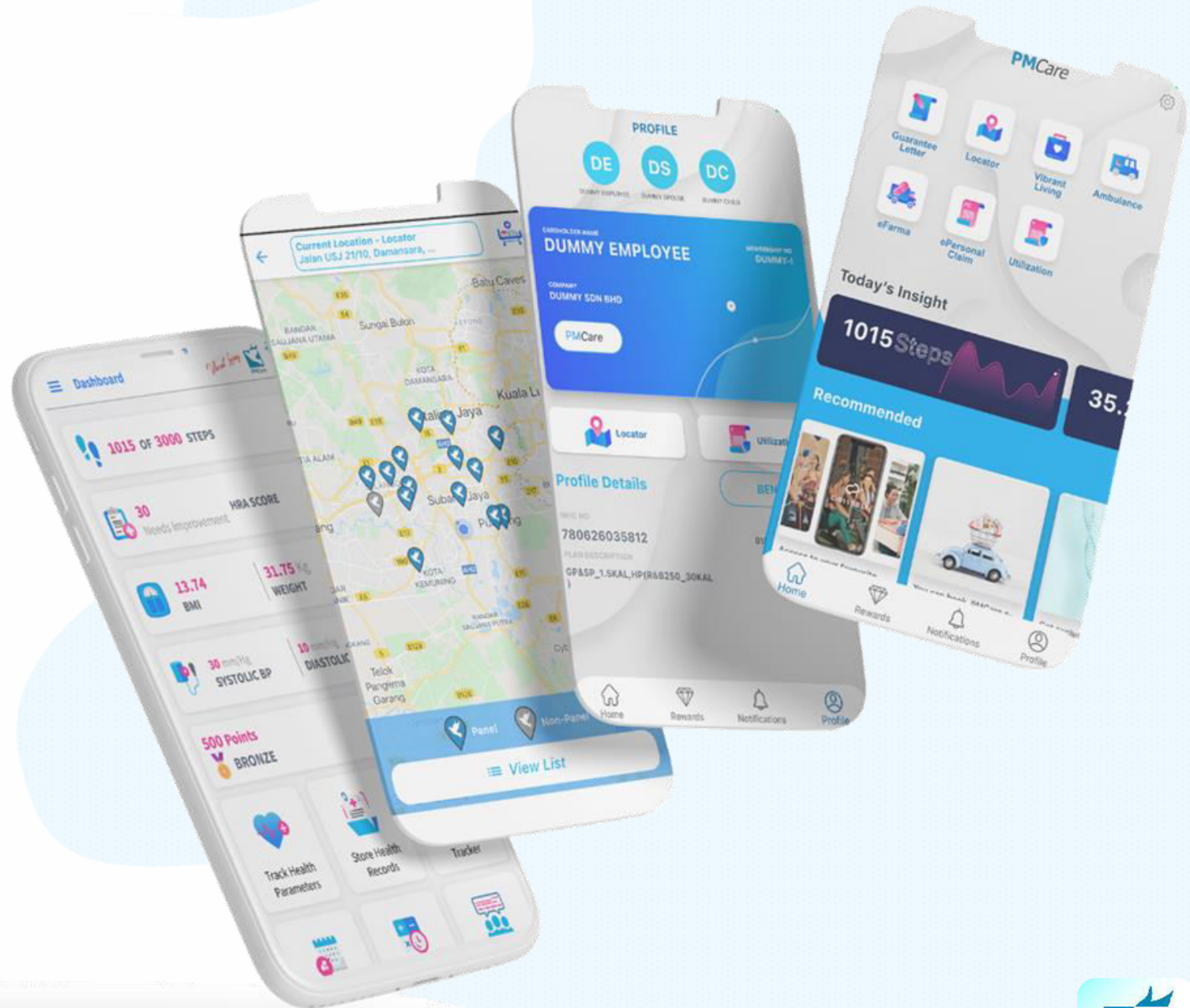


PMCare

Mobile App User Manual Guidelines



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1.0 Check Compatibility

1.0 Check Compatibility

For Android Users:



Requires Android:
8.0 & Above

IMPORTANT NOTE:

*For Android Version 7.0 & below
You can continue to use your
existing account in :
(PMCare+/PMCare++)

For iPhone Users:



Requires iOS:
11.1 & Above

IMPORTANT NOTE:

*For iOS 11.1 & below
You can continue to use your
existing account in :
(PMCare+/PMCare++)

For Huawei Users:



IMPORTANT NOTE:

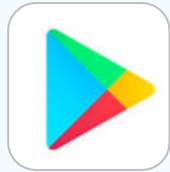
*PMCare New Mobile App is
currently **NOT** Available yet for
Huawei Users

You can continue to use your
existing account in :
(PMCare+/PMCare++)

2.0 Installation

2.0 Installation

Step1 :
Tap on Store



For Android users:
Google Play Store



For iPhone users:
App Store



Step 2 :
Search “PMCare”

pmcare

Search “PMCare”
on the search box



Download Link:
[PMCare App on Google Play](#)



Download Link:
[PMCare App on App Store](#)



Step3:
Download “PMCare”



Please choose “PMCare” to
install the app

*PMCare+ / PMCare++ is the
previous version of the app.

3.0 Registration

3.0 Registration (1/2 page)

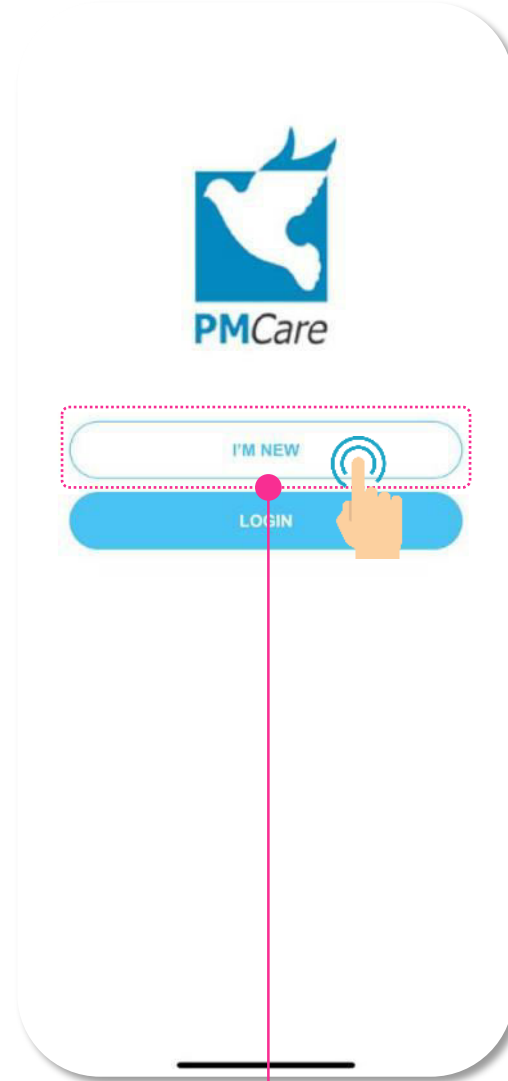
IMPORTANT NOTES:

Please register as New User

For PMCare App Existing User:
(PMCare+/PMCare++)

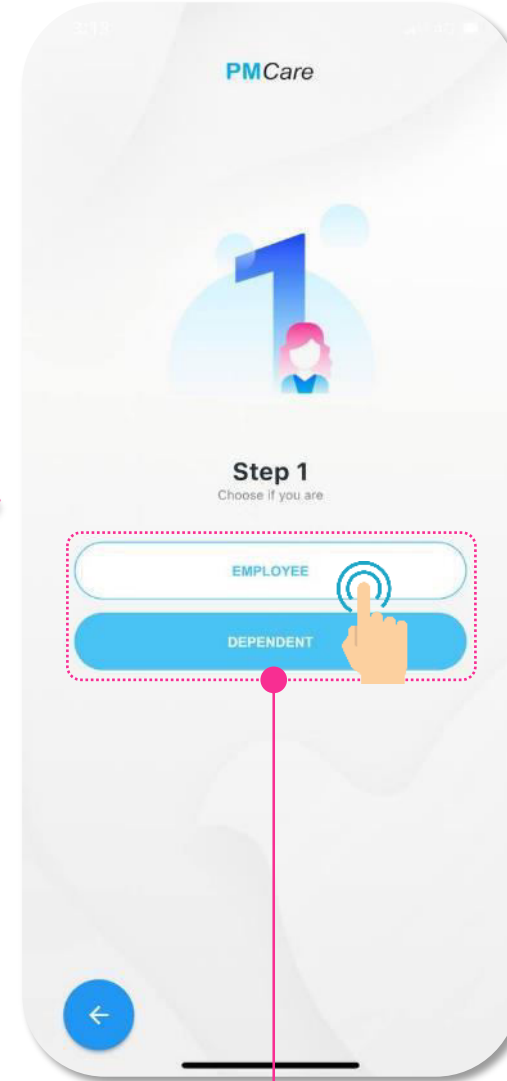
Do not straight-away Login, you need
to register as New User

Step 1



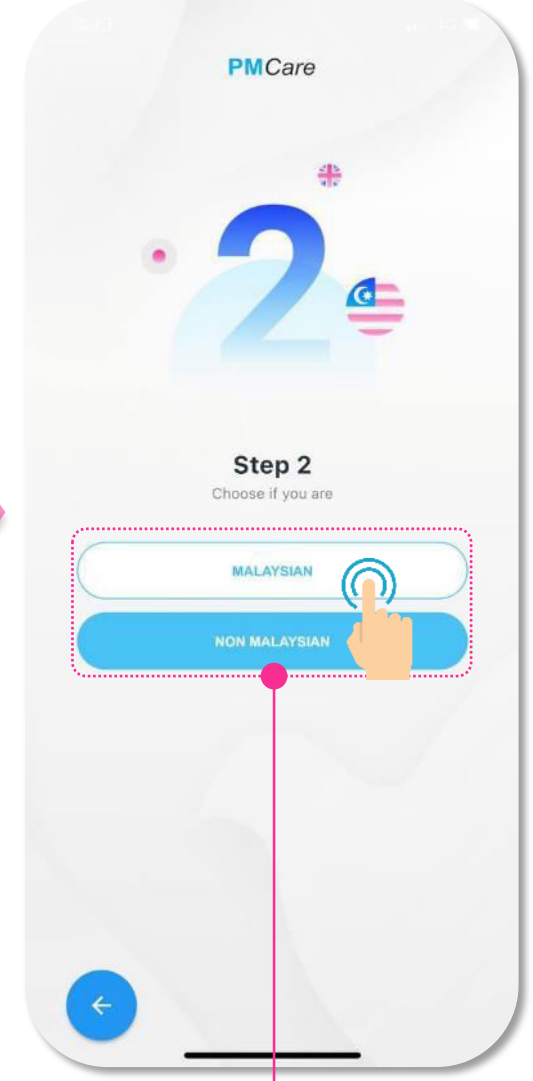
Tap on "I'M NEW"
for new registration

Step 2



For employee, tap on "EMPLOYEE"
For dependent, tap on "DEPENDENT"

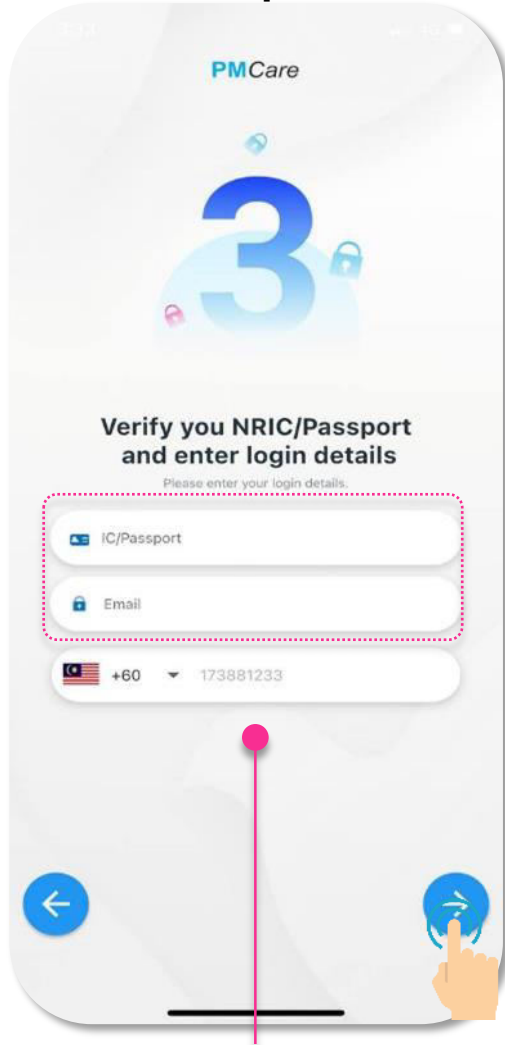
Step 3



Tap on
"Malaysian" or "Non-Malaysian" 6

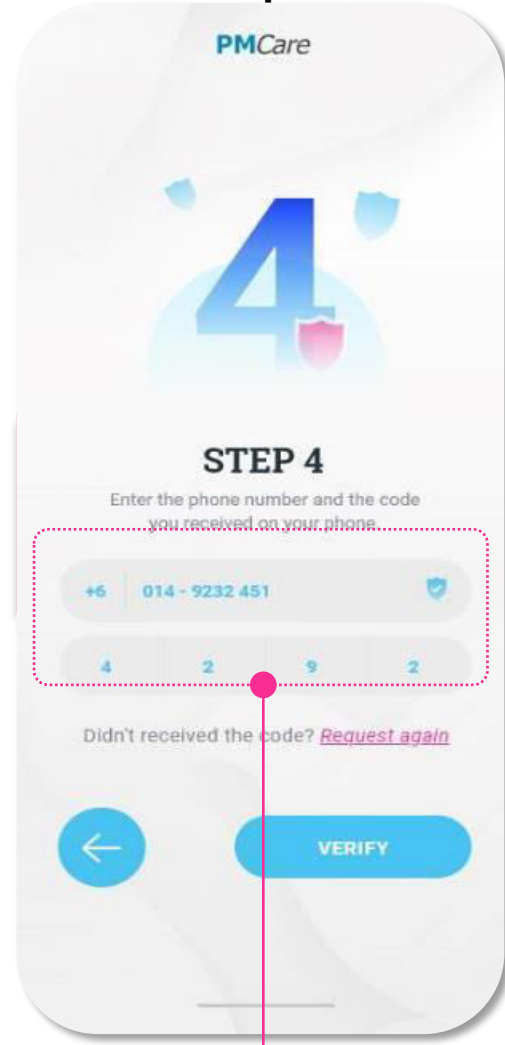
3.0 Registration (2/2 page)

Step 4



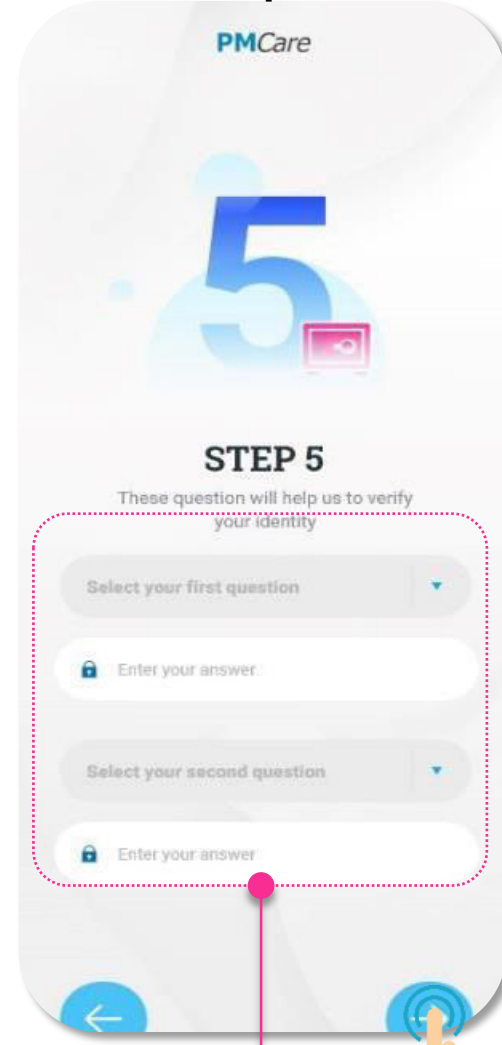
- Key in IC Number without dash for Malaysian(eg: 7801xxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxx)
- Key in your mobile number

Step 5

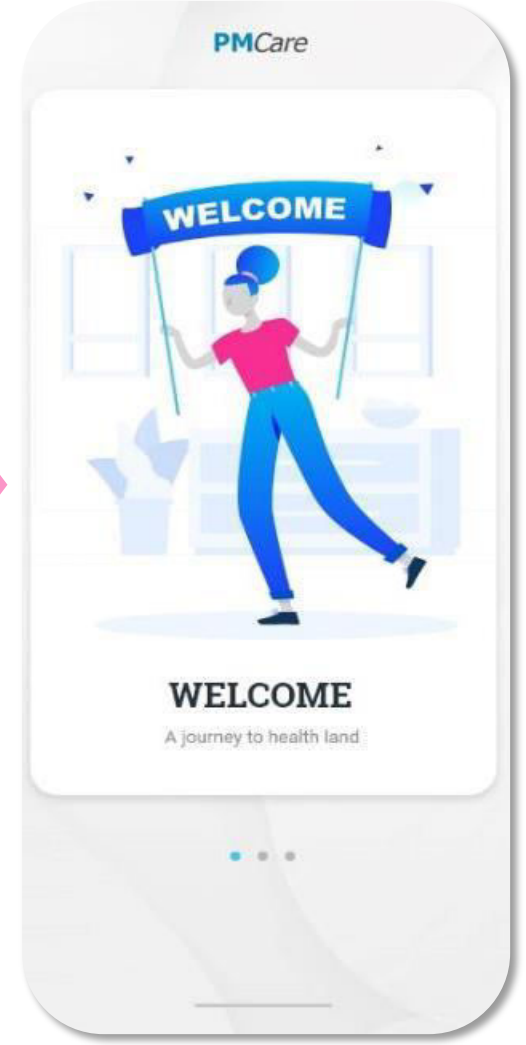


Verification code will be send to this mobile number

Step 6

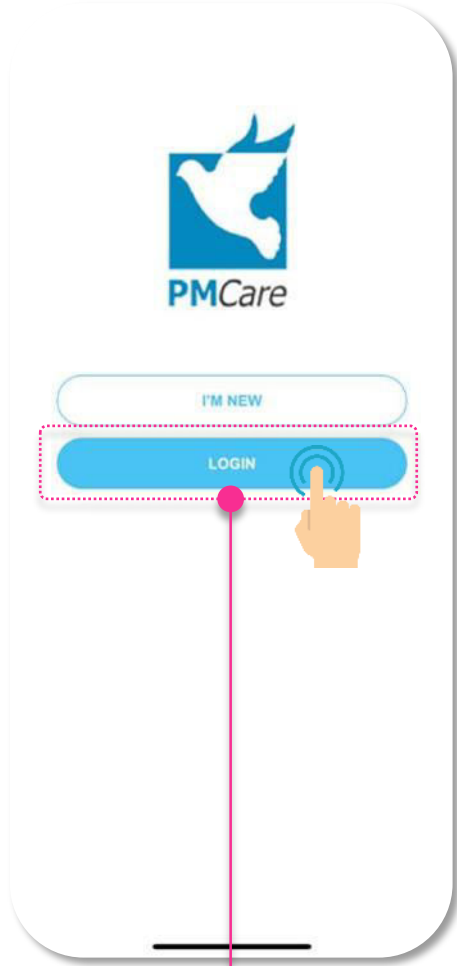


Choose your security questions

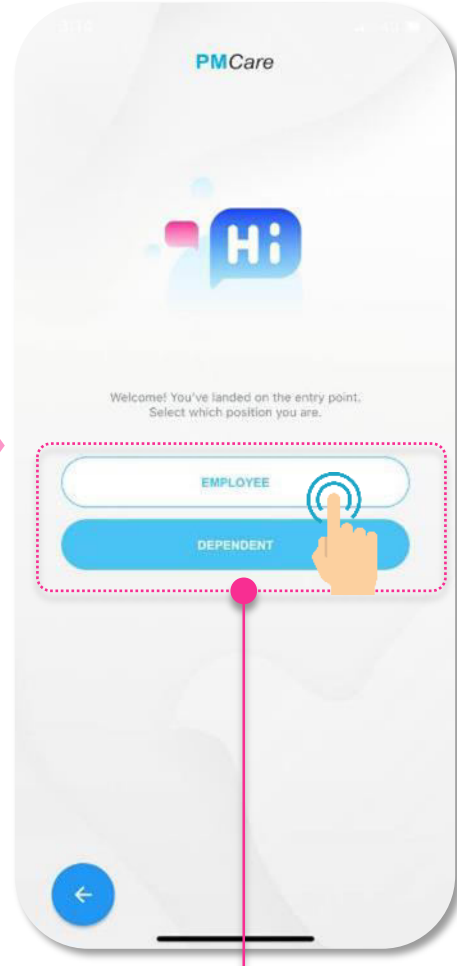


4.0 Login

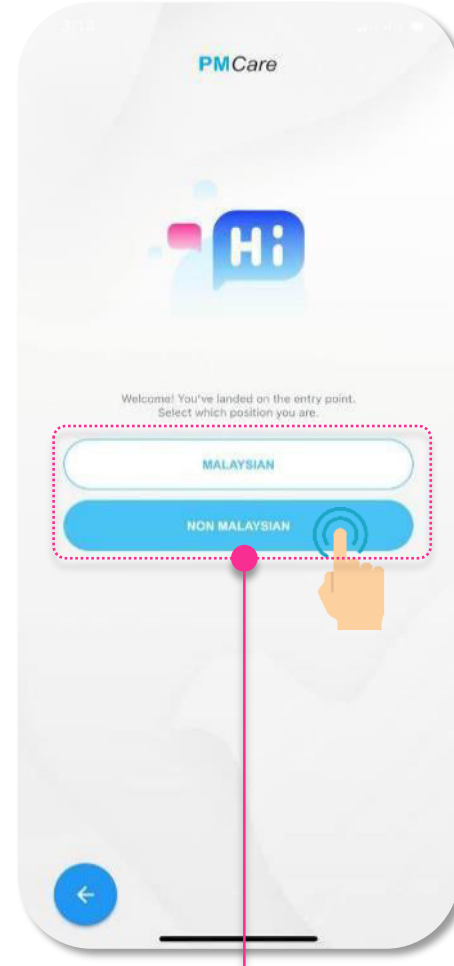
4.0 Login



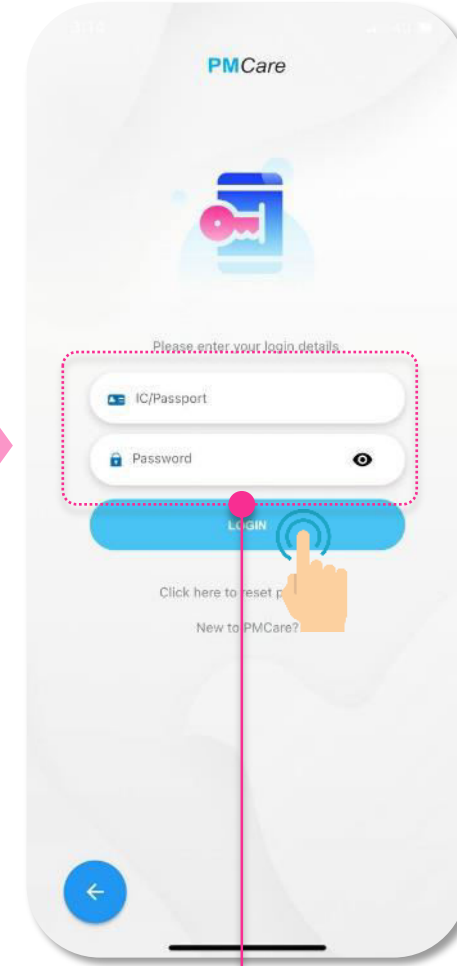
Tap on "LOGIN"



For employee, tap on "EMPLOYEE"
For dependent, tap on "DEPENDENT"



Tap on
"Malaysian" or
"Non-Malaysian"



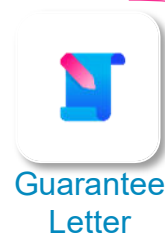
- Key in IC Number without dash for Malaysian (eg: 7801xxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxx)
- Key in your Password (8 Characters)



5.0 Overview

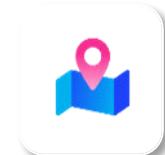
5.0 Overview

- To Request GL
- To View GL Request Status



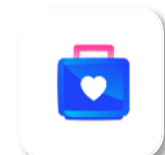
Guarantee Letter

- To locate PMCare Panel Provider



Locator

- To monitor your health performance

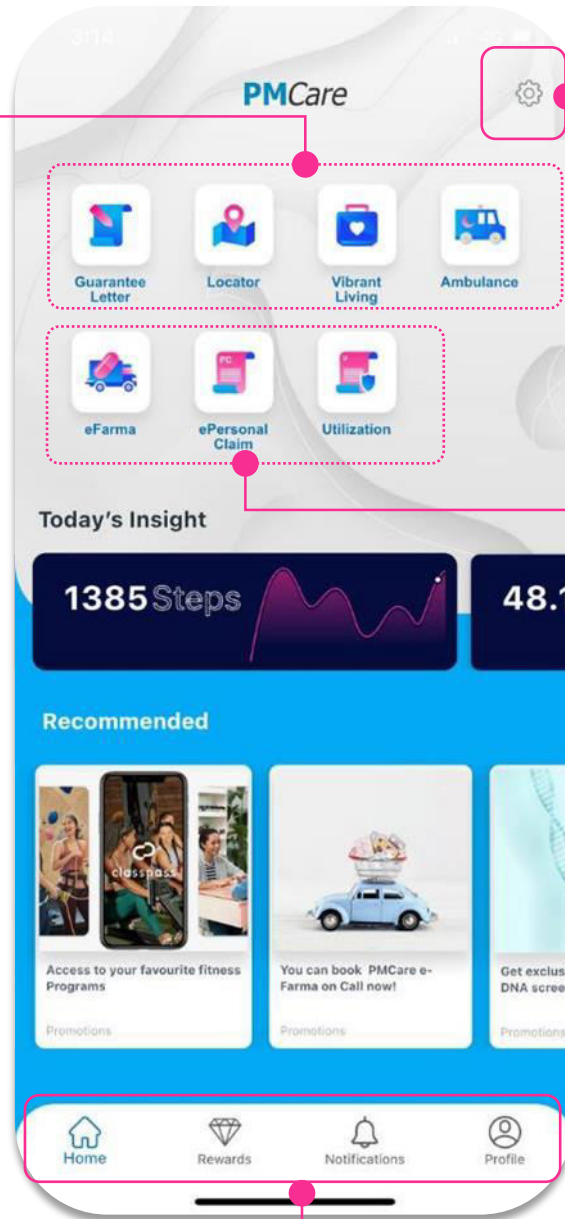


Vibrant Living

- To locate Ambulance services within vicinity

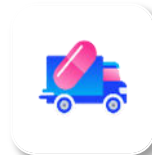


Ambulance



Settings:

- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy Log Out



e-Farma

- To request Long Term Medication (LTM)
- To view e-Farma Request Status



e-Personal Claim

- To submit Personal Claim
- To view Personal Claim Status



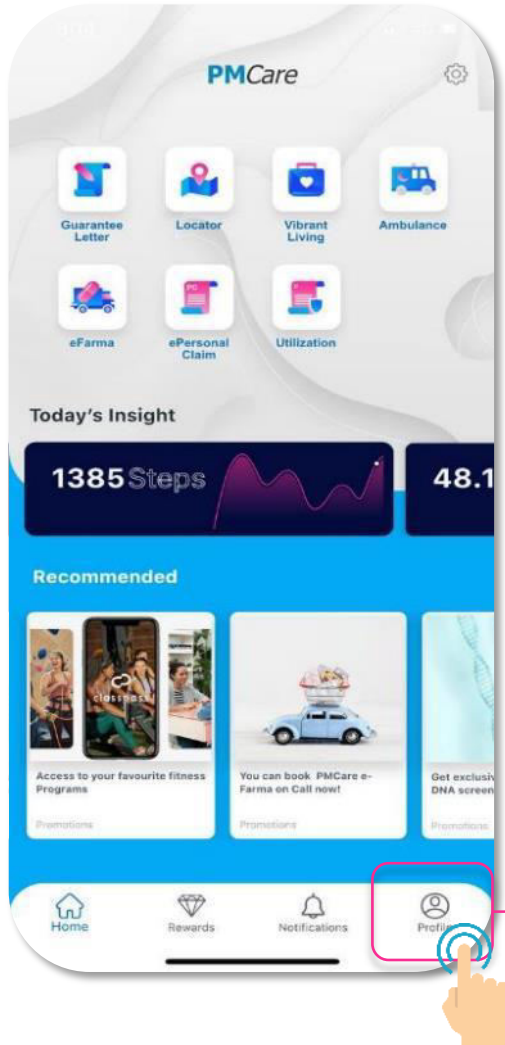
Utilization

- To view Utilization Details

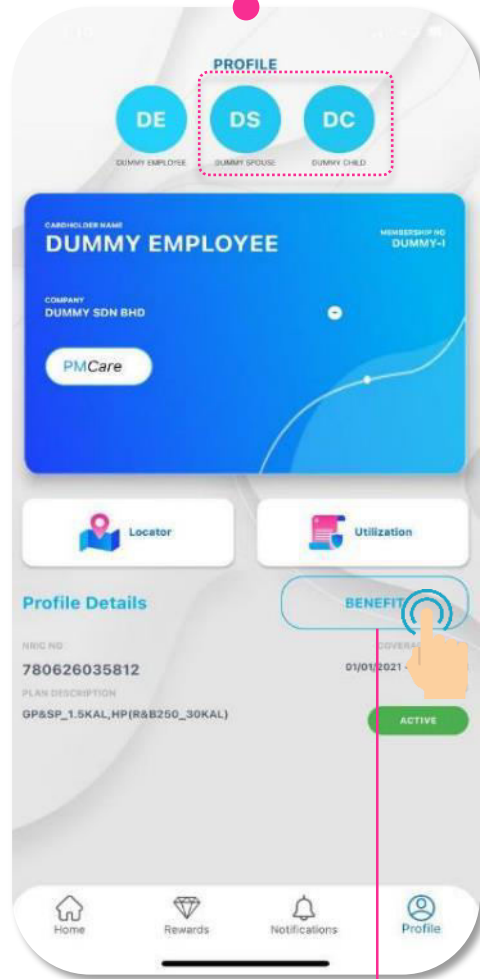
- Home
- Rewards
- Notifications
- Profile

6.0 Profile

6.0 Profile



Tap on "Profile" to View your Profile Details



Tap on "Benefit" to view your benefits as well as dependents details



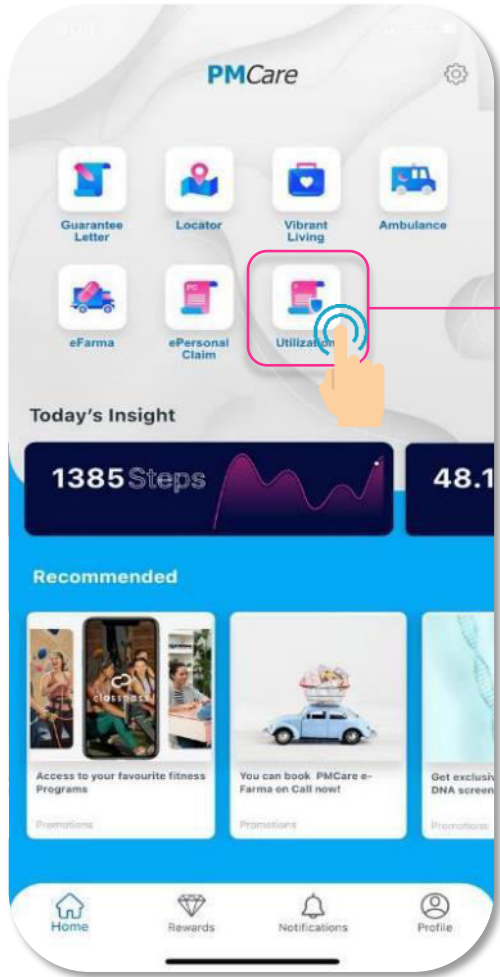
You can view your benefits details by Service Type

Tap here to view your Dependents Benefits details

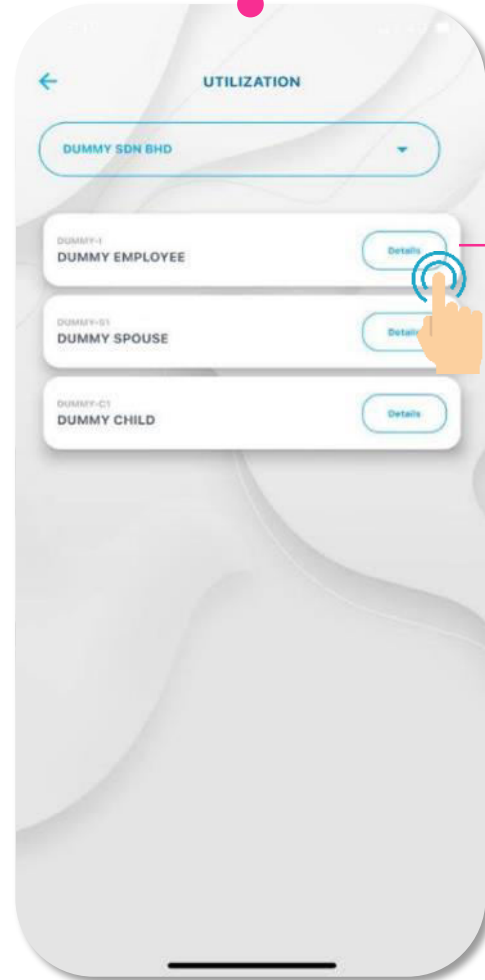
Tap here to expand

7.0 Utilization

7.0 Utilization



Tap on "Utilization" to View your Utilization Details



Tap on "Details" to view your Utilization details

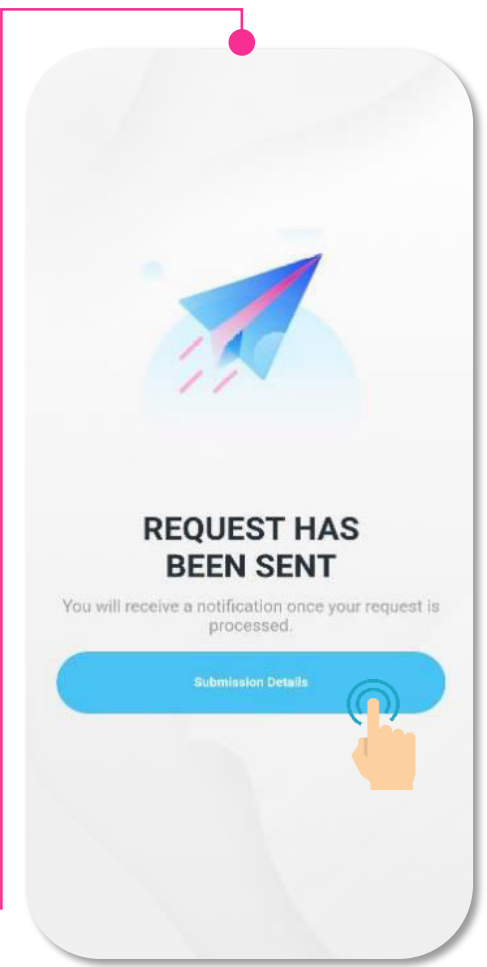
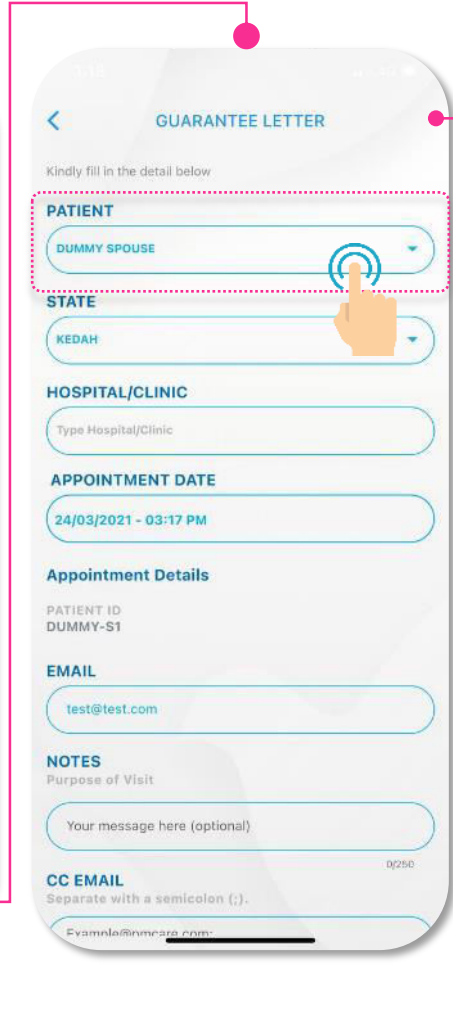
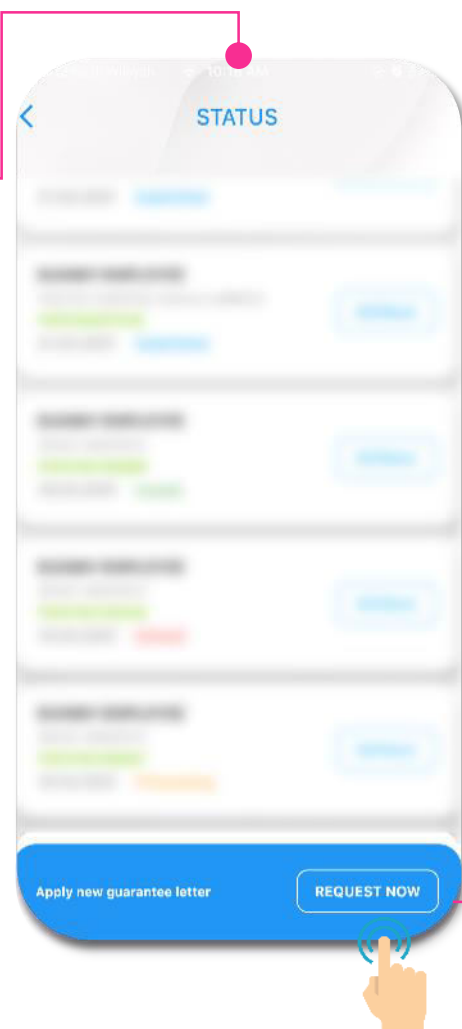
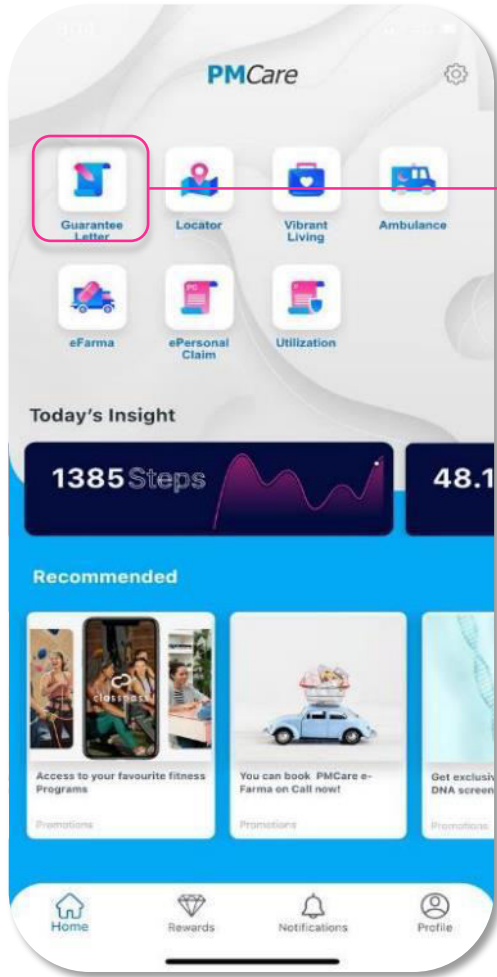


You can view your utilization details by Service Type

You can choose to view your utilization details by Coverage Period

8.0 Guarantee Letter (“GL”)

8.0 Guarantee Letter (1/2 page)



- Tap on "Guarantee Letter" to:
1. Request GL
 2. View GL Status

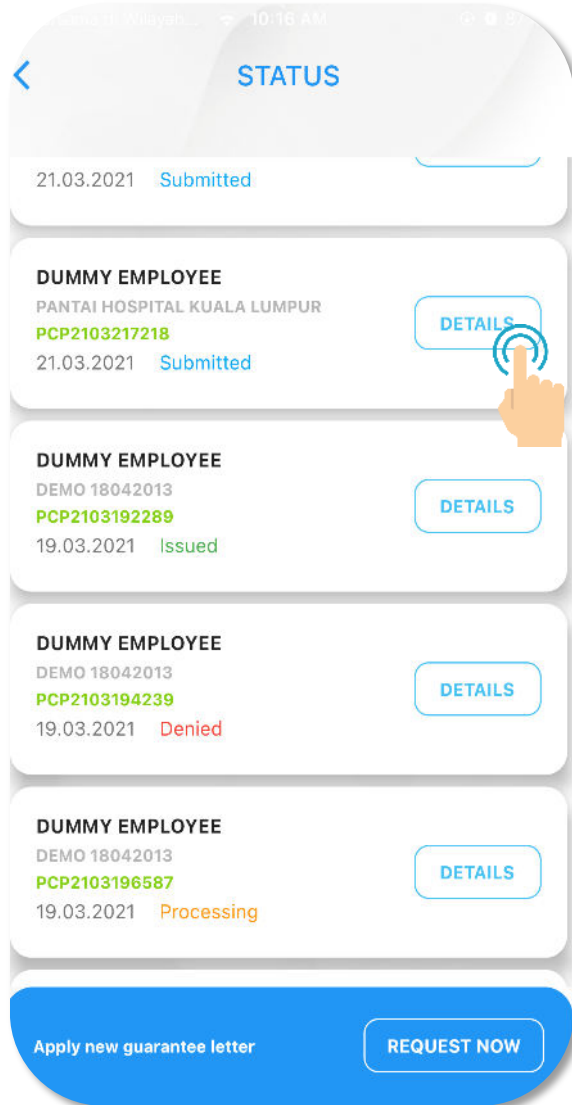
Tap on "Request Now" to Request for GL

Choose the right "Patient" for the GL & fill up all the necessary details

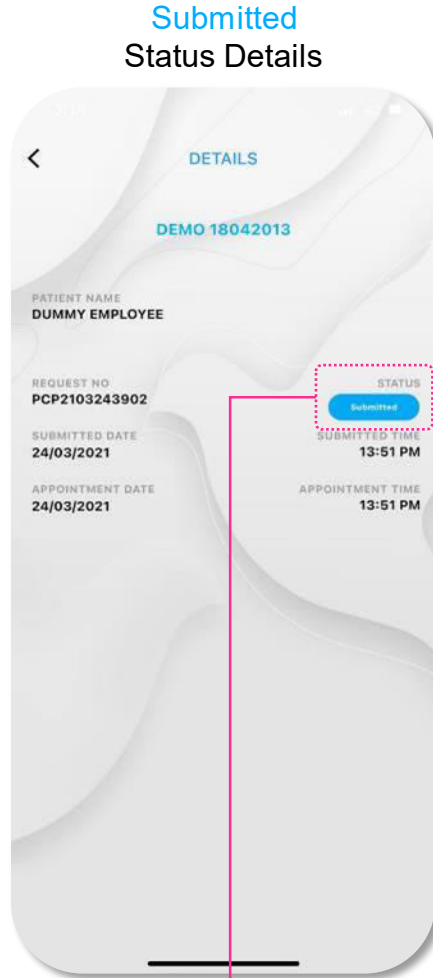
Attach Referral Letter/ Appointment Card either in PDF format or in Image format

Tap on "Submission Details" to view GL Request Status

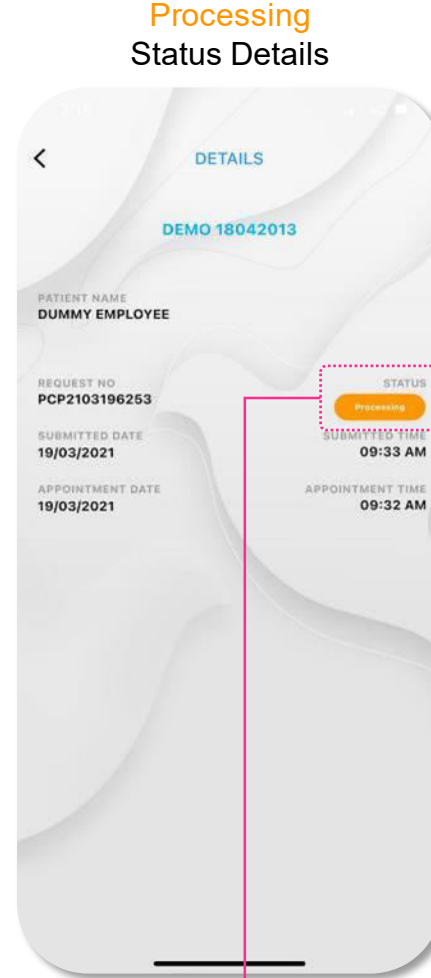
8.0 Guarantee Letter (2/2 page)



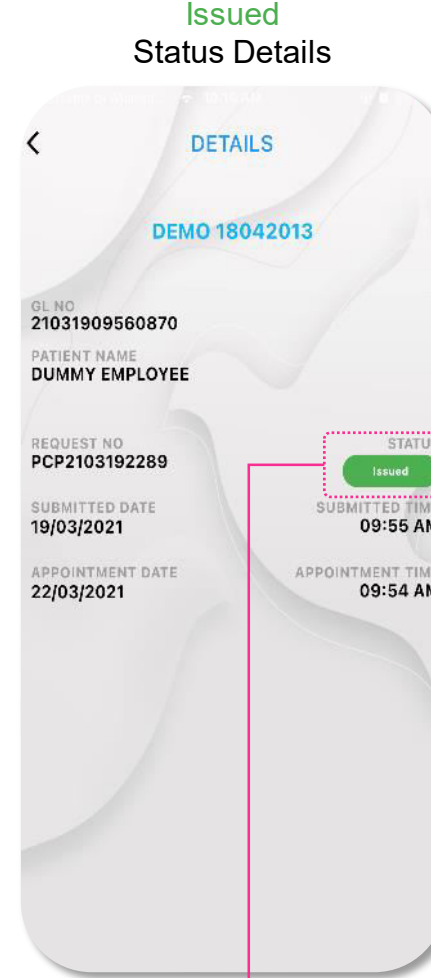
Tap on "Details" to view GL Request Status



GL request has been Submitted



GL is being prepared



GL has been Issued



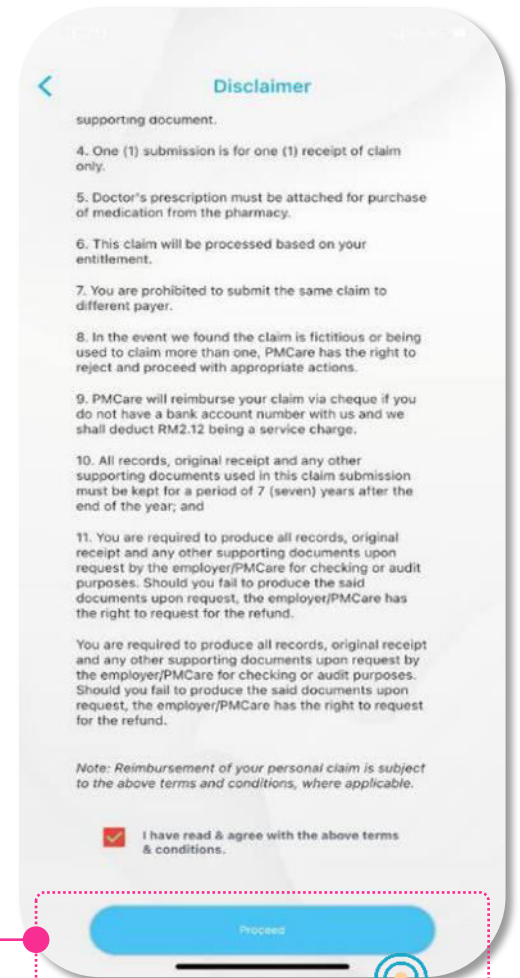
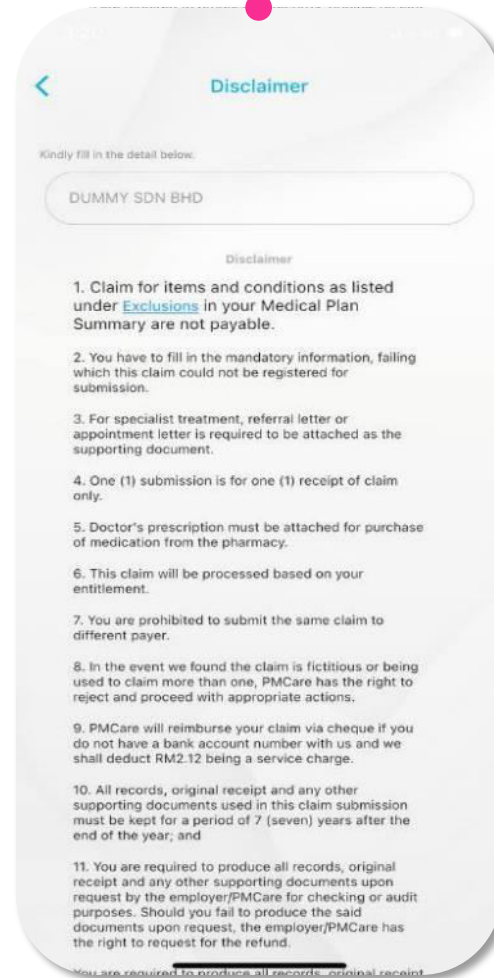
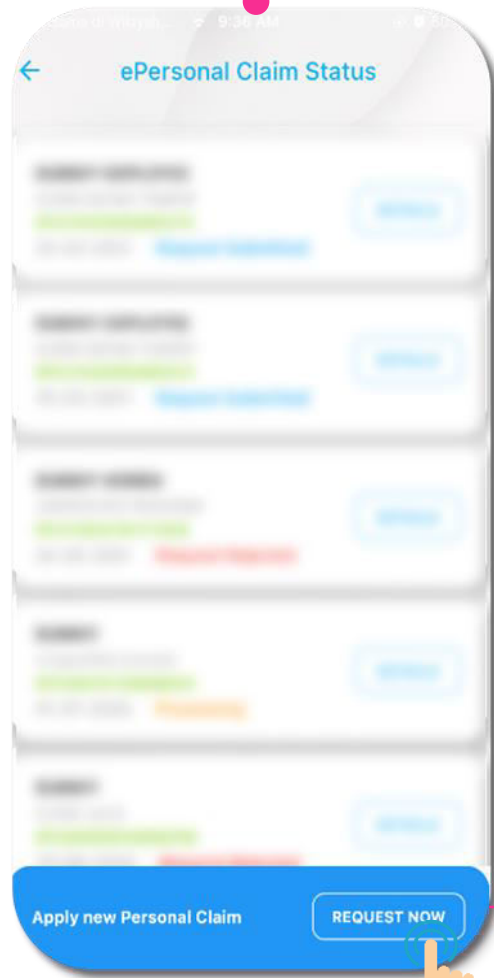
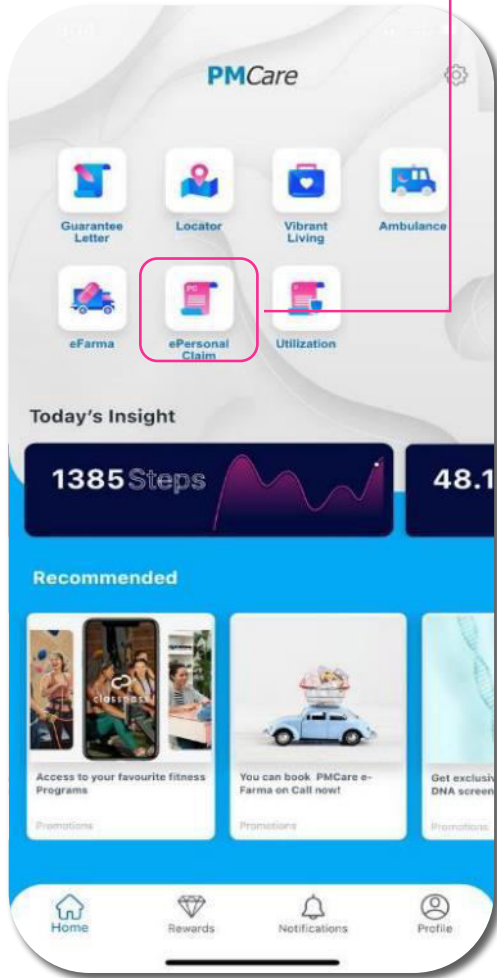
GL request has been Denied

*Incomplete documentation

Tap here to download Denial Letter
*Reason your GL is Denied

9.0 e-Personal Claim (“e-PC”)

9.0 e-Personal Claim (1/4 page)



- Tap on "e-Personal Claim" to:
1. Submit Personal Claim
 2. View Personal Claim Status



Tap on "Request Now"



Read "Disclaimer" & scroll down to proceed



Tick box "I have read & agree with the above terms & condition" & tap Proceed

9.0 e-Personal Claim (2/4 page)

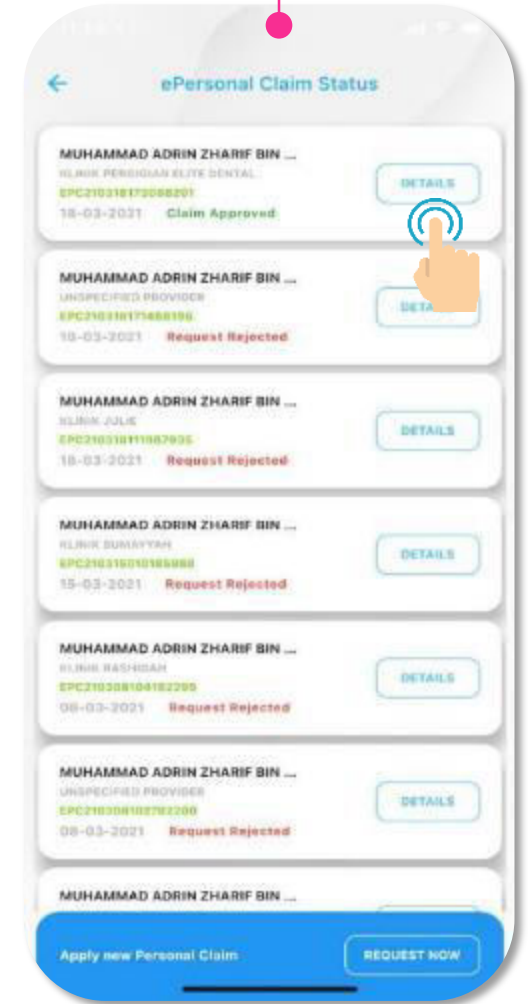
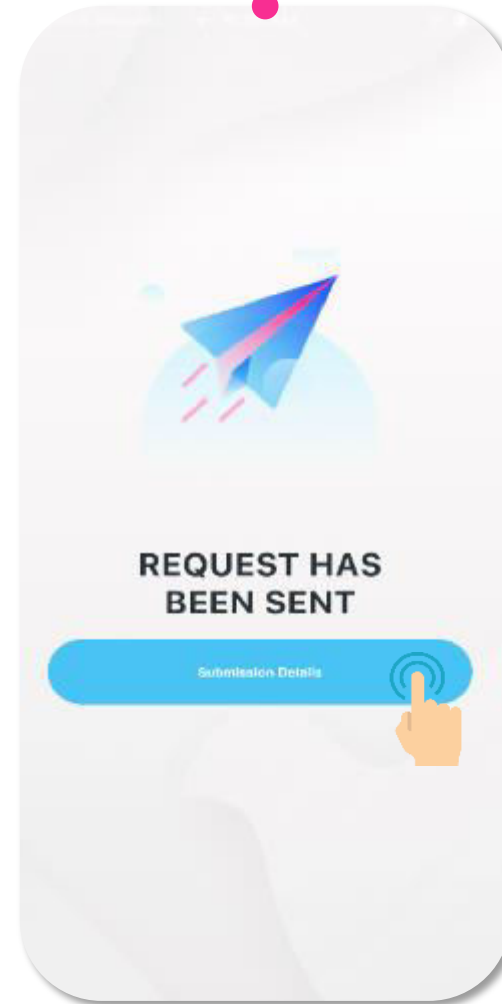
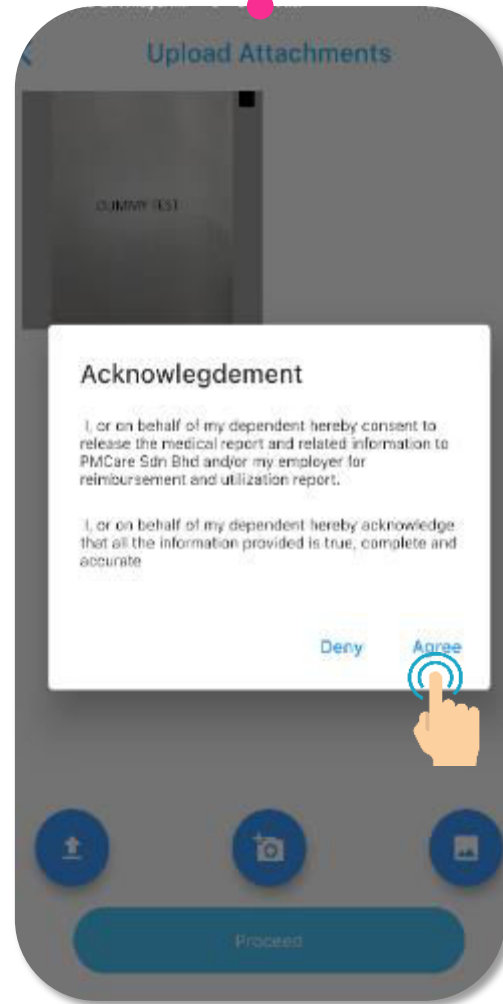
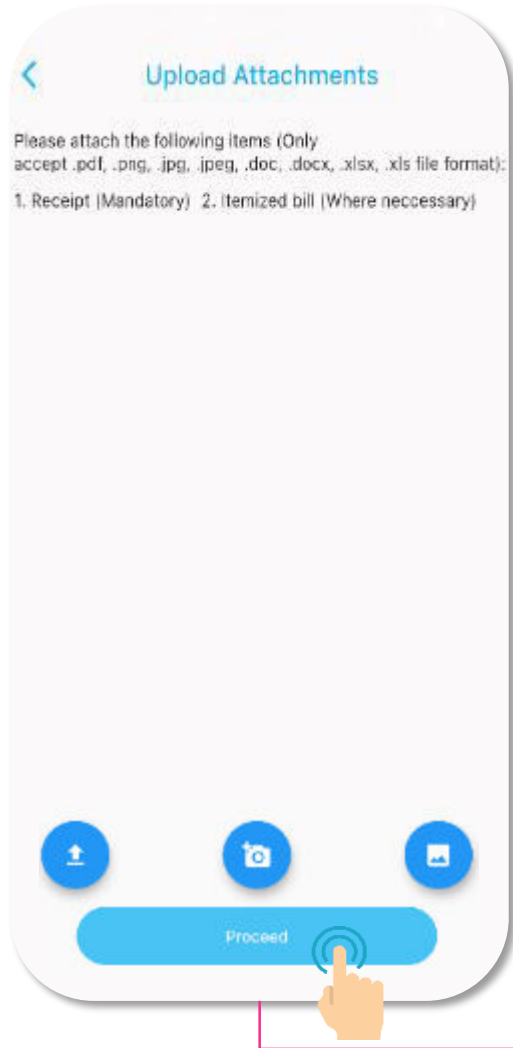
Choose the right "Patient Name" & fill up the necessary details

Compulsory to state the reason of your Personal Claim

Please fill up all necessary details

Please fill up all necessary details

9.0 e-Personal Claim (3/4 page)



Please attached:
1. Claim Receipt (Mandatory)
2. Itemized Bill (Where necessary)

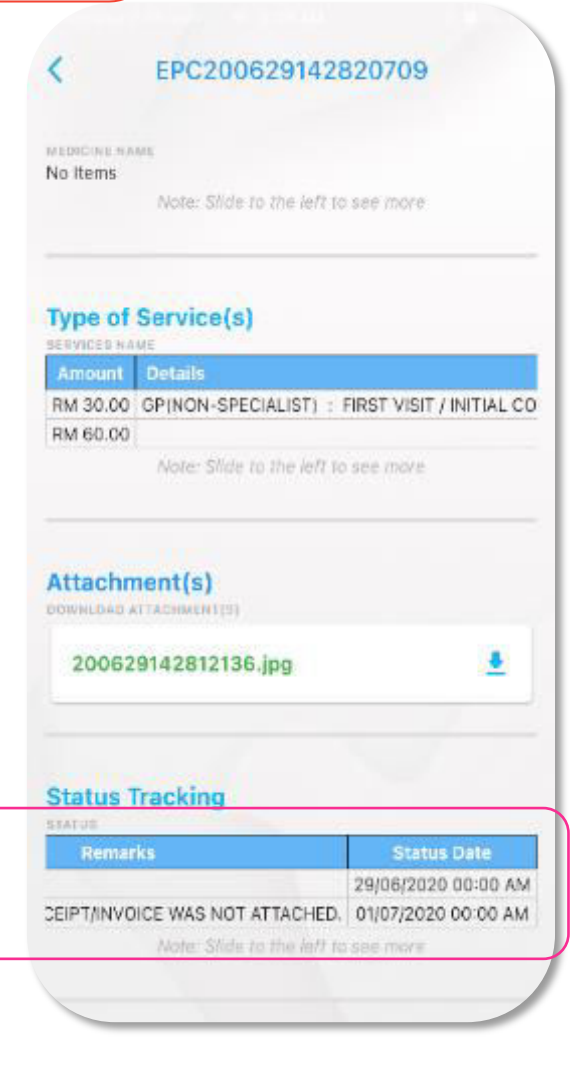
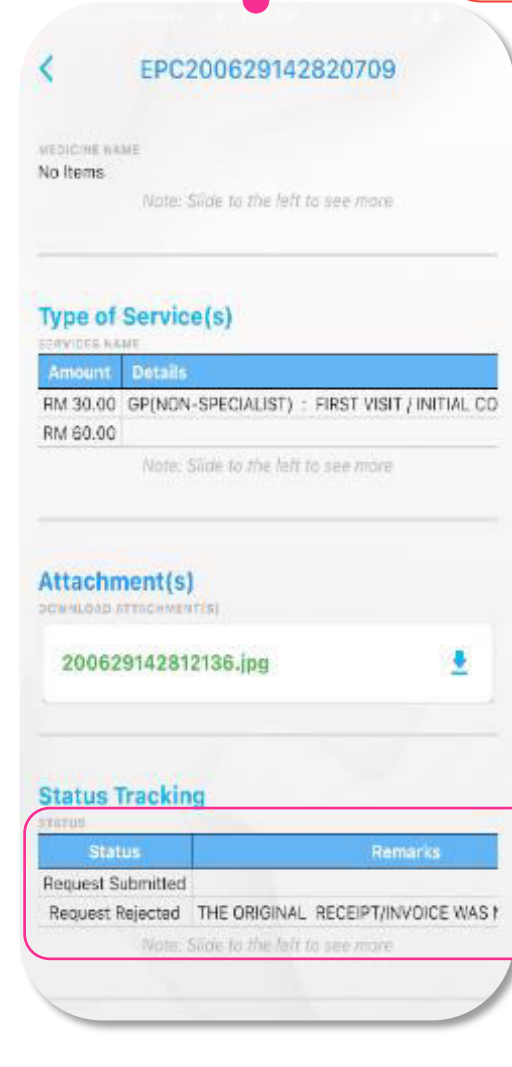
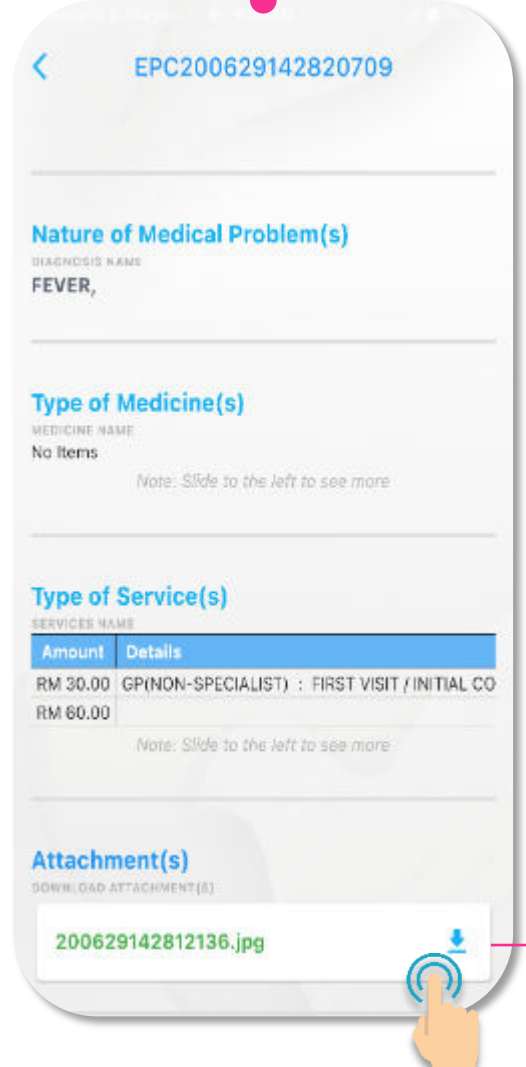
Tap on "Agree"

Tap on "Submission Details"
to view e-PC Status

Tap on "Details"
to view e-PC Status

9.0 e-Personal Claim (4/4 page)

Request Rejected



You can view your Claim Details & check the status either:

- Submitted
- Processing
- Approved
- Rejected

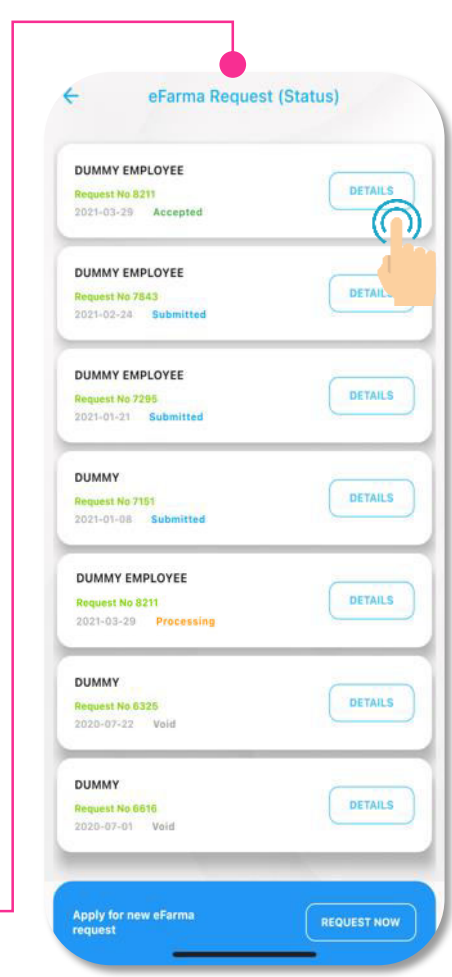
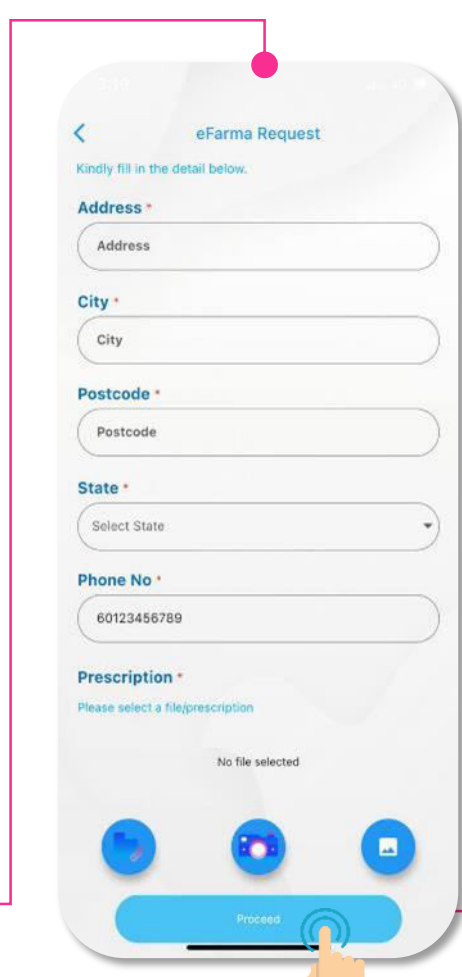
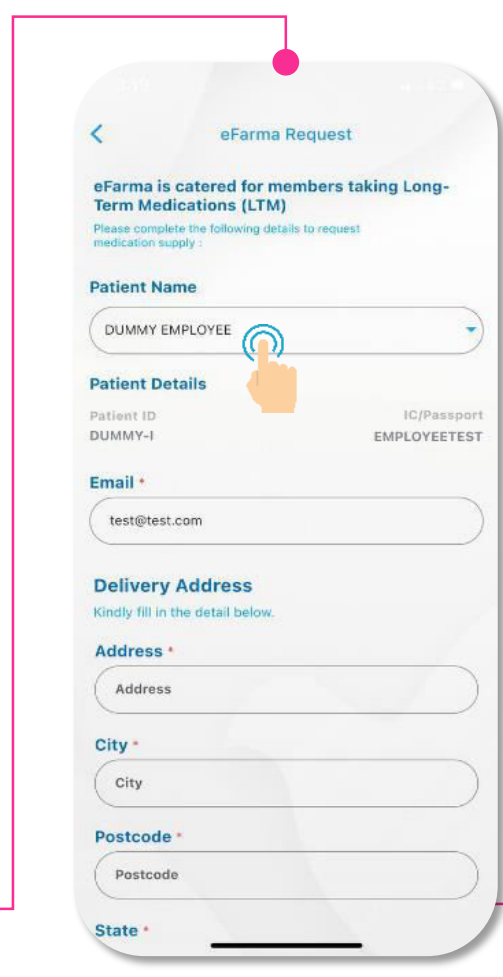
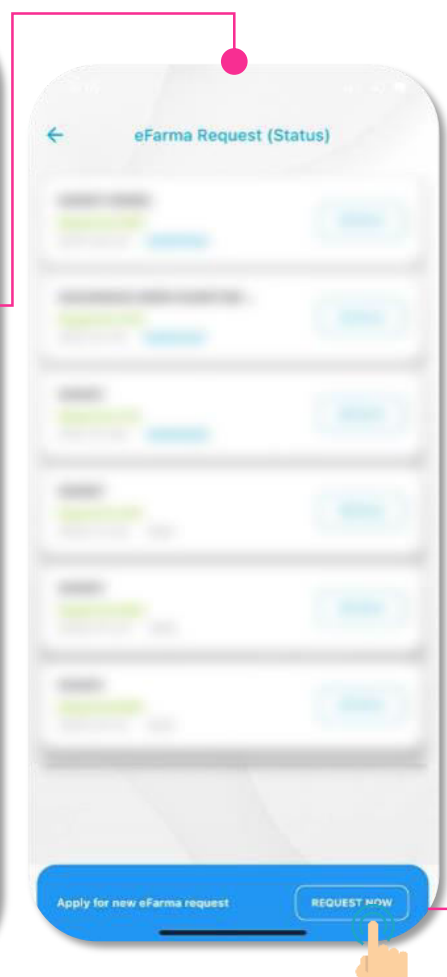
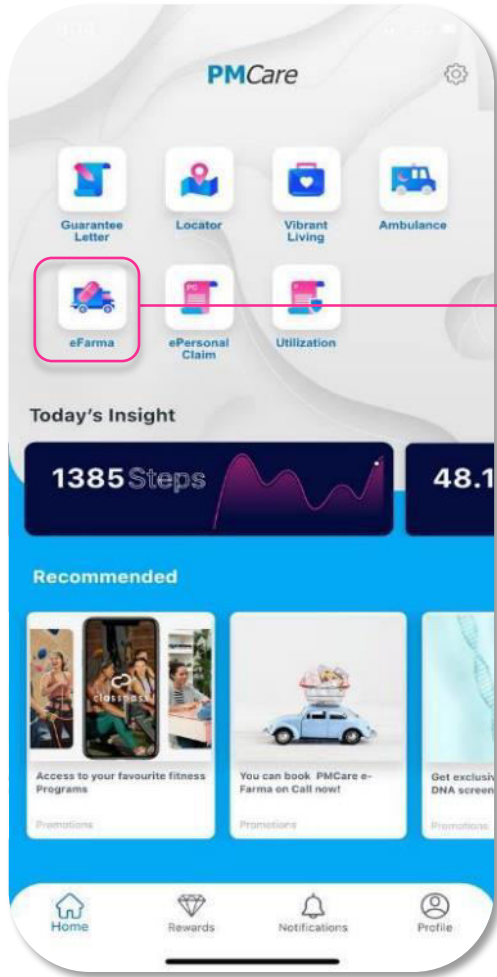
You can download the submitted attachments

You can check the Status Tracking & Request Rejected reason will be stated on Remarks column

*Slide to the Left to see more

10.0 e-Farma

10.0 e-Farma



- Tap on “e-Farma” to:
1. Request for Long Term Medication (LTM)
 2. View request status



Tap on “Request Now”



Choose the right “Patient Name” & fill up the Delivery Address details



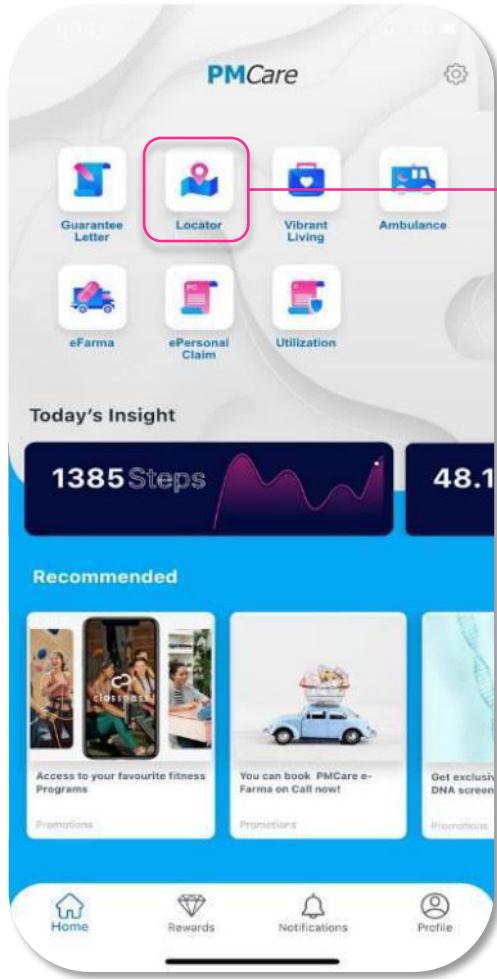
Attach Prescription either in PDF format or in Image for & Tap “Proceed”



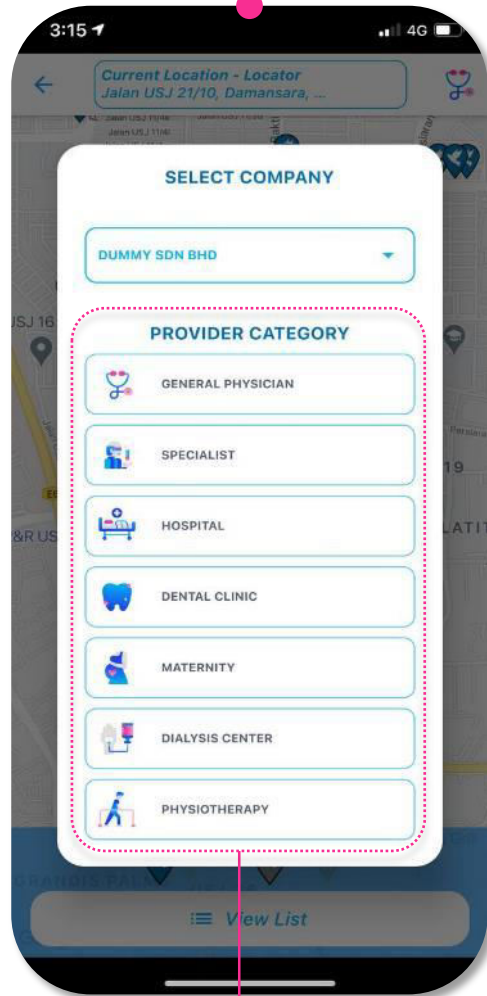
Tap on “Details” to view e-Farma Request Status

11.0 Provider Locator

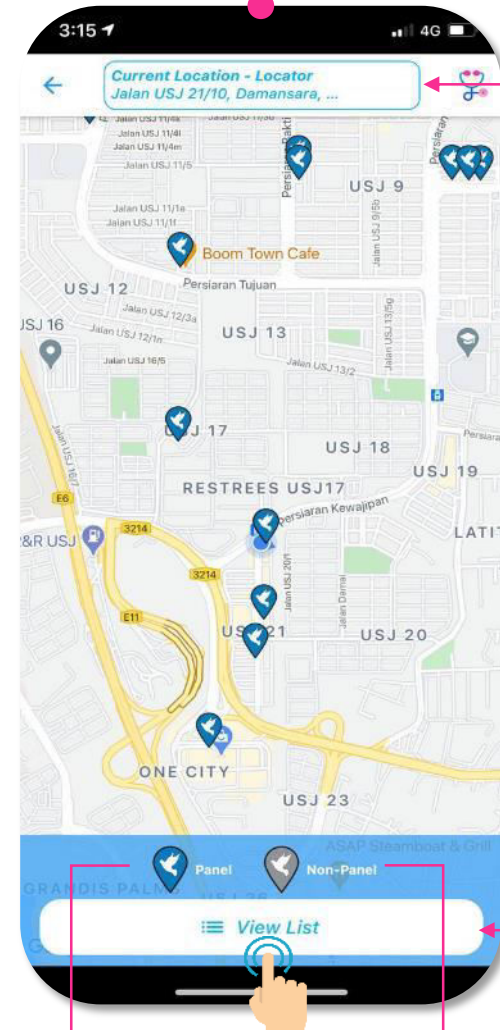
11.0 Provider Locator (1/2 page)



Tap on "Locator" to locate PMCare Panel Provider



You can select "Provider Category"



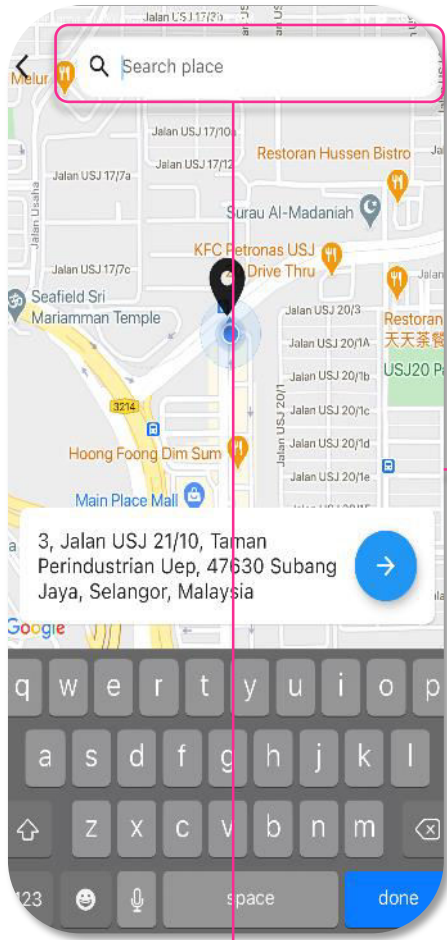
Address will be auto-located if your Phone GPS Settings is already ON

PMCare Panel Provider

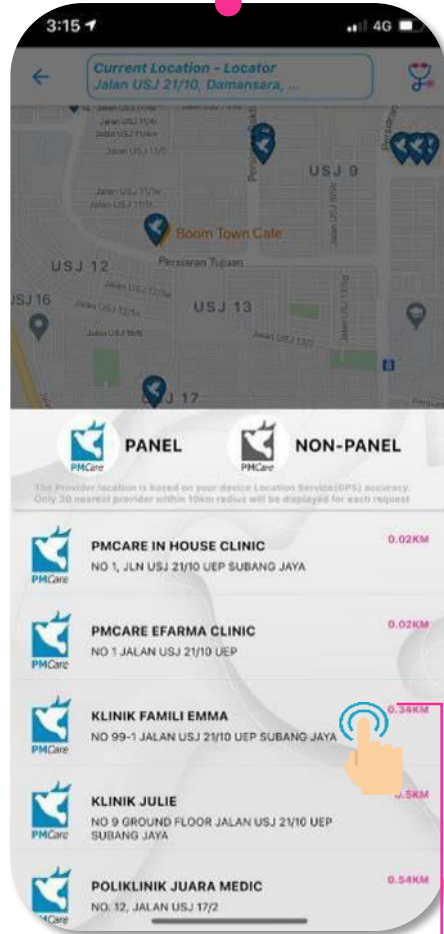
Non- Panel Provider

Tap "View List" for Panel Provider List within vicinity

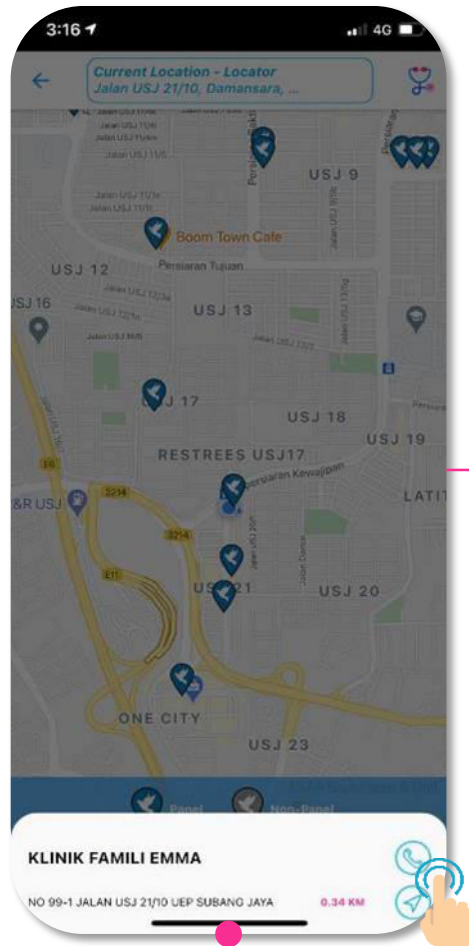
11.0 Provider Locator (2/2 page)



You can also search address your preferred location

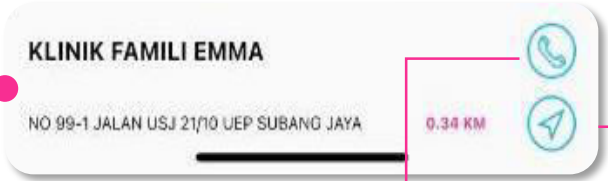


- Non-Panel will appear in Gray Color Logo
- Tap on Provider Name to view details

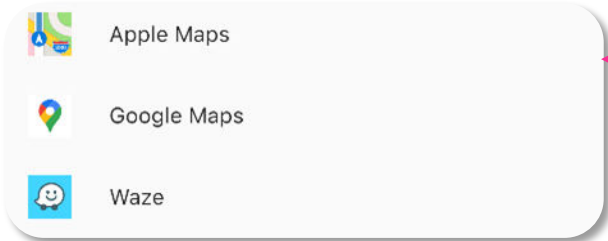


You can view Panel Provider details

- Clinic Name
- Address



Phone Number



Navigation Apps

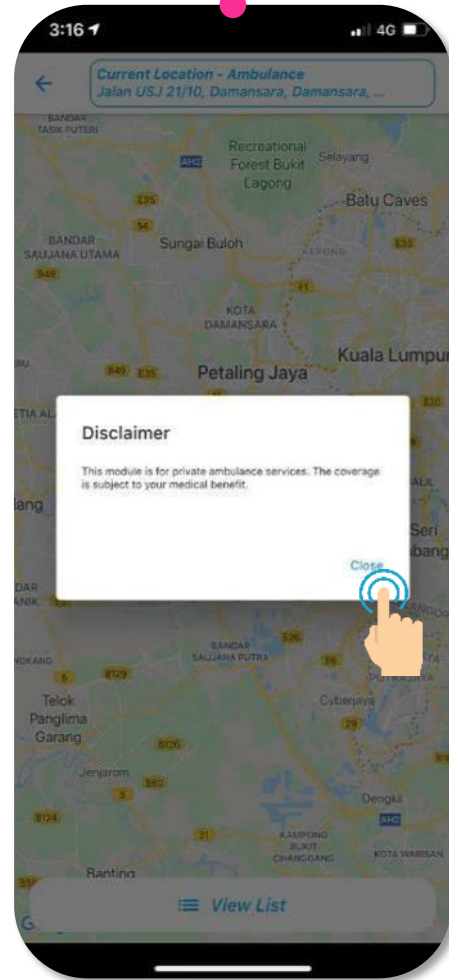
- Apple Maps
- Google Maps
- Waze

12.0 Ambulance

12.0 Ambulance



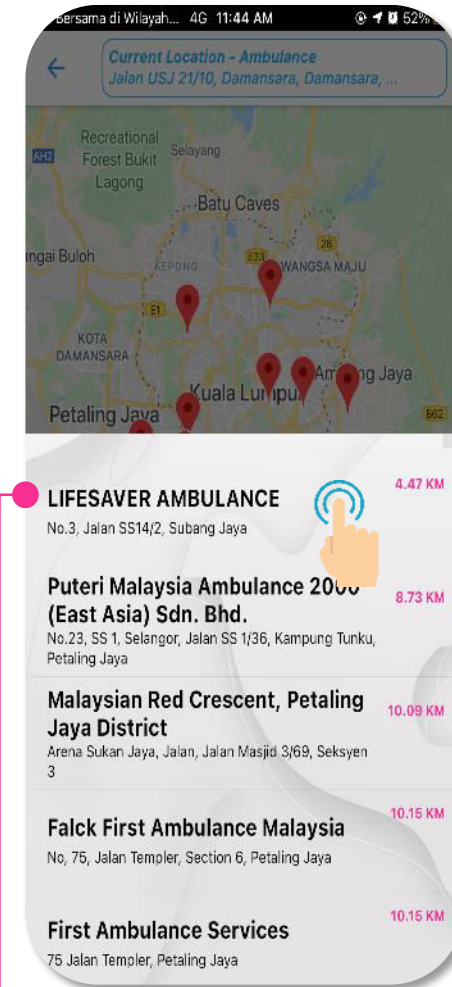
Tap on "Ambulance" to locate Ambulance Service available within vicinity



Read the "Disclaimer" & Click "Close" to Proceed



Tap on "View List"



Tap on Ambulance Name to view details

- Clinic Name
- Address

LIFESAVER AMBULANCE
No.3, Jalan SS14/2, Subang Jaya 4.48 KM

Phone Number

Call (Phone icon) **LIFESAVER AMBULANCE** Cancel

Apple Maps
Google Maps
Waze

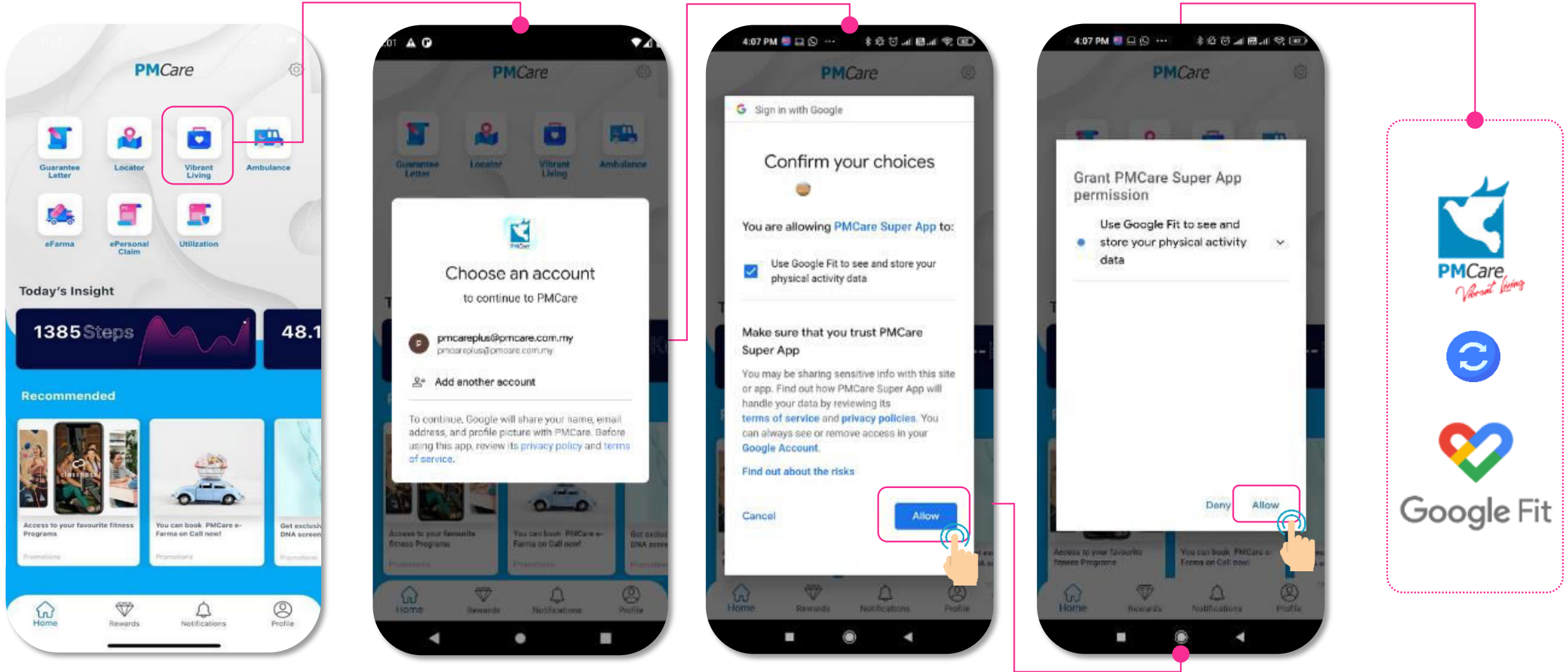
Navigation Apps

- Apple Maps
- Google Maps
- Waze

13.0 Vibrant Living

13.1 Vibrant Living – Sync with Google Fit

*Please make sure you have already installed "Google Fit"



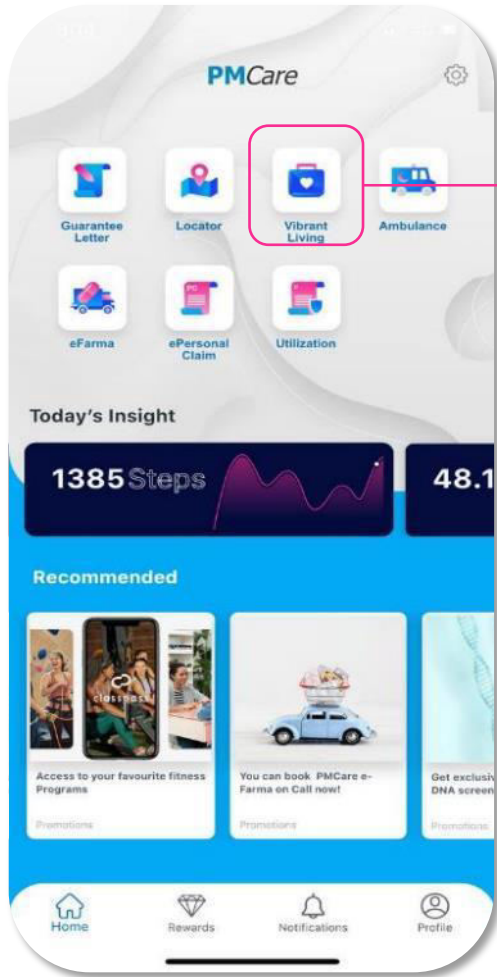
Tap on "Vibrant Living" to Start sync your Google Fit with PMCare Mobile App

Choose your Gmail Account that associate with your Google Fit

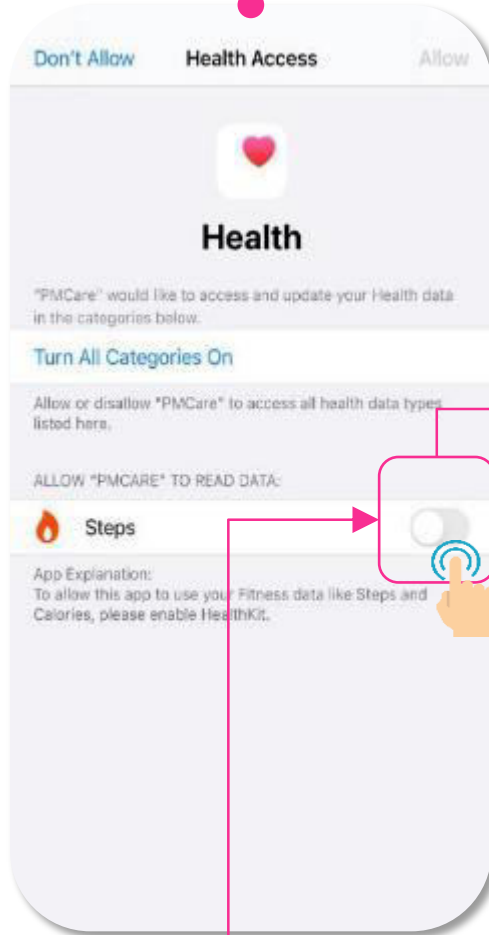
Tap on "Allow" for PMCare Mobile App to sync with your Google Fit data

Tap on "Allow" to grant Permission

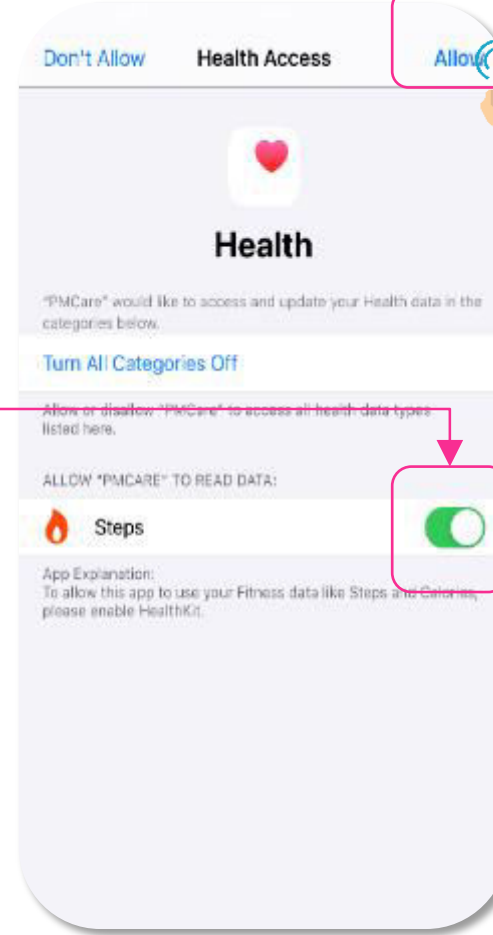
13.2 Vibrant Living – Sync with Apple Health



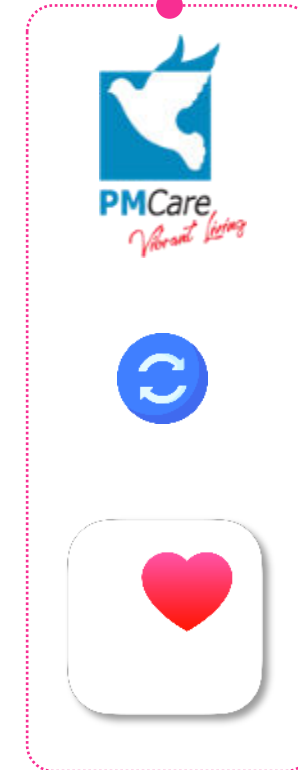
Tap on "Vibrant Living" to Start sync your Apple Health with PMCare Mobile App



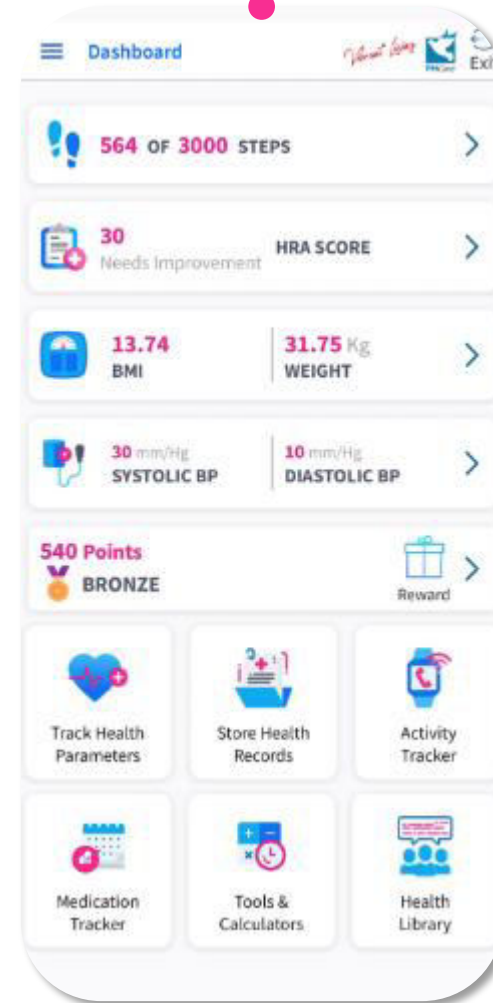
Tap on here to allow PMCare Mobile App to read data from Apple Health



Tap on "Allow" for PMCare Mobile App to sync with your Apple Health data



13.3 Vibrant Living - Dashboard



Tap on "Vibrant Living" to explore more on the new Features "Vibrant Living"

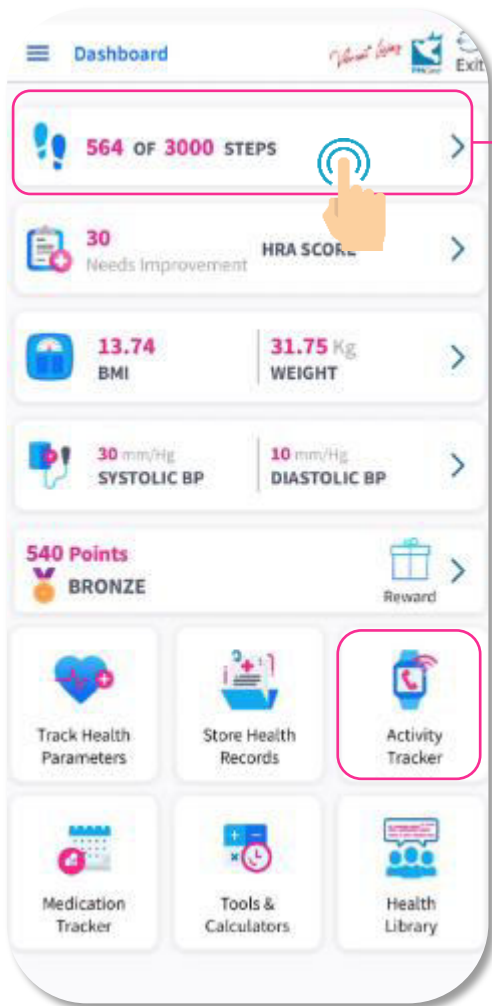


Opening "Vibrant Living" page



Dashboard

13.4 Vibrant Living - Activity Tracker



Tap on "Activity Tracker"



- View your Steps Count by Daily, Weekly & Monthly
- Set your Steps Goal per day

Healthy Activities

- This feature can support you in adopting balanced & healthy lifestyle
- Track your daily step counts and calories burnt
- Sync with your Fitness App:

For Android User



- ✓ You need to sign in your Google Fit Account to sync your step counts with PMCare Vibrant Living Activity Tracker
- ✓ If you didn't download Google Fit app yet, please install it first and sync with PMCare app.

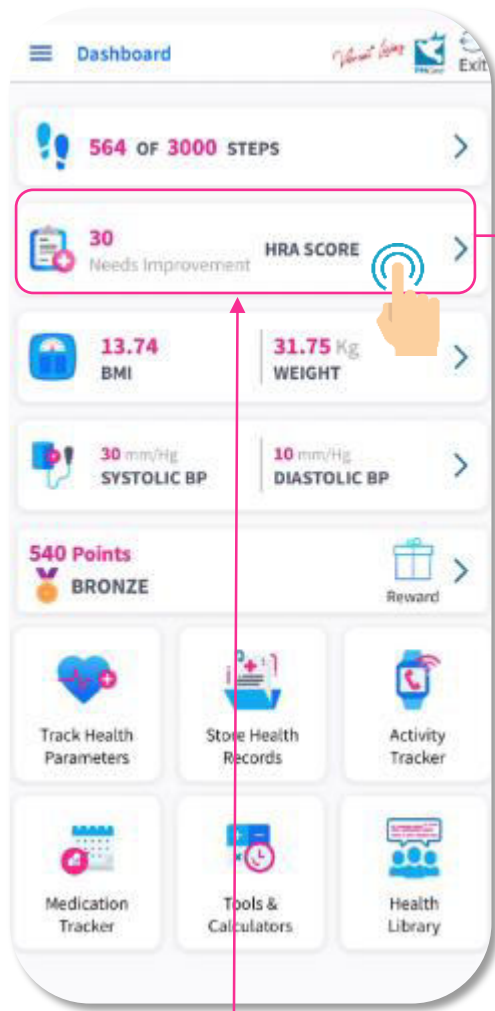
For iOS User



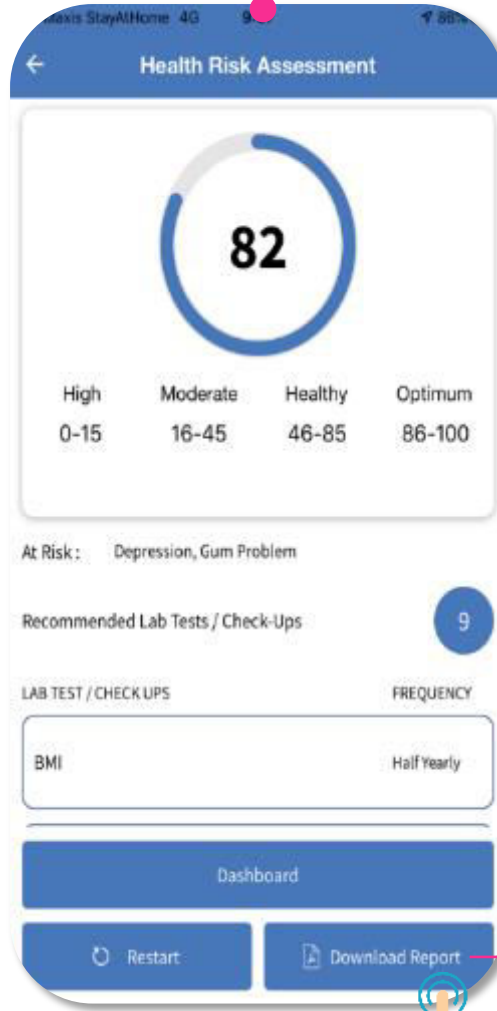
Sync with your Apple Health

The higher your steps count, the more Reward Points you will be earned.
(Refer Slides 13.7 : Reward Points)

13.5 Vibrant Living - Health Risk Assessment "HRA"



Tap here for Health Risk Assessment



Answer few questions, your Personalized HRA report is generated

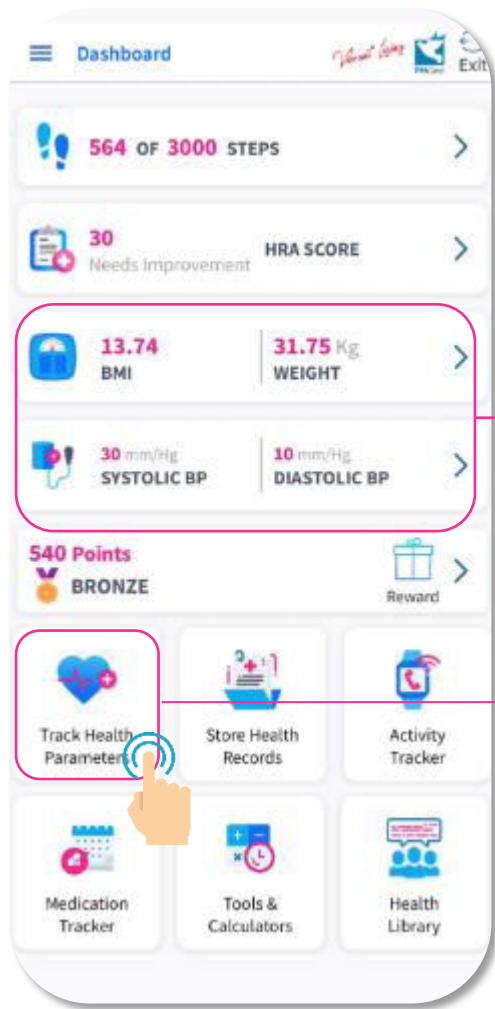


You'll received HRA report via your registered email

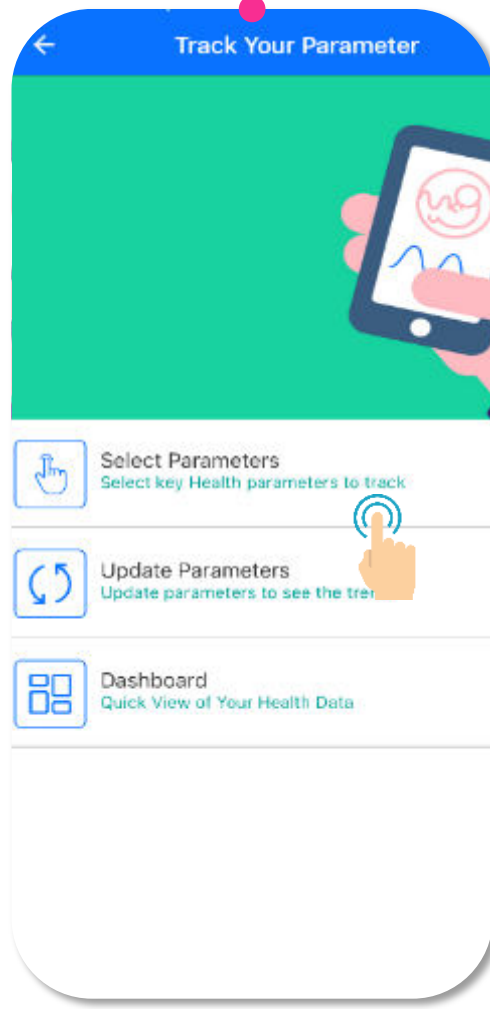
Health Risk Assessment

- ✓ This feature allows you to explore your health condition
- ✓ Get practical insights to make positive changes.

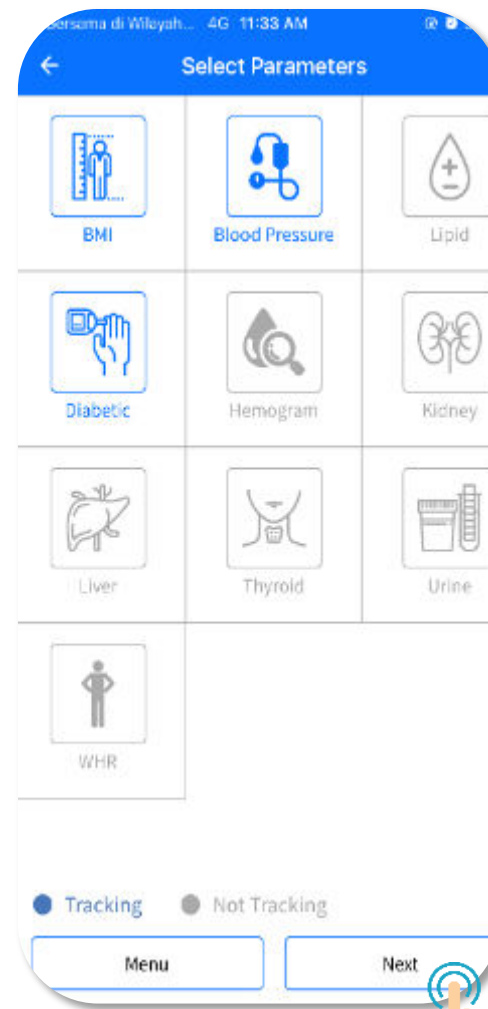
13.6 Vibrant Living - Track Health Parameters



Tap on
"Track Health Parameters"



- Select Parameters you want to track
- Update Parameters
- View your Health Data Dashboard

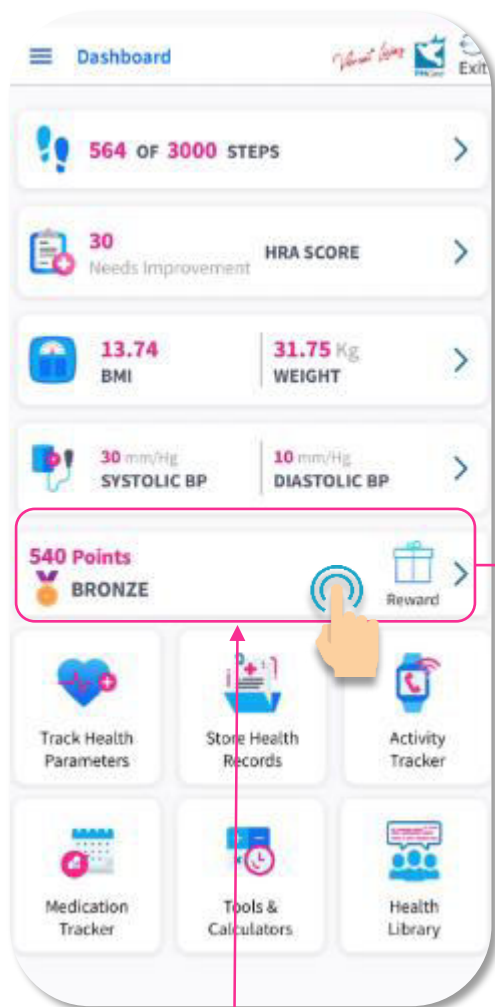


Choose Parameters you want
to keep in Track

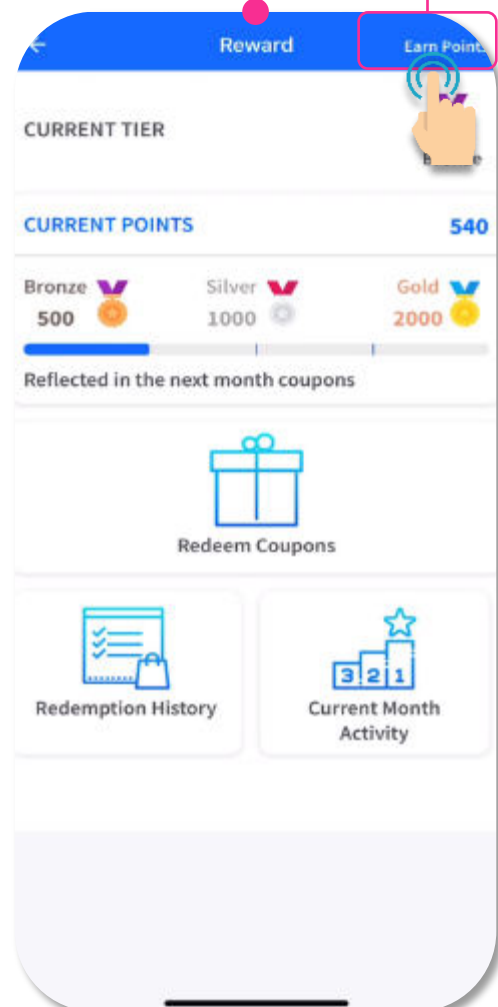
Track Health Parameters

- ✓ This feature is able to track your important health parameters
- ✓ (BMI, BP, Blood Sugar Profile, Hemogram Profile, Kidney profile, Lipid Profile, Liver Profile, Thyroid Profile, Urine Profile, VLDL Cholesterol, WHR)

13.7 Vibrant Living - Reward Points




Tap on this




You can view your:

- Reward Points
- Status & Tier
- Redeem Coupons
- Redemption History
- Current Month Activity

How To Earn Points?


- 

1 Healthy Action

We track your healthy activities and get points for better Status
- 

2 Get points

P-Box Status

Get Higher P-Box Status with healthy lifestyle and activities.
- 

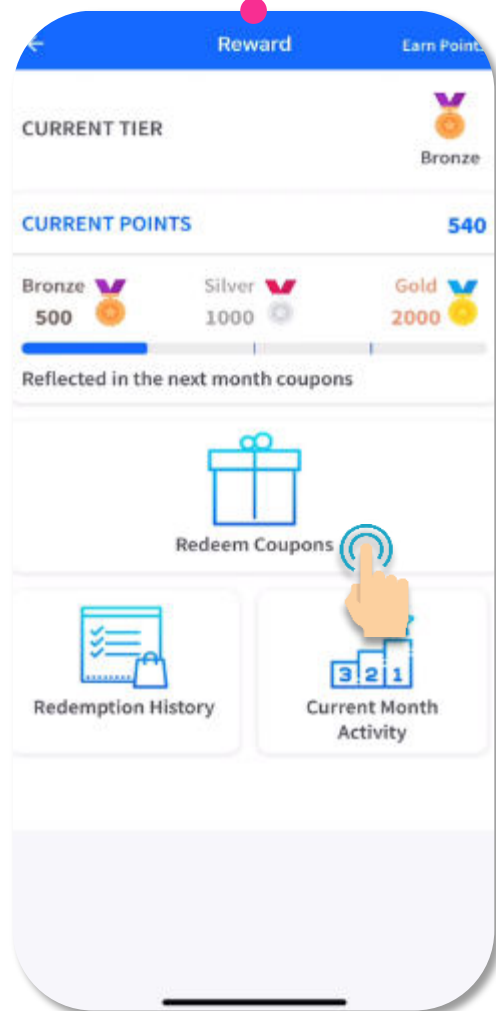
3 Reward

It's a present from us 😊
Let's make our live healthier and happier!

13.7 Vibrant Living - Reward Points



You can get points by completing each of this action



Once your Reward Points reach certain level, your Status & Tier will be upgraded

Status & Tier

Points Earned in the Month

Tier for the Month

500 - 999



Bronze

1000 - 1999



Silver

2000+



Gold

13.7 Vibrant Living - Reward Points

Tier
for the Month

Get Reward

Redeem Vouchers



Bronze



Silver

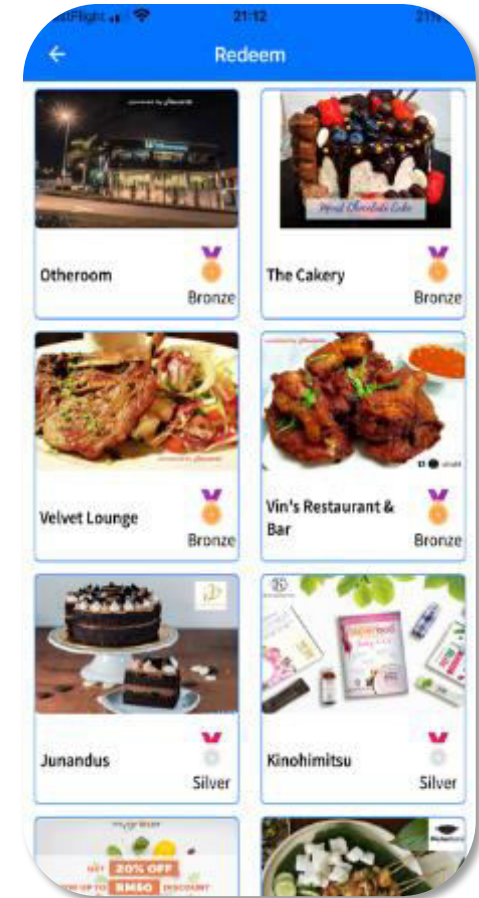
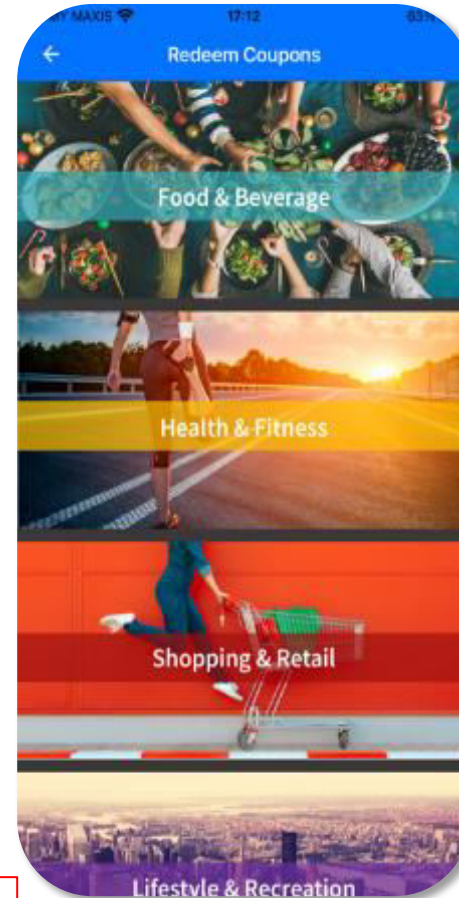


Gold

1 Discount
Coupons

2 Discount
Coupons

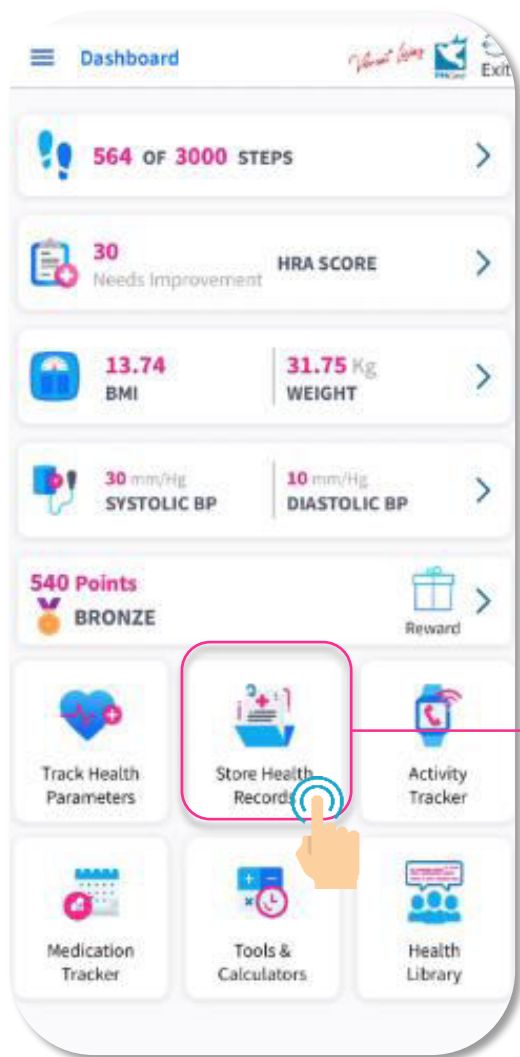
4 Discount
Coupons



You can redeem Coupon
based on your Tier of the Month

Note:
(*1) Coupons can be redeemed from the next month
(*2) For first users who start using Vibrant Living on 21st or onwards
of a month, the points of the month will be carried forward to the
next month (first tier will be fixed at the end of the next month)

13.8 Vibrant Living - Store Health Records



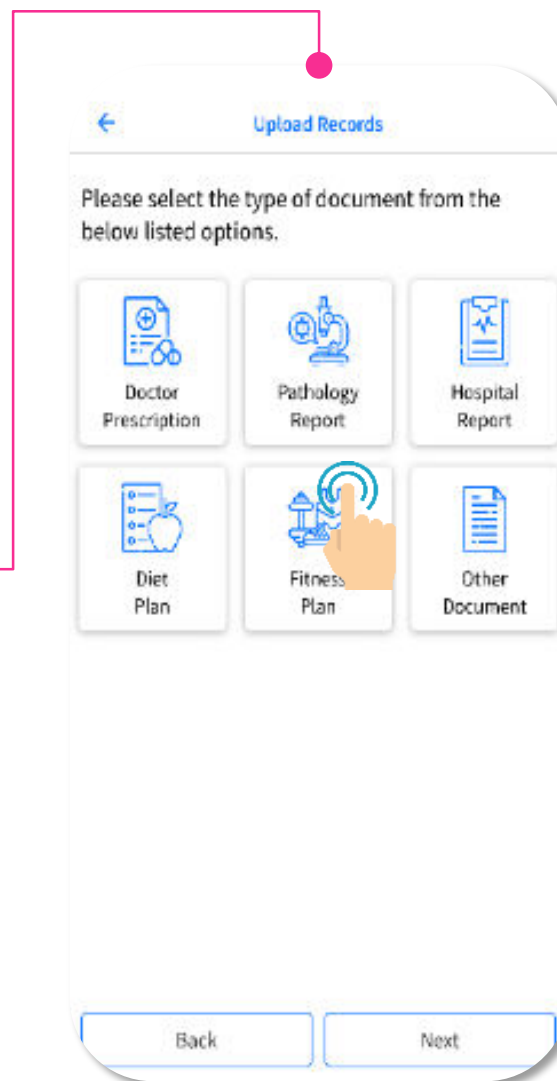
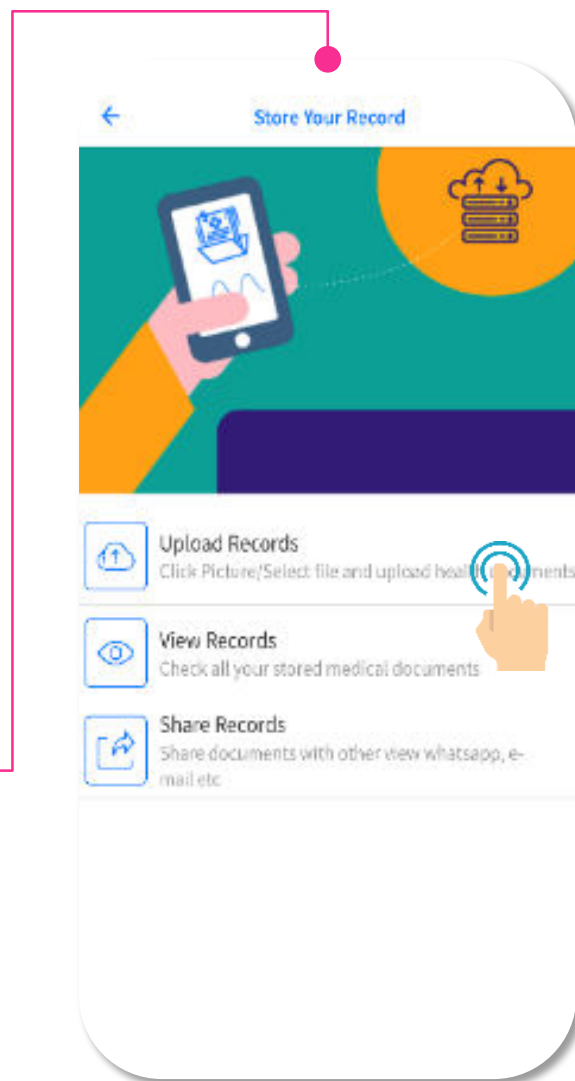
Tap on
"Store Health Records"



- Upload your Health Records
- View your Health Records
- Share your Health Records



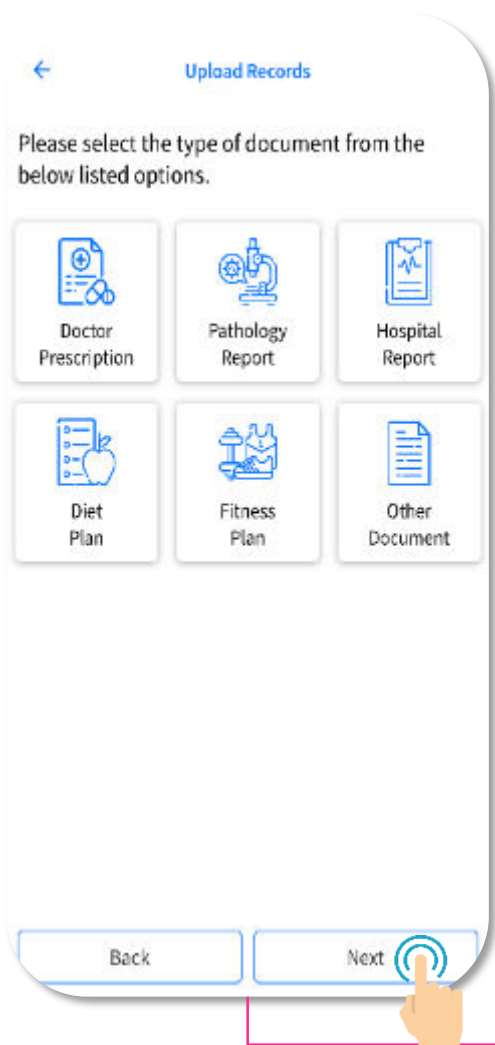
Tap "Next"
to proceed



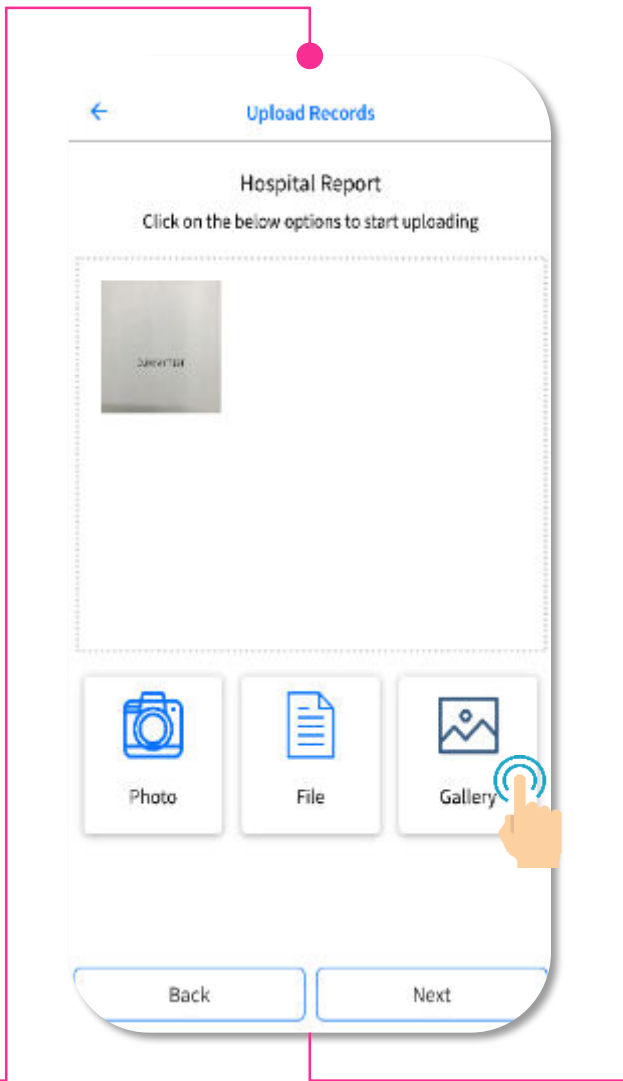
Store Health Records

- ✓ You can store your personal health report in here.
- ✓ You can view anytime to monitor your health progress.

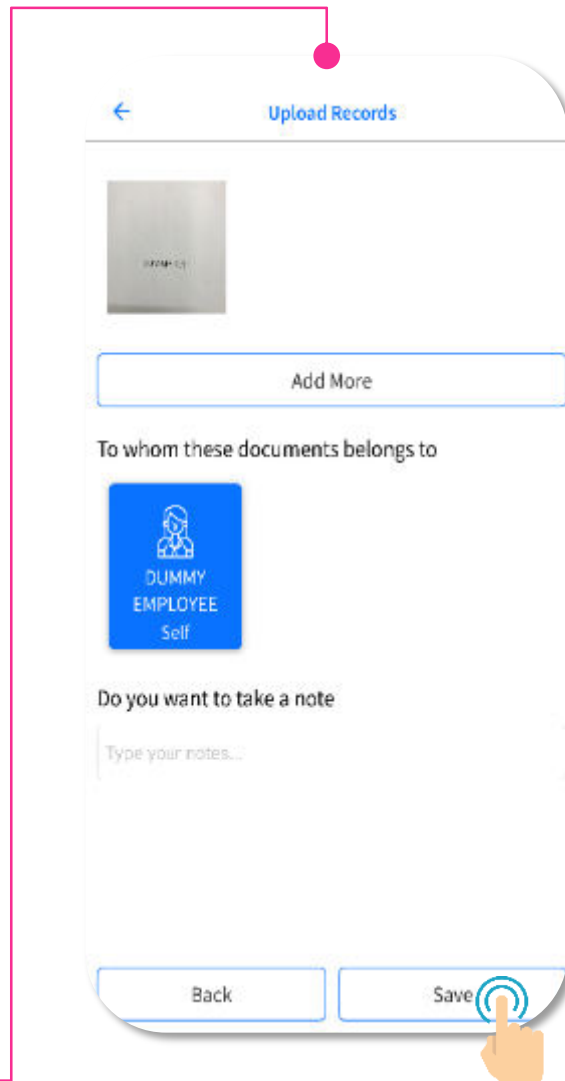
13.8 Vibrant Living - Store Health Records



Choose any category record you would like to keep in store & tap "Next"

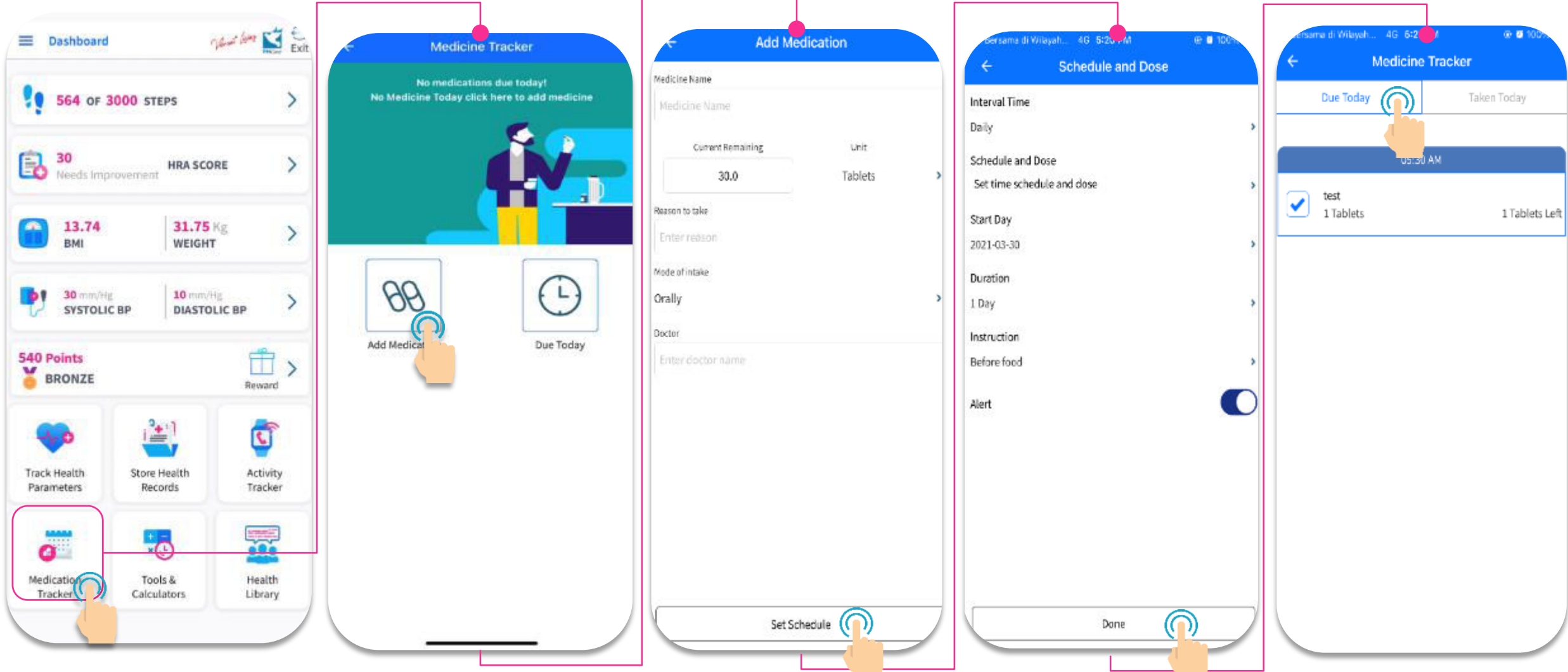


You can attach your Health Report file either in File format or Image format



Not only for Employee, but also for dependent Tap "Save"

13.9 Vibrant Living – Medication Tracker



Tap on
"Medication Tracker"

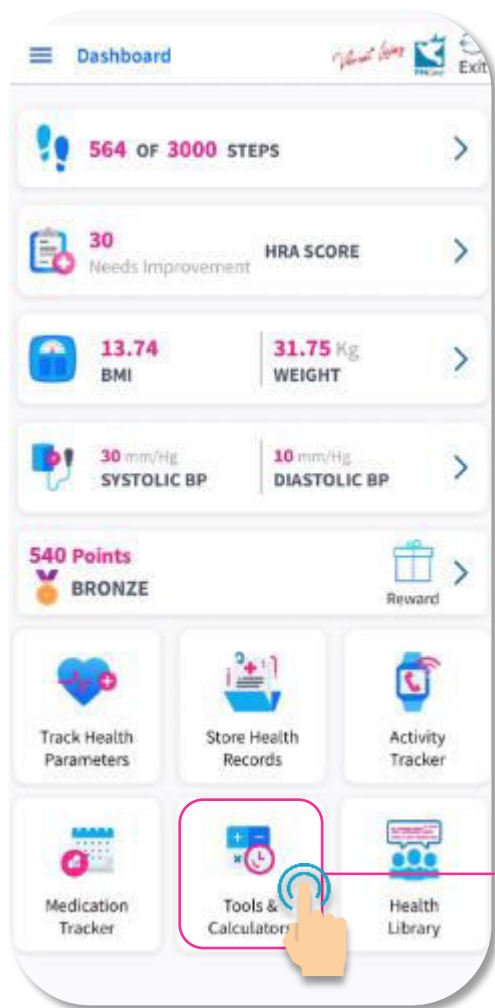
Tap on
"Add Medication"

Key in all the necessary
details & tap on
Set Schedule

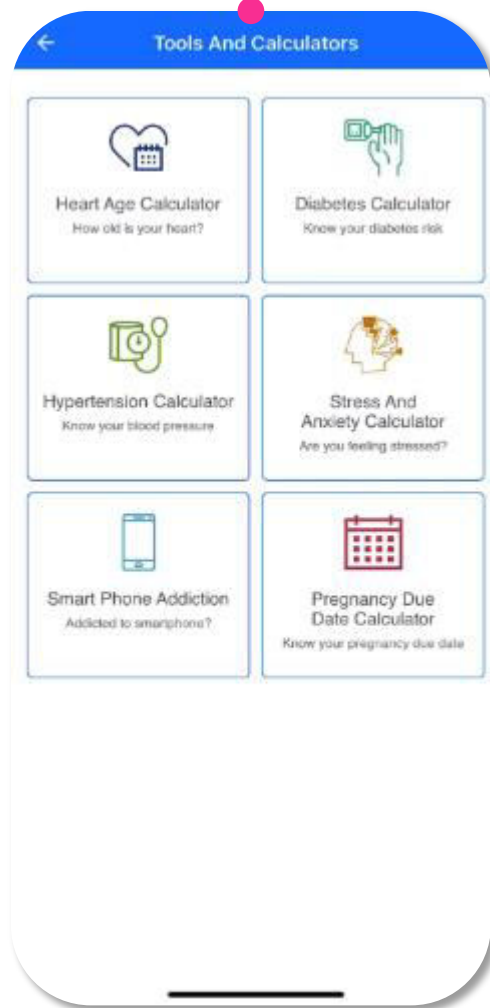
Set Date, Time, Dose & etc

You can view medications:
• Due Today
• Taken Today

13.10 Vibrant Living – Tools & Calculator



Tap on
“Tool & Calculators”

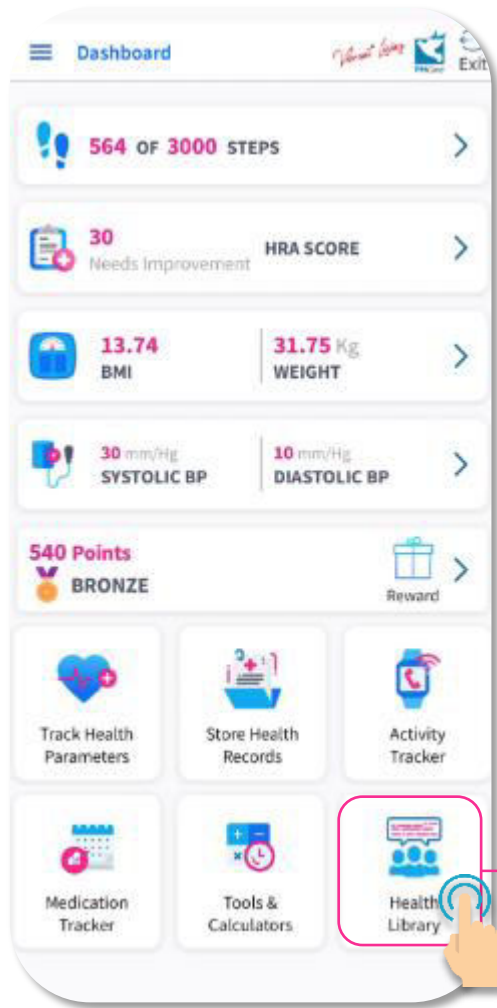


You can explore on
each Tools & Calculators

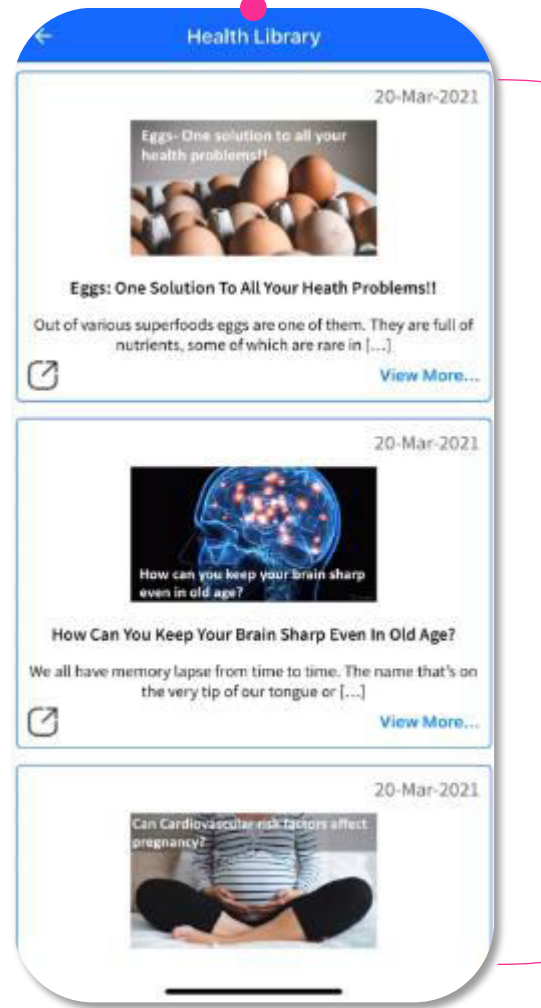
Tools & Calculator

- Risk assessment for specific conditions
- Risk assessment for chronic condition (heart, diabetes and hypertension)
- Risk assessment for Stress & Anxiety and Smart phone addiction
- For women, you can also calculate pregnancy due date
- Identify, analyse, and improve

13.11 Vibrant Living – Health Library



Tap on
"Health Library"

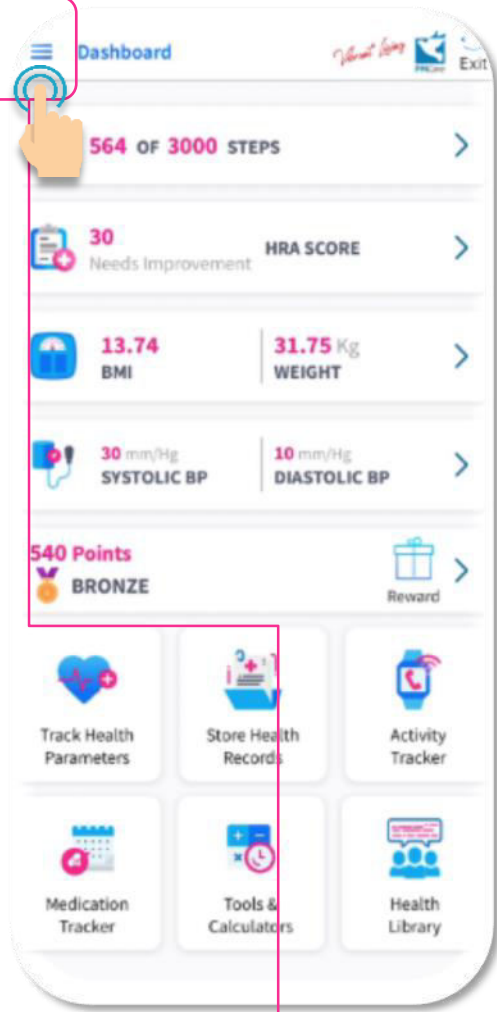


Tap on "View More"
to read full articles

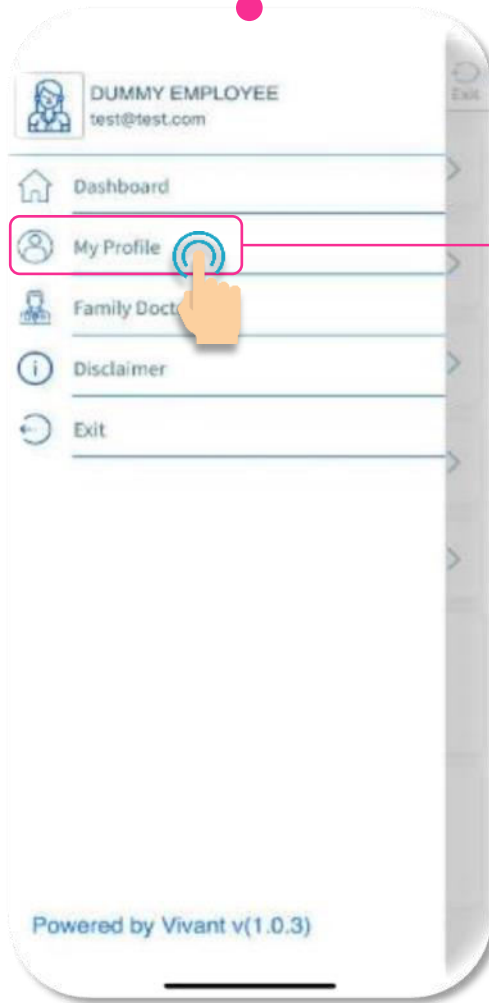
Health Library

- The latest health related articles
- From COVID-19 to stress management to healthy food, you will have free access to the Health Library

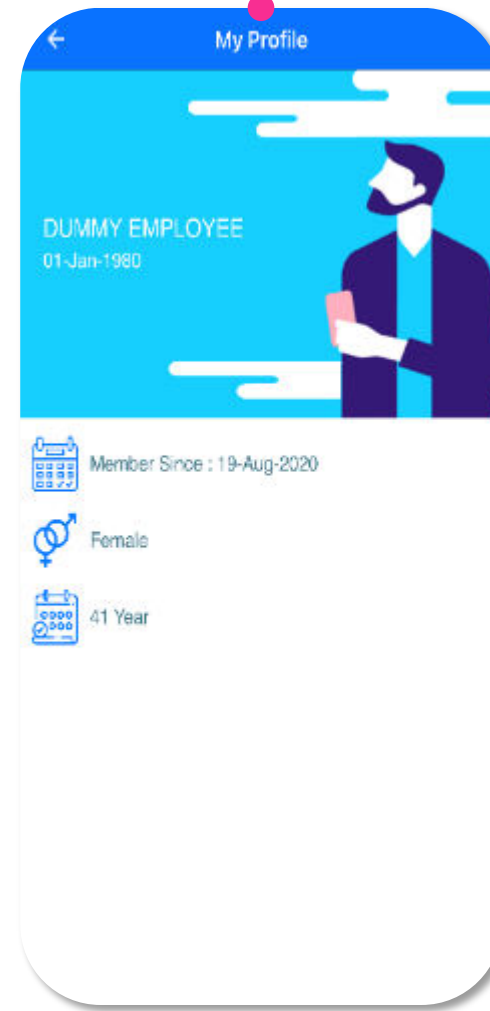
13.12 Vibrant Living - Site Menu (My Profile)



Tap on  to view Site Menu

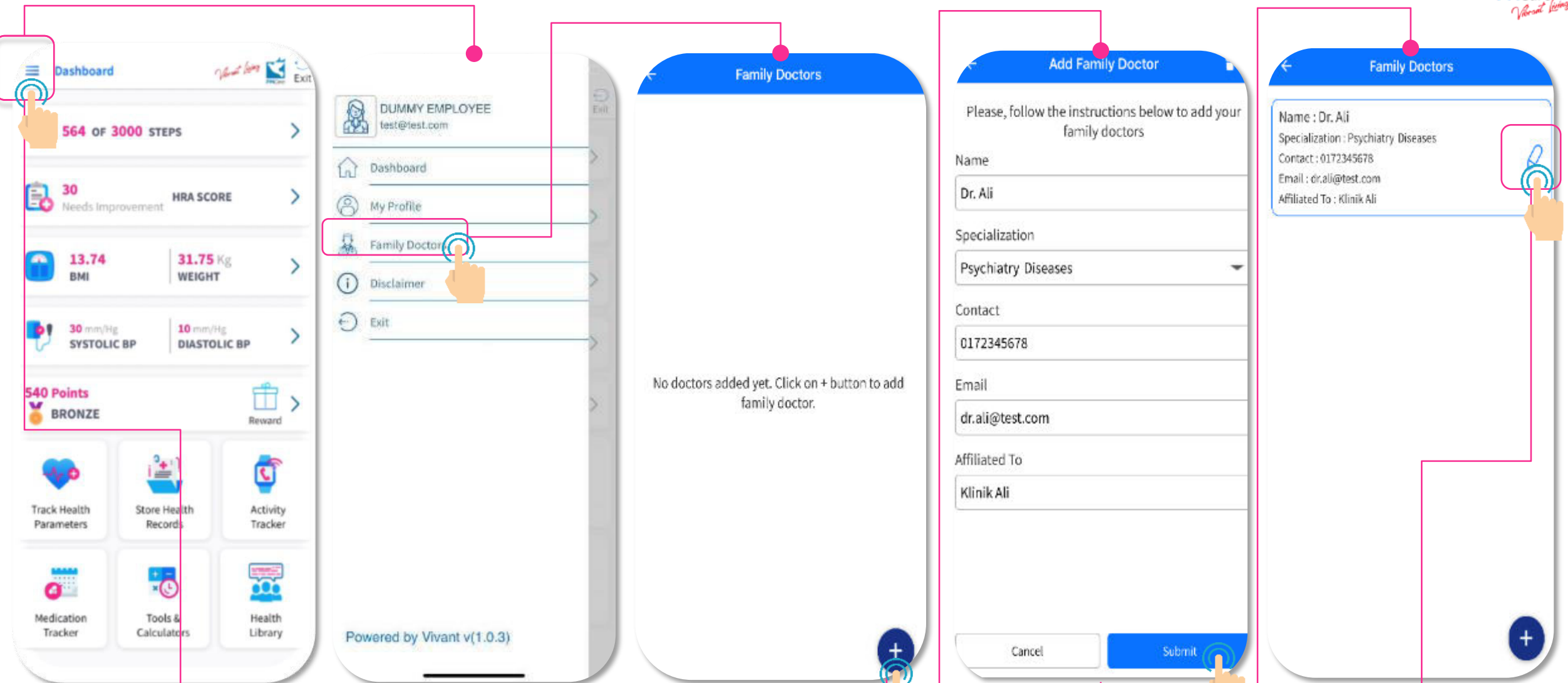


Tap on "My Profile"




You can view your Profile details here

13.12 Vibrant Living - Site Menu (Family Doctors)



Tap on  to view Site Menu

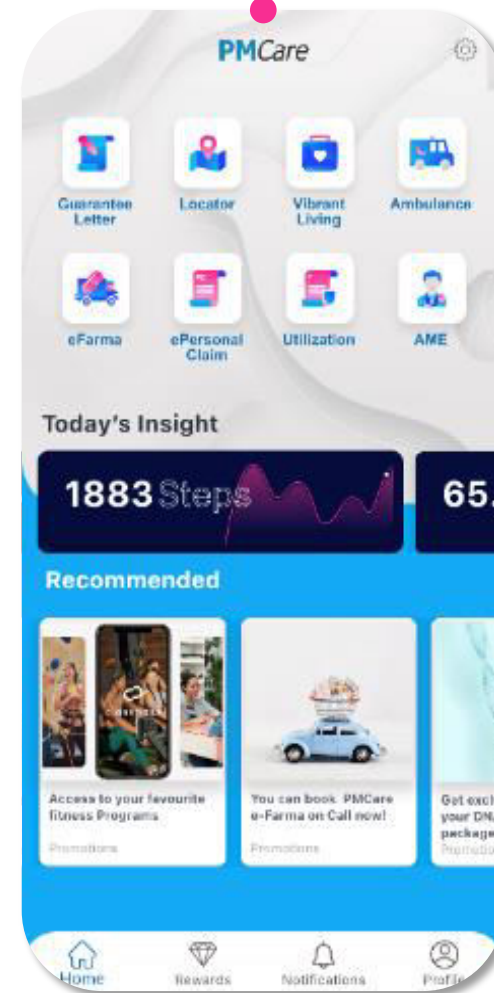
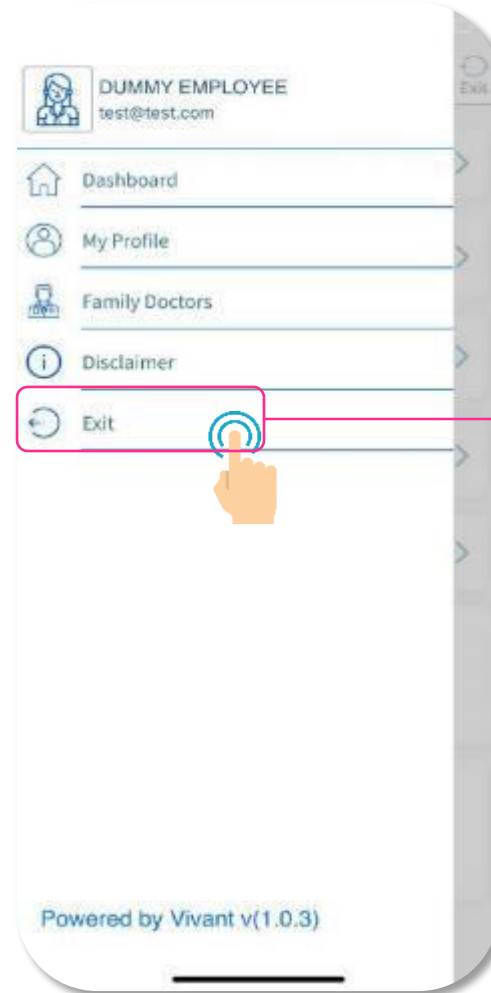
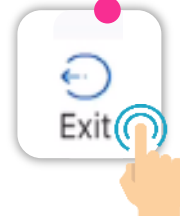
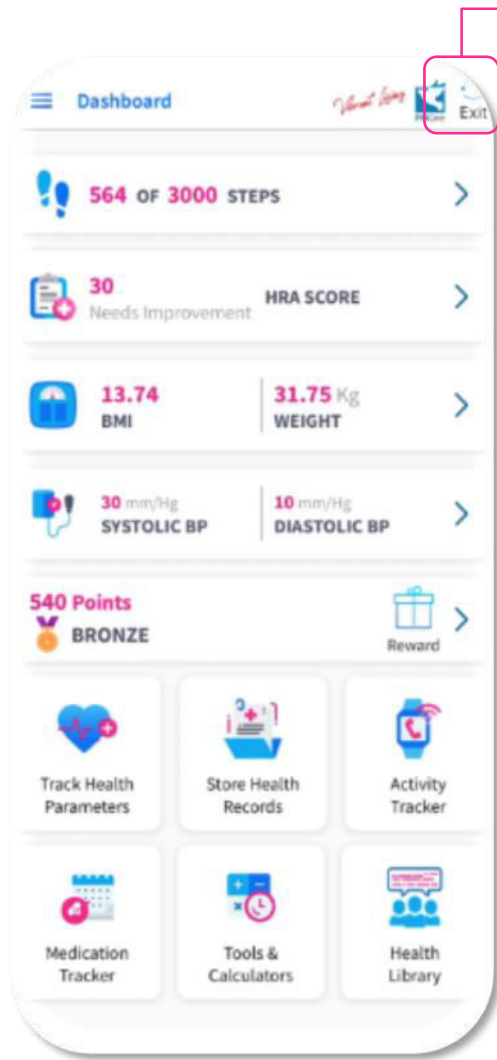
Tap on "Family Doctors"

Tap on  To add your Family Doctor

Key in all the necessary details & Tap on "Submit"

You can edit the details anytime you want

13.13 Vibrant Living (Return to Homepage)



Tap on
"Exit"



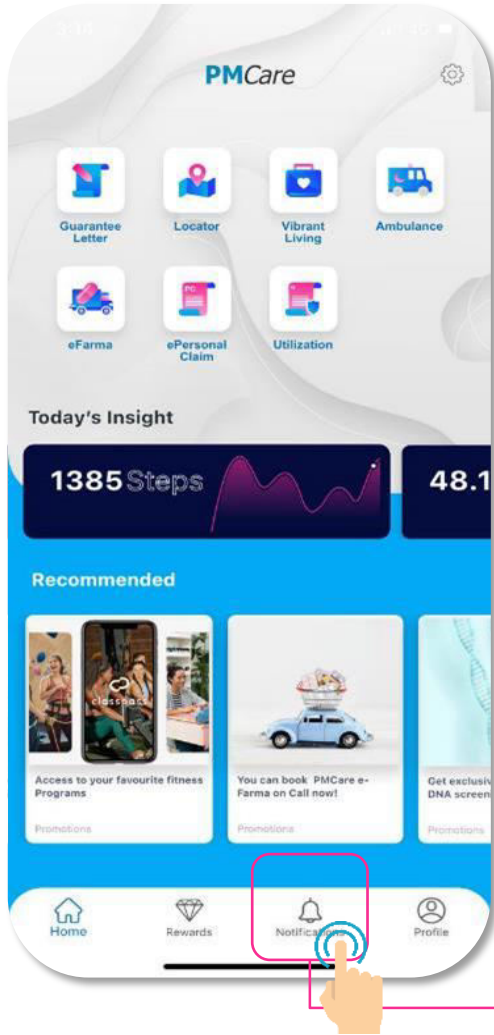
Click "Exit" on the Top Right Side or on the Site Menu "Exit" to return to Homepage



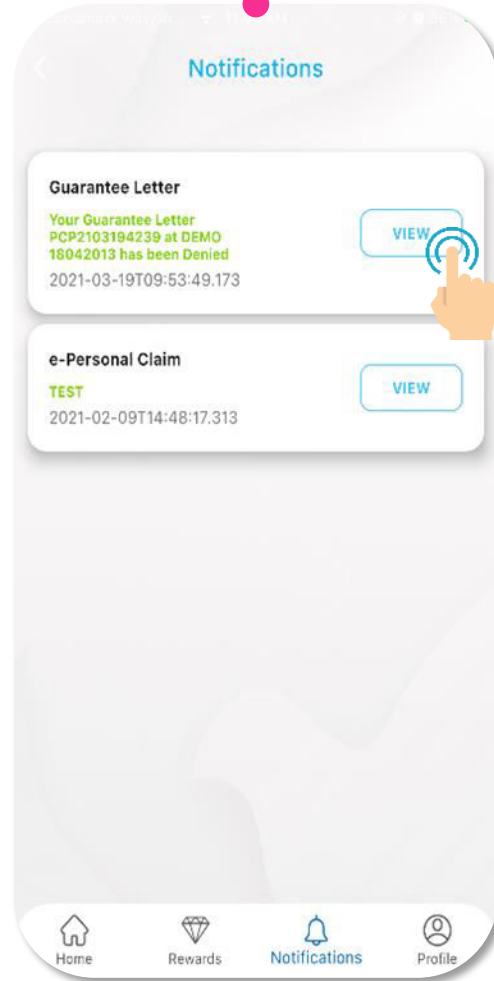
Return to
"Homepage"

14.0 Notifications

14.0 Notifications



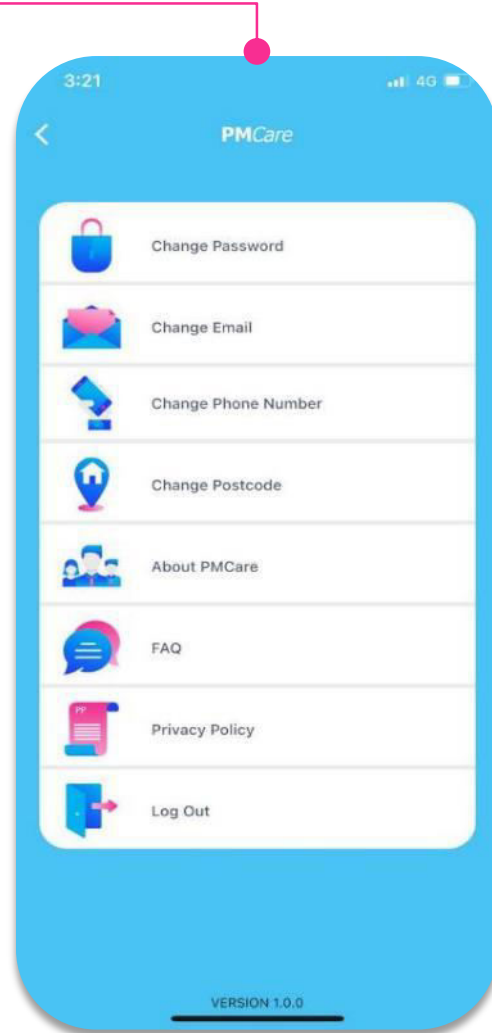
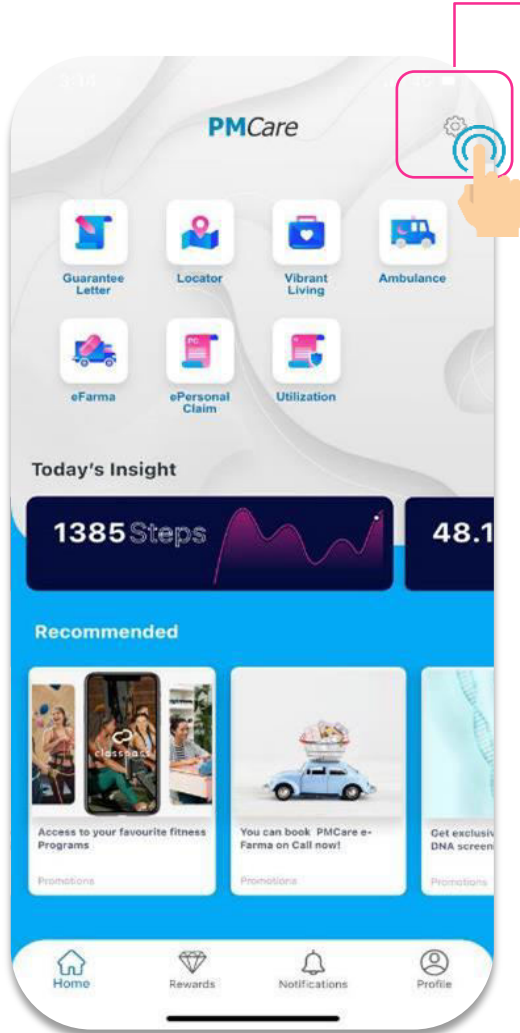
Tap on
"Notifications"



Tap on
"View" to view Details

15.0 Settings

15.0 Settings



- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy
- Log Out

Tap on

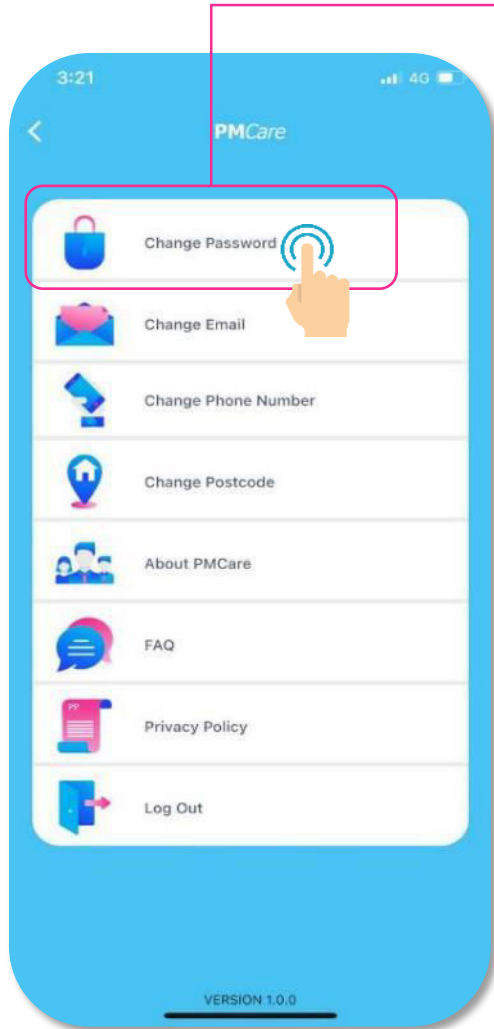


“Settings”

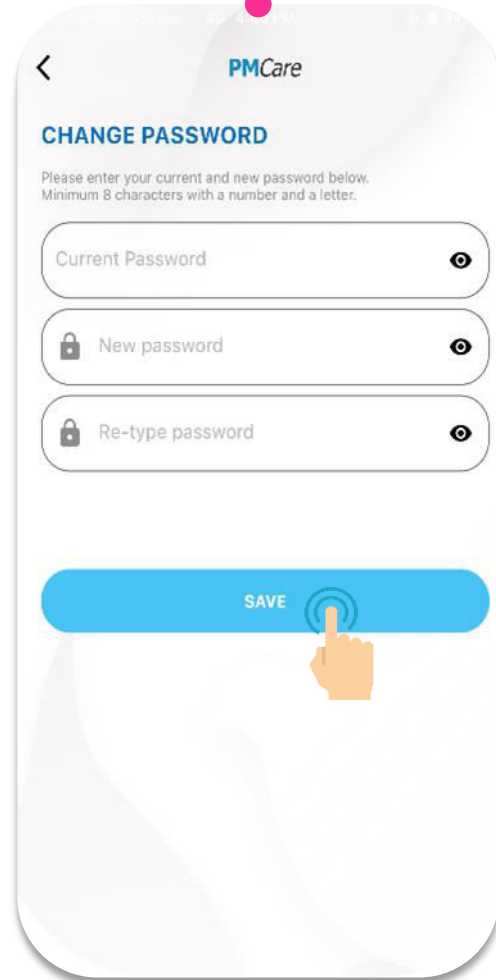


Tap on
“View” to view Details

15.1 Settings – Change Password

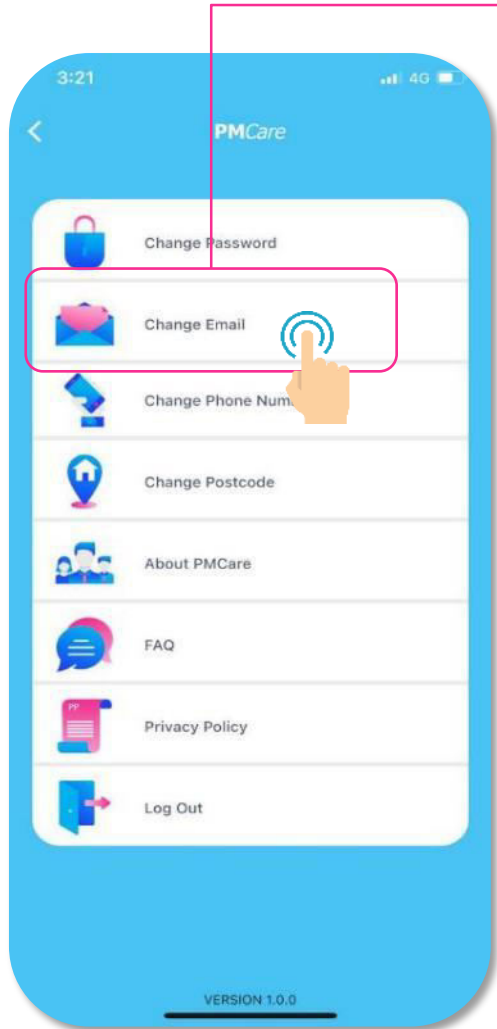


Tap on
"Change Password"

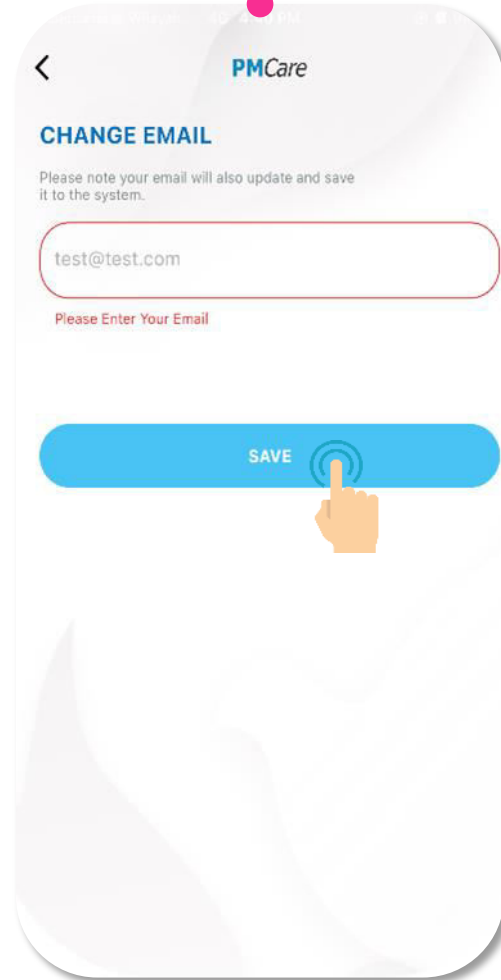


Key in
your new Password

15.2 Settings – Change Email

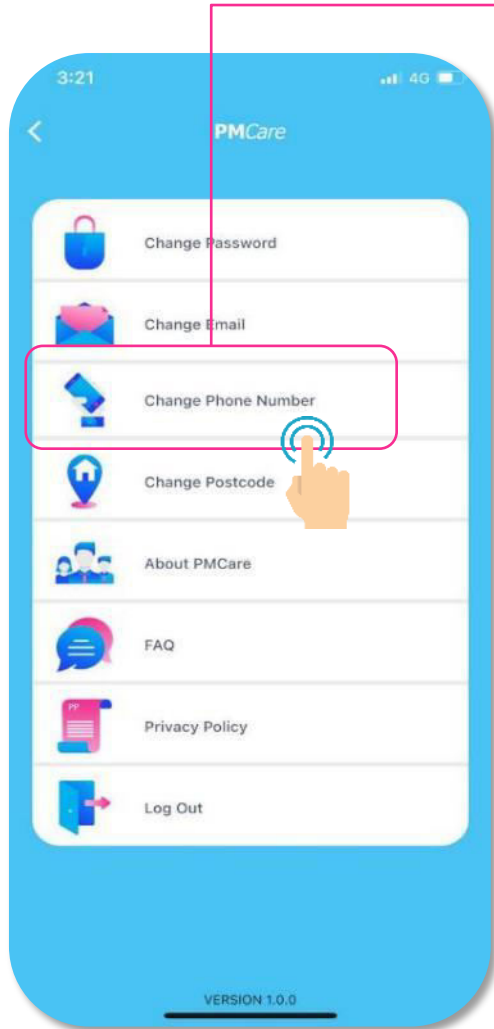


Tap on
"Change Email"

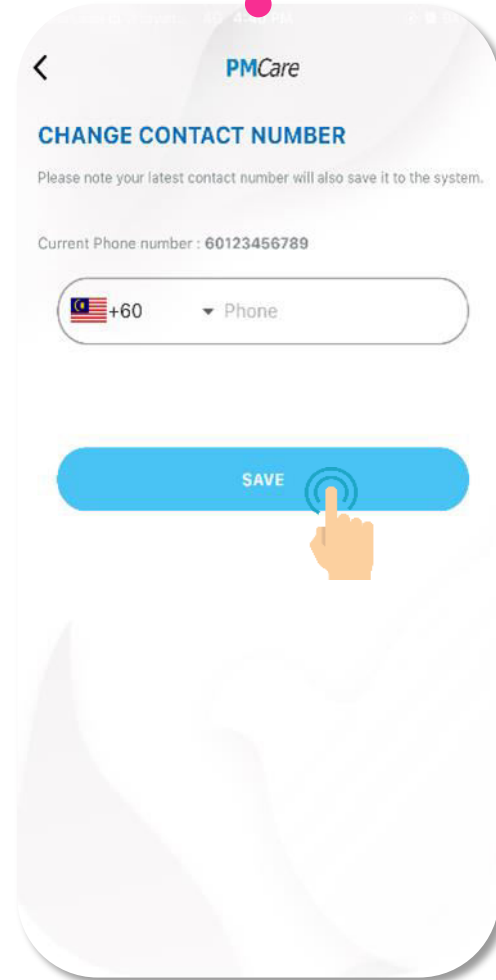


Key in
your new Email

15.3 Settings – Change Phone Number

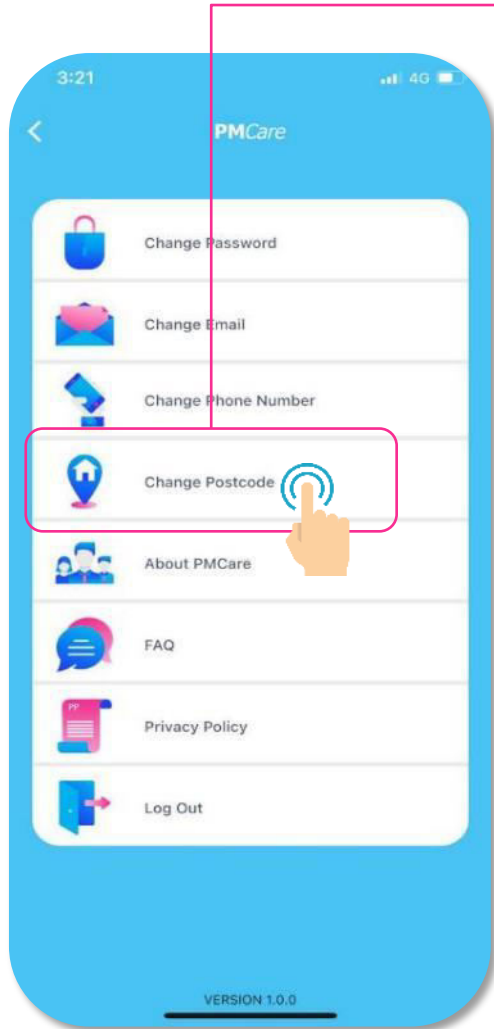


Tap on
"Change Phone Number"

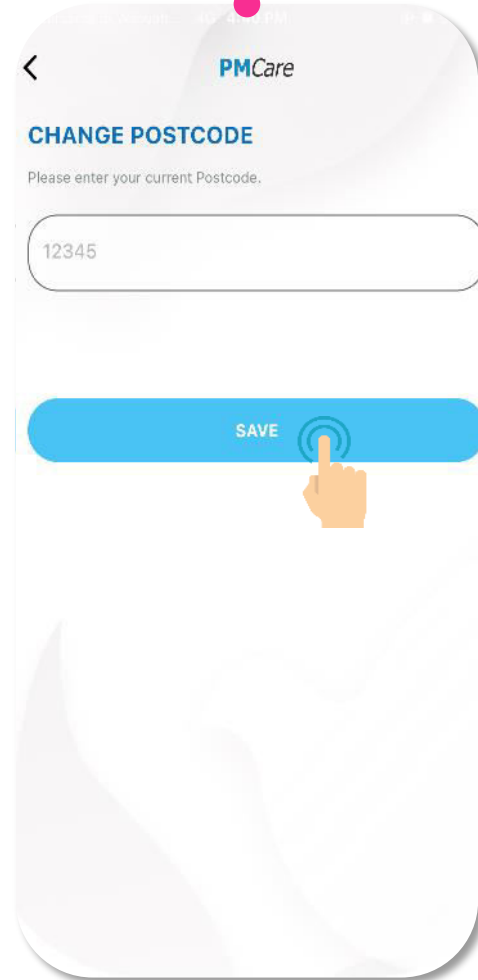


Key in
your new Phone Number

15.4 Settings – Change Postcode

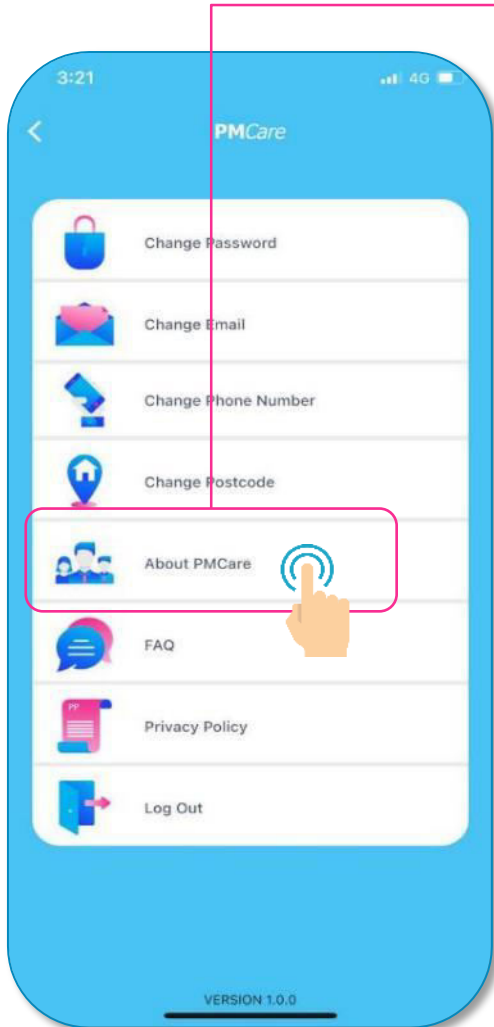


Tap on
"Change Postcode"



Key in
your new Postcode

15.5 Settings – About PMCare

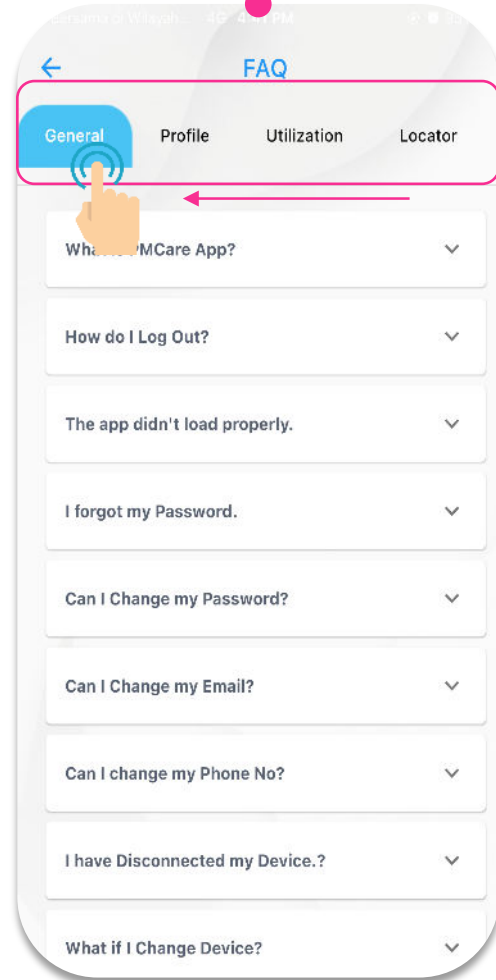
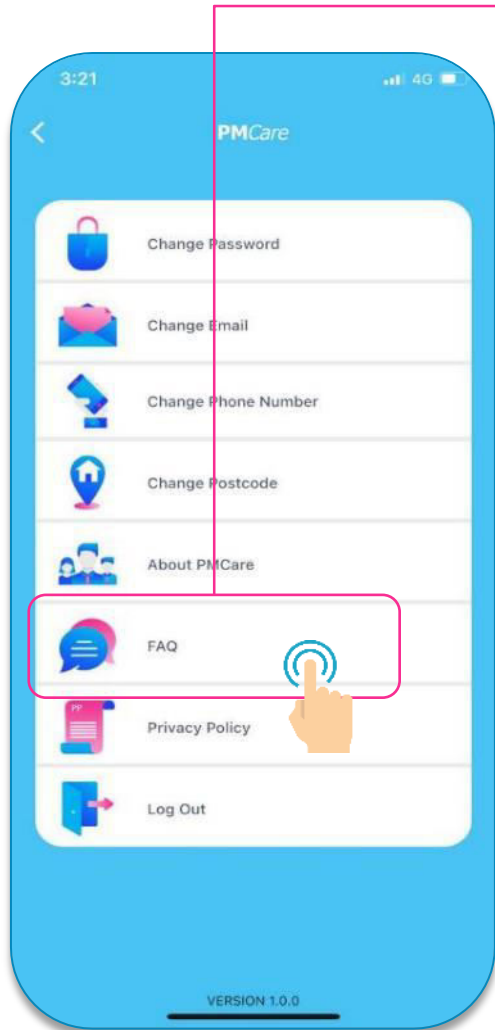


Tap on
“About PMCare”



You'll redirect to our Website Page
<https://www.pmcare.com.my/about/>

15.6 Settings – FAQ (Frequently Asked Question)



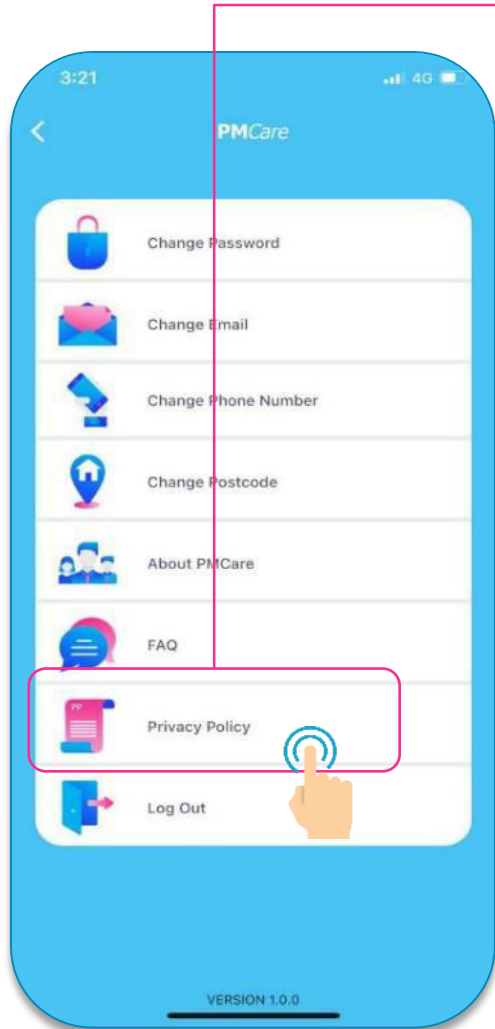
Swipe "Left" to view more

Tap on
"FAQ"

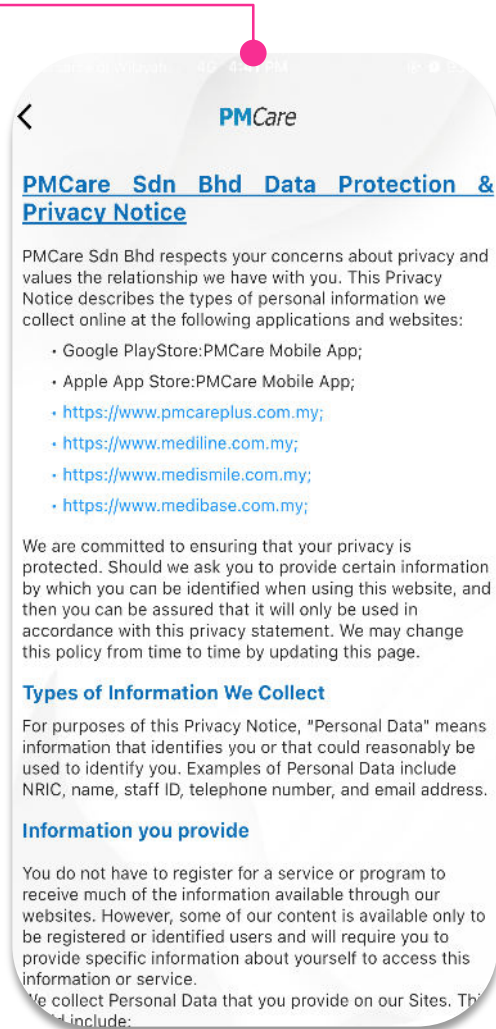


- You can read the FAQ categorized by:
- General
 - Profile
 - Utilization
 - Locator
 - Guarantee Letter
 - e-Farma
 - Vibrant Living
 - Ambulance

15.7 Settings – Privacy Policy

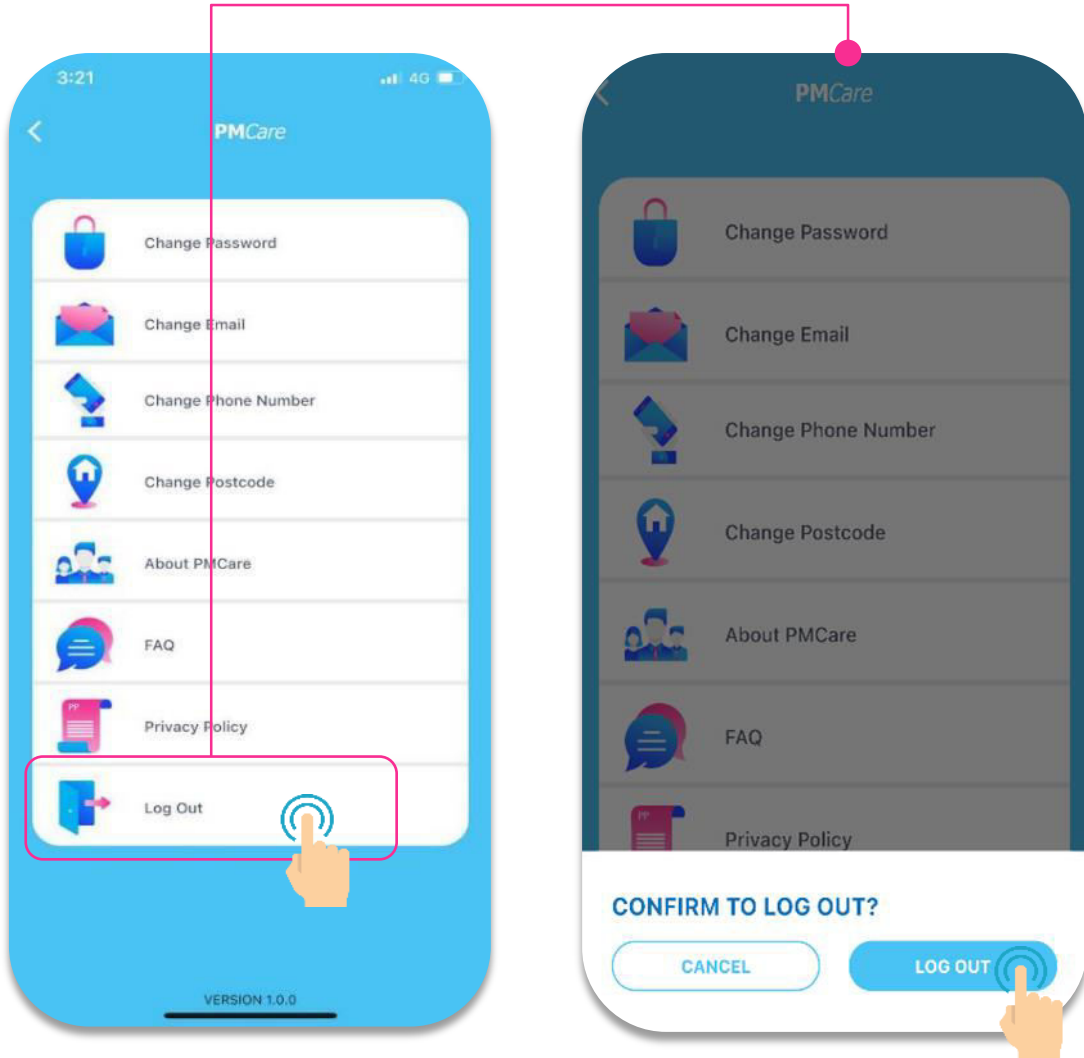


Tap on
"Privacy Policy"



You can read the
"Privacy Policy" here

15.8 Settings – Log Out



Tap on
"Log Out"



Tap on
"Log Out"

16.0 Your Directory

Mobile Tech. Issue



Any enquiry related to Mobile App, you can email to:
pmcareplus@pmcare.com.my

GL Request



Please refer slide page 16:
[8.0 Guarantee Letter \("GL"\)](#)

Personal Claim



Please refer slide page 19:
[9.0 e-Personal Claim \("e-PC"\)](#)

24/7 Careline



03-8026-7799

Service Enquiry



Website "[Contact Us](#)"





Become Your

Healthcare

Essential

Life

Partner

Let's explore together!

C H A N G E

