

## **Change of Third-Party Administrator for Medical Claims Frequently Asked Questions (FAQ)**

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### **1. Who is Zurich Life Insurance Malaysia Berhad's new Third-Party Administrator?**

Integrated Health Plans (Malaysia) Sdn Bhd (IHP) is **Zurich Life Insurance Malaysia Berhad (ZLIMB)**'s new Third-Party Administrator for medical claims and will be replacing MediExpress (Malaysia) Sdn Bhd and MiCare Sdn Bhd.

IHP will, when authorised by ZLIMB, issue a guarantee letter and pay for the Life Assured's medical expenses according to the policy terms and conditions.

This includes status verification and eligibility confirmation of the Life Assured's medical policy, as well as ascertainment that the Life Assured's medical condition for hospitalisation does not fall under any exclusions.

### **2. Will there be any changes to my coverage?**

There will be no changes to the Life Assured's existing policy coverage.

### **3. When will the engagement of the new Third-Party Administrator for medical claims take effect?**

IHP will manage ZLIMB's medical policies with effect from 15 September 2020.

### **4. Will the Life Assured receive a new medical card?**

As part of our digital initiative, Life Assured is required to download the IHP Mobile App prior to 15 September 2020 to retrieve his/her e-medical card. However, the e-medical card can only be used from 15 September 2020 onwards.

### **5. Can I request for a new physical medical card as well?**

Yes, you may contact IHP Call Centre at 1800-82-6100 or drop an email to [zurichmedical@ihpmy.com](mailto:zurichmedical@ihpmy.com) to apply for a physical medical card. Alternatively, you can also visit your nearest Zurich branch for further assistance.

For first time application, you will need to provide your full name, policy number, delivery address and contact number to complete the application. RM10 will be charged for subsequent physical medical card reprinting.

### **6. Will the medical claim process change?**

There will be no significant changes in the medical claim process but do look forward to a new service standard and claim experience. For more details, please refer to [www.zurich.com.my/IHP](http://www.zurich.com.my/IHP)

**7. I forgot to bring my medical card. Can my claim still be processed?**

Yes, medical card is not compulsory for the processing of a medical claim. Your National Registration Identity Card (NRIC) is a sufficient document for cashless admissions or reimbursement of medical claims.

**8. Who can I contact if I have more questions?**

ZLIMB	You may reach out to your Wealth Planner or Zurich Call Centre at 1-300-888-622 (within Malaysia) or +603-2109 7999 (outside Malaysia). Alternatively, you may also drop us an email at <a href="mailto:callcentre@zurich.com.my">callcentre@zurich.com.my</a>
Third-Party Administrator	From now until 14 September 2020, you are still required to seek assistance on medical claims by calling the existing hotlines: <ul style="list-style-type: none"> <li>• MediExpress 03-7884 1818</li> <li>• MiCare 1-800-88-7940</li> </ul>
IHP	For medical claim assistance from <b>15 September 2020</b> onwards, you may contact IHP's toll-free hotline at 1800-82-6100 or drop an email to <a href="mailto:zurichmedical@ihpmy.com">zurichmedical@ihpmy.com</a>

**9. Where can I get the latest information on ZLIMB's new Third-Party Administrator?**

For change of Third-Party Administrator for medical claims, please visit [www.zurich.com.my/IHP](http://www.zurich.com.my/IHP)

For the list of panel hospitals and claims process, please refer to:

- [zurich.com.my/panelhospitals](http://zurich.com.my/panelhospitals)
- [zurich.com.my/claimsprocess](http://zurich.com.my/claimsprocess)