



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". To the right are links for "About Blue Cross" and "Contact Us", and the text "Super Care Site". Below the header is a navigation bar with a home icon, "MY NAVIGATION", and a right arrow. The main content area features a large banner with the text "Employee Benefits" and "We've got your employees covered." Below the banner is a section titled "HEALTH TIPS & INFORMATION" with three featured articles: "01 Mar 2012 Influenza (The Flu)", "01 Mar 2012 Acute Radiation Syndrome", and "18 Feb 2015 Look after the Heart of the Man". At the bottom, there is a disclaimer and a row of partner logos including AIA, CNA, and others.

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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.

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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Super Care Site

 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.*


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/MMM/YYYY) / / 

Bank A/C No.*

Bank Code Branch Code A/C No.

Marital Status*











Medical Category*

Medical Effective Date* (DD/MMM/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" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 	<input type="text" value="Husband"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 
<input type="text"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 	<input type="text" value="Husband"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 
<input type="text"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 	<input type="text" value="Husband"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 
<input type="text"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 	<input type="text" value="Husband"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 
<input type="text"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 	<input type="text" value="Husband"/>	<input type="text"/>	<input type="text" value="04"/> / <input type="text" value="Mar"/> / <input type="text" value="2021"/> 


The fields with "*" are mandatory.

[Submit](#)

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Add Member(s)

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Super Care Site

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

Company's Home > Administration > Add/Terminate Members

Add / Terminate Member(s)

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

Policy No. *

G.GP

Insured No.

0

Insured Name

HKID / Staff ID

input A1234567 if HKID is A123456(7)

The fields with " * " are mandatory.

Termination Effective Date

04 / 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. *

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 d... 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...0.GP	18	testing@bluecross.com.hk	<input type="checkbox"/>

> Delete

To Edit Account, update the information below.

Login ID PeterChan

Policy No. HC...0.GP

Insured No. 8

Email Address *

Special Remarks

The fields with " * " are mandatory.

> OK

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Edit/Delete Company Login A/C

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] - Your last login is on 07 Feb 2012 10:29 AM

LOGOUT

Company's Home > Health Web > Doctor List

Doctor

Hospital

Medpass - Network Hospital List

Hospital (Outside HKSAR)

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

District
Wan Chai 灣仔

Specialty *
☐ General Practitioners ☒ Specialists Ophthalmology 眼科

Doctor Name
Liang

The fields with " * " are mandatory.

Search

Total number of Record(s) :2

Location 地點	Name / Specialty 名銜 / 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 2 18 Fax/傳真	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 2 13 Fax/傳真	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. * HC .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\$)	Charged Amount (HK\$)
08 Dec 2011	HC GP	1188	W*** C** H***	Employee	00000001	ITS	Outpatient	Paid	08 Dec 2011	10,000.00	200.00	0.00
08 Dec 2011	HC GP	1188-C01	W*** S** T***	Child	00000001	ITS	Outpatient	Reject	08 Dec 2011	5,000.00	0.00	0.00
07 Dec 2011	HC GP	1188-C01	W*** S** T***	Child	00000001	ITS	Outpatient	Pending	08 Dec 2011	500.00	0.00	0.00
07 Dec 2011	HC GP	1188-W01	S* P* Y**	Wife	00000001	ITS	Outpatient	Paid	08 Dec 2011	1,500.00	200.00	0.00
05 Dec 2011	HC GP	1188	W*** C** H***	Employee	00000001	ITS	Outpatient	Reject	07 Dec 2011	1,000.00	0.00	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 4:58 PM LOGOUT

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. * Division/Department Code

Employee Name HKID/Staff ID

The fields with "*" are mandatory.

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.
<input type="button" value="Click"/>	<input type="button" value="Click"/>	CS_Member_851	<input type="text"/>	H0 0.GP	0003-	H0 0.GP 0003	Employee	0003	30 Sep 1951	F	AS	00400000003
<input type="button" value="Click"/>	<input type="button" value="Click"/>		<input type="text"/>	H0 0.GP	0003-H01	H0 0.GP 0003 H01	Husband	0003H01	14 Nov 1951	M	AS	00400000003

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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 | Your last login is on 01 Feb 2012 4:56 PM LOGOUT

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 6:30 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] J.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	3,800
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	6,800
Intermediate Operation, up to	5,600	3,800
Minor Operation, up to	3,000	2,400

D) Hospital Room & Board

Limit each day for up to 280 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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Super Care Site

[MY NAVIGATION >>](#)

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

[Members Home](#) > [My Claims](#) > [Remaining OP Benefits Enquiry](#)

Remaining OP Benefits Enquiry

Policy No. *

The fields with "*" are mandatory.

	Policy No.	Int
View Details	H- P	1188
View Details	H- P	1188-CI
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	950.00	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\$3500.00 per year	0	0.00	N/A	3,600.00

Important Notes

- 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.
- 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 [Name] 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...	2	G000909-2
G...	3	G000909-3
G...	4	G000909-4
G...	6	G000909-6
G...	7	G000909-7
G...	8	G000909-8
G...	9	G000909-9
G...	10	G000909-10
G...	11	G000909-11
G...	12	G000909-12

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

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MY NAVIGATION >> Welcome G... 11 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 G1. Your last login : 14 Dec 2015 12:01 PM

LOGOUT

Company's Home > Online Enquiry > Certificate Insurance

Certificate of Insurance

Policy No.

C P

Employee Name

Chan

Search


Please select an Employee

Insured Name	Insured No	ID
C AN		
C AN		

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 MY NAVIGATION >>

Welcome [Redacted] : 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 : 2839 6333
 Fax 傳真 : 2808 2909 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.

Level Code	Maximum Benefits per Disability
Entitled Level of Accommodation	HS 1R
Currency	Semi-Private 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

Super Care User Guide - Company

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 [redacted] . Your last login : 14 Dec 2015 12:01 PM

LOGOUT

Company's Home > Online Enquiry > eMedical-Card

View e-Medical Card

Policy No.

[redacted] SP

Employee Name

[redacted]

Search


Please select an Employee

Insured Name	Insured No	ID
C [redacted] AN		[redacted] 31
C [redacted] AN		[redacted] 35

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

Company's Home > Online Enquiry > eMedical-Card

View e-Medical Card

Please select insured person.







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醫療卡 Healthcare Card






Policy No. : [Redacted] Insured No. [Redacted]

Copay : [Redacted] 0

N4

No expiry date for applicable network doctor/clinic

Blue Cross Healthcare Card - User Guide

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 2839 6333.

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.

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.



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Super Care Site

 MY NAVIGATION >>

Welcome [Name] Your last login : 22 Sep 2015 3:00 PM

LOGOUT

Company's Home > Billing Information > Debit/Credit Note

Debit/Credit Note

Debit/Credit Note Date *

24

/

Aug

/

2015

to

23

/

Sep

/

2015

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P

P

P

P

P


P

Policy No. *



Debit/Credit Note No.

or or or or

The fields with "*" are mandatory.

 Search


Total number of record(s) : 2

Debit/Credit Note Date	Policy No.	Debit/Credit Note No.	Debit/Credit Note
02 Sep 2015	C [Redacted] P	5 [Redacted] C	
02 Sep 2015	C [Redacted] P	5 [Redacted] C	

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Debit/Credit Note



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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: 2839 6333
Fax 傳真: 3008 2080 E-mail 電郵: csl@bluecross.hk

1E5365D DEBIT NOTE
(CLIENT COPY)

TO : [REDACTED] (HK) LTD

[REDACTED] ROAD

A/C NO. : [REDACTED]

A/B NO. : [REDACTED]

PLEASE BE ADVISED THAT YOUR ACCOUNT HAS BEEN DEBITED WITH THE FOLLOWING AMOUNT:

POLICY NO. : G [REDACTED] OF (02) [REDACTED] D

PERIOD FROM : JAN 01, 2011 TO JAN 01, 2012

PREMIUM TERM : ANNUALLY


ADDITIONAL PREMIUM IN RESPECT OF THE
ADDITION OF INSURED PERSON(S) :
ENDORSEMENT NO. 0117 ENCLOSED.

GROUP ROOF & SURGICAL PLAN

CURRENCY : HK

** IMPAIRMENT					
RS 5	1 FEMALE(S)	#	514.90	11/01/11	55.90
					55.90
					55.90
TOTAL AMOUNT DEBITED					HK \$ 55.90

Super Care User Guide - Company



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Super Care Site

MY NAVIGATION

Welcome [User Name] · 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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P

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P

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P



Premium Statement No.

or or or or

The fields with "*" are mandatory.

Search

Total number of record(s) : 2

Premium Statement Date	Policy No.	Premium Statement No.	Premium Adjustment Statement
18 Sep 2015	C P	5	
18 Sep 2015	C P	5 C	

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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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Super Care Site

MY NAVIGATION >>>Welcome g...Your last login is on 01 Feb 2012 7:05 PMLOGOUT

Company's Home > Request Letter of Guarantee

Request Letter of Guarantee

Request SubmissionRequest 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**

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"/>	H0... 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.

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Request Letter of Guarantee – Request Submission


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[About Blue Cross](#) | [Contact Us](#)

Super Care Site

 MY NAVIGATION >>

Welcome [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	[REDACTED]	GP 1008-H01	[REDACTED]	1
21 Dec 2011	abc	21 Dec 2011	Union Hospital	[REDACTED]	GP 1188	[REDACTED]	0 1
19 Dec 2011	abc	19 Dec 2011	St. Teresa's Hospital	[REDACTED]	GP 1188-C01	[REDACTED]	0 1
15 Dec 2011	abc	15 Dec 2011	Union Hospital	[REDACTED]	GP 0123-C02	[REDACTED]	0
14 Dec 2011	test	14 Dec 2011	Union Hospital	[REDACTED]	GP 1188-W01	[REDACTED]	0 1
14 Dec 2011	abc	26 Dec 2011	Union Hospital	[REDACTED]	GP 1188-C01	[REDACTED]	0 1
14 Dec 2011	abc	14 Dec 2011	Union Hospital	[REDACTED]	GP 1188-C01	[REDACTED]	0 1
12 Dec 2011	abc	12 Dec 2011	Hong Kong Baptist Hospital	[REDACTED]	GP 1188-W01	[REDACTED]	0 1
24 Nov 2011	abc	24 Nov 2011	Union Hospital	[REDACTED]	GP 0002-W01	[REDACTED]	0 1
18 Nov 2011	abc	18 Nov 2011	Union Hospital	[REDACTED]	GP 0003-H01	[REDACTED]	0

<

>

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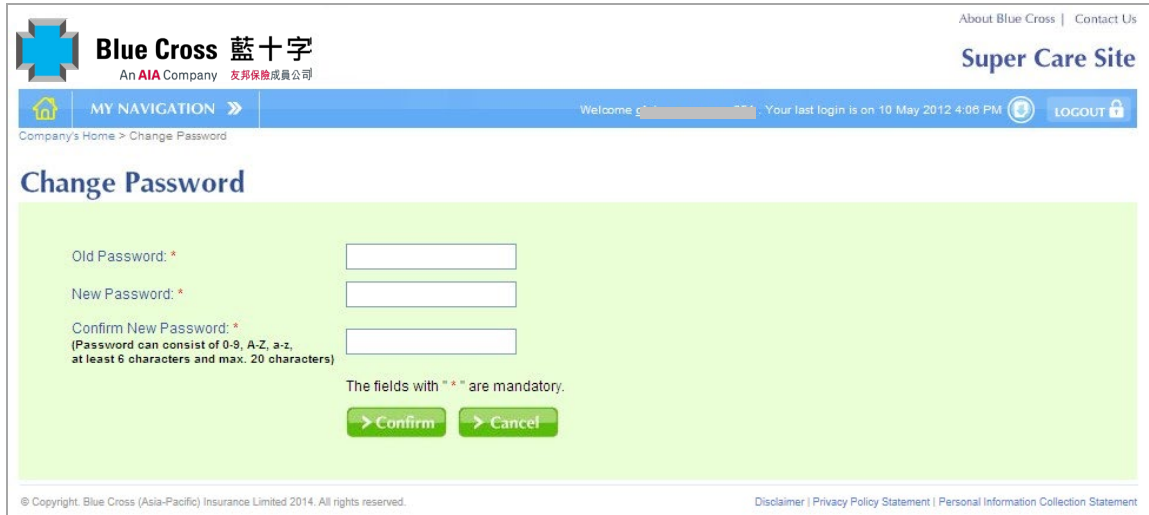
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Request Letter of Guarantee – Request History

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.

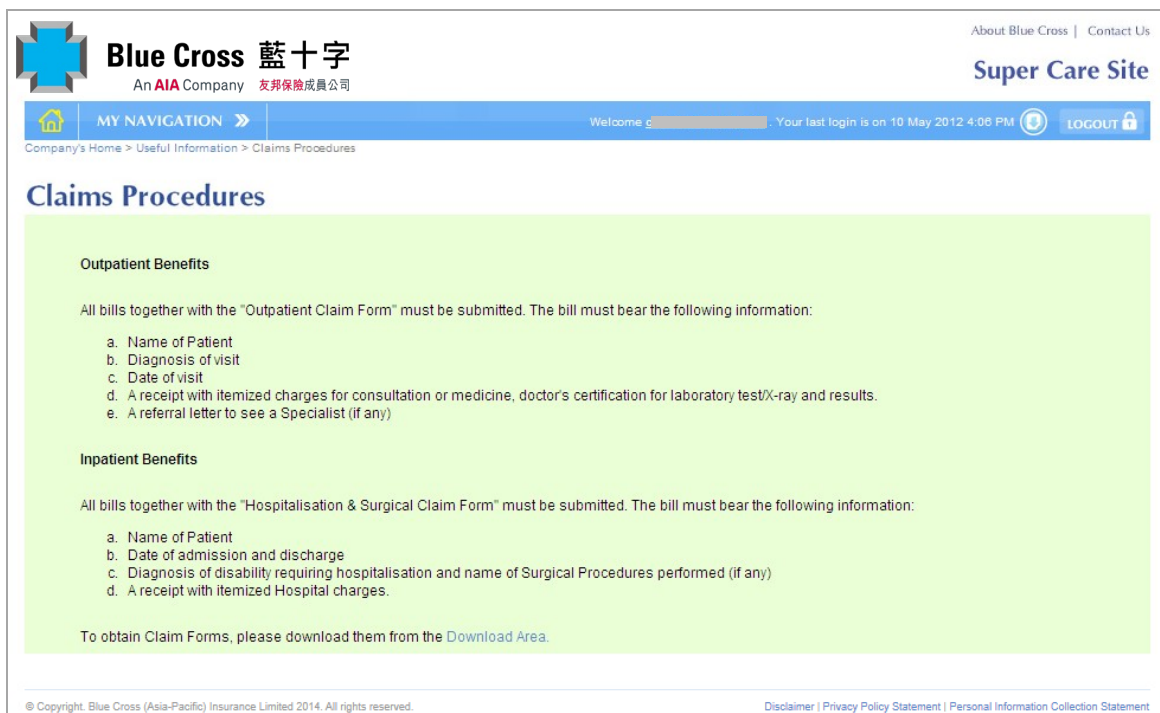


The screenshot shows the 'Change Password' page on the Blue Cross Super Care Site. The page header includes the Blue Cross logo, 'An AIA Company', and '友邦保險成員公司'. The navigation bar shows 'MY NAVIGATION' and a welcome message. The main content area has three input fields for 'Old Password', 'New Password', and 'Confirm New Password', each with an asterisk indicating it is mandatory. A note specifies that passwords can consist of 0-9, A-Z, a-z, at least 6 characters and max. 20 characters. Below the fields are 'Confirm' and 'Cancel' buttons. The footer contains 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 header includes the Blue Cross logo, 'An AIA Company', and '友邦保險成員公司'. The navigation bar shows 'MY NAVIGATION' and a welcome message. The main content area is titled 'Claims Procedures' and is divided into two sections: 'Outpatient Benefits' and 'Inpatient Benefits'. Each section lists the information required on a bill. At the bottom, there is a link to the 'Download Area' for claim forms. The footer contains 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 Name] 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 Name] 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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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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FAQs

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Super Care Site

MY NAVIGATION »

Welcome [User Name] 1. Your last login is on 10 May 2012 4:17 PM

LOGOUT

Company's Home > Useful Information > Sitemap

Sitemap

Super Care

- Homepage

Administration

- Add/Terminate Members

Health Web

- Doctor List

Online Enquiry

- Claims Utilisation Enquiry
- Member Enquiry
- Outpatient Utilisation Enquiry
- Policy Enquiry

Billing Information

Request Letter of Guarantee

Change Password

Useful Information

- Claims Procedures
- Download Area
- Frequently Asked Questions
- Useful Links

About Blue Cross

- About Blue Cross

Contact Us

- Contact Us

Legal Notices

- Disclaimer
- PICS
- Privacy Policy Statement

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Sitemap



Need Help?

For assistance in using Super Care, please feel free to call us on 2839 6333.

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

----- End -----