FMC NETWORK UAE MC LLC

FMC MOBILE APPLICATION (USER MANUAL)

VERSION 2.0

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1.0 INTRODUCTION

FMC Network UAE has launched Mobile Application for its members. This is a multilingual and user-friendly application and customers can have 24/7 access to policy benefits, monitoring pre-approval and claims status, locate Medical providers using Google maps, register complaints, submit or track reimbursement claims and also can view medical insurance card (this can be used if a member did not carry his emirates ID or Medical Insurance card to provider) and much more benefits.

2.0 GETTING STARTED

3.1 How to access the FMC mobile application

Android mobile phone users can access the **FMC Mobile Application** from the Google Play Similarly, iOS users (iPhone, iPad) can download the application from the App Store

3.2 Login Screen

Once you open the downloaded application, the below home screen *(Fig -1)* will be displayed. The registered members can login to the application using their email address and password.

Fig- 1-Home Screen
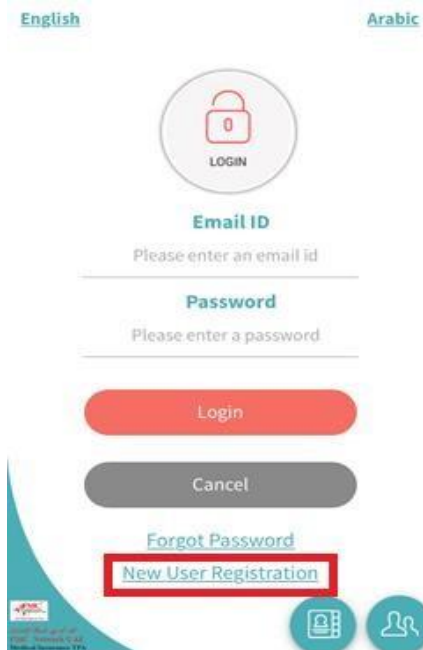
3.3 Forgot Password?

a) If a registered member forgets the password, they can click on the "Forgot Password", and the below screen will be displayed.

Fig- 2-Forgot password

a) The member can enter their registered email address and click on Submit.
b) A new password will be sent to the registered email.

3.4 New User Registration

a) The members can click on the "**New User Registration**" link as shown below to register themselves with the FMC card or the Emirates ID. Once the link is clicked the application opens the Registration screen as shown below where   the member has fill the required details.

Fig-4- New User Registration

3.4 Home Screen

a) On successful login, the member will be redirected to the home screen as shown below.

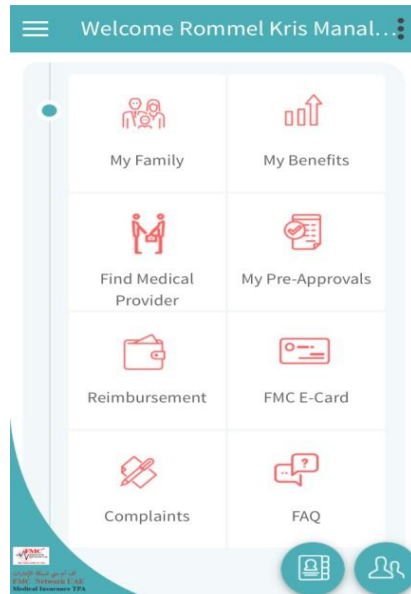b) The member can access various functionalities on the home screen which will be explained in the coming sections.

Fig-5-Home Screen

3.0 APP FUNCTIONALITIES

3.1   My Family

a) The member and his/her dependent details will be displayed in **My Family.**

b) Dependent name and Card number is displayed with option to select and navigate to E Card, My benefits and Pre-Approvals of the member and the dependents.

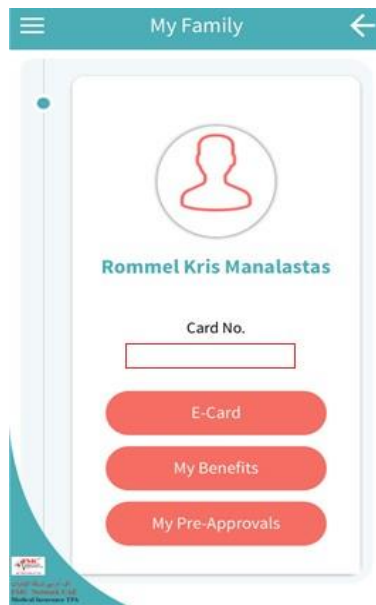c) Dependent information can be viewed by sliding the page (if dependents exist).

Fig-6- My Family

3.2 My Benefits

a) The member can view his benefits in the My Benefits page as shown below.
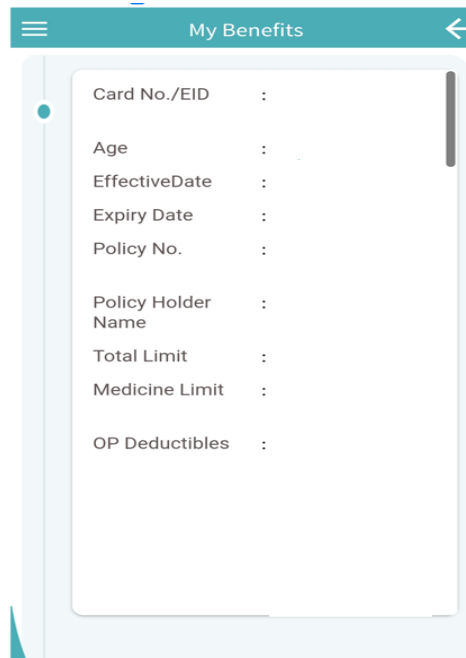

Fig-7- My Benefits

3.3 Find Medical Provider

a) The member can view the medical providers in the region by selecting the required filters as shown below.
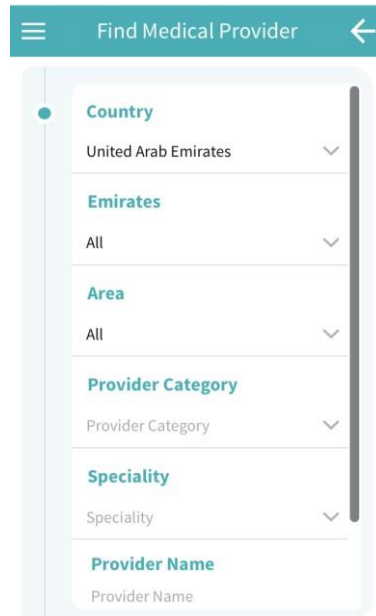

Fig-8- Find Medical Provider

b) Medical Provider list will be generated as per the selection made in Find provider page.

c) Details including Providers name, place and phone number will be listed to user with option to view the location on map by tapping on Get directions.

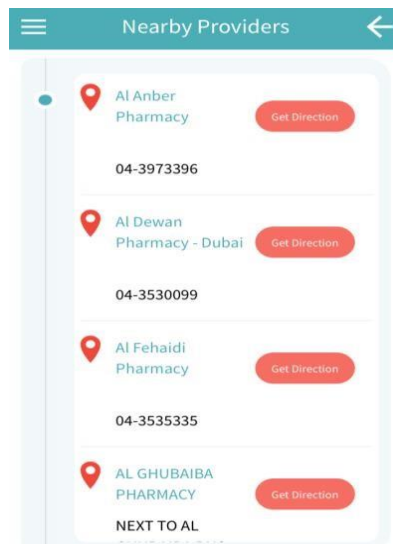d) Tapping on get direction button will open the map page with the location of provider plotted in it.

Fig-9 – Provider List

3.4 My Pre-Approvals

a) The member can view the approvals he had claimed from various providers with details and status.
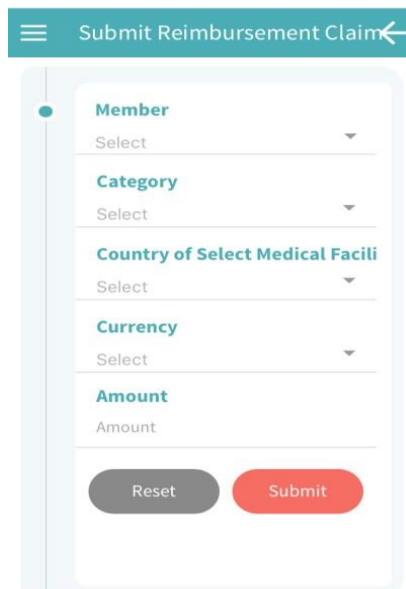
Fig-10- My Pre-Approvals

3.5 Reimbursement

a) The member can submit reimbursement claims through the application. On clicking the "**Reimbursement**" the member will be redirected to the below screen.

Fig-11- Submit Reimbursement

b) Once the required details such as Member name, Category, Country, Currency and Amount are entered click on "**Submit**" and the member will be redirected to the next screen as shown below.
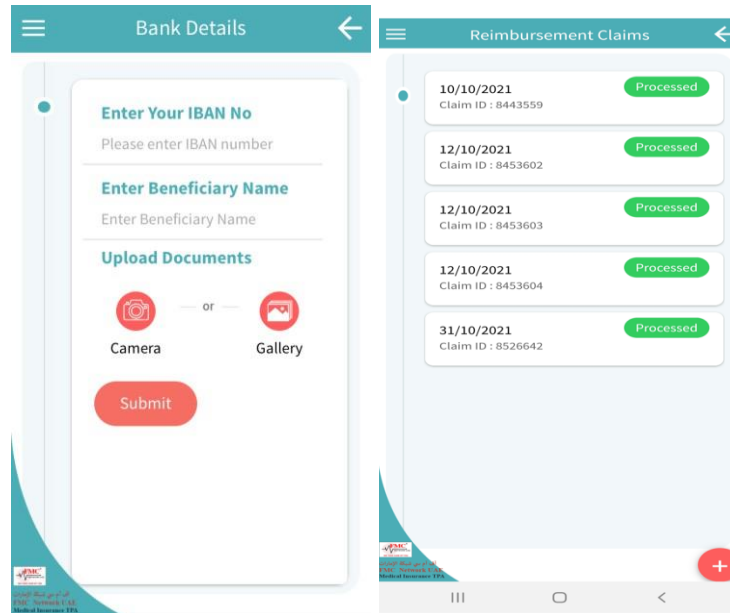

Fig-12- Submit Bank Details & claim status

c) Enter the correct IBAN No., Beneficiary name and upload the valid documents and click on "**Submit**" to submit the reimbursement claim.

3.6   FMC E-card

a) If a member does not have his FMC Card/Emirates ID with him/her, they can show the FMC Ecard from the mobile application which is shown below.
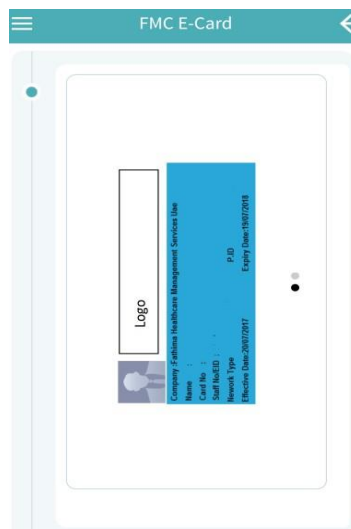

Fig-13- FMC E-Card

3.7   Complaints

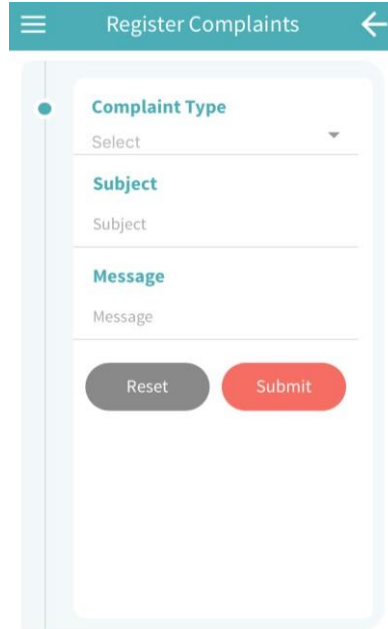a) A member can register complaints on the mobile application as shown below.

Fig-14- Submit Complaint

b) Once the complaint is registered, a reference number will be created and the complaint status will be shown to the member.
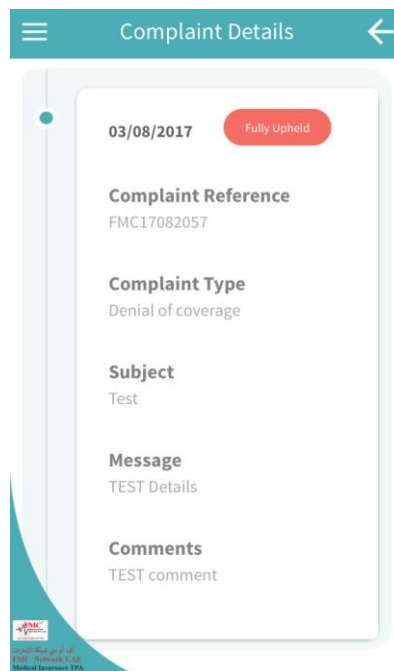

Fig-15- Complaint Details

3.8   FAQ

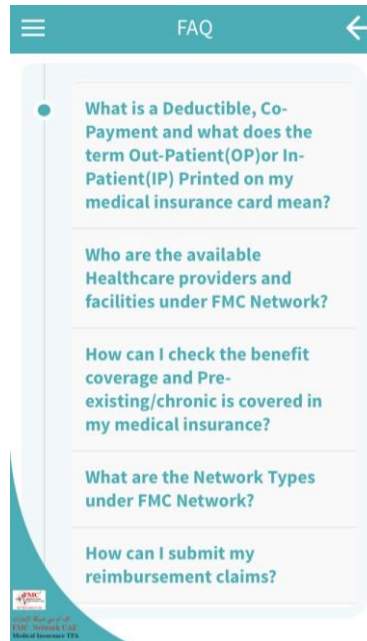A member can view the frequently asked questions (FAQ) as shown below.

Fig-16- FAQ

4.0 SUPPORT CONTACT

For any issues related to the FMC Mobile application, please contact

FMC Call Center: 600 565691

Email: customercare@fmchealthcare.ae