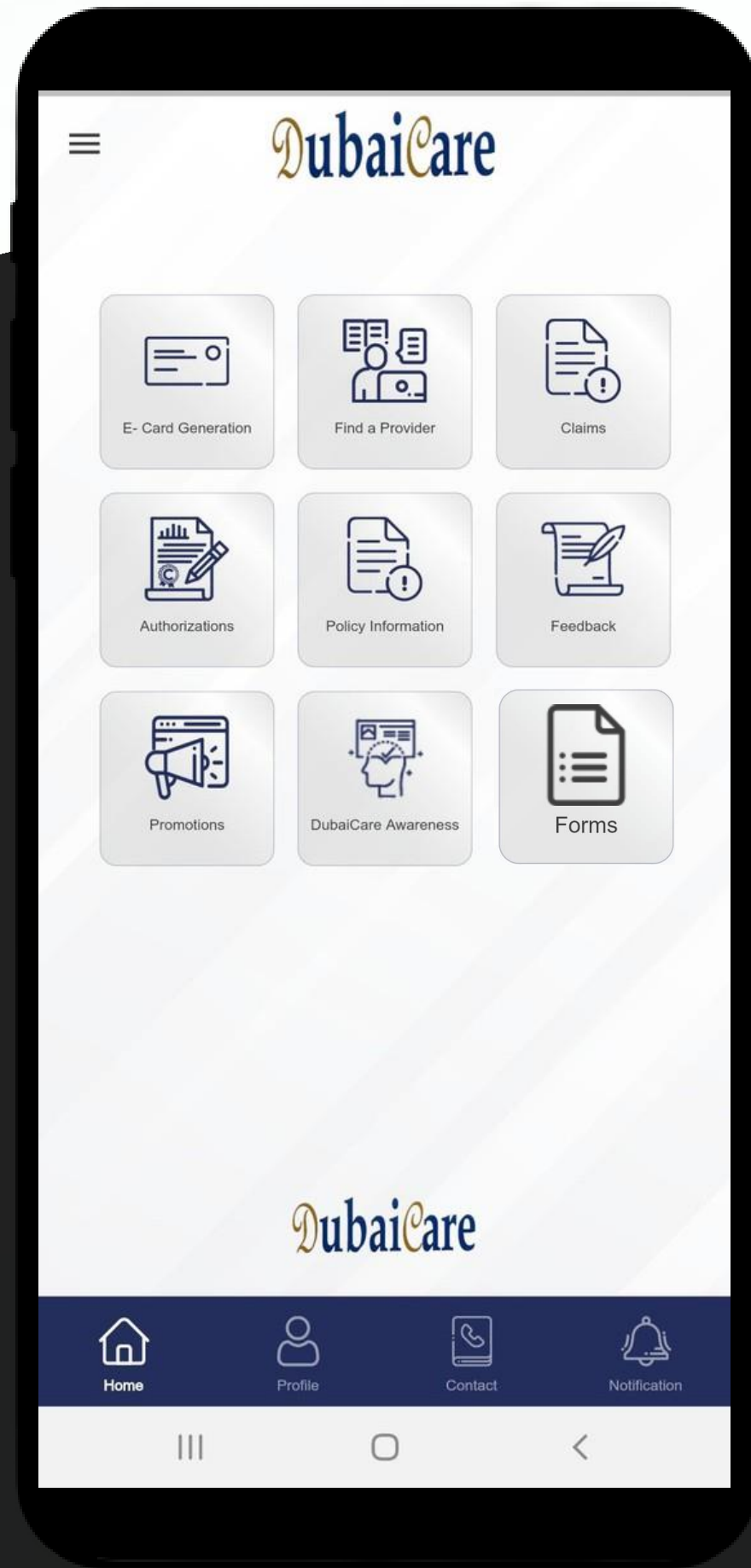


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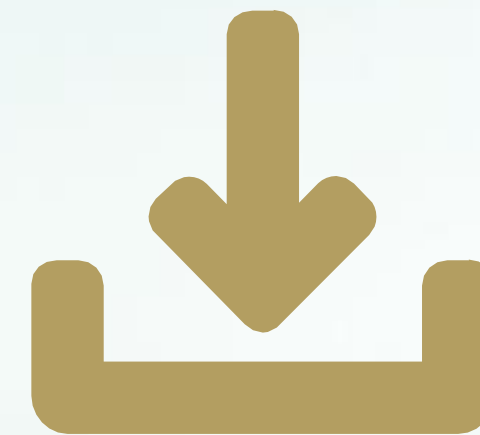
Mobile App User Guide

Jan - 2024



DubaiCare

Download it Now



or scan the
QR code:



Table Of Content

- How can I register?
- Get started to enjoy your experience
- Profile
- Menu
- Unregister Device
- E-Card Generation
- Claims
- Authorizations
- Policy Information
- Feedback
- App benefits



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Log in

Email

Password

Forgot password?

SIGN IN

Hi, need any help?



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How Can I Register?

Click On Register Tab

Registration

Register by selecting one of the following IDs

ID Number National ID

Fill in the required fields to complete your registration

Enter ID Number

Example: 097110040094277701

Password

Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long

Confirm Password

Dial Code Phone Number

Would you like to activate Face ID / Touch ID for login?

REGISTER

Registration

Register by selecting one of the following IDs

ID Number National ID

Fill in the required fields to complete your registration

Enter National ID

Example: 784-1982-9109829-5

Password

Password should be alphanumeric and must consist of 1 uppercase character, 1 lowercase character, a digit and atleast 6 characters long

Confirm Password

Dial Code Phone Number

Would you like to activate Face ID / Touch ID for login?

REGISTER

How Can I Register?

Start to fill in the details



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| | | |
|------------------------|-------------------------|--------------|
| E- Card Generation | Find a Provider | Claims |
| Authorizations | Policy Information | Feedback |
| Promotions | DubaiCare Awareness | Forms |

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Home



Profile



Contact



Notification



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Get started to enjoy your experience

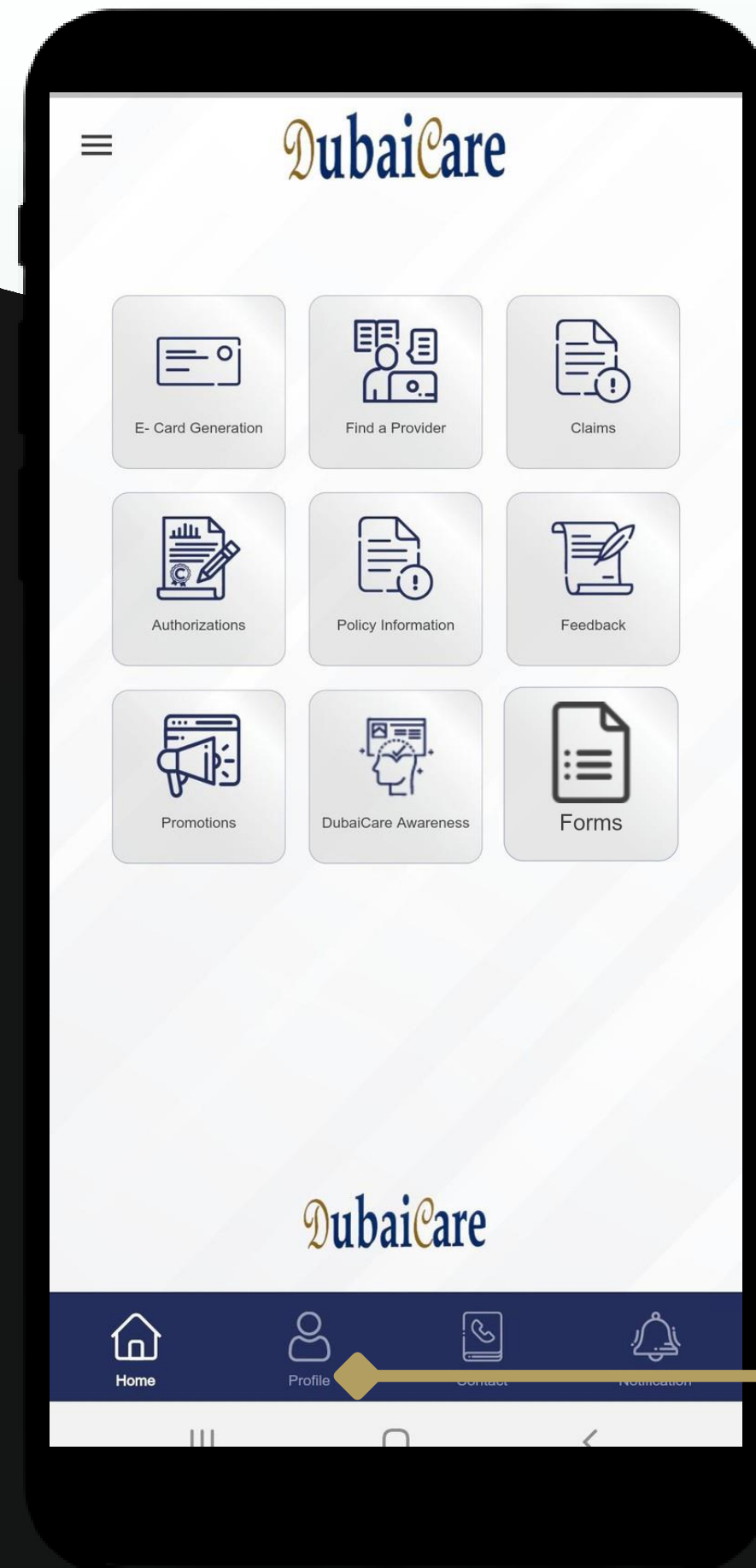
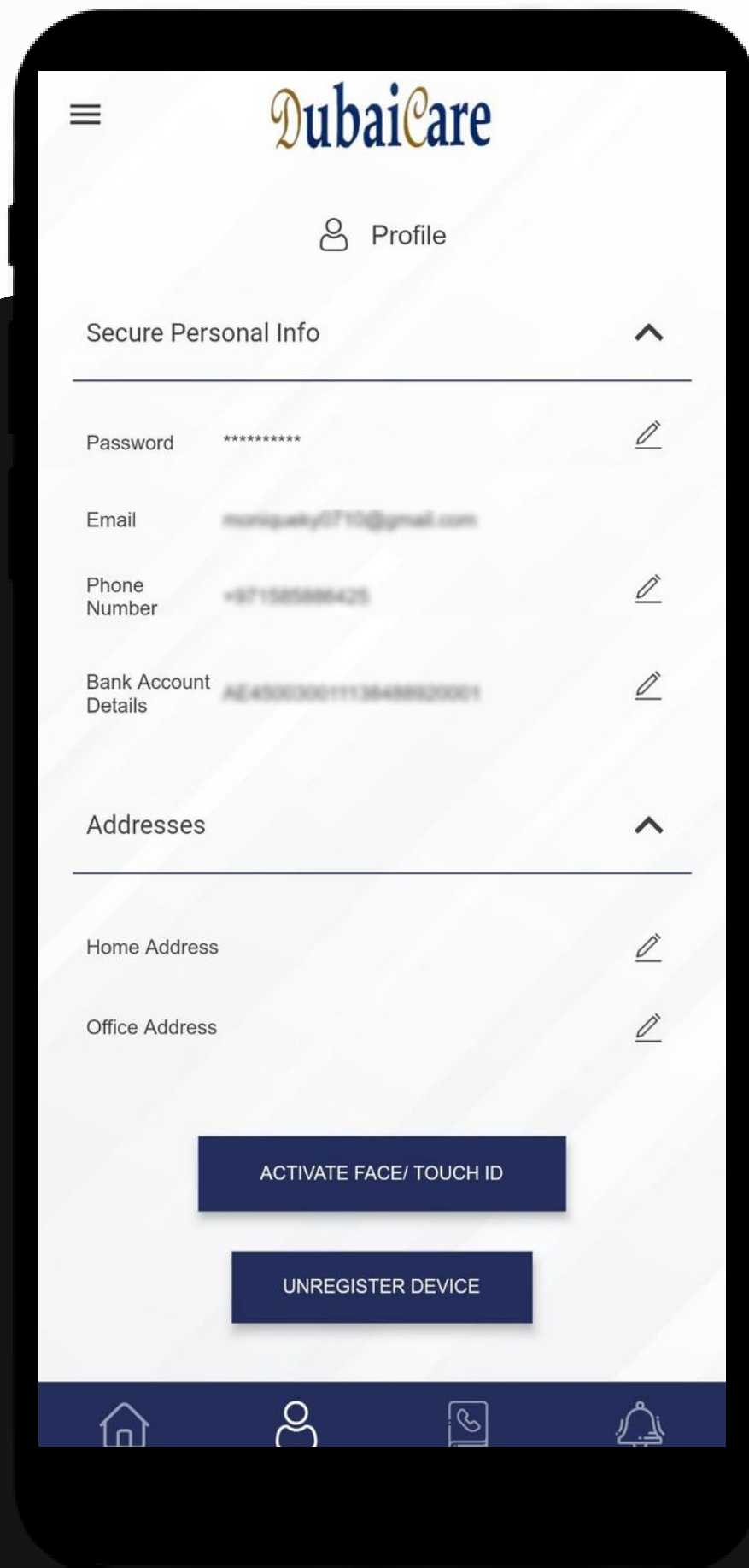
While accessing your health insurance benefits with DubaiCare with an extremely user-friendly mobile app for you and your family.

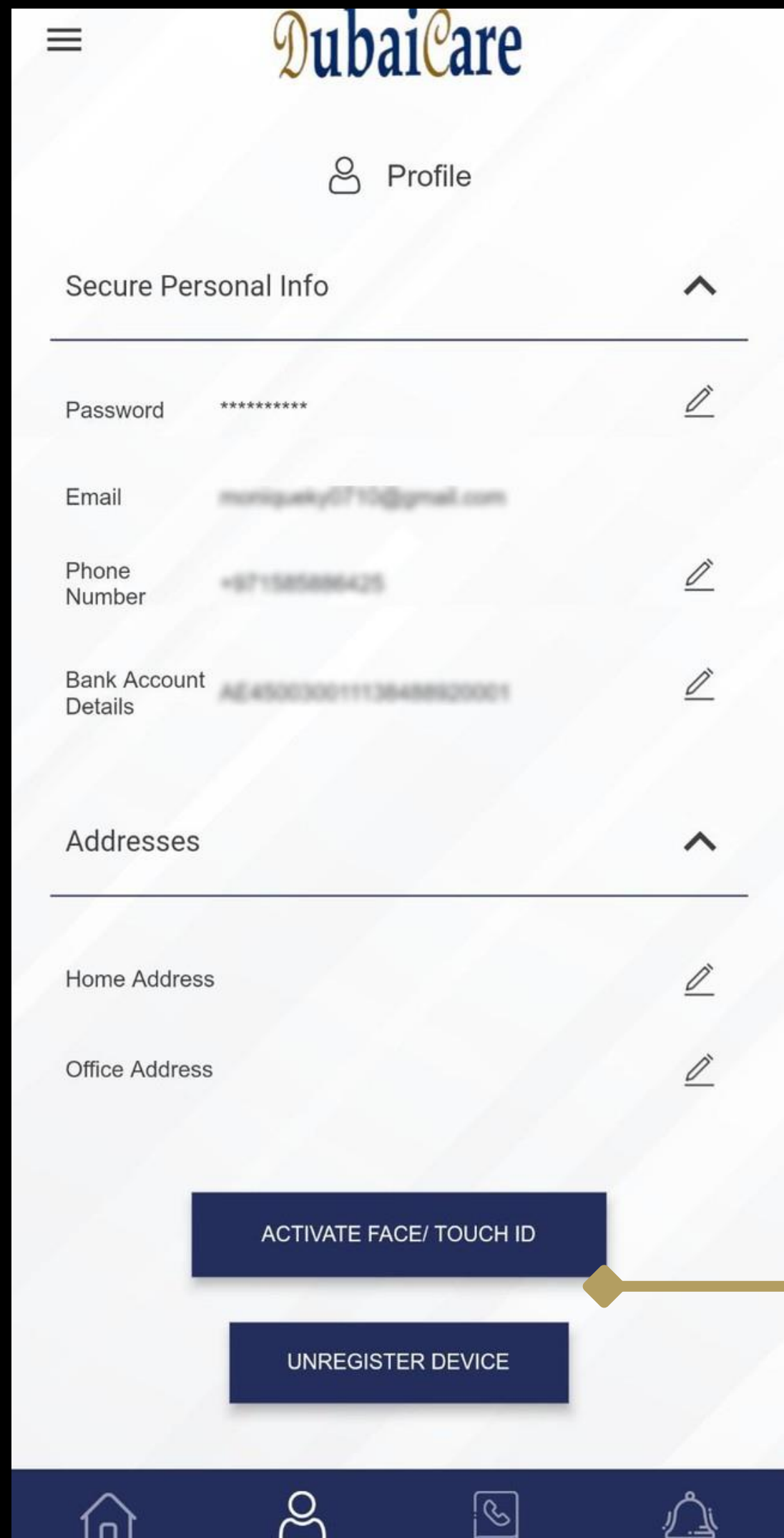
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Profile

You can view and edit much information such as:

- Passwords
- Email Address
- Update your Phone Number
- Update Your Bank Account Details (for any future reimbursement claim submission)
- And much more





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Unregister Device

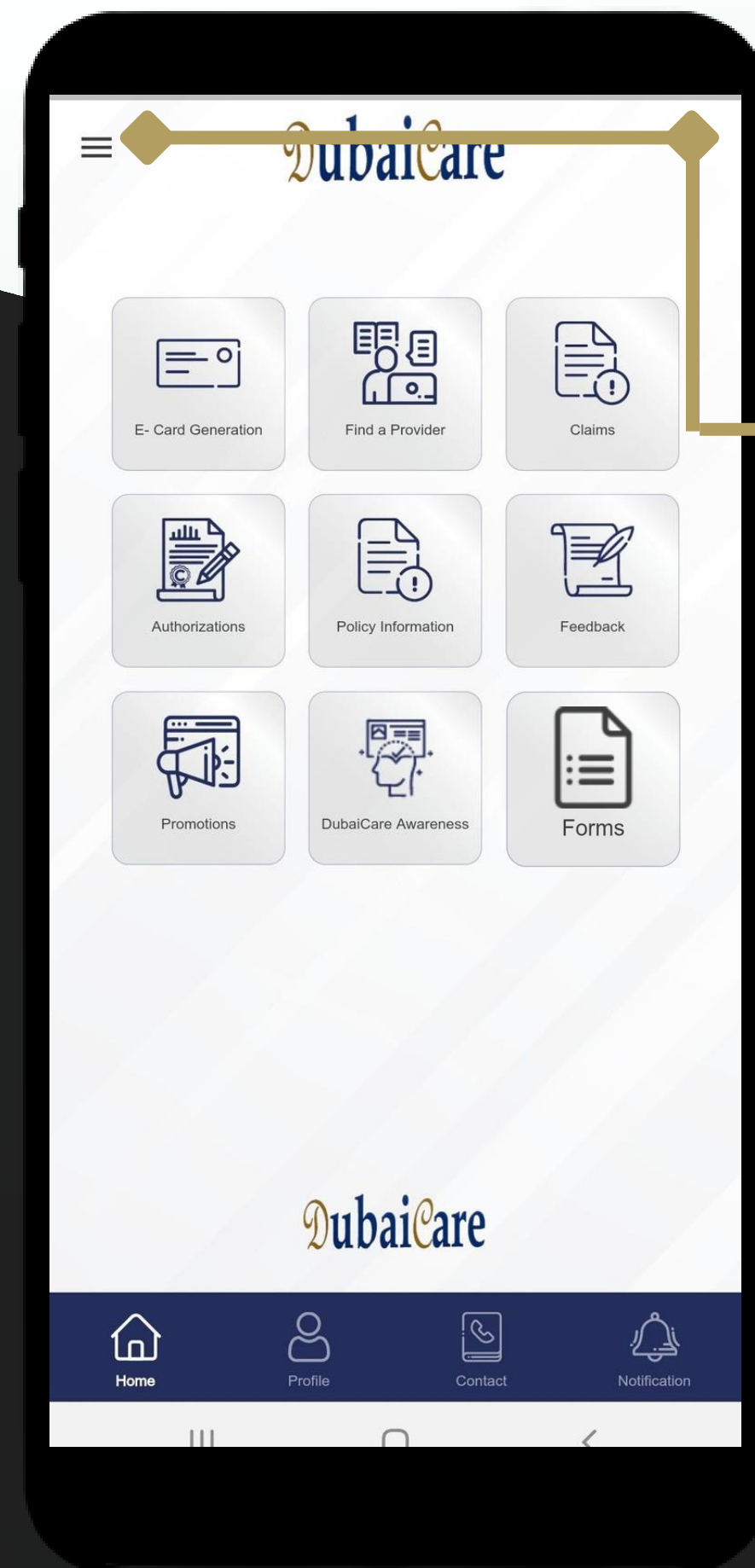
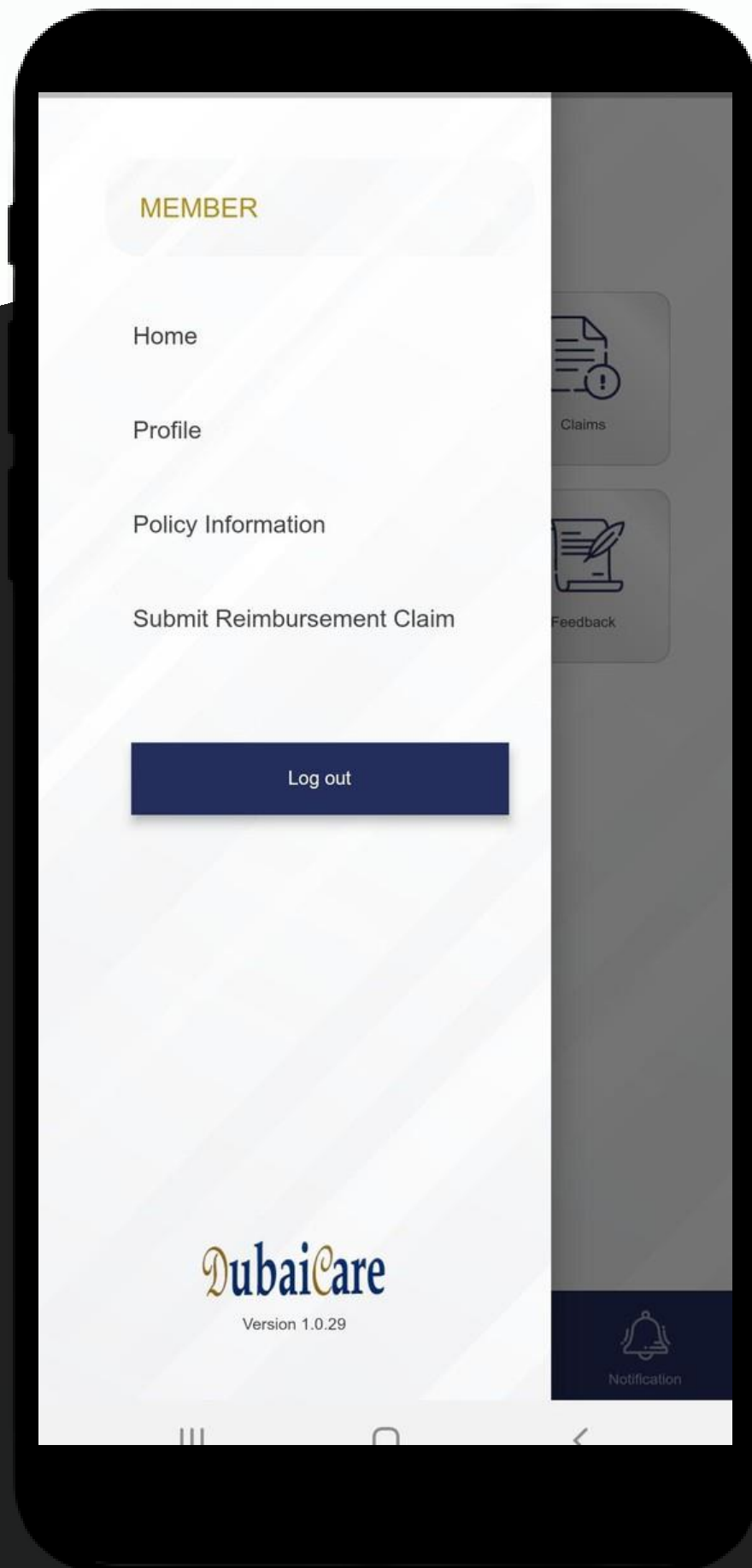
For your health information security, only one device will be allowed to login at the same time, in case you want to change the device, you can choose **Unregister Device**.

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☰ Menu

You can directly access the below features such as Home, Profile, Policy Information, and Submit Reimbursement Claim.

For You and Your Family Members, from the drop list at the top of the sliding menu.

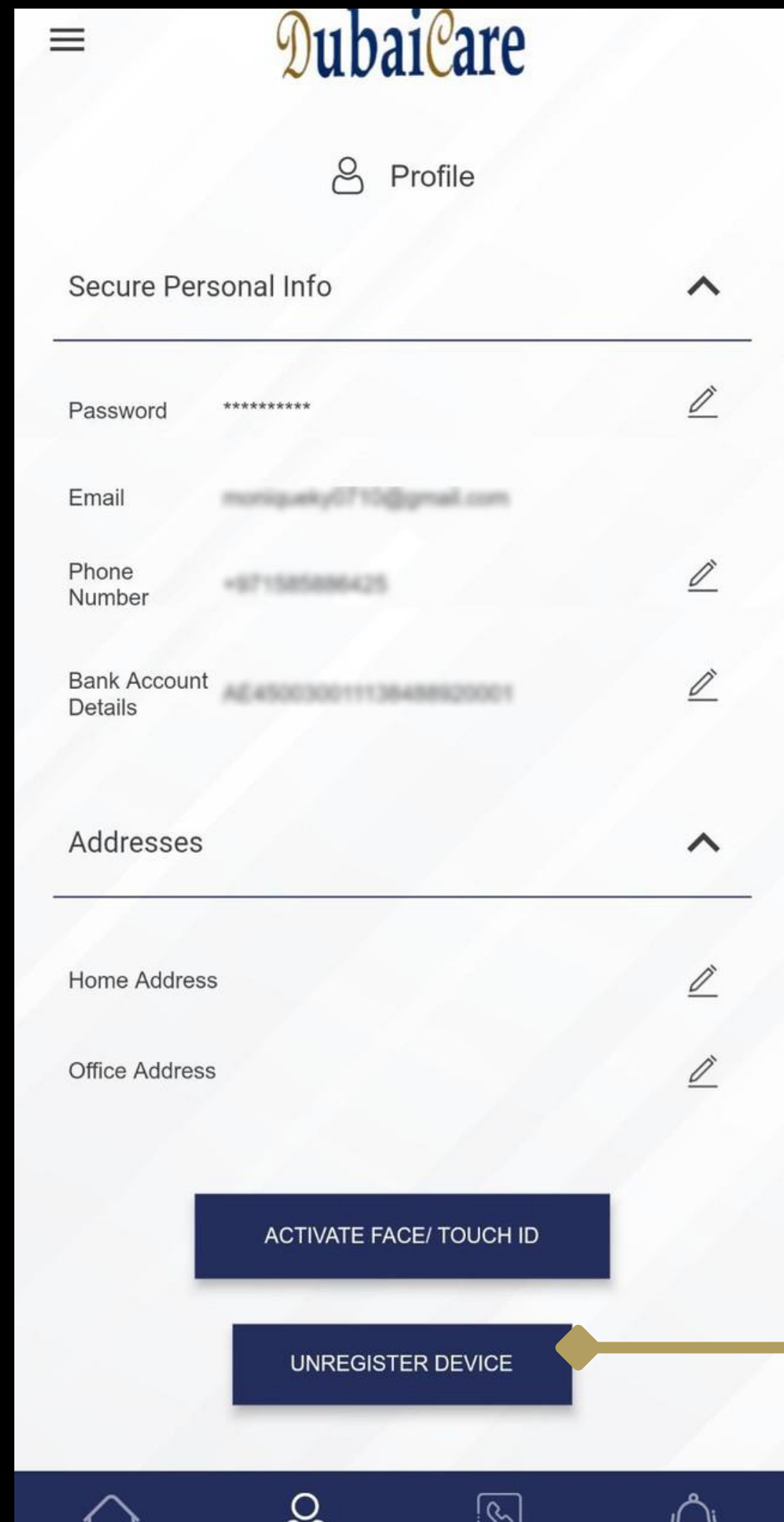


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Unregister Device

If you are trying to register from a different device, a notification will be sent asking to unregister from the other device.

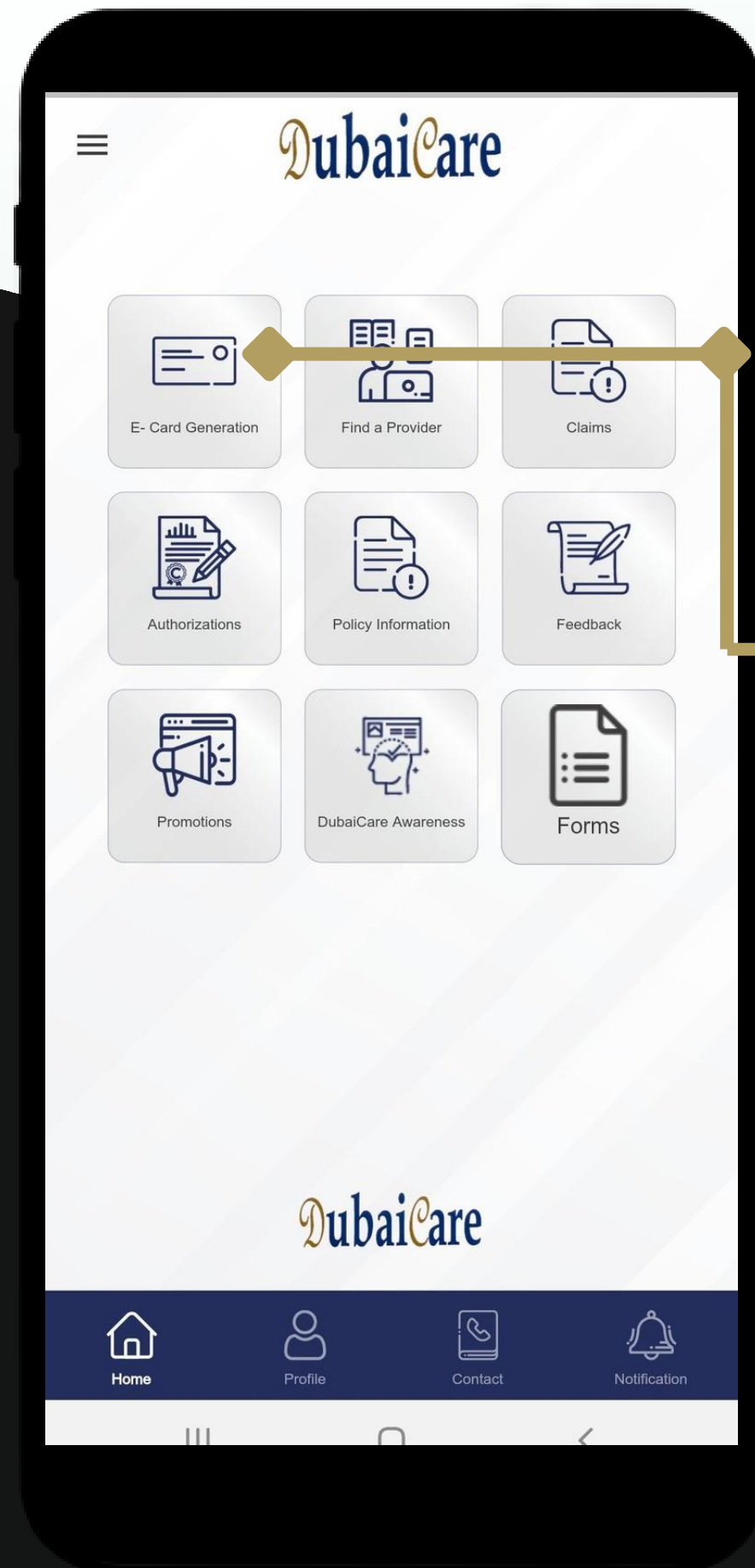
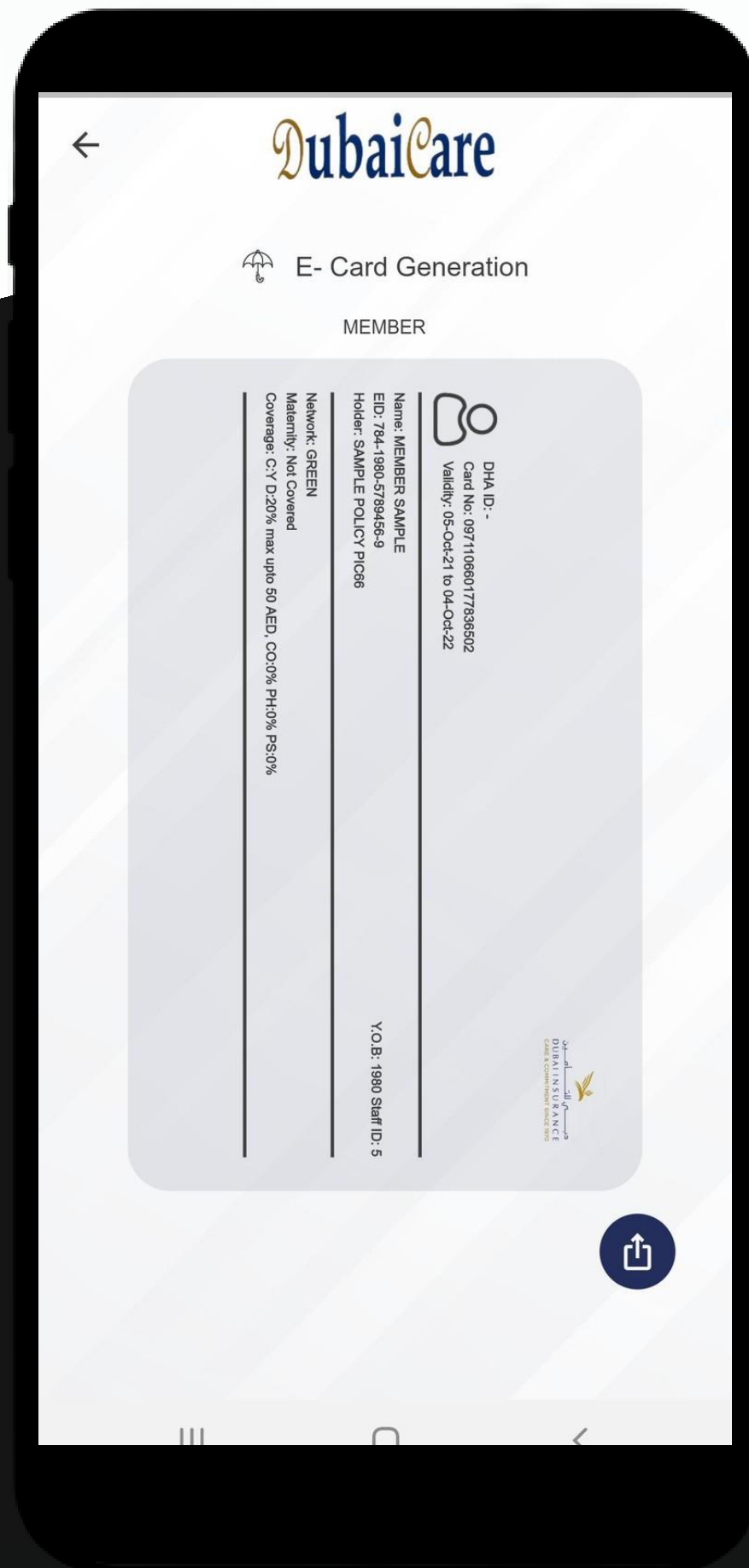
You will be asked to enter the registered mobile number and you will receive an OTP for verification, to access your account.




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E-Card Generation

Generate your medical insurance e-card for you and your family.



MEMBER



DHA ID: -
Card No: 097110660177836502
Validity: 05-Oct-21 to 04-Oct-22

Name: MEMBER SAMPLE
EID: 784-1980-5789456-9
Holder: SAMPLE POLICY PIC66

Y.O.B: 1980 Staff ID: 5

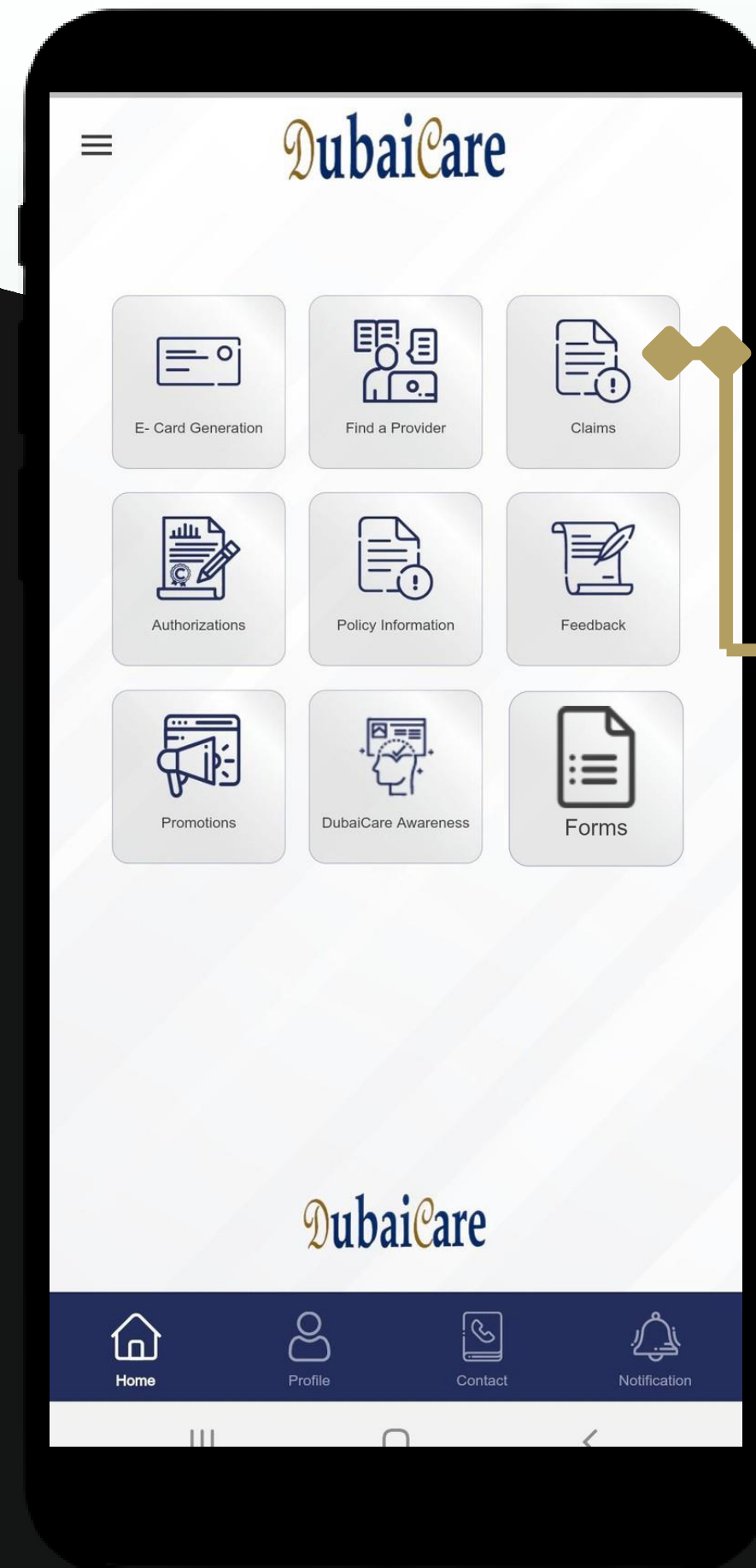
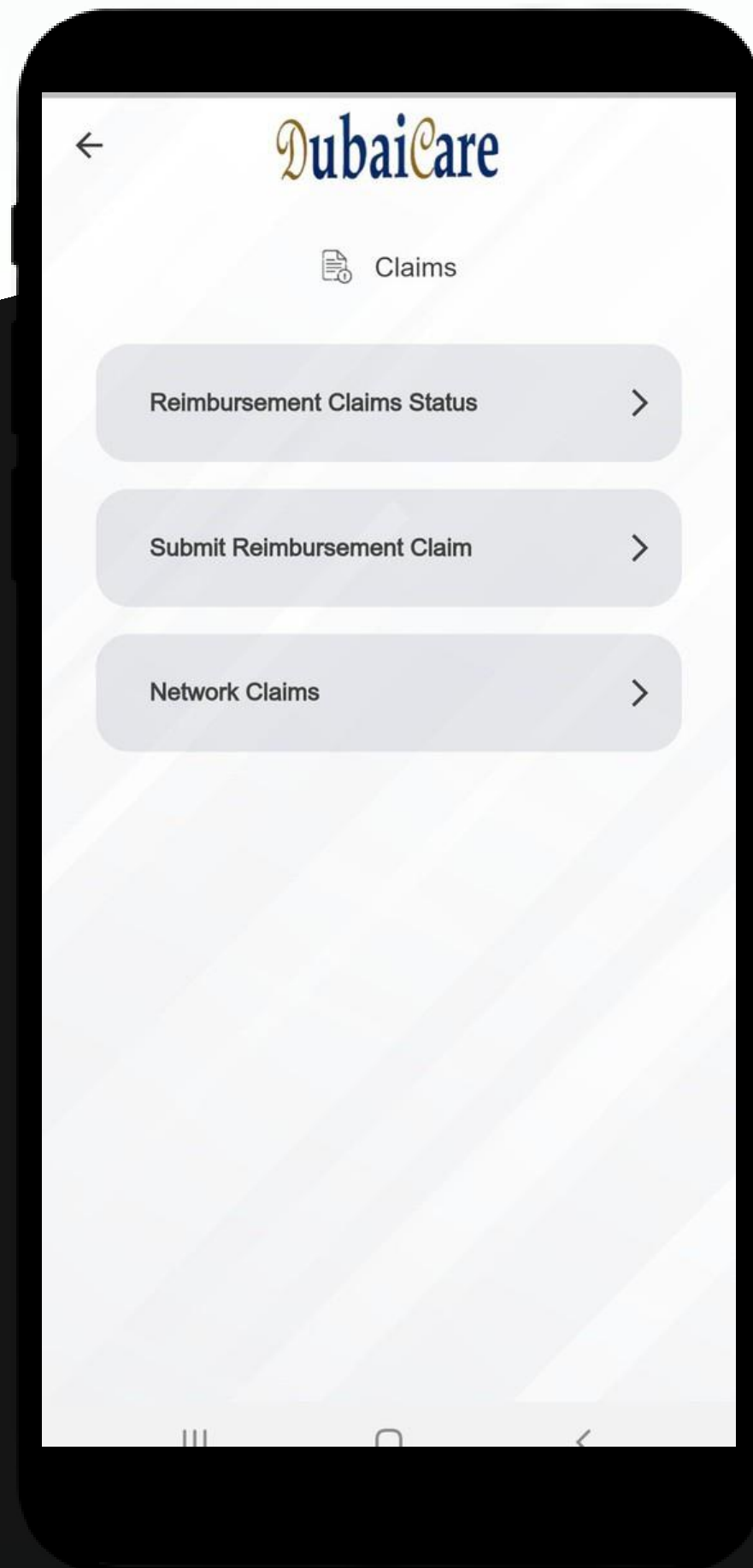
Network: GREEN
Maternity: Not Covered
Coverage: C:Y D:20% max upto 50 AED, CO:0% PH:0% PS:0%



E-Card Generation

Download and share the e-card easily to avail direct billing service if the physical card is not available.

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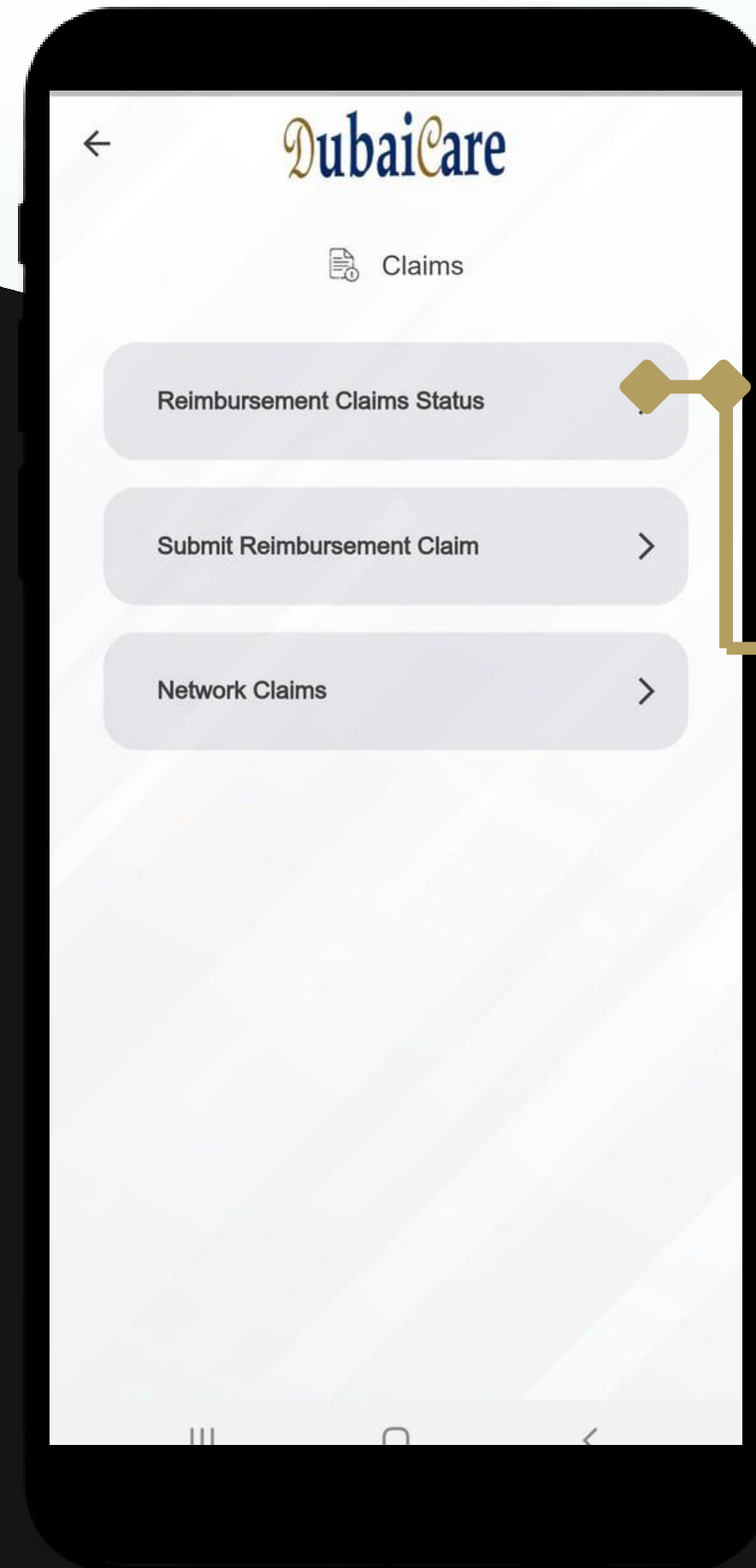
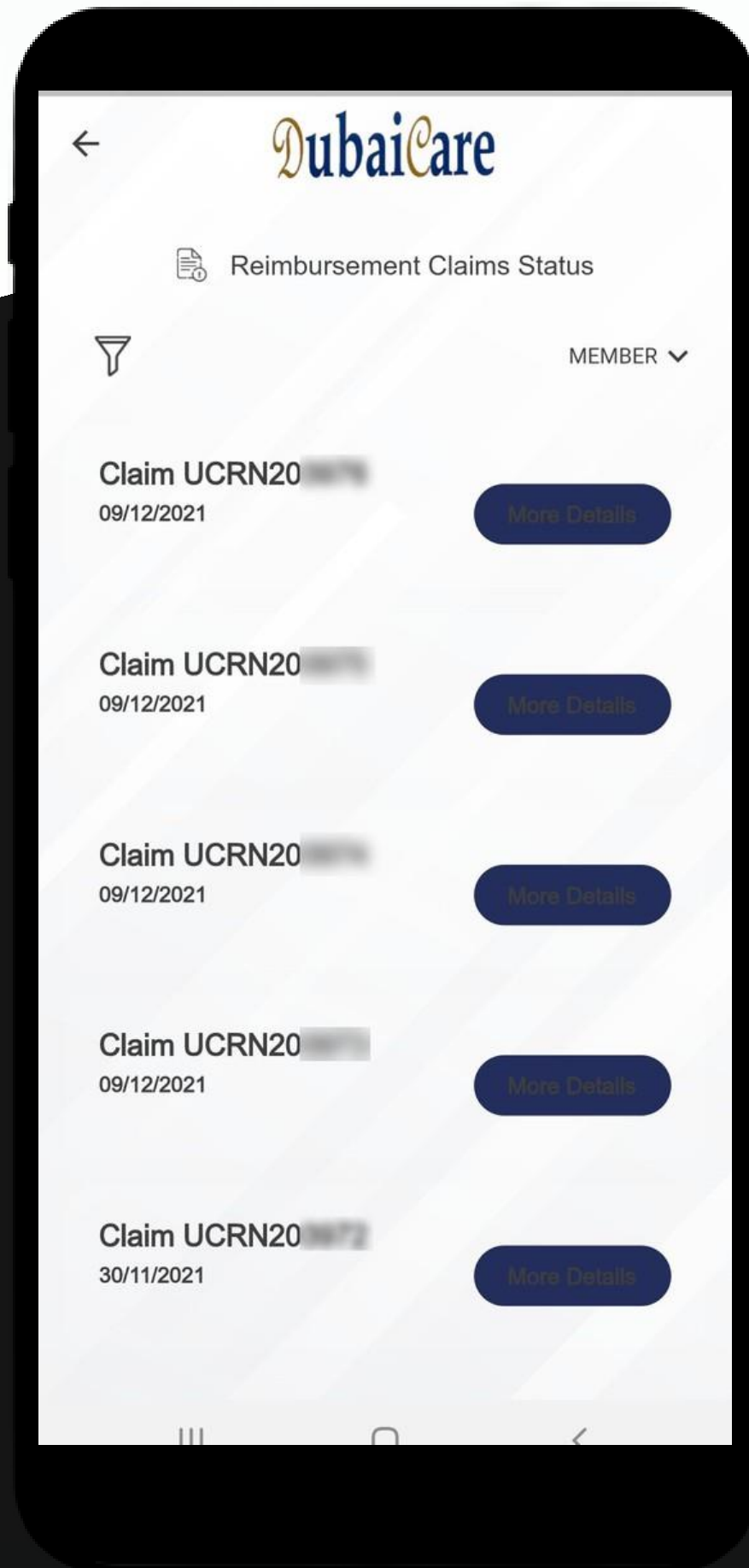


Claims

You can access all Claims information including:

- Reimbursement Claims Status
- Submit Reimbursement Claim
- Network Claims

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Reimbursement Claims Status

You will be able to access the history of all the submitted reimbursement for you and your family members.



Submit Reimbursement Claim

MEMBER



Claim Date
Thu, Apr 7



Claim Type

Payment method



Upload Documents

Take Picture of Document

Select files to upload



Currency

AED



Claimed Amount

Additional Information (Optional)

SUBMIT

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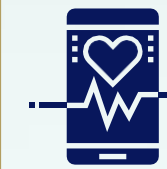
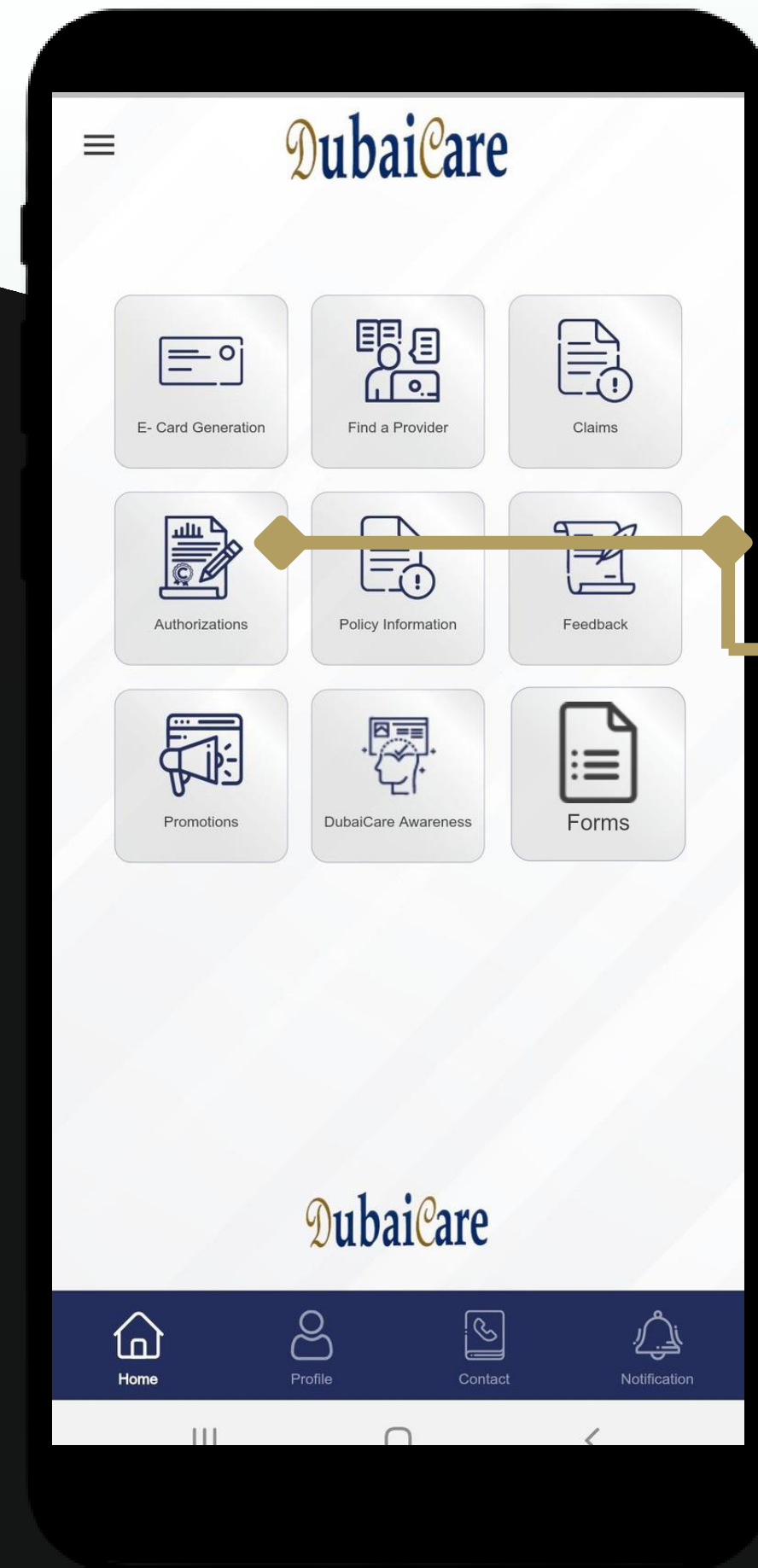
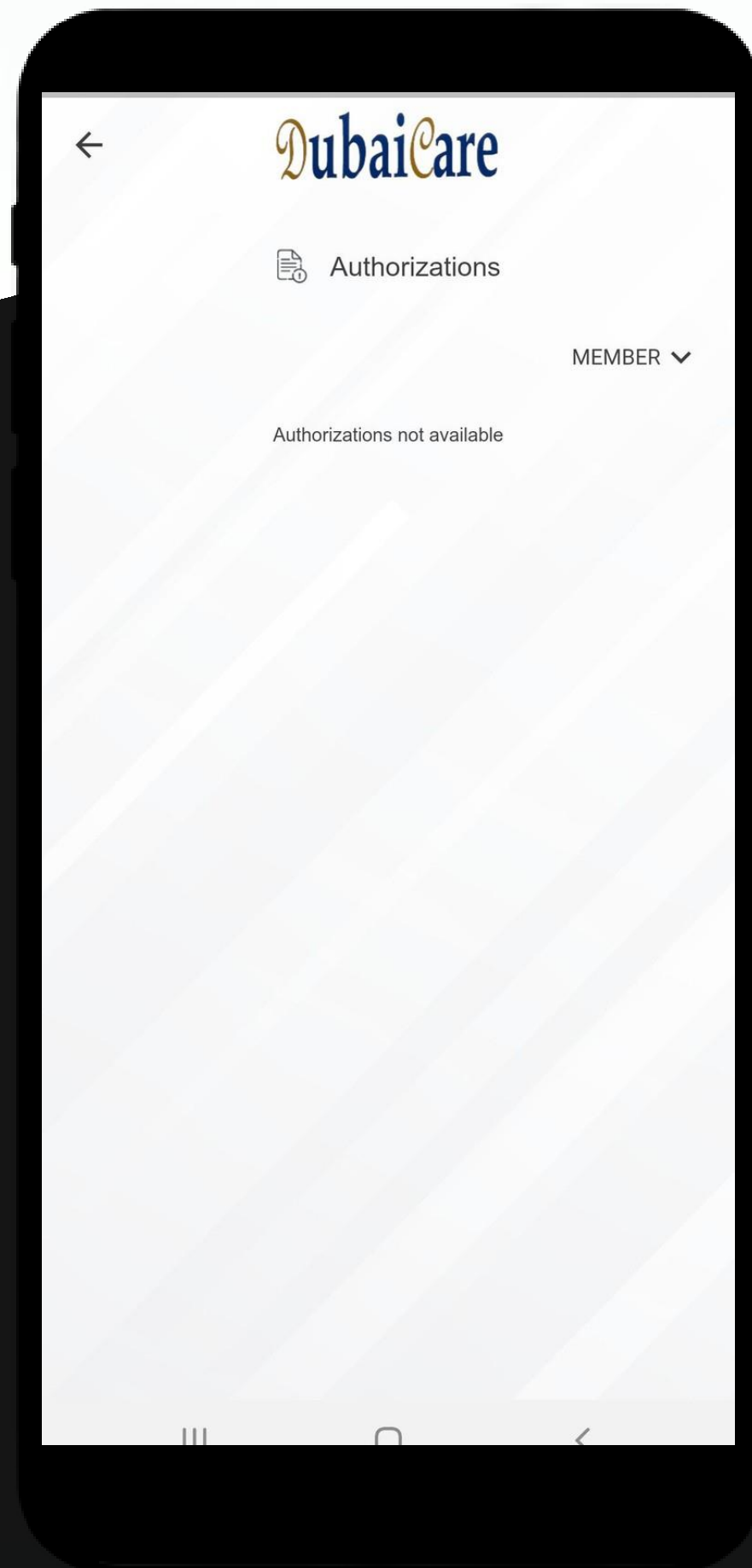


Claims

Submit Reimbursement Claim

Few simple steps to submit your reimbursement claims.

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Authorizations

You will be able to view all your authorization requests with their status and the reason of rejections in case partially approved or rejected.



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 Authorizations

MEMBER ▾

Authorizations not available

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Authorizations

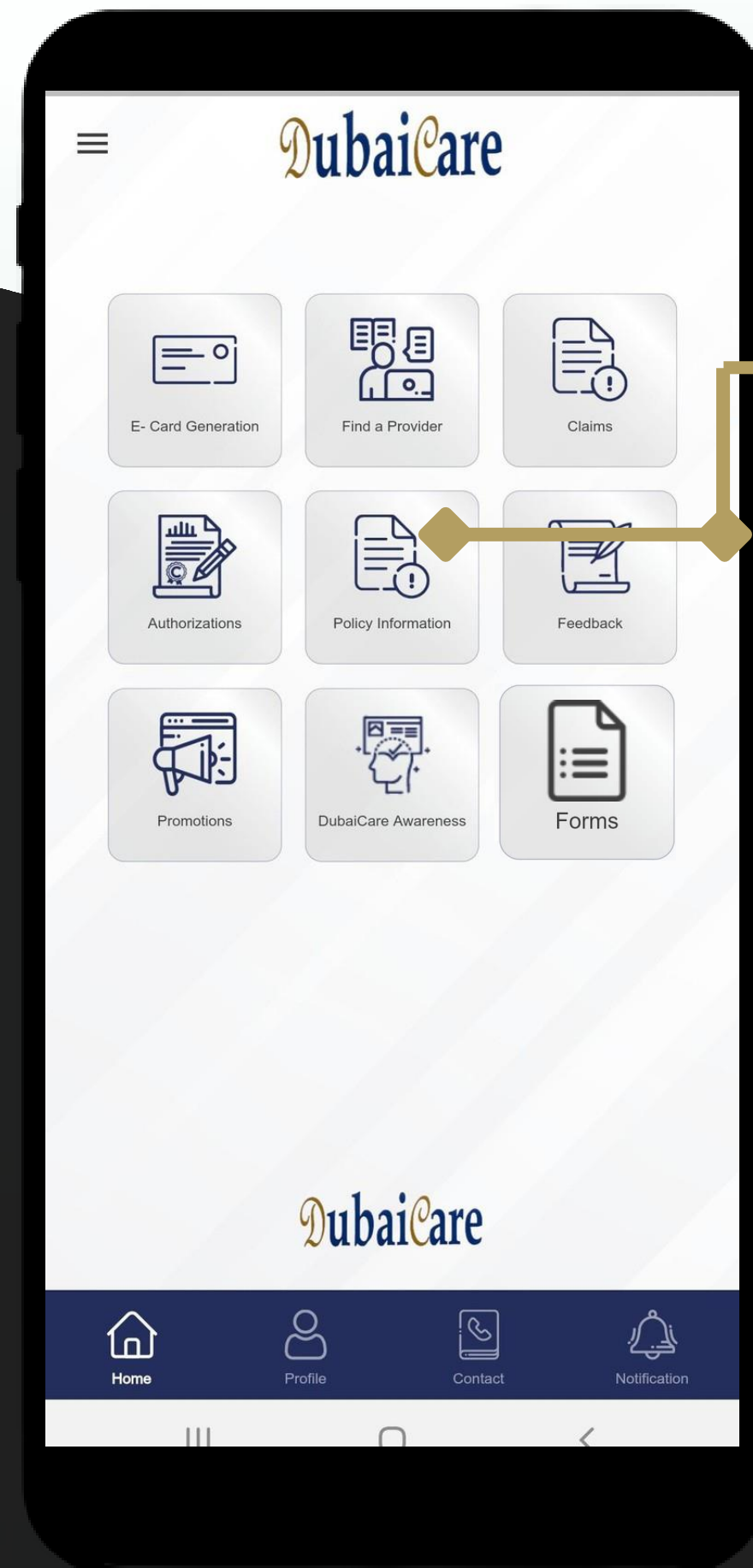
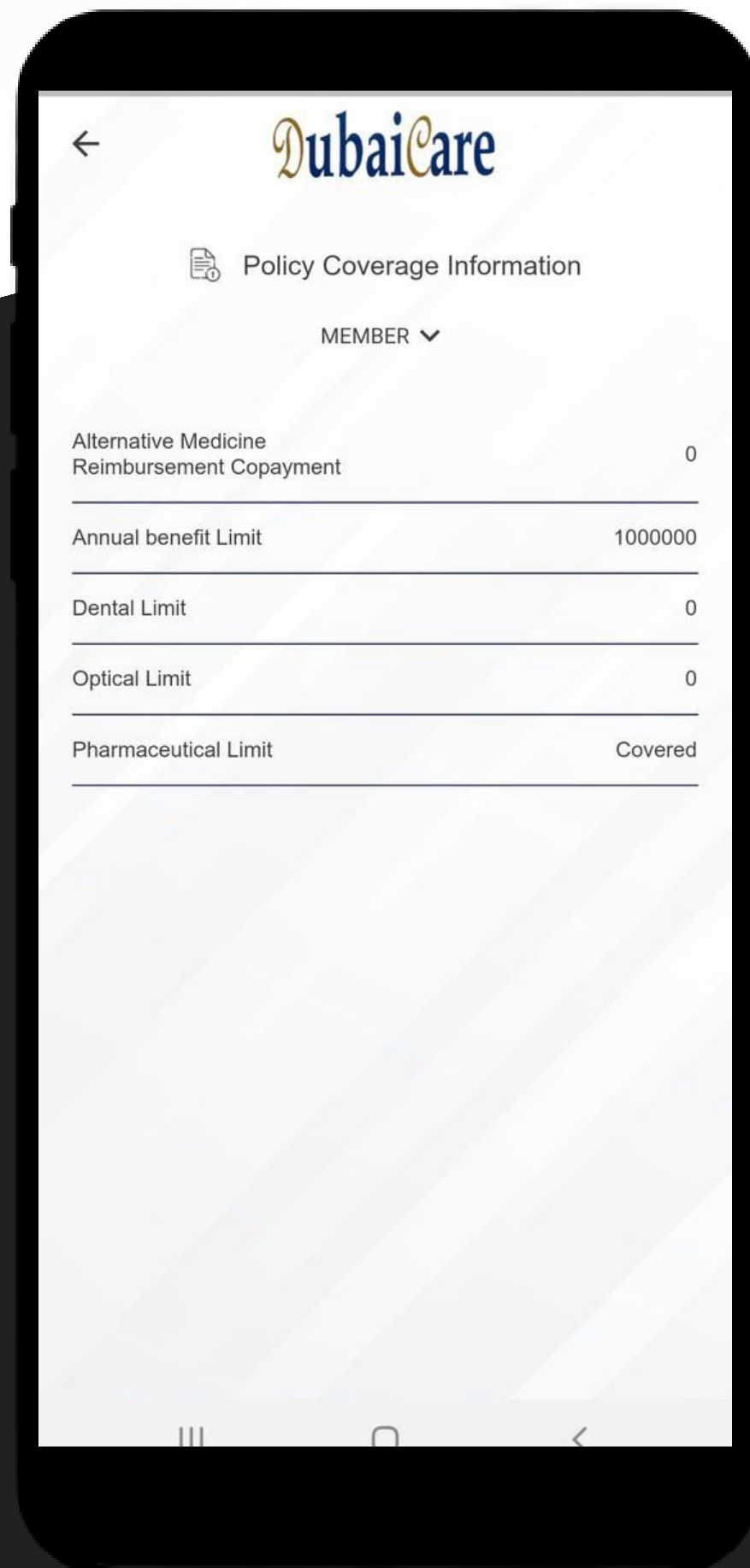
From the drop-down menu, you can select and view the status of all the pre-authorization requests for your family members.

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Policy Information

You can access your health insurance policy information in terms of:

- Policy Coverage and Limits
- Download Insurance Certificate
- Download Continuity Certificate
- Download Travel Certificate





Policy Coverage Information

MEMBER ▾

Alternative Medicine Reimbursement Copayment 0

Annual benefit Limit 1000000

Dental Limit 0

Optical Limit 0

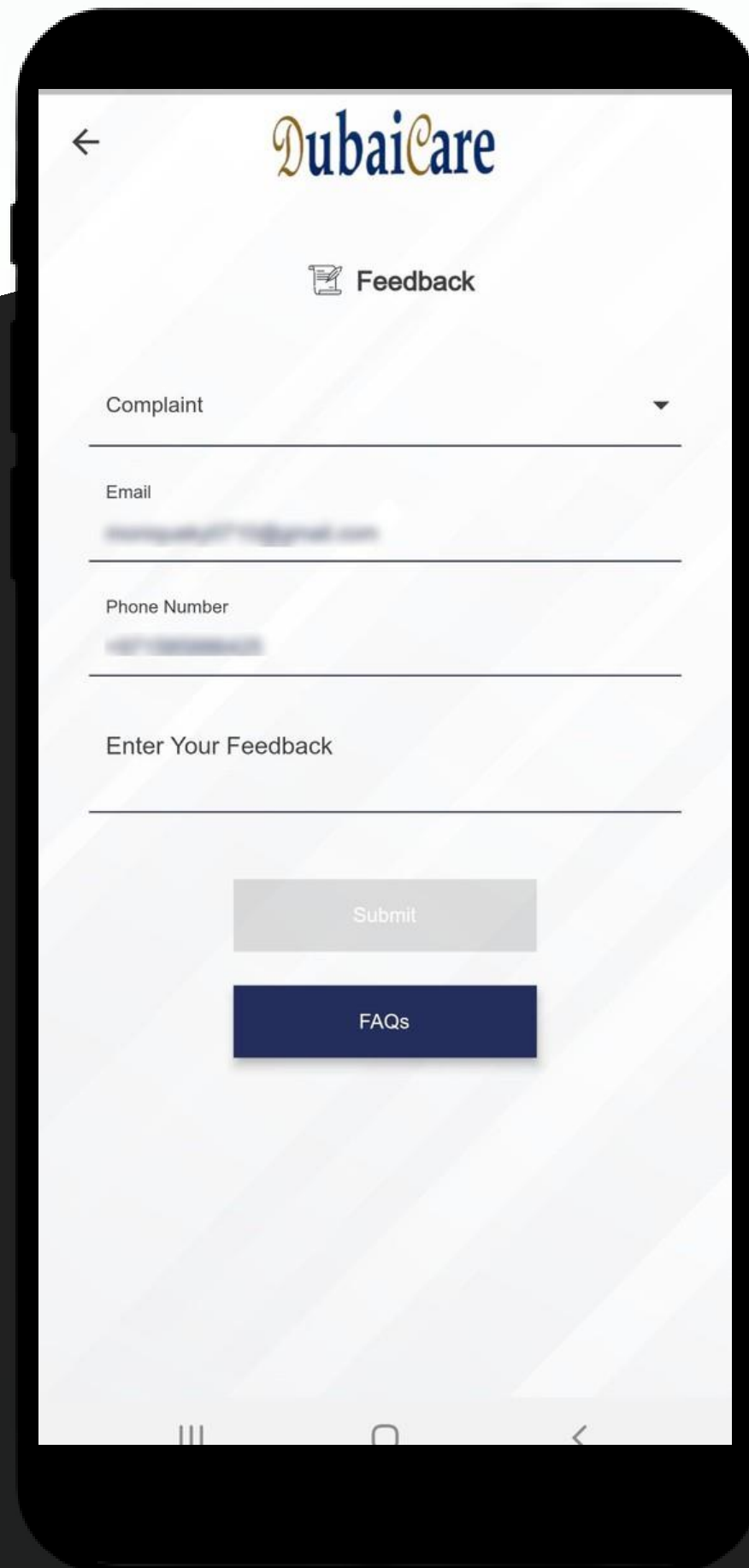
Pharmaceutical Limit Covered



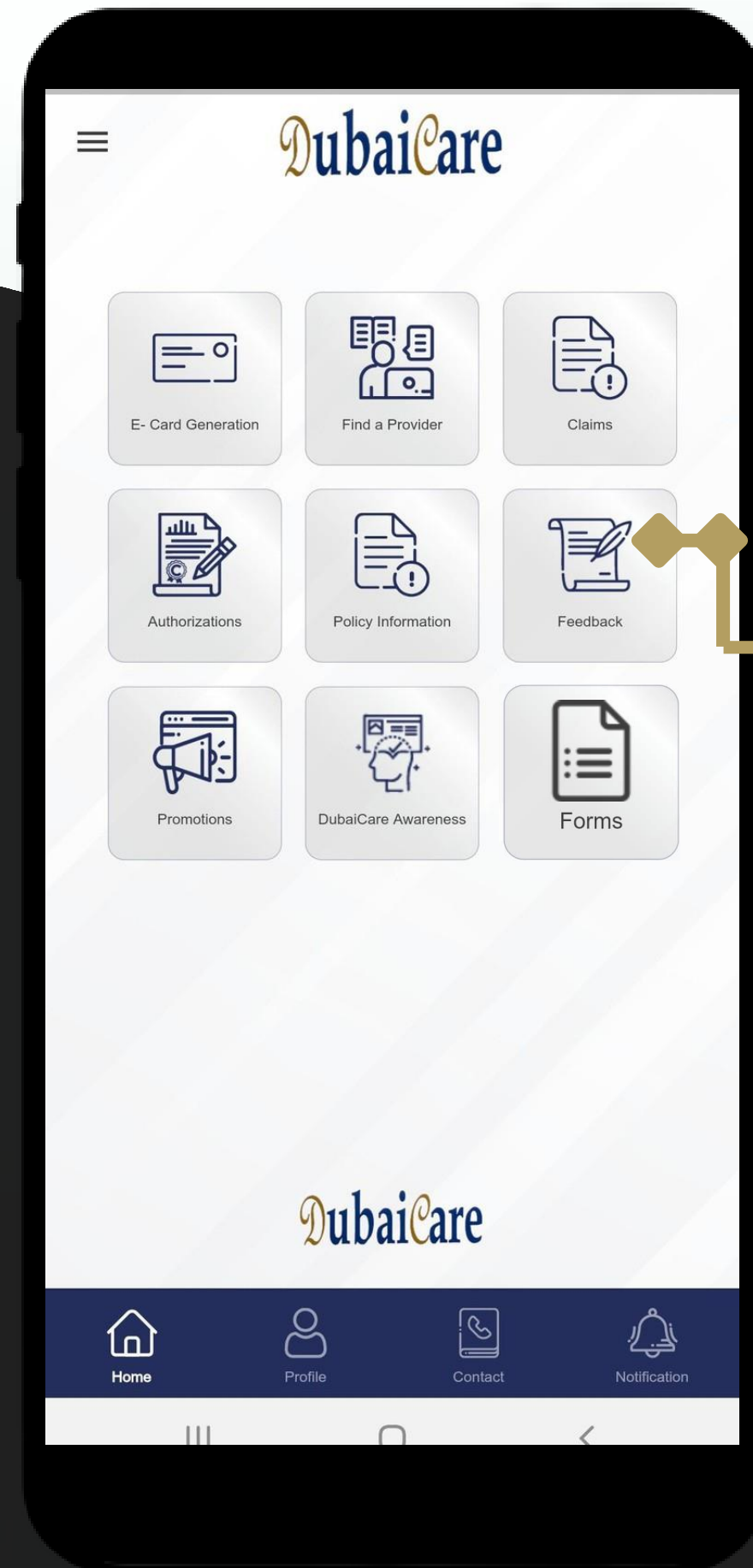
Policy Information

The policy holder will have the access to view the policy coverage information for her/himself and their family members from the drop list at the top right of the screen.

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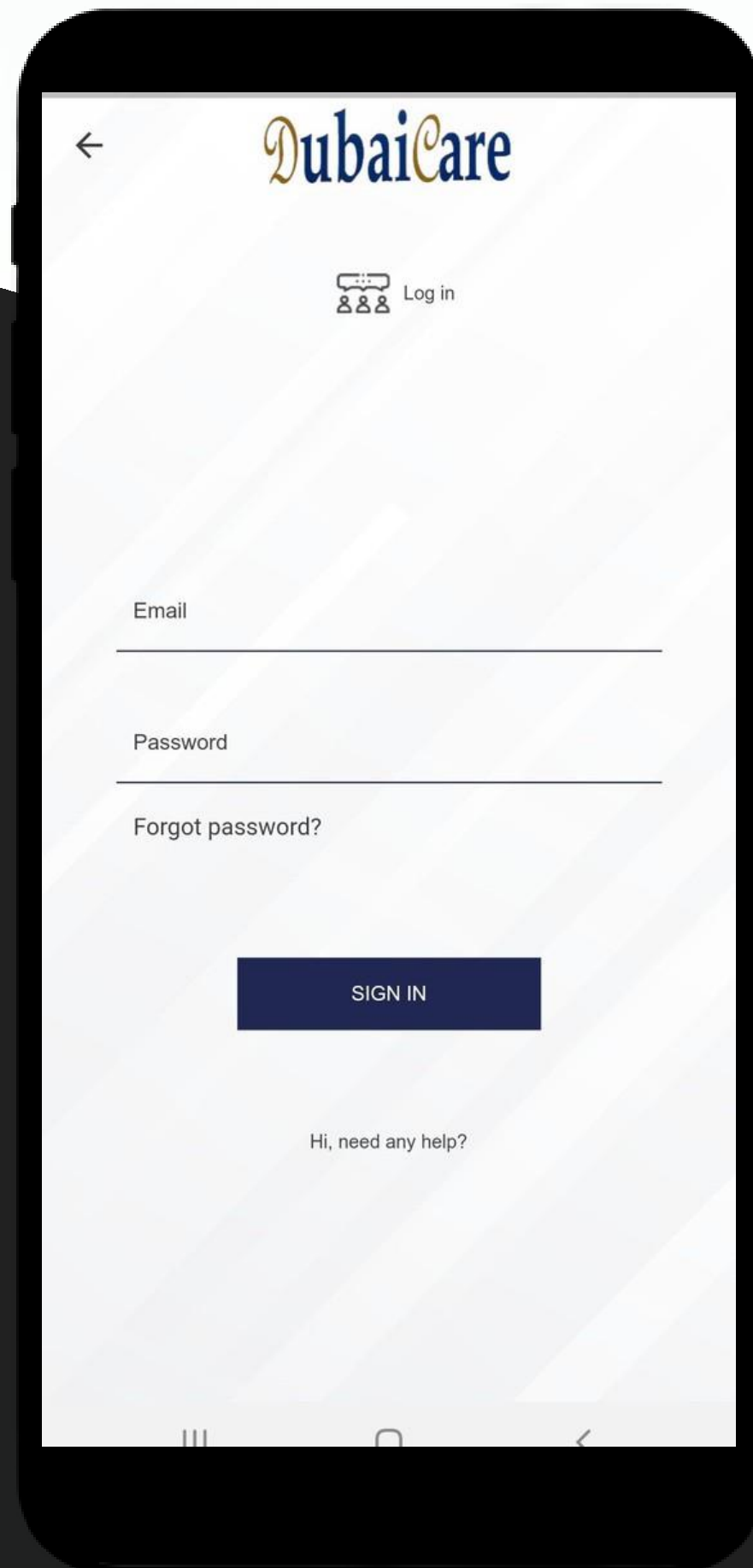
The screenshot shows the 'Feedback' page in the DubaiCare app. At the top, there is a back arrow and the 'DubaiCare' logo. Below the logo is a 'Feedback' title with a document icon. The form includes a 'Complaint' dropdown menu, followed by input fields for 'Email', 'Phone Number', and 'Enter Your Feedback'. At the bottom, there are two buttons: a grey 'Submit' button and a dark blue 'FAQs' button.



Feedback

We are keen to hear about your experience, please share with us your feedback.

Also, you can go through the Frequently Asked Question through pressing on "FAQs"



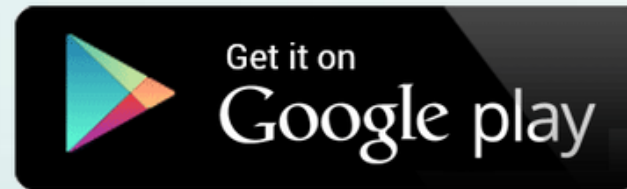
App benefits

- Easy registration process
- Saves your bank account details for future reimbursement claim submission.
- Corporate grade security to the member's health information.
- Policyholder access to all the dependents benefits & requests.
- Instant E-Card generation.
- Submit & track reimbursement claims.
- Access to network claims.
- Authorization requests tracking
- Download insurance, continuity, and travel certificate.
- Download reimbursement form

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Download it Now



or scan the
QR code:



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