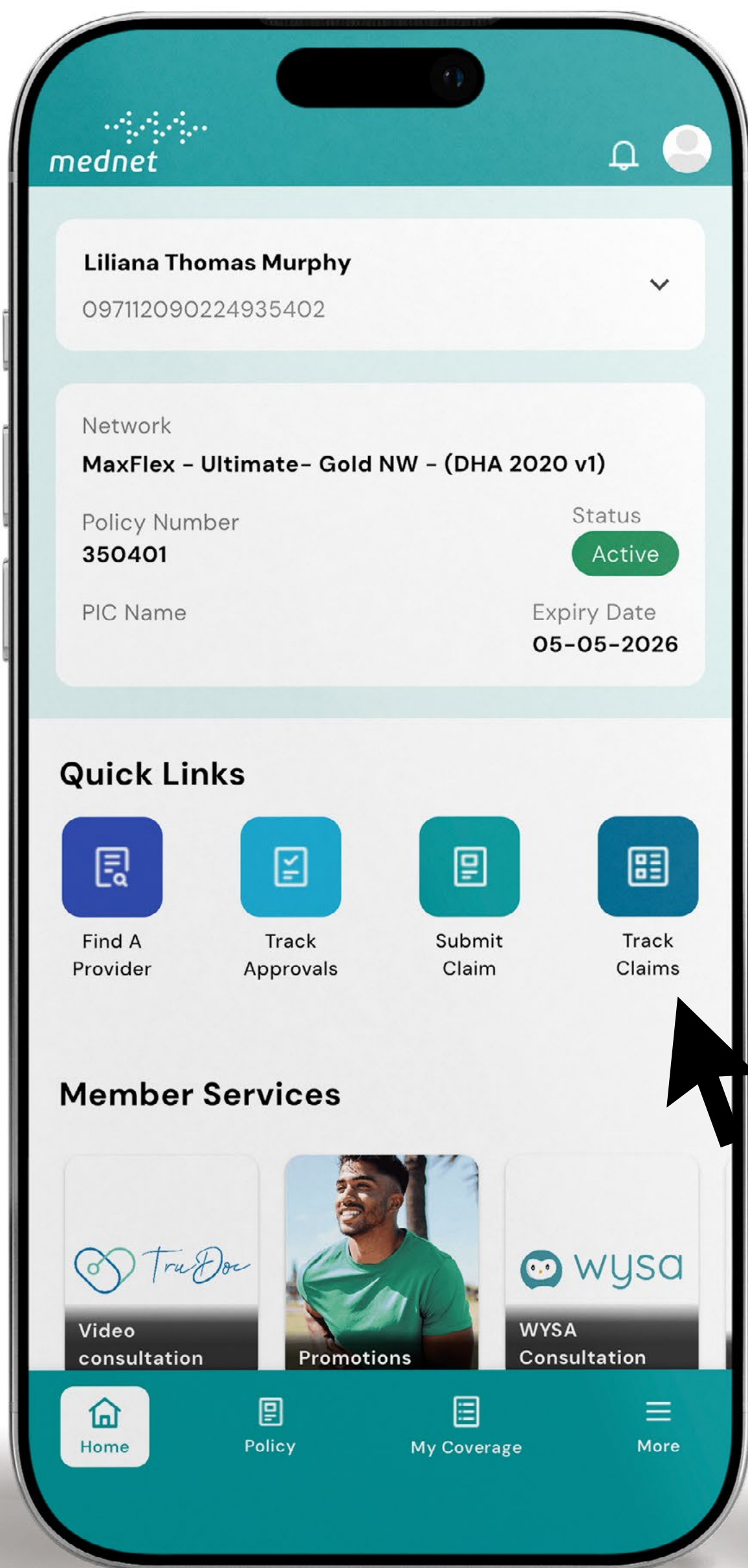


- Fill in the form with your claim and bank account details.

- Attach the required documents to support your claim

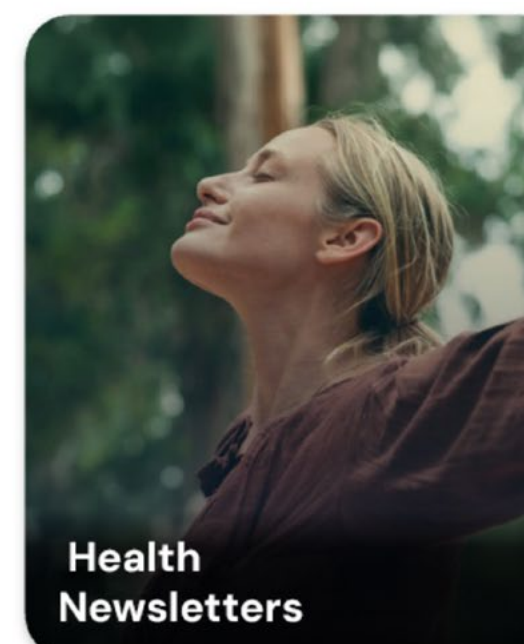
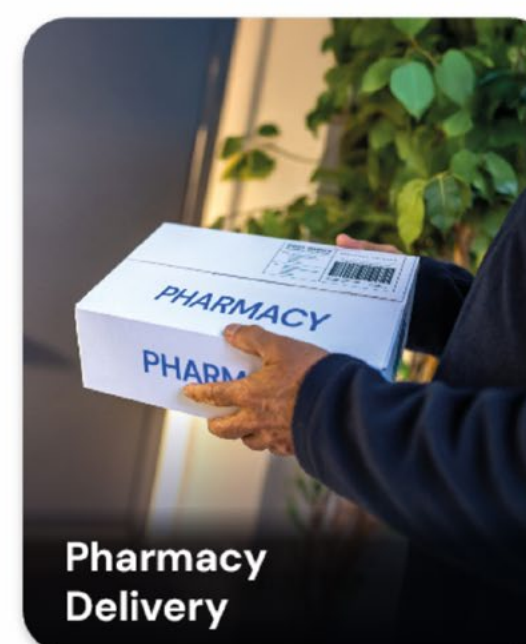
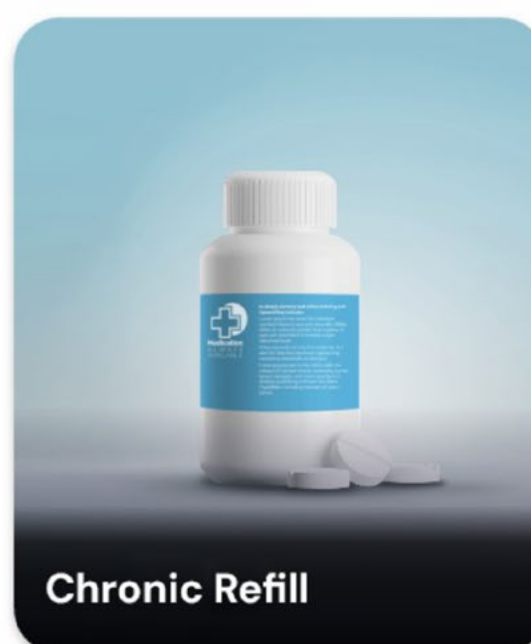
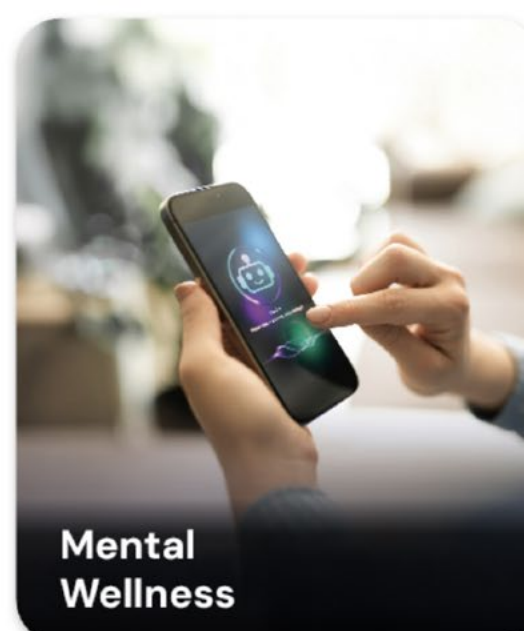
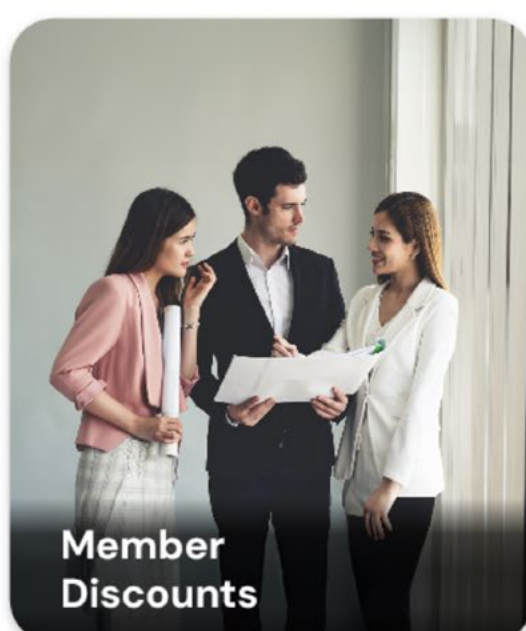
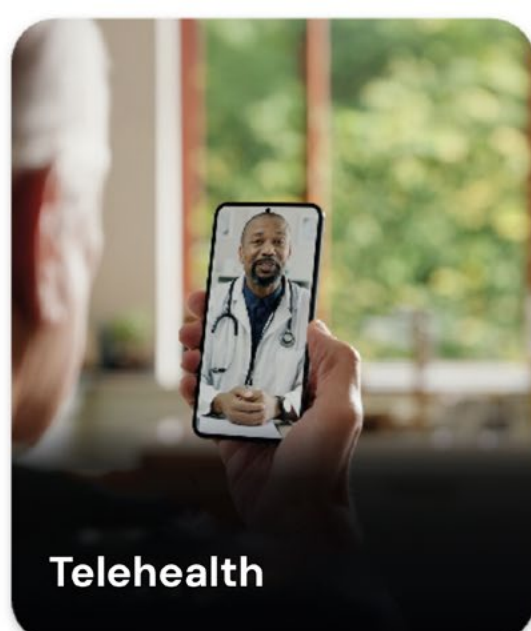
(You can upload up to 15 supporting documents with the size of 15 MB/file or total size not exceeding 75 MB with file types as .jpg, .pdf, .doc, .png, .jpeg).

- Click Submit.



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

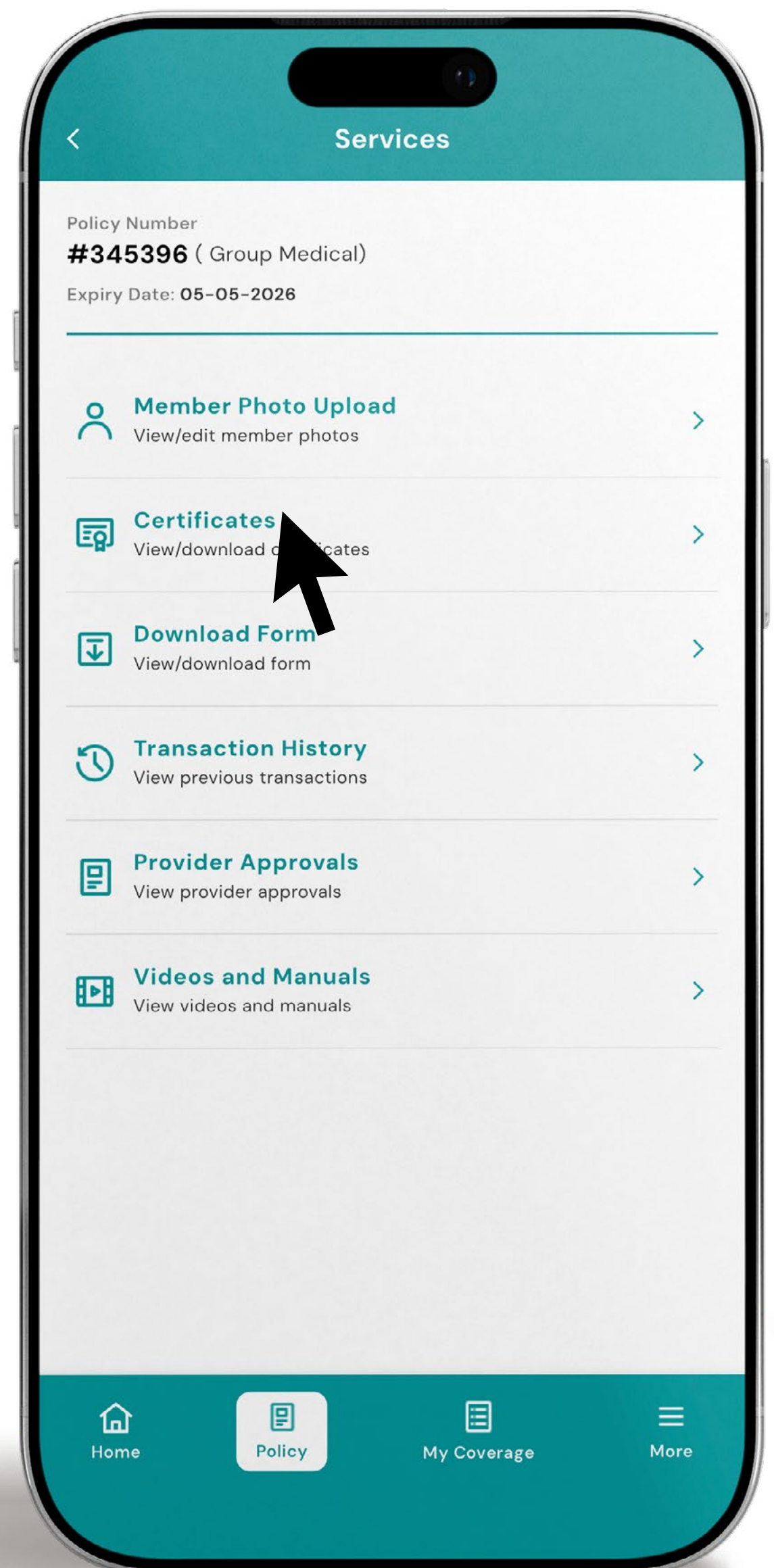
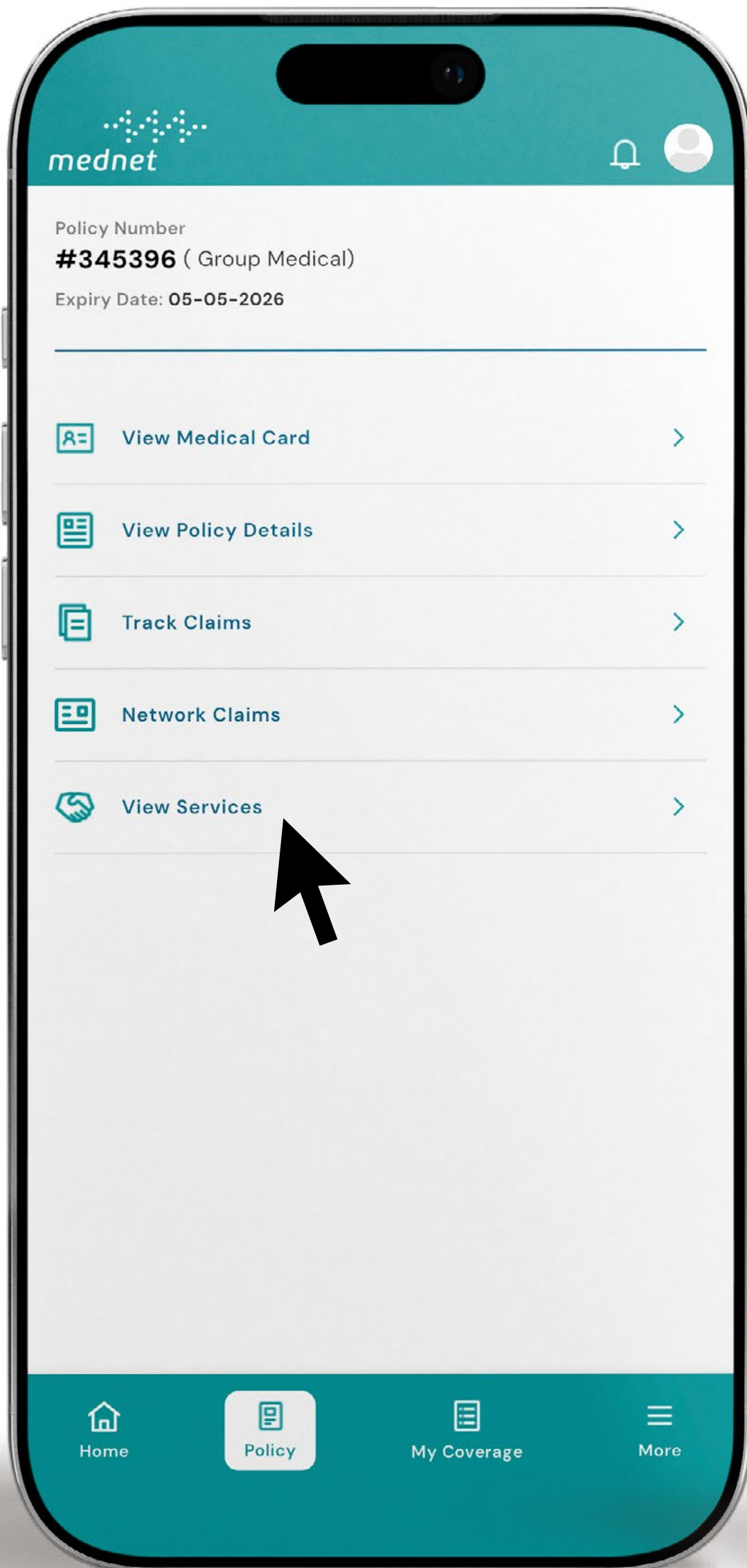
- Click **Network Claims** to view services availed at network providers.
- You may also re-submit partially approved and rejected claims attaching additional documents to support your claim.



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

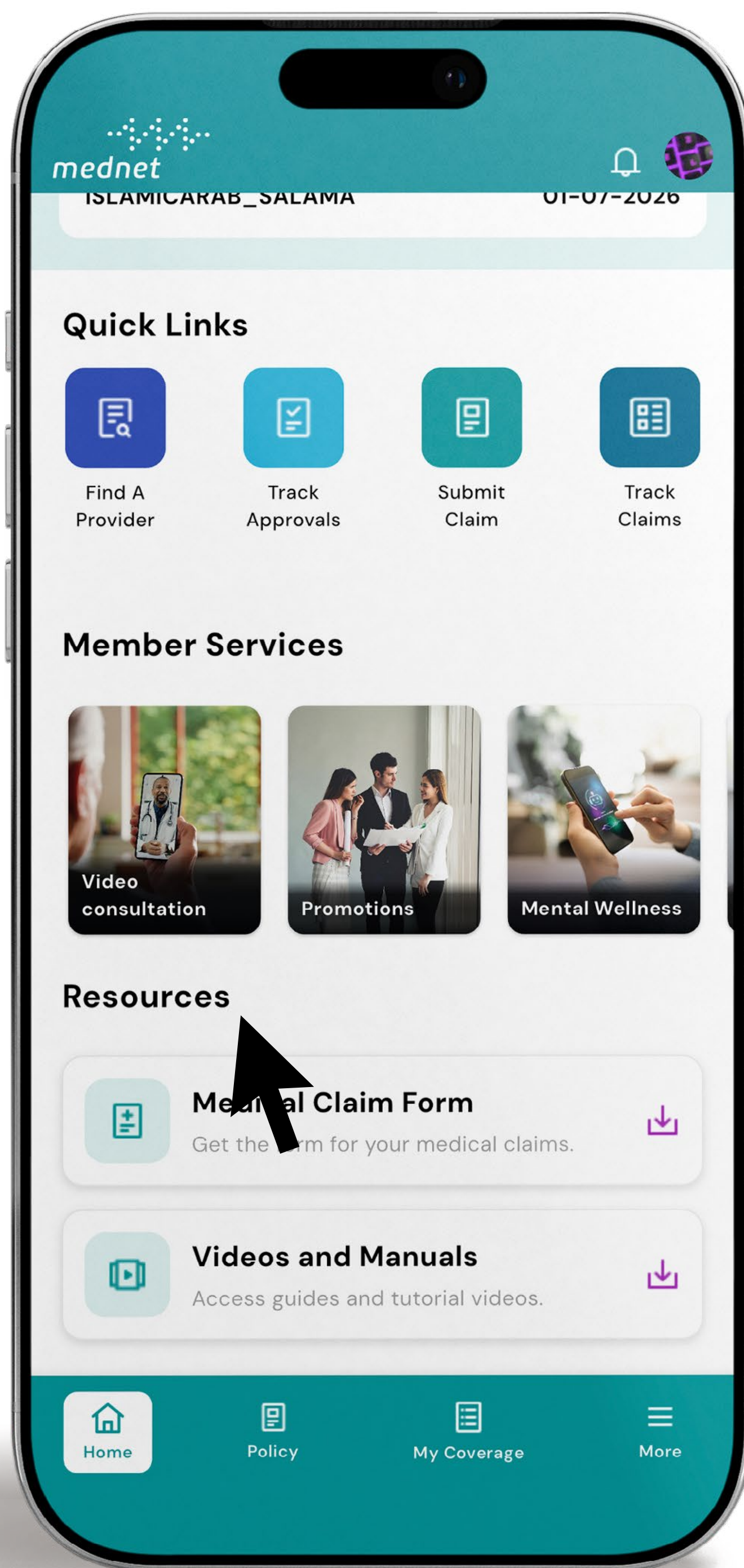
- Tap **Certificates**
- You can download your Insurance Certificate and Travel Certificate
- If your policy status is expired, you will only be able to download your Certificate of Continuity (COC).

## 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](mailto:customerservice@mednet.com)

 [www.mednet.com](http://www.mednet.com)