A quick guide to GOVERNMENT HOSPITAL ADMISSION & DISCHARGE

Applicable to customers holding Medik Asas certificate only





Unplanned/Emergency Admissions

Usually for conditions that require immediate medical attention under the hospital's Accident & Emergency (A&E) unit (e.g. acute appendicitis, motor vehicle accidents, heart attack or stroke).

For emergencies, please go directly to the nearest clinic or hospital. If you wish to admit in any Government Hospital, you are able to enjoy pre-authorisation* of claims for medical related expenses. This means that your hospital bills will be paid** directly to the hospital.

1st Stage: Evaluation



Register yourself at the hospital's Accident & Emergency (A&E) counter.



You will be attended to by a Medical Officer, who will evaluate your condition and refer you to the appropriate specialist.



If admission is recommended, please request medical officer or specialist to produce a Government Hospital Admission Note.

^{*} This cashless facility is not offered for Full Paying Patient (FPP) services at Government Hospitals.

^{**}Subject to terms and conditions of your certificate



Download the **PMCare** mobile application into your smartphone and proceed to register your details.



Request for Admission Guarantee Letter in accordance with the procedures established by **PMCare** and attach the Government Hospital Admission Note during the submission.



PruBSN has appointed **PMCare** as the Third-Party Administrator (TPA) which is responsible in handling the process of assessing and issuing Guarantee Letter for Government Hospitals. You may contact **24 hours PMCare careline** at **03 – 8026 7711** or via **e-mail** at **PBTB_GHGL@pmcare.com.my** for any enquiries with regards to the Government Hospital Guarantee Letter for Medik Asas.

For a detailed, step-by-step process on how to request a Guarantee Letter via **PMCare** mobile application, please refer to the **PMCare** Guide included within this Quick Guide.

2nd Stage: Admission



Please wait for the issuance of Guarantee Letter by PMCare. The issuance is dependent on assessment of the completed information and documents sent via the mobile application.



Once the Guarantee Letter is available in the mobile application, please present it to the government hospital for verification.



The Guarantee Letter allows your hospital bills to be paid by PruBSN (subject to terms and conditions of your certificate) via **PMCare**.

In the event that the Guarantee Letter is not issued, you may still proceed with admission and treatment, but you will be required to pay the hospital bills upon discharge. Please keep your original receipt and invoice, the treating doctor's statement or discharge note, as well as all investigation reports and submit a claim for reimbursement later (subject to terms and conditions of your certificate).

For additional enquiries, please contact your Takaful Consultant.



Hospital to proceed with recommended treatment or surgery.



Here are some common reasons why your Guarantee Letter may not be issued:

- 1. Admission occurs during the waiting period of 90 days (HAS waiting period) from the commencement of your certificate and/or 120 days for claims of specified illnesses as specified in your certificate.
- 2. Pre-existing conditions before signing on your certificate, where further investigation is required to rule out non-disclosure.
- 3. The medical condition is one of the exclusions in your certificate.
- 4. The certificate has lapsed.
- 5. More information is needed by PruBSN to evaluate the case.

Pre-planned/Non-Emergency Admissions

Most medical procedures can be planned ahead, and the decision to be admitted can be made prior to the date of admission.

Day Care / Day Surgery may also be considered as Pre-planned Admissions for medical procedures that do not require an overnight stay at the hospital.

We encourage you to request for a Government Hospital Guarantee Letter at least 48 hours prior to the date of admission.

1st Stage: Evaluation



Visit outpatient specialist clinic. If the specialist recommends admission, the specialist will schedule a date for the admission.



Please request from the specialist to produce a Government Hospital Admission Note.



Download the **PMCare** mobile application into your smartphone and proceed to register your details.



Request for Admission Guarantee Letter in accordance with the procedures established by **PMCare** and attach the Government Hospital Admission Note during the submission.



For a detailed, step-by-step process on how to request a Guarantee Letter via **PMCare** mobile application, please refer to the **PMCare** Guide included within this Quick Guide.

The most common day care / day surgery procedures include but are not limited to the following:

General Surgery: Excision of cyst/ganglion; biopsy (renal, liver, lung etc); excision of

breast nodule/lumps

Gastroenterology: Gastroscopy/colonoscopy

Ophthalmology: Most eye surgeries (e.g. cataract, surgical excision of pterygium) **Urology:** Extracorporeal shock wave lithotripsy (ESWL) - treatment of stones in kidneys

Orthopedics: Carpal Tunnel Syndrome release; Arthroscopy **Obstetrics & Gynaecology:** Hysteroscopy, Cone Biopsy

Oncology: Chemotherapy/Radiotherapy

2nd Stage: Pre-Admission



Please wait for the issuance of Guarantee Letter by **PMCare**. The issuance is dependent on assessment of the completed information and documents sent via the mobile application.



Once the Guarantee Letter is available in the mobile application, please present it to the hospital for verification.



The Guarantee Letter allows your hospital bills to be paid by PruBSN (subject to terms and conditions of your certificate) via **PMCare**.

In the event that the Guarantee Letter is not issued, you may still proceed with admission and treatment, but you will be required to pay the hospital bills upon discharge. Please keep your original receipt and invoice, the treating doctor's statement or discharge note, as well as all investigation reports and submit a claim for reimbursement later (subject to terms and conditions of your certificate).

For additional enquiries, please contact your Takaful Consultant.

3rd Stage: Admission



Return to hospital on actual date of admission.



Hospital to proceed with recommended treatment or surgery.

Undertaking Letter Request for Consignment Item

Government Hospital may need you to get certain consignment item (e.g. implants) from external vendor company to utilize it for your treatment or surgery (e.g. fracture case).

In the event of any additional consignment item needed for your treatment, you are required to submit the application to **PMCare** for this request, along with the submission of vendor's quotation document via e-mail.

The approval of this undertaking letter request will be subject to terms and conditions of your certificate.



Request the quotation letter from the vendor who is providing the consignment item. If you are unsure of this, please request it from your treating Doctor.



Send e-mail request to **PMCare** via **PBTB_GHGL@pmcare.com.my** and attach vendor's quotation document in the e-mail.



Please wait for the issuance of Undertaking Letter by **PMCare** via e-mail. The issuance of Undertaking Letter is dependent on assessment of the completed information and documents.



Once the Undertaking Letter is available, please present it to the hospital for verification.



Hospital to proceed with recommended treatment or surgery once the consignment item received.



The Undertaking Letter allows your consignment items to be paid by PruBSN (subject to terms and conditions of your certificate).

In the event that the Undertaking Letter is not issued, you may still proceed with admission and treatment but will be required to pay the consignment item's bills. Please keep your original receipt and invoice, request for a detailed breakdown of the bills, the treating doctor's statement, and submit a claim for reimbursement later (subject to terms and conditions of your certificate).

For additional enquiries, please contact your Takaful Consultant.

Discharge From Hospital

You're ready to go home! Here's a guide to making the discharge process as smooth as possible.

For discharge process from any Government Hospital, you are not required to submit any document and obtain any notification or approval from **PMCare** prior to your discharge.



Once you're deemed fit for discharge, the Doctor and Hospital will proceed with the discharge documentation.



You may ask hospital on the final hospitalisation bill.



Fast Facts

For final hospitalisation bill with amount of **RM 50.00** and above, the cashless facility will apply, and you may proceed to discharge without any payment made to hospital.

For final hospitalisation bill that is **less than RM 50.00**, you are required to **settle the bill**. You may then submit the bill along with the payment receipt, invoice and relevant documents to PruBSN for **reimbursement**.

Please keep your original receipt and invoice, the treating doctor's statement or discharge note, as well as all investigation reports and submit a claim for reimbursement later (subject to terms and conditions of your certificate).

Check your hospital bills to ensure you are charged only for the items you have used or consumed. The annual and lifetime limits of your certificate will be reduced by the total amount of your bill.



Once the bill has been fully settled, you can be discharged!

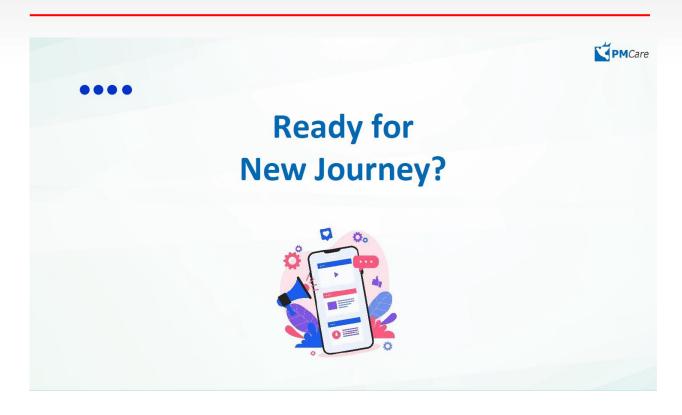


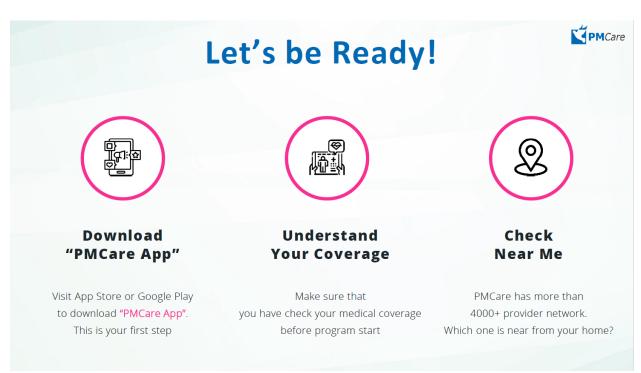
Before you leave the hospital, be sure to seek clarification on the proper care needed after your stay, including medication and follow-up treatment.

If you need any assistance, please contact your Takaful Consultant.

PMCare Quick Guide on GL Request

Here's a guide to streamline and simplify the process of requesting a Guarantee Letter.





Check Compatibility



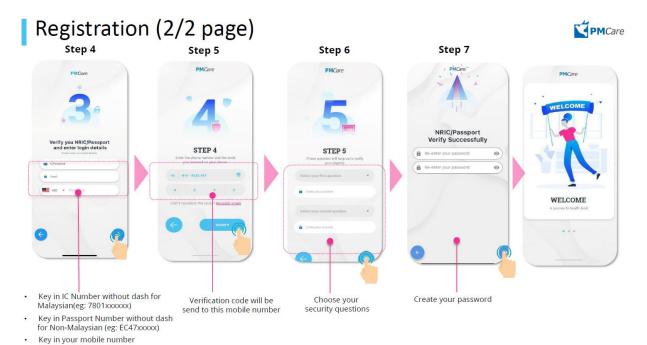
	android	ios	HUAWEI
Operating System	Android	ios	Huawei (Android)
Supported version	8.0 and above	13.5 and above	P40 & aboveMate 30 & aboveNova 7.0 & aboveY7 & above
Available Feature	Android	ios	Huawei (Android)
Profile	✓	✓	✓
eFarma	✓	✓	✓
ePersonal Claim	✓	~	✓
Utilization	✓	✓	✓
Guarantee Letter	✓	~	✓
Symptoms Checker	✓	✓	Х
Ambulance	✓	~	X
Locator	✓	~	Х
Vibrant Living	✓	~	Х
eConsult	✓	~	Х

Installation





Registration (1/2 page) Step 1 Step 2 Step 3 PMCarro PMCarro PMCarro Step 2 Step 3 PMCarro PMCarro PMCarro Step 2 Step 2 Step 3 PMCarro PMCarro PMCarro PMCarro For PMCarra App Existing User: Please Tap on Login Tap on "I'M NEW" for new registration For all Users, tap on "EMPLOYEE" Tap on "Molaysian" or "Non-Malaysian"





24 / 7 Support Team



We Manage Because We Care



03-8026-7711

Service Enquiry



Website "Contact Us" https://www.pmcare.com.my/?page_id=21377

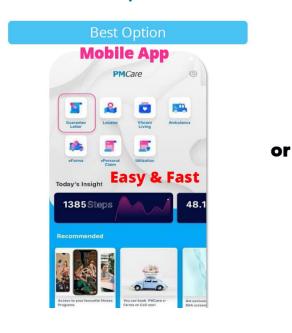
GL Request Flow





How To Request for a GL?

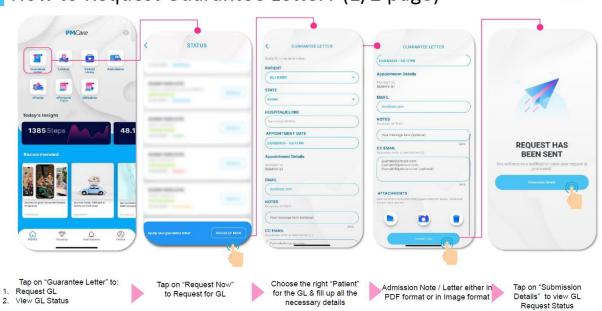






How to Request Guarantee Letter? (1/2 page)







Sample of Guarantee Letter



Sample Consignment LOU

Sample GL



Important Notice for you

- Within 60 Minutes Issuance
- Receive via Email and Mobile App
- 1 GL = 1 Visit
- GHGL valid for 14 days from Issuance Date



Prudential BSN Takaful Berhad 200601020898 (740651-H)

Level 13, Menara Prudential, Persiaran TRX Barat, 55188 Tun Razak Exchange, Kuala Lumpur, Malaysia. Tel: +603 2775 7188 E-mail: customer@prubsn.com.my

www.prubsn.com.my

