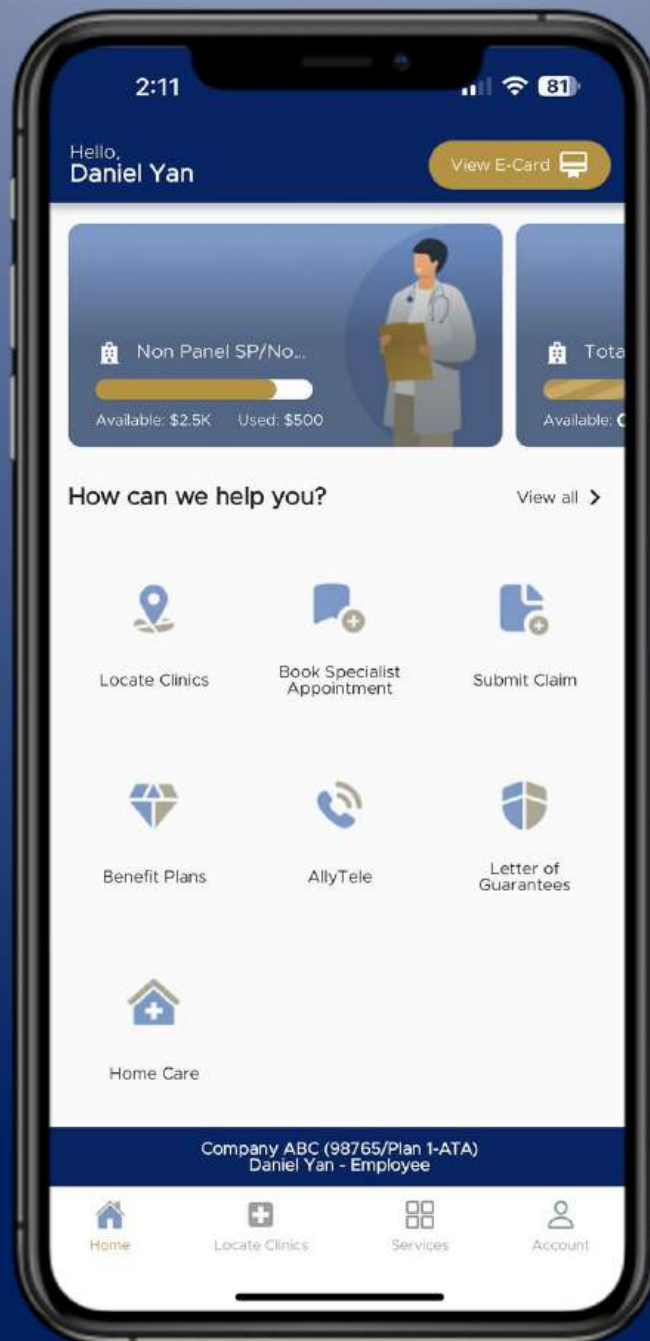


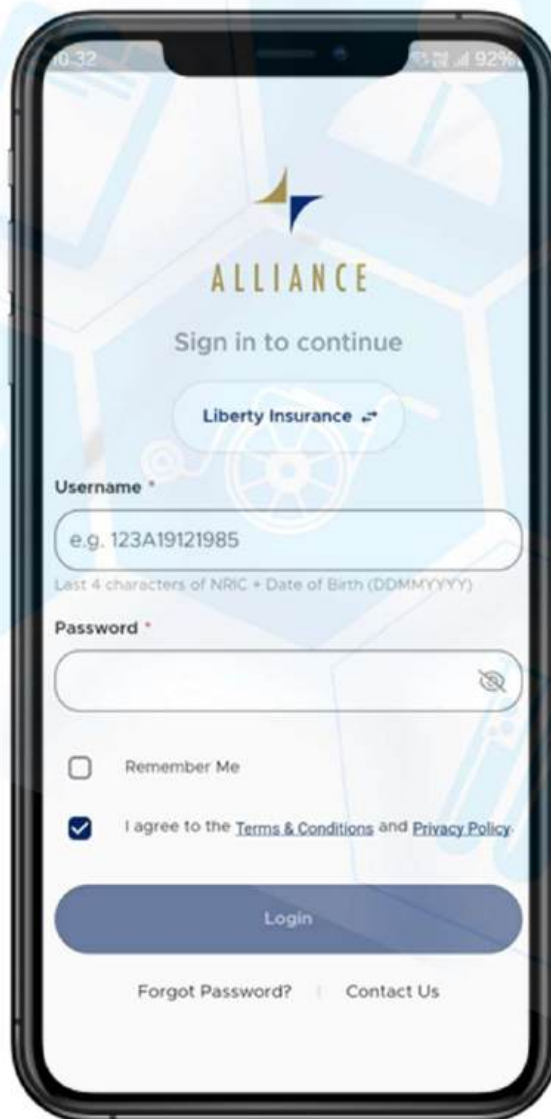


## Alliance Medinet iCare 2.0 with AllyTele

App User Guide  
9Oct24

# Welcome

The guide is intended to assist users to experience the features of iCare 2.0 App. This guide gives navigation instructions according to the application display settings. Unless otherwise specified, all instructions in this guide assume that you are starting from iCare 2.0 login screen.



Locate Clinics



Book Specialist  
Appointment



Submit Claim



Benefit Plans



AllyTele

Note: Instructions in this guide are based on the default application version and may vary depending on the changes made to the software version on the application.

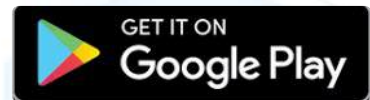


# Accessing the Mobile App

Get it through your welcome email  
or scan QR code below!

If you have received welcome email, please review and follow the instructions to access the iCare 2.0 App.

Alternatively, the app can be downloaded from Apple App Store and Google Play Store.



# Table of Content

\*Note that some functions included in this guide is subjected to the policy coverage/ guidelines and may not be applicable.

| Content                | Page |
|------------------------|------|
| Login to iCare 2.0 App | 5    |
| Tutorial               | 7    |
| Main Landing Page      | 8    |
| Switch Accounts        | 9    |
| Access E-Card          | 10   |
| All Services Menu      | 11   |
| Locate Panel Clinics   | 12   |
| View Claims            | 16   |
| Submit Claims          | 18   |
| View Benefit Plan      | 21   |
| Telemedicine Services  | 23   |
| Payment Transactions   | 31   |
| Account                | 32   |
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| Reset Password         | 34   |
| Contact Us             | 35   |

## 5 | Login to iCare 2.0 App

Login with the following information/  
instructions:

### Program

Choose the correct program "Liberty Insurance".

### Username:

Last 4 alphanumeric characters of  
your NRIC/FIN number + Date of  
Birth in <DDMMYYYY> format.

### Default Password:

Your Date of Birth in <DDMMYYYY>  
format.

10:32 92%

**ALLIANCE**  
Sign in to continue

Liberty Insurance ➔

Username \*

e.g. 123A19121985

Last 4 characters of NRIC + Date of Birth (DDMMYYYY)

Password \*

☐ Remember Me

☒ I agree to the [Terms & Conditions](#) and [Privacy Policy](#).

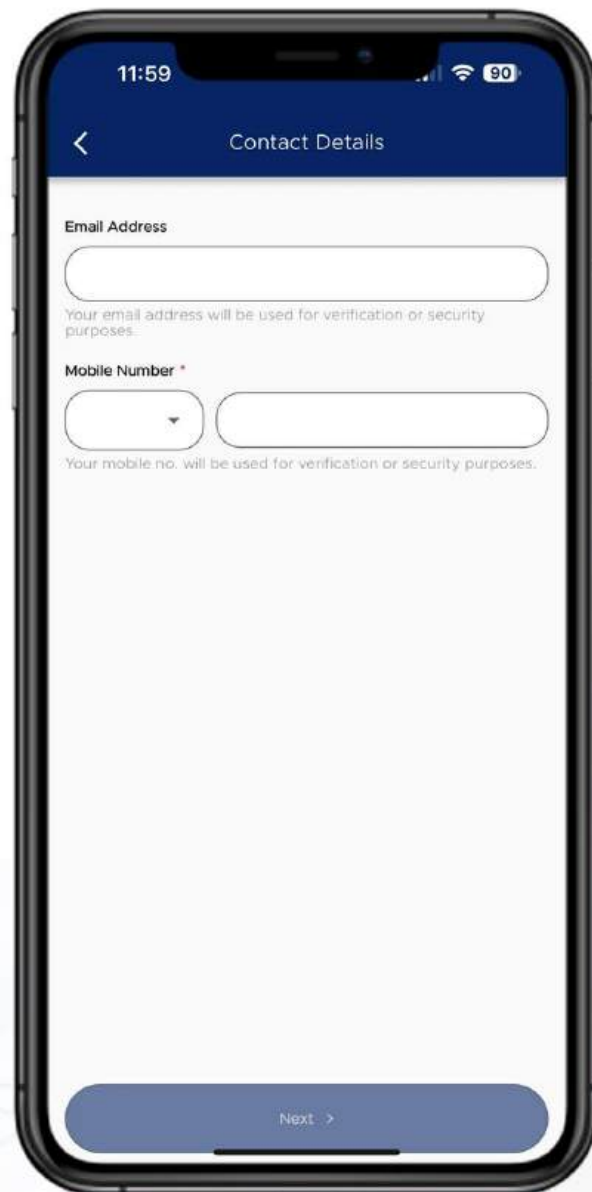
Login

[Forgot Password?](#) | [Contact Us](#)

### Additional Notes:

- You can use the "Remember Me" option for the app to remember your user ID for future logins.
- Users are recommended to keep their apps updated to the latest version.
- OTP will be prompted for selected functions on the app.

## 6 | Login to iCare 2.0 App

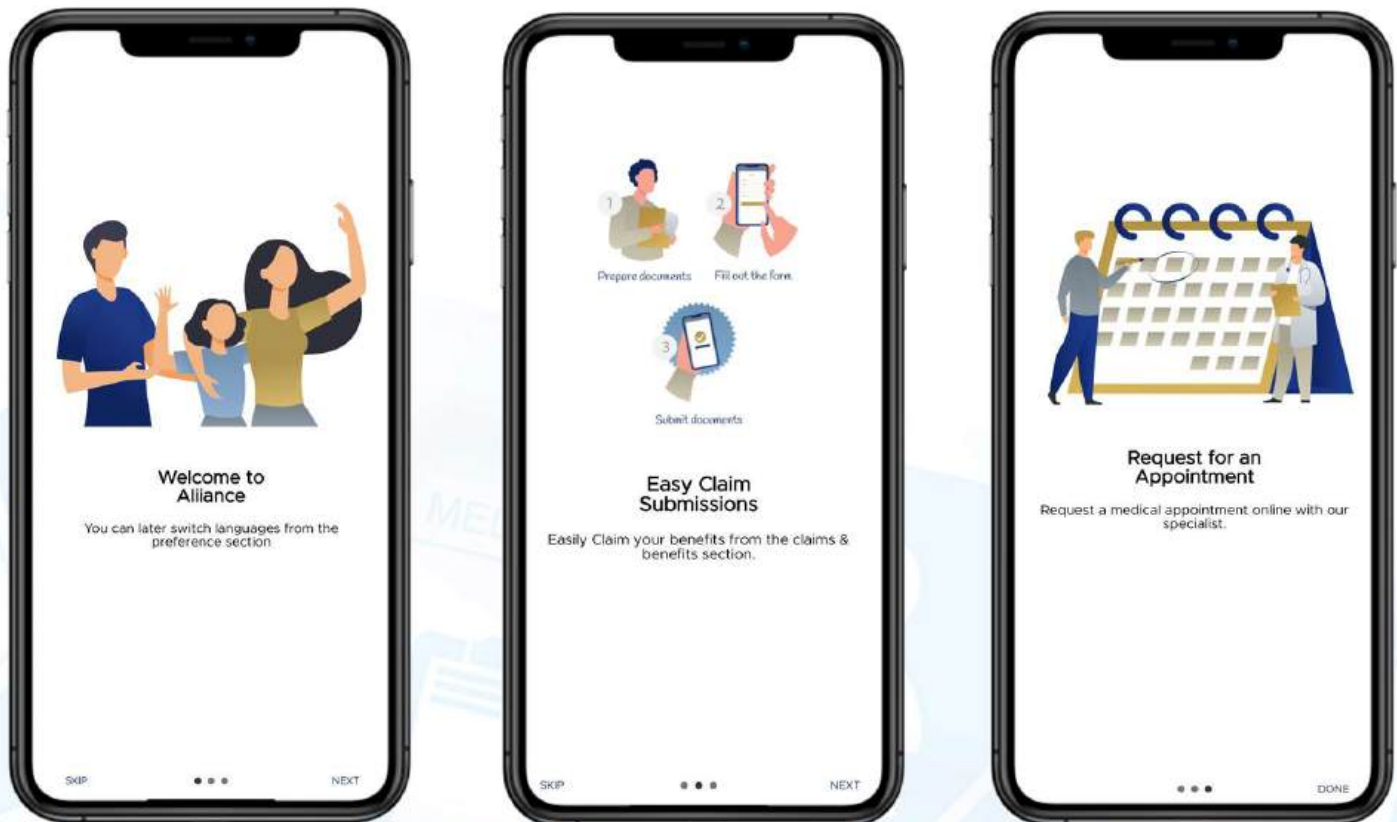


The image shows a smartphone screen with the 'Contact Details' form. The status bar at the top shows the time 11:59, signal strength, Wi-Fi, and 90% battery. The app title 'Contact Details' is at the top of the screen. The form has two main sections: 'Email Address' with a single input field and a note 'Your email address will be used for verification or security purposes.', and 'Mobile Number \*' with a dropdown menu and a text input field, followed by the note 'Your mobile no. will be used for verification or security purposes.'. A blue 'Next >' button is at the bottom.

Input "Email Address" and "Mobile Number" to receive an OTP notification

## **Tutorial Page**

Key functionalities and information will be featured.



# 8 | Main Landing Page

## Key Features and Functionalities

### Benefit Information

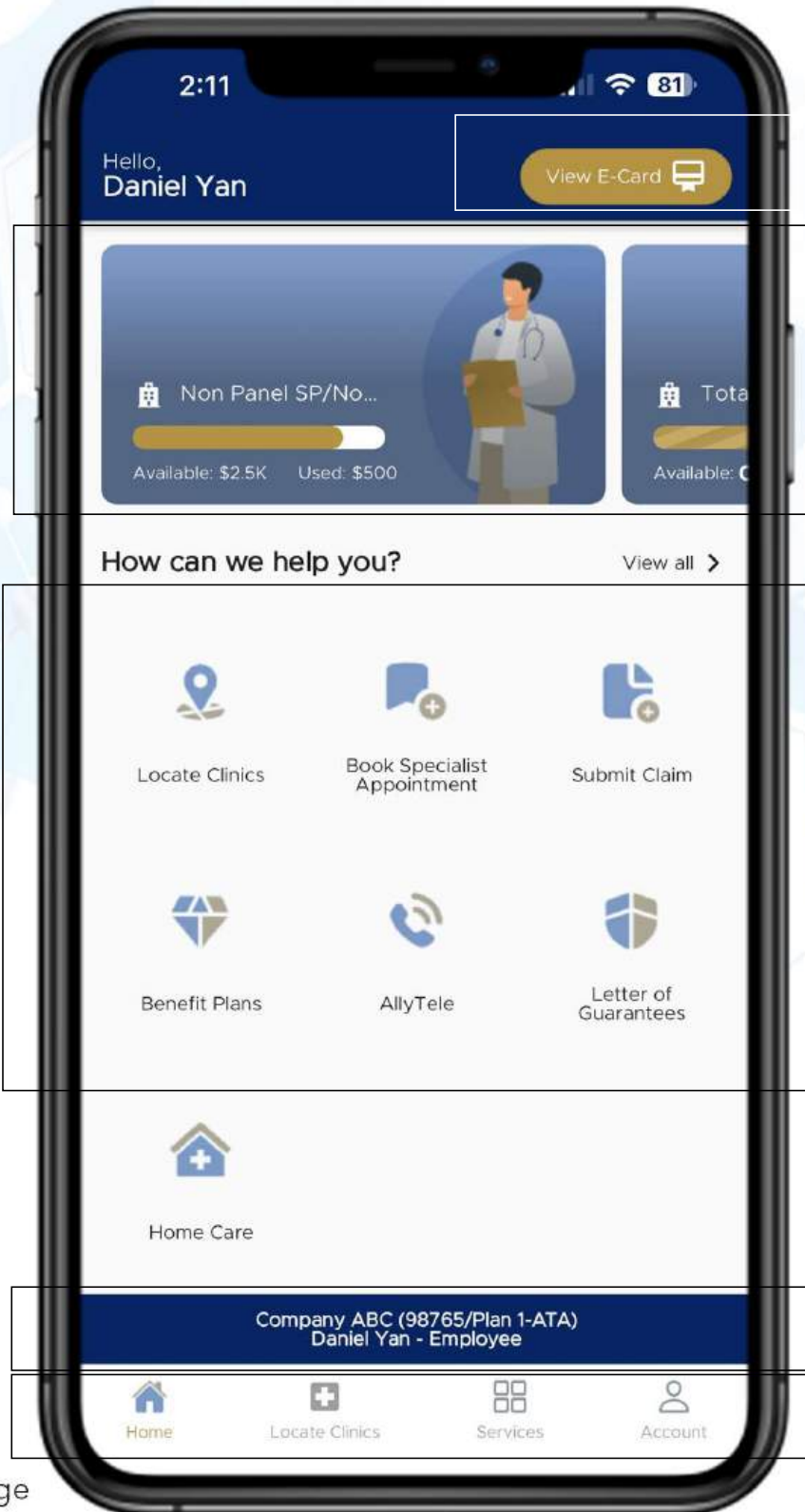
You will find use details such as benefit coverage and annual limits etc.

### Quick Access

Your most recently used functions will be available here for quick access.

### Navigation Bar

This will allow you to return to the main page at any time, access the services menu, clinic locator and profile.



### E-Card

Tap to display and select the relevant e-card.

### Switch Accounts

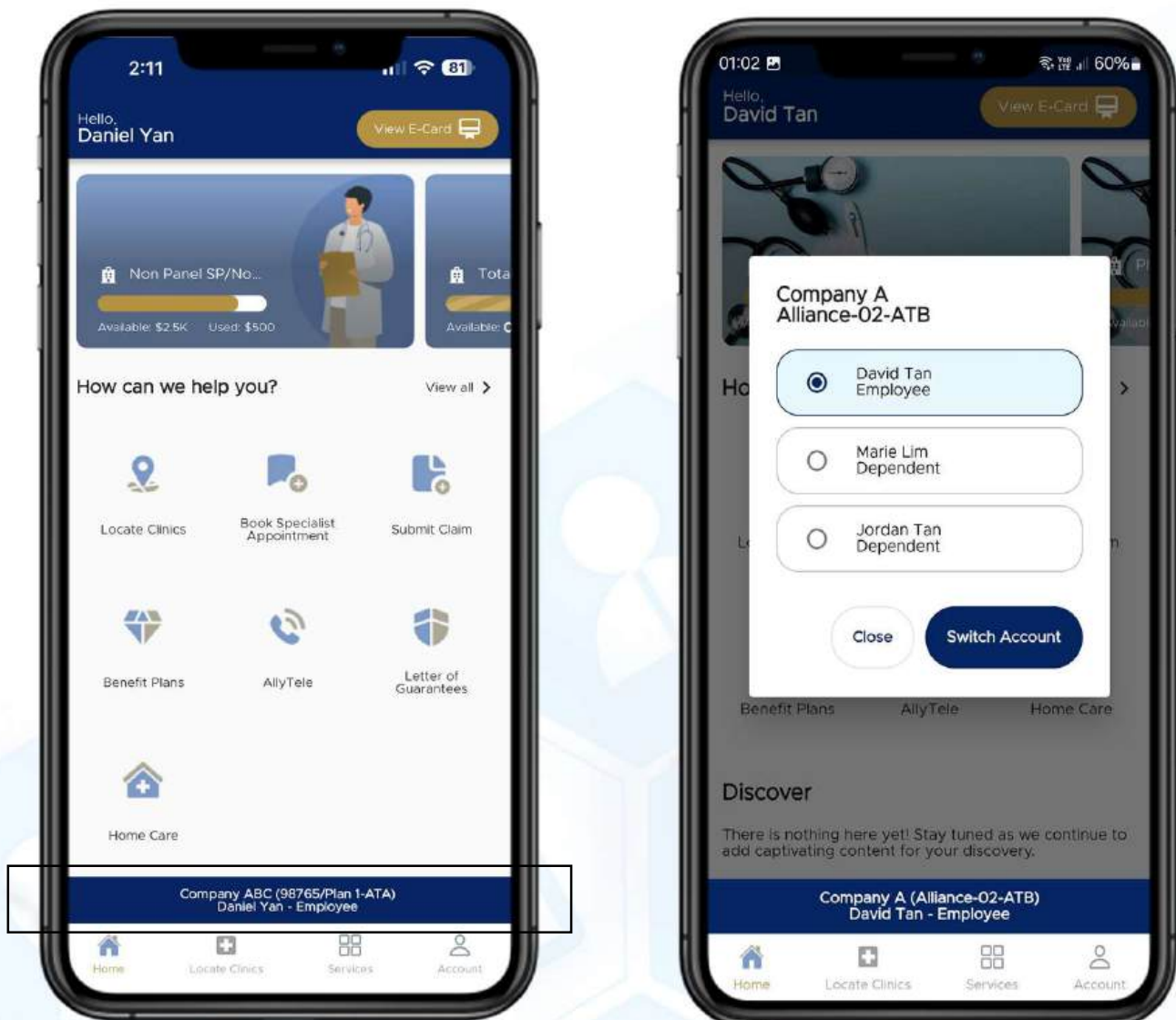
Switch between employee or dependant Accounts (if applicable)

# 9 | Switch Accounts

## **Accessing Employee and Dependant Accounts**

You can toggle between employee and dependant account(s) where required.

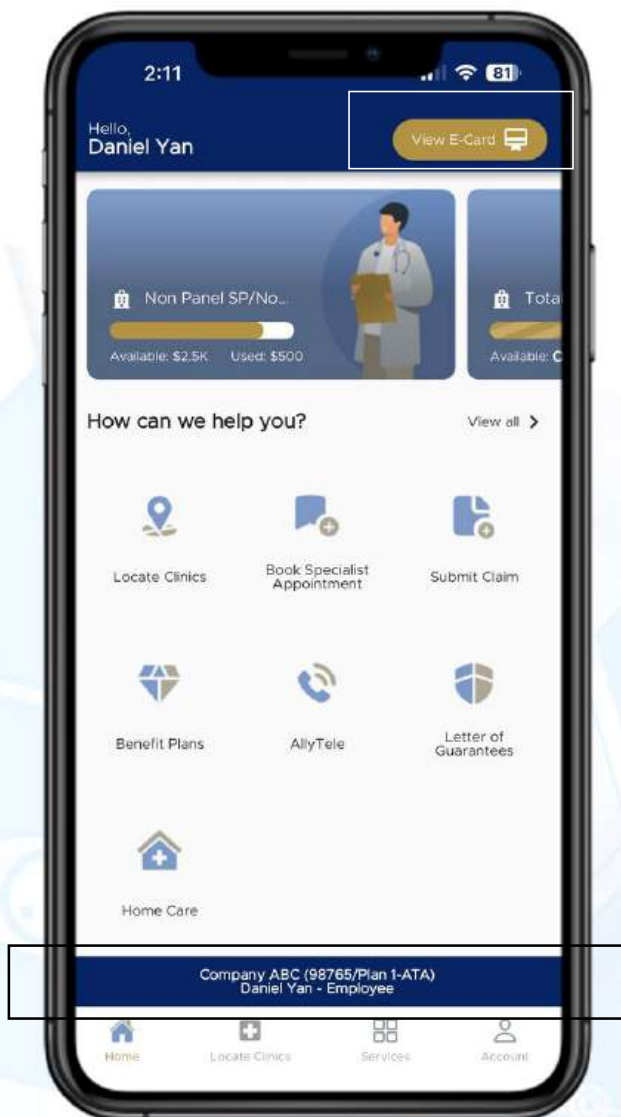
Do note that this is only available if you are logged in as an employee. Dependant accesses are restricted to the respective accounts and functions.



Tap to toggle between employee and dependant accounts.

## Access E-Card

To view your E-Card and your dependent's E-Card (if any).



Tap **View E-Card** button to display E-Card. Toggle account to display dependant E-card if required.



Tap on **Flip** icon or on the E-card to view the reverse side of this card.

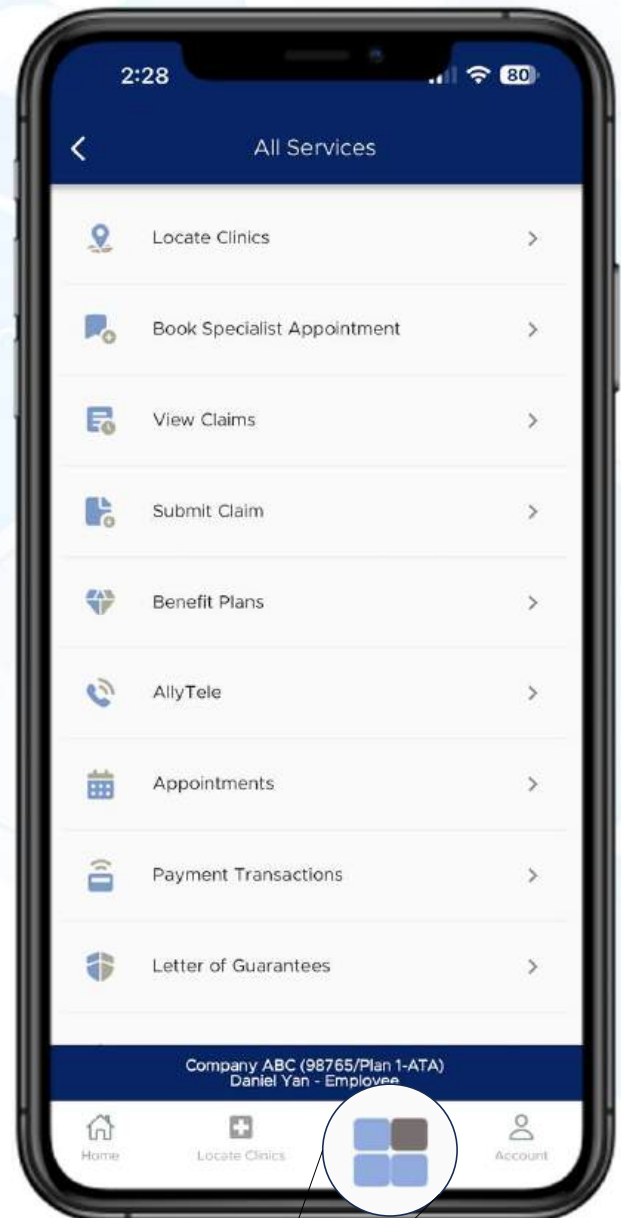
You can pinch 2 fingers together or apart on the E-Card to adjust zoom.

# 11 | All Services Menu

## **All Services Menu**

"All Services" will allow you to navigate through all functionalities of this app. Access the "All Services" menu by tapping the icon on the navigation bar.

You can return to this menu at any point of time to toggle between different functions.



Access the "**All Services**" menu by tapping the icon on the navigation bar.

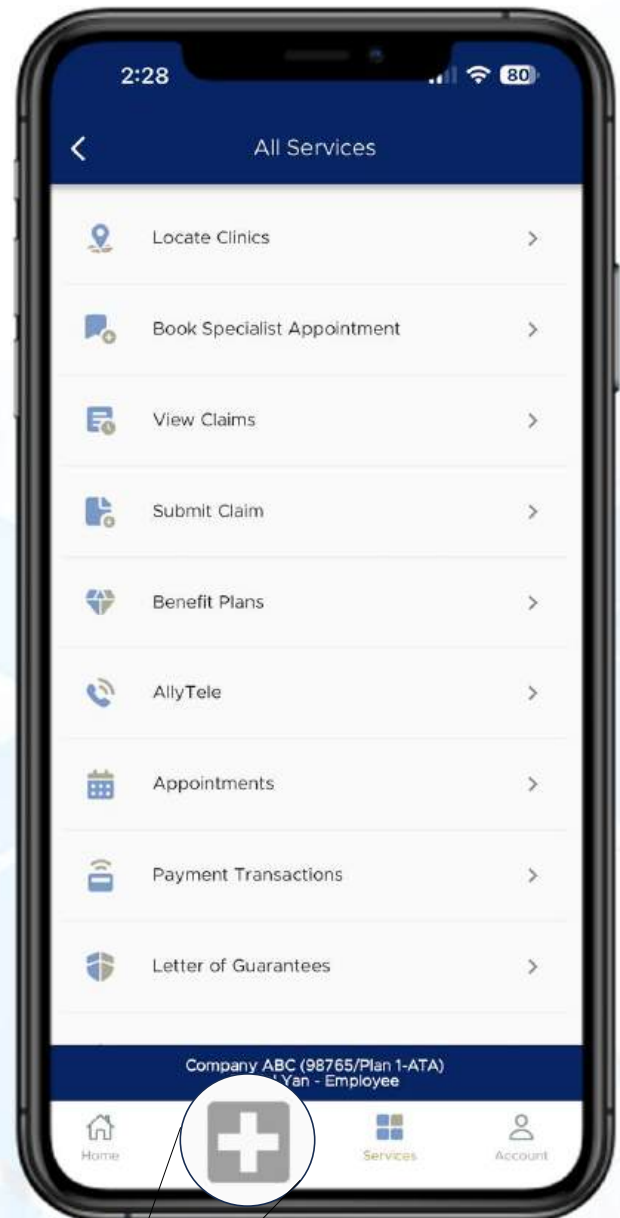
# 12 | Locate Panel Clinics

## Locate Panel Clinics

In this section, you will be able to review clinic information such as address, operating hours and contact details. Information can be searched and filtered based on your requirements.

Clinic locator is also embedded to help you identify a nearest panel clinic within 5-kilometer radius and ability to link to a navigation map to take you there.

Reminder to enable location services on your phone for this function to work.



Access panel clinic information by tapping the "**Panel Clinic**" icon on the navigation bar.

You will also be able to find this function in the "**All Services**" menu.

# 13 | Locate Panel Clinics

## Locate Clinic Page - Main page / List view

Navigate to search and access clinic information.

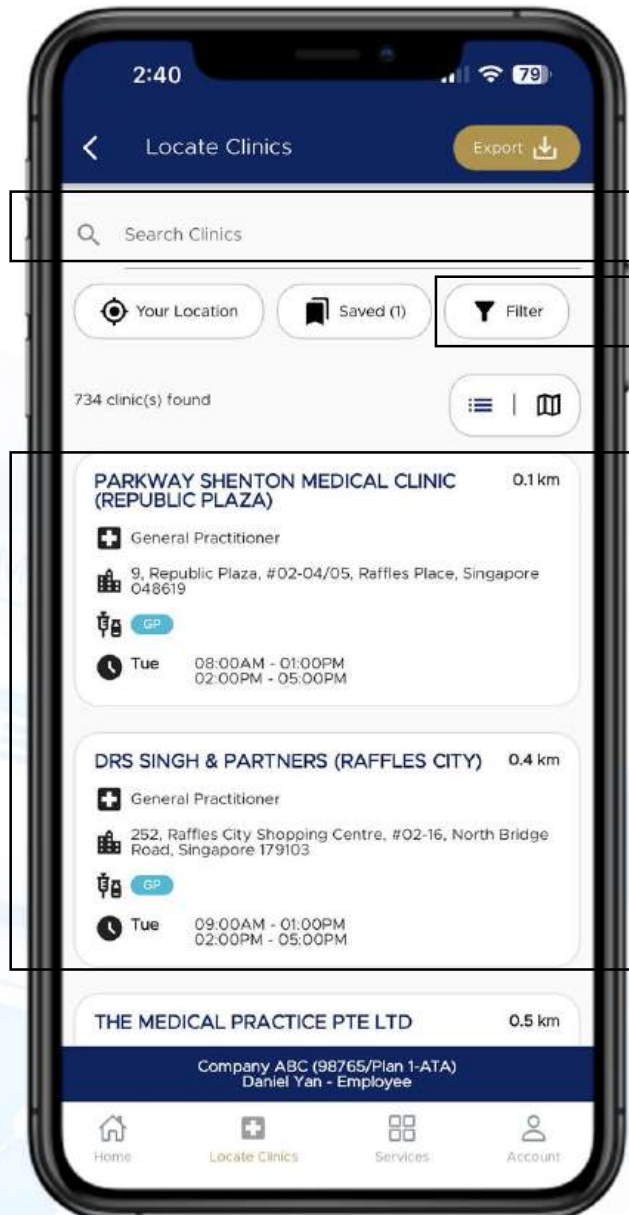
### Search Clinics

Enter keywords such as street name, postal codes to enable search.

### Clinic information

Details such as address, operating hours and contact details etc are available.

Tap on the respective clinic profiles to access more details.



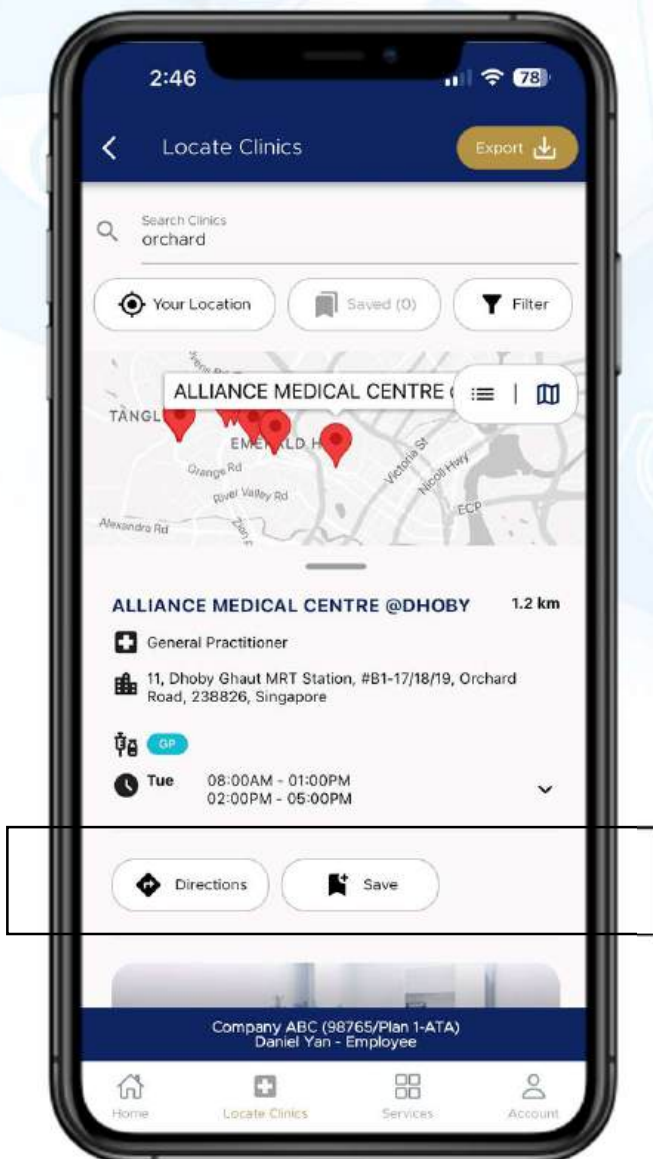
### Filters

Access filters to help you refine the search experience.

# 14 | Locate Panel Clinics

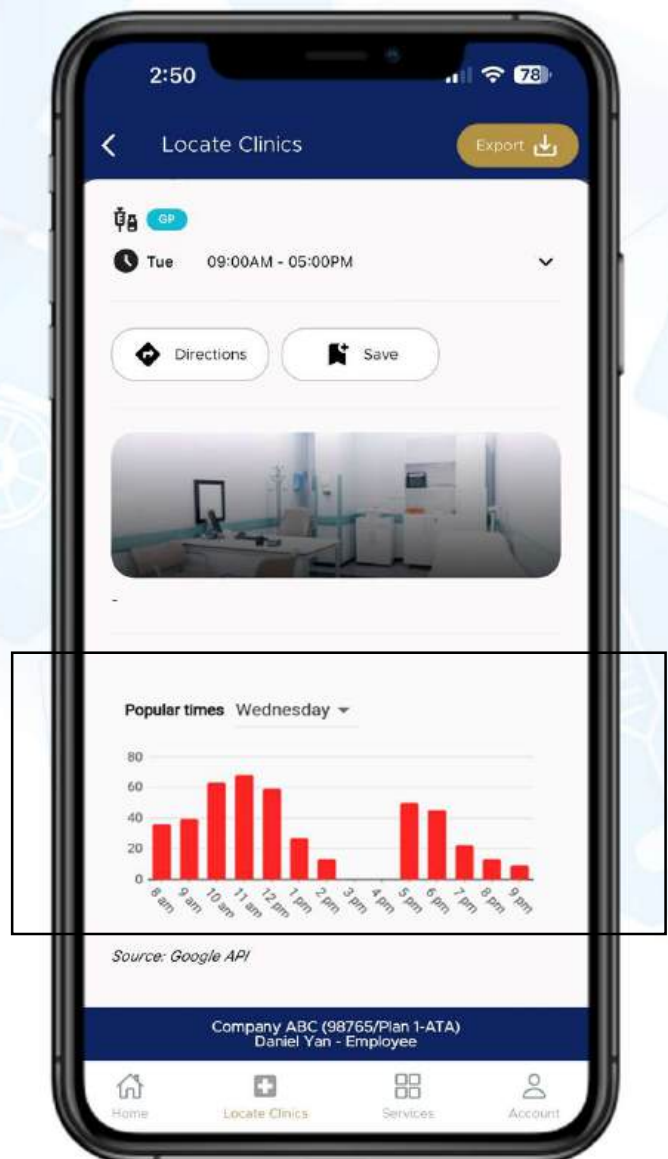
## Locate Clinic Page - Clinic detail view

This shows the details of the selected panel clinic.



Tap **"Directions"** to link a navigation app to direct you to the clinic.

You can also contact the clinic directly by tapping on **"Call"**



Google map information will allow you to review the crowd traffic on the average at this clinic by hours of the day. (Note that this is not tabulated by specific dates and times)

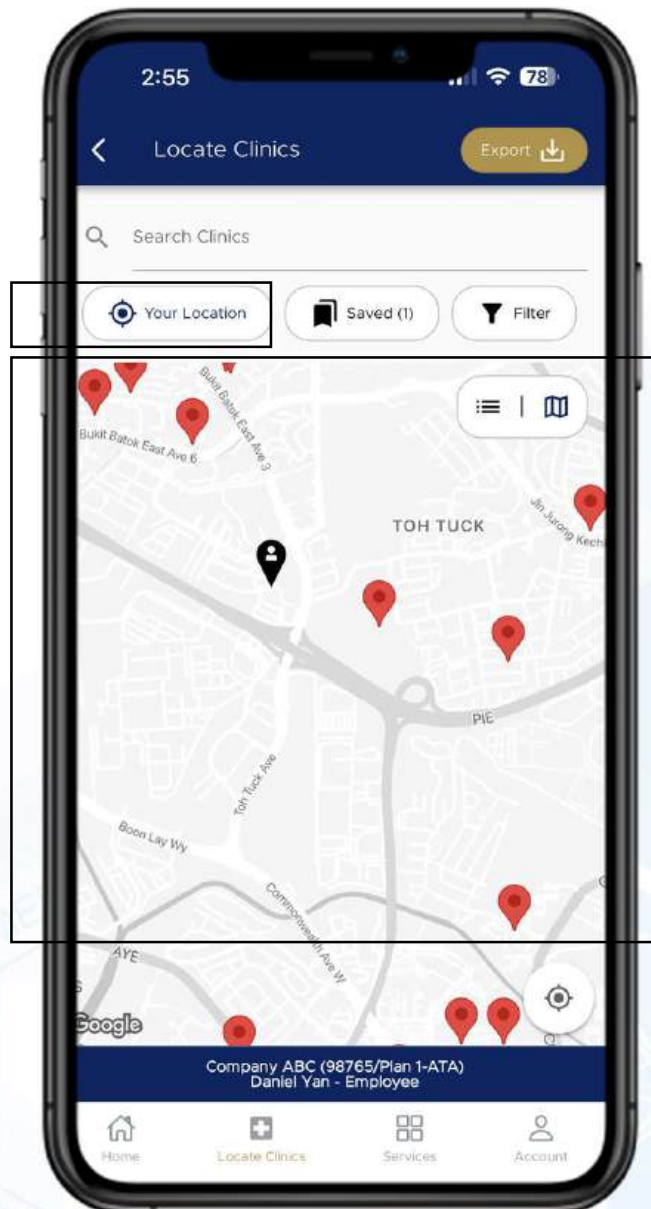
# 15 | Locate Panel Clinics

## Locate Clinic Page - Map view

Map/ locator view that allows you to identify panel clinics nearby.

Tap to identify your current location on the map.

Map will display the nearby clinics within your vicinity. Tap on the preferred clinic to access more details.

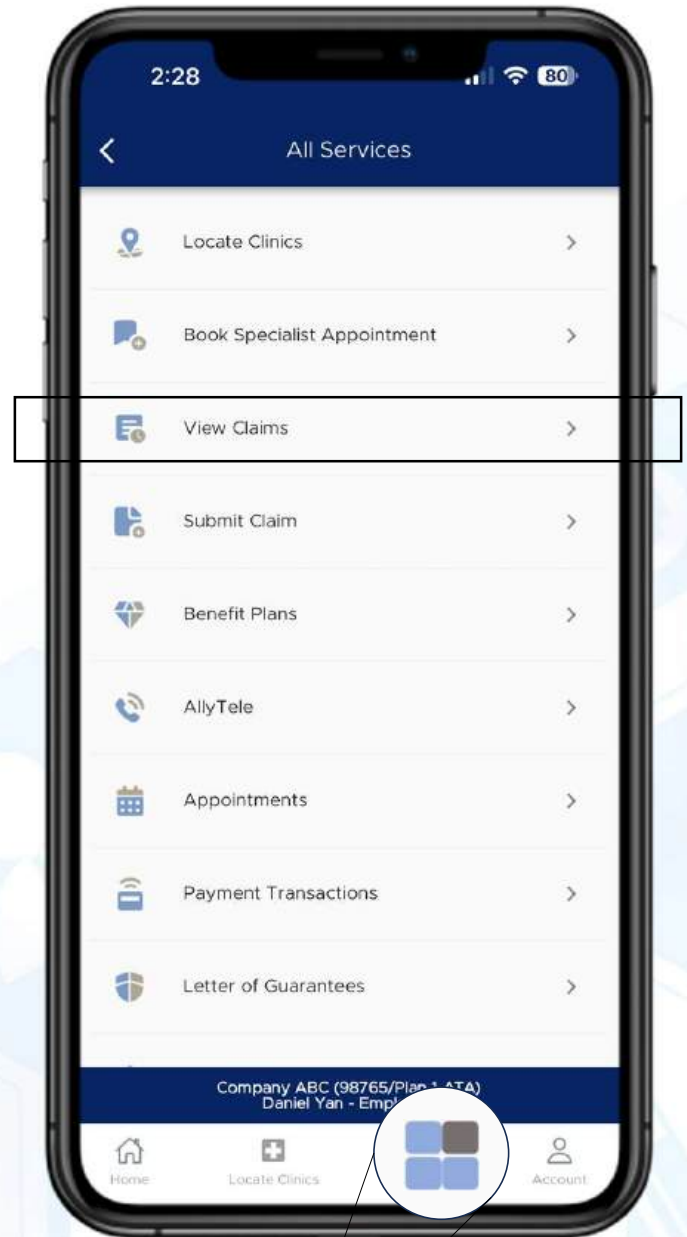


# 16 | View Claims

## Claims

This function allows you to access your claims history (details, statuses etc) and saved drafts.

Tap on "**Claims**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.

## Claims Page

To view submitted claims status or access saved draft claims.

### **Action Filters**

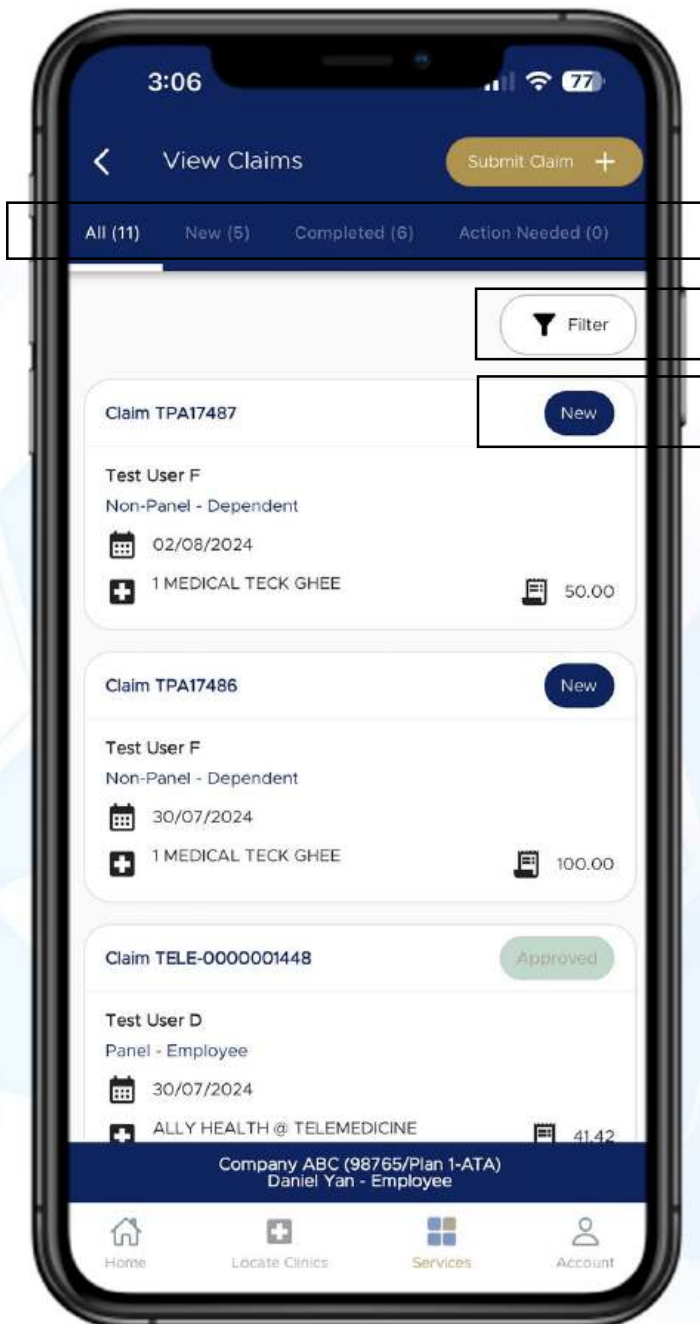
Helps you categorize claims that are information and those requiring attention.

### **Filter**

Use filters to retrieve specific claims.

### **Status**

Review the status of each claim.

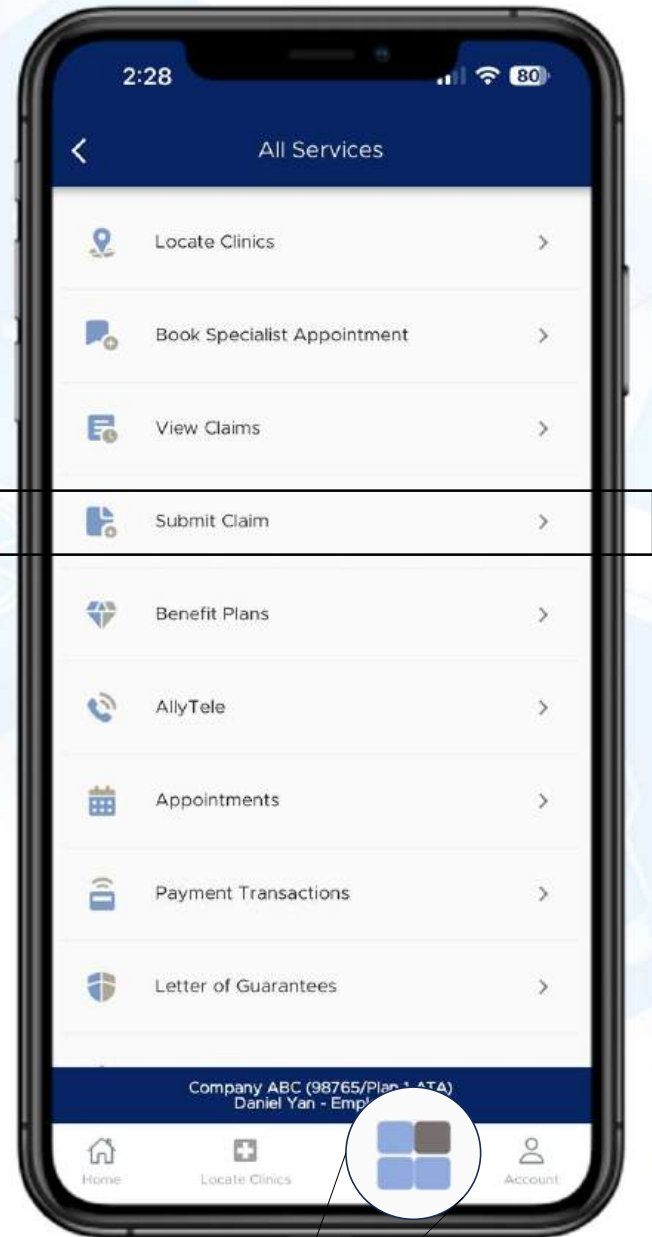


# 18 | Submit Claims

## Submit Claims

This function allows you to submit your claim and attached relevant supporting documents for assessment.

Tap on "**Submit Claim**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.

# 19 | Submit Claims

The screenshot shows the 'Submit Claim' screen with a dark blue header. Below the header, the 'Claimant' section is active. It features a 'Select one' dropdown menu showing 'Company ABC (98765/Plan 1-ATA)'. Below this, there are three radio button options: 'Daniel Yan Employee' (which is selected and highlighted with a blue border), 'Brenda Poh Dependent', and 'Jamie Yan Dependent'. A note below the options states: 'Please have your Receipts and Referral Letters scanned and ready before proceeding.' At the bottom of the form, there is a 'Save as Draft' button and a 'Next' button. The bottom navigation bar includes icons for Home, Locate Clinics, Services, and Account. The status bar at the top shows the time as 3:15 and battery at 76%.

Select the relevant claimant for this request.

The screenshot shows the 'Submit Claim' screen with a dark blue header. Below the header, the 'Benefit' section is active. It features a 'Visit Date' field with a calendar icon and a date of '01/08/2024'. Below this, there is a 'Benefit' dropdown menu showing 'Polyclinic'. At the bottom of the form, there is a 'Save as Draft' button and a 'Next' button. The bottom navigation bar includes icons for Home, Locate Clinics, Services, and Account. The status bar at the top shows the time as 3:15 and battery at 76%.

Enter the details in sequential order as the system will validate the eligibility.

## 20 | Submit Claims

The first smartphone screen displays the 'Submit Claim' app. The 'Claim Details' section is filled out with the following information:

- Visit Details:**
  - Member Name: Daniel Yan
  - Visit Date: 01/08/2024
- Clinic/Hospital Details:**
  - Benefit Category: For Non-Panel Clinics & Services
  - Benefit: Polyclinic
  - Clinic/Hospital: Search or enter Clinic/Hospital
- Diagnosis:**
  - Diagnosis 1: Search Diagnosis 1

At the bottom of the form, there is a 'Save as Draft' button and a 'Next' button. The footer shows 'Company ABC (98765/Plan 1-ATA) Daniel Yan - Employee' and a navigation bar with icons for Home, Locate Clinics, Services, and Account.

Complete the questionnaire with the claim details.

The second smartphone screen displays the 'Submit Claim' app. The 'Attachment(s)' section is active, showing a search bar for 'Diagnosis 1' and a button to 'Add Diagnosis'. Below this, there is a section for 'Attachment(s)' with a note: 'Please provide receipt/invoice and supporting document(s), if any. Maximum file upload of 5MB (PNG, JPEG, PDF, and TIFF images only)'. There is a '+ Upload' button and a 'Remarks' text area. At the bottom, there is a 'Save as Draft' button and a 'Next' button. The footer is the same as the first screen.

Upload the relevant supporting documents such as invoice, receipts, referral letters, doctor memos etc.

The third smartphone screen displays the 'Submit Claim' app. The 'Payment Details' section is active, showing a 'Receipt Amount' text area and two radio button options: 'Receipt amount is inclusive of GST (9.00%)' (selected) and 'Receipt amount has no GST'. Below this, there are fields for 'Total Incurred Amount (before GST)' and 'GST Amount', both showing '0.00'. At the bottom, there is a 'Save as Draft' button and a 'Next' button. The footer is the same as the previous screens.

Tap "Next" to review and complete submission.

### **Important Notes:**

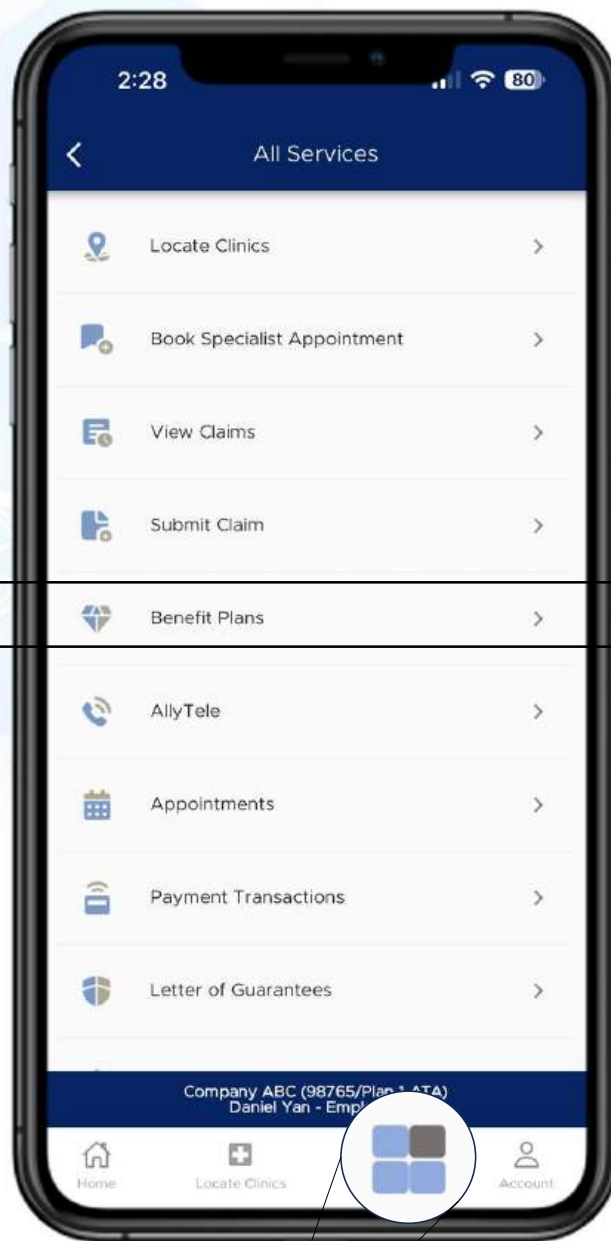
- Please ensure that images are clear and legible before completing your submission.
- Reminder to include all relevant supporting documents to avoid assessment reimbursement delays.

## 21 | View Benefit Plan

### **Benefit Plan**

This function allows you to review an overview of your benefit coverage across periods (if applicable)

Tap on "**Benefit Plan**" icon to proceed.



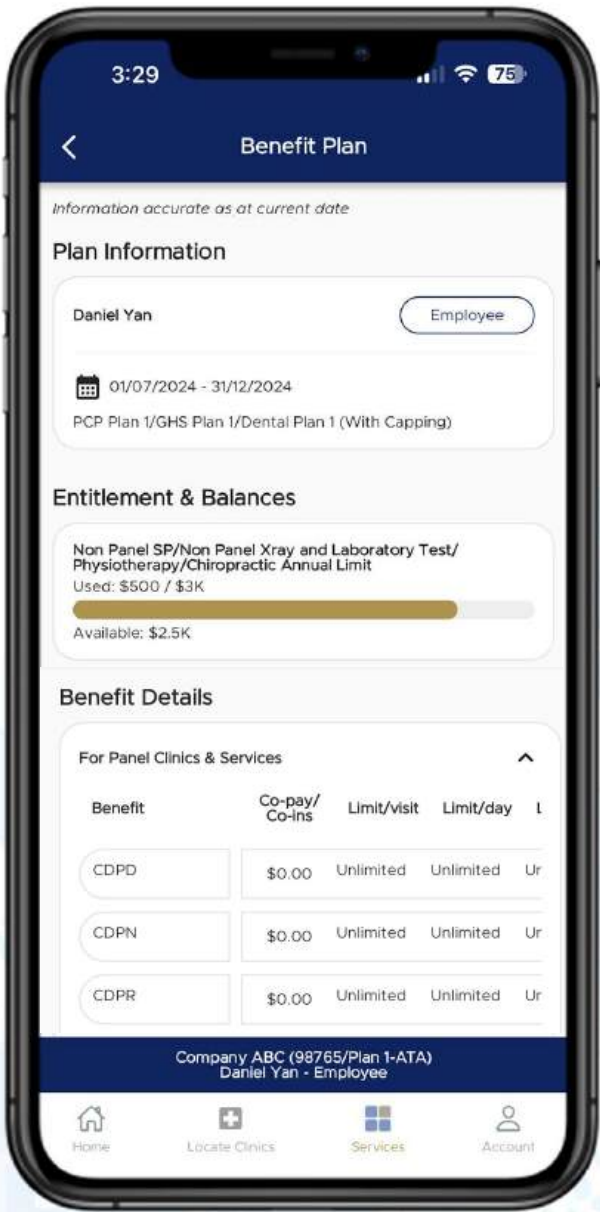
Access the "**All Services**" menu by tapping the icon on the navigation bar.

# 22 | View Benefit Plan



Toggle between current and previous benefit period (if applicable).

Tap on the required period to proceed.



The app will display the relevant benefit details accordingly

## 23 | Telemedicine Services

### Telemedicine Services via AllyTele

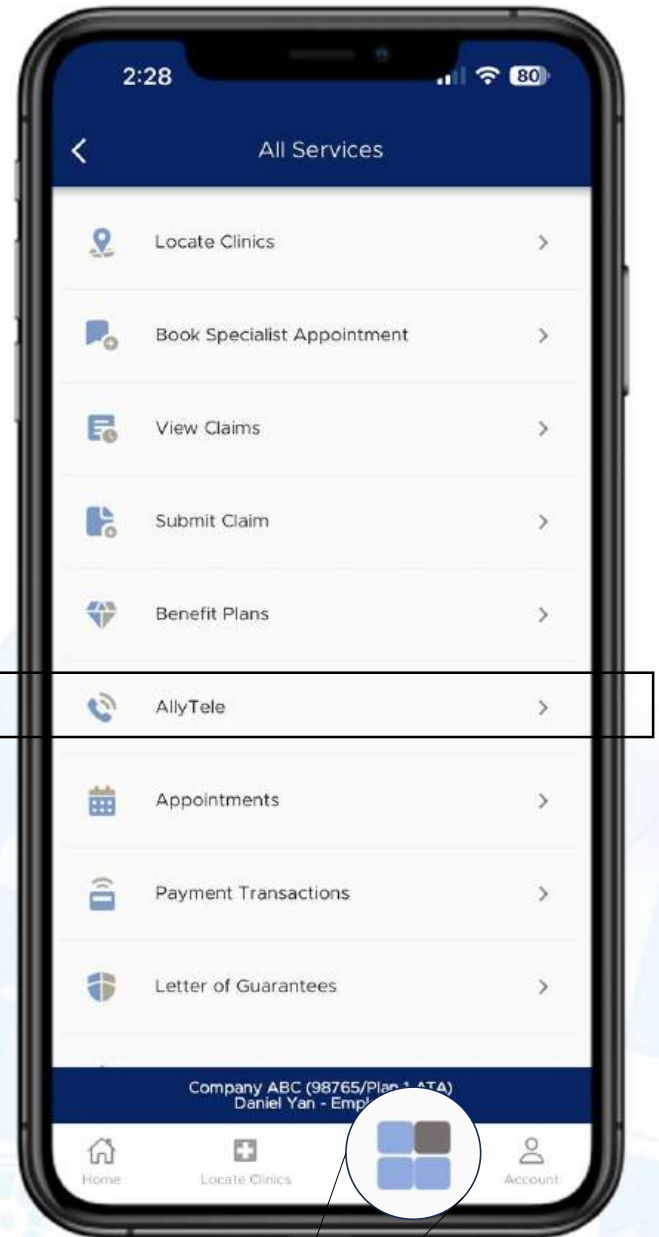
This function allows you to access telemedicine services via AllyTele. Telemedicine services have been integrated to allow a seamless experience.

Tap on “**AllyTele**” icon to proceed.

#### **Important Note:**

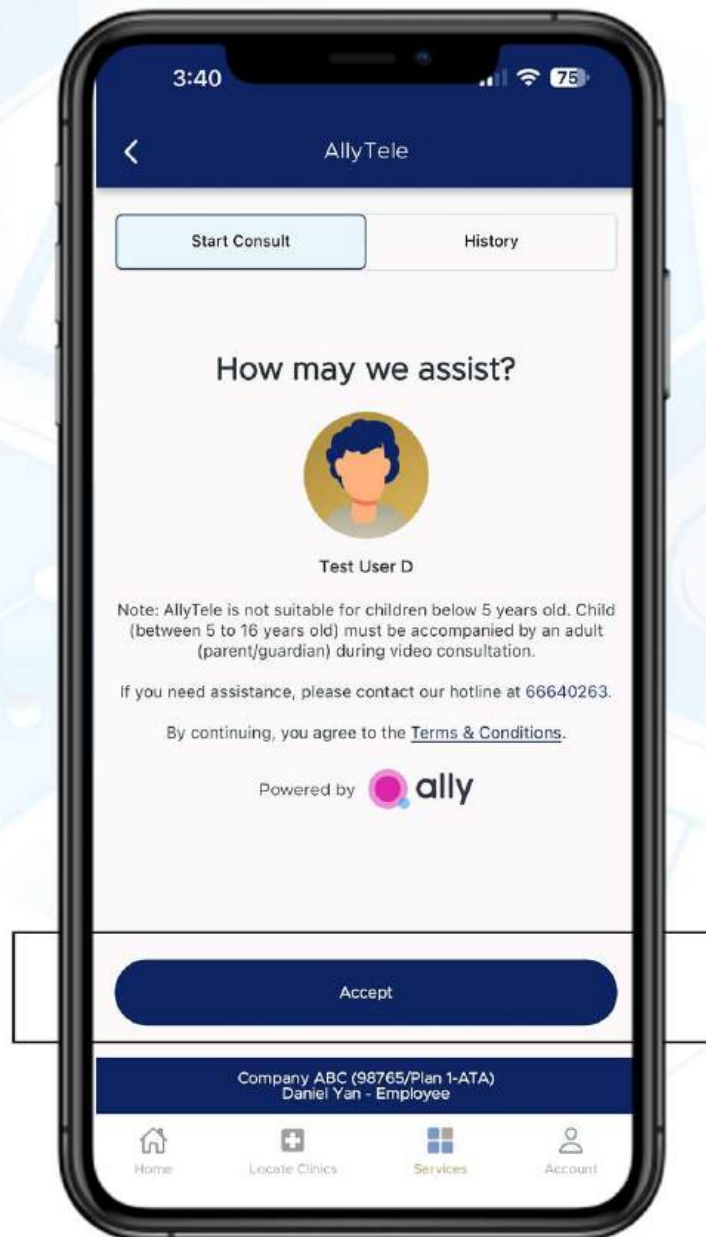
Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.



Access the “**All Services**” menu by tapping the icon on the navigation bar.

## AllyTele - Preparation/ Setup

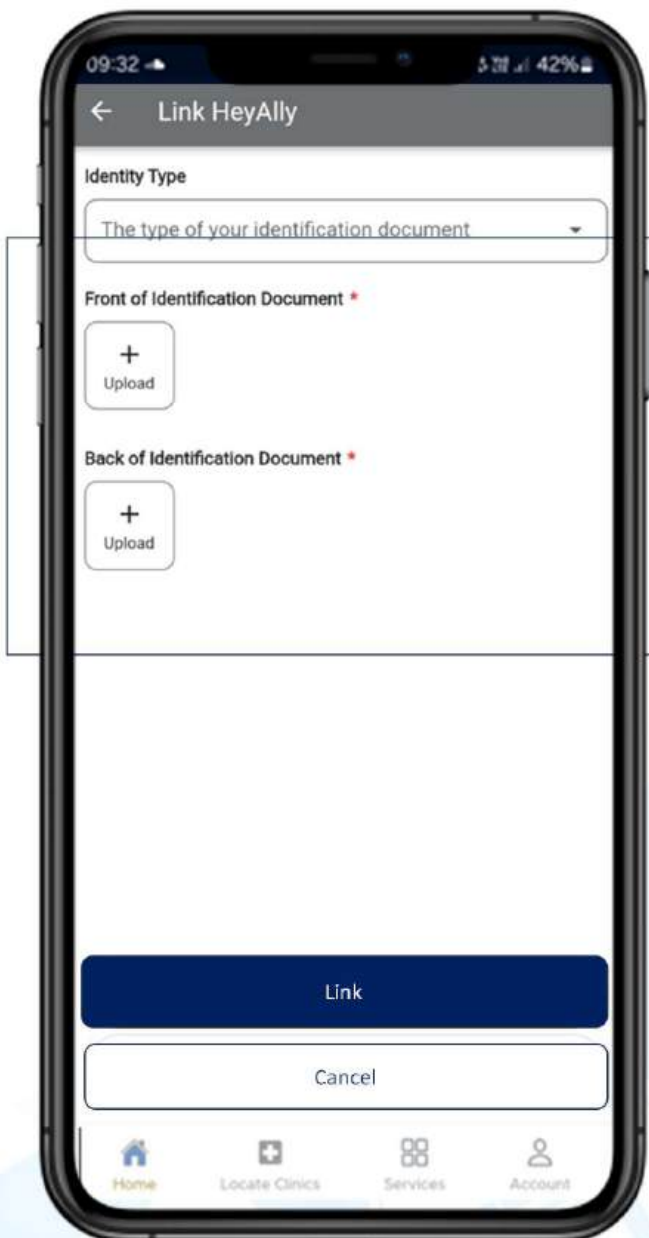


Tap the **Accept** to initiate the process.

**Note:** First time users to AllyTele, you will be prompted to link your account. Tap "**Okay**" to proceed with the next steps.

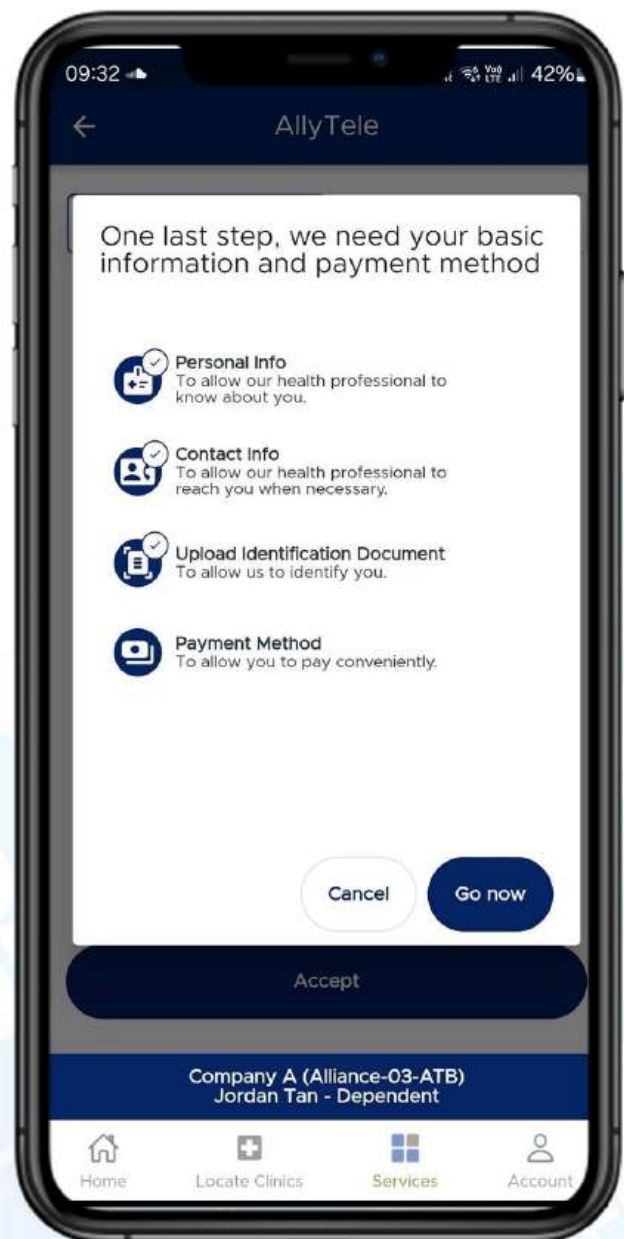
# 25 | Telemedicine Services

## AllyTele - Preparation/ Setup



As part of the verification process for telemedicine services, you will be required to upload a front and back of image of your identification card.

Tap on **“Link”** button to proceed.

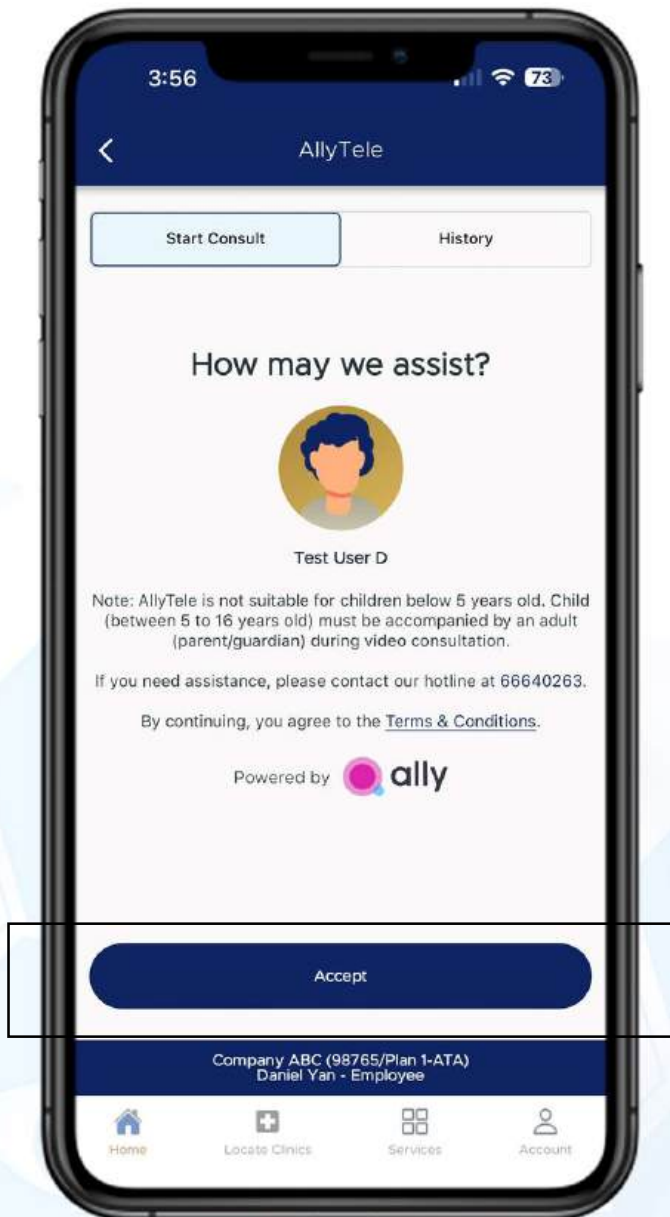


You will be prompted to complete the remaining profile before commencing a teleconsultation.

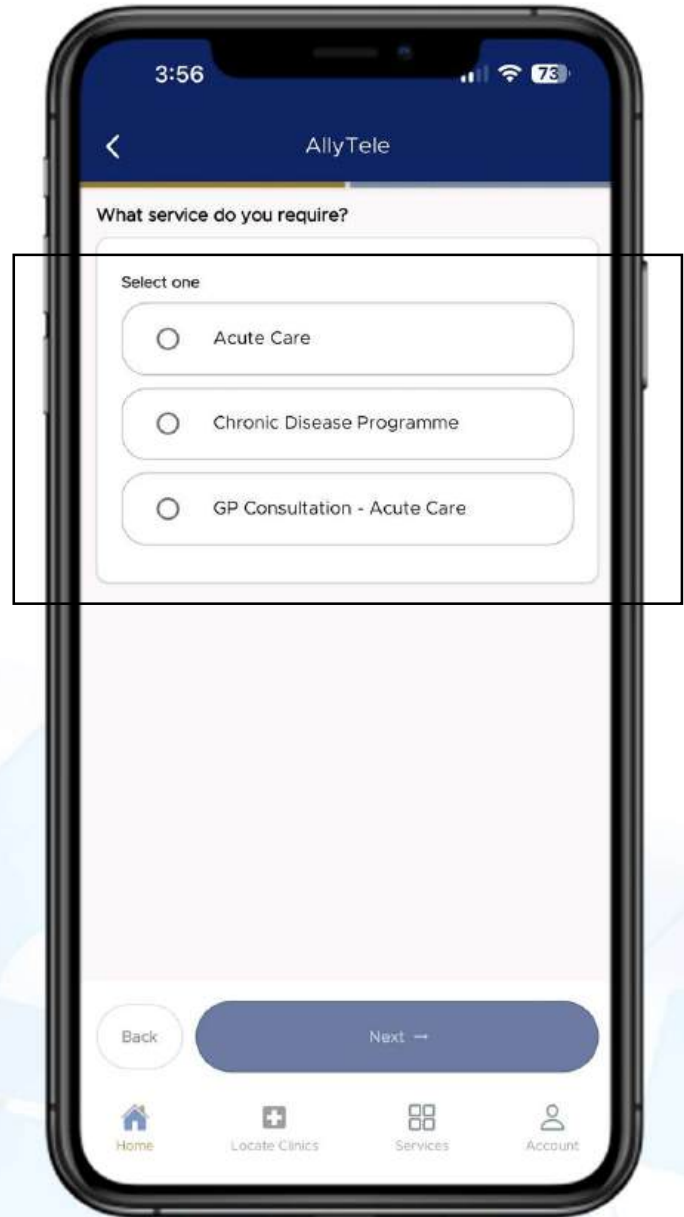
Reminder to allow the app to access features on your phone to access images, video, mic and audio functions.

## 26 | Telemedicine Services

### AllyTele - Arranging teleconsultation



Tap "**Accept**" to initiate telemedicine services.



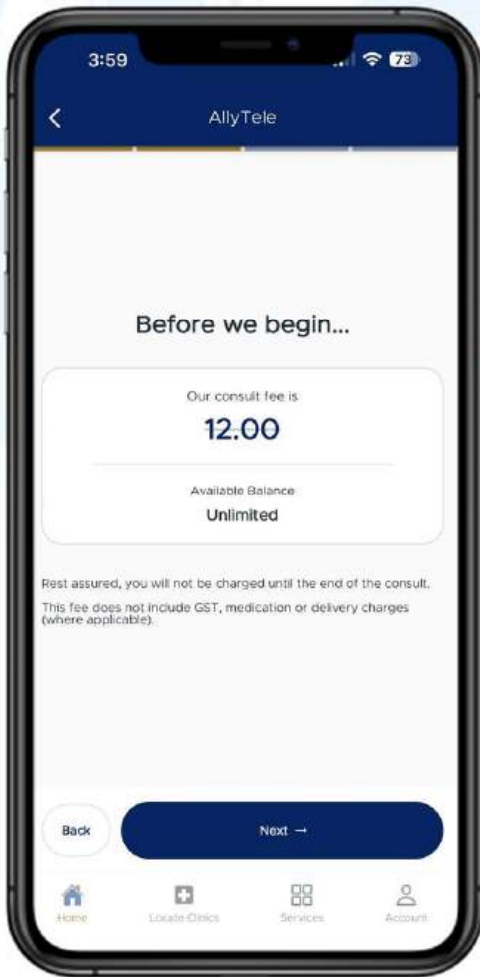
Select the type of services required.

#### **Important Note:**

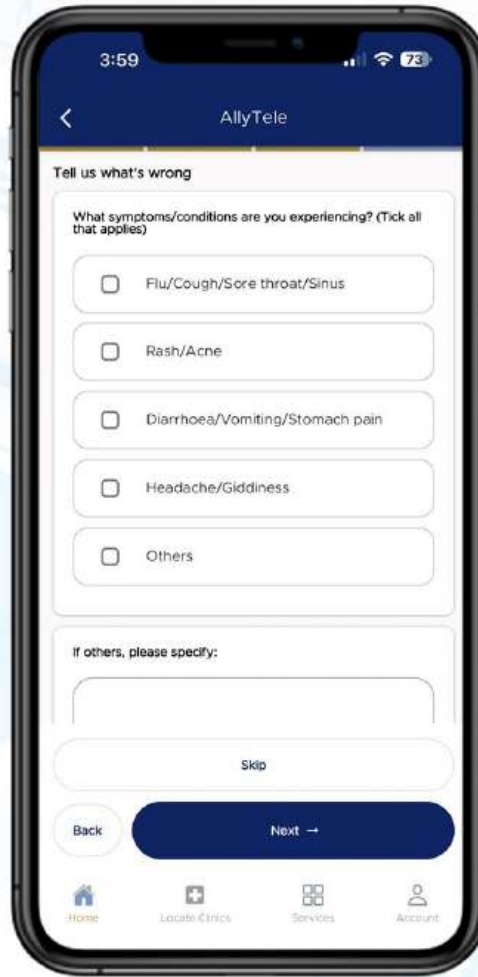
Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.

## AllyTele - Arranging teleconsultation



You will be informed of the applicable consultation fee. Tap "**Next**" to proceed.



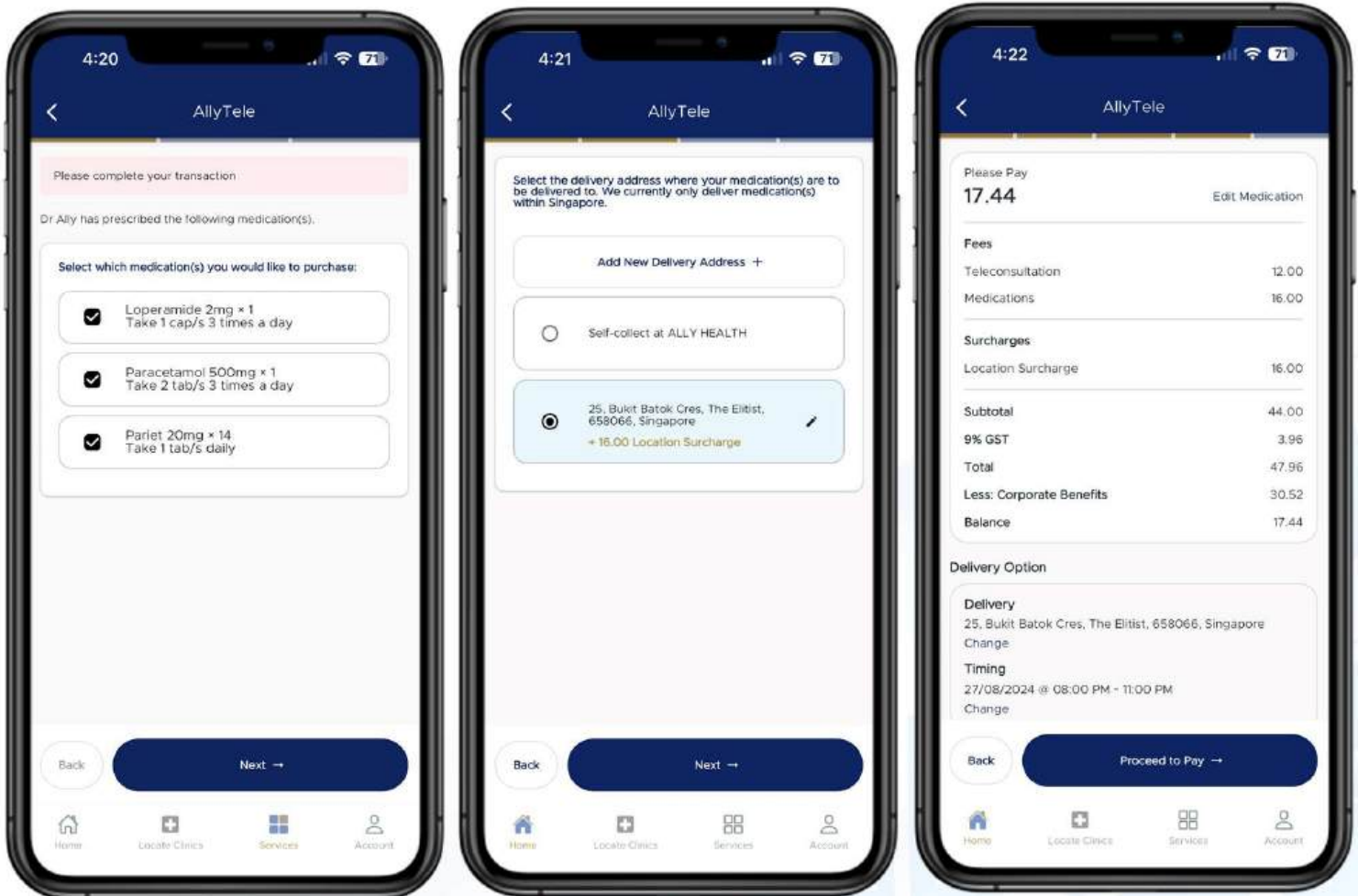
A triaging process will take place to assess your condition/ symptom and suitability for teleconsultation services.

Tap "Next" to proceed.



You will be prompted to dial in to commence teleconsultation with the designated Doctor.

## AllyTele - Post-teleconsultation

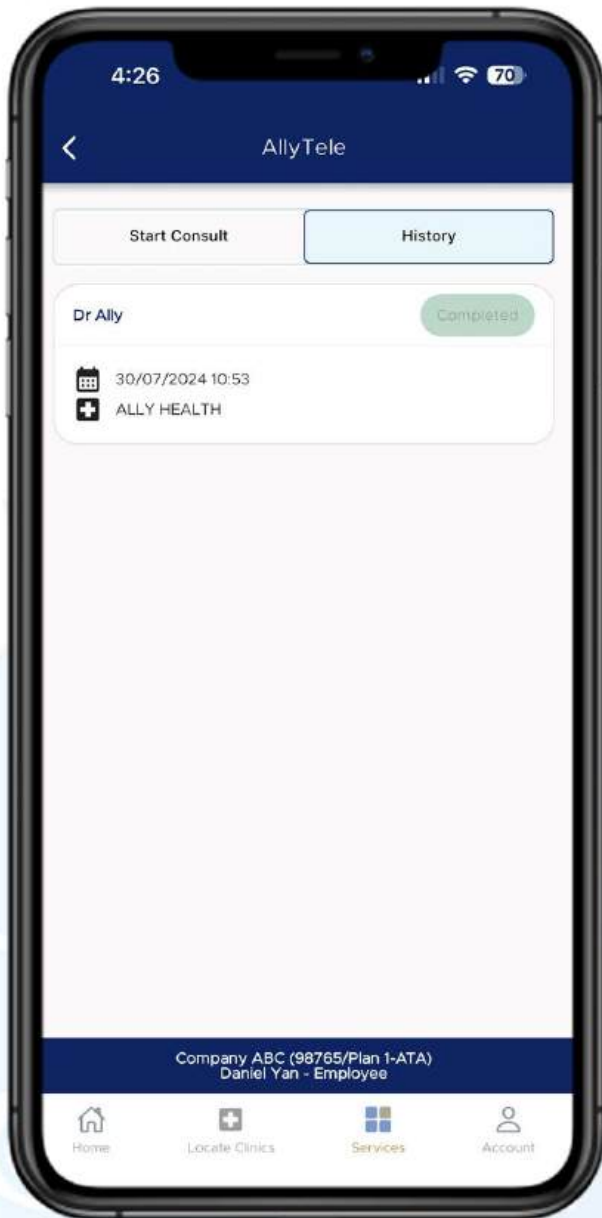


Select the medications from prescription list to checkout.

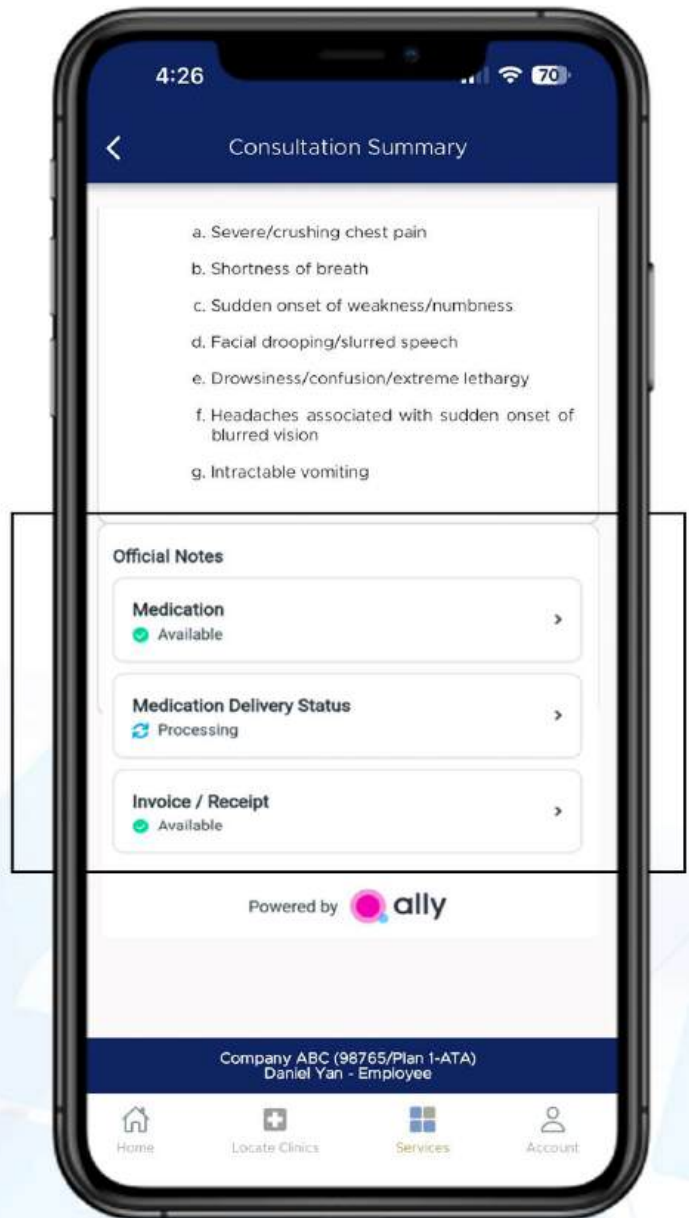
Select your preferred delivery address and time.

Review the applicable charges and proceed with payment.

## AllyTele - Post-teleconsultation



You can review your consultation history and statuses. You can tap on "Completed" sessions to review the summary.

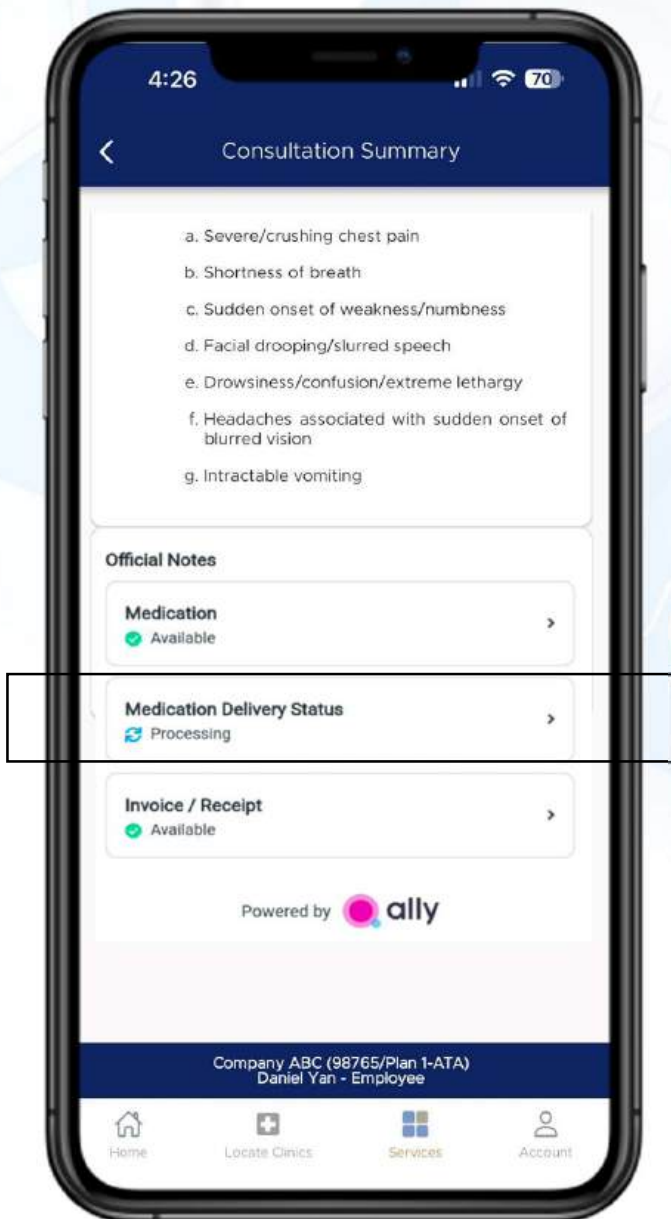


Within the summary page, you will find all relevant details pertaining to the consultation such as;

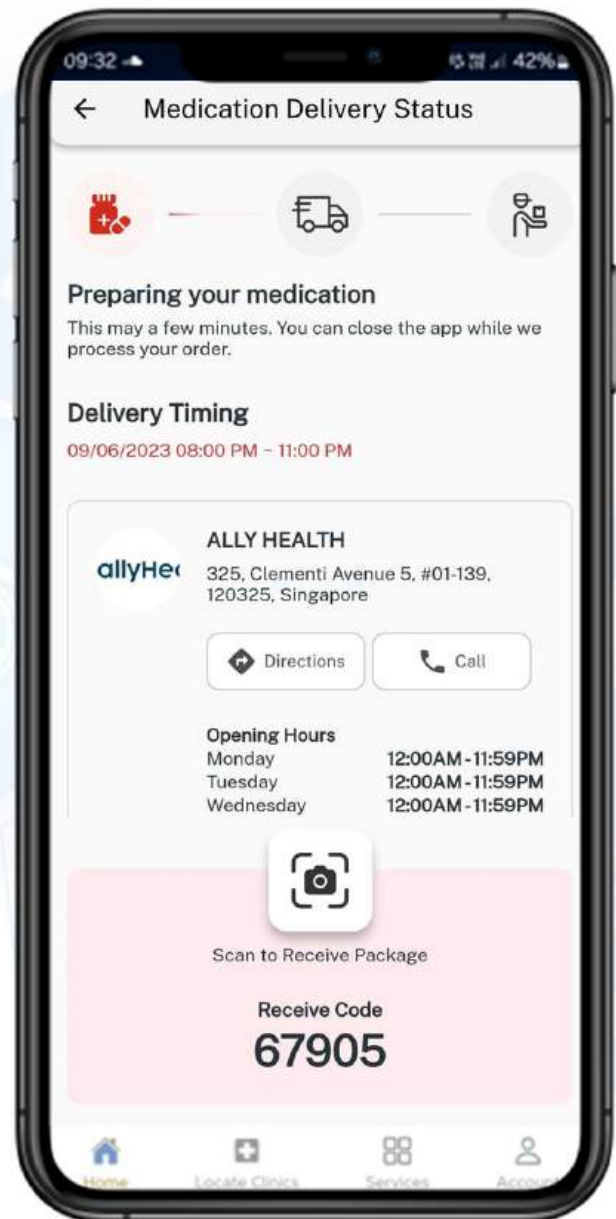
- Medication details
- Delivery status
- Invoice/ Receipts
- Medical Certificates
- Referral Letters

You can choose to download a copy to your mobile or trigger to your designated email address.

## AllyTele - Post-teleconsultation



View your medication delivery status and information by tapping on **"Medication Delivery Status"**.



As part of the delivery validation process, you can either advise the "Receive Code" or use the QR code scanner to coordinate with the delivery personnel.

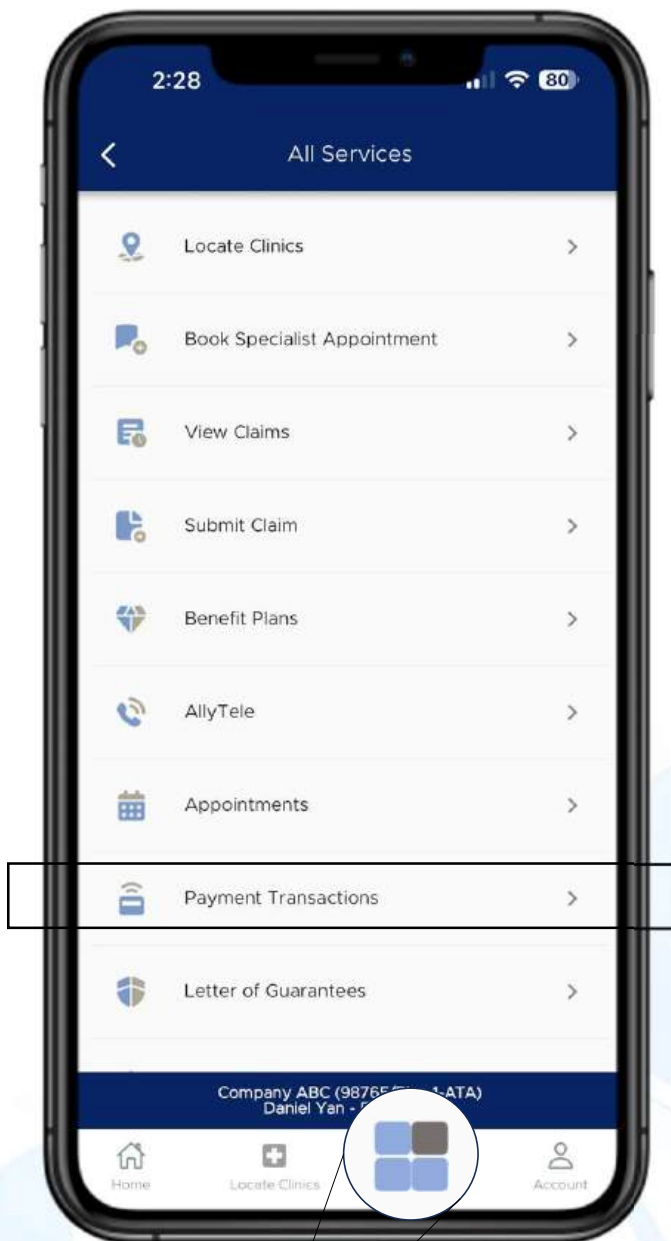
# 31 | Payment Transactions

## Payment Transactions

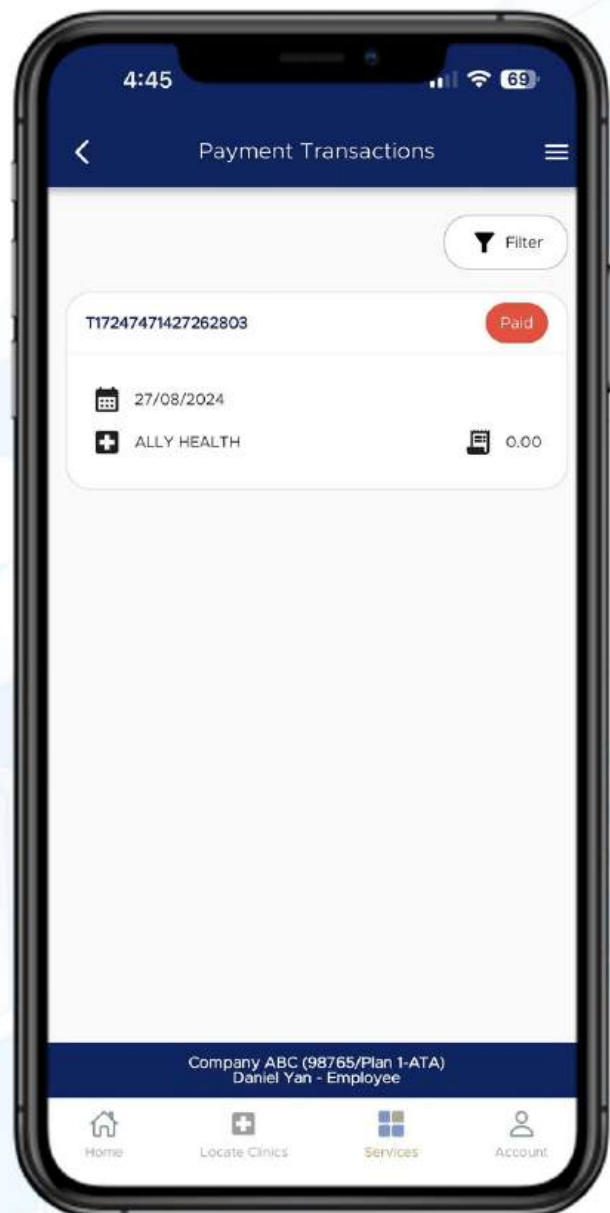
This function allows you review payment transactions made using the credit/ debit card that you have created in the app.

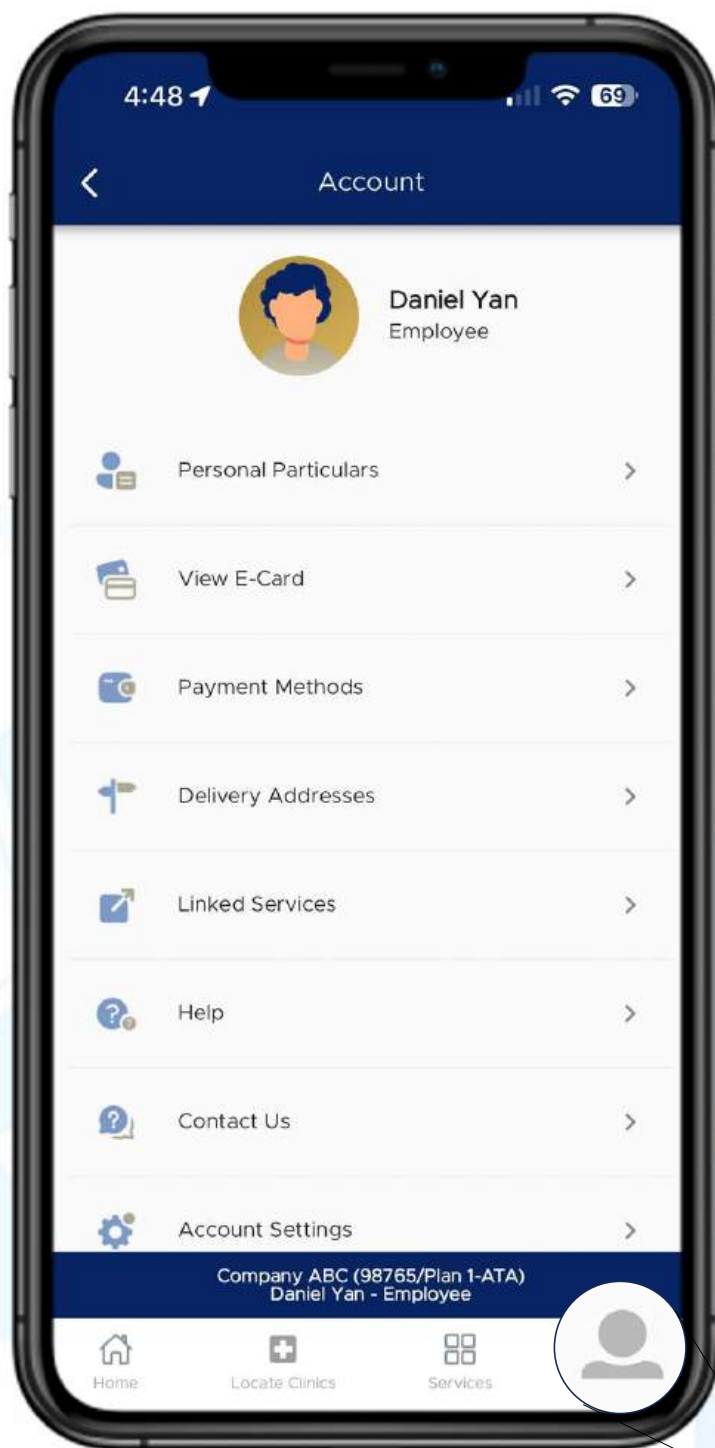
You can modify the information via "Payment Methods" under "Account"

Tap on "**Payment Transactions**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.





### Account

This function allows you to access your personal profile, account settings and details.

Tap on “**Account**” icon to proceed.

#### Important Notes:

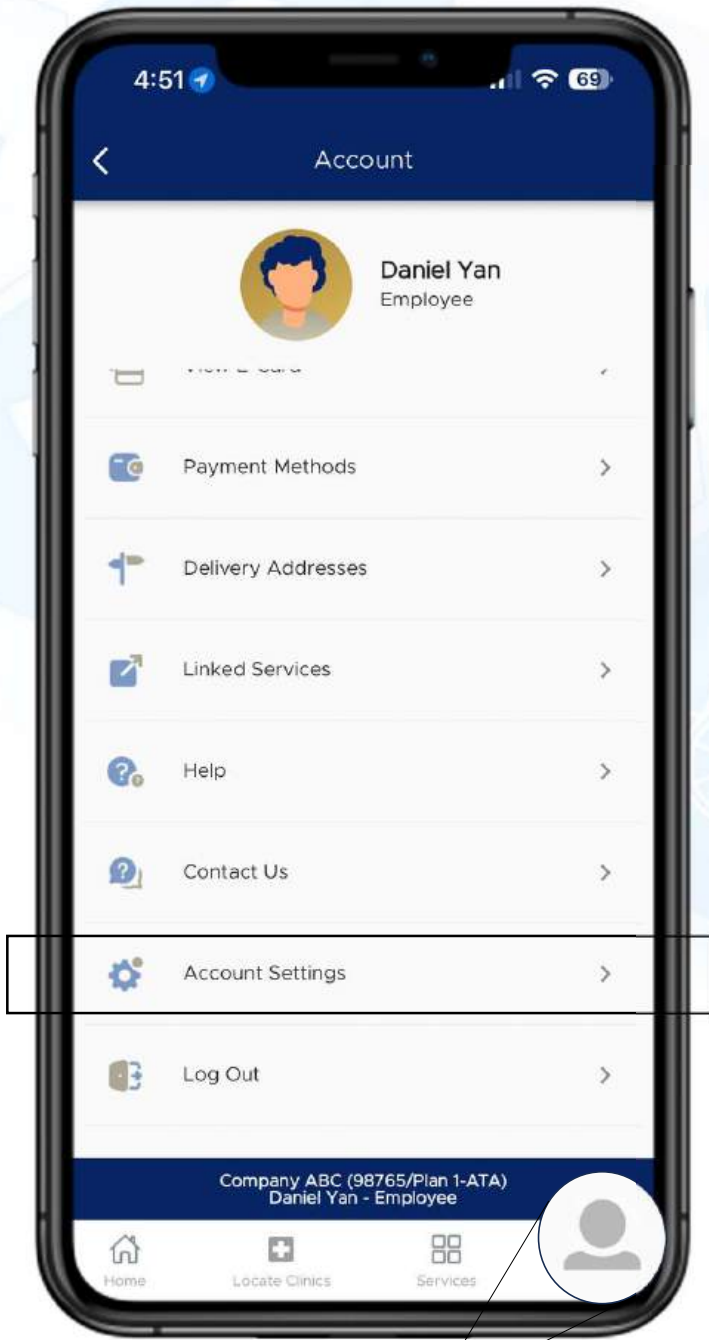
- You will not be able to modify personal details via this access.
- Should you notice any discrepancies with the information on the app, please contact Alliance for further assistance.

Access the “**Account**” menu by tapping the icon on the navigation bar.

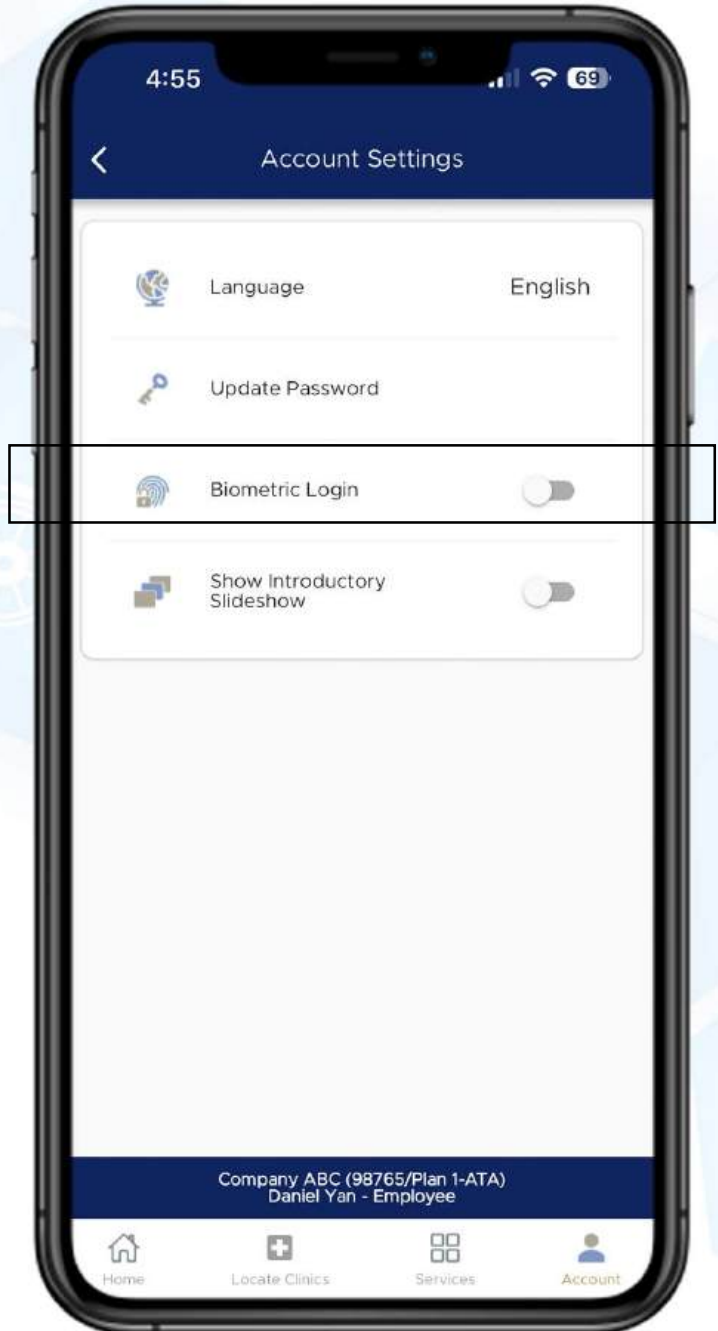
## 33 | Biometric Login

### Biometric Login

This function allows you to enable / disable the Biometric Login access at Login page.



Access the “**Account**” menu by tapping the icon on the navigation bar.

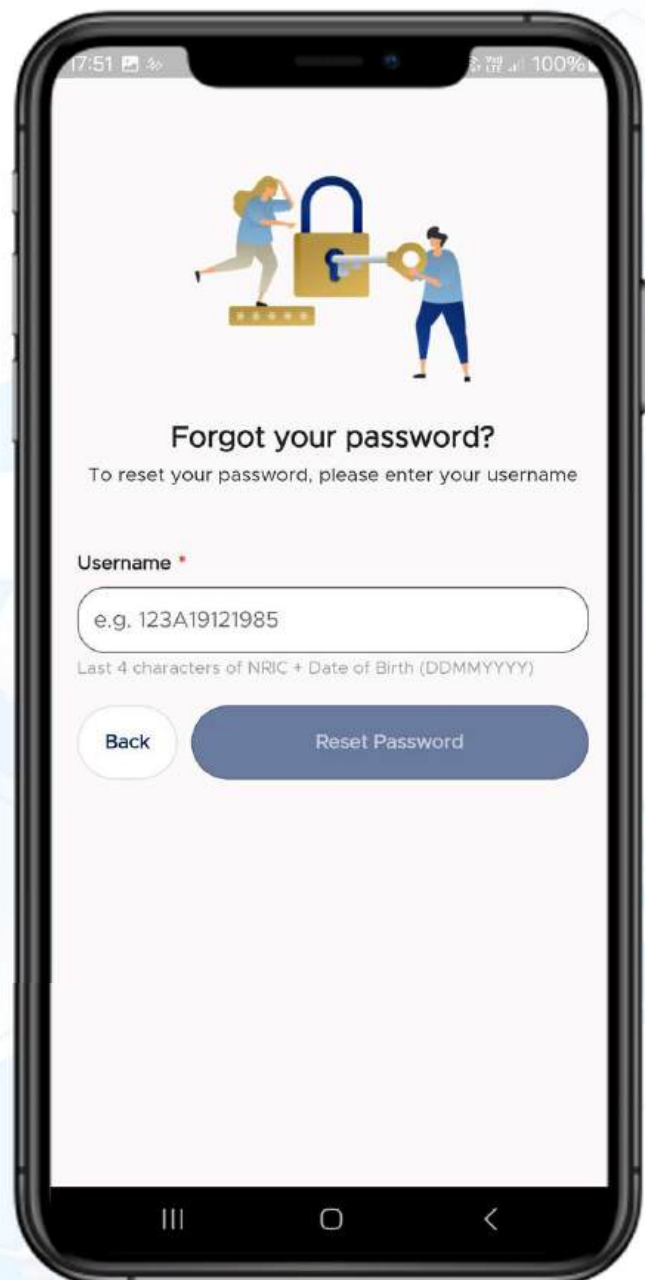


## 34 | Password Reset

If you forget your password, you can reset it by tapping the **[Forget Password]** button at the login page.

Enter your **Username** and tap the **Reset Password button**. A One-Time-Password (OTP) will be sent to your mobile phone.

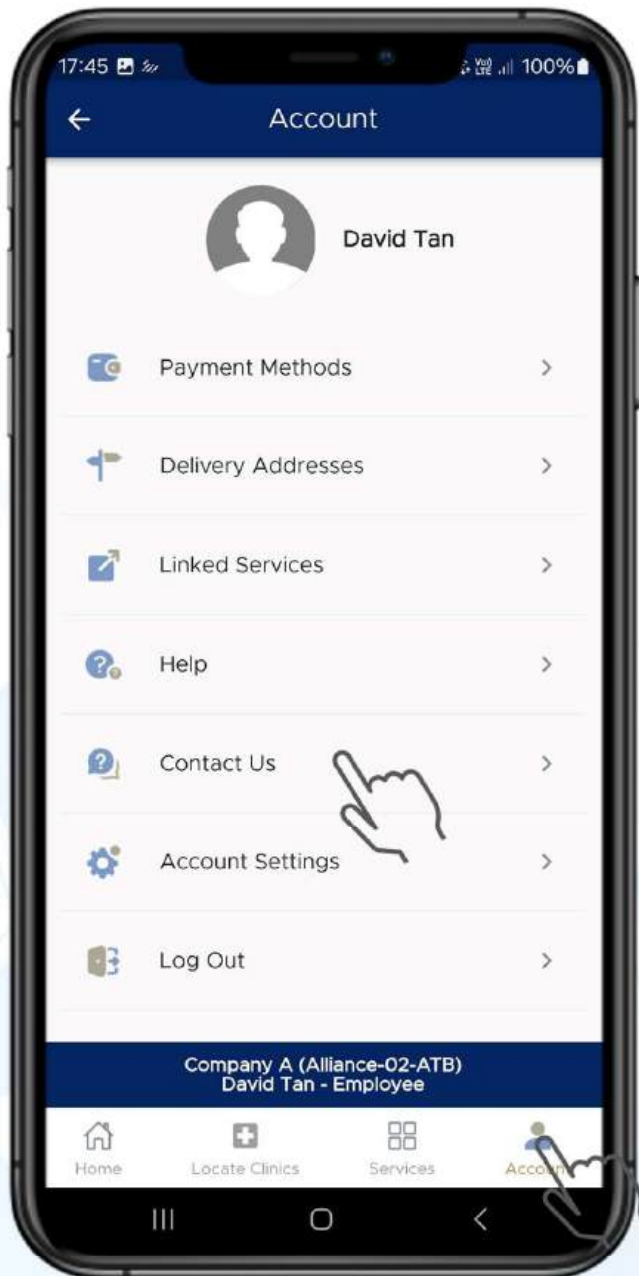
Your password will be reset to your date of birth, and you can change to a new password upon successful login.



## 35 | Contact Us

If you need any assistance, please tap on **[Contact Us]** to reach out to our dedicated team who would be supporting you.

You may also email to us directly by clicking on the **[Make Enquiry]** button.



Alliance Contact Centre is open daily (inclusive of Public Holidays) from 8am to 10pm.





**Alliance Medinet  
Private Limited**

25 Bukit Batok Crescent  
#07- 12  
The Elitist  
Singapore 658066

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Fax: +65 6564 6038  
Website: [www.alliancemedinet.com](http://www.alliancemedinet.com)  
Email: [contactus@alliancemedinet.com](mailto:contactus@alliancemedinet.com)

*A faster  
way to  
Alliance  
Medinet  
Website*

