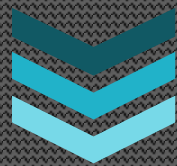


# Almadallah Healthcare Management



## Member User Manual

This manual contains the information on member account, the features or benefits a member will get by having a user account with Almadallah Website.

**Almadallah Healthcare  
Management FZ LLC**

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## 1) REGISTRATION PROCESS

Below are the steps to create a member user account in Almadallah Website

- Go to URL: [www.almadallah.ae/Account/Login.aspx](http://www.almadallah.ae/Account/Login.aspx)
- Click on “**click here to register**” link, highlighted below

### Login

Enter your credentials, to login into your account !!!

UserName\*

Password\*

[Forgot username?](#) [Forgot password?](#)

Login

Don't have account yet? Register yourself with just few clicks to access all Almadallah Services.

[click here to register](#)

- Register user Page for Member as shown below, Please fill the appropriate fields and click on “**Register**” button to proceed further

### Register

Please enter/select the below required details,

You are a\*

☒ Member ☐ Provider

UserName\*

Email\*

Card No\*

DOB\*

Mobile\*

Emirates ID\*

☐ I have read & agree to the [terms & conditions](#)

Register

Few on member account benefits, but not limited to !!!

- ✓ Utilization Details
- ✓ Claims Report
- ✓ Reimbursement Payment Details
- ✓ Online Reimbursement (Coming Soon)

Kindly make sure to read our Terms & Condition's before you register with Almadallah online access.

- d) Upon successful registration, Almadallah will send Email to the User's Registered Email ID(collected from the above Register page), with credentials information along with the **One Time Password**, which should be used during first login.
- e) As part of Account Verification Process, users will have to change their password during their first login, in order to use the other pages in their account.

## 2) LOGIN

- a) Go to URL: [www.almadallah.ae/Account/Login.aspx](http://www.almadallah.ae/Account/Login.aspx)
- b) Enter Username and Password details in the respective fields in the login page, as shown below,

### Login

Enter your credentials, to login into your account !!!

UserName\*

Password\*

[Forgot username?](#) [Forgot password?](#)

Login

Don't have account yet? Register yourself with just few clicks to access all Almadallah Services.  
[click here to register](#)

- c) Click on Login button to validate your credentials and access your account. Authenticated User will get to see the home page as shown below, from home page user can navigate to other pages. (Please note that without **Account Verification Process**, User will not be able to access any other pages, please refer **Registration Process Section** Point 4 & 5 for details.)

MEMBER UTILIZATION <i>limit details</i>	CLAIMS <i>search</i>	PAYMENT DETAILS <i>reimbursement</i>	MY ACCOUNT <i>profile</i>
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*Our Plan is to*

**Sustain and Increase the benefits of the providers**

**On our network and be in-synch with our clients goals**

**to retain Quality of Service**

## Welcome to AL MADALLAH

Healthcare Management

Almadallah Healthcare Management is a Third Party Administrator (TPA). It is a private company that was established in Dubai in 2008. Almadallah has established strong ties with the Government of Dubai and the Private Sector. The core function of Almadallah is managing health insurance schemes and insurance policies to select government organizations, self-funding organizations and health insurance companies.

Latest News

### 3) MEMBER UTILIZATION

Using this feature, User will get to see their, as well as their dependant (If the registered user is employee), the limit amount details such as Total Amount, Utilized Amount and Balance Amount against each limit's (Aggregate, Optical, Dental, Maternity etc...). User can select the Member (Card No) from the combo selection and see the details. Sample shown below

#### Member Utilization Details

Card No *	<input type="text" value="0000000000000000"/>		
	Amount	Utilized	Balance
Aggregate Limit	10000000	1000000	9000000
Optical	100000	100000	0
Dental	100000	100000	0
Hearing	100000	0	100000
Physiotherapy	100000	100000	0
Alternative Medicine	100000	0	100000

### 4) CLAIMS REPORT

Using this feature, User will get to see their, as well as their dependant (If the registered user is employee) claim details. Member can use the various filter combinations to search the details, as show below. Please note that the search is restricted to only current active contract period of the Member.

#### Search Claims

Member	Service Date	Claim Ref	Claim Type
<input type="text" value="All"/>	<input type="text" value="12 Jan 2016"/> <input type="text" value="29 Feb 2016"/>	<input type="text" value=""/>	<input type="text" value="Reimbursement"/>
Action	Status	<input type="button" value="Search"/>	
<input type="text" value="All"/>	<input type="text" value="All"/>		

Claim Ref	CardNo	Provider	Date	Claimed	Approved	Action	Status
0000000000000000	000000	0000000000000000	12 Jan 2016	1000	1000	Approved	Yes

## 5) REIMBURSEMENT PAYMENT DETAILS

Using this feature, User will get to see their, as well as their dependant (If the registered user is employee) Reimbursement Payment Details. User will also have option to view the Reconciliation Report against each payment (as a Link).

Sample shown below,

### Payment Details - Reimbursement

Payment Date  
24 Jan 2016

Payment Ref

Payment Ref	Payment Type	Payment Date	Amount	Reconciliation Report
123456	Full Reimbursement	24 Jan 2016	1000.00	<a href="#">View Report</a>

Sample Reconciliation Report shown below,

### Reconciliation Report

Below are the details for Payment Ref: 123456

Card No	123456789	Name	Member Name: John Doe						
Claim Ref	12345678901234	Date	24 Jan 2016	Provider	ABC Healthcare Services Ltd - 123456				
Bill	123456								
Service	Net	Claimed	Copay	Deductible	Collected	Approved	Rejected	Remarks	
12345678901234 12345678901234	1000.00	1000.00	0.00	0.00	1000.00	1000.00	0.00	12345678901234 is a valid claim and has been approved for reimbursement. 12345678901234 is a valid claim and has been approved for reimbursement. 12345678901234 is a valid claim and has been approved for reimbursement. 12345678901234 is a valid claim and has been approved for reimbursement. 12345678901234 is a valid claim and has been approved for reimbursement. 12345678901234 is a valid claim and has been approved for reimbursement.	

## 6) UPDATE ACCOUNT

Using this feature, the logged in user will be able to edit their profile details.  
Sample shown below,

### Update Account

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Please enter the below required details,

Name\*

Email\*

Mobile\*

Emirates ID\*

Update

## 7) UPDATE PASSWORD

Using this feature, the logged in user will be able to update their password.  
Sample shown below,

### Update Password

---

New Password\*

Confirm New Password\*

Update

## 8) **FORGOT USERNAME**

Using this feature, User can enter the Registered Email (used during the registration process) and retrieve the Username via Email. Sample shown below,

### Forgot Username

---

Registered Email

Submit

## 9) **FORGOT PASSWORD**

Using this feature, User can receive **One Time Password** via email, by entering the Username and Registered Email (used during the registration process). User can use the received One Time Password with Username combination to login and access their account. Sample shown below,

### Forgot Password

---

User Name

Registered Email

Submit