

My MedBriefing

Liberty General Insurance Berhad



Making Quality Healthcare
Affordable and Accessible

Welcome Email

For First time Registration

Please refer below for steps to register in the MiCare Mobile Apps
Search for iOS devices at the App Store for “MiCare MyMed” (without the quotes).

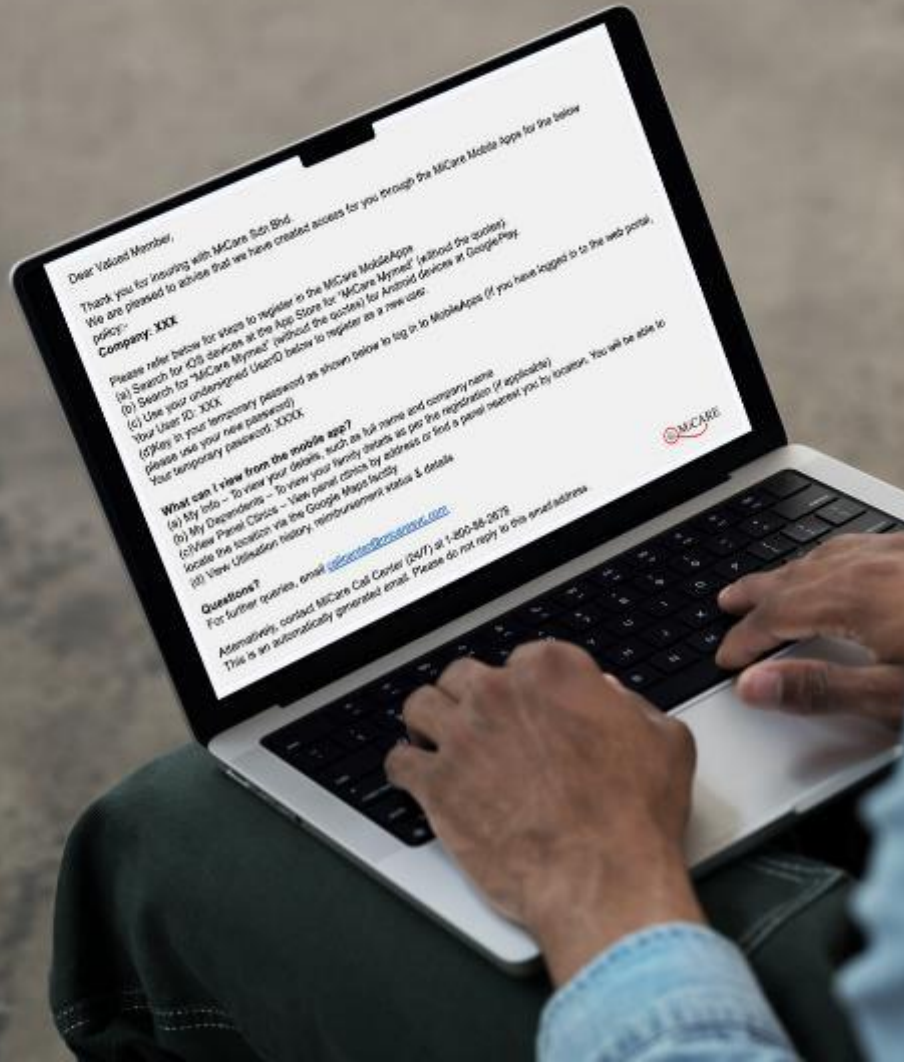
Search for “MiCare Mymed” (without the quotes) for Android devices at Google Play.
Use your undersigned User ID below to register as a new user.

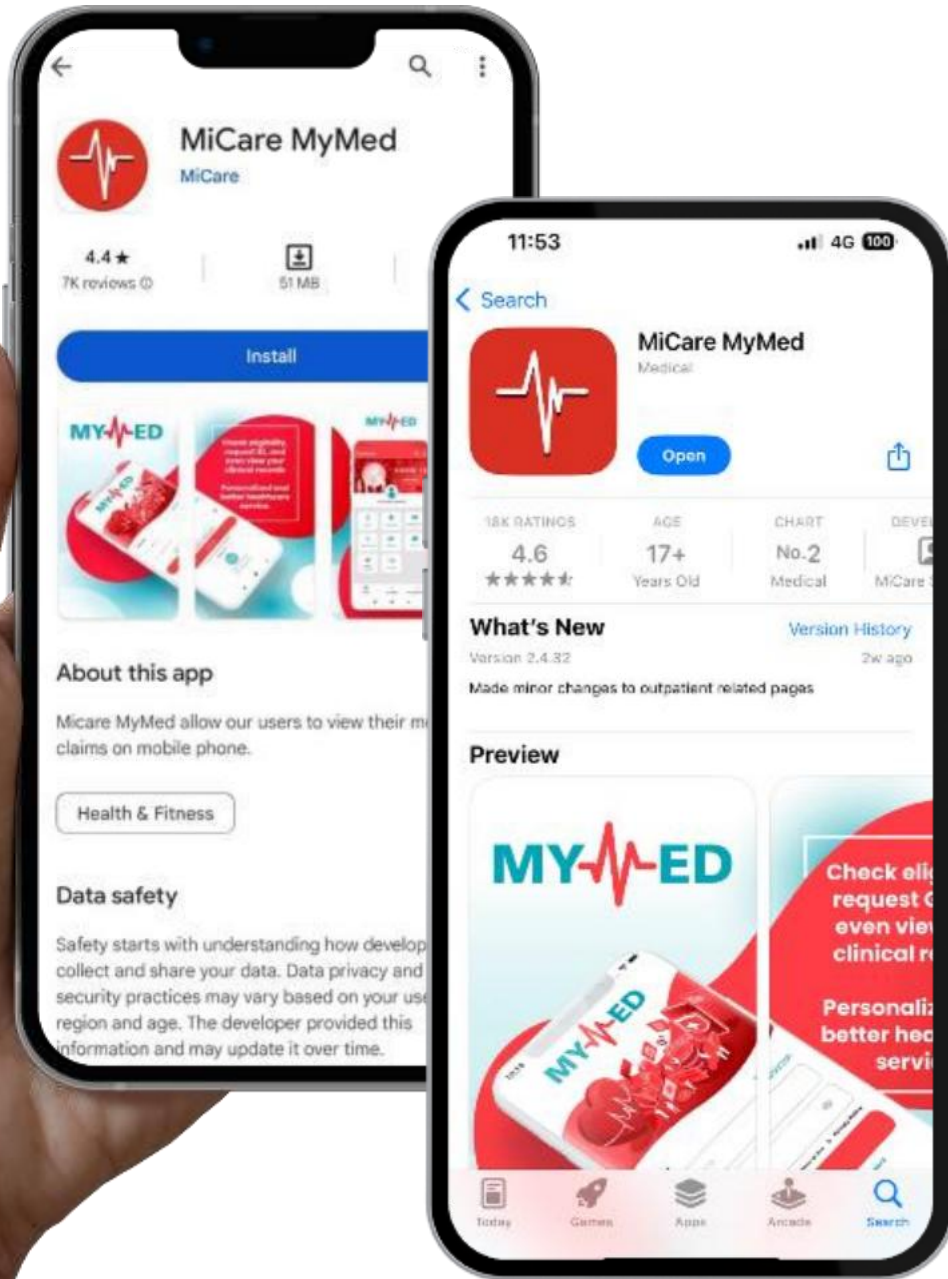
- **Your User ID:**

Key in your temporary password as shown below to log in to Mobile Apps
(If you have logged in to the web portal, please use your new password)

- **Your Temporary Password:**

Kindly take note that if you did not receive Welcome Email, you can
use login credential to access our mobile apps.





MiCare Mobile App

How to Download

Open Google Play / Apps Store / App Gallery on the phone & find “MiCare MyMed” or scan the QR Code to download the MyMed app



[URL link](#)



[URL link](#)



[URL link](#)

Login MyMed App

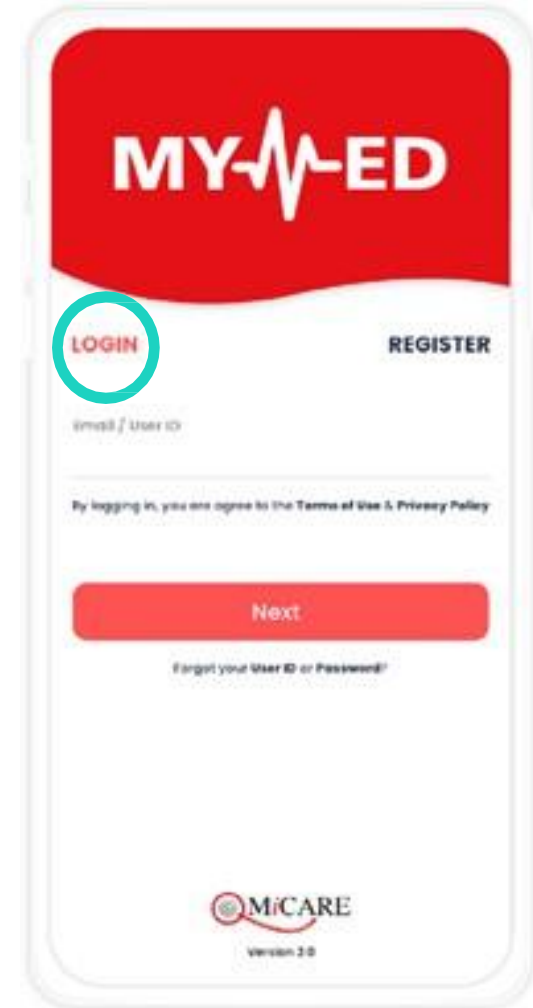
You are required to use your Prefix ID together with your NRIC/Old IC/passport number as your login ID. The prefix ID 'LGIB' is provided as an example for first-time login, **prefix ID would be different for different product, please refer to the slide 6 & 7 for prefix ID references.**

Login Details
User ID : **LGIB** + NRIC/OIC/Passport

Temporary Password : DOB
(Format: ddmmyyy)

Sample:
User ID: **LGIB**880101991234
Temporary Password: 01011988

If you forgot your user ID or password, please contact MiCare via callcenter@micaresvc.com or call our toll free No 1800-88-7940 for assistance.

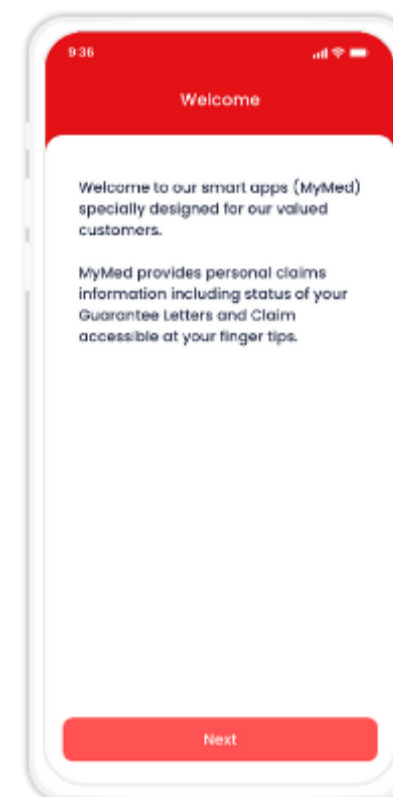
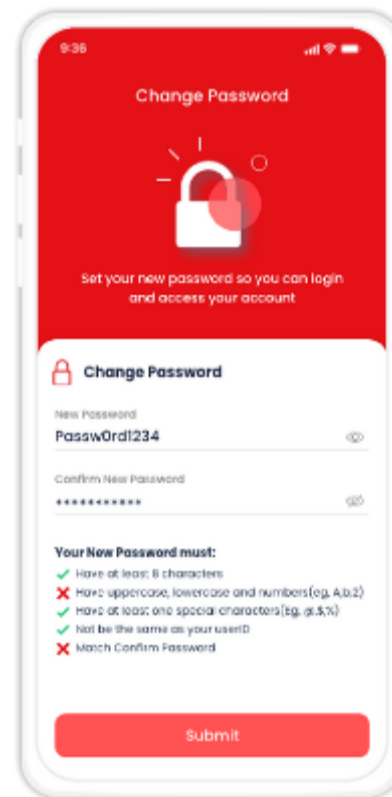
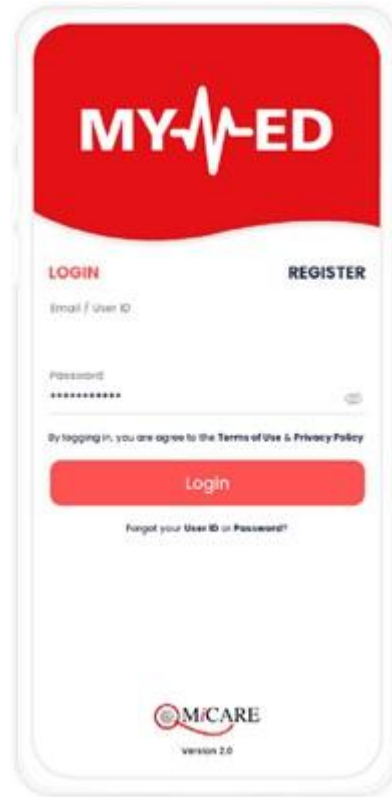
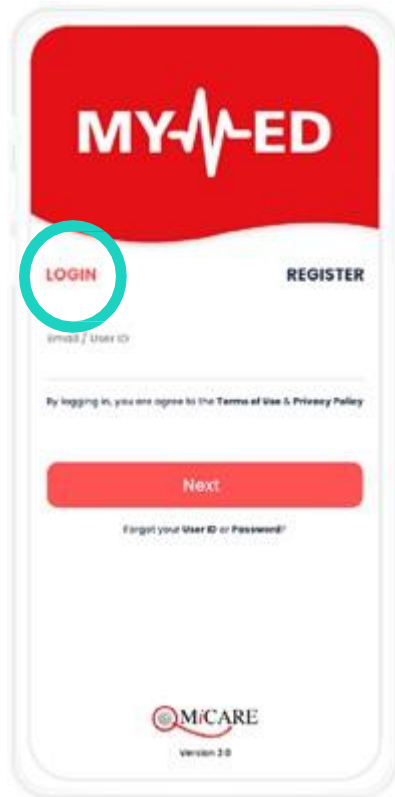


Login Page

*Login with the User ID and password provided
No registration required*

*Change Password
(First timer only)*

*Welcome Page
(First timer only)*



Prefix ID and Temporary Password*

Should insured did not receive the welcome email from MiCare, please log in first time using the prefix ID and password as below:

Medical product you're currently insuring with us	User ID prefix & password
<ul style="list-style-type: none">• Medistar• Liberty 100 Years Care• IdealCare	User ID: LGIB + NRIC <i>Sample ID: LGIB881010101234</i> Password: Date of Birth (ddmmyyyy)
<ul style="list-style-type: none">• MediGuard Supreme• MediGuard Premier• MediGuard Family• MediGuard Lady	User ID: MEDG + NRIC <i>Sample ID: MEDG881010101234</i> Password: Date of Birth (ddmmyyyy) For policy > 1 insured person, please use the 1st insured person's NRIC to register the App for the entire family's policy.

User ID: LGIB881010101234
Password: 10101988

PA Individual:

L-Brand: Liberty PA Guard

User ID: **LGIB** + NRIC

Password: Date of Birth (ddmmyyyy)

K-Brand: Kurnia PA Supreme (5-46)

User ID: **KRPA** + NRIC

Password: Date of Birth (ddmmyyyy)

Prefix ID and Temporary Password*

Should insured did not receive the welcome email from MiCare, please log in first time using the prefix ID and password as below:

Group Medical:

- Group Medical Hospitalization
- Kurnia ; M-GC and M-GG
- Liberty ; H-03

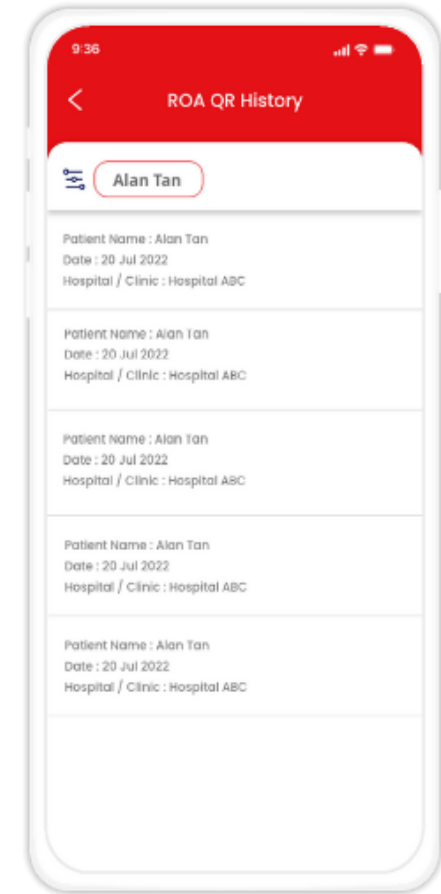
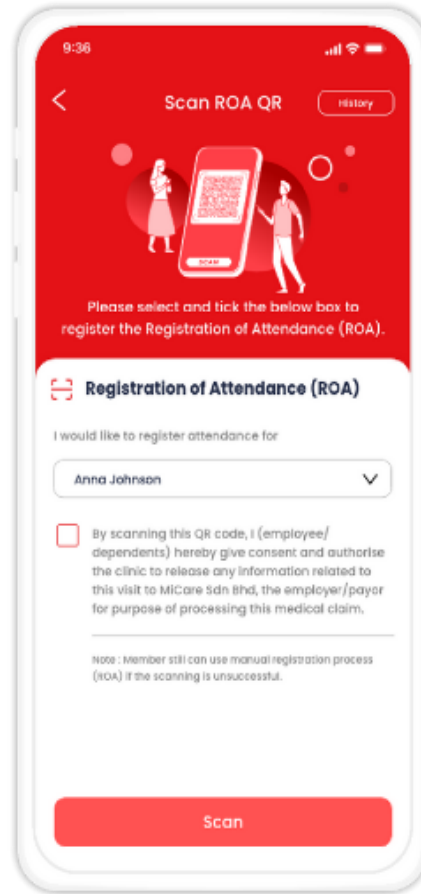
- Each policy is assigned a unique prefix ID. MiCare will send the policyholder a welcome email containing the prefix ID and app registration guidelines.
- Hence, please ensure the policyholder's email address is recorded at policy issuance.
- Should a policy is issued without an email address, MiCare will have difficulty contacting the policyholder.
- When the policyholder or the designated PIC receives the welcome email, please share the Prefix ID and password with the relevant employees.
- Share the Prefix ID and password securely and only with authorised personnel.

Group PA:

- Kurnia PA Supreme (5-47)
- User ID: **KRPA** + NRIC for all policy
- Password: Date of Birth (ddmmyyyy)

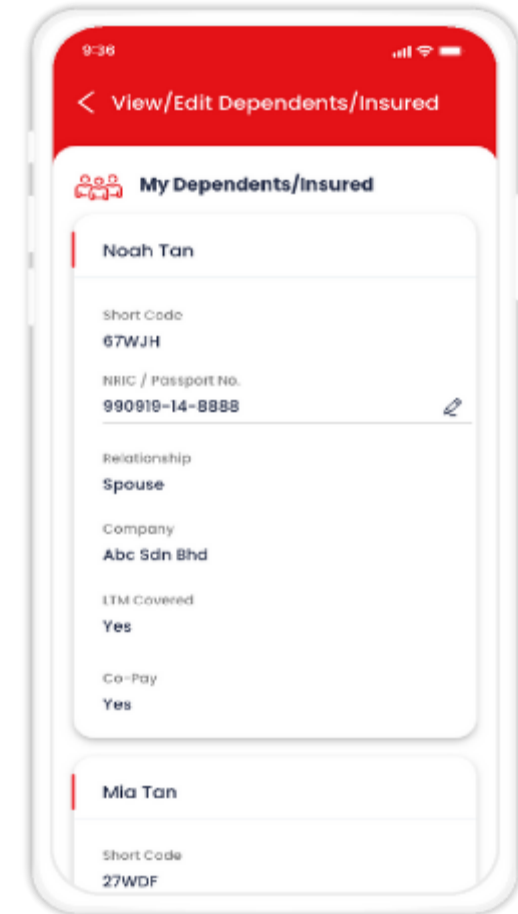
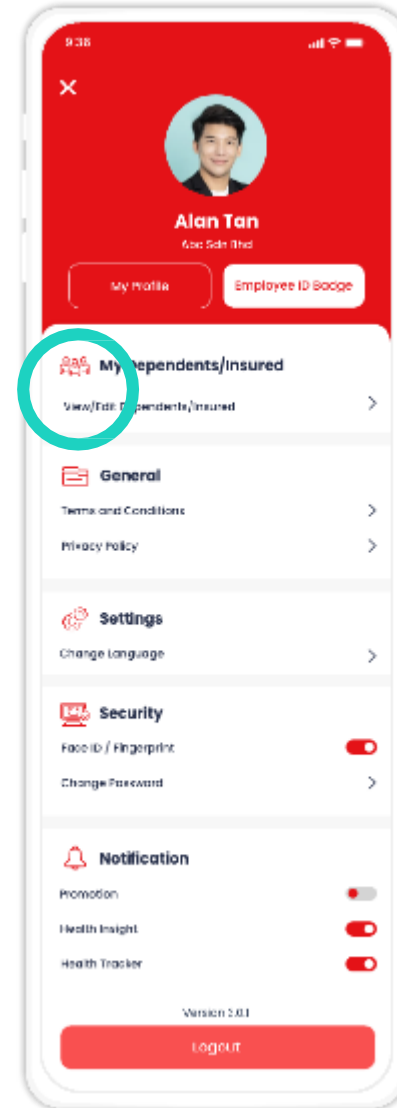
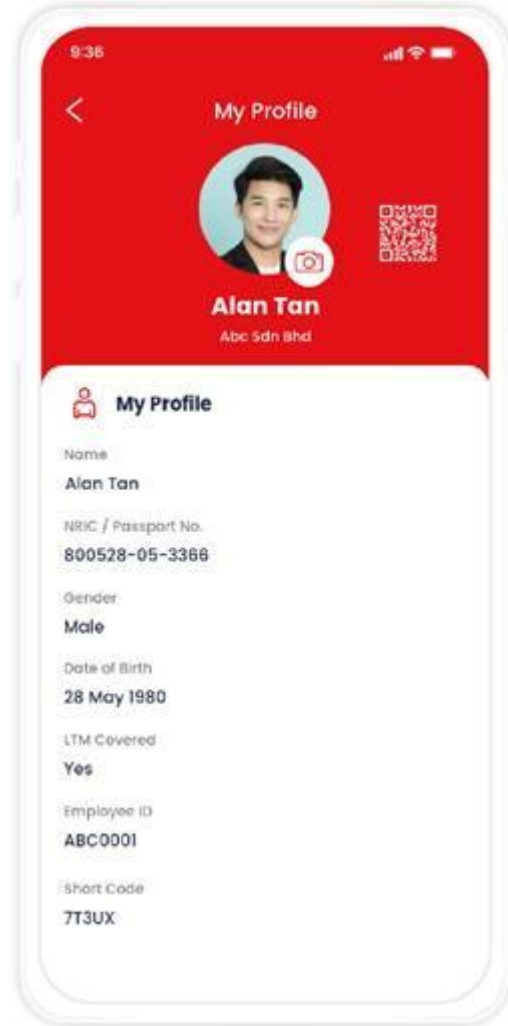
Registration Of Attendance (ROA QR)

Scan ROA QR is not available at all Panel GP, some GP clinics are still using hardcopy ROA form



1. Click on Scan icon on Dashboard
2. Select event person, self / dependent & Tick box to accept
3. Allow camera access to scan QR at panel GP clinic

My Profile & Dependent Info



For first time login, kindly verify on self and dependents information displayed. Should there be any discrepancies, please contact MiCare via email at callcenter@micaresvc.com

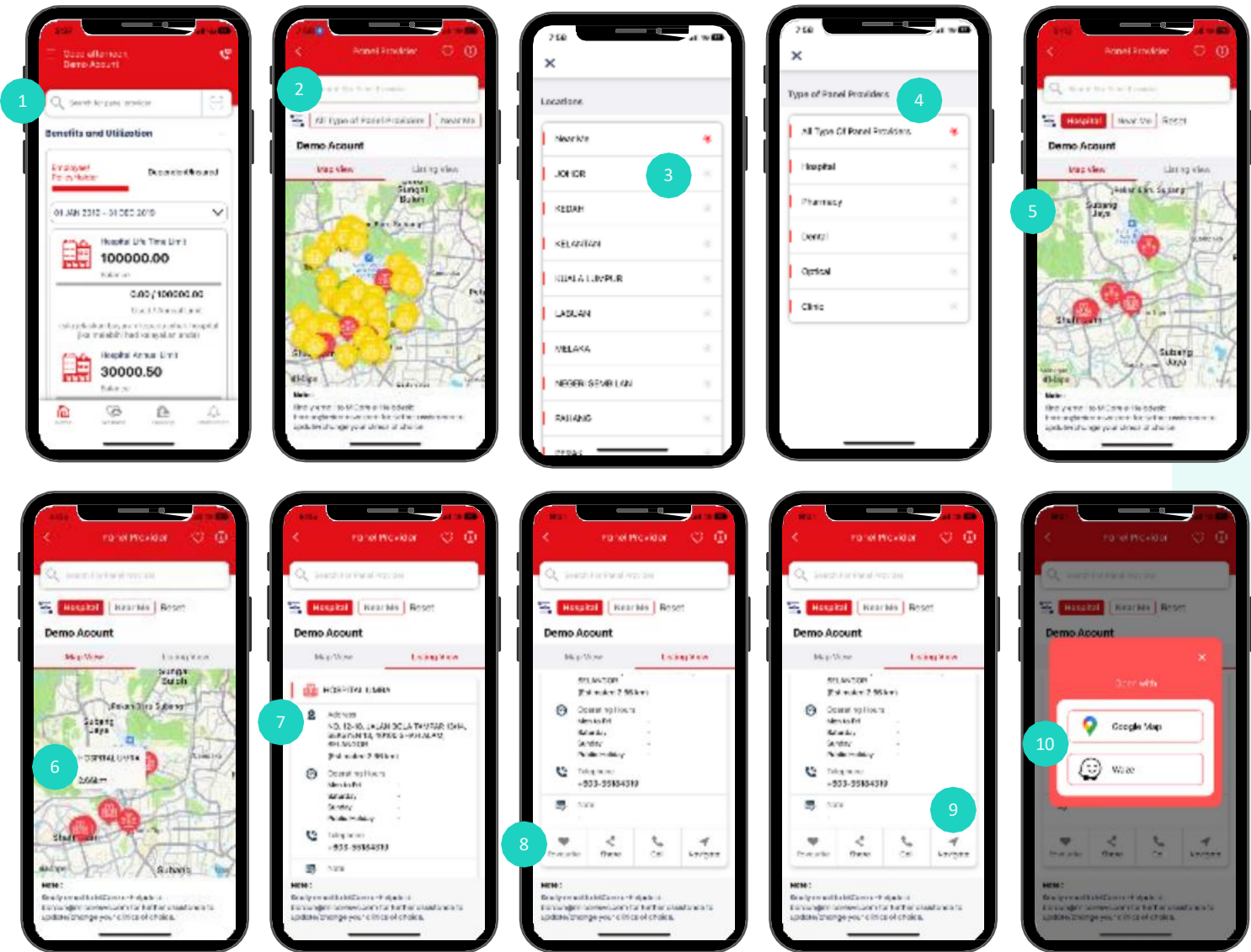
Medical Card



Each member will have their own e-medical card, for convenience, employee may screenshot/ download the cards and share to spouse/ child for convenience of flashing the e-cards during their visits to panel providers.

Panel Locator

How to Find and Choose a Panel Provider



- 1 Go to the home screen and click on the "Search for Panel Provider" tab.
- 2 Filter locations and types of panel providers according to your preferences.
- 3 Use the Locations filter to search by proximity or state preference.
- 4 Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Hospital.
- 5 The map displays the nearest hospitals.
- 6 Select your preferred hospital.
- 7 View the hospital's details in the listing, including its address, operating hours, and telephone number.
- 8 You can favorite, share, or call the hospital directly.
- 9 Finally, navigate to the hospital by choosing directions.
- 10 Pick Google Maps or Waze for navigation.

CONTACT US



1800-88-7940
(24/7 Medical Helpline (Toll-Free))

03-7847-4304
(24 Hours Fax No)



callcenter@micaresvc.com



<https://eclaims.micaresvc.com>

