

Alliance iCare App User Guide





Welcome

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



Check Balance



Clinic Locator



E-Card



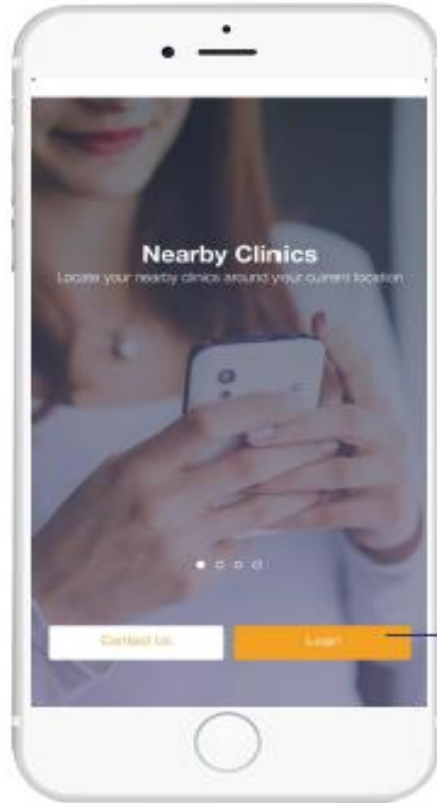
Claims

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.

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4 | Log-in



Tap the "Login" button to login

Alliance iCare's Login Page

- Choose your Member Type: Member / Dependent
- Choose your Program, EQ insurance
- USER ID, containing 12 alphanumeric characters in the following format:

Character 1 to 4

Last 4 alphanumeric characters of your ID number.

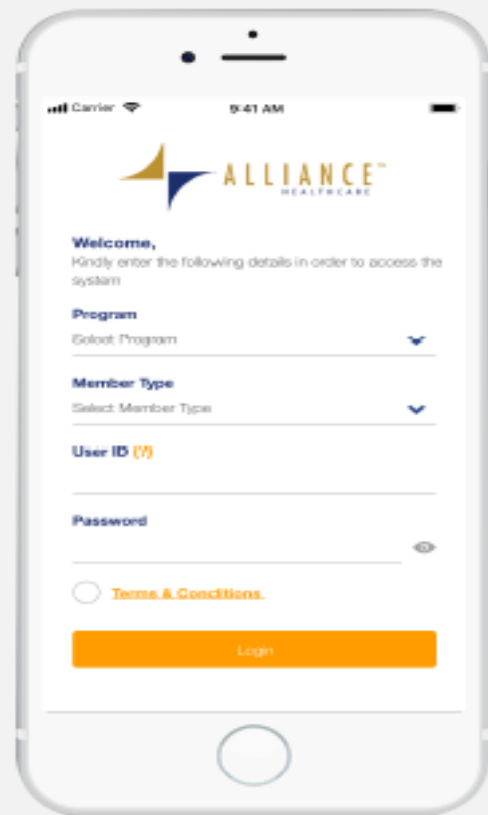
Characters 5 to 12

Your date of birth in "ddmmyyyy" format

Example

NRIC	S8012345Z
Date of Birth	15 Feb 1980
User ID	345Z15021980

- For the first time user, default login password is date of birth in the format ddmmyyy
- User will be prompt to change password thereafter (Applicable to Employee Login Only)
- Check on the Terms and Conditions
- Tap "Login"



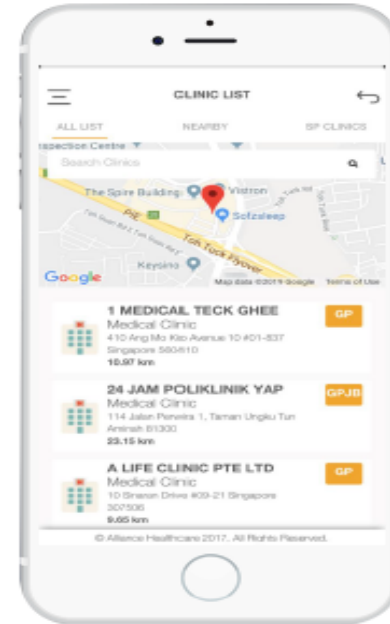
5 | Clinic Locator



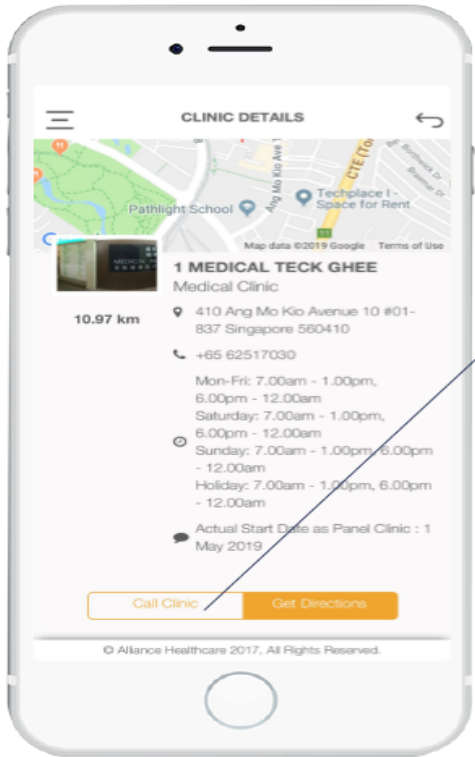
Tap the "Clinics Locator" button to locate GP clinic

Member can tap on the clinic to view the following

- Clinic Address
- Clinic Operating Hours
- Get Directions to Clinic via Google Map
- Clinic Remarks or Visit Instructions shown (if any)



6 | Clinic Locator



Contact Clinic

- Clinic Contact Details

Disclaimer: Users are advised to verify details and operating hours with the clinics

7 | E-card



E-Card

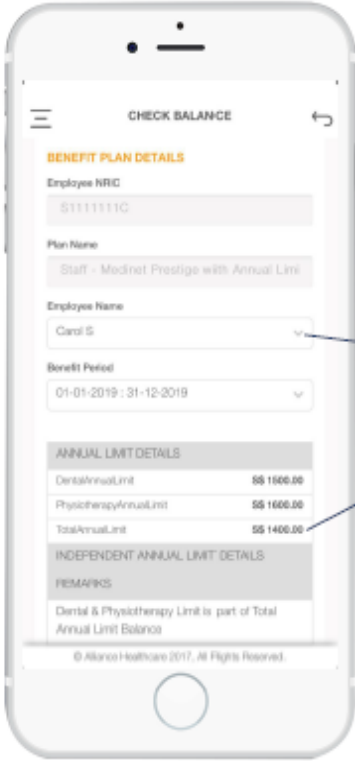
- Tap to view front and back of the card
- Real-time validation available to prevent fraudulent use

Dependent's E-Card

- Drop down option to select and view dependent's e-card
- Real-time validation available to prevent fraudulent use
- Tap to view front and back of the card



8 | View Benefit Entitlement



View Annual Limit

- Tap on the arrow to select employee or dependent coverage
- Find out Annual Balances (if any)

View Co-payment Required for GP/SP Visit

- "U" stands for As Charged.

The image shows a smartphone screen with a 'CHECK BALANCE' app. The app displays two tables: 'IN PANEL DETAILS' and 'OUT PANEL DETAILS'. The 'IN PANEL DETAILS' table lists various medical services with their respective co-pay types and limits. The 'OUT PANEL DETAILS' table lists other medical services with their co-pay types and limits. At the bottom of the screen, there is a copyright notice: '© Alliance Healthcare 2017, All Rights Reserved.'

IN PANEL DETAILS

U - Unlimited/No Limit

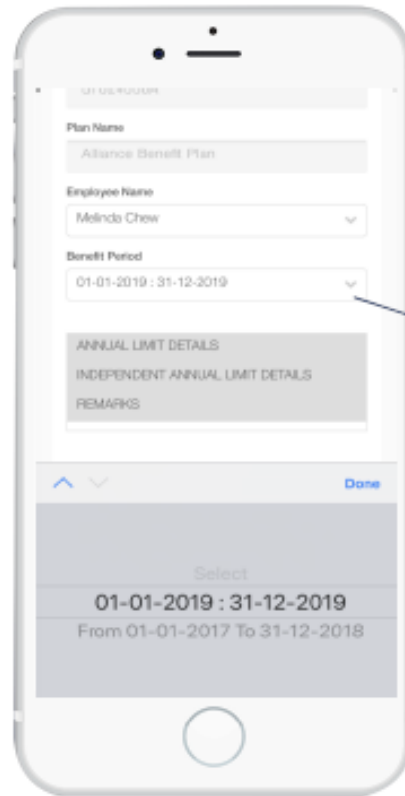
TYPE	CO-PAY	CO-PAY TYPE	LIMIT / VISIT	LIMIT / YEAR	VISIT / YEAR
GP	0.00	%	U	U	U
UHD	15.00	%	U	U	U
LAB	0.00	%	U	U	U
PHYSOTHERAPY	0.00	%	U	U	U
SP	0.00	%	U	U	U
XRAY	0.00	%	U	U	U

OUT PANEL DETAILS

TYPE	CO-PAY	CO-PAY TYPE	LIMIT / VISIT	LIMIT / YEAR	VISIT / YEAR
ACC	0.00	%	U	U	U
DENTAL	0.00	%	U	U	U
FFS	0.00	%	U	U	U
GP	0.00	%	U	U	U
LHD	0.00	%	U	U	U
MISC	0.00	%	U	U	U
OVERSEAS	0.00	%	150.00	U	U
PHYSOTHERAPY	0.00	%	U	U	U
POW	0.00	%	U	U	U

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9 | View Benefit Entitlement

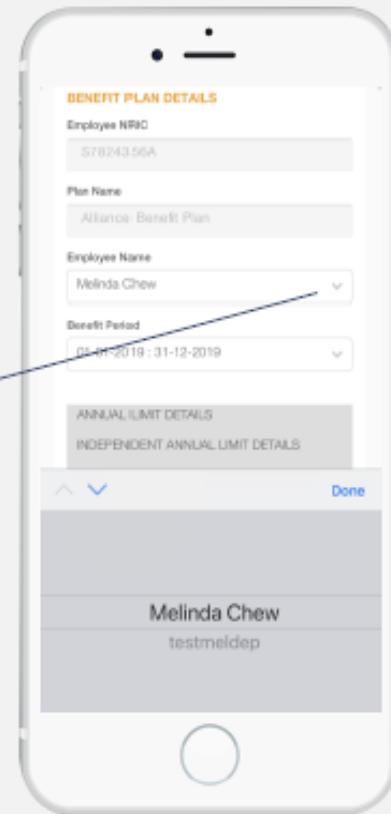


Select Benefit Period

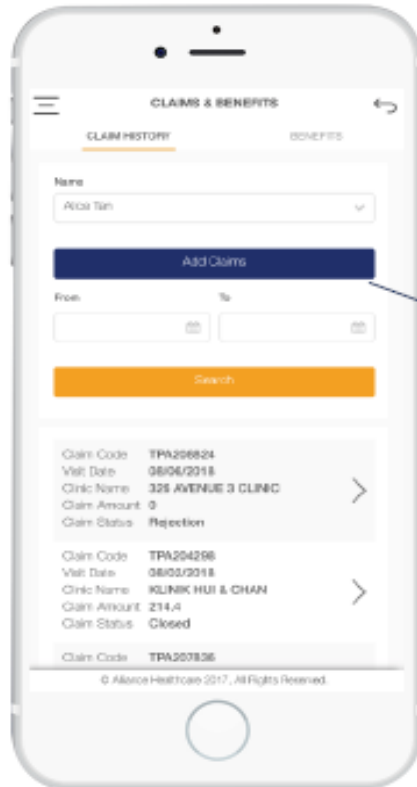
- Tap on the arrow to select benefit period

View Dependent Benefit

- Tap on the arrow to select employee or dependent coverage



10 | Claims



Add Claim

- Tap on "Add Claims" to submit claims

Add Claim

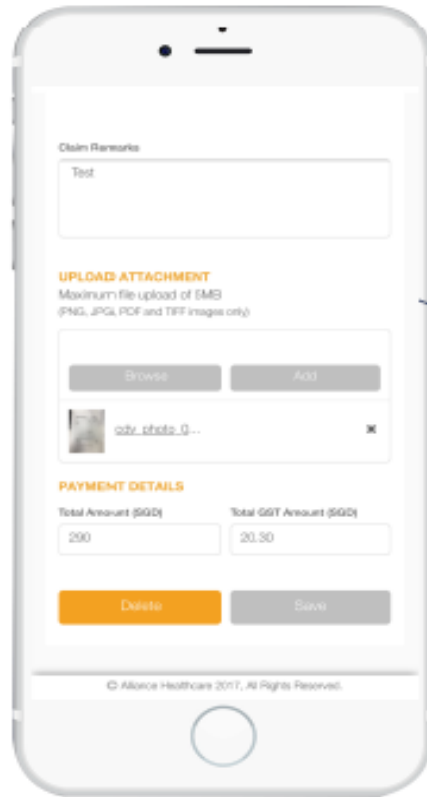
- Select claimant
- Input Visit Date
- Input Provider Name
- Select Claim Type
- Check on "Referral Letter" if any
- Indicate Diagnosis

The image shows a smartphone screen displaying the 'SUBMIT CLAIMS' app. The interface is organized into several sections:

- MAKE TPA CLAIM**:
 - Employee Name/ID: A dropdown menu with 'Alice Tan' selected.
 - Visit Date: A date picker showing '11/06/2018'.
- PROVIDER/CLINIC INFORMATION**:
 - Provider Name: A text input field.
 - Claim Type: A dropdown menu with 'Select' chosen.
 - Referral Letter: A checkbox labeled '(Check to Indicate "Yes")'.
- DIAGNOSIS**:
 - Acute Diagnosis: A section header with a grey background.
 - Diagnosis 1: A text input field with a '+' icon on the right.
 - Chronic Diagnosis: A section header with a grey background.
 - Diagnosis 1: A text input field.

At the bottom of the screen, there is a copyright notice: '© Alliance Healthcare 2017. All Rights Reserved.'

11 | Claims



The image shows a smartphone screen displaying a form for adding a claim. The form is divided into several sections:

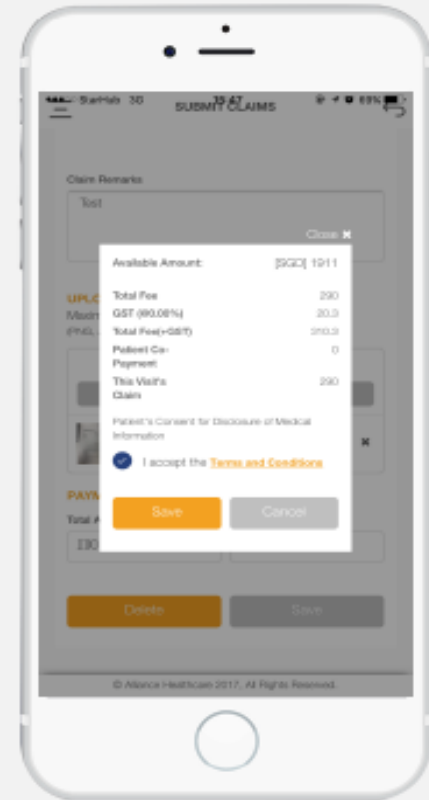
- Claim Remarks:** A text input field containing the word "Test".
- UPLOAD ATTACHMENT:** A section with the text "Maximum file upload of 5MB (PNG, JPG, PDF and TIFF images only)". Below this are two buttons: "Browse" and "Add". A file upload area shows a thumbnail of a photo and the text "only photo_0..." with a close icon.
- PAYMENT DETAILS:** Two input fields. The first is labeled "Total Amount (\$00)" and contains "200". The second is labeled "Total GST Amount (\$00)" and contains "20.30".
- Buttons:** At the bottom of the form are two buttons: "Delete" (orange) and "Save" (grey).
- Footer:** At the very bottom of the screen, it says "© Alicea Healthcare 2017. All Rights Reserved."

Add Claim

- Input "Claim Remarks"
- Upload Receipts
- Input Payment Details
- Tap "Save"

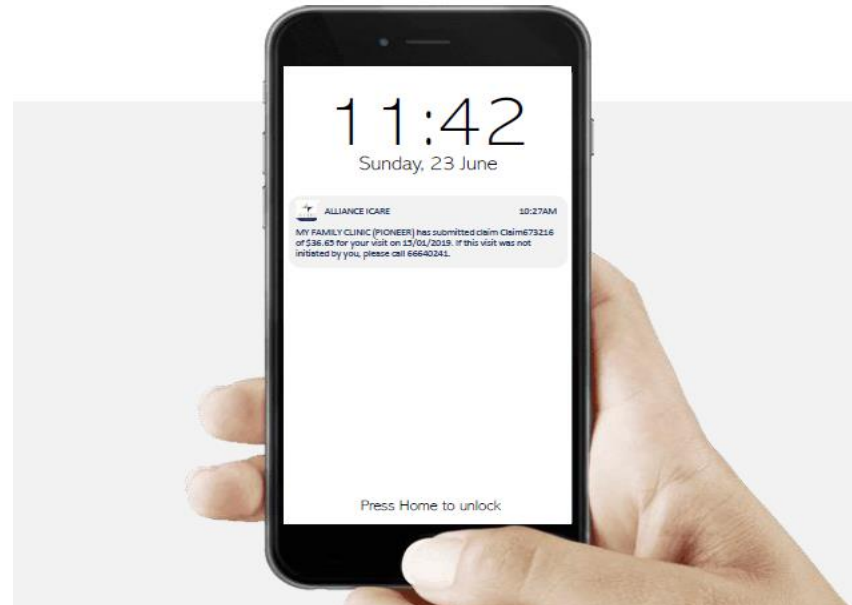
Add Claim

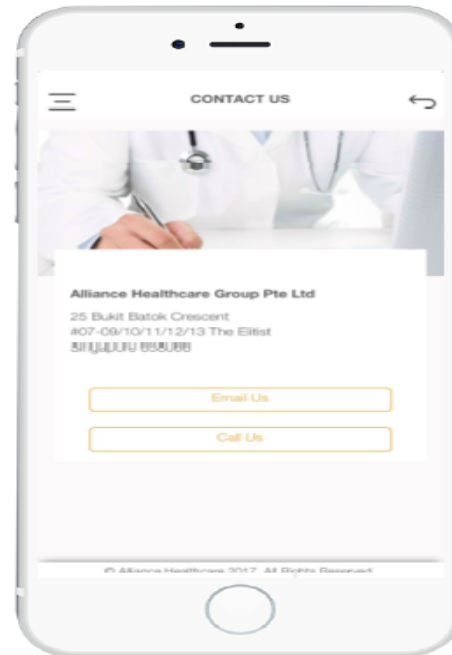
- Check on "I accept the Terms and Conditions"
- Tap "Save"



Push Notification

- Members will receive Push Notification when visited a clinic





Contact Us

- If support is required regarding the use of the app, user may contact our Alliance Hotline 66640241

Download Mobile App At:



