



GroupCare
Lite @Income

Mobile App User Guide



Account Creation

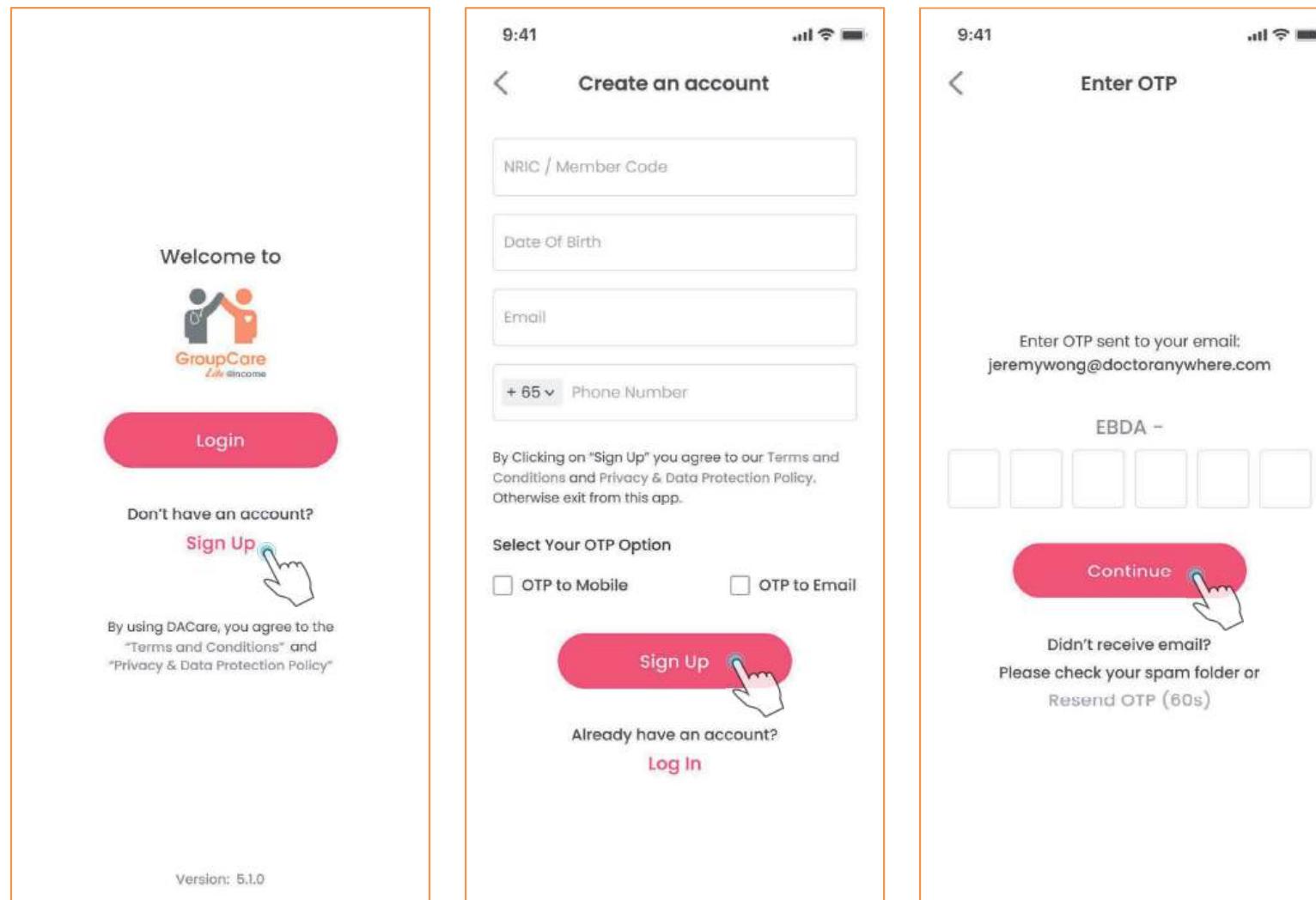


App Download




- Access your App Store (iOS) or Play Store (Android)
- Type 'GroupCare Lite' in search bar, click on 'Get' / 'Install' button.
- Once download is complete, open the GroupCare Lite app to get started

Account Creation / Login



The screenshots show the following steps:

- Step 1:** Welcome screen with 'Sign Up' highlighted.
- Step 2:** 'Create an account' screen with fields for NRIC / Member Code, Date Of Birth, Email, and Phone Number. The 'Sign Up' button is highlighted.
- Step 3:** 'Enter OTP' screen with a placeholder email (jeremywong@doctoranywhere.com), a 6-digit OTP input field labeled 'EBDA -', and a 'Continue' button highlighted.

STEP 1

Click on 'Sign Up'

STEP 2

Fill in your corporate details and select 'OTP Option'

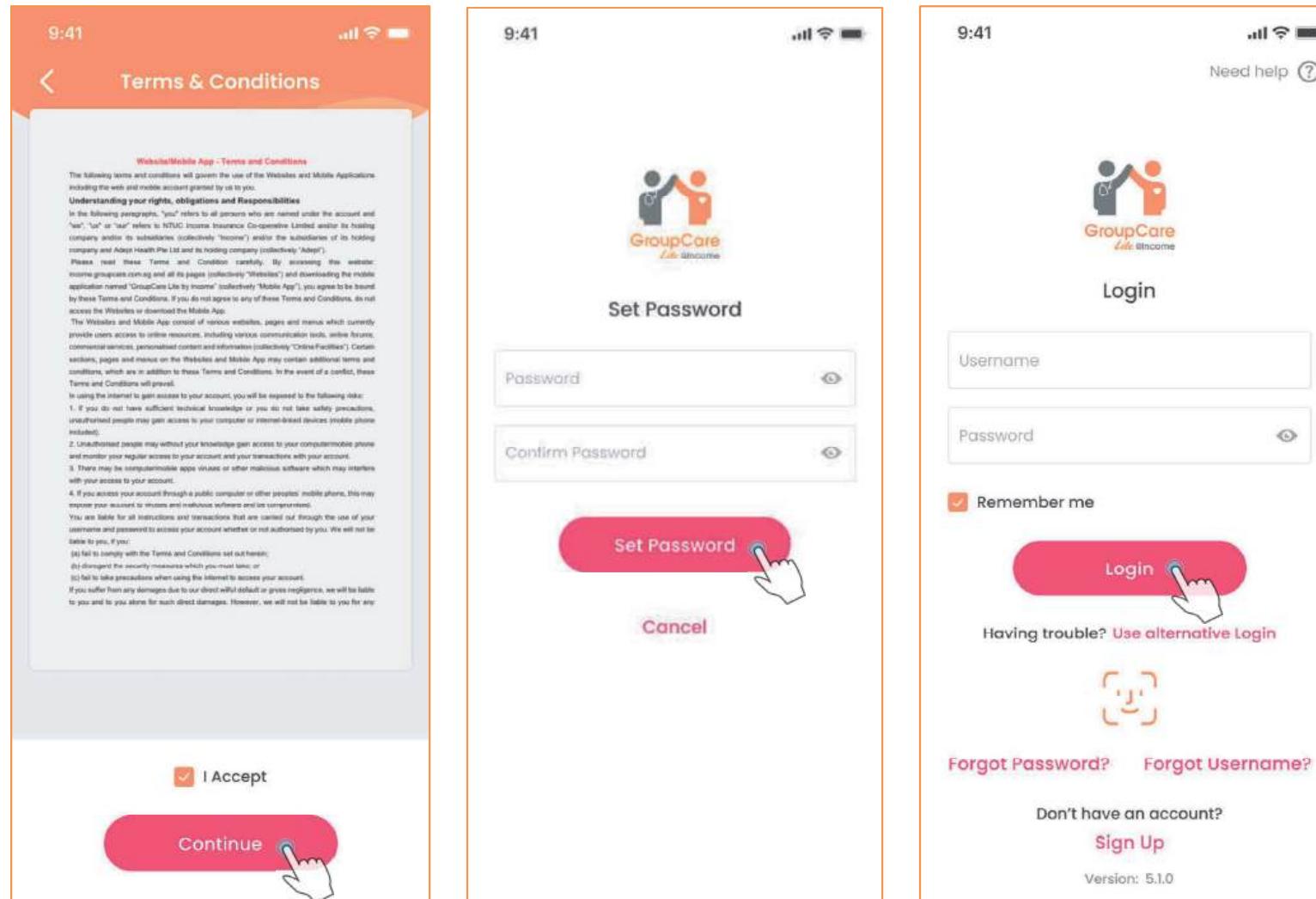
Click on 'Sign Up'

STEP 3

You will receive your OTP details via SMS or Email depending on the option chosen

Fill in the 6 digits pin found in the SMS or Email and click on 'Continue'

Account Creation / Login



STEP 4

Accept the terms and conditions

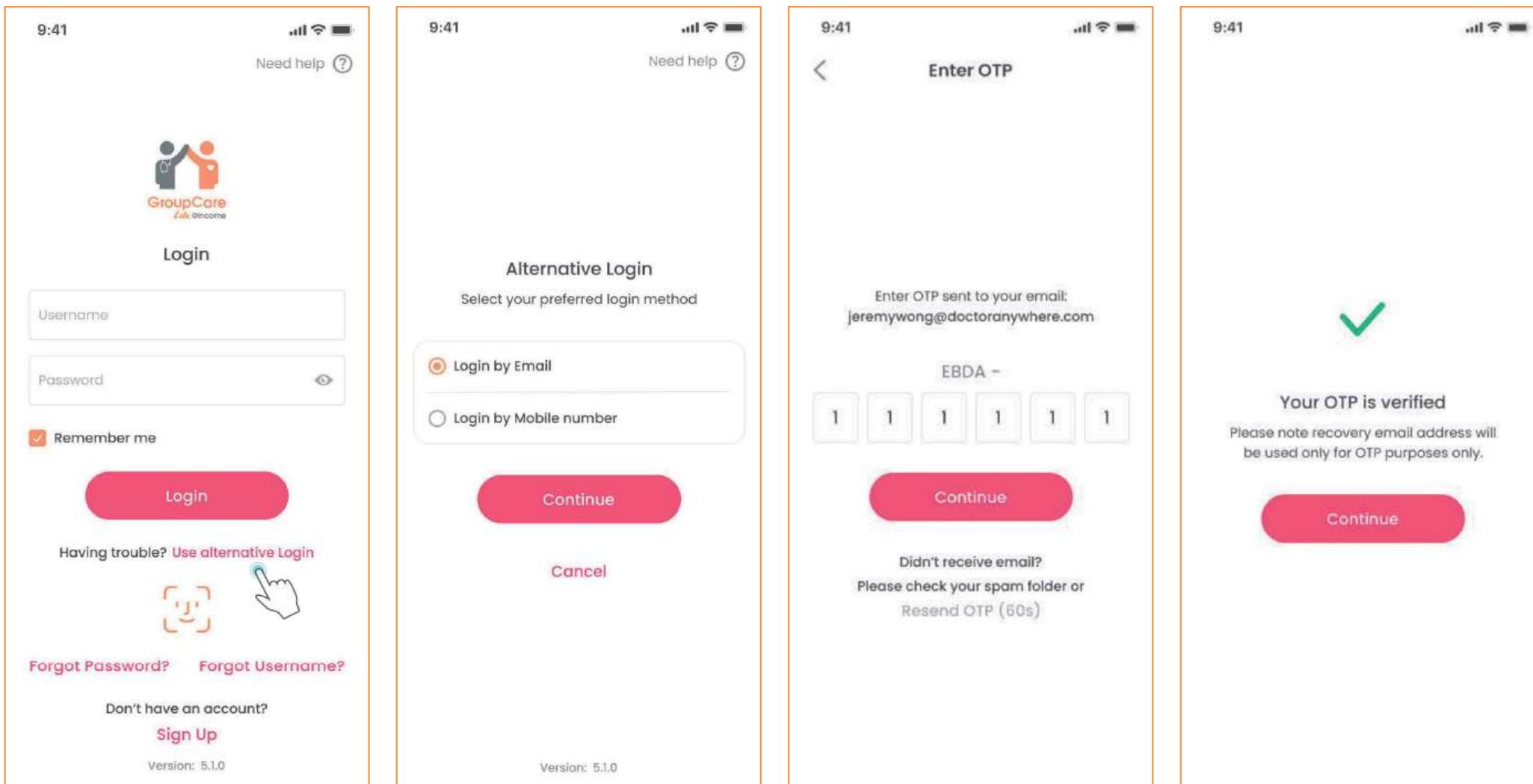
STEP 5

Set your password

STEP 6

Return to the login screen and log in with your username and password

Alternative Login



STEP 1

Click On 'Use Alternative Login'

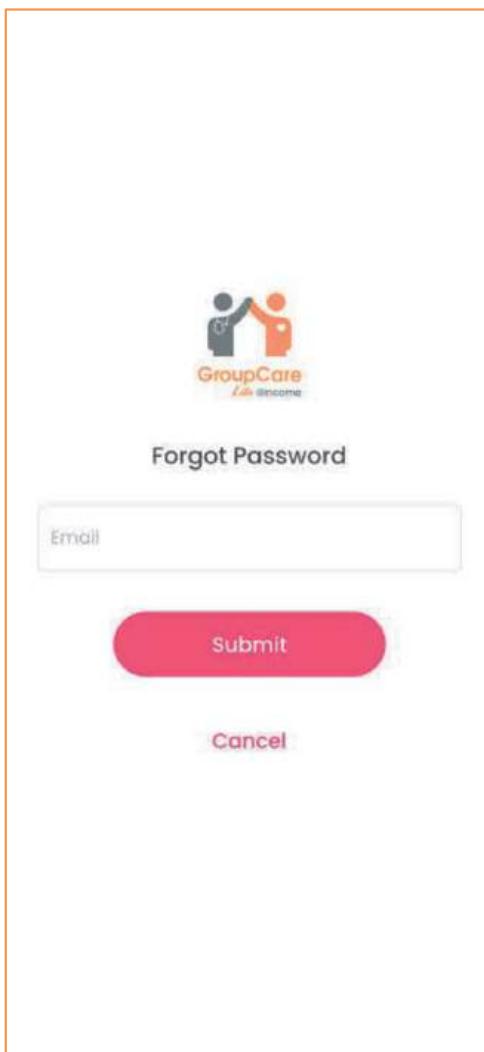
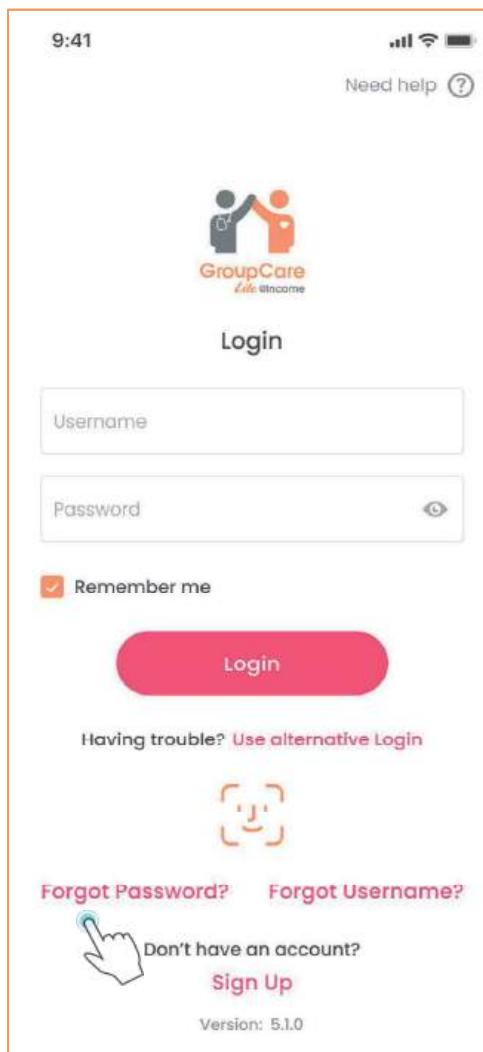
STEP 2

Select either Login by Email or Mobile Number

STEP 3

Input the OTP received to be verified

Forgot Password



STEP 1

Click On 'Forgot Password'

STEP 2

Enter your email address

STEP 3

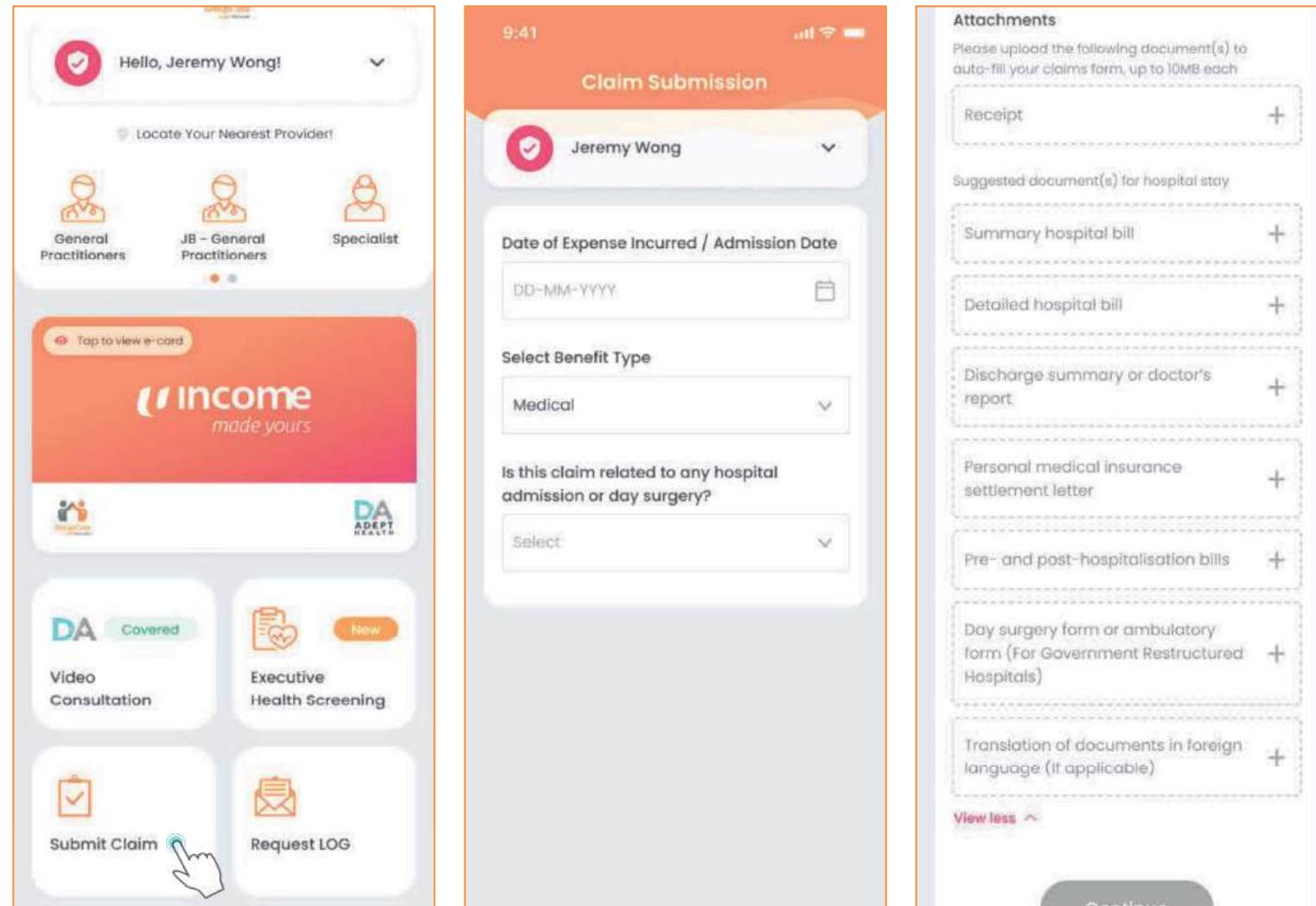
You will receive an email to reset your password

User Guide



Submit Claims

Members can submit their claims and upload claim documents



The image displays three screenshots of the GroupCare Lite @Income mobile application interface, specifically the 'Claim Submission' section. The first screenshot shows the main dashboard with a 'Submit Claim' button highlighted with a hand cursor. The second screenshot shows the 'Claim Submission' screen with fields for 'Date of Expense Incurred / Admission Date' (DD-MM-YYYY), 'Select Benefit Type' (Medical), and 'Is this claim related to any hospital admission or day surgery?' (Select). The third screenshot shows the 'Attachments' section, which lists various document types that can be uploaded, each with a '+' icon to add more files. The documents listed include Receipt, Summary hospital bill, Detailed hospital bill, Discharge summary or doctor's report, Personal medical insurance settlement letter, Pre- and post-hospitalisation bills, Day surgery form or ambulatory form (For Government Restructured Hospitals), and Translation of documents in foreign language (if applicable). A 'View less' button is at the bottom of this list.

STEP 1

Click on 'Submit Claim'.

STEP 2

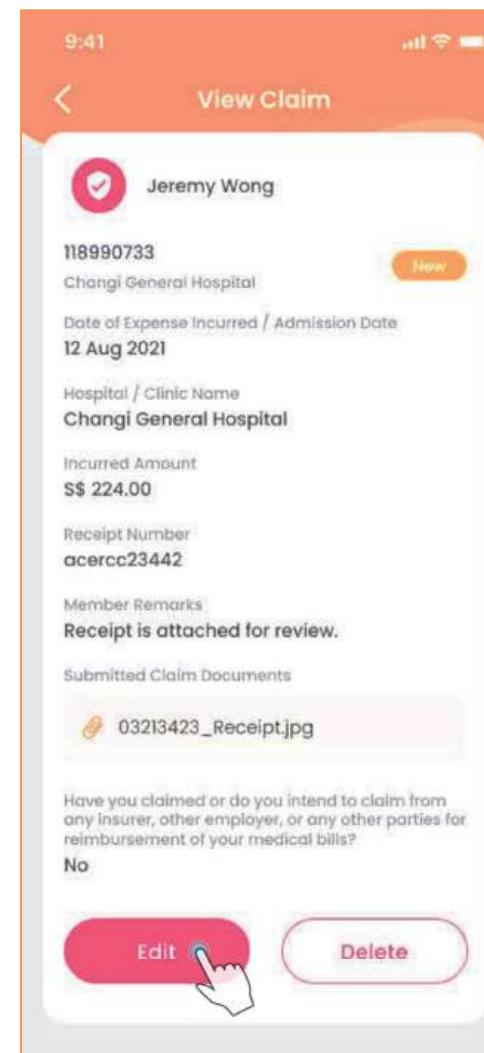
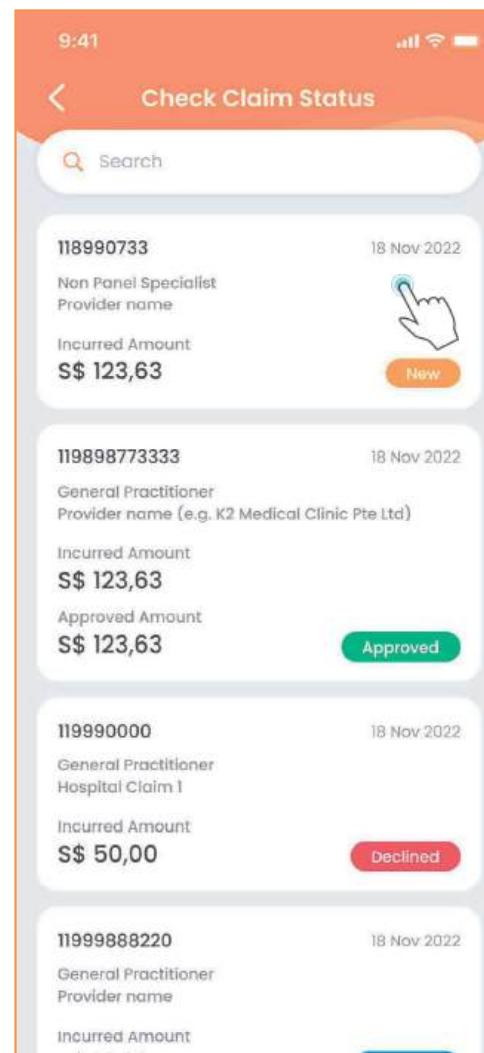
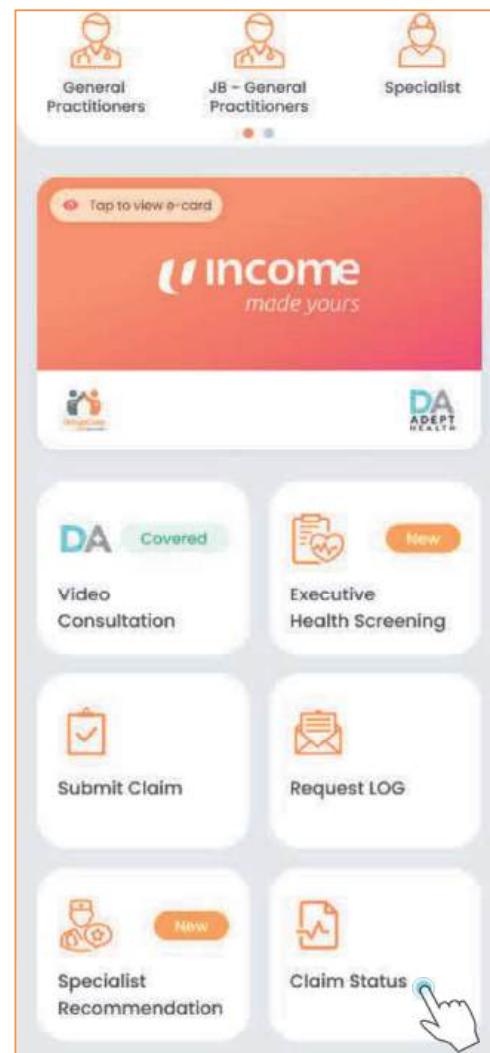
Key in all the necessary details and submit your supporting documents.

Important

Document upload size is limited to 10MB per file and up to 20 files per submission.

Check Your Claim Status

Members can check their (and dependent) claims status, edit or delete their claims



STEP 1

Click on 'Claim Status'.

STEP 2

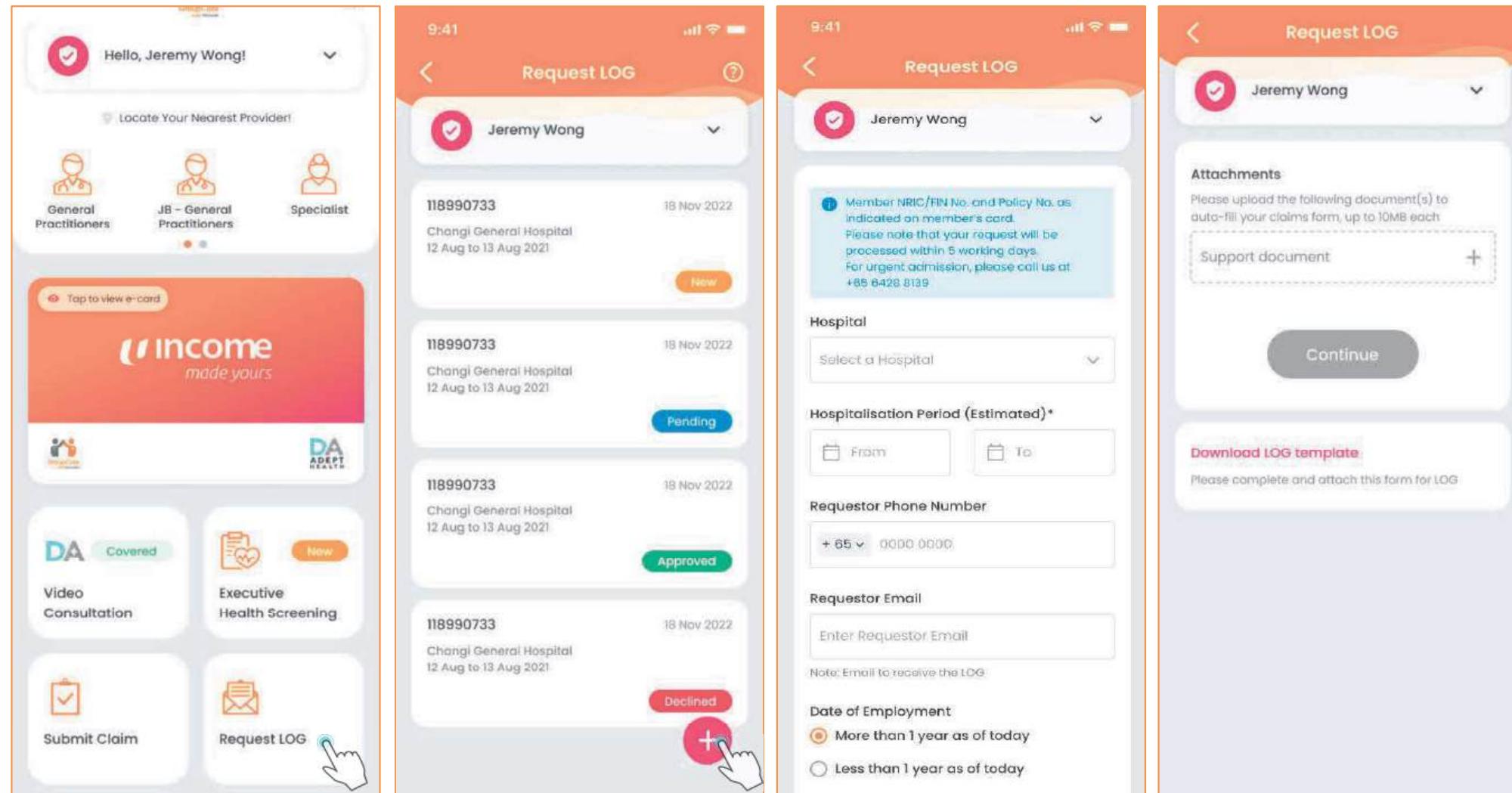
You can 'Edit' or 'Delete' claims that are still under 'New' or 'Pending' status.

If you choose to 'Edit' the claim, you must click on 'Update' after editing your claim to ensure your claim submission gets updated.

If you choose to 'Delete' the claim, an alert to delete the claim will be prompted.

Letter of Guarantee

Members can request for a Letter of Guarantee (where applicable)



STEP 1

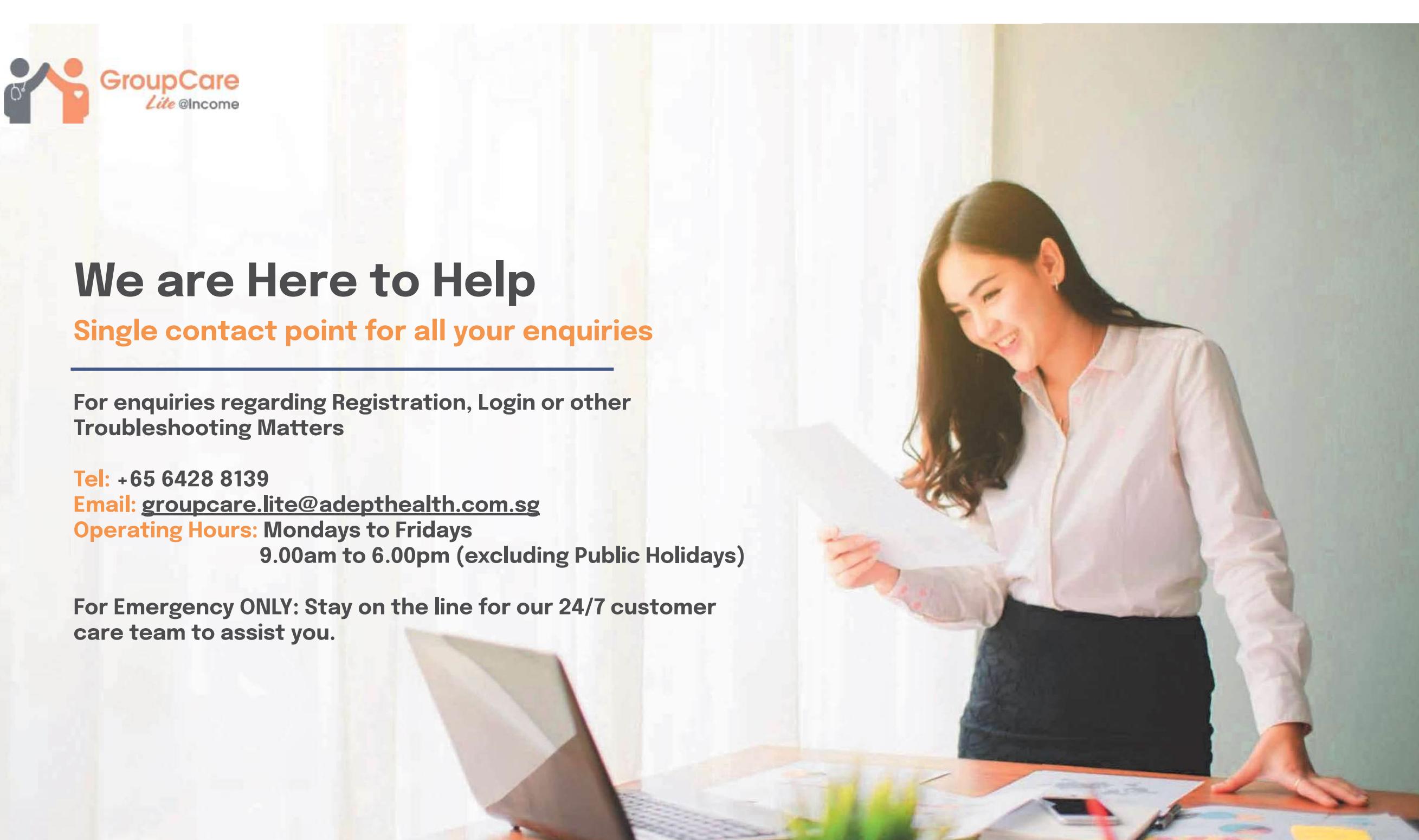
Click on 'Request LOG'.

STEP 2

You can view your past LOG request history or request for a new LOG.

STEP 3

Key in the necessary details and upload your supporting documents.



We are Here to Help

Single contact point for all your enquiries

For enquiries regarding Registration, Login or other Troubleshooting Matters

Tel: +65 6428 8139

Email: groupcare.lite@adepthealth.com.sg

Operating Hours: Mondays to Fridays
9.00am to 6.00pm (excluding Public Holidays)

For Emergency ONLY: Stay on the line for our 24/7 customer care team to assist you.