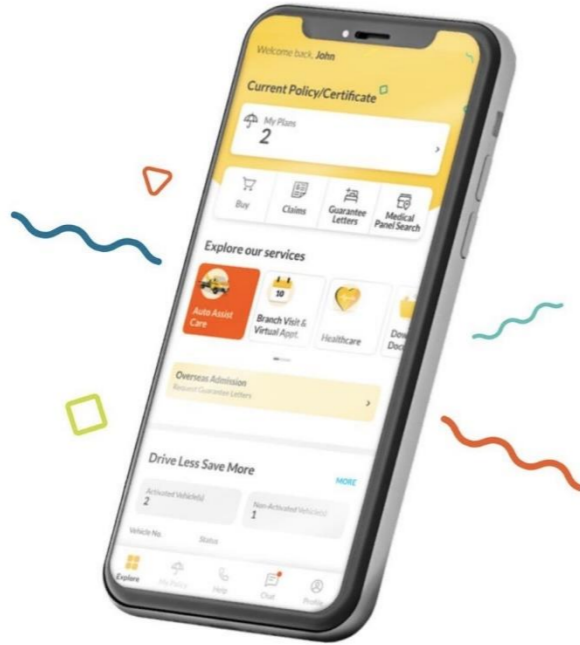


# eTiQa+ Mobile App & Admission to Panel Hospital



## Welcome to Etiqua+

Featuring a cool new look and improved convenient features to provide you with an even better experience.



 **Request Outpatient GL** >

 **View Guarantee Letter** >



View All Claims



Big Pharmacy



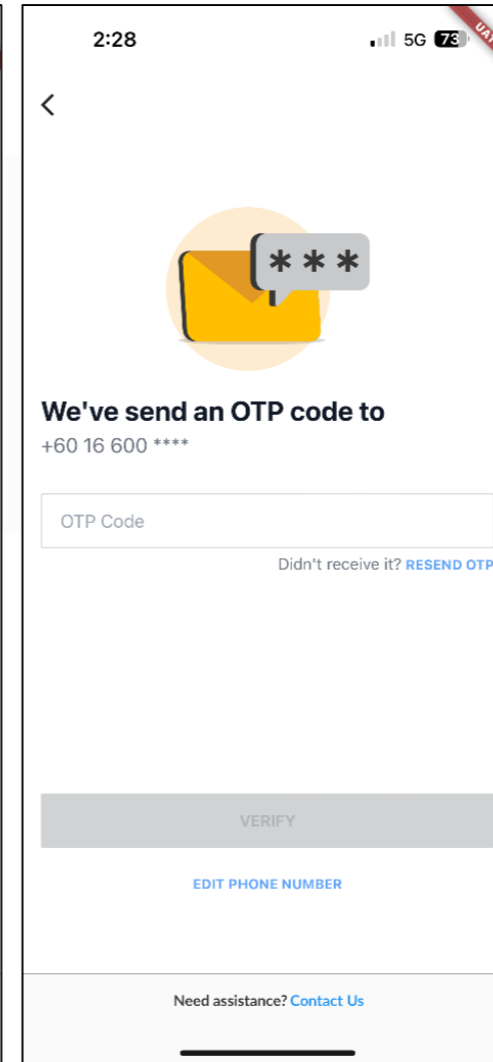
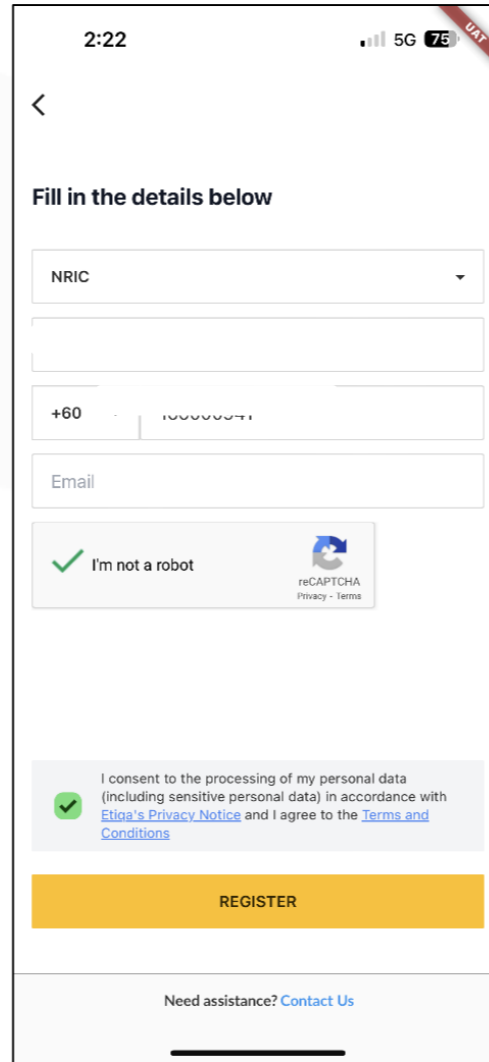
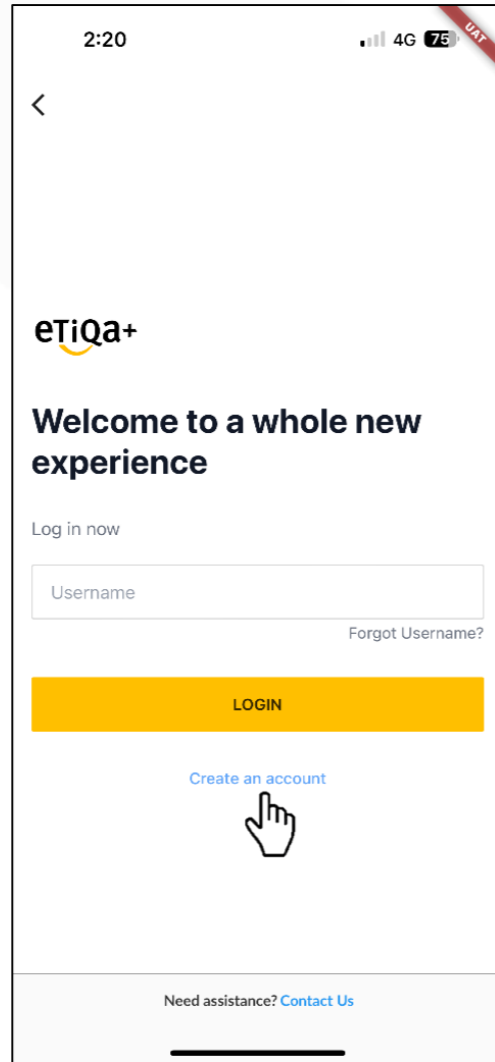
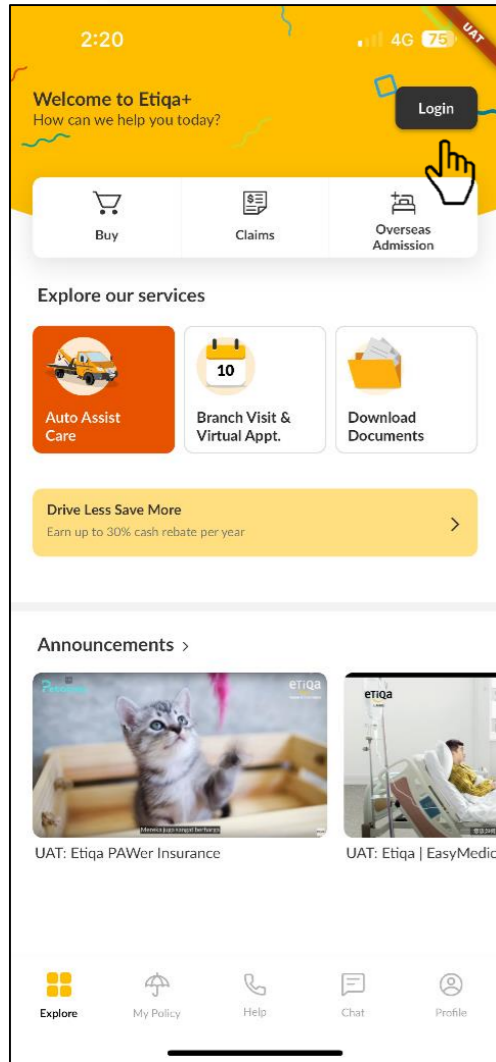
Medical Panel Search



DoctorOnCall

# Step 1

- Download the eTiQA+ from the App Store, Play Store, or Huawei App Gallery.
- In order to Log in or Sign Up, you may tap on Login.
- It will direct you to the Login page
- If you are a first-time user, you are required to tap on **Create an account**.



## Step 2

- You may setup your new login credentials, such as username, password, and secret word
- Thereafter login to your email for verification
- You may then login eTiQa+ using your username and password

2:43  
TestFlight

### Setup your new login credentials

User1

Username requirement:  
✓ All username requirement met

.....

Password requirement:  
✓ All password requirement met

SecretWord will appear during login. This will help you to identify if the account is belongs to you.


Etiqua

5(Maximum 20 Characters)

**CONFIRM**

Need assistance? [Contact Us](#)

2:44  
TestFlight



### Account created.

### Verify your email or log in now

A verification link has been sent to @gmail.com>

**LOGIN**

Need assistance? [Contact Us](#)

2:44  
Etiqua

Etiqua+ App Verification Email

Etiqua Smile Support 2:44 PM

You're almost ready for a whole new experience

Click the link below to verify your email address.

**Verify Now**

For any enquiries, please email us [smilesupport@etiqua.com.my](mailto:smilesupport@etiqua.com.my) or call 1-300-13-888

\*\* This is a system generated email. Please do not reply. \*\*

Reply Forward

2:44  
Gmail

**eTiQa+**

### Welcome to a whole new experience

Log in now

UserTest1

Forgot Username?

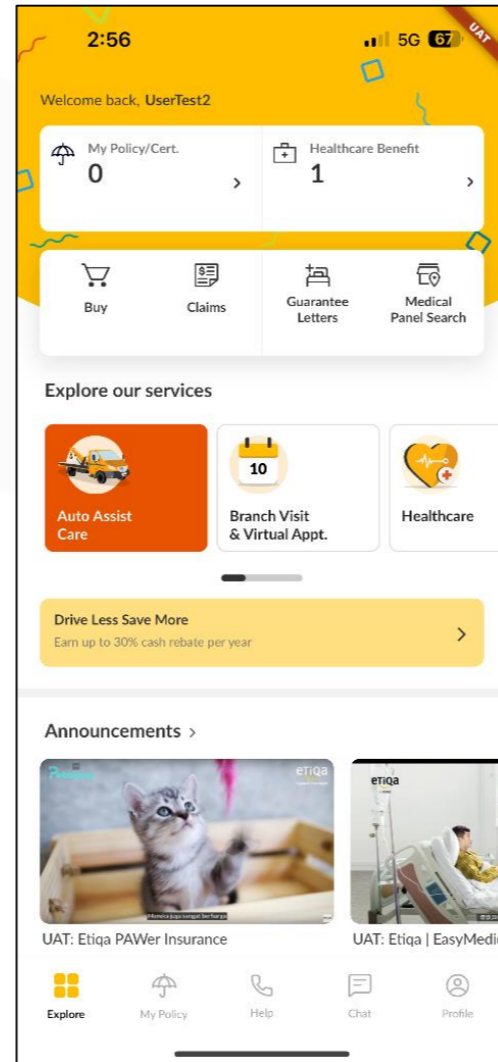
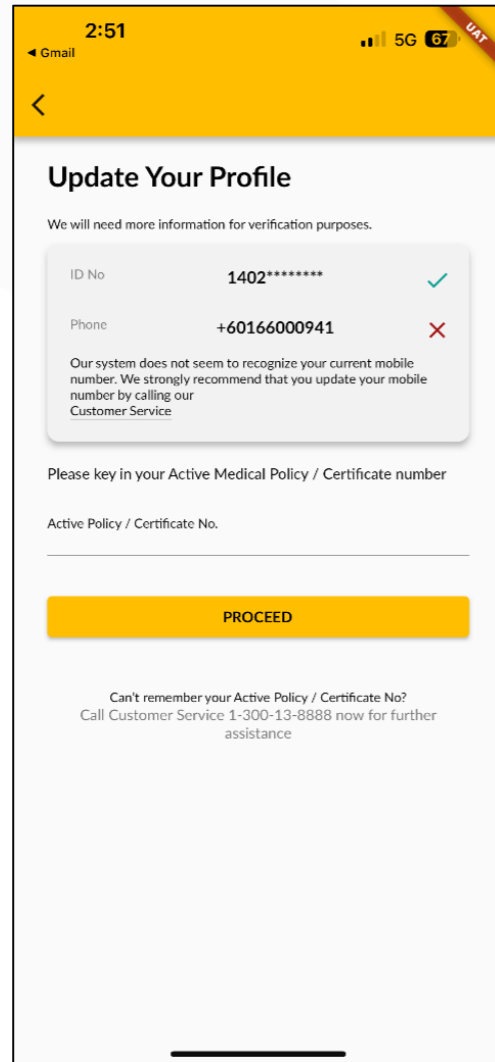
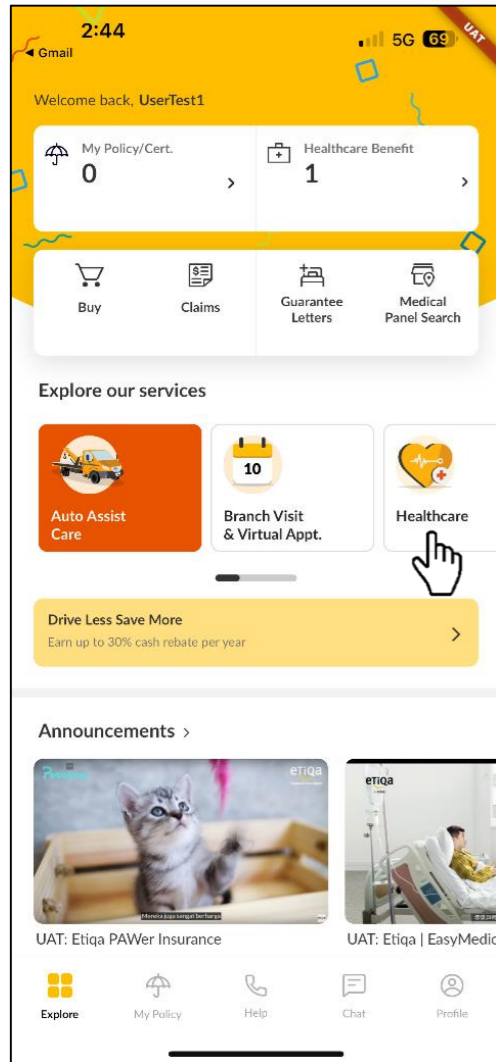
**LOGIN**

[Create an account](#)

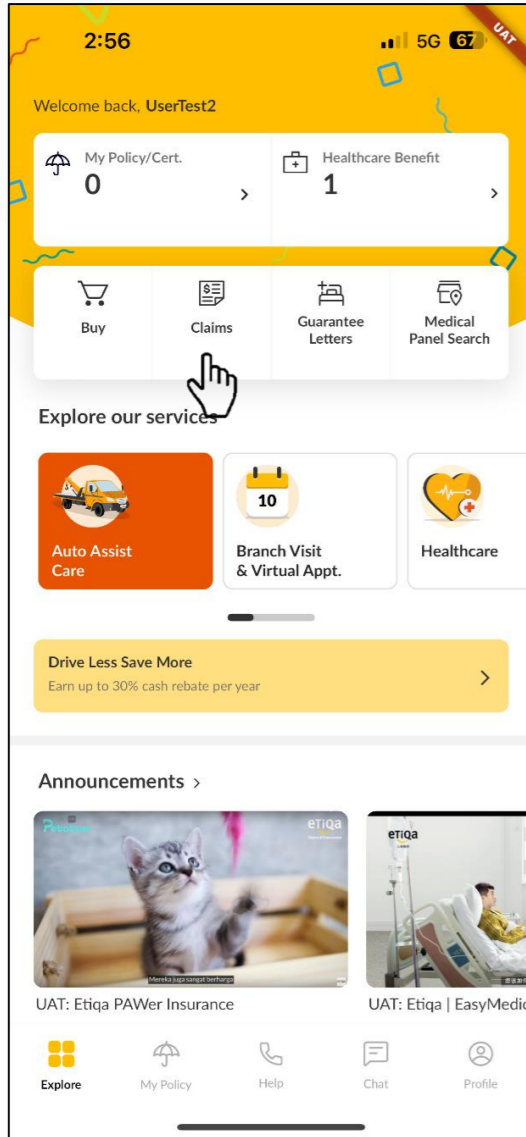
Need assistance? [Contact Us](#)

# Step 3

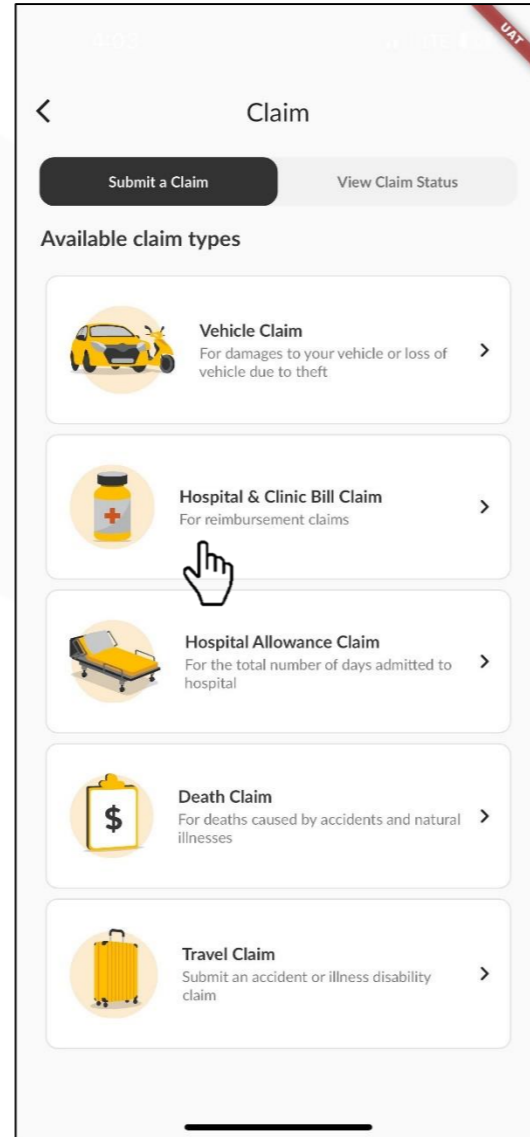
- Click on Healthcare
- Key in your Policy/Contract No
- Upon validation, you will be able to access Healthcare Module



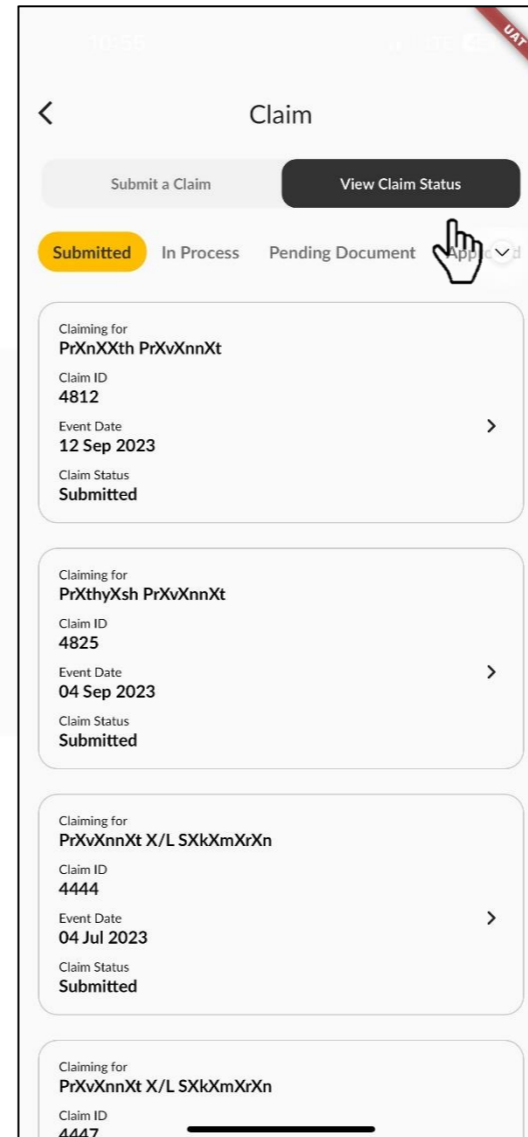
# Navigating the eTiQa+ for Healthcare Users



Click **Claims** for claim submission



Click to submit medical claim/ Government Hospital Cash Allowance

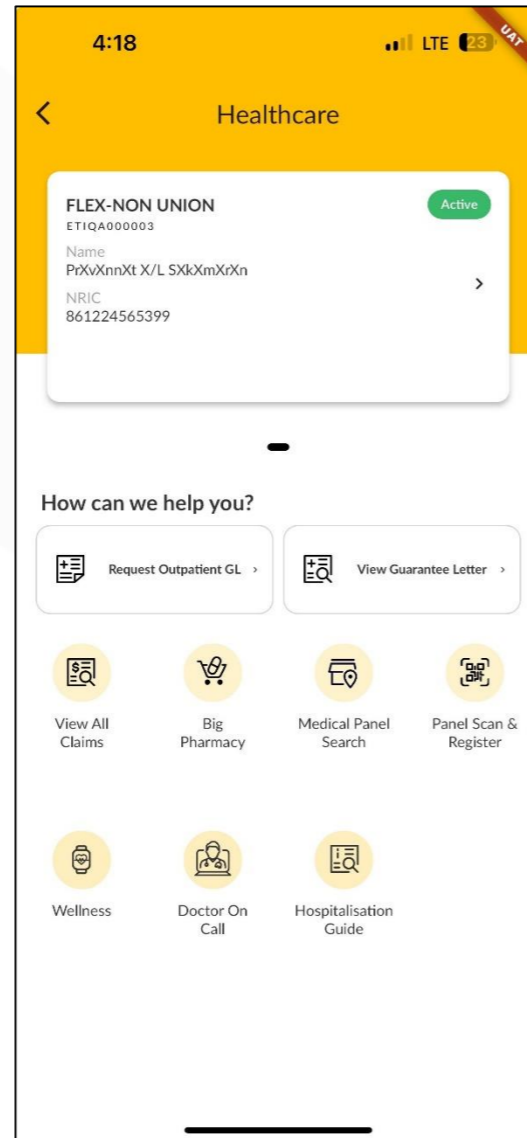
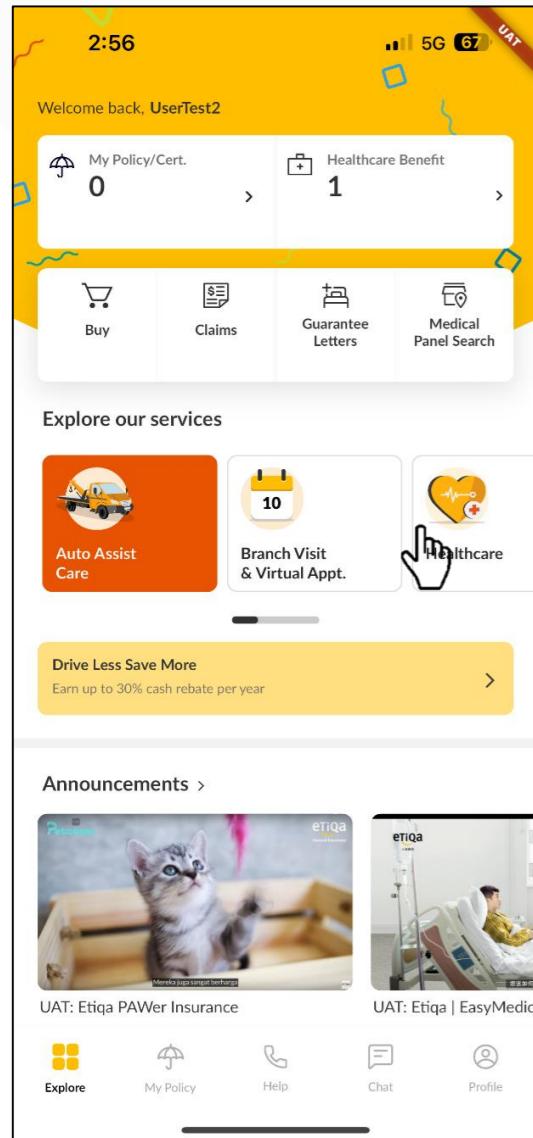


Click to view Claim Submission Status

Member to submit the following documents via eTiQa+ within 30 days from discharge date:  
Completed Medical Claim Form

- Original Bill(s) (with complete medication breakdown if the bill is above RM 500)
- Original Receipt(s) - *Indicate Submitted to Etiqa in Blue Pen*
- Complete statement of Medical Examiner (Medical Report)
- All Investigation Report(s) (e.g lab report, x-ray, MRI) if any
- Copy of NRIC

# Navigating the eTiQa+ for Healthcare Users



- View covered member's (including dependents if covered) Annual Limit & Room Entitlement
- Request Outpatient GL
- View real-time Guarantee Letter (GL) status
- Navigate nearest Panel Providers
- Get Long Term Medication delivered to your doorstep from Big Pharmacy
- Get Consultation via DoctorOnCall from a GP Doctor

# Outpatient Coverage at Panel GP Clinic



Member goes to  
Panel Clinic

**Download eTiQa+  
App to navigate to the  
nearest Panel Clinic**

- Present NRIC and inform clinic covered by Etiqa
- Clinic to register patient & verify membership status on Etiqa's Portal.
- Proceed for treatment if member is active & if balance is sufficient.



- ✓ NRIC Verification is **MANDATORY**. Member to pay and claim if unable to produce NRIC.
- ✓ Non-Panel GP Clinic Visit only payable for Emergency Cases only.
- ✓ If the condition cannot be treated by the GP doctor, upon the Doctor's discretion a referral letter is to be given to seek specialist treatment.
- ✓ Coverage for specialist treatment is subject to the eligible coverage of the member.





# Outpatient Coverage at Panel Specialist

- ✓ Obtains referral letter from Panel Clinic for First Time visit to Specialist
- ✓ Calls Hospital to fix appointment/ go straight to hospital



Member goes to Panel Hospital



**Download eTiQa+ App to navigate to the nearest Panel Hospital**

At the hospital, member informs he/she is covered by Etiqa & present:

- 1) NRIC/Passport
- 2) Referral Letter
- 3) Copy of GL or show GL from SMILE App. (Hospital can download the GL from Hospital's Portal)



Patient to proceed to Specialist Clinic for treatment

- ✓ *Referral Letter from Panel Clinic is valid for ONE month only.*
- ✓ *Each GL is valid for ONE visit to the specialist only.*
- ✓ *GL will not be issued for direct access to Hospital Emergency (A & E). Member to pay and submit claim for reimbursement consideration.*
- ✓ *Follow up GL can be requested via Smile App by attaching your appointment card.*
- ✓ *A new referral letter is required for visit to specialist if the last follow up exceeds 3 months.*
- ✓ *Take home medication is limited up to 1 month only for each visit.*

# Admission Guarantee Letter (GL) process



Member goes to Panel Hospital.

**Download eTiQa+ App to navigate to the nearest Panel Hospital**



At admission counter, member informs he/she is covered by Etiqa & present:

- 1) NRIC/Passport
- 2) Sign on Guarantee Letter (GL) request form
- 3) Pay admission deposit if required by hospital

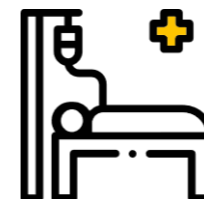


Hospital will process the Admission Guarantee Letter (IGL) request and upload the request to Etiqa Healthcare (EHC) via Etiqa's Provider Portal once doctor have filled up the GL request form.

- ✓ EHC will check validity of the policy/ certificate, medical condition and policy/ certificate terms and conditions.
- ✓ EHC to issue the admission GL (IGL), if case is coverable **within 30 minutes** upon receiving complete documents.
- ✓ If the case is not coverable, a Decline Guarantee Letter will be issued. Member to pay and file the claim for reimbursement consideration.
- ✓ Hospital will be able to track GL status and download GL from the Provider Portal.



Member to proceed with admission.



# Discharge Guarantee Letter (GL) process



Member fit for discharge.

Hospital will process the Final Guarantee Letter (FGL) request and upload the request to Etiqa Healthcare (EHC) via Etiqa's Provider Portal once the below documents are ready:-

- ✓ Final bill
- ✓ All investigation reports
- ✓ Final Diagnosis



- ✓ Upon receiving the FGL Request, EHC to review/assess final bill and issue Final GL (FGL) **within 45 minutes** upon receiving complete documents.
- ✓ FGL issued will state the covered/ non -covered amount which need to be borne by member.
- ✓ Hospital will be able to track GL status and download GL from the Provider Portal.

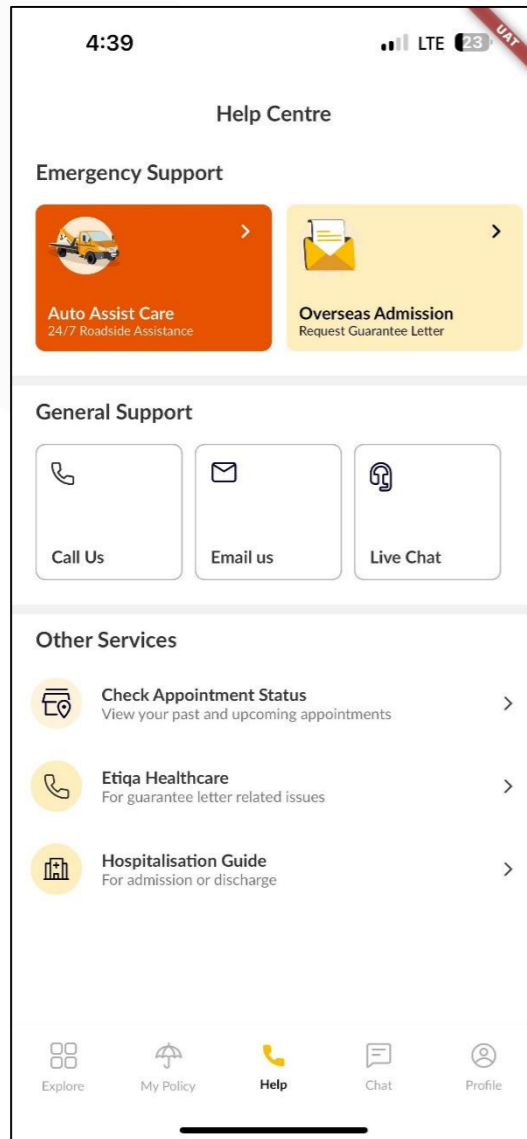


Any non-covered amount will be deducted from the admission deposit paid.



Member can be discharged home.

# Technical Support and 24 Hours Call Center



Any enquiry on eTiQa+  
[etiqamysupport@etiqa.com.my](mailto:etiqamysupport@etiqa.com.my)

**Etiqa Healthcare**  
**1800 88 9998**  
[etiqahealthcare@etiqa.com.my](mailto:etiqahealthcare@etiqa.com.my)  
\* for Guarantee Letter (GL) request only

**Thank You**

