

COMMUNIQUE – 27 MARCH 2020

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www.medschemeinternational.com

Dear Valued Customer,

Since the announcement of the lockdown protocol established by the Mauritian Government where we are all recommended to stay at home, the RGPA Management Committee has exceptionally approved that you submit your claims via our dedicated application '**Medscheme touch**' using the Snap and Send Service feature or via our Member's Portal using the **Online Claim Submission** feature until further notice. You can also access and view your digital card on the mobile app for admission purposes and payless facilities.

Steps to follow for the Snap and Send service on your mobile app - Medscheme Touch

- 1) Accede the Mobile App – Enter the Login/password provided to you by Medscheme
- 2) From Beneficiary screen – Select the name of beneficiary for whom the claim is made
- 3) On the Home screen – Select Snap and Send
- 4) Select 'Camera' to take photos of your claim
- 5) Take photos of your claims – One page at a time (maximum of 5 pages) – Claims are to be submitted per member/ per illness
- 6) You will receive a notification informing you to add more documents for the same claim. Then click Yes or No
- 7) You can click on 'X' to delete a photo before uploading
- 8) Once you have attached all your photos, click on the arrow for uploading / or upload (for IOS)
- 9) You will then receive a confirmation message that your claim has been uploaded
- 10) Click on 'My Claims' to view your claim history

Steps to follow for the Online claim submission

- 1) Accede the Online Member's portal - <http://www.medschemeinternational.com/>
- 2) Click on Login button – Enter the Login/password provided to you by Medscheme
- 3) On the Menu Bar choose 'Claims'
- 4) Select 'Outpatient claims upload'
- 5) Choose the patient from the list on the left-hand side
- 6) Your documents must be compulsory scanned in PDF format, one PDF document per claim - (per illness/ per member)
- 7) Browse the file – You need to install the Adobe flash player
- 8) You will be requested to rearrange the number to identify that you are not a robot
- 9) Click on submit and the claim will be loaded

Whilst we endeavour to maintain our level of service to you, please note that there might be delays in attending to your requests during this period. As such, please contact us, for any urgencies, by email as follows:

General queries - info@medschemeinternational.com

Membership Dept - membership@medschemeinternational.com

Clinic admission - clinic@medschemeinternational.com

We wish to remind you that In line with the protocol put in place by the Ministry of Health and Quality of Life with regards to Covid-19, if you are suffering from any symptoms relative to same; i.e fever, respiratory distress, you shall call on 8924 and shall then be "prise en charge" by the dedicated service.

Please stay safe at home.

Medscheme Team