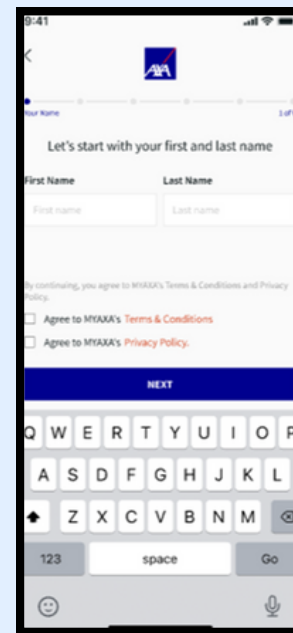# HEALTH USER GUIDE

Registration (Sign Up)

The Sign-Up flow is easy, just follow the below steps:

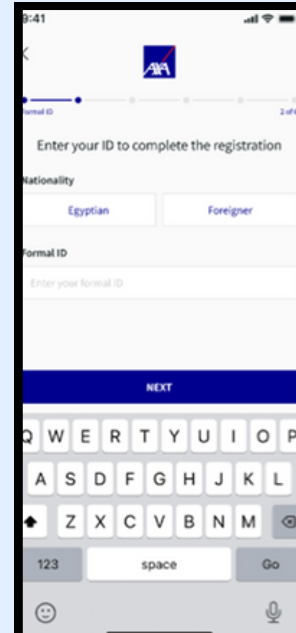Step **1** of **6: Your Name**
- Enter your **First Name** and **Last Name.**
- Read and agree to **the Terms & Conditions and Privacy Policy.**
- Click **"NEXT".**

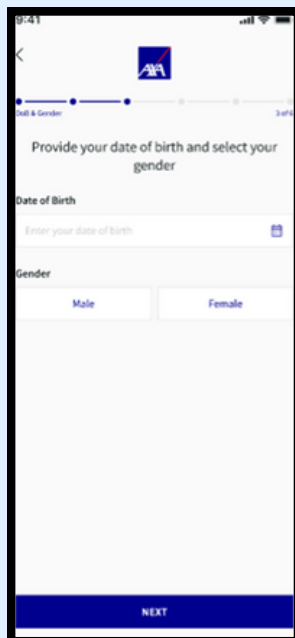Step **2** of **6: National ID**
- Select **your Nationality** (Egyptian or Foreigner)**.**
- Enter your **National ID,** or **Passport Number** if you selected "Foreigner"**.**
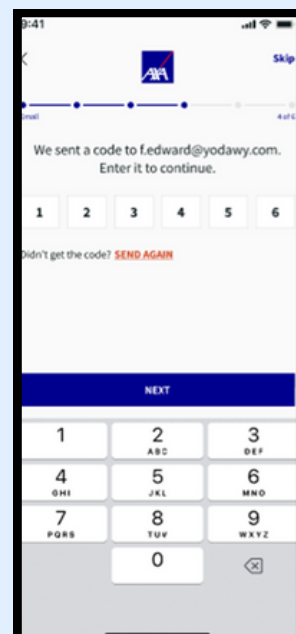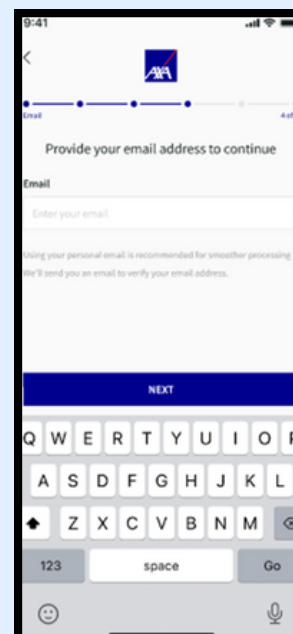- Click **"NEXT".**

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Step **3** of **6: DOB & Gender**
- Enter your **Date of Birth.**
- Select your **Gender** (Male or Female).
- Click **"NEXT"**.

Step **4** of **6: Email**
- Enter your **Email Address. "**A personal email is recommended".
- Click **"NEXT".**
- Enter the **verification code** sent to your email to proceed.

Step 5 of 6: Phone Number
- Enter your **Mobile Number** for verification (starting with +20).
- Click **"NEXT"**.
- Enter **the verification code** sent to your mobile number to continue.

Step 6 of 6: Password
- Create and confirm a **strong password** (minimum 8 characters, including uppercase and lowercase letters, at least one number, and at least one special character).
- Click **"CREATE ACCOUNT"**.
- A **"Registration Successful"** message will appear. Click **"GO TO LOGIN"**.

Sign In

Signing In & Access

1. Enter your registered Email or Phone Number and Password to "**LOGIN**".
2. If you have trouble connecting, you can click "**ACCESS CARDS OFFLINE**" on the Sign In screen.
- You must log in at least once before you can access your cards offline.
- If you reach the access limit, you will need to log in again to continue

3. If you forget your password, click "**FORGOT PASSWORD**" and follow the steps (**Phone verification, new password creation**).
4. After the first successful login, you may be prompted to enable **Biometric Login** (**fingerprint or face ID**) for quick access.

Home Screen Services

- The home screen displays services relevant to your active insurance products.

General Service Access
- The bottom menu allows navigation between Home, Requests, Support, and Discover**.**

Health Insurance Services

- **Policies:** View **your digital medical card** and benefits.
- **Claims:** Submit and track your insurance claims.
- **Network:** Find providers in your network.
- **Medicine Delivery:** Order and get medicine delivered.
- **Request a Service:** Call a doctor and submit your requests**.**
- **Discover Other Plans:** Explore & unlock more with our plans**.**
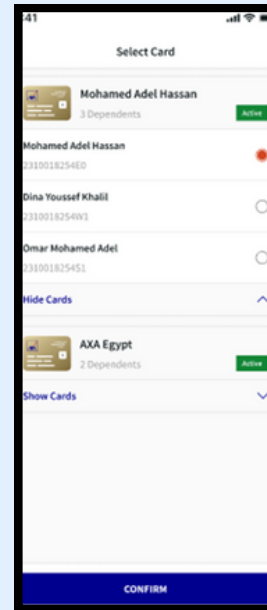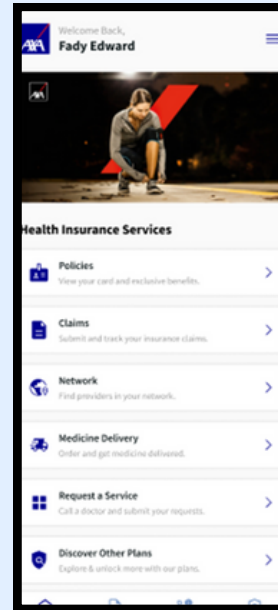
Network and Provider Search
Starting the Search

1. From the Home screen, click "**Network**".
2. You may need to select the specific card you are searching under
3. Click **"ALLOW"** to enable location access
5. Searching & Finding Providers
- Use the Search for provider... field or navigate the map .
- Provider details include name, specialty, address, and distance
- Actions available are "**GET DIRECTION**" and "**CALL NOW**
6. Click **"VIEW ALL PROVIDERS"** to switch to the Providers List view.
7. **Filtering Providers:** Click the Filter icon on the search screen.
- **Health Insurance Filters:** Filter by City, Area, Provider Type, and Speciality.
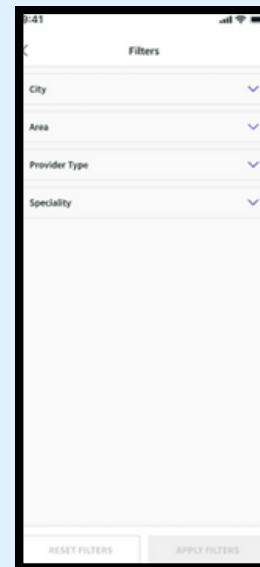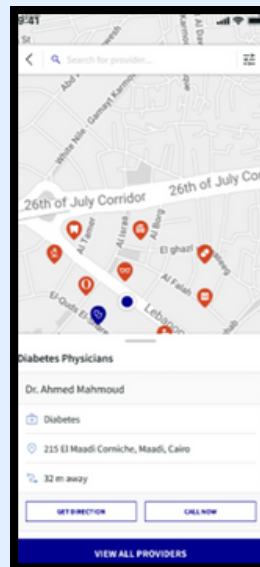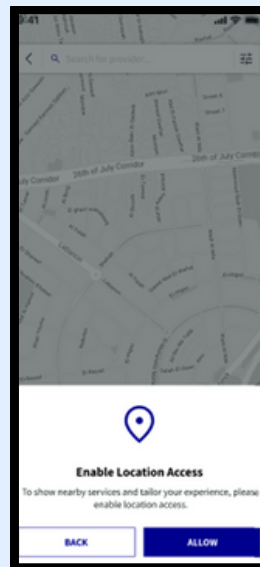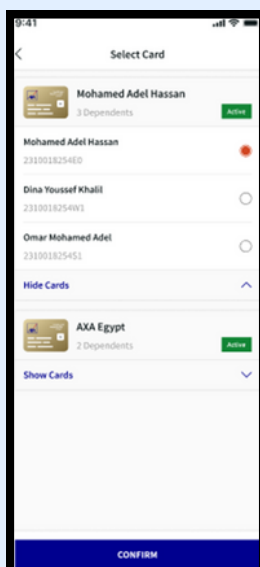
Claims Management and Submission
## Claims Dashboard (Active & History)

The Claims screen has two tabs: **ACTIVE** and **HISTORY.** To start a claim, click **"CREATE NEW CLAIM"**.
- **ACTIVE Claims** show claims currently being processed, reviewed, or requiring action. Example statuses are Submitted, Missing Data, and Under Review.
- **HISTORY Claim**s show fully processed claims. Example statuses are Accepted and Rejected**.**
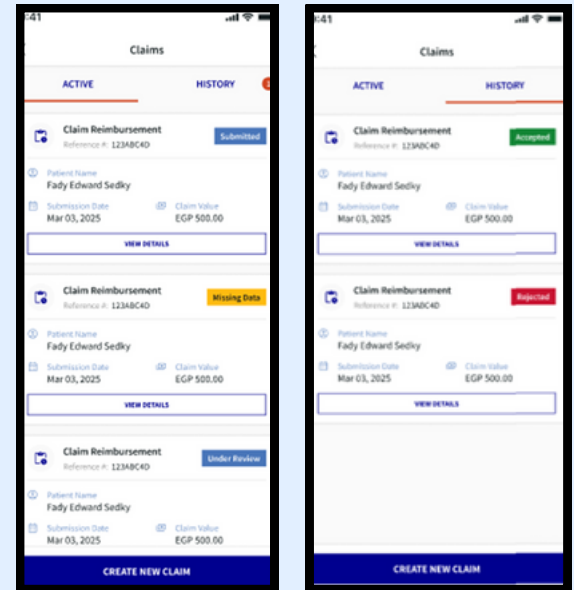
# Submitting a New Claim (Reimbursement)

1. **Select Card:** Choose the card/member for whom the claim is being submitted
2. **Enter Request Details:** Select the Treatment Type (Treatment without hospital stay/Hospital Stay), Treatment Date, and Claim Value .
3. **Upload required documents:**
- **Required Documents**: view all the required documents before claim submission from the provided link per each medical services such as the Final Original Invoices (dated and stamped) and Medical Documents (including investigation results, prescriptions, and diagnosis).
- Upload Documents: Upload required documents by clicking the upload area.
- **Supported Formats:** JPG, PNG, PDF (15 MB each).
4. Click "**NEXT**", then "**SUBMIT**".
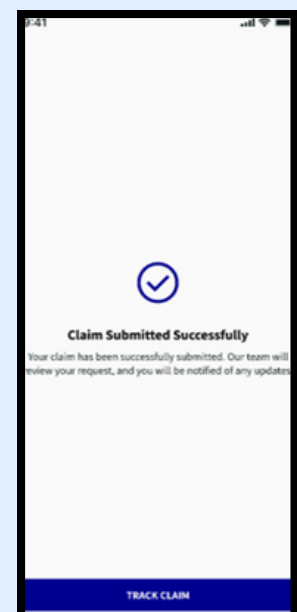5. A "**Claim Submitted Successfully**" confirmation will appear.
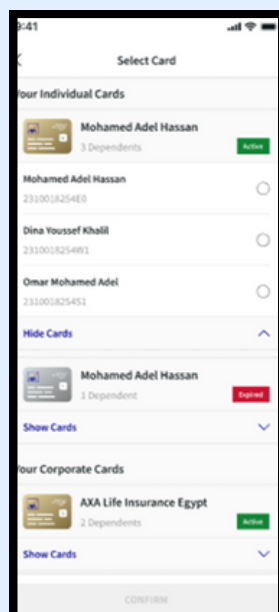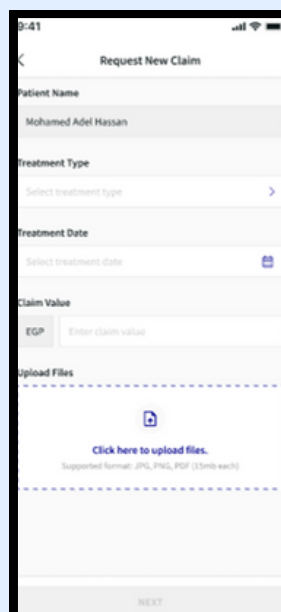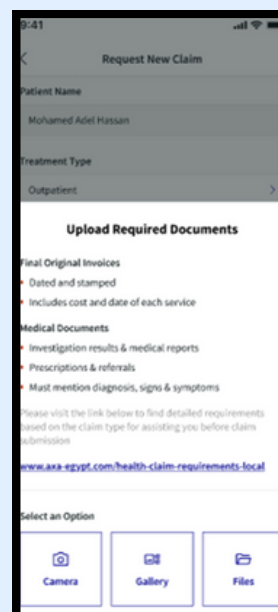
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Tracking and Updating a Claim

1. **Request Tracking:** The Claim Details screen shows the claim status progression.
2. **Missing Data:** If the claim status is "Missing Data," click "UPDATE" on the Claim Details screen to upload additional required documents.
3. **Rejected:** If the claim is "Rejected," click "RESUBMIT" to correct details, re-upload documents, and resubmit the claim.
4. **Approved**: Approved claims display the final status, Claim Comments & Notes, and provide the claim decision.
5. **Claims Feedback:** After a claim is finalized (e.g., Approved), you may be prompted to provide feedback.
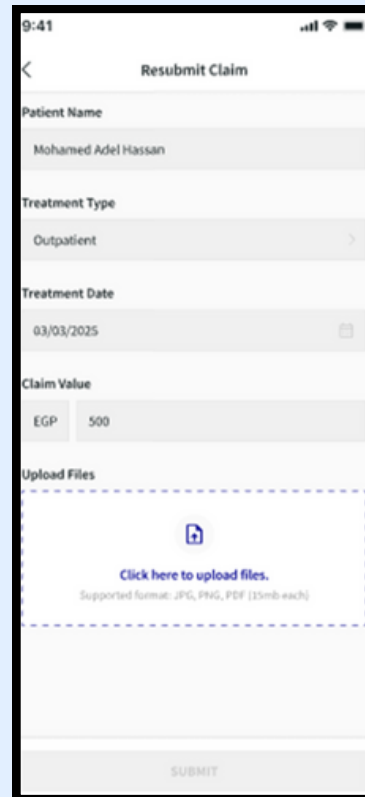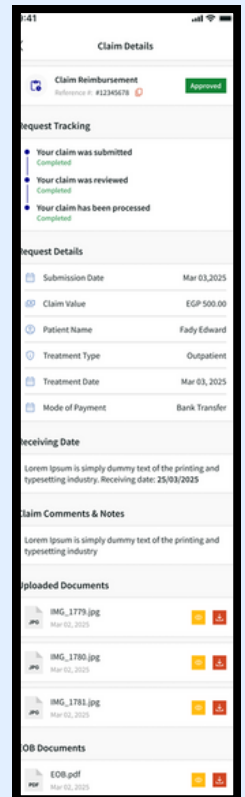- You can Rate your experience and share your comment.
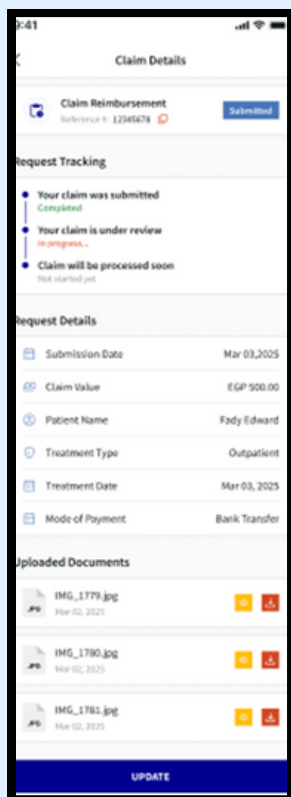

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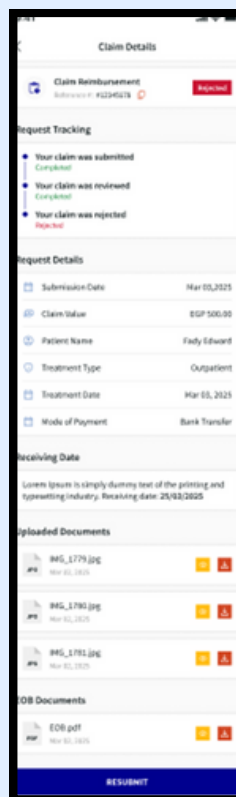
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Medicine Delivery & Order Tracking

Placing a New Order

1. **Select Card/Order Type:** Select the member's card and choose the Order Type (Acute or Chronic)
2. **Select Slot:** Choose a preferred delivery slot (e.g., Today - 06 pm to 09 pm). Fully booked slots will be indicated.
3. **Select Address:** Choose an existing saved address or "**ADD ADDRESS**".
4. **Upload Files (Acute Only):** Upload prescription documents. Documents must include patient full name, card number, diagnosis, valid date, and stamp.
5. **Notes (Chronic Only):** Add Your Notes (optional).
6. **Checkout:** Review details and click "**PLACE ORDER**".
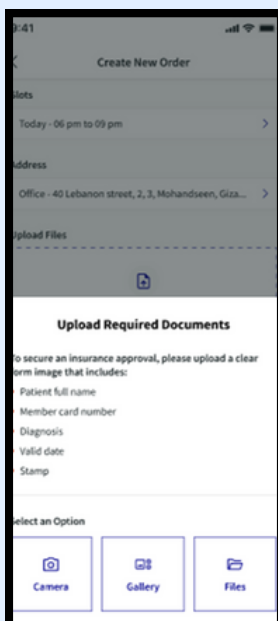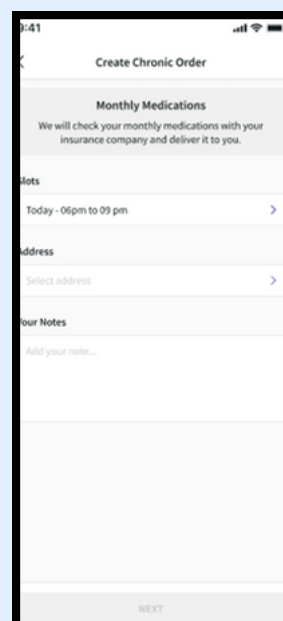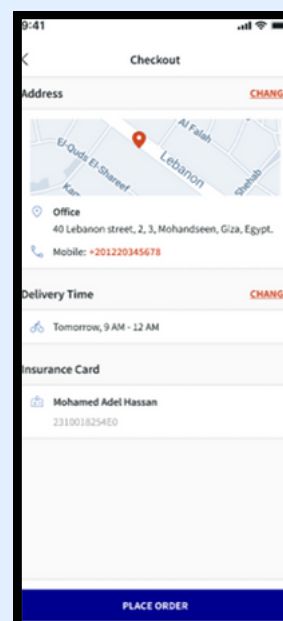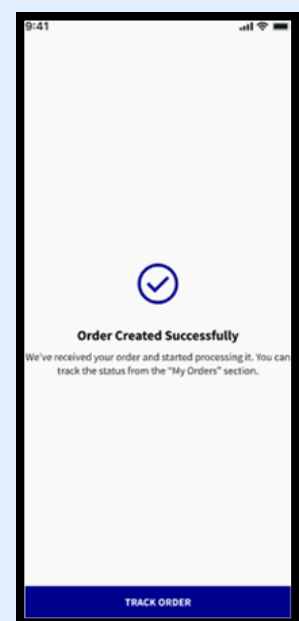7. A confirmation "**Order Created Successfully**" will appear
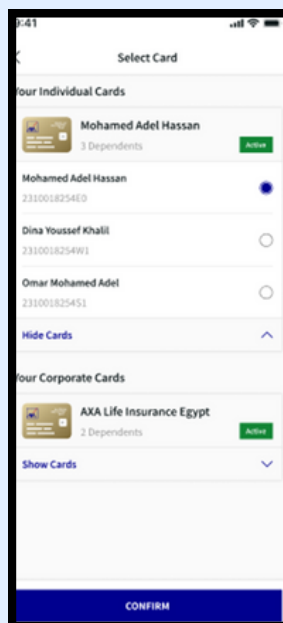

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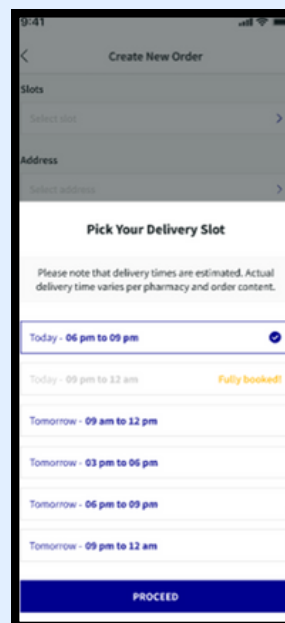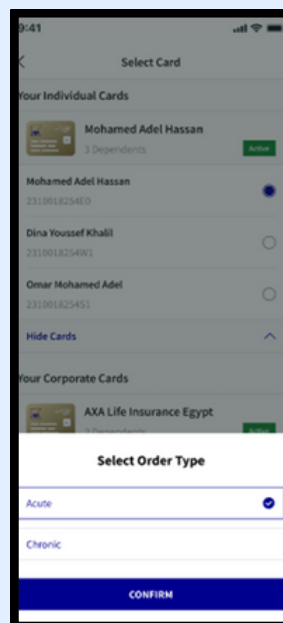
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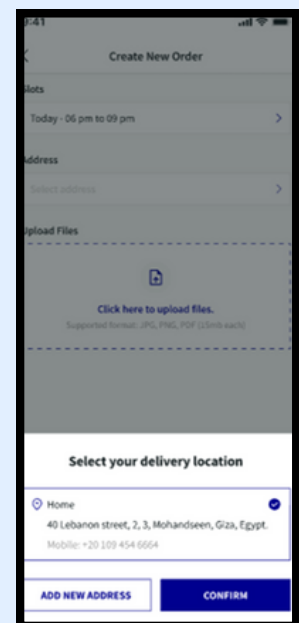
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Tracking Orders (My Orders) and Feedback
**The My Orders screen is divided into ACTIVE orders and HISTORY (past orders).**

1. **Active Tracking Steps:** Order Placed, Order is Being Prepared, Order on the Way, and Order Delivered.
2. **Order History Statuses:** Orders can be Delivered or Rejected.
3. **Order Feedback:** After an order is delivered, you can rate your experience. Reasons include: Medicine was not delivered, Missing medicine, or Medicine delivery exceeded agreed turnaround time.
4. **Get Help:** You can click **"GET HELP"** from the Order Details screen to report an issue or cancel an order. Support is unavailable outside working hours (9:00 AM to 12:00 AM) .
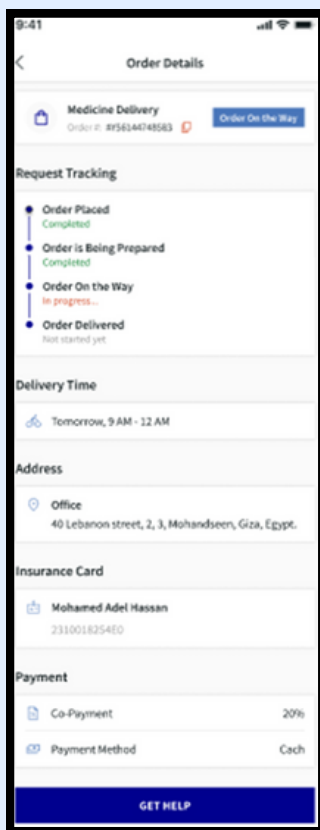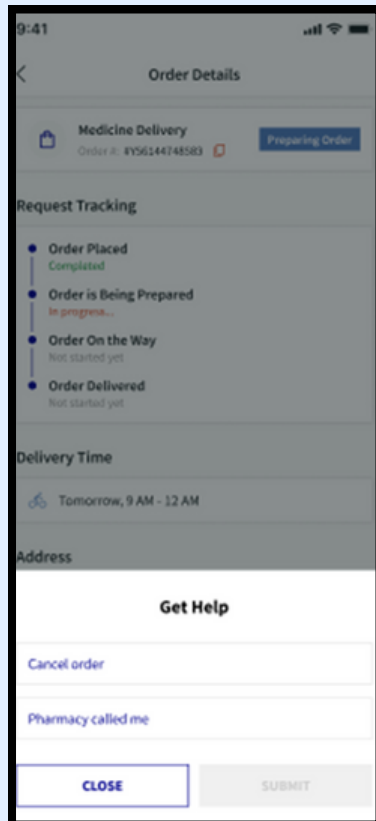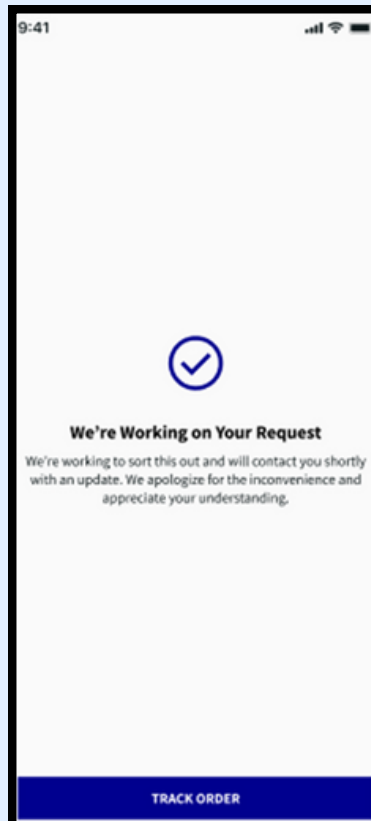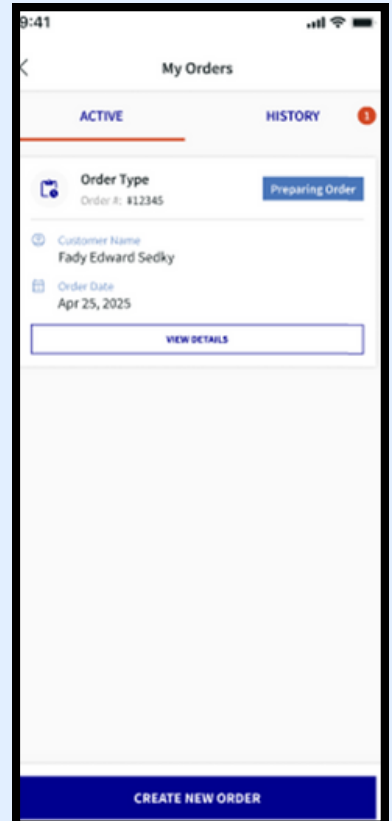
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Submitting a Request (Medical Approval, Chronic, Contact Info)

**All requests start by selecting the relevant policy card/member.**

Medical Approval (Local Health)
1. Select **Card.**
2. Select **Type of Treatment** (options include Dental, Labs, Scans, Labs & Scans, Physiotherapy, Antenatal Care, and Hospital Admission) .
3. Enter the **Subject** .
4. Upload **Prescription** (required) and **Related Medical Documents** (optional). Files must be JPG, PNG, or PDF (15MB max each). You can upload from Camera, Gallery, or Files .
5. Provide your **Mobile Number** .
6. Select the **Service Provider .**
7. Click "**SUBMIT REQUEST**". You'll receive a confirmation with a request number.
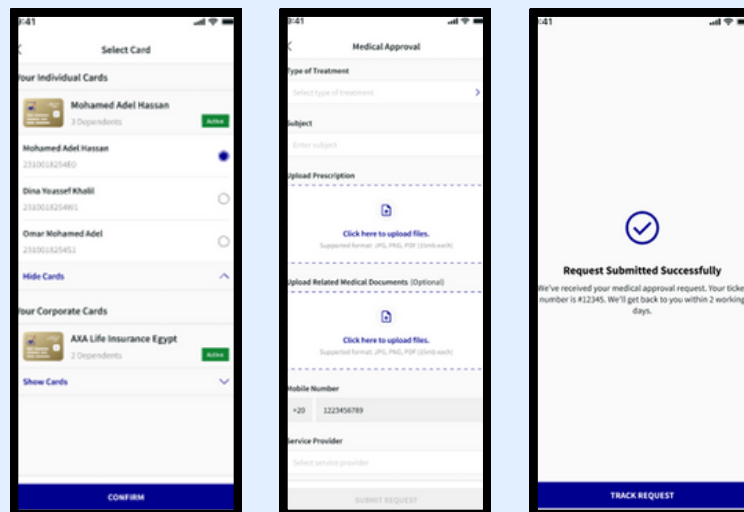

Chronic Medication (Local Health)

1. Select **Card.**
2. Select the **Service Type** (options include New Chronic Post, Update Chronic Post, Delete Chronic Post, and Acute Medications - less than one month) .
3. Add a Comment (**optional**) .
4. Upload **Prescription** (**required**), **Lab Tests** (**optional**), and **Radiology Report** (**optional**).
5. Provide your **Mobile Number** .
6. Click "**SUBMIT REQUEST**".
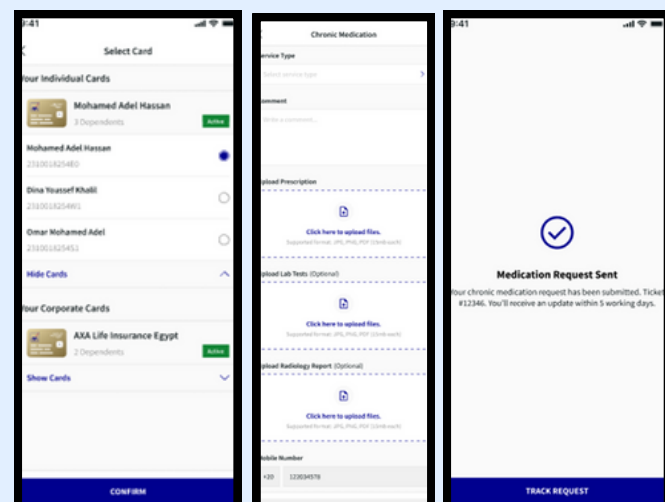
Support and Complaints

- **Complaints:**(for all products) Submit a complaint via the dedicated "Complaints" entry in Other Services or via the Support tab . Statuses include Pending, Open, and Resolved. A response is expected within 7 working days.
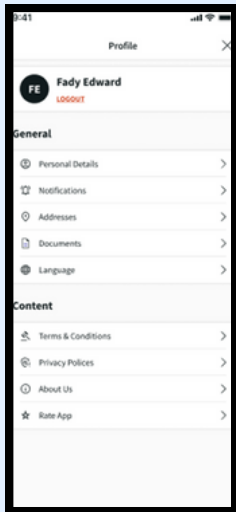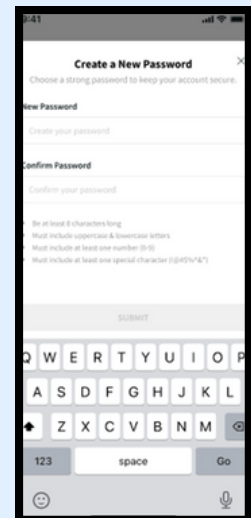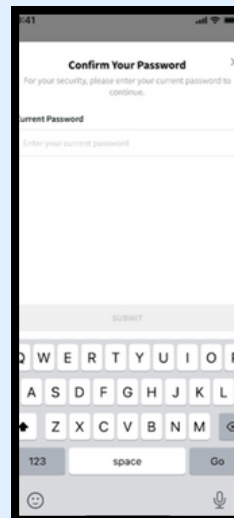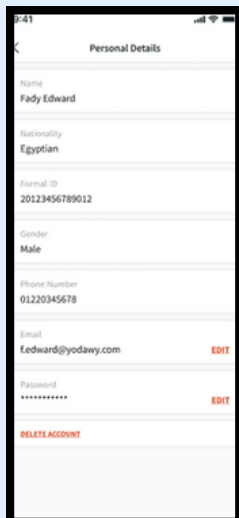
Profile and Settings Management

- Access these options by tapping the **side bar icon** in the upper right section of the home screen.
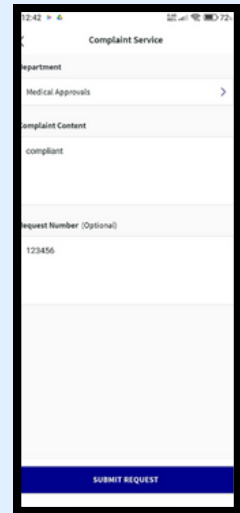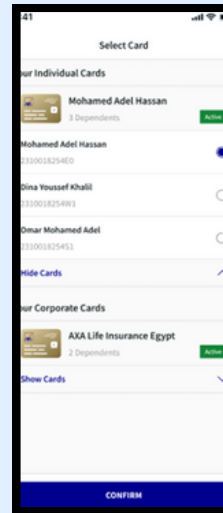
General Settings

Personal Details:
- View or edit your **personal data** (Name, Nationality, Formal ID, Gender, Phone Number, Email, and Password).
- You can **EDIT** your email (requires phone verification code) or password (requires current password confirmation).

Edit Email

New Password