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My Claims

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My Policy

INSURANCE

John Doe

Insurance of

Find Medical Facility

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My E-card

INSURED MEMBER'S GUIDE

GlobeMed FIT Mobile App



Redesigned With You in Mind

GlobeMed FIT Mobile app is our self-service health insurance app and digital wellness tool. It allows your insured members to manage their insurance online, anytime, anywhere!

- Insured members can manage their claims and those of their dependents including reimbursement, chronic prescription refills, and pre-approval requests.
- Use the e-card.
- Locate the nearest healthcare provider within the network.
- Access policy details, and much more.

Furthermore, the app effectively supports users in their health journey offering Health, Fitness, and Nutrition modules.



SCAN QR CODE TO DOWNLOAD THE APP STRAIGHT TO YOUR DEVICE.







A. Sign-up to the Insurance Section

Your country will be automatically set based on your geo location, if not select it manually.

1. Fill in your National ID or Insurance Number in the required field. Then, enter your year of birth, and select your preferred verification method either **by SMS or email.**

2. Next, you will need to enter your mobile number or email in the required field to request the verification code.

3. Once received, enter it and press continue to choose your new password.

4. When you complete signing up, you will get the message "Your account has been successfully created. Please sign in to continue." Click on OK to sign in.

If you already have an account, select "Sign In" or choose "Sign Up" to create a new account. Sign In Sign Up	If you already have an account, select "Sign In" or choose "Sign Up" to create a new account. Sign In Sign Up	If you already have an account, select "Sign In" or choose "Sign Up" to create a new account.
WELCOME	GloberMed Qatar	GlobeMed Qatar V Insurance Number or National ID Enter Your Year of Birth
Powered by	GlobeMed Datar	Please choose your verification method below:
(internet)	GlobeMed Egypt GlobeMed Jordan	Email SMS
GIODEMEd	GlobeMed Palestine GlobeMed Kuwait	

B. Sign-in to the Insurance Section

Your country will be automatically set based on your geo location, if not select it manually.

- 1. Fill in your National ID or Insurance Number in the required field. Then, enter your password.
- 2. Existing users who were already signed up on our previous app version will need to insert their mobile number to validate their account, upon the first sign in only.

Once the verification code is received enter it to sign in.

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Biometric Authentication

The optional biometric identification feature is available as an additional security layer. You can turn this feature on and off by switching the slider on your sign-in screen.

The biometric identification allows you to secure your account using your device's biometric authentication methods, such as face ID, fingerprint or passcode. With this feature enabled, you'll be prompted to verify your identity each time you close the app and open it again. If the verification is successful, you'll be directed to the home page. If not, you'll be redirected to the Login screen. If you wish to turn off this feature after having it enabled, all you have to is log-out and then keep it turned off at sign-in screen.



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C. Reset your password

Your country will be automatically set based on your geo location, if not select it manually. Click on the reset password button and fill in your National ID or Insurance Number in the required field. Then, choose the previously selected channel at sign up either **by SMS or email.** Afterwards, enter your mobile number or email to receive verification code. Once received, enter it and press continue to choose your new password which must contain at least 8 characters and 1 upper case letter and must not exceed 15 characters.



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D. Manage Your Account

1. Notifications:

Click on the Bell Icon to check your notifications.

2. Call Center:

Click on the Call Icon to reach our call center.

3. Settings:

Click on the Gear lcon to manage your settings which iclude your profile, switch user, request to delete your account and logout.

4. Language:

Click on the AR Icon to switch into Arabic.



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E. Manage Your Family's Insurance

To manage your dependents, you should:

- 1. Click "Swipe to switch users".
- 2. Enter your own password in the password field.
- 3. You will then be able to navigate through users by simply swiping to the right in the main screen.





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Find My Medical Facility

Select "Find my Medical Facility". You have three options to find your preferred medical facility:

- Select the type of facility you are looking for from the available options such as hospital or clinic. You can check their location directly on the map or you can click on "List View" to check their contact details and locate how far the facility is from your current location. You can at all times switch to "Map View" to return to the map.
- 2. You can search by healthcare provider name using the search bar to get their location or their details on the map.



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3. Click Advanced Search to locate and get healthcare provider details by region, territory, city, and type such as hospital or clinic.



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My Claims

- Click My Claims and choose the action you want to take, either "Make a Claim", "Track a Claim" or "My Claims History"

When clicking "Make a Claim", you will get the following types of claims:

- 1. Request Reimbursement.
- 2. Request Pre-Approval.
- 3. Request Medication Refill (chronic).

Kindly keep the original supporting documents of your claim and submit them to your insurance company.



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Example for Filing a "Request Reimbursement"

- Click on "request reimbursement".
- Choose the medical service type (Ambulatory, Inpatient, Optical, Prescription Medicine, Dental, Doctors Visit).
- Choose a date Attach photos of the mandatory documents marked with an asterix
- To delete an uploaded pic, click on the "X" sign in the upper right corner of the pic (marked with a small red frame).
- Add any remarks you have (optional).
- Click "Submit" and you will get an email notification sent to your registered email account with your claim reference number.

< REQUEST REIMBURSEMENT	< REQUEST REIMBURSEMENT
Fill in the required fields below	
What type of medical service did you receive?	A copy of your original receipt*
Please select a service	
When did you receive the service?	
Please select a date	A copy of your identity card/passport*
How much did the service cost you?	
Add the amount	A copy of your test results (Optional)
Is there anything else you would like us to know? Please enter your comments here	
	A copy of any other documents (Optional)
Please attach the required documents below:	
A copy or your medical report.	*Mandatory documents

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Tracking Submitted Claims

- Click "Track Claim" in the insurance home page.
- Choose your claim type by expanding the category.
- Check your status (e.g. approved, rejected..). In case your claim was rejected, you will be able to view an explanation for your benefits detailing why your claim was rejected.



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OUT		
08 Apr,	2022 - QAR 13.65	>
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OUT		
02 Mar,	2022 - 0	>
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#5405	683	Rejected
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Edit Claim

- In case supporting documents are missing or you need other documents, you will receive a notification from GlobeMed to edit your claim. Click on the Bell marked with the red exclamation mark, to check what's needed.
- You now can edit your claim directly from the "Track a Claim" section. Click on the red icon on top of the attached document to see what was the reason of rejection and replace or retake the a photo of the attached as requested in the notification.





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My Claims History

Select "My Claims History" to get a record of your insurance policy usage.



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My Policy

Select Policy Limitation to get a record of your insurance policy financial limitation.



Remaining Limit & Benefits Details

Select Coverage Description for full details of your insurance policy benefits, limitations and exclusions.





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Member's Guide

Select Member's guide for all details related to managing your insurance e.g. insurance card details, documents required by insurance company, FAQ...etc.

Forms and Manuals

In this section, you will be able to view and download any documents shared by GlobeMed and watch videos directly from the app.



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My E-Card

Instead of using your physical card, you can use the e-card for eligibility at healthcare providers. All you have to do is click on "request a code" to receive a 5 digit code. Share the code with your healthcare provider

*Code will expire in 3 minutes

*This feature is optional, you can use your actual insurance card if you wish to do so



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