

# Mosanté App User Guide



Easing your Life  
with **Android**

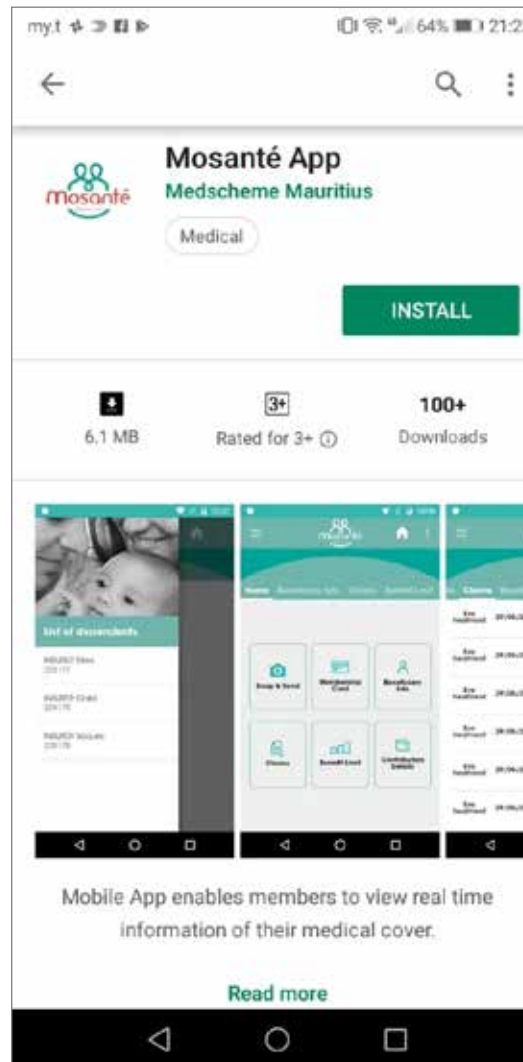


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Building our Future

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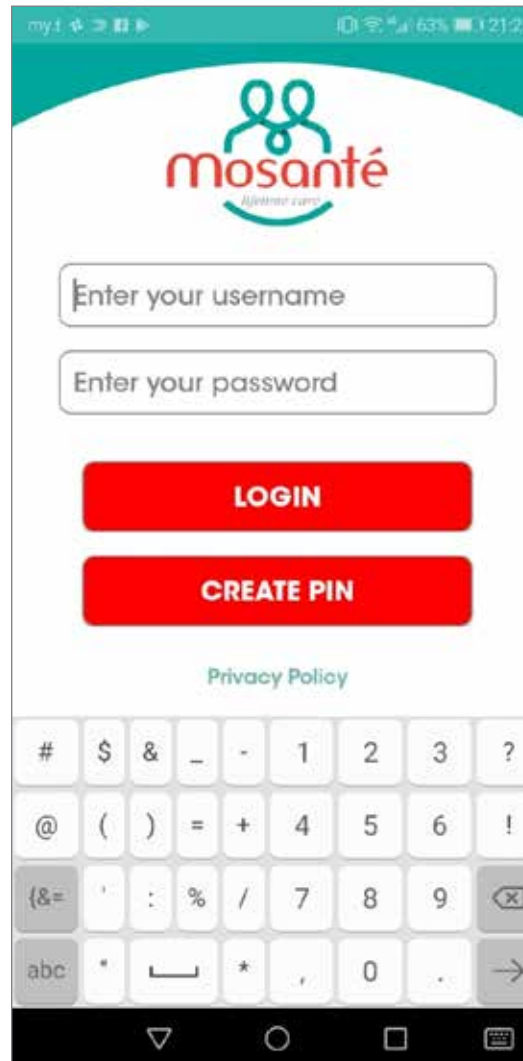
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## Getting the app: *Mosante App*



- 1) Go to Google Play
- 2) Search for Mosanté
- 3) Click on Install and wait for installation
- 4) The 'Mosante' icon will appear on your mobile screen

## First Time Registration

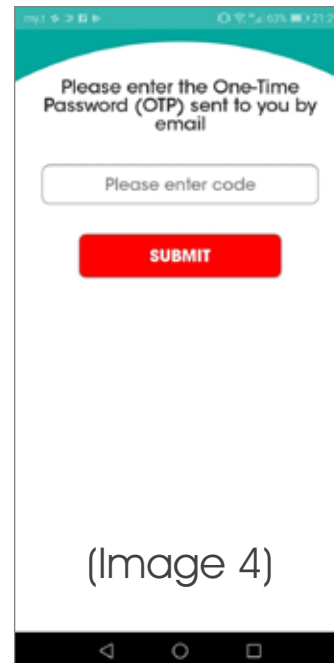
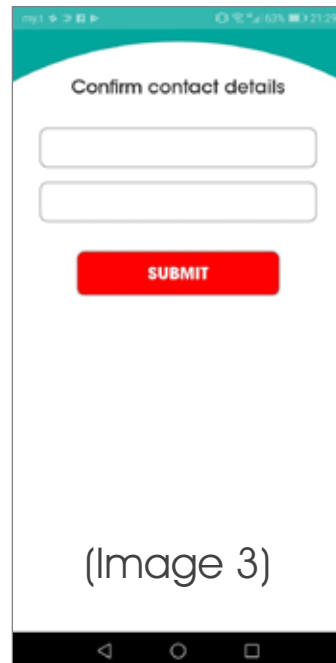
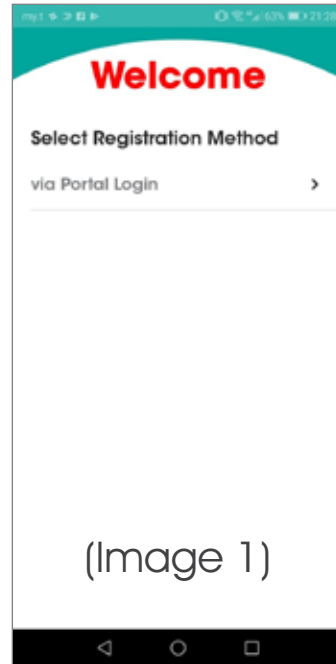


- 1) Enter the Login & Password provided to you by Medscheme
- 2) Click on "Create PIN" to set up your 4 digit passcode for easy access in the future

**Note:** The login and password is similar to your Online Member Portal login and password.

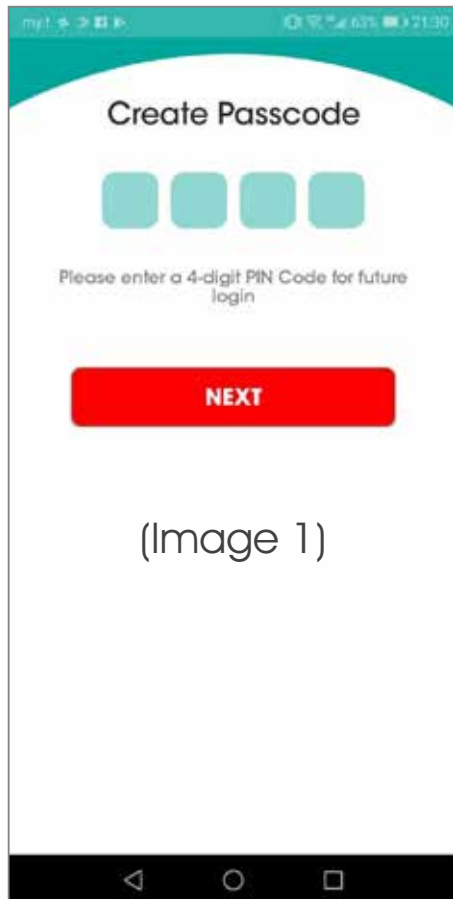
If you do not have your login and password, please send an email to **info@medschemeinternational.com**

## Create your 4 Digit PIN



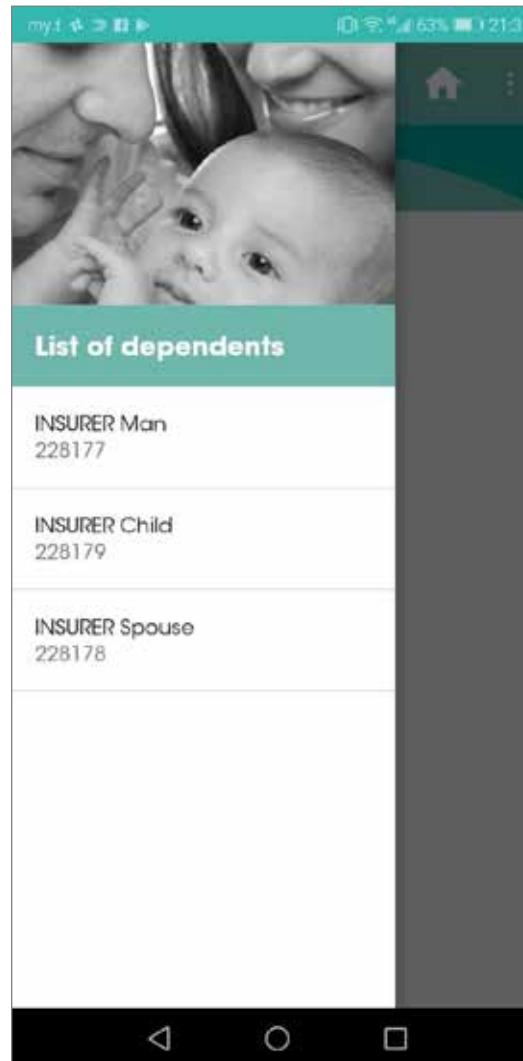
- 1) Select "via Portal Login" (Image 1)
- 2) Re-enter your Login and Password and click on "Validate" (Image 2)
- 3) Enter your contact details and click on "Submit" (Image 3)
- 4) You will receive a one-time password (OTP) on your email address
- 5) Enter your OTP and click on "Submit" (Image 4)

## Creating & Confirming Passcode



- 1) You will be asked to create your 4 digit passcode
- 2) Enter 4 digits of your choice in the 4 grey boxes (Image 1)
- 3) Click "next" (Image 1)
- 4) Re-enter the same 4 digits in the grey boxes (Image 2)
- 5) Click on "Submit" (Image 2)

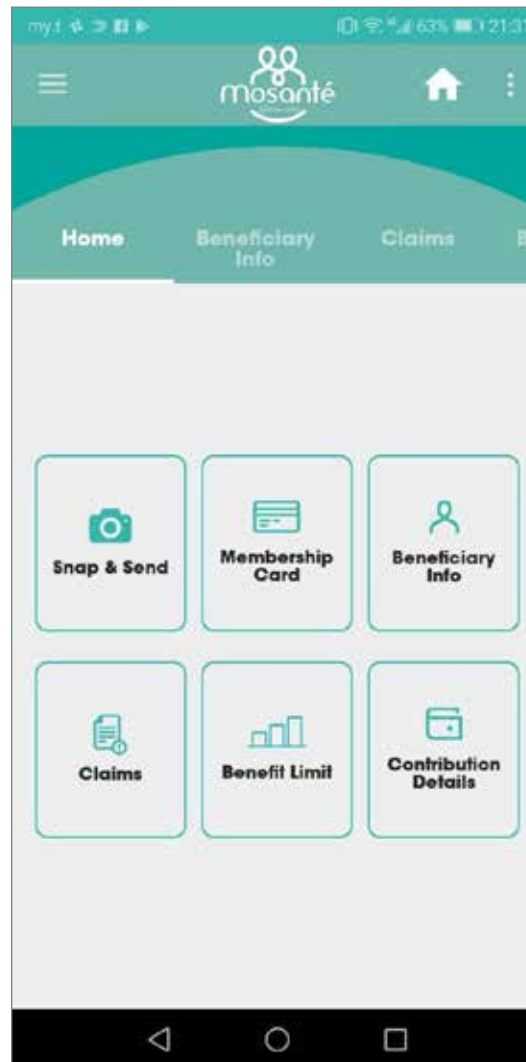
## *Beneficiaries Screen*



The Beneficiary Screen provides you with the list of members registered under your name.

Select any name to view details of this member.

## Home Screen



The following icons are available on the Home Screen:

- Snap & Send
- Membership Card
- Beneficiary Info
- Claims
- Benefit Limits
- Contribution Details (Subject to Scheme Approval)



## Beneficiary Info Screen

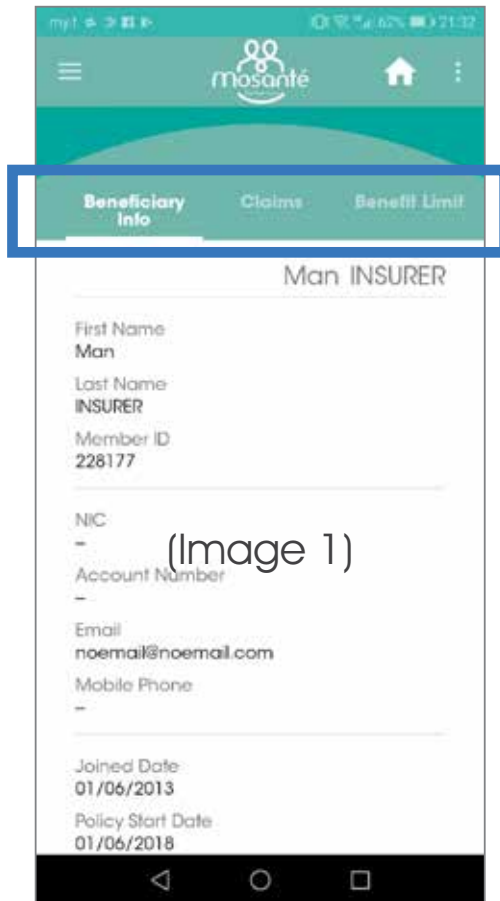


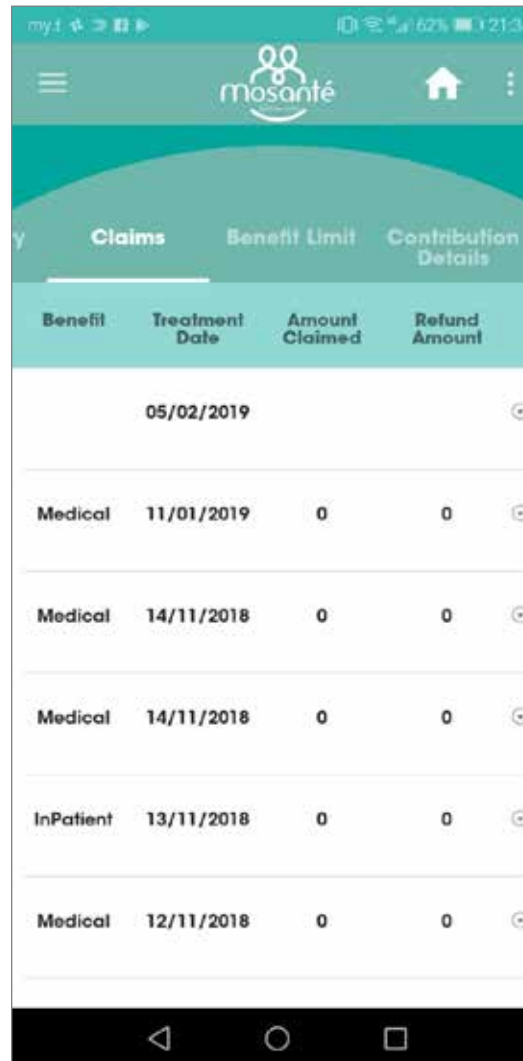
Image 1:  
The Beneficiary Info screen provides you with information on the name you have selected in the previous screen

### THE BLUE BOX:

You will see different tabs to view claims and benefits of the beneficiary you have selected. Just click on "Claims" or "Benefit Limits".

Image 2:  
You can scroll to view the different tabs.

## Claims Info Screen



The screenshot shows the Mosanté app interface. At the top, there is a navigation bar with the Mosanté logo and a home icon. Below this is a menu bar with options: Claims, Benefit Limit, and Contribution Details. The main content area displays a table with the following columns: Benefit, Treatment Date, Amount Claimed, and Refund Amount. The table contains several rows of data, including a row for a claim on 05/02/2019 and several rows for medical claims with zero amounts claimed and refunded.

Benefit	Treatment Date	Amount Claimed	Refund Amount
	05/02/2019		
Medical	11/01/2019	0	0
Medical	14/11/2018	0	0
Medical	14/11/2018	0	0
InPatient	13/11/2018	0	0
Medical	12/11/2018	0	0

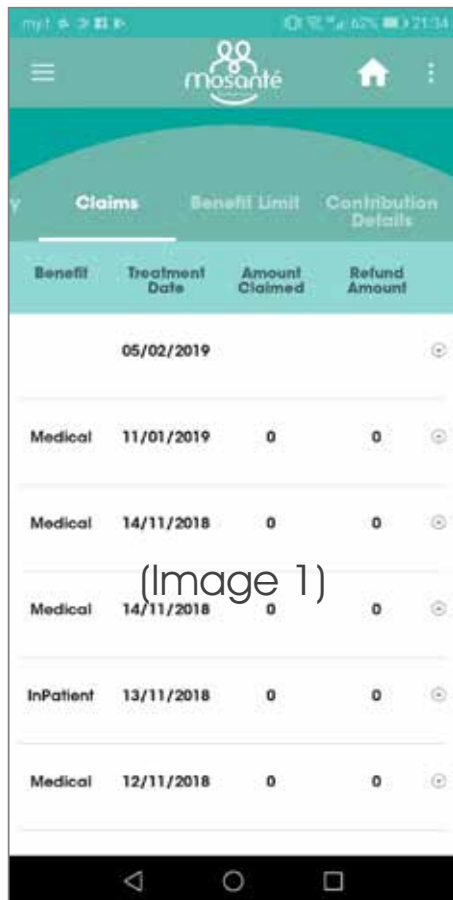
The Claim Info screen allows you to track your Claims Refund and Refund Amount.

## *Benefit Limit Screen*

Description	Upper Limit	Amount Paid	Rem Limit
Merge Benefit	20003	0	20003
Clinic Room Fees	30000	0	30000
InPatient	50000	0	50000
Merged Catastrophe	2000000	0	2000000

The Benefit Limit screen gives you a summary of the limits and sub limits you have per benefit including how much you have used and how much limit remains (Rem Limit in image)

## Sub Limits Info Screen



(Image 1)



(Image 2)

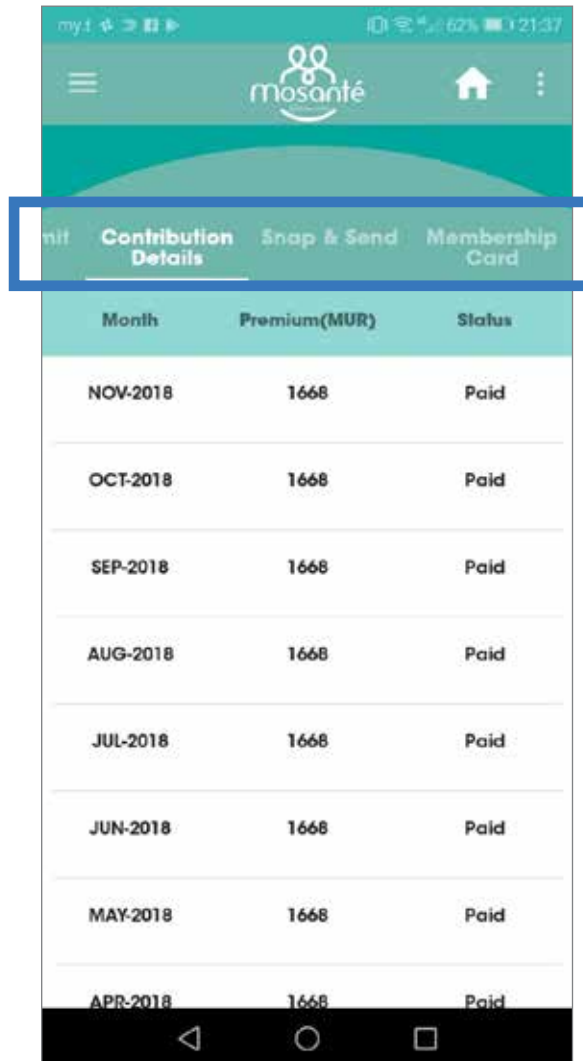
Image 1:  
gives you information on sub limits

THE BLUE BOX:

Click on the blue box to select whether you wish to view "Current" or "Previous" limits info (Image 2).

You can also choose between Limit and sub limit here.

## Contribution Details Screen



Month	Premium(MUR)	Status
NOV-2018	1668	Paid
OCT-2018	1668	Paid
SEP-2018	1668	Paid
AUG-2018	1668	Paid
JUL-2018	1668	Paid
JUN-2018	1668	Paid
MAY-2018	1668	Paid
APR-2018	1668	Paid

The Contribution Details screen provides you with information on the amount you have contributed towards the medical scheme.

***NB:- Subject to Scheme Approval***

### THE BLUE BOX:

You will see different tabs to choose the new features “Snap & Send” and view your electronic membership card.

Just click on “Snap & Send” or “Membership Card”

# Mosanté App Special Features



- **Snap & Send** Medical Claims from your phone
- **Membership Card**

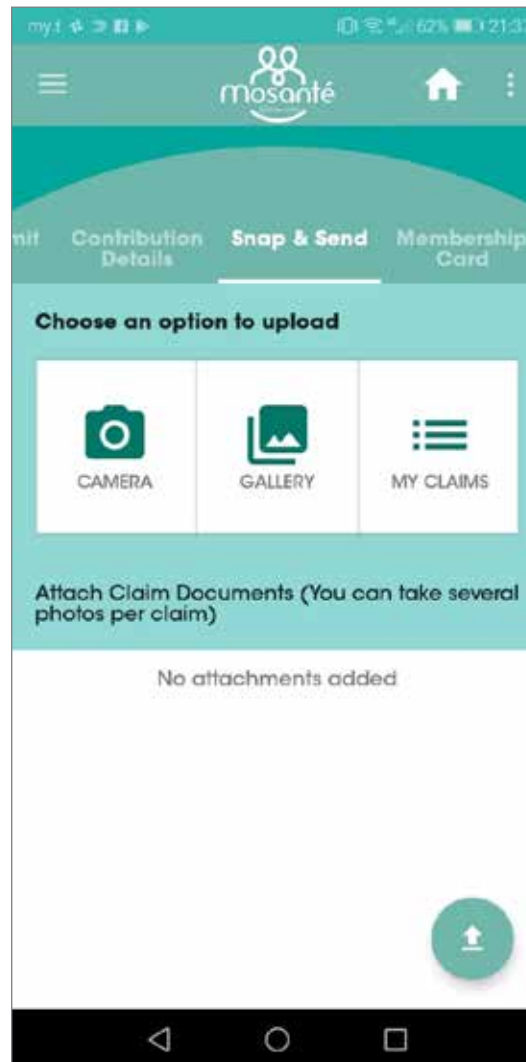
## *What is the Snap & Send?*

Snap & Send allows members to take photos of their original claim documents and send them through Mosanté. Once uploaded on the mobile app, the claims appear on Medscheme's system in real time.

## *The advantages of Snap & Send are:*

- Members do not have to come at the office and submit their original claim
- No need to fill in a claim form
- Claims are treated as priority.

## *Taking photos of your Claims*

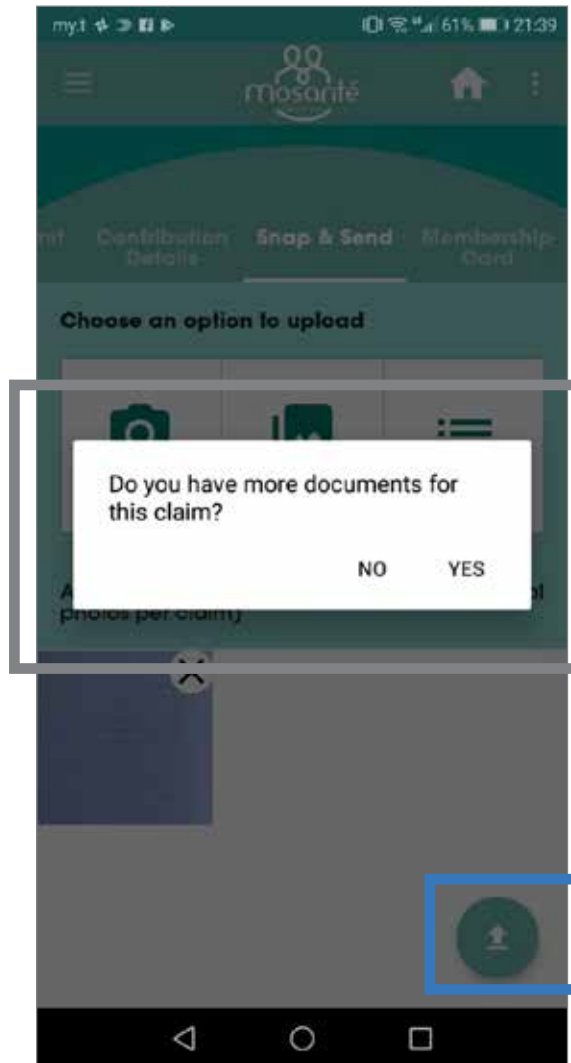


- 1) Select "Camera" to take photos of your claims.
- 2) Select "Gallery" to upload existing photos
- 3) Select "My Claims" to view claims you have already uploaded

***NB: You can take several photos to submit a claim. Claims are to be submitted per member per illness***



## Upload your Claims



### THE GREY BOX:

Photos of your claims will appear in the grey box.

You can click on the "x" to delete a photo before uploading your images.

You will also receive a notification informing you to add more documents for the same claim. Then click No or Yes

### THE BLUE BOX:

Once you have attached all your photos, click on the arrow in the green box to Upload your claim

## Confirmation of your Claims

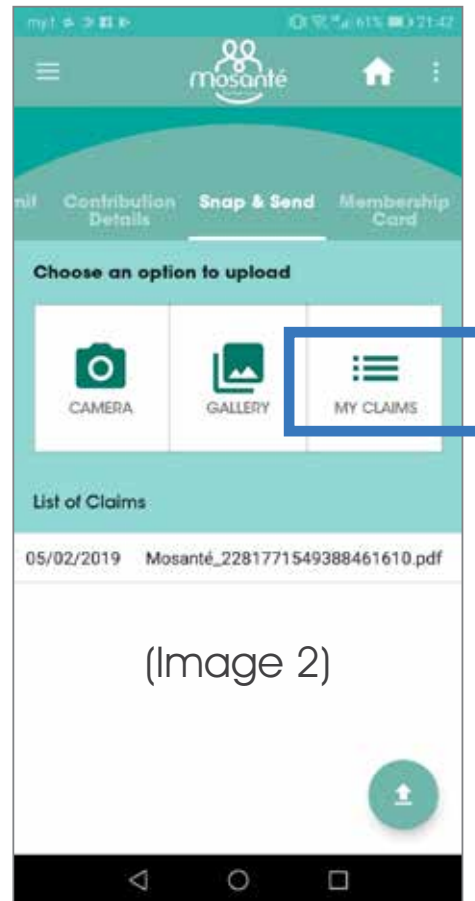
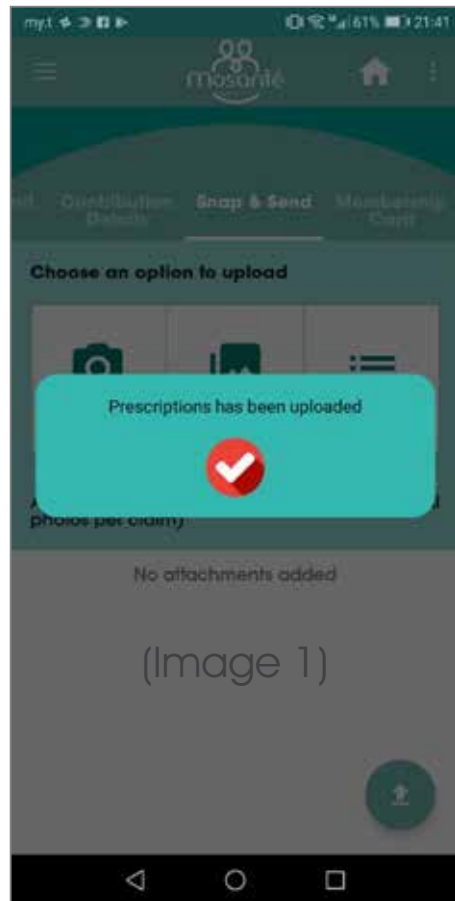


Image 1:  
You will receive a confirmation message that your claim has been uploaded.

THE BLUE BOX:

Click on MY CLAIMS (blue box) to view your claim history.

## Electronic Membership Card



(Image 1)



(Image 2)

Image 1:  
Displays the front of your Membership Card

Tap on the membership card to view the back of the card

Image 2:  
Displays the back of your card with your details

*Note: The electronic membership card can be used for both clinic admission and payless services.*

## Log Out



### THE BLUE BOX:

Image 1:

Click on the dots (green box) to Logout

Image 2:

You will receive a Logout then click on same.

## *PASSCODE (mPIN)*



When Log Out, you will have mPINScreen to enter your PIN Number if you wish to log in again.

## *Feedback*

Enjoy the transparency we are providing to you through Mosanté App!

We will be delighted to receive your feedback and recommendations on **mosante@businessmauritius.org** so that we may continue to enhance this added service.

Thank you.



For more info:

Customer Hotline: 454 9090 (Mosanté)

Customer Hotline: 403 5091 (Medscheme)

Working hours: 08.30 - 16.30

[www.mosante.org](http://www.mosante.org)