Fullerton Health FHN3 Mobile Application Guide

Fullerton Health NEW FHN3 Mobile App
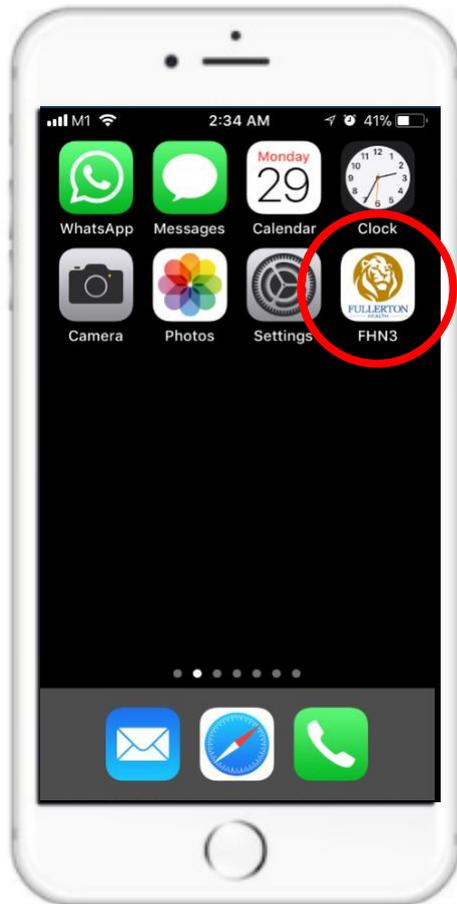
With effect from 1 February 2018

<u>Existing Users:</u>

Simply refresh the app by updating it

<u>or</u>

delete and reinstall the app again

*Search for FHN3 and download
via AppStore / Play Store*

Suitable for

Fullerton FHN3 Mobile App

Illustration only

Cashless Medical Outpatient Panel Visits

- Cashless medical visits to panel GP clinics, specialist clinics, TCM and Dental with the e-healthcard, subject to applicable benefits, co-payments and annual limits
- Clinic locator with GPS functions

Submission of non-panel / flexible claims

- Easy and convenient submission of claims
- View claims and payment status
- User education and support via call centre and email

Mobile App

- Download via AppStore / Play Store
- Stable and customisable platform
- Enjoy lifestyle benefits

New Features

One-Touch Log in

- Available for smartphones with fingerprint identification for faster log in

- Log in using member's fingerprint instead of entering their user ID and password every time

- Auto conversion to Face ID for iPhone X users

New User Interface

- More intuitive and easier navigation of the various functions

Higher performance

- Faster loading speed

E-Healthcard

- Automatic display of member's e-healthcard on home page upon log in

- Option to display dependants' e-healthcard, if applicable

Submission of Claims

- Simpler and clearer step-by-step submission

- View available balance by claim type, if any

View Benefits Summary

- View balance of benefits (if any) for easier reference, e.g. budget balance

Login

LOGIN
User ID : National ID
Password : Date of Birth (DD/MM/YYYY)

Activate
ONE-TOUCH LOG-IN for easier &
more convenient access

Select
LANGUAGE
(English / Chinese)
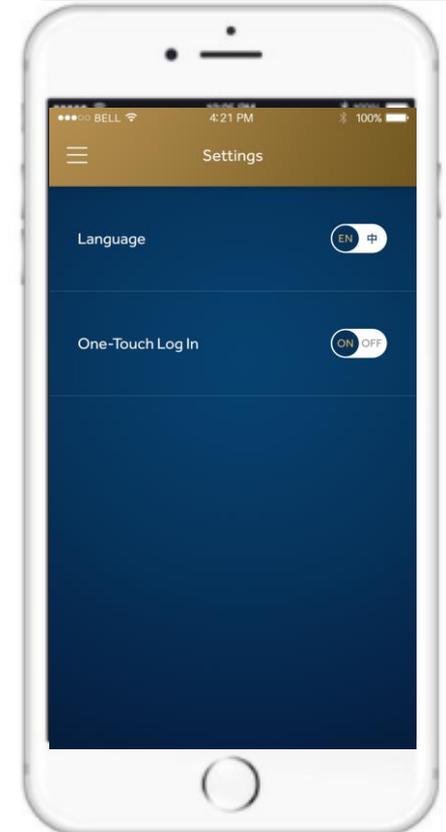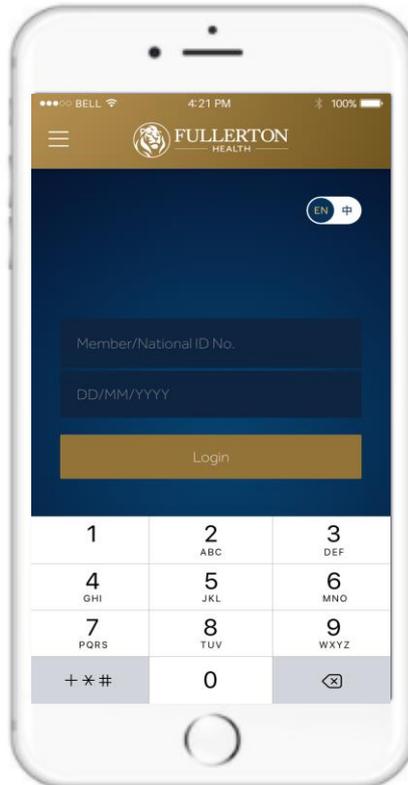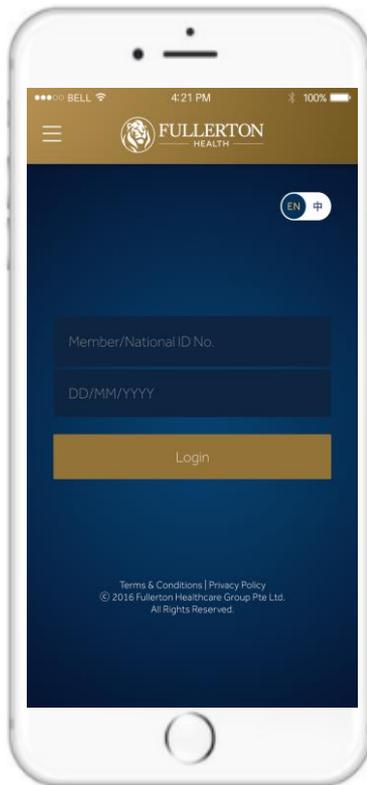
Mode of Identification *(Default) - eHealthcard + Photo ID*

Smart Phone Users

E-Healthcard
in Mobile App for Employee / Dependant(s)
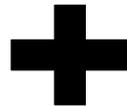
Members are required to present the e-healthcard in the app together with their NRIC / EP / WP during registration at the panel clinic to enjoy **cashless** visit

Clinics will verify member against **FHN3 Portal** to verify eligibility, caps and co-payments

Photo ID

SINGAPORE IC

EMPLOYMENT PASS

SINGAPORE PR

WORK PERMIT

Valid Member
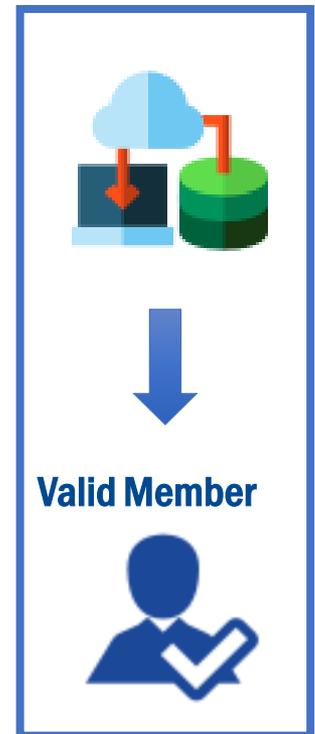
Employees are able to toggle the e-healthcard to select their dependant(s) as well, if any.

Mode of Identification *(Alterative) - Sticker / Card + Photo ID*

Non-Smart Phone Users

Fullerton Sticker / Card

for Employee / Dependant(s) Sticker to be affixed onto Staff Pass / NRIC / EP / Work Permit

Members are required to present the Fullerton Health sticker together with their NRIC / EP / WP during registration at the panel clinic to enjoy **cashless** visit

Clinics will verify member against **FHN3 Portal** to verify eligibility, caps and co-payments

New version

FULLERTON
HEALTH

1.5cm

1.5cm

Old version

FHN3
www.fhn3.com
Tel: 6333 3636

FULLERTON
HEALTH

COMPANY: Swift Terminal Pte. Ltd.
NAME: Live Demo Member
NRIC/FIN: S12345678A
www.fhn3.com

+

Photo ID

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S0000001A

SINGAPORE IC

EMPLOYMENT PASS
Employment of Foreign Manpower Act (Chapter 91A)
Republic of Singapore

EMPLOYMENT PASS

REPUBLIC OF SINGAPORE
FIN G1234567A

SINGAPORE PR

Work Permit Card – REPUBLIC OF SINGAPORE

WORK PERMIT

Valid Member
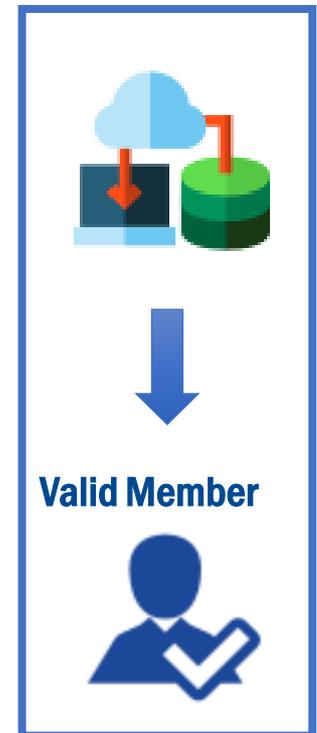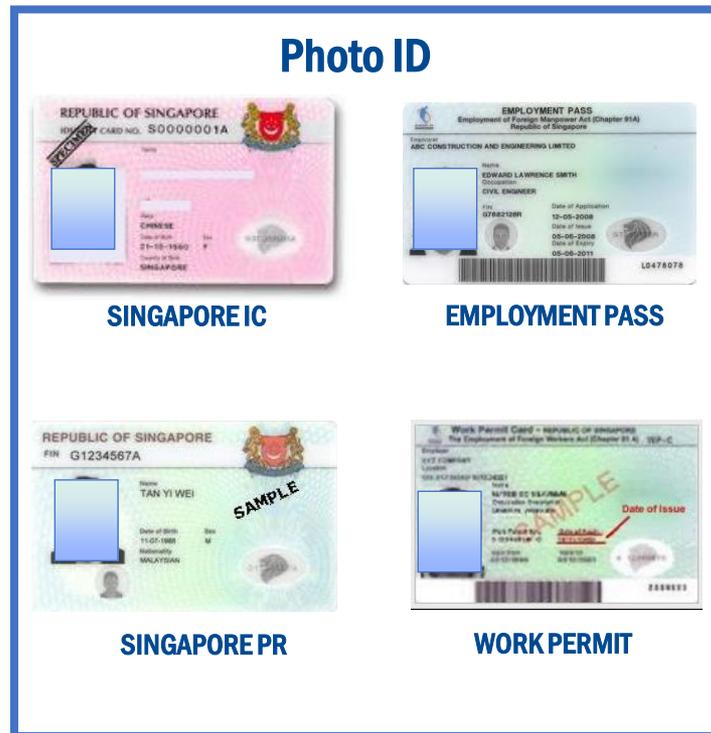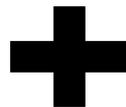
View / Find Clinics

Select
VIEW CLINICS on home page <u>OR</u>

Select
CLINICS on
Side Menu

Choose from*:
GP CLINICS
SPECIALIST CLINICS
DENTAL CLINICS
TCM CLINICS

Find clinic with **FILTER** function
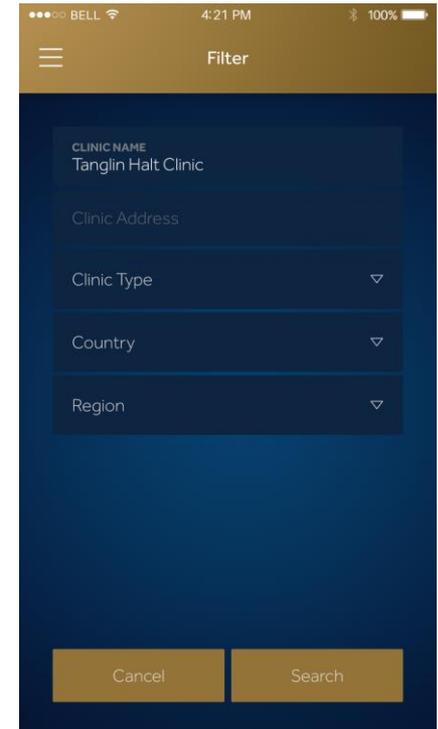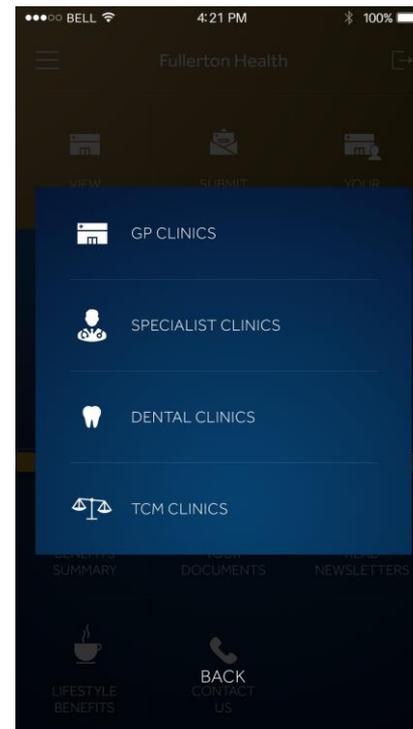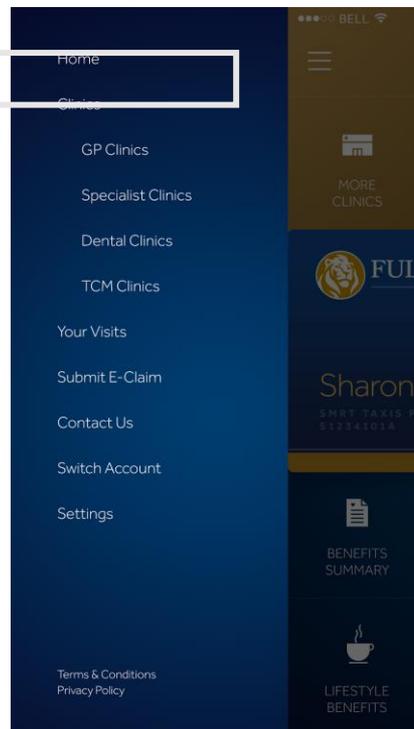
*Panel Clinic type displayed depends on company's benefits setup

Clinic Locator (GPS-enabled)

Select
VIEW CLINICS

Select
NEARBY to locate nearest panel
clinic or **ALL** clinics to view full list
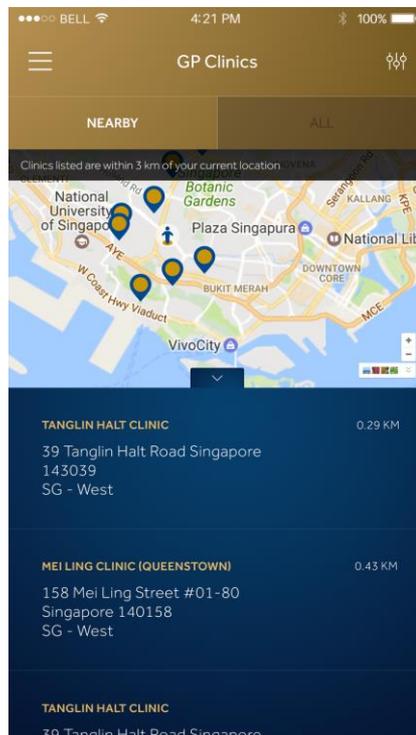
Click on selected clinic with **GPS Locator**

Click on **GET DIRECTION**
to open map in phone
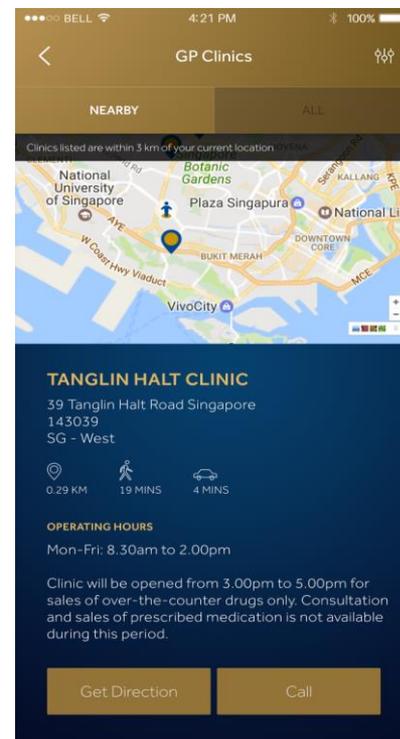
Submit a Claim

Non-Panel Outpatient **(or Flexible Benefits Claims, if applicable)**

Select
1. Employee / Dependant claim
2. Date of Visit
3. Type of claim

View
Available balance by Benefit Type when submitting a claim, if applicable

Enter details, e.g.
- Provider Name
- Receipt number
- Claim Amount
- etc.

Submit a Claim

Non-Panel Outpatient (or Flexible Benefits Claims, if applicable)

For **non-panel outpatient claims**, please enter **MC** details (if any) and attach a copy of the MC

Please enter **diagnosis** and select a **diagnosis code** from the drop down list that appears

Attach clear image of **Receipt and MC (if any)** or any other relevant doc, e.g. referral letter

Note:
If no MC is issued, please select "Fit for Duties"

Note:
For common diagnosis such as Flu, Cough, Sore Throat, etc. — please select Upper Reparatory Tract Infection (URTI)

View Visits & Claims Status

Click on **VISITS** to view **history of outpatient visits** (panel & non-panel) **and claims** made with **status update**
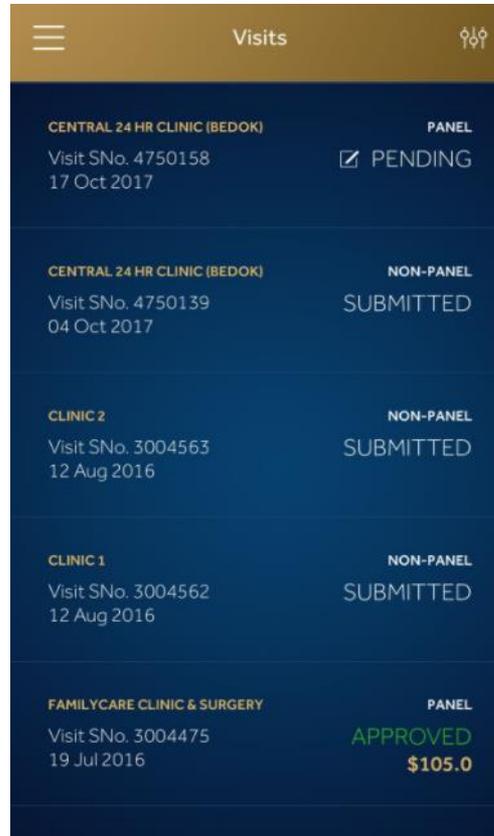
Claim Status

1. **Submitted** : Adjudication in process

2. **Returned** : Missing documentation / wrong input of value, etc.

3. **Rejected** : Claim is not covered under policy / limit exceeded / exceeded policy period, etc.

4. **Approved** : Claim has been approved and payment will be made

Types of Claims Status

Pending, Submitted, Returned, Rejected & Approved

SUBMITTED CLAIM

APPROVED CLAIM

RETURNED CLAIM

Reasons are provided for Returned / Rejected Claims

REJECTED CLAIM

View Benefits Summary

View
BENEFITS SUMMARY
- Allocated
- Utilised
- Balance

Lifestyle Benefits

View & Enjoy

LIFESTYLE BENEFITS from Retail, F&B to Medical
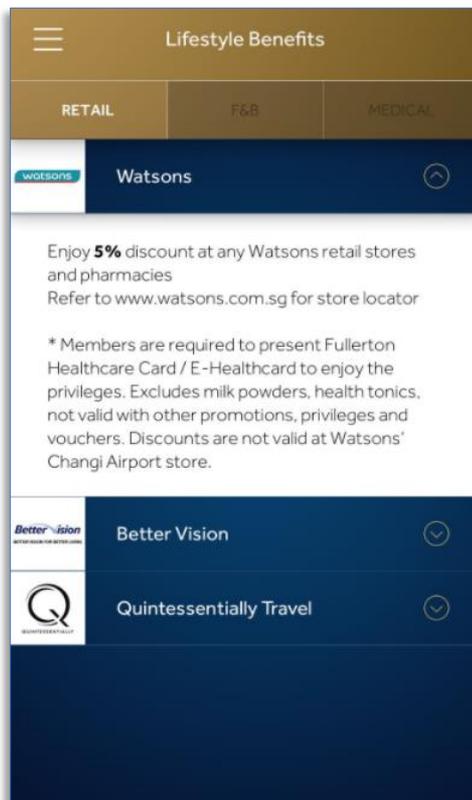
Fullerton Health Lifestyle and Retail Benefits

watsons
✓ **Enjoy 5% discount**

FULLERTON DENTAL
✓ **Enjoy 10% discount**

Better Vision — Better Vision for Better Living
✓ **Enjoy up to 30% discount**

CODEN SPECIALISTS — Dental Implant Maxillofacial Aesthetics
✓ **Enjoy 10% discount**

TABLE MANNERS™
✓ **Enjoy 10% discount**

novu medical aesthetic clinic
✓ **Enjoy 10% discount**

Olivia & Co.
✓ **Enjoy 10% discount**

AM | PHARMACY
✓ **Enjoy 10% discount**

URBANREHAB — SPECIALIST PHYSIOTHERAPY GROUP
✓ **Enjoy 15% discount**

Q QUINTESSENTIALLY TRAVEL
✓ **Enjoy complimentary benefits**

**For a full and latest update on our Lifestyle benefits, please visit
http://www.fullertonhealth.com/lifestyle-benefits.html**

Contact Us
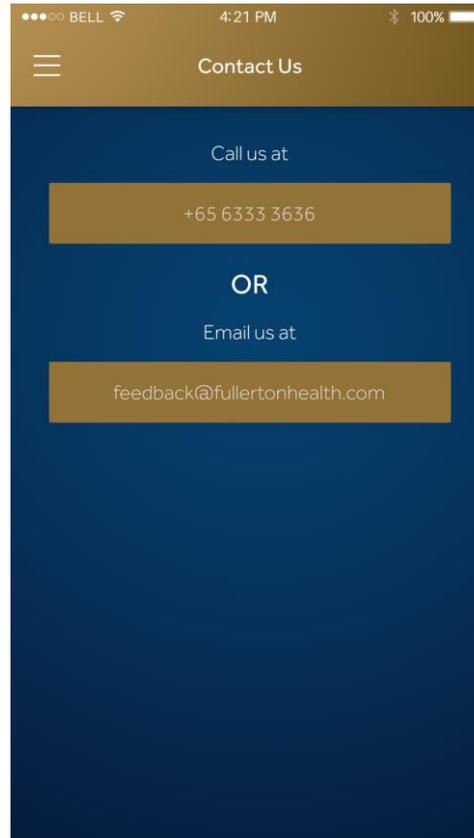
- **Medical Concierge**

- **24/7 Priority Specialist Appointment Booking**

- **Executive Health Screening Appointment Booking**

- **Medical Claim Enquiries**

Thank You