

myHenner 

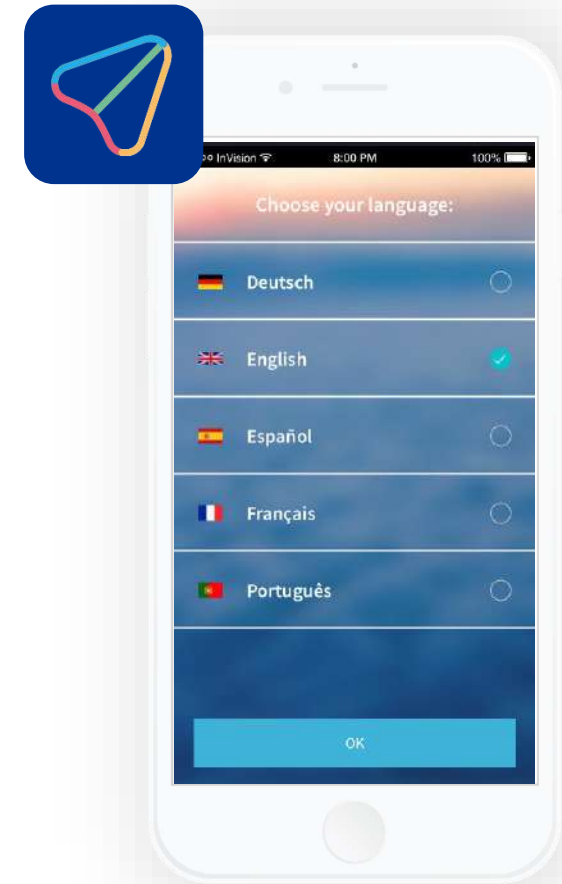
International mobile App

myHenner

myHenner is a mobile app designed for our members, by our members.

The app is designed as an everyday partner for your Healthcare.

It is not merely an app used to manage your insurance plan. myHenner provides free and simple access to your medical details (as well as those of your family), the location of the healthcare providers worldwide within and outside of our network, and of course, all the features of your Henner online account.



myHenner app is now available



Login

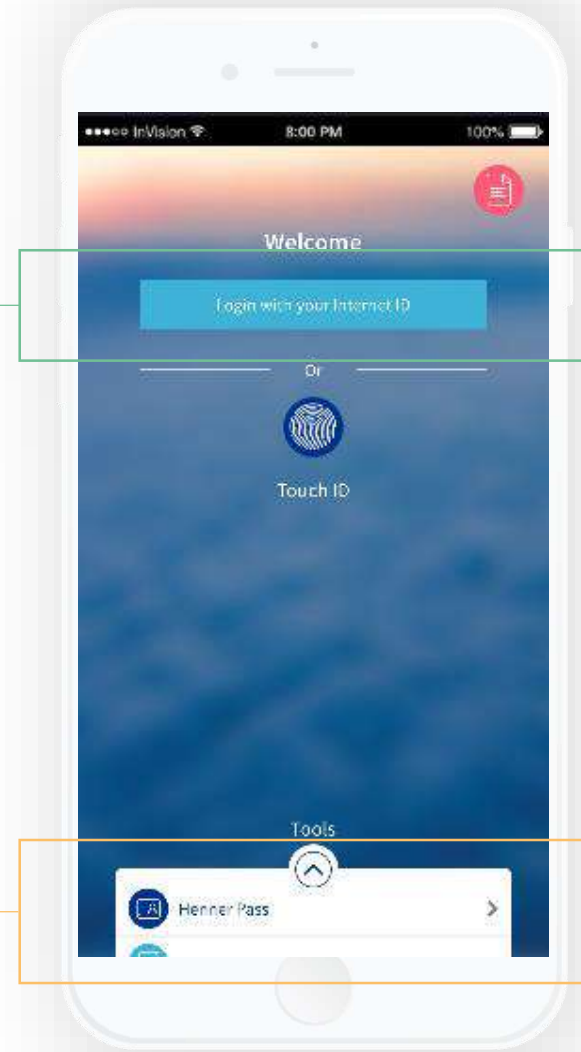
Login with your Henner ID indicated on your member card.

If you are connecting to the mobile app for the first time, please ensure you have already log in at least once to your online member portal. A pop up message will inform you to change your default password.

Your **password** remain the same as the online portal access.

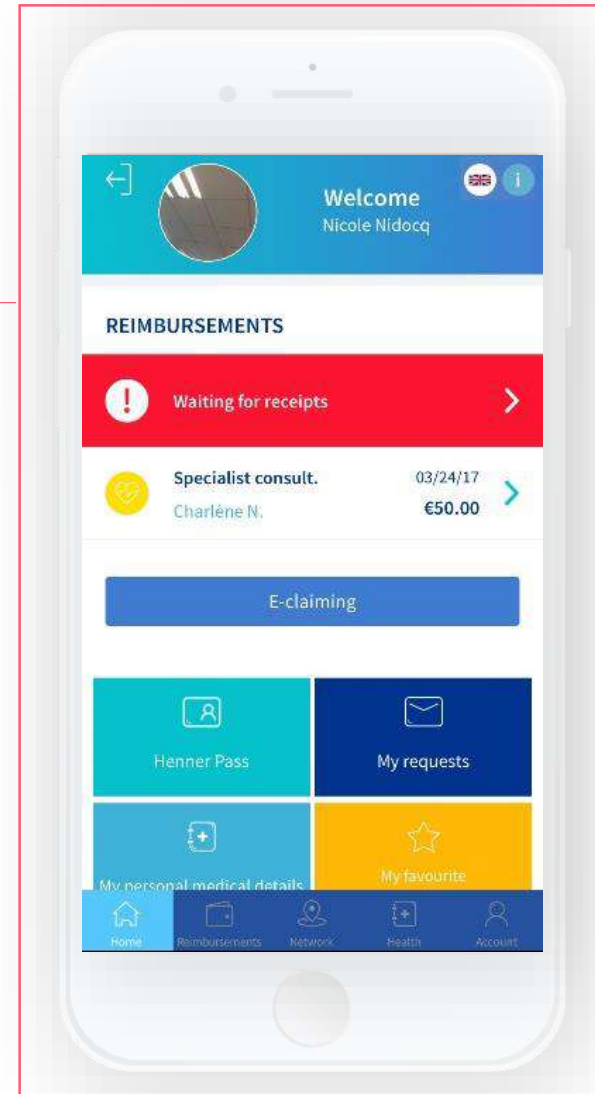
For insured member with spouse and children covered under the plan, the login ID for the family will be the main insured's Henner ID and password.

Your Henner Pass is also **available offline**. It is valid for 6 months from the date you download it online after you login. After 6 months, simply log in to the app and download your Henner Pass. It will then be available again without internet connection.



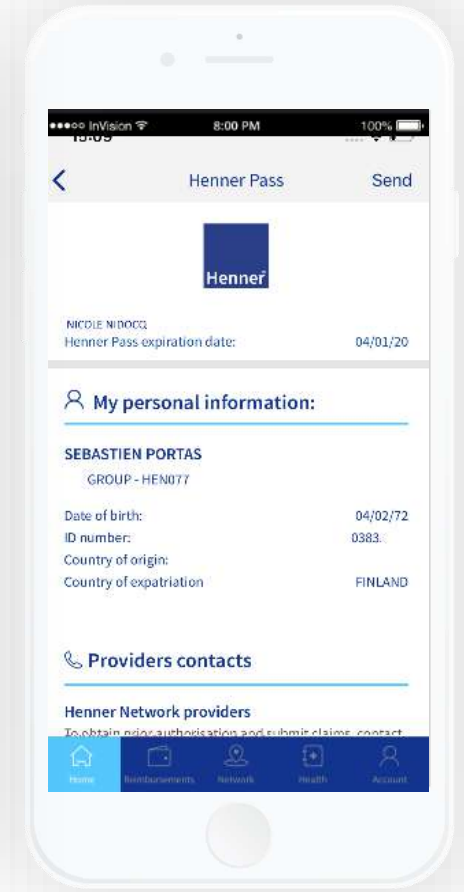
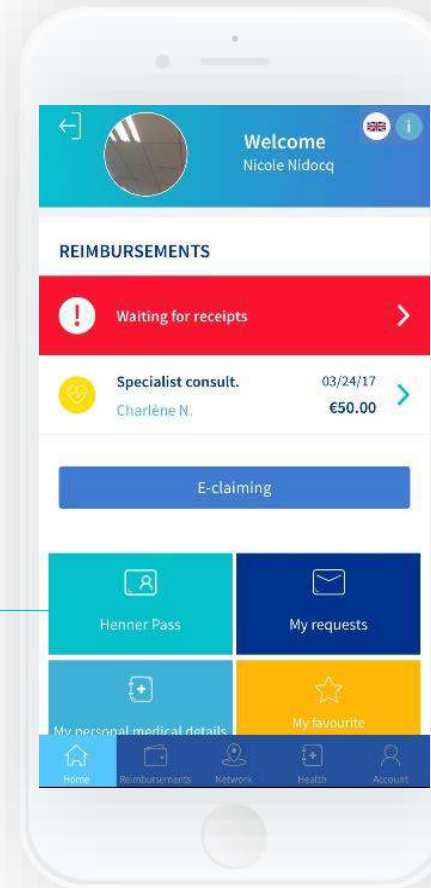
Home

Discover the **healthcare hub** with a host of useful everyday features in one single app.



The Henner Pass, your direct settlement card at your fingertips

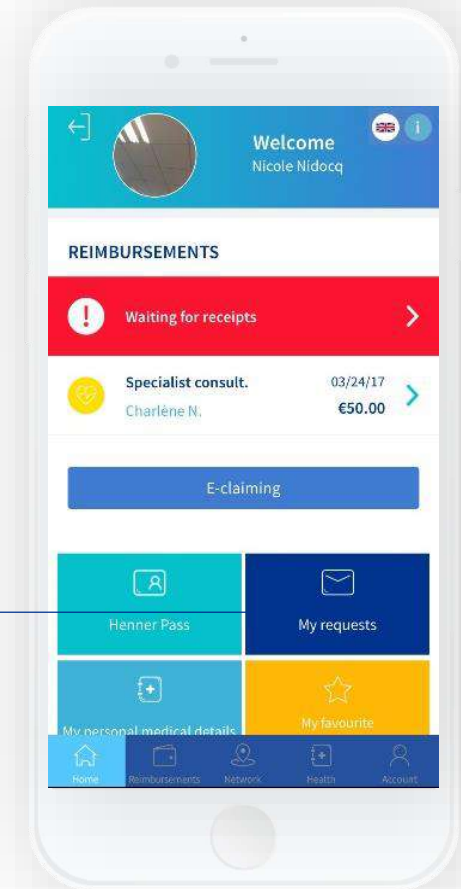
The **online card** is available on the mobile app.
You can now send it to healthcare professionals by email
and/or print it for Direct Billing.



My requests

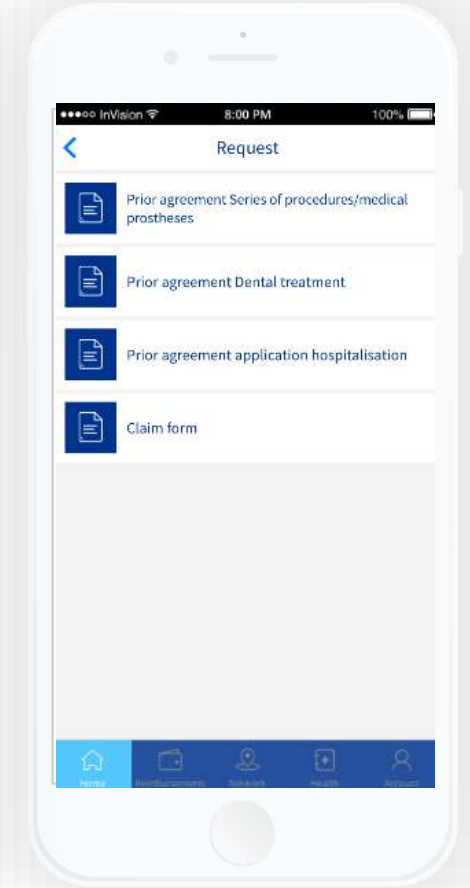
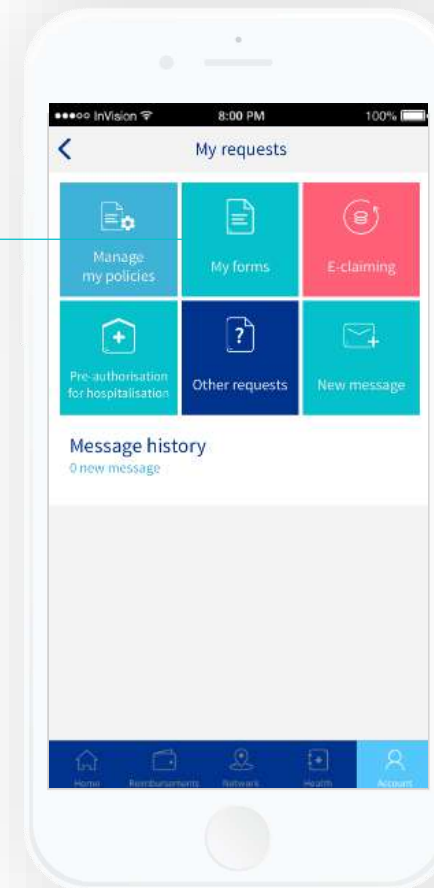
myHenner helps you to manage your insurance plans:

- By making the adjustments to your plan depending on your eligibility,
- By submitting claims for reimbursement with ease using your phone's camera,
- By allowing you to send any other supporting document to Henner directly from the app.



My requests, *your forms*

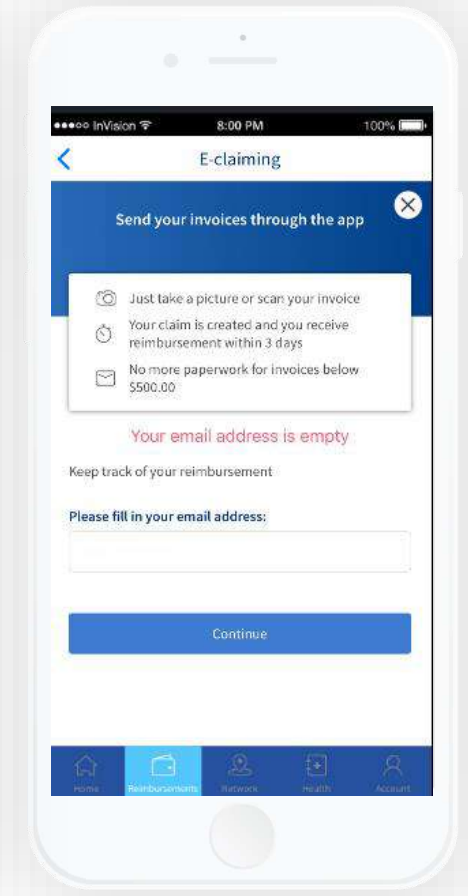
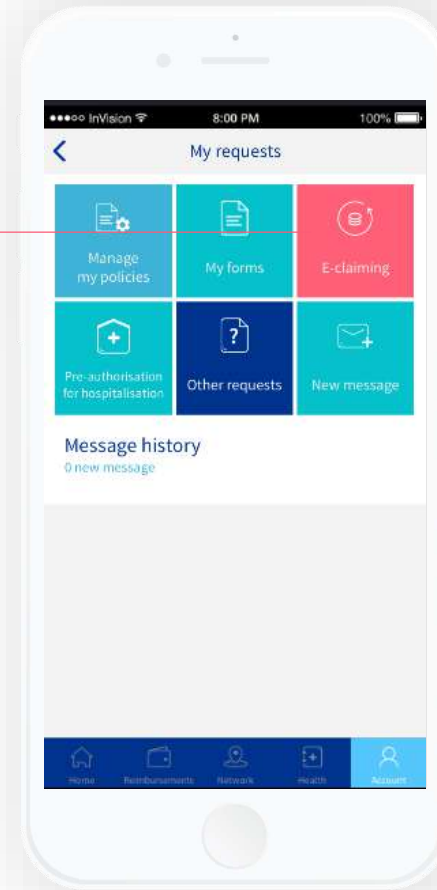
myHenner app will allow you to manage **your prior agreement requests** (dental, hospitalisation...) and your claim forms.



My requests, *your access to e-claim*

To submit claims, you can add an attachment, take a picture or scan your invoice.

Once your claim is created, you will receive your reimbursement on average **within 3 to 5 working days.**

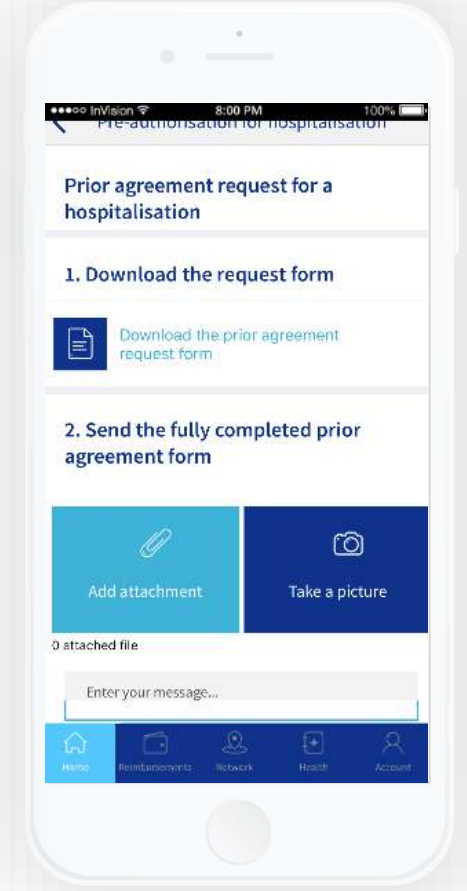
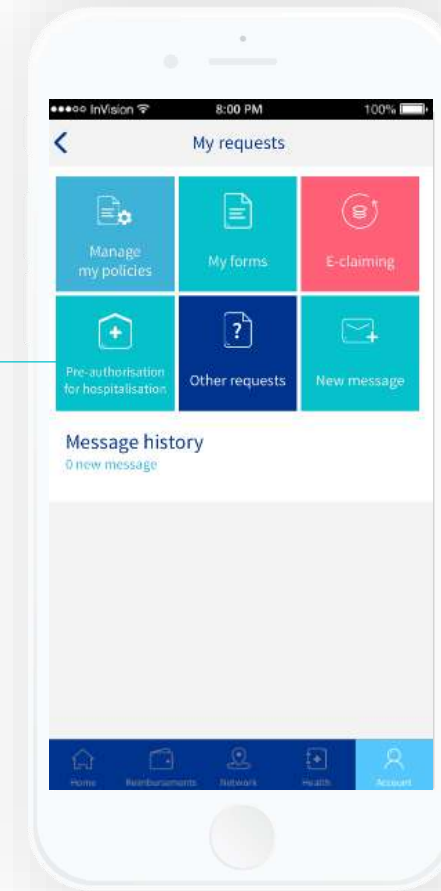


My requests, *your pre-authorization for hospitalization*

To request a prior agreement for a hospital treatment:

You have to submit your request at least 10 days prior to a planned hospitalization.

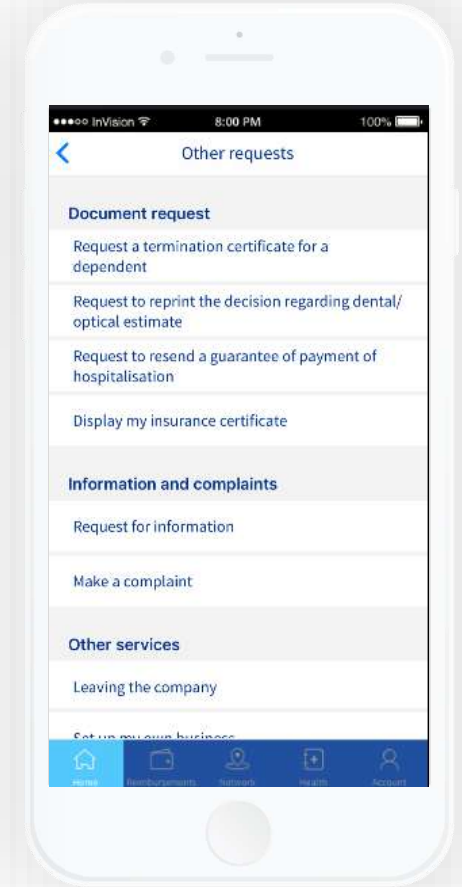
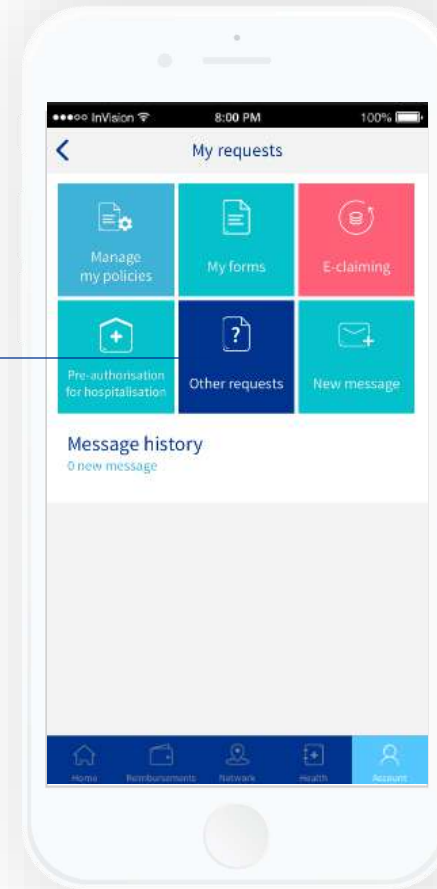
The hospitalization is valid for 30 days from the start date of the stay.



My requests, *facilitating your requests and queries*

Download all your useful documents easier

- Ask for your policy documents.
- Request a prior agreement for hospital treatment by downloading the necessary form from the app and sending all the supporting documents as attachments or simply by taking a photo using your smartphone's camera.
 - Download a reimbursement form.
 - Send request for guarantee of payment.

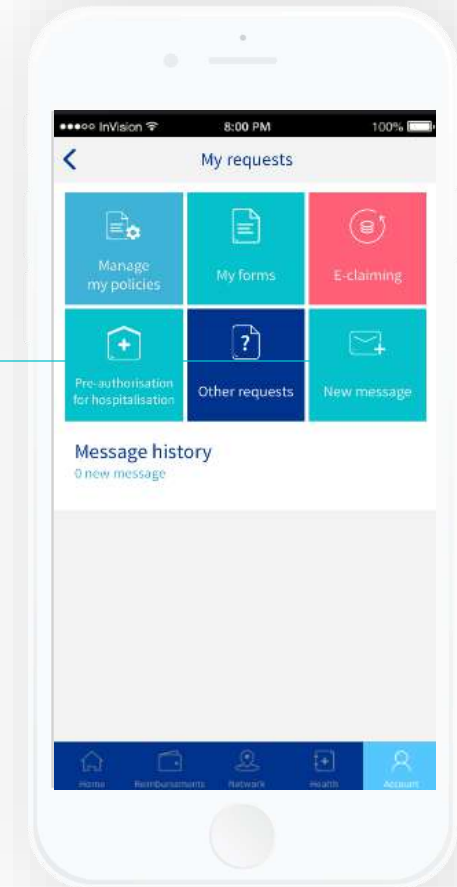


My requests, *direct contact with your adviser via the app's integrated message service*

Contact your client services team by email

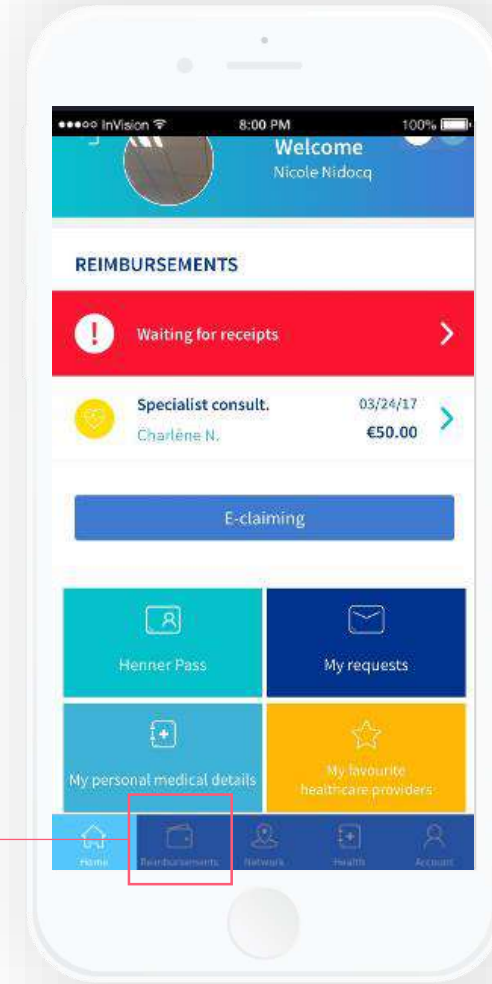
We are your healthcare partner. Use the integrated message service to contact your **Client Services Team** with any other requests or queries you may have. Your adviser will also answer you via the mobile app.

You can also send supporting documents such as medical invoices or prescription, school enrolment certificates etc.



Reimbursements

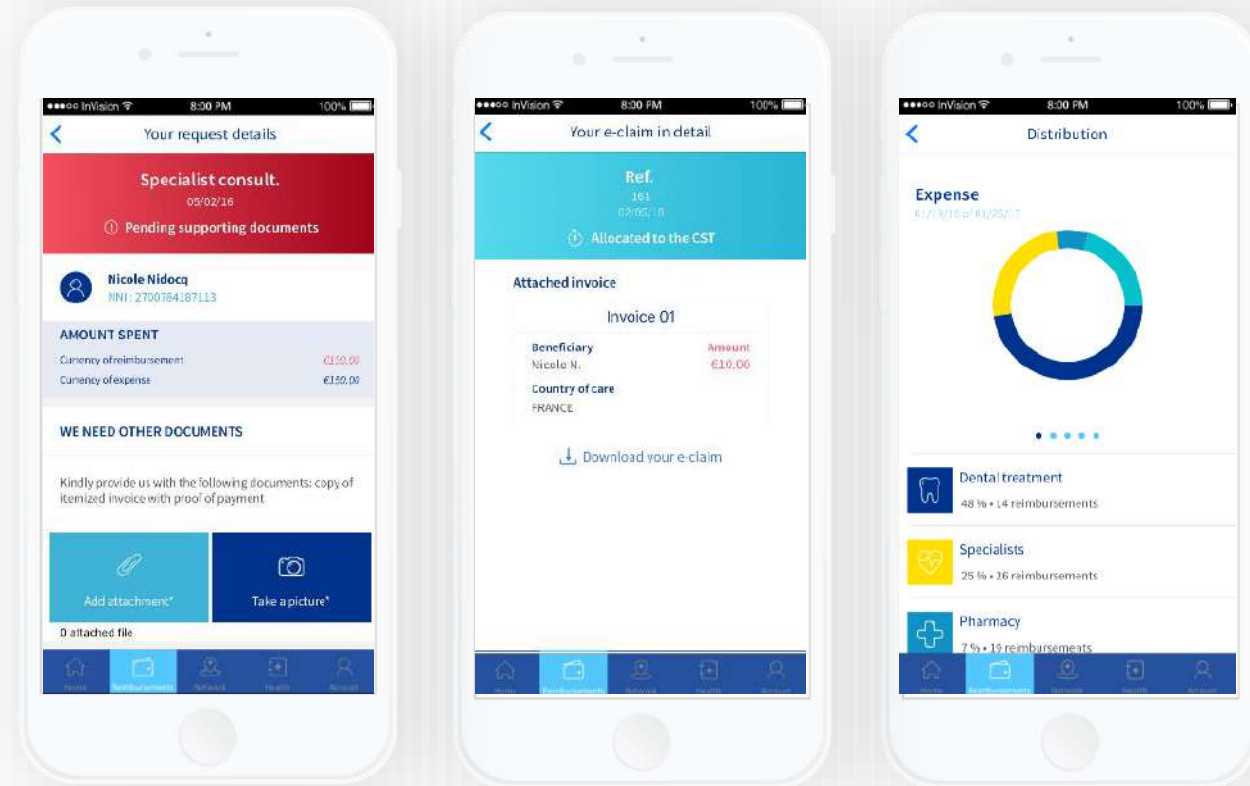
Click here to [view your reimbursements details](#)



Reimbursements, *your itemized reimbursement*

Consult your latest reimbursements with ease

Sort your reimbursements by date and type of expense.

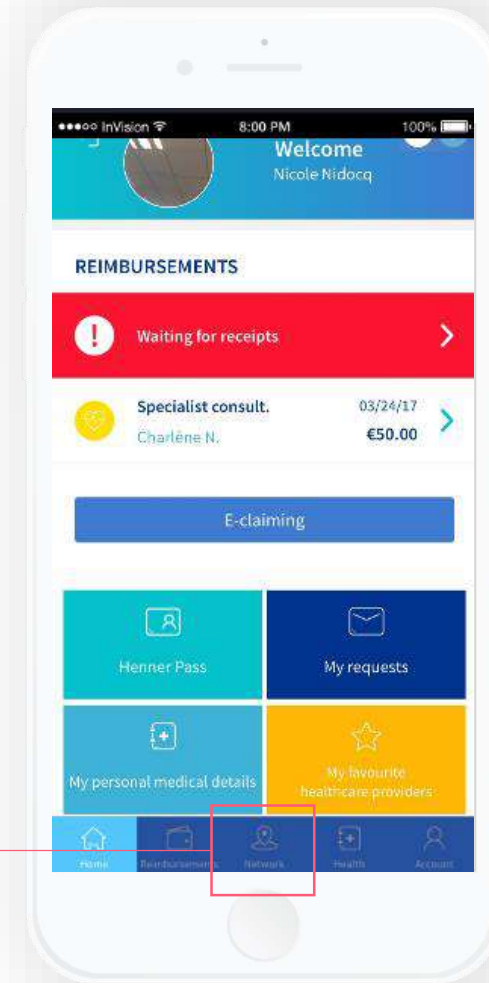


Simple graphics to show you what has been reimbursed and your contribution.

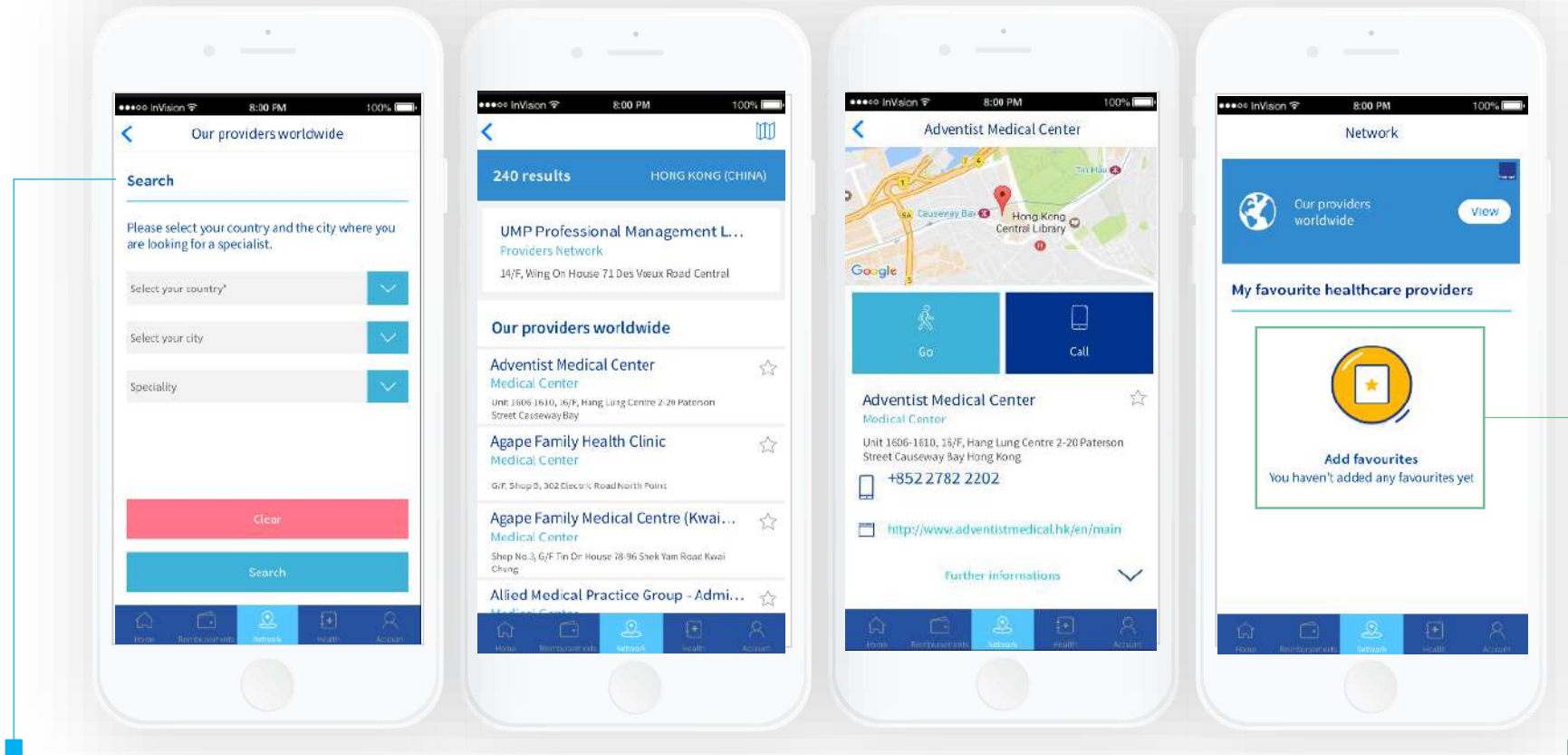
Network

Worldwide network

By using our medical network; it allows members to benefit from direct settlement and negotiated prices.



Network, *your healthcare professionals*



You can **search for a healthcare professional** based on their field of specialization.

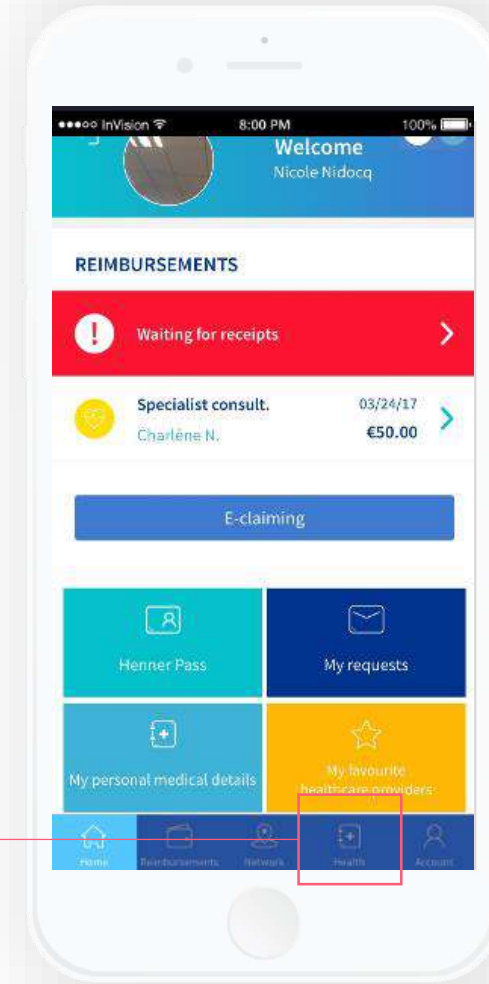
You can get information such as spoken languages, agreement types, complementary information.

You can also **add your favorite healthcare providers** for future reference.

Health

Your personal medical details and those of your family at your fingertips

Using this feature, you can access your own medical records and update them wherever you are.



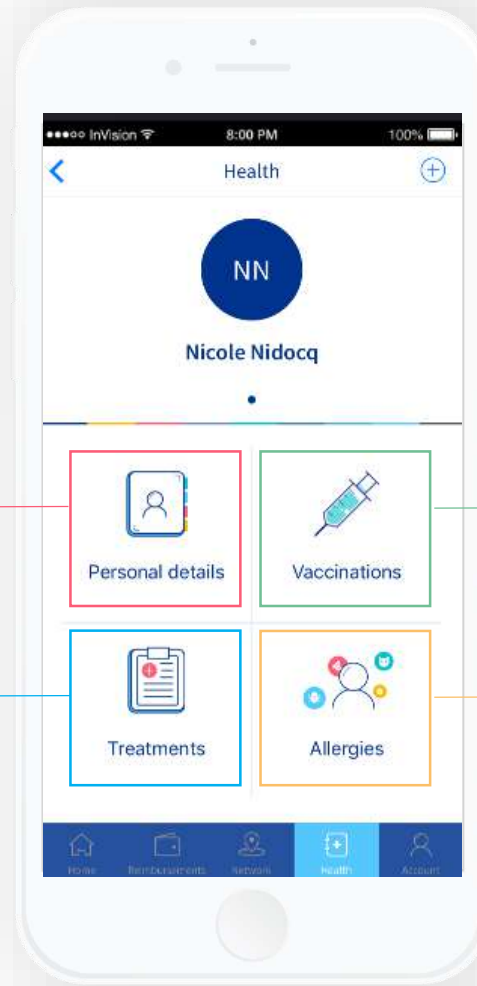
Health, *with you wherever you go*

Fill in your medical record by listing your basic **personal details**.

Add your current and previous **treatments** along with the duration and frequency of medication. You can also add a photo of your prescription if you wish.

Use your medical record to list your past and future **vaccination dates**.

List any **allergies** you may have



Note: Your personal information on this function is only stored in your phone. It is not kept in our database.

Account

Your account accessible from your mobile

Access general information about your various plans. You will find your beneficiaries and all the documents relevant to your plan.

