

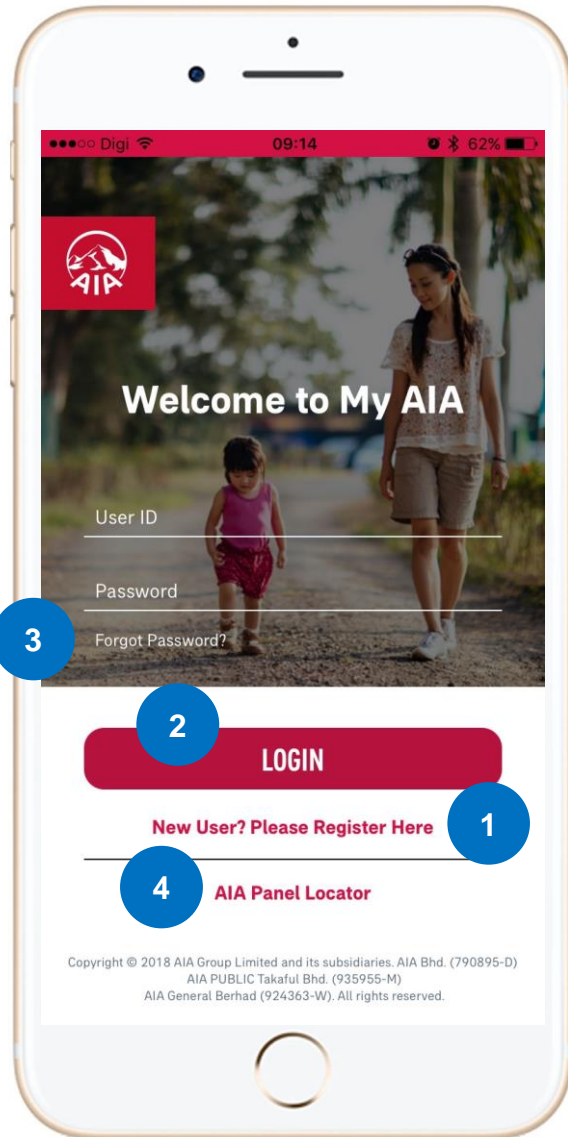


User Guide My AIA Mobile Application

Jan 2020



Login Step by Step



1

To get started members must can registered at aia.com.my for their My AIA account or click on the “New User” section to proceed with the registration steps

2

If you already have an My AIA account please key-in your valid user ID and password

3

If you cant remember your password, you may reset it by tapping the “Forget Password” button

4

If not logging into the app, anyone can access and search for AIA panel medical providers

Operating Software compatibility:
iOS – version 11 and above
Android – version 6 and above

Login Step by Step

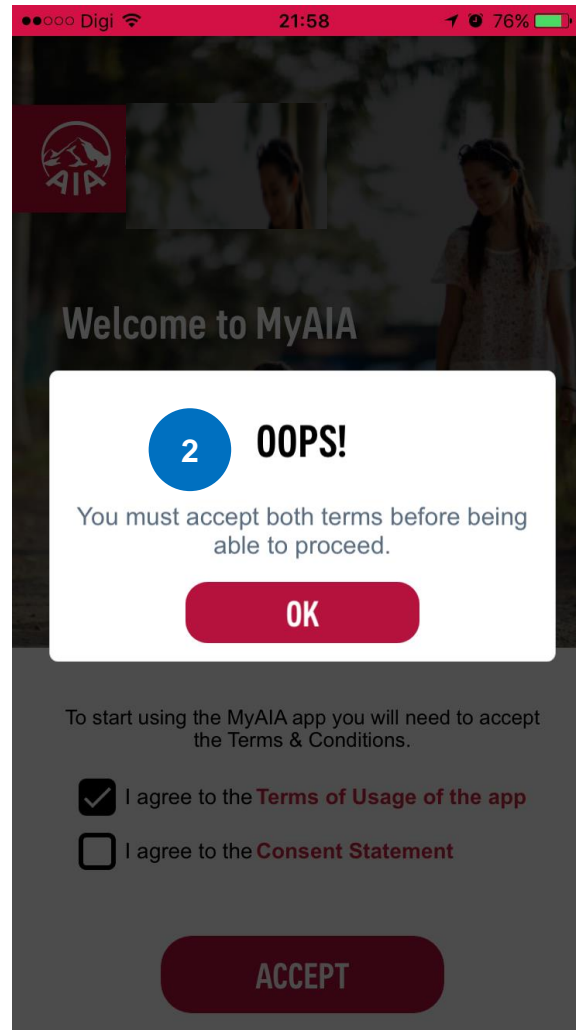


To start using the MyAIA app you will need to accept the Terms & Conditions.

1

- ☐ I agree to the **Terms of Usage of the app**
- ☐ I agree to the **Consent Statement**

ACCEPT



To start using the MyAIA app you will need to accept the Terms & Conditions.

- ☒ I agree to the **Terms of Usage of the app**
- ☐ I agree to the **Consent Statement**

ACCEPT

1

To begin members will need to accept the below terms. Please read them carefully.

2

You may only proceed once both the checkboxes for “Terms of Usage” and “Consent Statement” have been accepted.

Login Step by Step



1

You are required to input the 6 digit verification code in order to proceed.

*Should the member receive Server Error please head to aia.com.my to update their profile with the latest mobile number

A smartphone screen displaying the 'MY AIA' app activation interface. The status bar at the top shows 'Digi' as the carrier, the time '09:15', and a battery level of '62%'. The app's header is a red bar with 'MY AIA' in white. The main title is 'APP ACTIVATION' in bold black text. Below it, a message states: 'A 6-digit verification code has been sent to your phone number'. A prompt asks the user to 'Please enter the 6-digit code in the field below and tap 'Next' to activate the app.' There is a text input field with a blue circle containing the number '1' to its left and the placeholder text 'Enter 6-digit verification code'. Below the input field is a red link that says 'Resend Verification Code'. At the bottom, a message states 'You can re-send the code after 3 minutes.' and there is a dark blue button labeled 'CANCEL'.

Login Step by Step



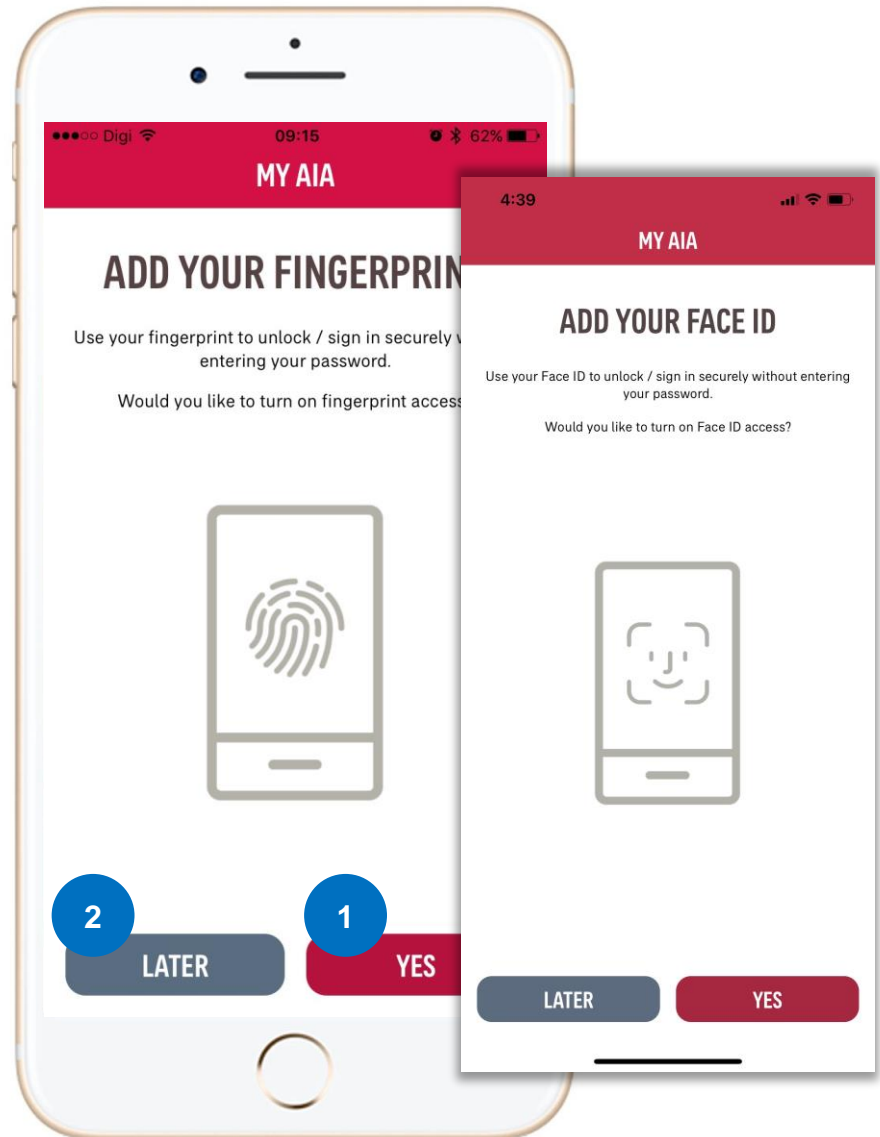
1

For quicker login you can enroll and use your smartphone's biometric login instead of keying in their user ID and password.

2

You may skip this step and perform it later within the app settings.

iOS – depending on phone model : fingerprint & face recognition
Android – fingerprint & pin no



Login Step by Step



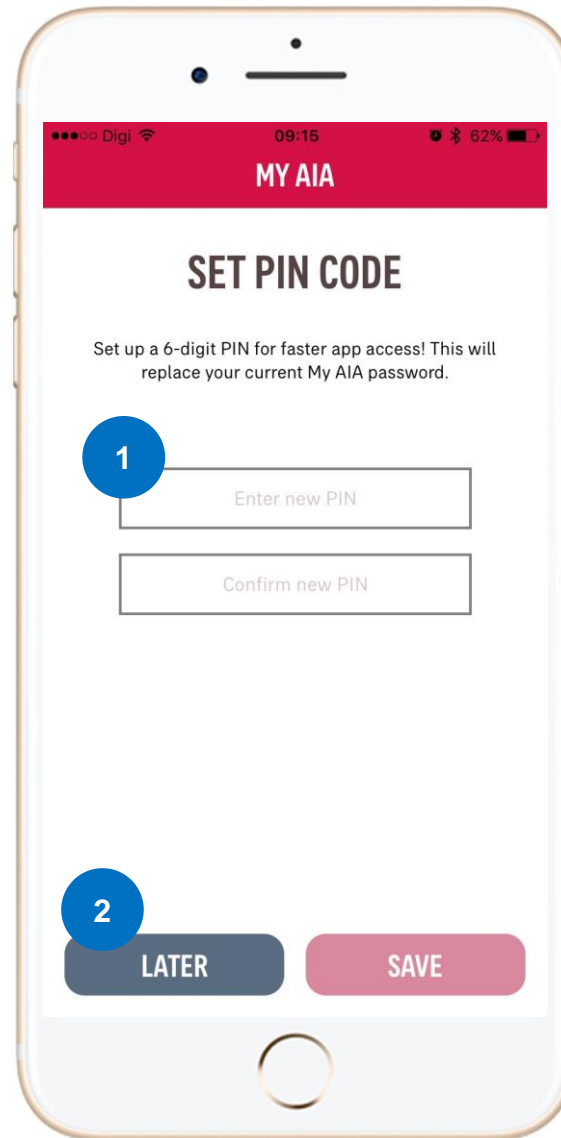
1

If your smartphone does not have biometric features you can proceed to input a 6 digit pin instead of keying in their user ID and password.

2

You may skip this step and perform it later within the app settings.

iOS – depending on phone model : fingerprint & face recognition
Android – fingerprint & pin no



Pre-register visit Step by Step



1

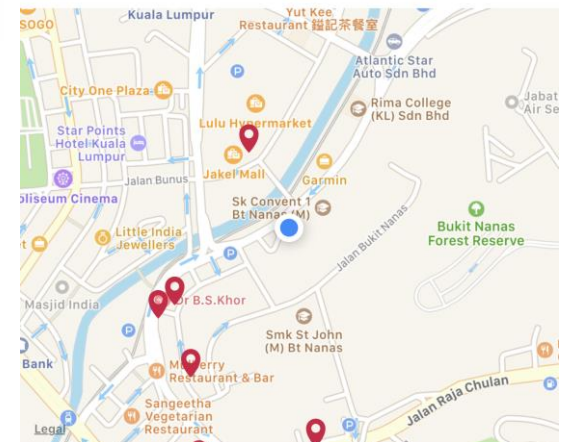
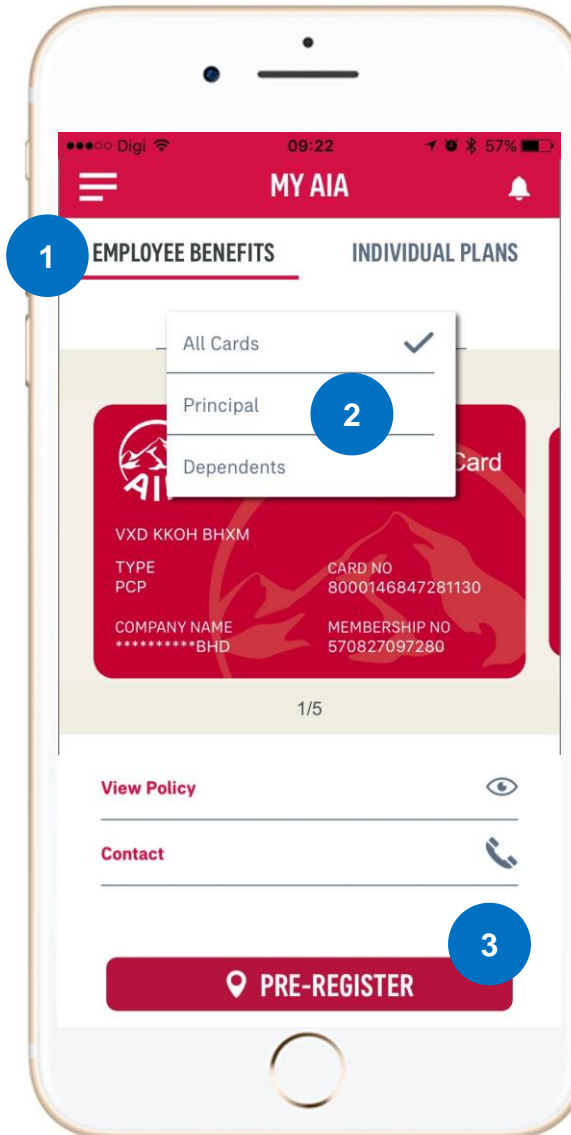
You can switch between your Employee Benefits policies and A-health Plus policies by tapping the relevant tab

2

You can filter the medical cards by principal or dependents by selecting the drop down filter list

3

To start a visit to clinic/hospital member should start by tapping on the following button.

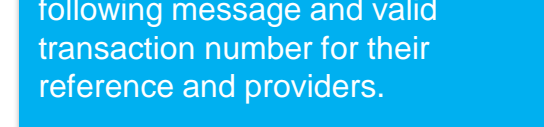
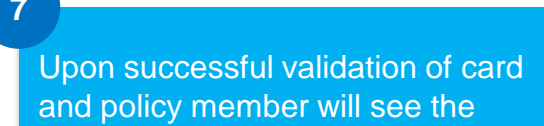
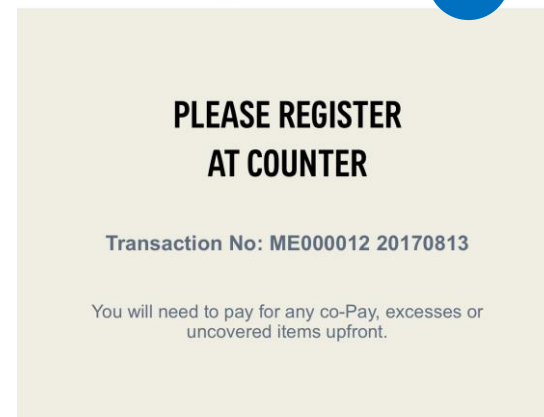
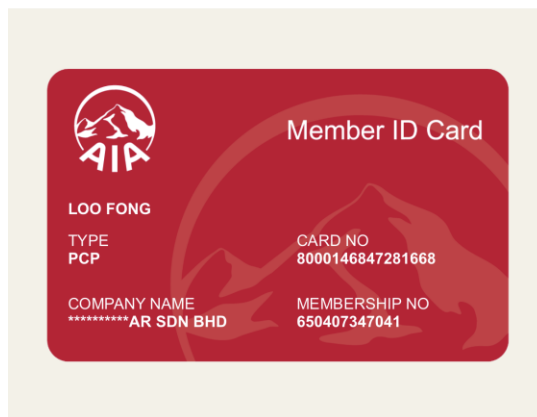
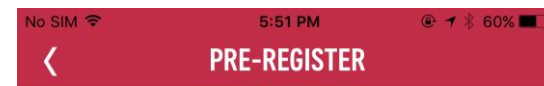
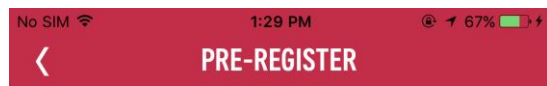


| | | |
|---|-----|---|
| DRS Young, Newton & Rakan-Rakan | 0.2 | > |
| Level 1-01 Capsquare Signature Office 11 P... | KM | |
| Tung Shin Hospital | 0.2 | > |
| 102 Jalan Pudu 55100 Kuala Lumpur | KM | |
| Chong Dispensary | 0.2 | > |
| Bangunan Eng Choon 55-59, 2nd Floor Jala... | KM | |

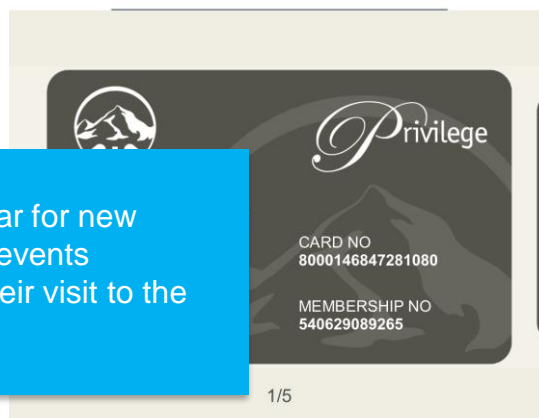
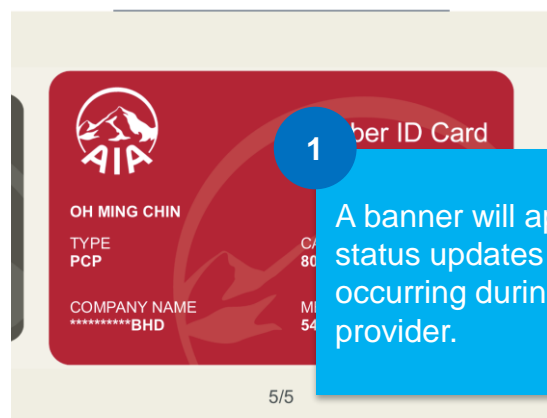
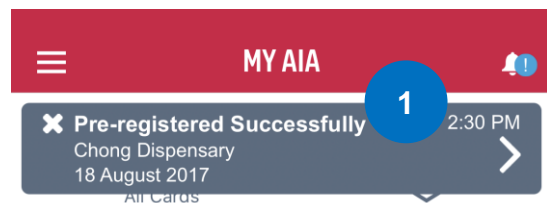
4

Member will be greeted with available providers within 25KM that are within their corporate policy network

Pre-register visit Step by Step



Pre-register visit Step by Step



A banner will appear for new status updates on events occurring during their visit to the provider.

View Policy



Pre-registered



Contact



View Policy



Pre-registered



Contact



OH MING CHIN

Card No: 8000146847281122
15 Aug 2017

Bill Summary

Total RM100.00

Covered by insurance policy RM100.00
Patient to Pay RM0.00

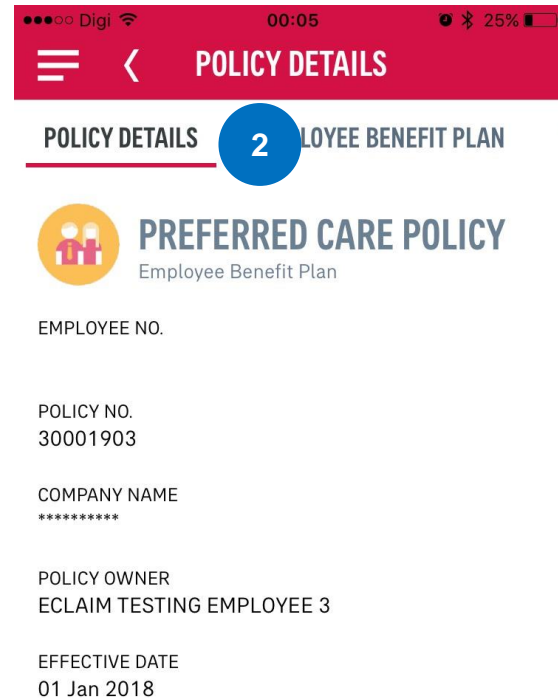
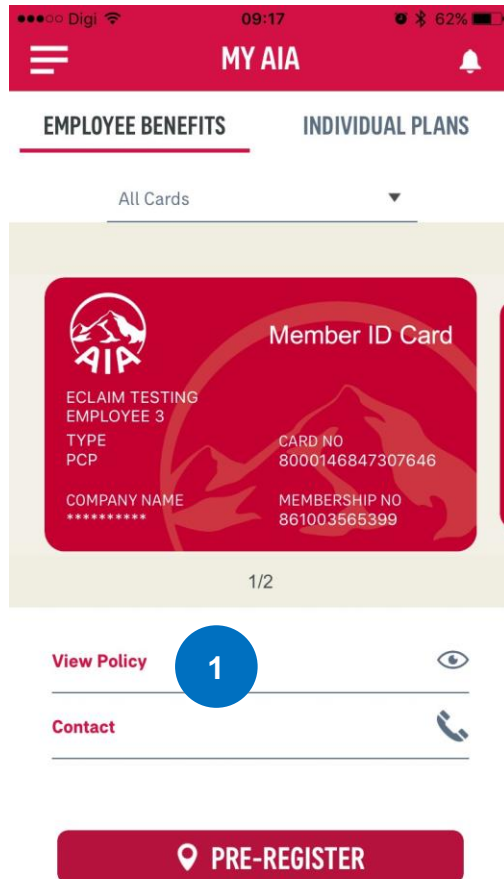
Itemized Statement

| | |
|--------------|-----------|
| LT Asthma | |
| MC Days | 1 |
| Consultation | RM 100.00 |

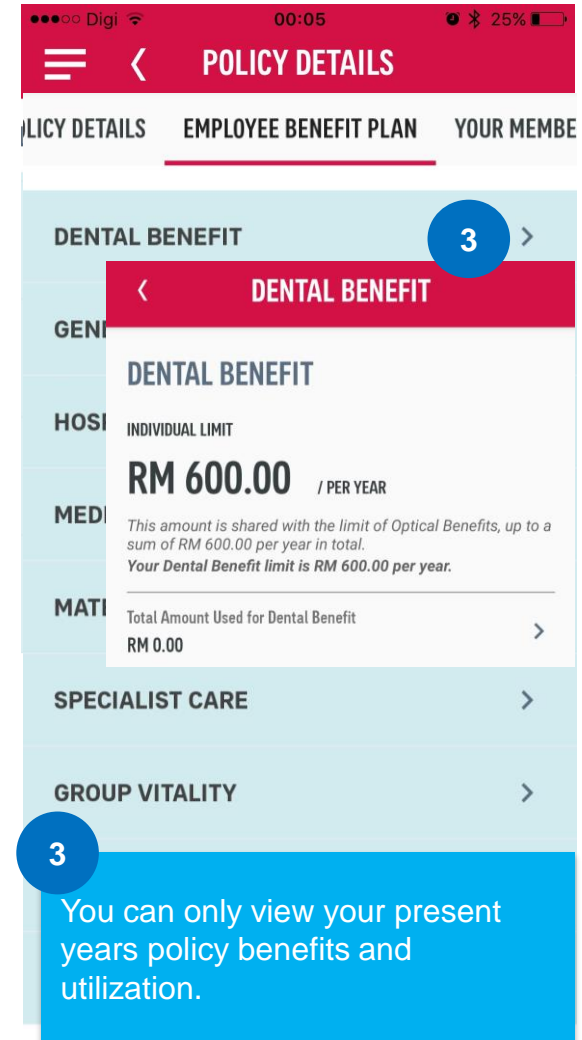
3

Should you tap on the banner it will bring you to the respective screen and details of that notification; medical bill

View Policy and Benefits Step by Step

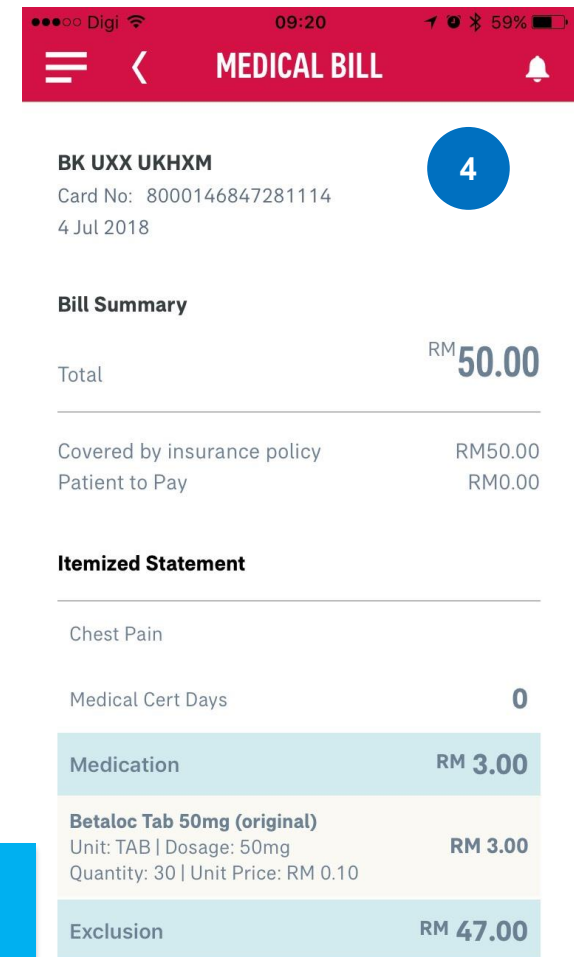
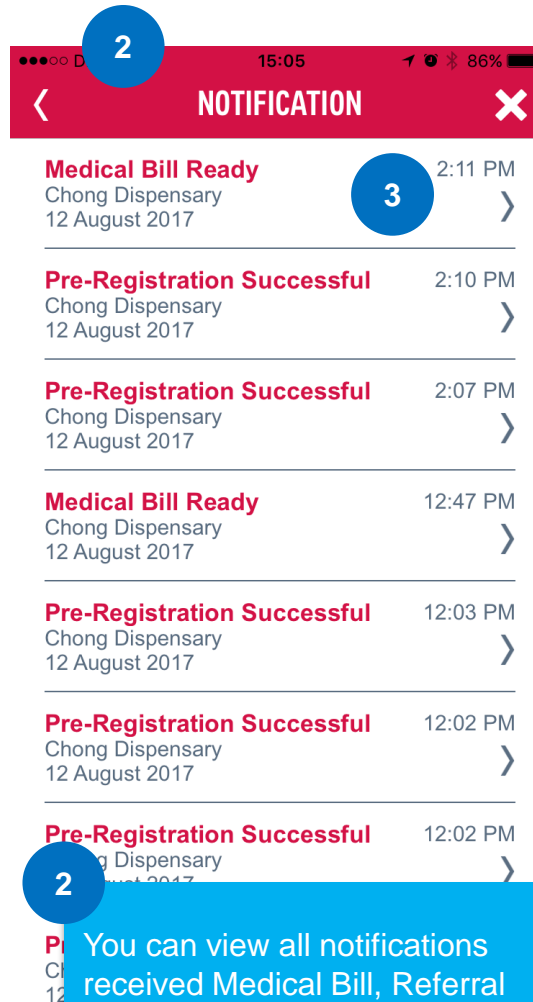
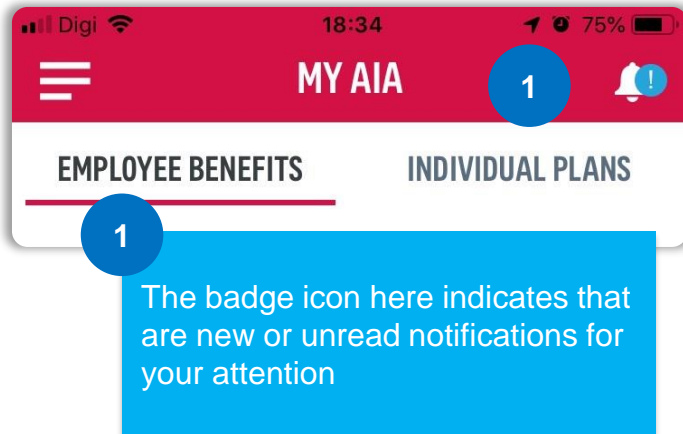


Only active policies will be displayed. If the policy/medical card is inactive no information will be present on the home screen

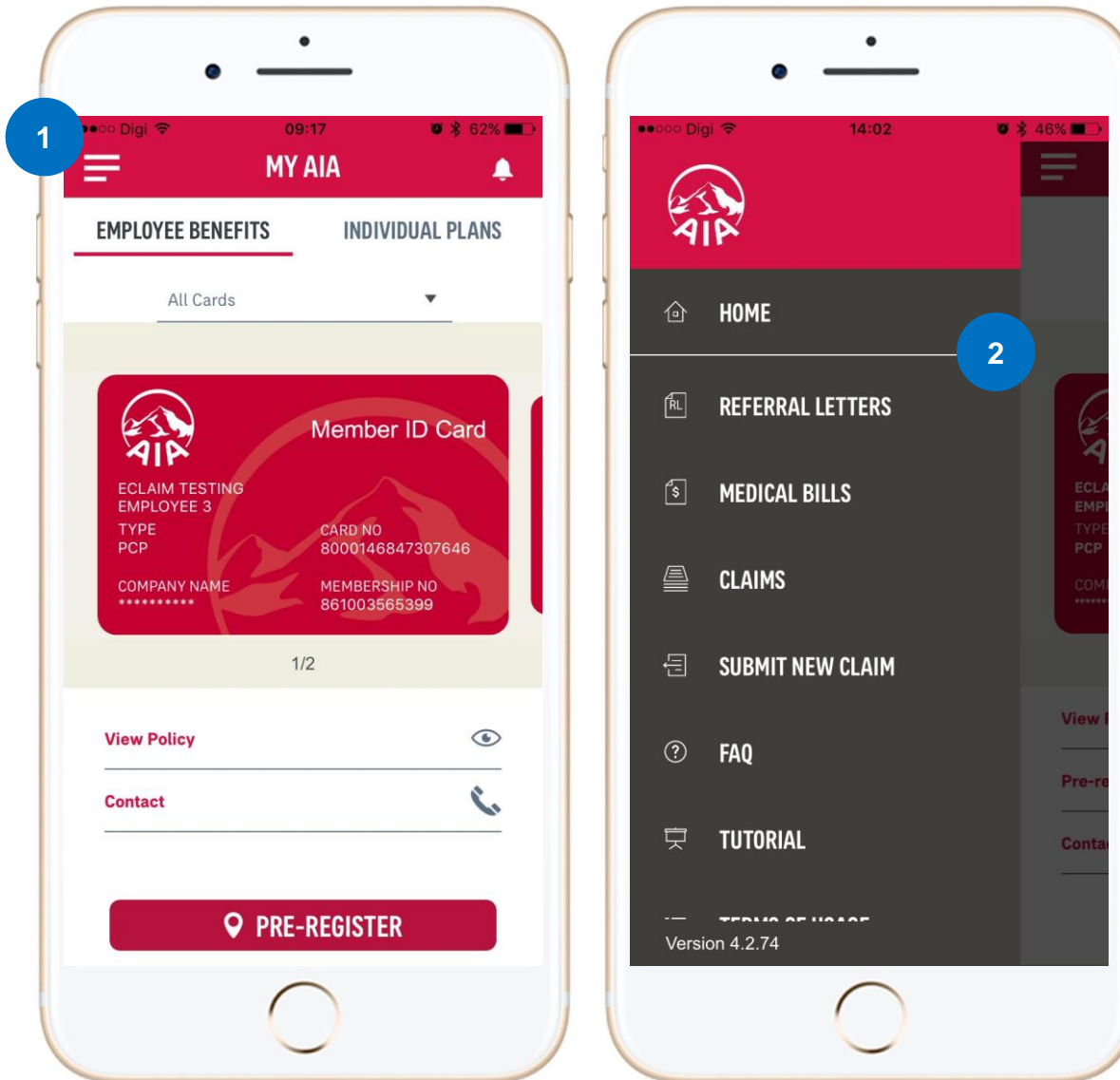


You can only view your present years policy benefits and utilization.

Notification Panel Step by Step



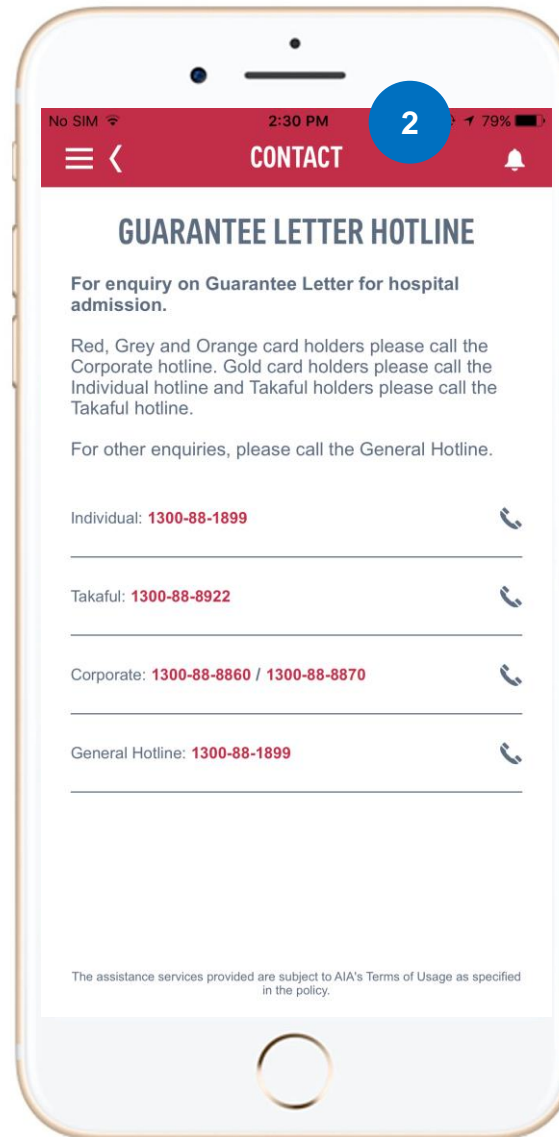
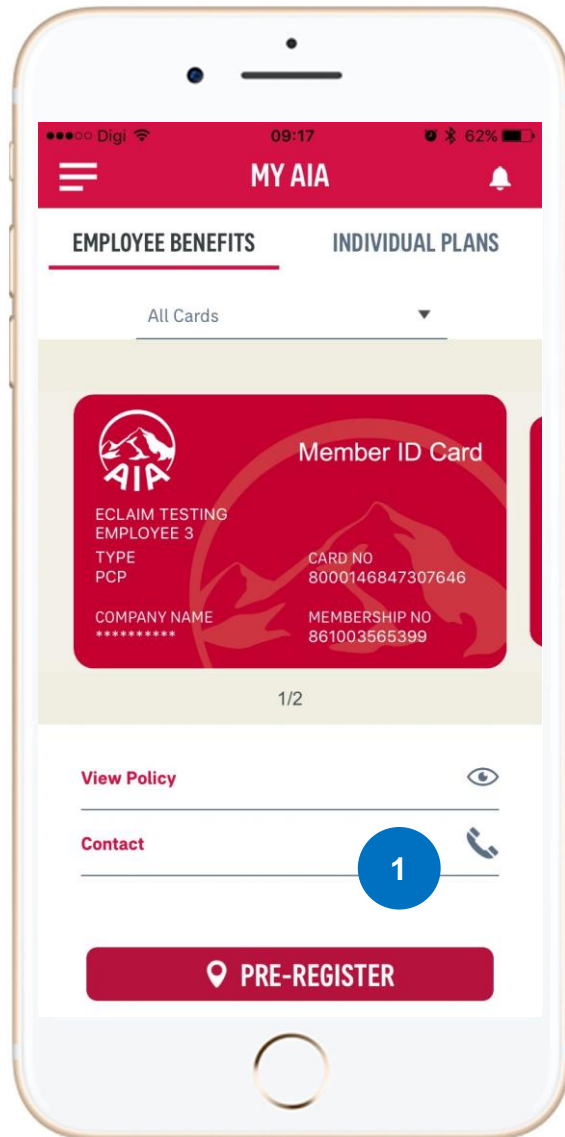
Additional Features Step by Step



1

Here you can get quick reference and access to the features available within the app through the "hamburger" icon.

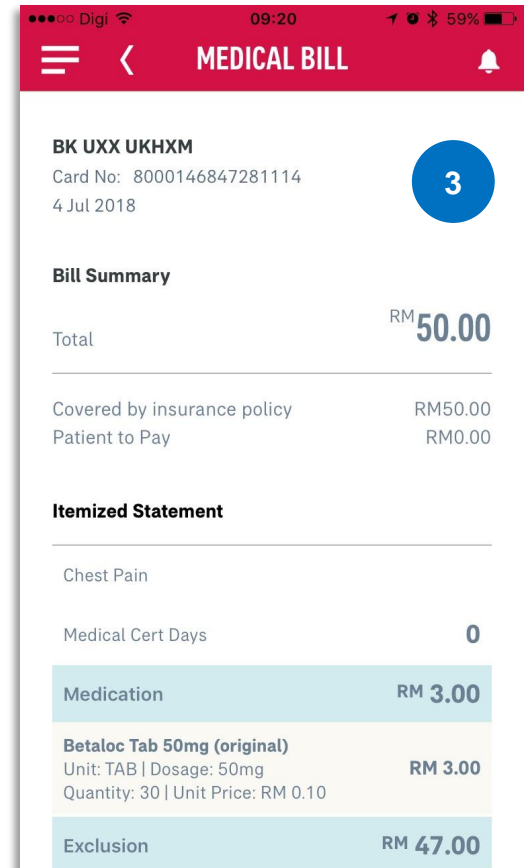
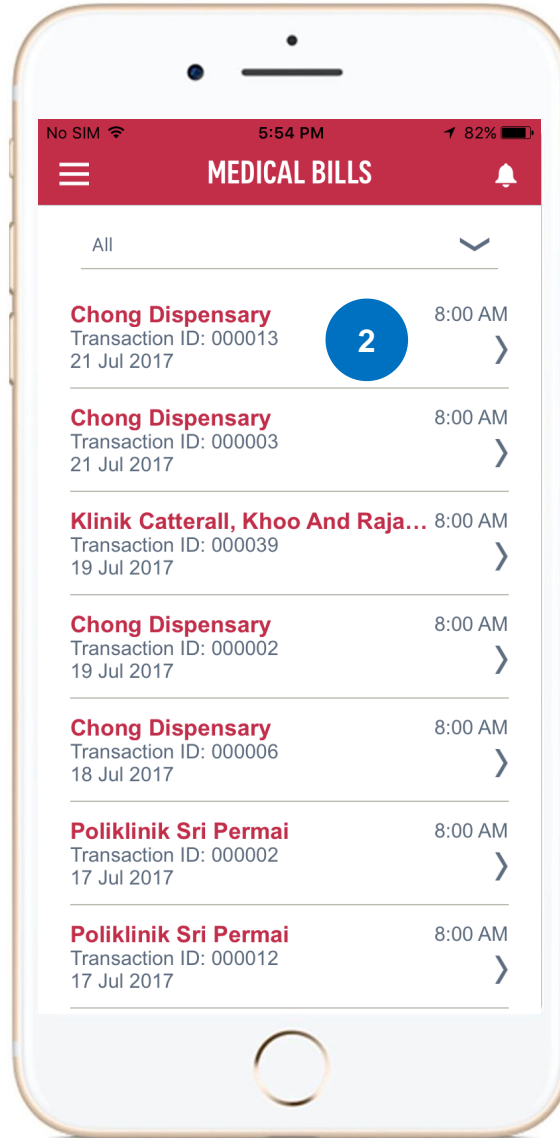
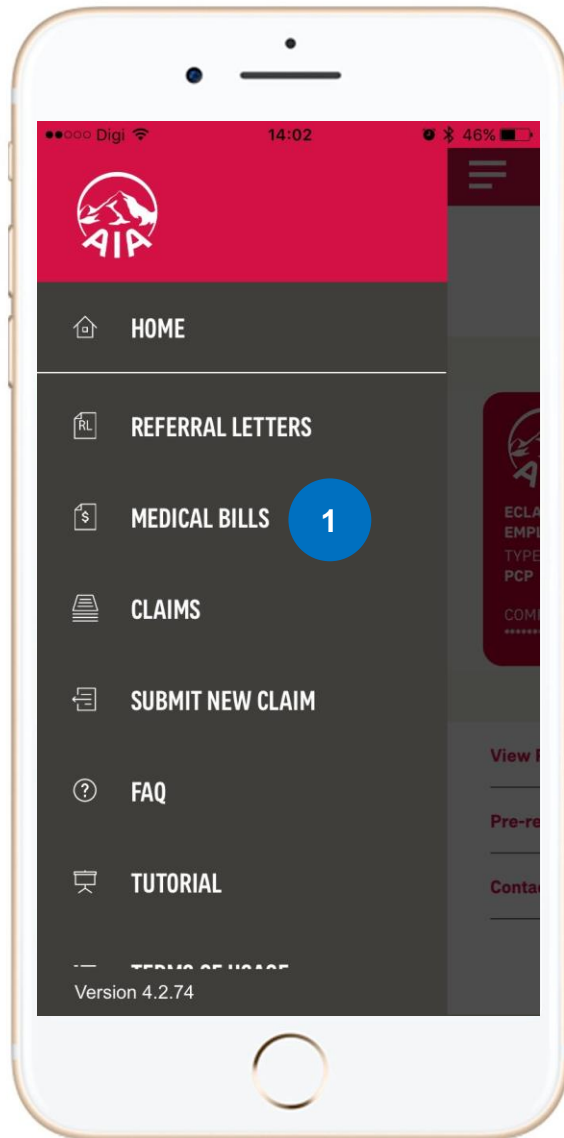
Contact Step by Step



1

If you have any queries or if further information is required on Letter of guarantee, member may tap on the respective numbers to speak to the operator

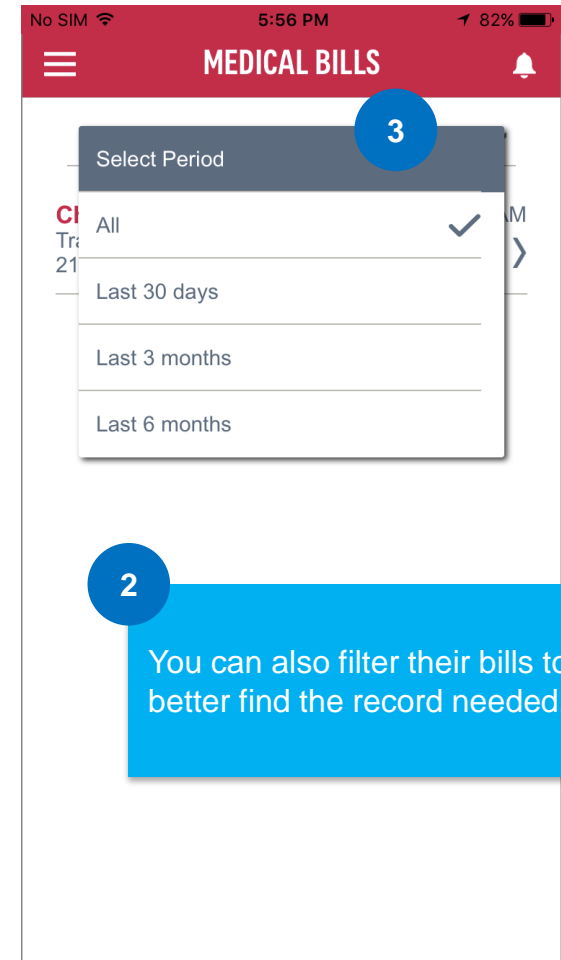
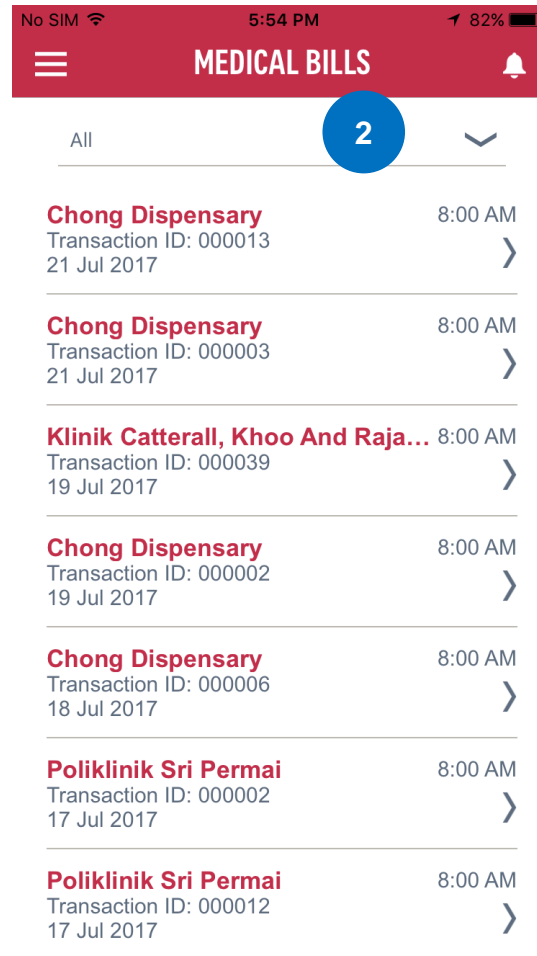
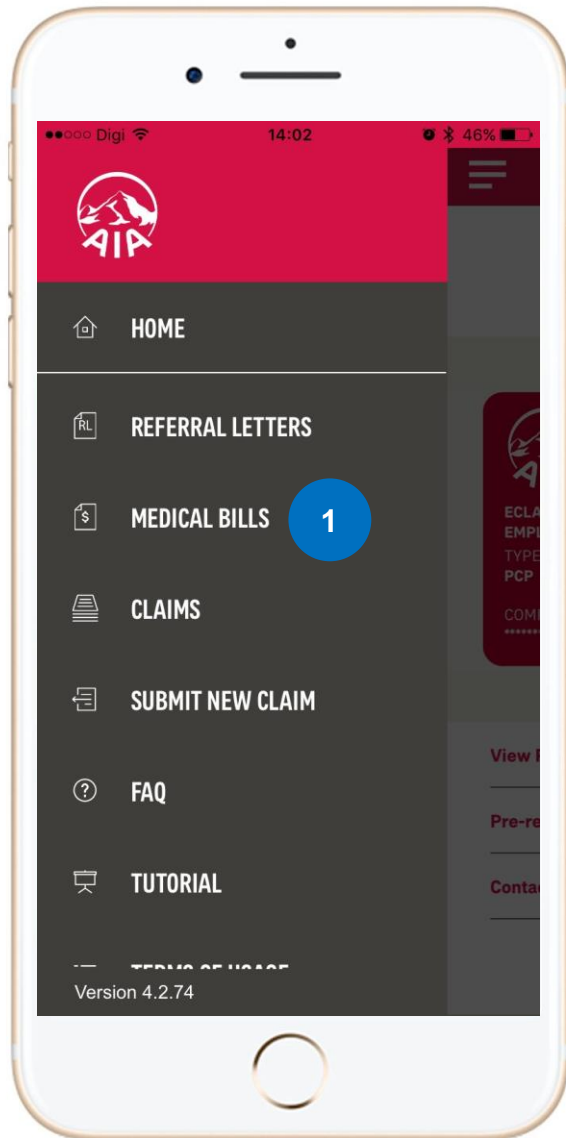
Medical Bill (GP) History Step by Step



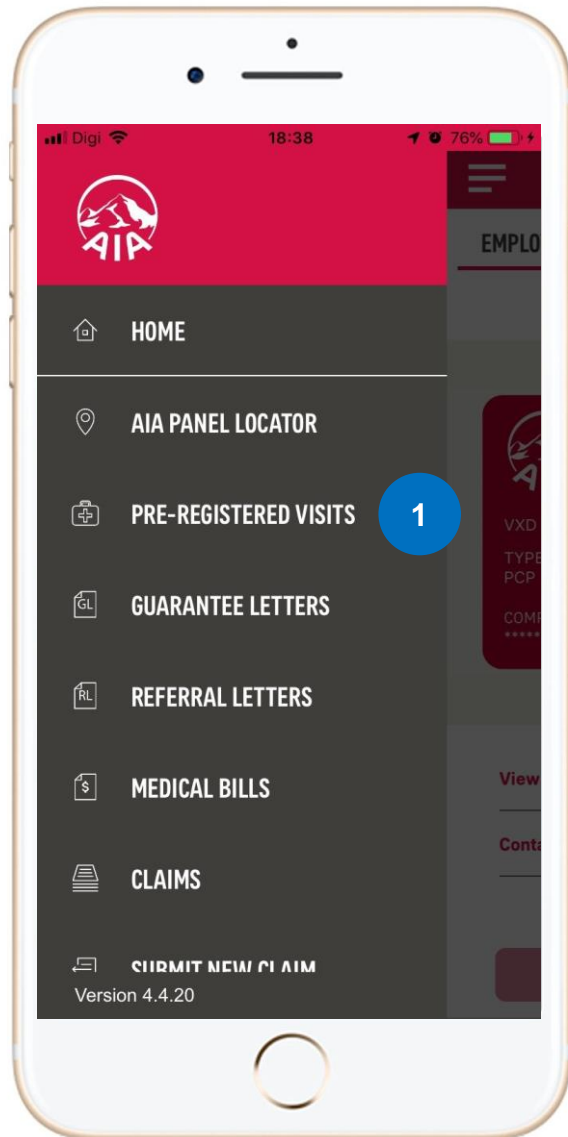
3

You will be able to see the details and medication subscribed for each clinic visit here

Medical Bill (GP) History Step by Step

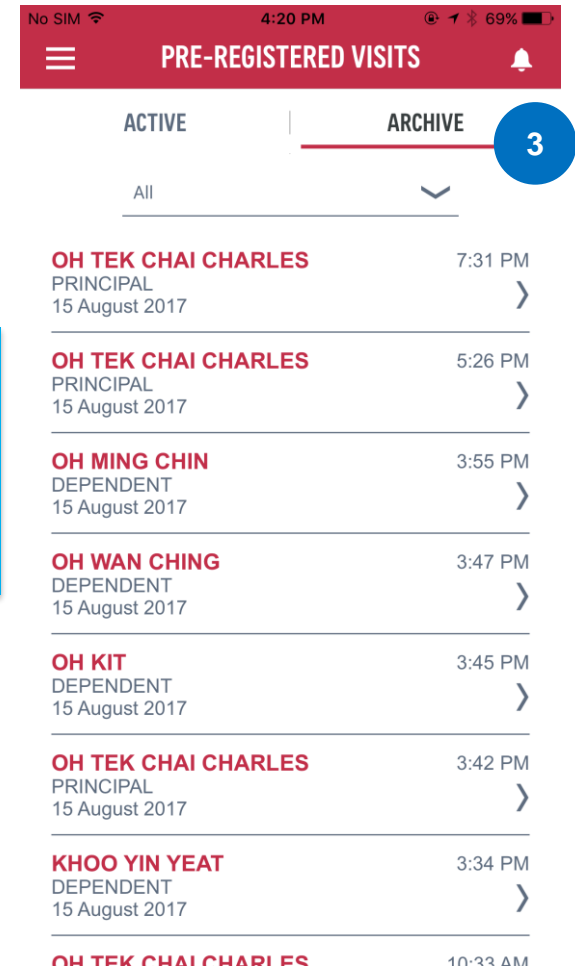


Pre-register History Step by Step

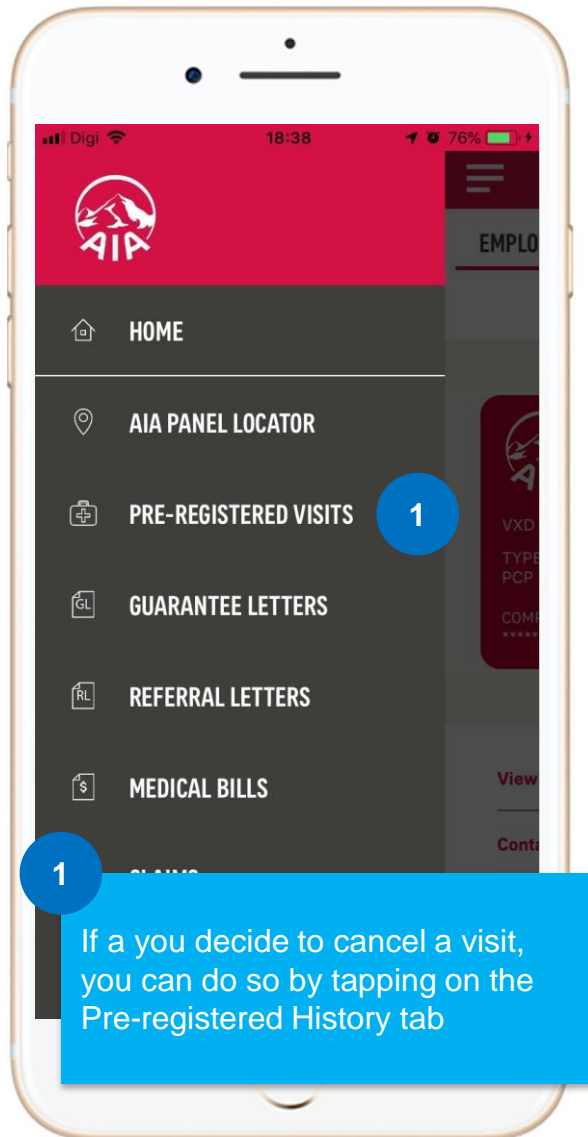


2 3

You will be able to view current active transactions under the "Active" tab and for past member can select "Archive" tab.



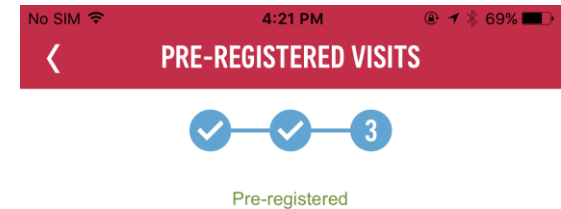
Cancel Pre-register Step by Step



1 If a you decide to cancel a visit, you can do so by tapping on the Pre-registered History tab



2 Select the visit they want to cancel and it bring them to the cancelation page.



PLEASE REGISTER AT THE COUNTER

Transaction No: ME000003 20170818

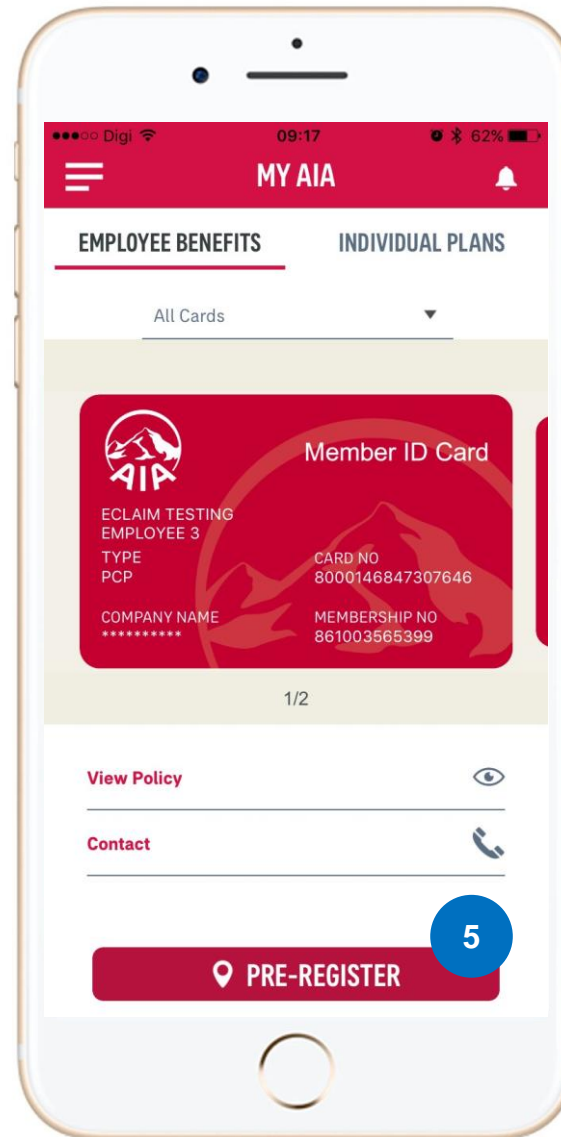
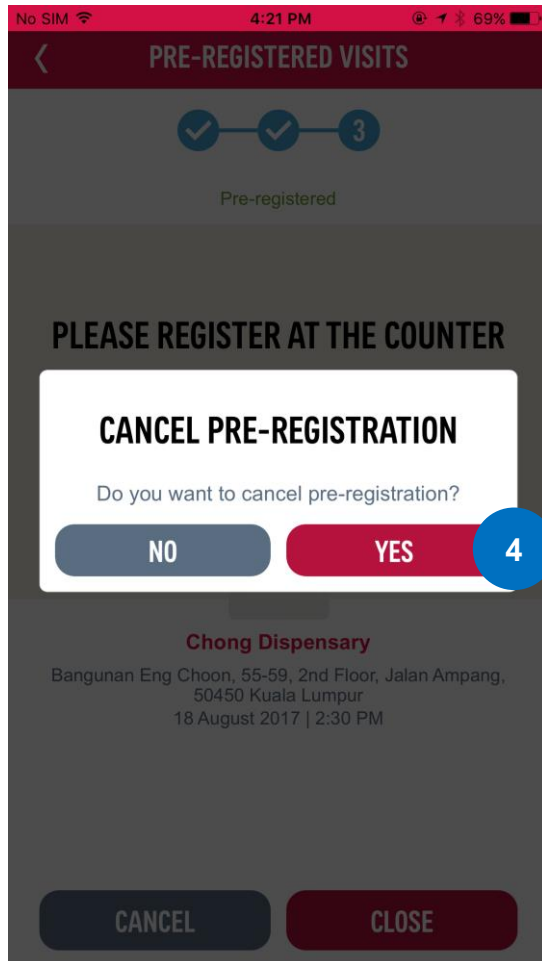
3 Tap the cancel button to cancel the pre-registered visit.

Chong Dispensary

Bangunan Eng Choon, 55-59, 2nd Floor, Jalan Ampang,
50450 Kuala Lumpur
18 August 2017 | 2:30 PM



Cancel Pre-register Step by Step



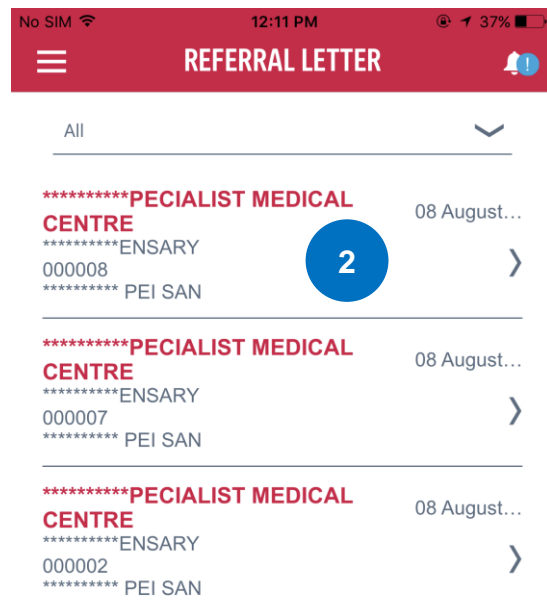
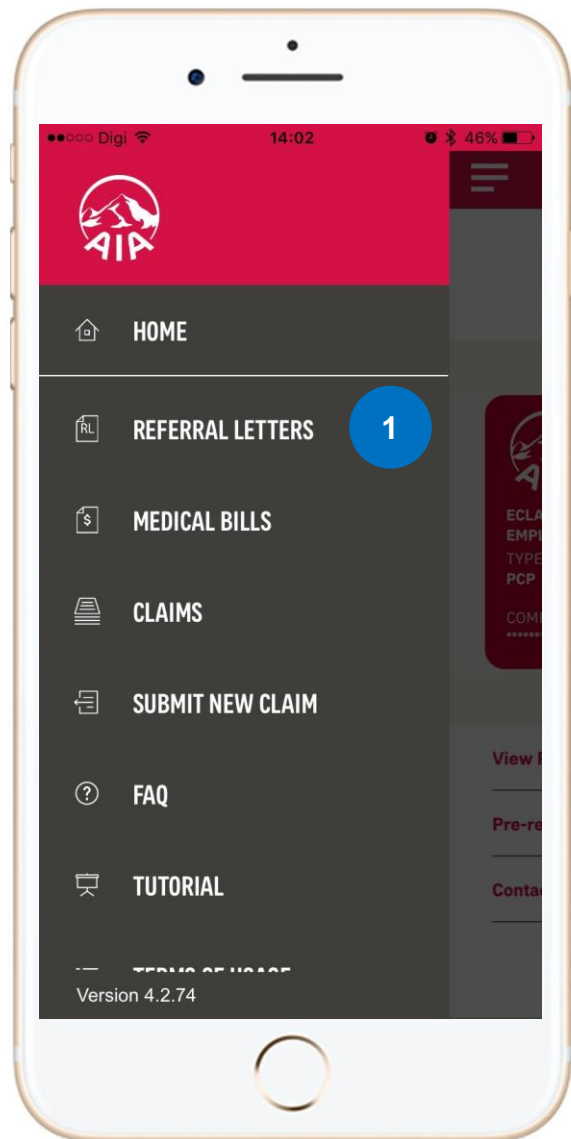
4

You will be presented with a final confirmation on cancellation, in the event a mistake was made.

5

Upon successful cancellation you will be brought back to the homescreen completing the cancellation process and allowing you to pre-register again at another provider

Referral Letter History Step by Step

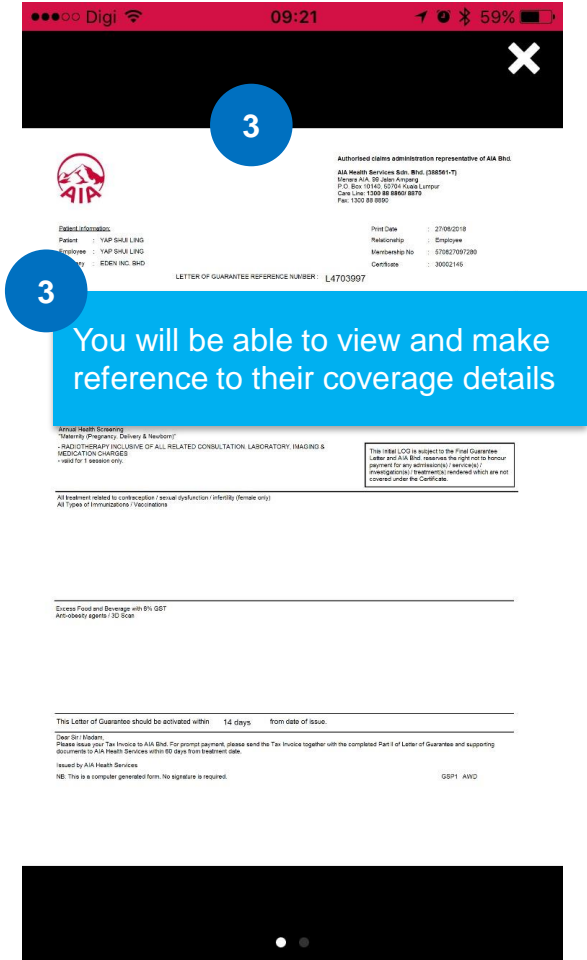
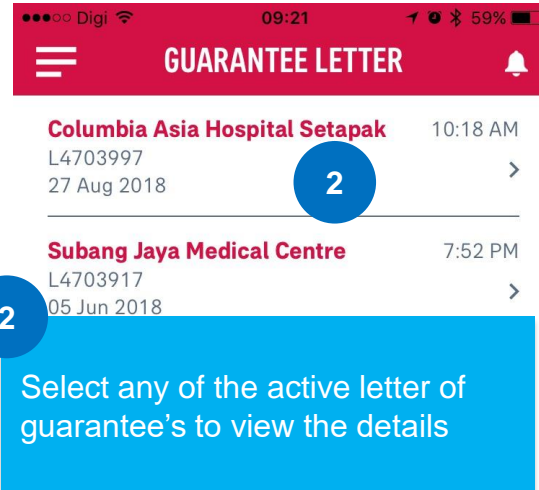
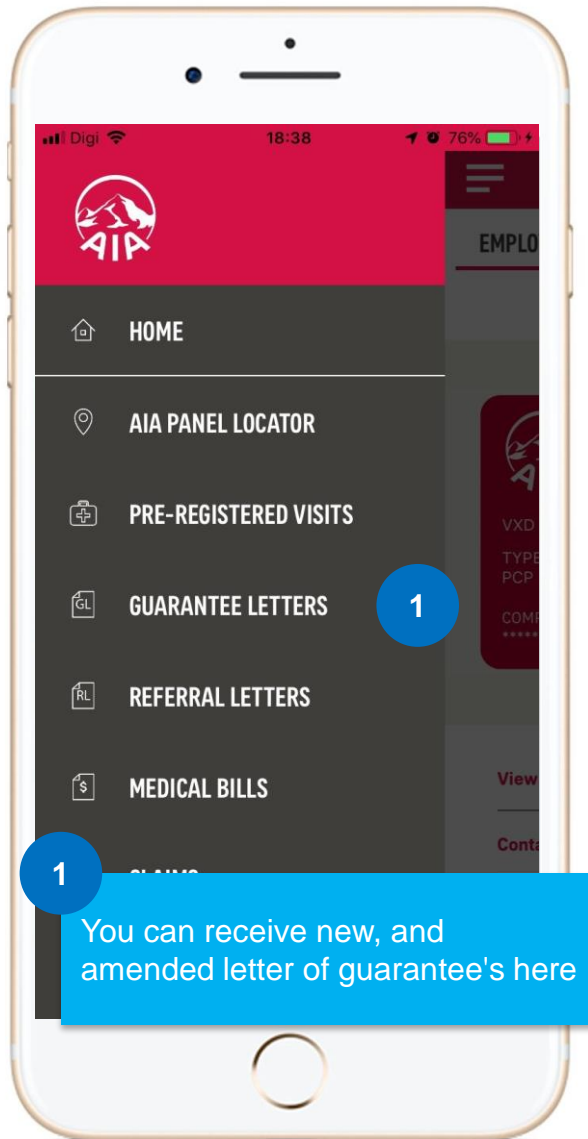


2

You will receive your hospital eReferral letters here for you and your dependants.

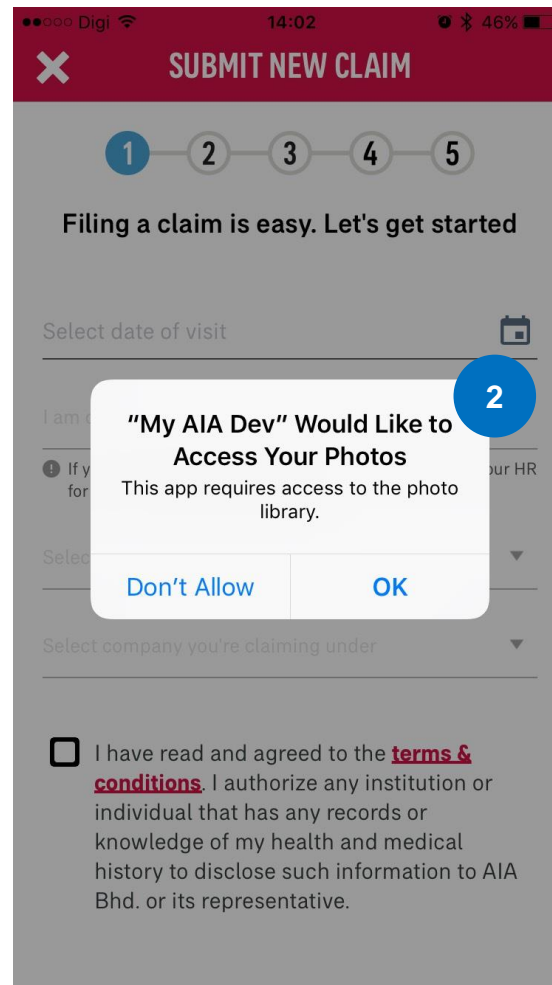
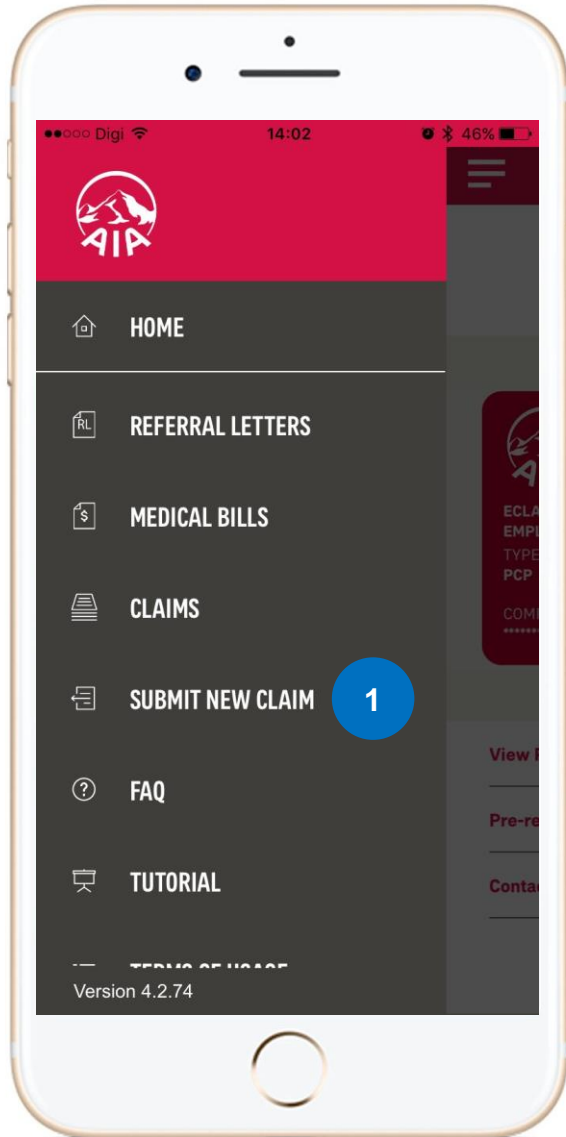


Guarantee Letter History Step by Step



i Guarantee Letters will only remain on the app for 120 days after the date of issuance.

eClaims Submission for Employee Benefits



1

Start your online medical claims here.

2

Your device will prompt you for access to your storage, camera. This differs from Android to iOS devices

eClaims Submission for Employee Benefits

A smartphone mockup displaying the 'SUBMIT NEW CLAIM' form. The form has a red header with a close button and the title. Below is a progress bar with five steps, where step 1 is highlighted. The form fields are: 'Select date of visit' (with a calendar icon), 'I am claiming for' (a dropdown menu), 'Select type of claim' (a dropdown menu), and 'Select company you're claiming' (a dropdown menu). Each field is numbered 1 through 4 in a blue circle. At the bottom, there is a checkbox for terms and conditions and a paragraph of text.

14:02 46%

SUBMIT NEW CLAIM

1 2 3 4 5

Filing a claim is easy. Let's get started

Select date of visit 1

I am claiming for 2

ⓘ If your dependant name is not listed here, please refer your HR for their coverage and entitlement

Select type of claim 3

Select company you're claiming 4

☐ I have read and agreed to the **terms & conditions**. I authorize any institution or individual that has any records or knowledge of my health and medical history to disclose such information to AIA Bhd. or its representative.

1

Select the visit date of the episode

2

Select whom you are claiming for

3

Select the type of claim, depending on your coverage you can select from: *Dental, Optical, General Practitioner, Health Screening, Hospitalization, Specialist, Maternity*

4

Select your company

*The claims form varies based on each claim type

eClaims Submission for Employee Benefits

A smartphone mockup displaying the 'SUBMIT NEW CLAIM' form. The form has a progress bar at the top with five steps: 1 (checked), 2 (current), 3, 4, and 5. The form is titled 'SUBMIT NEW CLAIM' and has a close button (X). Below the progress bar, it says 'Fill in your claim details'. The form fields are: 'Specialist Care (to exclude pre and post hospitalisation claim) Claim' with a search bar for 'Search provider name' (marked with a blue circle 1), 'Select reason of visit' (marked with a blue circle 2), 'Your total claim amount (RM)' (marked with a blue circle 3), 'Reimbursement Details' (marked with a blue circle 4) with a dropdown menu showing 'MAYBANK', and a text field for '123456890125'. At the bottom, there is a text field for 'test@aia.com'.

1

Select the medical provider which was visited

2

Reason for visit is required for specific claims type

3

Input your total claims amount here

4

Ensure the bank account information is accurate as all claims are only paid to the principal

eClaims Submission for Employee Benefits

A smartphone screen displaying the 'SUBMIT NEW CLAIM' app. The screen shows a progress bar with five steps, where step 3 is currently active. Below the progress bar, the text 'Upload your documents' is visible. Under the heading 'General Practitioner Claim', there is a list of required documents: 'Copy of NRIC or Passport', 'Receipt Image', 'Itemised Bill (for bills above RM80)', and 'All medical investigation reports (lab test and imaging report)'. A note indicates that users can attach a maximum of six (6) files (pdf, jpg, jpeg, png) with a total file size not exceeding 30MB. A blue circle with the number '1' highlights the '+ NEW DOCUMENT' button. Below this button, a file named '2018-10-04_06:07:11.jpg' is shown. At the bottom of the screen, there are two checkboxes, both of which are checked: 'I have read and understood the disclaimer' and 'I have verified and confirmed that I have'.

1

You will need to upload a copy of your documents. Each claim type has the required documents listed for your reference.

2

By accepting the terms and conditions you will be able to proceed to the next step.

- ☐ I have read and understood the **disclaimer**
- ☐ I have verified and confirmed that I have uploaded the correct documents for my claims to be processed accordingly. I understand AIA Bhd. will keep my claim documents unless if I request the documents to be returned within 60 days from the decision of claim. I understand that for Overseas Treatment, I must include the Original Detailed Admission Bill showing details of each charges. The bill must have English translation if it is in a foreign language

2

BACK

NEXT

eClaims Submission for Employee Benefits



1

Ensure you have review all the information on your claims prior to hitting the next button as it will submit the claim.

SUBMIT NEW CLAIM

1 2 3 4 5

Review your claim

Consultation Details

Claimed For
ECLAIM TESTING EMPLOYEE TWO

Company Name
*****NASIONAL BERHAD.

Type of Claim
Specialist Care (to exclude pre and post hospitalisation claim)

Provider Name
OTHERS

Date of Visit
07 November 2017

Reason of Visit
Abdominal Pain

Total Claim Amount
RM 10.00

SUBMIT NEW CLAIM

1 2 3 4 5

Reimbursement Details

Bank name
MAYBANK

Account No.
123456890125

Email address
test@aia.com

Uploaded Documents

1. 2018-09-26_06:03:49.jpg

Important note:
Please ensure that you key in the correct bank details of the employee or you may not receive your reimbursements. AIA will not be held responsible if the details you provide are incorrect. Reimbursement will be made according to your policy.

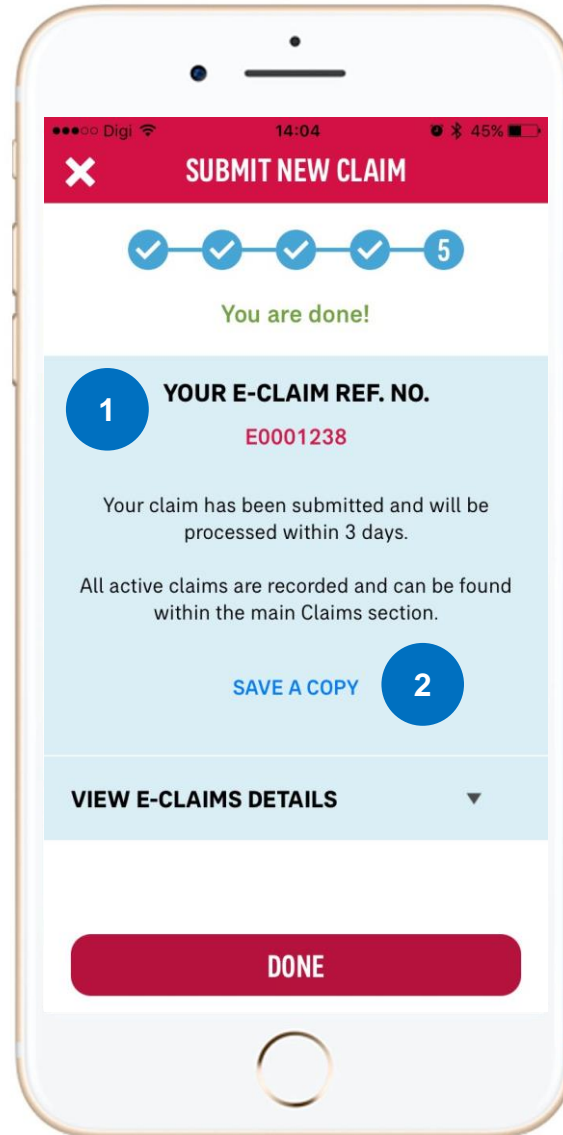
BACK **NEXT**

eClaims Submission for Employee Benefits



1

Your claim has been submitted successfully once you receive your claim reference number.



2

Save a copy of your claim made to your smartphone image/photo library for quick reference.



Outpatient Claims



Dental



Optical



Clinic



Maternity



Specialist



Paediatrician



Health Screening

Inpatient Claims

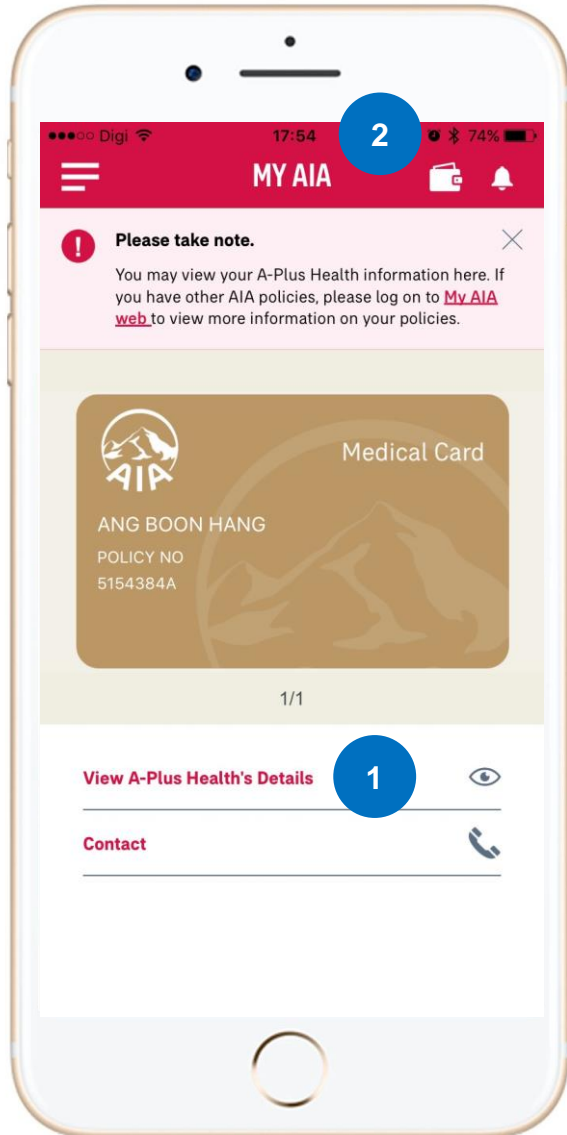


- Pre-hospitalisation
- Post-hospitalisation
- Physiotherapy
- Outpatient Cancer Treatment / Kidney Dialysis

For Now:

Admission & Daycare claims will still require hard copy submission.

Individual Plan Step by Step A-Health Plus (APM5)



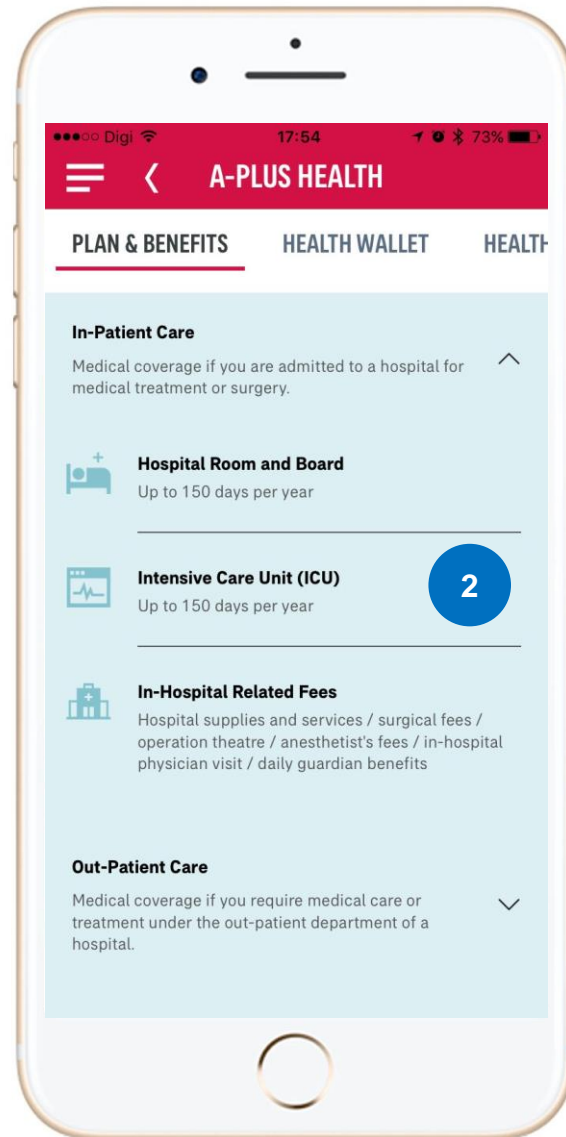
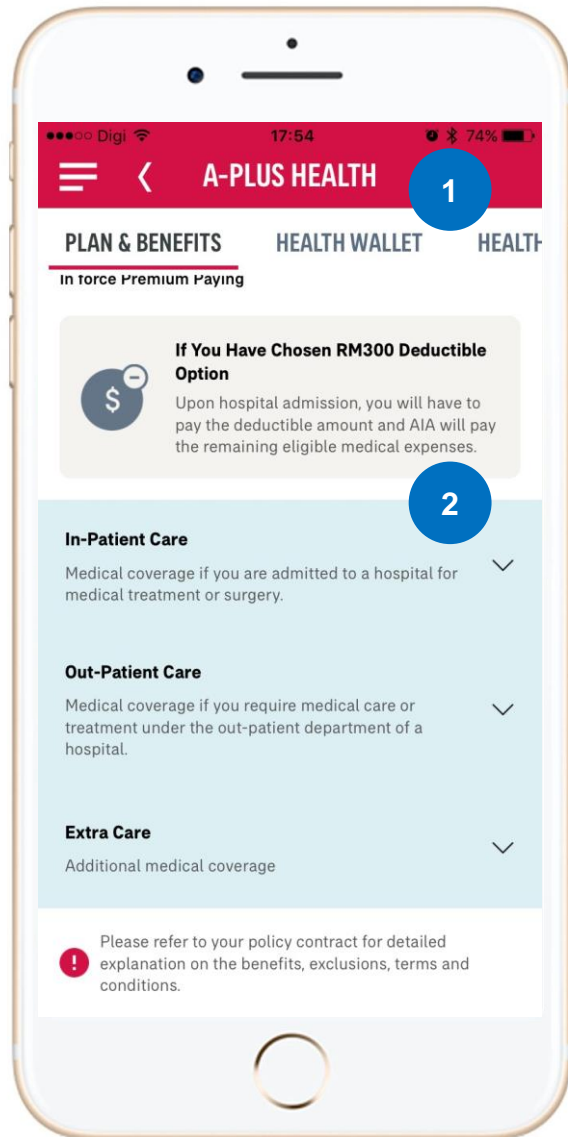
1

View more details on your A-Plus Health rider my tapping here

2

Quick access to check on your Health Wallet

Individual Plan Step by Step A-Health Plus (APM5)



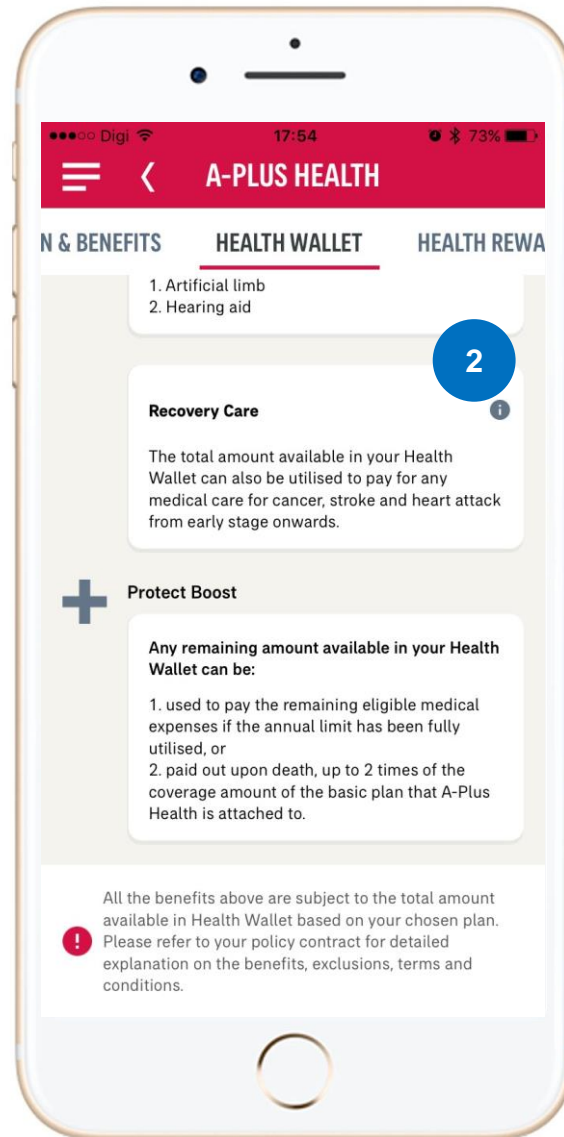
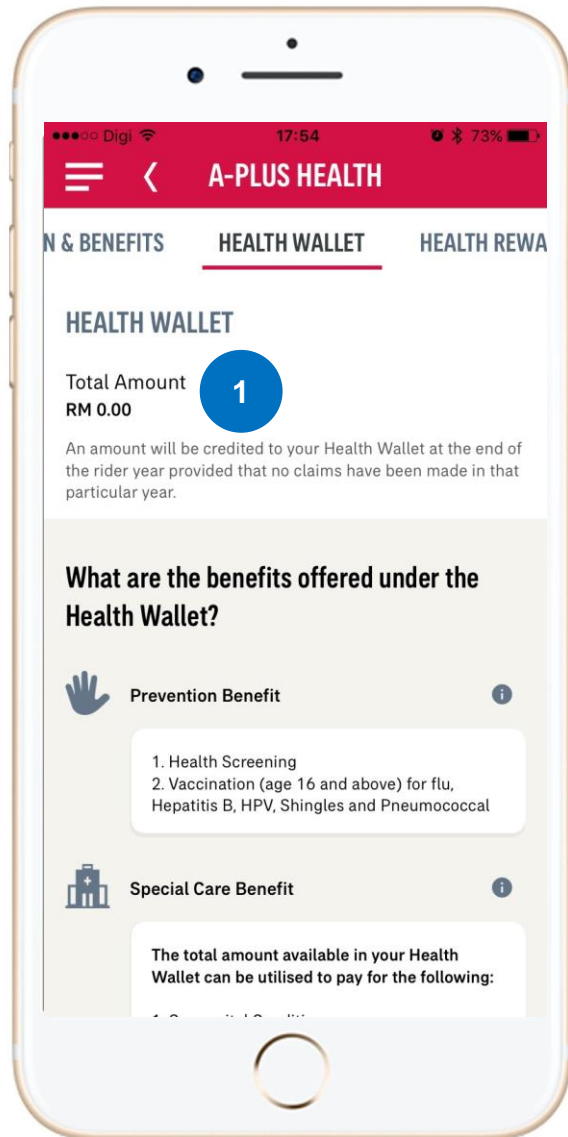
1

You can navigate between tabs to view each individual benefit details

2

For more detailed information you can expand the row below.

Individual Plan Step by Step A-Health Plus (APM5)



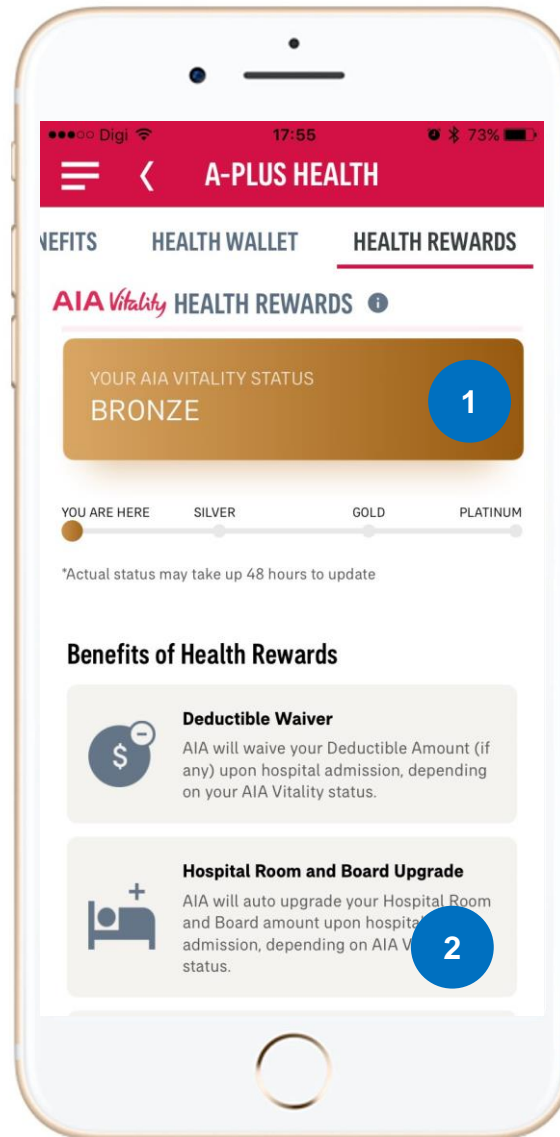
1

Your wallet amount will be updated here after each anniversary.

2

To review your Health Wallet information you can scroll down and also tap on the "i" information button for additional info.

Individual Plan Step by Step A-Health Plus (APM5)



1

If you have subscribed to AIA Vitality, your Vitality status will be shown here.

2

Your wallet amount will be updated here after each anniversary.