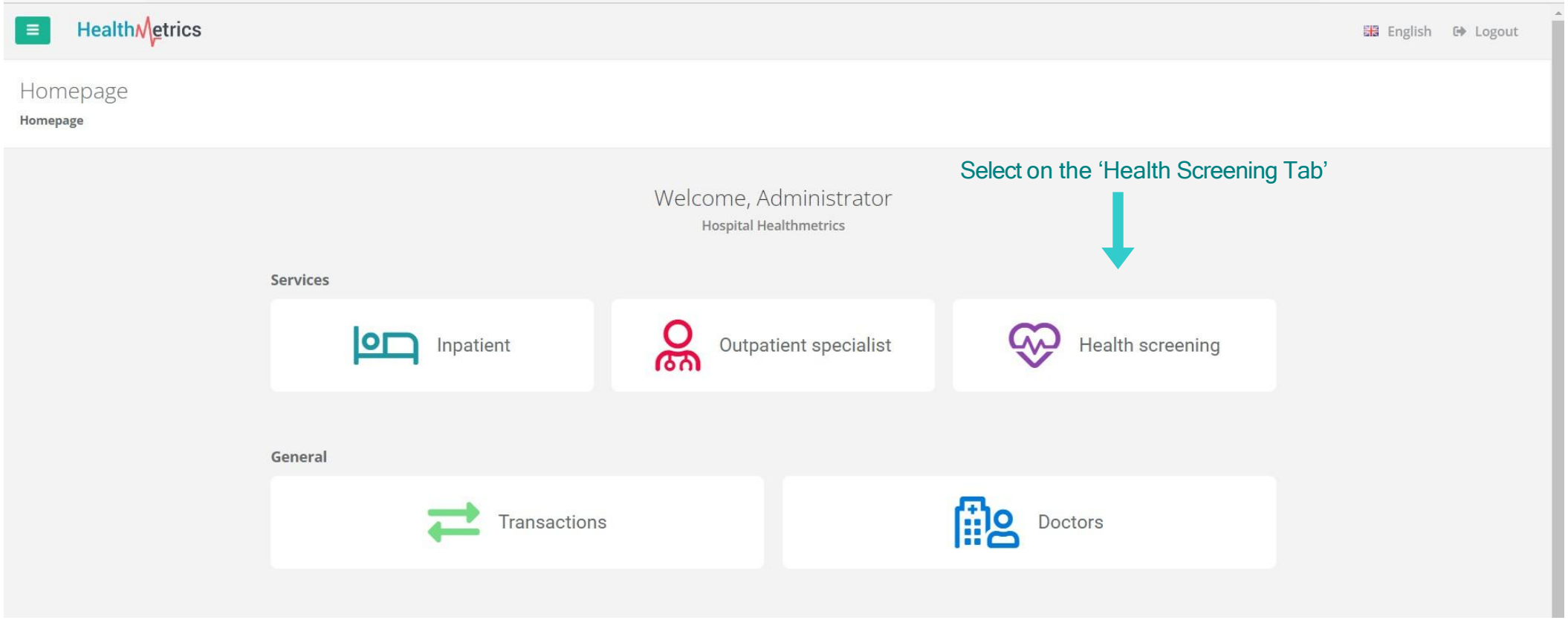
HealthMetrics

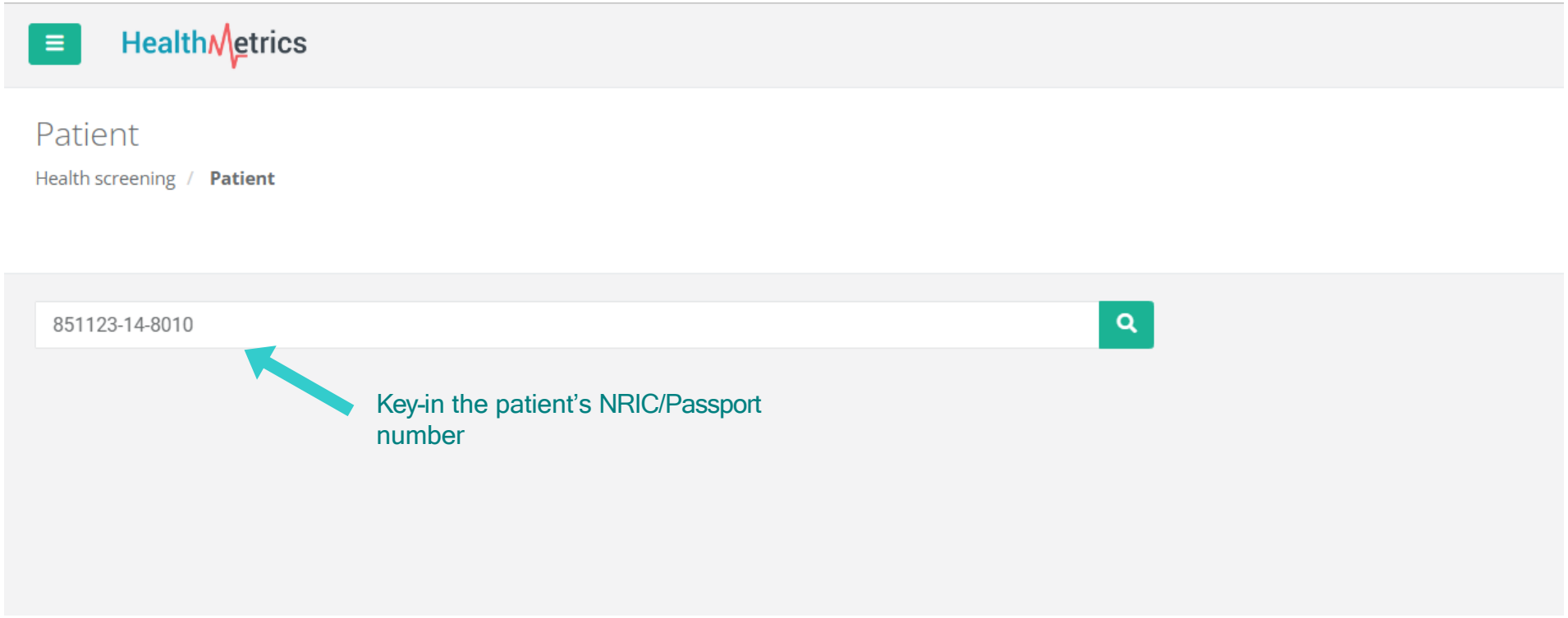
Health Screening Module
USER GUIDE

Contact Us at our 24/7 support line: 016-699 9464

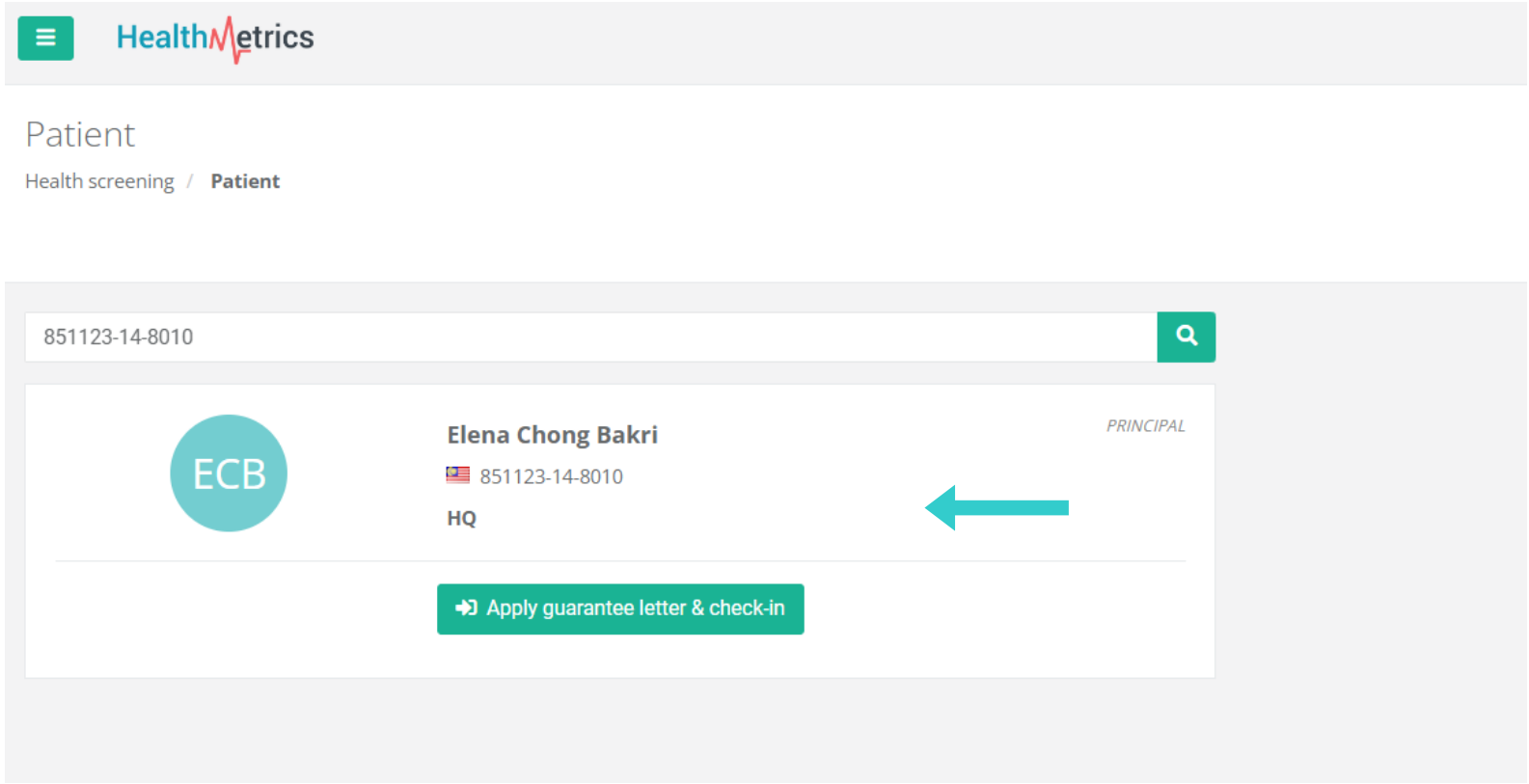
Step 1: Select on the ‘Health Screening Tab



Step 2: Key-in the patient's NRIC/Passport number

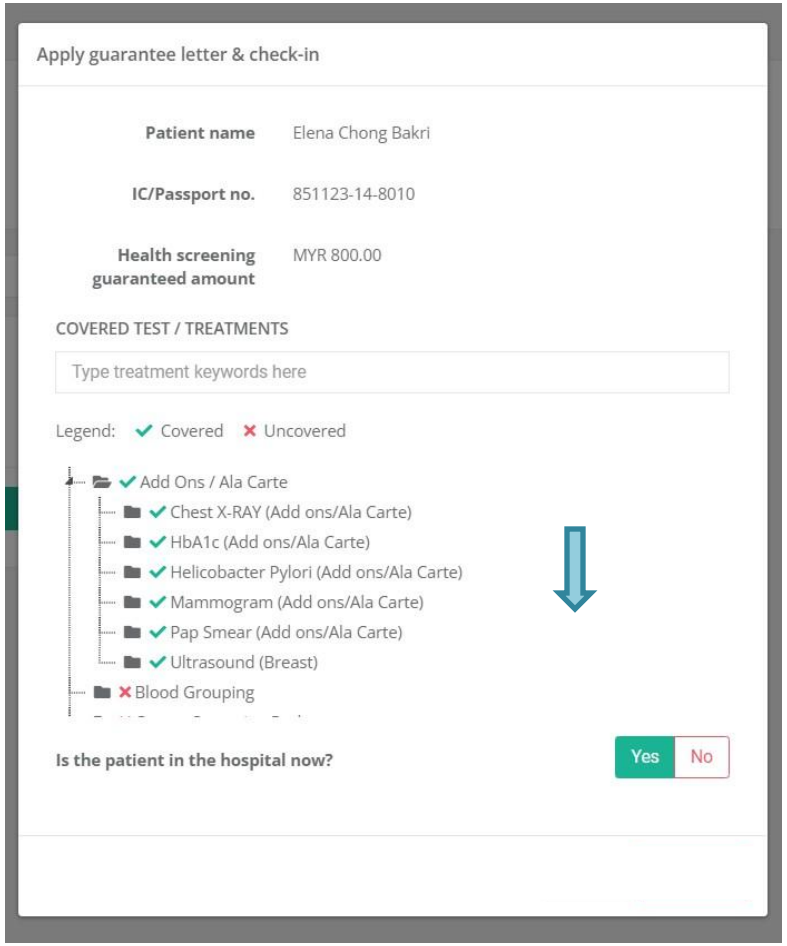


Step 3: Details of the patient will be shown. Proceed to Apply the Guanrantee Letter (GL) & Check-In



Before checking in, please take note of this important point. Usually, patients will book a health screening appointment before coming to the hospital. During this time, the hospital's health screening team should obtain the patient's identification number and check their exclusions in the portal before the patient decides on the appointment date.

Step 4: A Pop-Up displaying the Covered/Uncovered Tests for the patient will be shown.



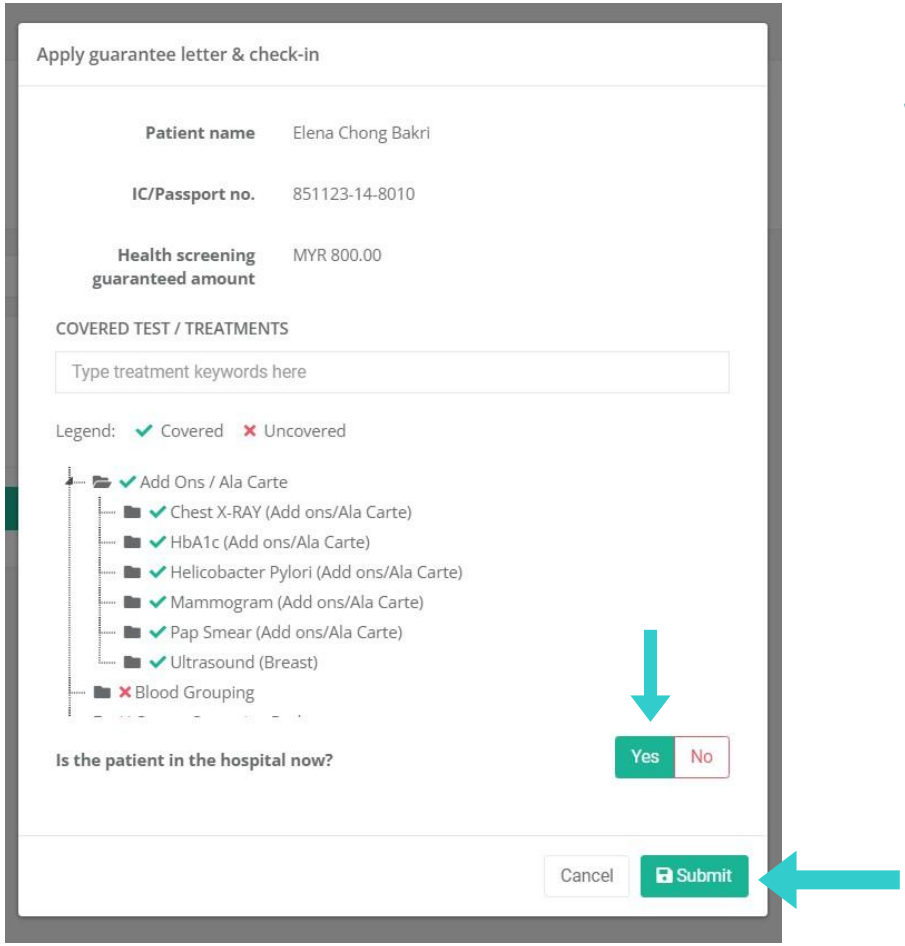
This can be done by searching for the ID number without checking the patient. The HealthMetrics portal allows this process to ensure clarity on which health screening tests and treatments are covered for the patient.

By doing so, hospitals can advise patients on whether their requested tests or treatments are covered based on their entitlement.

If the test or treatment is covered, the process will be cashless. If it is not covered, the patient will need to pay for the treatment or test before leaving the hospital.

This ensures transparency and mutual understanding before the appointment is made.

Step 4: A Pop-Up displaying the Covered/Uncovered Tests for the patient will be shown.

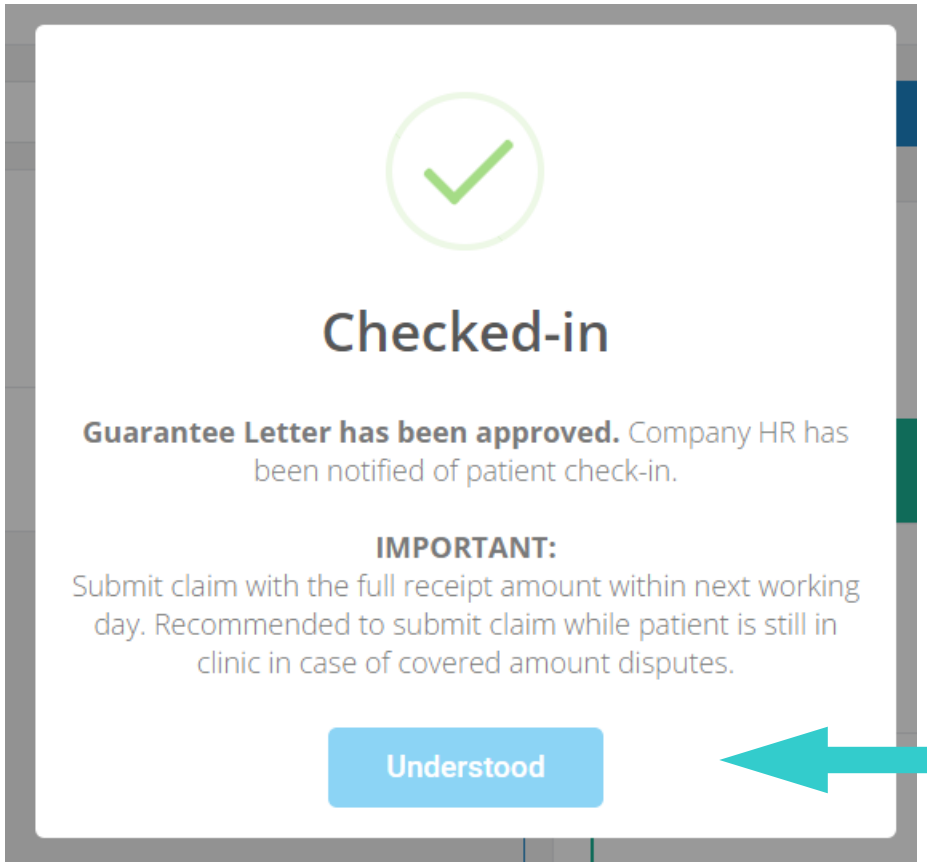


Step 4.1: Select ‘Yes’ & ‘Submit

Please note that only hospital teams are authorized to check in patients and request Guarantee Letters, and this should only be done once the patient is physically present at the hospital.

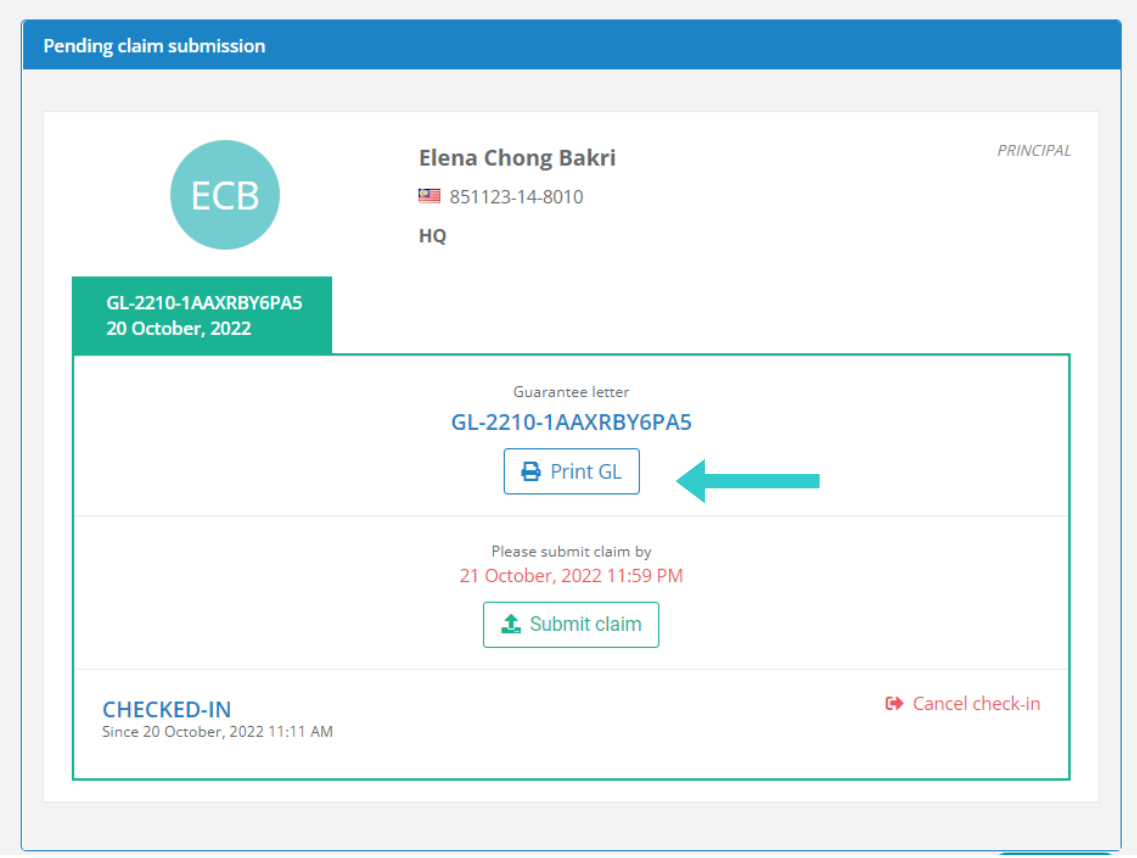
Click Submit. Once submitted, the Guarantee Letter request is automatically approved by the system with no delay.

Step 5: Another Pop-Up Box will appear confirming the Approval of the GL. Select ‘Understood’



Step 5.1: Select ‘Understood’

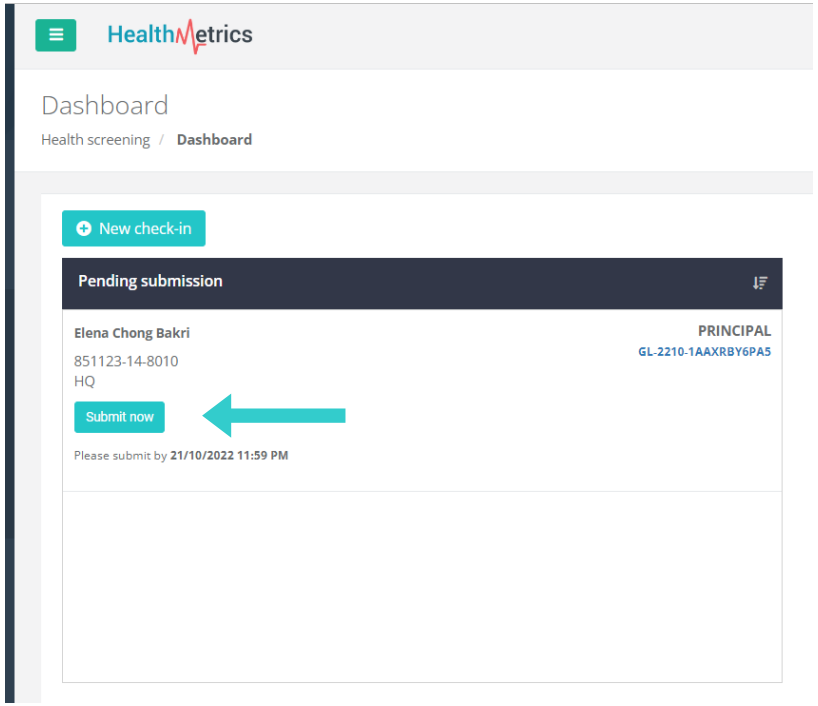
Step 6: The Patient's GL is ready! Select 'Print GL' to print the Guarantee Letter (GL)

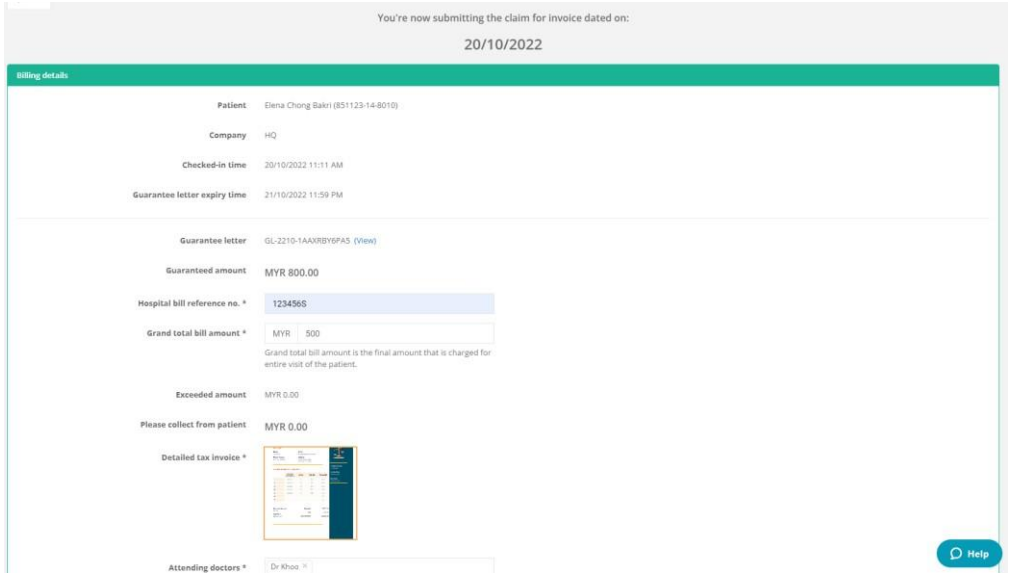


- The GL & a Patient Consent Form will be printed out in a separate tab.
- Once the GL & Patient Consent Form is printed, get the patient to sign the Consent Form, and take both the signed Consent Form and the printed GL to the relevant hospital counter for the patient to proceed with their Health Screening check-up.

Step 7: At the Dashboard, the details of the patient will be displayed too, where you select ‘Submit Claim’ after the patient has completed their Health Screening test.

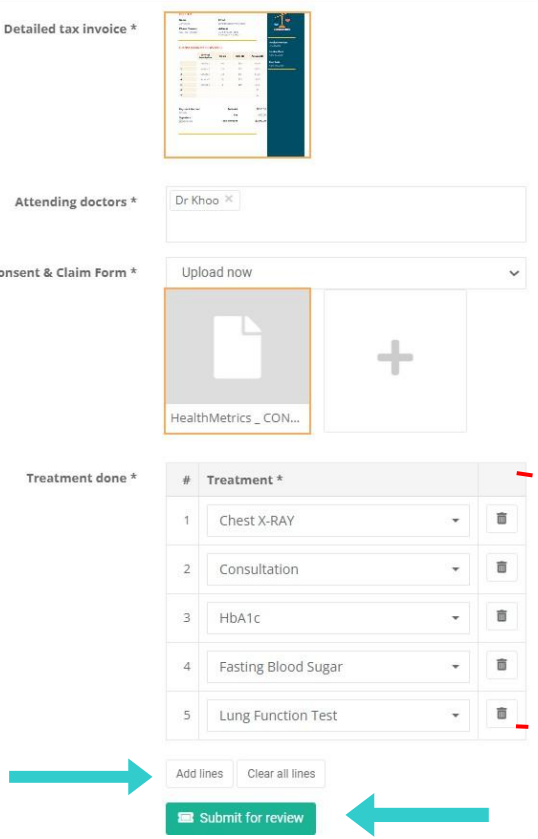
Step 7.1: When clicking on ‘Submit Claim’, you will come to the claiming page to insert the necessary details *(e.g billing details/invoice & relevant medical documents to be attached).*





Step 8.0: Select each of the Health Screening Treatments/Test done by clicking on ‘Add Lines’. The hospital may choose to add all treatments one by one. For example, if there are six tests or treatments done, there will be six lists of treatments displayed as shown in the image below.

Kindly ensure the detailed tax invoice reflects itemised billing and provides a full breakdown of the charges incurred.

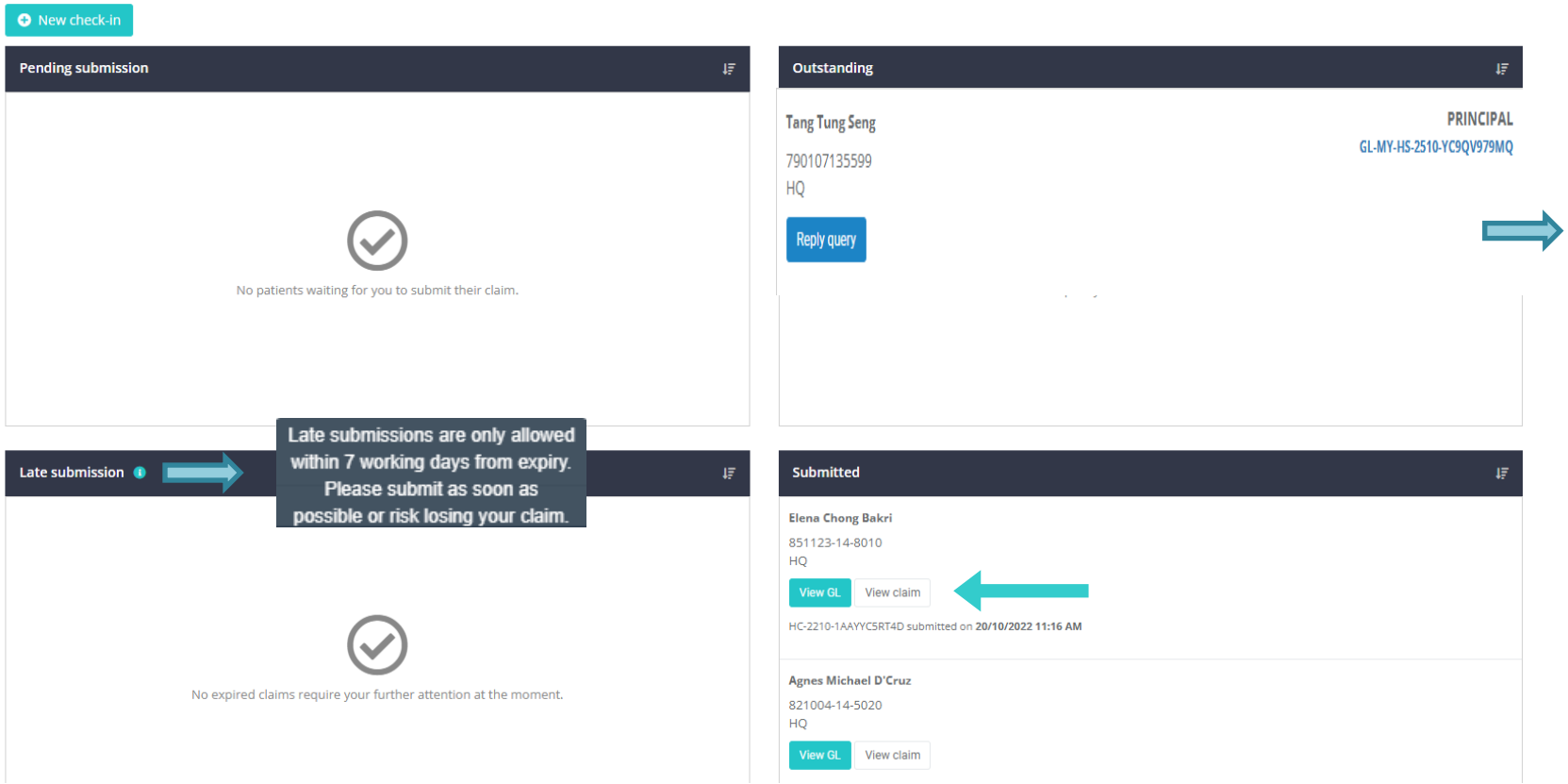


Step 8.1: Alternatively, hospital staff can search for “**Health Screening Packages**” under the “Treatment Done” section by clicking on ‘Add Lines’, instead of adding each treatment one by one.

This enhancement will streamline the overall process and improve efficiency in handling health screening claims.

Step 8.2: Select - ‘Submit for Review’ to submit the claim

Step 10: The ‘Submitted’ Claim will be displayed in the ‘Submitted’ window. Click on ‘View Claim’ to check on the status of the claim.

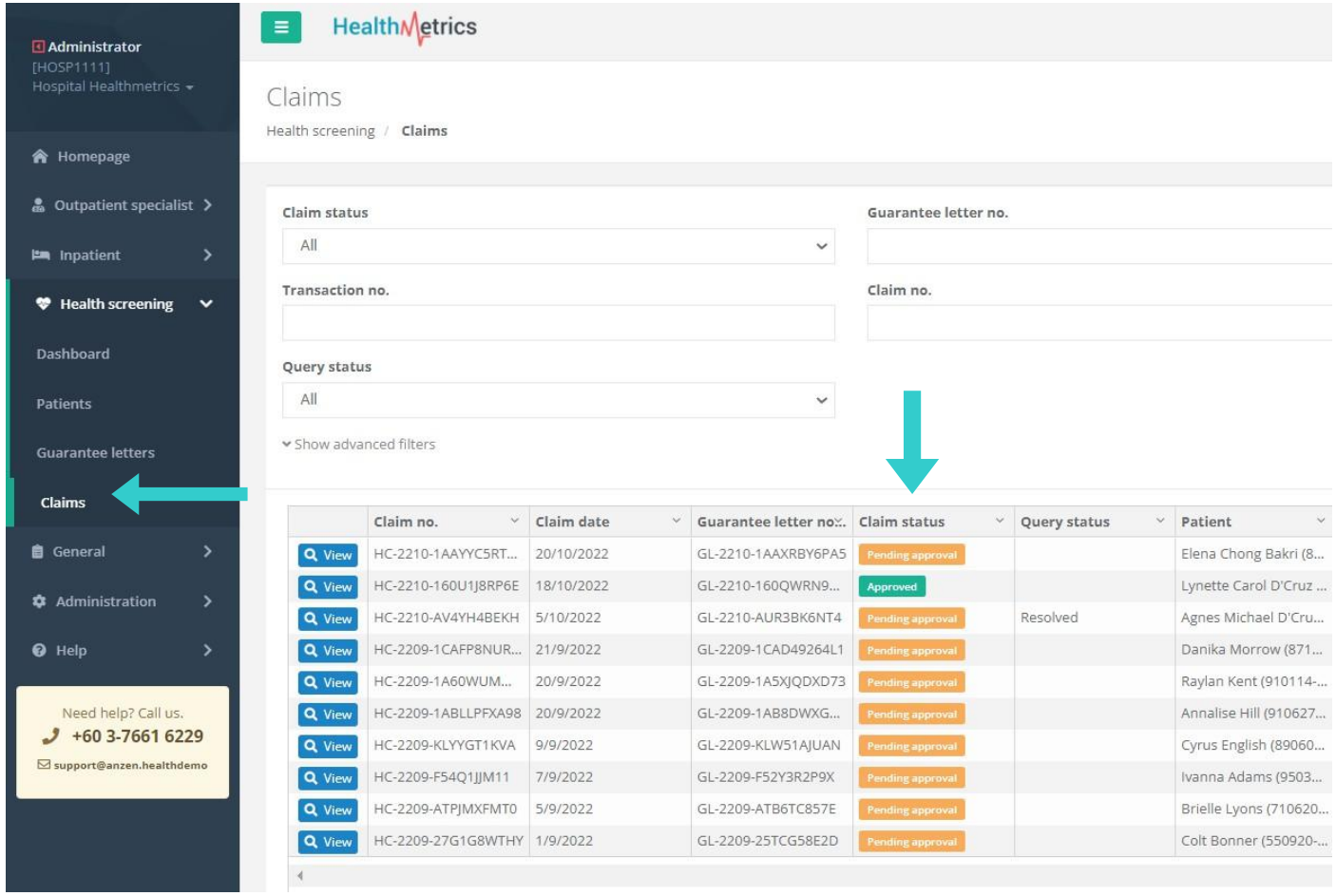


Outstanding window shows claims that are still under review or require action/correction. Normally, you can find queries here that need attention from your hospital team.

These queries are usually sent by the HealthMetrics claims team for your review or response.

Kindly click the reply query button to respond to the query.

Step 11: The Claim will remain as ‘Pending Approval’ until the claim is fully approved. Claim statuses can be checked in the ‘Claims’ section.

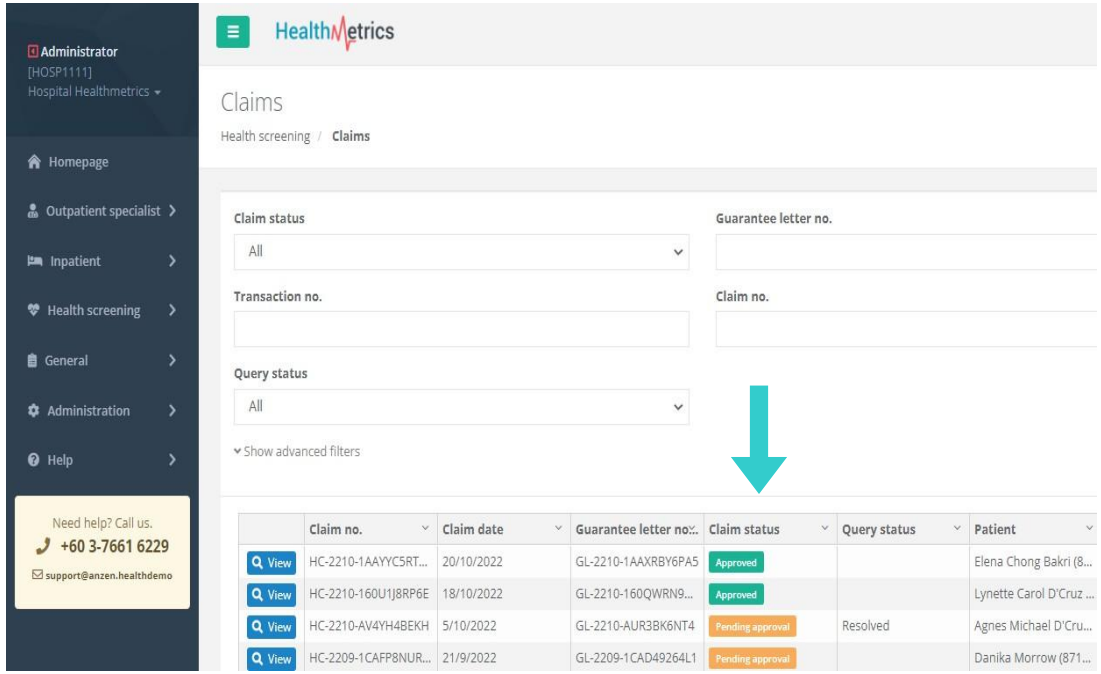


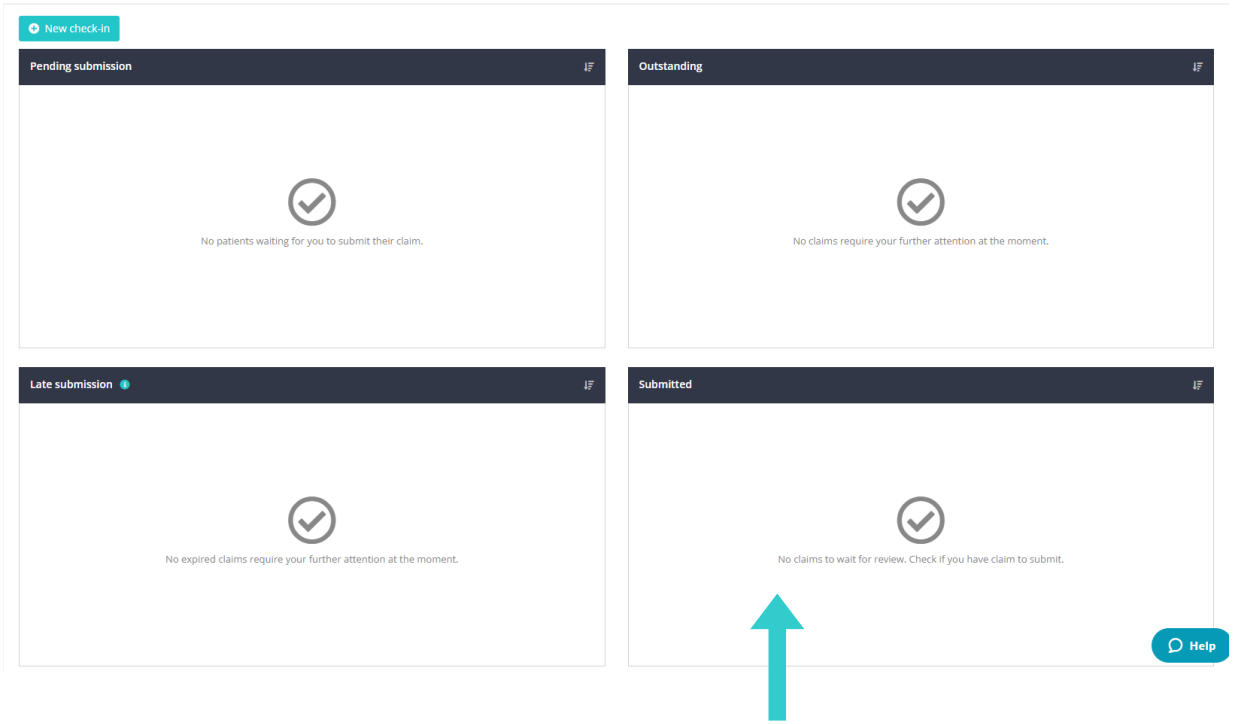
Please note that our Claims Team will take up to **3 working days** to review health screening claims upon submission.

This is the **Service Level Agreement (SLA)** for claim review.

Step 12: Once the claim is **approved**, it will be shown as ‘Approved’ in the ‘Claims’ section page. It will no longer be displayed in the Dashboard’s Submission window.

The window will display only the claims that have been successfully submitted and are currently pending for approval.





Approved claims will no longer be displayed here

CONTACT DETAILS OF HEALTHMETRICS PERSONNEL

NO	NAME	DEPARTMENT & POSITION	TELEPHONE	EMAIL ADDRESS
1	Abil Aziz	Provider Network Manager	016-7499304	fatinnabilah@healthmetrics.com
2	Claims Assessor Specialists	Claims Department: GL & Claims Matters	016-699 9464	gl@healthmetrics.com
3	International Patient Admission	International Patients: (GL & Claims Related Matters)	62 21-29279600 WS: 62 81-219102040	int_gl_jakarta@healthmetrics.com
4	Wahidan Jani	Cross Border Operations Coordinator: (International Patients Dispute Related Matter)	011-61356214	wahidan.jani@healthmetrics.com
5	Customer Service Support	Portal & General Issues	016-699 9464	support@healthmetrics.com

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