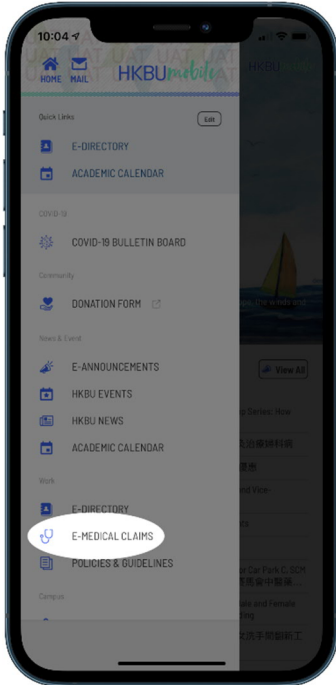
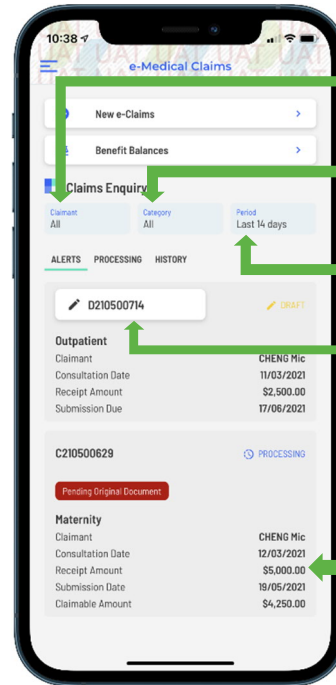


HKBU Mobile e-Medical Claims Enquiry / Submission User Guide

I. Claims Enquiry



1 Click **E-MEDICAL CLAIMS** from the left menu.



Filter claim records by **Claimant**

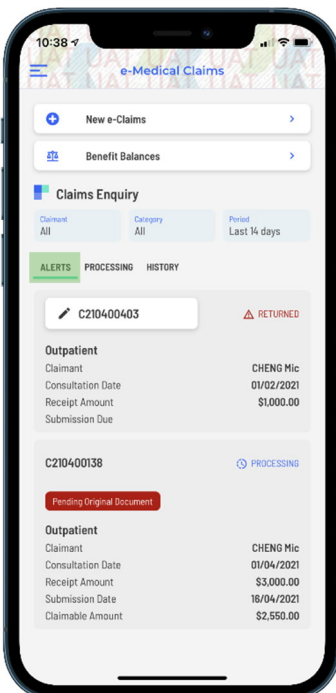
Filter claim records by **Medical Category**

Filter claim records by **Period**

Press here for details

Basic information

2 Claim Records of the last 14 days are displayed by default.

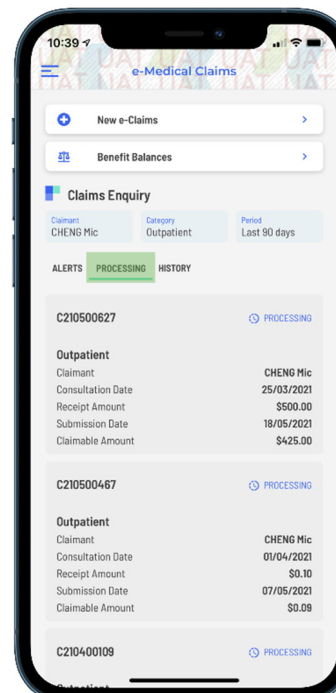


Returned Claims/ Claims Pending Original Document:
Automatically returned unprocessed if the required information is not received by FO within 30 calendar days from the notification date.

Draft Claims:
Automatically deleted if remains unsubmitted after 30 calendar days.

3 In the **ALERT** tab, the following claims are included:

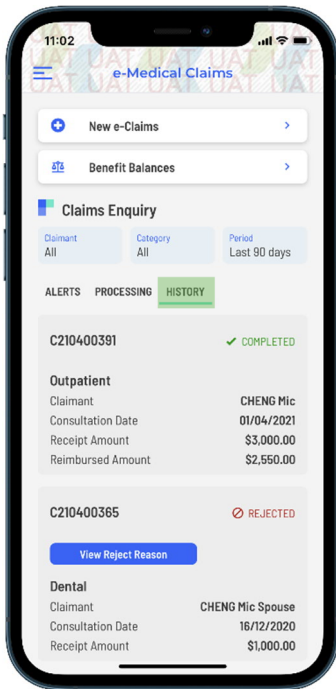
- Returned Claims
- Claims Pending Original Document
- Incomplete/Draft Claims



Processing Claims:
Submitted claims under assessment/processing by FO.

4 In the **PROCESSING** tab, the following claims are included:

- Processing Claims



Completed Claims:
Claims successfully processed and paid.

Rejected Claims:
Press on **View Reject Reason** to check the reject reason. No further action is required unless claimant raises an appeal.

5 In the **HISTORY** tab, the following claims are included:

- Completed Claims
- Rejected Claims