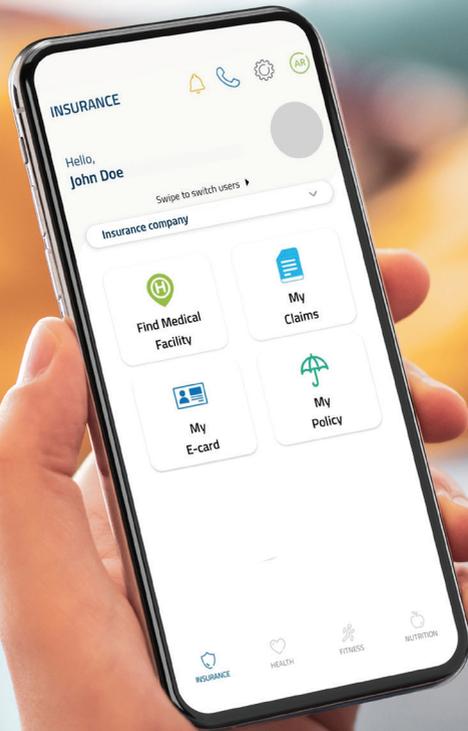




GlobeMed

Qatar



INSURED MEMBER'S GUIDE

GlobeMed FIT Mobile App



Redesigned With You in Mind

GlobeMed FIT Mobile app is our self-service health insurance app and digital wellness tool. It allows your insured members to manage their insurance online, anytime, anywhere!

- Insured members can manage their claims and those of their dependents including reimbursement, chronic prescription refills, and pre-approval requests.
- Use the e-card.
- Locate the nearest healthcare provider within the network.
- Access policy details, and much more.

Furthermore, the app effectively supports users in their health journey offering Health, Fitness, and Nutrition modules.



SCAN QR CODE TO DOWNLOAD THE APP STRAIGHT TO YOUR DEVICE.





A. Sign-up to the Insurance Section

Your country will be automatically set based on your geo location, if not select it manually.

1. Fill in your National ID or Insurance Number in the required field. Then, enter your year of birth, and select your preferred verification method either **by SMS or email**.
2. Next, you will need to enter your mobile number or email in the required field to request the verification code.
3. Once received, enter it and press continue to choose your new password.
4. When you complete signing up, you will get the message "Your account has been successfully created. Please sign in to continue." Click on OK to sign in.

AR



If you already have an account, select "Sign In" or choose "Sign Up" to create a new account.

WELCOME

Powered by


GlobeMed

AR



If you already have an account, select "Sign In" or choose "Sign Up" to create a new account.

GlobeMed Qatar

Select Your Country of Residence

- GlobeMed Saudi Arabia
- GlobeMed Bahrain
- GlobeMed Qatar
- GlobeMed Egypt
- GlobeMed Jordan
- GlobeMed Palestine
- GlobeMed Kuwait

AR



If you already have an account, select "Sign In" or choose "Sign Up" to create a new account.

GlobeMed Qatar

Please choose your verification method below:

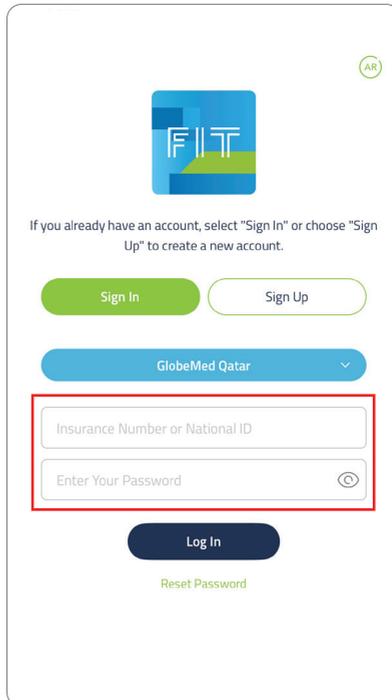
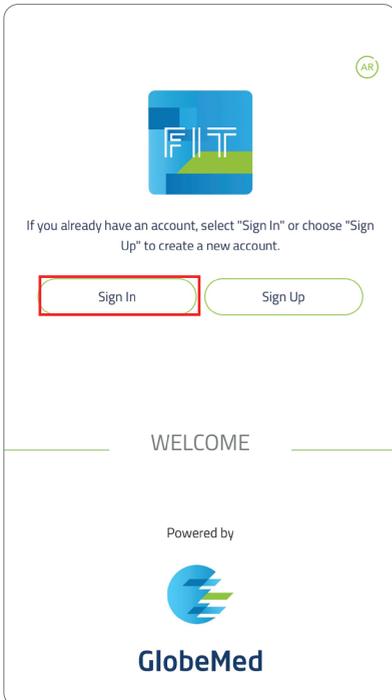
Email SMS

B. Sign-in to the Insurance Section

Your country will be automatically set based on your geo location, if not select it manually.

1. Fill in your National ID or Insurance Number in the required field. Then, enter your password.
2. Existing users who were already signed up on our previous app version will need to insert their mobile number to validate their account, upon the first sign in only.

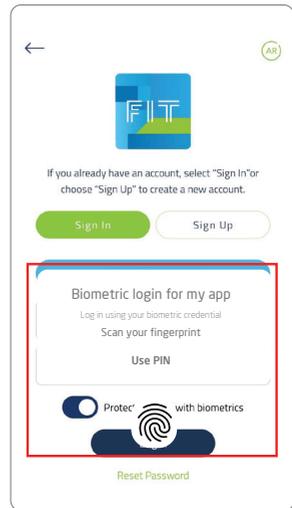
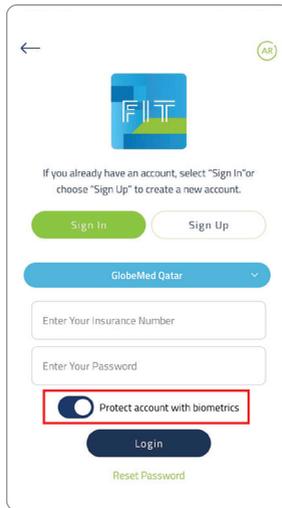
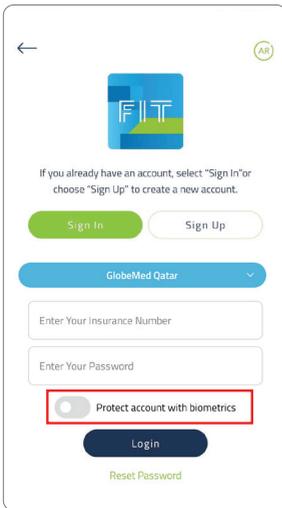
Once the verification code is received enter it to sign in.



Biometric Authentication

The optional biometric identification feature is available as an additional security layer. You can turn this feature on and off by switching the slider on your sign-in screen.

The biometric identification allows you to secure your account using your device's biometric authentication methods, such as face ID, fingerprint or passcode. With this feature enabled, you'll be prompted to verify your identity each time you close the app and open it again. If the verification is successful, you'll be directed to the home page. If not, you'll be redirected to the Login screen. If you wish to turn off this feature after having it enabled, all you have to is log-out and then keep it turned off at sign-in screen.



C. Reset your password

Your country will be automatically set based on your geo location, if not select it manually. Click on the reset password button and fill in your National ID or Insurance Number in the required field. Then, choose the previously selected channel at sign up either **by SMS or email**. Afterwards, enter your mobile number or email to receive verification code. Once received, enter it and press continue to choose your new password which must contain at least 8 characters and 1 upper case letter and must not exceed 15 characters.

The image displays three sequential screenshots of the password reset process in the GlobeMed Qatar application. Each screen features the app's logo at the top and a back arrow on the left.

- Screen 1:** Titled "Reset Your Password", it shows a dropdown menu for "GlobeMed Qatar" and a text input field containing "1111111". Below this, there are radio buttons for "Email" and "SMS", with "SMS" selected. A "Continue" button is at the bottom.
- Screen 2:** Titled "Enter Verification Code", it displays a message: "An SMS will be sent to you shortly with the verification code". Below the message is a five-digit numeric keypad. A "Re-send Verification Code" button is located at the bottom.
- Screen 3:** Titled "Enter Verification Code", it shows the received code "4 7 N 2 9" with a green checkmark next to the final digit. Below the code is a "Re-enter New Password*" field and a "Re-enter Your New Password*" field, both highlighted with a red box. A note at the bottom states: "*Password must contain at least 8 characters and 1 upper case letter". A "Continue" button is at the bottom.

D. Manage Your Account

1. Notifications:

Click on the Bell Icon to check your notifications.

2. Call Center:

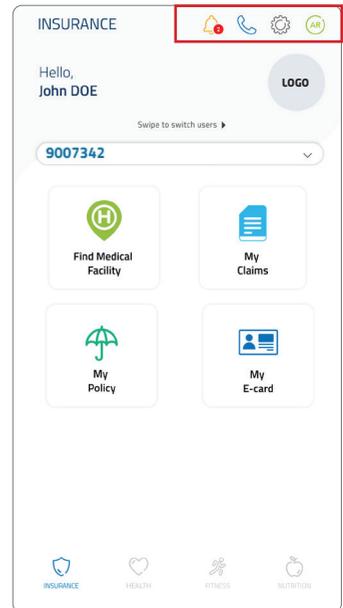
Click on the Call Icon to reach our call center.

3. Settings:

Click on the Gear Icon to manage your settings which include your profile, switch user, request to delete your account and logout.

4. Language:

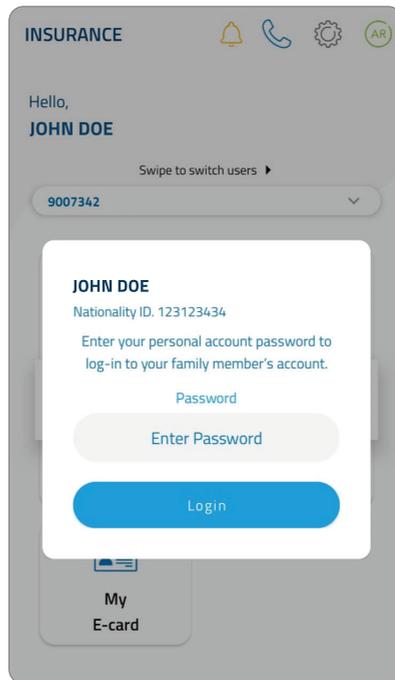
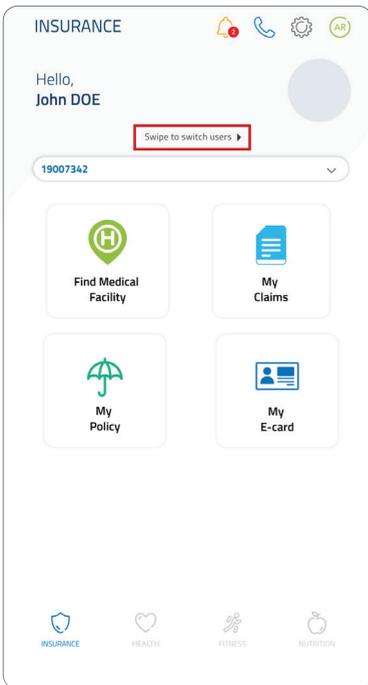
Click on the AR Icon to switch into Arabic.



E. Manage Your Family's Insurance

To manage your dependents, you should:

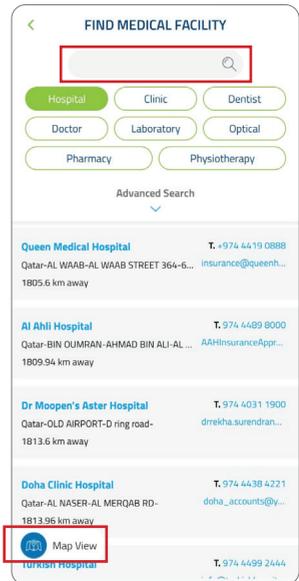
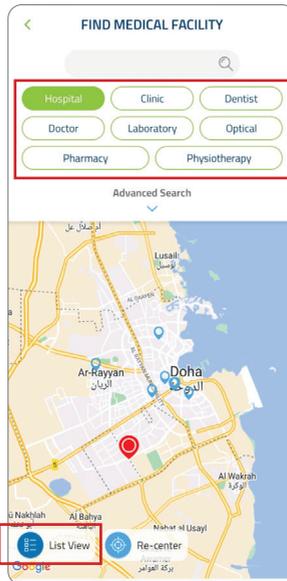
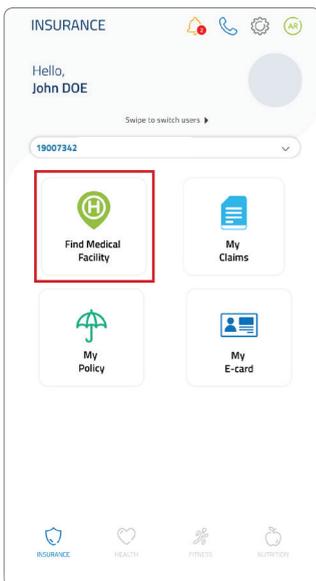
1. Click "Swipe to switch users".
2. Enter your own password in the password field.
3. You will then be able to navigate through users by simply swiping to the right in the main screen.



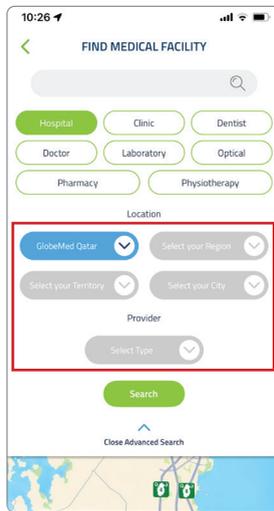
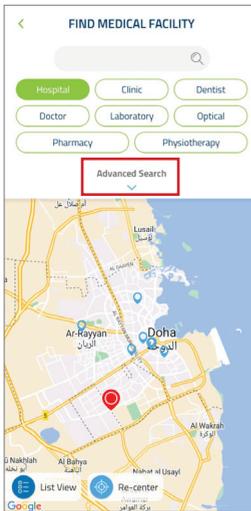
Find My Medical Facility

Select "Find my Medical Facility". You have three options to find your preferred medical facility:

1. Select the type of facility you are looking for from the available options such as hospital or clinic. You can check their location directly on the map or you can click on "List View" to check their contact details and locate how far the facility is from your current location. You can at all times switch to "Map View" to return to the map.
2. You can search by healthcare provider name using the search bar to get their location or their details on the map.



3. Click Advanced Search to locate and get healthcare provider details by region, territory, city, and type such as hospital or clinic.



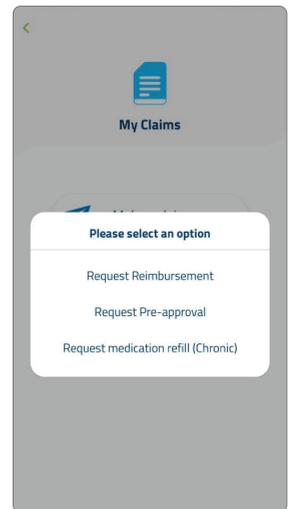
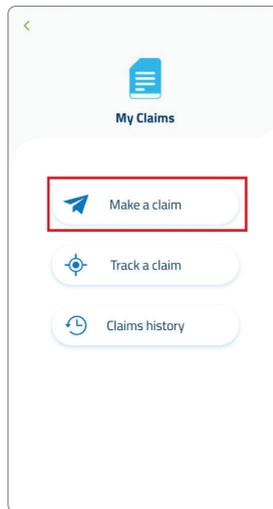
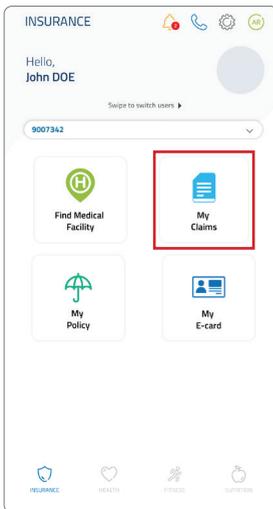
My Claims

- Click My Claims and choose the action you want to take, either "Make a Claim", "Track a Claim" or "My Claims History"

When clicking "Make a Claim", you will get the following types of claims:

1. Request Reimbursement.
2. Request Pre-Approval.
3. Request Medication Refill (chronic).

Kindly keep the original supporting documents of your claim and submit them to your insurance company.



Example for Filing a “Request Reimbursement”

- Click on “request reimbursement”.
- Choose the medical service type (Ambulatory, Inpatient, Optical, Prescription Medicine, Dental, Doctors Visit).
- Choose a date – Attach photos of the mandatory documents marked with an asterix
- To delete an uploaded pic, click on the “X” sign in the upper right corner of the pic (marked with a small red frame).
- Add any remarks you have (optional).
- Click “Submit” and you will get an email notification sent to your registered email account with your claim reference number.

REQUEST REIMBURSEMENT

Fill in the required fields below

What type of medical service did you receive?

Please select a service

When did you receive the service?

Please select a date

How much did the service cost you?

Add the amount

Is there anything else you would like us to know?

Please enter your comments here

Please attach the required documents below:

A copy of your medical report*

REQUEST REIMBURSEMENT

A copy of your original receipt*

A copy of your identity card/passport*

A copy of your test results (Optional)

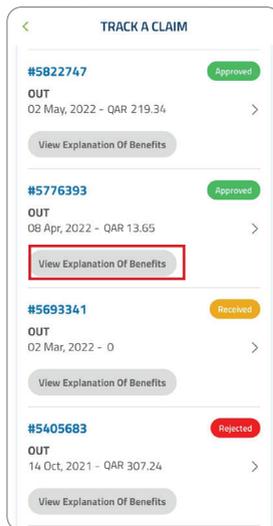
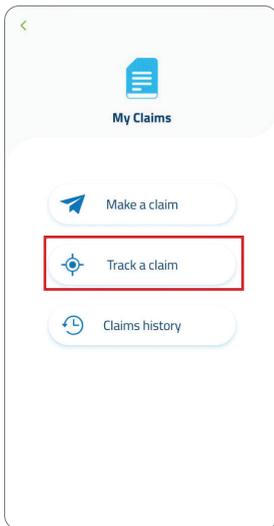
A copy of any other documents (Optional)

*Mandatory documents

Submit

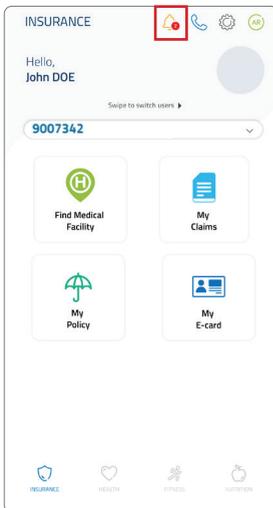
Tracking Submitted Claims

- Click "Track Claim" in the insurance home page.
- Choose your claim type by expanding the category.
- Check your status (e.g. approved, rejected..). In case your claim was rejected, you will be able to view an explanation for your benefits detailing why your claim was rejected.



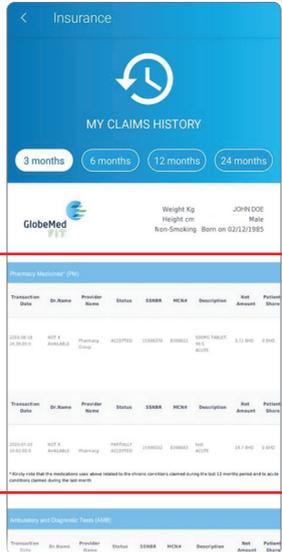
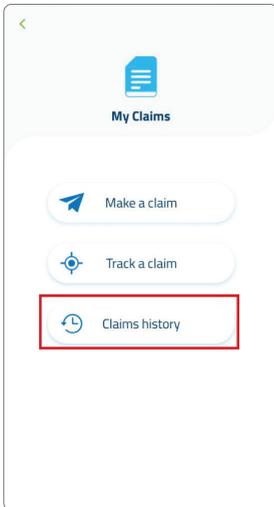
Edit Claim

- In case supporting documents are missing or you need other documents, you will receive a notification from GlobeMed to edit your claim. Click on the Bell marked with the red exclamation mark, to check what's needed.
- You now can edit your claim directly from the "Track a Claim" section. Click on the red icon on top of the attached document to see what was the reason of rejection and replace or retake the a photo of the attached as requested in the notification.



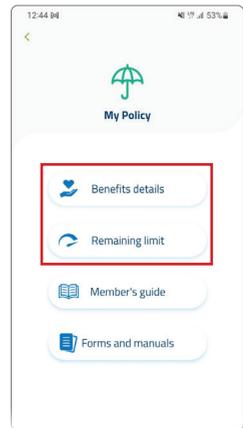
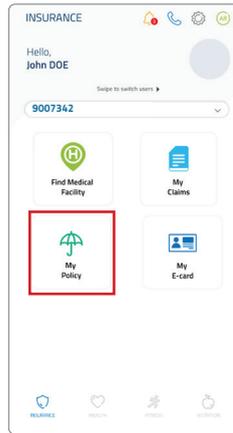
My Claims History

Select "My Claims History" to get a record of your insurance policy usage.



My Policy

Select Policy Limitation to get a record of your insurance policy financial limitation.



Remaining Limit & Benefits Details

Select Coverage Description for full details of your insurance policy benefits, limitations and exclusions.

GM Fit – Remaining Limit.pdf

COVERAGE DESCRIPTION
...LTH CARE BENEFIT DETAILS

Contract: **Globefed Solutions S.A.L.**
Beneficiary: **Anthony Ghazwa** 2019-C01

Line	Description	Cap	Financial Limit	Unit	Balance
Benefit	Comprehensive Hospital	1000	1,000.00	USD	1,000.00
Benefit	Basic Care Program	1000	1,000.00	USD	1,000.00
Benefit	Comprehensive Hospital	1000	1,000.00	Per Treatment	1,000.00
Benefit	Basic Care Program	1000	1,000.00	Per Treatment	1,000.00
Benefit	Comprehensive Hospital	1000	100	20	No Treatment

GM Fit – Benefit Details.pdf

COVERAGE DESCRIPTION
HEALTH CARE BENEFIT DETAILS

Contract: **Globefed Solutions S.A.L.**
Beneficiary: **Anthony Ghazwa**

Policy Eligibility

Scope Of Health Care Coverage
DELTAHSF STANDARD PROGRAM

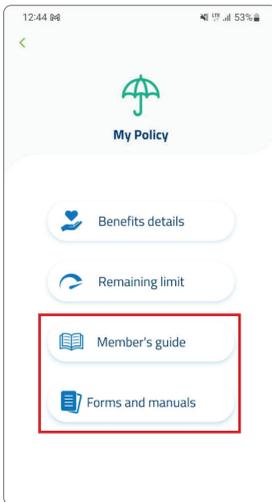
Benefit	Description	Restrictions
Hospitalization		
Inpatient Patient	The program covers inpatient hospitalization for the insured person who is admitted to a hospital for a period of 24 hours or more. The program covers inpatient hospitalization for the insured person who is admitted to a hospital for a period of 24 hours or more. The program covers inpatient hospitalization for the insured person who is admitted to a hospital for a period of 24 hours or more.	No Self-Serve
Out-Patient		

Member's Guide

Select Member's guide for all details related to managing your insurance e.g. insurance card details, documents required by insurance company, FAQ...etc.

Forms and Manuals

In this section, you will be able to view and download any documents shared by GlobeMed and watch videos directly from the app.

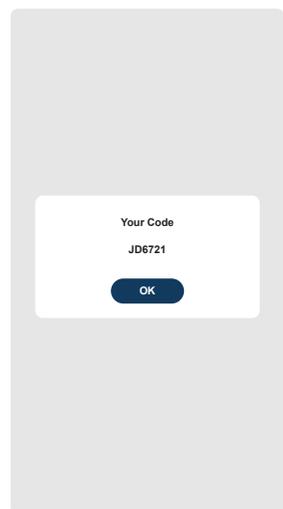
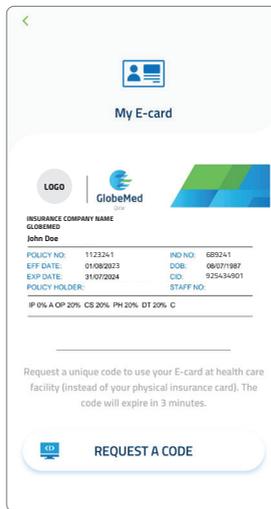
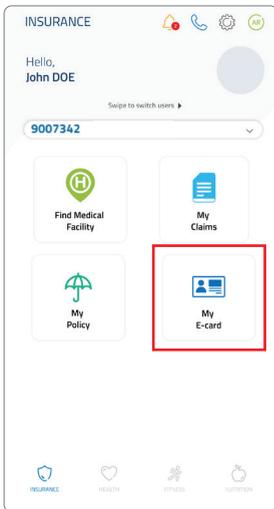


My E-Card

Instead of using your physical card, you can use the e-card for eligibility at healthcare providers. All you have to do is click on "request a code" to receive a 5 digit code. Share the code with your healthcare provider

***Code will expire in 3 minutes**

***This feature is optional, you can use your actual insurance card if you wish to do so**



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