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1. About Super Care

Super Care Site is exclusively designed for the use of eligible members of Blue Cross group medical insurance policies and individual medical insurance policies.

2. Getting Started

If you already have Login ID and Password:

Step 1: Click the "COMPANY LOGIN" tab

Step 2: Input your Login ID Step 3: Input your password Step 4: Click "Login" to start



If you do not have one yet:

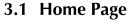
- 1: Download the application form by clicking the link: Download Application Form
- 2: Fill in and submit the form to your agent/broker or your account manager of Blue Cross. You will be informed by email about the Login ID, Password and effective date of the Login ID.

3. Features Highlight

After successful login, you can view your Login ID and last login date and time.



Health Tips and Information are shown at the bottom.

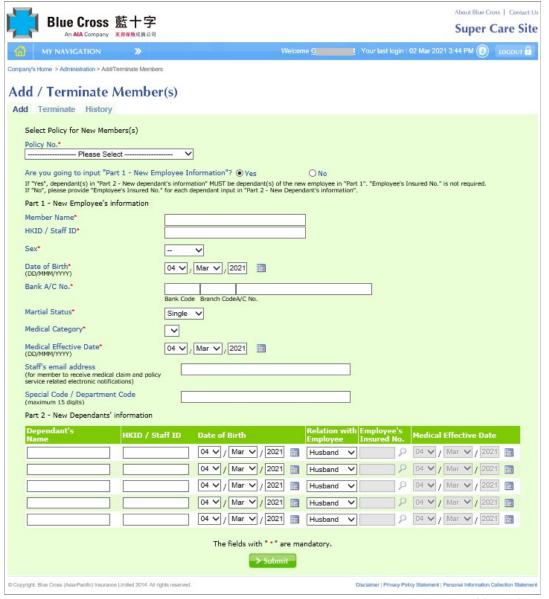




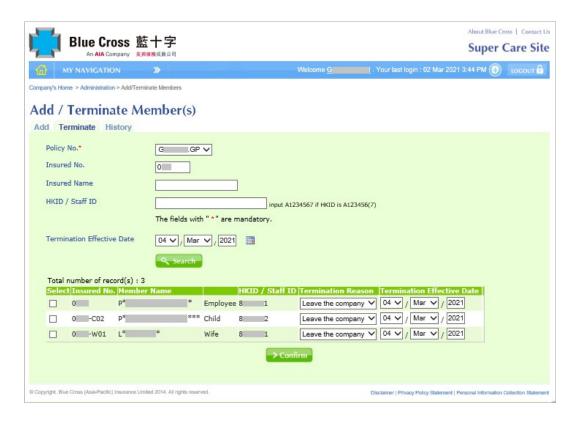
- 1. Home It always brings you back to the home page.
- **2. My Navigation** It lists all features available to manage your account and leads you to the appropriate web pages.
- **3. Contact Us** It leads you to an Online Enquiry Form on which submission of your enquiries and comments are welcomed to improve our services.
- **4. Logout** Always logout and close the website after use to protect your information being retrieved by others accidentally in the same computer later.
- **5. Privileged Offer** It provides special discounts on various insurance products and assists you to complete the application online. Privileged Offer is applicable to selected accounts.
- **6. Legal Notices** You may obtain the important notices of the company including Disclaimer, Privacy Policy Statement and Personal Information Collection Statement.

3.2 Administration

3.2.1. Add/Terminate member(s) - you can update member's information. This feature is available for selected policies only.



Add Member(s)



Terminate Member(s)

3.2.2. Create and Edit Company Login - you can assign your own administrator(s) by creating another Login ID to your designated staff to access Super Care. Besides, you can also delete the access right of such administrator anytime.



Create Company Login A/C



Edit/Delete Company Login A/C

3.3 Health Web

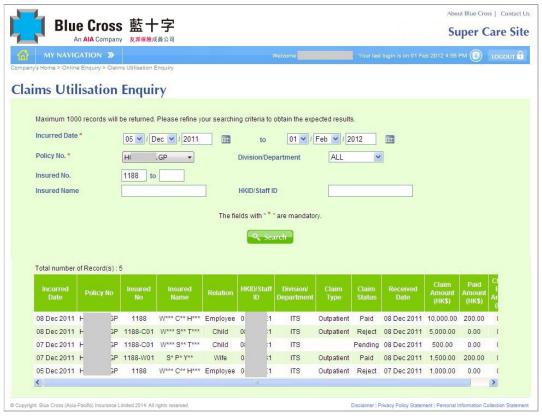
You can search the doctors by location, specialty or name.



Doctor List

3.4 Online Enquiry

3.4.1. Claims Utilisation Enquiry - you can check claims records of each member.



Claims Utilisation Enquiry

3.4.2. Member Enquiry - you can view your member's information.



Member Enquiry

3.4.3. Outpatient Utilisation Enquiry - you can check outpatient utilisation records of each member.



Outpatient Utilisation Enquiry

3.4.4. Policy Enquiry - you can view the Schedule of Benefits.

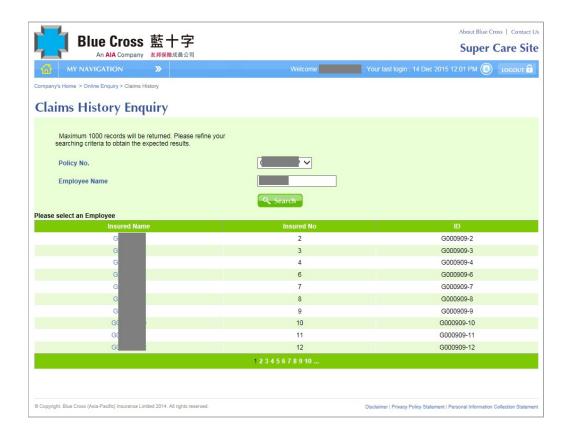


Policy Enquiry

3.4.5. Claims History Enquiry - you can check members' claims history and number of outpatient visits per policy year. Besides, members of Employee Medical Contract (EMC) policy can also check the remaining outpatient balance.



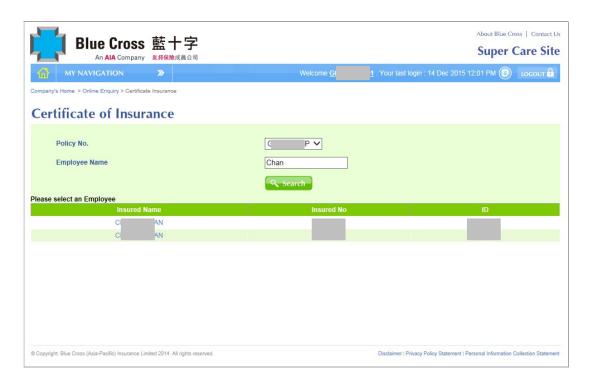
Remaining OP Benefits Enquiry

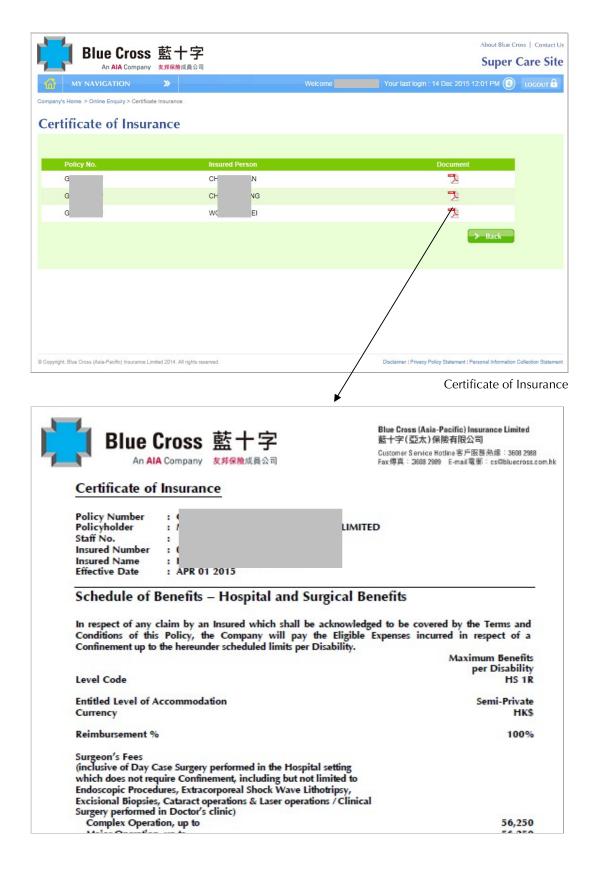




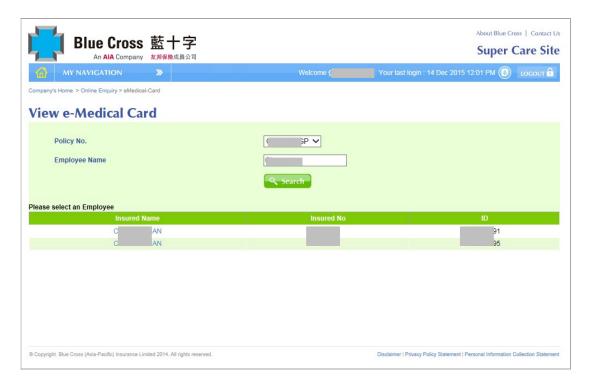
Claim History Enquiry

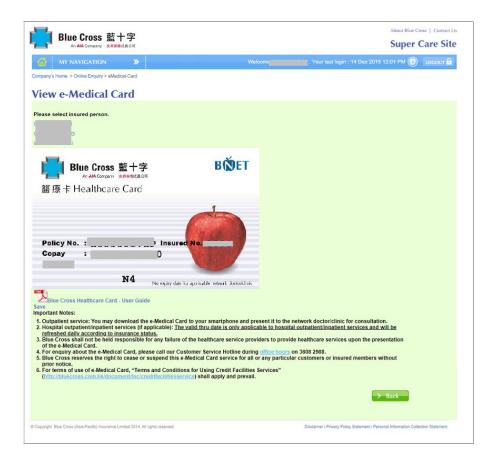
3.4.6. Certificate of Insurance - You can check your personal and dependents' covered items and benefits limits.





3.4.7. 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.

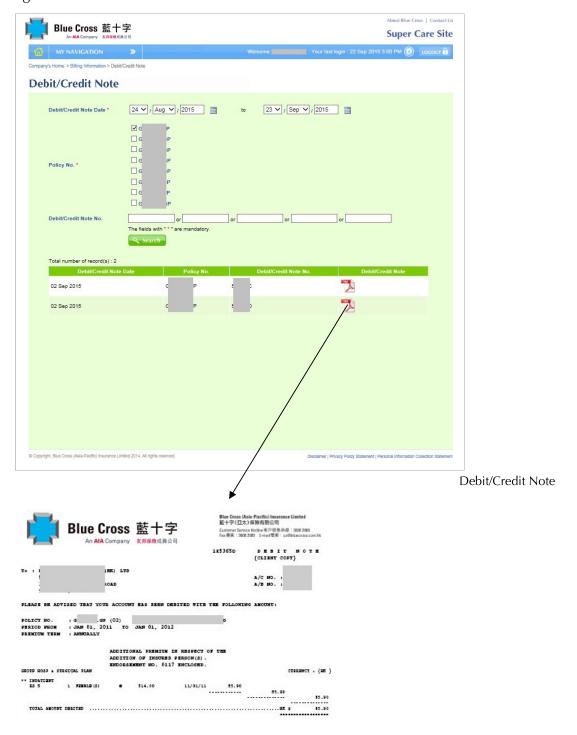


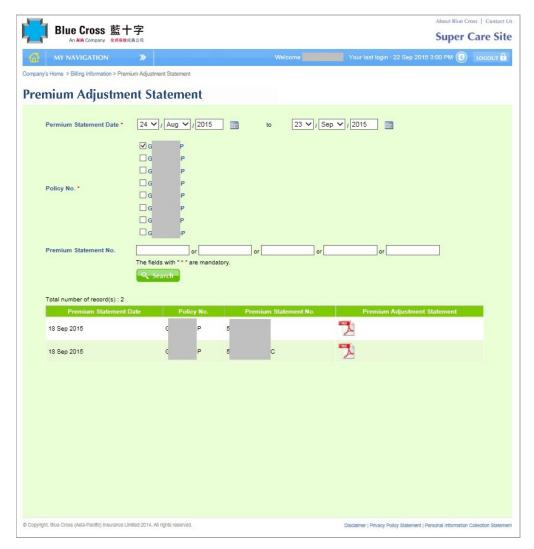


View e-Medical Card

3.5 Billing Information

You can retrieve debit/credit notes or Premium Adjustment Statement within latest 2 years. This feature is available for selected policies only. Please contact your agent/broker to obtain the debit/credit notes if this feature is not available.

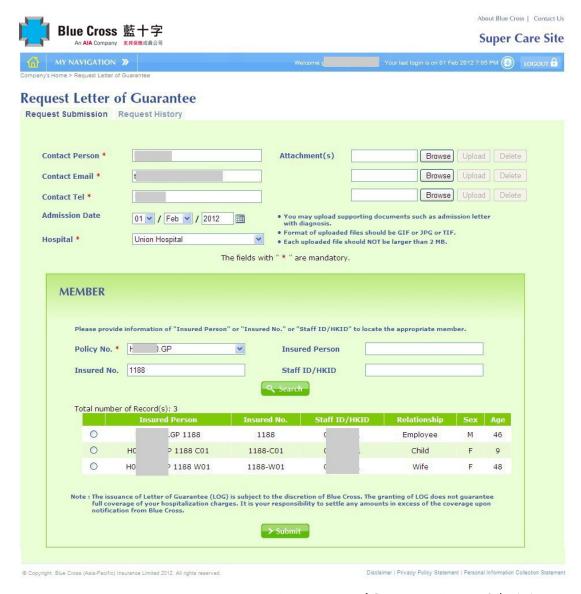




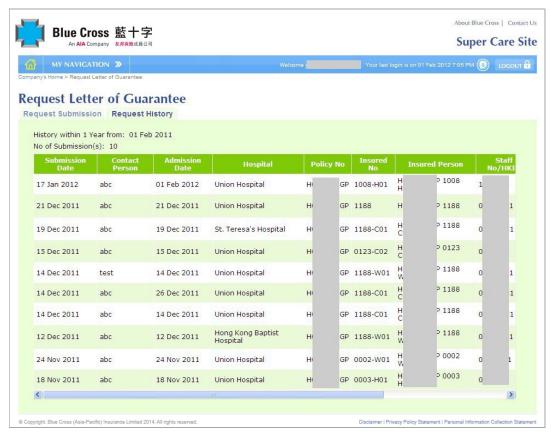
Premium Adjustment Statement

3.6 Request Letter of Guarantee

You can submit the request by completing the below information and review the request history. This feature is available for selected group medical policies.



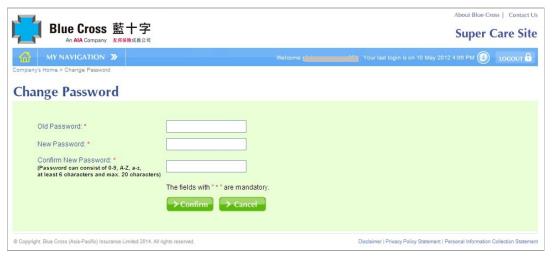
Request Letter of Guarantee – Request Submission



Request Letter of Guarantee – Request History

3.7 Change Password

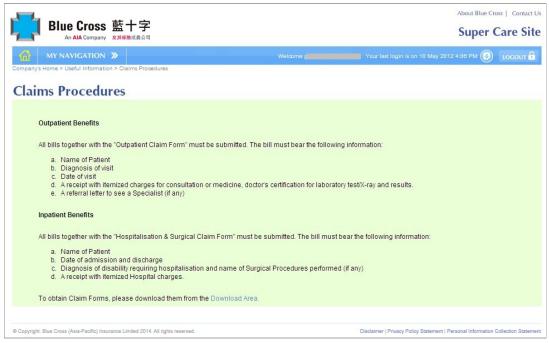
You can change your password anytime. For security reason, you are advised to change password regularly.



Change Password

3.8 Useful Information

You can obtain useful information such as claims procedures, forms in download area, FAQs, useful links to other websites and sitemap.



Claims Procedures



Download Area



Useful Links





Sitemap



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

Remarks: All illustration in this user guide is for reference only, please refers to our website for actual presentation and content.

