

MyMed App Guide

Liberty General Insurance Berhad



Making Quality Healthcare
Affordable and Accessible

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Welcome Email

For New Employees

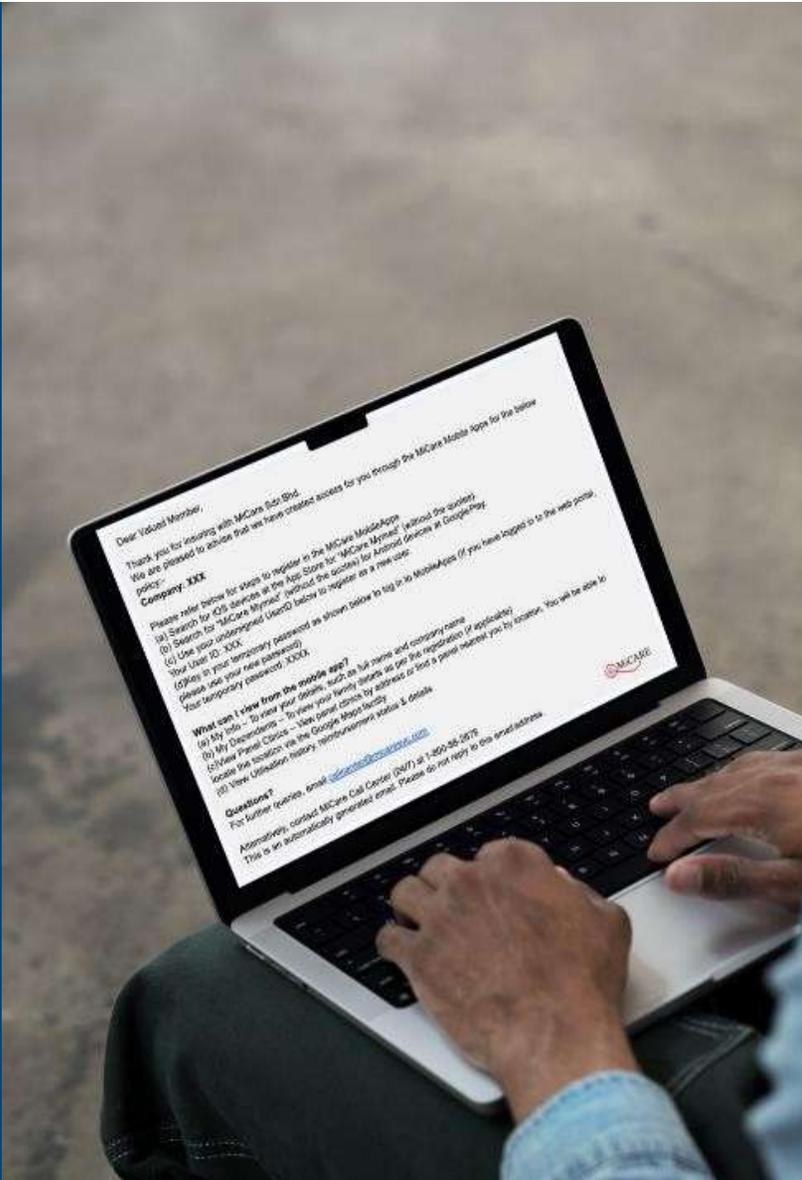
Please refer below for steps to register in the MiCare Mobile Apps
Search for iOS devices at the App Store for “MiCare MyMed” (without the quotes).

Search for “MiCare Mymed” (without the quotes) for Android devices at Google Play.
Use your undersigned User ID below to register as a new user.

- **Your User ID:**

Key in your temporary password as shown below to log in to Mobile Apps
(If you have logged in to the web portal, please use your new password)

- **Your Temporary Password:**



MiCare Mobile App

How to Download

Open Google Play / Apps Store / App Gallery on the phone & find “MiCare MyMed” or scan the QR Code to download the MyMed app



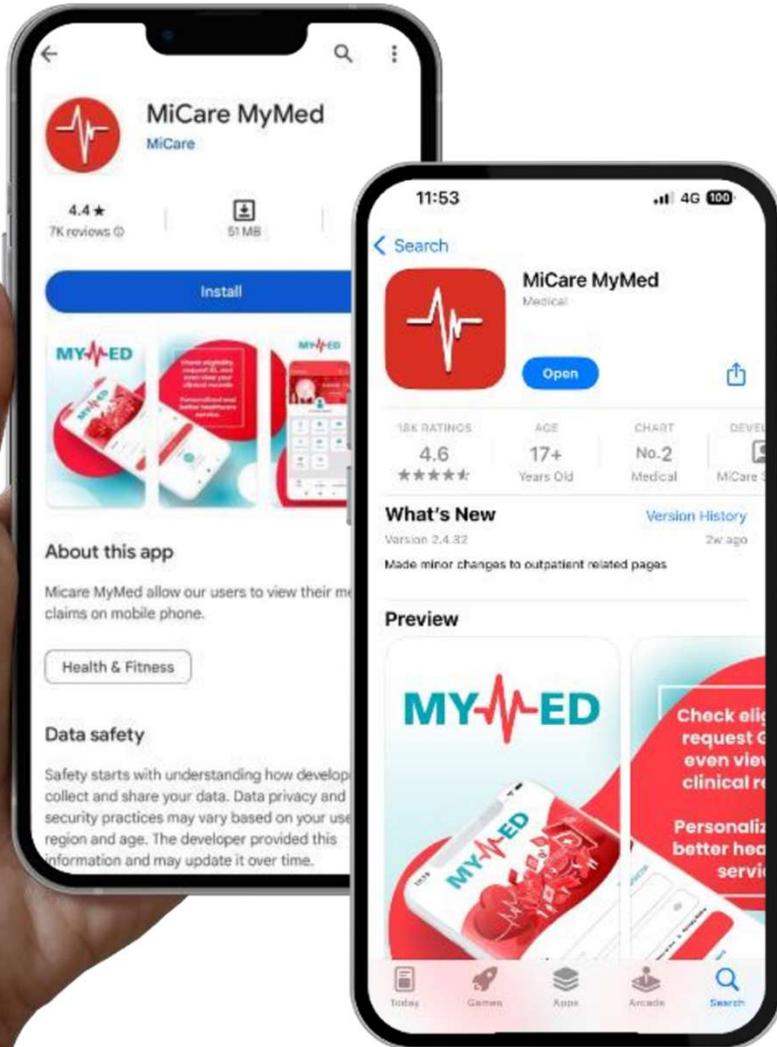
[URL link](#)



[URL link](#)



[URL link](#)



Login MyMed App

If you forgot your user ID or password, please contact MiCare via callcenter@micaresvc.com or call our toll free no 1800-88-7940, for assistance.

Login Details
User ID : **LGIB** + Member ID

Password : DOB
(Format: ddmmyyyy)

Sample:
User ID: **LGIB**1234
Password: 25021988

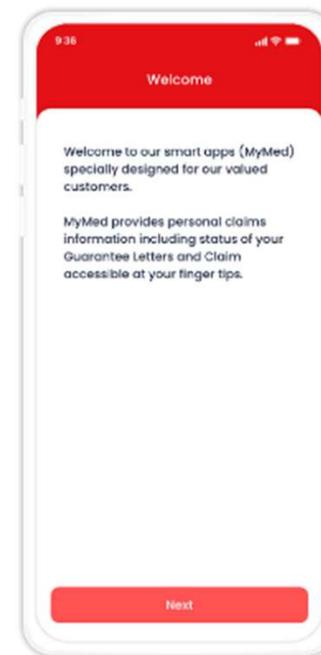
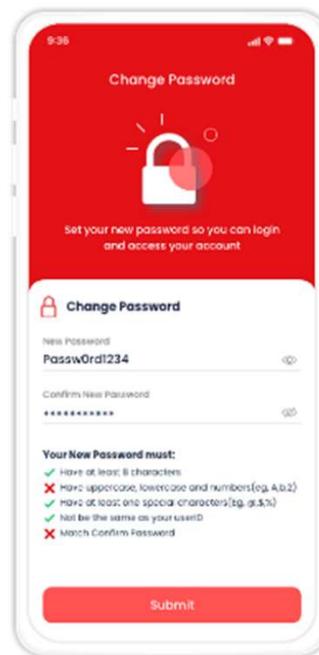
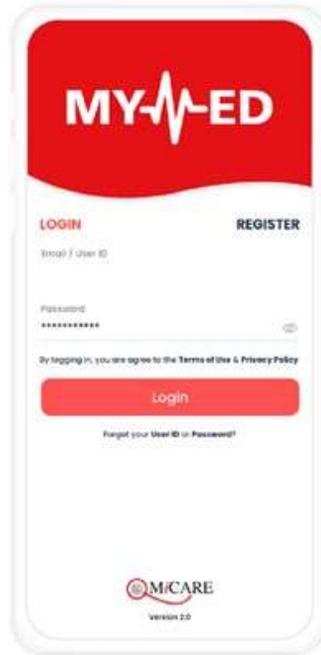
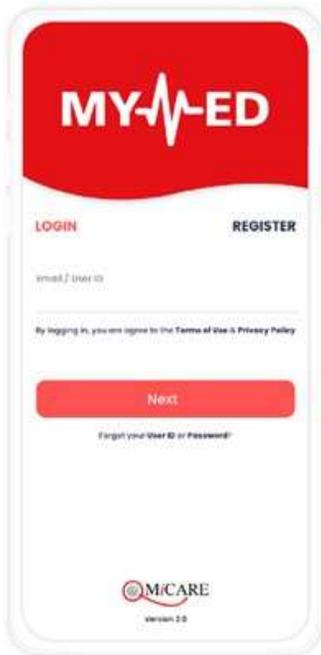


Login Page

Login with the User ID and password provided
No registration required

Change Password
(First timer only)

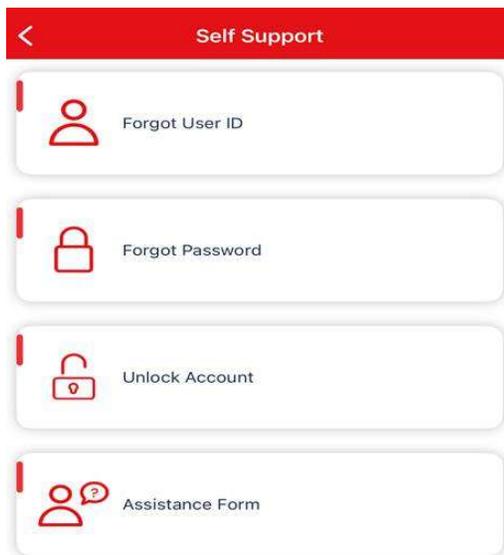
Welcome Page
(First timer only)



If you are yet to receive your member ID or Welcome Email from MiCare, you may self-register with steps below:

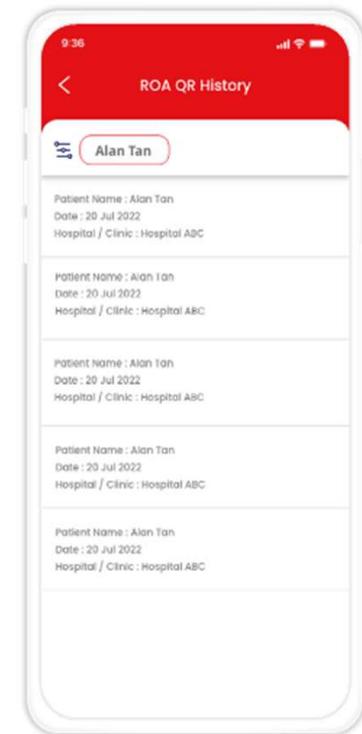
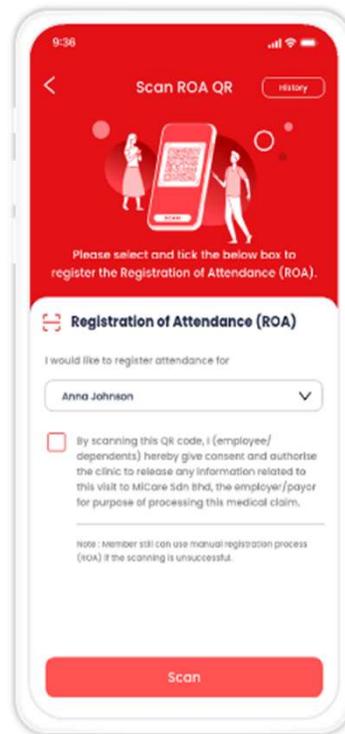
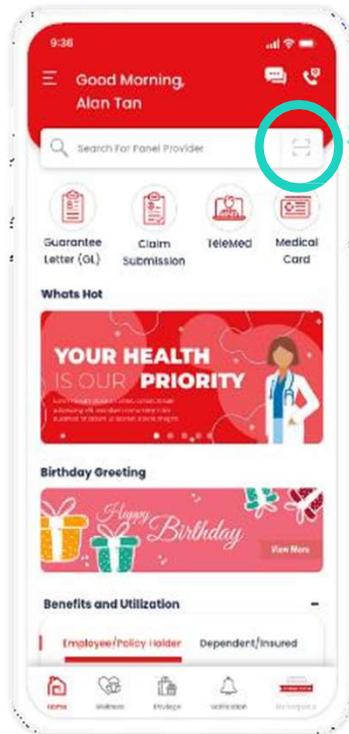
1. Click 'Forgot your User ID or Password'
2. Click 'Assistance Form'
3. Enter the details and click 'Submit'

Alternatively, you may contact MiCare via callcenter@micaresvc.com or call our toll free no. 1800-88-7940, for assistance.



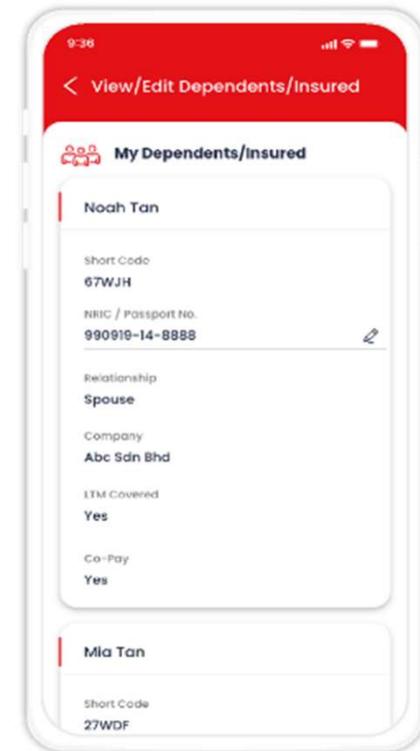
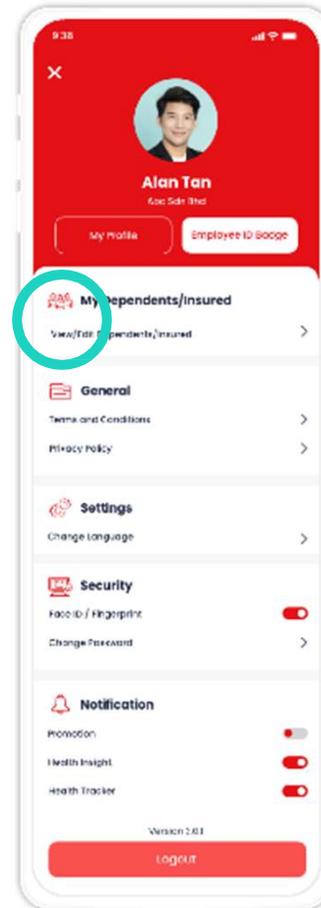
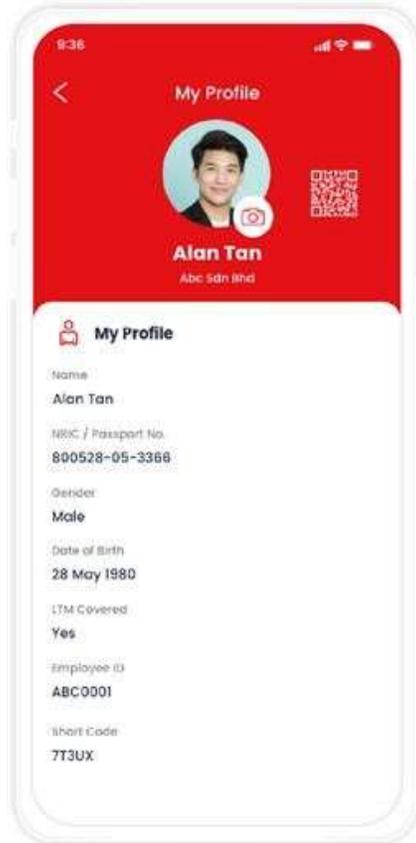
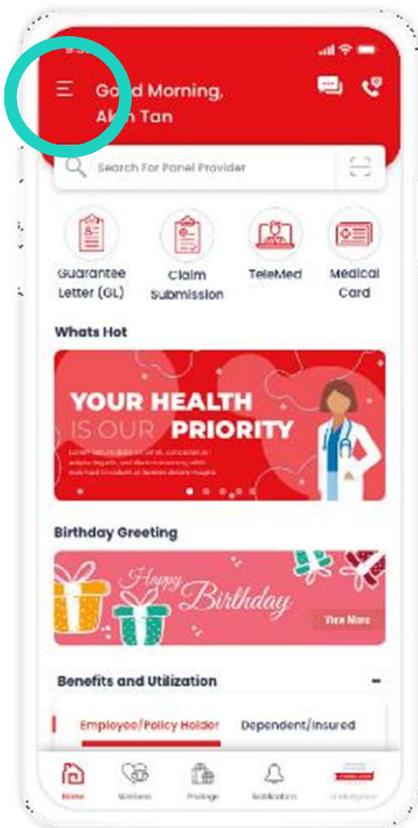
Registration Of Attendance (ROA QR)

Scan ROA QR is not available at all Panel GP, some GP clinics are still using hardcopy ROA form



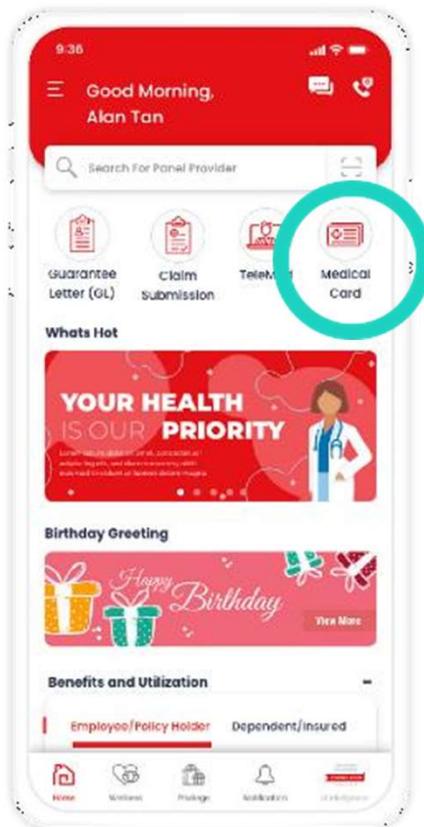
1. Click on Scan icon on Dashboard
2. Select event person, self / dependent & Tick box to accept
3. Allow camera access to scan QR at panel GP clinic

My Profile & Dependent Info



For first time login, kindly verify on self and dependents information displayed. Should there be any discrepancies, please contact MiCare via email at callcenter@micaresvc.com

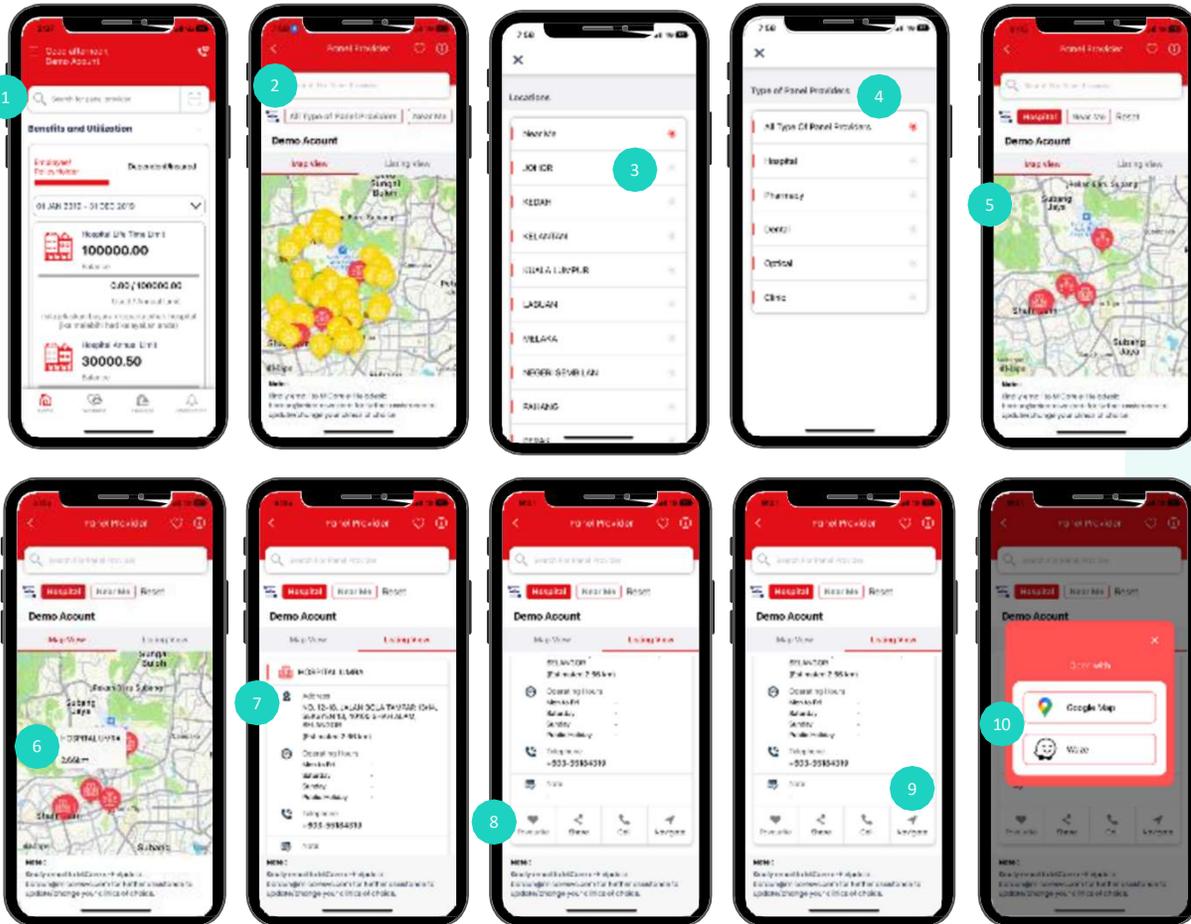
Medical Card



Each member will have their own e-medical card, for convenience, employee may screenshot/ download the cards and share to spouse/ child for convenience of flashing the e-cards during their visits to panel providers.

Panel Locator

How to Find and Choose a Panel Provider



- 1 Go to the home screen and click on the "Search for Panel Provider" tab.
- 2 Filter locations and types of panel providers according to your preferences.
- 3 Use the Locations filter to search by proximity or state preference.
- 4 Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Hospital.
- 5 The map displays the nearest hospitals.
- 6 Select your preferred hospital.
- 7 View the hospital's details in the listing, including its address, operating hours, and telephone number.
- 8 You can favorite, share, or call the hospital directly.
- 9 Finally, navigate to the hospital by choosing directions.
- 10 Pick Google Maps or Waze for navigation.

CONTACT US



1800-88-7940
(24/7 Medical Helpline (Toll-Free))

03-7847-4304
(24 Hours Fax No)



callcenter@micaresvc.com



<https://eclaims.micaresvc.com>

