



Blue Cross 藍十字

An **AIA** Company 友邦保險成員公司

Super Care User Guide (Company)

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Super Care User Guide - Company

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Super Care User Guide - Company

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.

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3. Features Highlight

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

The screenshot shows the Blue Cross Super Care Site dashboard. At the top left is the Blue Cross logo with the text 'Blue Cross 藍十字' and 'An AIA Company 友邦保險成員公司'. At the top right are links for 'About Blue Cross | Contact Us' and 'Super Care Site'. Below the header is a navigation bar with 'MY NAVIGATION' and a 'Welcome' message. A callout box points to the 'Login ID' field. Another callout box points to the 'Last Login Date and Time' field, which shows 'Your last login : 26 Jul 2022 4:22 PM'. The main content area features a large banner with the text 'Employee Benefits' and 'We've got your employees covered. Our flexible employee benefits give your workers the peace of mind to realise their full potential.' Below the banner is a section titled 'HEALTH TIPS & INFORMATION' with a callout box pointing to it. This section displays four health tips: '01 Mar 2012 Influenza (The Flu)', '01 Mar 2012 Acute Radiation Syndrome', '18 Feb 2015 Look after the Heart of the Man', and a fourth tip with a speech bubble icon. At the bottom, there is a disclaimer and a list of logos for various partners and organizations.

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MY NAVIGATION » Welcome [User Name] Your last login : 26 Jul 2022 4:22 PM LOGOUT

Employee Benefits

We've got your employees covered.
Our flexible employee benefits give your workers the peace of mind to realise their full potential.

HEALTH TIPS & INFORMATION

01 Mar 2012 Influenza (The Flu)

01 Mar 2012 Acute Radiation Syndrome

18 Feb 2015 Look after the Heart of the Man

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Health Tips and Information are shown at the bottom.

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3.1 Home Page




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.

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3.2 Administration

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

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MY NAVIGATION

Welcome G | Your last login : 02 Mar 2021 3:44 PM | LOGOUT

Company's Home > Administration > Add/Terminate Members

Add / Terminate Member(s)

[Add](#) [Terminate](#) [History](#)

Select Policy for New Members(s)

Policy No.*
Please Select

Are you going to input "Part 1 - New Employee Information"? ☒ Yes ☐ No
If "Yes", dependant(s) in "Part 2 - New dependant's information" MUST be dependant(s) of the new employee in "Part 1". "Employee's Insured No." is not required.
If "No", please provide "Employee's Insured No." for each dependant input in "Part 2 - New Dependants' information".

Part 1 - New Employee's information

Member Name*

HKID / Staff ID*

Sex*

Date of Birth* (DD/MM/YYYY) / /

Bank A/C No.*
Bank Code Branch Code A/C No.

Marital Status*

Medical Category*

Medical Effective Date* (DD/MM/YYYY) / /

Staff's email address
(for member to receive medical claim and policy service related electronic notifications)

Special Code / Department Code
(maximum 15 digits)

Part 2 - New Dependants' information

Dependant's Name	HKID / Staff ID	Date of Birth	Relation with Employee	Employee's Insured No.	Medical Effective Date
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>


The fields with "*" are mandatory.

Submit

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Add Member(s)

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MY NAVIGATION»Welcome G. . Your last login : 02 Mar 2021 3:44 PMLOGOUT

Company's Home > Administration > Add/Terminate Members

Add / Terminate Member(s)

AddTerminateHistory

Policy No.*G.GP

Insured No.0

Insured Name

HKID / Staff IDinput A1234567 if HKID is A123456(7)

The fields with "*" are mandatory.

Termination Effective Date04 / Mar / 2021

Search

Total number of record(s) : 3

Select	Insured No.	Member Name	HKID / Staff ID	Termination Reason	Termination Effective Date
<input type="checkbox"/>	0	P* * *	Employee 8 1	Leave the company	04 / Mar / 2021
<input type="checkbox"/>	0-C02	P* *** Child	8 2	Leave the company	04 / Mar / 2021
<input type="checkbox"/>	0-W01	L* * *	Wife 8 1	Leave the company	04 / Mar / 2021

Confirm

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Terminate Member(s)

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- 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.

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MY NAVIGATION >> Welcome [User Name] Your last login is on 31 Jan 2012 5:45 PM LOGOUT

Company's Home > Administration > Company Login A/C Admin.

Company Login A/C Admin.

Create Edit/Delete

Login ID *

(Login ID can consist of 0-9, A-Z, a-z, at least 6 and max. 20 characters, must start with alphabet)

Policy No. * GP

Insured No. *

Email Address *


Special Remarks

The fields with " * " are mandatory.

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Create Company Login A/C

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MY NAVIGATION >>

Welcome cl [redacted] . Your last login is on 31 Jan 2012 7:25 PM  LOGOUT 

Company's Home > Administration > Company Login A/C Admin.

Company Login A/C Admin.

Create Edit/Delete

- To Delete Account, check the "Delete" column and click the "Delete button."

- To Edit Account, click the "Login ID", update the information and click "Confirm" button.

Login ID	Special Remarks	Policy No.	Insured No.	Email Address	Delete
PeterChan		HC [redacted] 0.GP	1 [redacted] 8	testing@bluecross.com.hk	<input type="checkbox"/>

> Delete

To Edit Account, update the information below.

Login ID

PeterChan

Policy No.

HC [redacted] 0.GP

Insured No.

[redacted] 8

Email Address *

testing@bluecross.com.hk

Special Remarks

The fields with " * " are mandatory.

> OK

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Edit/Delete Company Login A/C

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3.3 Health Web

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

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Super Care Site

MY NAVIGATION >>>Welcome [User Name] - Your last login is on 07 Feb 2012 10:29 AMLOGOUT

Company's Home > Health Web > Doctor List

Doctor List

Doctor

Hospital

Medpass - Network Hospital List

Hospital (Outside HKSAR)

Location *☒ Hong Kong☐ Kowloon☐ New Territories☐ Outlying Island

DistrictWan Chai 灣仔

Specialty *☐ General Practitioners☒ SpecialistsOphthalmology 眼科

Doctor NameLiang

The fields with " * " are mandatory.

Search

Total number of Record(s) :2

Location 地點	Name / Specialty 名稱 / 科別	Address / Telephone / Fax 地址 / 電話 / 傳真	Consultation Hours 診症時間
Causeway Bay 銅鑼灣	L. Benedict 梁醫生 Ophthalmology 眼科	Rm 107, Causeway Bay 銅鑼灣 107室 Telephone/電話 2188 1888 Fax/傳真 2188 1888	Mon - Fri 9:30am - 1:00pm 3:00pm - 6:30pm Sat 9:30am - 5:00pm 星期一至五 上午 9:30 - 下午 1:00 下午 3:00 - 下午 6:30 星期六 上午 9:30 - 下午 5:00
Causeway Bay 銅鑼灣	L. Benedict 梁醫生 Ophthalmology 眼科	Rm 107, Causeway Bay 銅鑼灣 107室 Telephone/電話 2188 1888 Fax/傳真 2188 1888	Mon - Fri 9:30am - 1:00pm 3:00pm - 6:30pm Sat 9:30am - 5:00pm 星期一至五 上午 9:30 - 下午 1:00 下午 3:00 - 下午 6:30 星期六 上午 9:30 - 下午 5:00

Remarks:

- Doctors' consultation hours may change occasionally, prior appointment is advisable.
- The content of this doctor list is subject to change without prior notice.
- Please note that referral letter from your attending physician is required for consultation with the Medical Specialists.
- Specialists Requiring Referral Letter Except Gynaecology, Family Medicine and Paediatrics who are under our current panel network.
- Blue Cross Specialist list is for the eligible members with credit facility on specialist service only.


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Doctor List

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3.4 Online Enquiry

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

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MY NAVIGATION >>Welcome [User Name] Your last login is on 01 Feb 2012 4:56 PMLOGOUT

Company's Home > Online Enquiry > Claims Utilisation Enquiry

Claims Utilisation Enquiry

Maximum 1000 records will be returned. Please refine your searching criteria to obtain the expected results.

Incurred Date * 05 / Dec / 2011 to 01 / Feb / 2012

Policy No. * H(.GP) Division/Department ALL

Insured No. 1188 to

Insured Name HKID/Staff ID

The fields with "*" are mandatory.

Search

Total number of Record(s) : 5

Incurred Date	Policy No	Insured No	Insured Name	Relation	HKID/Staff ID	Division/Department	Claim Type	Claim Status	Received Date	Claim Amount (HK\$)	Paid Amount (HK\$)	Claim Amount (HK\$)
08 Dec 2011	HGP	1188	W*** C** H***	Employee	0	ITS	Outpatient	Paid	08 Dec 2011	10,000.00	200.00	(
08 Dec 2011	HGP	1188-C01	W*** S** T***	Child	0	ITS	Outpatient	Reject	08 Dec 2011	5,000.00	0.00	(
07 Dec 2011	HGP	1188-C01	W*** S** T***	Child	0	ITS		Pending	08 Dec 2011	500.00	0.00	(
07 Dec 2011	HGP	1188-W01	S* P* Y**	Wife	0	ITS	Outpatient	Paid	08 Dec 2011	1,500.00	200.00	(
05 Dec 2011	HGP	1188	W*** C** H***	Employee	0	ITS	Outpatient	Reject	07 Dec 2011	1,000.00	0.00	(

< | | | | >

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Claims Utilisation Enquiry

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

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MY NAVIGATION >>Welcome [User Name] Your last login is on 01 Feb 2012 4:56 PMLOGOUT

Company's Home > Online Enquiry > Member Enquiry

Member Enquiry

Maximum 1000 records will be returned. Please refine your searching criteria to obtain the expected results.

Policy No. *

H00.GP

Division/Department Code

AS

Employee Name

0003

HKID/Staff ID

The fields with "*" are mandatory.

Search

Total number of Record(s) : 2

Reset Login ID	Forgot Password	Login	Email	Policy No.	Insured No.	Insured Name	Relation	HKID/Staff ID	Date of Birth	Sex	Division / Dep.Code	Bank A/C No.
<div>Click</div>	<div>Click</div>	CS_Member_851		H00.GP	0003-	H00.GP 0003	Employee	0003	30 Sep 1951	F	AS	004000000003
<div>Click</div>	<div>Click</div>			H00.GP	0003-H01	H00.GP 0003 H01	Husband	0003H01	14 Nov 1951	M	AS	004000000003


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Member Enquiry

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

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MY NAVIGATION >>Welcome [User Name] Your last login is on 01 Feb 2012 4:56 PM

Company's Home > Online Enquiry > Outpatient Utilisation Enquiry

Outpatient Utilisation Enquiry

Maximum 1000 records will be returned. Please refine your searching criteria to obtain the expected results.

Incurred Date * 05 / Sep / 2011 to 01 / Feb / 2012

Policy No. * HI GP Division/Department ALL

Insured No. to

Insured Name HKID/Staff ID

No. of Claims Incurred >= 14

The fields with "*" are mandatory.

Search

Total number of Record(s) : 10

Action	Policy No.	Insured No.	Insured Name	Relation	HKID/Staff ID	Division/Department	No of Visits
Open	HI GP	0712-C03	HC GP 0712 C03	Child		BRE	20
Open	HI GP	1283	HC GP 1283	Employee		IC	16
Open	HI GP	0328	HC GP 0328	Employee		EE	15
Open	HI GP	1633	HC GP 1633	Employee		CBS	15
Open	HI GP	2480-C01	HC GP 2480 C01	Child		AF	15
Open	HI GP	3597-H01	HC GP 3597 H01	Husband		CBS	15
Open	HI GP	4939-W01	HC GP 4939 W01	Wife		COMP	15
Open	HI GP	5388	HC GP 5388	Employee		SN	15
Open	HI GP	1275	HC GP 1275	Employee		EE	14
Open	HI GP	1354	HC GP 1354	Employee		FHSS	14


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Outpatient Utilisation Enquiry

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

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MY NAVIGATION >>>Welcome [User Name] Your last login is on 01 Feb 2012 8:30 PM LOGOUT

Company's Home > Online Enquiry > Policy Enquiry

Policy Enquiry

Total number of Record(s) : 1

Policy No.	Policy Holder	Period (Effective Date) (Expiry Date)	Contact Person	Schedule of Benefits
H0 [Redacted] .GP	HO [Redacted]	01 Jul 2011 01 Jul 2012	MR. CHAN	

A) Surgeon's Fee (per Disability)
(including charges for hospital attendance, and post-surgical inpatient consultations)

Complex Operation, up to	72,000	55,000
Major Operation, up to	36,000	25,000
Intermediate Operation, up to	18,500	12,500
Minor Operation, up to	6,000	4,700

B) Anaesthetist's Fee (per Disability)

Complex Operation, up to	18,500	11,900
Major Operation, up to	10,500	6,500
Intermediate Operation, up to	5,400	3,000
Minor Operation, up to	2,600	2,400

C) Operating Theatre Fee (per Disability)

Complex Operation, up to	18,500	11,900
Major Operation, up to	9,900	6,000
Intermediate Operation, up to	5,600	3,000
Minor Operation, up to	3,000	2,400

D) Hospital Room & Board
Limit each day for up to 200 days per year

	1,050	560
--	-------	-----

E) Miscellaneous Hospital Charges
Full refund of Normal and Customary Charges
with respect to the class of accommodation stipulated

	Semi-Private	Ward
--	--------------	------


F) Specialist's Fee

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Policy Enquiry

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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.


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[MY NAVIGATION](#) >>

Welcome HN Your last login is on 27 Jan 2012 5:06 PM [LOGOUT](#)

[Member's Home](#) > [My Claims](#) > [Remaining OP Benefits Enquiry](#)

Remaining OP Benefits Enquiry

Policy No. *

The fields with "*" are mandatory.

	Policy No.	Ins
View Details	H- P	1188
View Details	H- C	1188-C
View Details	H- P	1188-W

Benefit Items	Claims Settlement Record		Remaining Balance	
	No. of Visit	Amount (HK\$)	No. of Visit	Amount (HK\$)
Consultation in a doctor's clinic • Inclusive of medicines and injections • 1 visit per day • Max. HK\$200.00 per visit	4	800.00	N/A	N/A
Consultation at home • Inclusive of medicines and injections • 1 visit per day • Max. HK\$400.00 per visit	0	0.00	N/A	N/A
Chinese Medicine Practitioner Treatment • 1 visit per day • Max. HK\$200.00 per visit	17	3,400.00	N/A	N/A
Specialist Consultation • Max. HK\$8000.00 per year	1	450.00	N/A	7,550.00
Vaccination • Max. HK\$330.00 per visit	0	0.00	N/A	N/A
Pap Smear • Max. HK\$300.00 per visit	0	0.00	N/A	N/A
Sub-total of above benefit items	22	4,800.00	28	N/A
Overall Max. 50 visits per year for the above benefit items				
Diagnostic X-rays & Laboratory Tests • Max. HK\$10000.00 per year	2	380.00	N/A	9,620.00
Prescribed Long Term or Expensive Medicines and Drugs • Max. HK\$3000.00 per year	0	0.00	N/A	3,800.00


Important Notes
 1. The above information includes settled claims records as at previous working day but it does not include any claims application which is pending approval by Blue Cross (Asia-Pacific) Insurance Limited.
 2. 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.

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Remaining OP Benefits Enquiry

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MY NAVIGATION >> Welcome [Redacted] Your last login : 14 Dec 2015 12:01 PM LOGOUT

Company's Home > Online Enquiry > Claims History

Claims History Enquiry

Maximum 1000 records will be returned. Please refine your searching criteria to obtain the expected results.

Policy No.

Employee Name

Please select an Employee

Insured Name	Insured No	ID
G [Redacted]	2	G000909-2
G [Redacted]	3	G000909-3
G [Redacted]	4	G000909-4
G [Redacted]	6	G000909-6
G [Redacted]	7	G000909-7
G [Redacted]	8	G000909-8
G [Redacted]	9	G000909-9
G [Redacted]	10	G000909-10
G [Redacted]	11	G000909-11
G [Redacted]	12	G000909-12

1 2 3 4 5 6 7 8 9 10 ...

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MY NAVIGATION >> Welcome G [Redacted] 1 Your last login : 14 Dec 2015 12:01 PM LOGOUT

Company's Home > Online Enquiry > Claims History

Claims History Enquiry

Maximum 1000 records will be returned. Please refine your searching criteria to obtain the expected results.

Policy No

Insured No

Policy Period

Insured Person

Claim Type ☐ Inpatient ☒ Outpatient

Incurred Date	Benefit	Claim Status	Claim Amount (HK\$)	Paid Amount (HK\$)	Charge Back Amount (HK\$)	Claim Submission No.
20 Sep 2014	• Specialist Consultation	Paid	490.00	392.00	0.00	--
16 Jun 2014	• Specialist Consultation	Paid	1,450.00	700.00	0.00	--

Benefit Item(s)
Specialist Consultation
Grand Total Charge Back (HK\$) :


No. of Used Visits
2
0.00

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Claim History Enquiry

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



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 MY NAVIGATION

»

Welcome G... 1. Your last login : 14 Dec 2015 12:01 PM


 LOGOUT
 

Company's Home > Online Enquiry > Certificate Insurance

Certificate of Insurance

Policy No.

Employee Name

 Search


Please select an Employee

Insured Name	Insured No	ID
C... AN		
C... AN		



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 MY NAVIGATION >> Welcome [Name] Your last login : 14 Dec 2015 12:01 PM  LOGOUT

Company's Home > Online Enquiry > Certificate Insurance

Certificate of Insurance

Policy No.	Insured Person	Document
G [Redacted]	CH [Redacted] N	
G [Redacted]	CH [Redacted] NG	
G [Redacted]	WC [Redacted] EI	

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Certificate of Insurance


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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 : 3608 2988
 Fax 傳真 : 3608 2989 E-mail 電郵 : cs@bluecross.com.hk

Certificate of Insurance

Policy Number : [Redacted]
Policyholder : [Redacted] LIMITED
Staff No. : [Redacted]
Insured Number : [Redacted]
Insured Name : [Redacted]
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.

	Maximum Benefits per Disability
Level Code	HS 1R
Entitled Level of Accommodation	Semi-Private
Currency	HK\$
Reimbursement %	100%
Surgeon's Fees (inclusive of Day Case Surgery performed in the Hospital setting which does not require Confinement, including but not limited to Endoscopic Procedures, Extracorporeal Shock Wave Lithotripsy, Excisional Biopsies, Cataract operations & Laser operations / Clinical Surgery performed in Doctor's clinic) Complex Operation, up to	56,250

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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.

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Super Care Site

MY NAVIGATION >> Welcome [User Name] . Your last login : 14 Dec 2015 12:01 PM LOGOUT

Company's Home > Online Enquiry > eMedical-Card

View e-Medical Card

Policy No.

Employee Name


Search

Please select an Employee

Insured Name	Insured No	ID
C AN		91
C AN		95

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MY NAVIGATION>Welcome [redacted] : Your last login : 14 Dec 2015 12:01 PMLOGOUT


Company's Home > Online Enquiry > eMedical-Card

View e-Medical Card

Please select insured person.

G

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醫療卡 Healthcare Card

Policy No. : [redacted]

Insured No. : [redacted]

Copay : [redacted]

0

N4

No expiry date for app holder renewal. AutoRenew

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Save

Back

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View e-Medical Card

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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.

The screenshot shows the 'Debit/Credit Note' search page on the Blue Cross Super Care Site. The page includes a header with the Blue Cross logo and navigation links. The main content area has search filters for 'Debit/Credit Note Date' (24 / Aug / 2015 to 23 / Sep / 2015) and 'Policy No.' (a list of checkboxes). Below these are input fields for 'Debit/Credit Note No.' and a 'Search' button. A table below the search area shows two records for '02 Sep 2015'. An arrow points from the 'Debit/Credit Note' column of the table to a sample document below.

Debit/Credit Note Date	Policy No.	Debit/Credit Note No.	Debit/Credit Note
02 Sep 2015	[REDACTED]	[REDACTED]	[REDACTED]
02 Sep 2015	[REDACTED]	[REDACTED]	[REDACTED]

Debit/Credit Note

The sample document is a 'DEBIT NOTE (CLIENT COPY)' from Blue Cross (Asia-Pacific) Insurance Limited. It includes the company logo and contact information. The document is addressed to '[REDACTED] LTD'. It states: 'PLEASE BE ADVISED THAT YOUR ACCOUNT HAS BEEN DEBITED WITH THE FOLLOWING AMOUNT:'. It provides policy details: 'POLICY NO. : G [REDACTED] GP (02) [REDACTED]', 'PERIOD FROM : JAN 01, 2011 TO JAN 01, 2012', and 'PREMIUM TERM : ANNUALLY'. It also mentions 'ADDITIONAL PREMIUM IN RESPECT OF THE ADDITION OF INSURED PERSON(S). ENDORSEMENT NO. 0117 ENCLOSED.' and 'GROUP HOSP & MEDICAL PLAN'. A table shows a debit of \$5.90 for 'INPATIENT' services. The total amount debited is \$5.90.

GROUP HOSP & MEDICAL PLAN	INPATIENT	AMOUNT
ED 5	1 FEMALE (S)	\$5.90

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MY NAVIGATION >>Welcome : Your last login : 22 Sep 2015 3:00 PM LOGOUT

Company's Home > Billing Information > Premium Adjustment Statement

Premium Adjustment Statement

Premium Statement Date *

24 / Aug / 2015

to

23 / Sep / 2015

Policy No. *

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Premium Statement No.

or

or

or

or

The fields with * are mandatory.

Search

Total number of record(s) : 2

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Premium Adjustment Statement

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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.

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Company's Home > Request Letter of Guarantee

Request Letter of Guarantee
Request Submission Request History

Contact Person *

Contact Email *

Contact Tel *

Admission Date

Hospital *

Attachment(s)

You may upload supporting documents such as admission letter with diagnosis.

Format of uploaded files should be GIF or JPG or TIF.

Each uploaded file should NOT be larger than 2 MB.

The fields with " * " are mandatory.

MEMBER

Please provide information of "Insured Person" or "Insured No." or "Staff ID/HKID" to locate the appropriate member.

Policy No. *

Insured Person

Insured No.

Staff ID/HKID

Search

Total number of Record(s): 3

	Insured Person	Insured No.	Staff ID/HKID	Relationship	Sex	Age
<input type="radio"/>	GP 1188	1188		Employee	M	46
<input type="radio"/>	HC 1188 C01	1188-C01		Child	F	9
<input type="radio"/>	HO 1188 W01	1188-W01		Wife	F	48

Note : The issuance of Letter of Guarantee (LOG) is subject to the discretion of Blue Cross. The granting of LOG does not guarantee full coverage of your hospitalization charges. It is your responsibility to settle any amounts in excess of the coverage upon notification from Blue Cross.

Submit

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Request Letter of Guarantee – Request Submission

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Super Care Site

MY NAVIGATION »

Welcome [User Name] Your last login is on 01 Feb 2012 7:05 PM LOGOUT

Company's Home > Request Letter of Guarantee

Request Letter of Guarantee

Request Submission Request History

History within 1 Year from: 01 Feb 2011
No of Submission(s): 10

Submission Date	Contact Person	Admission Date	Hospital	Policy No	Insured No	Insured Person	Staff No/HKI
17 Jan 2012	abc	01 Feb 2012	Union Hospital	H	GP 1008-H01	H	1008
21 Dec 2011	abc	21 Dec 2011	Union Hospital	H	GP 1188	H	1188
19 Dec 2011	abc	19 Dec 2011	St. Teresa's Hospital	H	GP 1188-C01	H	1188
15 Dec 2011	abc	15 Dec 2011	Union Hospital	H	GP 0123-C02	H	0123
14 Dec 2011	test	14 Dec 2011	Union Hospital	H	GP 1188-W01	H	1188
14 Dec 2011	abc	26 Dec 2011	Union Hospital	H	GP 1188-C01	H	1188
14 Dec 2011	abc	14 Dec 2011	Union Hospital	H	GP 1188-C01	H	1188
12 Dec 2011	abc	12 Dec 2011	Hong Kong Baptist Hospital	H	GP 1188-W01	H	1188
24 Nov 2011	abc	24 Nov 2011	Union Hospital	H	GP 0002-W01	H	0002
18 Nov 2011	abc	18 Nov 2011	Union Hospital	H	GP 0003-H01	H	0003

« 1 2 3 »

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Request Letter of Guarantee – Request History

Super Care User Guide - Company

3.7 Change Password

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

The screenshot shows the 'Change Password' page on the Blue Cross Super Care Site. The page has a light green background. At the top, there is a header with the Blue Cross logo and text in English and Chinese. Below the header, there is a navigation bar with a home icon and the text 'MY NAVIGATION >'. The main content area contains three input fields for 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields, there is a note: '(Password can consist of 0-9, A-Z, a-z, at least 6 characters and max. 20 characters)'. There are also two buttons: 'Confirm' and 'Cancel'. At the bottom of the page, there is a footer with copyright information and links to 'Disclaimer', 'Privacy Policy Statement', and 'Personal Information Collection Statement'.

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.

The screenshot shows the 'Claims Procedures' page on the Blue Cross Super Care Site. The page has a light green background. At the top, there is a header with the Blue Cross logo and text in English and Chinese. Below the header, there is a navigation bar with a home icon and the text 'MY NAVIGATION >'. The main content area is titled 'Claims Procedures' and contains two sections: 'Outpatient Benefits' and 'Inpatient Benefits'. Each section lists the information required on a bill. At the bottom of the page, there is a footer with copyright information and links to 'Disclaimer', 'Privacy Policy Statement', and 'Personal Information Collection Statement'.

Claims Procedures

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Super Care Site

MY NAVIGATION >> Welcome [User] Your last login is on 10 May 2012 4:17 PM LOGOUT

Company's Home > Useful Information > Download Area


Download Area

Document	Download
Dental Claims Form	
Hospitalisation & Surgical Claim Form	
Outpatient Claims Submission Slip	

We recommend using Acrobat Reader 8.0 to view and print the PDF documents.

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Download Area

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MY NAVIGATION >> Welcome [User] Your last login is on 10 May 2012 4:17 PM LOGOUT


Company's Home > Useful Information > Useful Links

Useful Links

- Chinese Medicine Council of Hong Kong
- Frequently Asked Questions about a Radiation Emergency
- Healthcare Reform 2nd Stage Public Consultation
- Quality Healthcare Diagnostic & Imaging Centre provides a full range of diagnostic and health services in a one-stop centre

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Useful Links

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MY NAVIGATION >> Welcome [User] Your last login is on 10 May 2012 4:17 PM LOGOUT

Company's Home > Useful Information > Frequently Asked Questions

Frequently Asked Questions

Please check if your question is answered here or Contact Us if necessary.

Q : How can I use the member login service ?
A : The first step is to click on the Member Login on the main page. Under the Login ID : please type in your 10 digit policy number then a hyphen then type in either your staff ID number or your insured number (as shown in your Blue Cross HealthCare Card). Example : SPA1234.IF/5678 or H001234.GP/5678

Q : How do agents and brokers login ?
A : Agents and brokers can login the "Super Agent" system and then click the heading of "Useful Information" and choose "SuperCare", it will be automatically transferred to Super Care system

Q : How do I set up the Passwords ?
A : Please type in your "Date of Birth" by this order : YYYYMMDD 4 digits of the year, 2 digits of the month and 2 digits of the date.

Q : How do I view my personal information ?
A : Please refer to the "Member Login Guide" under the Login page for details.

Q : I submitted a medical claim record last week. Why the system does not show it?
A : The claims history on the web site is based on Blue Cross system record. Occasionally, some of your claims do not appear in the claim history page. This may cause by the delay in doctor sending the claims document to our company. We try our best to provide you the most up-to-date claims history from our reference.

Q : Who is eligible to use Super Care System ?
A : People who insured with Blue Cross (Asia-Pacific) Insurance Limited either as an individual insured person or as a member of a group policy. Blue Cross designated agents and brokers are all eligible to use the system.

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Sitemap



Need Help?

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.

----- End -----