

Dear Valued Customers,

Notification on Change of Third Party Claims Administrator for Individual Medical Plan

As we continue our commitment to building a more confident future for our customers, we at AmMetLife are pleased to announce that we have appointed MiCare Sdn Bhd (MiCare) as our new Third Party Claims Administrator to administer Individual Medical Plan. MiCare boasts a strong foothold throughout Malaysia, Thailand, and the Philippines. MiCare stands as the foremost regional leader in Third Party Administration ("TPA"), dedicated to the seamless administration and efficient processing of medical claims for esteemed insurance companies and self-insured corporates.

We anticipate that this change will further improve the medical claims administration process flow and experiences of our valuable customers especially with the following two added enhancements:

- Issuance of Post Hospitalization Guarantee Letter (GL)
- E-Submission for Medical Reimbursement Claims

Therefore, we are pleased to inform you that with effective **1st April 2024**, all Individual Medical Plan customers may call **MiCare's 24-hour assistance hotline** at **1800 22 0787** for any assistance with regards to their hospital admission.

Besides calling the hotline, our customers can conveniently access their medical benefits or coverage anytime and anywhere by accessing MiCare mobile application i.e. MiCare MyMed which can be downloaded from Google Play, the Apps Store or App Gallery.

To assist our customers in this transition, we have enclosed the following documents for your easy reference:

- FAQ on frequently asked question during the transition period. (Appendix A)
- MiCare MyMed App User Guide (Appendix B)

Please contact our customer service at **1300 88 8800** or email us at **customer@ammethlife.com** if you have any queries.

Thank you for your continuous support!

Yours Sincerely,
AmMetLife Insurance Berhad

Appendix A: Frequently Asked Questions (FAQ)

1. What is a Third-Party Administrator?

A Third-Party Administrator (TPA) is a company that AmMetLife engages to manage AmMetLife's Individual Life Policy Medical claims. The TPA authorized by AmMetLife guarantees and pay the Insured's medical expenses incurred during hospitalization according to the policy terms and conditions. However, this value-added service is only available to the Insured after the TPA has verified the status of the Insured's medical insurance policy, confirmed the eligibility of the Insured, and ascertained that the Insured's medical condition for hospitalization does not fall under any exclusions.

2. Will there be any changes to the customers' coverage?

There will be no changes to the customers' coverage.

3. When will the new TPA engagement take effect?

MiCare will manage the Individual Medical Plan effective 1st April 2024.

4. Will customers receive a new Medical Insurance Card?

Yes but it will be in the form of Electronic Medical Card via MiCare MyMed Application and can only be used with effect from 1st April 2024. Customers are encouraged to download the MiCare MyMed Application.

5. How to request for Post Hospitalization Guarantee Letter?

Request can be made via MiCare MyMed application under Pre/Post Inpatient GL option at least 2 days before the appointment. A copy of the appointment card is required.

6. How long is the validity of the Post Hospitalization GL?

If the Final GL during hospitalization was issued by MiCare, customers can proceed using Final GL which was already included post hospitalization visits.

7. How to change Post GL appointment date?

Customer needs to cancel their previous Post GL request and re-submit new Post GL.

8. How should customer submit Reimbursement claim?

Customers can submit their Reimbursement claims via E-Submission through the MiCare MyMed application. Once E-Submission is successful, a reference number will appear in the application. E-Submission applies to all reimbursement amounts. However, for amounts above RM1,000, customers are required to submit all relevant original/certified true copy documents/receipts to AmMetLife Headquarters or Branch Office. For amounts below or equal to RM1,000, original documents/receipts are not mandatory upon claims submission.

9. How long does the customer require to keep the original documents/receipts?

Customers are required to keep the original documents/receipts for a duration of **1 year** from the claims submission date and shall provide the receipt to AmMetLife upon request. In the event if the customer failed to submit the original documents/receipts to AmMetLife upon request, AmMetLife reserves the right to deduct/clawback the claims paid from the future claims payment. This will be clearly stated on the e-Declaration available in MiCare MyMed application.



MiCare Mobile Application is available on both iOS and Android platforms. Simply download the application by searching “**MiCare MyMed App**” in your mobile app store and register.

Your customer will need to register the app by using the following information :

Insured Name : Insured Name as per MyKad (Malaysian) / Passport
Insured NRIC /Passport No. : Insured’s 12 digit NRIC number / Passport number
Insurance Company : AMMETLIFE INSURANCE BERHAD (Individual Policy)

Information on panel hospitals under MiCare MY such as address, contact numbers and operating hours are available on the app. Location services are available to find the nearest panel hospital.

The application also features an Electronic Medical Card function. This will allow your customer to generate an electronic MiCare MY card via the application, which serve as another mode of identification. Please note that your customers’ mobile phones need to be connected to the internet for validation purposes.

Should you require any assistance you may contact MiCare at 1800 22 0787 or email callcenter@micaresvc.com.