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



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

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

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Search **IHP Health Concierge** Health and Wellness Concierge OPEN 2 RATINGS AGE CATEGORY 1 4.0 12 +dit of ***** Years Old Health & Fitness IHP Health What's New Version History Version 1.21 5d ago Update on OTP Preview Quality I



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.

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

*NRIC for user ID must include dash (-)

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

Welcome Sign In	TEST
Jser ID *	123456
Password *	PDPA Declaration
rgot Password	data for the processing of my claim transactions and such other purposes where applicable. I/ We also consent to IHPMY transferring my/ our personal data to Zurich Life Insurance Malaysia Berhad/ Zurich Lafsful Malaysia Renhad for the
Login	above purposes
	Cancel Confirm
	Our Mission Our Vision
ntact Us (by Phone) Contact Us (by Email)	My Claims s
Term & Condition Privacy Policy @2023 Integrated Health Plans (M) Sdn	88 C S Home My Claims Pro

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IHP Health Concierge Enhanced Dashboard

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



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IHP Health Concierge View E-Card



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IHP Health Concierge View Entitlement

Clearer View of Member's Benefits:

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



benefits from Home Page by clicking "My Benefits"

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TES Benefit Information	View By T HENRY LEE LI		2. Select member/dependent
Benefits 2023 - Annual	Entitlement Balance RM 10,000.00 RM 10,00	00.00	to view remaining balance limit.
Limit (TEST HENRY LEE LI) 2023 - Annual Limit (TEST HENRY LEE LI)	Utilisation Pending: RM 0.00 Utilisation Paid: RM 0.00 RM 20,000.00 RM 20,01 Utilisation Pending: RM 0.00	00.00	
2023 - Annual Limit (TEST HENRY LEE LI)	RM 40,000.00 RM 40,00 Utilisation Pending: RM 0.00 Utilisation Pending: RM 0.00		3. View benefits, balance limit and
2023 - Annual Limit (TEST HENRY LEE LI) 2023 - Annual	RM 8,000.00 RM 8,00 Utilisation Pending: RM 0.00 Utilisation Paid: RM 0.00 RM 0.00 RM	0.00	entitlement of member/dependent.
Limit (TEST VENRY LEE LI) Home Nursing	Utilisation Pending: RM 0.00		



IHP Health Concierge 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.



Patient Name, Admission/Visit Date, GL Status, and GL Type.



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Guarantee Letter GL Info GL Status Information **GL** Request No 126653 GL Type Initial Patient Name TEST HENRY LEE LI Type of GL Request Hospital Claims Hospital Name TEST IHP HOSPITAL SPECIALIST Treating doctor Test Dr Ariel Date of Admission/Visit 01/08/2024 Diagnosis Illness, unspecified Attachment H00000153683_IGL.pdf 5. Click "GL Info" to see GL attachment (Initial GL, Decline GL or Final GL). ÷ Healthcare your business deserves

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IHP Health Concierge View Guarantee Letter (GL) Detail



Home Page by clicking "Guarantee Letter".

Pending				
				Draft
No. H00000	/ LEE LI 153681	Edit		• Dian
Pending				
EST HENRY No. H00000 02/08/2024	f LEE LI 153679			
Approved				
EST HENRY No. H00000 02/08/2024	/ LEE LI 153680			
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Claim History



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K Gu	arantee Letter
GL Status	GL Info
Information	
GL Request No.	126653
GL Type	Initial
Patient Name	TEST HENRY LEE LI
Type of GL Request	Hospital Claims
Hospital Name 1	EST IHP HOSPITAL SPECIALIST
Treating doctor	Test Dr Ariel
Date of Admission/V	isit 01/08/2024
Diagnosis	Illness, unspecified
Attachment	_
H00000153683	_IGL.pdf
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5. To dov	wnload/share
docume	nts, user can
click or	the "More
Options	" Icon under
G	L Info.

126653

Initial

Test Dr Ariel

01/08/2024

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Reimbursement Claims Listing



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View Reimbursement Claims Detail



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

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



Summary information in

"Claim Status".

Claim Detail Claimant Name TEST HENRY LEE LI Claim Type **Hospital Claims** Provider Name DUMMY1990 : TEST IHP HOSPITAL SPECIALIST Invoice / Receipt No Visit Date 02/08/2024 RM 68.00 Claim Amount Claim Reason Diagnosis Member Remarks Claim Remarks Approval by Insurer Upload Documents 4. By clicking on "Claim Info", user can view Claim Detail, Claim Reason, Member Remarks, Claim Remarks, **Uploaded and Settlement** Documents.

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Claim Detail

Claim Info

Claim Status

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Uplo	ad Documents
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5. To download/share documents, user can click on the "More Options" Icon under "Claim Info". Healthcare your business deserves

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 **1**st **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 <u>enquiry@ihpmy.com</u> 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 <u>enquiry@ihpmy.com</u> 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.



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