

IHP Mobile Application Guide



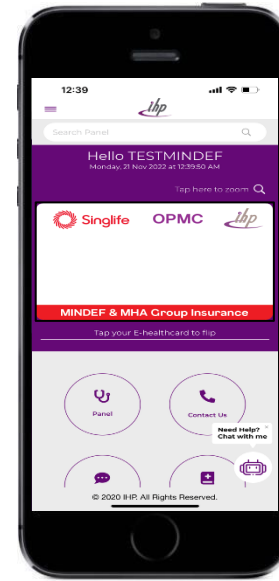
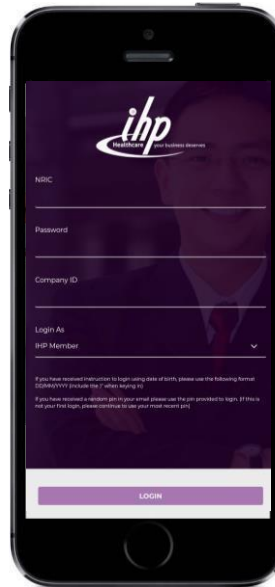
IHP Mobile Application

Simply download the application and register with the following information :

- User ID : Last 4 characters of your NRIC/FIN/Passport followed by your date of birth (DOB in this format - DDMMYYYY) E.g. 567A01011970
- Password** : **DOB (DD/MM/YYYY)**
- Company ID : (Policy Number)
- Login as : "IHP Member"

- Android Link: https://play.google.com/store/apps/details?id=com.ihpapp.app&hl=en_SG
- IOS Link: <https://apps.apple.com/sg/app/ihp-app/id906582102>

****For Password: Please key in your DOB and use the following format "DD/MM/YYYY" (include the '/' when keying in). E.g. 01/01/1990**



IHP Mobile Application



Enter Mobile Number for OTP (One Time Password) purposes

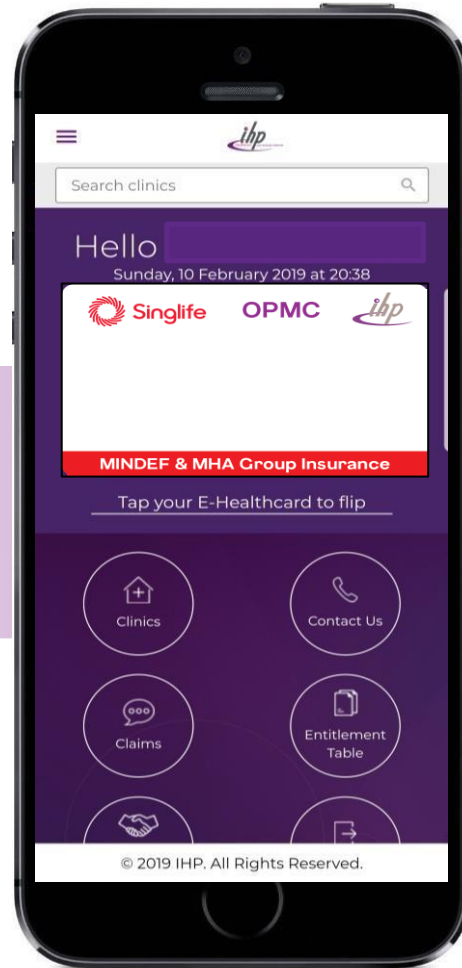


An OTP (One Time Password) will be sent to your Mobile Phone via SMS.

IHP Mobile Application

IHP E-Card

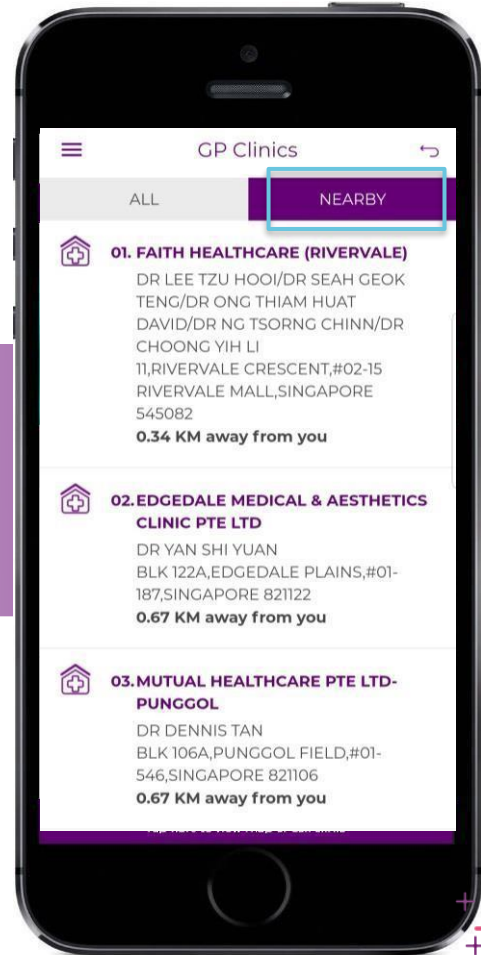
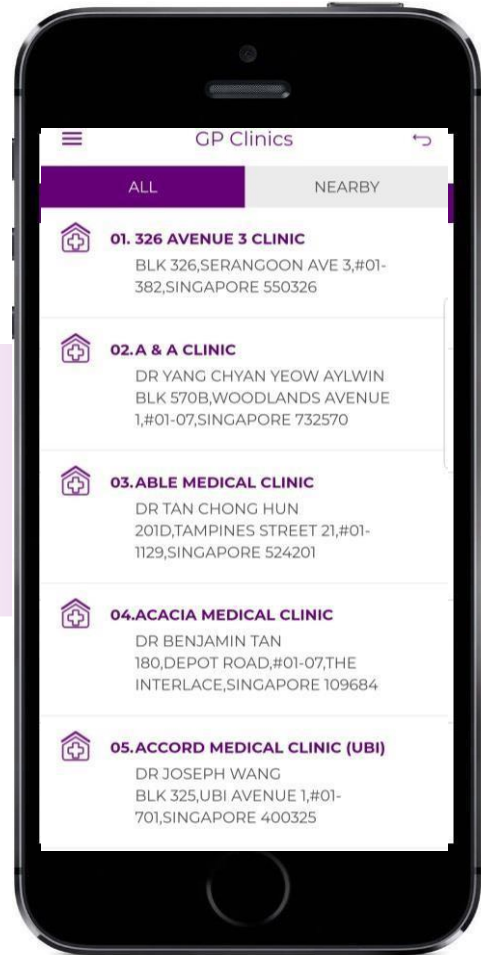
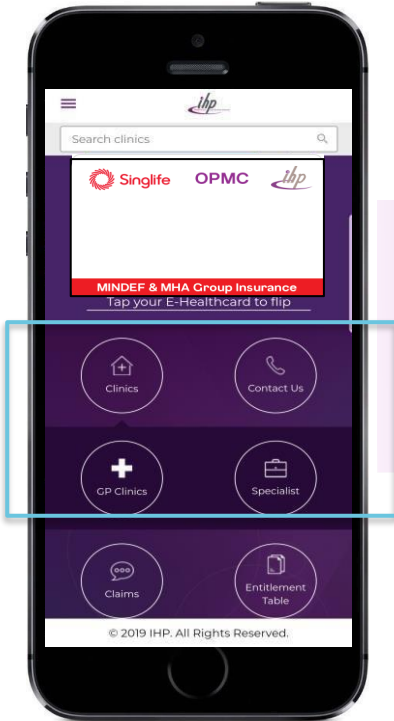
Serves as an alternative mode of identification



IHP Mobile Application

Clinic Locator

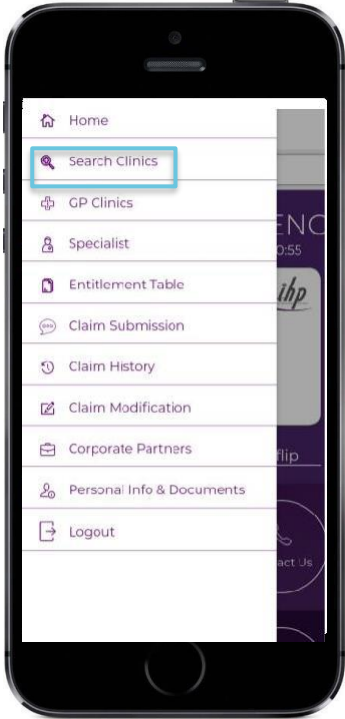
Turn on your GPS. Application will display the clinics within 5km radius and information such as address, operating hours and contact details.



IHP Mobile Application

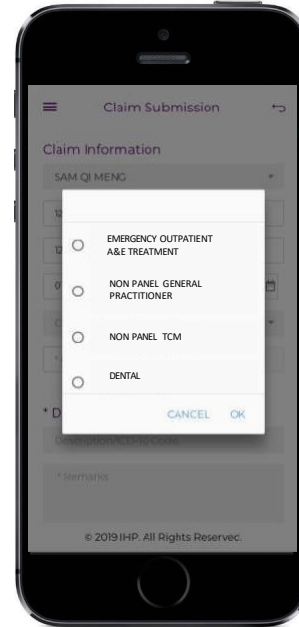
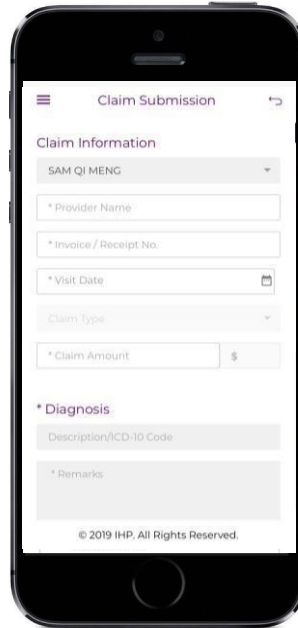
Search Clinic

Key in postal code or area or clinic name.



Claims Submission

Supports softcopy submission of claims

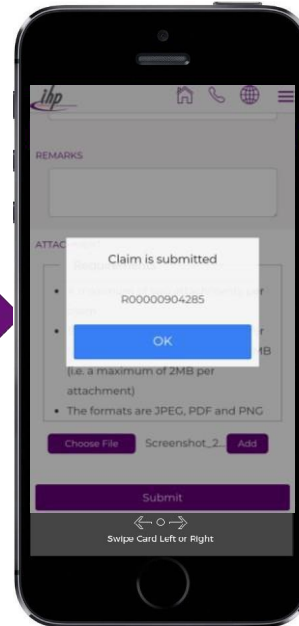
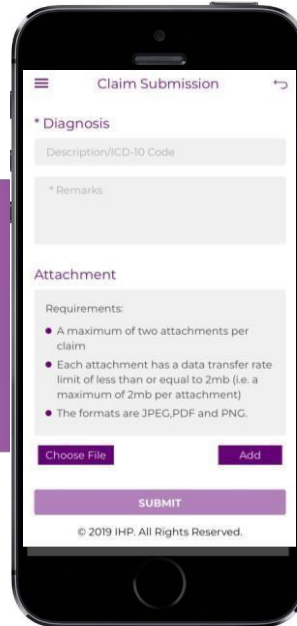


Enter Claim Details in Sequence

- Select Claimant Name
- Provider Name
- Invoice/ Receipt No.
- Visit Date
- Select Claim Type
- Claim Amount (SGD only)
- Diagnosis or Purpose of visit

Claims Submission

Supports softcopy submission of claims

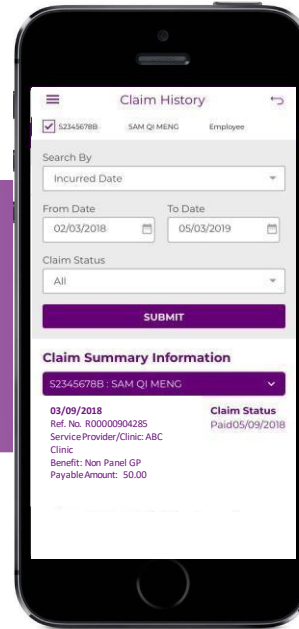
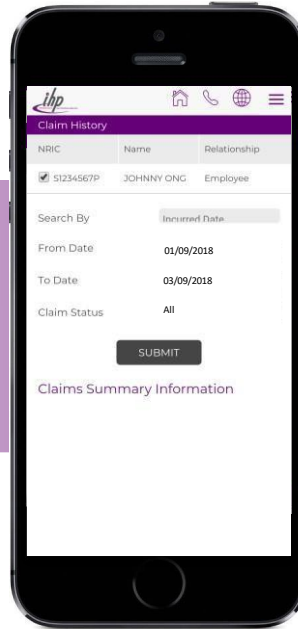
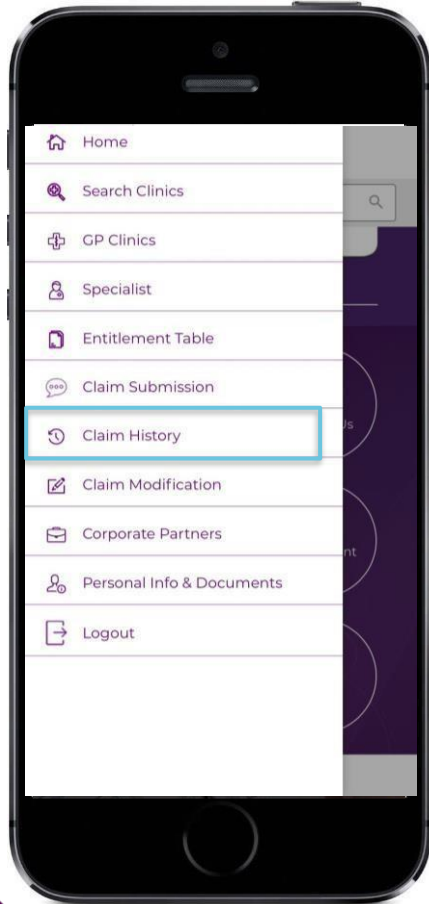


Attach and Submit Online

- Ensure all details are keyed in
- Attach and upload all the documents. (Note: There is a maximum of two attachments to be submitted per claim. Each attachment has a data transfer rate limit of less than or equal to 2 MB and that is, a maximum of 2 MB per attachment.)
- Click *Submit* upon completion.

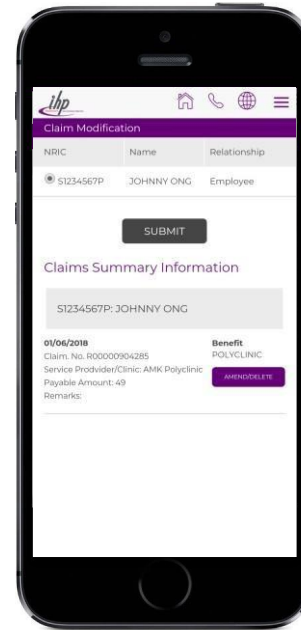
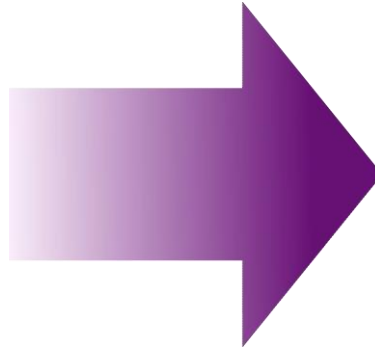
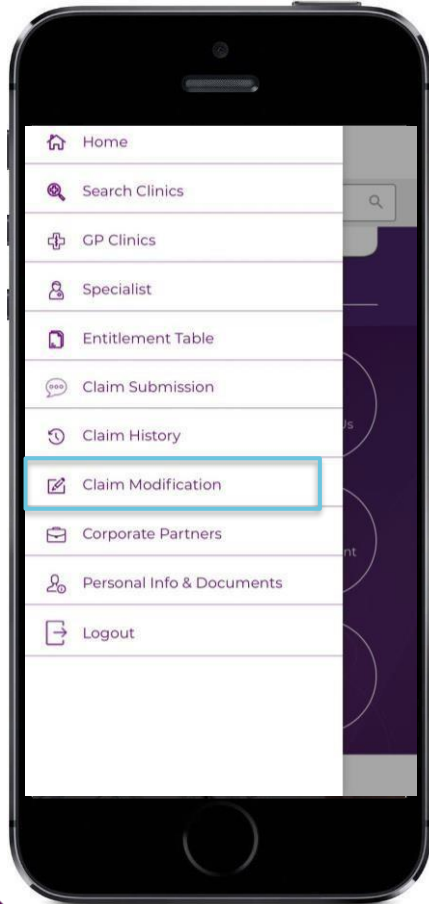
Viewing of Claim History

The application will synchronize the claims history of insured member and dependants. Insured member can check status of claims and a list of claims that have been submitted within the selected period.



Amend/Delete Claims

After a claim is submitted, you can still amend or delete the claim before it's processed.



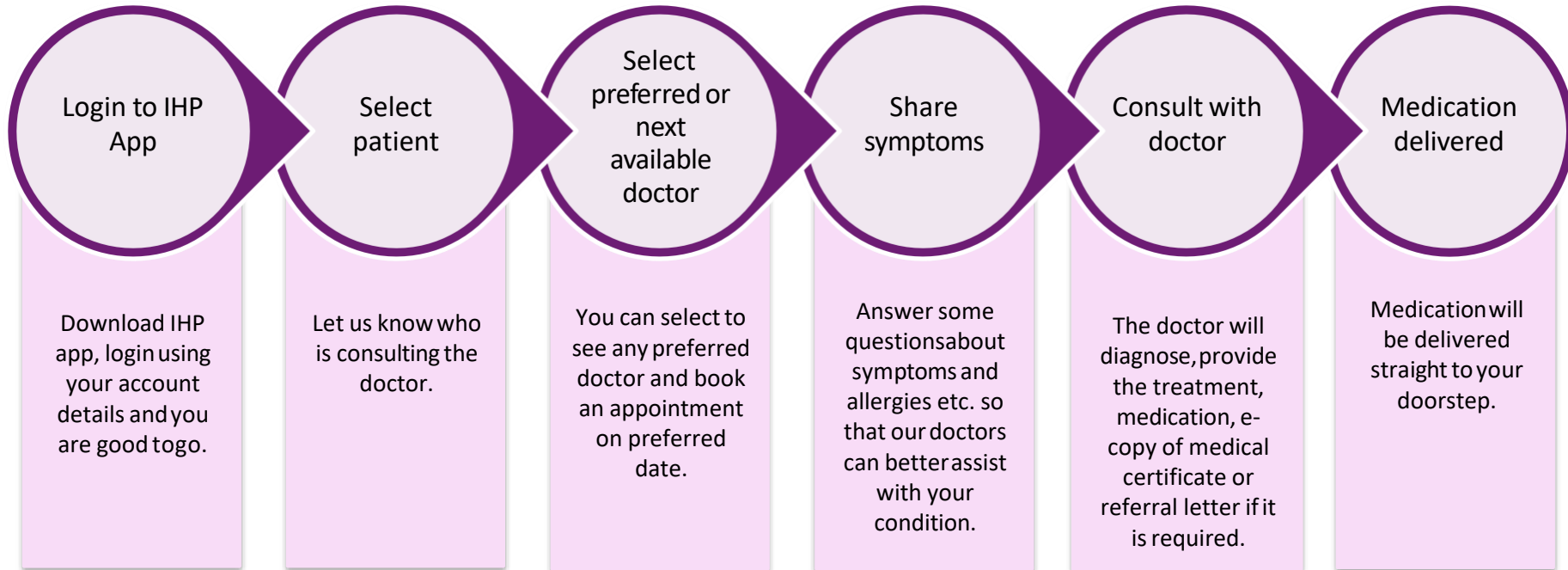
Track Virtually and Amend/Delete

- Select the particular insured member and click submit. The submitted claims will be displayed.
- Review the claims that you wish to modify and click on *Amend/Delete*.

IHP Telemedicine

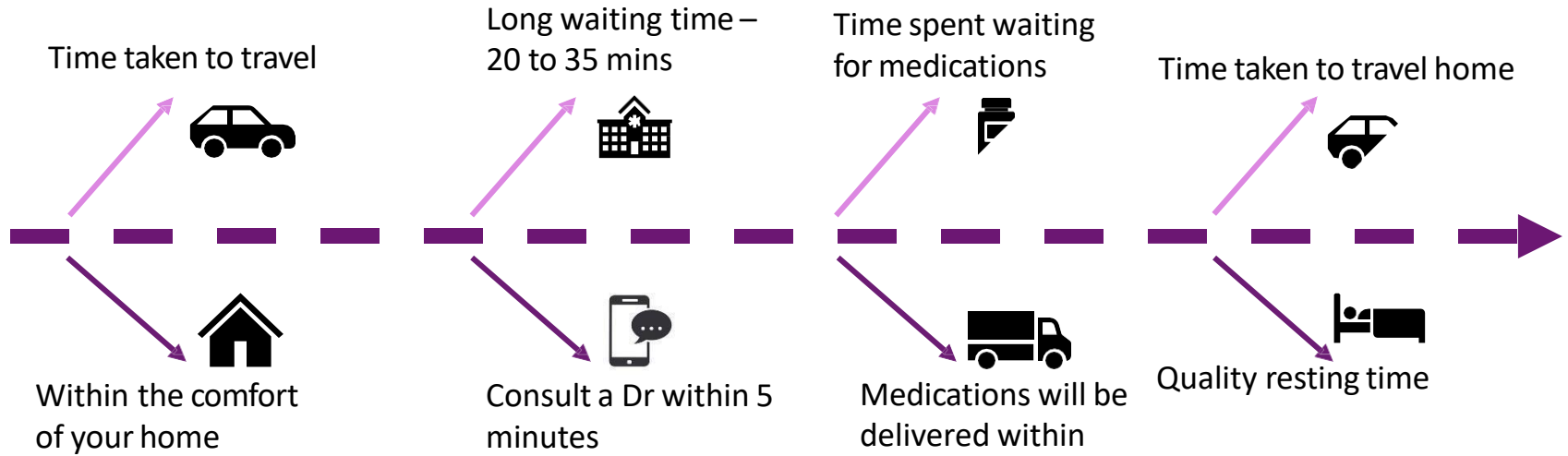


How it works



User Journey

Before



After



General Medical Consultation

Video consult with our doctors at your convenience.



Top-up of Chronic Medication

Getting continuous chronic medication refills without skipping your regular dosing schedule



Specialist Referrals

Contact us for more in-depth discussion so that we can refer you to an appropriate specialist

Below are some typical conditions that can be effectively treated through a Teleconsultation.

Common Illnesses

- Fever
- Cough, sore throat or laryngitis
- Diarrhoea/ Vomiting
- Flu/ Cold
- Sinusitis
- Rash and skin conditions
- Cold sores
- Headache
- Giddiness/ Dizziness
- Red Eye



Chronic Conditions

- Diabetes
- Hypertension
- Hyperlipidemia
- Other secondary diseases which may arise from the chronic conditions mentioned above (e.g. Ischemic Disease, Peripheral Artery Disease, etc)

For conditions that are not listed above, the doctor will assess patient's history, current symptoms and any other available documents to determine if patient's condition is suitable for a Teleconsultation.

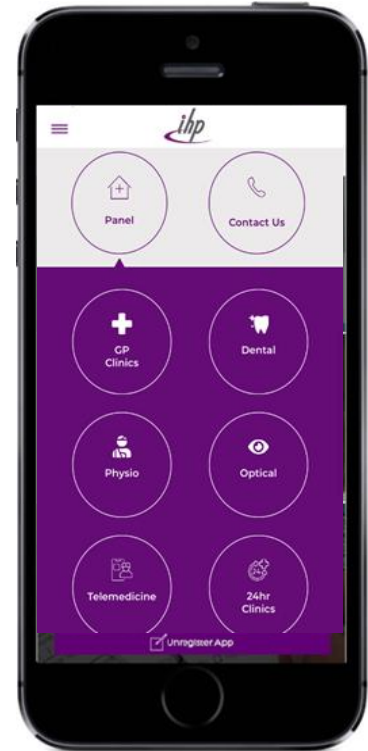
Below symptoms are not considered appropriate for Teleconsultation.

- Breathlessness
- Acute or severe chest pain
- Actively bleeding or deep wounds or lacerations
- Psychosis or delusions
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Inability to control bowel movements or urination
- Fainting spells, presyncope or syncope
- Sudden loss of vision
- Severe headache or giddiness
- Sudden onset numbness, weaknesses or slurred speech
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation and limb weaknesses

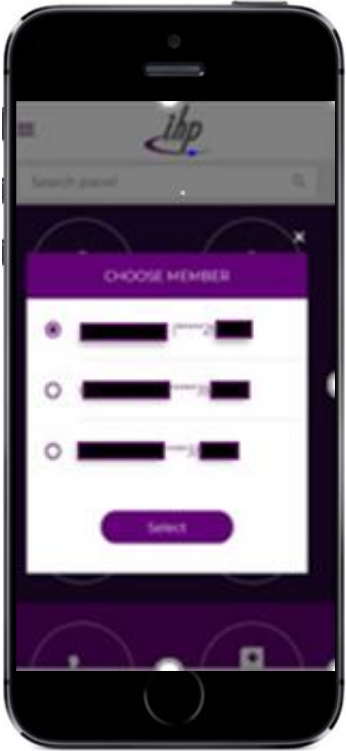
If lab tests or imaging tests are required, patients will be directed to the nearest clinic or Accident & Emergency department of nearest hospital.

Vitamins and supplements will not be prescribed as they are excluded items under the policy.

Video Consult Platform - For 1st time video consult users (For eligible Insured Members and dependants)



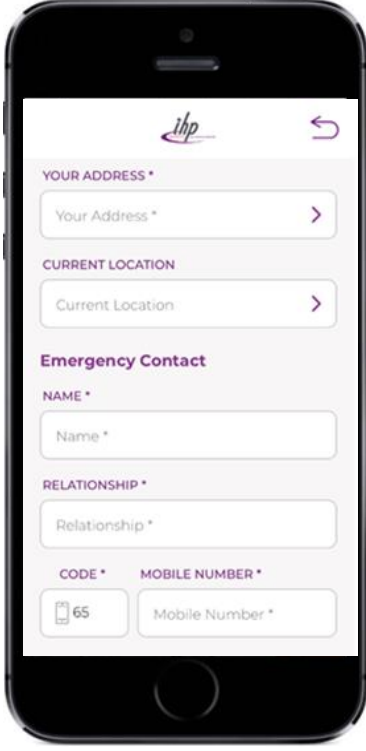
Tap on the **Panel icon** and then **Telemedicine icon**



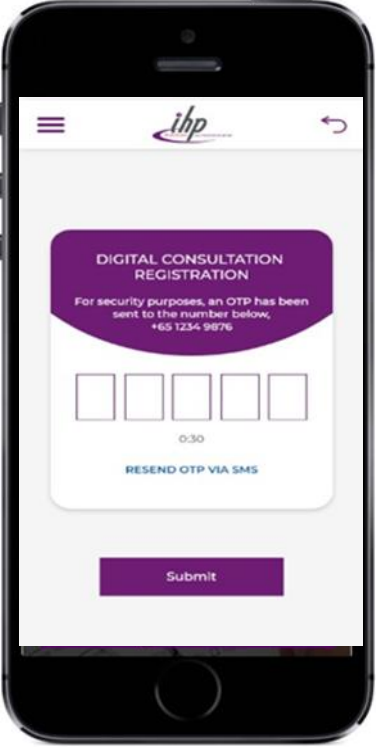
Select the particular member for consultation



Check through the particulars and fill in accordingly

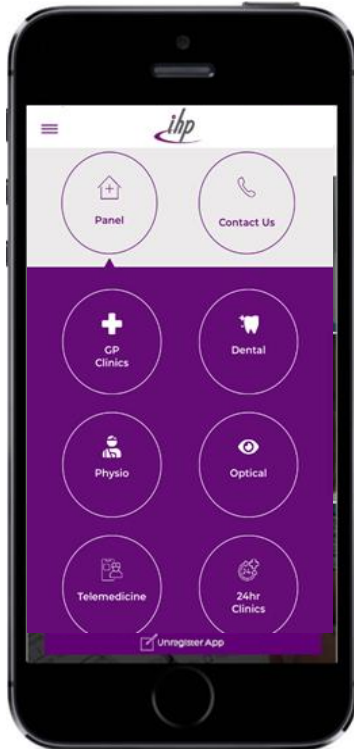


Fill in the particulars accordingly

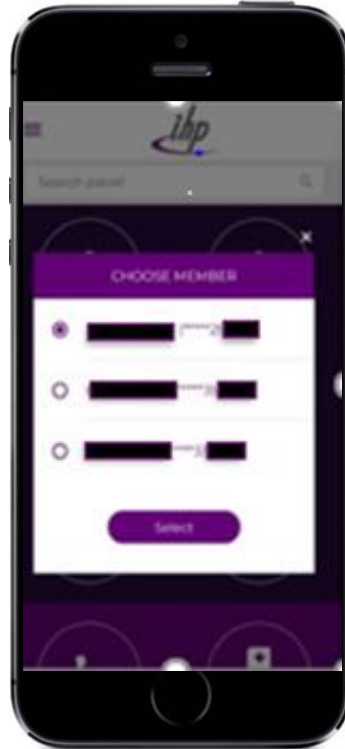


OTP will be sent across upon completion of particulars. Enter OTP

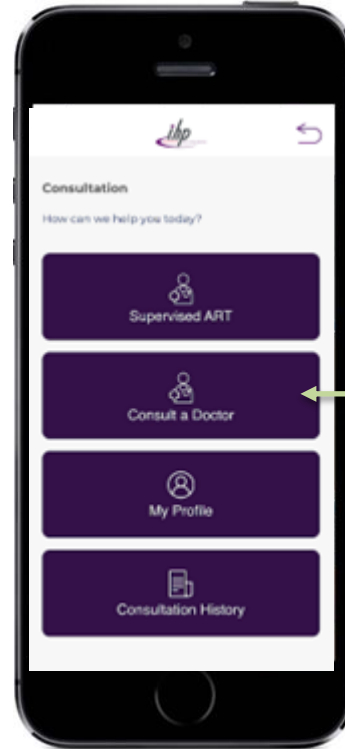
TeleMedicine services – Consult a Doctor



Tap on the **Panel icon** and then **Telemedicine icon**



Select the particular member for consultation



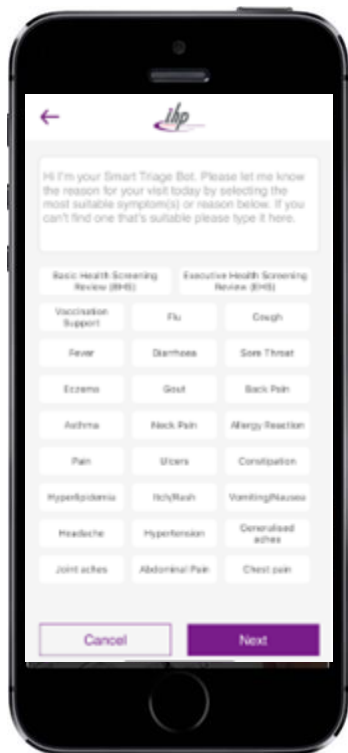
List of Services

Tap on "Consult a Doctor"

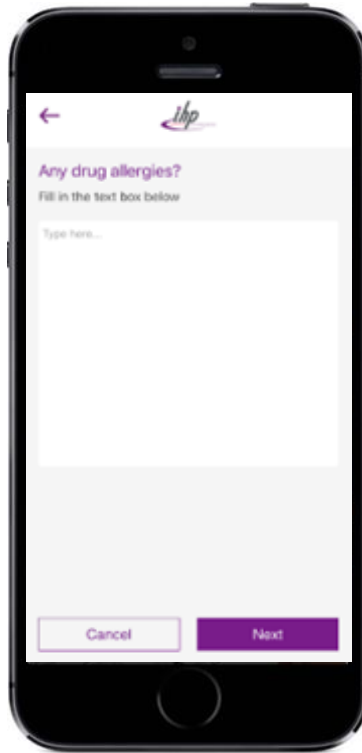
TeleMedicine services – Consult a Doctor



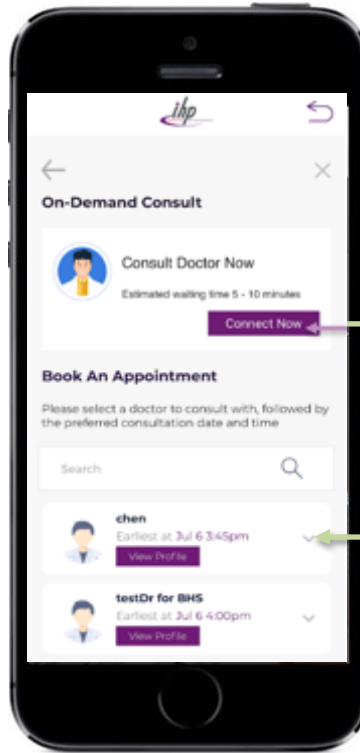
Acknowledge that you have read the terms and conditions and click 'Next'



Enter information of symptoms experienced



Enter drug allergies, if any

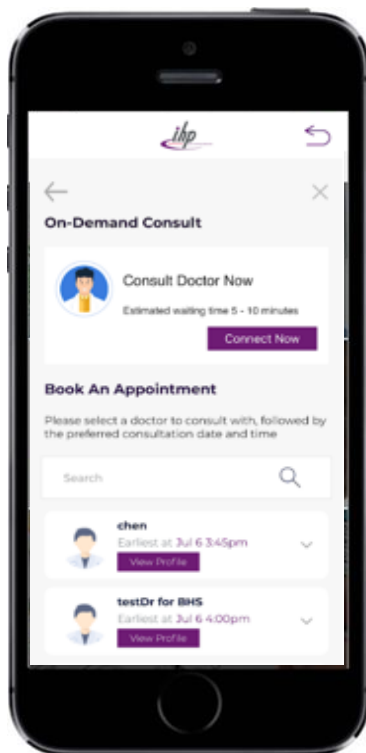


Tap on "Connect Now" to connect to the next available doctor without having to make an appointment

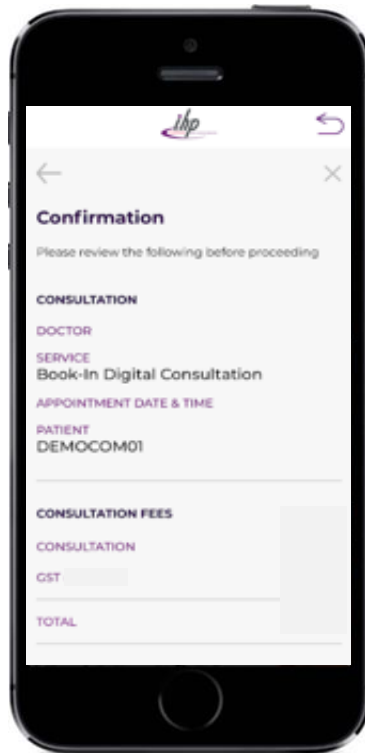
(If the button is greyed, it means on-demand is unavailable)

If making an appointment is preferred, select a doctor to consult, or "view profile" to view the details of Dr

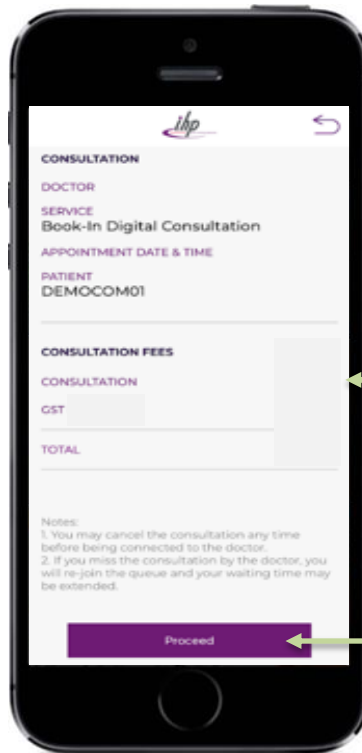
TeleMedicine services – “Connect Now” to a Doctor



Tap on "Connect Now" to connect to the next available doctor without having to make an appointment



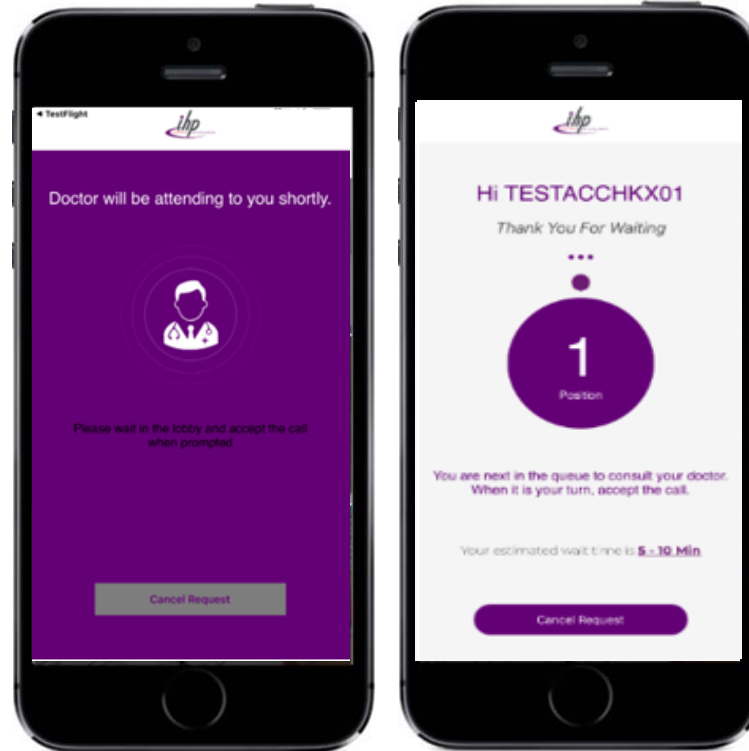
Review the "Consultation Fees"



With effect from 1 January 2023, Consultation will be at \$10 (before prevailing GST).

Tap on "Proceed" to make payment for "Consultation Fees" via Corporate benefit or if not sufficient, via debit/credit card.

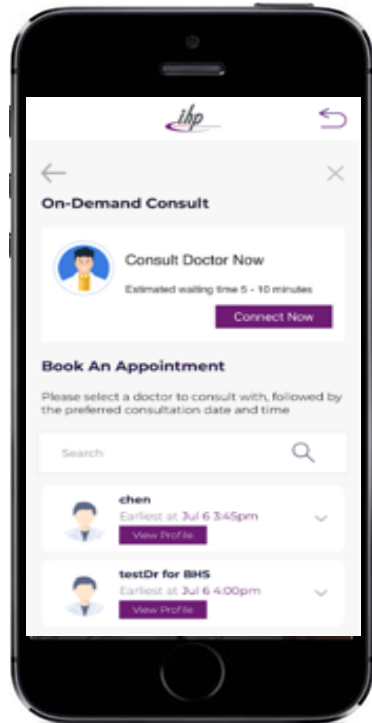
TeleMedicine services – “Connect Now” to a Doctor



After payment is completed, wait for Doctor to connect

You will be directed to this page if you are next in line

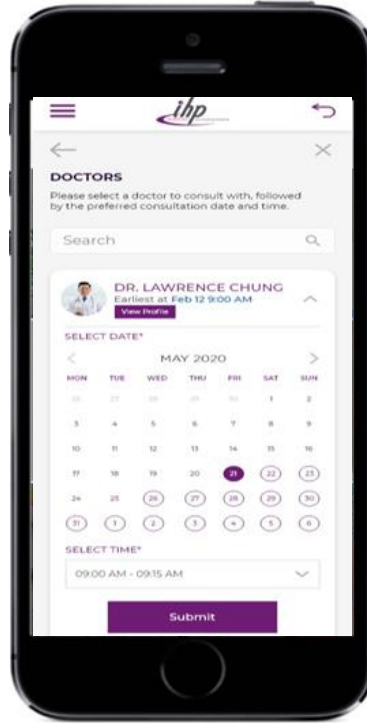
TeleMedicine services – Make an Appointment for Consult



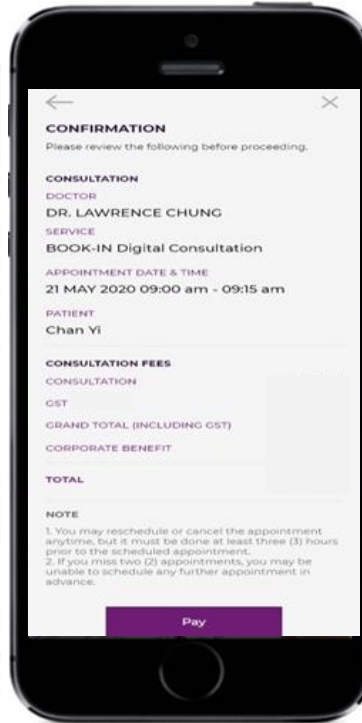
Select a doctor to consult, click on “view profile” to view the details of expertise and experience



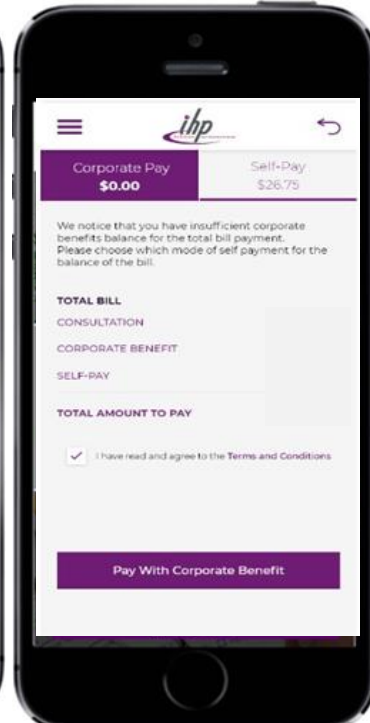
Doctor’s details displayed



Select the preferred date to proceed with teleconsultation

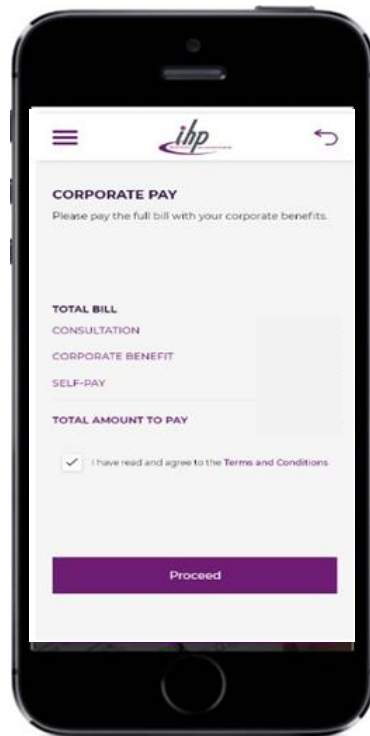


Click “Pay” for consultation

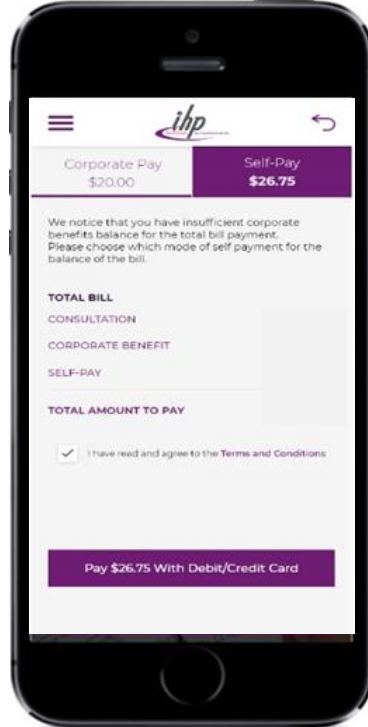


Select "Pay with Corporate Benefit" for those who are entitled to cashless benefit
 ++
 +
 Healthcare your business deserves

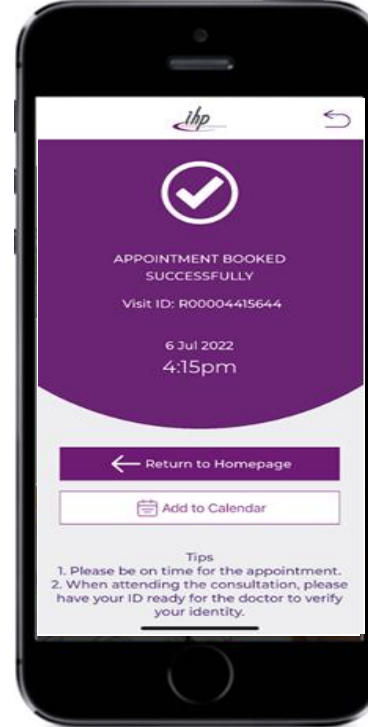
TeleMedicine services – Make an Appointment for Consult



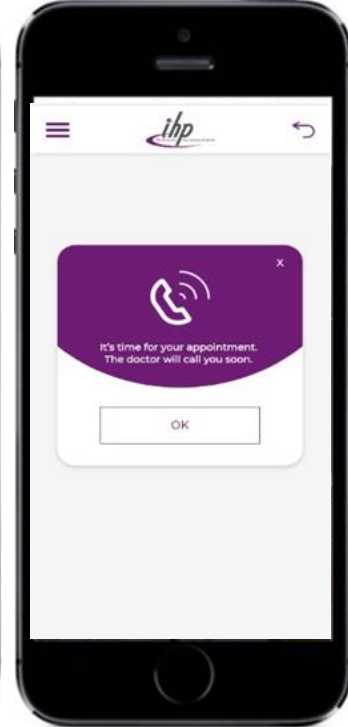
Click on “Proceed” to complete the payment



Alternatively, select “Pay with Debit/Credit card”

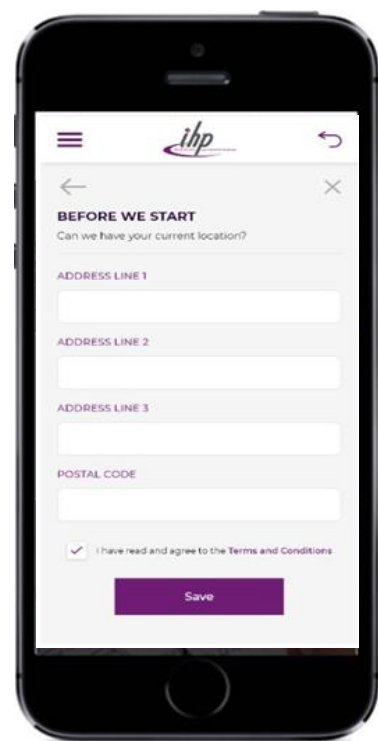


Notification on successful consultation appointment

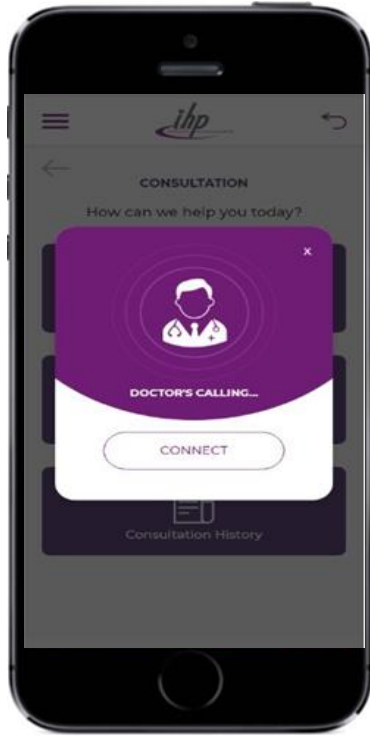


There will be a pop-up notification when the appointment is approaching (10 minutes prior to the appointment)

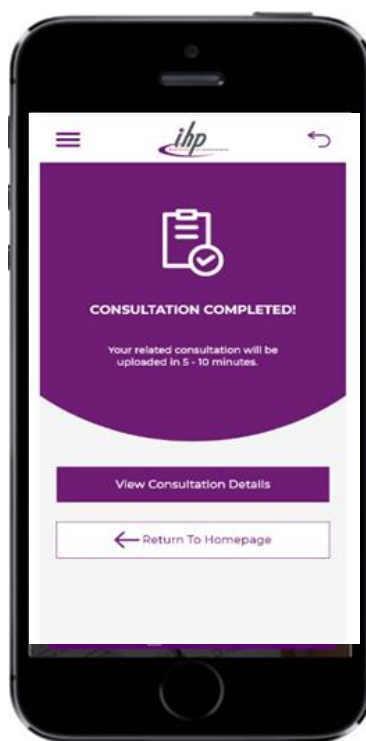
TeleMedicine services – Proceed with Consult



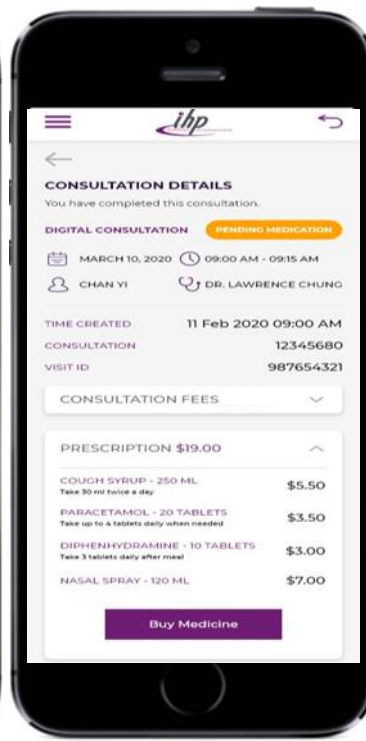
Current Location confirmation is required prior to consultation



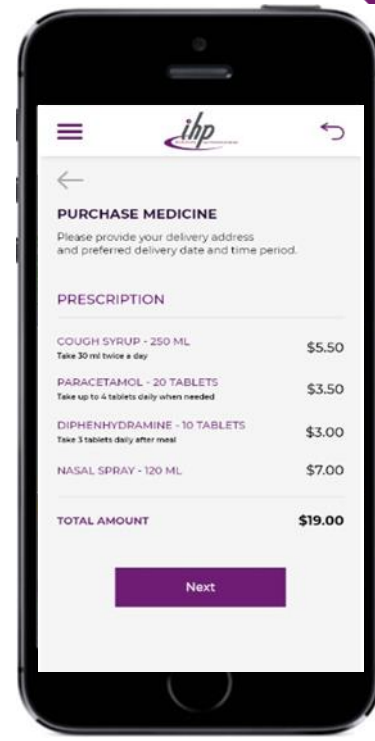
Connect with doctor and consultation begins



Consultation is completed and click on "View Consultation Details"

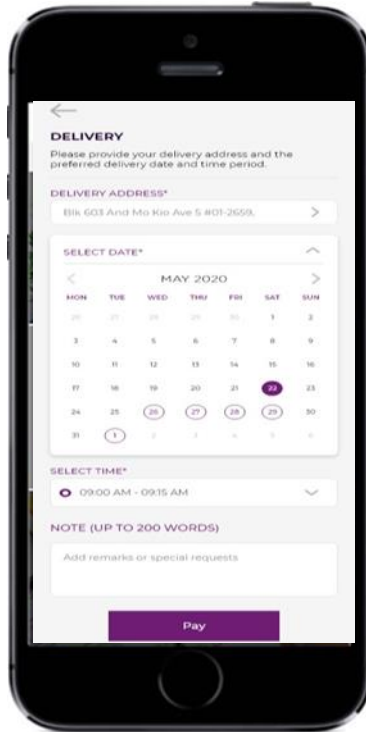


Consultation fee was paid prior to the session, just click on "Buy Medication"

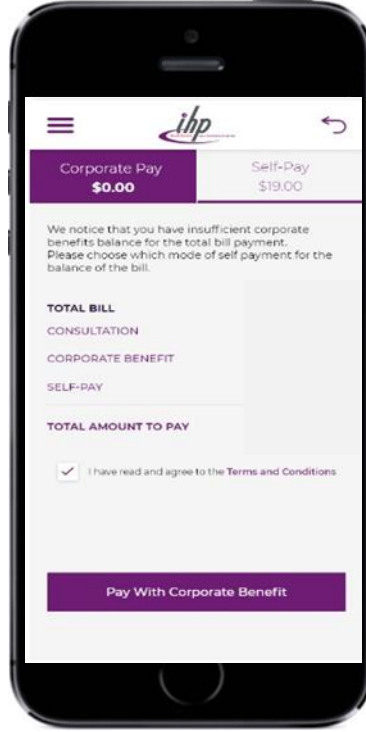


Details of the medication displayed and click on "Next"

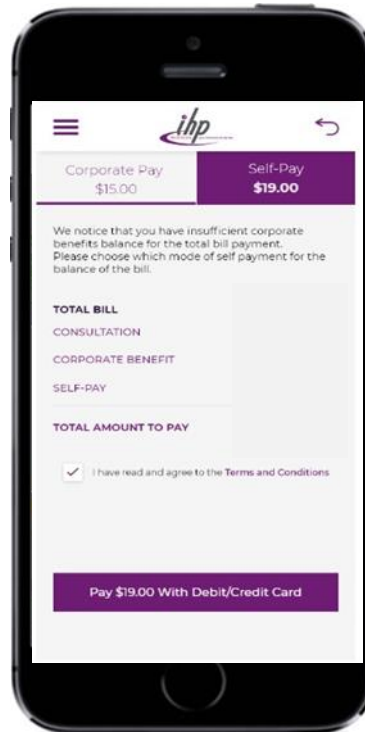
Video Consult Platform (To proceed with video consult)



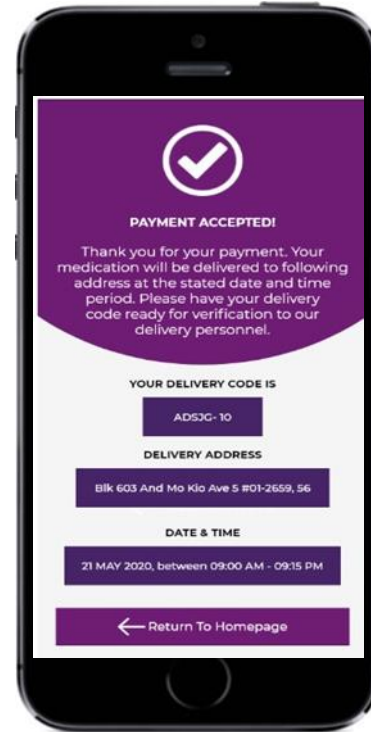
Confirm the delivery address and date, input additional remarks if required



Prescribed medication can be paid via "Pay with Corporate Benefits"



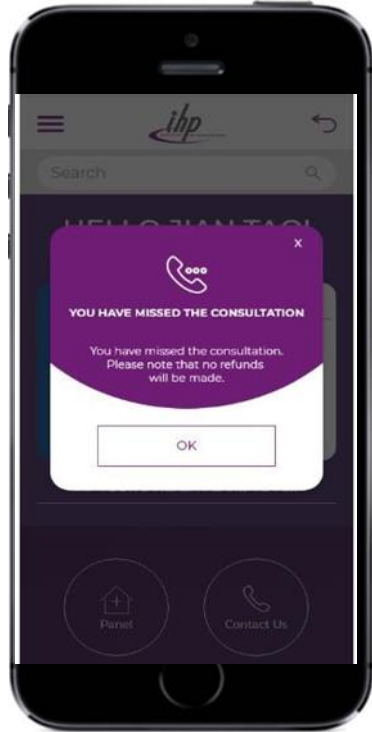
Alternatively, click on "Self-Pay" to pay for prescribed medication



Payment accepted and delivery code and address will be displayed.

Delivery code is required for verification by delivery personnel

Video Consult Platform (To proceed with video consult)



Connecting with doctor will last for 5 mins. Payment is non-refundable.



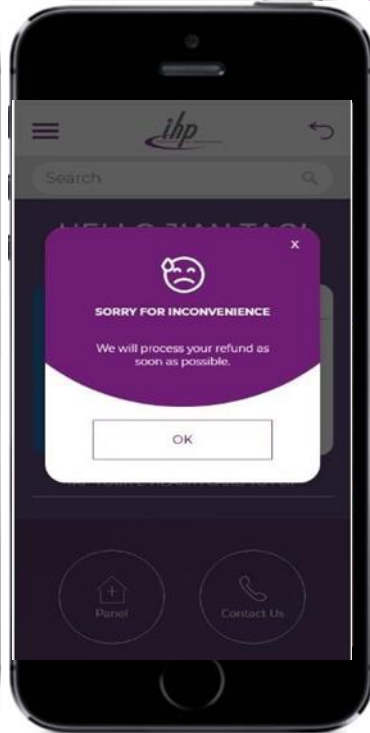
If the doctor missed the call, the refund will be made within 5 to 7 business days



If identity mismatch, the member will need to login again to select the correct member. A refund will be made

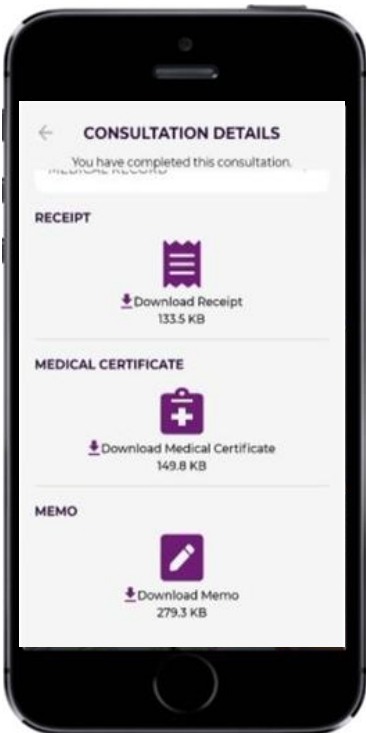


If the medical condition is unsuitable for teleconsultation, the doctor will notify and a refund will be made

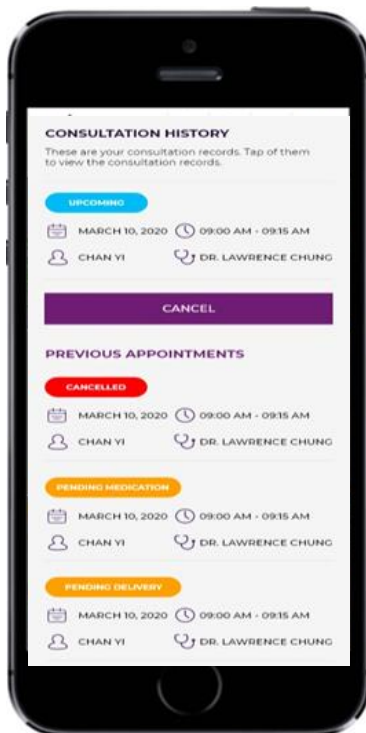


If the connection interrupted, a pop-up message will be shown and a refund will be made

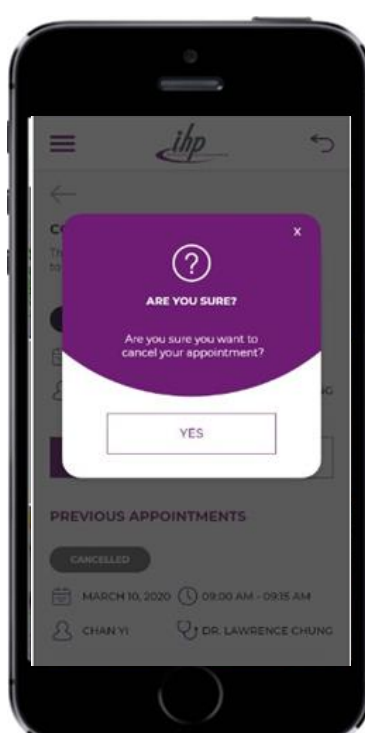
Video Consult Platform (Post-consultation)



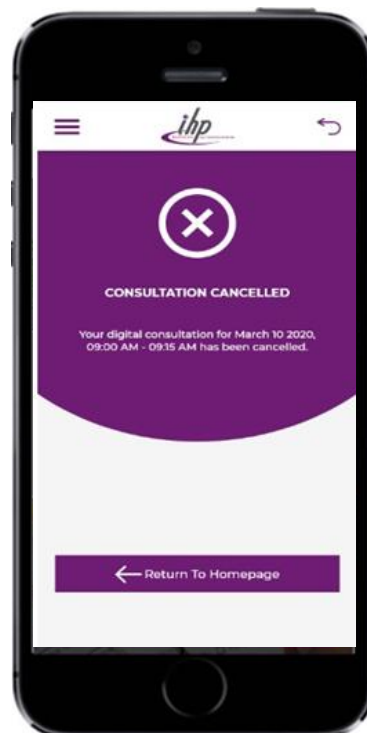
Once consultation ended, receipt, medical certificate and Referral memo will be issued and ready for download



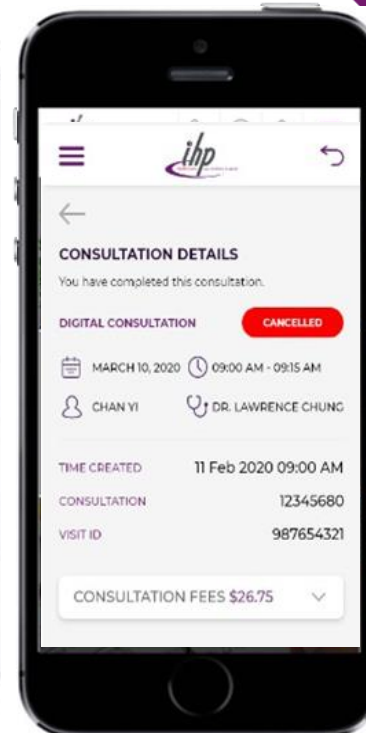
Consultation history will be displayed



If the member wish to cancel the scheduled appointment, click on "Yes"

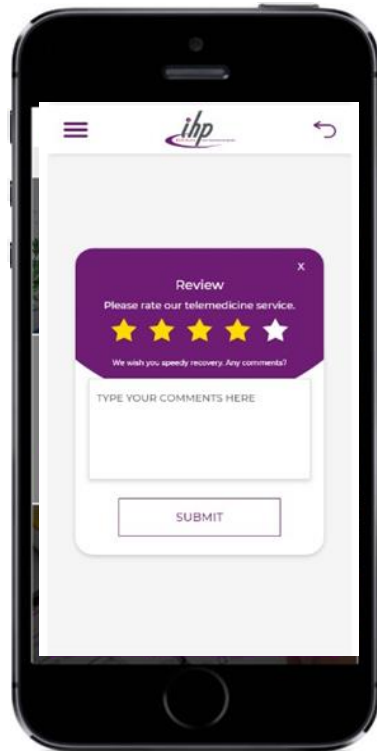


Appointment cancelled



Cancelled appointment details will be displayed

Video Consult Platform (Post-Consultation)



Rate patient's experience
and add on comments

Frequently Ask Questions



Frequently Ask Questions (IHP Telemed service)

1. Who are the pool of doctors manning the teleconsult services?

They include the residential doctors at physical “Fullerton Healthcare” clinics and other Locums.

2. Will consultation fee be waived for repeat visit for same condition i.e. if patient is still unwell from previous consultation.

No, consultation fee will still be applicable. However, consultation charges will be waived till 31 Dec 2022.

With effect from 1 Jan 2023, it will be chargeable at \$10 (before prevailing GST) per consultation.

3. If I am not comfortable with the doctor during the teleconsultation, can I request to change doctor halfway?

No. You will have to complete the consultation with the current doctor. However, you may provide us your feedback so we can take the necessary steps in managing the pool of doctors.

4. Can I use the teleconsultation service outside of Singapore and get the prescribed medication from a pharmacy?

Yes, you may access the service when you are outside of Singapore. If you do not wish to purchase the medication, you may ignore on purchase of medication and the purchase will no longer feasible after 24 hours. If you would like to purchase the medication when you are back in Singapore, you may select a preferred date and delivery time slot.

5. Can I use teleconsultation if I have already exceeded the annual limit for my plan?

Yes. But you will have to make payment via credit card for the full consultation fee and the cost of medications. Delivery fees will be waived till 31 Dec 2023.

6. If the insured member is eligible for teleconsult service but not the spouse or child, can teleconsultation be used by the spouse or child? If yes, what is the procedure and payment terms? If no, what is the reason?

No, you will not be able to view dependants in your selection if they are not insured under the plan, hence this service will not be applicable to them.

Frequently Ask Questions (IHP Telemed service)

7. How long would the teleconsultation last? Would I be charged if I have exceeded the maximum number of minutes?

Depending on the patients' condition, the duration may vary. There is no maximum duration for consultation and no consultation charges will apply till 31 December 2022. With effect from 1 January 2023, Consultation will be \$10 (before prevailing GST) per call.

8. Will IHP Telemed doctor able to refer me to a panel specialist?

Yes but the doctor will only issue referral letter and you are required to contact IHP hotline (6715 9429) and our agents will assist in scheduling the appointment for you with your preferred panel specialist. Please remember to email a copy of the referral letter to our agents for reference.

9. What happens if the doctor determines that my condition is unsuitable for a video consultation? Will it count towards my teleconsultation annual limit?

The doctor will advise you to visit a brick and mortar clinic. A refund will be made for the consultation charges. You may refer to the transactions in the "Consultation History" of the app for more details.

Frequently Ask Questions (IHP Telemed service)

10. What are the common medical condition, illnesses or symptoms that are acceptable by the virtual doctor?

Below are some typical conditions that can be effectively treated through a Teleconsultation.

Common Illnesses

- Fever
- Cough, sore throat or laryngitis
- Diarrhoea/ Vomiting
- Flu/ Cold
- Sinusitis
- Rash and skin conditions
- Cold sores
- Headache
- Giddiness/ Dizziness
- Red Eye



Chronic Conditions

- Diabetes
- Hypertension
- Hyperlipidemia
- Other secondary diseases which may arise from the chronic conditions mentioned above (e.g. Ischemic Disease, Peripheral Artery Disease, etc)

For conditions that are not listed above, the doctor will assess patient's history, current symptoms and any other available documents to determine if patient's condition is suitable for a Teleconsultation.

Below symptoms are not considered appropriate for Teleconsultation.

- Breathlessness
- Acute or severe chest pain
- Actively bleeding or deep wounds or lacerations
- Psychosis or delusions
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Inability to control bowel movements or urination
- Fainting spells, presyncope or syncope
- Sudden loss of vision
- Severe headache or giddiness
- Sudden onset numbness, weaknesses or slurred speech
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation and limb weaknesses

If lab tests or imaging tests are required, patients will be directed to the nearest clinic or Accident & Emergency department of nearest hospital.

Vitamins and supplements will not be prescribed as they are excluded items under the policy.

Frequently Ask Questions (Before Consult)

1. If I am a customer of Fullerton Healthcare Group (FHG) with an existing account in FHG app, do I still need to register for the IHP app to proceed with the teleconsult?

Yes, you are still required to register for the IHP app prior to the consultation even if you have an existing account with FHG.

2. If I have a FHG APP installed in my mobile device, can I use FHG APP for the tele-consult?

Consultations in the FHG app will not be covered under your plan. To enjoy the benefits, please use the IHP app for teleconsultation.

**Consultation charges are waived till 31 December 2022 and thus, just click on proceed and no amount will be charged upon appointment fixed.

Frequently Ask Questions (Before Consult)

3. How much is the consultation charge?

Consultation charges for insured members are waived till 31 December 2022. With effect from 1 January 2023, Consultation will be \$10 (before prevailing GST) per call.

4. Do I have to upload and enter my personal information for every consultation?

No, this is only required once prior to 1st consultation.

5. What do I need to do if I am disconnected during the consult and will I get a refund?

You may perform the steps again to connect to a new teleconsultation. A refund will be given automatically within 5 to 7 business days.

6. Do I need to re-register if I have registered previously via IHP app?

There is no need to re-register via IHP app. Select “Telemedicine” icon on IHP app to proceed with teleconsult services.

7. Can I use a non-Singapore registered mobile number to register for IHP Telemed consultation?

Yes. Non-Singapore registered mobile numbers can be used.

8. Does FHG store my personal details i.e. name, NRIC?

Yes. Upon registration, FHG will store patient details which is similar to the procedures if you visit a brick and mortar clinic. This is to assist in future consultations.

9. Do I need to present or show my actual ID / Passport during consultation?

Yes. Please prepare your actual ID / Passport before consultation.

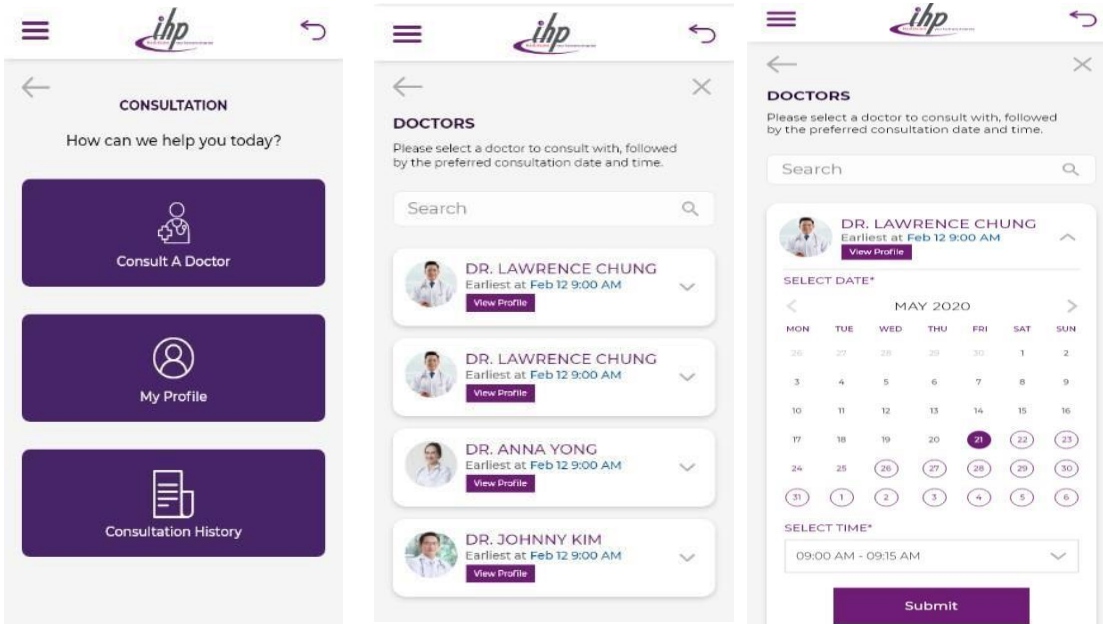
Frequently Ask Questions (Before Consult)

11. How do I see the same Doctor who I consulted with previously?

Select Option “Consultation History.” It will allow you to search for the doctor and make appointment in accordance with the doctor’s availability.

12. Can I schedule an appointment for my Teleconsultation? If yes, what are the steps? Please provide phone screenshot.

Yes. You can choose the preferred date and timeslot with your preferred doctor. Select “Consult a doctor” and select the doctor available.



Frequently Ask Questions (Video Consult for Dependants)

1. Do my dependants need to go through the registration process if I as the main insured has completed the registration?

Yes, each dependant must go through the registration process if it's their first-time using teleconsultation. Applicable for dependant who has Virtual Clinic coverage only.

2. When my dependants go through the registration process, they must enter a valid mobile number to receive a one-time pin. Can my dependants use their own mobile numbers?

If your dependants have their individual mobile numbers, they should register their respective mobile numbers to receive a one-time pin. If your dependant is a child and do not have a mobile number, you can use your mobile number to receive the one-time pin. Applicable for dependant who has Virtual Clinic coverage only.

3. Can my dependants go through the registration process via the same mobile device as me?

Yes, the same mobile device can be used for multiple users' registration process if the dependants' records are available in your IHP APP login account. Applicable for dependant who has Virtual Clinic coverage only.

4. My dependants are not covered for teleconsult, can they still use the teleconsult service?

No. You will not be able to view dependants in your selection should they not be covered for Outpatient GP hence this service will not be applicable to them.

Frequently Ask Questions (During Consult)

1. Can I use tele-consult for all medical conditions?

During the tele-consult, if the doctor deemed that your condition is unsuitable for tele-consult, the doctor will inform you accordingly and end the tele-consult. You will be led to the screen below. If doctor's advice is to proceed to the nearest clinic for consultation and treatment, please return to the main IHP app to search for a panel clinics in your vicinity.



Frequently Ask Questions (During Consult)

2. Will consultation fee be refunded if the doctor deemed that condition is unsuitable for teleconsultation?

Yes, refund will be given within 5 to 7 business days and you may refer to your credit card statement for the refund if payment for consultation was made via credit card. This include visits which require further radiology and laboratory services. You may also check on the “History” page of the teleconsult function to view all successful and unsuccessful consultations.

3. What should I produce if I am consulting in relation to a chronic consultation?

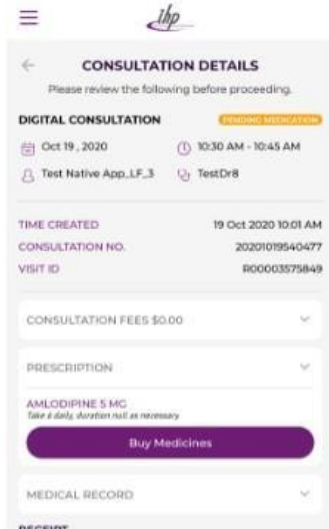
You are encouraged to share a copy of the doctor’s memo indicating the progress of your medical condition, type of medications you are currently on as well as the next follow up appointment during the teleconsult.

Frequently Ask Questions (Post-Consult)

1. If I have some of the prescribed medications at home, can I not purchase these medications?

No, the option to purchase medication is either to buy all the medication or do not purchase all medication. If you have some prescribed medication at home and do not want to purchase a particular medication, please inform the doctor during the consultation, the medication will be excluded.

If you do not wish to purchase all medication, please do ignore “Buy medicines” and after 24 hours, you will no longer able to purchase the prescribed medication.



Frequently Ask Questions (Post-Consult)

2. Can I edit the address for delivery after consultation?

Yes, you can edit after the consultation. Once you click on “Pay medication”, there will be a notification to provide the delivery address and you may select the date and timing preferred for delivery of medication.

YOUR ADDRESS

ADDRESS LINE 1

ADDRESS LINE 2

ADDRESS LINE 3

POSTAL CODE

Submit

DELIVERY

Please provide your delivery address and the preferred delivery date and time period.

DELIVERY ADDRESS*

Blk G03 And Mo Kio Ave 5 #01-2659.

SELECT DATE*

MAY 2020

MON	TUE	WED	THU	FRI	SAT	SUN
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

SELECT TIME*

09:00 AM - 09:15 AM

NOTE (UP TO 200 WORDS)

Add remarks or special requests

Pay

Frequently Ask Questions (Post-Consult)

3. I am residing in Johor Bahru, can I still proceed with the teleconsult and can the medications be delivered to my residential address?

Yes, you may continue with the teleconsult. However delivery is only within Singapore.

(Please refer to the next point for the list of non-delivery locations.)

4. List of non-delivery locations and restricted areas:

- Outside of Singapore
- Airport Cargo Road
- Airport Zone
- ALPS Ave
- Camps
- Immigration Checkpoints
- Construction Sites
- Jurong Island
- Jurong Port
- PSA Port
- SATS, Aerospace
- Shipyard
- Supply Bases
- Sentosa

5. I received a specialist referral after the teleconsult, how do I make an appointment?

Please contact the IHP hotline (6715 9429). Our agents will assist to schedule the appointment for you. Please remember to email a copy of the referral letter to our agents for reference.

Frequently Ask Questions (Medication)

1. How long will the delivery of medications take?

Consultation during normal office hours (Mon – Fri , 830am-530pm, excluding public holidays), the delivery will be done within the same day with following delivery timeslots: 11am-2pm, 2pm-5pm, 6pm-9pm.

Consultation after office hours (All other timings), the delivery will be done on the next day with the following deliverytimeslots: 8am-11am, 11am-2pm, 2pm-5pm, 6pm-9pm and 9pm-12am.

2. Who can I reach out to if I did not receive the medication during the agreed delivery time or wrong medication was delivered?

Kindly contact Fullerton Healthcare directly at 6715 9427 if you have any queries regarding your medications and delivery arrangements.

3. Can I request for medication only without consultation?

No. Consultation is mandatory.

4. Can I reject all the medication prescribed by doctor?

No. You cannot reject the medication, but you may ignore the medication prescribed and do not proceed with payment, the medication will no longer able to purchase after 24 hours.

Frequently Ask Questions (Medication)

5. How will my medication be delivered to me? Is it safe? Describe how is the packaging like? How to ensure that it is for me? How to verify it is correct?

After Fullerton Healthcare received your medications order, your medications will be delivered to your preferred address.

Please ensure to fill in the correct address for delivery. Next, choose your preferred time slot before confirming your purchase. On the final page, there will be a verification code which you would need to show the courier when he arrives.

For prescribed medication purchases, the courier will have to hand over the medication to the person with the authenticated verification code. If there is a (1) failed authentication (2) no person(s) collecting despite 10 minutes of waiting, the prescribed medication will be sent back to the clinic of origin. A re-delivery can be arranged at a cost of \$21.40 (incl. gst).

Frequently Ask Questions (Medication)

6. Can i buy my own medication at pharmacies using the doctor's prescription?

Most of the local pharmacies only accept hardcopy prescriptions from attending physicians hence this option is not feasible.

7.I am unsure when I will be returning to Singapore from the date teleconsultation was done, how long can the delivery of medication wait? Is there a timeframe?

If there is a (1) failed authentication (2) no person(s) collecting despite 10 minutes of waiting, the prescribed medication will be sent back to the clinic of origin. A re-delivery can be arranged at a cost of \$21.40 (incl. gst).

The clinic of origin will keep your medications for a period of 30 days. If there is no re-delivery or collection of the medication within 30 days of the initial delivery date, the medications will be discarded.

Do take note that there will be no refunds for uncollected medications.

Please call Fullerton Healthcare directly at 6715 9427 to arrange for medication redelivery or collection of medication at the clinic of origin.

8.If the medicine delivered to me is wrong, how can I return it back? And how soon will be the delivery to replace the medicine?

As medication prescriptions are P&C, please call Fullerton Healthcare directly at 6715 9427 to arrange for medication redelivery or collection of medication at the clinic of origin.

Frequently Ask Questions (Medication)

9. I changed my mind and wish to purchase medication after my video consultation via App. Can I do so?

You will be able to purchase the prescribed medication within 24 hours, after this timeframe, you will have to start a new consultation with the doctor to obtain the medication.

10. Do you offer a repeat prescription service for chronic disease conditions?

Yes, but consultation is still required for each prescription.

11. Can I assign anyone else to accept my medication delivery package on my behalf?

Courier person will handover the parcel to the recipient with authenticated verificationcode.

12. Can I change my delivery address or timeslot after checking out the medications?

Please contact Fullerton Healthcare directly at 6715 9427 if you have any queries regarding your medications and delivery arrangements.

Frequently Ask Questions (Medical Certificate and Records)

1. How does the Medical Certificate (MC) issued via Teleconsultation look like?? My HR requires a valid MC with doctor's signature, how to ensure that it is a valid MC?

Click on "Consultation History". Here you can select from a list of consultations previously done. Click on the consult which you want to view the MC.

The screenshot displays the ihp mobile application interface. On the left, a navigation menu shows three options: 'Consult A Doctor', 'My Profile', and 'Consultation History', with the latter highlighted by a red box. The main content area is divided into three sections: 'CONSULTATION FEES', 'RECEIPT', and 'MEDICAL CERTIFICATE'. Each section contains a download icon and a file size of 5.05 KB. The 'MEDICAL CERTIFICATE' section is currently selected, showing a detailed view of a certificate for Andrew Wong, issued on 13 October 2020. The certificate text states that the individual is certified for 4 days of outpatient leave from 13 October 2020 to 16 October 2020 inclusive. The time created is 13 October 2020.

CONSULTATION

How can we help you today?

Consult A Doctor

My Profile

Consultation History

CONSULTATION FEES

TIME CREATED 11 Feb 2020 09:00 AM

CONSULTATION 12345680

VISIT ID 987654321

RECEIPT

Download Receipt 5.05 KB

MEDICAL CERTIFICATE

Download Medical Certificate 5.05 KB

FULLERTON HEALTH

Medical Certificate

ID NO 2020101349000101

Name ANDREW WONG

Visit Date 13 October 2020

Clinic Fullerton Health @ Marina Bay Financial Centre

Clinic License No. ABC123

Clinic Address CLINIC_LOCATION

This certificate is not valid for absence from court or other judicial proceedings unless specifically stated.

Dr TestDr8

MCR NO. MCRgghsh

The above mentioned individual has been certified to Outpatient Leave for 4 days with effect from 13 October 2020 to 16 October 2020 inclusive.

Time Created 13 October 2020

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Frequently Ask Questions (Medical Certificate and Records)

2. How do I access my medical records for teleconsult?

Click on “Consultation History”. You can also view specialist referrals and receipts.

3. Can I request for tax invoice/receipt?

Yes. You may click on the “Consultation History” tab to view all successful and successful consultations, MC issuance, referral letter and invoices.

Frequently Ask Questions (Operating Hours)

1. Is teleconsultation available 24/7?

Yes.

2. What are the operating hours for the teleconsultation services?

Yes. IHP teleconsultation services is available anytime, 7 days a week

Frequently Ask Questions (Payments)

1. Can I make payment via other modes other than Credit Card?

IHP app only accept credit card payment via MASTERCARD, VISA, AMEX and JCB.

2. Does IHP or FHG store my credit card details?

No. There is no storage of credit card details by IHP. Patient will be asked to key in the credit card details every time payment is required.

IHP System / Portal Guide





URL: <https://www.ezyflex.com/eclaim/>

User Name: Last4 characters of your
NRIC/FIN/Passport followed by
your date of birth (DDMMYYYY)
E.g. 567A01011970

Password : Date of Birth (DDMMYYYY)

Change to preferred password and click 'Save'

ezyflex
Your preferred provider of quality managed healthcare



WELCOME TESTMINDEF...

Login User : NDEF01011990

11:28:52 PM, Sunday, November 20, 2022

- › Claims Submission
- › Claims Modification
- › Claims History
- › Online Resources
- › Change Password
- › Log Out

Change Password

User ID NDEF01011990

User Name

Old Password

Password

Confirm Password

Save

Reset

First Login



WELCOME WONG...

Login User:

14:16:16 ANI. ffrondBy. September 14, 2020

- > Submit Claims
- > Amend/Delete Claims
- > Claims History
- > Online Resources
- > Change Password
- > Log Out

I/We consent to Singlife (and Singlife related group of companies) collecting, using and/or disclosing my/our personal data for the processing of my claim transactions and such other purposes ancillary or related to the administering of the policy(ies), account(s), my/our insurance coverage and/or managing my/our relationship with Singlife.

I/We also consent to Singlife (and Singlife related group of companies) transferring my/our personal data to Singlife related group of companies and/or third party service providers, reinsurers, suppliers or intermediaries, whether located in Singapore or elsewhere, for the above purposes

For full details of the purposes of collection, use and disclosure of your personal data, please visit

<http://www.singlife.com.sg/pdpa>

I have read and agreed to the above

Check box after you reading the PDPA Clause and click "I Agree" to continue



WELCOME TESTMINDEF...

Login User : NDEF01011990

11:38:39 PM, Sunday, November 20, 2022

› **Claims Submission**

› Claims Modification

› Claims History

› Online Resources

› Change Password

› Log Out

Claims Entry

Please choose the Claimant

NRIC	Name	Relationship
<input type="radio"/> TESTMINDEF	TESTMINDEF	Employee

Incurred Date dd/mm/yyyy

Please choose the Benefit

CP (GP)

IHP PANEL GP

NPGP

EMERGENCY OUTPATIENT A&E TREATMENT

NON PANEL GENERAL PRACTITIONER

NPSP

DIAGNOSTIC - XRAY / LAB-TESTS

SPECIALIST - NON-PREFERRED SPECIALIST WITH REFERRAL LETTER

PSP

PANEL SPECIALIST VISIT (WITH REFERRAL LETTER)

1. Please select claimant
2. Input date of visit
3. Click Next
4. Select type of Claim

WELCOME TESTMINDEF... Login User : NDEF01011990 11:42:38 PM, Sunday, November 20, 2022

- › **Claims Submission**
- › Claims Modification
- › Claims History
- › Online Resources
- › Change Password
- › Log Out

Claims Entry

Claimant Information			
Claimant ID /NRIC	TESTMINDEF	Claimant Name	TESTMINDEF
		Company Name	MINDEF GROUP INSURANCE (G007500)
Bank & Branch Code		Account No	
Category	IHP1		

Claim Information			
Incurred Date	20/11/2022	Benefit	IHP PANEL GP
		Balance	\$ 1,000.00
Service Provider / Clinic	<input type="text"/>		<input type="button" value="Search"/>
Incurred Amount (\$\$)	<input type="text"/>		
Claim Reason	<input type="text"/>		<input type="button" value="Search"/>
Remarks	<input type="text"/>		

Ensure all fields are filled up

- Service Provider/Clinic : Clinic / Service Provider Name
- Incurred Amount : Invoice amount, inclusive of GST.
- Claim Reason : Diagnosis
- Remarks : Important message / remarks for claim assessors to take note, if any

ezyflex
Your preferred provider of quality managed healthcare

WELCOME TESTMINDEF... Login User : NDEF01011990 11:50:56 PM, Sunday, November 20, 2022

- **Claims Submission**
- Claims Modification
- Claims History
- Online Resources
- Change Password
- Log Out

Claims Entry

Please choose the Claimant

	NRIC	Name	Relationship
<input type="radio"/>	TESTMINDEF	TESTMINDEF	Employee

Incurred Date dd/mm/yyyy

Claim submission successful

Claim Ref.	Incurred Date	Service Provider / Clinic	Benefit	Incurred Amt(\$\$)	Claimable Amt(\$\$)	
R00002476246	0/11/2022	test	IHP PANEL GP	100.00	90.00	

(Kindly indicate the Claim Ref on the receipt before sending it. You need not quote the leading zeros.)

Please indicate the Claim reference number and email the supporting documents to claims@ihp.com.sg. Kindly keep the originals for audit purposes.



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WELCOME TESTMINDEF...

Login User : NDEF01011990

11:55:48 PM, Sunday, November 20, 2022

- › Claims Submission
- › **Claims Modification**
- › Claims History
- › Online Resources
- › Change Password
- › Log Out

Search the Claim			
	NRIC	Name	Relationship
<input type="radio"/>	TESTMINDEF	TESTMINDEF	Employee
		<input type="button" value="Search"/>	<input type="button" value="Reset"/>

1. Select the claimant and click “Search”. Portal will show claim(s) which have not been processed.
2. Select the claim to be amended or deleted.

NOTE: Claims that were already processed cannot be amended or deleted.

IHP Portal – Amending or Deleting Claims

WELCOME TESTMINDEF... Login User : NDEF01011990 11:59:50 PM, Sunday, November 20, 2022

- > Claims Submission
- > Claims Modification**
- > Claims History
- > Online Resources
- > Change Password
- > Log Out

Claims Entry

Claimant Information			
Claimant ID /NRIC	TESTMINDEF	Claimant Name	TESTMINDEF
		Company Name	MINDEF GROUP INSURANCE (G007500)
Bank & Branch Code		Account No	
Category	IHP1		

Claim Information			
Reference No	R00002476246		
Incurred Date	20/11/2022	Benefit Selected	IHP PANEL GP
		Benefit Balance	\$1,000.00
Service Provider / Clinic	<input type="text" value="test"/>	<input type="button" value="Search"/>	
Incurred Amount (\$\$)	<input type="text" value="100"/>		
Claim Reason	<input type="text" value="test"/>	<input type="button" value="Search"/>	

Remarks	<input type="text" value="testing purposes"/>
---------	---

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- To amend, make the necessary changes and click **“Submit”**
- To delete the claim, click **“Delete”**.

WELCOME TESTMINDEF... Login User : NDEF01011990 12:04:50 AM, Monday, November 21, 2022

- > Claims Submission
- > Claims Modification
- > **Claims History**
- > Online Resources
- > Change Password
- > Log Out

Claims History

	NRIC	Name	Relationship
<input checked="" type="checkbox"/>	TESTMINDEF	TESTMINDEF	Employee

Search By: ▼

From date:

To date:

Claim Status: ▼

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- Search by:
- Incurred Date (Visit Date)
 - Submission Date
 - Paid Date

IHP Portal – Claims History



WELCOME TESTMINDEF...

Login User : NDEF01011990

12:08:37 AM, Monday, November 21, 2022

- > Claims Submission
- > Claims Modification
- > **Claims History**
- > Online Resources
- > Change Password
- > Log Out



Claims History											
Reference Number	Incurred Date	Service Provider / Clinic	Benefit	Claim Reason	Admin Remarks	MC Start Date	MC End Date	MC Duration	Incurred Amount (\$\$)	Payable Amount (\$\$)	Claim Status
TESTMINDEF : TESTMINDEF											
R00002478248	20/11/2022	test		IHP PANEL test GP					100.00	-	Processing

- Option to:**
- Go back to the previous page
 - Export Claims to Excel for viewing
 - Print

A dark purple arrow-shaped banner pointing to the right, containing the text 'IHP Service Support' in white, bold, sans-serif font.

24/7 Call Centre Support: 6715 9423

Email: claims@ihp.com.sg

- Portal troubleshoot and requests
- Other concerns and feedback





Thank You