

OICARE MANUAL

WHAT IS OICARE?

mySukoon

<https://medical.sukoon.com/>

Medical policy servicing and claims reimbursement portal



AVAILABLE FUNCTIONALITIES

- Submit and track claims
- View and download settlement summary
- Update personal and dependents details
- Download pre-approved certificates and e-cards
- Update bank details
- Select mode of reimbursement

WE RECOMMEND USING ONE OF THE FOLLOWING BROWSERS

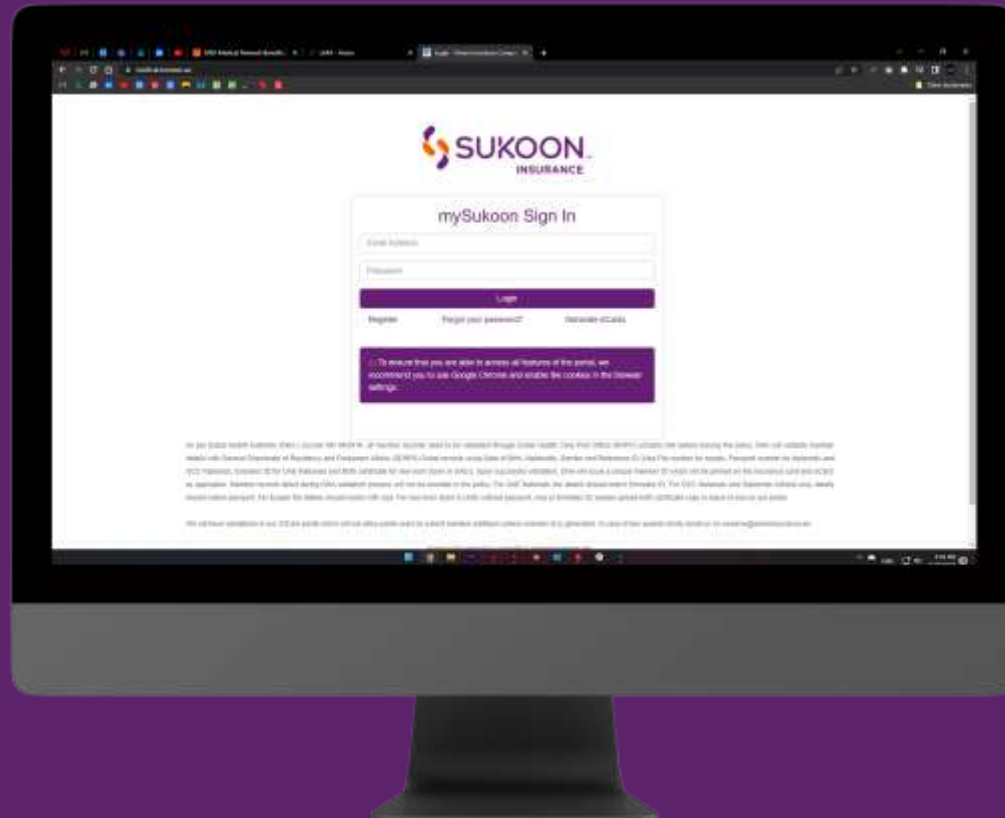


Google Chrome



ie 9 and above

REGISTRATION AND LOGIN



- Click on register to create an account
- While registering the Emirates ID number will need to be entered exactly how it appears on the document (784-XXXX-XXXXXXXX-X)
- Once the required details are filled, account activation link will be sent on email

DASHBOARD



Main menu for claim submission, servicing requests

Quick overview of all transactions



POLICY SERVICING

AVAILABLE FUNCTIONALITIES

Available under Policy Servicing tab

Member details update

Update personal details like Nationality, Passport Number, Mobile Number, Emirates ID

Certificates

Select the relevant option in the member tab

eCards

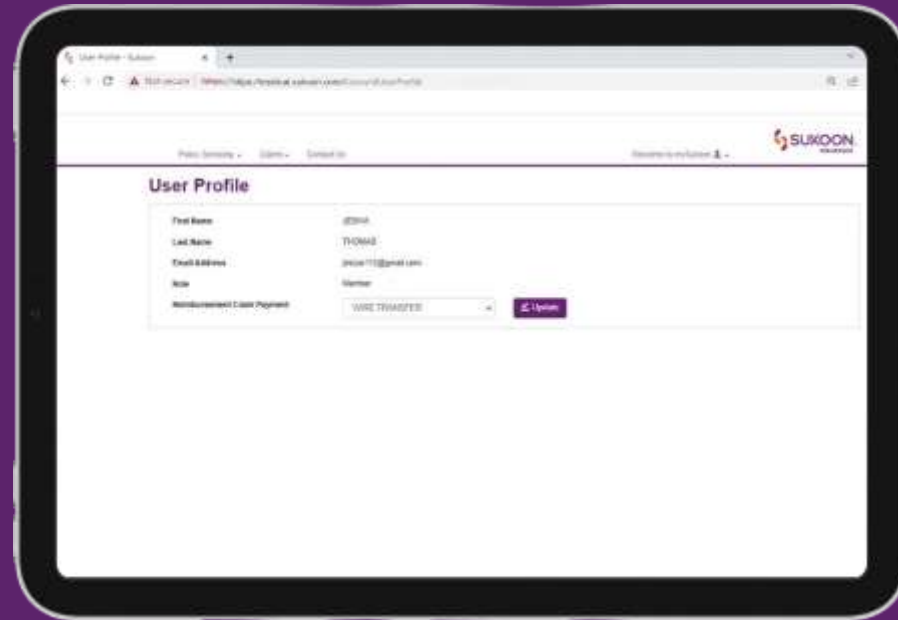
Select the relevant option in the member tab to view and download the cards for self and dependents (if any)

Bank details Update

Available under member details tab, this feature allows to add or edit bank details including bank name, IBAN number to ensure reimbursement payment is sent directly in the bank account



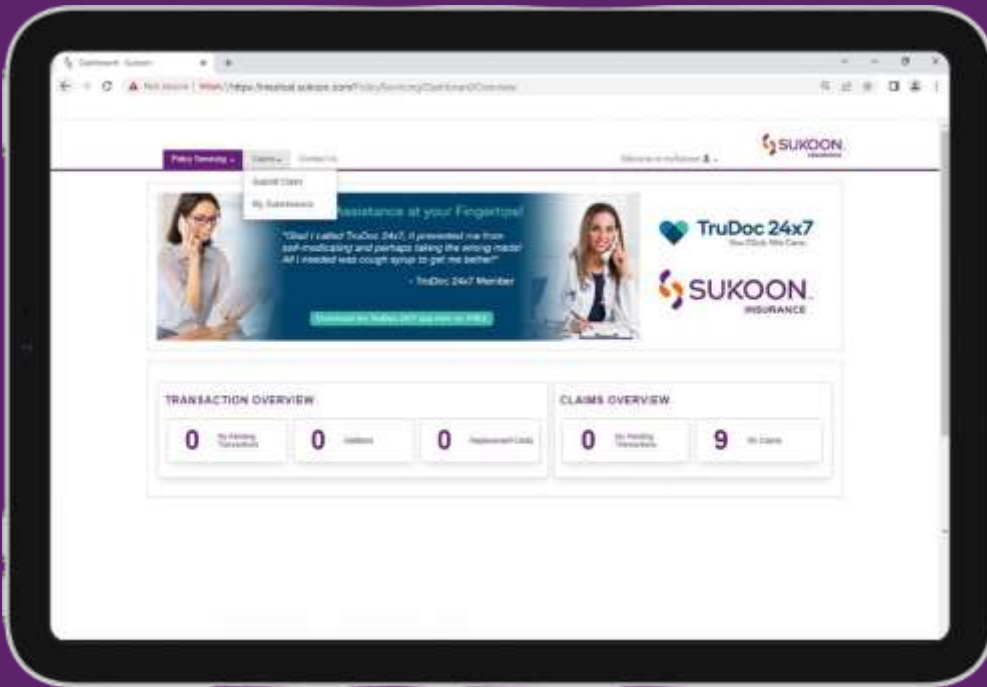
PAYMENT MODE



In case member does not have bank details, the reimbursement claim payment mode can be changed from wire transfer to cheque. This is available in the User Profile Section under the Welcome Tab.

CLAIM SUBMISSION

SUBMIT CLAIM



Step 1: Click on Submit Claims tab

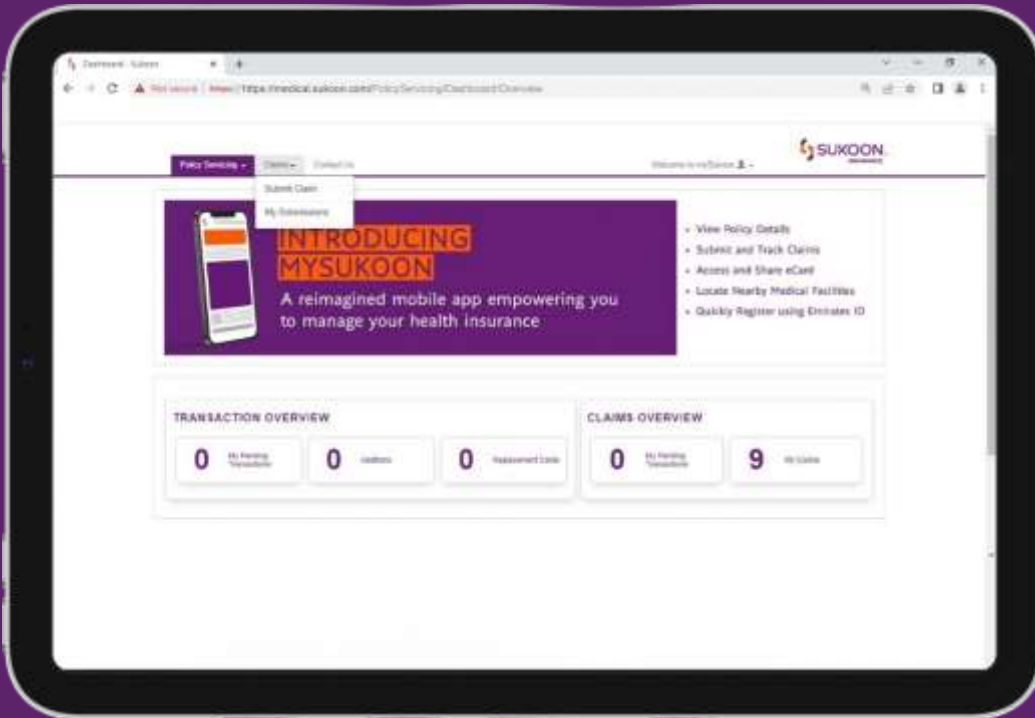
Step 2: Enter healthcare card number

Step 3: Enter treatment date

Step 4: Upload reimbursement claim form

Step 5: Click on Submit

TRACK CLAIM



- Click on Claim Status Report tab
- Search with claim ID, date range, healthcare card number, employee ID

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