



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

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.

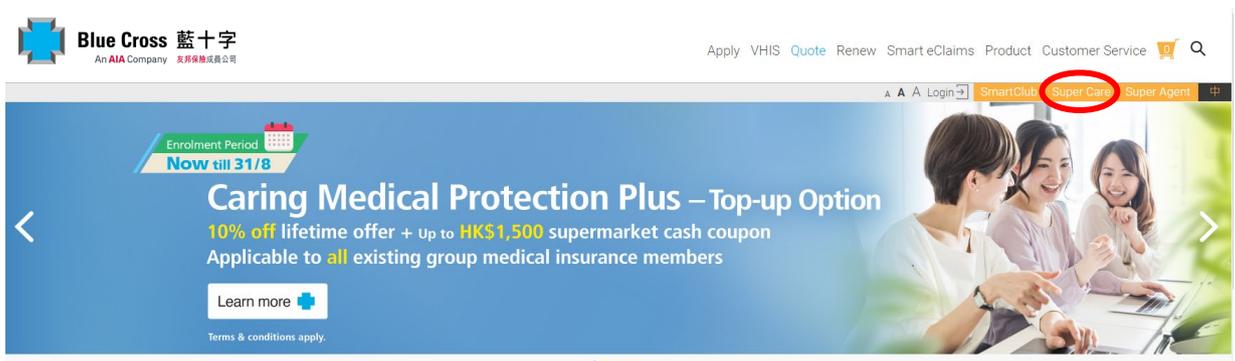
2 Getting Started

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



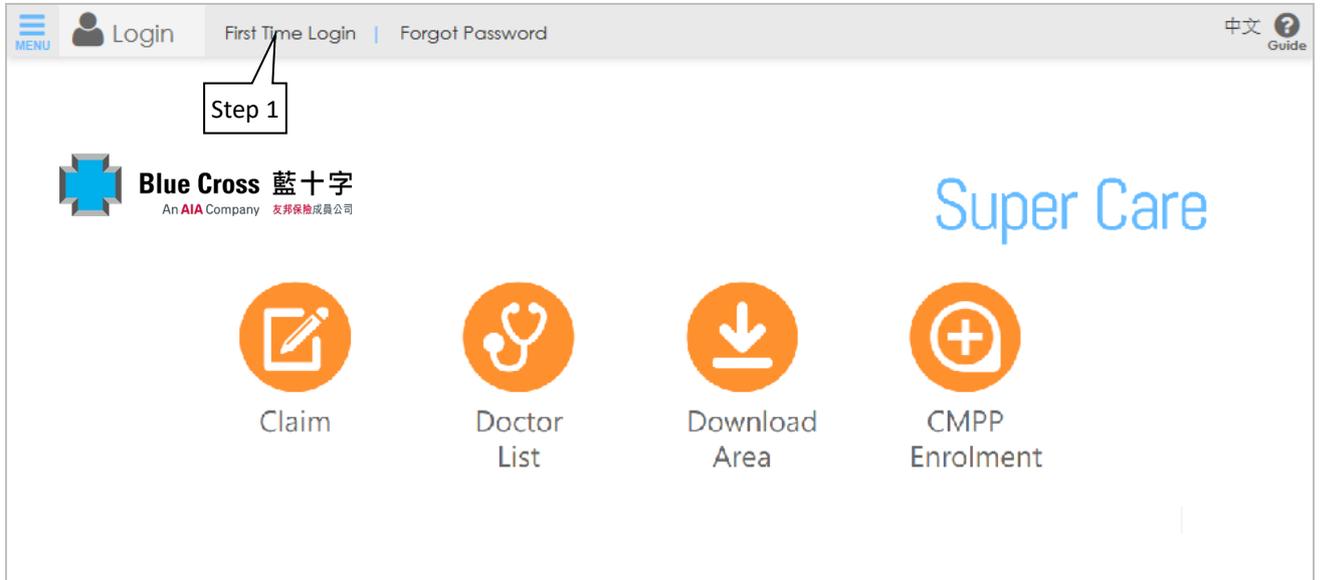
- (III) Enter from Blue Cross Corporate website www.bluecross.com.hk, click 'Login' at top right-hand corner, select "Super Care".



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. The form has a blue header with the Blue Cross logo and 'Super Care' text. Below the header is a blue bar with the text 'Welcome to Super Care. Please input the following information for verification.' The form fields are: Policy No.* (e.g. A123456XX), Member Name* (e.g. CHAN TAI MAN), and Date of Birth* (DD/MM/YYYY). A callout box labeled 'Step 2' points to the Policy No., Member Name, and Date of Birth fields. An 'OK' button is highlighted with a callout box labeled 'Step 3'.

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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**
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 STREE,
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="text"/>	
	(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="text"/>	
Policy No.: H <input type="text"/>	Member's Email Address	
	<input type="text"/>	
	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.*

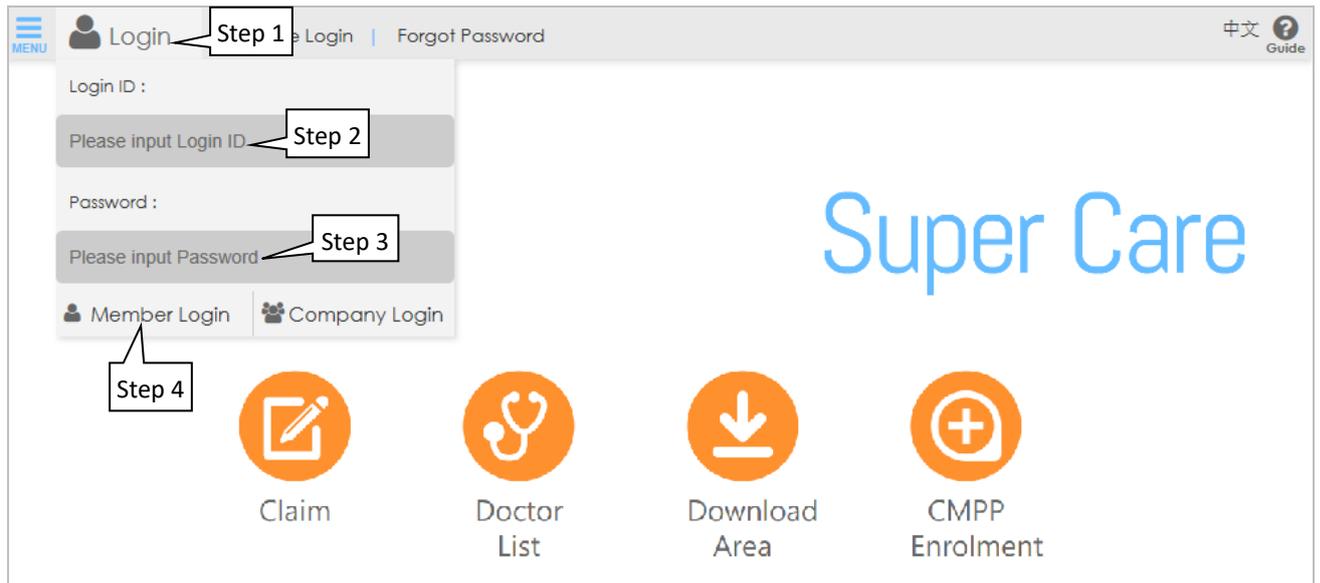
Step 4

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

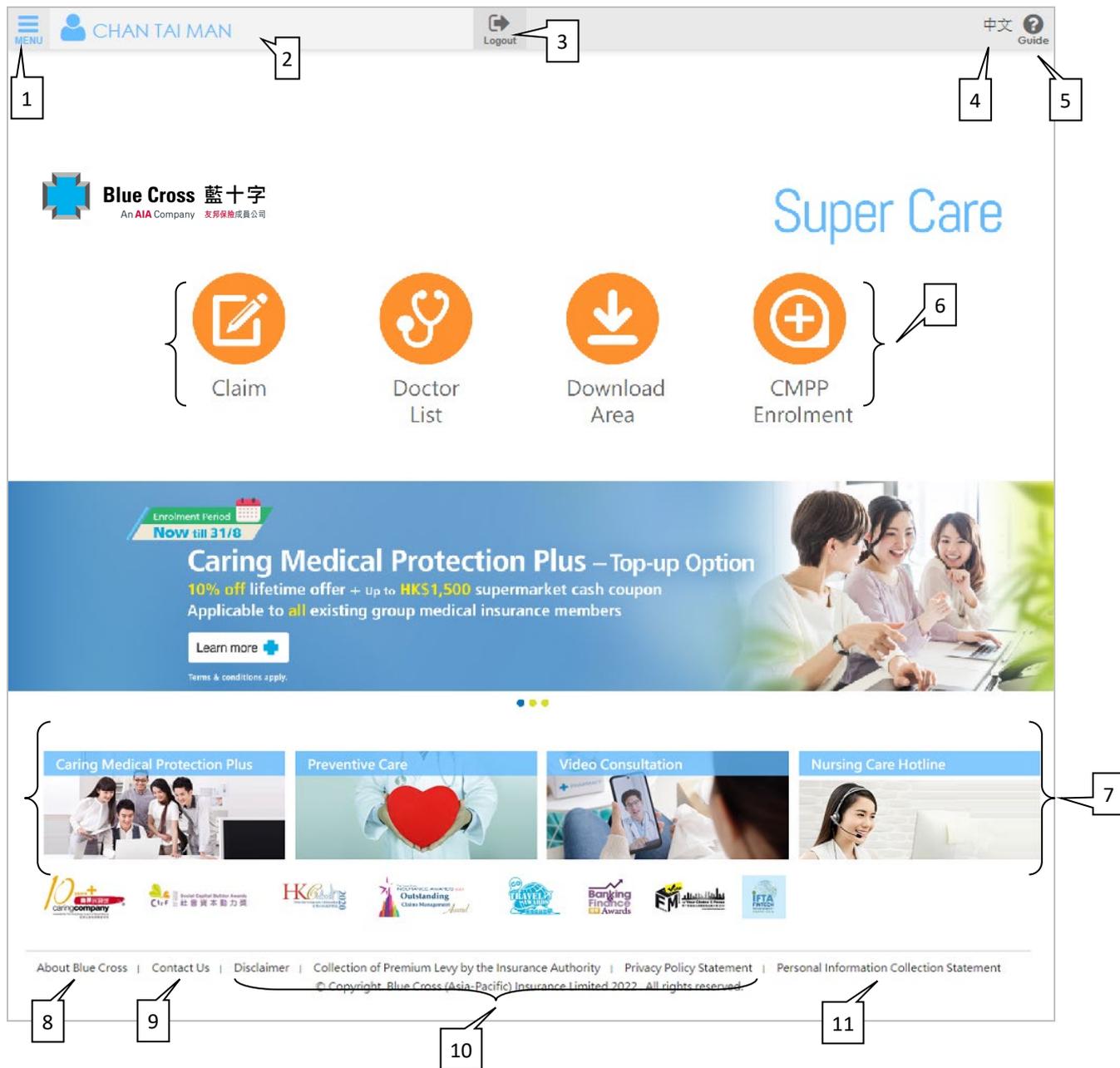
Step 3: Input your Password

Step 4: Click “Member Login” to start

3 Features Highlight

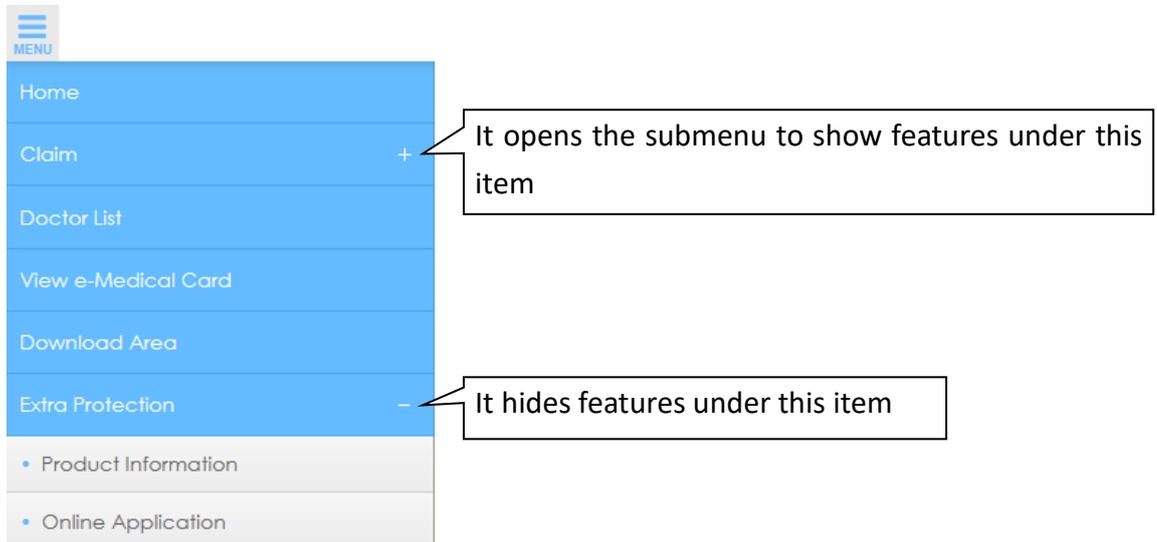
3.1 Home Page

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

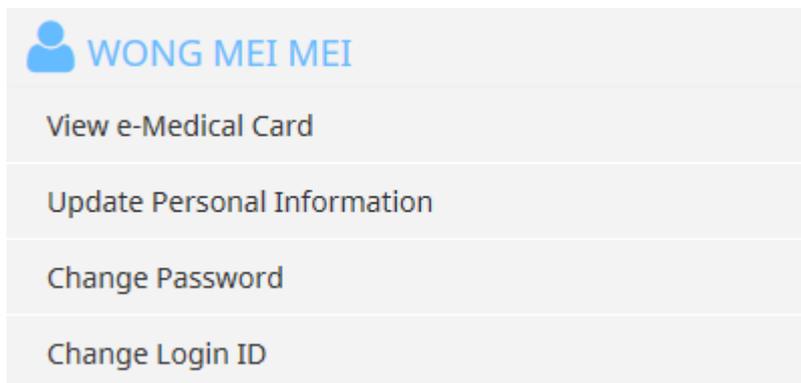


Super Care User Guide - Member

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.

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

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Super Care

* 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	--
View	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
Grand Total Charge Back (HK\$) :	0.00

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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藍十字(亞太)保險有限公司
Customer Service Hotline 客戶服務熱線: 3008 3008
傳呼機: 3008 3008 E-mail: e-mail@bluecross.com.hk

Out-Patient Benefits

Login ID:
 Policy No.: LCP
 Insured No.:
 Member Name:
 Information as at: 07 Aug 2015
 Level Code: OP 2
 Period of Insurance: 01 Jul 2015 - 01 Jul 2016

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\$ 250.00 per visit	0	0.00	N/A	N/A
Consultation at home • Inclusive of medicines and injections • 1 visit per day • Max. HK\$ 250.00 per visit	0	0.00	N/A	N/A
Chinese Medicine Practitioner Treatment • 1 visit per day • Max. HK\$ 250.00 per visit	10	2,500.00	N/A	N/A
Specialist Consultation • Max. HK\$ 10,000.00 per year	0	4,730.00	N/A	5,270.00
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	10	7,230.00	32	N/A
Overall Max. 50 visits per year for the above benefit items				
Diagnostic X-rays & Laboratory Tests • Max. HK\$ 10,000.00 per year	1	450.00	N/A	9,550.00
Prescribed Long Term or Expensive Medicine 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 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.

Head Office & Customer Service Centre 總辦事處及客戶服務中心
2/F, RIA Tower, Millennium City 3, 818 Kwun Tong Road, Kowloon, Hong Kong 香港九龍彌敦道818號千禧匯中心3樓2/F
傳呼機: 3008 3008 Fax 傳真: 3008 3208 www.bluecross.com.hk

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Remaining Outpatient Benefits Enquiry

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.

Home > Claim > Outpatient

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Select a Policy and Insured Person

Each claim submission is for one Insured only.

Policy No. [input field]

Insured Person [dropdown menu]

Download Blue Cross HK

Submit claim in 3 simple steps

Claims Receipt Information

- Super Care website accepts outpatient claims submission for receipt amount of HK\$ [input field] or below. Otherwise, original documents should be provided.
- Format of the receipt files must be GIF or JPG or PDF or PNG or TIF.
- Each receipt file must NOT be greater than 5 MB.
- Friendly Reminder: if you would like to submit your receipt through mobile devices, please use either built-in camera apps or download image editing apps to resize the image to less than 5MB.
- Please upload the receipt images **within 90 days** from treatment date unless otherwise specified in the handbook/policy.
- Each receipt must show the below information:
 - Full name of patient
 - Date of treatment
 - Diagnosis
 - Breakdown of charges
 - Name and signature of doctor
 - Name of surgery (if applicable)
- Blue Cross accepts certified true copies of receipts with settlement advice from other insurance companies for claim processing.
- Please submit this claim with Blue Cross Claims Adjustment Report to other insurance companies for claim processing for any balance after Blue Cross has completed the assessment.
- Please preserve the original receipts for 90 days after submission for the purpose of verification upon Blue Cross's request.
- You or the insured person will submit claim request to other insurance companies with this/these receipt(s), you may submit claims to other insurance companies first and submit the claims by EasyClaim Service together with settlement advice issued by other insurance companies. Or submit this claim with Blue Cross Claims Adjustment Report to other insurance companies for claim processing for any balance after Blue Cross has completed the assessment.

Upload Receipt(s)

Receipt 1 [Add](#)

Date of Treatment: 10/1/2019

Diagnoses: Common Cold / Cough / U.R.T.I. | Currency: HKD

Nature of Claim

1. General Practitioner's Consultation | Charges: [Add](#)

Upload

Declaration and Authorisation

- 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). I/We also understand that the information requested in this form shall be used by the Company to process such request(s).
- 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.

I/We have already read and understood the above "Declaration and Authorisation" and agree to be bound by the same.

Next

Outpatient Claims Submission

3.2.3 Certificate of Insurance (for selected policies ONLY)

You can check your personal and dependents' covered items and benefits limits.



Home > Claim >
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: 800 298 298
傳呼號碼: 298 2989 1-小時服務專線: 028888888888

Policy No.	Insured Person	Document
E P	CHAN TAI MAN	 ➔

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Certificate of Insurance

POLICY NO. : I P D (01)
 POLICYHOLDER : I P D
 STAFF NO. : 0002
 INSURED NO. : I P D
 INSURED NAME : I P D
 EFFECTIVE DATE* : JAN 11, 12

INSURANT RES
 PAY 100% OF THE ELIGIBLE EXPENSES UP TO THE SCHEDULED LIMITS PER DISABILITY.
 MAXIMUM BENEFITS PER DISABILITY

ENTITLED LEVEL OF ACCOMMODATION	RES
1. ROOM AND BOARD	900
LIMIT PER DAY	MAXIMUM NUMBER OF DAYS PER DISABILITY
2. MEDICAL/AMBULANCE CHARGES	90
3. SURGEON'S FEE (INCLUDING OF DAY CASE PROCEDURE) (INCLUDING OF AN OPERATING FACILITY)	12,000
4. ANAESTHETIST'S FEE	64,000
5. OPERATING THEATRE CHARGES	16,000
6. X-RAY CHARGES	32,000
7. PHYSICIAN'S HOSPITAL VISITS	4,800
LIMIT PER DAY	1,200
8. MAXIMUM NUMBER OF DAYS PER DISABILITY	900
9. SPECIALIST'S FEE	90
10. CHARGES FOR INTENSIVE CARE	5,400
LIMIT PER DAY	3,000
11. MAXIMUM NUMBER OF DAYS PER DISABILITY	30
12. TOP-UP OVERSEAS ACCIDENTAL MEDICAL SERVICES BENEFIT	INCREASE BY 100% OF THE ABOVE BASIC HOSPITAL
13. DAILY HOSPITAL CASH ALLOWANCE (EXCLUDING CHINA, HONG KONG AND MACAO)	AND SURGICAL BENEFITS
14. DAILY HOSPITAL CASH ALLOWANCE (FOR GENERAL WARD OF ELIGIBLE PUBLIC HOSPITAL ONLY)	650
15. MAXIMUM NUMBER OF DAYS PER DISABILITY	90
16. OCCUPANT'S BENEFIT CASH ALLOWANCE	90
17. A CASE ALLOWANCE WILL BE PAID TO CARE WHEN THE INSURED RECEIVES ANY OF THE FOLLOWING DAY CASE PROCEDURES:	
A) HISTERECTOMY (INCLUDING Hysteroplasty/Hysteropexy);	
B) COLONOSCOPY;	
C) CYSTOSCOPY;	
D) ASTEROSCOPY;	
E) GASTROSCOPY OR	
F) BRONCHOSCOPY	
PER SURGICAL PROCEDURE	900

FOR FULL DETAIL OF BENEFITS STRUCTURE, PLEASE REFER TO MASTER POLICY.
 * UPON NEXT RENEWAL, THIS CERTIFICATE OF INSURANCE WILL NOT BE ISSUED IF THERE IS NO CHANGE IN THE BENEFITS. FOR ANY ENQUIRY, PLEASE CONTACT OUR CUSTOMER SERVICE HOTLINE AT 3608 2988.

保險條款詳情請參閱
 2022 年 1 月 11 日生效之《藍十字(亞太)保險有限公司之保險條款》

Certificate of Insurance

3.3 Doctor List

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



[Home >](#)

Doctor List



* Mandatory field

Please select medical network list Western Medical Practitioner ▾

Location*	<input checked="" type="checkbox"/> Hong Kong <input type="checkbox"/> Kowloon <input type="checkbox"/> New Territories <input type="checkbox"/> Outlying Islands <input type="checkbox"/> Macau
District	Southern 南區 ▾
Type of Doctor*	<input checked="" type="checkbox"/> General Practitioners
	<input checked="" type="checkbox"/> Specialists -- ALL -- / -- 所有 -- ▾
Name of Doctor	<input type="text" value="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	C... .. 醫生 General Practice 普通科	St 1 eet, Aberdeen 香港仔 舖 Telephone/電話 2 8 Fax/傳真 21 0	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

3.5 Download Area

You can download necessary forms.

Home > Download Area

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Super Care

* Mandatory field

Claim Form	
Policy No.*	<input type="text"/>
Insured Person*	<input type="text"/>
Claim Form*	<input checked="" type="radio"/> Inpatient <input type="radio"/> Outpatient <input type="radio"/> Dental Please select the appropriate claim form according to the benefits of your policy.

Download

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Download Area

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





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



* 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 *

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

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.

Home > My Account >

Update Personal Information

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* Mandatory field

Policy No.

Member's Email Address
(For receiving medical claim and policy service related electronic notifications)

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

OK

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Update Personal Information

Home > My Account >

Change Password

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* Mandatory field

Old Password*

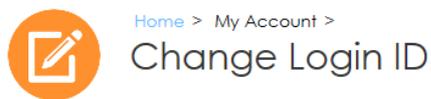
New Password*

Confirm New Password*

(Password can consist of 0-9, A-Z, a-z, and have a min. of 6 characters and max. 20 characters)

Confirm Cancel

Change Password



* Mandatory

Current Login ID	<input type="text"/>
New Login ID*	<input type="text"/> <input type="button" value="Check"/> <small>(Login ID can consist of 0-9, A-Z, a-z, have a min. 6 and max. 100 characters, and must begin with alphabet)</small>
Confirm New Login ID*	<input type="text"/>

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

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

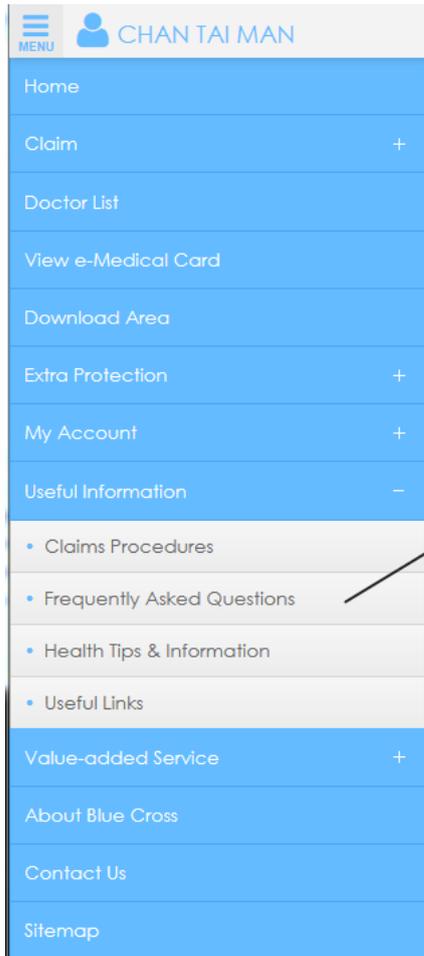
All receipt(s) together with the "Hospitalisation & Surgical Claim Form" must be submitted. The receipt(s) must bear the following information:

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



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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: 3008 2388
Fax 傳真: 3008 2389 E-mail 電郵: cs@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。回答所需資料核實後，我們會將您的登入名稱及密碼寄到您已登記的電郵。請按照指示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
- 查閱保單範圍、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
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Frequently Asked Questions

Super Care User Guide - Member

 [Home](#) > [Useful Information](#) > **Health Tips & Information**

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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**

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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

3.9 Sitemap

All available features are listed in the sitemap.

Home > Sitemap

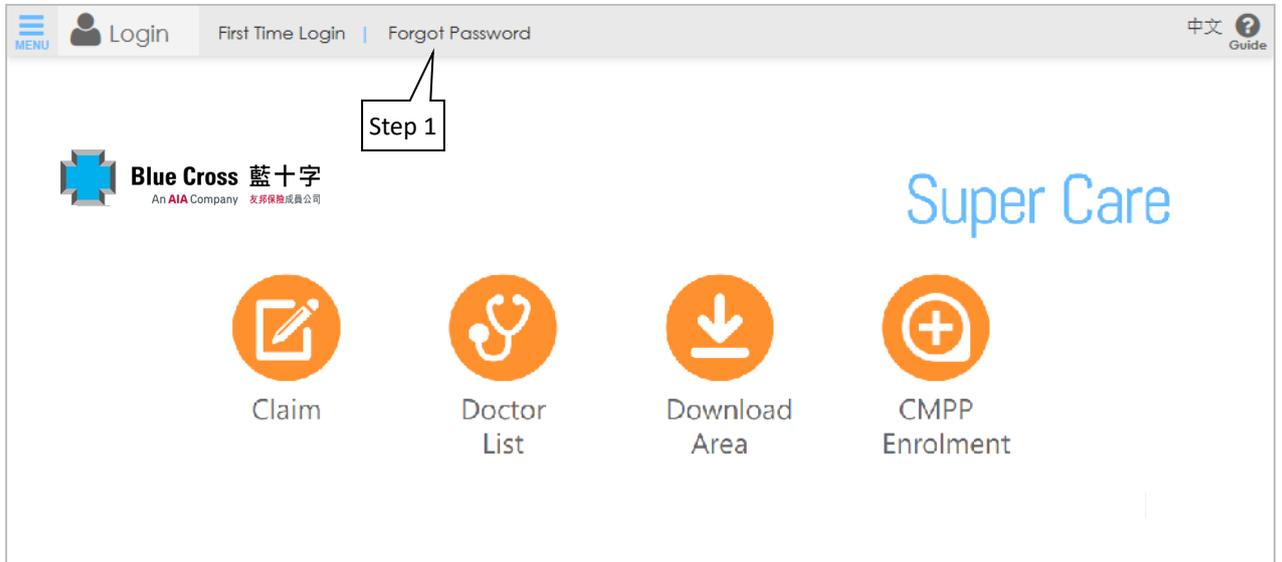
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Super Care

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

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 a lock icon and the text 'Forgot Password / Login ID'. Below the header, there is a blue bar with the text 'Please input the following information to reset your Login ID and password .'. The form contains three input fields: 'Policy No.*', 'Member Name*', and 'Date of Birth*'. The 'Date of Birth*' field has dropdown menus for day, month, and year, with the format '(DD/MM/YYYY)'. An 'OK' button is located at the bottom of the form. A callout box labeled 'Step 2' points to the input fields.

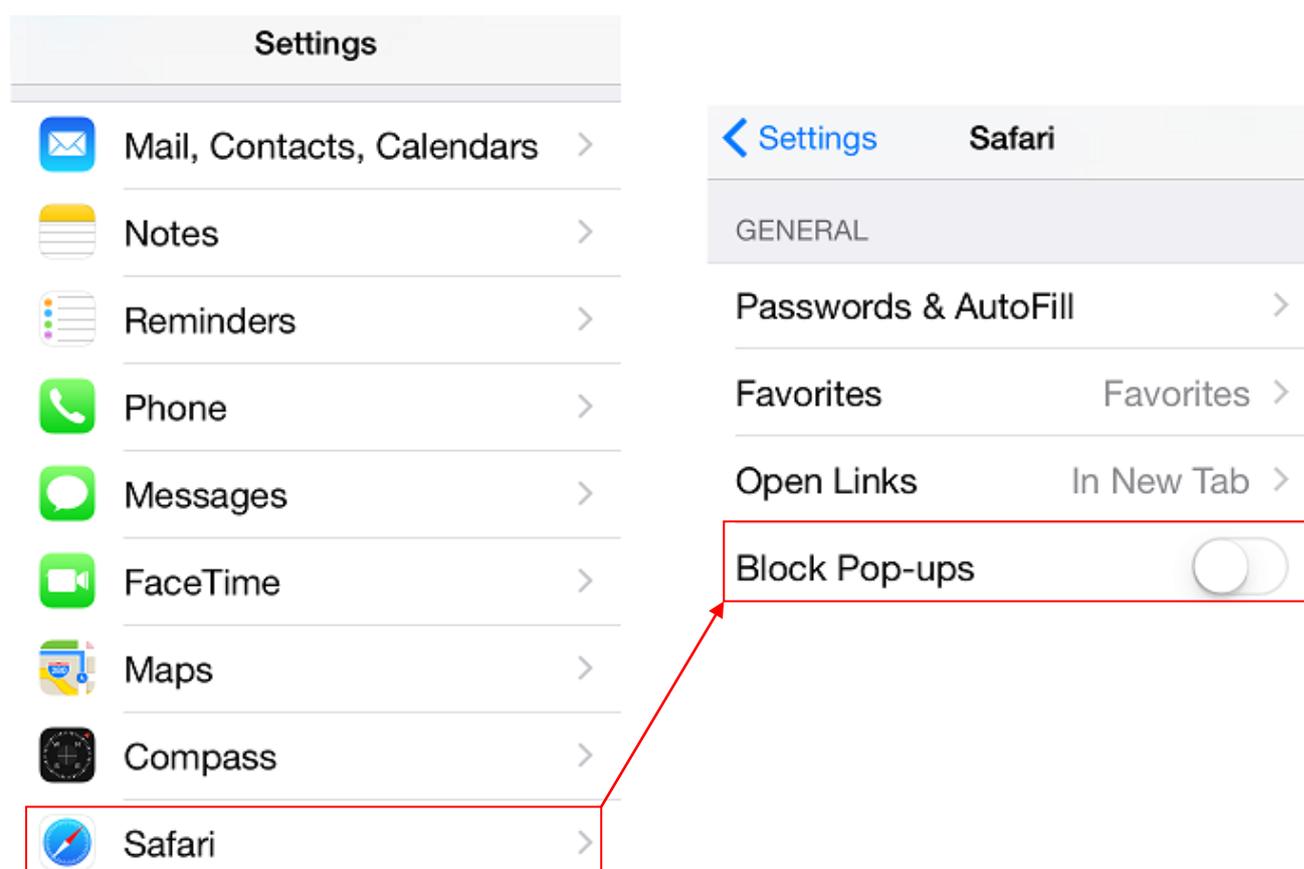
For account with email address provided, an email will be sent to your provided email address within 1 day. Please follow the instruction to reset your Password and Login ID.

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

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 2839 6333.

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.

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