

The Enhanced IHP Health Concierge App

Walkthrough and User Guide



IHP Health Concierge

Access IHP Mobile App

1. Go to App Store or Google Play

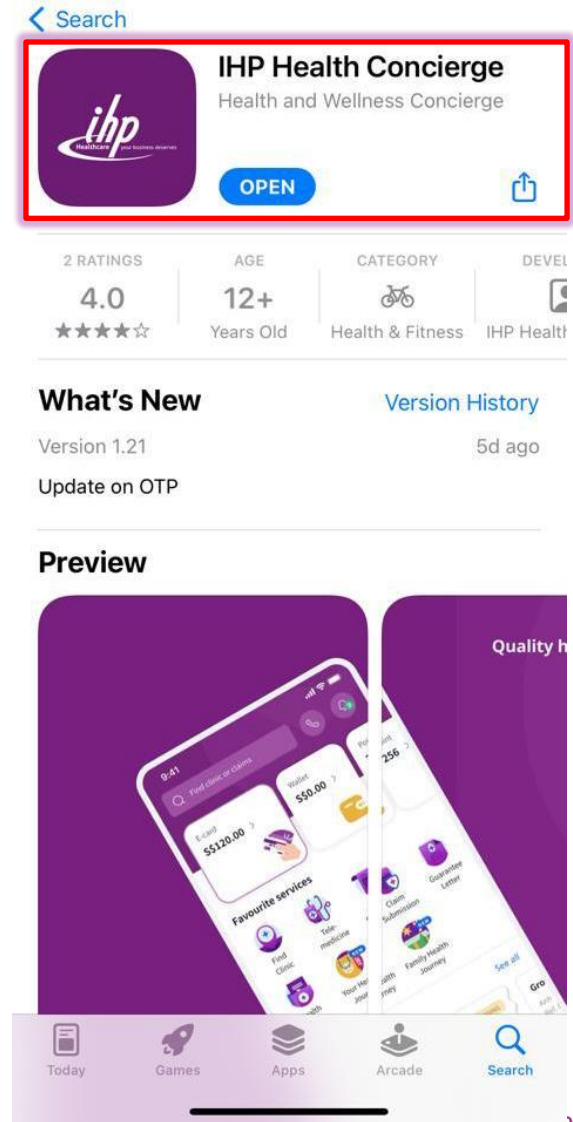


2. Search for 'IHP Health Concierge'



3. Click 'Get' or 'Install' to download

*For the upgraded version, only app updates via the App Store or Google Play are required.



IHP Health Concierge

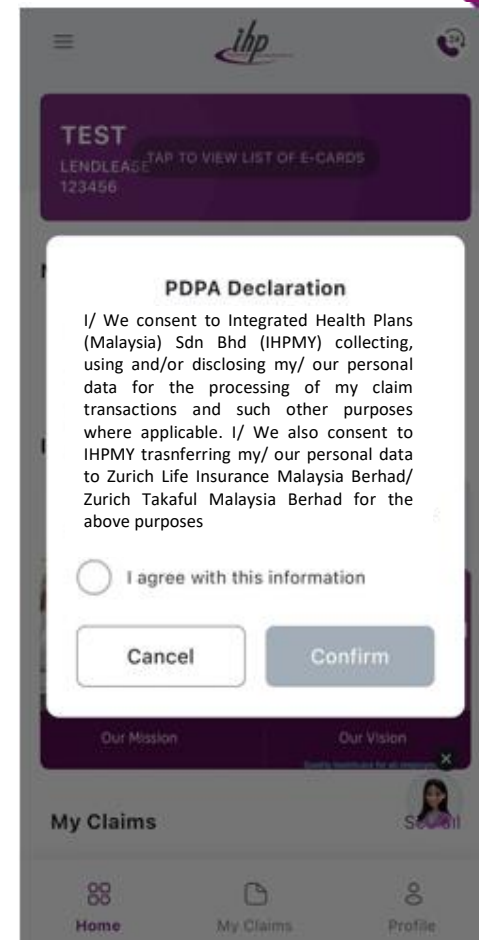
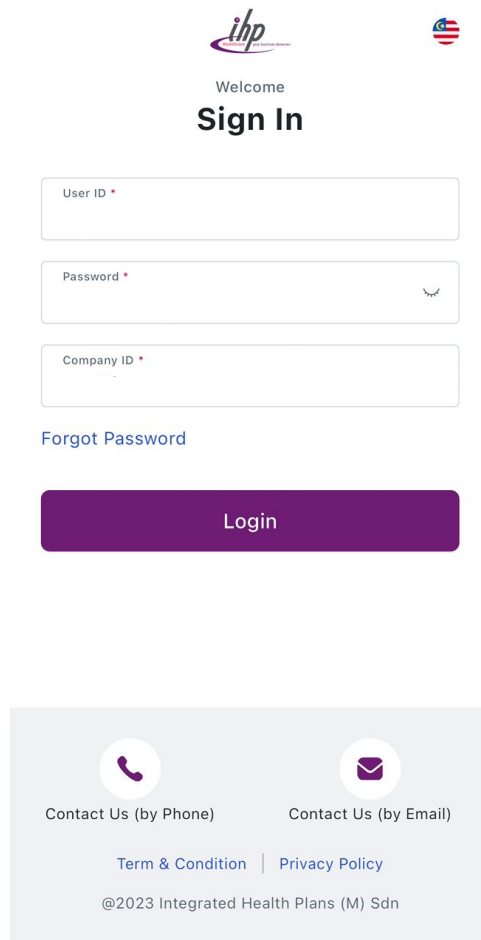
Login Guide

Log in using the credentials provided in your onboarding email. Make sure to accept the PDPA declaration within the app.

User ID: NRIC (XXXXXX-XX-XXXX)*
 Password: Date of birth in format of DD/MM/YYYY
 Company ID: ZURICH-LI or ZURICH-FT

**NRIC for user ID must include dash (-)*

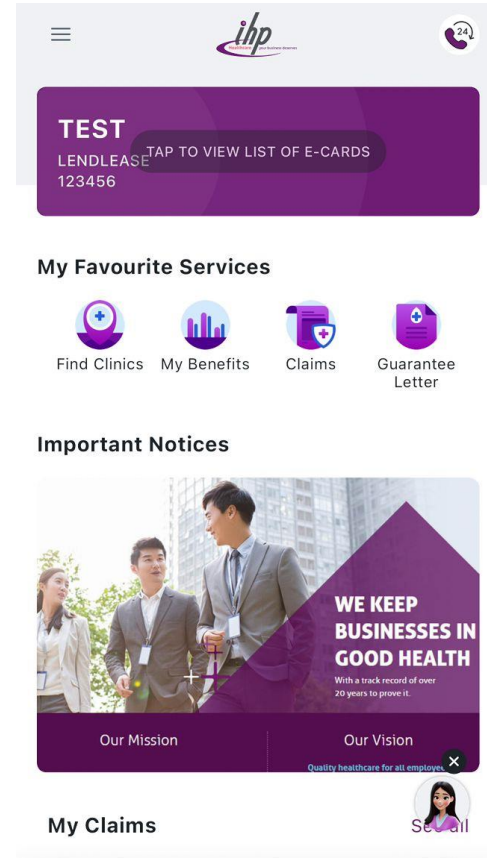
Company	Company ID
ZURICH LIFE INSURANCE MALAYSIA BERHAD	ZURICH-LI
ZURICH TAKAFUL MALAYSIA BERHAD	ZURICH-FT



IHP Health Concierge

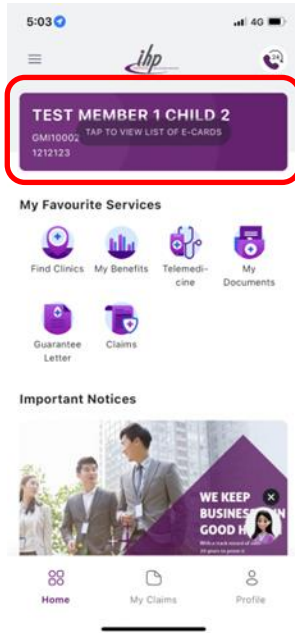
Enhanced Dashboard

Improved user interface and experience to better meet the needs of our members.

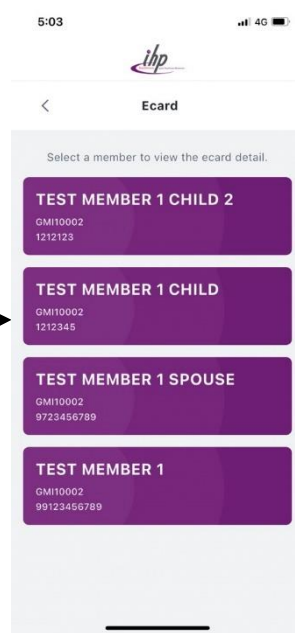


IHP Health Concierge

View E-Card



1. Tap the name to view eCards / list of eCards.

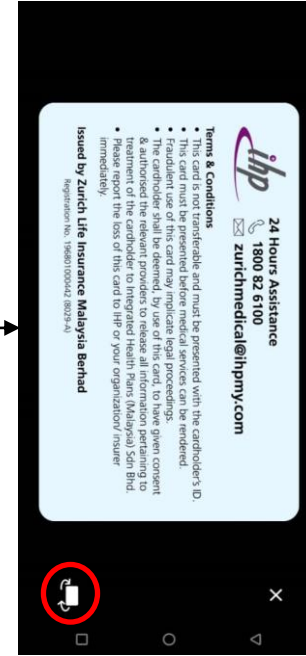


2. List of eCards of member and dependents will be displayed.

3. Click on the name to view details.



Front side of eCard



Back side of the eCard

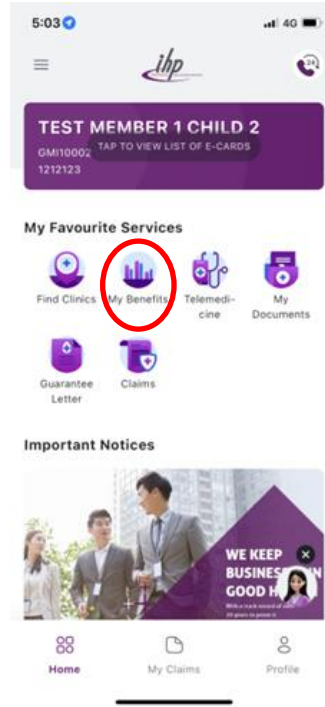
4. Click on the icon to flip the card.

IHP Health Concierge

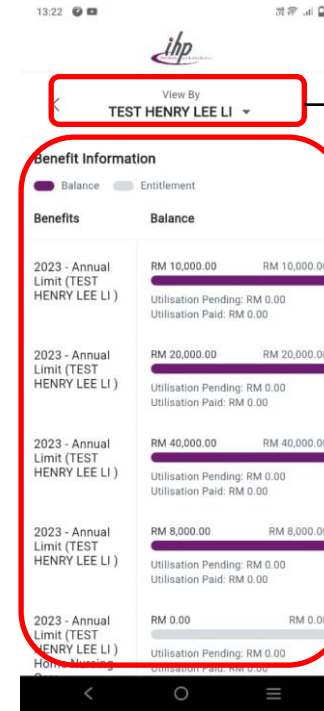
View Entitlement

Clearer View of Member's Benefits:

We've improved the display of entitlements and balance limit, providing you with a clearer and more detailed view of your member benefits. Remain easily informed about your benefits.



1. Access your own benefits from Home Page by clicking "My Benefits"

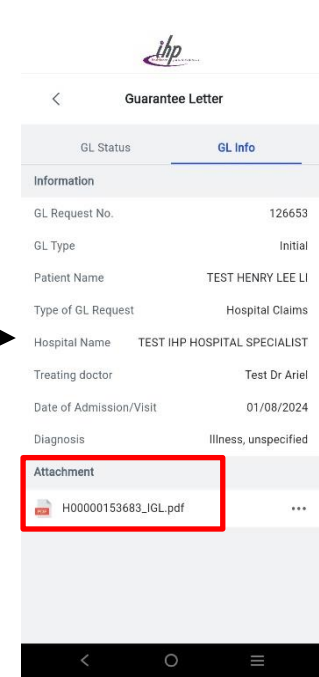
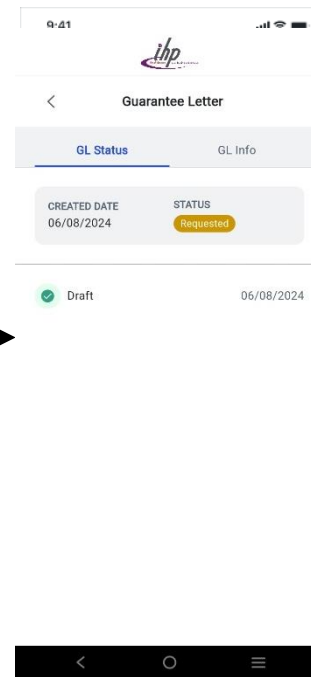
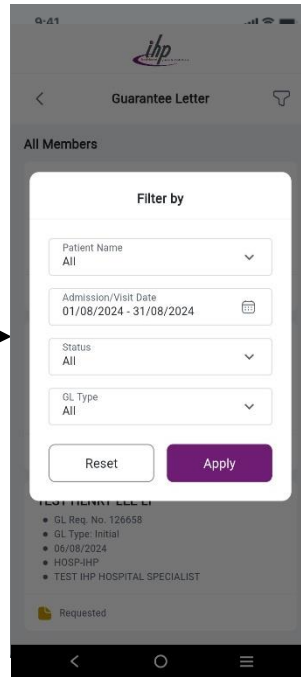
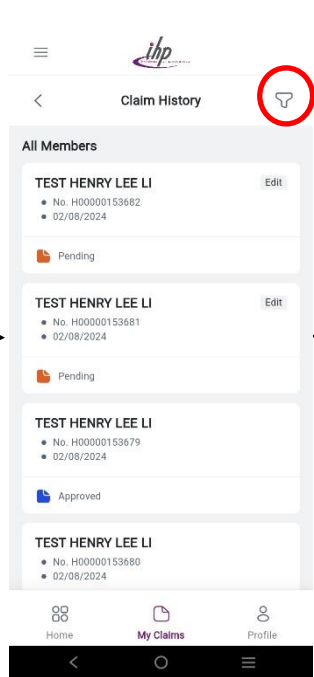
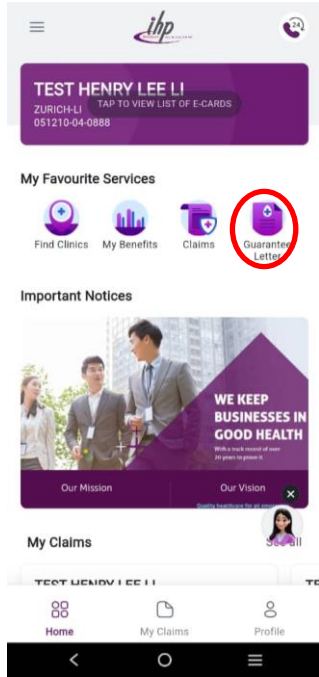


2. Select member/dependent to view remaining balance limit.

3. View benefits, balance limit and entitlement of member/dependent.

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View/Filter Guarantee Letter (GL) Listing



1. Go to GL Listing from Home Page by clicking "Guarantee Letter".

2. User can view GL Request in list. Click the "Filter" Icon to view specific listing.

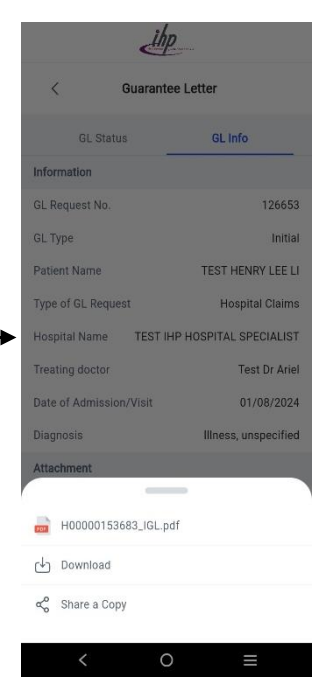
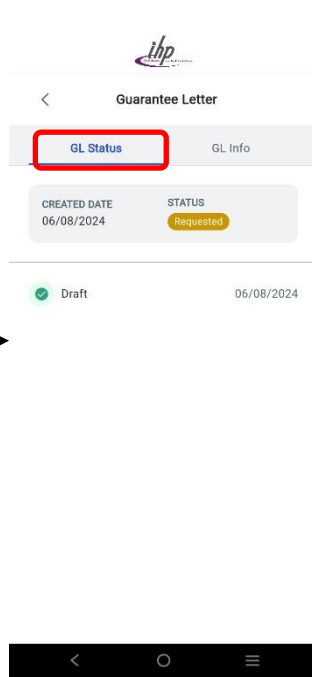
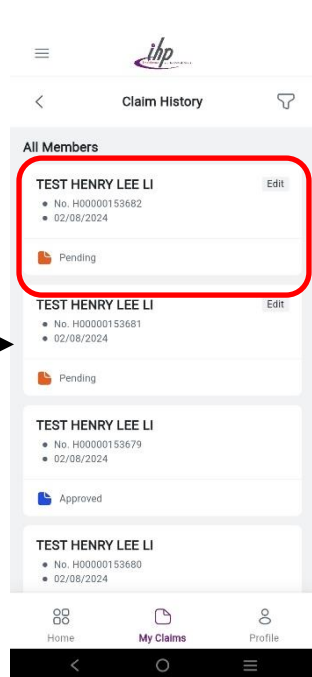
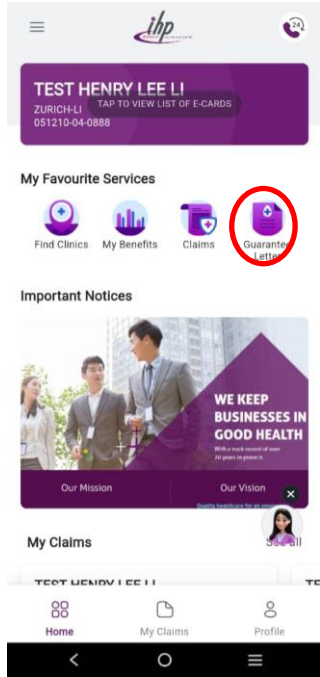
3. User may filter by Patient Name, Admission/Visit Date, GL Status, and GL Type.

4. GL Request Listing is filtered.

5. Click "GL Info" to see GL attachment (Initial GL, Decline GL or Final GL).

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View Guarantee Letter (GL) Detail



1. Go to GL Listing from Home Page by clicking "Guarantee Letter".

2. User can view Claim Detail by selecting a claim from Claim History listing.

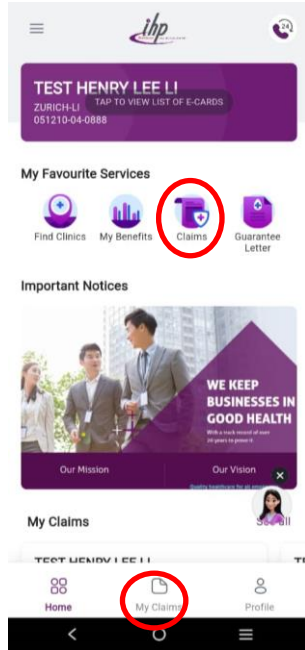
3. User can view GL Journey, Status and Summary information in "GL Status" Tab.

4. By clicking on "GL Info", user can view GL Information and Attachment.

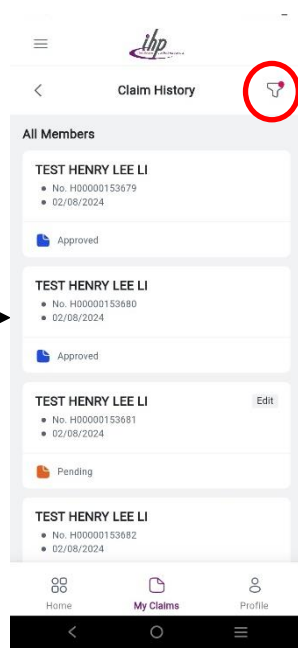
5. To download/share documents, user can click on the "More Options" Icon under GL Info.

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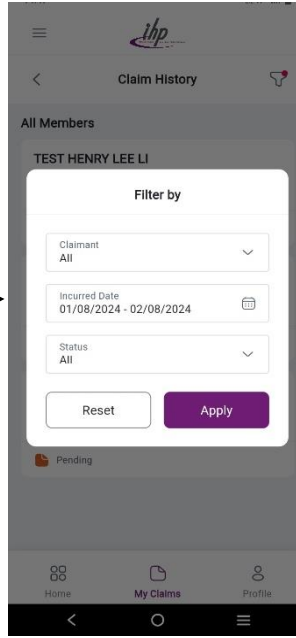
Reimbursement Claims Listing



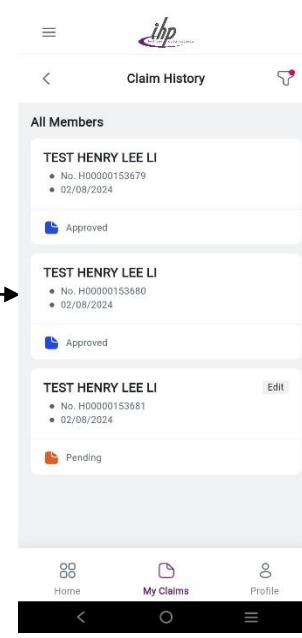
1. Go to Claims Listing from Home Page by clicking “My Claims” or “Claims”.



2. User can view Claims in list. Click the “Filter” Icon to view specific listing.



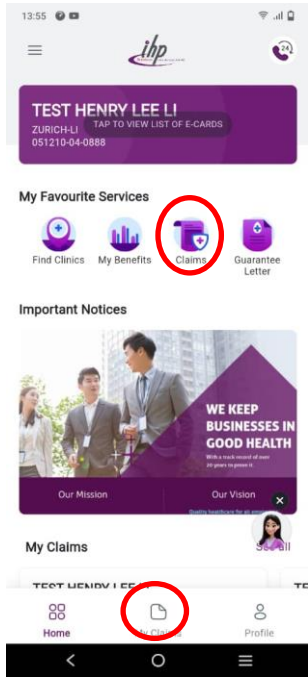
3. User may filter by Claimant Name, Incurred Date, and Claim Status.



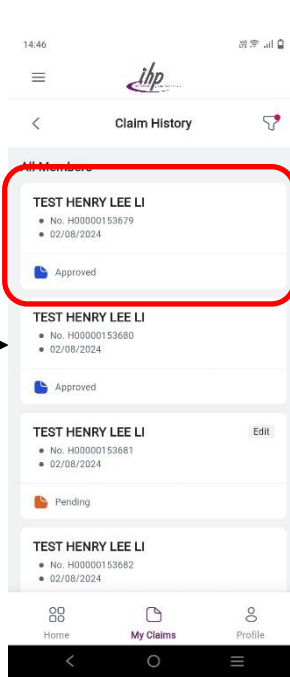
4. Claim Listing is filtered.

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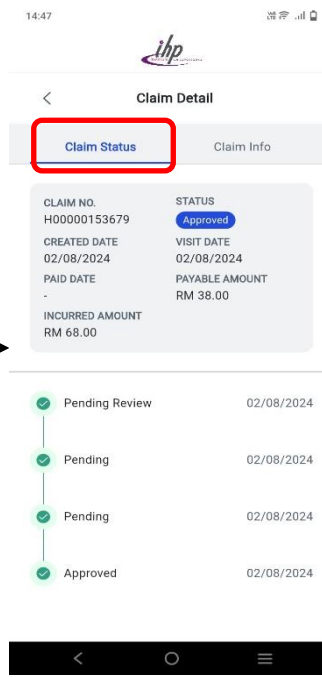
View Reimbursement Claims Detail



1. Go to Claims Listing from Home Page by clicking "My Claims" or "Claims".



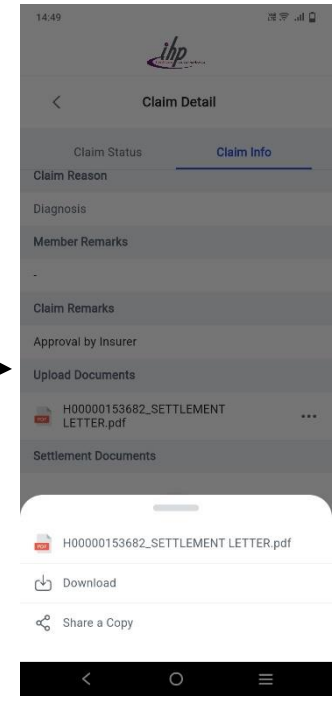
2. User can view Claim Detail by selecting a claim from "Claim History" listing.



3. User can view Claim's Journey, Status and Summary information in "Claim Status".



4. By clicking on "Claim Info", user can view Claim Detail, Claim Reason, Member Remarks, Claim Remarks, Uploaded and Settlement Documents.



5. To download/share documents, user can click on the "More Options" Icon under "Claim Info".

Frequently Ask Questions

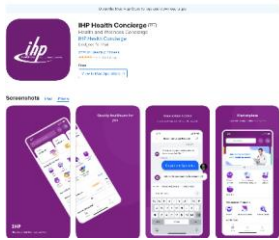
1. I have the existing IHP mobile app, why do I need to download the new app?

Answer: The new IHP Health Concierge App is designed to enhance your overall experience with improved features. The existing app (blue icon) will cease to function effective **1st September 2024**. We encourage you to download the new app immediately and delete the existing app from your mobile phone.



2. Which mobile app should I download now?

Answer: Please search for the latest app as shown in the screenshot below – ‘**IHP Health Concierge**’.



3. Where can I download the IHP Health Concierge app?

Answer: You may download at Apple Store (for iPhone users) or Google Play Store (Android users).

Frequently Ask Questions

4. If I am a Huawei phone user, can I download the IHP Health Concierge app?

Answer: Currently, our app is only supported on the Apple Store (for iPhone users) or Google Play Store (for Android users).

5. Why am I unable to log into my IHP Health Concierge app?

Answer: There are a few reasons you may be unable to log into the app. Please email us at enquiry@ihpmy.com to verify the cause and receive further assistance. Ensure the email subject is written as follows: 'Unable to log into app: Policy/ Certificate Number'. Additionally, please describe the details of the error and include a screenshot.

6. How to login as a 1st time user?

Answer: Please enter the ID using the insured's NRIC (for individual policies/ certificates) or applicant's NRIC (for family policies/ certificates) with the "-" (dash) symbol. Then, enter the date of birth (DOB) in the format DD/MM/YYYY as your password, along with company ID (**ZURICH-LI** for Zurich Life Insurance Malaysia Berhad or **ZURICH-FT** for Zurich Takaful Malaysia Berhad).

7. Can I change my password?

Answer: Yes. After logging into the app, tap on your profile located in the bottom right corner of the screen and select 'Change Password.' Follow the provided instructions to complete the process.

Frequently Ask Questions

8. Can I log in using my own ID for my child or spouse?

Answer: If the policy/ certificate is an individual policy/ certificate and you are the applicant/ participant, you need to use the child's or spouse's NRIC to login. However, if your policy/ certificate is a family plan, you can use your own login ID.

9. Can I submit my claims via IHP Health Concierge app

Answer: Unfortunately, this feature is not available. We require original documents for claims processing; therefore, we encourage you to submit your reimbursement claims at Zurich's nearest branches.

10. Can I request a Guarantee Letter (GL) via the IHP Health Concierge app?

Answer: All GL requests must be made through the admission counter at the panel hospital.

11. What should I do if the information in the IHP Health Concierge app is inaccurate?

Answer: Please email enquiry@ihpmy.com and inform us of the inaccuracy. It would be helpful to provide the screenshot as well.

12. Can I login to IHP Health Concierge app if my policy/ certificate has lapsed or been surrendered?

Answer: Access is only available if your policy/certificate is in in-force status.



Thank You

