

Group Student Medical Insurance

MediHub Programme

Group Student Medical Insurance

MediHub 24/7 Medical Concierge

Students can contact MediHub 24 hours helpline @ 6715 6400 to enquire on:

- **Claims Related Matters**
(Inpatient & Outpatient)
- **Panel Providers Matters**
- **Portal / Mobile Apps**
Troubleshoot and Enquires

Alternatively, you may email to howden.medihub@ihp.com.sg for assistance.



Pay & file inpatient claims process (with no LOG)

Step 1

Upon admission:

- 1) Pay deposit
(if requested by hospital)
- 2) Sign Medisave / MediShield Authorization Form if you are a Singaporean or PR.

Step 2

Upon discharge,

- 1) Make payment for balance amount due.
- 2) Request for the list of documents as shown under Step 3 before leaving the hospital.

Step 3

Submit the following documents via MediHub mobile app or online portal https://eclaim.ihp.com.sg/eclaim/howden_login.asp (scanned copies)

Government Restructured Hospital	Private Hospital
<ol style="list-style-type: none">1. Final Tax Invoice2. Inpatient Discharge Summary	<ol style="list-style-type: none">1) Final Tax Invoice (Summary and Itemised Invoice)2) Section 2 of MediHub Group Medical Claim Form (to be completed by Attending Physician during admission) or3) Medical Report/Discharge Summary

Claims will be processed within 21 to 30 working days upon receipt of full and complete documentation. **Important:** Keep the original claims receipts for 6 months for auditing purposes.

Students will receive claims settlement/rejection letter via email provided. All payment will be credited into employee's bank account.

Claims status & Turnaround time

Visibility to claim status via MediHub mobile app to see if all documents and information have been received.

Claims Status	What it Means
Processing	Claim has been successfully submitted and pending for MediHub team's assessment.
Approved	Claim is approved. A notification email will be sent.
Rejected	The claim is rejected. An email with rejection reason will be sent.
Pending	The claim is pending as additional supporting documents are required before further assessment. An email requesting for additional supporting documents will be sent.

Upon submission of full claims information and documents via the Mobile App or Portal, member can expect the following claims turn-around time (TAT):

Claim Type	Turn-Around Time (TAT)
Outpatient	7 to 14 days
Inpatient	21 to 30 days

Note: The above are summarised for presentation purposes. For the full terms and conditions, please refer to the policy documents.

Group Student Medical Insurance

Important Note

- Visit to Panel GP without presenting medical card and identification card shall be deemed as Non-Panel visit.
- Use Howden MediHub Mobile App “**Panel**” icon to search for nearby panel clinics.
- All incurred claims must be submitted **within 30 days** from visit date or date of discharge for hospitalisation claims.
- **Itemised receipt** is mandatory for all claims on pay and claim basis.
- Do not submit multiple documents in one upload.
- Credit/Debit Card receipt should not be staple together with invoice to avoid details being blocked.
- Different visit claims must be submitted separately.
- New or first visit to specialist, do attached the referral/memo during claims submission.

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Group Student Medical Insurance

Important Note

- Medical claims reimbursement will be credited to your bank account details provided upon registration.
- Original claims receipts to be kept for **6 months** for auditing purposes by insurer.
- Retrieve Government Hospital Bill from “**HealthHub SG**” App.
- Save MediHub 24/7 contact number **6715 6400** as your contact.
- No expiry date for registration. Please register as soon as you receive login credentials.
- Remain login if you do not tap on ‘**Logout**’ button on MediHub app homepage.
- MediHub app will logout automatically due to the following reasons:
 - Insufficient mobile device's storage/memory space.
 - New Huawei mobile devices may trigger logout from the app.
 - Mobile device has not been updated to the latest version.



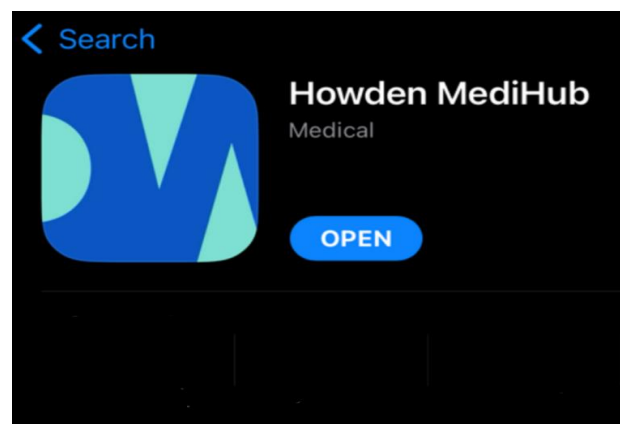
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Group Student Medical Insurance

MediHub App - Registration

Important notes for MediHub registration

1. Download MediHub Mobile App from App Store, Play Store or Huawei App Gallery.



2. Register with the credentials on Welcome Email sent to you from howden.mediHub@ihp.com.sg,
3. Reach out to MediHub hotline at 6715 6400 if you did not receive this email.

Sample Welcome Email:

Subject: Howden MediHub - Mobile App and Online Portal Login Details - New Hires

Dear <Employee Name>,

We are pleased to inform you that with effect from <Policy Start Date>, you will be able to gain access and manage your medical benefits through our user-friendly MediHub mobile app and online portal.

MEDIHUB MOBILE APP

Visit the Apple App Store or Google Play Store and download the "Howden MediHub" app.

To register, please key in the following information on the **LOGIN** screen.

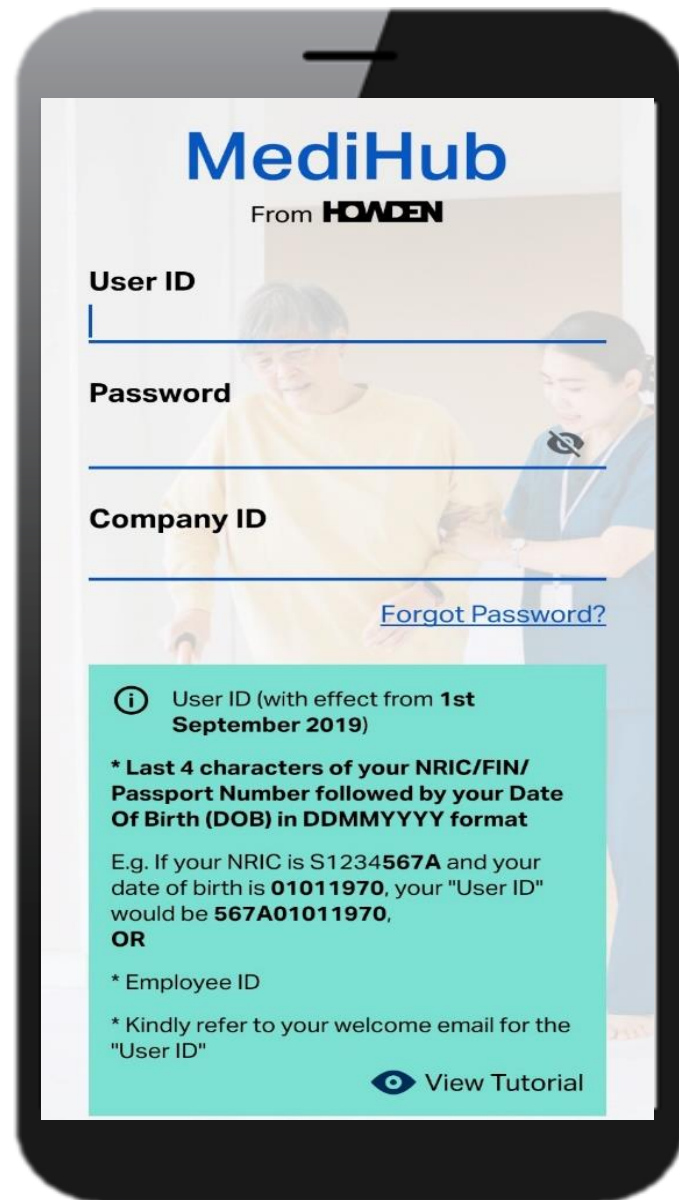
- User ID: Last 4 characters of your NRIC/FIN/Passport Number followed by your Date of Birth (DOB) in DDMMYYYY format.
(E.g. If your NRIC is S1234567A and DOB is 01011970, your "User ID" will be 567A01011970)
- Password: <System Generated Password>
- Company ID: _____

You will be prompted to change your password** and provide your Singapore registered mobile number for an OTP (One-Time Password). Upon successful registration, you will automatically remain logged in.

MEDIHUB ONLINE PORTAL

Please click [here](#) and key in the following information on the **MEMBER'S LOGIN** page:

MediHub App Registration - Student



MediHub
From HOWDEN

User ID

Password

Company ID

[Forgot Password?](#)

ⓘ User ID (with effect from **1st September 2019**)

*** Last 4 characters of your NRIC/FIN/ Passport Number followed by your Date Of Birth (DOB) in DDMMYYYY format**

E.g. If your NRIC is S1234567A and your date of birth is 01011970, your "User ID" would be 567A01011970.

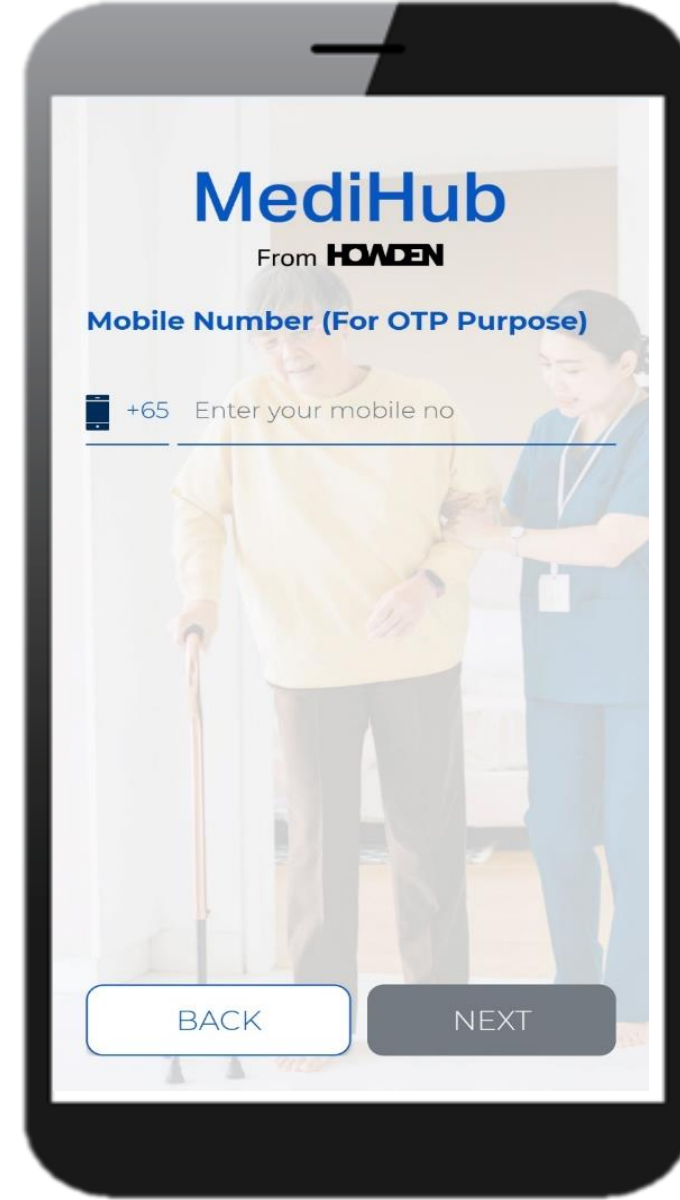
OR

* Employee ID

* Kindly refer to your welcome email for the "User ID"

[View Tutorial](#)

1. Key in MediHub login credentials provided in the Welcome Email.



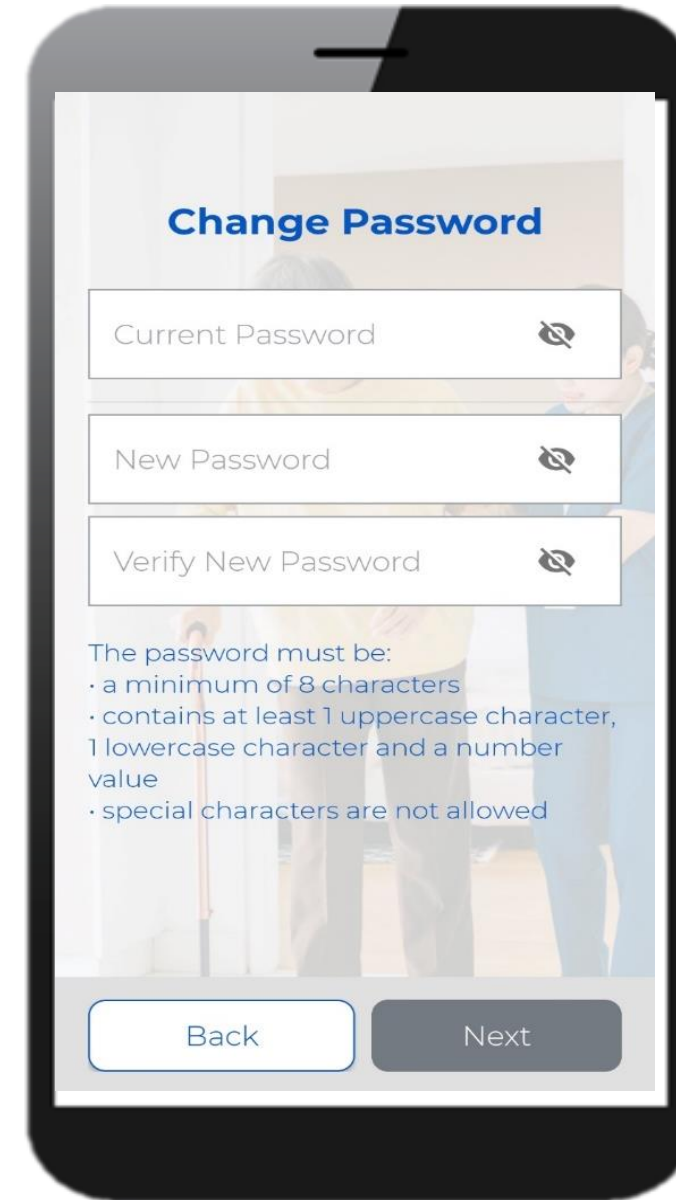
MediHub
From HOWDEN

Mobile Number (For OTP Purpose)

+65 Enter your mobile no

BACK NEXT

2. Input your registered mobile number to receive your OTP.



Change Password

Current Password _____

New Password _____

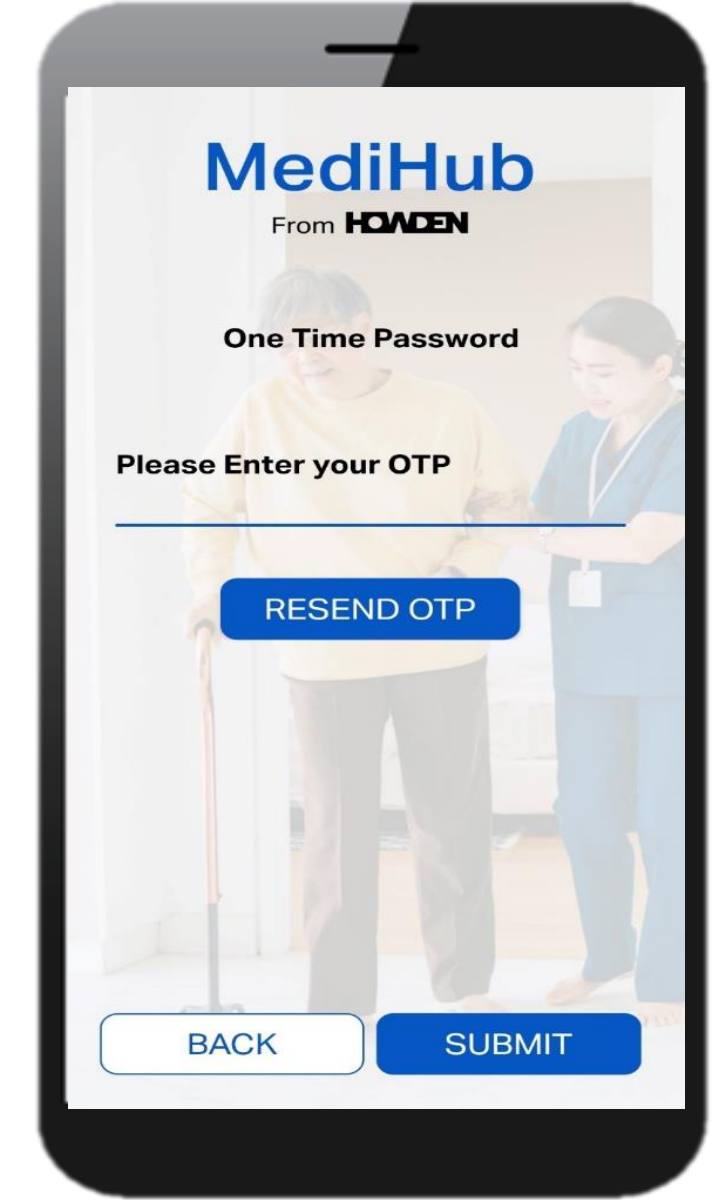
Verify New Password _____

The password must be:

- a minimum of 8 characters
- contains at least 1 uppercase character, 1 lowercase character and a number value
- special characters are not allowed

Back Next

3. Input password provided in the Welcome email under "Current Password". Input your new password under "New Password".



MediHub
From HOWDEN

One Time Password

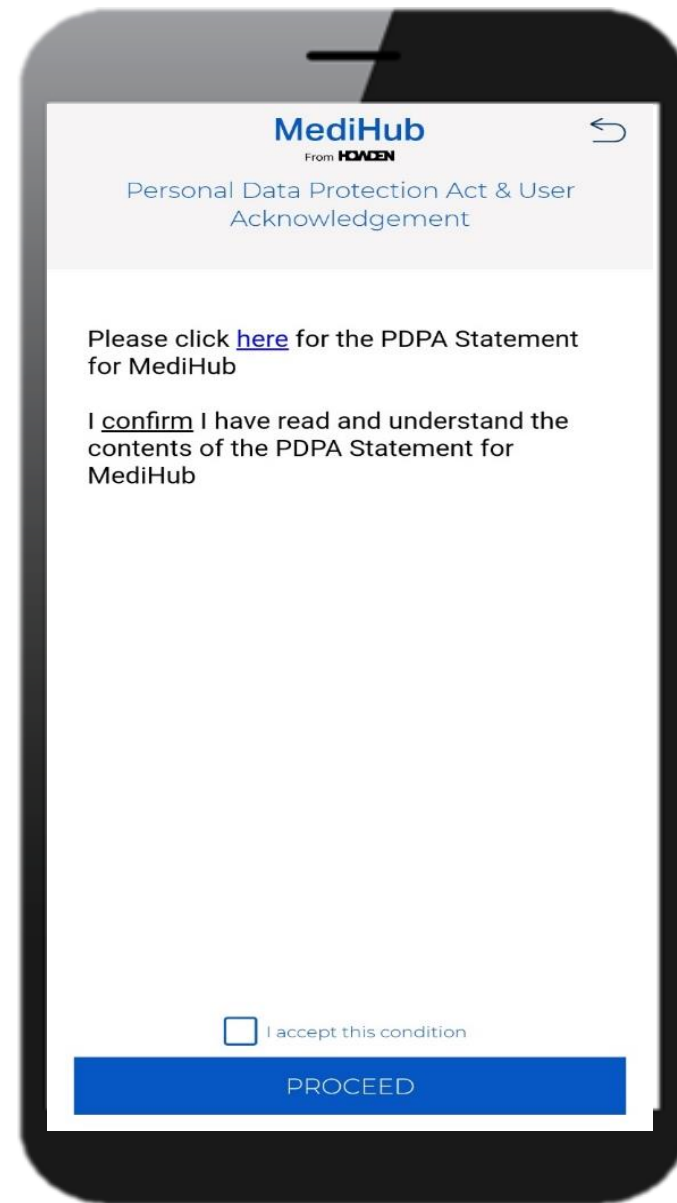
Please Enter your OTP

RESEND OTP

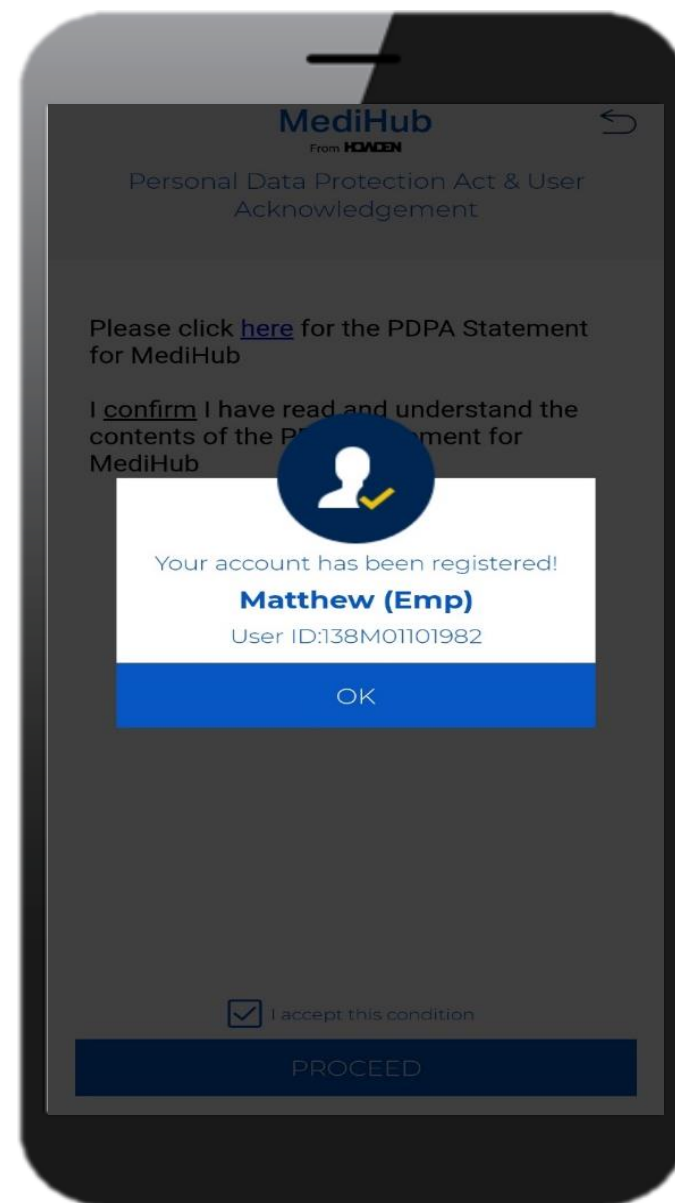
BACK SUBMIT

4. Enter the OTP that has been sent via SMS. Once done, the above message will appear. Tap on "OK" to proceed.

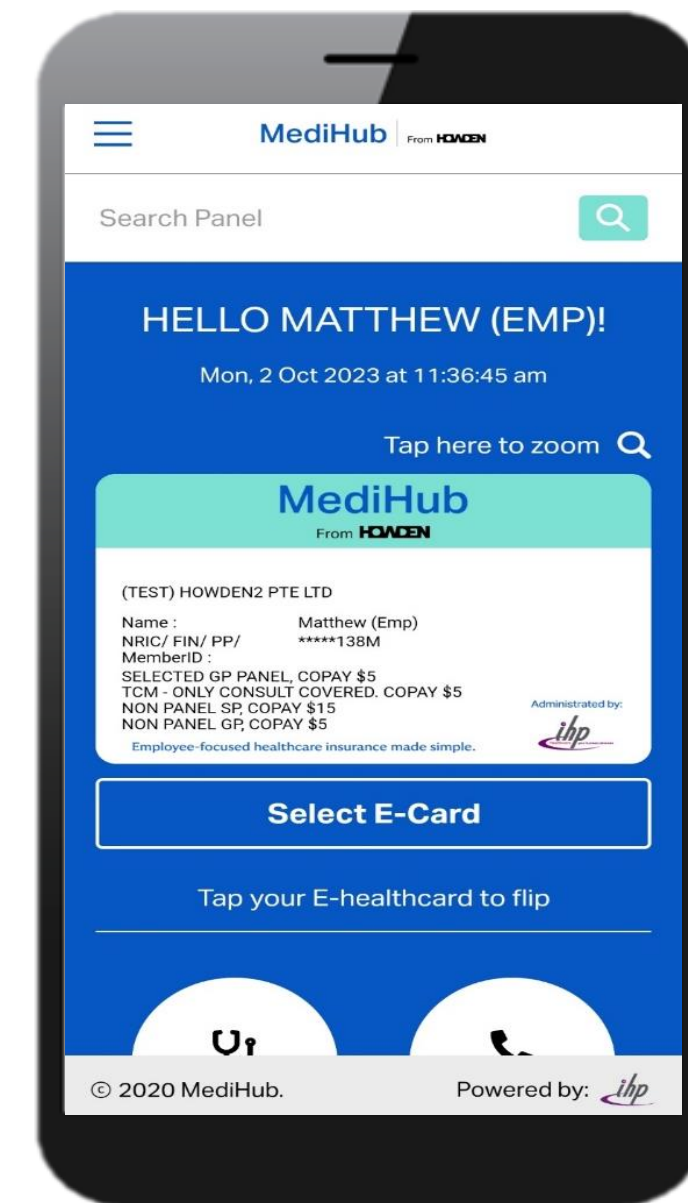
MediHub App Registration – Student



5. Tap on “**I accept this condition**”, followed by “**Proceed**”.



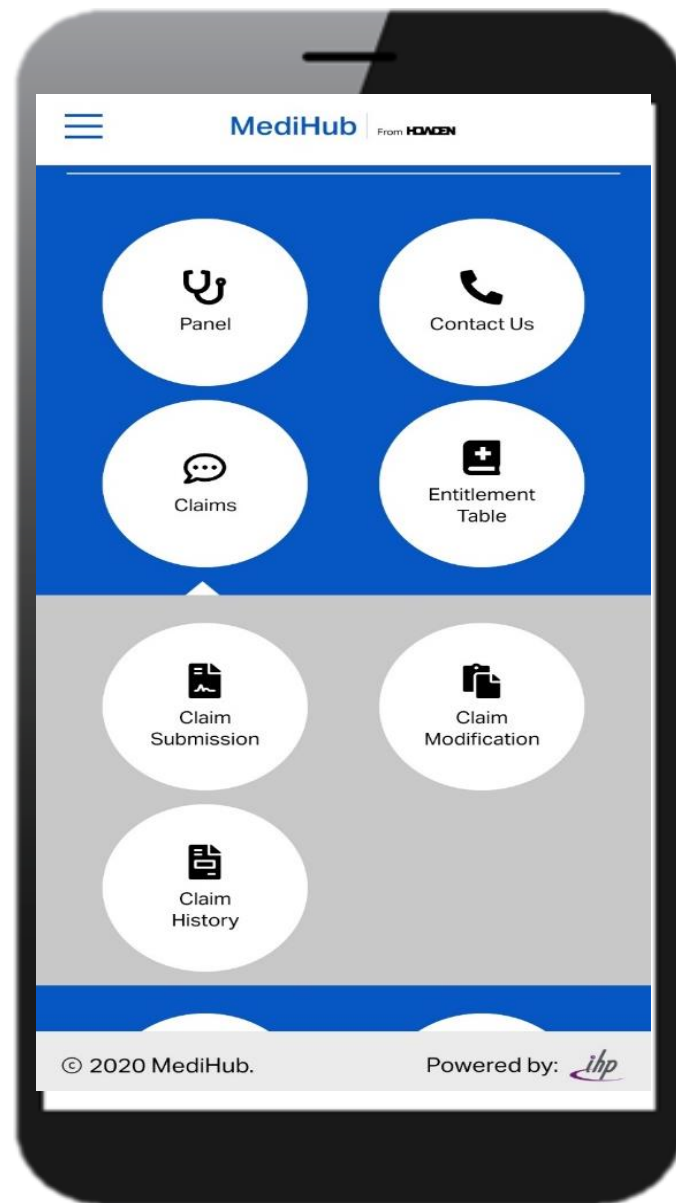
6. Pop out screen showing account has been successfully registered. Tap on “**OK**”.



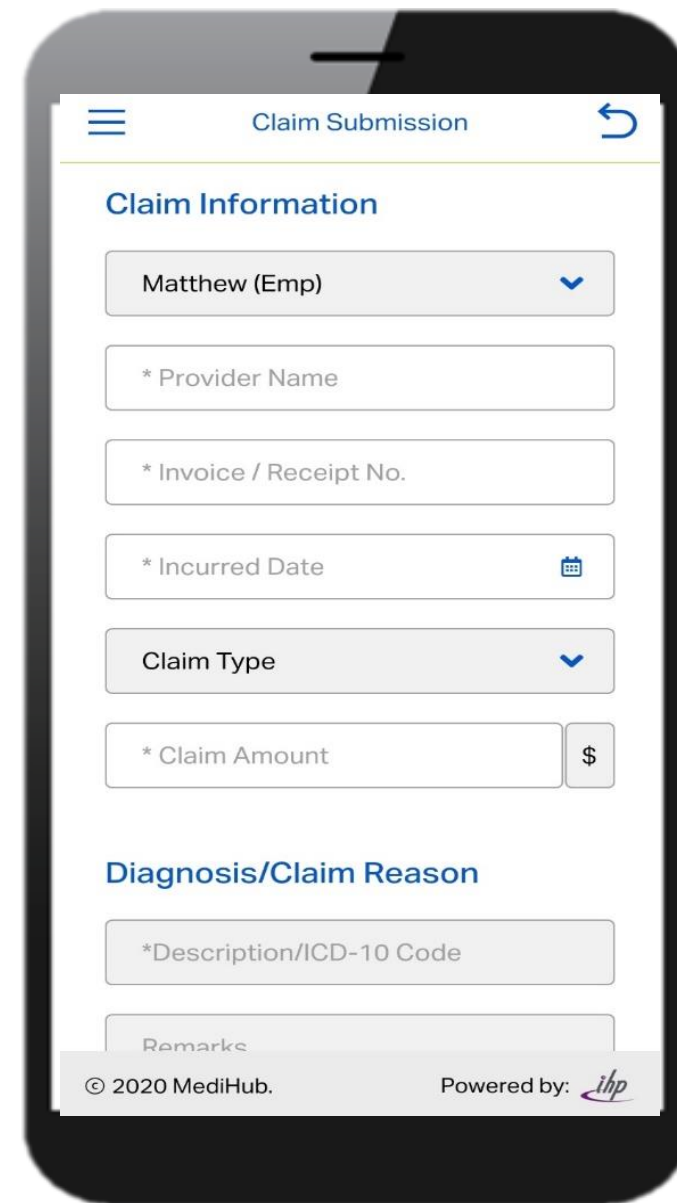
7. You can now tap on the different icons to enjoy MediHub suite of services.

MediHub App - Claims Module

MediHub Claims Submission



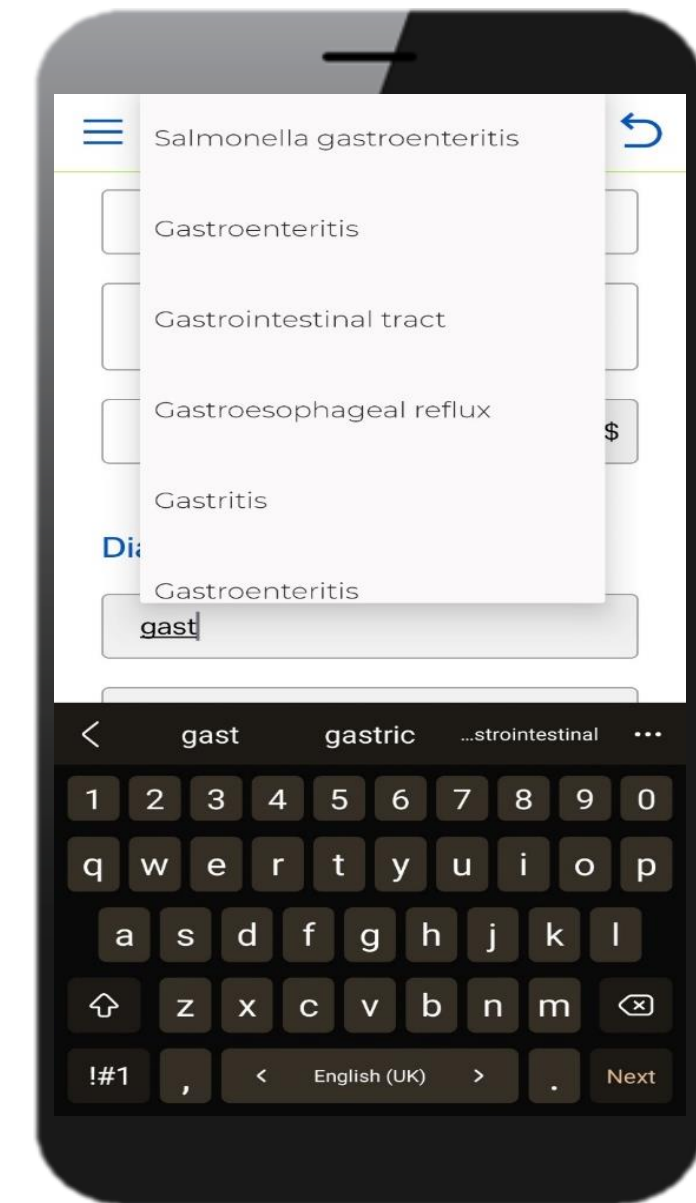
1. Tap on Claims, followed by Claims Submission



2. Input Relevant details and remember to attach receipt

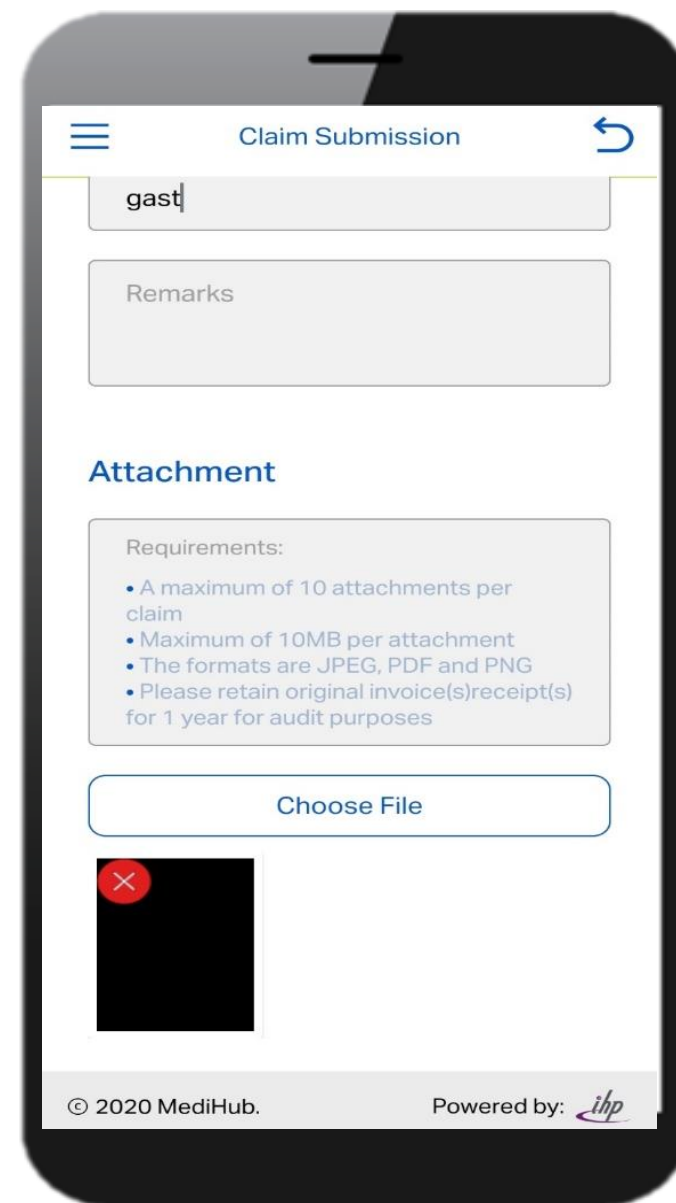


3. Under "Claim Type", there are various options to choose from, depending on your entitlement

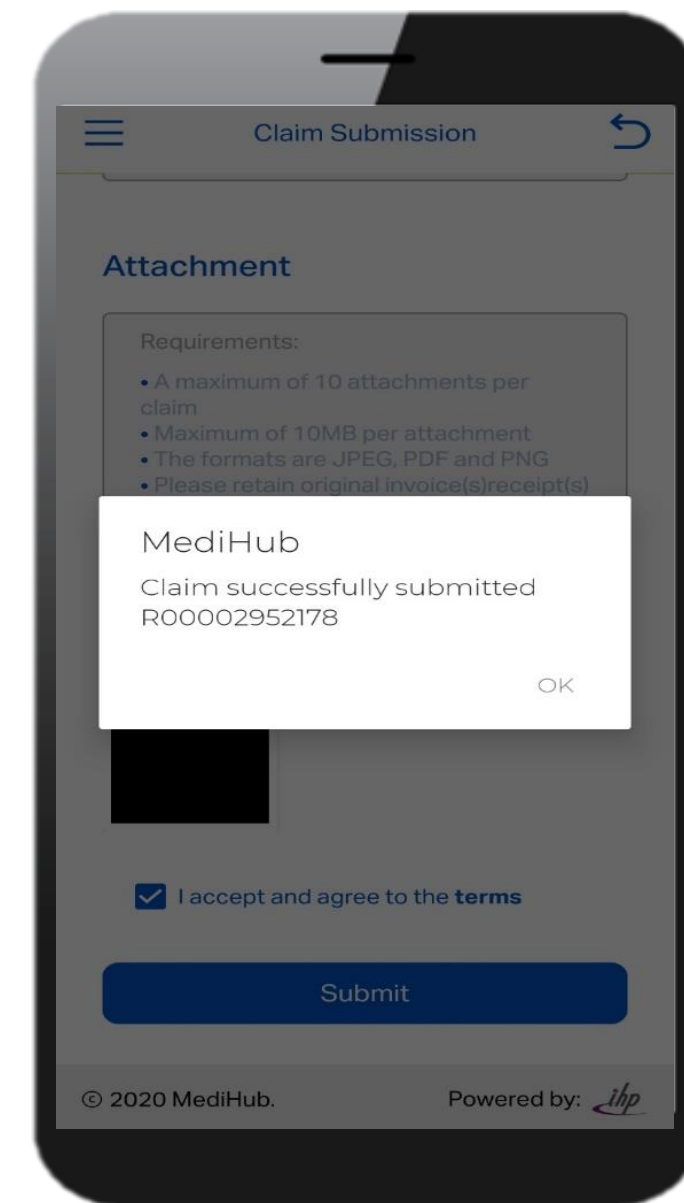


4. Enter "Diagnosis"

MediHub Claims Submission

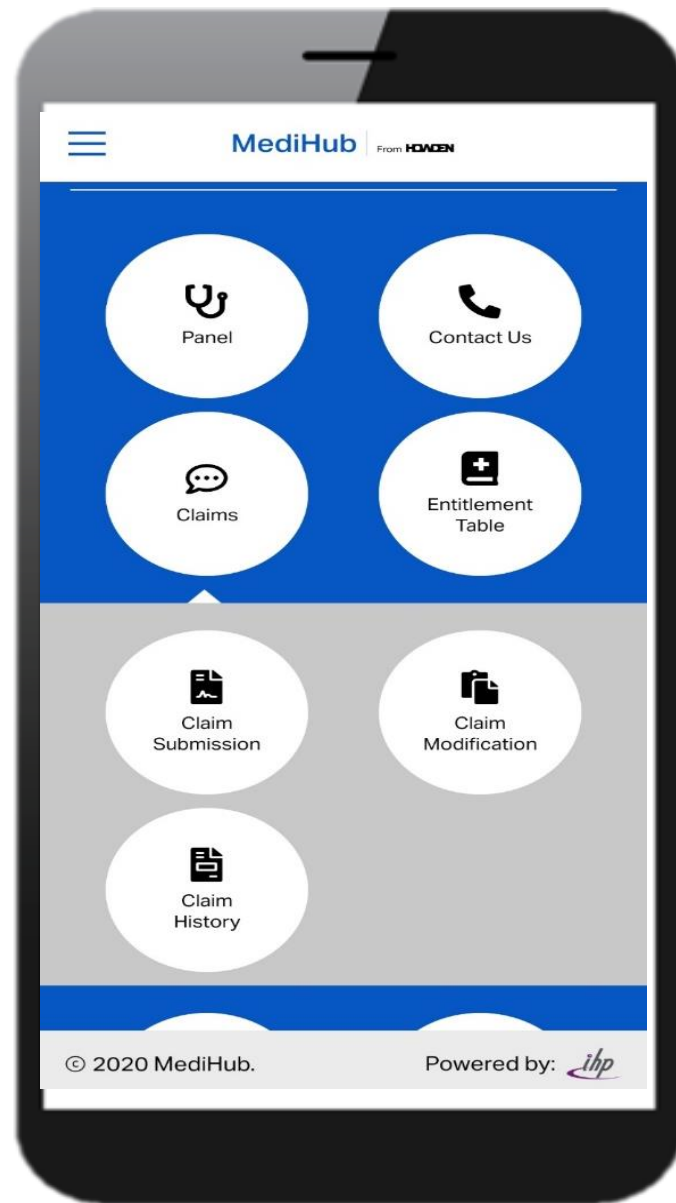


5. Choose file you saved from Gallery or use “Camera” to take picture of the receipts and supporting documents.

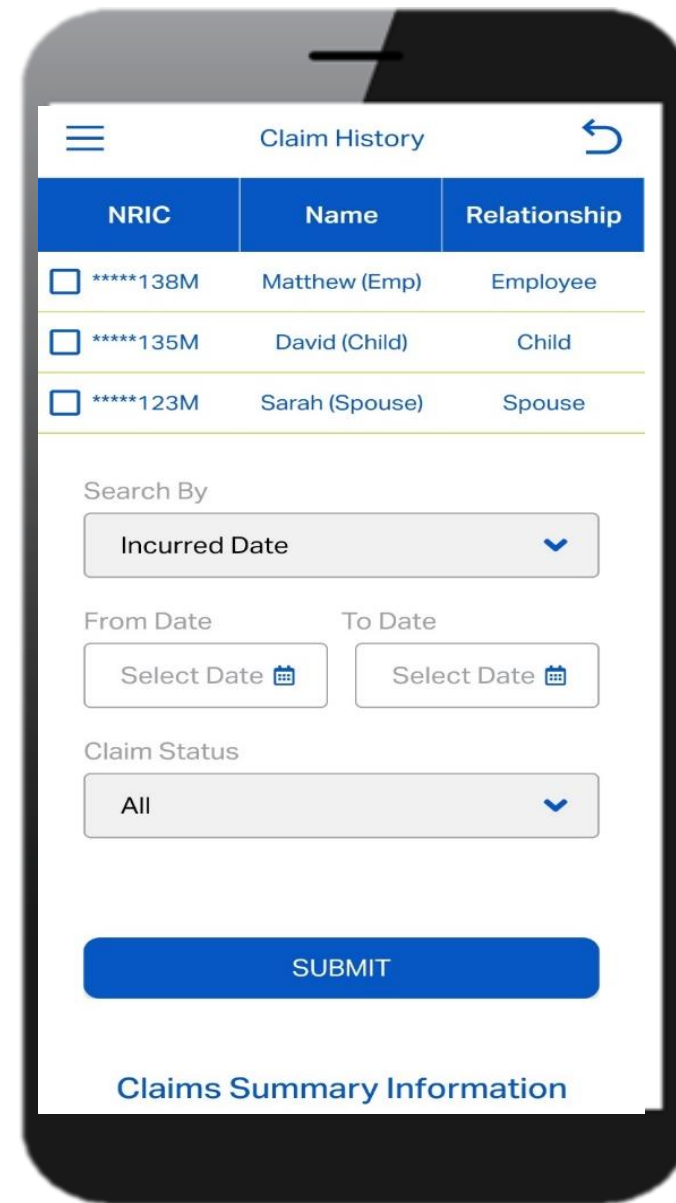


6. Tap on “Submit” and the claim reference number will appear.

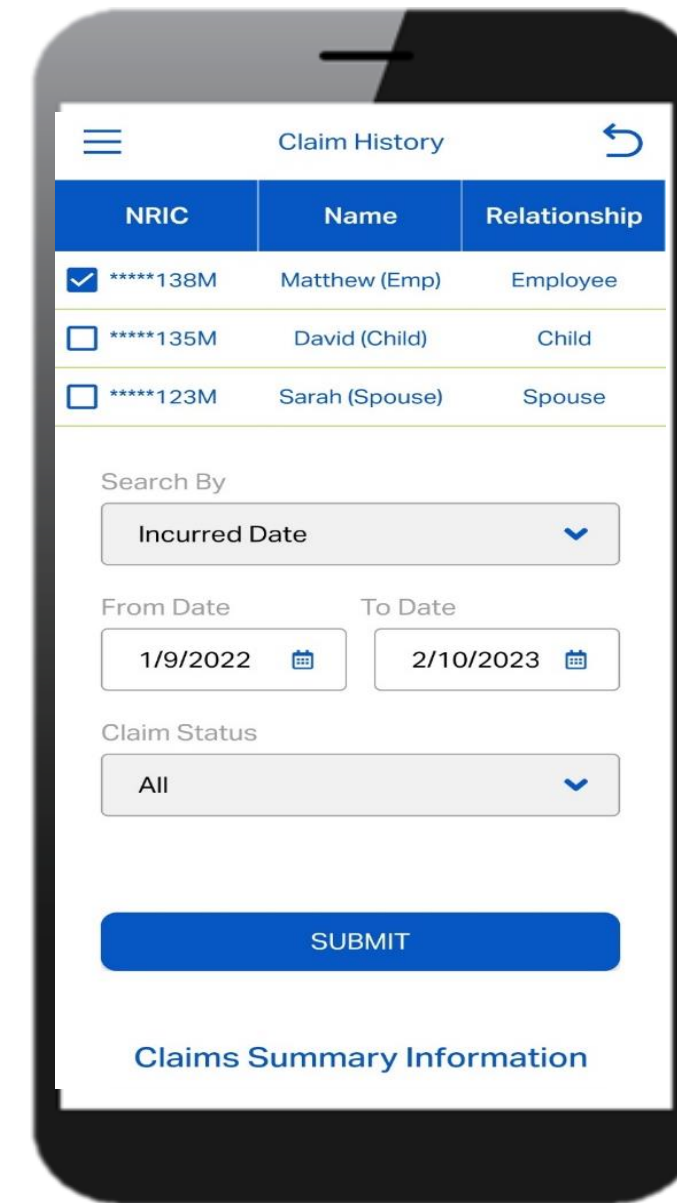
MediHub Claims History



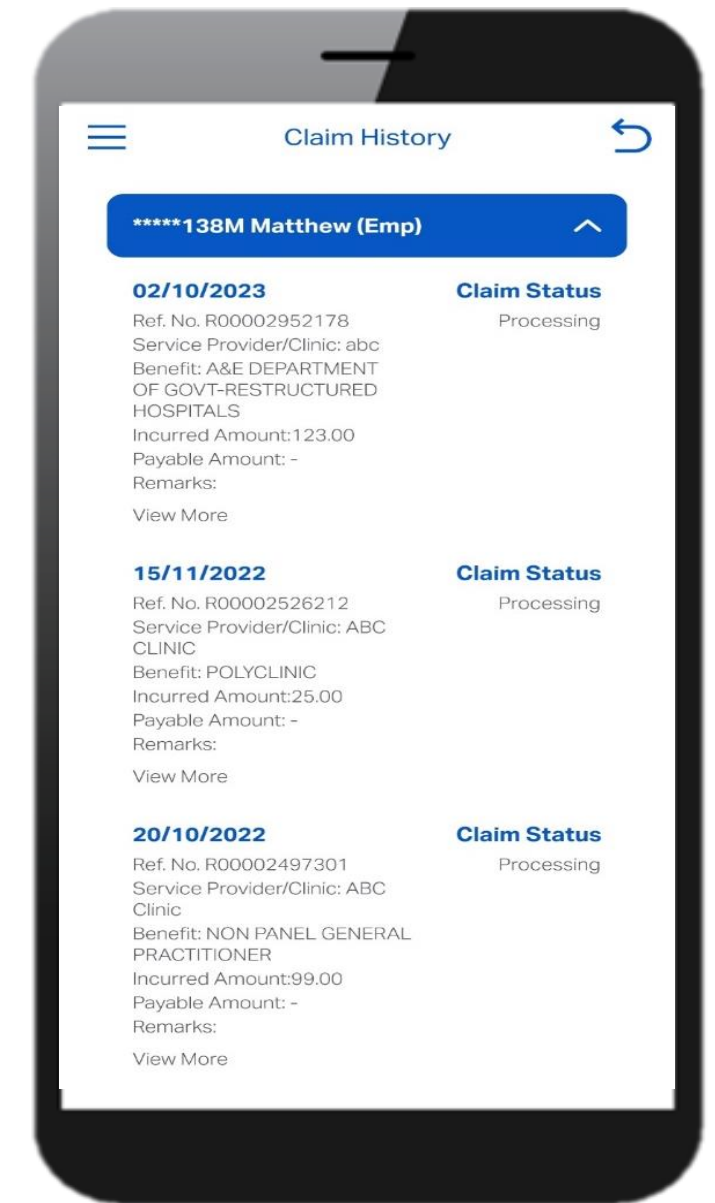
1. Tap on “**Claims**”, followed by “**Claims History**”



2. Select the claimant's name

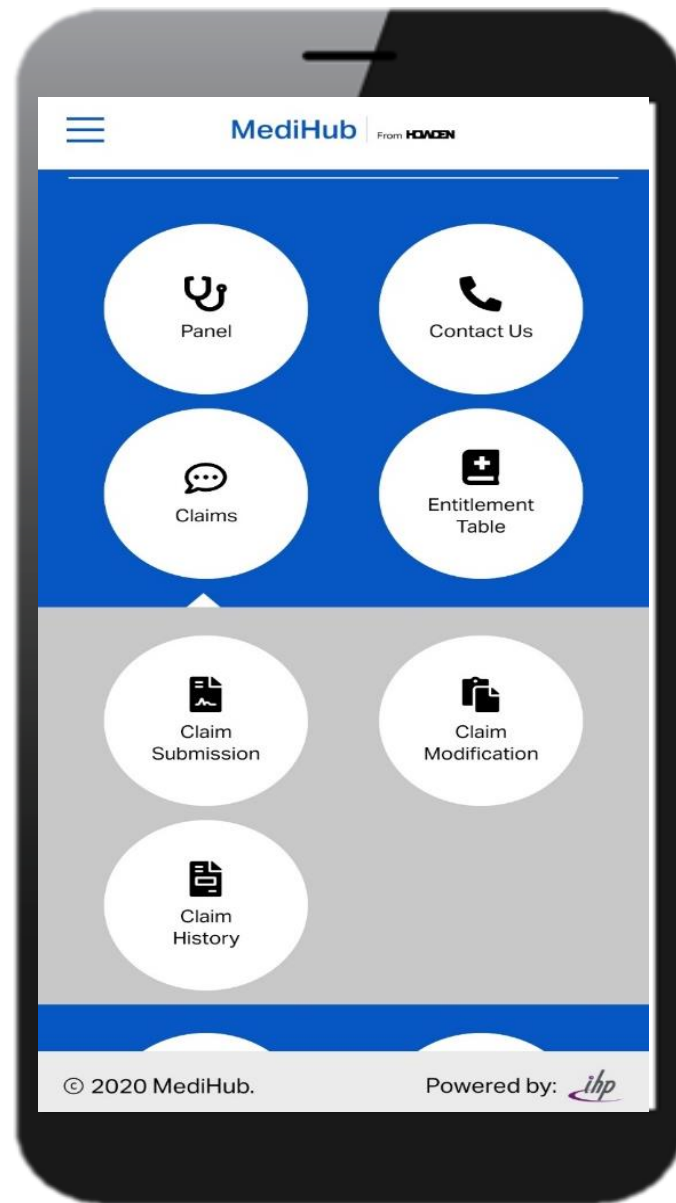


3. Select type of date & claim status.
Input time period and tap on “**Submit**”

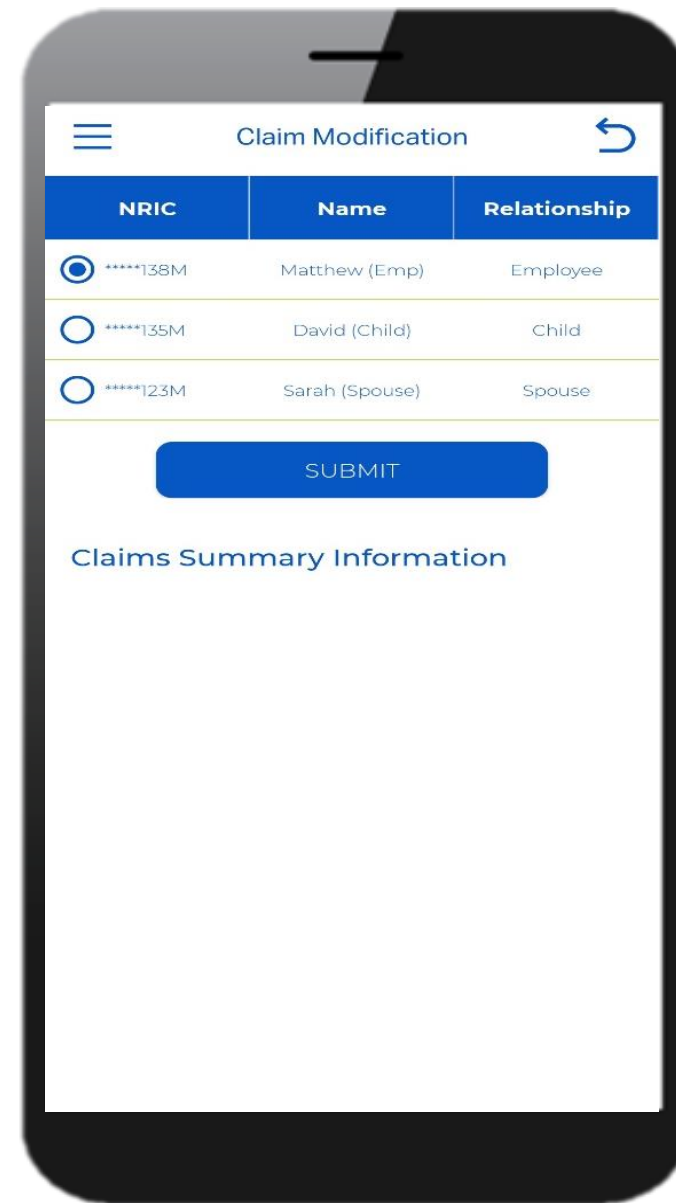


4. List of claims based on the time range selected will appear.

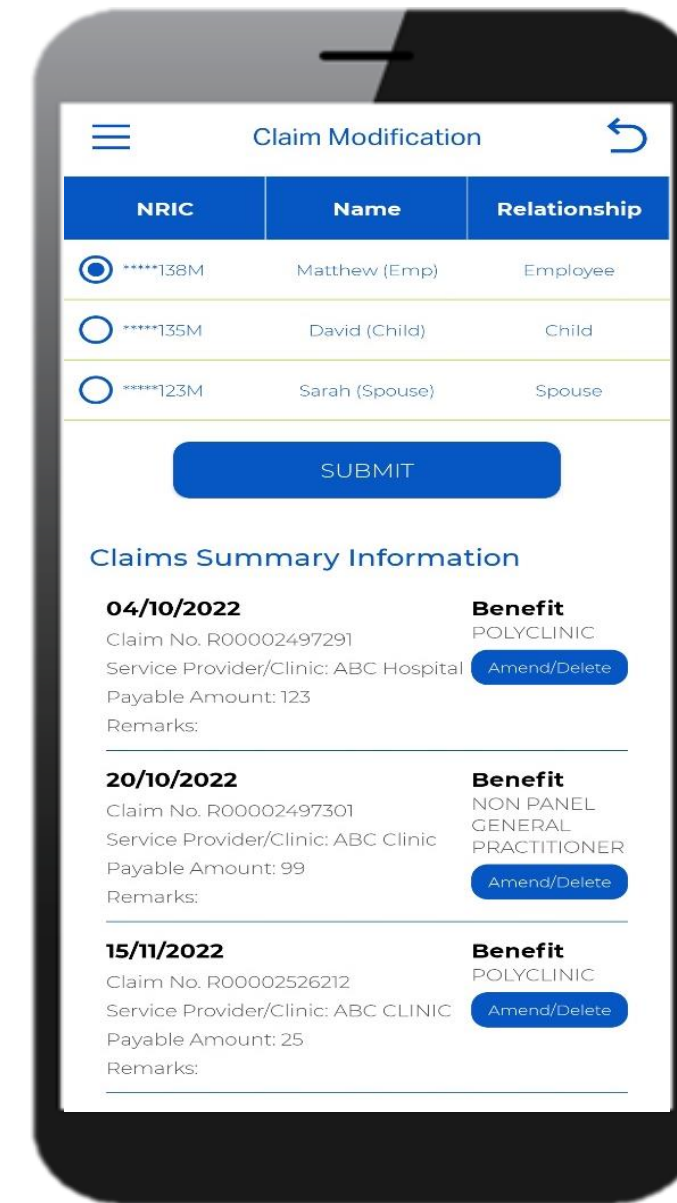
MediHub Claims Modification



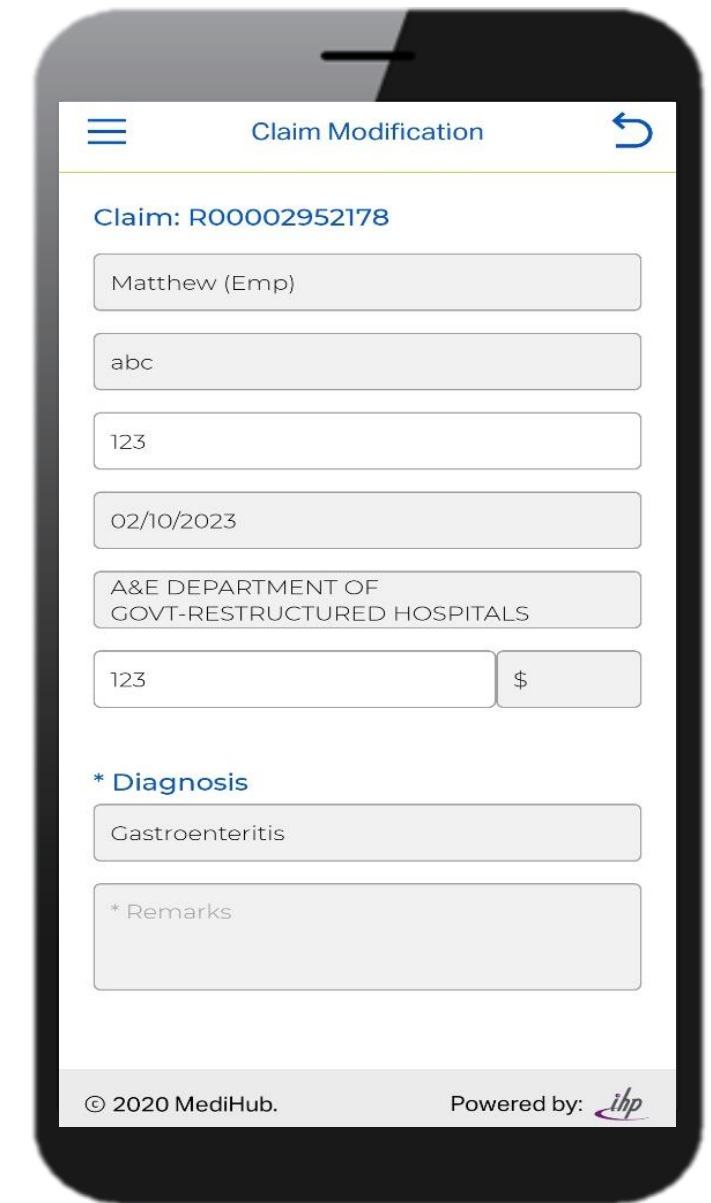
1. Tap on “**Claims**”, followed by “**Claims Modification**”



2. Select the claimant's name

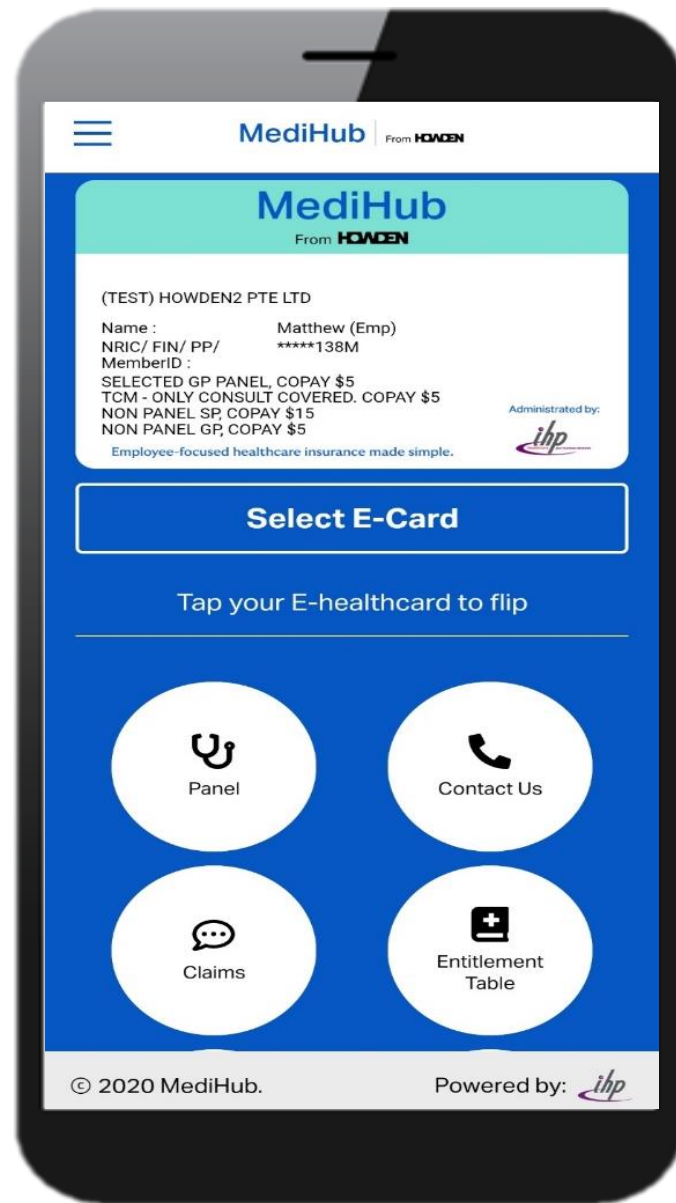


3. Select type of date & claim status. Input time period and tap on “**Submit**”

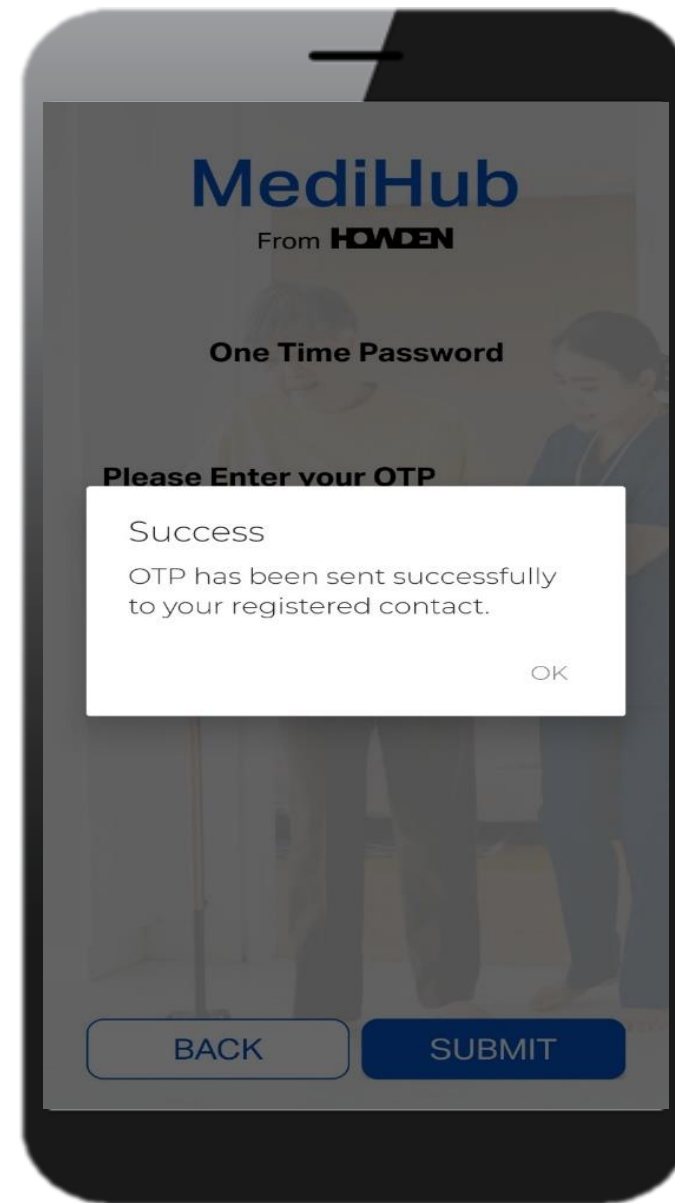


4. List of claims based on the time range selected will appear.

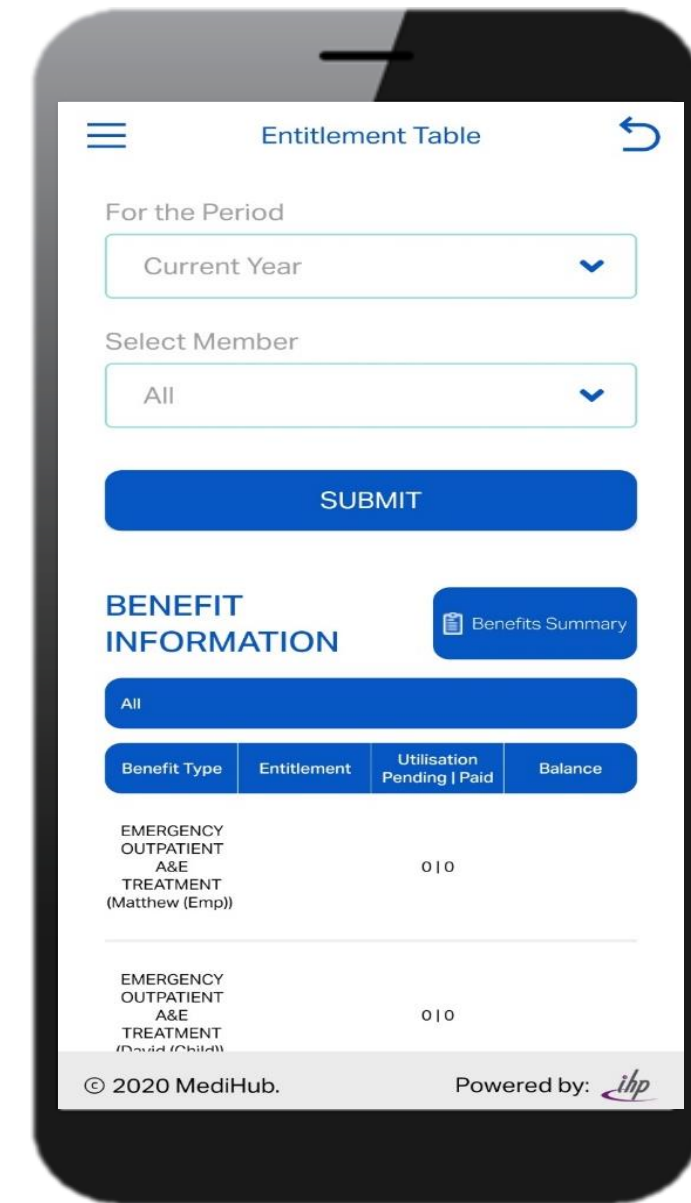
MediHub Entitlement Table



1. Tap on “**Entitlement Table**”



2. Input the OTP received via SMS



3. Select the year and member's name, followed by “**Submit**”

Group Student Medical Insurance

MediHub App vs Portal

MediHub App vs Portal

Services	App	Portal
Access to MediHub E-card	Yes	No
Access to MediHub List of Corporate Partners	Yes	No
Update of Employee's Mobile Number*	No	Yes
Download of complete MediHub Panel Listing in Excel	No	Yes

**Update through "Online Resource" tab on Portal or contact MediHub 24 Hours Helpline for assistance.*

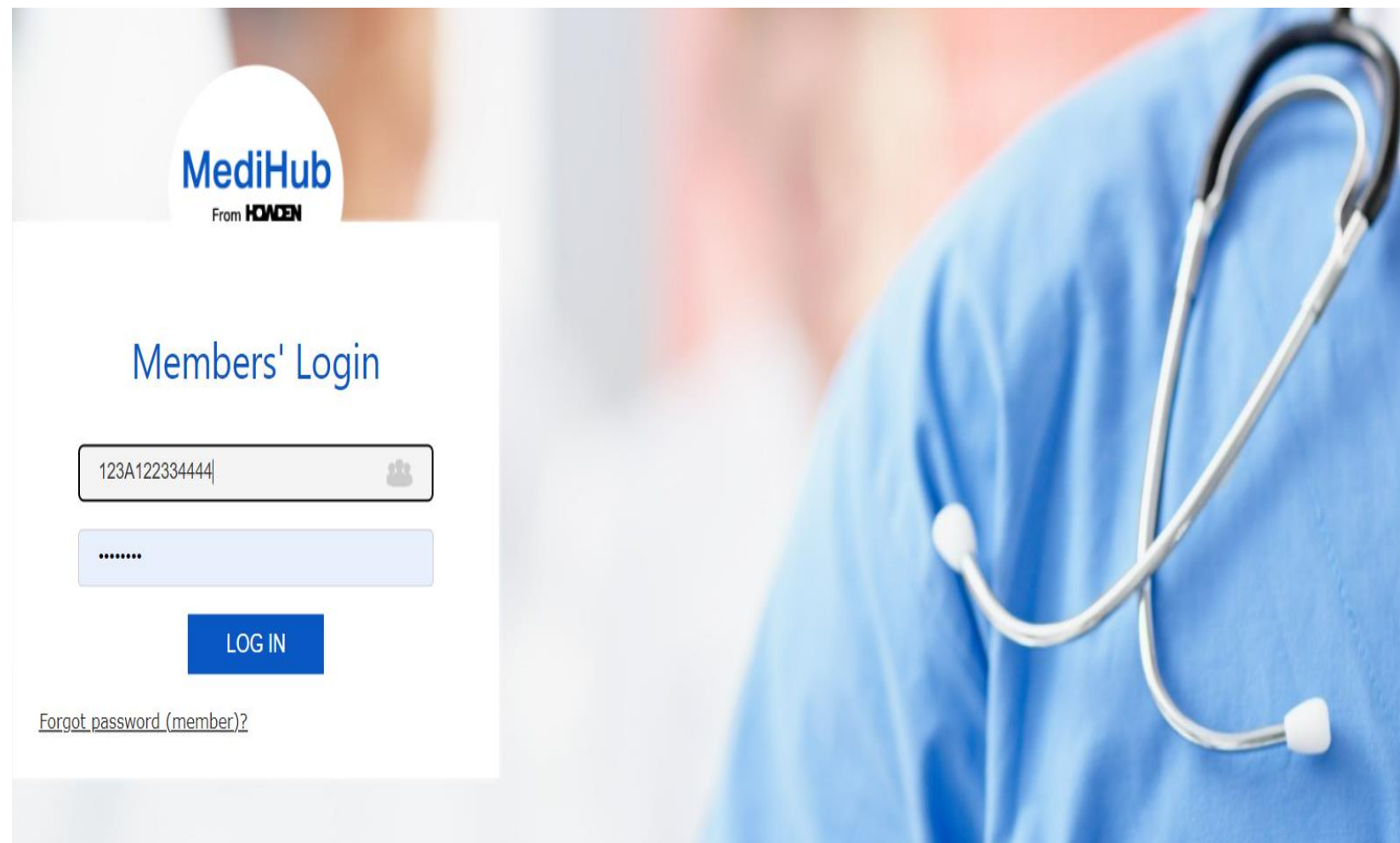
All Other MediHub Features
are available on both app and portal:

Group Student Medical Insurance

MediHub Portal

MediHub portal registration

1. Login to https://eclaim.ihp.com.sg/eclaim/howden_Login.asp



MediHub Portal - Claims Module

MediHub claims submission

1. Click "Submit Claims" on the left side of the portal

Please enter your preferred verification questions/answers and mobile number under the [Online Resources module](#) and click on Password Reset Options.

Change Password

User ID 543W01011990

User Name

Old Password

New Password

Confirm New Password

2. Choose the claimant and input incurred date of claim, followed by "Next"

Claims Entry

Please choose the Claimant

NRIC	Name	Relationship
<input checked="" type="radio"/> *****543W	HOWDEN DEMO TEST ACCOUNT 04	Employee

Incurred Date dd/mm/yyyy

MediHub claims submission

2. Accept the PDPA statement by ticking on the check box followed by "I Agree" tab.



Please click [here](#) for the PDPA Statement for MediHub

I [confirm](#) I have read and understand the contents of the PDPA Statement for MediHub

I have read and agreed to the above.

I Agree

FAQs



www.howdensingapore.com

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