



Claim Online Portal System User Guide

[Member Login](#)

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1. Overview

a. Login Page

b. Click on below URL & login using the assigned username & password;

<https://rafflesone.rafflesmedical.com/MediAccess/Account/Login>

<https://rafflesone.rafflesmedical.com/MediAccess/Account/Login>

RafflesMedicalGroup

Mediaccess Login

Login

[Forgot your password?](#)

Need assistance?

Reset password or report technical issue

Phone

+65 6812 6688

Email

medisupport@rafflesmedical.com

Claim related enquiries

Phone:

+65 6812 6666

Address

Raffles Hospital
585 North Bridge Road
Singapore 188770

Business hours

Monday to Friday
8:30 AM - 5:30 PM

2. Navigation- Online (Student) Portal

b. Home Tab- Dashboard

Individual Mediaccess
Home
Utilization
Claim Submission
S9388806E

Medical Dashboard

A

NRIC/FIN/ID
Name
Member ID
Dependants
Staff Grade
Status

S9388806E
KELVIN YAP
-
1
-
Active

Company
Health Plan
Effective Date
Expiry Date

NANYANG TECHNOLOGICAL UNIVERSITY (GRADUATE)
PLAN-1 - GHSI
01-Jun-2018
31-May-2019

B

\$ 10.00
Total Member Utilization
View Details

C

1
Total No. Of Visits
View Details

D

4
Total Pending Claims
View Details

E

Utilization Summary

LEGEND :
LIMIT AMOUNT \$
SP

View Details

F

Visit History

Member Visits
Dependant Visits

Member Details
Dependant Details

G

Top 10 Diagnosis

| Rank | Diagnosis | Count |
|------|-----------------------|-------|
| 1 | Acute nasopharyngitis | 1 |


View Details

H

Top 10 Clinics

| Rank | Name | Count |
|------|--------------|-------|
| 1 | A & A CLINIC | 1 |

View Details

| ITEM | DESCRIPTION |
|---|---|
| A | Individual Profile Information |
| B | Total Member Utilization – <i>Claims have been approved and completed</i> |
| C | Total Number of Visits |
| D | Total Pending Claims |
| E | Utilization Summary |
| F | Top 10 Diagnosis |
| G | Visit History |
| H | Top 10 Clinics Visits |
|  | Click on to 'View Details' to generate the more information |

b. Utilization Tab: Member/ Dependent Utilization

- Click on 'Utilization' to direct to Member/ Dependent **Utilization Summary**; - To check the total **utilization/ benefit limits/ claim status**

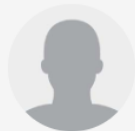


Search Result Sample: View Member Utilization Summary



Record last updated as of 11-Jun-2018.
Note: The information provided is for claims processed as of the date indicated above. This may not include cases which you have already incurred but the claims are not yet received by Raffles or claims which are in the midst of being processed.

A



NRIC/FIN/ID S938806E
Name KELVIN YAP
Member ID -
Dependants 1
Staff Grade -
Status Active

Company ANYANG TECHNOLOGICAL UNIVERSITY (GRADUATE)
Health Plan PLAN-1 - GHSI
Effective Date 01-Jun-2018
Expiry Date 31-May-2019

B

Utilization Summary

| Service Type | Scheme | Limit | Utilized | Balance | Effective | Expiry |
|---------------------------------|------------|-------------|----------|-------------|-------------|-------------|
| HOSPITALIZATION | Individual | \$50,000.00 | \$0.00 | \$50,000.00 | 01-Jun-2018 | 31-May-2019 |
| OUTPATIENT SPECIALIST | Individual | \$1,000.00 | \$10.00 | \$990.00 | 01-Jun-2018 | 31-May-2019 |
| PSYCHIATRIC/ PHYSIOTHERAPY/ TCM | Individual | \$1,000.00 | \$0.00 | \$1,000.00 | 01-Jun-2018 | 31-May-2019 |

C

Individual Utilization

D

E

Show Total Expenses View Dependant Utilization View Member Past Utilization

C - Completed , P - Pending , R - Rejected [All Amounts inclusive of GST]



| S/N | Visit Date | Time In | Code | Service Type | Clinic Name | MC | Xray | Lab | Total Bill | Ineligible Amt | Copayment | Total Eligible | Invoice No | Invoice Date | Paym |
|-------|-------------|---------|------|--------------|------------------------------------|----|--------|--------|------------|----------------|-----------|----------------|------------|--------------|------|
| 1 | 07-Jun-2018 | - | NTU# | HP | HEALTHCARE FAMILY CLINIC & SURGERY | 0 | \$0.00 | \$0.00 | \$1,000.00 | - | \$0.00 | \$0.00 | 333 | - | - |
| 2 | 08-Jun-2018 | - | NTU# | SP | ADVANCE CLINIC & SURGERY PTE LTD | 0 | \$0.00 | \$0.00 | \$120.00 | - | \$0.00 | \$0.00 | 789 | - | - |
| 3 | 08-Jun-2018 | - | NTU# | HP | ANTEH DISPENSARY PTE LTD | 0 | \$0.00 | \$0.00 | \$150.00 | - | \$0.00 | \$0.00 | 123 | - | - |
| 4 | 11-Jun-2018 | 00:00 | NTU# | SP | A & A CLINIC | 0 | \$0.00 | \$0.00 | \$10.00 | - | \$0.00 | \$10.00 | AAS938806E | 11-Jun-2018 | - |
| Total | - | - | - | - | - | 0 | \$0.00 | \$0.00 | \$1,280.00 | - | \$0.00 | \$10.00 | - | - | - |

Individual Utilization

Show Total Expenses

View Dependant Utilization

View Member Past Utilization

C - Completed , P - Pending , R - Rejected [All Amounts inclusive of GST]





| it | Copayment | Total Eligible | Invoice No | Invoice Date | Payment Date | Payment Type | Policy No | Claim Status | Claim Details | Remarks | Reason / Request | Attachment |
|----|-----------|----------------|-------------|--------------|--------------|--------------|-----------|--------------|---------------|---------|------------------|-----------------------------|
| | \$0.00 | \$0.00 | 333 | - | - | PAYROLL | - | P | RHI1800010126 | - | - | Attachments |
| | \$0.00 | \$0.00 | 789 | - | - | PAYROLL | - | P | RHI1800010127 | - | - | Attachments |
| | \$0.00 | \$0.00 | 123 | - | - | PAYROLL | - | P | RHI1800010125 | - | - | Attachments |
| | \$0.00 | \$10.00 | AAS9388806E | 11-Jun-2018 | - | PAYROLL | - | C | RHI1800010130 | - | - | Attachments |
| | \$0.00 | \$10.00 | - | - | - | - | - | - | - | - | - | - |

| ITEM | DESCRIPTION |
|----------|--|
| A | Individual Profile Information |
| B | Individual Utilization Summary |
| C | Individual & Dependant Utilization details – <i>To check claims status</i> |
| D | View Dependant Utilization – <i>Switch to view the dependant utilization details</i> |
| E | View Member Past Utilization – <i>To view the previous year utilization details</i> |


- Click on the Column Icon to filter the report column
- Click on the Export Icon to extract the report into Excel file.


c. Claims Submission Tab- Submitting Claims Online

- Click on 'Claim Submission' to direct to Online Claim Submission;

Individual Mediaccess
Home
Utilization
Claim Submission
S9388806E

 Claim Submission



| | | | |
|-------------|------------|----------------|---|
| NRIC/FIN/ID | S9388806E | Company | NANYANG TECHNOLOGICAL UNIVERSITY (GRADUATE) |
| Name | KELVIN YAP | Health Plan | PLAN-1 - GHSI |
| Member ID | - | Effective Date | 01-Jun-2018 |
| Dependants | 1 | Expiry Date | 31-May-2019 |
| Staff Grade | - | | |
| Status | Active | | |

Utilization Summary

| Service Type | Scheme | Limit | Utilized | Balance | Effective | Expiry |
|---------------------------------|------------|-------------|----------|-------------|-------------|-------------|
| HOSPITALIZATION | Individual | \$50,000.00 | \$0.00 | \$50,000.00 | 01-Jun-2018 | 31-May-2019 |
| OUTPATIENT SPECIALIST | Individual | \$1,000.00 | \$10.00 | \$990.00 | 01-Jun-2018 | 31-May-2019 |
| PSYCHIATRIC/ PHYSIOTHERAPY/ TCM | Individual | \$1,000.00 | \$0.00 | \$1,000.00 | 01-Jun-2018 | 31-May-2019 |

Fill in Claims Information

Claims Information

A Claimant*
SELF - KELVIN YAP

B Claim Type*
HOSPITALIZATION

C Clinic Name*
Select One

D Diagnosis*
Select One

F Visit Date*
11-Jun-2018

G MediSave's NRIC/ID

H Invoice No

I Handphone No

J Email

E Attachment*

Drag & drop files here

Select files...
Browse ...

(Max File Size: 3 MB,
File Accepted: application/doc, application/pdf,
image/gif, image/jpeg, image/png)

K Actual Amount Incurred*

SGD
0

☐ GST Included

Converted Amount (SGD)
0

GST Amount
0

Total Amount
0

☐ I have reviewed my claim information. The claim details are correct. I have read and accept the Terms and Conditions of the Personal Data Notice.

Submit
Clear

| ITEM | DESCRIPTION |
|----------|--|
| A | Claimant – <i>To select the member/ dependant</i> |
| B | Claim Type – <i>To select the claim type (e.g hospitalization/ specialist or etc.)</i> |
| C | Clinic Name – <i>Hospital/ Clinic Name (if not in the list can choose others)</i> |
| D | Diagnosis – <i>Illness name (if not in the list can choose others)</i> |
| E | Attachment – <i>Attached claims documents</i> |
| F | Visit Date – <i>Incurred Date</i> |
| G | MediSave's NRIC/ID – <i>Only apply for Singapore Citizen/ PR</i> |
| H | Invoices No – <i>Invoice/Receipt No</i> |
| I | Handphone No – <i>Patient's contact no.</i> |
| J | Email – <i>Patient's Email</i> |
| K | Actual Amount Incurred – <i>Total bill amount</i> |

- Tick & agree the terms & condition and submit the claim
- Once submit you may save the following receipt for your own reference

| NOTES ON SUBMISSION OF CLAIMS: PLEASE READ CAREFULLY | |
|---|--|
| <p>1. Thank you for your claim submission into the system.</p> <p>2. Please note that the submission of your claim is not an acceptance of your claim.</p> <p>3. Claim documents should be submitted within 90 days of treatment. Kindly retain the original claim documents for at least 6 months from the submission date.</p> <p>4. Generally, claims will be processed within 21 working days upon receipt of the completed claim documents. Once the claim is approved, you will be notified via email and the reimbursement will be credited into your bank account.</p> <p>5. For claims enquiries, please call Raffles Health Insurance hotline number: +65 6812 6666 or email to rhi-am@raffleshealthinsurance.com.</p> <p>6. Your claim tracking number is : RHI1800010129 You are required to note down and cite this number as reference number when you call for enquiries.</p> | |

Member's Detail

| | | | |
|---------------------------|------------|--------------|-----------|
| Name as In (NRIC/FIN/ID): | KELVIN YAP | Member ID: | |
| Department: | | NRIC/FIN/ID: | S9388806E |
| Email: | | Contact No: | |

Claim Details

| | | | |
|------------------------|-------------|-------------------------------|--------------------------|
| Claimant: | EUGENE YAP | Claim Type: | HP |
| Visit Date: | 10-Jun-2018 | Diagnosis: | Conjunctivitis |
| SubTotal Amount: | 1,121.50 | Referred by (Name of Clinic): | CASHEW MEDICAL & SURGERY |
| GST Amount: | 78.50 | MediSave's NRIC/ID: | |
| Total Amount Incurred: | 1,200.00 | Attachment Submitted: | RHI1800010129_1.JPG |