QLM Medical Member Portal

User’s Manual

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- Training Document –

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1. Employee Login

1.1. The Employee can access the QLM website using link https://www.qlm-online.com/

1.2. Make sure you select the MEMBERS.

1.3. You can login using credentials provided by QLM.

1.4. If you have not registered, then you can register and fill in all the details by clicking on Member Registration.
1.5 Below screen will appear on successful Registration.
1.6 Click on the below link to activate your account

![Email Screen]

Dear QLM Member,

Thanks for registering with QLM online. Click below link to activate your account.

https://www.qlm-online.com/medical/activateAccount.do?company=1006&token=хрм1054kap

Regards,
QLM

Note: This is a system generated mail. Please do not reply.

1.7 Below Screen appears on successful activation.

![Activation Screen]

Your account has been successfully Activated

Proceed To Login
2. Employee Login

2.1 After logging in, below screen appears, where the benefit limits and sub-benefit limits can be viewed.

2.2 Health certificate can be viewed by clicking on **Health Certificate** Button.
2.3 Further certificate is generated on clicking Print certificate. Similarly this can be done for all the members
2.4 Temporary Card can be viewed by clicking on **Temporary Card** button.

2.5 Dependent details can be viewed by clicking on **View Dependents** button.
2.6 Table of Benefits can be viewed by clicking on TOB button.
3. Claims Submission

3.1. For Submitting Claims, Select the member first. Click on GO.

3.2. On click of GO, below screen appears. Enter all the information required.
3.3 * Marked fields are mandatory.

3.4 Click on Add button to add the Invoices.

3.5 You can add more invoices by clicking on Save& Add more button.

3.6 After adding all invoices, click on save and close button.

3.7 You can upload Invoice copies or any supporting documents by clicking on file upload section by clicking on Browse button.

3.8 If you have to add more claims, click on Add More button.

3.9 Once completed, click on submit claim button.

3.10 Below screen appears for confirmation. Click on submit after choosing the correct currency to be paid.
3.11 On submission below screen appears with Reference number generated. Note down the reference number for further tracking.
5 Provider Search

5.1 Below screen will appear, after you click on Provider Search Menu.

5.2 You can search for any Provider by Specialty, city, type, Area and click on search Button.
6 Enquiry submission

6.1 On click of search Enquiry submission below screen will appear.

6.2 Enter the type of information required.

6.3 Fill in the detail enquiry required.

6.4 If you have any supporting documents, upload the same in file Upload section.

6.5 * Marked fields are mandatory.

6.6 Click on Submit Enquiry Button.

6.7 Below section will appear on submission. Note down the Reference number for further tracking.
7 Enquiry Tracking

7.1 Below screen will appear, after you click on Enquiry Tracking.

7.2 You can enter the reference number and track the status for the same.

7.3 This section enables user to View and Track the Enquiry status. Click on ☐️ to view the details.
8 BMI Calculator

8.1 The BMI Calculator allows you to add your height and weight by adjusting the green button as shown below.

8.2 Based on your BMI index, the meaning can be viewed from the reverence table.
9 Manage Profile

9.1 On clicking on Manage Profile, below screen appears.

9.2 You can add / update your personal details and also Bank details and click on update button.