



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司

# Super Care User Guide (Member)

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# Super Care User Guide - Member

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# Super Care User Guide - Member

## 1 About Super Care

Super Care website is a self-service electronic platform exclusively designed for Blue Cross' group and individual medical insurance plan members.

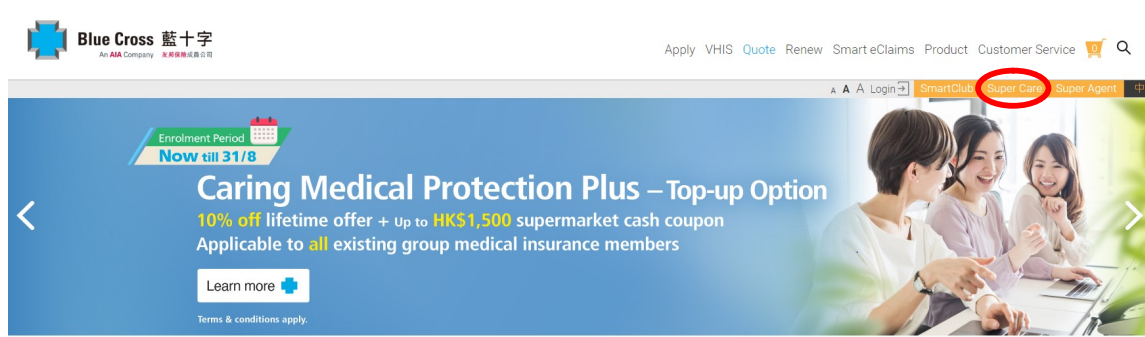
## 2 Getting Started

You can access Super Care website in the following ways:

- (I) Type address of Super Care <https://supercare.bluecross.com.hk> in the browser; or
- (II) Scan this QR code; or



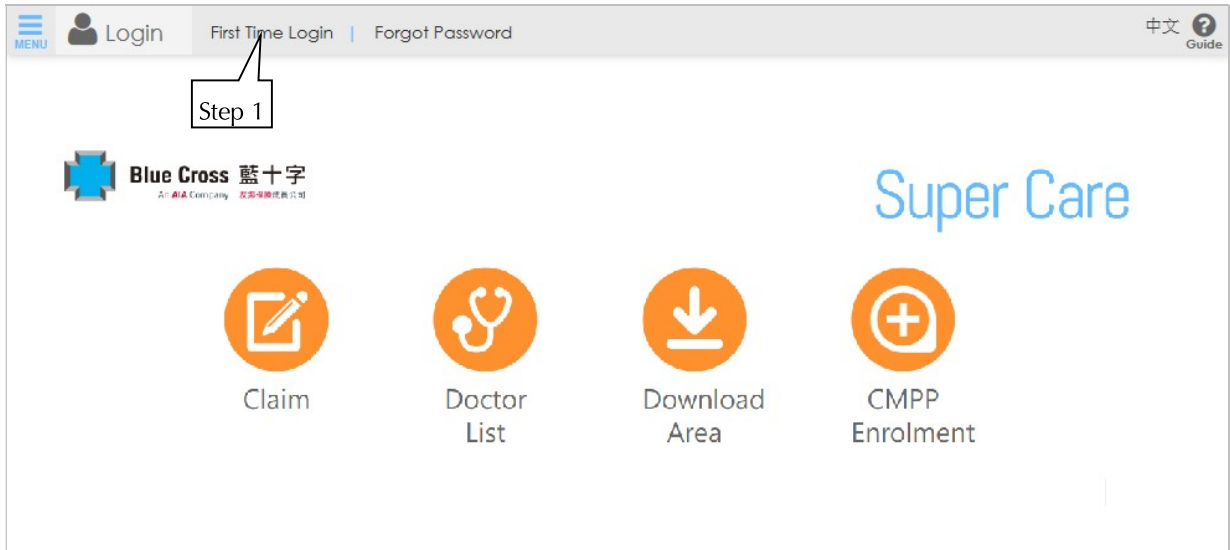
- (III) Enter from Blue Cross Corporate website [www.bluecross.com.hk](http://www.bluecross.com.hk), click 'Login' at top right-hand corner, select "Super Care".



# Super Care User Guide - Member

## **First Time Login :**

Step 1: Click the "First Time Login" function.



Step 2: Input your Policy No., Member Name, Date of Birth.

The screenshot shows the 'First Time Login' form. It includes a back arrow icon and the Blue Cross logo. The form contains three input fields: 'Policy No.\*' (with example 'e.g. A123456XX'), 'Member Name\*' (with example 'e.g. CHAN TAI MAN'), and 'Date of Birth\*' (with a date format '(DD/MM/YYYY)'). A callout box labeled 'Step 2' encompasses these three fields. Below the fields is an 'OK' button, which is highlighted with a callout box labeled 'Step 3'. A blue banner at the top of the form reads 'Welcome to Super Care. Please input the following information for verification.'

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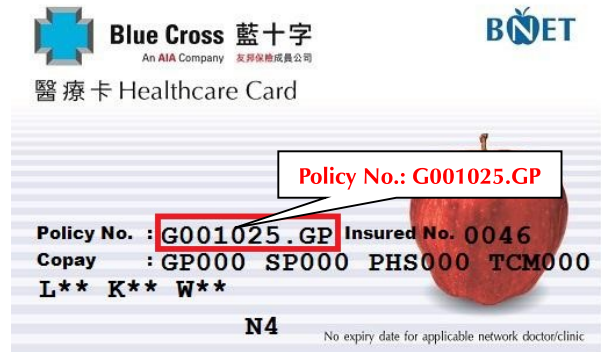
# Super Care User Guide - Member

You can find the policy no. in the following ways:

## Medical Card



## Medical Card



## Policy Schedule (for group medical policy)

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Blue Cross (Asia-Pacific) Insurance Limited  
藍十字(亞太)保險有限公司  
客戶服務熱線: 3608 2988  
mail 電郵: cs@bluecross.com.hk

Policy No.: H008888.GP

**Certificate of Insurance**

Policy Number : H008888.GP(I)  
Policyholder : BLUE CROSS (ASIA-PACIFIC) INSURANCE LTD.  
Staff No. :  
Insured Number : 0088  
Insured Name : CHAN TAI MAN  
Effective Date : APR 01 2015

**Schedule of Benefits – Hospital and Surgical Benefits**

In respect of any claim by an Insured which shall be acknowledged to be covered by the Terms and Conditions of this Policy, the Company will pay the Eligible Expenses incurred in respect of a Confinement up to the hereunder scheduled limits per Disability.

Level Code	Maximum Benefits per Disability
	HS 1R
Entitled Level of Accommodation	Semi-Private
Currency	HK\$
Reimbursement %	100%

## Policy Schedule (for individual medical policy)

SUPER MAN MEDICAL INSURANCE PLAN  
超卓男性醫療保險計劃

CHAN TAI MAN  
FLAT 8, 8/F.,  
LUCKY BUILDING,  
8 GOOD LUCK STREET,  
KOWLOON

**POLICY SCHEDULE**  
保單資料頁

Policy No.: CX98888.IF

Policy Number : CX98888.IF  
保單號碼

# Super Care User Guide - Member

Step 3: Click the "OK" button.

Step 4: Input New Login ID, New Password, Confirm New Password, Email Address, tick "✓" in the box to confirm your understanding of the Personal Information Collection Statement and click the "OK" button.

**First Time Login**

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Super Care

\* Mandatory field

Welcome to Super Care. Please create your Login ID and Password.

New Login ID*	<input type="text"/>	<input type="button" value="Check"/>
	(Login ID can consist of 0-9, A-Z, a-z, at least 6 and max. 100 characters, must start with alphabet)	
New Password*	<input type="password"/>	
	(Password can consist of 0-9, A-Z, a-z, and have a min 6 characters and max. 20 characters)	
Confirm New Password*	<input type="password"/>	
Policy No.: H <input type="text"/>	Member's Email Address	
	For receiving medical claim and policy service related electronic notifications. (If update of email address is required in the future, please go to "My Profile – Update Personal Information" after login.)	

I confirm having read and understood the Blue Cross (Asia-Pacific) Insurance Limited [Personal Information Collection Statement](#) in this website.\*

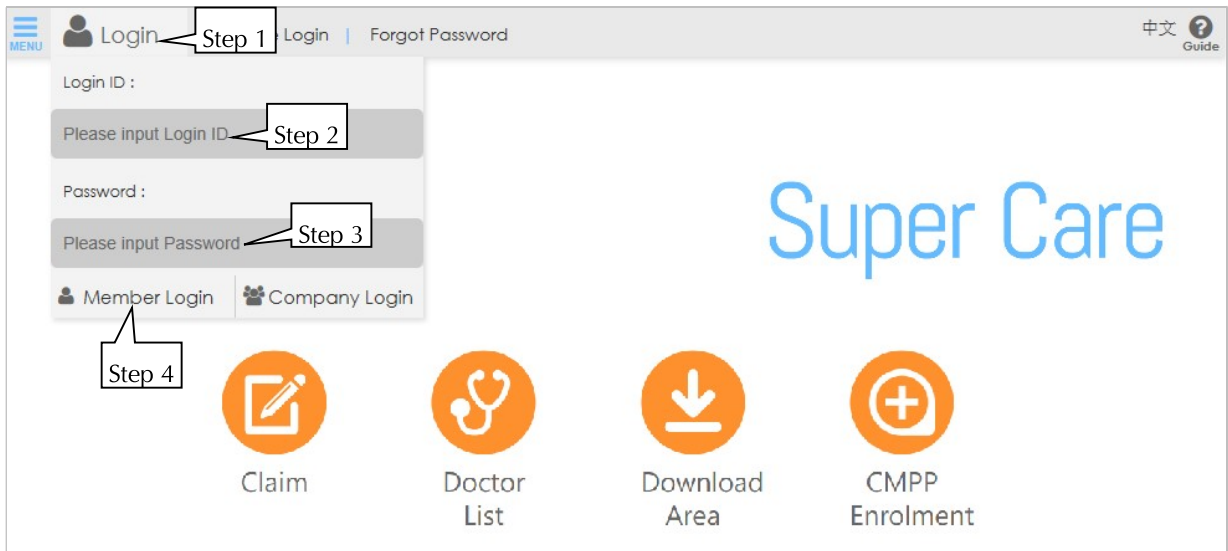
Step 4

# Super Care User Guide - Member

## **Existing User:**

Please login with your Login ID and Password directly.

Step 1: Click the “Login” function



Step 2: Input your Login ID

Step 3: Input your Password

Step 4: Click “Member Login” to start

## 3 Features Highlight

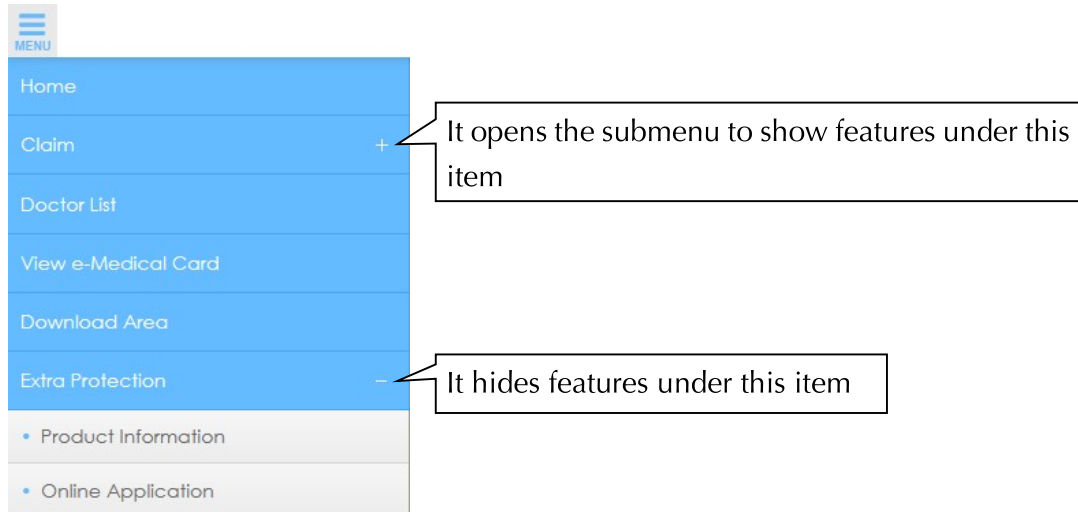
### 3.1 Home Page

After successful login, you can see your name in the original "Login" position.

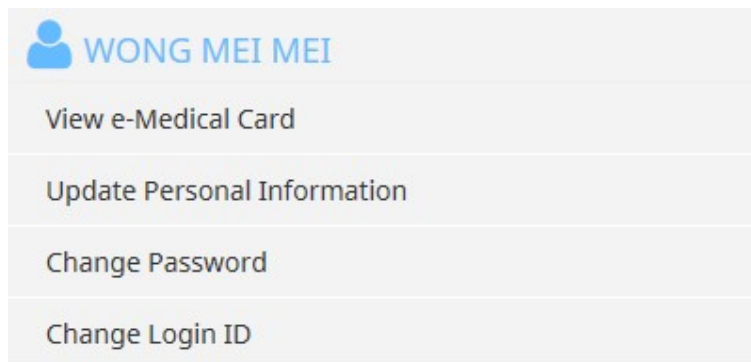


## Super Care User Guide - Member

1. **MENU** - It lists all features available to manage your account and navigates you to selected pages.



2. **Name** – All features of your account will be shown once click your name.



3. **Logout** - Always logout and close the website after use to protect your information.
4. **Language** - Switches the language of the website by clicking the icon.
5. **Guide** – A user guide in PDF format is available for reference in using the website.
6. **Claim, Doctor List, Download Area, Extra Protection** – Shortcut to review claims record, search for network doctor, download necessary information and check for extra protection options.
7. **Caring Medical Protection Plus, Preventive Care, Health Tips** - Information about additional medical insurance coverage, health checkup plans and tips for your health.

## Super Care User Guide - Member

8. **About Blue Cross** - Learn more about us our products and services.
9. **Contact Us** - Online Enquiry Form is available for enquiries and comments to improve our services.
10. **Legal Notices** - Obtain the important notices of the company including Disclaimer, Privacy Policy Statement and Personal Information Collection Statement.
11. **Sitemap** – A list of all accessible pages of this website.

# Super Care User Guide - Member

## 3.2 Claim

**3.2.1 Claims History** – you can check your personal and family members’ claims history and number of outpatient visits per policy year. Claims in latest two policy years are available for your checking. Besides, members of Employee Medical Contract (EMC) policy can also check the remaining outpatient balance.

Home > Claim >
 

**Claims History**

\* Mandatory field

Policy No.\*

Policy Period\*

Insured Person\*

Claim Type\*
 Inpatient  Outpatient

Total number of record(s) : 11

Document	Incurred Date	Benefit	Claim Status	Claim (HK\$)	Paid (HK\$)	Charge Back (HK\$)	Claim Submission No.
--	11 Apr 2015	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--
<a href="#">View</a>	07 Apr 2015	• General Practitioner's Consultation	Paid	540.00	432.00	0.00	--
--	25 Feb 2015	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--
--	12 Feb 2015	• Other Outpatient Services	Direct-Billing	N/A	N/A	0.00	--
--	18 Dec 2014	• Specialist Consultation	Direct-Billing	N/A	N/A	0.00	--
--	24 Nov 2014	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--
--	20 Nov 2014	• Specialist Consultation	Direct-Billing	N/A	N/A	0.00	--
--	15 Nov 2014	• Specialist Consultation	Direct-Billing	N/A	N/A	0.00	--
--	01 Nov 2014	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--
--	18 Oct 2014	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--
--	27 Sep 2014	• General Practitioner's Consultation	Direct-Billing	N/A	N/A	0.00	--

Benefit Item(s)	No. of Used Visits
General Practitioner's Consultation	7
Specialist Consultation	3
<b>Grand Total Charge Back (HK\$) :</b>	<b>0.00</b>


**Important Notes**

- The above information includes the processed claims records as at previous working day including the claims application which is pending approval by Blue Cross (Asia-Pacific) Insurance Limited.
- The above information is for reference only. All the benefits are payable subject to the terms and conditions of the master policy. For more information about the benefits structure, please refer to your Certificate of Insurance.
- The above summary shows the number of used visits for General Practitioner's Consultation, Specialist Consultation, Physiotherapy and Chiropractic services and Chinese Medicine Practitioner Treatment (if applicable).

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Claims History

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Home > Claim > Remaining Outpatient Benefits Enquiry


Policy No.

**Please select insured person.**

[CHAN TAI MAN](#)

[CHAN SIU MING](#)

[WONG MEI MEI](#)



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**Blue Cross (Asia-Pacific) Insurance Limited**  
 藍十字(亞太)保險有限公司  
 Customer Service Hotline 客戶服務熱線: 388 2888  
 傳真: 388 2888 E-mail: [info@bluecross.com.hk](mailto:info@bluecross.com.hk)

Out Patient Benefits

Benefit Items	Claims Settlement Record		Remaining Balance	
	No. of Visit	Amount (HK\$)	No. of Visit	Amount (HK\$)
Consultation in a doctor's clinic • Includes of medicines and injections • 1 visit per day • Max. HK\$ 260.00 per visit	0	0.00	N/A	N/A
Consultation at home • Includes of medicines and injections • 1 visit per day • Max. HK\$ 480.00 per visit	0	0.00	N/A	N/A
Chinese Medicine Practitioner Treatment • 1 visit per day • Max. HK\$ 260.00 per visit	10	2,330.00	N/A	N/A
Specialist Consultation • Max. HK\$ 11,000.00 per year	0	4,730.00	N/A	5,270.00
Vaccination • Max. HK\$ 180.00 per visit	0	0.00	N/A	N/A
Rip Sinear • Max. HK\$ 300.00 per visit	0	0.00	N/A	N/A
<b>Sub-total of above benefit items</b>	<b>18</b>	<b>7,289.60</b>	<b>32</b>	<b>N/A</b>
Overall Max. 50 visits per year for the above benefit items				
Diagnostic X-rays & Laboratory Tests • Max. HK\$ 93,000.00 per year	1	430.00	N/A	93,530.00
Prescribed Long Term or Expensive Medicines and Drugs • Max. HK\$ 4,800.00 per year	0	0.00	N/A	4,800.00

**Important Notes**

- The above information includes settled claims records as at previous working day but does not include any claims application which is pending approval by Blue Cross (Asia-Pacific) Insurance Limited.
- The above information is for reference only, all the benefits are payable subject to the terms and conditions of the master policy. For more information about the benefits structure, please refer to your Certificate of Insurance.

**Head Office & Customer Service Centre 總辦事處及客戶服務中心**  
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 傳真: 388 2888 Fax: 傳真: 388 2888 [www.bluecross.com.hk](http://www.bluecross.com.hk)

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## Remaining Outpatient Benefits Enquiry




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3.2.2 **Inpatient, Outpatient & Dental Claims Submission (for selected medical policies ONLY)** - You may submit your inpatient, outpatient or dental claims electronically through Super Care instead of submitting the written claim form with original medical receipts. Your claims can be submitted simply by uploading the scanned copies or photos of medical receipts after login. If the amount of each inpatient/ surgery receipt exceeds HK\$50,000, please mail us the original receipt to process your claim. Besides, you can also keep track of your claims submission history online. Blue Cross shall reserve the right to obtain the original medical receipts from members for verification.

The screenshot shows the 'Outpatient' claims submission interface. At the top, there are navigation links for 'Home' and 'Claim', and the 'Outpatient' title. The Blue Cross Super Care logo is visible in the top right. Below the navigation, a section titled 'Select a Policy and Insured Person' contains a note: 'Each claim submission is for one insured only.' There are input fields for 'Policy No.' and a dropdown for 'Insured Person'. A 'Download' button is present, along with a QR code and the text 'Submit claim in 3 simple steps'. The 'Claims Receipt Information' section lists 10 instructions for submitting receipts, including file format (GIF, JPG, PDF, PNG or TIFF), file size (not greater than 5 MB), and required information (patient name, date, diagnosis, charges, and doctor signature). Below this is the 'Upload Receipt(s)' section with a 'Receipt 1' entry, a date picker set to 10/1/2019, a dropdown for 'Diagnoses' (Common Cold / Cough / U.R.T.I.), a 'Currency' dropdown (HKD), and a 'Nature of Claim' dropdown (General Practitioner's Consultation) with an 'Add' button for charges. An 'Upload' button is at the bottom of this section. The 'Declaration and Authorisation' section contains three paragraphs of legal text regarding authorization and agreement, followed by a 'Next' button.

Outpatient Claims Submission

# Super Care User Guide - Member






---

Select a Policy and Insured Person

Policy No.

Insured Person

Download Receipt (PDF)



Submit claims in 3 simple steps

---

**Claim Submission**

Please submit claim within 90 days from the date of treatment/ discharge unless otherwise specified in the handbook/policy. Please get ready the below documents:

- Claim Form
- Hospitalisation & Surgical Claim Form (to be completed by the attending physician)
  - Hospital bills with breakdown of charges
  - Doctor slips with doctor's signature and official stamp
  - Clinical Surgery receipt must show the full name of patient, date of treatment, diagnosis and name of surgery (if applicable)
  - Histopathology, endoscopic, diagnostic, laboratory tests reports or operating theatre summary
- Documents for Confinement in Public Hospital
  - Official receipt and Discharge summary issued by Public Hospital
- Referral Letter for Specialist if any
- Referral Letter for Registered Private Nurse if any
- Already claim from other insurance policy
  - Claim settlement report issued by insurance company (if applicable)
- Pre/post consultation receipt (if any)
- Format of the receipt file must be GIF or JPG or PDF or PNG or TIF.
  - Receipt file must NOT be greater than 5 MB.
  - Receipt file name must NOT over 100 characters.

The Company reserves the right to request for necessary claim information from the Insured depending on the nature of the claim(s). For details of the requirement, please refer to the terms and conditions of the relevant insurance policy.

---

**Input Claim Information and Upload Receipt/Document**

Does the insured person have other medical policies with Blue Cross?  Yes  No

Does the insured person have medical policies with other insurance companies / relevant cover?  Yes  No

Nature of Claim  Hospitalisation  Day Case / Clinical Surgery

Medical Facility

Date of Admission / Treatment (Separate claim submission for different admission / treatment)  /  /

Receipt Currency

Receipt Amount (including pre/post consultation fee if any)  Please Input

Limited to 20 files/images. If more than 20 files/images, please submit by post.

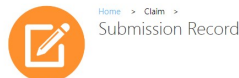
Do you have any additional information?  Yes  No

---

**Declaration**

1. I/We have obtained all necessary authorisation from my/our dependents (if applicable) in order to provide their information to Blue Cross (Asia-Pacific) Insurance Limited ("the Company") or its authorised representative if my/our dependents are parties to the claim request(s). (We also understand that the information requested in this form shall be used by the Company to process such request(s).)
2. I/We hereby authorise any hospital, physician, medical practitioner, medically related service provider, insurance company, person, party and/or authority that holds any records or possesses any information of the insured person or me/us to disclose to the Company or its authorised representative, any or all information with respect to the insured person's or my/our loss, disability, claim history, medical history, police statement made and the like for the purpose of assessing the insured person's or my/our claim request(s). A photocopy of this authorisation shall have the same effect as the original.
3. I/We hereby declare that all of the above information and particulars given herein are accurate, true and complete and are given to the best of my/our knowledge and belief. (We do not withhold any material information and understand that failure to provide true and accurate information or inform the Company of all material information may render the Company unable to accept or process a claim request and all rights to recover under the Policy shall be forfeited. (We understand that submission of this application does not constitute admission of liability or guarantee payment in relation to the claim by the Company.

## Inpatient Claims Submission



Only provide submission record in the past 12 months.

\* Mandatory field

Submission Date  /  /  To  /  /

Policy No.

Insured Person

Claim Submission No.

Submission Type  Inpatient/Surgery  Outpatient  Supplementary Document

Total number of records: 1

Claim Submission No.	Reference No.	Submission Type	Submission Date	Input Information	Uploaded Documents
022042000178		Outpatient	22 Apr 2022		

## Submission Record



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## 3.3 Doctor List

You can search the network doctors by location, specialty or name.

Home > Doctor List

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Super Care

\* Mandatory field

Please select medical network list: Western Medical Practitioner

Location\*  Hong Kong  Kowloon  New Territories  Outlying Islands  Macau

District: Southern 南區

Type of Doctor\*  General Practitioners  Specialists -- ALL -- / -- 所有 --

Name of Doctor: Chan

Search

Total number of record(s) : 1

Location 地點	Name / Specialty 名稱 / 科別	Address / Telephone / Fax 地址 / 電話 / 傳真	Consultation Hours 診症時間
Aberdeen 香港仔	General Practice 普通科	1 Aberdeen 香港仔 Telephone/電話 2 Fax/傳真 2	Mon, Tue, Thu & Fri 8:30am - 1:30pm 3:30pm - 8:00pm Sat, Sun & PH 8:30am - 1:30pm Wed Closed  星期一、二、四及五 上午 8:30 - 下午 1:30 下午 3:30 - 下午 8:00 星期六、日及公眾假期 上午 8:30 - 下午 1:30 星期三 休息

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Doctor List

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## 3.4 View e-Medical Card

You can view your medical card and opt to save the card image for future use if applied credit facilities. The e-Medical Card can be used in network doctors/clinics only, not applicable to dental, inpatient and outpatient services in hospital.


Home > My Account > **View e-Medical Card**

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Super Care

Policy No. [dropdown]

Please select insured person.

[dropdown]



**Save**

**Important Notes:**

1. Outpatient service: You may download the e-Medical Card to your smartphone and present it to the network doctor/clinic for consultation.
2. Hospital outpatient/inpatient services (if applicable): The valid thru date is only applicable to hospital outpatient/inpatient services and will be refreshed daily according to insurance status.
3. Blue Cross shall not be held responsible for any failure of the healthcare service providers to provide healthcare services upon the presentation of the e-Medical Card.
4. For enquiry about the e-Medical Card, please call our Customer Service Hotline during office hours on 3608 2988.
5. Blue Cross reserves the right to cease or suspend this e-Medical Card service for all or any particular customers or insured members without prior notice.
6. For terms of use of e-Medical Card, "Terms and Conditions for Using Credit Facilities Services" (<http://bluecross.com.hk/document/tnc/creditfacilitieservice>) shall apply and prevail.

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View e-Medical Card

## 3.5 Download Area

You can download necessary forms.

Home > Download Area

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Super Care

\* Mandatory field

Claim Form

Policy No.\*

Insured Person\*

Claim Form\*  Inpatient  Outpatient  Dental  
Please select the appropriate claim form according to the benefits of your policy.

Download

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Download Area

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## 3.6 Extra Protection (for group medical insurance members only)

Caring Medical Protection Plus provides you an option to top up when you are the in-force member in group medical policy or offer you a choice to convert to individual plan without underwriting when you are leaving from group medical policy. You can submit application online when it is available for you.

Home > Extra Protection >

### Caring Medical Protection Plus

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Super Care

**Exclusive for Blue Cross group medical insurance members**

Guaranteed acceptance of pre-existing conditions without underwriting

**Introduction**

With the use of advanced technology today, medical costs are rising continuously and have become unpredictable. If you are hospitalised for a serious illness, do you know if you are fully covered by your company's medical plan? According to the latest data\* published by the Census and Statistics Department, approximately 27.5% of all admissions into private hospitals incurred a hospital bill of HK\$30,000 or more. If your company's medical plan is not sufficient to cover all medical expenses, you will end up paying a large shortfall out of pocket unexpectedly.

Extra Protection - Product Information

Home > Extra Protection >

### Caring Medical Protection Plus Online Application

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Super Care

\* Mandatory field  
Please fill in English

Product [Terms & Conditions](#)

Step 1 - Quote | Step 2 - Apply | Step 3 - Confirm

**Please select Policy and Option**

Group Medical Policy Selection \*  P

**Top-up Option** - Exclusive to existing Blue Cross Group Medical members.

**Conversion Option** - Exclusive for Blue Cross Group Medical members pursuing resignation/retirement.

**Quote**

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Extra Protection - Online Application



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## 3.7 My Account

You can complete your account information by providing / updating the personal information under My Account. Not only it enables you to receive medical claim and policy service related e-notification without delay, but also it helps you reset your Password and Login ID when you forgot them. Moreover, My Account allows you to personalise your Password and Login ID, making them unique and easy to remember.

The screenshot shows the 'Update Personal Information' page. At the top left is a pencil icon in an orange circle. The breadcrumb 'Home > My Account >' is followed by the title 'Update Personal Information'. On the right is the Blue Cross logo with 'Super Care' text below it. A note indicates '\* Mandatory field'. The form contains two fields: 'Policy No.' with a dropdown arrow and 'Member's Email Address' with a text input field and a sub-note '(For receiving medical claim and policy service related electronic notifications)'. Below the fields is a checkbox for confirming the terms and conditions. A blue bar at the bottom contains an 'OK' button. At the very bottom, a footer contains links for 'About Blue Cross', 'Contact Us', 'Disclaimer', 'Collection of Premium Levy by the Insurance Authority', 'Privacy Policy Statement', and 'Personal Information Collection Statement', along with a copyright notice for 2022.

### Update Personal Information

The screenshot shows the 'Change Password' page. It features the same pencil icon and breadcrumb as the previous page, but the title is 'Change Password'. The Blue Cross logo and 'Super Care' text are also present. A note indicates '\* Mandatory field'. The form has three password input fields: 'Old Password\*', 'New Password\*', and 'Confirm New Password\*'. A sub-note for the confirm field states '(Password can consist of 0-9, A-Z, a-z, and have a min. of 6 characters and max. 20 characters)'. A blue bar at the bottom contains 'Confirm' and 'Cancel' buttons.

### Change Password



# Super Care User Guide - Member

Home > My Account > Change Login ID

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An AIA Company 藍十字保險有限公司  
Super Care

\* Mandatory

Current Login ID

New Login ID\*

(Login ID can consist of 0-9, A-Z, a-z, have a min. 6 and max. 100 characters, and must begin with alphabet)

Confirm New Login ID\*

Change Login ID

## 3.8 Useful Information

You can obtain useful information such as Claims Procedures, Frequently Asked Questions, Health Tips & Information and Useful Links to other websites.

Home > Useful Information > Claims Procedures

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An AIA Company 藍十字保險有限公司  
Super Care

### Outpatient Benefits

All receipt(s) together with the "Outpatient Claim Form" must be submitted. The receipt (s) must bear the following information:

1. Name of Patient
2. Diagnosis
3. Date of Consultation/Treatment
4. Itemised charges for consultation or medicine, doctor's certification for laboratory test/X-ray and results
5. A referral letter for Specialist consultation (if any)

### Inpatient Benefits

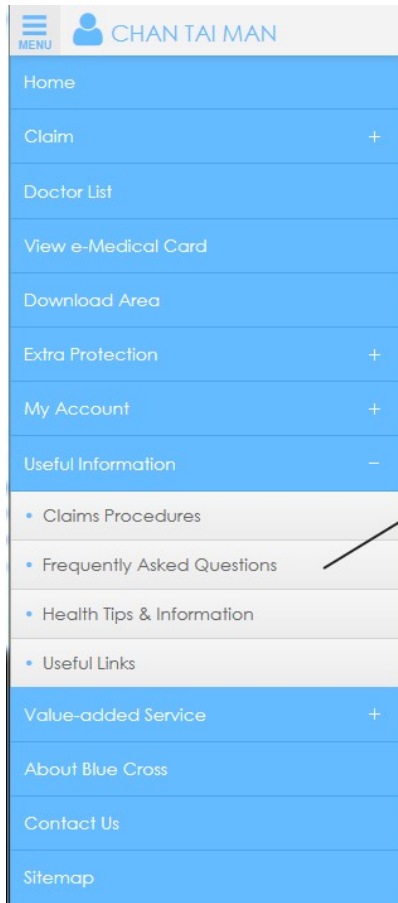
All receipt(s) together with the "Hospitalisation & Surgical Claim Form" must be submitted. The receipt(s) must bear the following information:


1. Name of Patient
2. Date of admission and discharge
3. Diagnosis of disability requiring hospitalisation and name of Surgical Procedures performed (if any)
4. Itemised Hospital charges

To obtain Claim Forms, please [click here](#).

Claims Procedures

# Super Care User Guide - Member





**Blue Cross 藍十字**  
An AIA Company 友邦保險成員公司

Blue Cross (Asia-Pacific) Insurance Limited  
藍十字(亞太)保險有限公司  
Customer Service Hotline 客戶服務熱線: 3029 2988  
Fax 傳真: 3029 2989 E-mail 電郵: ia@bluecross.com.hk

### Frequently Asked Questions / 常見問題

**Q: How can I sign up for Super Care e-service?**  
**A:** You can select the "First Time Login" function on Member Login page to sign up. First, you will be requested to input your policy no., member's name and date of birth for verification. Once login, you can create your own login ID and password.

**Q: 我如何登記使用 Super Care 網上服務?**  
**A:** 您可在會員登入頁面選擇「首次登入」功能進行登記。首先，系統會要求您輸入保單號碼、會員名稱及出生日期以核實資料。登入後，您便可自行設定登入名稱及密碼。

**Q: What can I do if I forget my login name or password of Super Care e-service account?**  
**A:** If you have forgotten your Password or Login ID, please select the "Forgot password / Login ID" function to reset. You will be requested to input required information for verification. An email will be sent to your registered email address, please follow the instruction to reset your Password and Login ID.

**Q: 如果我忘記了「Super Care」網上服務的登入名稱或密碼可以怎麼辦?**  
**A:** 如果您忘記了密碼或登入名稱，請選擇「忘記密碼/登入名稱」功能進行重設。屆時所需資料核實後，我們會將您的登入名稱及密碼寄到您已登記的電郵。請按指引重設您的密碼和登入名稱。

**Q: What service can I use in Super Care?**  
**A:** You can experience a series of simple and efficient online services including:

- Download e-Healthcare Card for outpatient network (only applicable for those policies which applied outpatient card service)
- Search for network doctors, locations and telephone numbers
- Check policy coverage, claims records, etc.
- Apply for Pre-hospitalization Claim Assessment service to estimate the eligible claim amounts
- Download useful information like claim form, claims procedures and china network hospital list
- Provide email address to receive electronic notifications specific to policy service and medical claim application without delay or lose through the mail


**Q: 「Super Care」有甚麼網上服務?**  
**A:** 您可體驗一系列簡單快捷的網上服務包括：

- 下載門診醫生網絡電子醫療卡(只適用於保單已申請門診卡服務)
- 搜尋網絡醫生、診所地點、電話及診症時間
- 查閱保險範圍、索償記錄、門診福利記錄等


Head Office & Customer Service Centre 總辦事處及客戶服務中心  
 2/F, ECL Tower, Midland Plaza, 488 Queen's Road, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘中環廣場中環大廈二樓客務中心  
 Tel 電話: 3029 2988 Fax 傳真: 3029 2989 www.bluecross.com.hk

## Frequently Asked Questions

# Super Care User Guide - Member


 [Home](#) > [Useful Information](#) >

## Health Tips & Information


 **Blue Cross** 藍十字  
An AIA Company 友邦保險成員公司  
**Super Care**

Health Tips	Published Date
Acute Infectious Conjunctivitis	18 Feb 2015
Atopic Eczema	18 Feb 2015
Colorectal Cancer	18 Feb 2015
Dengue Fever	18 Feb 2015
Diet. Cancer	18 Feb 2015
Ebola Virus Disease	18 Feb 2015
Good Handwashing Guideline	18 Feb 2015
Influenza	18 Feb 2015
Look after the Heart of the Man	18 Feb 2015
Menopause	18 Feb 2015

Health Tips & Information

 [Home](#) > [Useful Information](#) >

## Useful Links

 **Blue Cross** 藍十字  
An AIA Company 友邦保險成員公司  
**Super Care**

Useful Links
Chinese Medicine Council of Hong Kong
Healthcare Reform 2nd Stage Public Consultation
Influenza
Prevent Avian Influenza
Quality Healthcare Diagnostic & Imaging Centre

Useful Links

# Super Care User Guide - Member

## 3.9 Sitemap

All available features are listed in the sitemap.

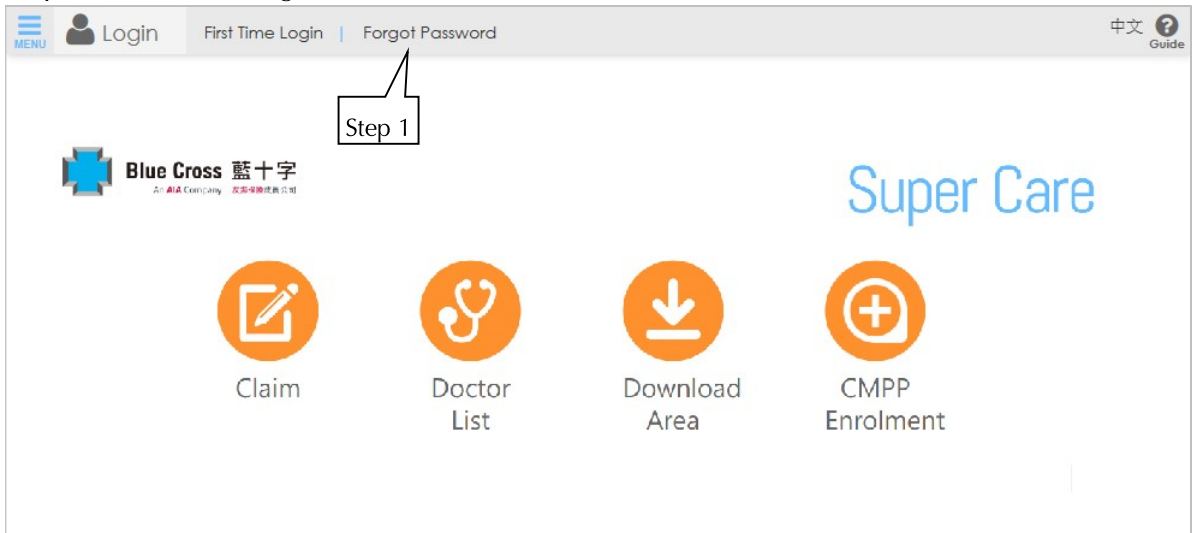
The screenshot displays the Sitemap page for Super Care. At the top left, there is a 'Home >' link and a 'Sitemap' title with a tree icon. The top right corner features the Blue Cross logo and the 'Super Care' brand name. The main content area consists of a vertical list of feature categories, each with an icon and a list of sub-features:

- Claim** (Pencil icon):
  - Claims History
  - "EasyClaim Service" Outpatient Claims Submission
  - Remaining Outpatient Benefits Enquiry
- Doctor List** (Stethoscope icon)
- View e-Medical Card** (Pencil icon)
- Download Area** (Download icon)
- Extra Protection** (Plus icon):
  - Product Information
  - Online Application
- My Account** (Pencil icon):
  - View e-Medical Card
  - Update Personal Information
  - Change Password
  - Change Login ID
- Useful Information** (Camera icon):
  - Claims Procedures
  - Frequently Asked Questions
  - Health Tips & Information
  - Useful Links
- Value-added Service** (Plus icon):
  - "Blue Cross Medical Network" iPhone App Service
  - Pre-hospitalisation Claim Assessment
  - Preventive Care Service
  - Smart MedClaim
- About Blue Cross** (Plus icon)
- Contact Us** (People icon)
- Sitemap** (Tree icon)

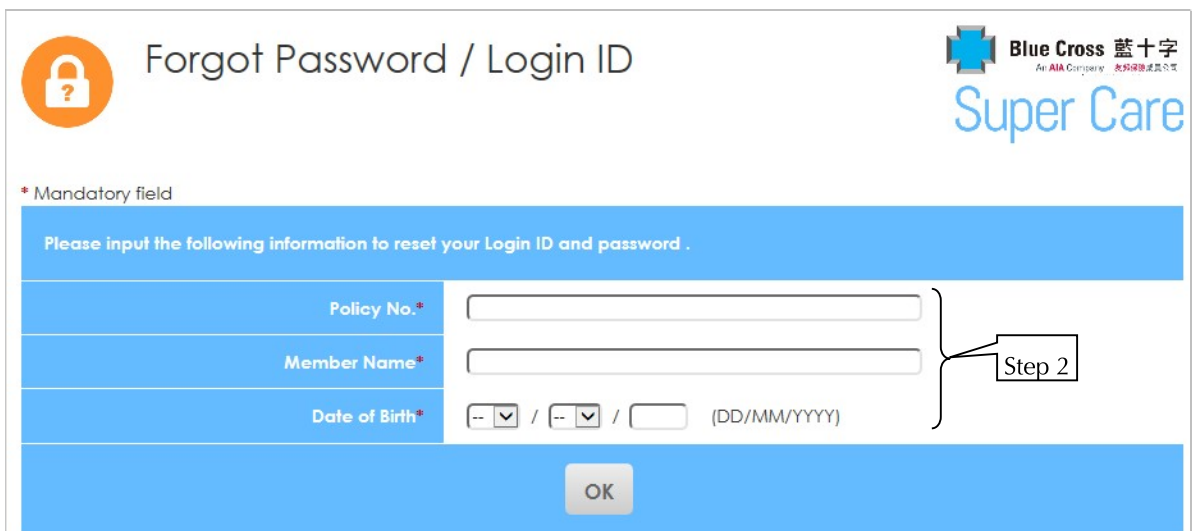
Sitemap

## 3.10 Forgot Password/Login ID

Step 1: Click the “Forgot Password” function.



Step 2: Input your Policy No., Member Name, Date of Birth and click the “OK” button.



The screenshot shows the 'Forgot Password / Login ID' form. The form has a blue header with the Blue Cross logo and the 'Super Care' title. Below the header, there is a section titled '\* Mandatory field' with a blue background. The text 'Please input the following information to reset your Login ID and password .' is displayed. The form contains three input fields: 'Policy No.\*', 'Member Name\*', and 'Date of Birth\*'. The 'Date of Birth\*' field is a date picker with dropdown menus for day, month, and year, and the format '(DD/MM/YYYY)' is shown. An 'OK' button is located at the bottom of the form. A 'Step 2' callout box points to the input fields.

For account with email address provided, an email will be sent to your provided email address within 1 day. Please follow the instruction to reset your Password and Login ID.

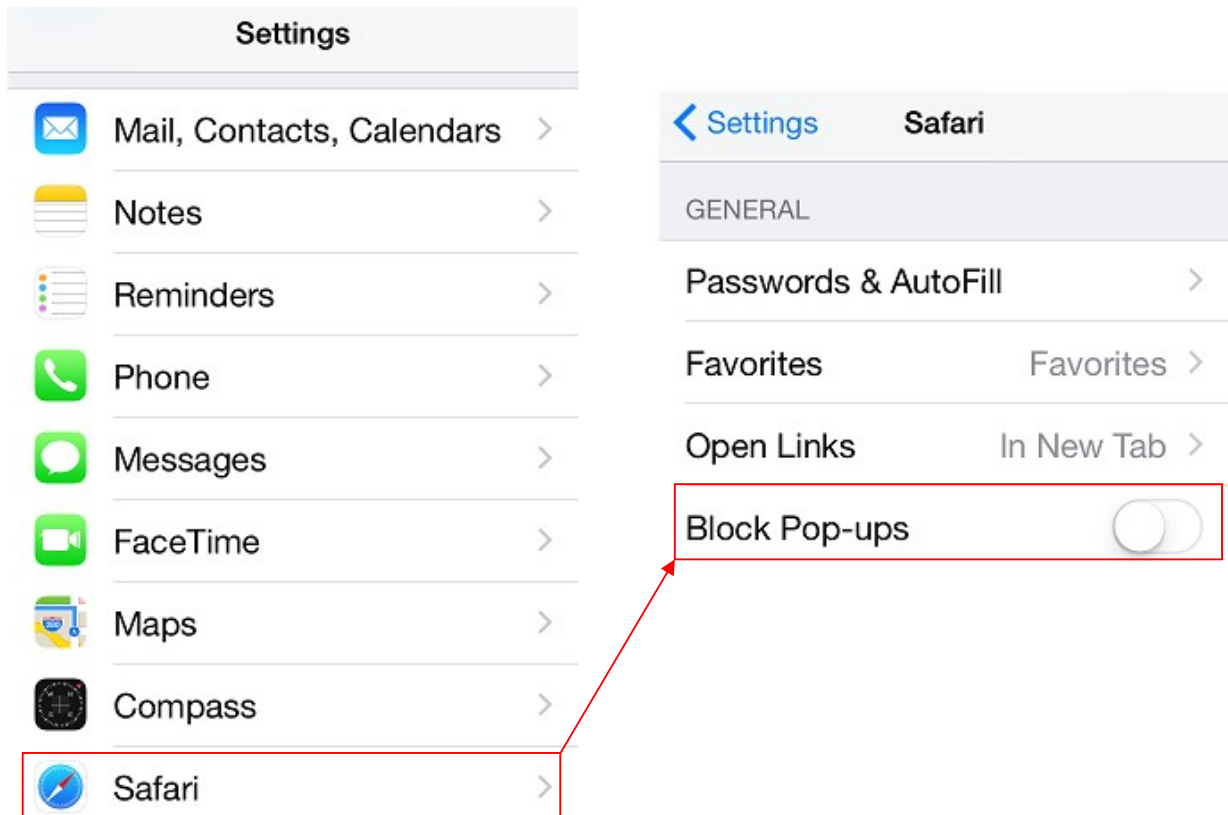
For account without email address provided, we will send the Login ID and Password Notification to your/policyholder's address by post.

# Super Care User Guide - Member

## 4 Tips to Use

If you cannot view PDF documents (e.g. Certificate of Insurance) of Super Care in your mobile devices, you may try to disable the pop-up blocker.

Below diagram shows where to adjust pop-up setting in iPhone/iPad:



### Need Help?

For assistance in using Super Care, please feel free to call us on 3608 2988.

Remark: All illustrations in this user guide are for reference only, please refer to Super Care <https://supercare.bluecross.com.hk> website for actual presentation and content.

----- End -----