

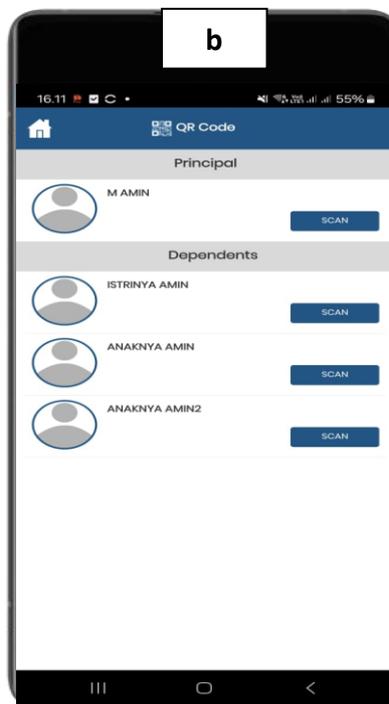
## Bahasa Indonesia

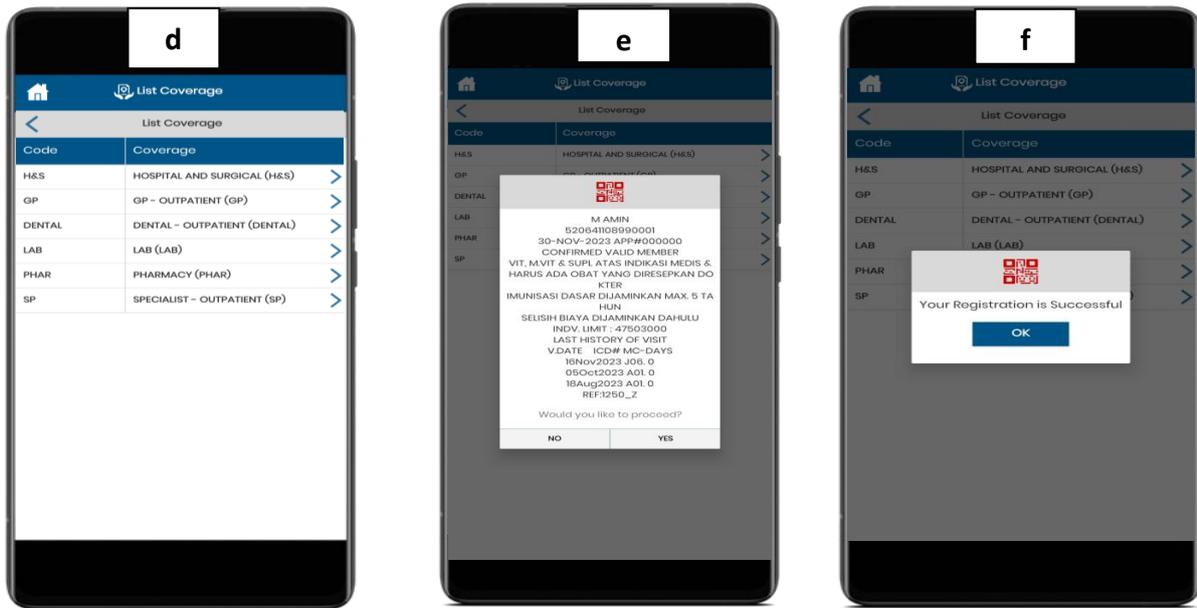
### Fitur-fitur Medidoc dan Fungsinya

#### 1. Fitur Scan QR

Fitur ini digunakan Ketika peserta melakukan pengobatan ke RS/Klinik/. Peserta dapat melakukan scan QR pada akrilik yang ada di RS/Klinik.

- Cara penggunaan:
  - a. Klik Menu “QR Code”
  - b. Klik “Scan”
  - c. Lalu Scan pada akrilik yang ada pada RS/Klinik
  - d. Pilih Coverage (Contoh: peserta ingin melakukan pengobatan ke dokter umum maka peserta dapat memilih GP-Outpatient (GP))
  - e. Lalu klik “Yes”
  - f. Kemudian klik “Ok”

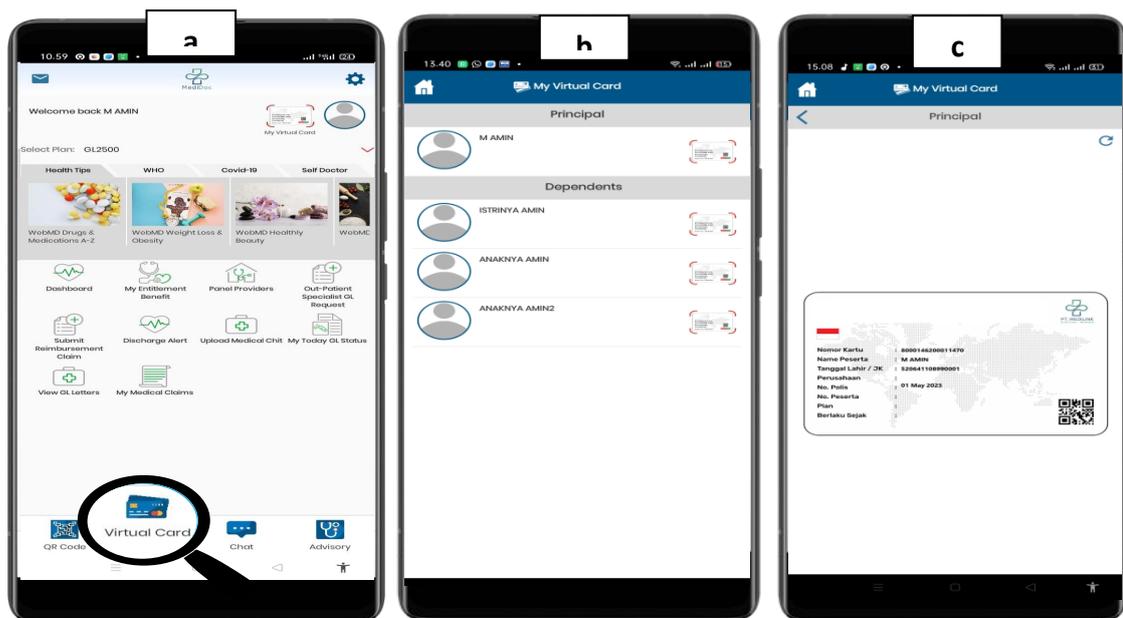




## 2. Fitur Virtual Card

Fitur ini untuk digunakan melihat e-card peserta baik principal maupun dependents di dalam aplikasi medidoc:

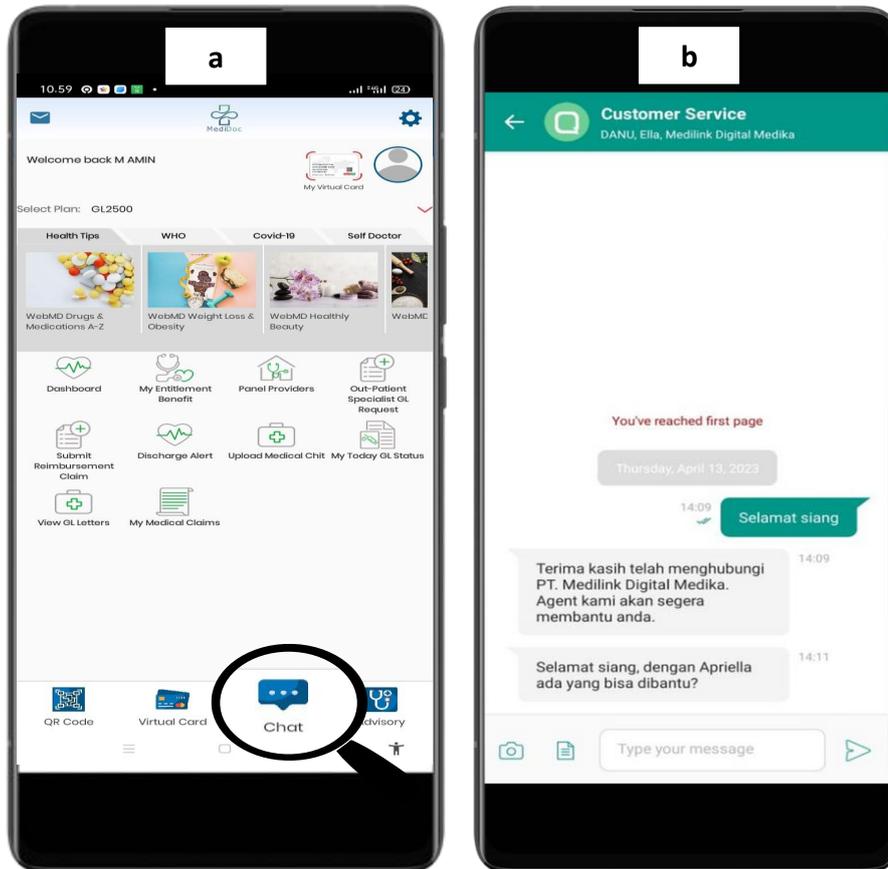
- Cara melihat virtual card:
  - a. Klik "Virtual Card"
  - b. Klik Nama Principal/Dependent
  - c. Akan muncul virtual card peserta



### 3. Fitur Chat

Fitur ini digunakan Apabila terdapat permintaan/pertanyaan/kendala terkait dengan layanan Medilink.

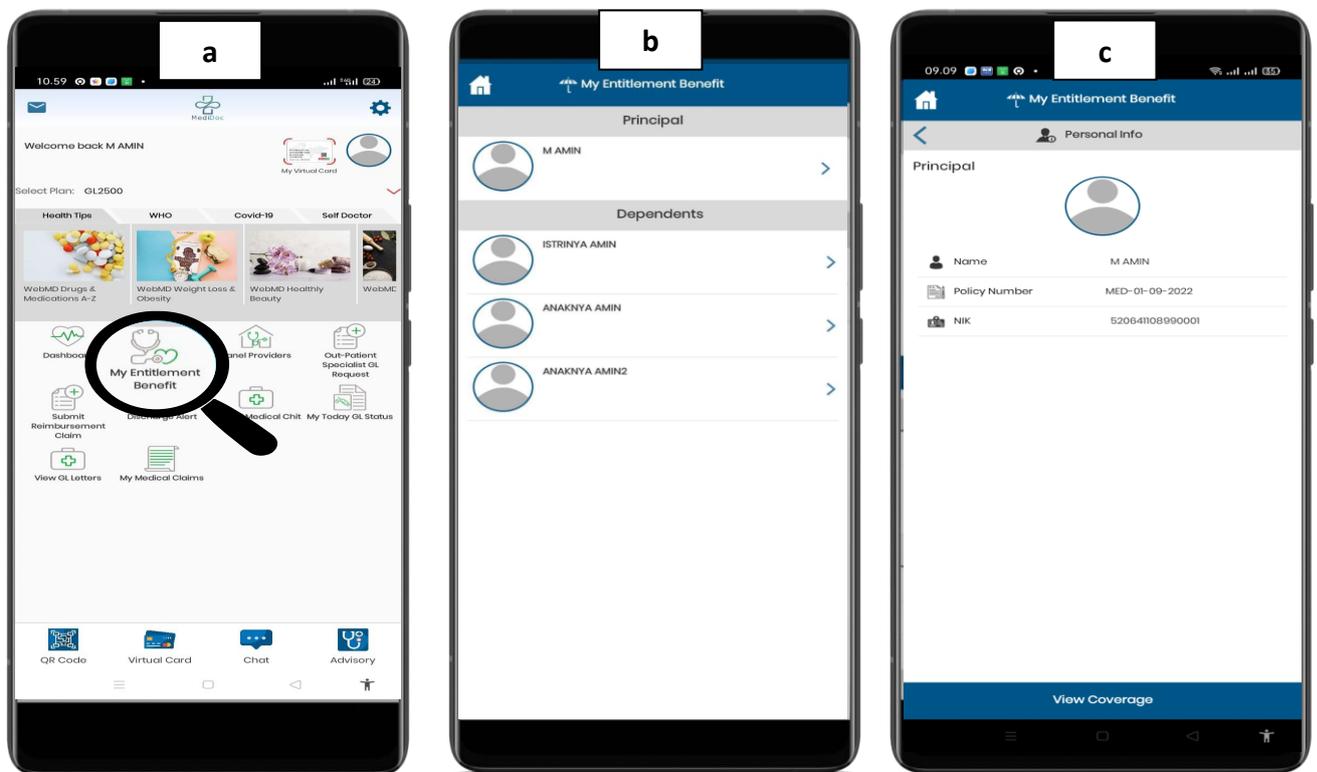
- Cara penggunaan:
  - a. Klik “Chat”
  - b. Lalu sampaikan keluhan/pertanyaan anda

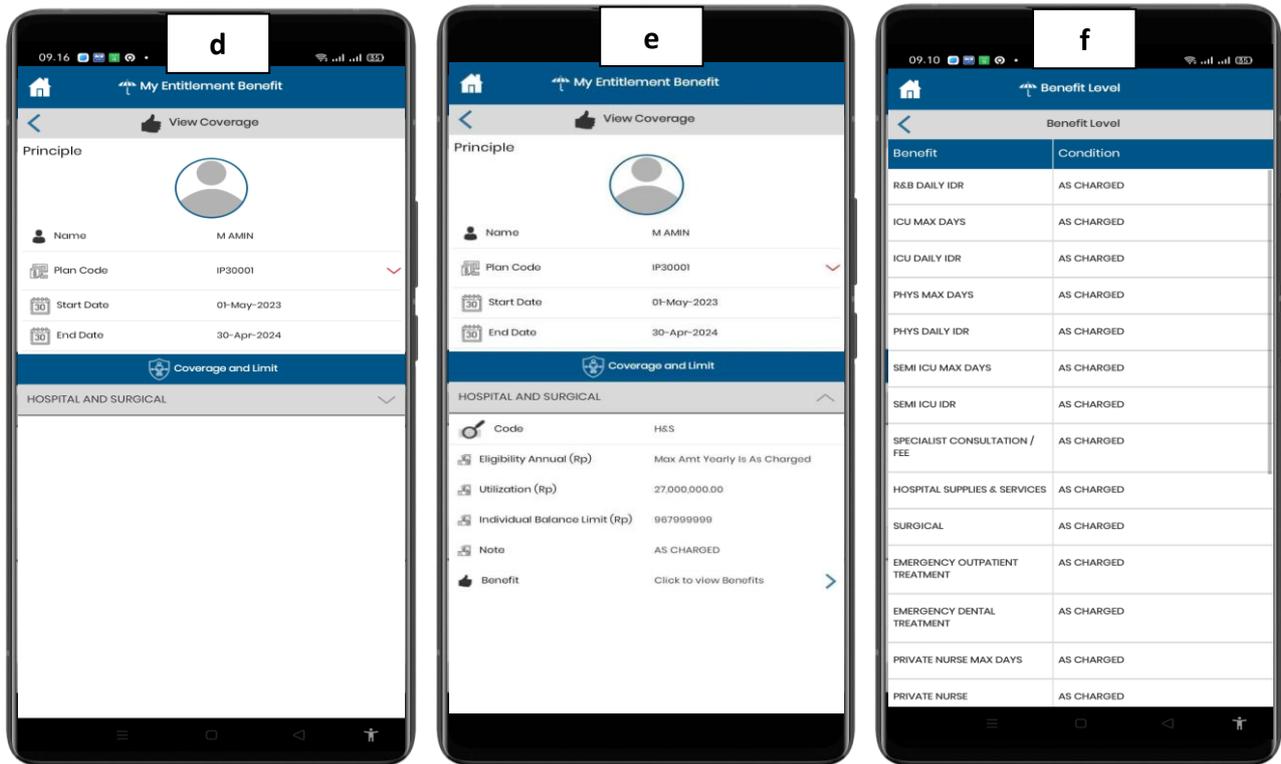


#### 4. Fitur Entitlement Benefit

Fitur ini berfungsi untuk melihat limit manfaat yang dimiliki oleh peserta.

- Cara penggunaan
  - a. Klik “Entitlement Benefit”
  - b. Klik Nama Principle atau Dependent nya
  - c. Klik “View Coverage”
  - d. Pilih plan code (Contoh: Peserta ingin melihat benefit rawat inap, maka peserta dapat memilih plan code IP30001 atau IP dengan kode yang lain)
  - e. Klik “Hospital and Surgical”
  - f. Untuk melihat benefit secara detail, peserta dapat melakukan klik pada “Click to view Benefits”, maka akan muncul benefit-benefit apa saja yang dimiliki oleh peserta.

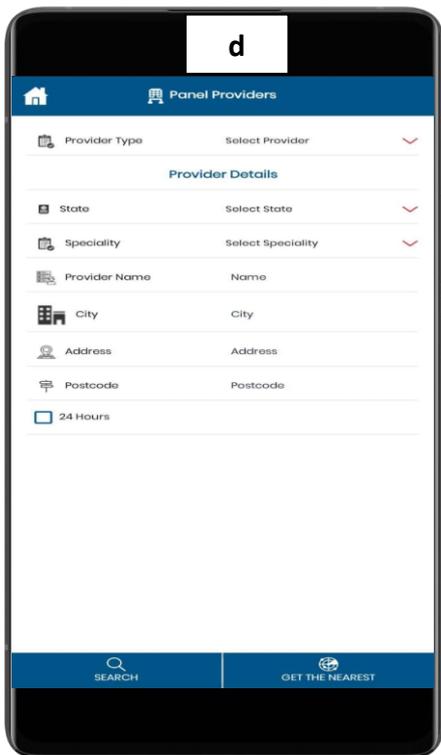
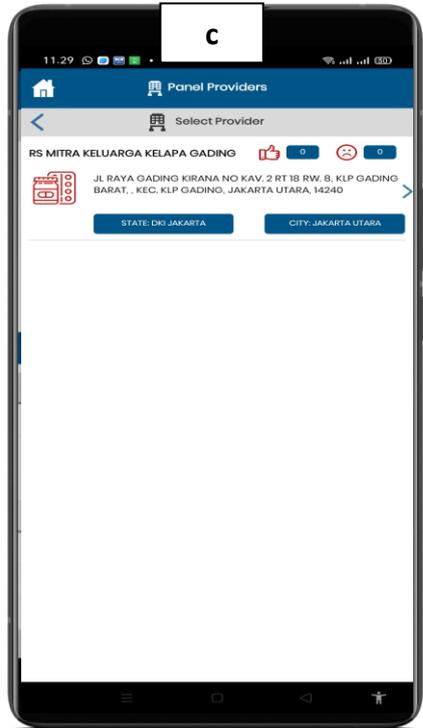
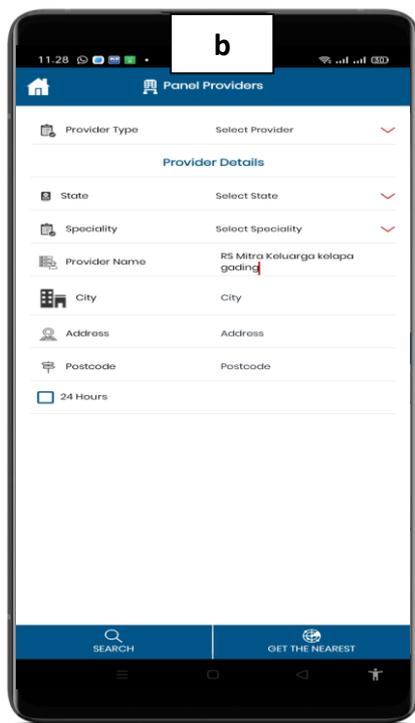
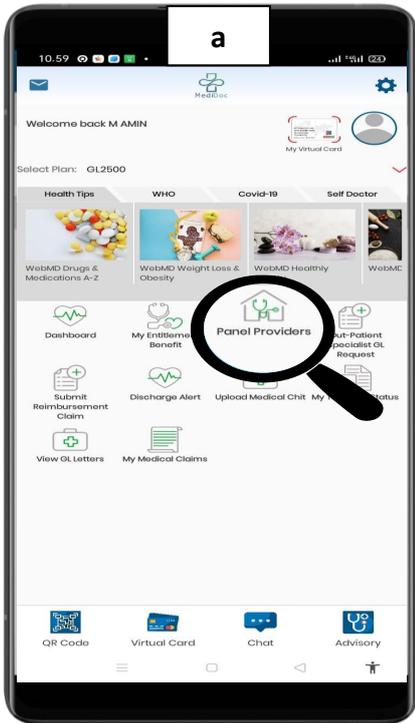




## 5. Fitur Panel Provider

Fitur ini digunakan untuk melihat provider (RS/Klinik/Lab/Apotek) yang sudah rekanan dengan Medilink dan juga untuk melihat provider terdekat dengan lokasi peserta. (Contoh: Saat ini peserta sedang berada di daerah Kelapa Gading, kemudian peserta ingin melihat provider-provider terdekat dengan lokasi peserta saat ini, maka peserta dapat panel provider akan memberikan informasi mengenai provider-provider yang berada di Kelapa Gading).

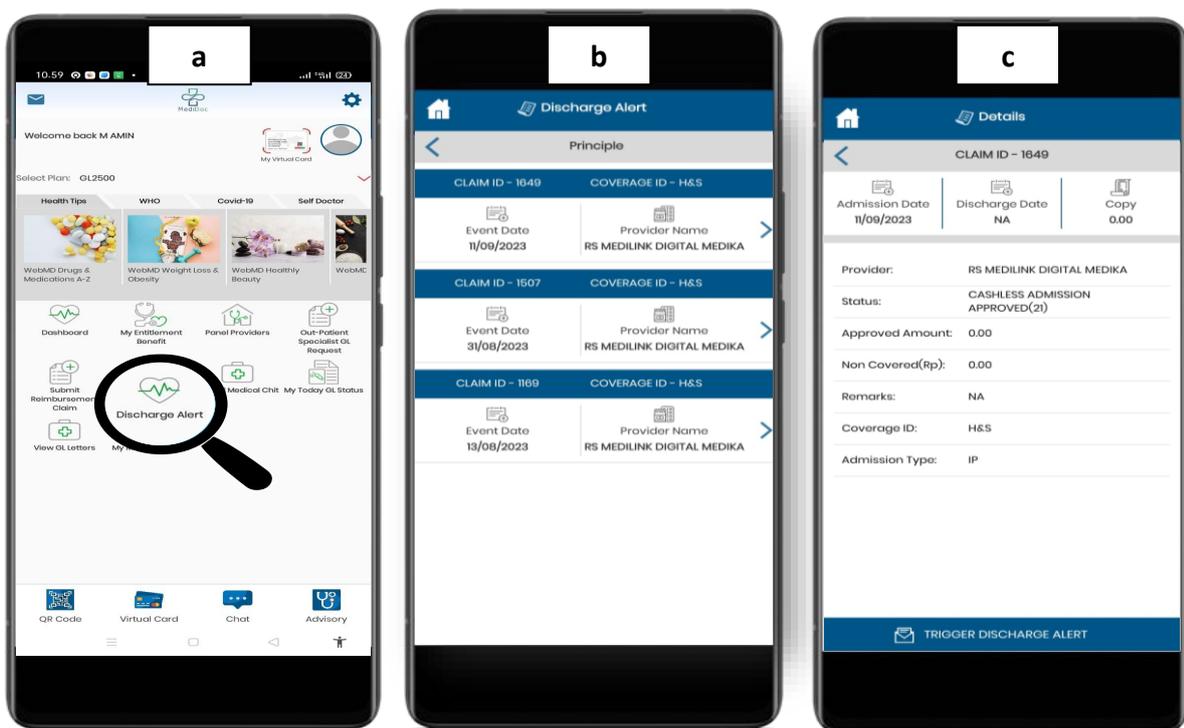
- Cara penggunaan
  - a. Klik "Panel Provider"
  - b. Masukkan nama provider pada menu "Provider Name" untuk melihat apakah provider yang ingin dikunjungi sudah rekanan atau tidak dengan Medilink. Lalu klik "Search"
  - c. Maka akan muncul nama provider jika sudah berekanan dengan Medilink, apabila tidak muncul namanya, maka provider tersebut belum rekanan dengan Medilink
  - d. Untuk melihat provider terdekat peserta dapat langsung klik "Get The Nearest"
  - e. Akan muncul provider-provider terdekat dengan lokasi peserta dan peserta dapat memilih provider mana yang ingin dikunjungi.
  - f. Klik nama provider yang ingin dikunjungi, lalu klik View Map untuk mendapatkan petunjuk arah dari Google Map.



## 6. Fitur Discharge Alert

Fitur ini berfungsi untuk membantu mempercepat proses kepulangan peserta dari Rumah Sakit pada saat rawat inap apabila pasien mendapatkan informasi dari dokter bahwa pasien sudah bisa pulang.

- Cara penggunaan
  - a. Klik “Discharge Alert”
  - b. Pilih “Provider Name”
  - c. Klik “Trigger Discharge Alert”

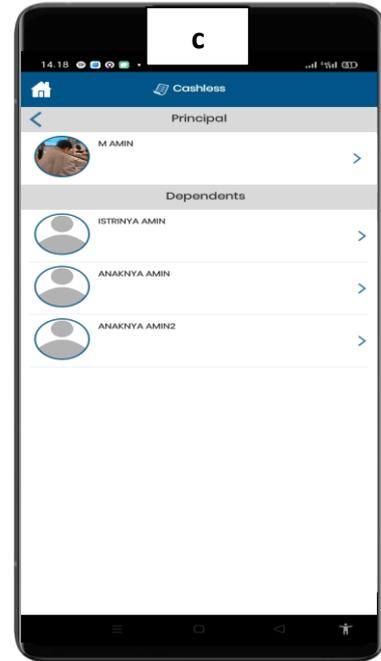
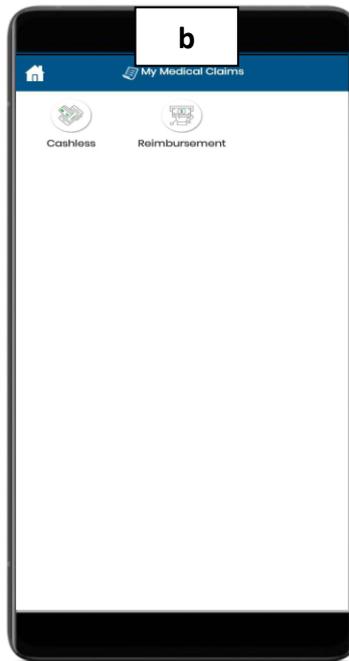
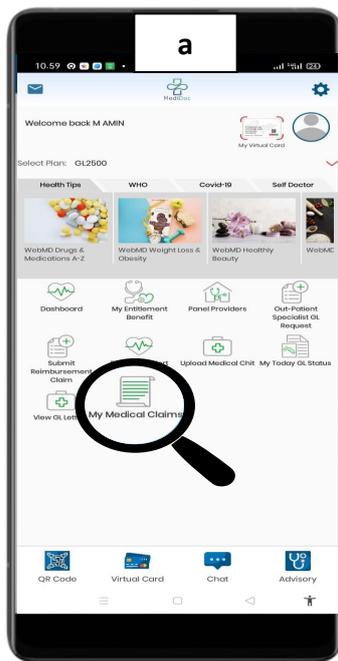




## 8. Fitur Medical Claims

Fitur ini digunakan untuk melihat riwayat klaim peserta yang telah terjadi dan melihat status klaim cashless & reimbursement secara realtime.

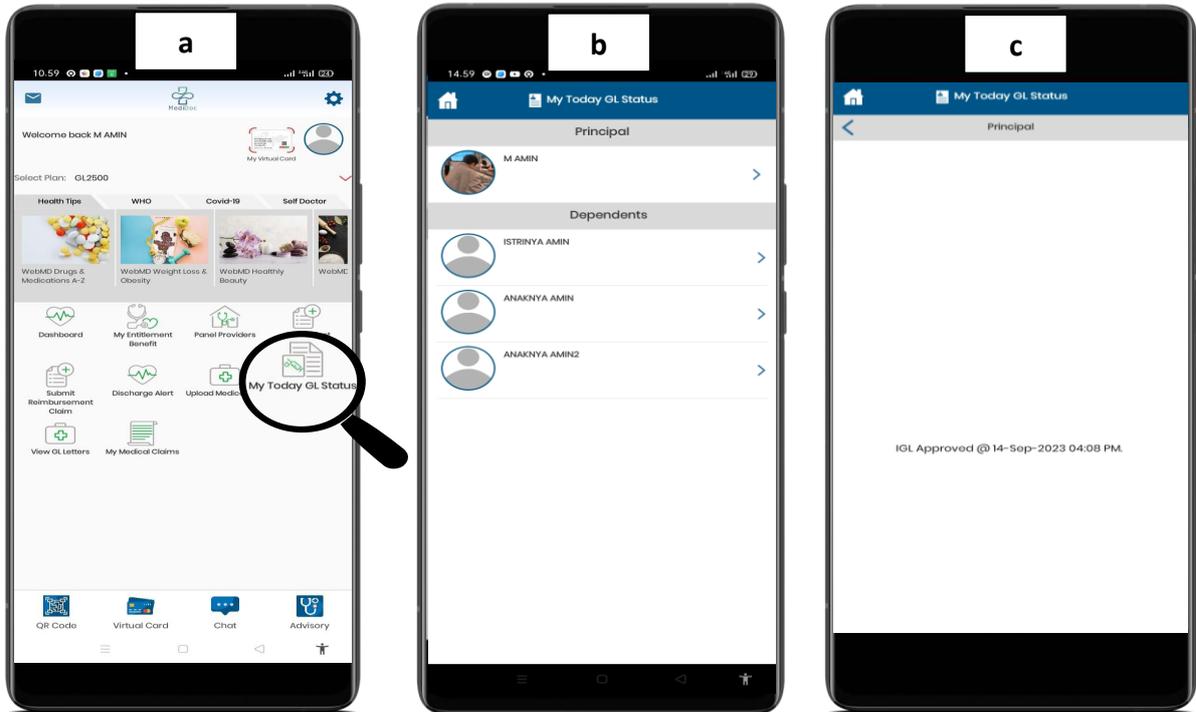
- Cara penggunaan
  - a. Klik “Medical Claims”
  - b. Pilih Cashless atau Reimbursement
  - c. Pilih nama principal atau dependents
  - d. Klik “Provider Name”
  - e. Klik “View Letter”
  - f. Kemudian akan muncul Surat Jaminannya



## 9. Fitur Today GL Status

Fitur ini digunakan untuk melihat status surat jaminan secara realtime

- Cara penggunaan
  - a. Klik "Today GL Status"
  - b. Pilih nama principal atau dependents
  - c. Kemudian akan muncul status surat jaminannya

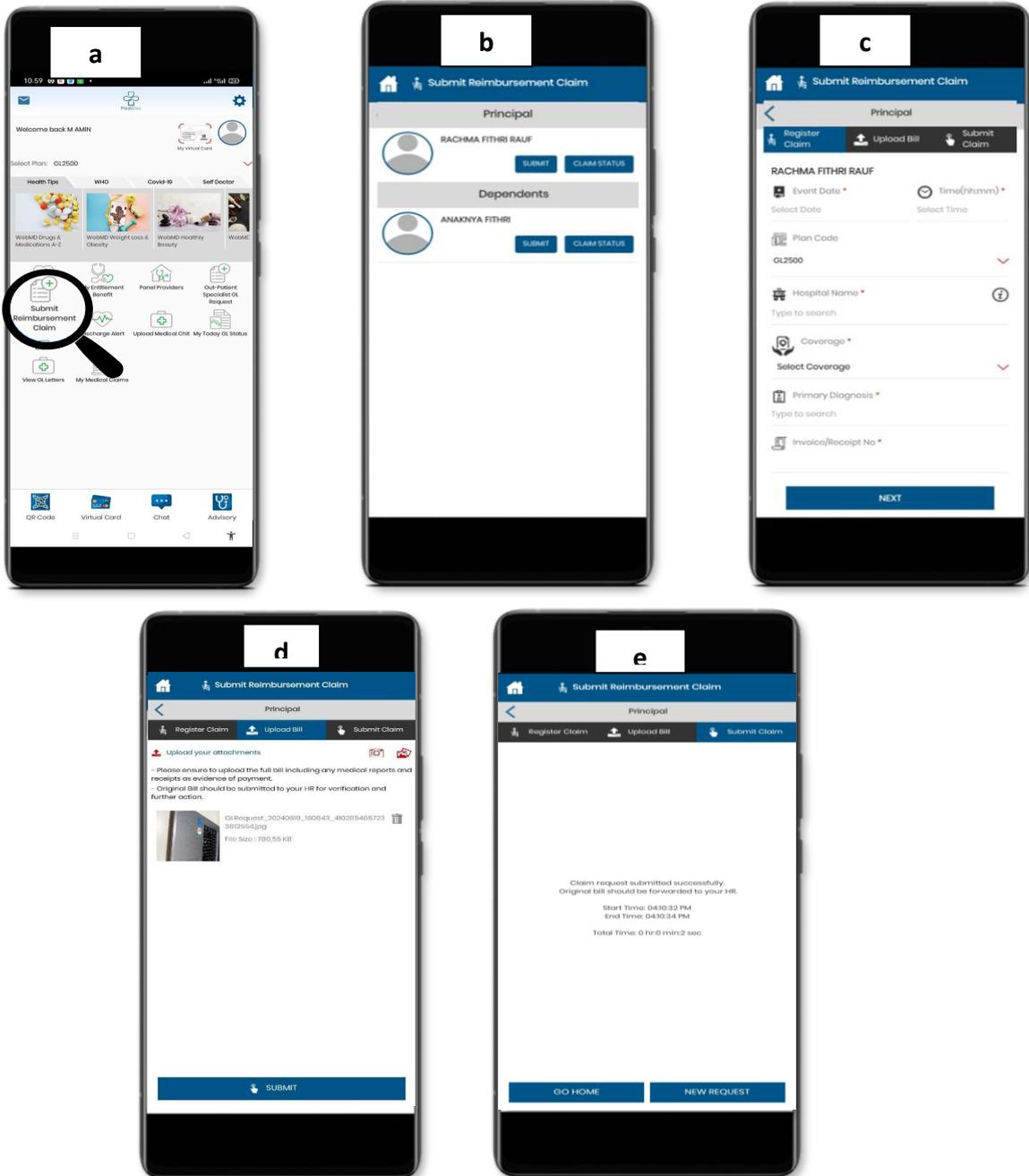


## 10. Fitur Submit Reimbursement Claim

Fitur ini digunakan untuk melakukan submit reimbursement melalui Medidoc secara Mandiri

- Cara penggunaan
  - a. Klik “Submit Reimbursement Claim”
  - b. Klik Submit
  - c. Lakukan pengisian pada field yang mandatory
  - d. Upload bill/dokumen Lalu submit
  - e. Kemudian akan muncul informasi submit reimbursement sukses

**Note : Dokumen yang diunggah harus dalam format JPG. Mohon untuk tidak mengunggah dokumen yang berasal dari hasil screen capture. Adapun ukuran maksimal dokumen yang dapat diunggah adalah 20 MB.**



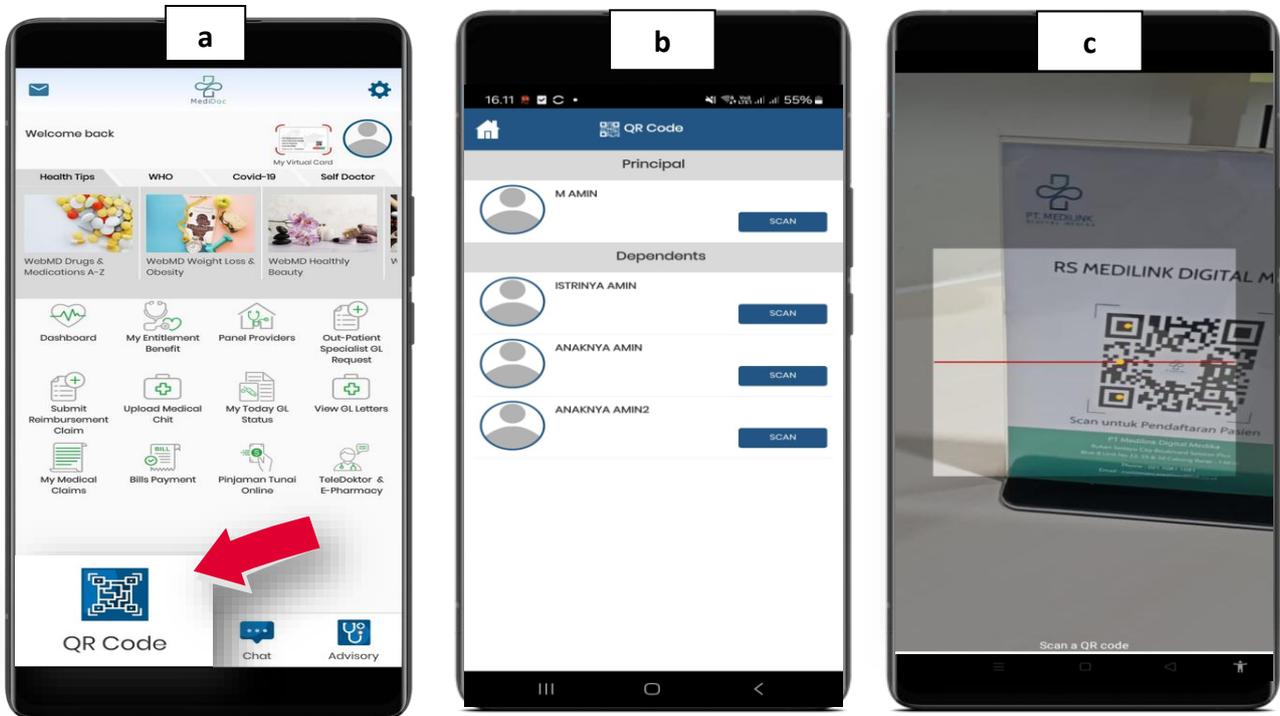
## English

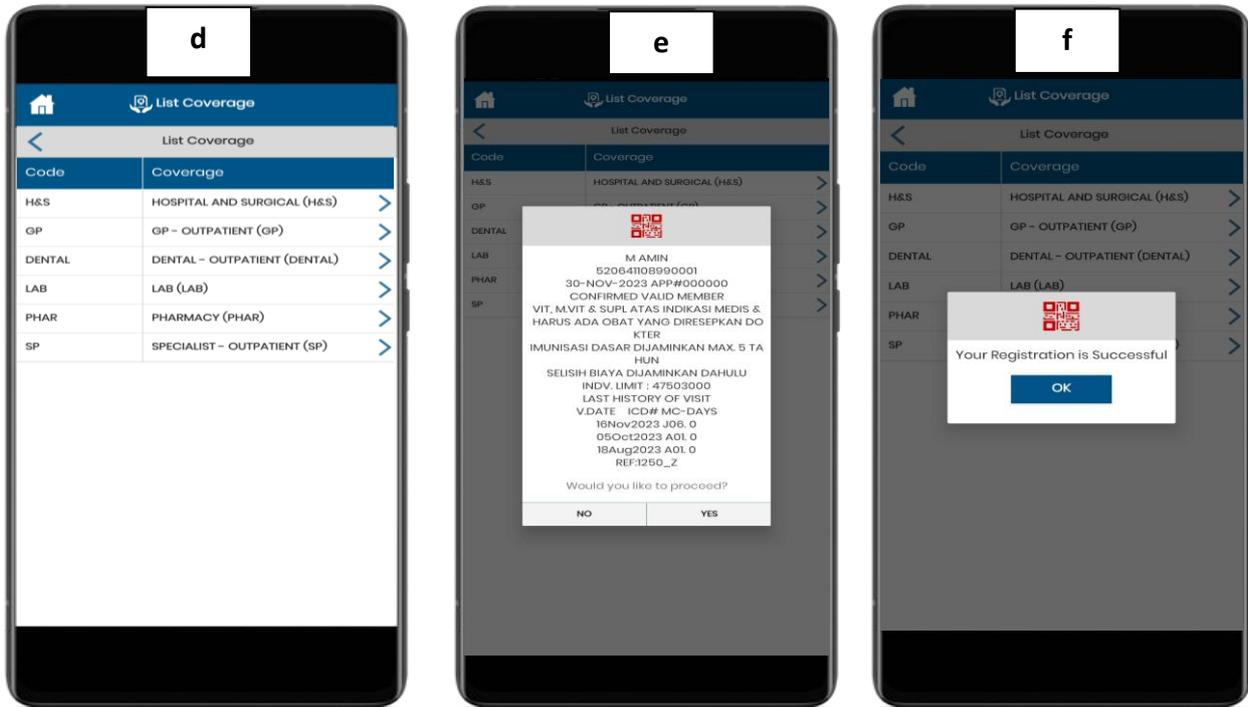
### Medidoc Features and Their Functions

#### 1. QR Scan Feature

This feature is used when members seek medical treatment at a hospital and clinic. members can scan QR code displayed the acrylic stand available at the hospital/clinic.

- How to use:
  - a. Click the “QR Code” menu.
  - b. Select “Scan”
  - c. Scan the QR code on the acrylic stand at the hospital/clinic
  - d. Select the appropriate coverage  
*(Example: if the participant is visiting a general practitioner, select GP – Outpatient (GP))*
  - e. Click “Yes”
  - f. Then click “OK”



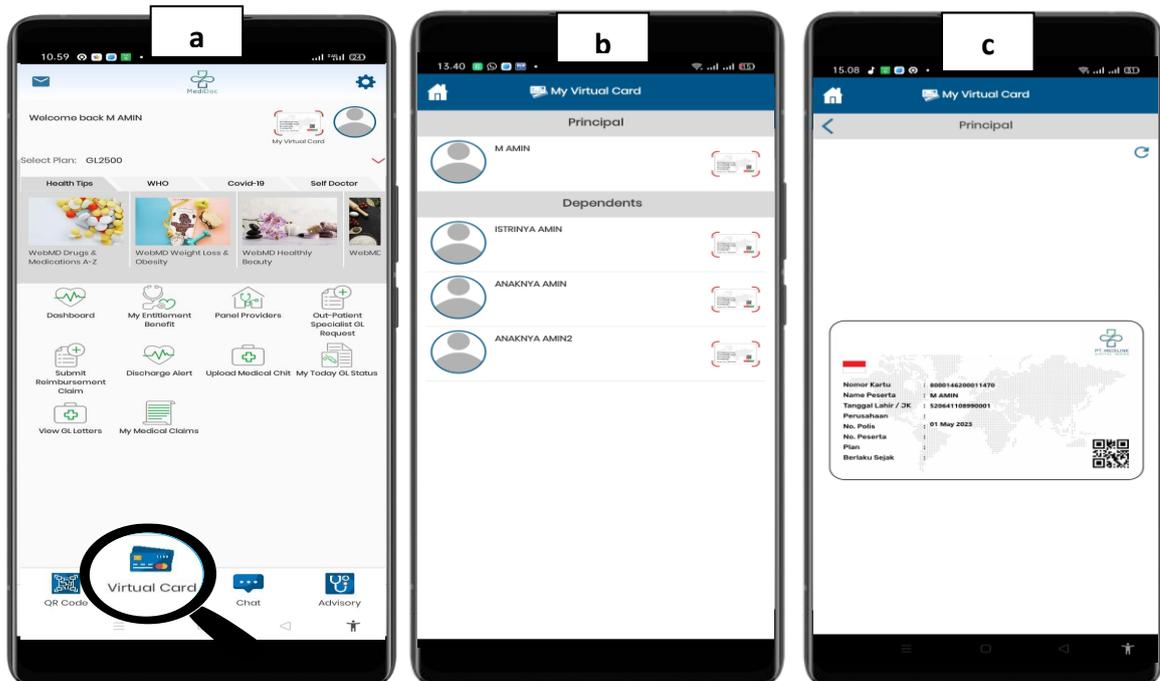


## 2. Virtual Card Feature

This feature is used to view participants' e-cards, both for the principal and dependents, within the Medidoc application.

How to view Virtual Card:

- Click "Virtual Card".
- Select Principal's/Dependent's Name.
- The member's virtual card will be displayed.

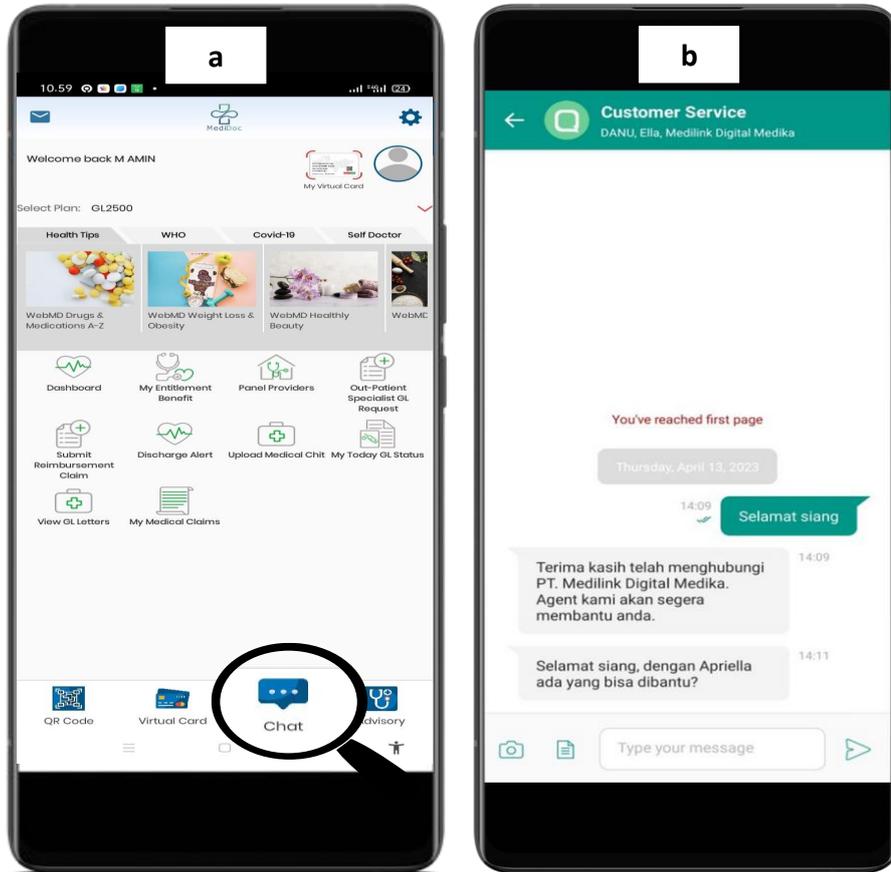


This document contains proprietary information, which is protected by copyright. All rights reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior consent of PT. Medilink Digital Medika.

### 3. Chat Feature

This feature is used when there are requests, inquiries, or issues related to Medilink services.

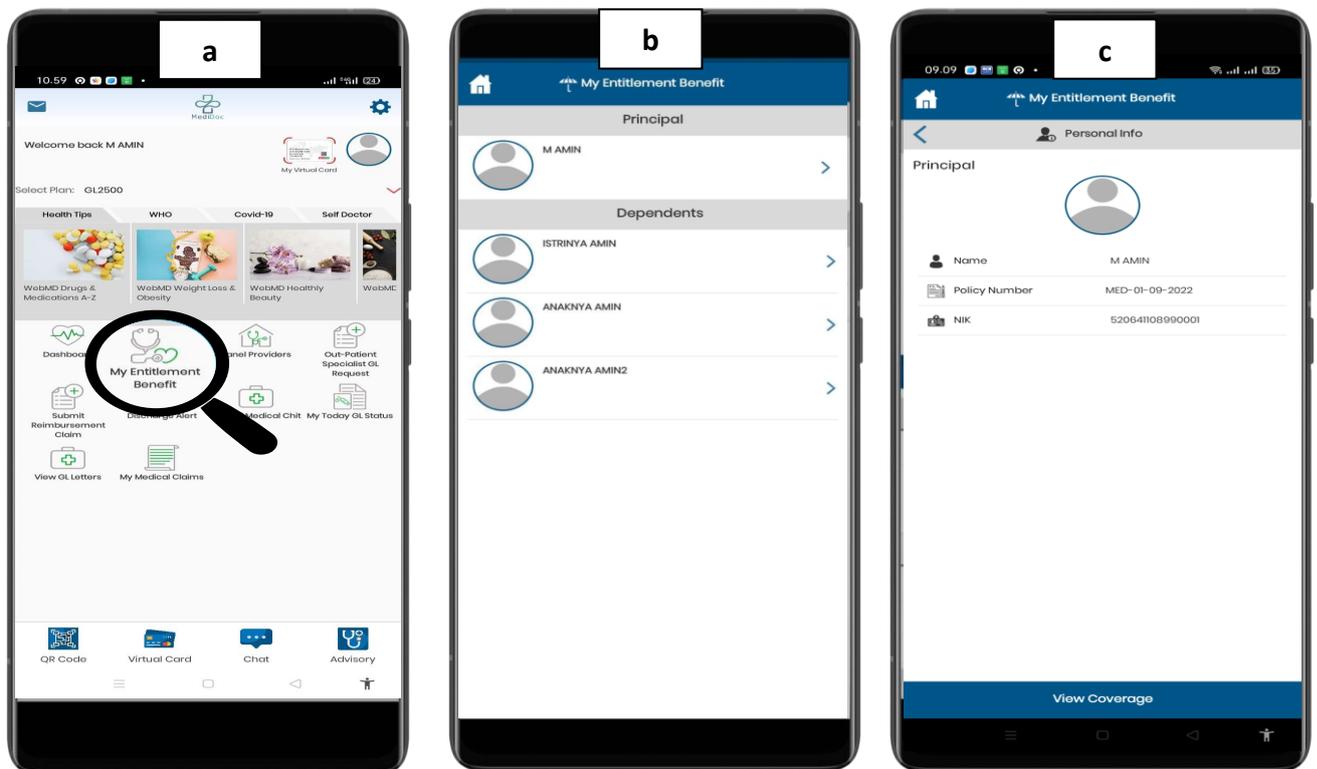
- How to Use:
  - a. Click “Chat”.
  - b. Then submit your complaint or inquiry.

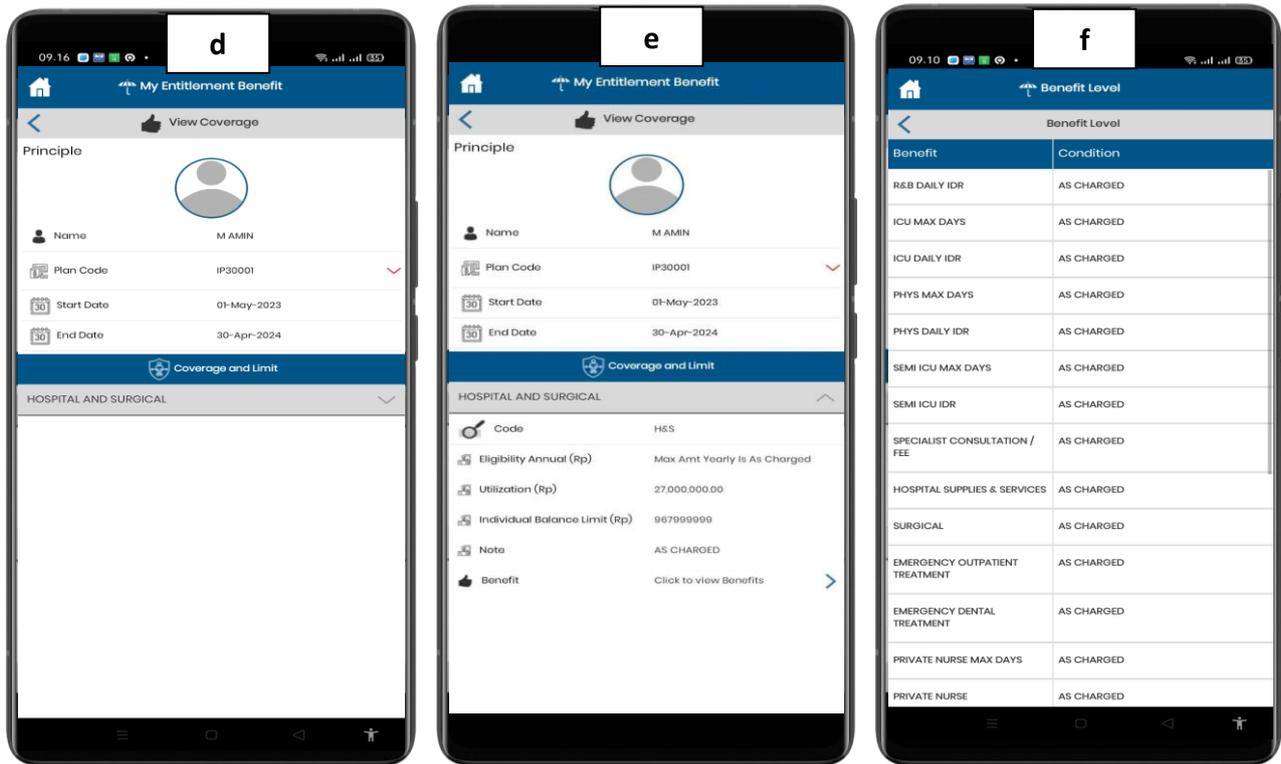


#### 4. Entitlement Benefit Feature

This feature is used to view the benefits limits owned by the member.

- How to use:
  - a. Click “Entitlement Benefit
  - b. Click Principal's atau Dependent's Name
  - c. Click “View Coverage”
  - d. Select the **Plan Code** ( *Example: If the member wants to view inpatient benefits, select plan code IP30001 or another IP plan code*)
  - e. Click “Hospital and Surgical”
  - f. To view benefit details, click “Click to View Benefits”. The list of benefits owned by the member will then be displayed.



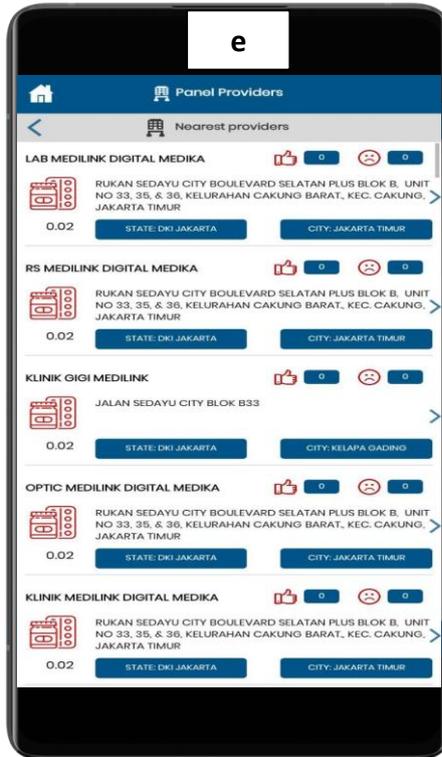
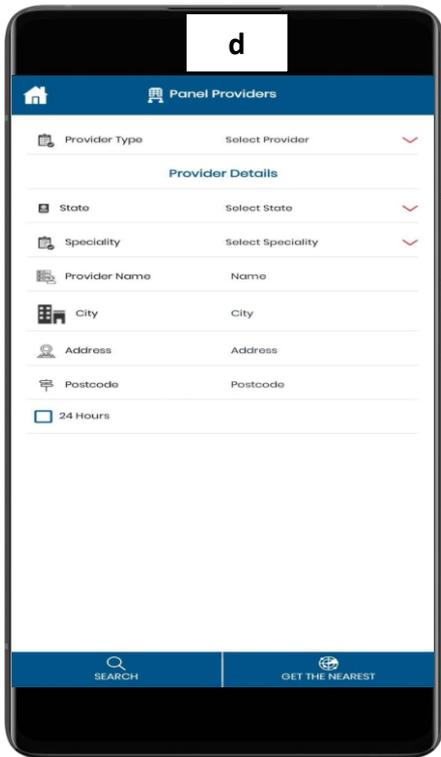
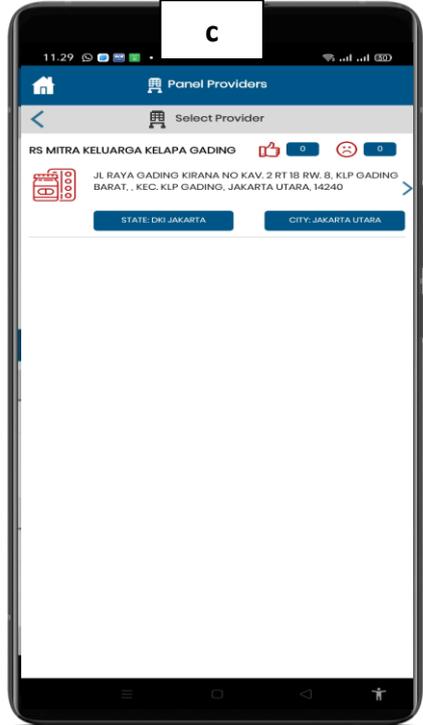
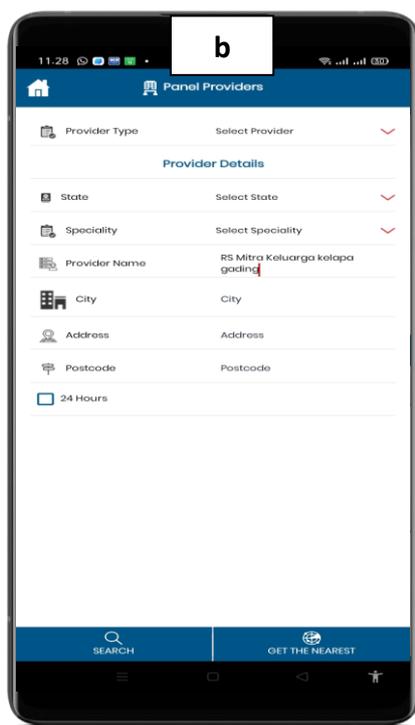
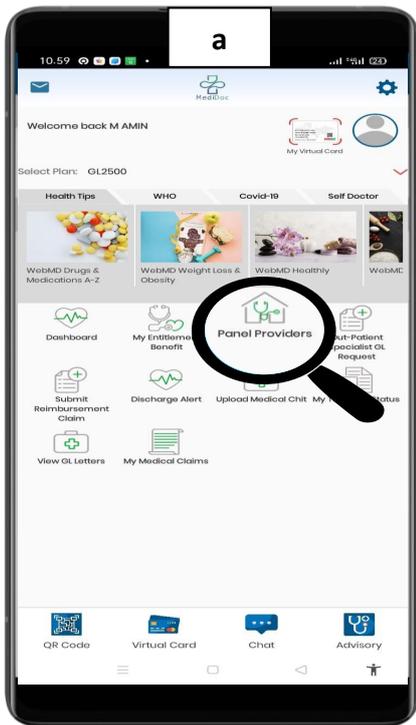


## 5. Panel Provider Feature

This feature is used to view providers (Hospitals/Clinics/Laboratories/Pharmacies) that are partnered with Medilink, as well as to find providers closest to the member's current location.

*Example:* If a member is currently in the Kelapa Gading area and wants to find nearby providers, the Panel Provider feature will display a list of providers located around Kelapa Gading.

- How to use:
  - a. Click "Panel Provider"
  - b. Enter the provider name in the "**Provider Name**" field to check whether the provider you wish to visit is a Medilink partner, then click "**Search**".
  - c. If the provider name appears, it means the provider is partnered with Medilink. If it does not appear, the provider is not yet partnered with Medilink.
  - d. To find providers closest to your location, click "**Get The Nearest**".
  - e. A list of providers nearest to your current location will be displayed, and you may select the provider you wish to visit.
  - f. Click the selected provider's name, then click "**View Map**" to get directions via Google Maps.

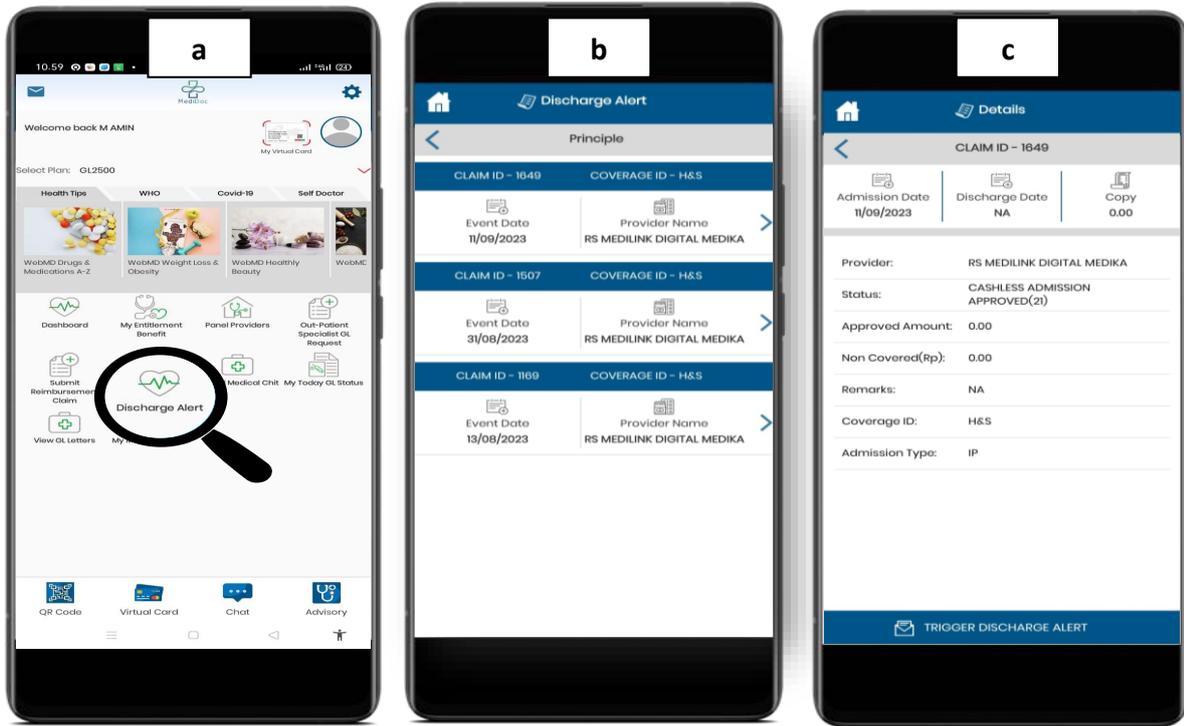


## 6. Discharge Alert Feature

This feature helps expedite the patient discharge process from the hospital during inpatient care once the doctor has informed the patient that they are ready to be discharged.

How to use:

- a. Click “Discharge Alert”.
- b. Select “Provider Name”.
- c. Click “Trigger Discharge Alert”.

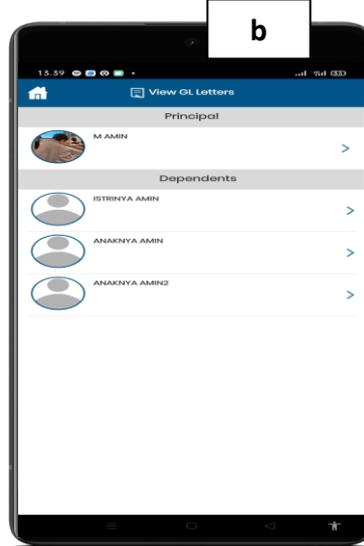
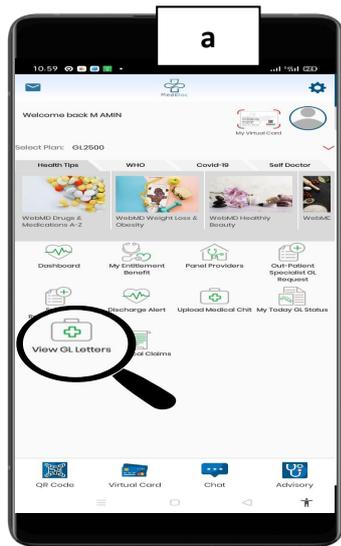


## 7. View GL Letters Feature.

This feature is used to view guarantee letters that have been issued by Medilink to the provider.

How to use:

- a. Click “View GL Letters”
- b. Click Principal’s or Dependent’s Name.
- c. Click “Coverage”.
- d. Then GL (Guarantee Letter) will then be displayed.

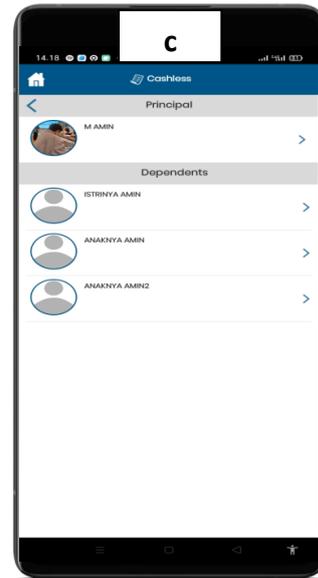
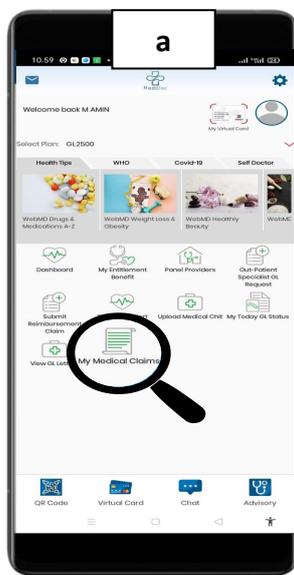


## 8. Medical Claims Feature

This feature is used to view the participant's claim history and to monitor the real-time status of both **cashless** and **reimbursement** claim.

How to use:

- a. Click “Medical Claims”
- b. Select Cashless or Reimbursement.
- c. Select principal's or dependents' name.
- d. Click “Provider Name”.
- e. Click “View Letter”.
- f. The Guarantee Letter will then be displayed.

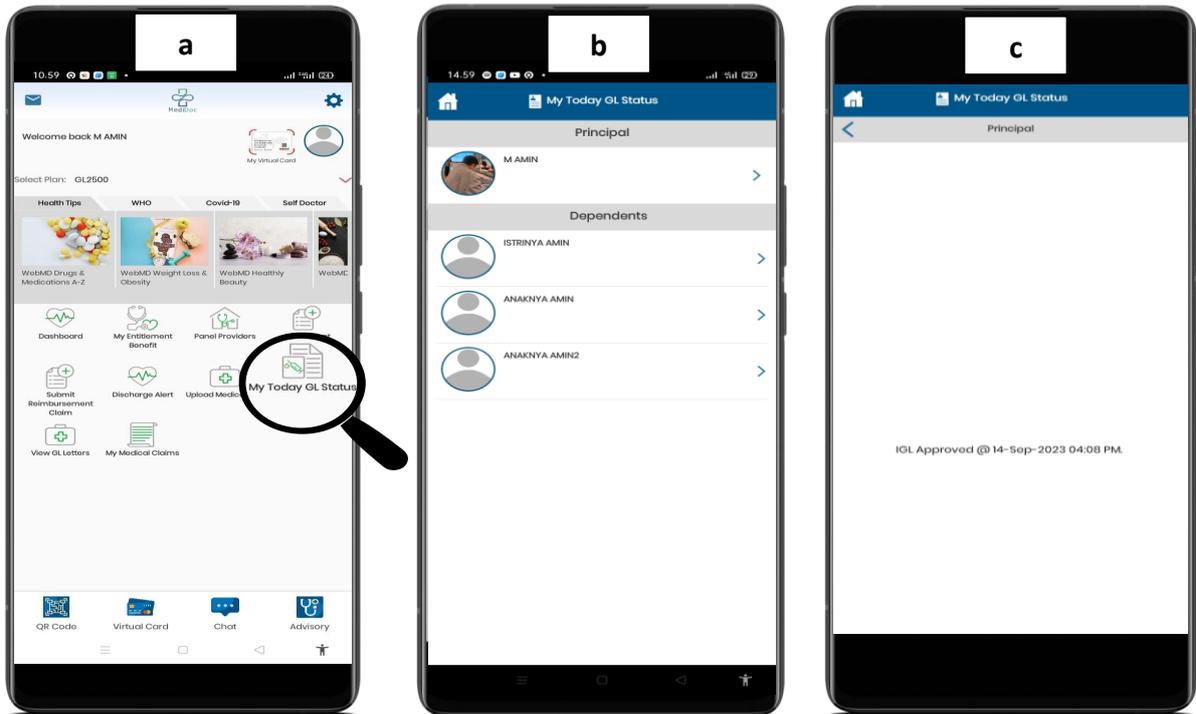


## 9. Today GL Status Feature

This feature is used to view the real-time status of the Guarantee Letter (GL).

How to use:

- a. Click “Today GL Status”.
- b. Select principal’s or dependents’ name.
- c. The Guarantee Letter status will be displayed.

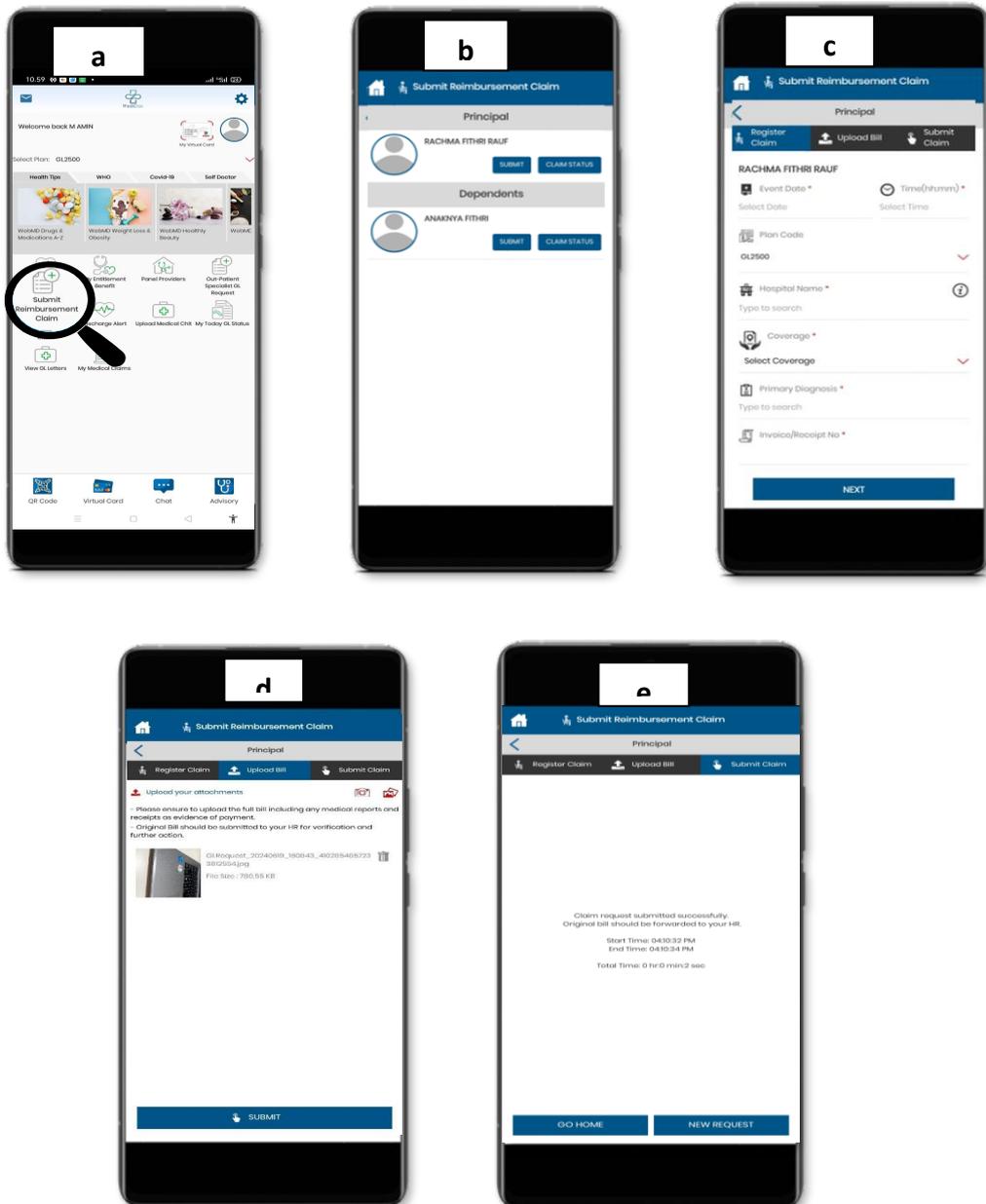


## 10. Submit Reimbursement Claim Feature.

This feature is used to independently submit reimbursement claims through the Medidoc application.

- How to use:
  - a. Click “Submit Reimbursement Claim”
  - b. Click Submit
  - c. Fill in all Mandatory Fields
  - d. Upload the bill/supporting documents, then click **Submit**.
  - e. A confirmation message indicating **successful reimbursement submission** will be displayed

**Note : Uploaded documents must be in JPG format. Please do not upload screenshots. The maximum file size allowed is 20 MB.**



This document contains proprietary information, which is protected by copyright. All rights reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior consent of PT. Medilink Digital Medika.