

A Step-by-step Guide

Access to your medical benefits just got easier



Thank you for choosing Etiqa Life Insurance Berhad as your medical policy provider!

For hospital admission, no medical card is required, just present your identity card and inform the hospital you are covered with Etiqa.

Download the Etiqa Healthcare App from



or



Locate



Our Panel Hospital
closest to you

Monitor



Your Guarantee Letter (GL)
and Claims status

Retrieve



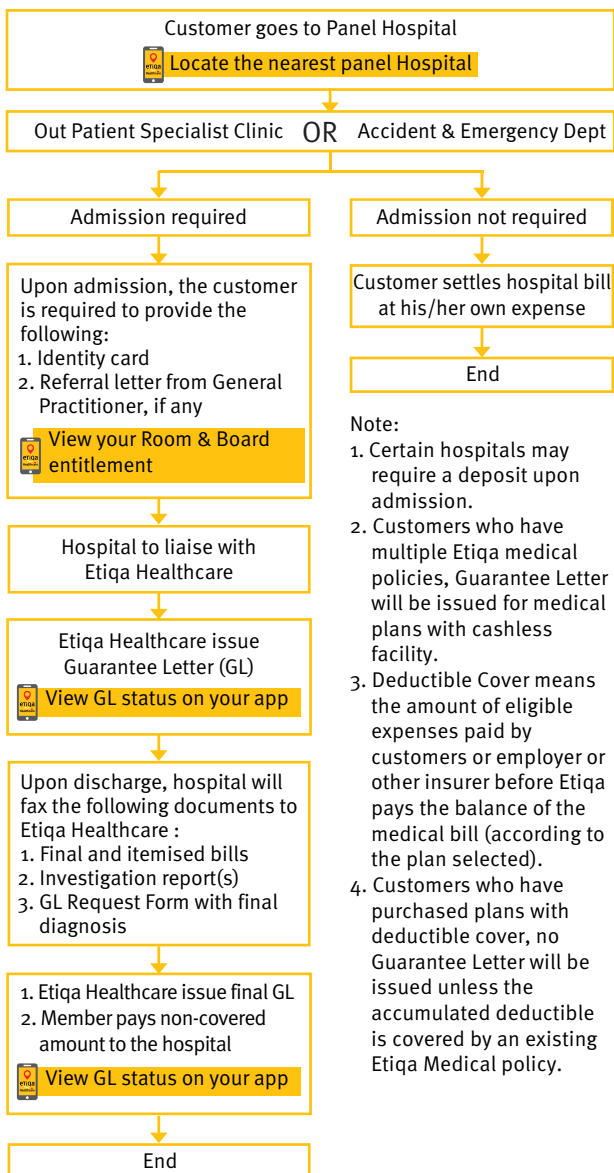
Your Room & Board
entitlement

For any enquiries, please e-mail to
mcssupport@etiqa.com.my



Step-by-step Guide

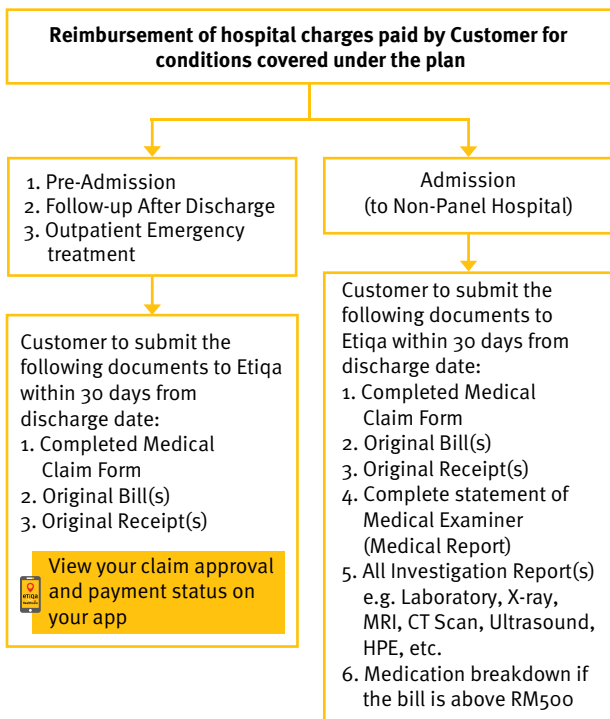
Hospitalisation Admission & Discharge Process



Step-by-step Guide

Claims Reimbursement Process

Medical plans without Deductible Cover

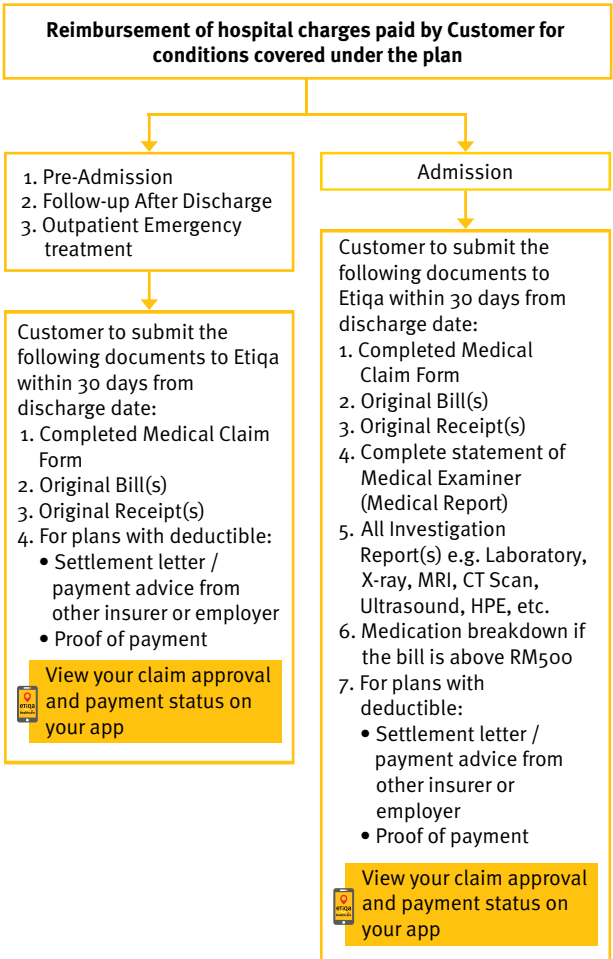


Note: In situation where the room you choose exceeds your entitled room and board limit, you will have to pay the difference of the cost of the room, and subject to your policy you may have to share 20% of the total covered cost of treatment.

Step-by-step Guide

Claims Reimbursement Process

Medical plans with Deductible Cover



Note: In situation where the room you choose exceeds your entitled room and board limit, you will have to pay the difference of the cost of the room, and subject to your policy you may have to share 20% of the total covered cost of treatment.

Step-by-step Guide

Government Hospital Daily Allowance

If a customer is admitted to a government hospital, he/she is entitled to the Government Hospital Daily Allowance. He/she must submit the following documents to Etiqa:

Item	Documents
1	Completed Claim Form
2	Original Discharge Note/Summary
3	Original Bill(s)
4	Original Receipt(s)



View your claim approval and payment status on your app

Medical Claim Form

You may obtain the claim form by:

1. Visiting Etiqa's website at www.etiqa.com.my
2. Visiting any of our Etiqa Branches
3. Contacting Etiqa Online at 1300 13 8888
4. Emailing info@etiqa.com.my

Please ensure that the completed claim form is submitted within 30 days from discharge date to:

EBMG, Claims Department, Level 17, Tower B, Dataran
Maybank No 1, Jalan Maarof, 59000 Kuala Lumpur.

Important Contact Numbers

For Guarantee Letter (GL) matters call Etiqa Healthcare
1800 88 9998 (24 hours)

For Policy, Benefit and Claims matters call

Etiqa Oneline **1300 13 8888**,

Mon-Fri : 8.30 am - 6.30 pm,

Sat : 8.30 am - 12.30 pm.

Closed on Sunday & Public Holiday.

This plan is underwritten by Etiqa Life Insurance Berhad (1239279-P), a subsidiary of Malayan Banking Berhad (3813-K). Etiqa Life Insurance Berhad is licensed under Financial Services Act 2013 and regulated by Bank Negara Malaysia. Etiqa Life Insurance Berhad is located at Dataran Maybank, No. 1, Jalan Maarof, 59000 Kuala Lumpur.

Panduan Langkah Demi Langkah

Akses kepada manfaat perubatan anda kini semakin mudah



eTiqa

Terima kasih kerana memilih polisi perubatan anda dengan Etiqa Life Insurance Berhad!

Untuk kemasukan ke hospital, anda hanya perlu hadir dengan membawa kad pengenalan, tanpa perlu kad perubatan dan maklumkan kepada pihak hospital anda dilindungi oleh Etiqa.

Muat turun Etiqa Healthcare App dari



atau



Cari



Hospital Panel berhampiran anda

Semak



Status Surat jaminan (GL) dan Tuntutan

Dapatkan



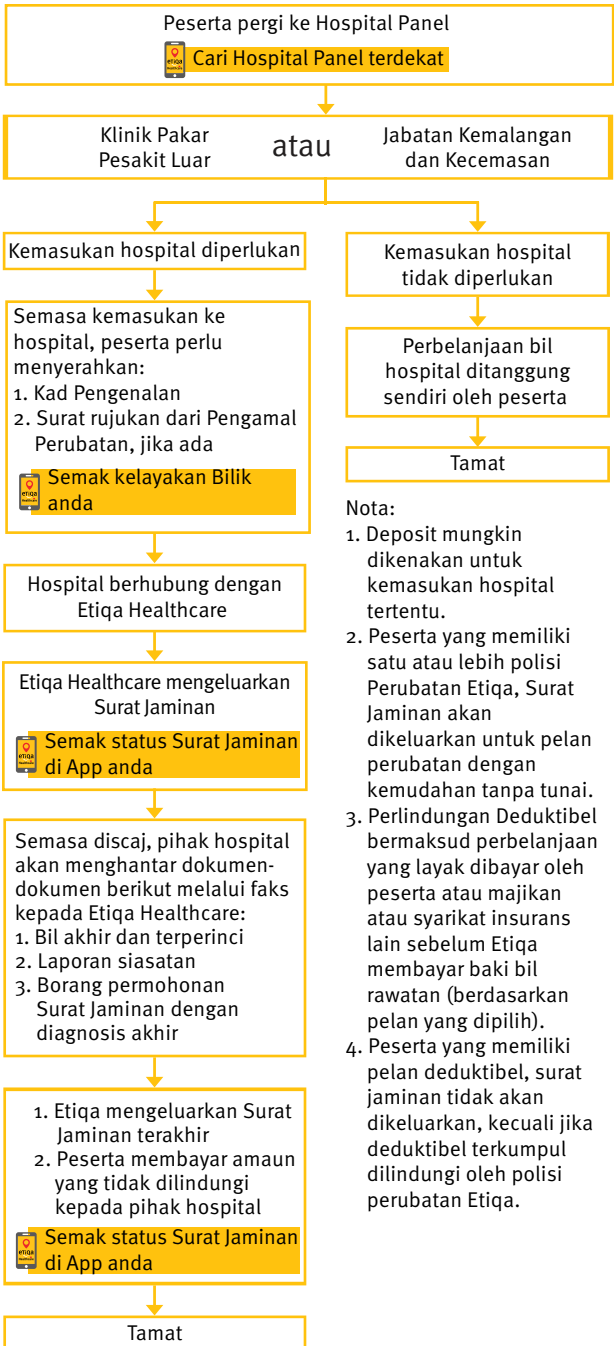
Butiran kelayakan Bilik

Untuk sebarang pertanyaan, sila emel kepada mcssupport@etiqa.com.my



Langkah Demi Langkah

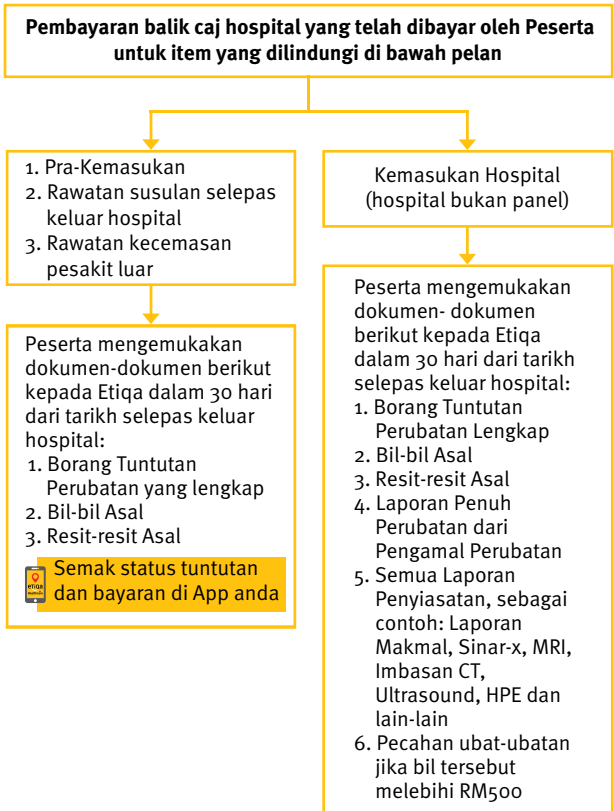
Proses Kemasukan dan Discaj Hospital



Langkah Demi Langkah

Proses Bayaran Balik Tuntutan

Pelan perubatan tanpa Perlindungan Deduktibel

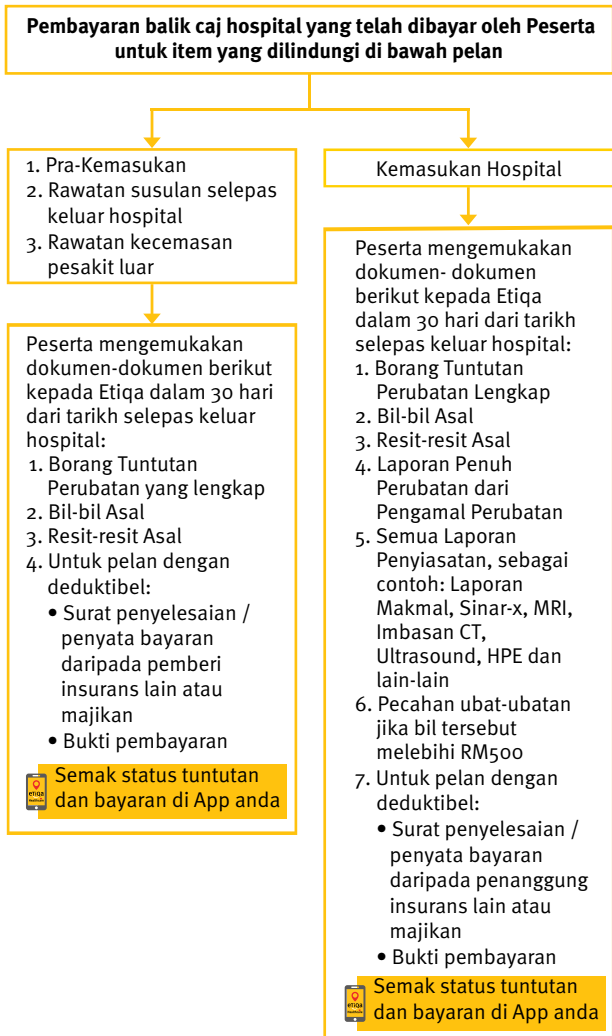


Nota: Di dalam situasi di mana bilik hospital yang anda pilih melebihi dari had bilik dan penginapan hospital yang anda layak, anda harus membayar amaun perbezaan untuk kos bilik hospital tersebut, dan anda juga mungkin akan membayar sebanyak 20% daripada jumlah kos perubatan berdasarkan polisi anda.

Langkah Demi Langkah

Proses Bayaran Balik Tuntutan

Pelan perubatan dengan Perlindungan Deduktibel



Nota: Di dalam situasi di mana bilik hospital yang anda pilih melebihi dari had bilik dan penginapan hospital yang anda layak, anda harus membayar amaun perbezaan untuk kos bilik hospital tersebut, dan anda juga mungkin akan membayar sebanyak 20% daripada jumlah kos perubatan berdasarkan polisi anda.

Langkah Demi Langkah

Elaun Harian Hospital Kerajaan

Sekiranya peserta dimasukkan ke hospital kerajaan, beliau layak menerima Elaun Harian Hospital Kerajaan. Ahli perlu mengemukakan dokumen-dokumen berikut kepada Etiqa:

Butiran

	Dokumen
1	Surat/Kesimpulan Keluar Hospital Asal
2	Borang Tuntutan yang lengkap
3	Bil-bil Asal
4	Resit-resit Asal



Semak status tuntutan dan bayaran di App anda

Borang Tuntutan Perubatan

Anda boleh mendapatkan borang tuntutan dengan:

1. Melayari laman web www.etiqa.com.my
2. Mengunjungi mana-mana Cawangan Etiqa kami
3. Hubungi Etiqa Online di talian 1300 13 8888
4. Emel ke info@etiqa.com.my

Sila pastikan borang tuntutan lengkap diisi dan diserahkan dalam tempoh 30 hari dari tarikh keluar hospital ke:

EBMG, Bahagian Tuntutan, Aras 17, Menara B, Dataran
Maybank No 1, Jalan Maarof, 59000 Kuala Lumpur.

Nombor Penting Untuk Dihubungi

Untuk Surat Jaminan (GL), hubungi Etiqa Healthcare:
1800 88 9998 (24 jam)

Untuk pertanyaan mengenai Polisi, Manfaat dan urusan
Tuntutan, hubungi Etiqa Online: **1300 13 8888**,
Isnin - Jumaat : 8.30 pagi - 6.30 petang,
Sabtu : 8.30 pagi - 12.30 petang.
Tutup pada hari Ahad & Cuti Umum

Pelan ini diunderait oleh Etiqa Life Insurance Berhad (1239279-P), sebuah subsidiari Malayan Banking Berhad (3813-K). Etiqa Life Insurance Berhad adalah dilesenkan di bawah Akta Perkhidmatan Kewangan 2013 dan dikawal selia oleh Bank Negara Malaysia. Etiqa Life Insurance Berhad adalah berlokasi Dataran Maybank, No. 1, Jalan Maarof, 59000 Kuala Lumpur.

Panel Hospitals / Hospital-hospital Panel

Note / Nota:

Listing as at December 2017 / Senarai pada Disember 2017

**For latest panel listing, please log on to www.etiqa.com.my /
Sila layari www.etiqa.com.my untuk mendapatkan senarai
panel terkini.**

KEDAH

01. Amanjaya Specialist centre	04 423 8888
02. Hospital Pakar Metro	04 423 8888
03. Kedah Medical Centre	04 730 8878
04. Pantai Hospital Sungai Petani	04 442 8888
05. Putra Medical Centre (Alor Setar)	04 734 2888

PENANG

01. Bagan Specialist Centre	04 332 2800
02. Carl Corrynton Medical Centre	04 827 5118
03. Gleneagles Penang	04 227 6111
04. Hospital Lam Wah Ee	04 657 1888
05. Island Hospital	04 238 3236
06. KPJ Penang Specialist Hospital	04 548 6688
07. Loh Guan Lye Specialist Centre	04 238 8888
08. Mount Miriam Cancer Hospital	04 892 3999
09. Pantai Hospital Penang	04 643 3888
10. Penang Adventist Hospital	04 222 7200

PERAK

01. Apollo Medical Centre	05 805 6000
02. Columbia Asia Hospital Taiping	05 820 8888
03. Hospital Fatimah	05 545 5777
04. KPJ Ipoh Specialist Hospital	05 240 8777
05. Pantai Hospital Ipoh	05 540 5555
06. Perak Community Specialist Hospital	05 241 9000
07. Pantai Hospital Manjung	05 689 8555
08. Sri Manjung Specialist Centre	05 691 8153
09. Taiping Medical Centre	05 807 1049

SELANGOR

01. Ara Damansara Medical Centre	03 5639 1212
02. Assunta Hospital	03 7680 7000
03. Avisena Specialist Hospital	03 5515 1888
04. Beacon International Specialist Centre	03 7620 7979
05. Columbia Asia Hospital Bukit Rimau	03 5125 9999
06. Columbia Asia Hospital Cheras	03 9086 9999
07. Columbia Asia Hospital Klang	03 3346 7999
08. Columbia Asia Hospital Puchong	03 8064 8688
09. Columbia Asia Hospital Petaling Jaya	03 7949 9999
10. Hospital Pakar An-nur Hasanah	03 8926 6060
11. Kajang Plaza Medical Centre	03 8739 7077
12. Kelana Jaya Medical	03 7805 2111
13. KPJ Ampang Puteri Specialist Hospital	03 4270 2500
14. KPJ Damansara Specialist Hospital	03 7722 2692
15. KPJ Kajang Specialist Hospital	03 8769 2999
16. KPJ Klang Specialist Hospital	03 3377 7888
17. KPJ Rawang Specialist Hospital	03 6099 8999
18. KPJ Selangor Specialist Hospital	03 5543 1111
19. Manipal Hospital Klang	03 3324 3288
20. Pantai Hospital Klang	03 3374 2020
21. Pusat Rawatan Islam Az-zahrah	03 8921 2525
22. Putra Medical Centre (Sungai Buloh)	03 6156 4735
29. Putra Specialist Hospital Kajang	03 9010 3788
24. Sentosa Specialist Hospital	03 5162 8814
25. Shah Alam Specialist Hospital	03 5543 4000
26. Sri Kota Specialist Medical Centre	03 3373 3636
27. Subang Jaya Medical Centre	03 5639 1212
28. Sunway Medical Centre	03 7491 9191
29. The Tun Hussein Onn National Eye Hospital	03 7718 1488
30. Thomson Hospital Kota Damansara	03 6287 1111
31. Uitm Private Specialist Centre	03 6144 1600

KUALA LUMPUR

01. Cardiac Vascular Sentral Kuala Lumpur	03 2270 7000
02. Columbia Asia Hospital Setapak	03 4145 9999
03. Damai Service Hospital (HQ)	03 4043 4900
04. Damai Service Hospital (Melawati)	03 4108 9900
05. Gleneagles Kuala Lumpur	03 4257 1300
06. Hospital Pakar Al-islam	03 2691 3008
07. Hospital Pusrawi	03 2687 5000
08. Institut Jantung Negara	03 2617 8200
09. International Specialist Eye Centre (ISEC)	03 2284 8989
10. KPJ Tawakkal Specialist Hospital	03 4026 7777
11. KL Eye Specialist Centre	03 6250 0077
12. Lourdes Medical Centre	03 4042 5225
13. Pantai Hospital Ampang	03 9132 2022
14. Pantai Hospital Cheras	03 9132 2022
15. Pantai Hospital Kuala Lumpur	03 2296 0888
16. Parkcity Medical Centre	03 5639 1212
17. HSC Medical Centre	03 2712 0866
18. Prince Court Medical Centre	03 2160 0000
19. Pusat Perubatan Naluri	03 4143 9971
20. Sentosa Medical Centre	03 4043 7166
21. TDMC Hospital	03 7982 6500
22. Tung Shin Hospital	03 2037 2288
23. UKM Specialist Centre	03 9145 6288
24. UM Specialist Centre	03 7841 4000
25. Kuala Lumpur Sports Medicine Centre	03 2096 1033

NEGERI SEMBILAN

01. Columbia Asia Hospital Seremban	06 603 3988
02. KPJ Seremban Specialist Hospital	06 767 7800
03. Mawar Renal Medical Centre	06 764 7048
04. NSCMH Medical Centre	06 763 1688
05. Nilai Medical Centre	06 850 0999
06. Salam Senawang Specialist Hospital	06 675 1188

MELAKA

01. Mahkota Medical Centre	06 285 2999
02. Pantai Hospital Ayer Keroh	06 231 9999
03. Putra Specialist Hospital (Melaka)	06 283 5888
04. Oriental Melaka Straits Medical Centre	06 315 8888

JOHOR

01. Columbia Asia Hospital Iskandar Puteri	07 233 9999
02. Hospital Penawar (Pasir Gudang)	07 252 1800
03. Gleneagles Medini	07 560 1000
04. Kempas Medical Centre	07 236 8999
05. Kluang Utama Specialist Hospital	07 771 8999
06. KPJ Johor Specialist Hospital	07 225 3000
07. KPJ Puteri Specialist Hospital	07 225 3222
08. KPJ Bandar Maharani Specialist Hospital	06 956 4500
09. Medical Specialist Centre	07 224 3888
10. Pasir Gudang Specialist Hospital	07 257 3999
11. Pantai Hospital Batu Pahat	07 433 8811
12. Putra Specialist Hospital (Batu Pahat)	07 413 3333
13. Regency Specialist Hospital	07 381 7700

KELANTAN

01. Kota Bharu Medical Centre	09 743 3399
02. KPJ Perdana Specialist Hospital	09 745 8000

TERENGGANU

01. Kuala Terengganu Specialist Hospital	09 624 5353
02. Salam Specialist Hospital Kuala Terengganu	09 624 5353

PAHANG

01. Kuantan Clinical Diagnostic Centre	09 513 9891
02. Kuantan Medical Centre	09 514 2828
03. KPJ Pahang Specialist Hospital	09 511 2692
04. Darul Makmur Medical Centre	09 534 9988
05. IIUM Medical Specialist Centre	09 573 0380

SARAWAK

01. Borneo Medical Centre	082 507 333
02. Bintulu Medical Centre	08 6 330 333
03. Columbia Asia Hospital Bintulu	086 251 888
04. Columbia Asia Hospital Miri	085 437 755
05. KPJ Kuching Specialist Hospital	082 365 777
06. Miri City Medical Centre	085 426 622
07. Normah Medical Specialist Centre	082 440 055
08. Rejang Medical Centre	084 330 733
09. KPJ Sibü Specialist Medical Centre	084 329 900
10. Timberland Medical Centre	082 234 466

SABAH

01. Damai Specialist Hospital (KK)	088 222 922
02. KPJ Sabah Specialist Hospital	088 211 333
03. Rafflesia Medical Centre	088 272 620
04. Gleneagles Kota Kinabalu	088 518 846
05. Jesselton Medical Centre	088 366 333

Etiqa Oneline 1300 13 8888
www.etiqa.com.my



 www.facebook.com/etiqa

Etiqa Life Insurance Berhad (1239279-P)
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and regulated by Bank Negara Malaysia)
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