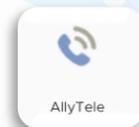
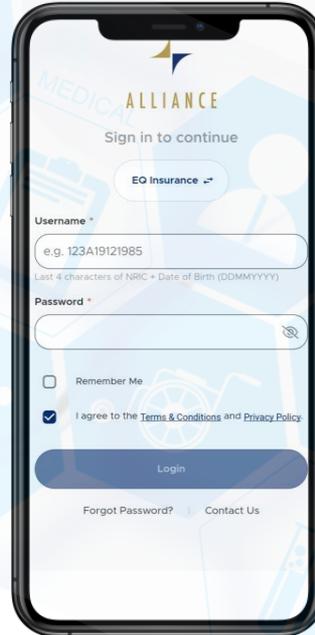


## Alliance Medinet iCare 2.0 with AllyTele

App User Guide  
9Oct24

# Welcome

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



# Accessing the Mobile App

Get it through your welcome email  
or scan QR code below!

If you have received welcome email, please review and follow the instructions to access the iCare 2.0 App.

Alternatively, the app can be downloaded from Apple App Store and Google Play Store.



# Table of Content

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

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## 5 | Login to iCare 2.0 App

Login with the following information/ instructions:

### Program

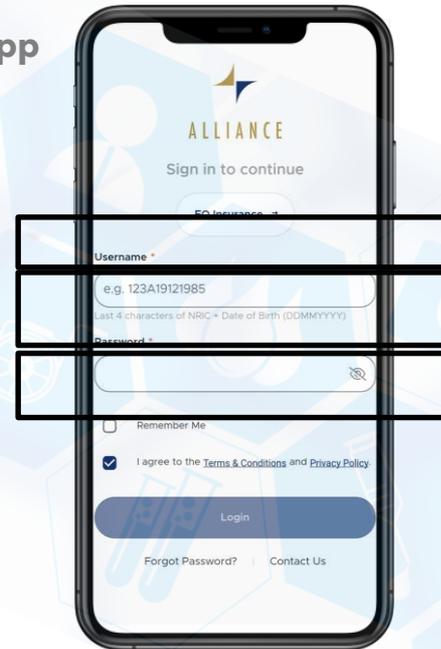
Choose the correct program "EQ Insurance".

### Username:

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

### Default Password:

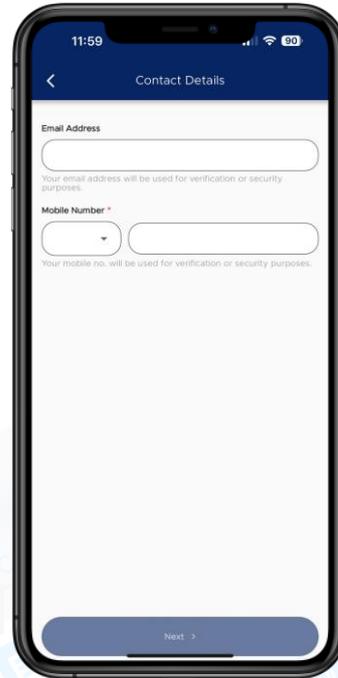
Your Date of Birth in <DDMMYYYY> format.



### Additional Notes:

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

## 6 | Login to iCare 2.0 App



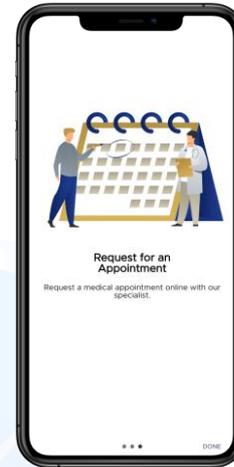
The image shows a smartphone screen with the 'Contact Details' form. The status bar at the top shows the time 11:59, signal strength, Wi-Fi, and battery icons. The app title 'Contact Details' is at the top with a back arrow. The form has two main sections: 'Email Address' with a text input field and a note 'Your email address will be used for verification or security purposes.', and 'Mobile Number \*' with a dropdown menu and a text input field, also with a note 'Your mobile no. will be used for verification or security purposes.'. A 'Next >' button is at the bottom.

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

## Tutorial Page

Key functionalities and information will be featured.

## 7 | Tutorial



## Key Features and Functionalities

## 8 | Main Landing Page

### Benefit Information

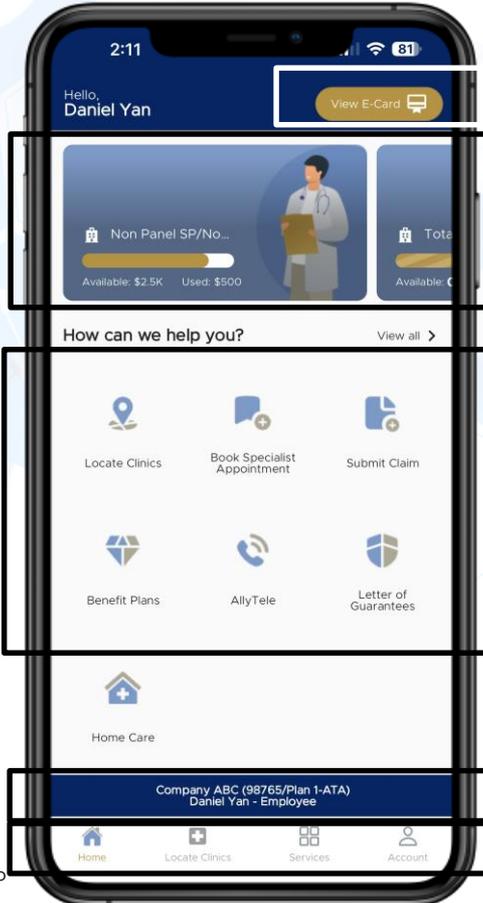
You will find use details such as benefit coverage and annual limits etc.

### Quick Access

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

### Navigation Bar

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



### E-Card

Tap to display and select the relevant e-card.

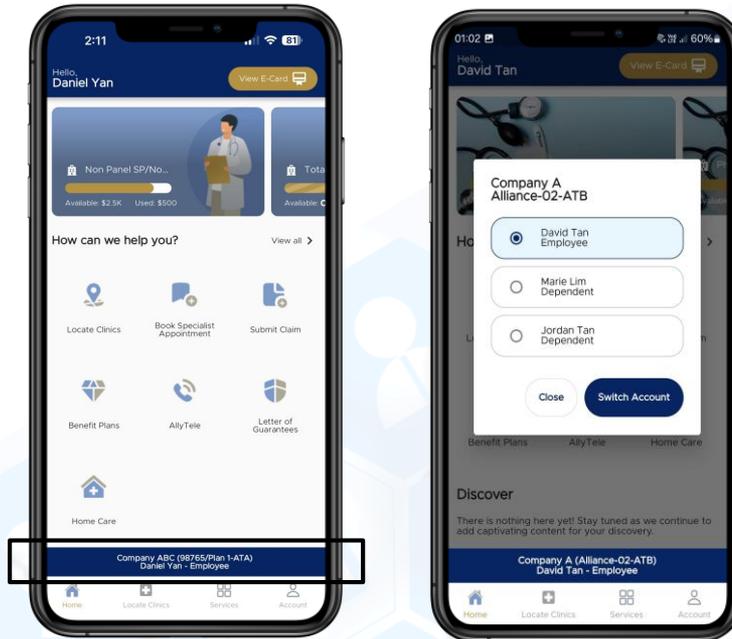
### Switch Accounts

Switch between employee or dependant Accounts (if applicable)

## Accessing Employee and Dependant Accounts 9 | Switch Accounts

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

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

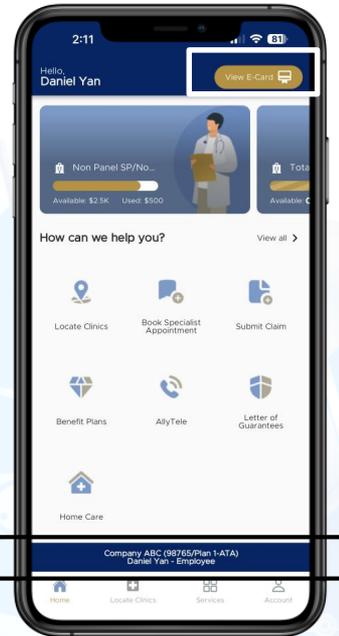


Tap to toggle between employee and dependant accounts.

## Access E-Card

## 10 | Access E-Card

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



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



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

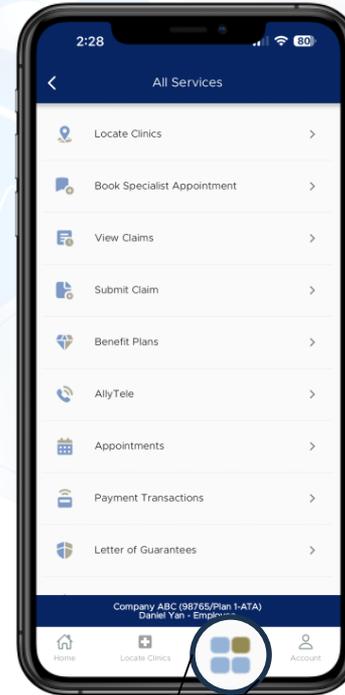
You can pinch 2 fingers together or apart on the E-Card to adjust zoom.

## 11 | All Services Menu

### **All Services Menu**

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

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



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

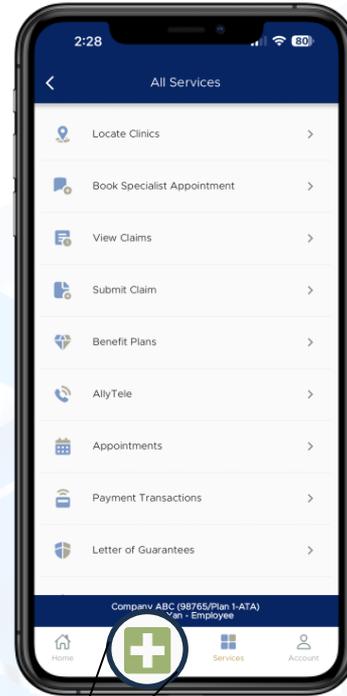
### Locate Panel Clinics

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

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

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

## 12 | Locate Panel Clinics



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

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

## 13 | Locate Panel Clinics

### Locate Clinic Page - Main page / List view

Navigate to search and access clinic information.

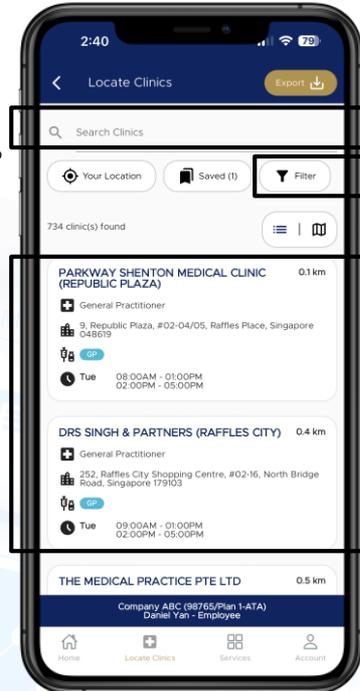
#### **Search Clinics**

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

#### **Clinic information**

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

Tap on the respective clinic profiles to access more details.



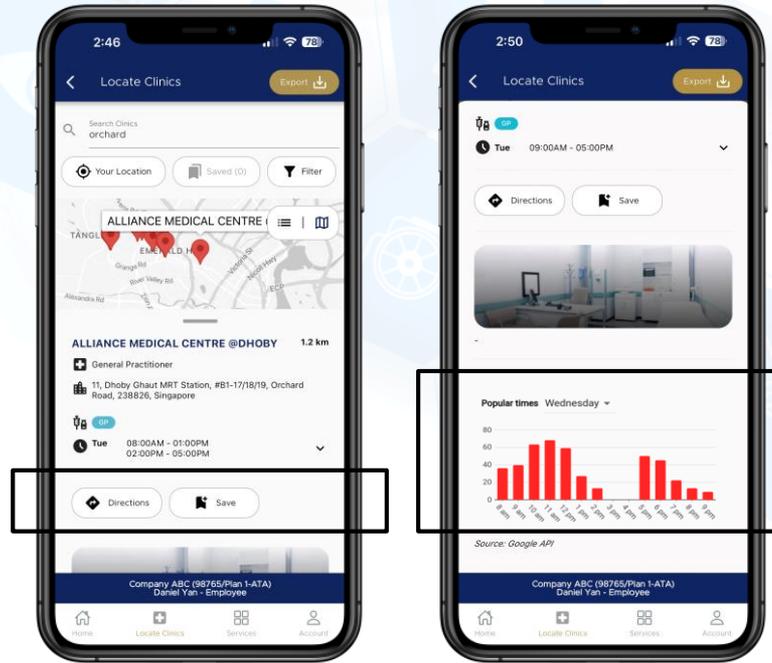
#### **Filters**

Access filters to help you refine the search experience.

## Locate Clinic Page - Clinic detail view

## 14 | Locate Panel Clinics

This shows the details of the selected panel clinic.



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

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

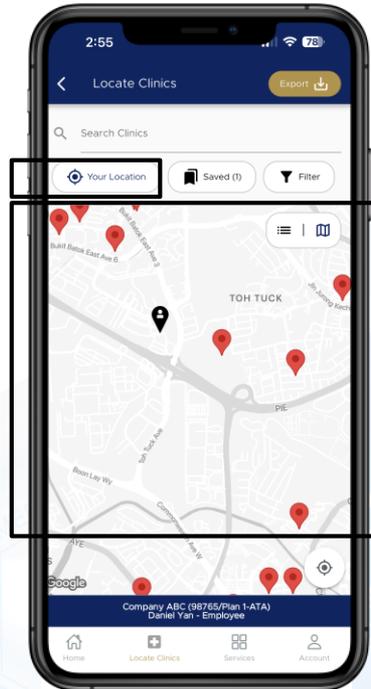
## 15 | Locate Panel Clinics

### Locate Clinic Page - Map view

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

Tap to identify your current location on the map.

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

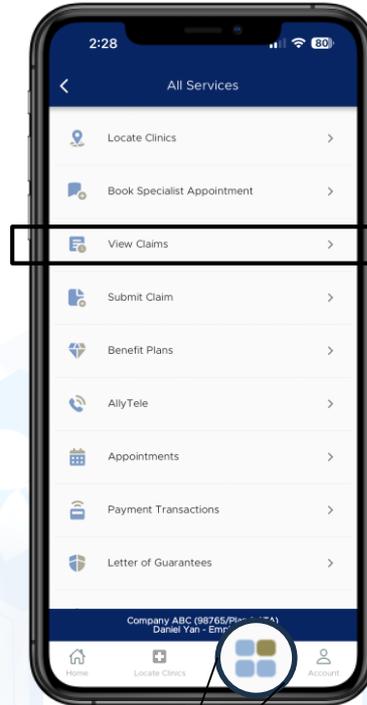


## 16 | View Claims

### Claims

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

Tap on “**Claims**” icon to proceed.

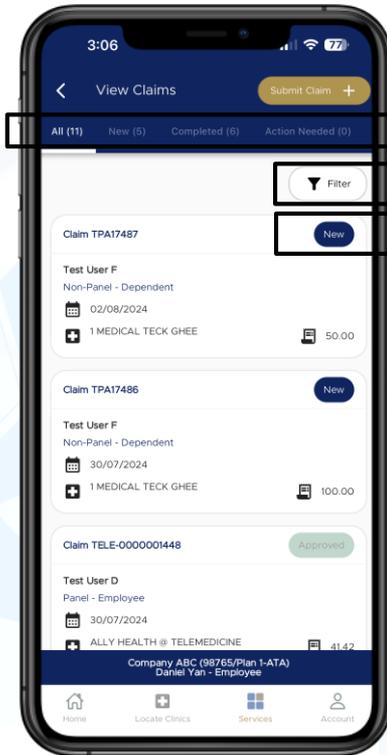


Access the “**All Services**” menu by tapping the icon on the navigation bar.

## Claims Page

## 17 | View Claims

To view submitted claims status or access saved draft claims.



**Action Filter**  
Helps you categorize claims that are information and those requiring attention.

**Filter**  
Use them to retrieve specific claims.

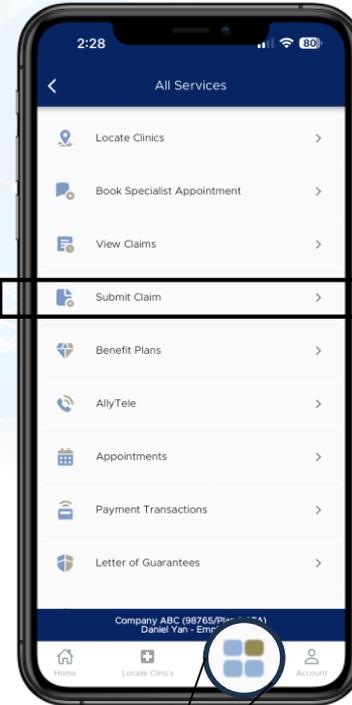
**Status**  
Review the status of each claim.

## 18 | Submit Claims

### Submit Claims

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

Tap on “**Submit Claim**” icon to proceed.



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

## 19 | Submit Claims

3:15 76%

Submit Claim

Claimant

Select one

Company ABC (98765/Plan 1-ATA)

Daniel Yan Employee

Brenda Poh Dependent

Jamie Yan Dependent

Please have your Receipts and Referral Letters scanned and ready before proceeding.

Save as Draft

Back Next

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

Home Locate Clinics Services Account

Select the relevant claimant for this request.

3:15 76%

Submit Claim

Benefit

Visit Date \*

01/08/2024

Benefit \*

Polyclinic

Save as Draft

Back Next

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

Home Locate Clinics Services Account

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

## 20 | Submit Claims

Complete the questionnaire with the claim details.

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

Tap "Next" to review and complete submission.

### **Important Notes:**

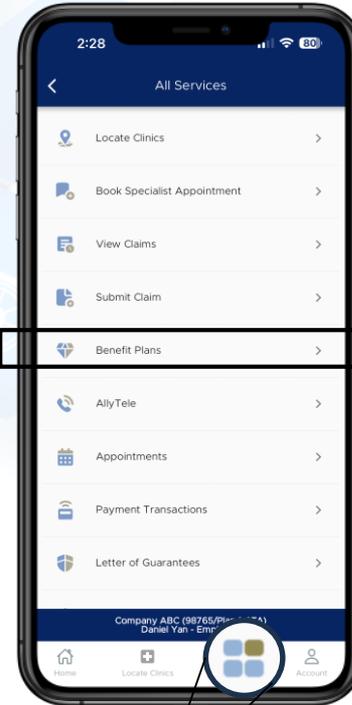
- Please ensure that images are clear and legible before completing your submission.
- Reminder to include all relevant supporting documents to avoid assessment reimbursement delays.

## 21 | View Benefit Plan

### **Benefit Plan**

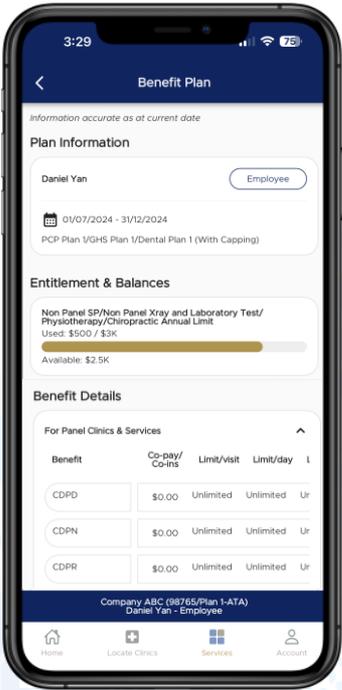
This function allows you to review an overview of your benefit coverage across periods (if applicable)

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



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

## 22 | View Benefit Plan



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

Tap on the required period to proceed.

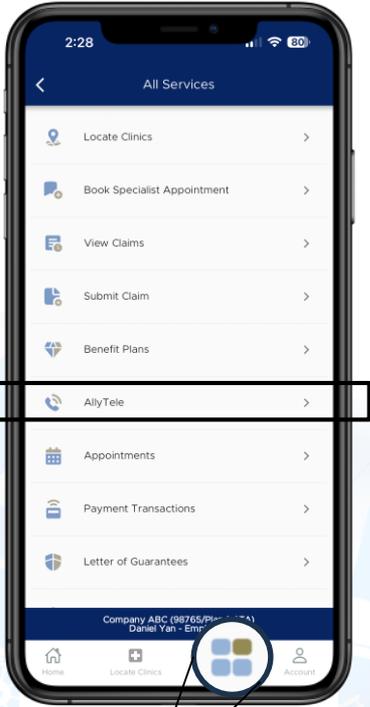
The app will display the relevant benefit details accordingly.

## 23 | Telemedicine Services

### Telemedicine Services via AllyTele

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

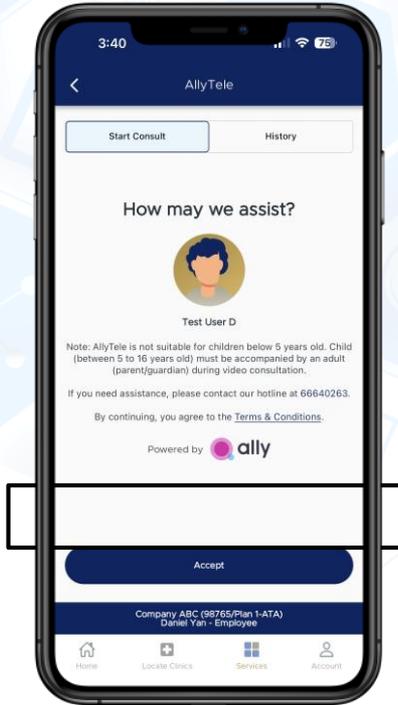
Tap on **“AllyTele”** icon to proceed.



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

## 24 | Telemedicine Services

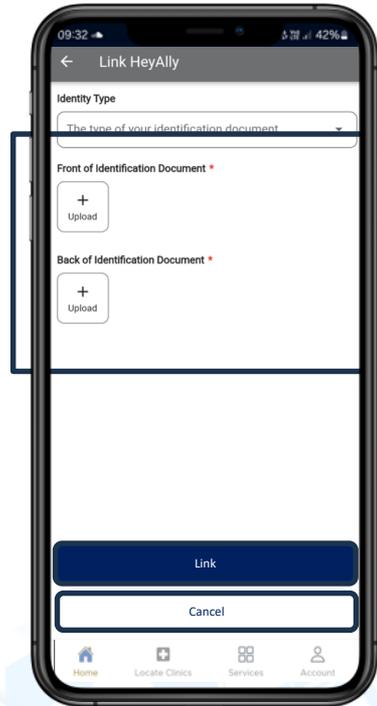
### **AllyTele - Preparation/ Setup**



Tap the **Accept** to initiate the process.

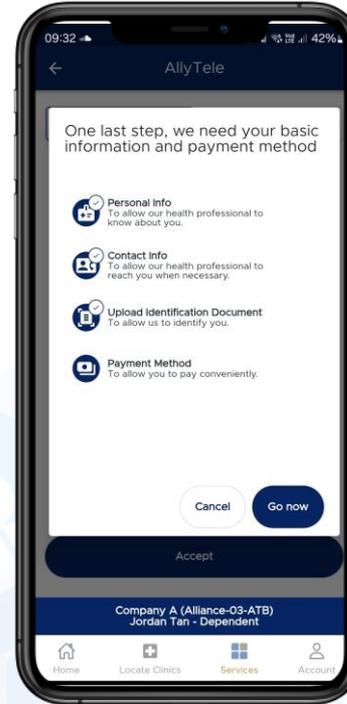
**Note:** First time users to AllyTele, you will be prompted to link your account. Tap "**Okay**" to proceed with the next steps.

## AllyTele - Preparation/ Setup 25 | Telemedicine Services



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

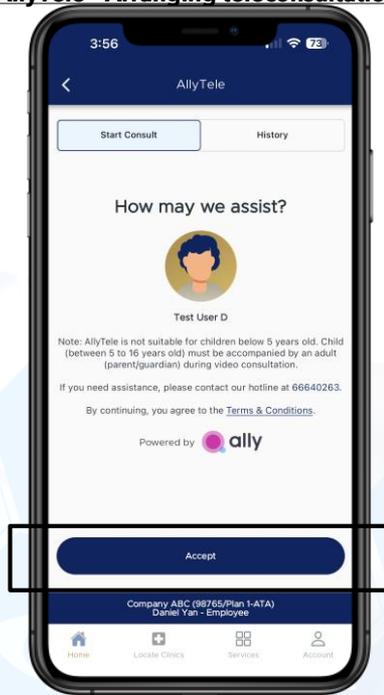
Tap on "Link" button to proceed.



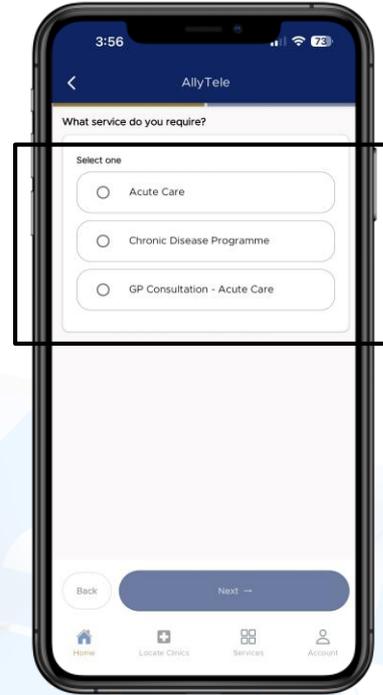
You will be prompted to complete the remaining profile before commencing a teleconsultation.

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

### AllyTele - Arranging teleconsultation



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



Select the type of services required.

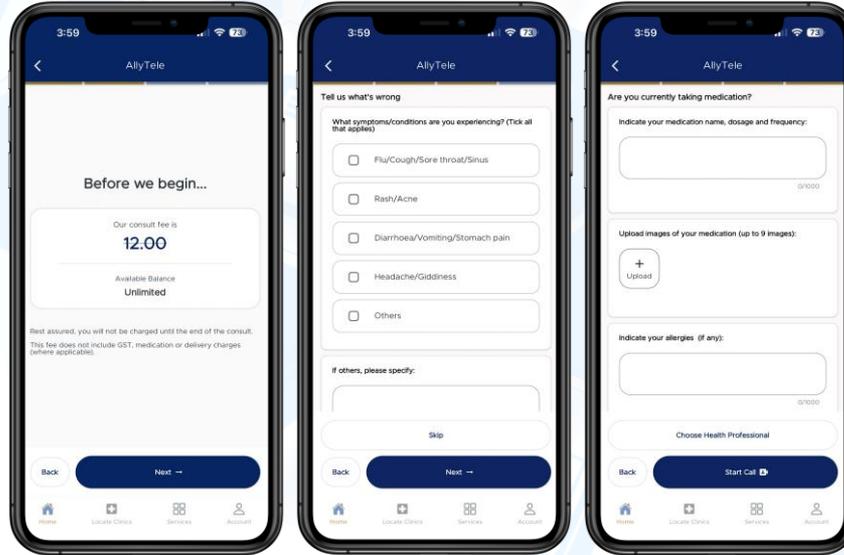
#### **Important Note:**

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

Telemedicine will not be suitable for all medical conditions.

## 27 | Telemedicine Services

### AllyTele - Arranging teleconsultation



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

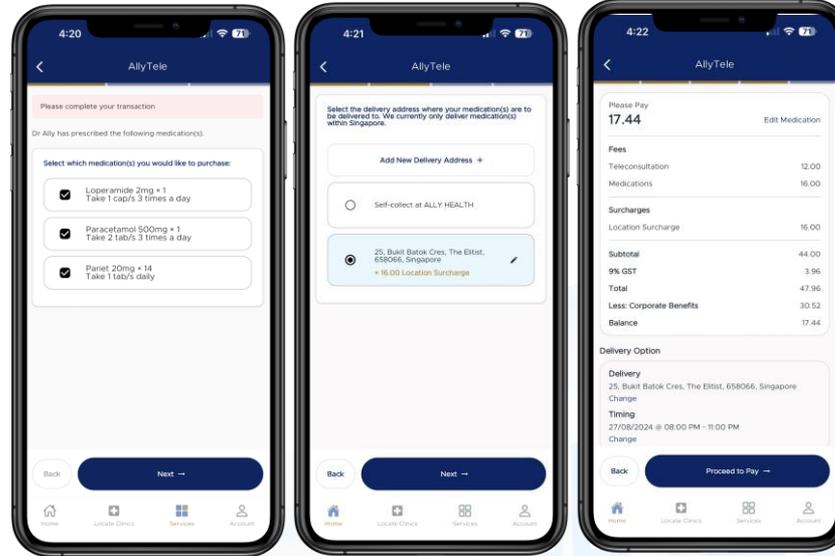
A triaging process will take place to assess your condition/ symptom and suitability for teleconsultation services.

Tap **"Next"** to proceed.

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

## 28 | Telemedicine Services

### AllyTele - Post-teleconsultation



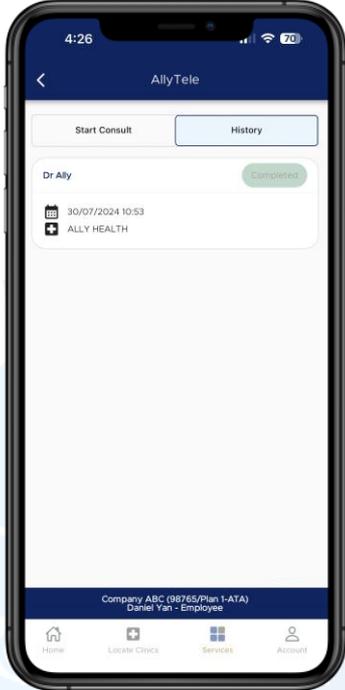
Select the medications from prescription list to checkout.

Select your preferred delivery address and time.

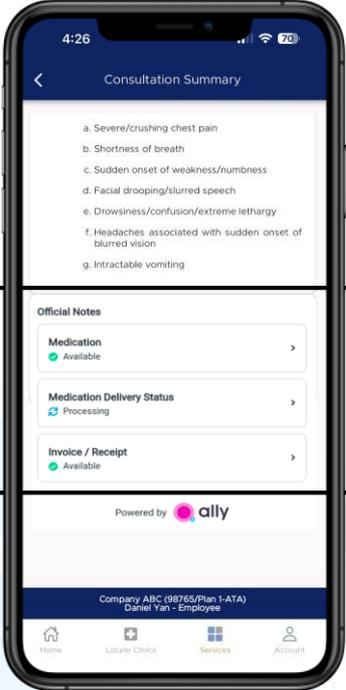
Review the applicable charges and proceed with payment.

## 29 | Telemedicine Services

### AllyTele - Post-teleconsultation



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



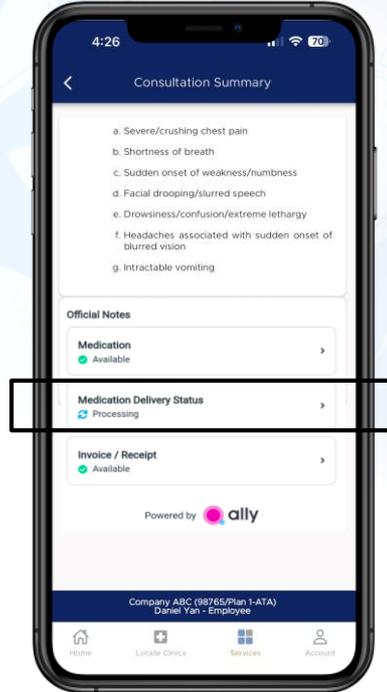
Within the summary page, you will find all relevant details pertaining to the consultation such as;

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

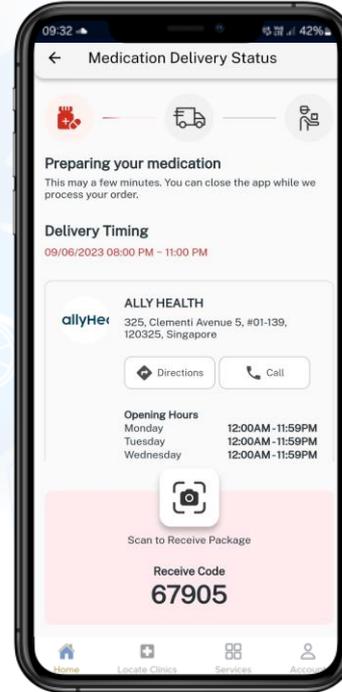
You can choose to download a copy to your mobile or trigger to your designated email address.

## AllyTele - Post-teleconsultation

## 30 | Telemedicine Services



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



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

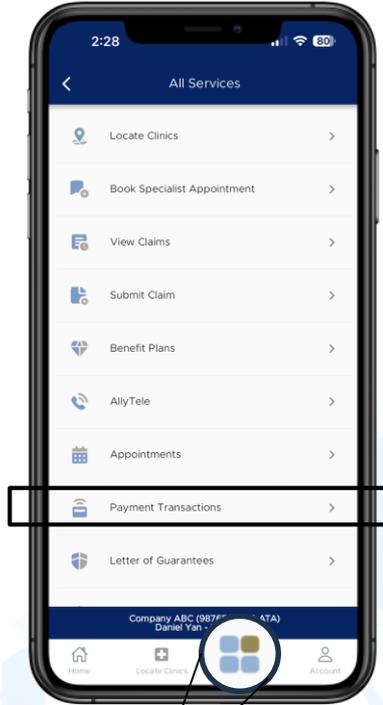
## 31 | Payment Transactions

### Payment Transactions

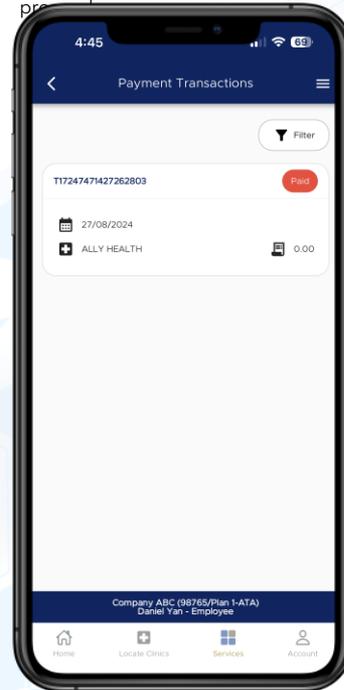
This function allows you review payment transactions made using the credit/ debit card that you have created in the app.

You can modify the information via “Payment Methods” under “Account

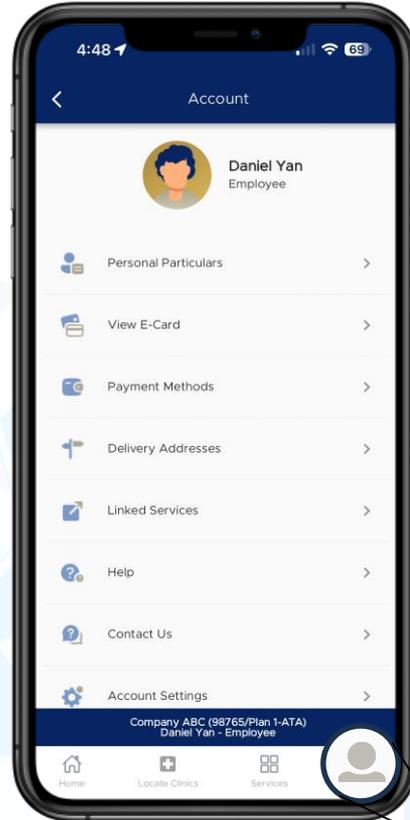
Tap on “**Payment Transactions**” icon to



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



## 32 | Account



### **Account**

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

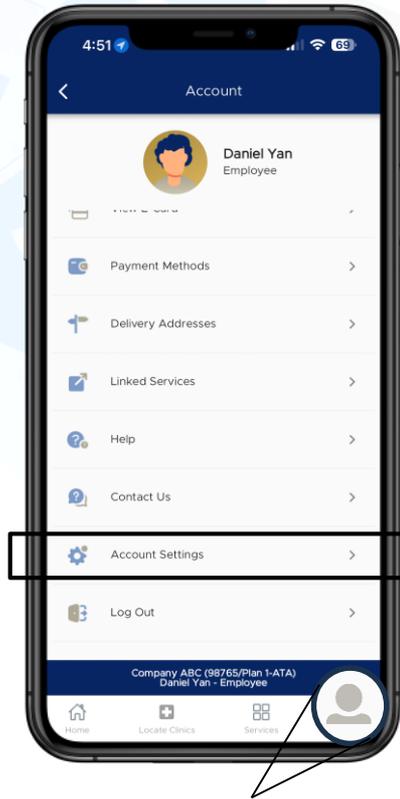
Tap on "**Account**" icon to proceed.

### **Important Notes:**

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

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

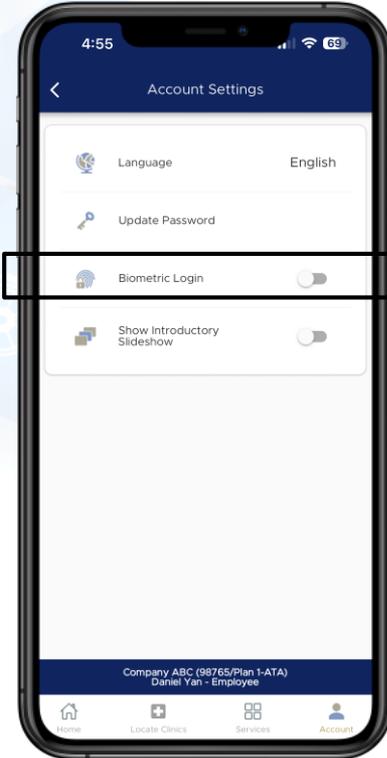
## 33 | Biometric Login



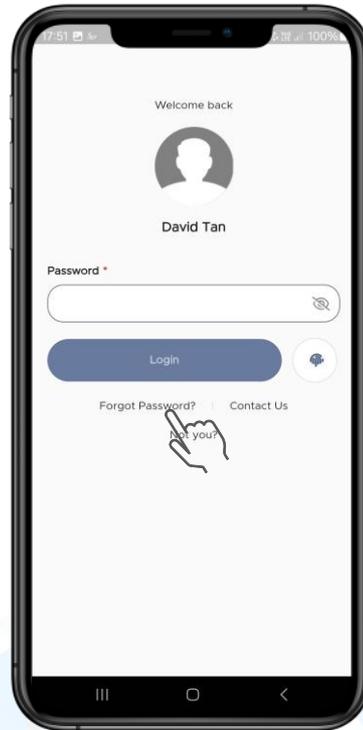
Access the "Account" menu by tapping the icon on the navigation bar.

### **Biometric Login**

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



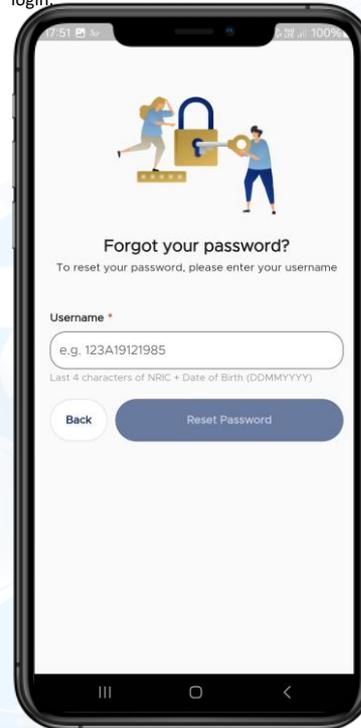
## 34 | Password Reset



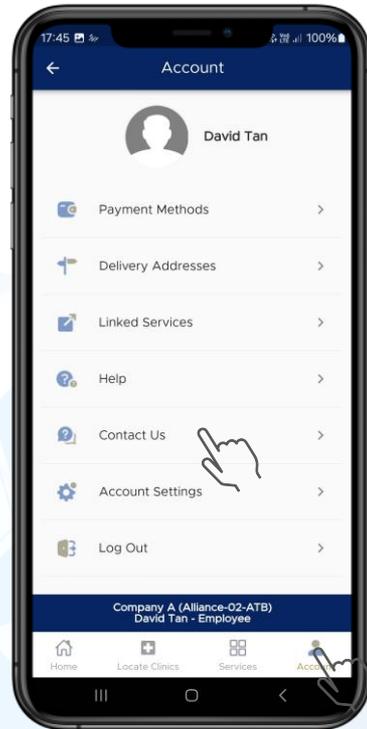
If you forget your password, you can reset it by tapping the [**Forgot Password**] button at the login page.

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

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



## 35 | Contact Us



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

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



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

