mySukoon APP AND PORTAL ONBOARDING

SUKOON™
INSURANCE

WHAT IS mySukoon?

mySukoon

https://medical.sukoon.com

Medical policy servicing and claims reimbursement portal

SUKOON INSURANCE

AVAILABLE FUNCTIONALITIES

- Submit and track claims.
- Generate settlement summary.
- View member and policy details.
- Update member details including addition and deletion.
- Request card replacement .
- Download pre-approved certificates, e-cards and invoices.
- Generate Invoices and various insured level reports.

Policy Holder

- Submit and track claims.
- View and download the settlement summary.
- Update personal and dependents' details.
- Download pre-approved certificates and e-cards.
- Update bank details.
- Select the mode of reimbursement.

Insured Member

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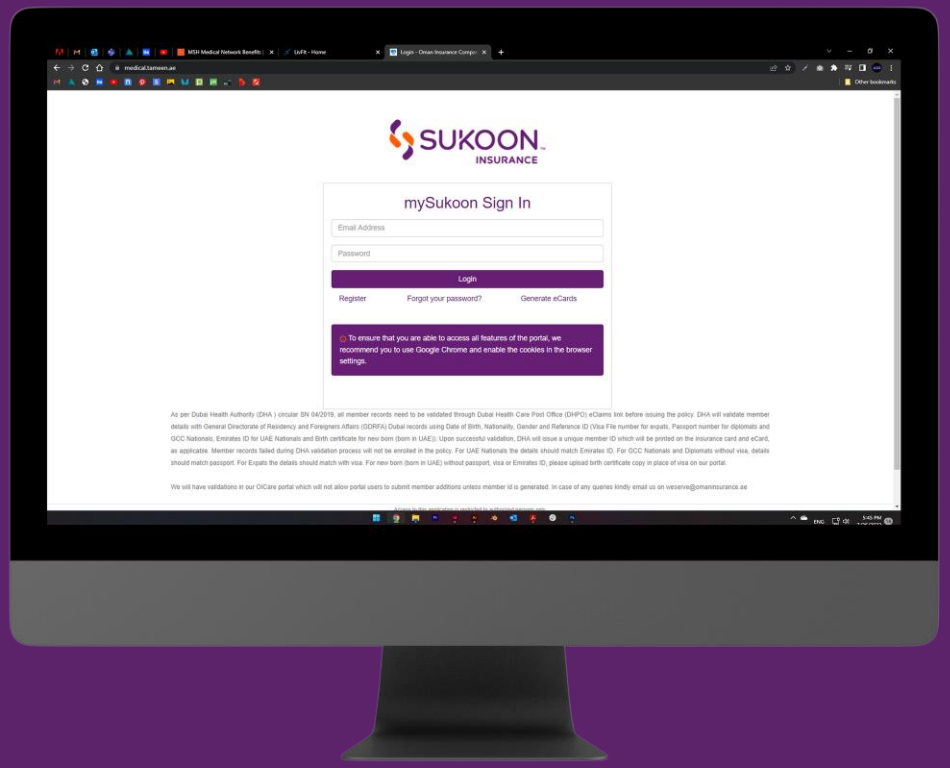
REGISTRATION AND LOGIN



Members

- Click on register to create an account.
- The login details will be sent via email.

HR & Brokers

- Fill attached excel and send it to the Relationship Manager.
- Login details will be emailed within 2 working days.

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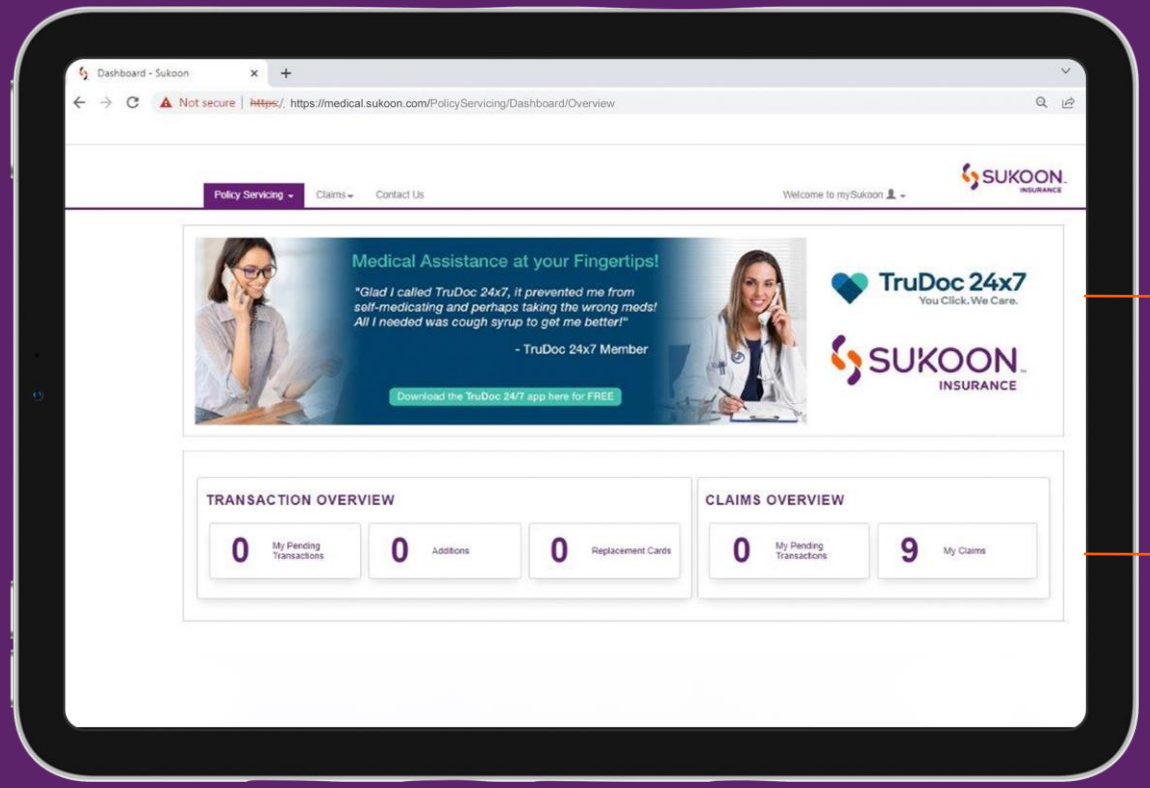
DASHBOARD



Main menu for claim submission, servicing requests.

Quick overview of all transactions

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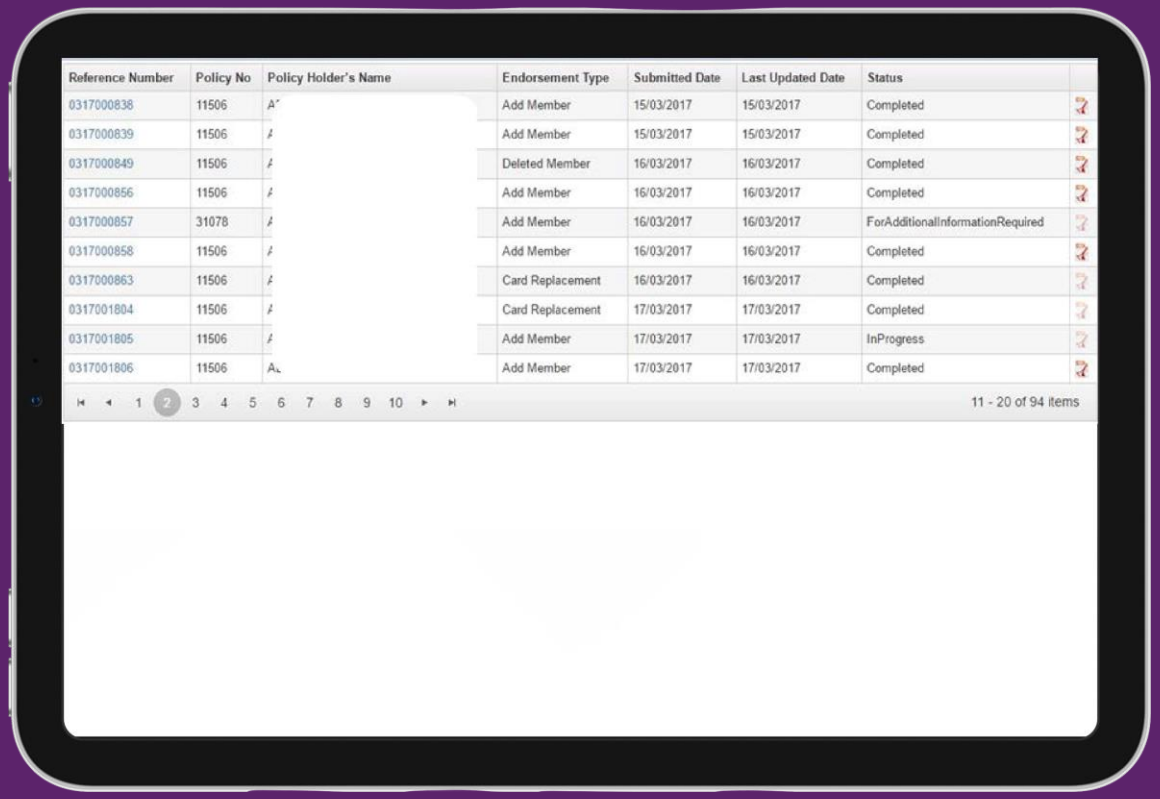
POLICY SERVICING

REQUEST OVERVIEW



Reference Number	Policy No	Policy Holder's Name	Endorsement Type	Submitted Date	Last Updated Date	Status
0317000838	11506	A	Add Member	15/03/2017	15/03/2017	Completed
0317000839	11506	A	Add Member	15/03/2017	15/03/2017	Completed
0317000849	11506	A	Deleted Member	16/03/2017	16/03/2017	Completed
0317000856	11506	A	Add Member	16/03/2017	16/03/2017	Completed
0317000857	31078	A	Add Member	16/03/2017	16/03/2017	ForAdditionalInformationRequired
0317000858	11506	A	Add Member	16/03/2017	16/03/2017	Completed
0317000863	11506	A	Card Replacement	16/03/2017	16/03/2017	Completed
0317001804	11506	A	Card Replacement	17/03/2017	17/03/2017	Completed
0317001805	11506	A	Add Member	17/03/2017	17/03/2017	InProgress
0317001806	11506	A	Add Member	17/03/2017	17/03/2017	Completed

1 2 3 4 5 6 7 8 9 10 11 - 20 of 94 items

- Click on Reference Number to view details and history of the request.
- Click on the PDF icon to view endorsement documents.
- PDF link will be enabled only when the request status is completed.
- View the status of each request for necessary action.

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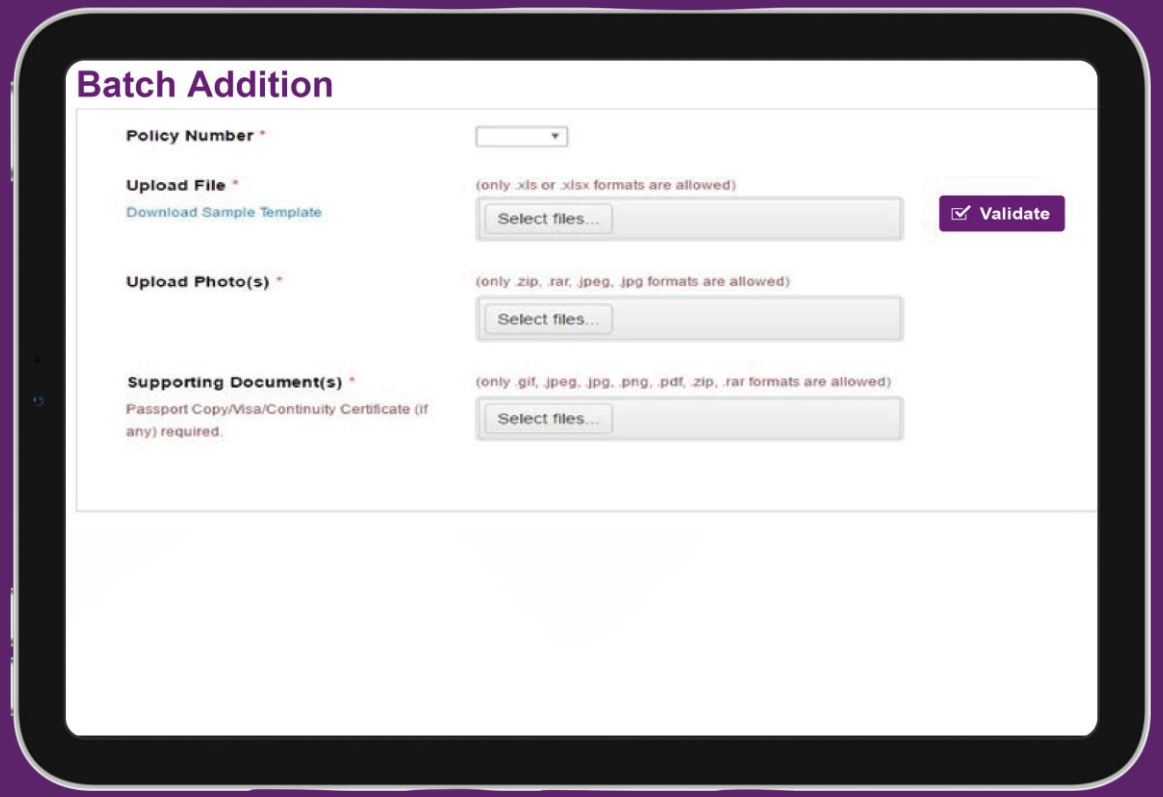
MEMBER ADDITION-BATCH



Step 1: Select your policy number for the dropdown list.

Step 2: Upload the census file with all required data. Click on validate button to submit the sheet.

Step 3: Upload photo file in ZIP format for all members as per photo file name in census list.

Step 4: Upload any other supporting documents, as required. Submit the request once all documents are uploaded.

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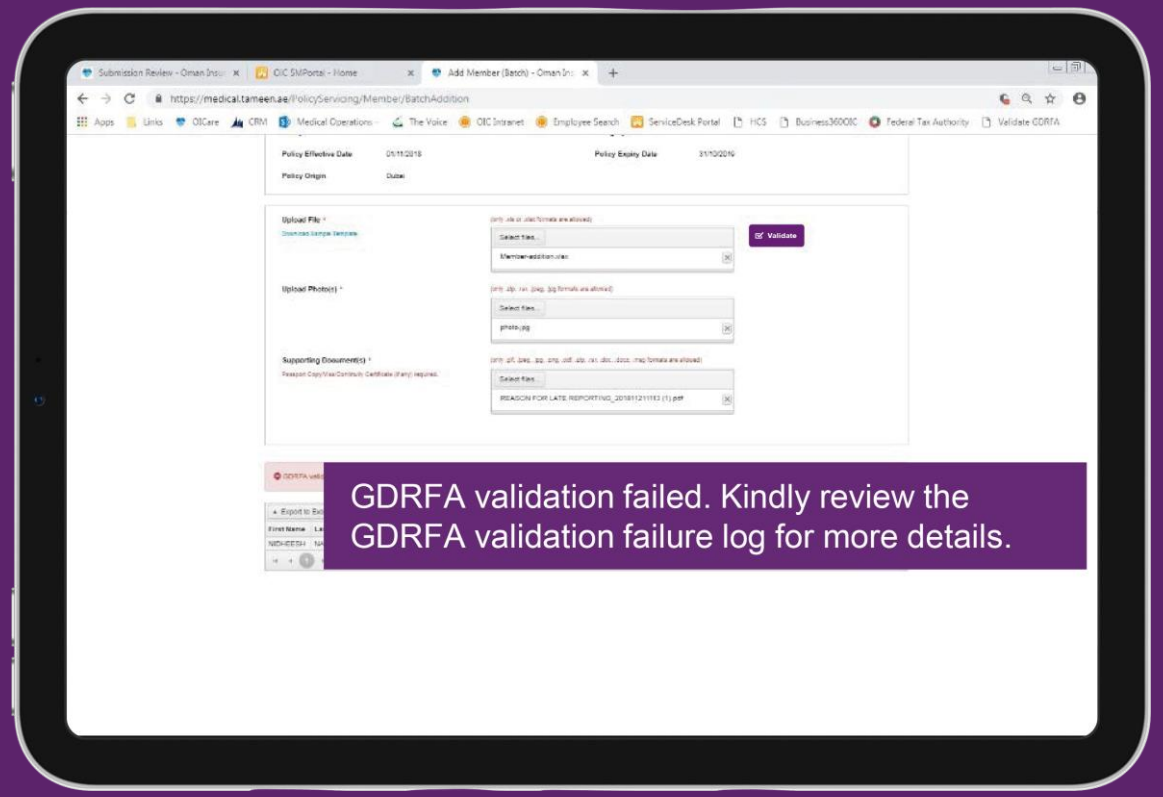
MEMBER ADDITION - GDRFA VALIDATION



- All Dubai visa holders data is validated by The General Directorate of Residency and foreigners Affairs (GDRFA).
- An error message will appear in case validation fails for any member.
- Export the error log. This will come in the same census format.
- Make the required corrections and upload the file again for validation.
- Once request is submitted, user will be directed to an overview page which gives the reference number for the request, status of request, member list.

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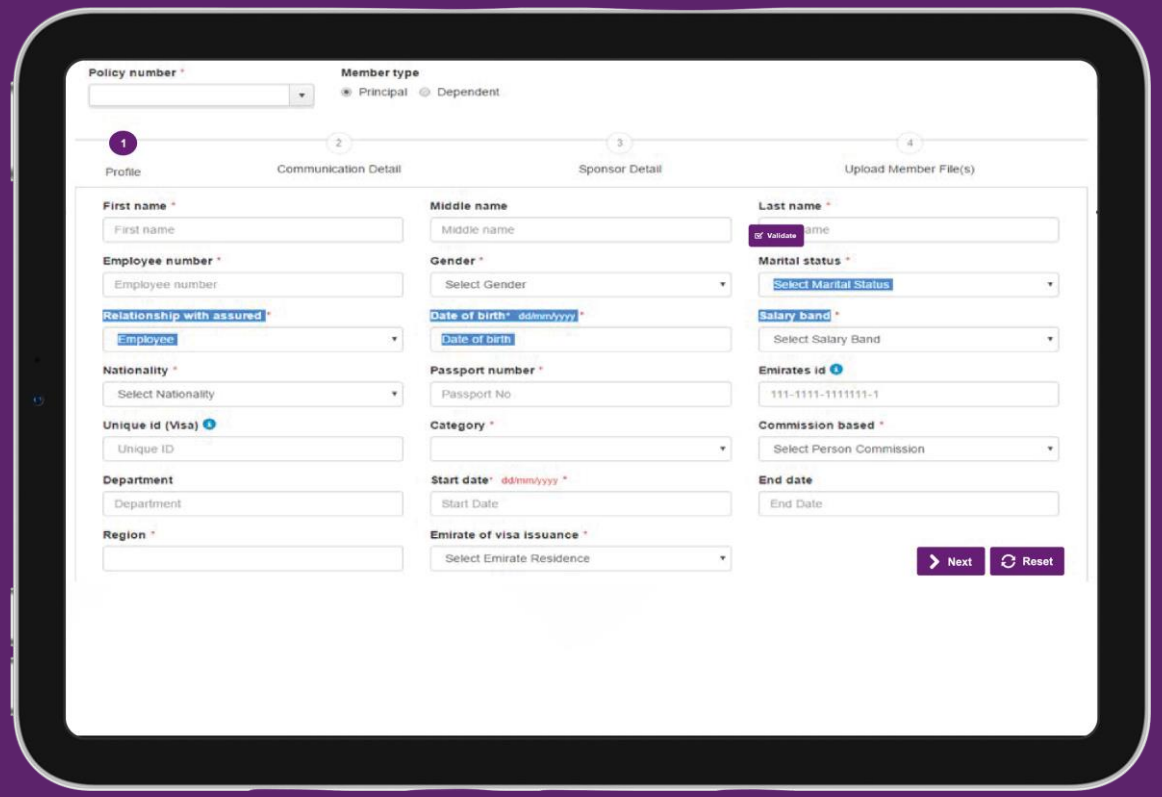
MEMBER ADDITION -MANUAL



- This can be used to add member details one by one.
- Select policy number, member type, and then add the remaining information.
- 4 sections need to be completed.
- Once all information is filled, click on the Save button.
- Click on Submit button once all members are added.

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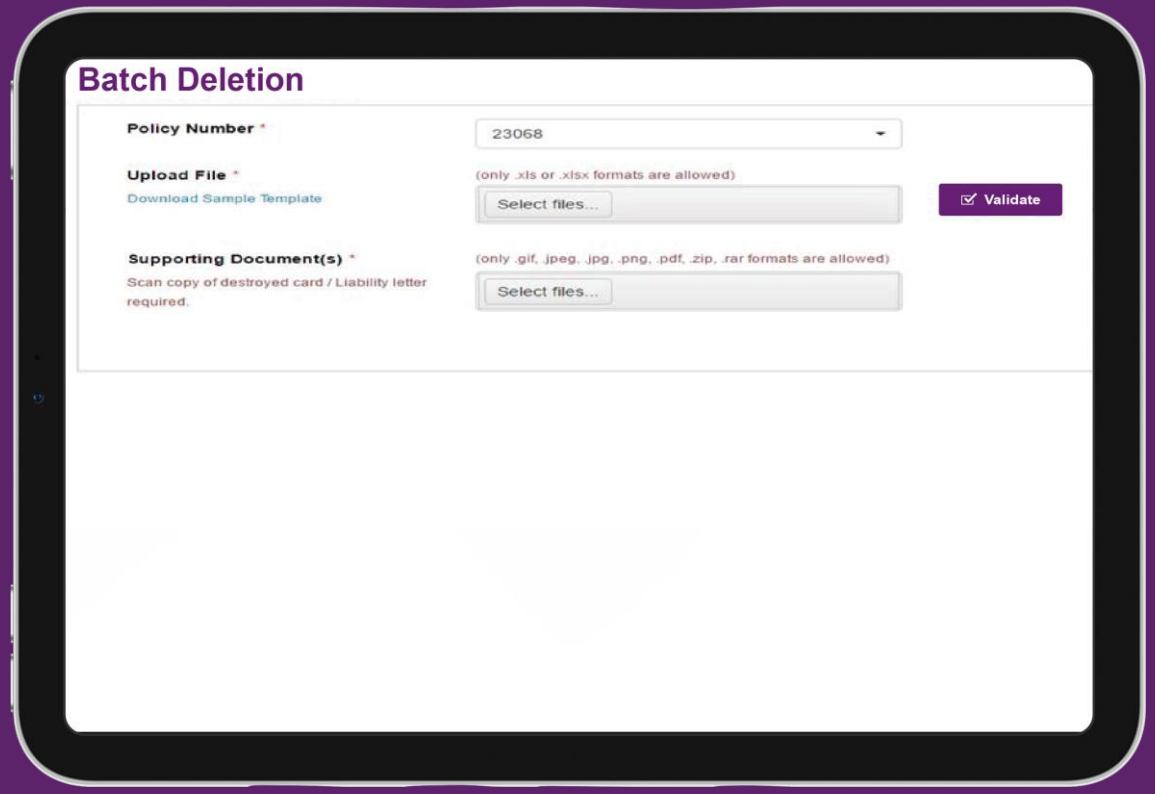
MEMBER DELETION -BATCH



Step 1: Select your policy number for drop down list

Step 2: Download the sample template to be uploaded for member deletion. Ensure card numbers belong to the selected policy number. If only principal member card is entered and no dependents are specified, both will be removed

Step 3: Upload the file and click validate button

Step 4: Upload any other supporting documents, as required. Submit the request once all documents are uploaded

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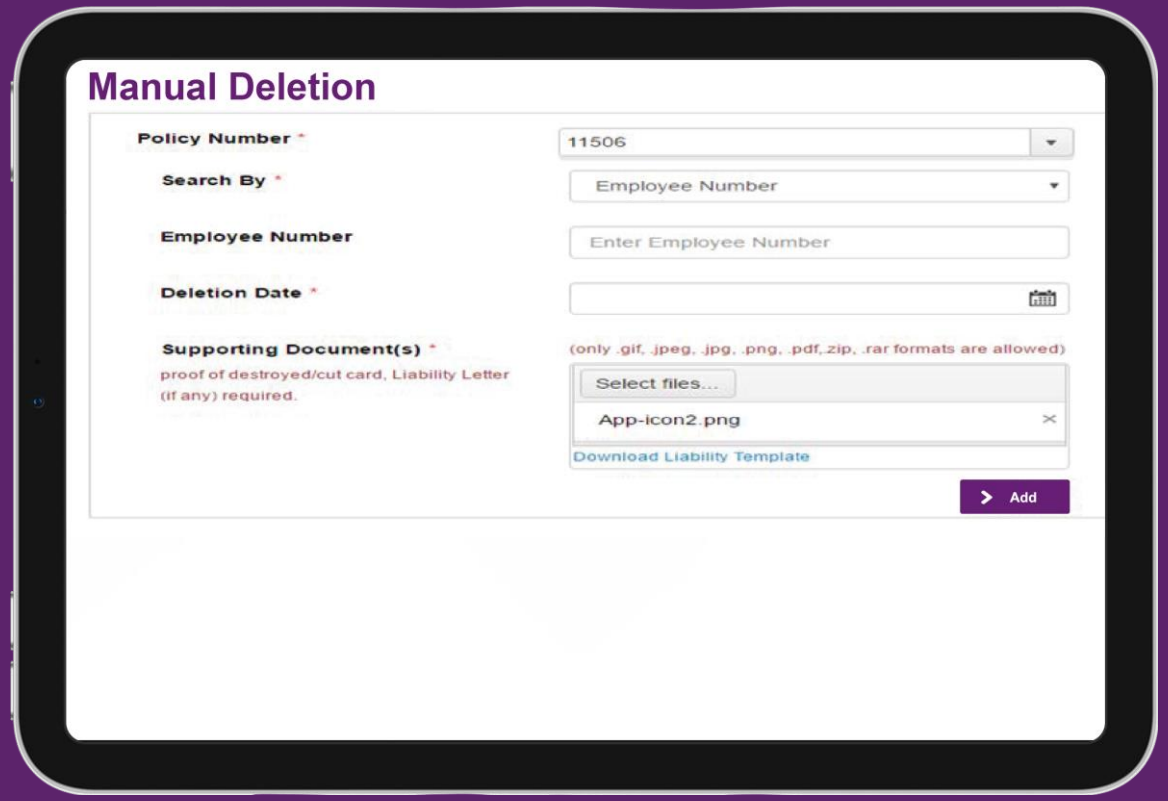
MEMBER DELETION -MANUAL



This can be used to delete multiple members by selecting one member at a time.

Step 1: Select policy and enter employee number or card number. If searched by employee number, principal and dependents will be selected for deletion.

Step 2: Click on edit icon to edit the documents uploaded or change the deletion date.

Step 3: Upload copy of the cut card along with any other supporting documents.

Step 4: Click submit button to process the request.

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OTHER FUNCTIONALITIES

Available under Policy Servicing tab.

Card replacement

Select policy and enter the employee number or card number. Verify member details and click on submit.

Member details update

Update personal details like Nationality, Passport Number, Mobile number.

Certificate, e-cards, member list download

Select the relevant option in the policy servicing tab.

Bank details Update

Available under the member details tab, this feature allows to add or edit bank details including bank name, IBAN number to ensure reimbursement payment is sent directly in the bank account.

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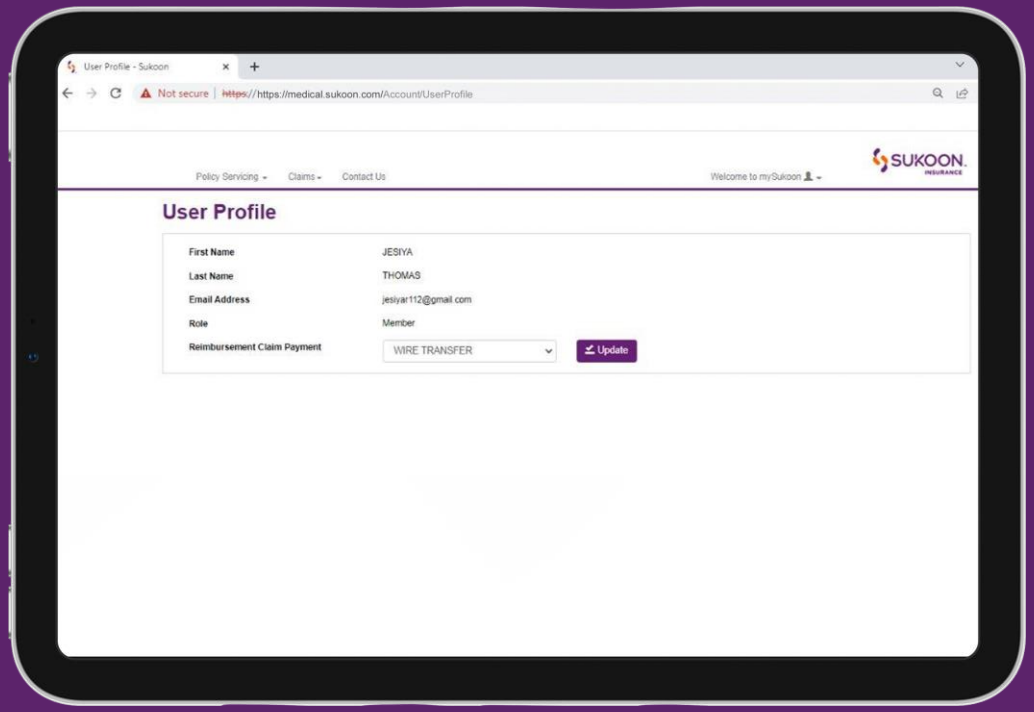
PAYMENT MODE



In case the member does not have bank details, the reimbursement claim payment mode can be changed from wire transfer to cheque. This is available in the User Profile Section under the Welcome Tab.

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CLAIM SUBMISSION

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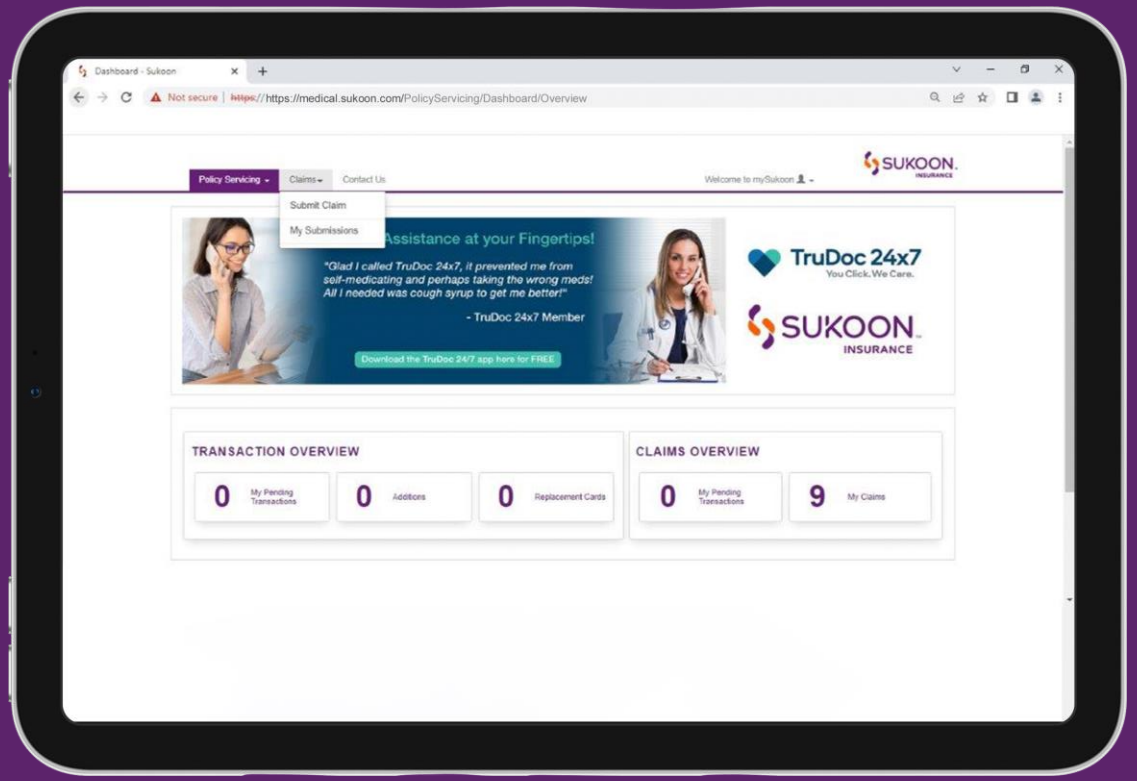
SUBMIT CLAIM



Step 1: Click on Submit Claims tab.

Step 2: Enter your healthcare card number.

Step 3: Enter the treatment date.

Step 4: Upload reimbursement claim form.

Step 5: Click on Submit

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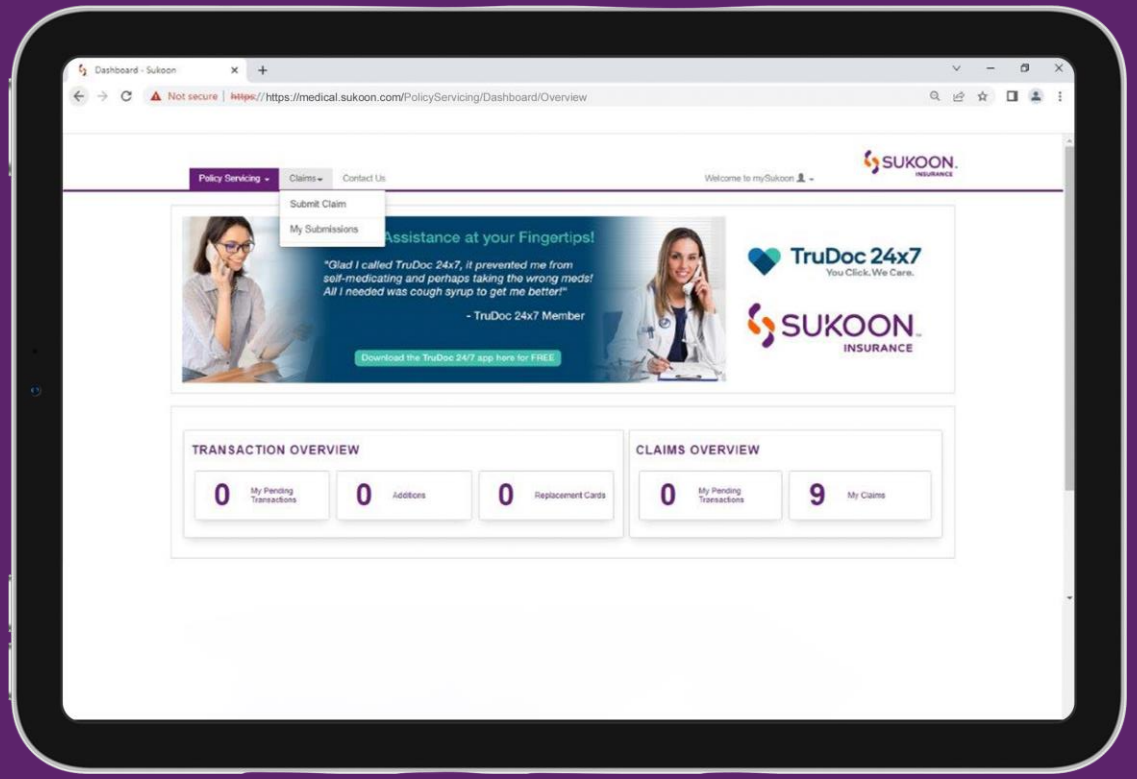
TRACK CLAIM



- Click on Claim Status Report tab.
- Search with claim ID, date range, healthcare card number, employee ID.

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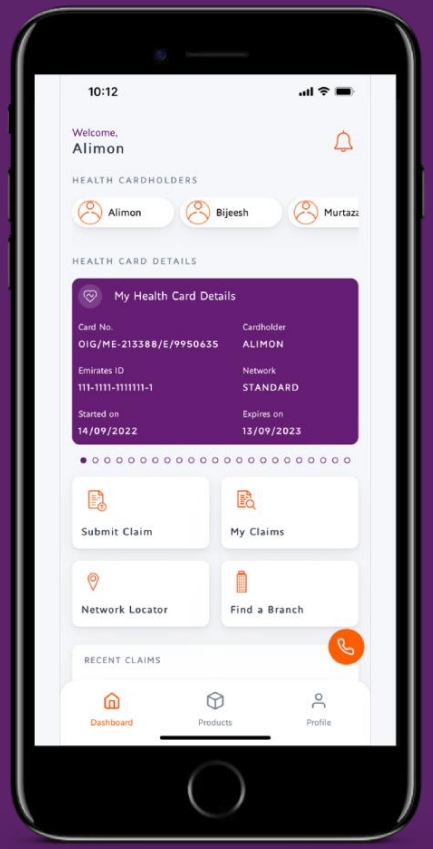
mySukoon APP

mySukoon–mySukoon Companion



The app is available on Apple App Store and Google PlayStore as ‘mySukoon’

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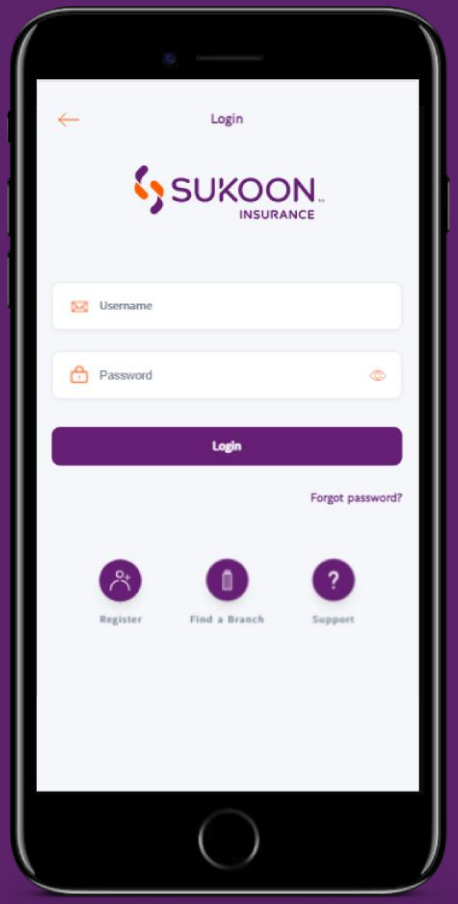
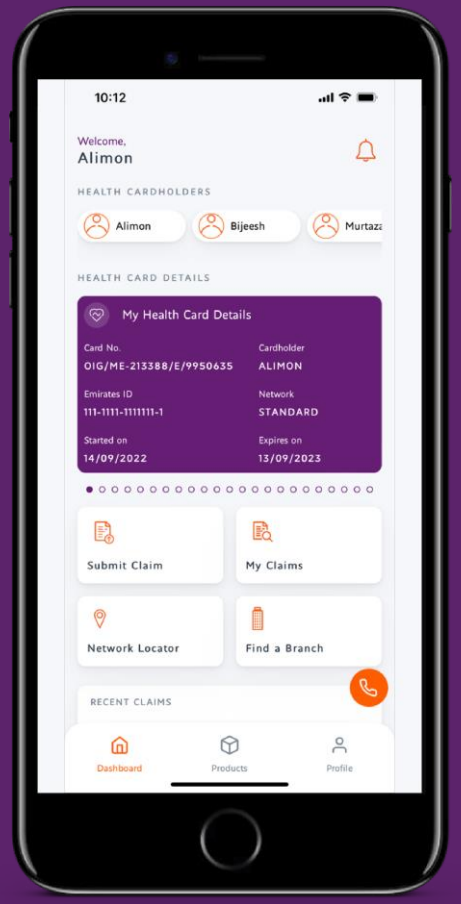
AVAILABLE FUNCTIONALITIES





- Submit, view and track healthcare reimbursement claims.
- Download claim settlement summary.
- Download eCard.
- Comprehensive list of network providers segregated by different facility type.
- Filters like distance, area, specialty available to facilitate provider search and selection.
- Call the provider at the click of a button.
- View location of LivFit gyms offering free trials & discounts.

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