



Hospital Web Portal Modules User Manual

Web Portal :

<https://www.mediexpress.com.my>

Modules

- 1. Login**
- 2. Document Upload**
- 3. Case Status & Document issued**
- 4. Pre-Authorisation Form Download**



Login:

Enter User ID and Password Provided by MediExpress

Welcome to MediExpress (Malaysia) Sdn. Bhd.

MediExpress (Malaysia) Sdn. Bhd., Third Party Administrator in Health Insurance originally founded in 1998 as an insurance intermediary promoted by Insurance professionals and well qualified experienced doctors with the objective to increase health insurance penetration with the help of effective health care management services. It is one of the pioneers in the field since 2002 as we started the TPA operations much before the norms were promulgated by the Insurance Regulatory Authority of Malaysia. Hassel free services to the customers are the prime objective of MediExpress (Malaysia) Sdn. Bhd.

Third Party Administrator

We at MediExpress focus on making health insurance benefits hassle-free, accessible and affordable to every Malaysian citizen. Our goal is to be an effective single point of contact between the various stakeholders in the healthcare ecosystem – the insured, the insurer and the medical service provider – and to simplify the complex world of healthcare and health insurance.

Technology Leadership

The MediExpress group has always been in the forefront of leveraging technology to improve customer engagement.

Member Login

User Name
User Name required

Password
Password required

[Forgot your password?](#)

Hospital/Employer/Insurer Login

Login Id

Password



Document Upload:

- MediExpress web portal allows Hospital to upload documents to request Guarantee Letter.

Steps to upload documents

1. Login to Web portal
2. Ways to access "File(s) Upload" module
 - a. Click on the below Icon from the Home Screen



- b. Click on the menu "File(s) Upload"



Below is the screen to upload documents

File(s) Upload

Hospital Email

Patient Name

Remark/Notes

Attachments
Choose File No file chosen

Upload Documents

1. Please key in the required details required
2. Click on the "Choose File" button and attach the documents which need to be uploaded.
3. Once attached, Click on the "Upload Documents" button
4. A successful upload will show a message next to the "Upload Documents" button
5. An email is sent to our concerned department once the documents are uploaded.



Case Status:

Through this module, MediExpress web portal allows Hospital to know the status of current case's document and download the same Documents. Hospital can search and download the GL, Deferment or Decline Letter for a particular patient.

This module is divided in to two sections as below.

1. Today's Cases – Status & Documents issued to the Hospital for patients as per today's request.
2. Previous Cases – Previously issued Documents & Status.

Below are the ways to access Case Status Modules

1. Login to Web portal
2. Ways to access "Case Status" module
 - a. Click on the below Icon from the Home screen



- b. Click on the menu "Case Status" and select your option from submenu, as shown below.





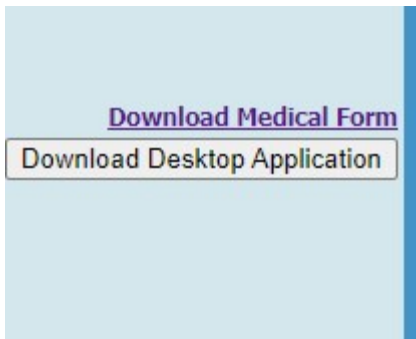
- c. You will be redirected to the below screen where you can know the status of the case and download the documents issued.

#	Patient Name	Member Number	IC Number	Case Number	Treatment Date	Stay/Document Type	Case Status/Progress	Payment Pending Reason	Action	LG Request DateTime	LG Issue DateTime	Download DateTime
1	TEMP NAME 1	ABCD0000001*01-00XXXXXXXXXXXX	XXXXXXXXXXXX	AA00000001	27/10/2021	Hospital Bill	CASE COVERED. FINAL GL ISSUED		Download GL	29/10/2021 09:43:25	29/10/2021 18:33:00	29/10/2021 18:33:00
2	TEMP NAME 2	ABCD0000002*01-00XXXXXXXXXXXX	XXXXXXXXXXXX	AA00000002	27/10/2021	Amended Bill	CASE COVERED. FINAL GL ISSUED	HPE report email to admhosreport@medix.com.my	Download GL Download Excess Letter Download Deferment Letter	01/11/2021 15:24:39	01/11/2021 15:39	01/11/2021 16:03:05
3	TEMP NAME 3	ABCD0000003*01-00XXXXXXXXXXXX	XXXXXXXXXXXX	AA00000003	30/10/2021	Post Followup	CASE COVERED. GL ISSUED		Download GL Download Deferment Letter	10/11/2021 16:45:17	10/11/2021 17:19	11/11/2021 08:41:15
4	TEMP NAME 4	ABCD0000004*01-00XXXXXXXXXXXX	XXXXXXXXXXXX	AA00000004	08/11/2021	I	CASE COVERED. GL ISSUED		Download GL	08/11/2021 17:26:55	08/11/2021 17:55	08/11/2021 23:04:23
5	TEMP NAME 5	ABCD0000001*01-00XXXXXXXXXXXX	XXXXXXXXXXXX	AA00000005	07/11/2021	Misc Document	CASE DECLINED		Download GL Download Reject Doc Download Deferment Letter	07/11/2021 23:06:35	07/11/2021 23:35	07/11/2021 23:43:58

- d. To download the document issued Click on the "Download GL" link provided in the "Action" column. To check the case progress/status, please refer to "Case Progress" column.
- e. Using the search text boxes, you can search for a particular Patient by Patient Name, Member Number, Patient IC, Case Number.

Pre-Authorisation Form (PAF):

Click Below Link to Download MediExpress Pre-Authorisation Form for Admission





Should you have any queries...
Please do not hesitate to contact the below.

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Thank You.