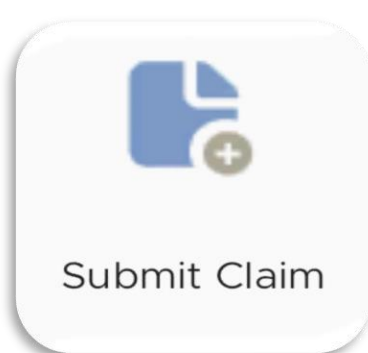
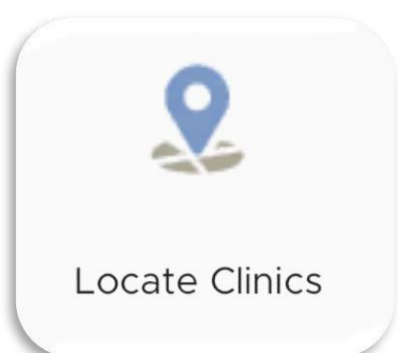
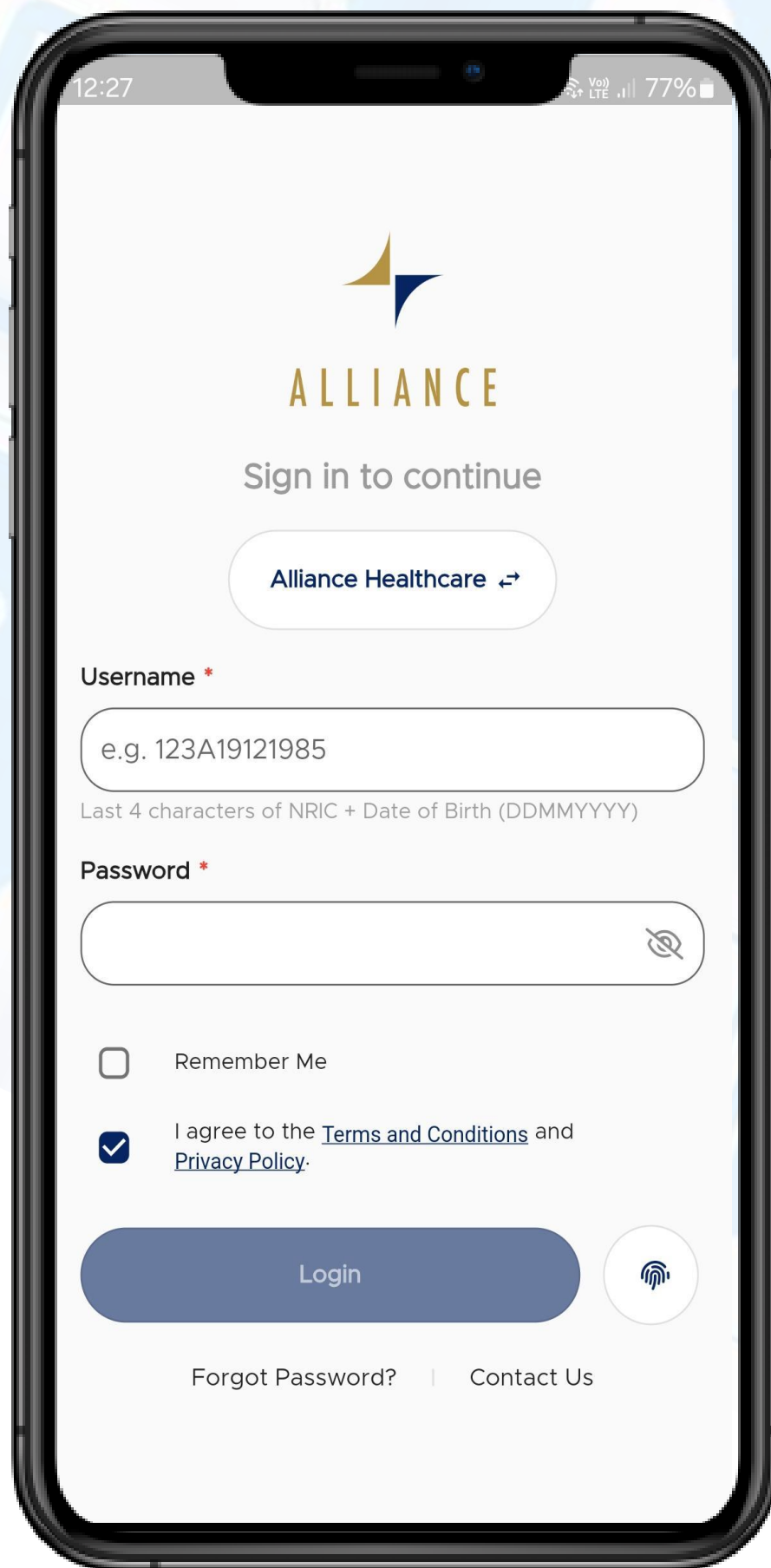


Alliance Medinet iCare 2.0 with AllyTele

App User Guide A01
1 Nov 24

Welcome

The guide is intended to assist users to experience the features of iCare 2.0 App. This guide gives navigation instructions according to the application display settings. Unless otherwise specified, all instructions in this guide assume that you are starting from iCare 2.0 login screen.



Note: Instructions in this guide are based on the default application version and may vary depending on the changes made to the software version on the application.

Accessing the Mobile App

Please scan QR code below!

The app can be downloaded from Apple App Store and Google Play Store.



Table of Contents

*Note that some functions included in this guide is subjected to the policy coverage/ guidelines and may not be applicable.

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| Login to iCare 2.0 App | 5 |
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| Telemedicine Services | 25 |
| Payment Transactions | 33 |
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| Reset Password | 36 |
| Contact Us | 37 |

5 | Login to iCare 2.0 App

Login with the following information/
instructions:

Program:

Select "Alliance Healthcare"

Username:

Last 4 alphanumeric characters of
your NRIC/FIN number + Date of
Birth in <DDMMYYYY> format.

Default Password:

Your Date of Birth in <DDMMYYYY>
format.

12:27 77%

ALLIANCE

Sign in to continue

Alliance Healthcare ↔

Username *

e.g. 123A19121985

Last 4 characters of NRIC + Date of Birth (DDMMYYYY)

Password *

Remember Me

I agree to the [Terms and Conditions](#) and [Privacy Policy](#).

Login

[Forgot Password?](#) | [Contact Us](#)

Additional Notes:

- You can use the "Remember Me" option for the app to remember your user ID for future logins.
- Users are recommended to keep their apps updated to the latest version.
- OTP will be prompted for selected functions on the app.

6 | Login to iCare 2.0 App

11:59

Contact Details

Email Address

Your email address will be used for verification or security purposes.

Mobile Number *

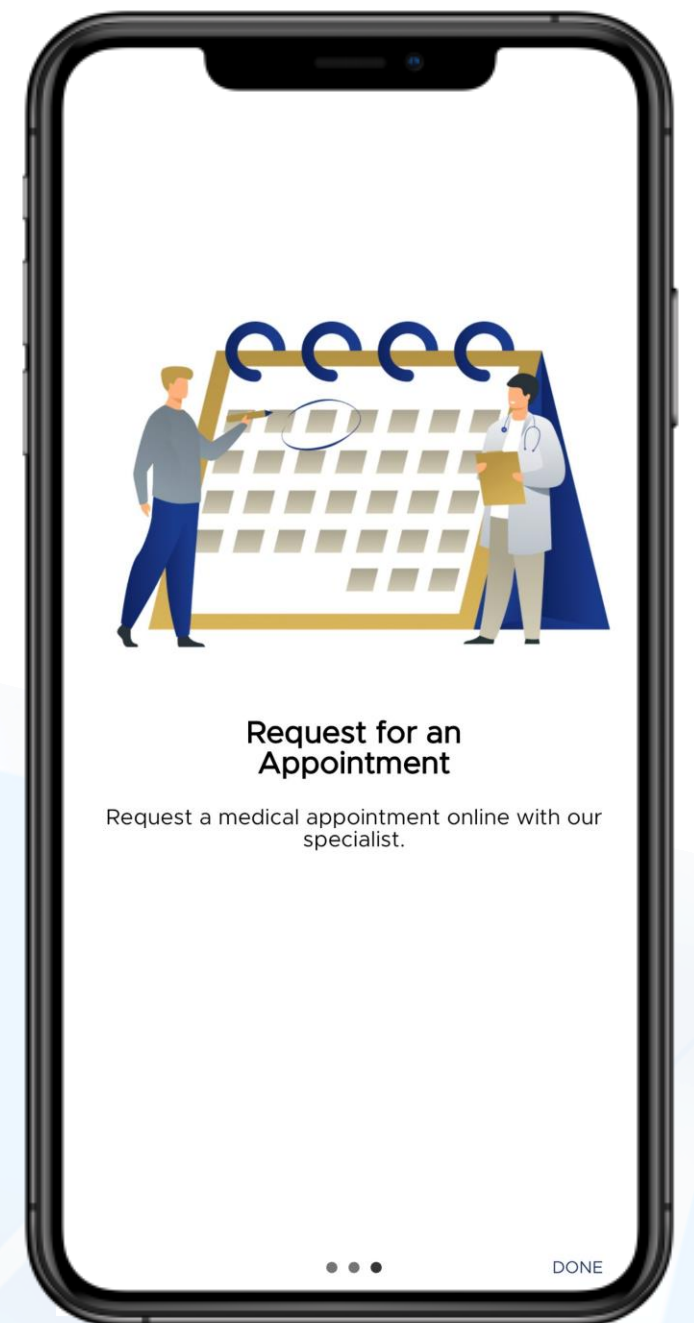
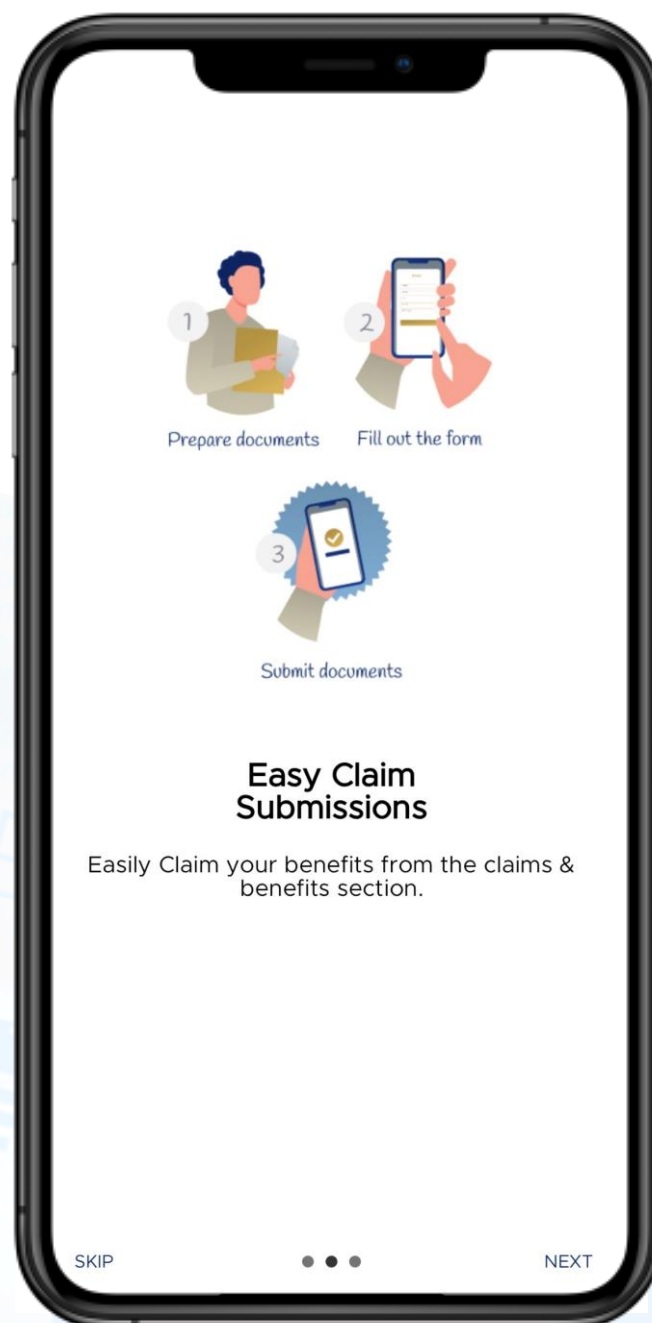
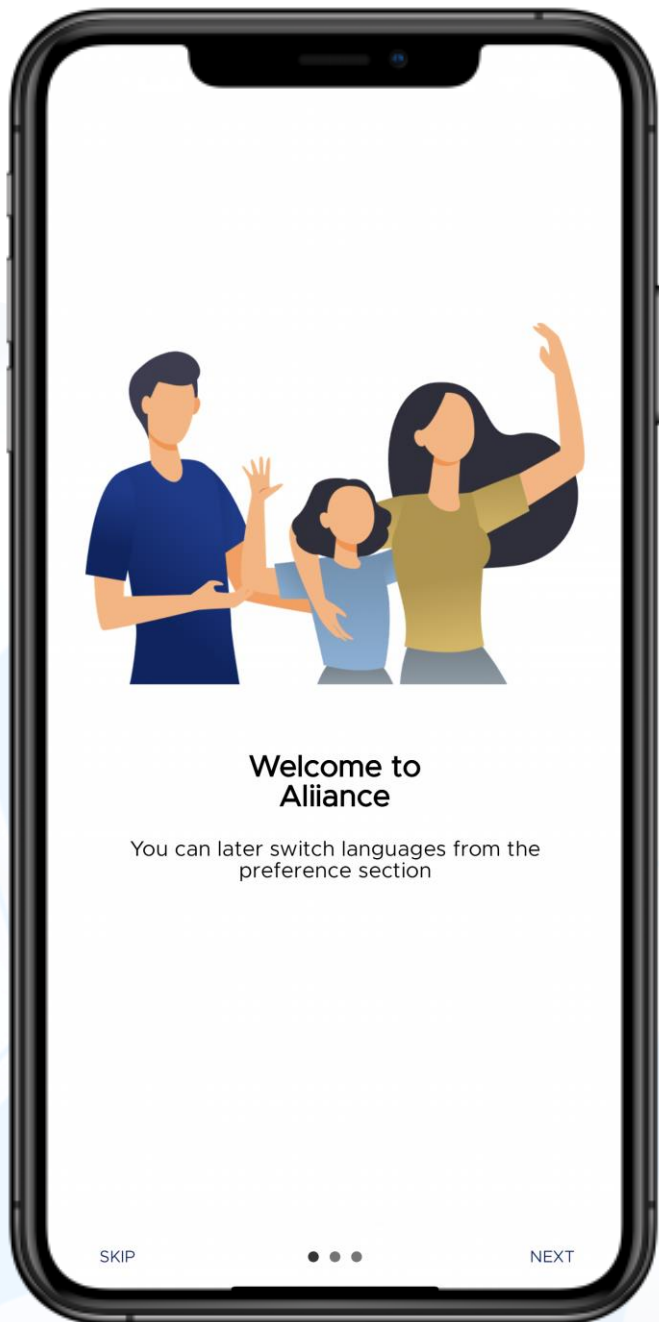
Your mobile no. will be used for verification or security purposes.

Next >

Input "Email Address" and "Mobile Number" to receive an OTP notification

Tutorial Page

Key functionalities and information will be featured.

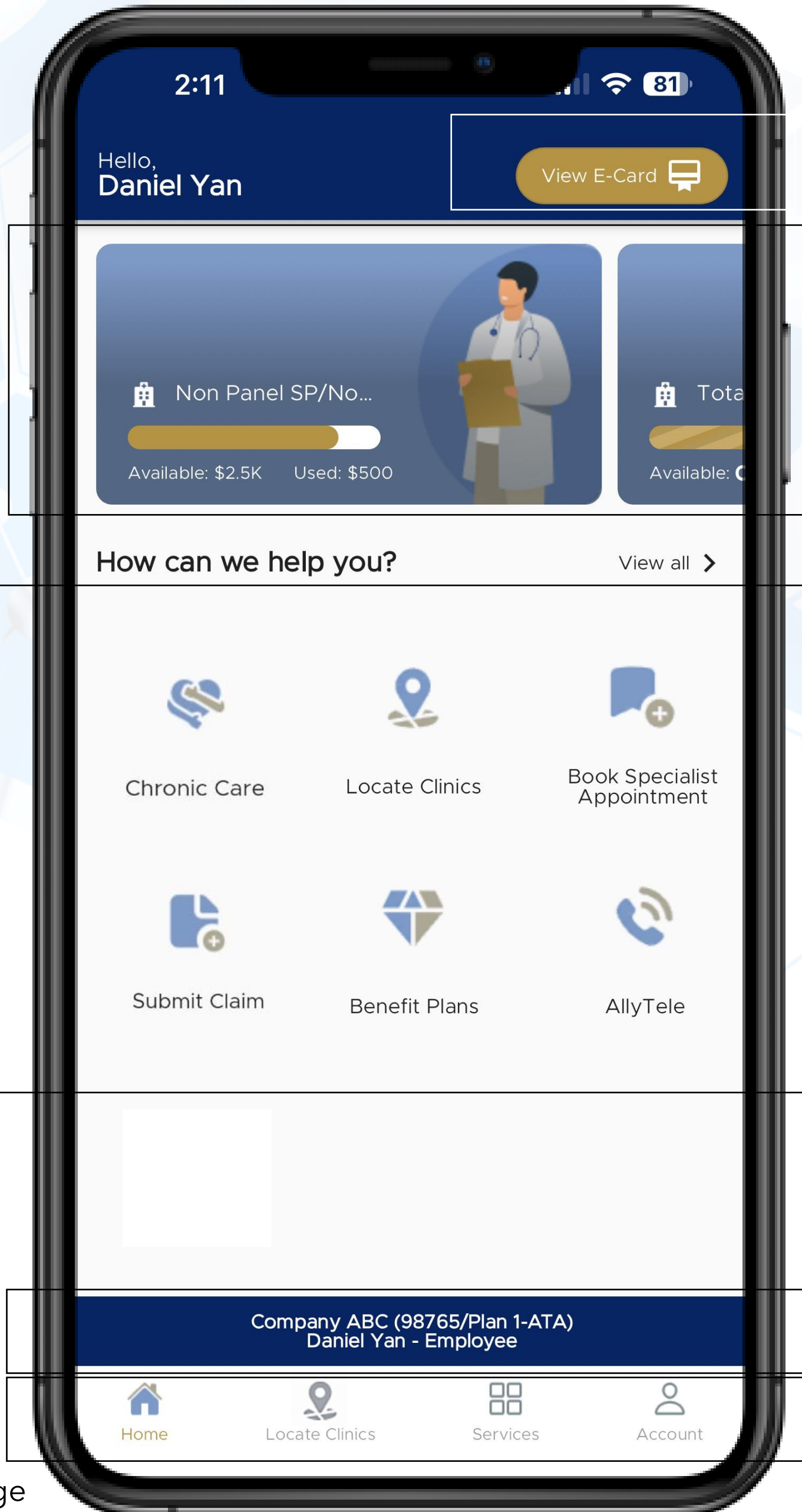


8 | Main Landing Page

Key Features and Functionalities

Benefit Information

You will find useful details such as benefit coverage and annual limits etc.



E-Card

Tap to display and select the relevant e-card.

Quick Access

Your most recently used functions will be available here for quick access.

Switch Accounts

Switch between employee or dependant Accounts (if applicable)

Navigation Bar

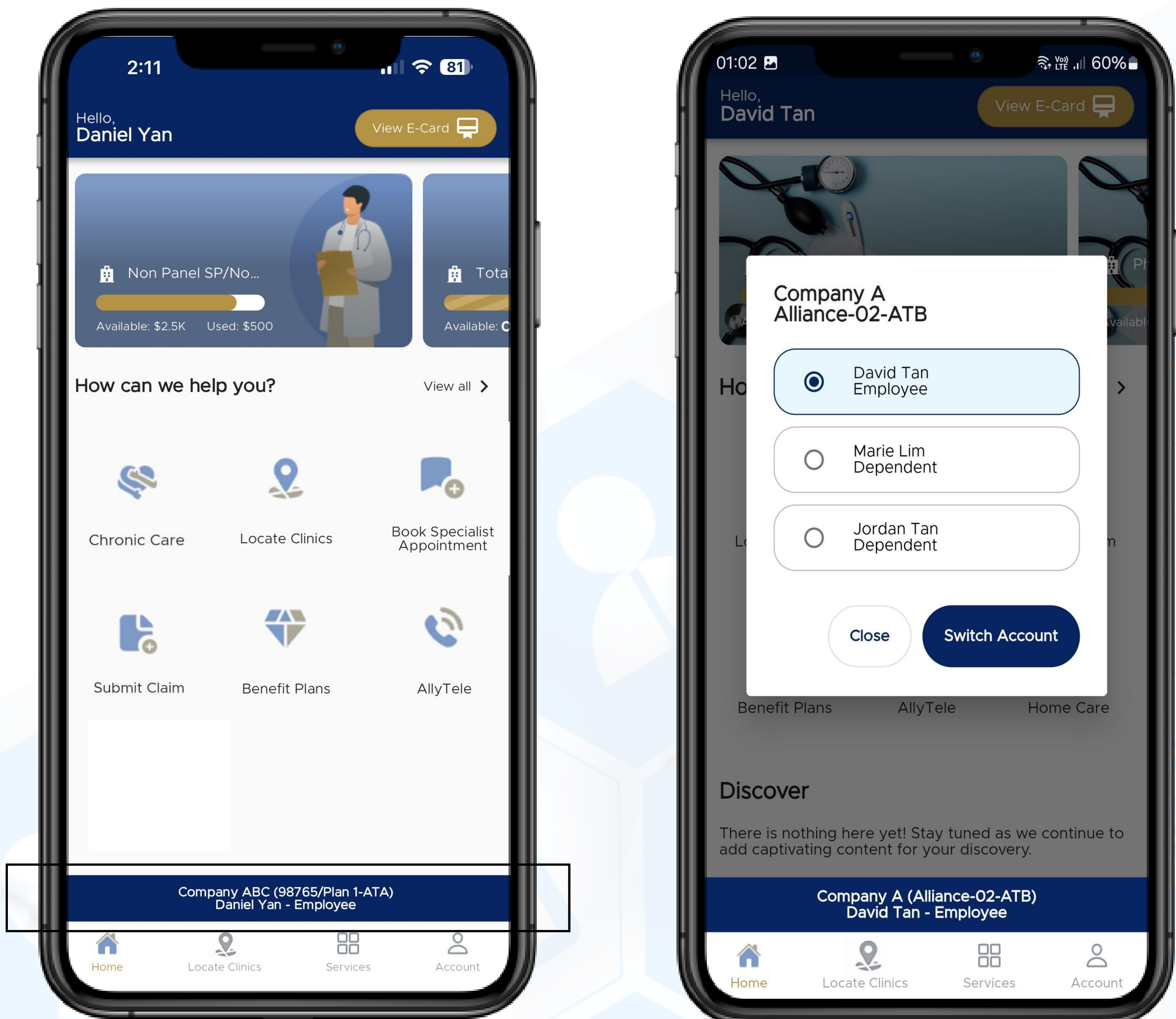
This will allow you to return to the main page at any time, access the services menu, clinic locator and profile.

9 | Switch Accounts

Accessing Employee and Dependant Accounts

You can toggle between employee and dependant account(s) where required.

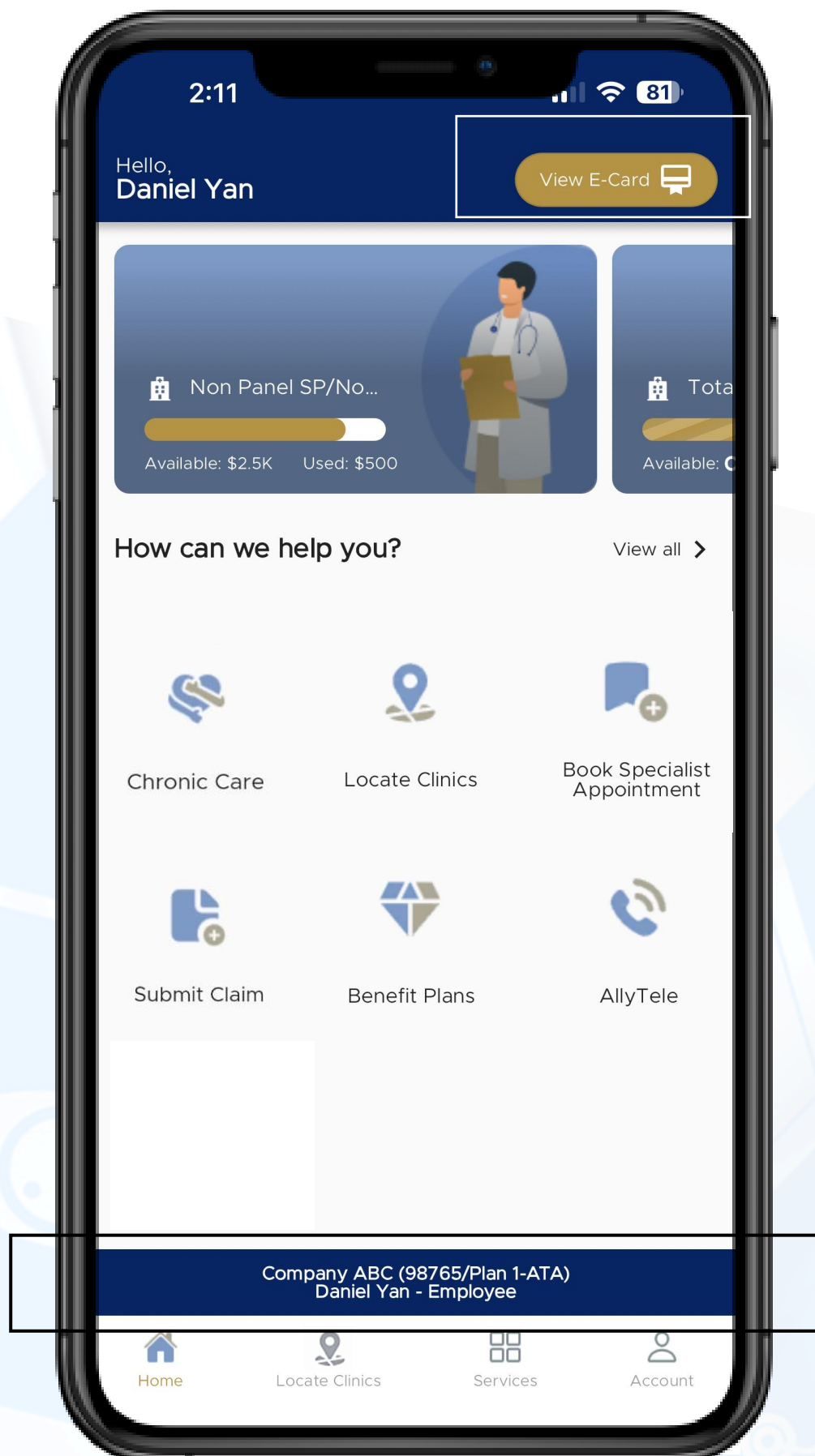
Do note that this is only available if you are logged in as an employee. Dependant accesses are restricted to the respective accounts and functions.



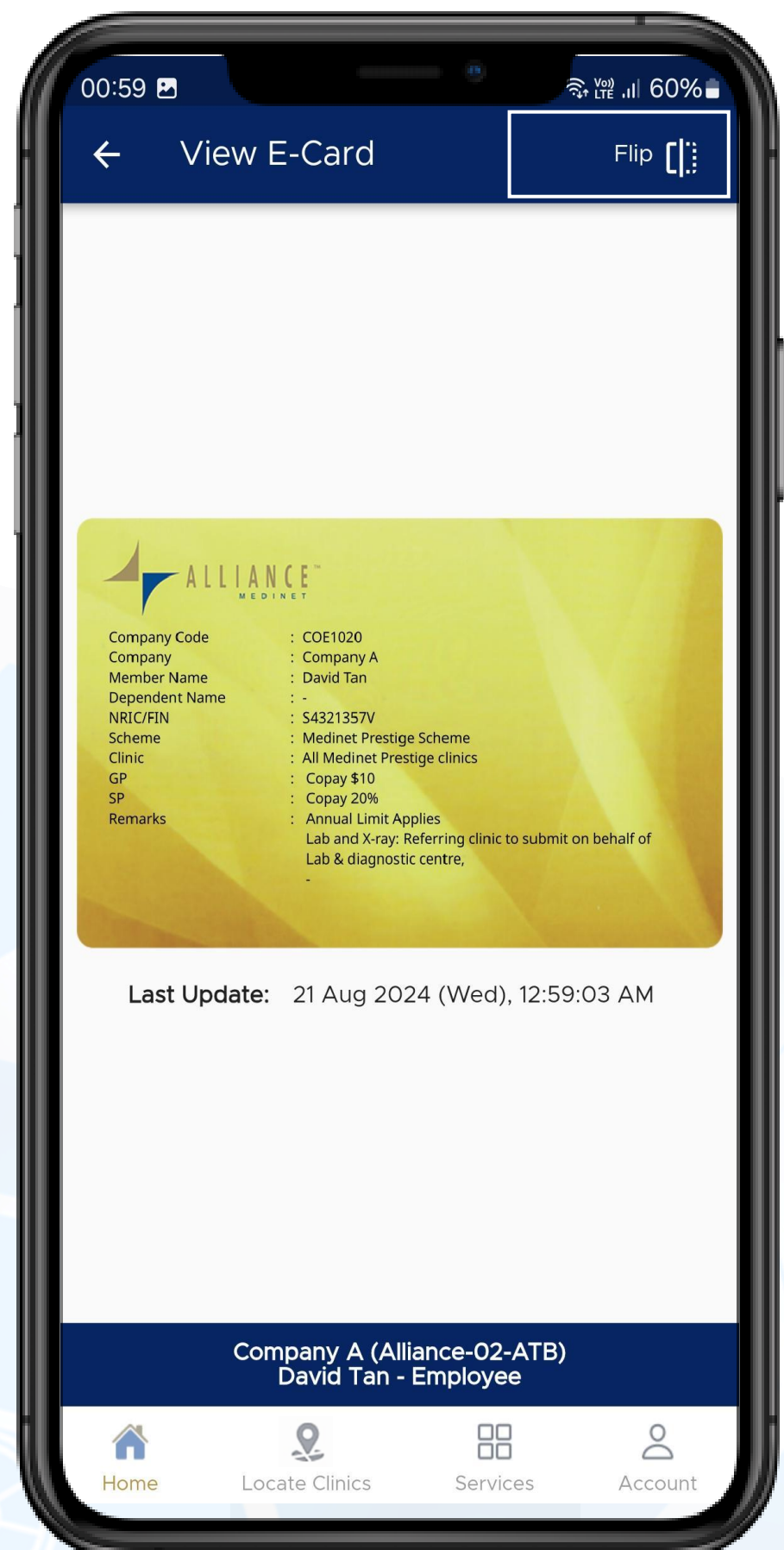
Tap to toggle between employee and dependant accounts.

Access E-Card

To view your E-Card and your dependent's E-Card (if any).



Tap **View E-Card** button to display E-Card. Toggle account to display dependant E-card if required.



Tap on **Flip** icon or on the E-card to view the reverse side of this card.

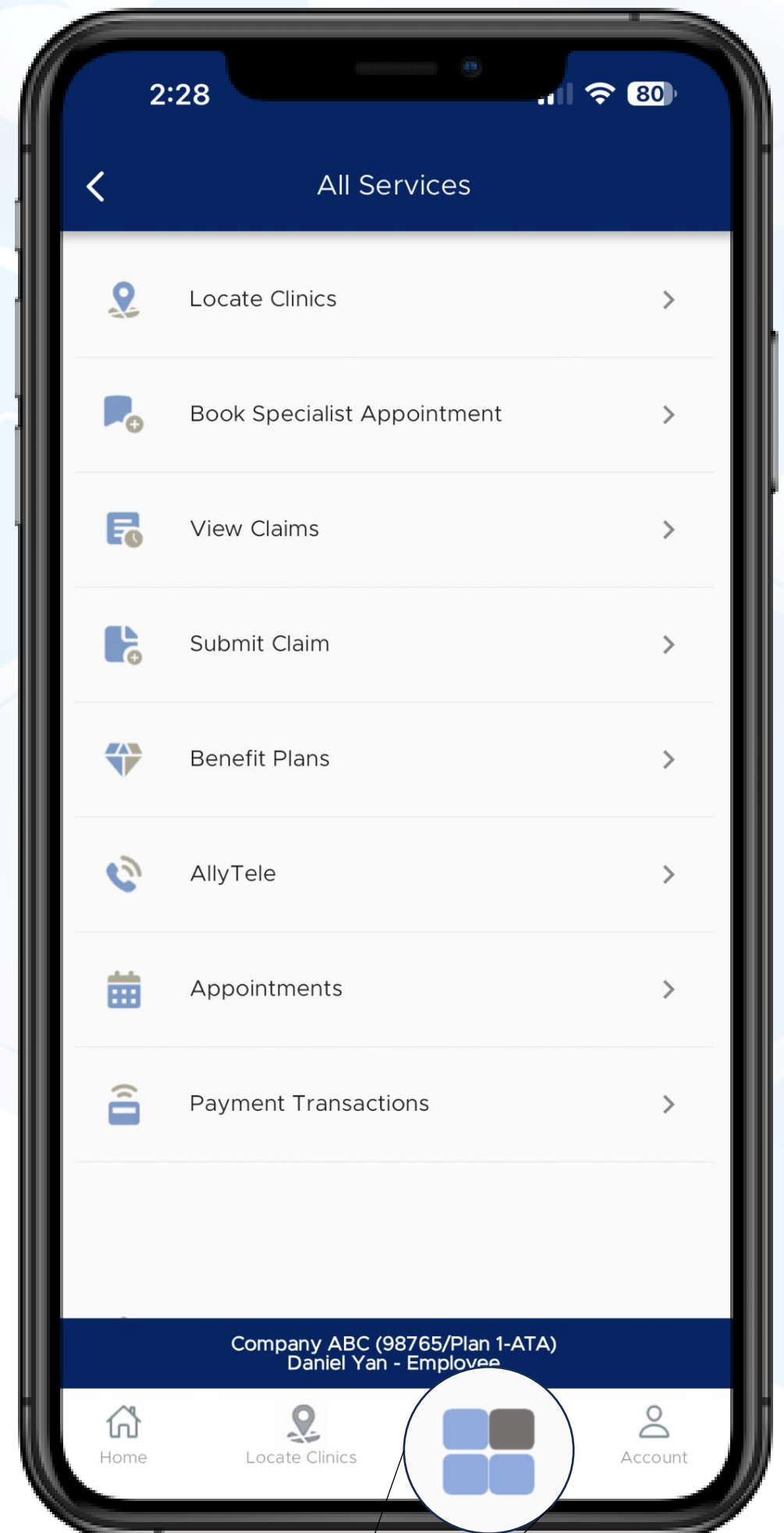
You can pinch 2 fingers together or apart on the E-Card to adjust zoom.

11 | All Services Menu

All Services Menu

“All Services” will allow you to navigate through all functionalities of this app. Access the “All Services” menu by tapping the icon on the navigation bar.

You can return to this menu at any point of time to toggle between different functions.



Access the “**All Services**” menu by tapping the icon on the navigation bar.

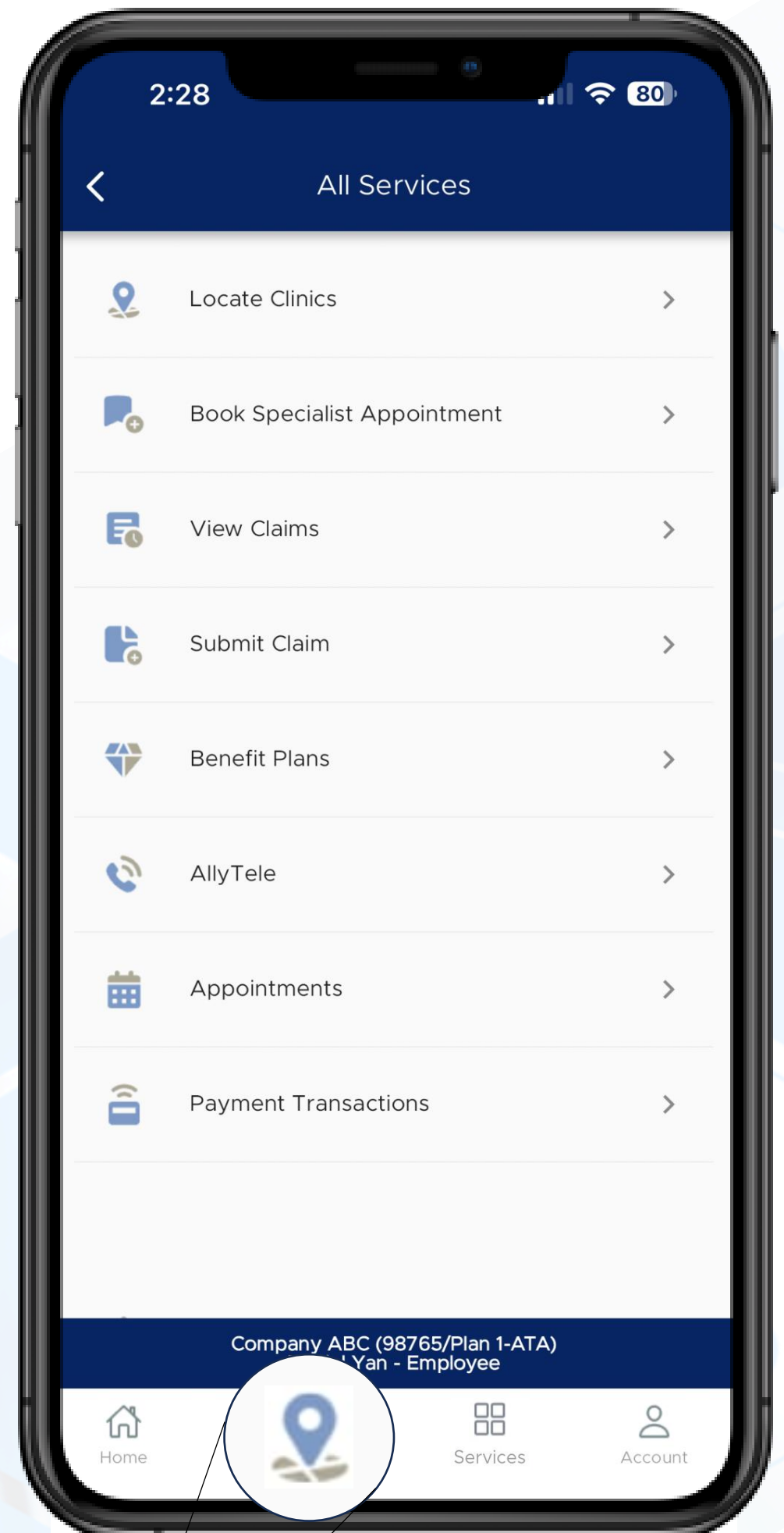
12 | Locate Panel Clinics

Locate Panel Clinics

In this section, you will be able to review clinic information such as address, operating hours and contact details. Information can be searched and filtered based on your requirements.

Clinic locator is also embedded to help you identify a nearest panel clinic within 5-kilometer radius and ability to link to a navigation map to take you there.

Reminder to enable location services on your phone for this function to work.



Access panel clinic information by tapping the "**Panel Clinic**" icon on the navigation bar.

You will also be able to find this function in the "**All Services**" menu.

Locate Clinic Page - Main page / List view

Navigate to search and access clinic information.

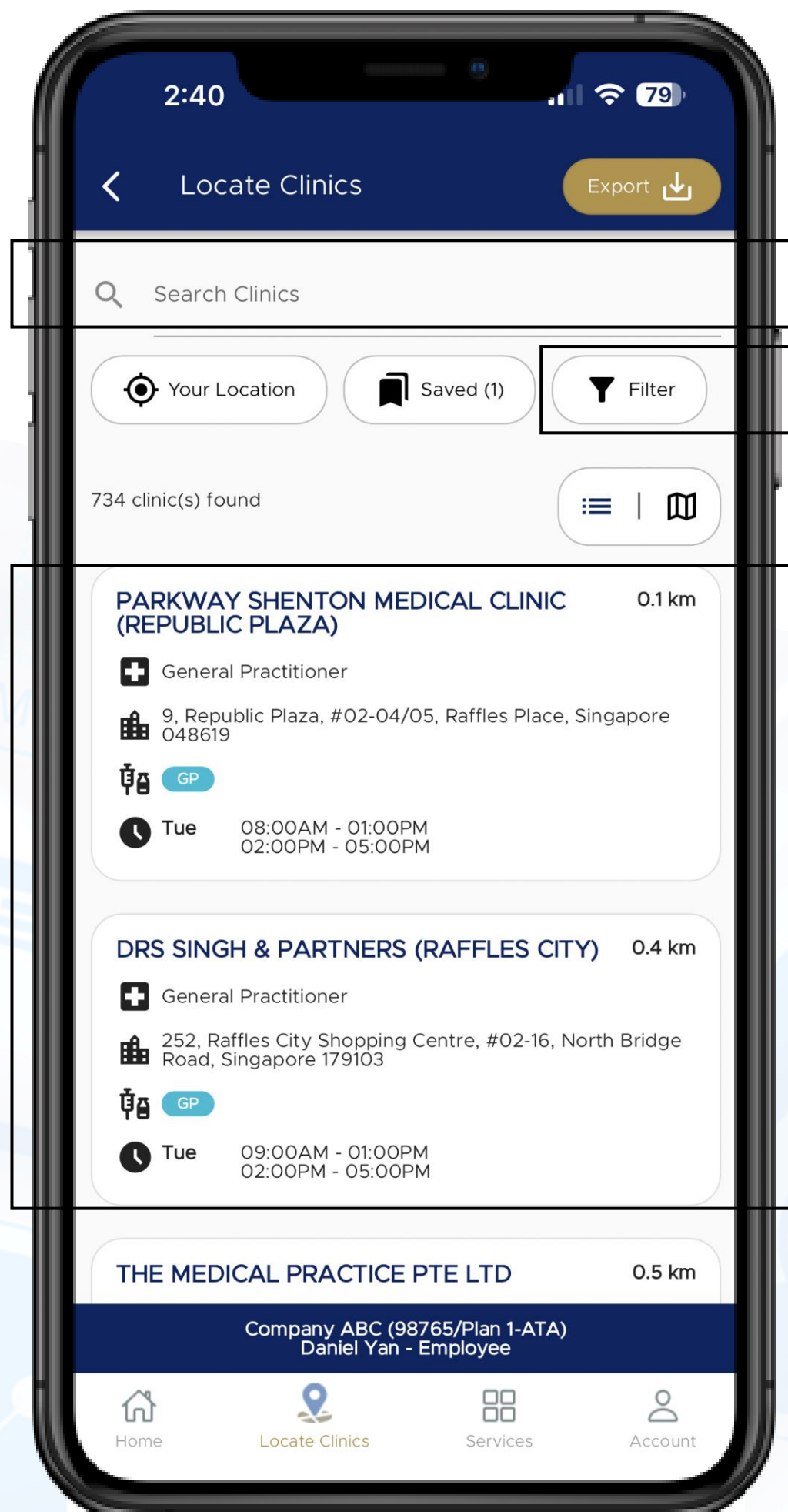
Search Clinics

Enter keywords such as street name, postal codes to enable search.

Clinic information

Details such as address, operating hours and contact details etc are available.

Tap on the respective clinic profiles to access more details.



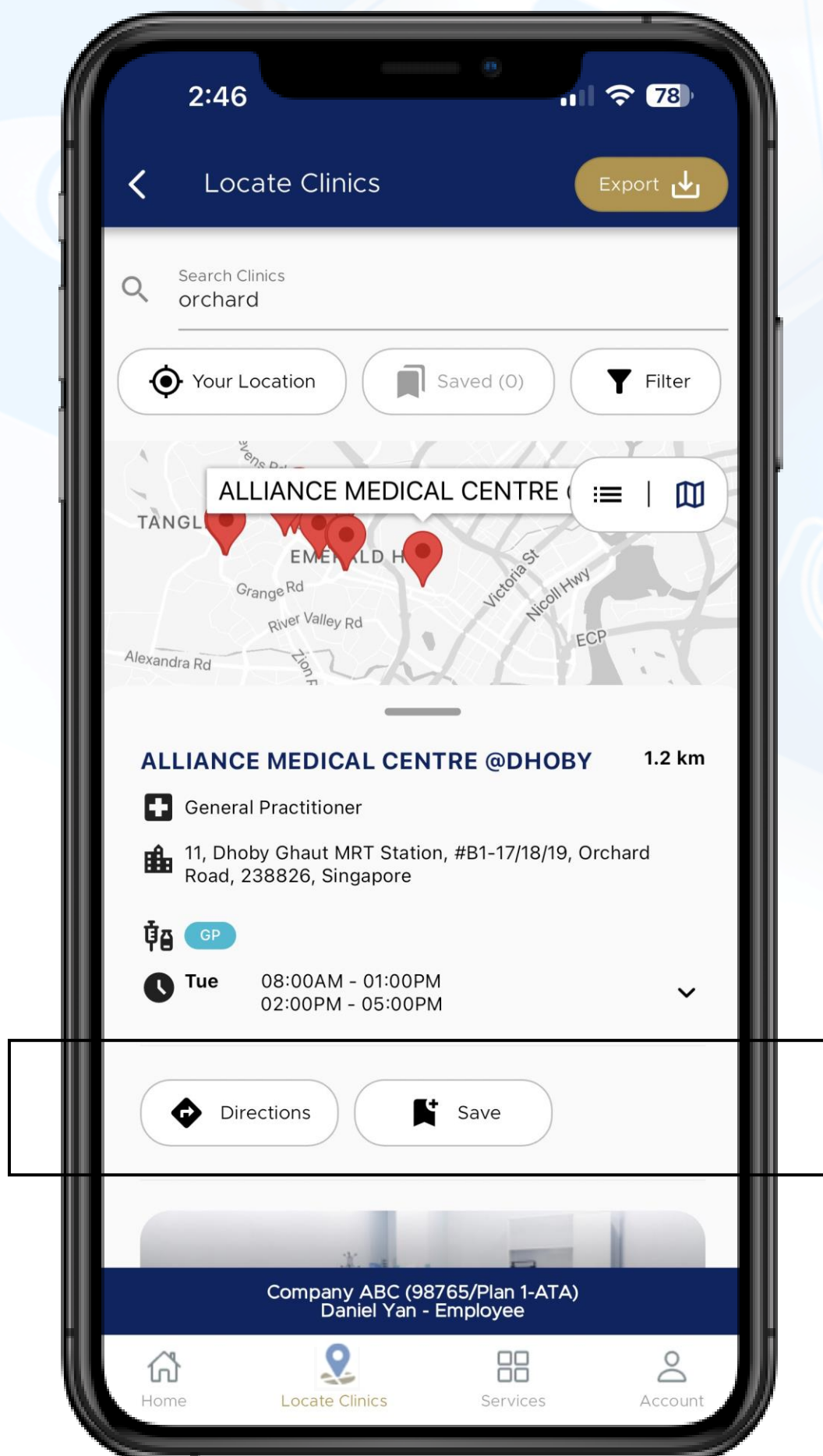
Filters

Access filters to help you refine the search experience.

14 | Locate Panel Clinics

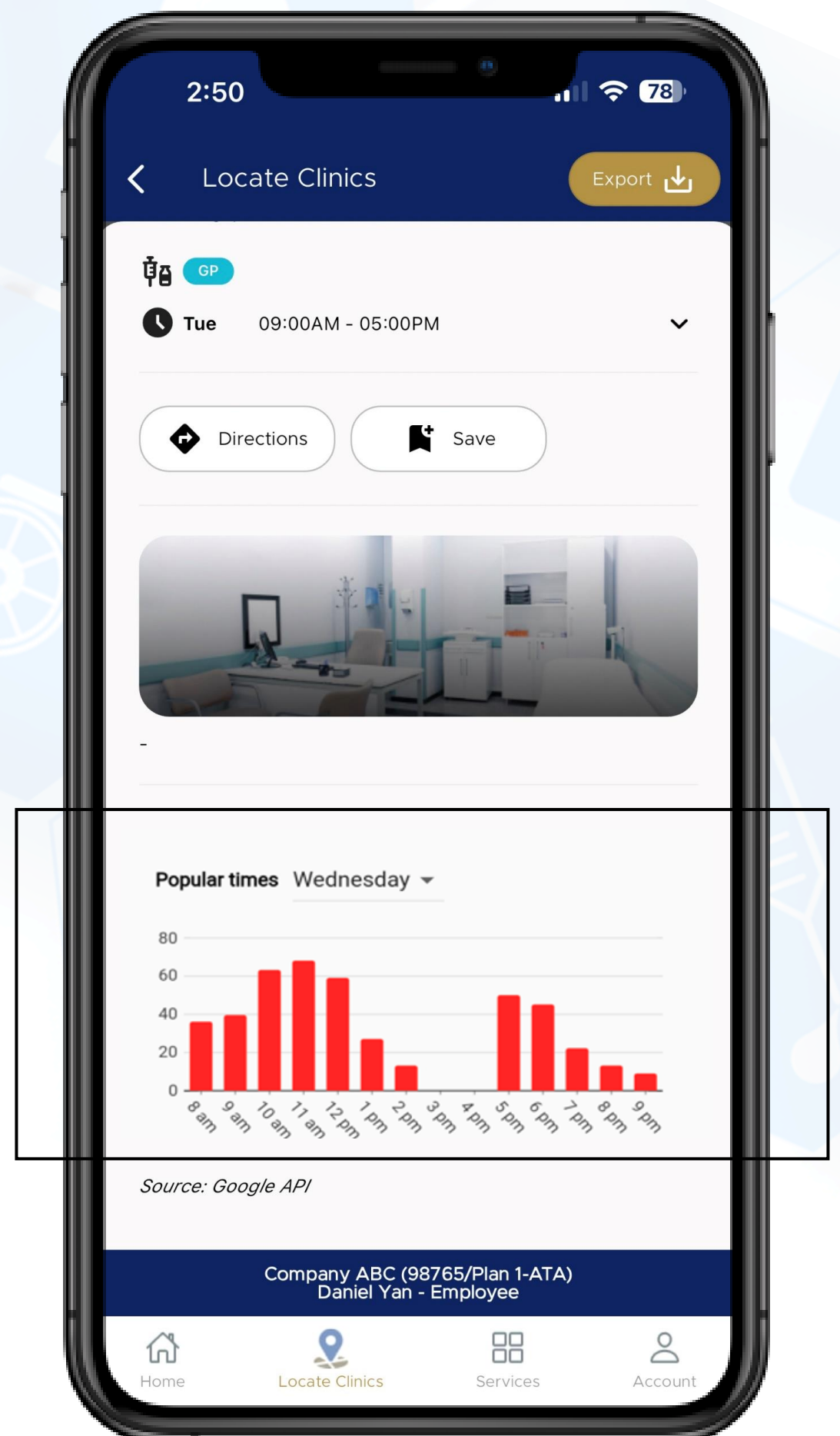
Locate Clinic Page - Clinic detail view

This shows the details of the selected panel clinic.



Tap "**Directions**" to link a navigation app to direct you to the clinic.

You can also contact the clinic directly by tapping on "**Call**"



Google map information will allow you to review the crowd traffic on the average at this clinic by hours of the day. (Note that this is not tabulated by specific dates and times)

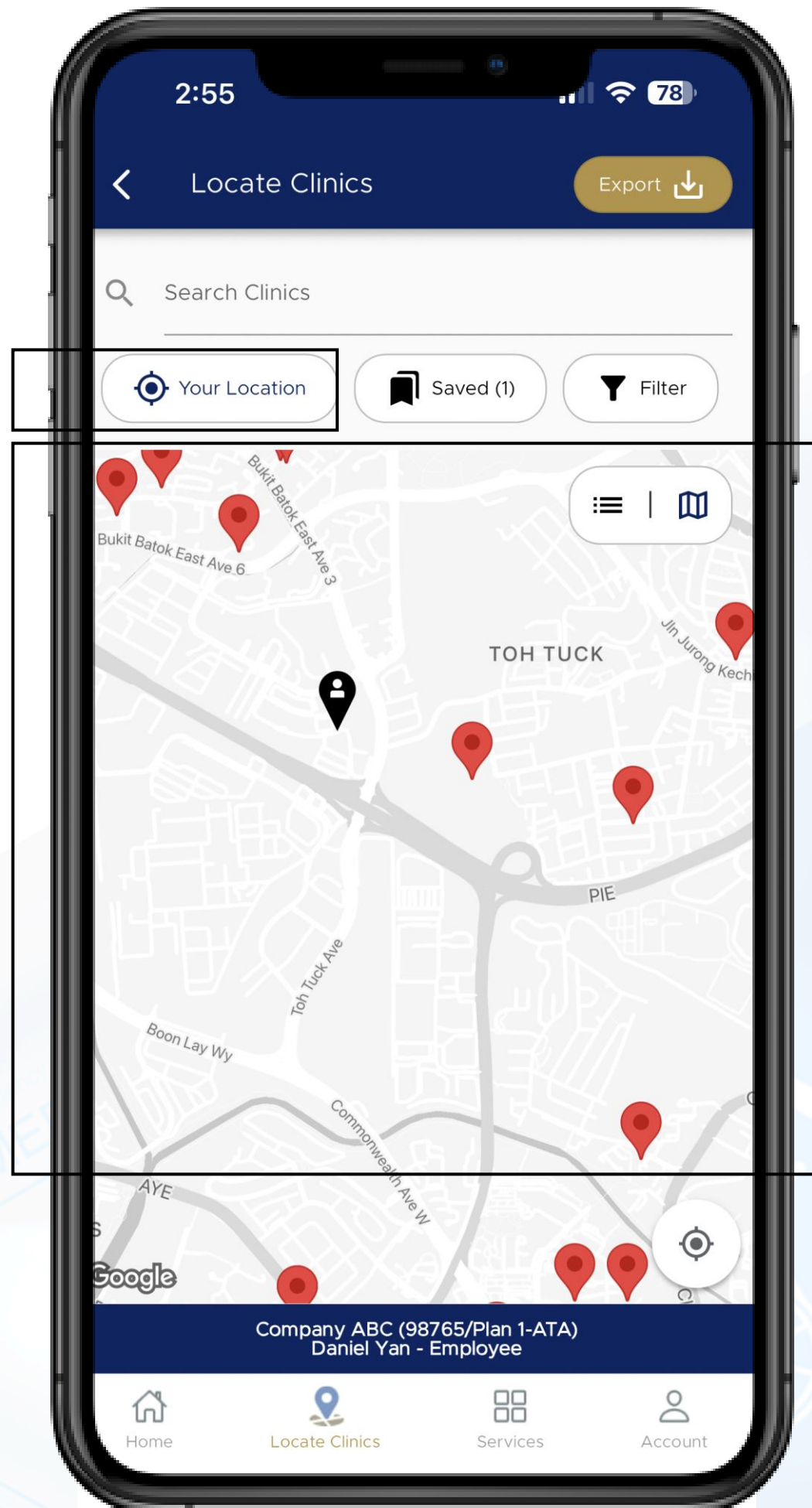
15 | Locate Panel Clinics

Locate Clinic Page - Map view

Map/ locator view that allows you to identify panel clinics nearby.

Tap to identify your current location on the map.

Map will display the nearby clinics within your vicinity. Tap on the preferred clinic to access more details.



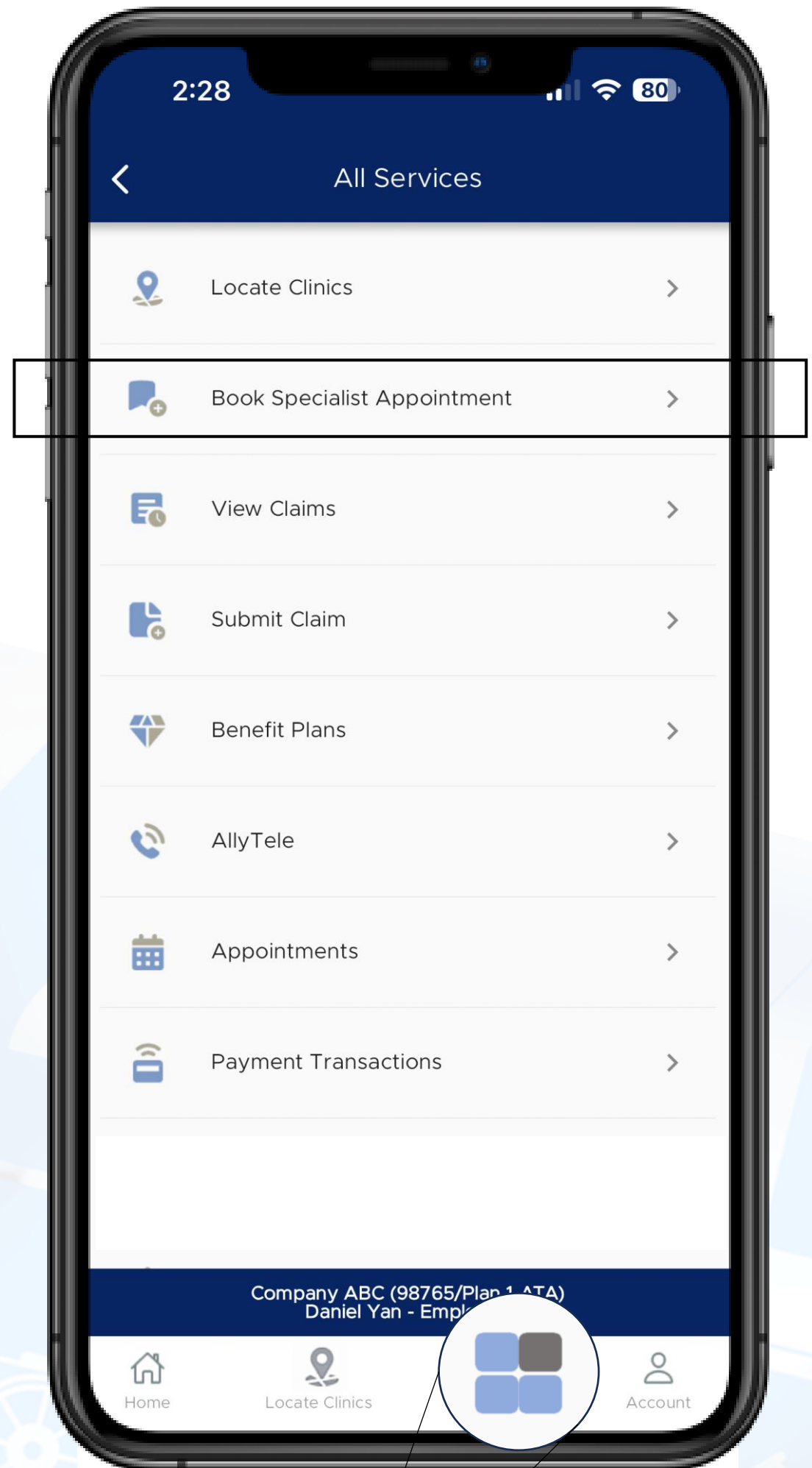
16 | Book Specialist

Book Specialist

This function allows you to submit a specialist appointment/ referral request to us.

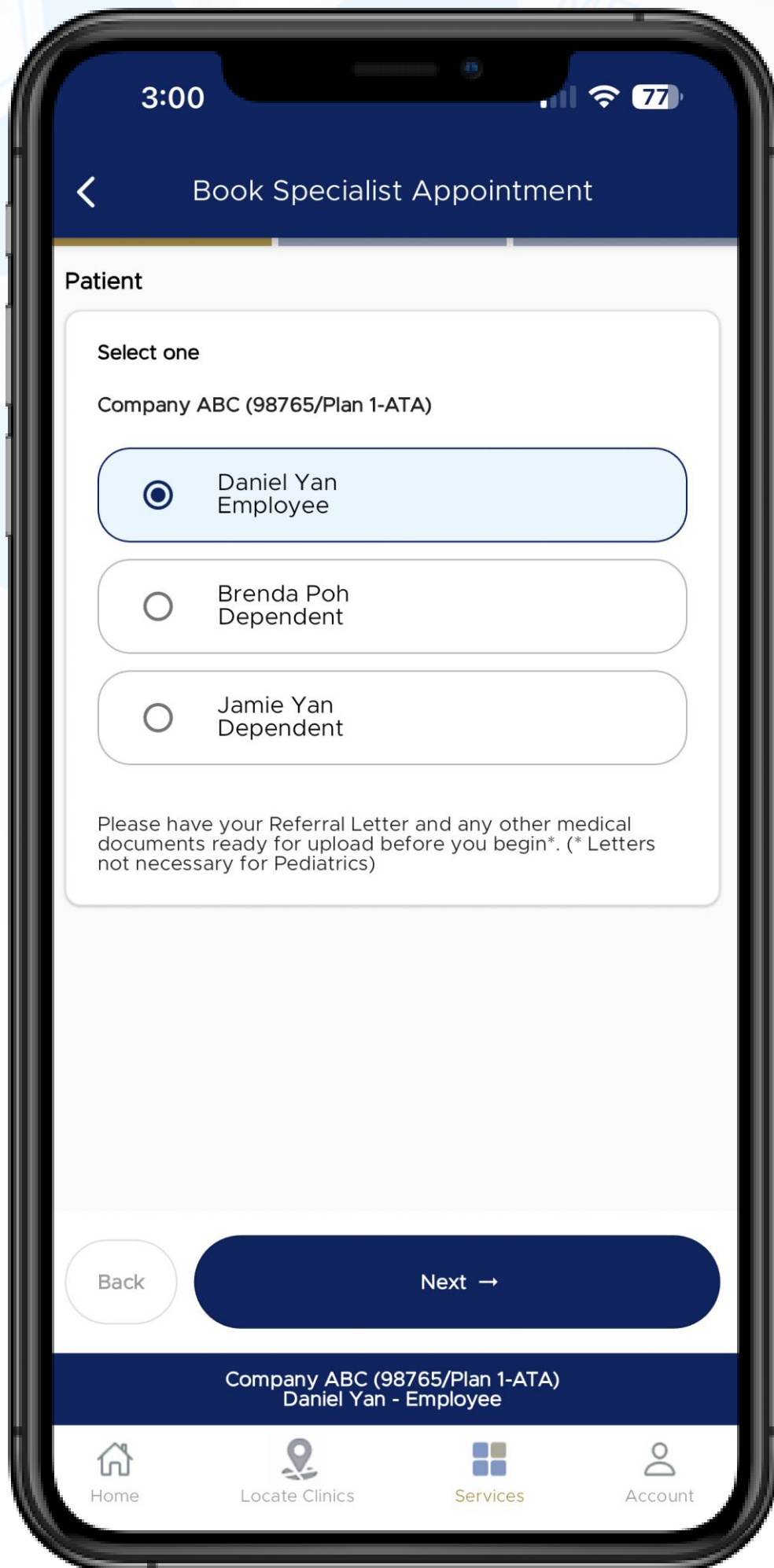
Our agent will contact you to assist with the necessary arrangements.

Tap on "**Book Specialist**" icon to proceed.

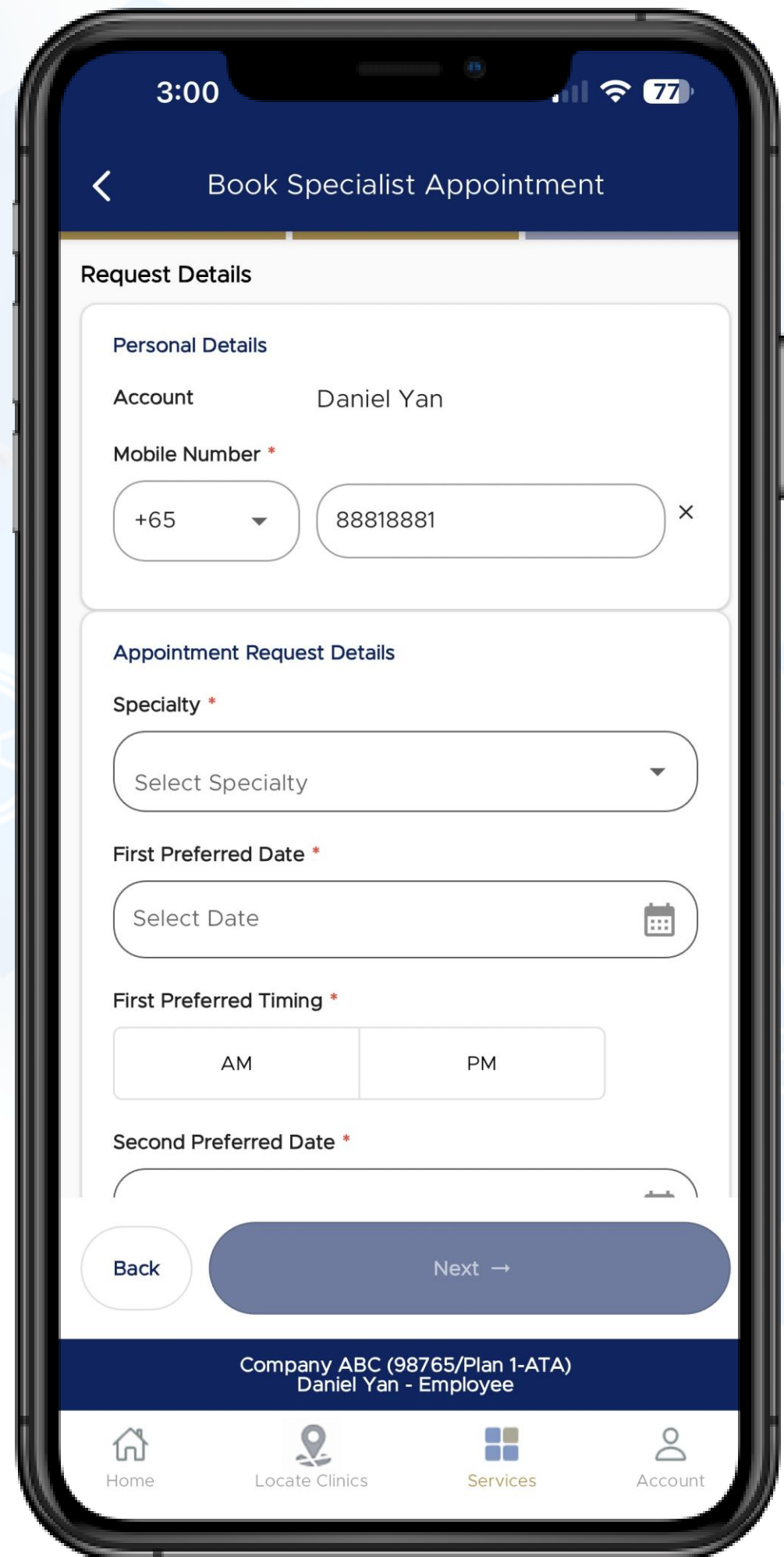


Access the "**All Services**" menu by tapping the icon on the navigation bar.

17 | Book Specialist



Select the relevant claimant for this request.



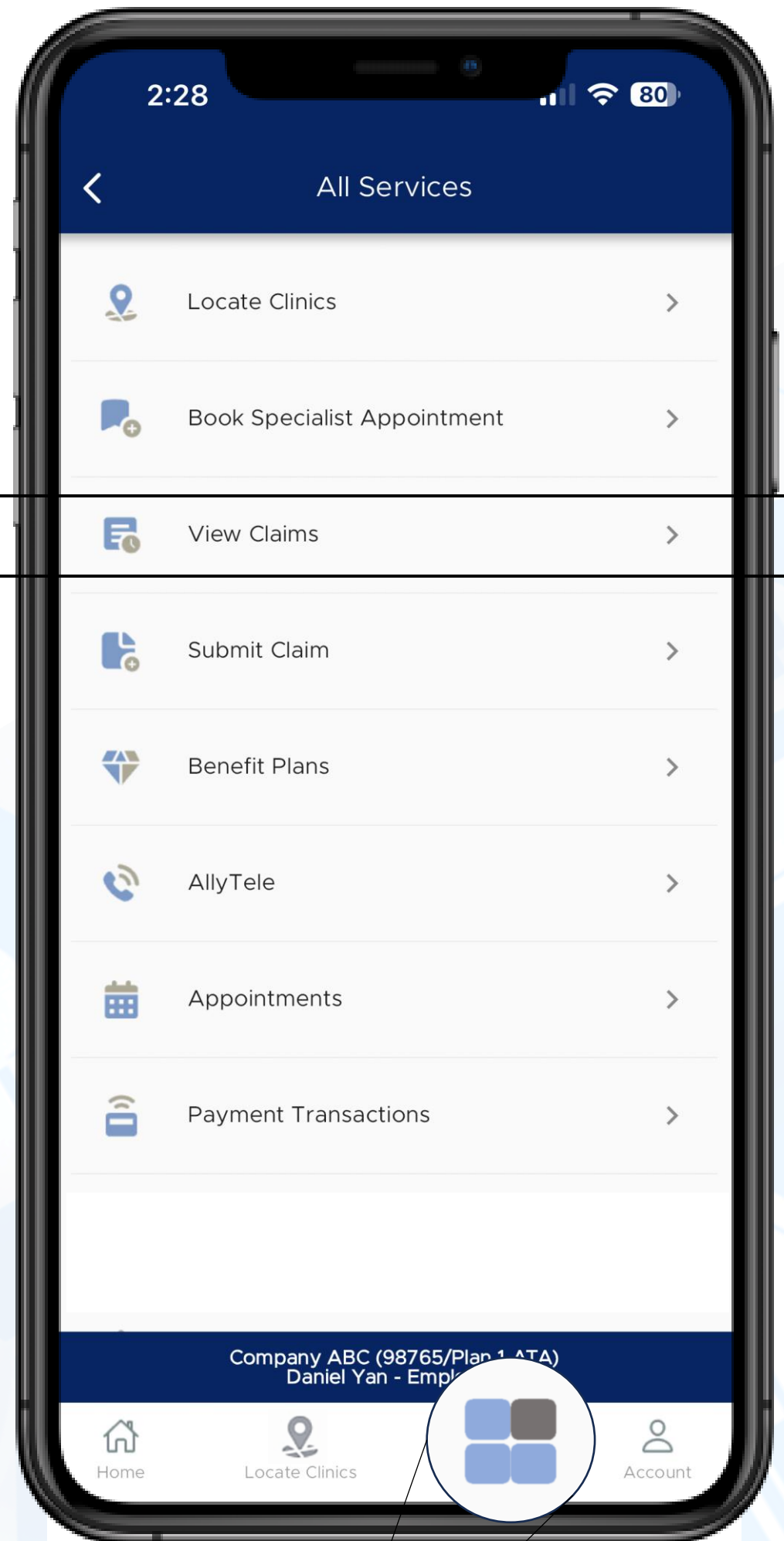
Complete the questionnaire, tap "Next" to review and submit your request.

Reminder: To include all relevant information and supporting documents such as referral letter and Doctor memo etc to facilitate assessment.

Claims

This function allows you to access your claims history (details, statuses etc) and saved drafts.

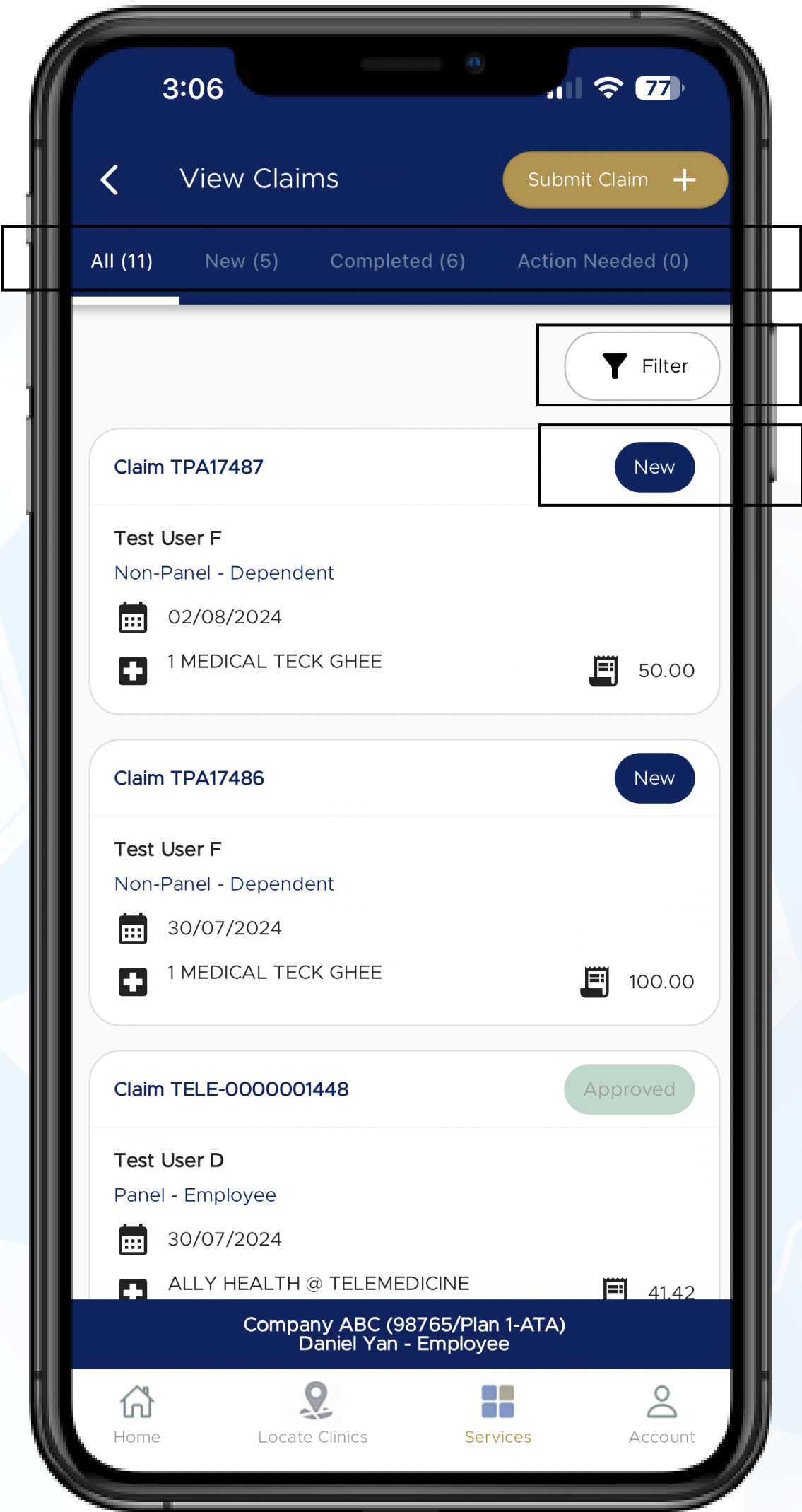
Tap on **"View Claims"** icon to proceed.



Access the **"All Services"** menu by tapping the icon on the navigation bar.

Claims Page

To view submitted claims status or access saved draft claims.



Action Filters

Helps you categorize claims based on claim status; Enables you to prioritize claims requiring attention.

Filter

Use filters to retrieve specific claims.

Status

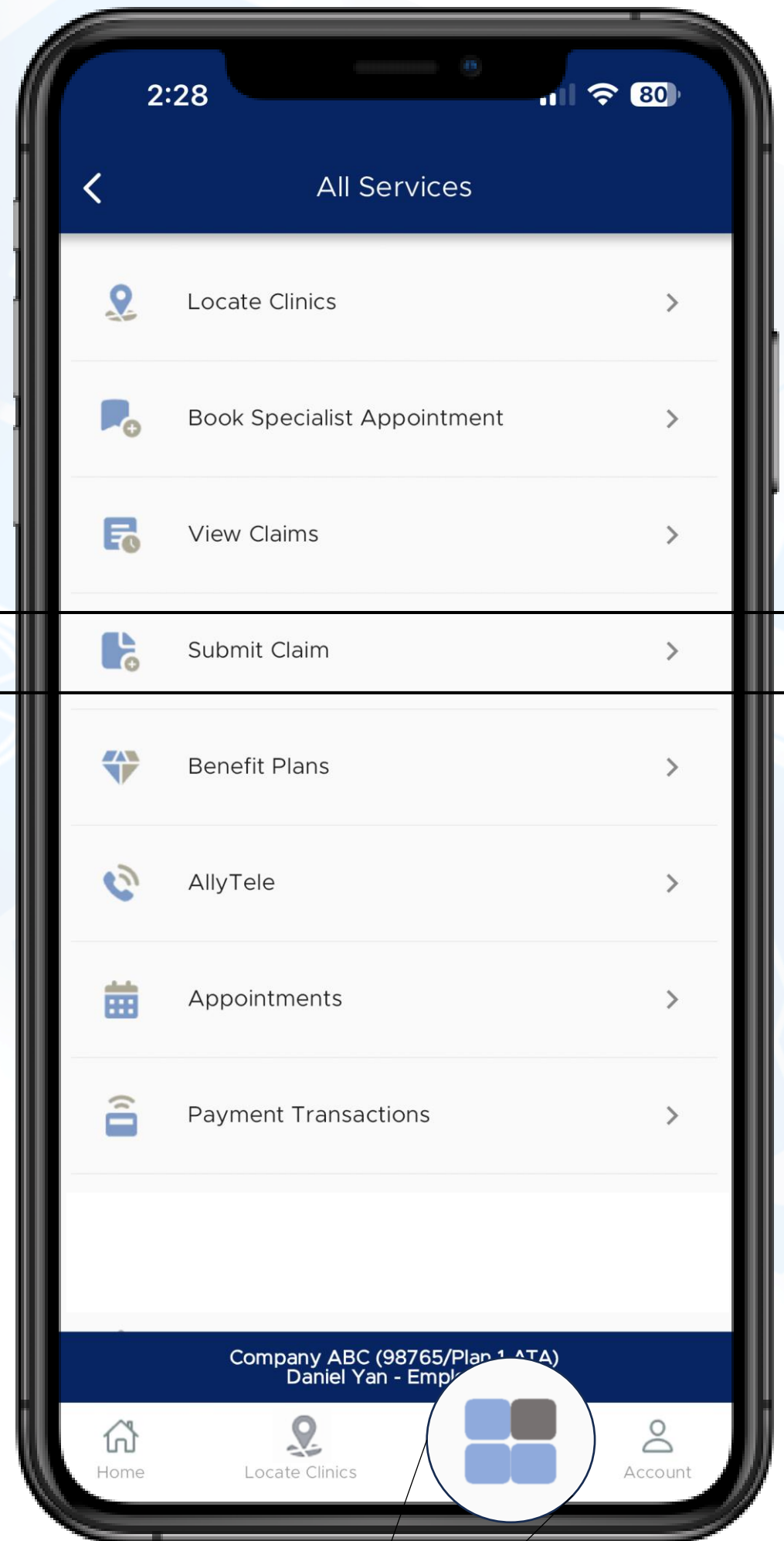
Review the status of each claim.

20 | Submit Claims

Submit Claims

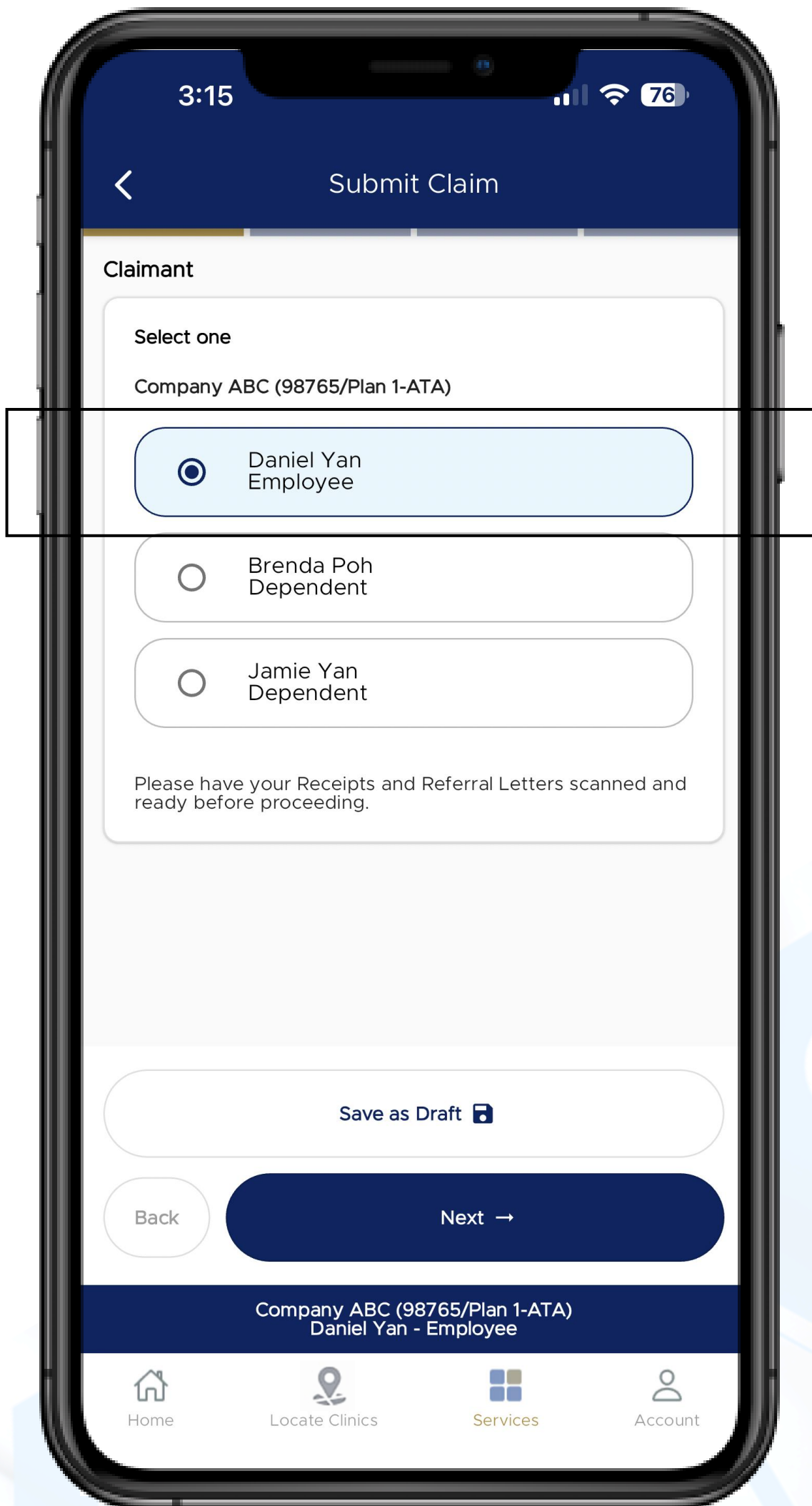
This function allows you to submit your claim and attach relevant supporting documents for assessment.

Tap on "**Submit Claim**" icon to proceed.

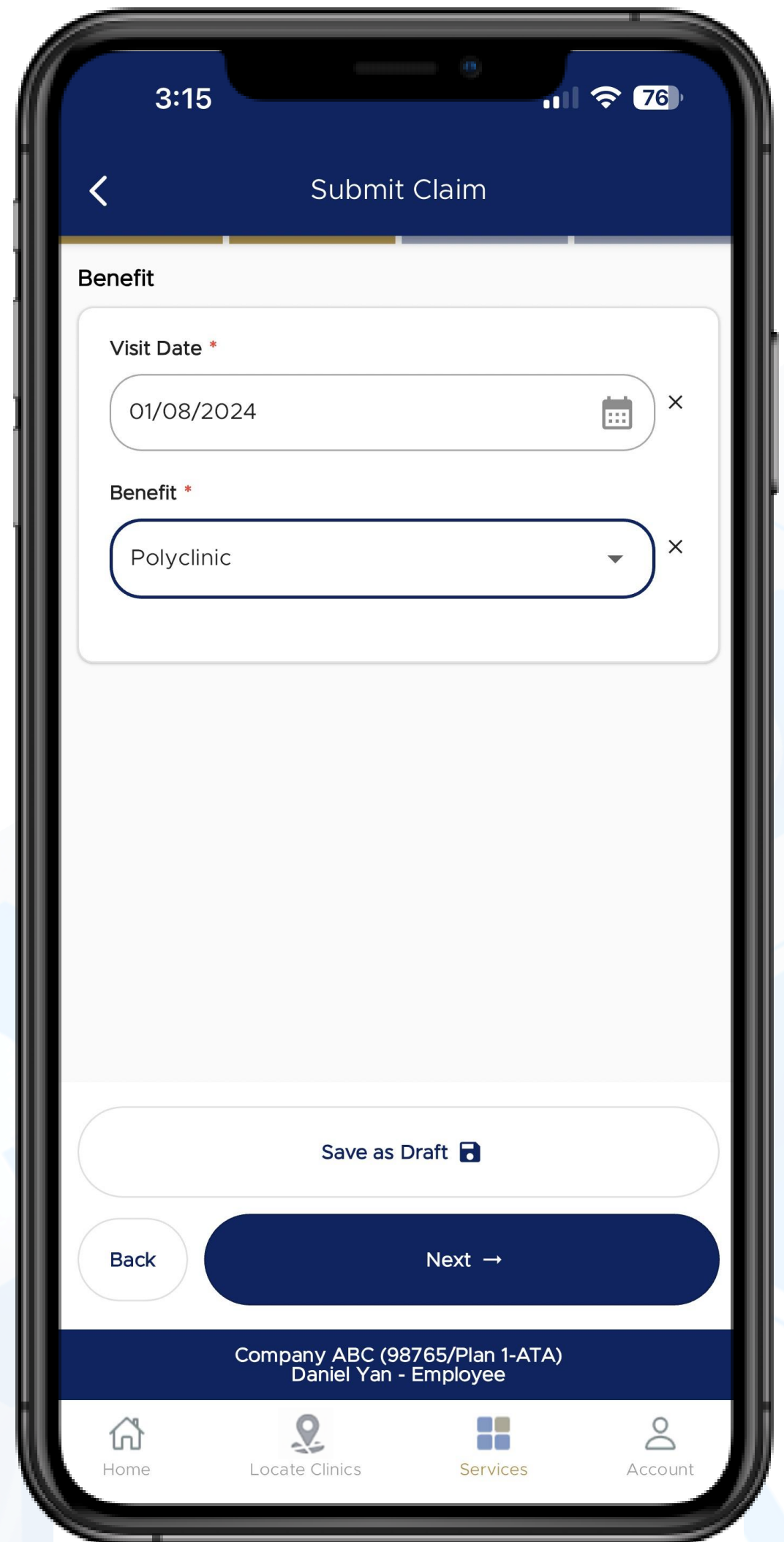


Access the "**All Services**" menu by tapping the icon on the navigation bar.

21 | Submit Claims



Select the relevant claimant for this request.



Enter the details in sequential order as the system will validate the eligibility.

22 | Submit Claims

3:20 76

Submit Claim

Claim Details

Visit Details

Member Name Daniel Yan

Visit Date 01/08/2024

Clinic/Hospital Details

Benefit Category For Non-Panel Clinics & Services

Benefit Polyclinic

Clinic/Hospital *

Search or enter Clinic/Hospital

Diagnosis

Diagnosis 1 *

Save as Draft

Back Next →

Company ABC (98765/Plan 1-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Complete the questionnaire with the claim details.

3:20 76

Submit Claim

Diagnosis

Diagnosis 1 *

Search Diagnosis 1

+ Add Diagnosis

Attachment(s)

Please provide receipt/invoice and supporting document(s), if any.

Maximum file upload of 5MB (PNG, JPEG, PDF, and TIFF images only)

Attachment *

+ Upload

Remarks

Save as Draft

Back Next →

Company ABC (98765/Plan 1-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Upload the relevant supporting documents such as invoice, receipts, referral letters, doctor memos etc.

3:20 76

Submit Claim

Remarks

0/1000

Payment Details

Receipt Amount *

Receipt amount is inclusive of GST (9.00%)

Receipt amount has no GST

Total Incurred Amount (before GST) 0.00

GST Amount 0.00

Save as Draft

Back Next →

Company ABC (98765/Plan 1-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Tap "Next" to review and complete submission.

Important Notes:

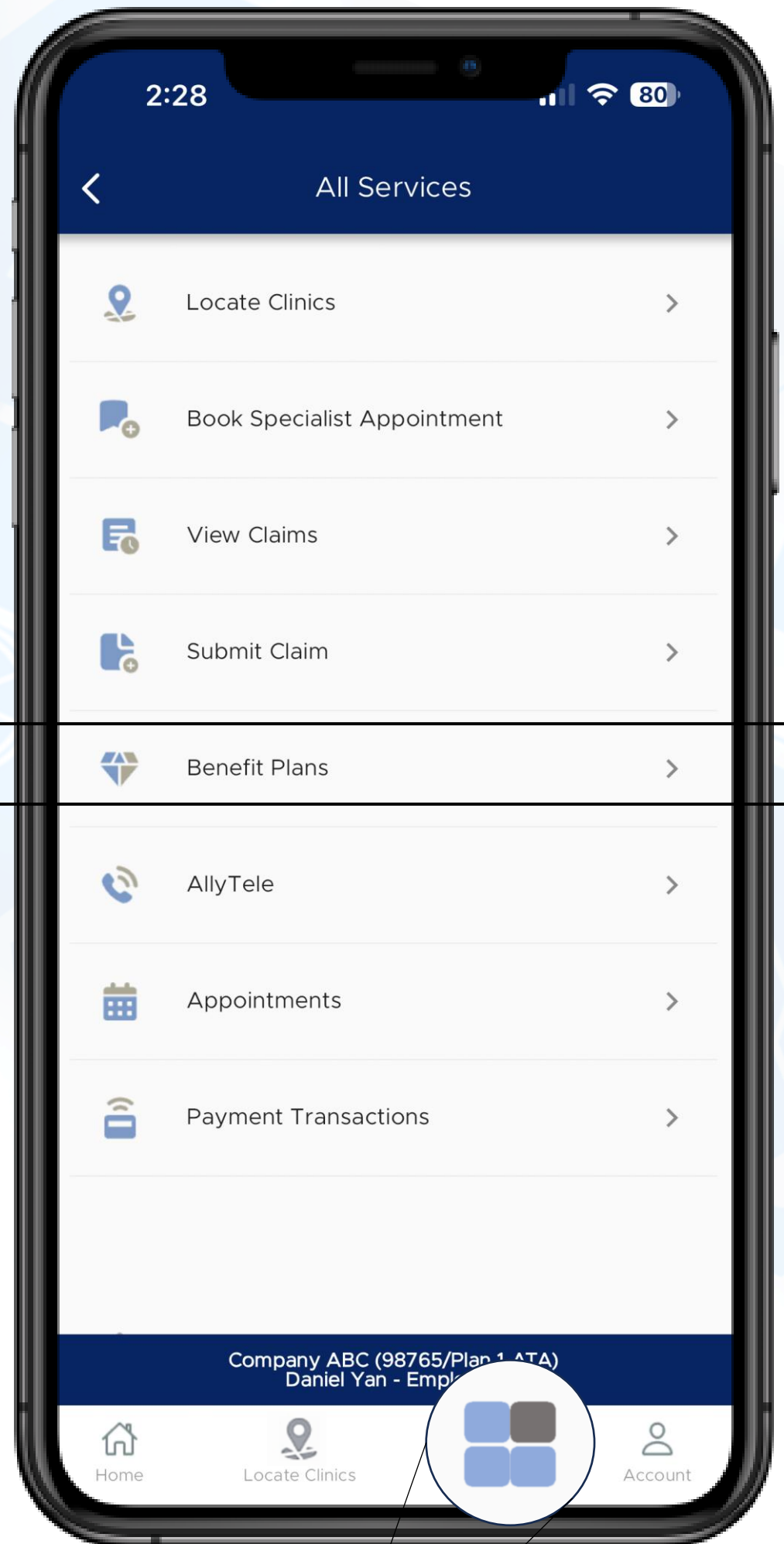
- Please ensure that images are clear and legible before completing your submission.
- Reminder to include all relevant supporting documents to avoid assessment reimbursement delays.
- Please select "Alliance_Others" for Clinic Name and "Other general symptoms and signs" for Diagnosis if you are submitting a Flex claim (For Eligible Employees only)

23 | View Benefit Plan

Benefit Plan

This function allows you to review an overview of your benefit coverage across periods (if applicable)

Tap on "**Benefit Plan**" icon to proceed.



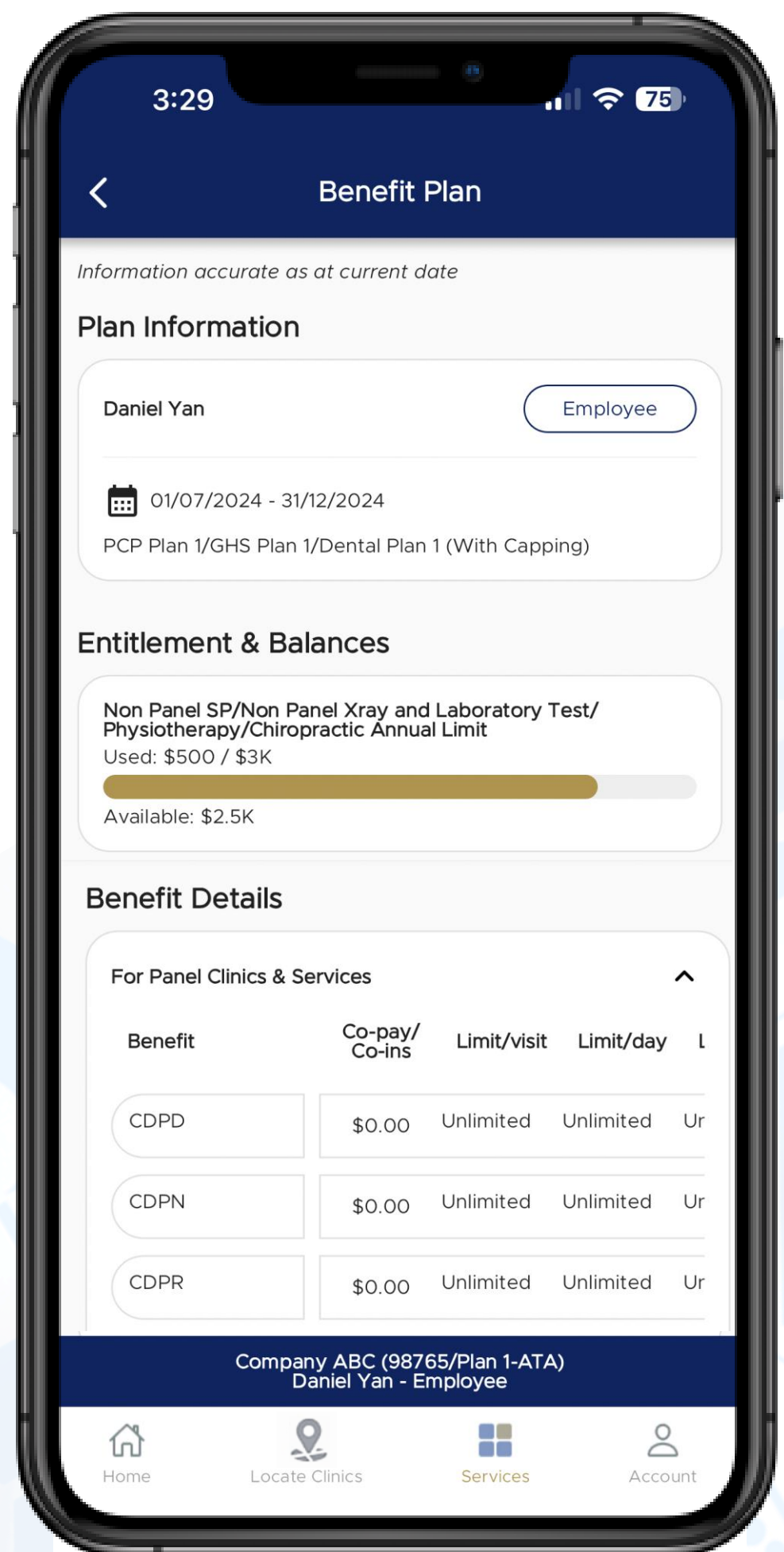
Access the "**All Services**" menu by tapping the icon on the navigation bar.

24 | View Benefit Plan



Toggle between current and previous benefit period (if applicable).

Tap on the required period to proceed.



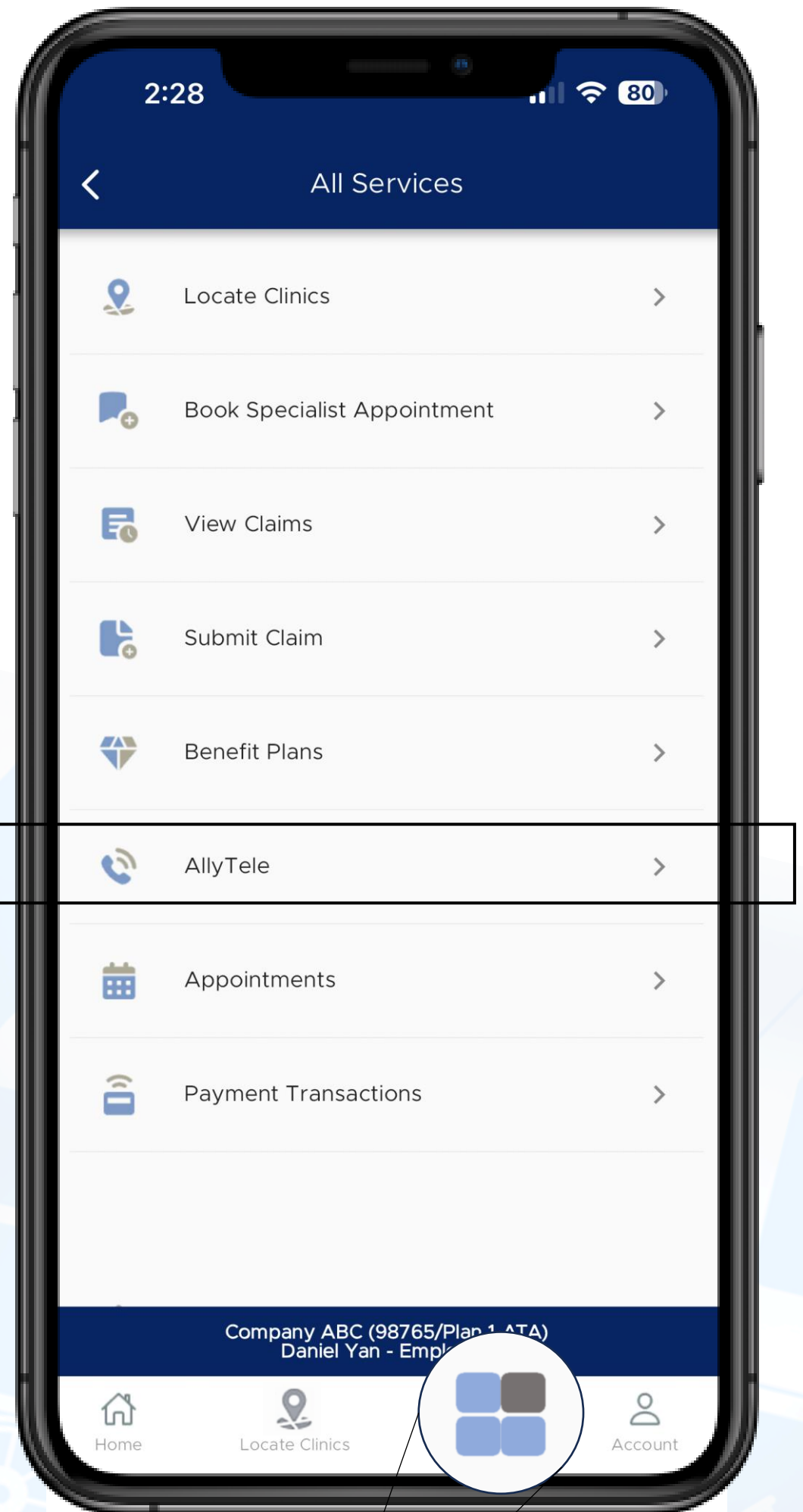
The app will display the relevant benefit details accordingly

25 | Telemedicine Services

24/7 Telemedicine Services via AllyTele

This function allows you to access 24/7 telemedicine services via AllyTele. Telemedicine services have been integrated to allow a seamless experience.

Tap on "**AllyTele**" icon to proceed.



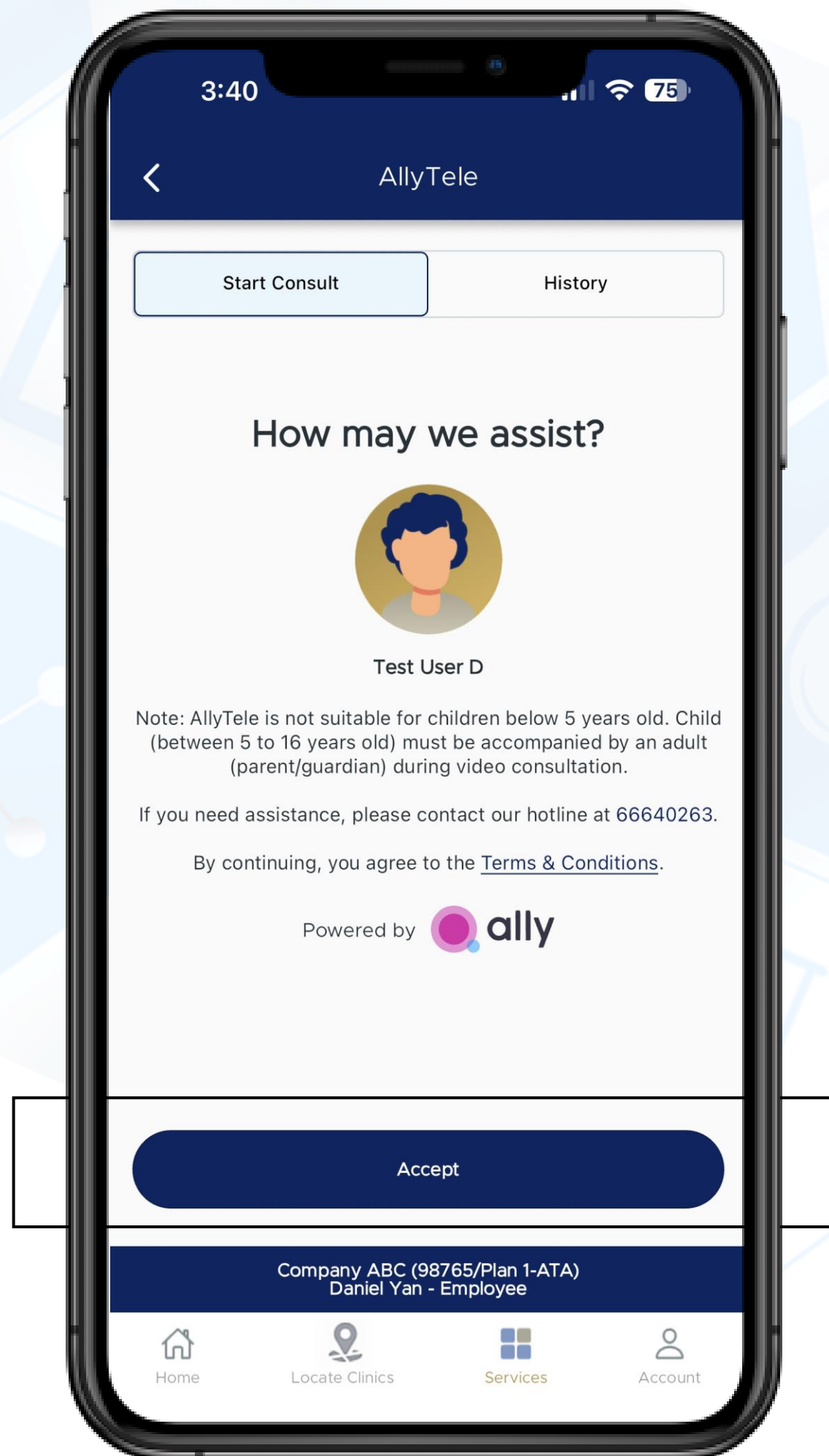
Important Note:

Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.

Access the "**All Services**" menu by tapping the icon on the navigation bar.

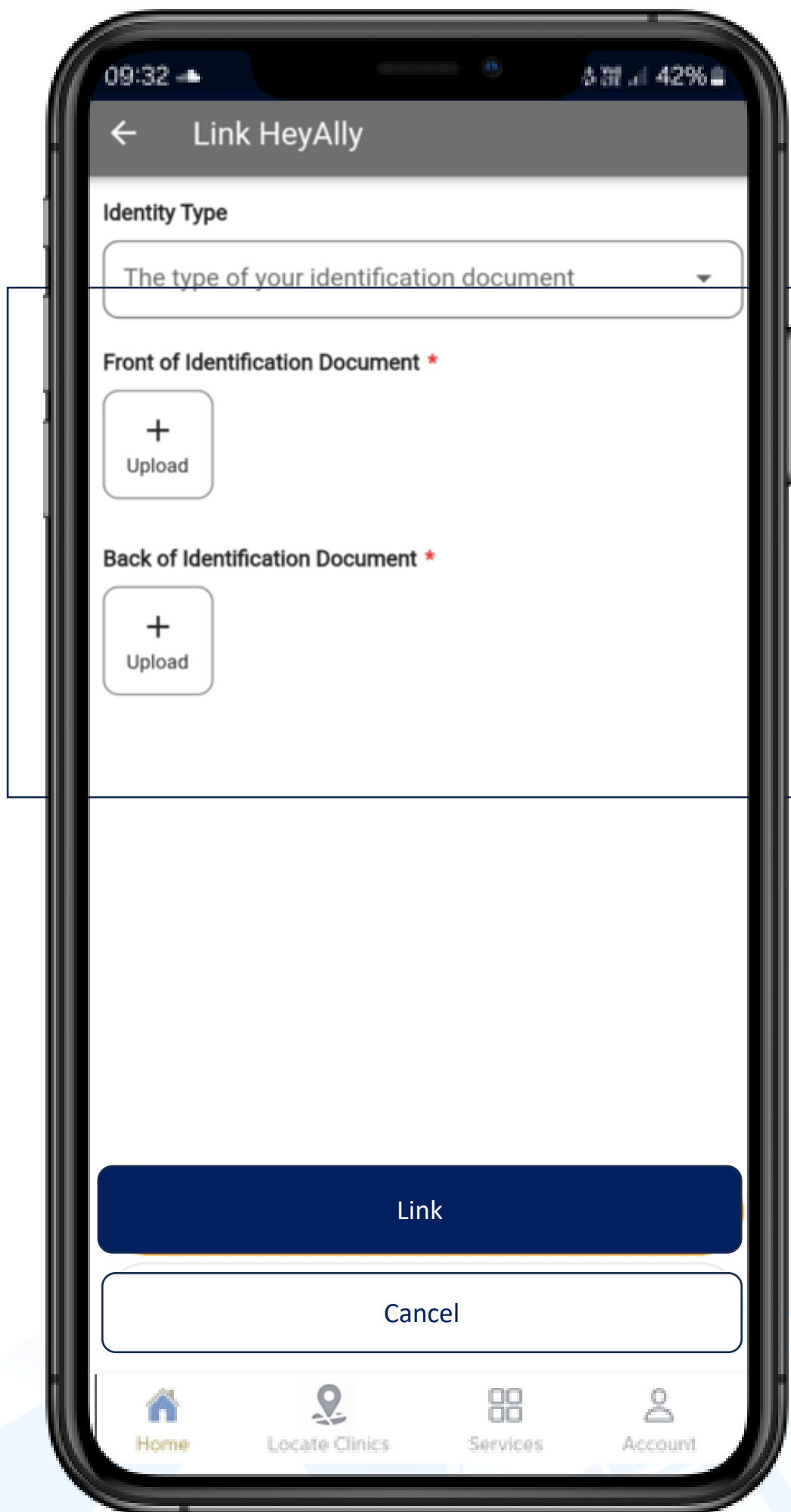
AllyTele - Preparation/Setup



Tap **Accept** to initiate the process.

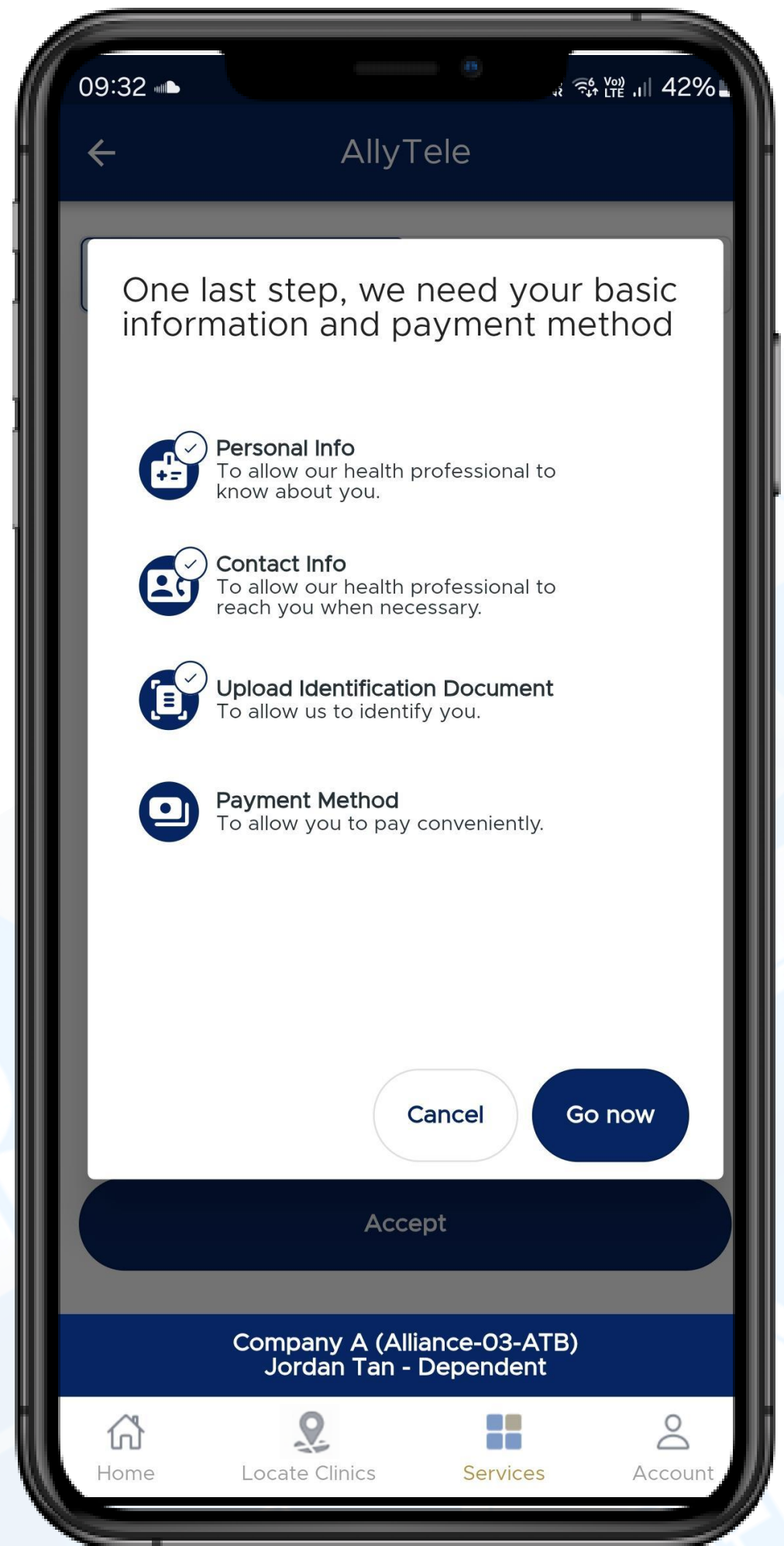
Note: First time users to AllyTele, you will be prompted to link your account. Tap "**Okay**" to proceed with the next steps.

AllyTele - Preparation/Setup



As part of the verification process for telemedicine services, you will be required to upload a front and back image of your identification card.

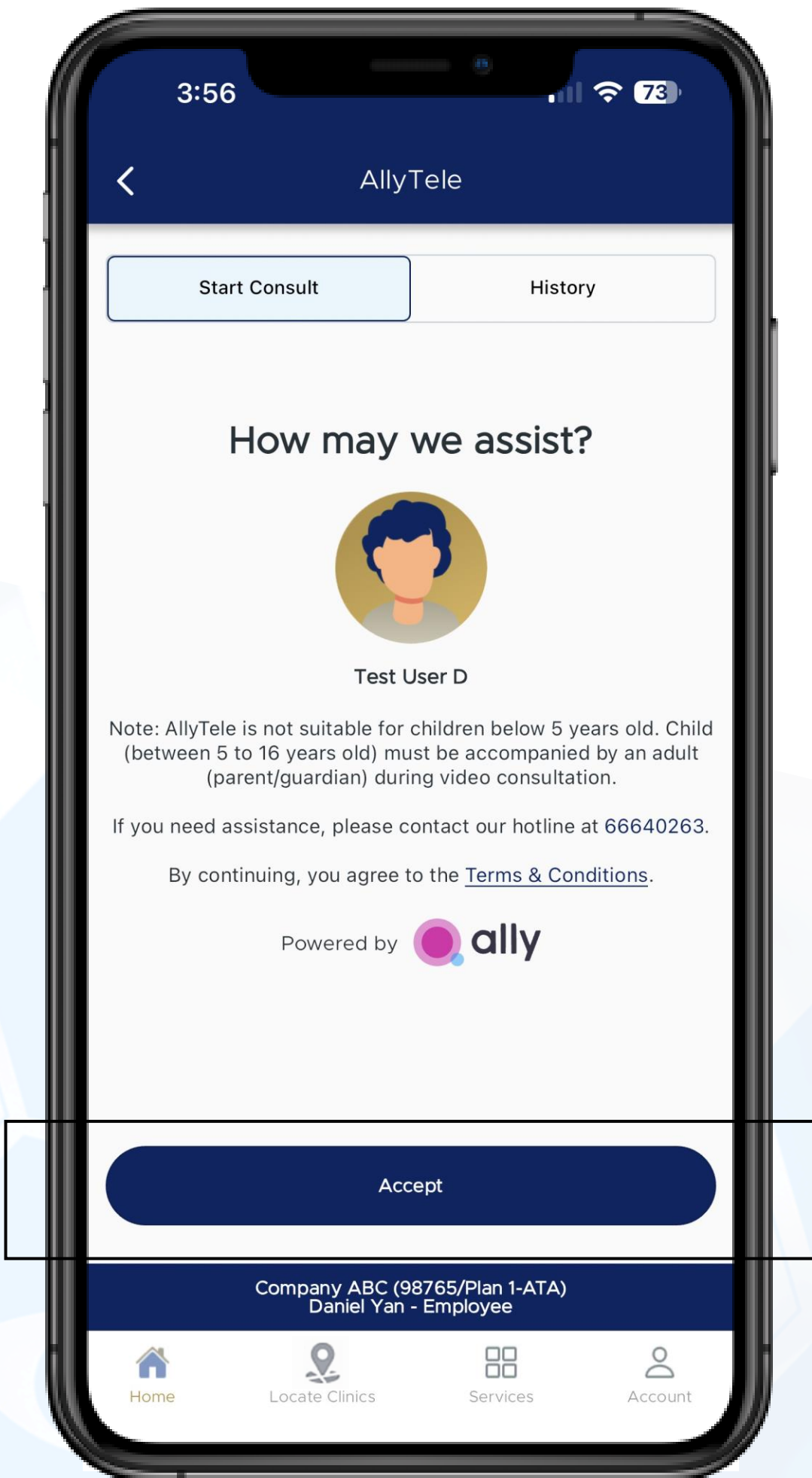
Tap on **“Link”** button to proceed.



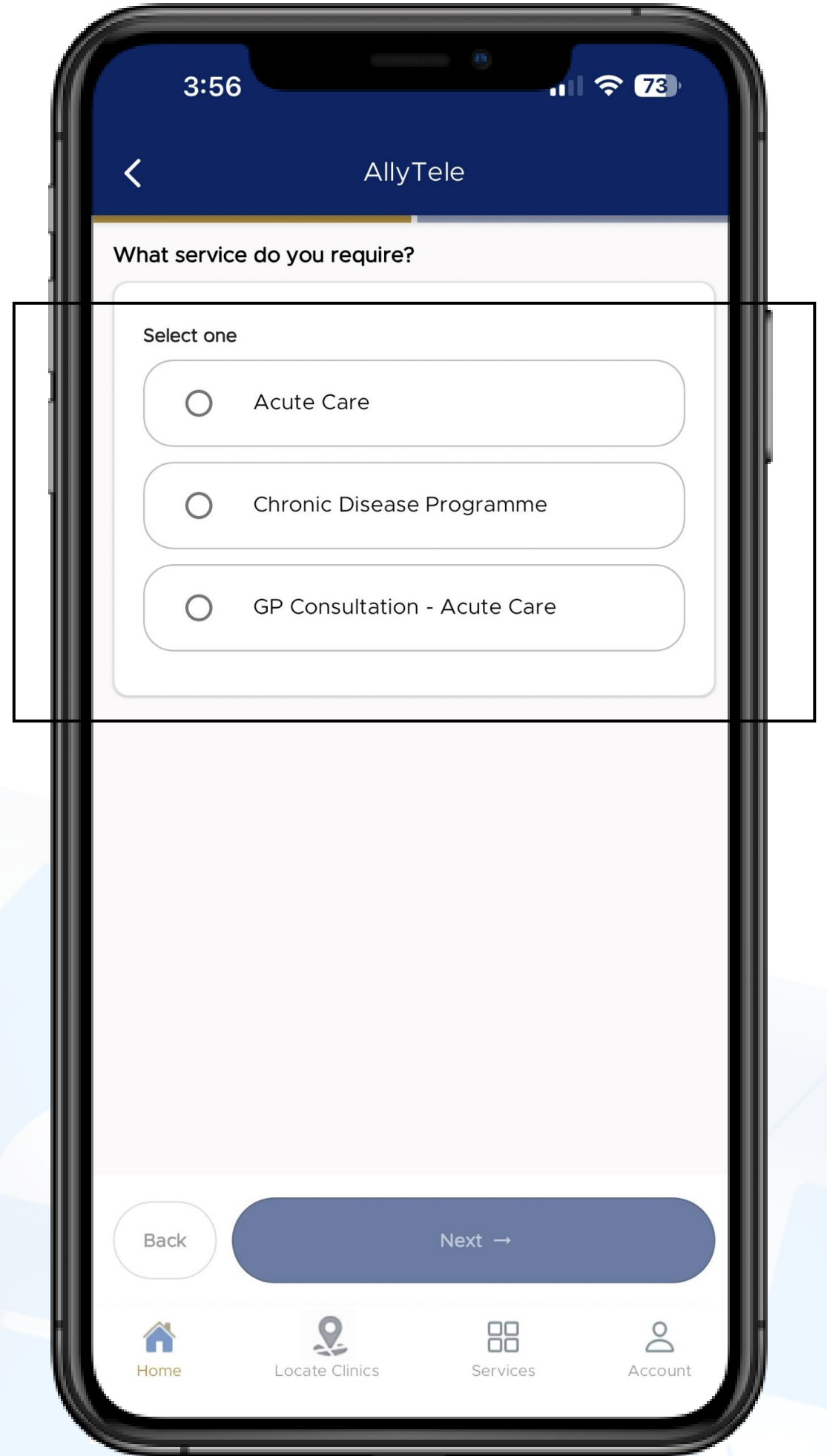
You will be prompted to complete the remaining profile before commencing a teleconsultation.

Reminder to allow the app to access features on your phone for images, video, mic and audio functions.

AllyTele - Arranging teleconsultation



Tap "**Accept**" to initiate telemedicine services.



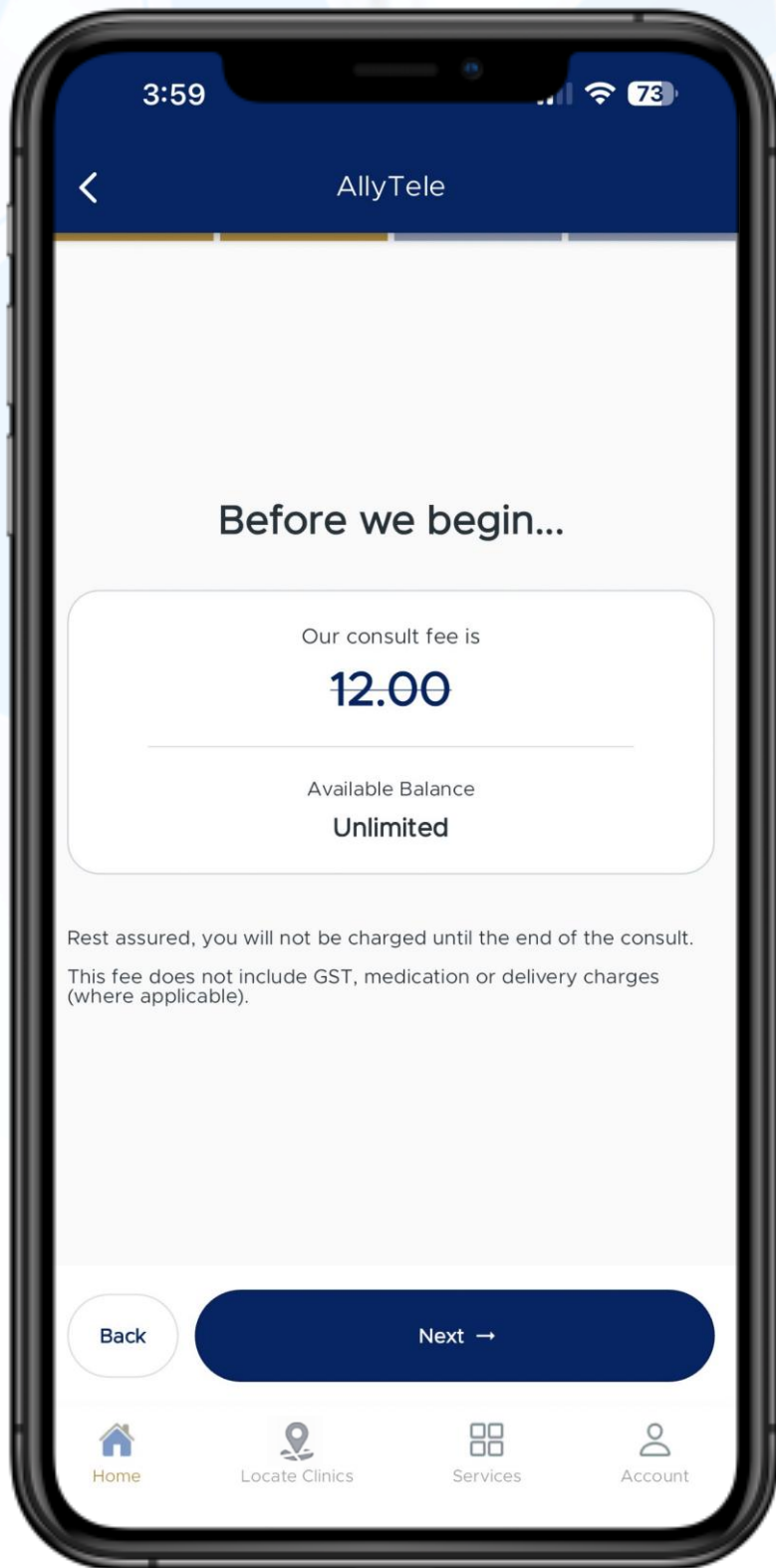
Select the type of services required.

Important Note:

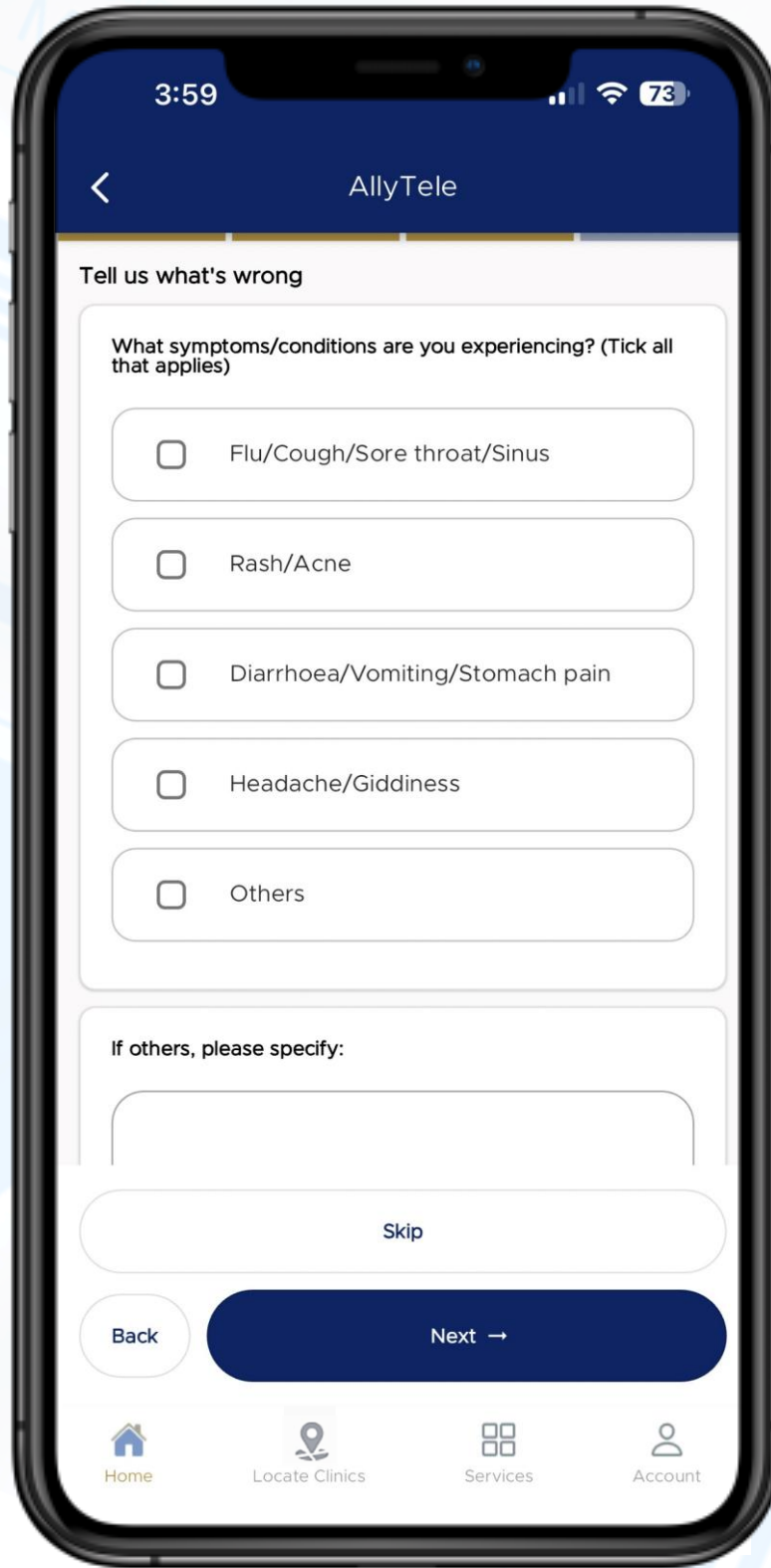
Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.

AllyTele - Arranging teleconsultation

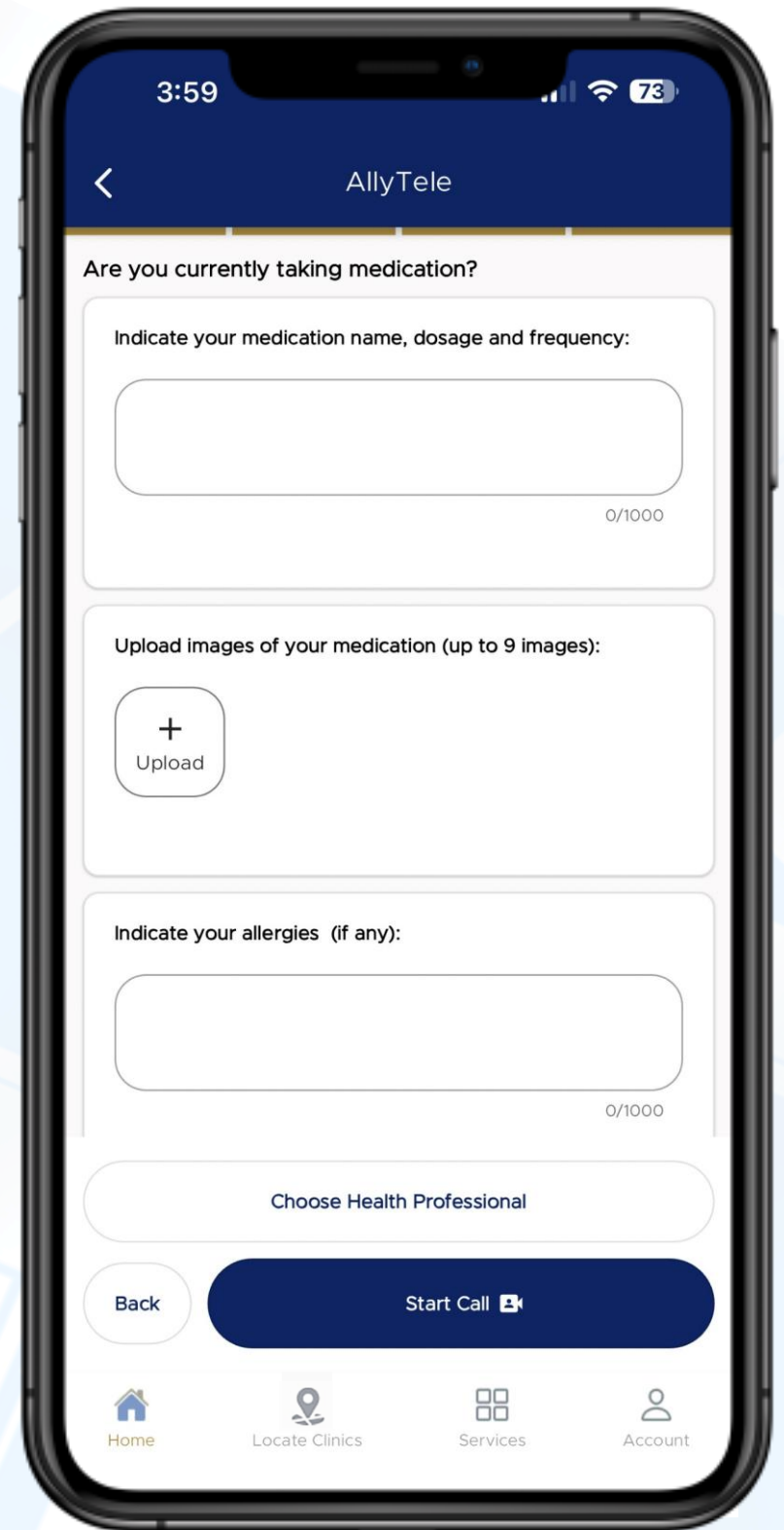


You will be informed of the applicable consultation fee. Tap "**Next**" to proceed.



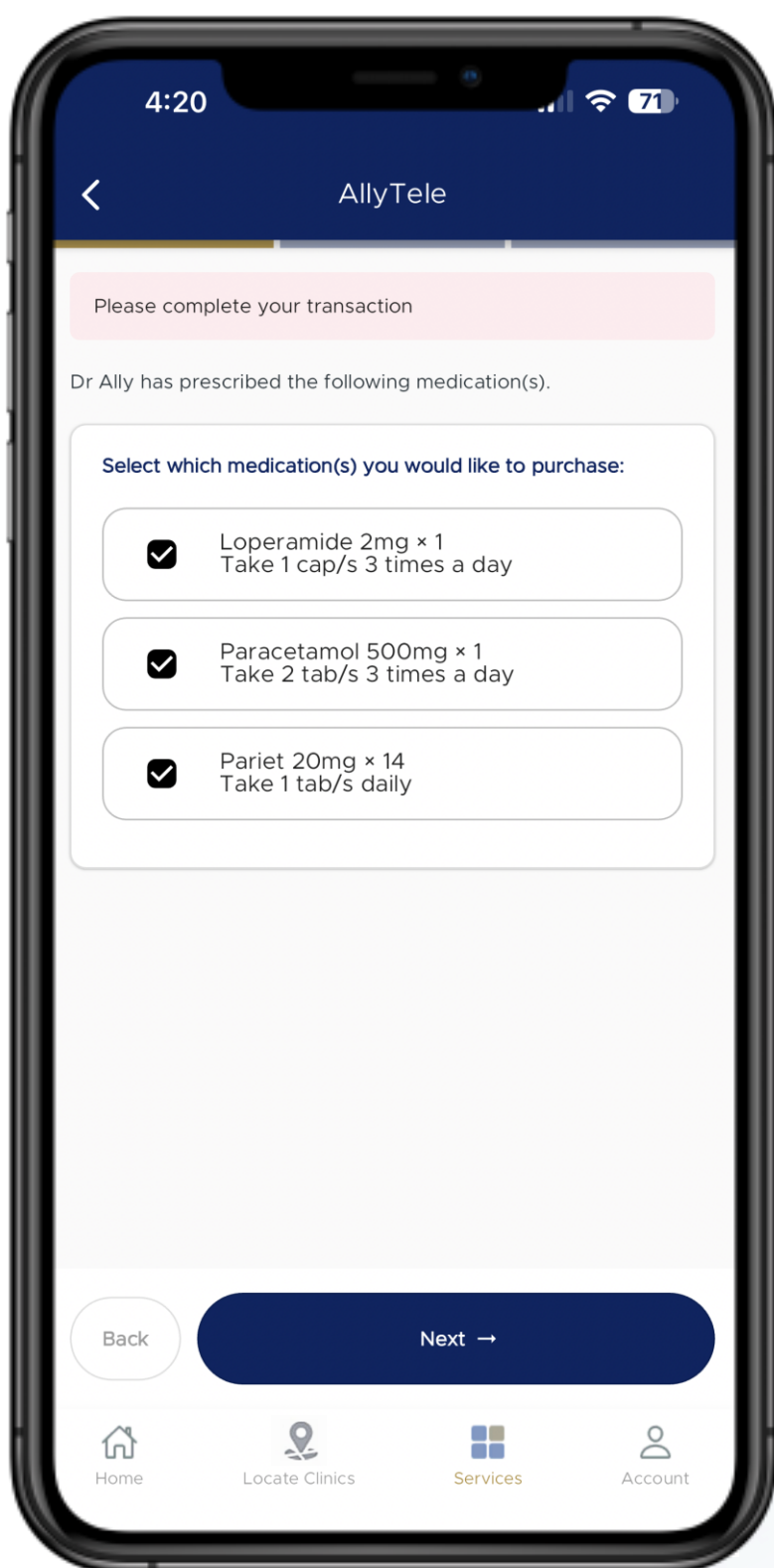
A triaging process will take place to assess your condition/ symptom and suitability for teleconsultation services.

Tap "Next" to proceed.

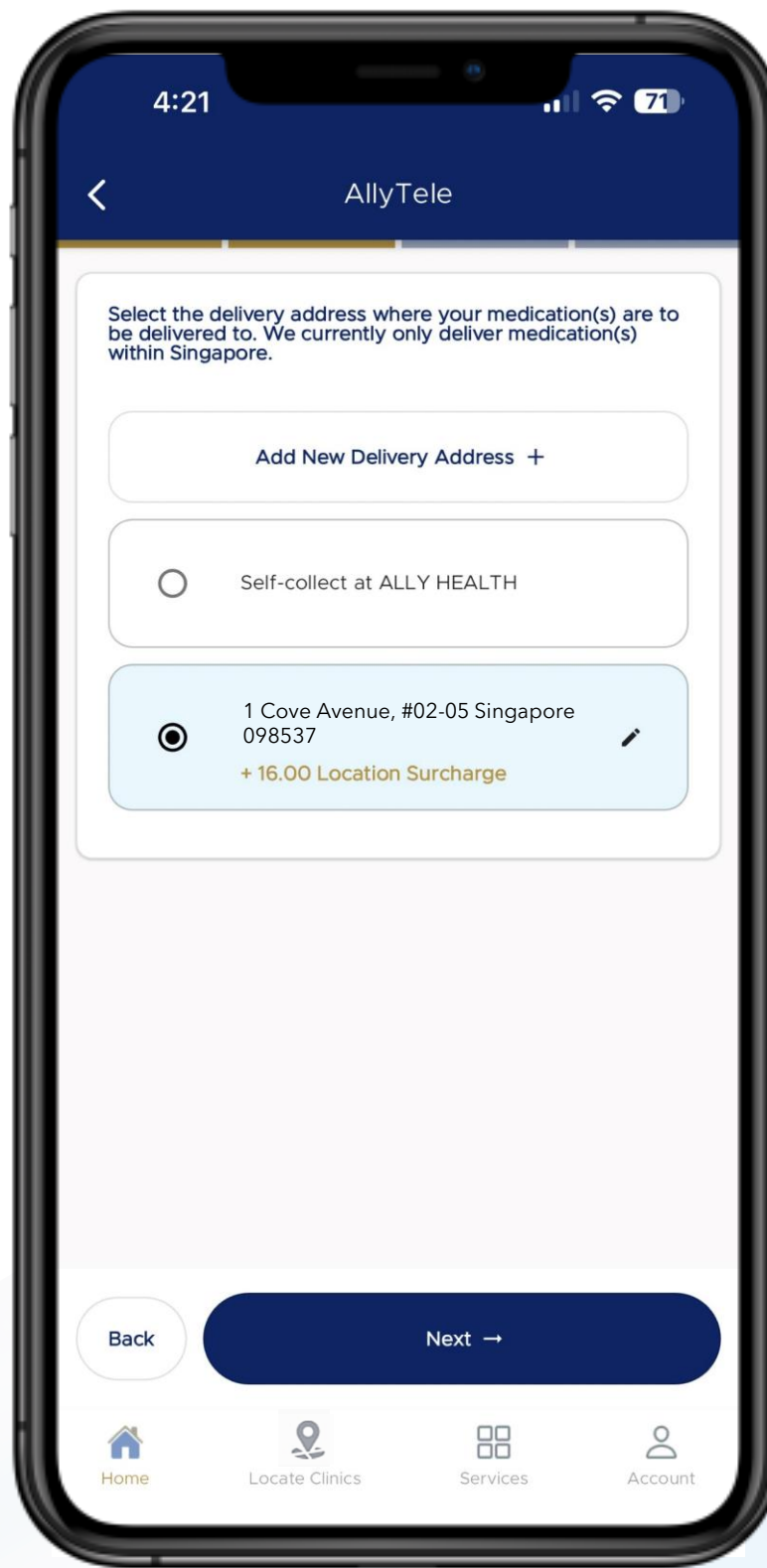


You will be prompted to dial in to commence teleconsultation with the designated Doctor.

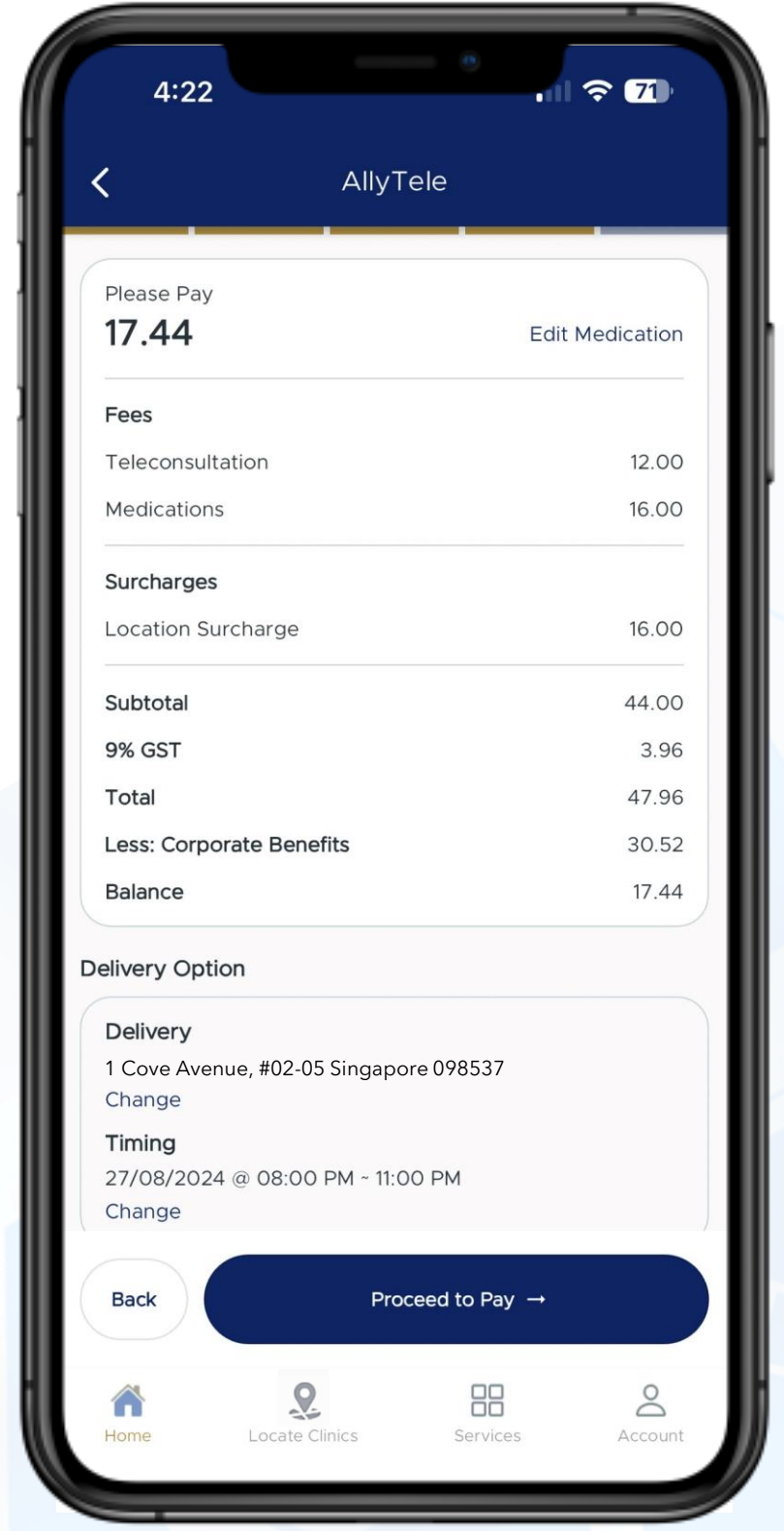
AllyTele - Post-teleconsultation



Select the medications from prescription list to checkout.

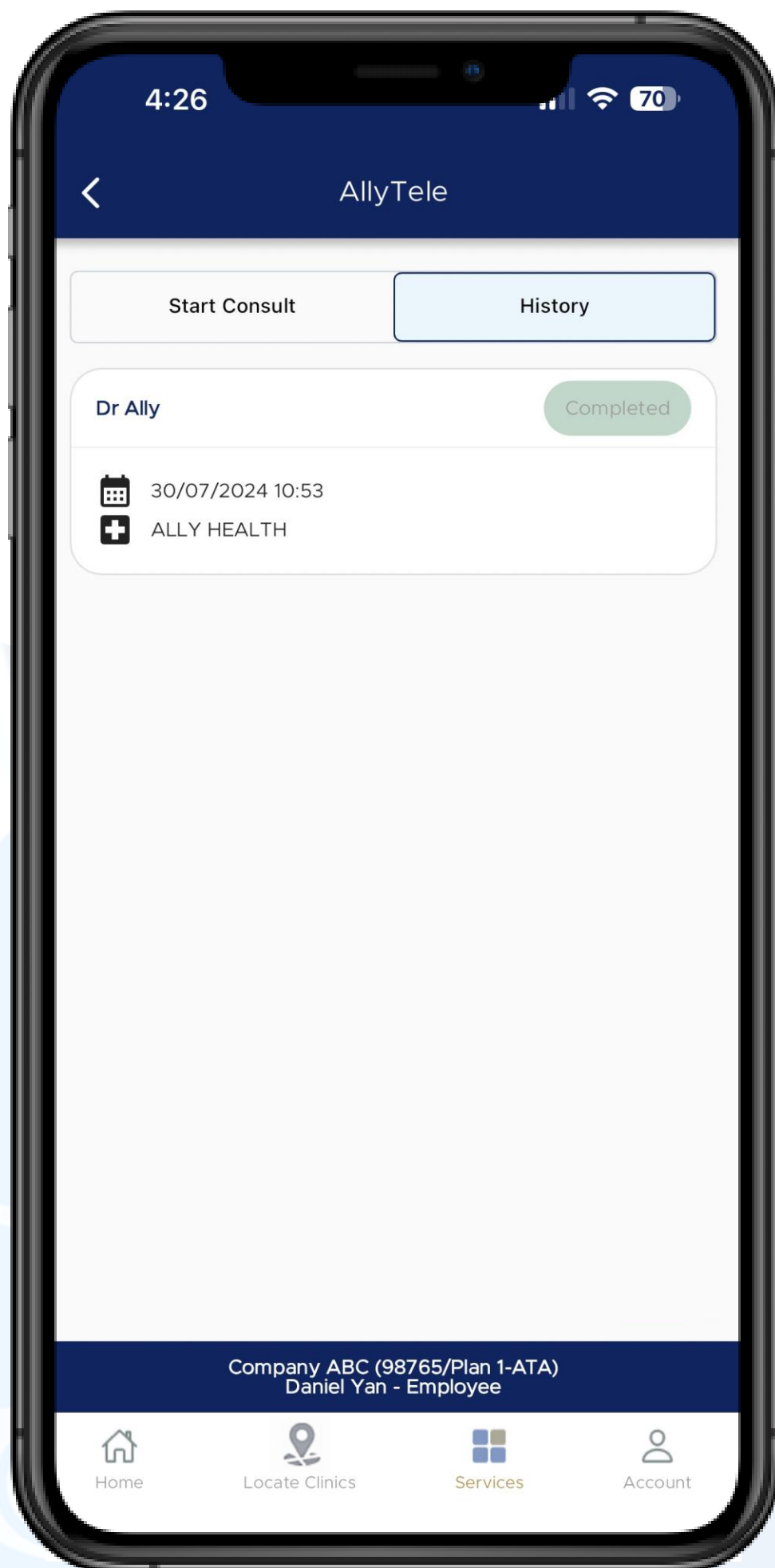


Select your preferred delivery address and time.

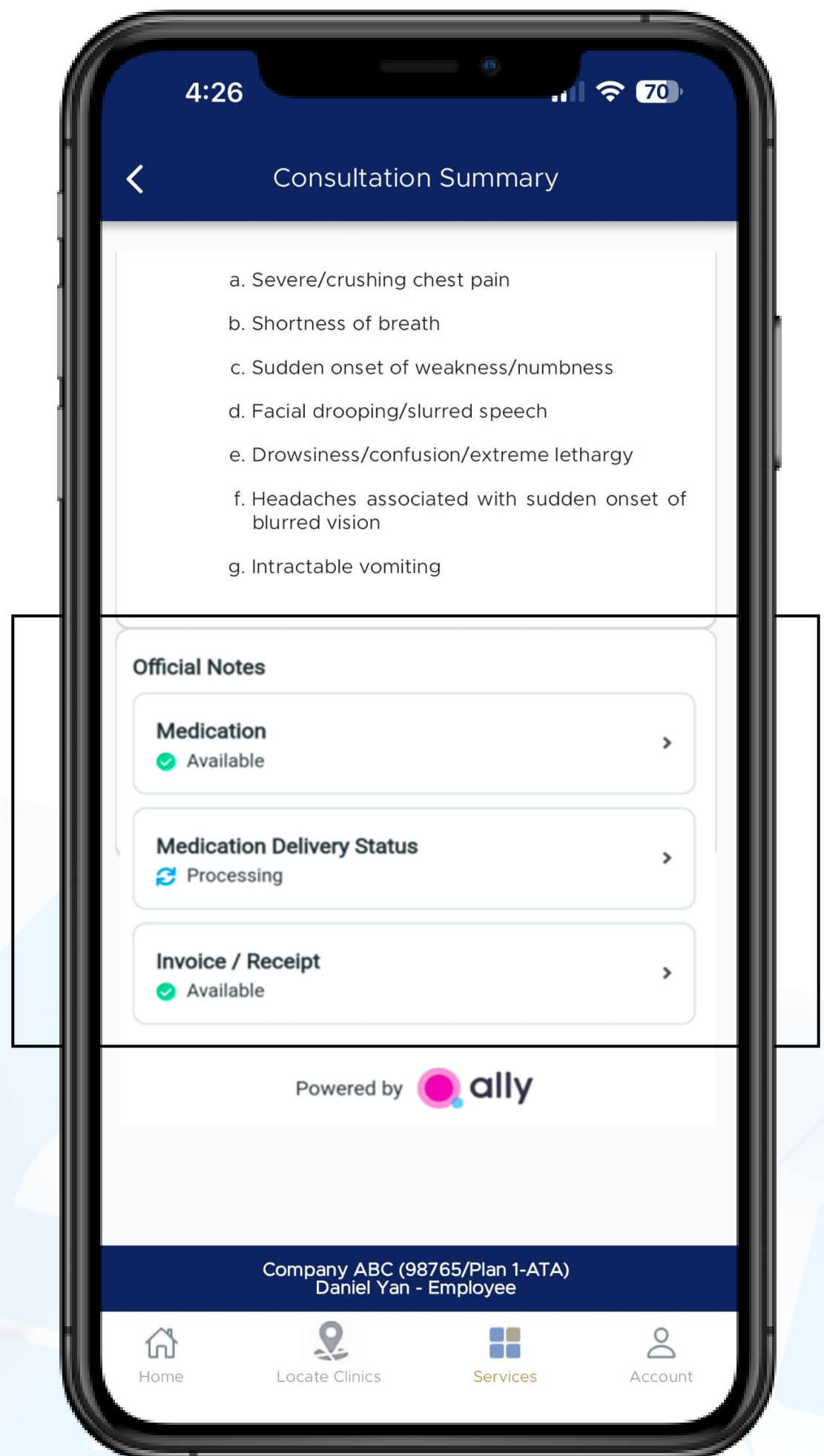


Review the applicable charges and proceed with payment.

AllyTele - Post-teleconsultation



You can review your consultation history and statuses. You can tap on "Completed" sessions to review the summary.

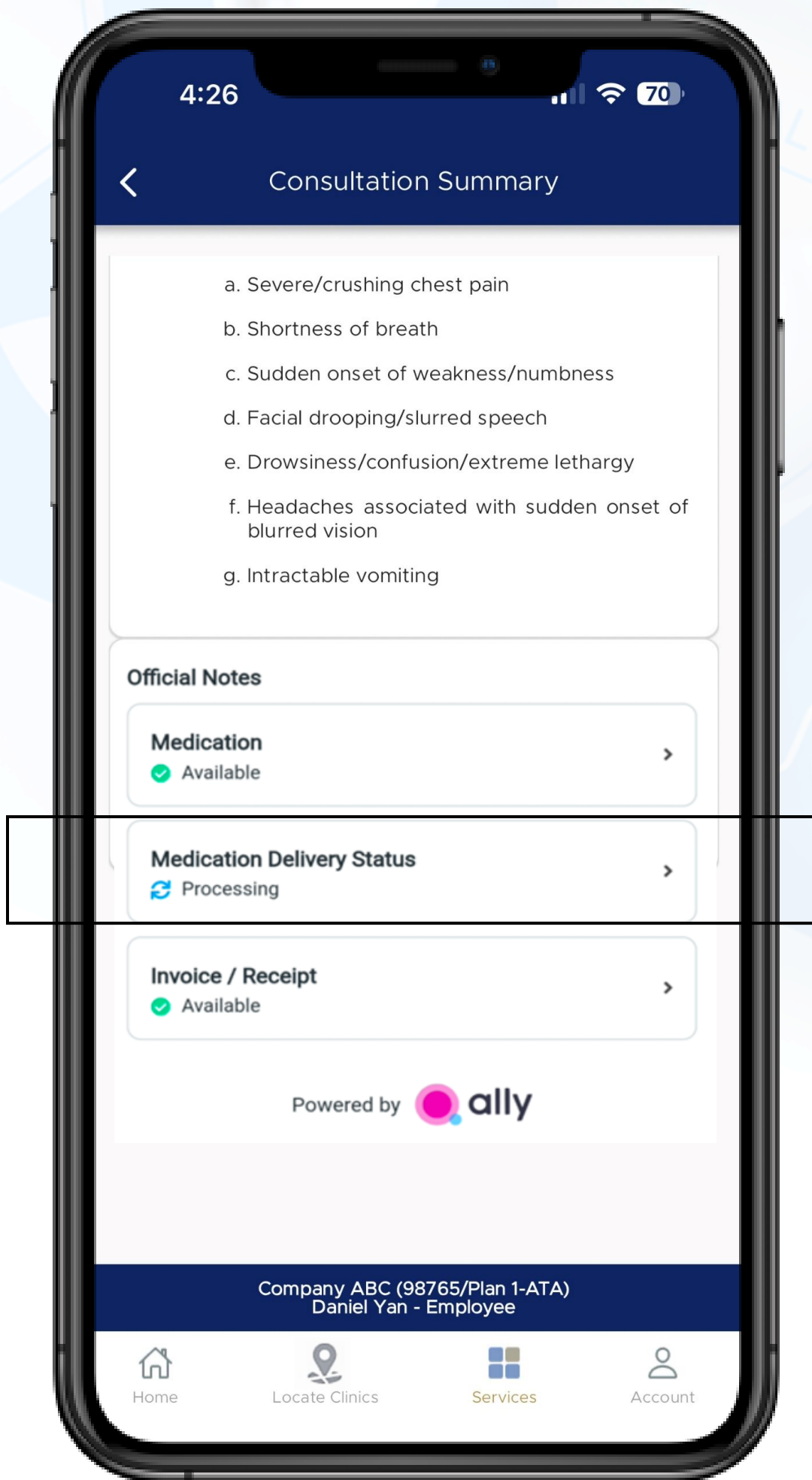


Within the summary page, you will find all relevant details pertaining to the consultation such as;

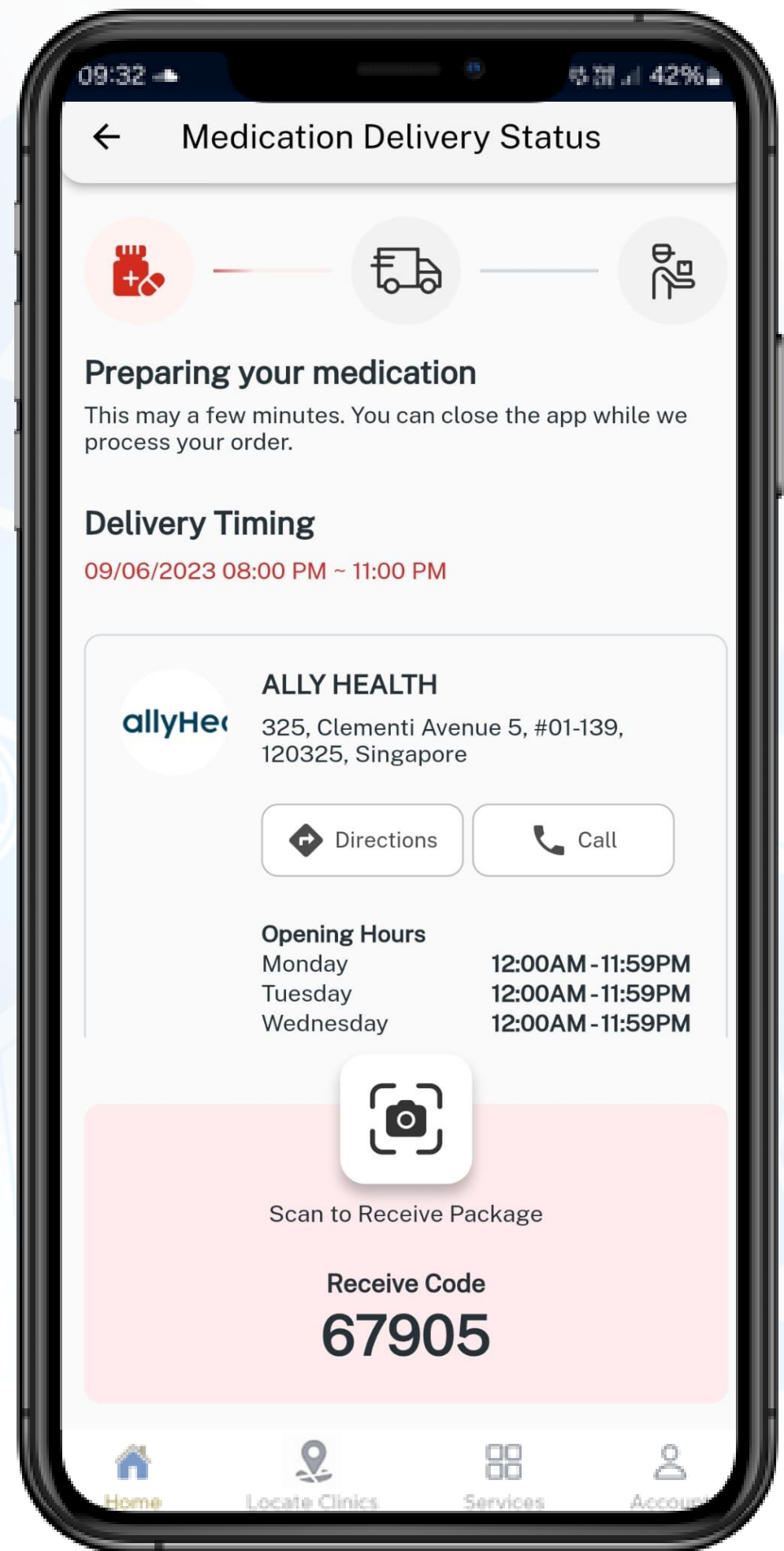
- Medication details
- Delivery status
- Invoice/ Receipts
- Medical Certificates
- Referral Letters

You can choose to download a copy to your mobile or trigger to your designated email address.

AllyTele - Post-teleconsultation



View your medication delivery status and information by tapping on **"Medication Delivery Status"**.



As part of the delivery validation process, you can either advise the "Receive Code" or use the QR code scanner to coordinate with the delivery personnel.

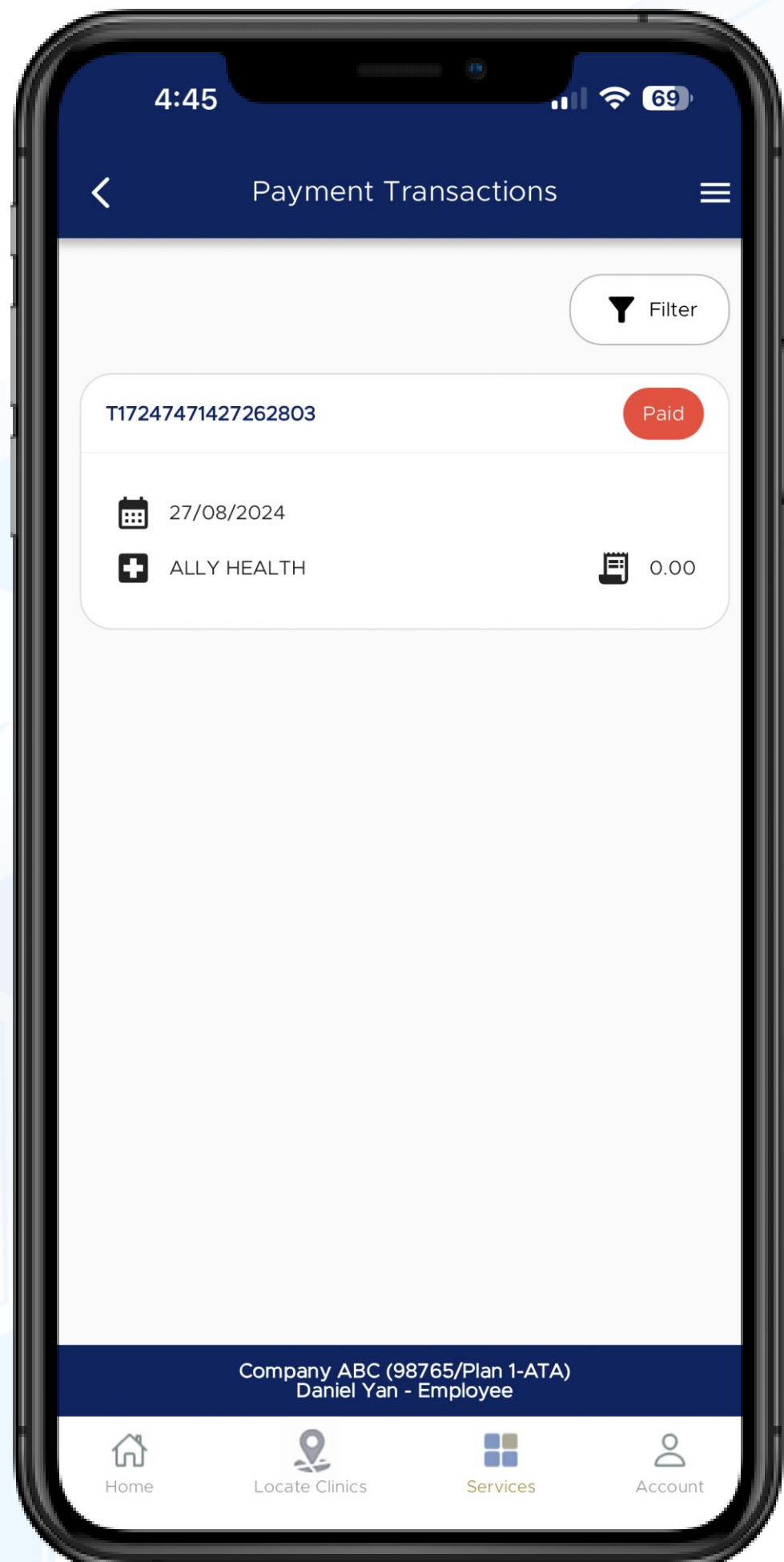
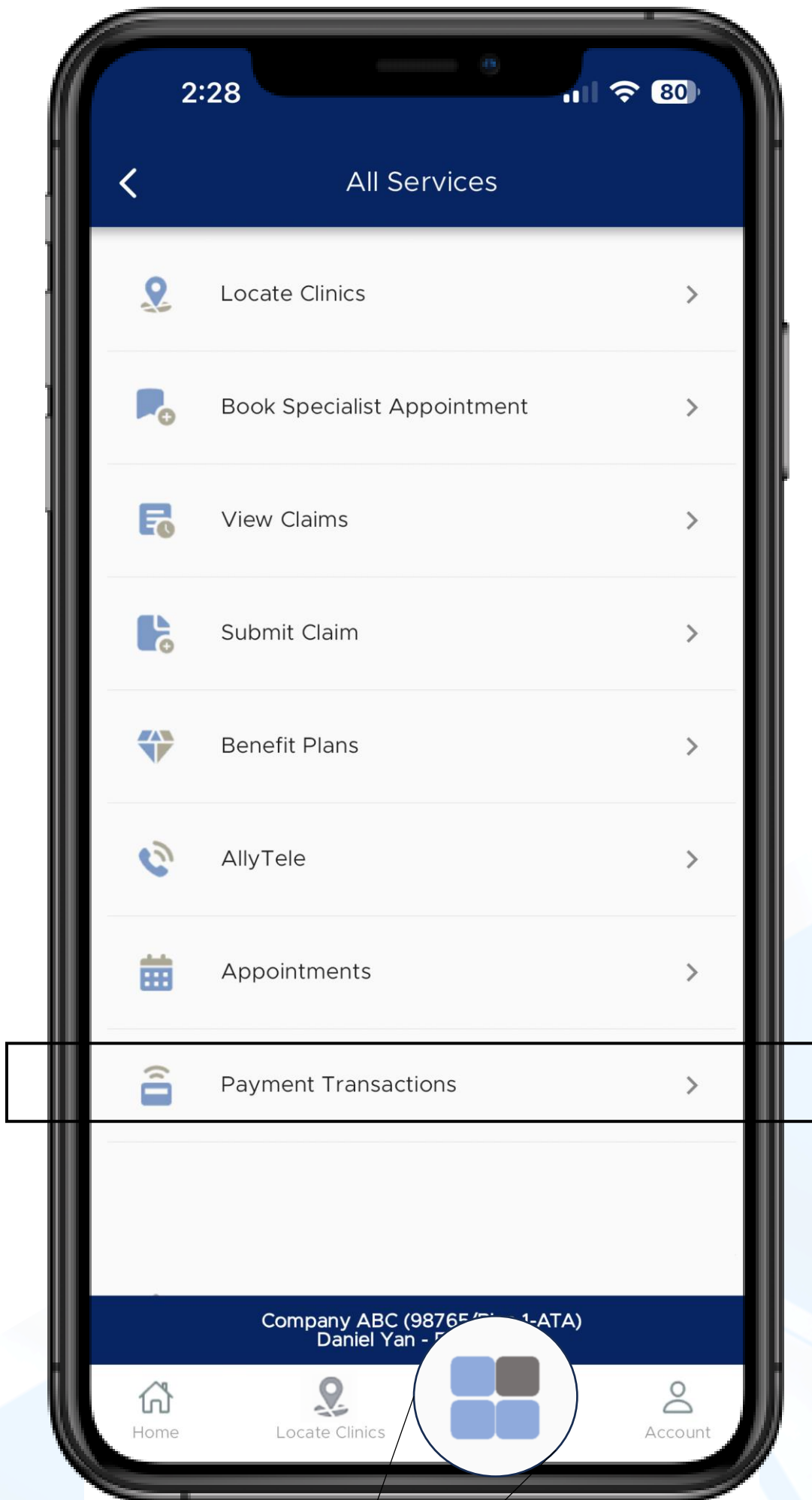
33 | Payment Transactions

Payment Transactions

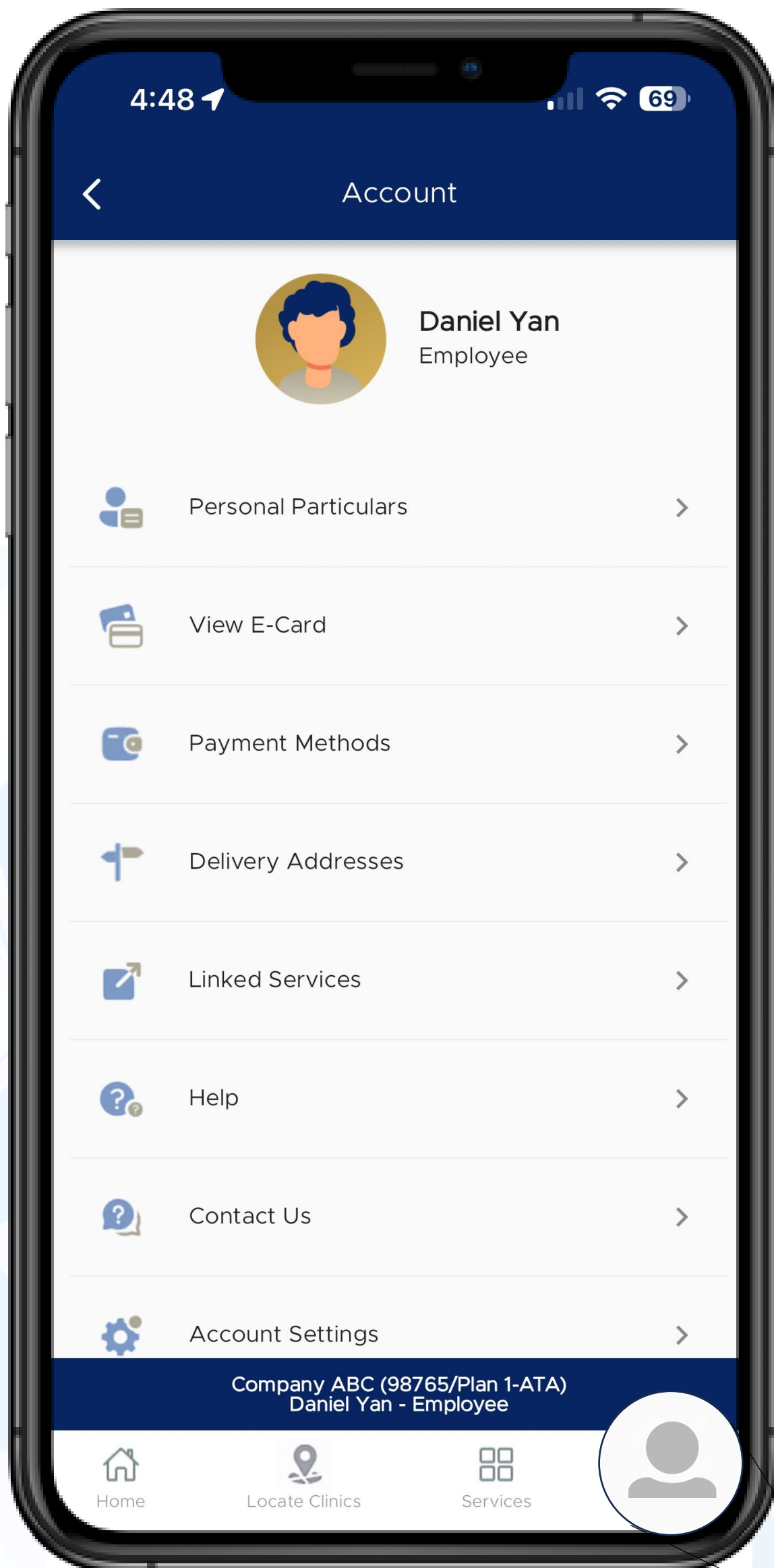
This function allows you review payment transactions made using the credit/ debit card that you have created in the app.

You can modify the information via "Payment Methods" under "Account"

Tap on "**Payment Transactions**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.



Account

This function allows you to access your personal profile, account settings and details.

Tap on "**Account**" icon to proceed.

Important Notes:

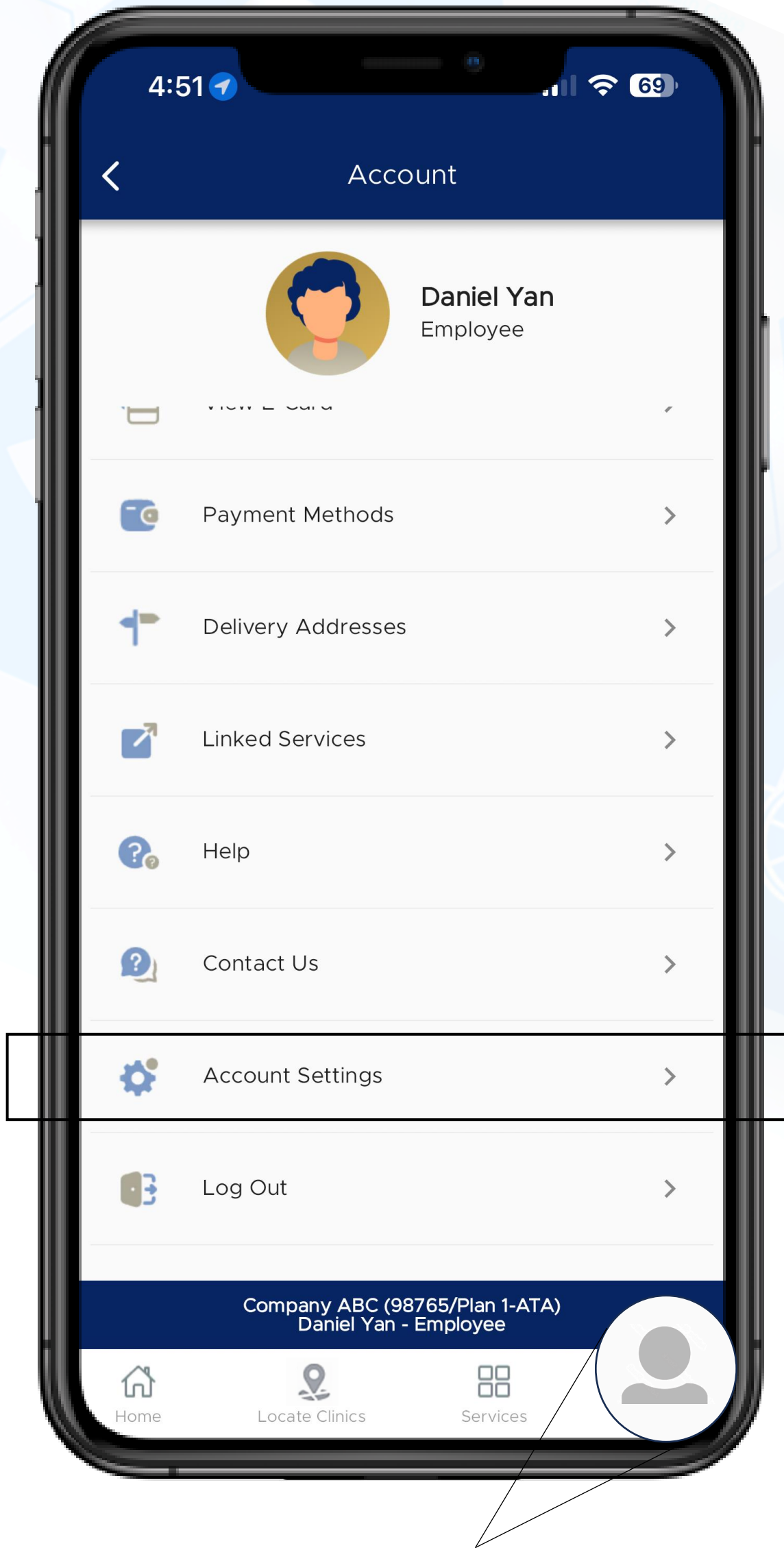
- You will not be able to modify personal details via this access.
- Should you notice any discrepancies with the information on the app, please contact Alliance for further assistance.

Access the "**Account**" menu by tapping the icon on the navigation bar.

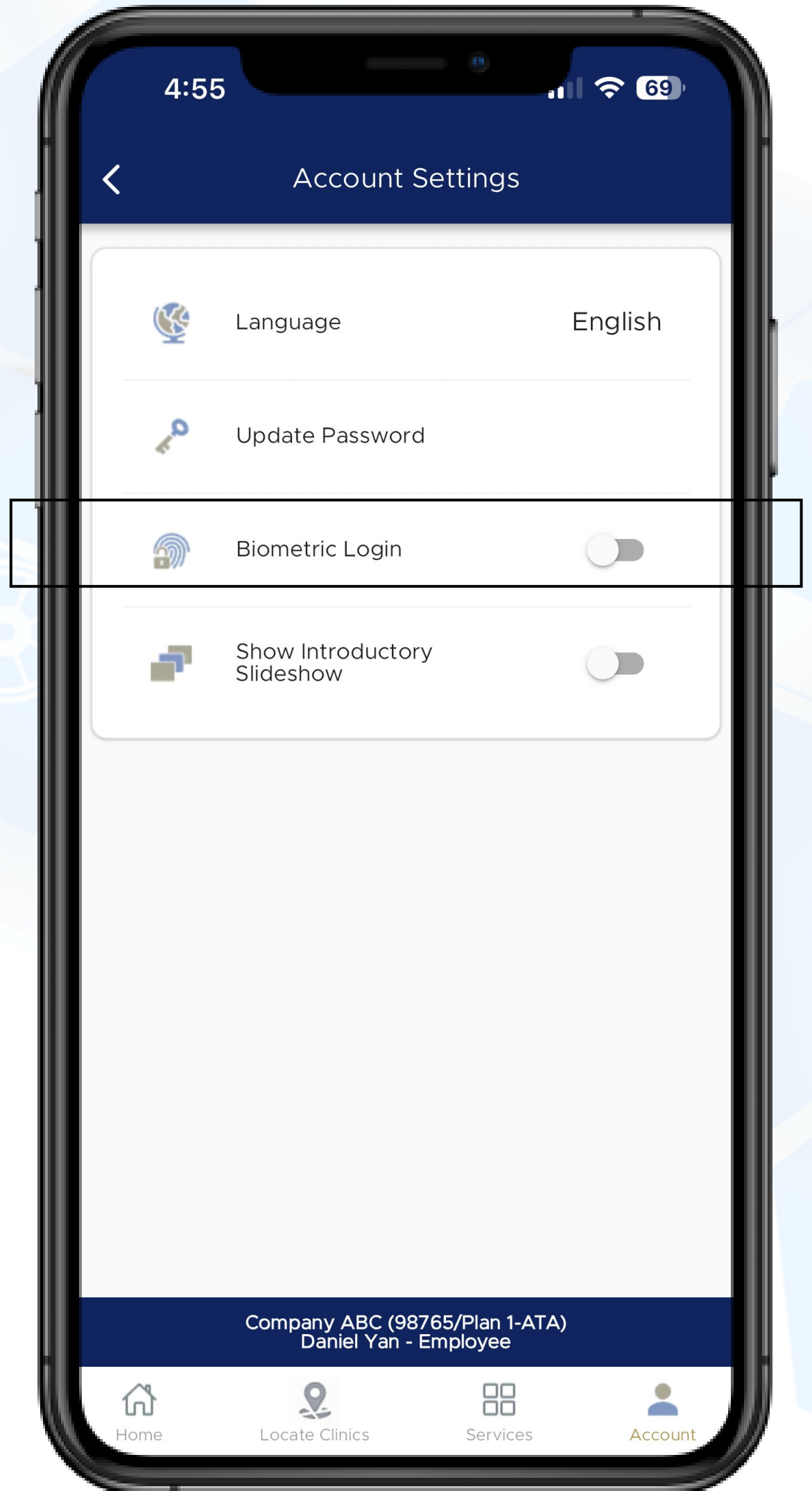
35 | Biometric Login

Biometric Login

This function allows you to enable / disable the Biometric Login access at Login page.



Access the "Account" menu by tapping the icon on the navigation bar.

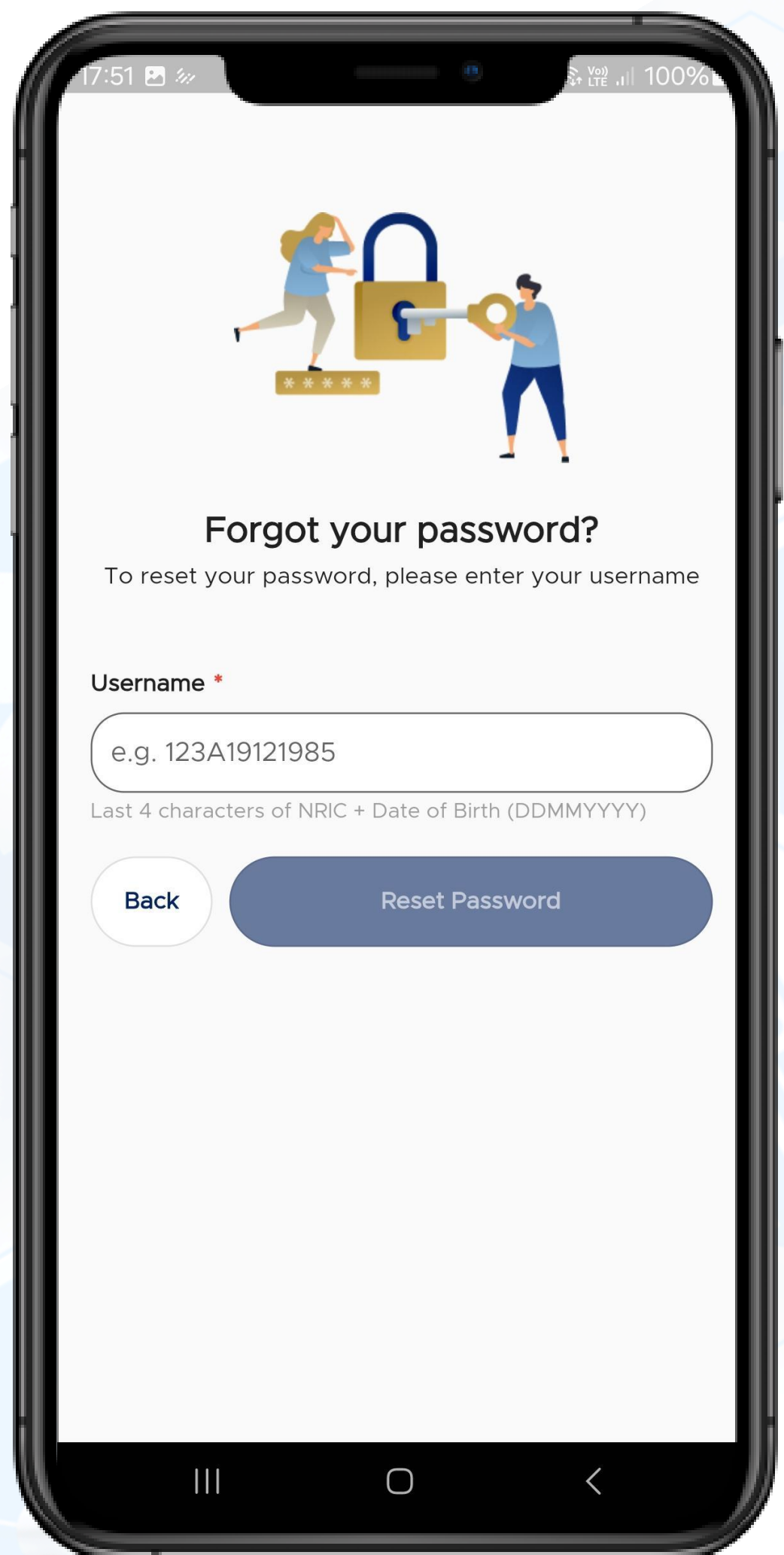
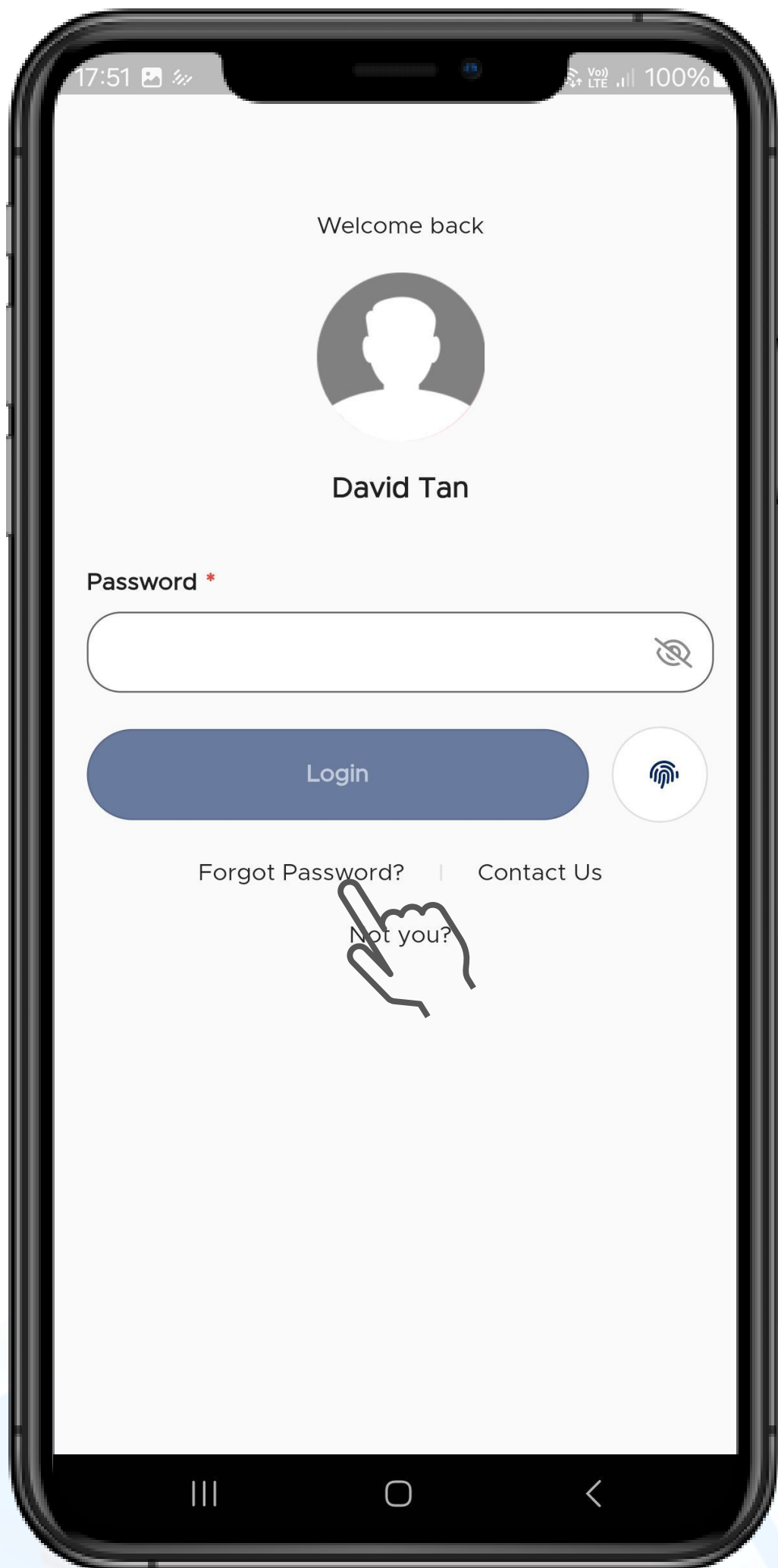


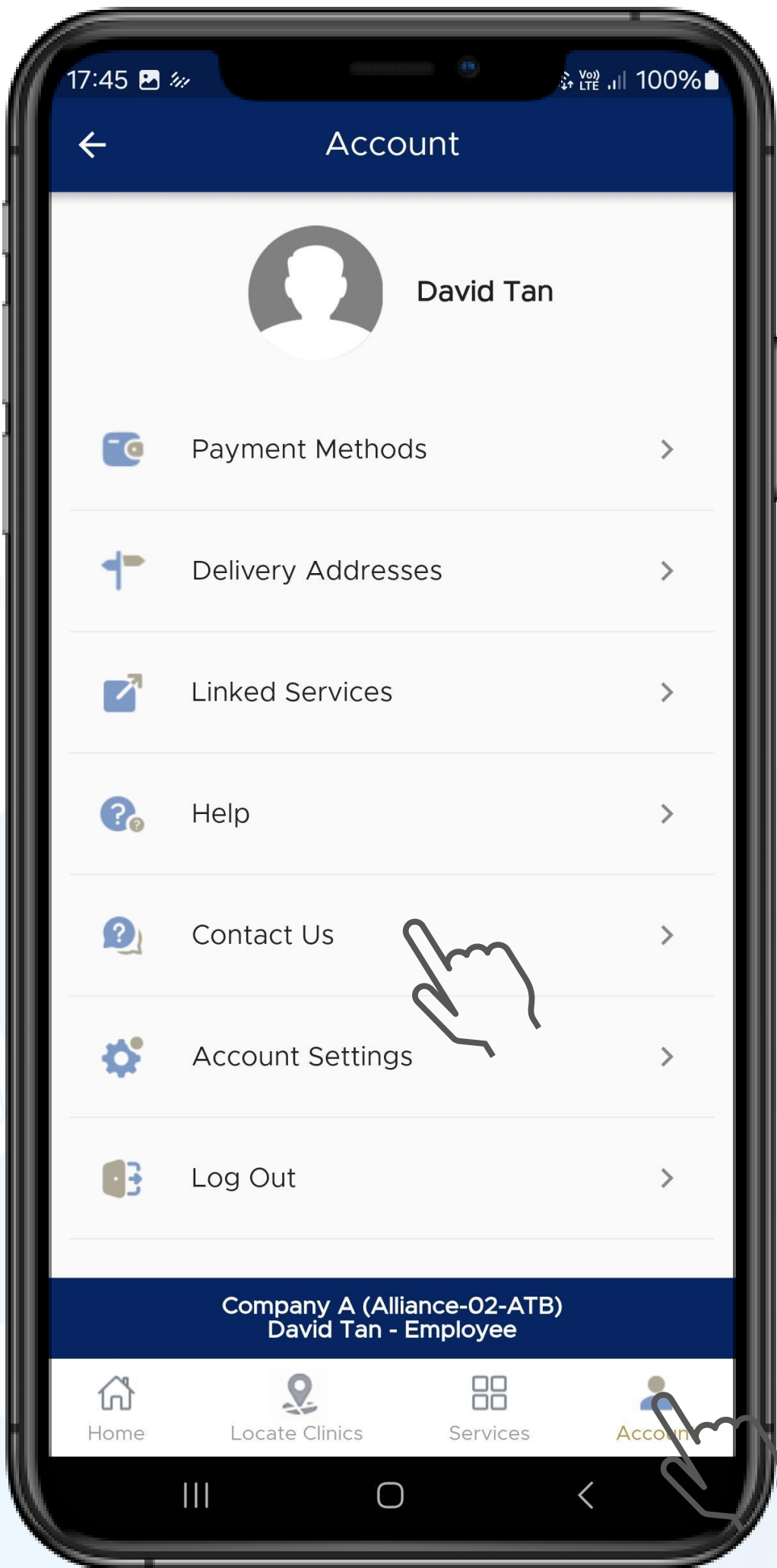
36 | Password Reset

If you forget your password, you can reset it by tapping the [**Forgot Password**] button at the login page.

Enter your **Username** and tap the **Reset Password button**. A One-Time-Password (OTP) will be sent to your mobile phone.

Your password will be reset to your date of birth, and you can change to a new password upon successful login.





If you need any assistance, please tap on [**Contact Us**] to reach out to our dedicated team who would be supporting you.

You may also email to us directly by clicking on the [**Make Enquiry**] button.



Alliance Contact Centre is open daily (inclusive of Public Holidays) from 8am to 10pm.



**Alliance Medinet
Private Limited**

25 Bukit Batok Crescent
#07- 12
The Elitist
Singapore 658066

Contact: +65 6664 0241
Fax: +65 6564 6038
Website: www.alliancemedinet.com
Email: contactus@alliancemedinet.com

*A faster
way to
Alliance
Medinet
Website*

