eTiQa+ Mobile App
&
Admission to Panel Hospital
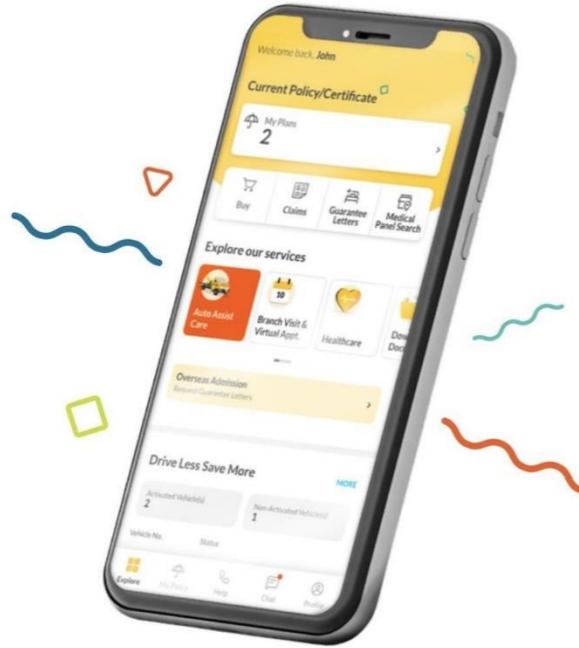
Welcome to Etiqa+

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

GET IT ON Google Play

Download on the App Store

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- **View Annual Limit & Room Entitlement**

- **Locate Panel Hospitals**

- **Real-time Guarantee Letter (GL) Status**

- **Submission of Reimbursement Claims**

- **View GL & Claims Records**

- **View Admission & Discharge Process Guide**

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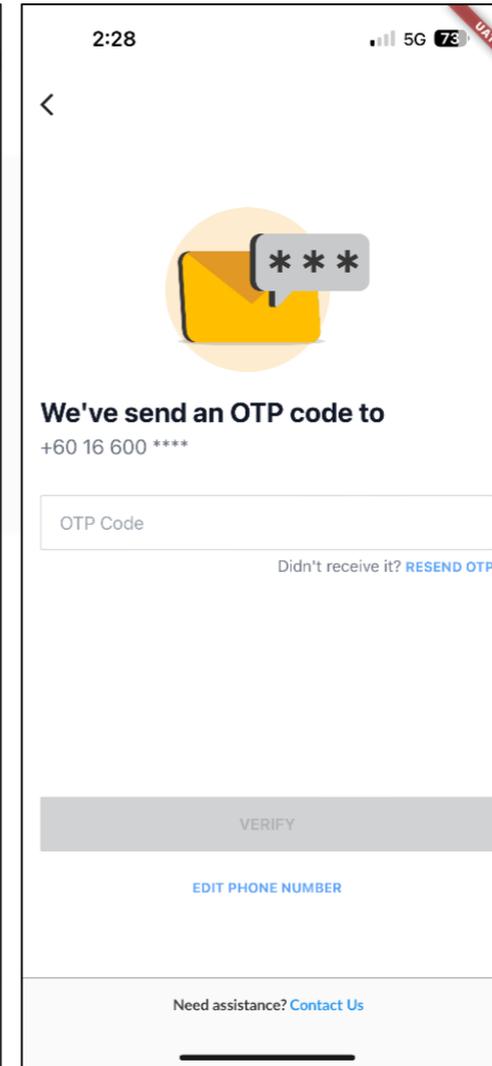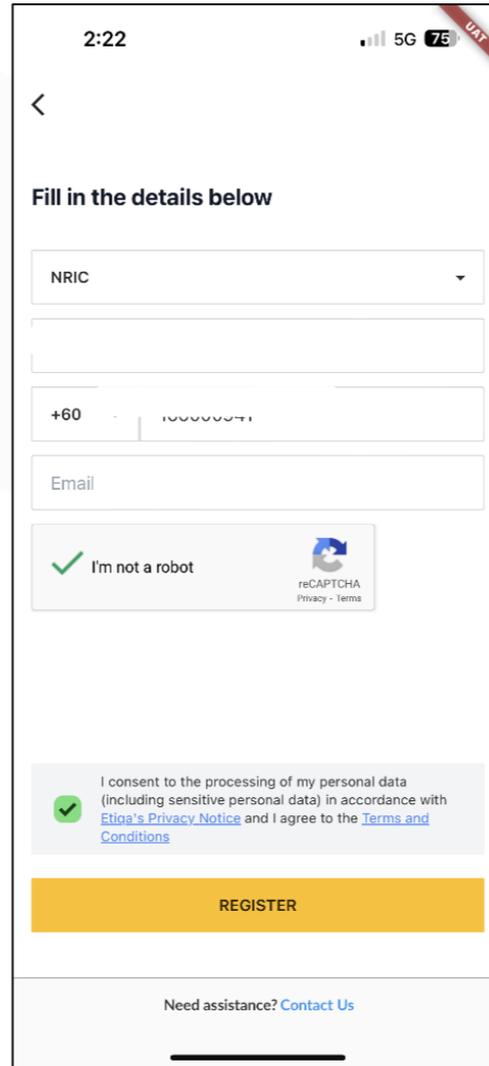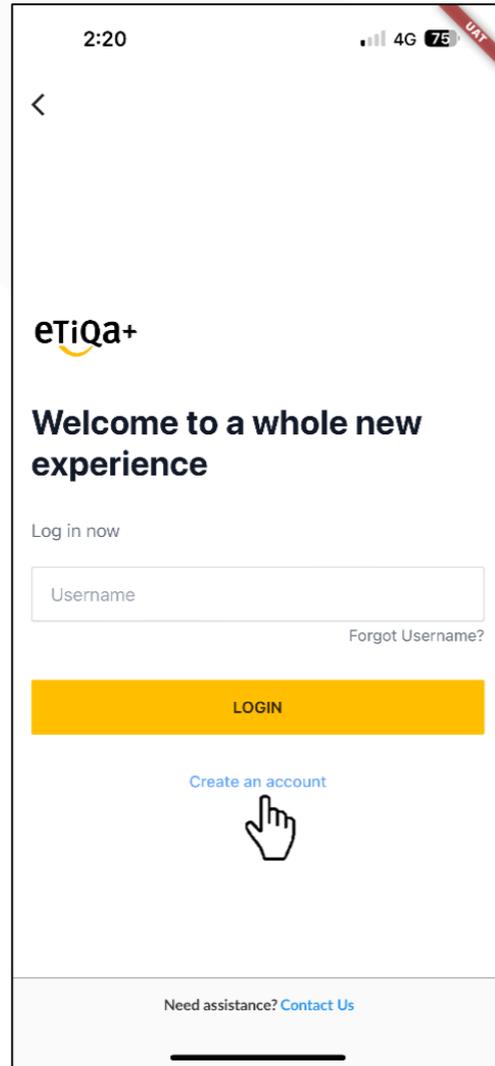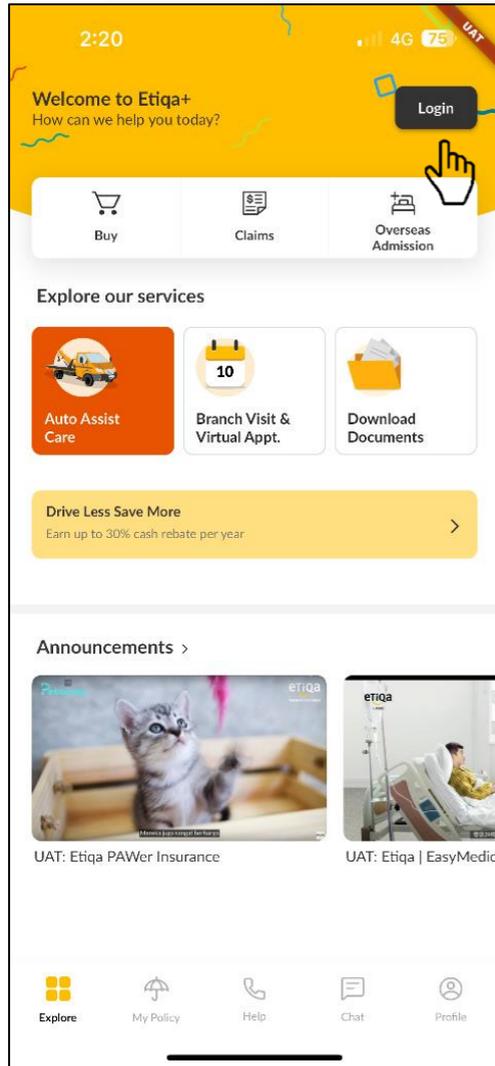
- You may setup your new login credentials, such as username, password, and secret word
- Thereafter login to your email for verification
- You may then login eTiQa+ using your username and password

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.

Etiqa

5(Maximum 20 Characters)

CONFIRM

Need assistance? Contact Us

Account created.
Verify your email or log in now

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

LOGIN

Need assistance? Contact Us

Etiqa+ App Verification Email ▶ Inbox ☆

S Etiqa Smile Support 2:44 PM
to me

Etiqa+ App

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@etiqa.com.my or call 1-300-13-888

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

← Reply   → Forward

Need assistance? Contact Us

eTiQa+

Welcome to a whole new experience

Log in now

UserTest1

Forgot Username?

LOGIN

Create an account

Need assistance? Contact Us

- Click on Healthcare
- Key in your Policy/Contract No
- Upon validation, you will be able to access Healthcare Module
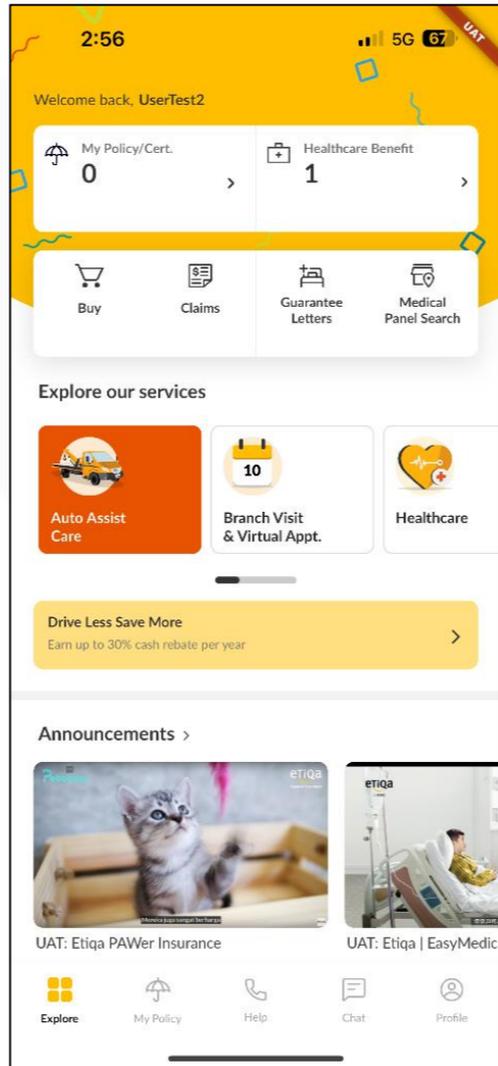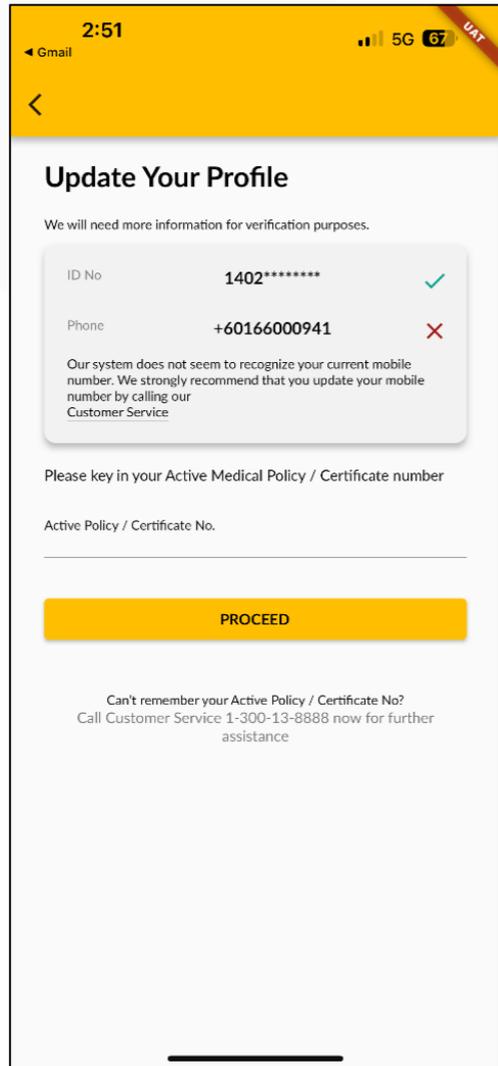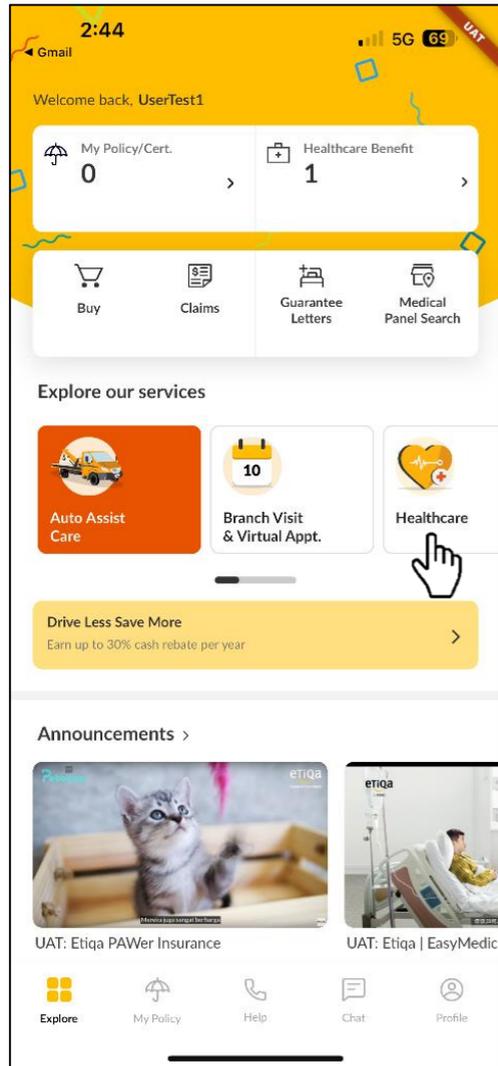
Navigating the eTiQa+ for Healthcare Users
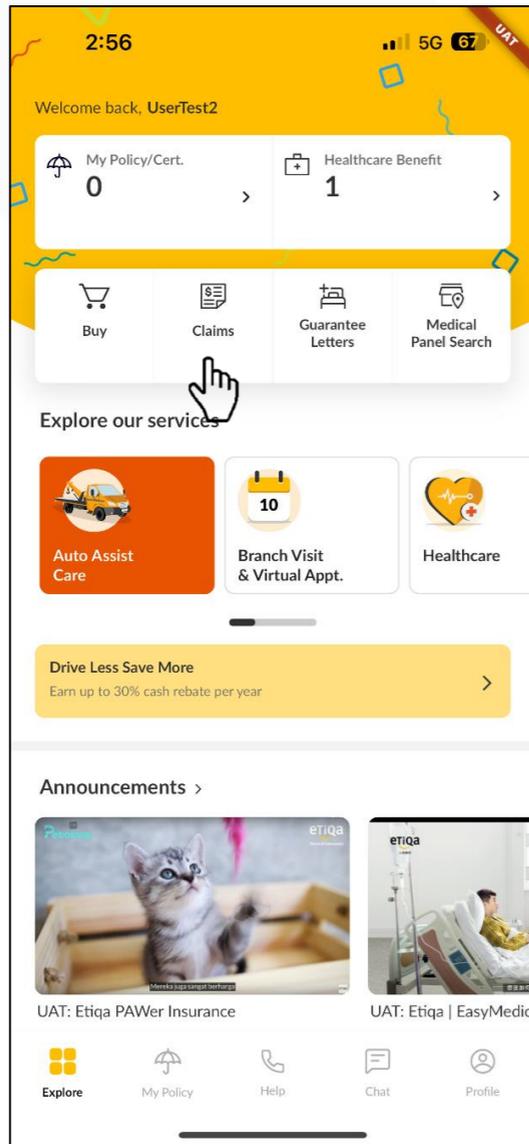
Click **Claims** for claim submission
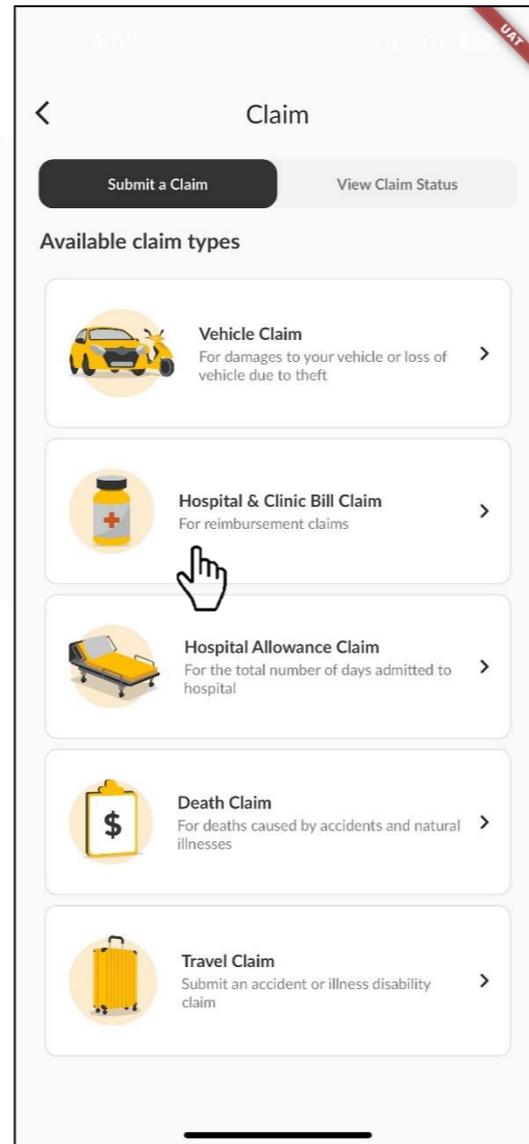
Click to submit medical claim/ Government Hospital Cash Allowance
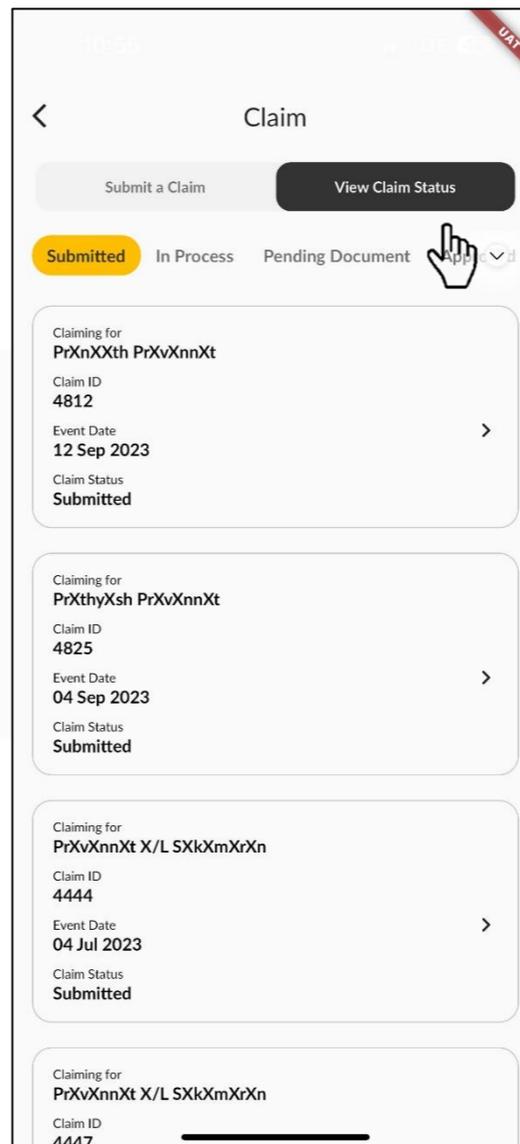
Click to view Claim Submission Status

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
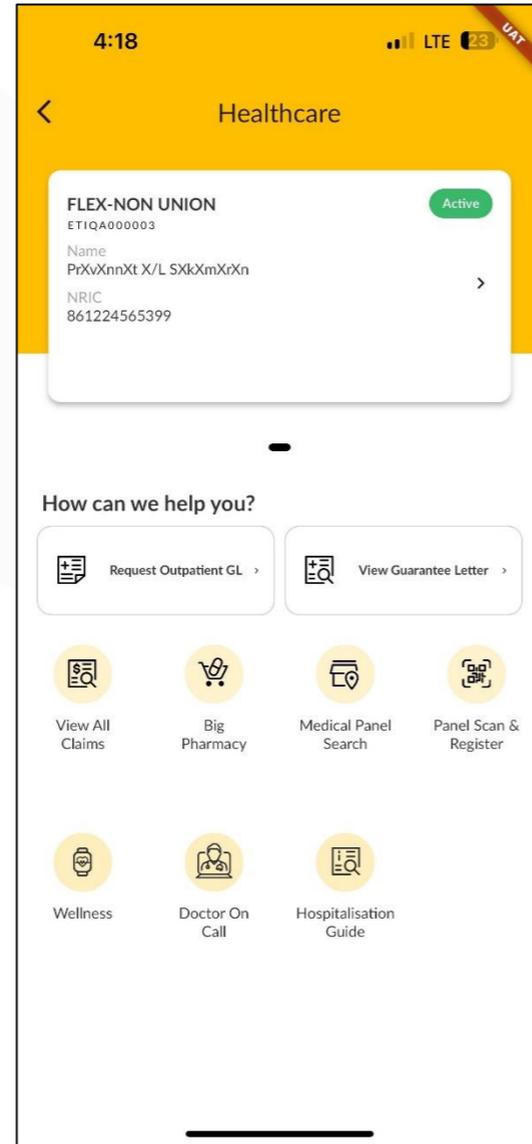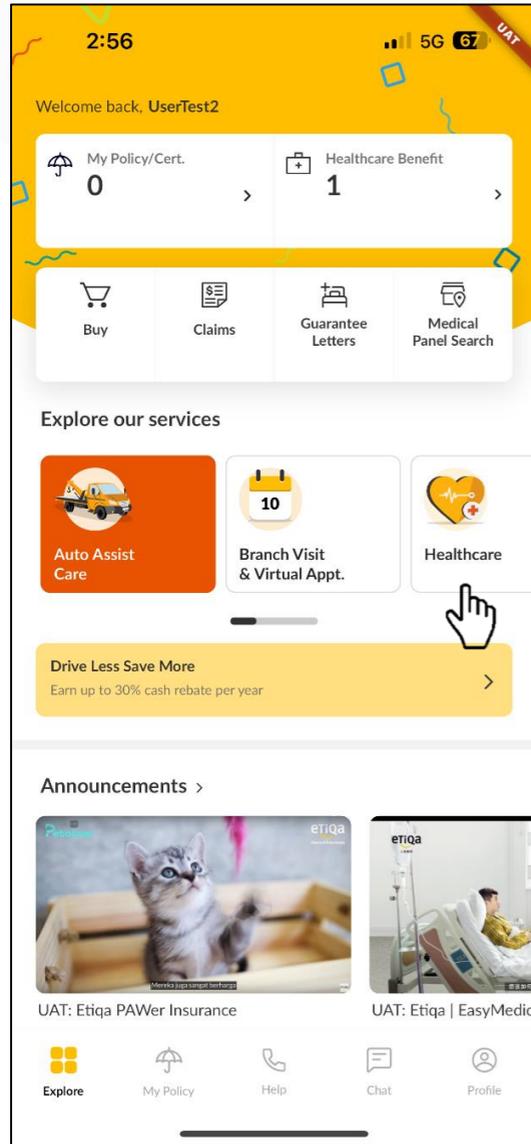
- Click to view covered member's (including dependents if covered) Annual Limit & Room Entitlement
- Click to view real-time Guarantee Letter (GL) status
- Click to navigate nearest Panel Providers

Admission Guarantee Letter (GL) process

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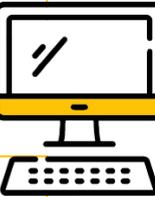
Any non-covered amount will be deducted from the admission deposit paid.

Member can be discharged home.

Technical Support and 24 Hours Call Center
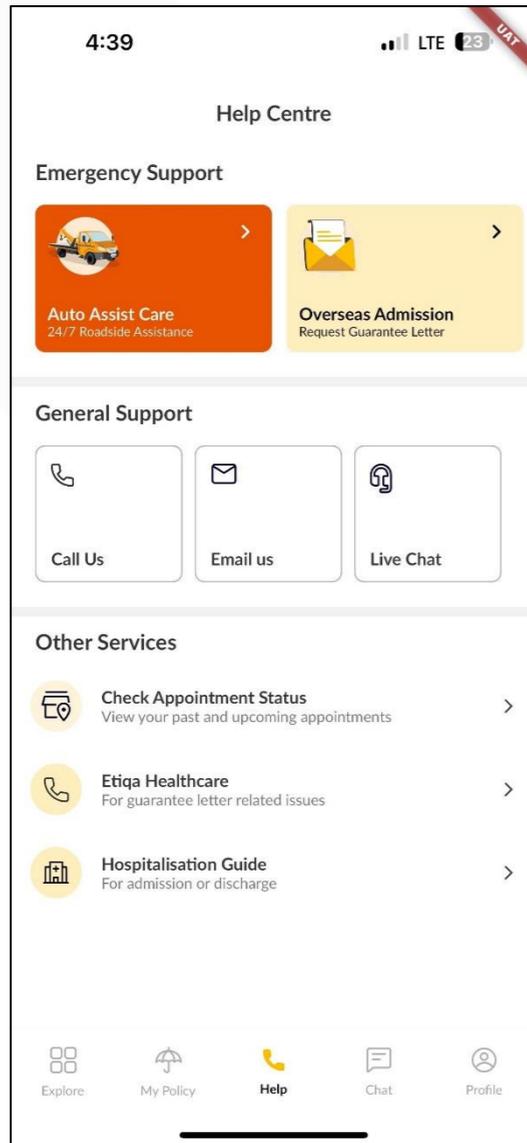
Any enquiry on eTiQa+
etiqamysupport@etiqa.com.my

Etiqa Healthcare
1800 88 9998
etiqahealthcare@etiqa.com.my

* for Guarantee Letter (GL) request only

Thank You