QLM Medical Member Portal

User's Manual

Document Number: IT\DOC\01\17\01

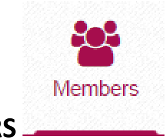
- Training Document –

Jan 2017

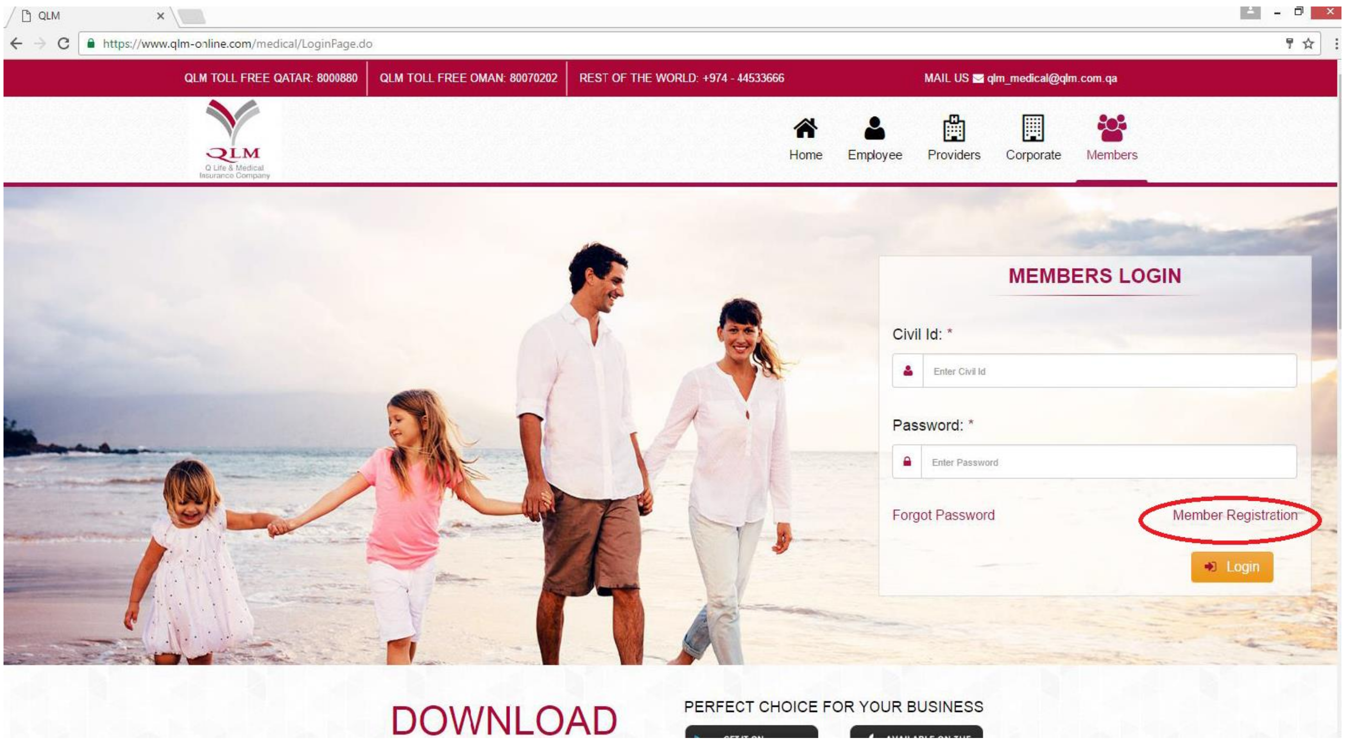
Contents

1. Employee Login

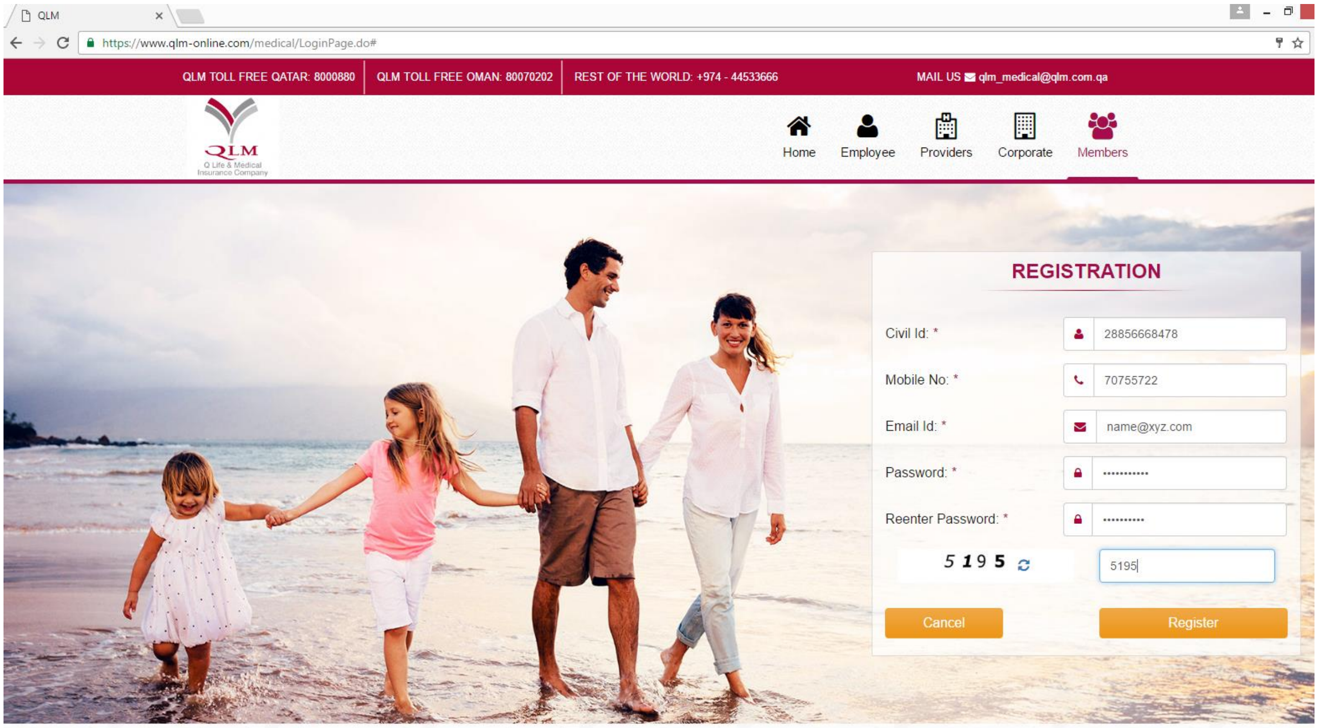
1.1. The Employee can access the QLM website using link https://www.qlm-online.com/

1.2. Make sure you select the **MEMBERS** 

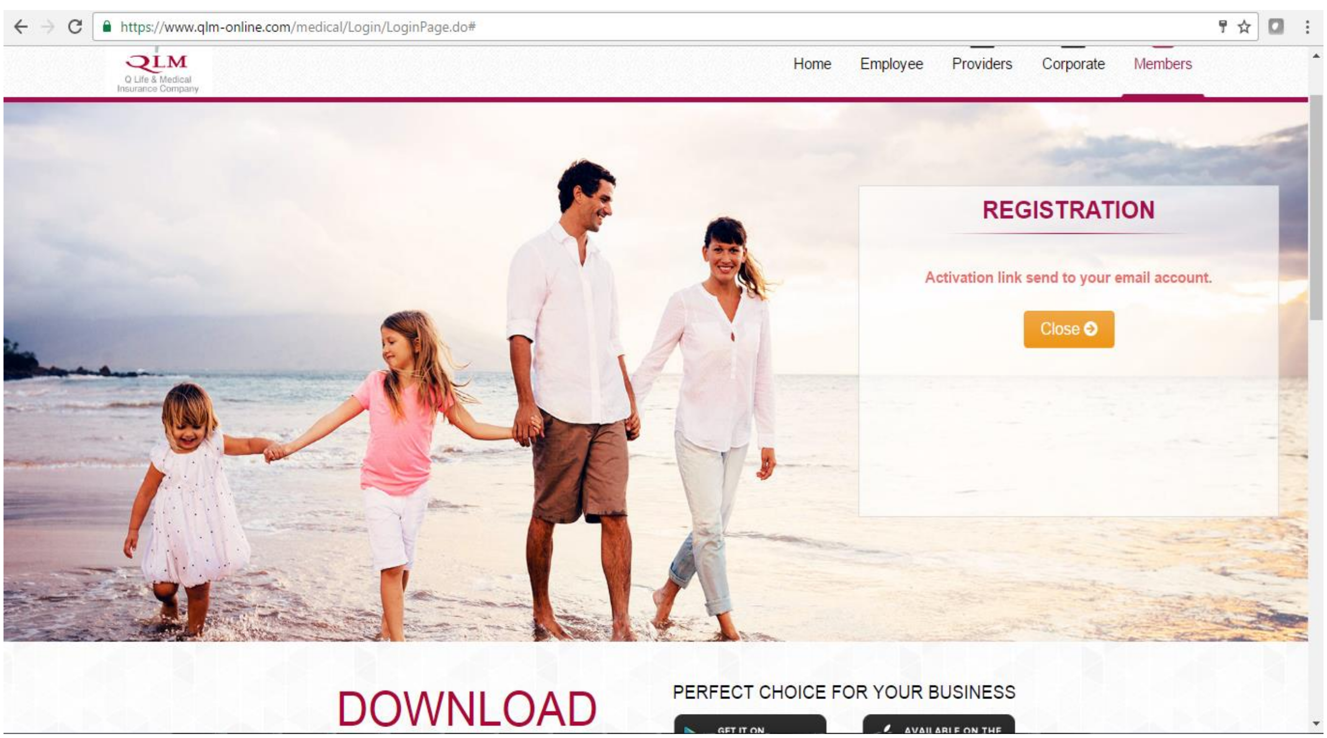
1.3. You can login using credentials provided by QLM.



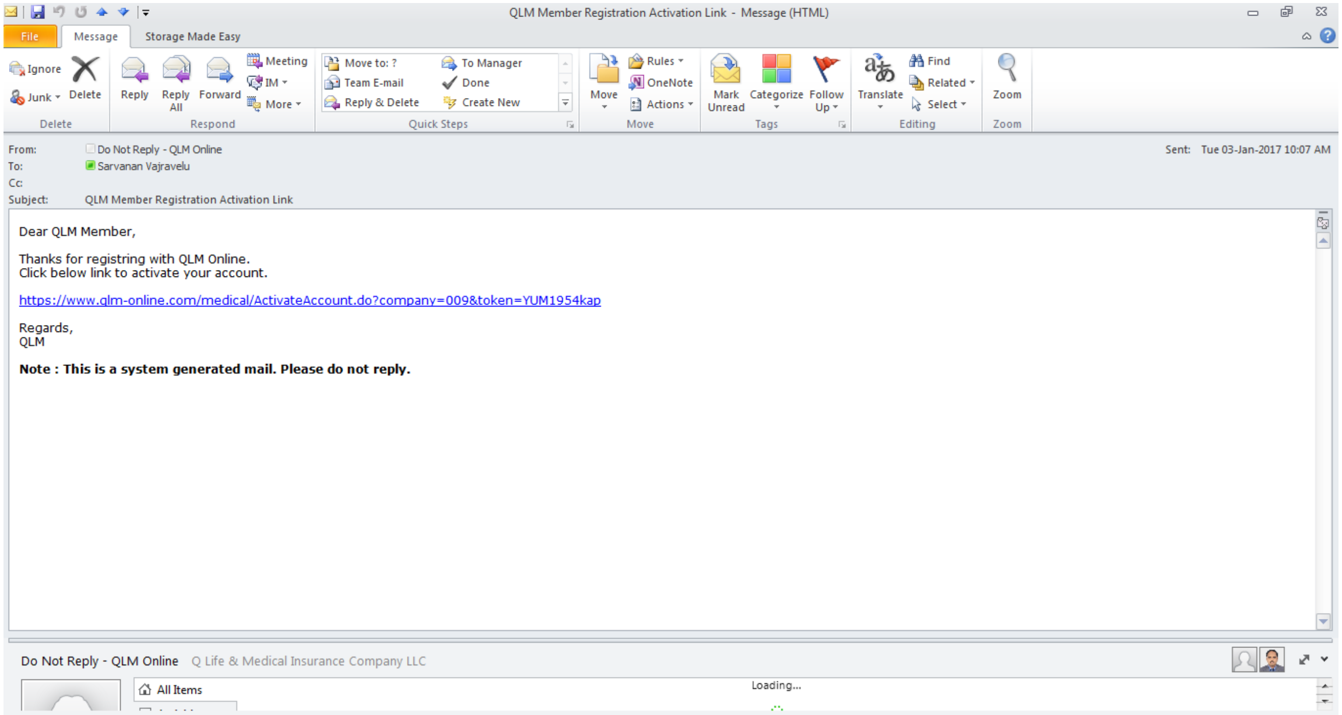
1.4 If you have not registered, then you can register and fill in all the details by clicking on **Member Registeration**.



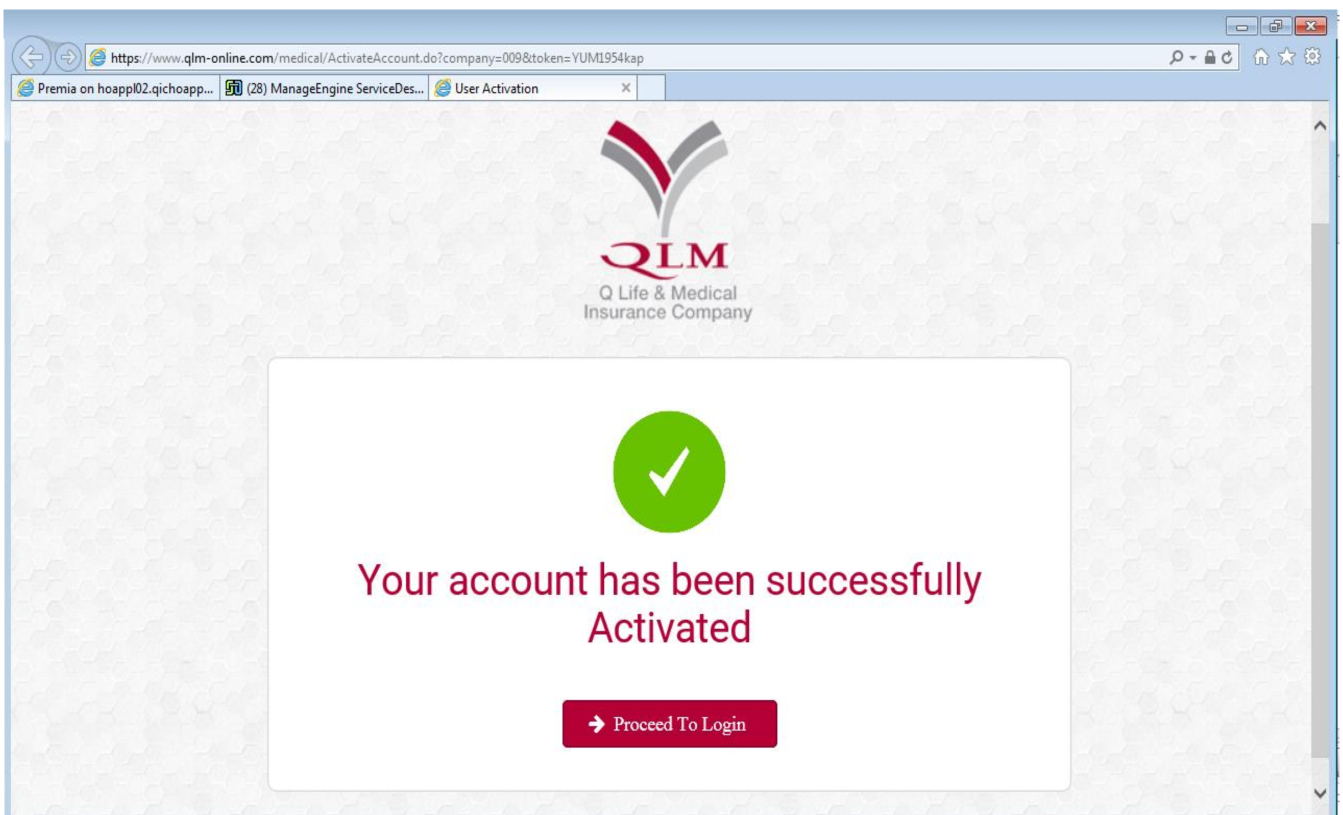
1.5 Below screen will appear on successful Registration.



1.6 Click on the below link to activate your account

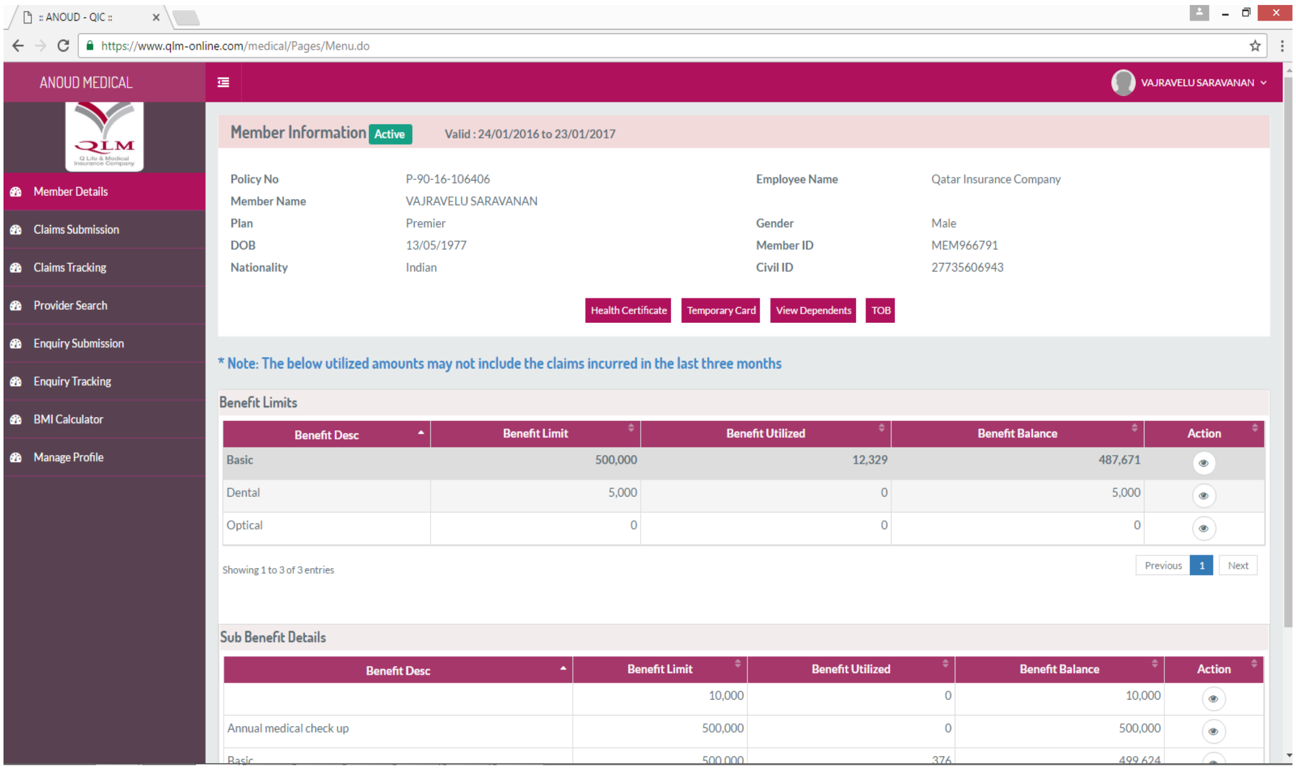


1.7 Below Screen appears on successful activation.



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 **Heath Certificate** Button 

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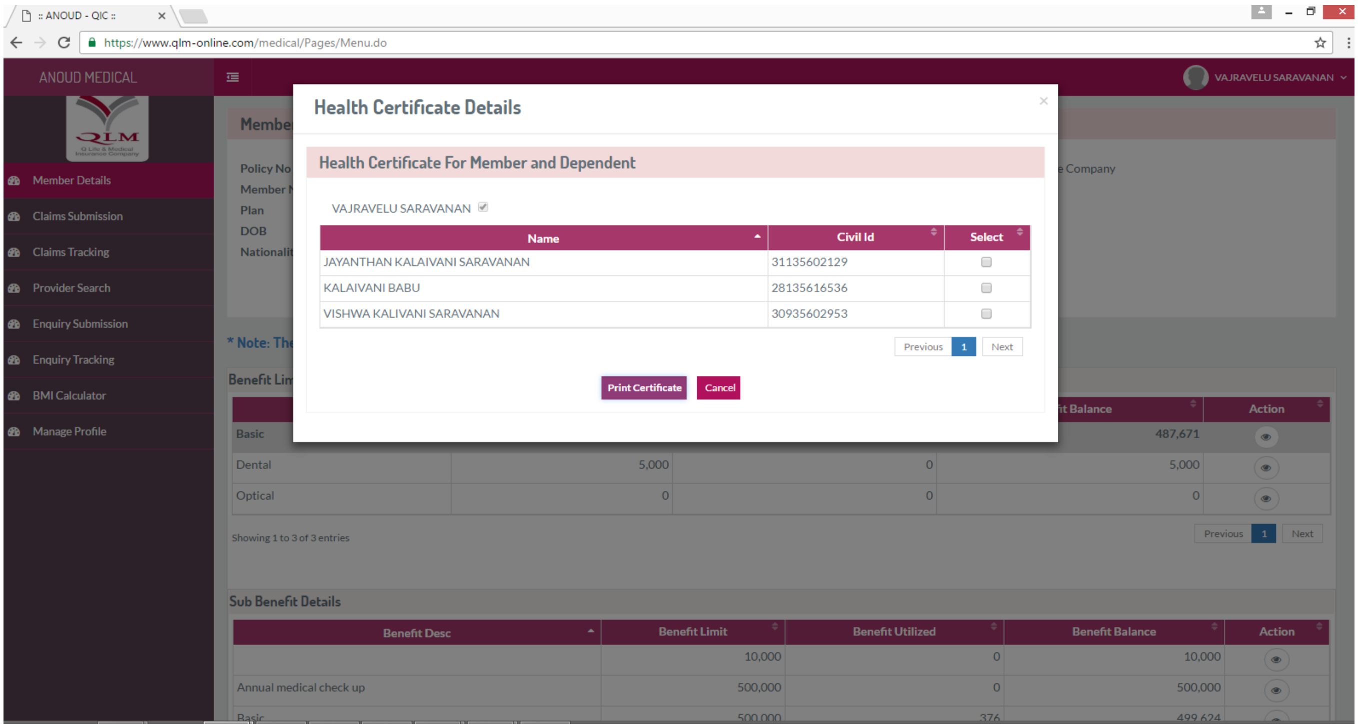
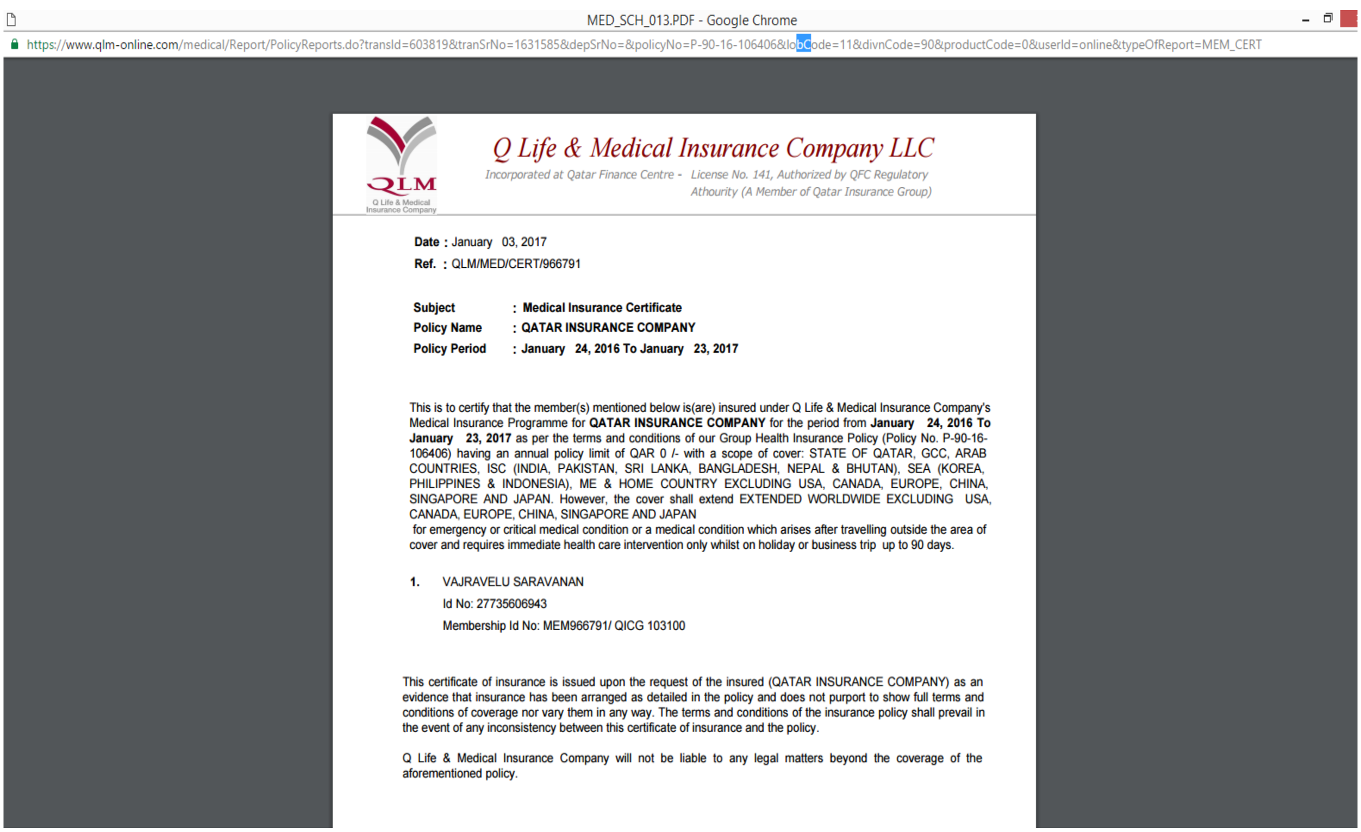


2.3 Further certificate is generated on clicking Print certificate. Similarly this can be done for all the members



Q Life & Medical Insurance Company LLC

Incorporated at Qatar Finance Centre - License No. 141, Authorized by QFC Regulatory Athourity (A Member of Qatar Insurance Group)

Date : January 03, 2017
Ref. : QLM/MED/CERT/966791

Subject : Medical Insurance Certificate
Policy Name : QATAR INSURANCE COMPANY
Policy Period : January 24, 2016 To January 23, 2017

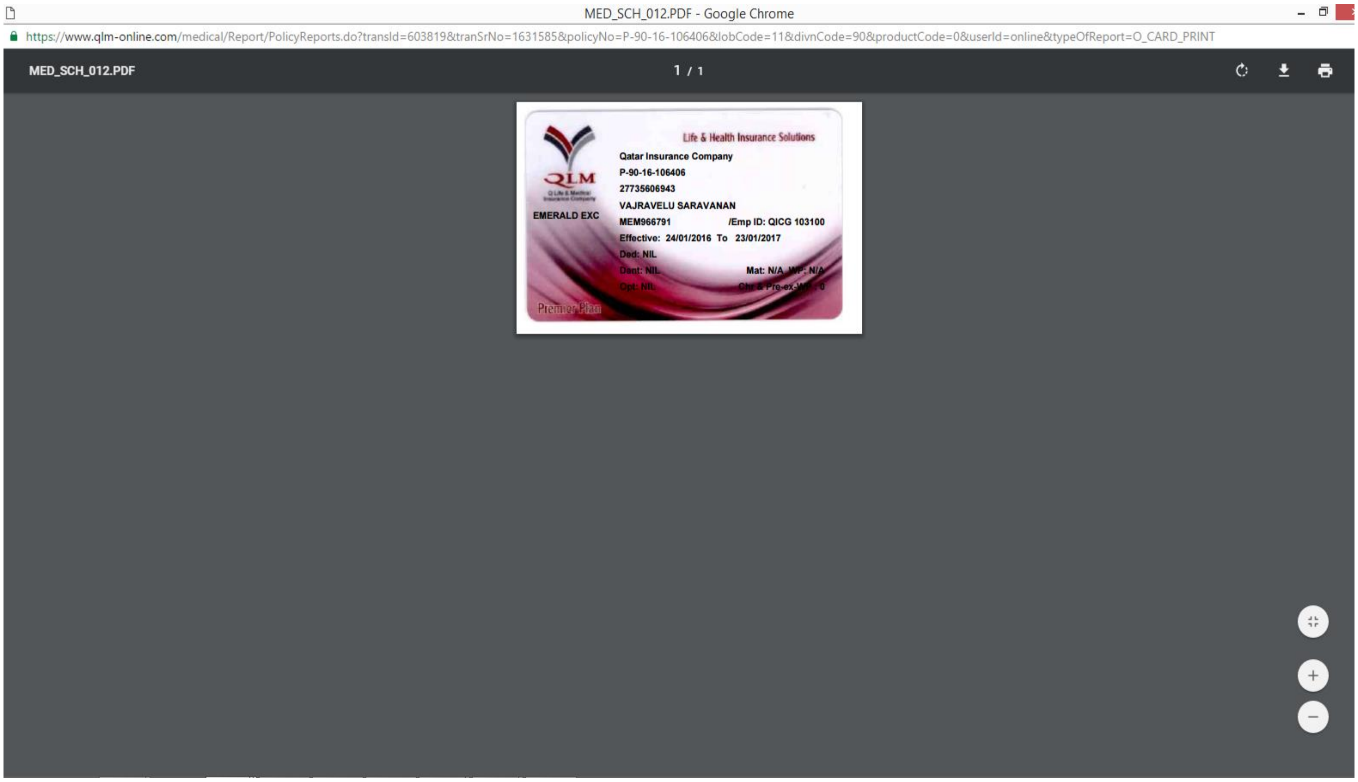
This is to certify that the member(s) mentioned below is(are) insured under Q Life & Medical Insurance Company's Medical Insurance Programme for **QATAR INSURANCE COMPANY** for the period from **January 24, 2016 To January 23, 2017** as per the terms and conditions of our Group Health Insurance Policy (Policy No. P-90-16-106406) having an annual policy limit of QAR 0 /- with a scope of cover: STATE OF QATAR, GCC, ARAB COUNTRIES, ISC (INDIA, PAKISTAN, SRI LANKA, BANGLADESH, NEPAL & BHUTAN), SEA (KOREA, PHILIPPINES & INDONESIA), ME & HOME COUNTRY EXCLUDING USA, CANADA, EUROPE, CHINA, SINGAPORE AND JAPAN. However, the cover shall extend EXTENDED WORLDWIDE EXCLUDING USA, CANADA, EUROPE, CHINA, SINGAPORE AND JAPAN
for emergency or critical medical condition or a medical condition which arises after travelling outside the area of cover and requires immediate health care intervention only whilst on holiday or business trip up to 90 days.

1. VAJRAVELU SARAVANAN
   Id No: 27735606943
   Membership Id No: MEM966791/ QICG 103100

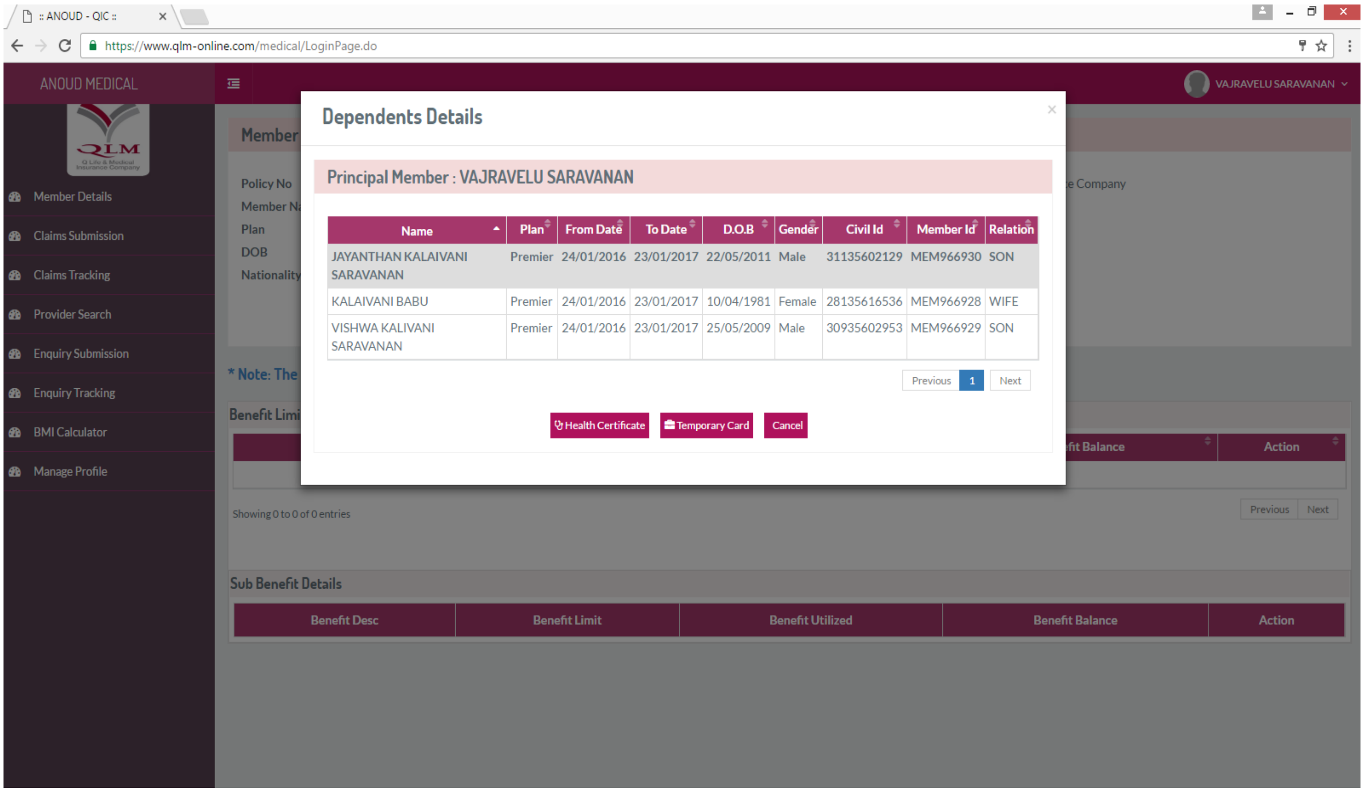
This certificate of insurance is issued upon the request of the insured (QATAR INSURANCE COMPANY) as an evidence that insurance has been arranged as detailed in the policy and does not purport to show full terms and conditions of coverage nor vary them in any way. The terms and conditions of the insurance policy shall prevail in the event of any inconsistency between this certificate of insurance and the policy.

Q Life & Medical Insurance Company will not be liable to any legal matters beyond the coverage of the policy.

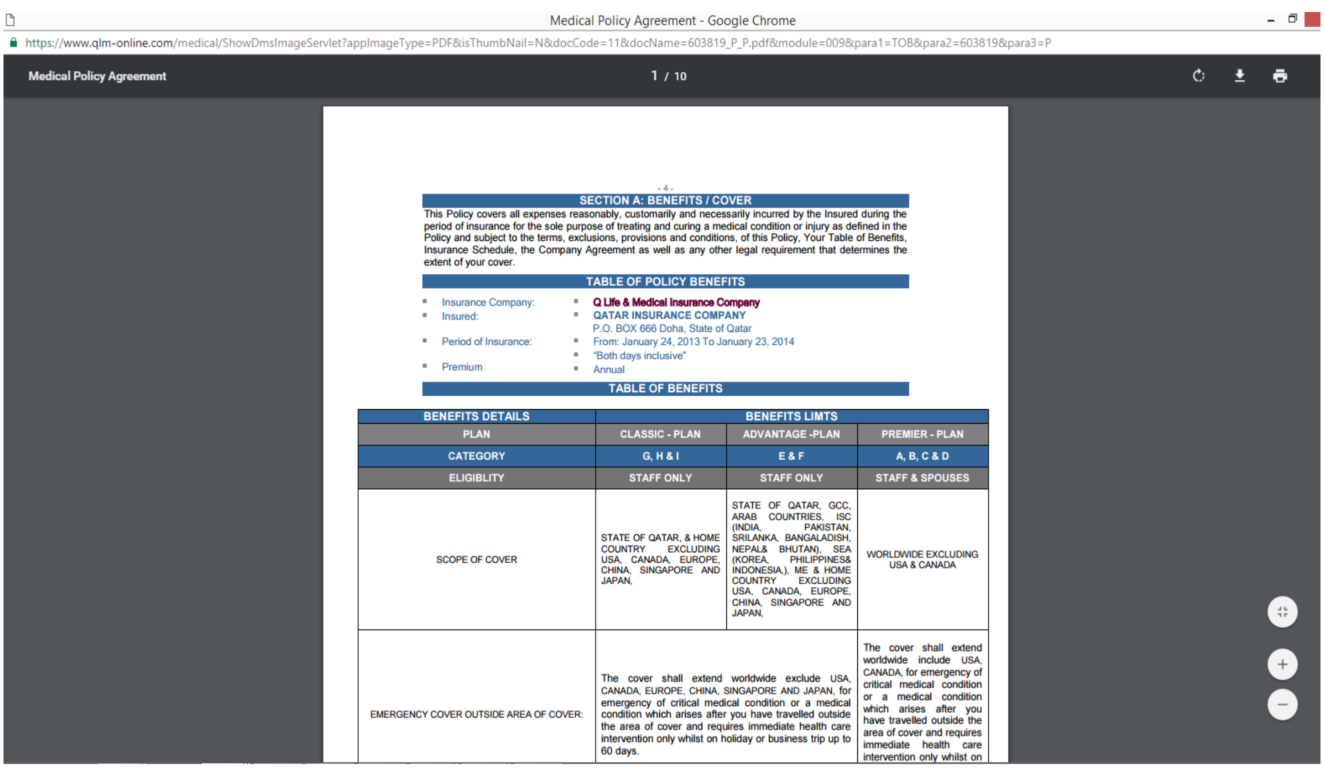
2.4 Temporary Card can be viewed by clicking on **Temporary Card** button Temporary Card.



2.5 Dependent details can be viewed by clicking on **View Dependents** button View Dependents.

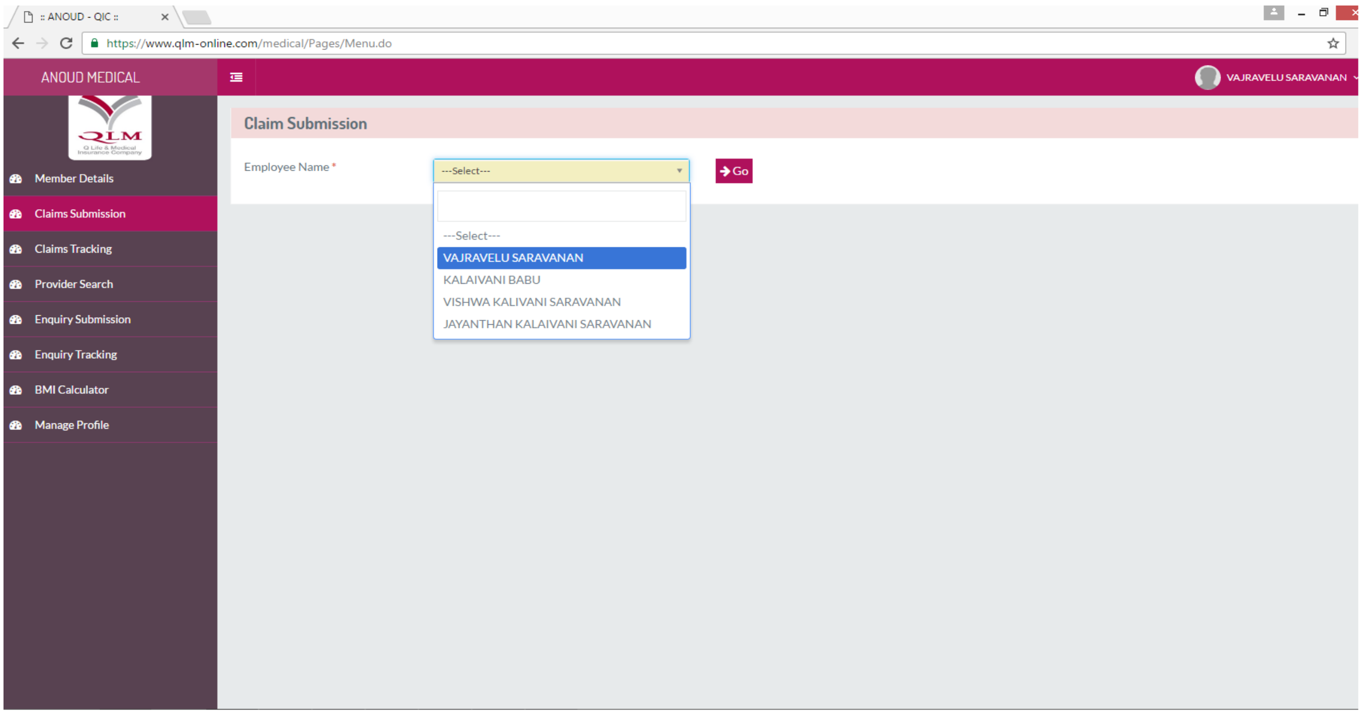


2.6 Table of Benefits can be viewed by clicking on **TOB** button TOB .

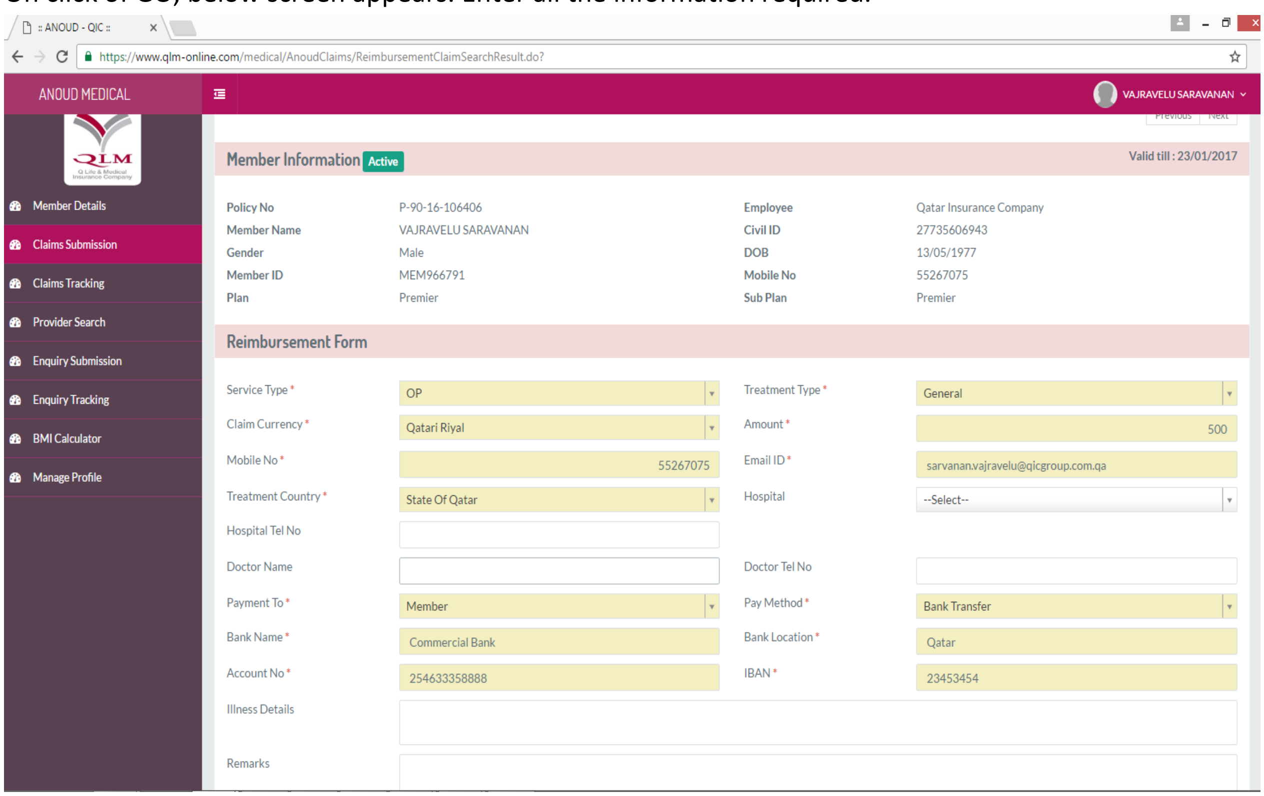


3. Claims Submission

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

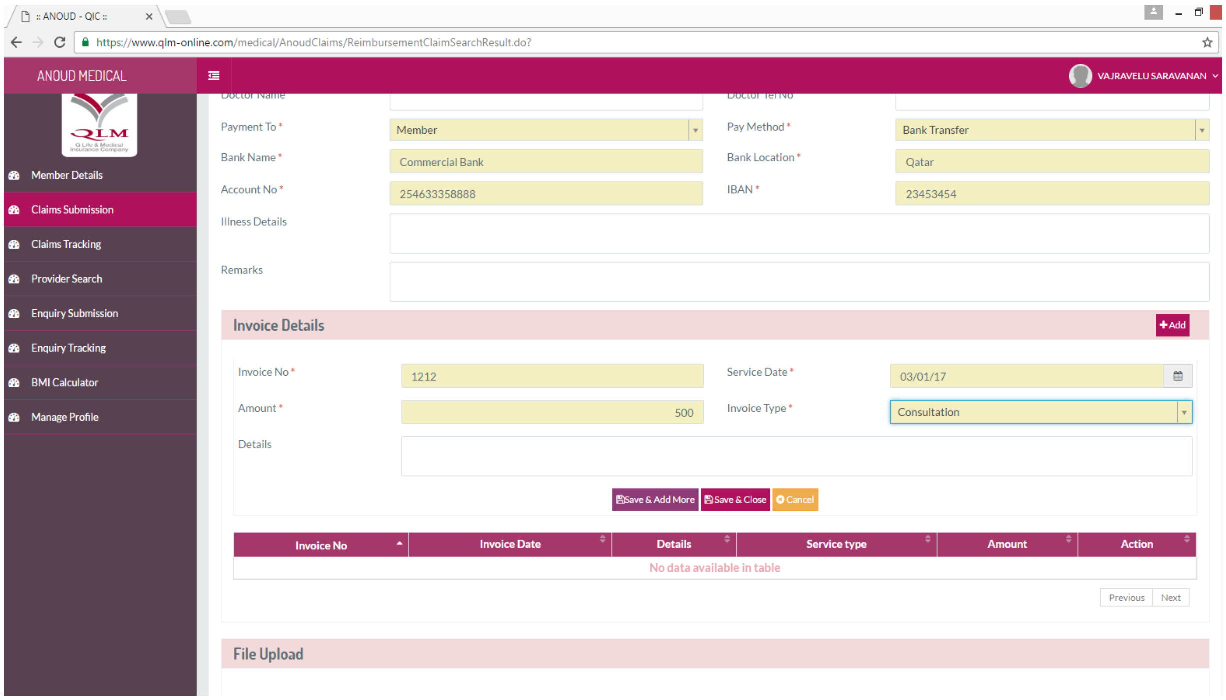


3.2 On click of GO, below screen appears. Enter all the information required.



3.3 * Marked fields are mandatory.

3.4 Click on Add button +Add to add the Invoices.



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

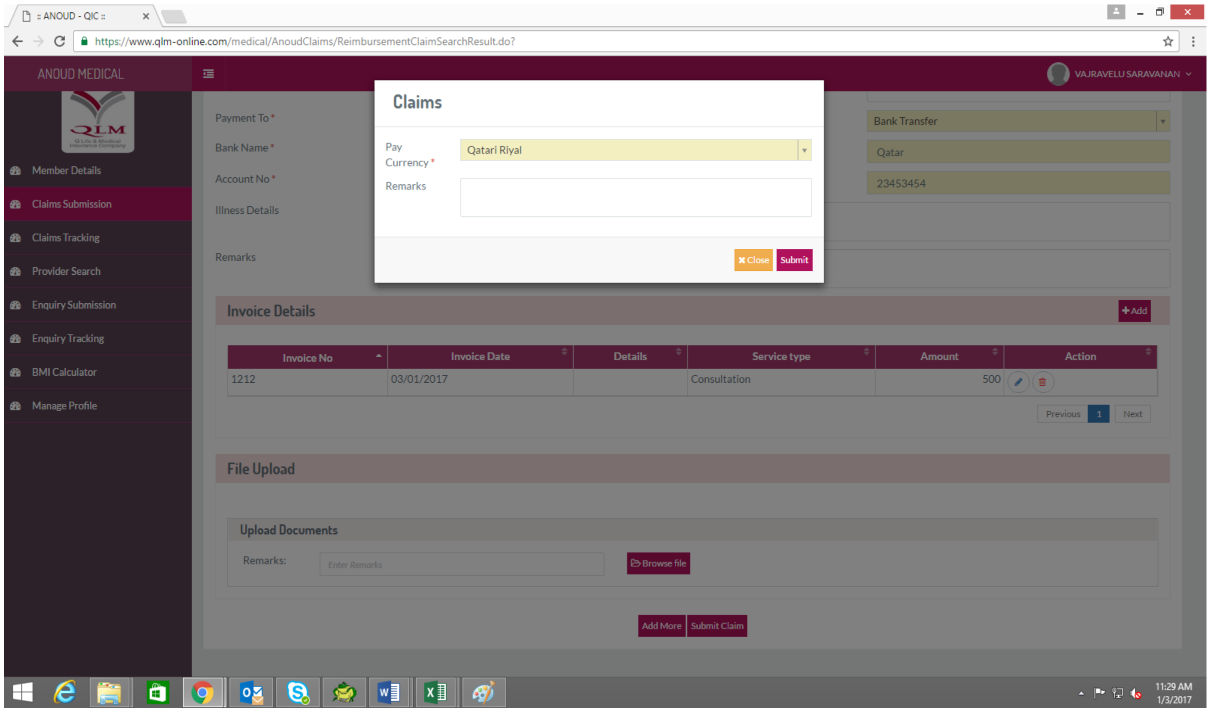
3.6 After adding all invoices, click on save and close button Save & Close .

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

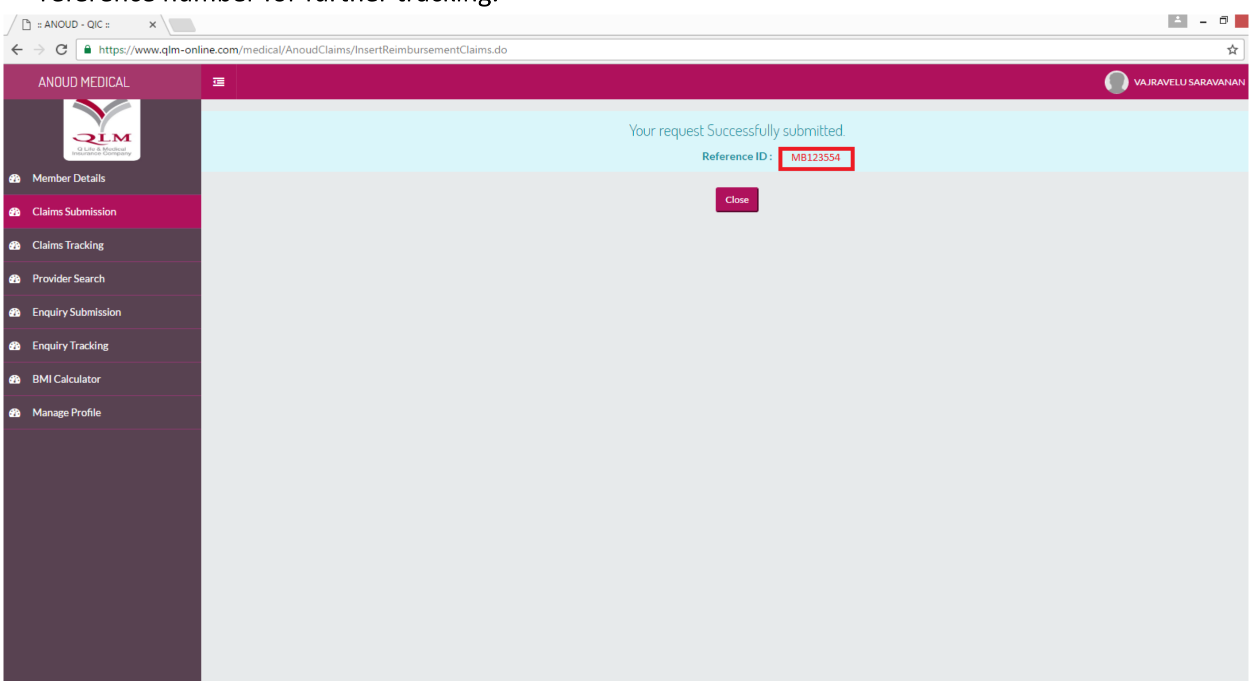
3.8 If you have to add more claims, click on Add More button Add More .

3.9 Once completed, click on submit claim button Submit Claim .

3.10 Below screen appears for confirmation. Click on submit after choosing the correct currency to be paid.

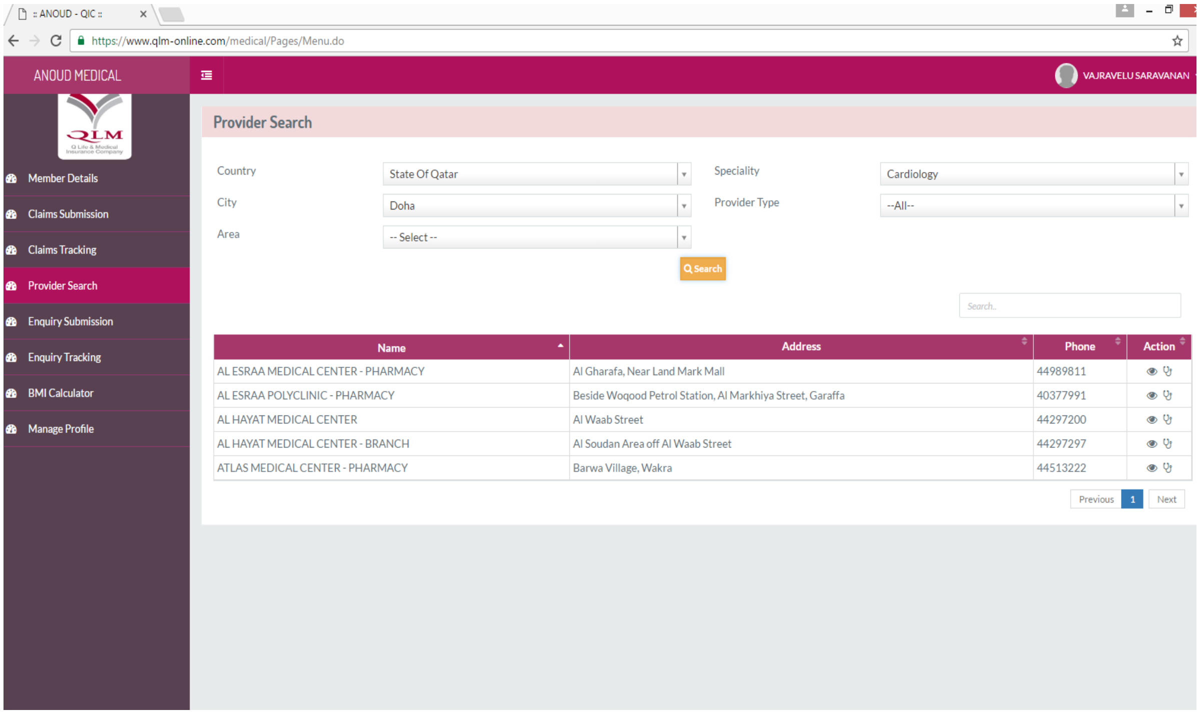


3.11 On submission below screen appears with Reference number generated. Note down the reference number for further tracking.



5 Provider Search

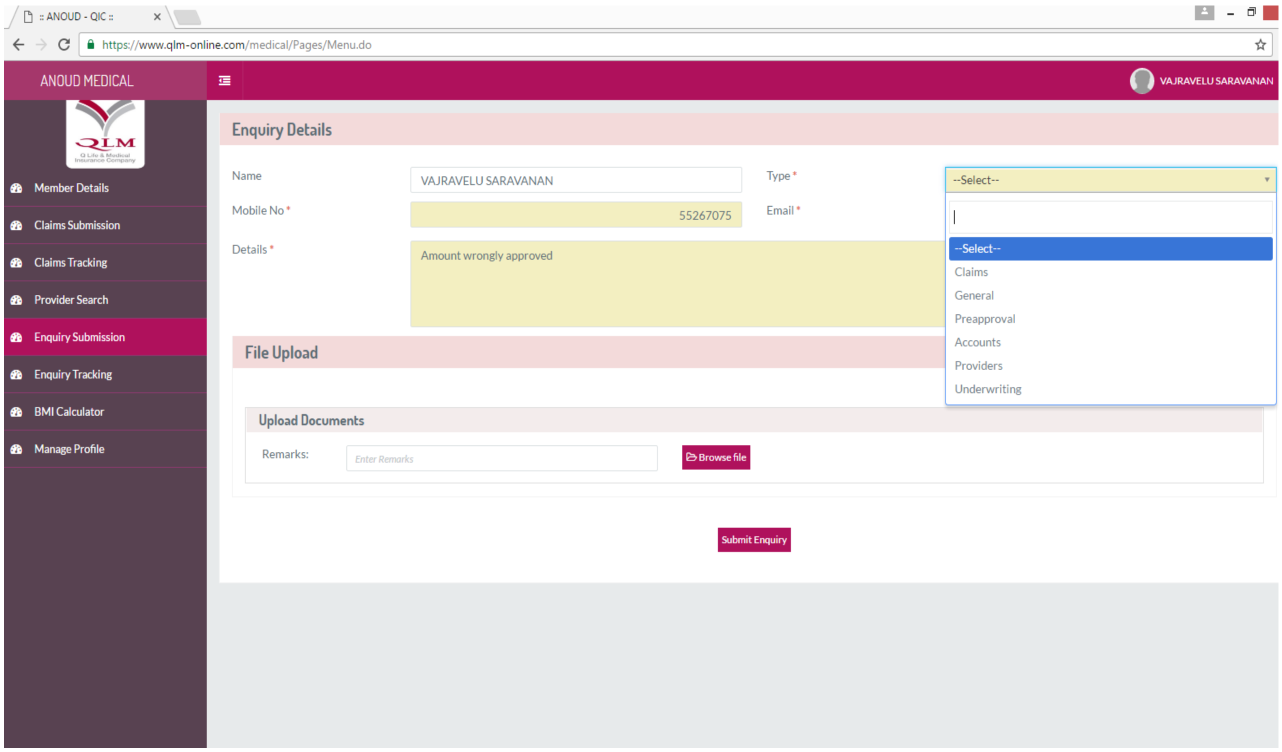
5.1 Below screen will appear, after you click on Provider Search Menu.



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.

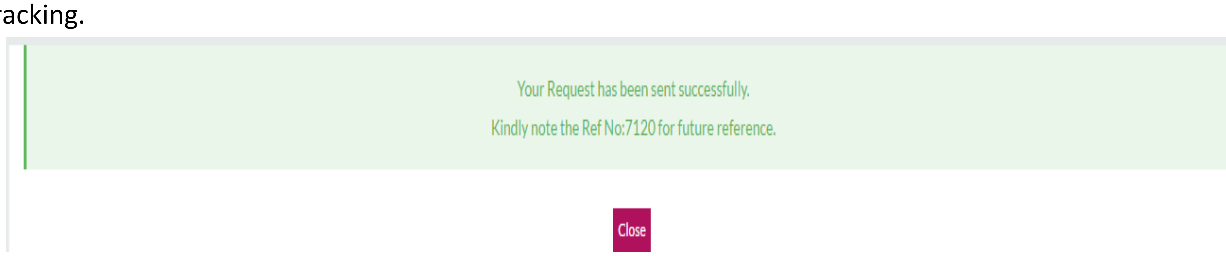
6.3 Fill in the detail enquiry required.

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.

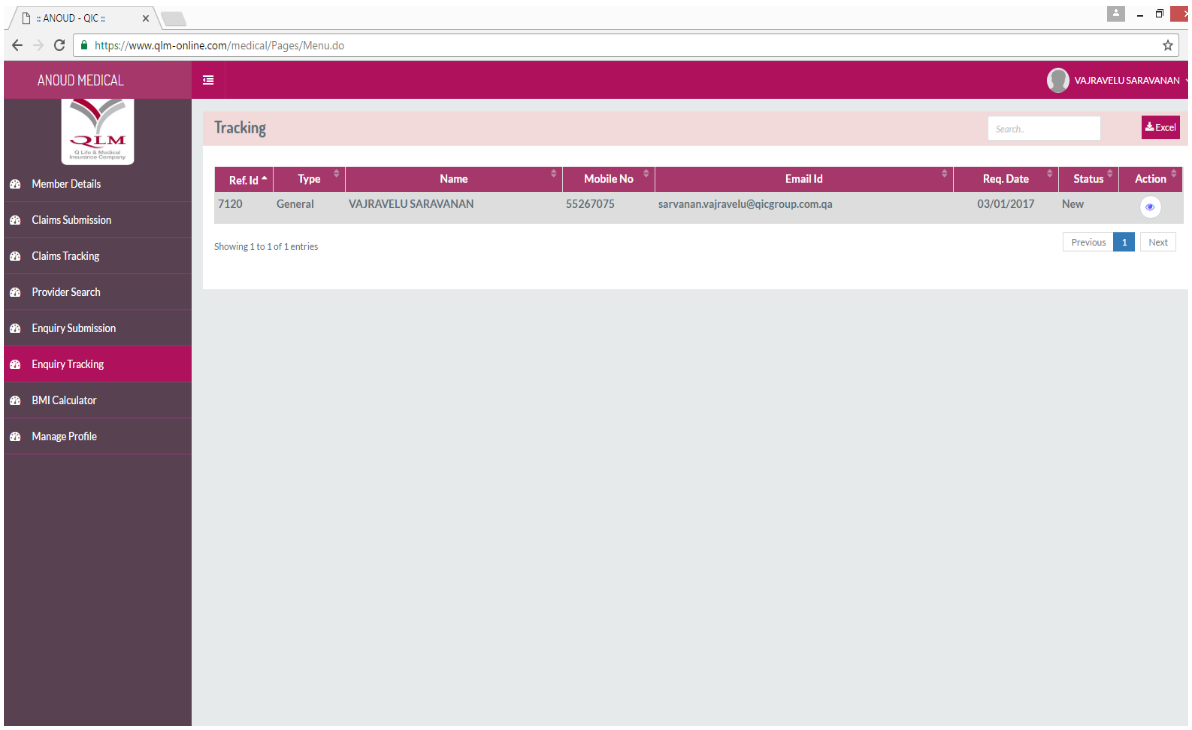
6.7 Below section will appear on submission. Note down the Reference number for further tracking.



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.

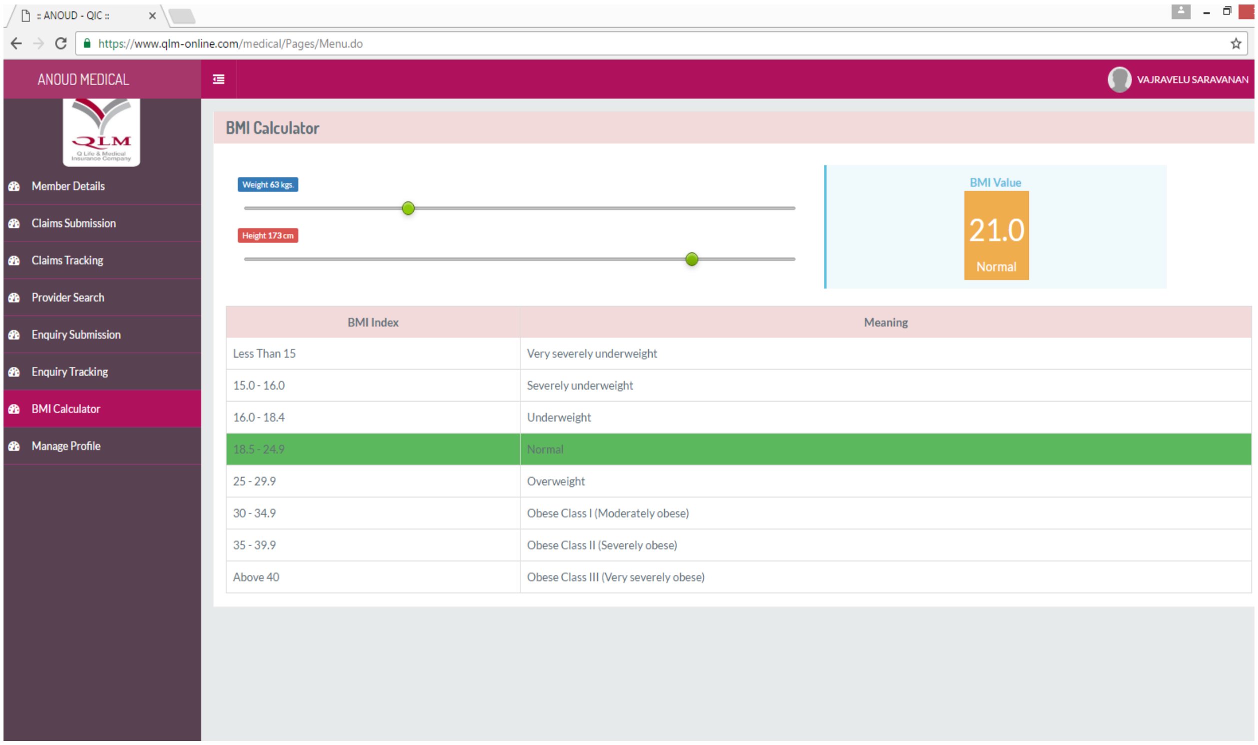


7.3 This section enables user to View and Track the Enquiry status. Click on  to view the details

8 BMI Calculator

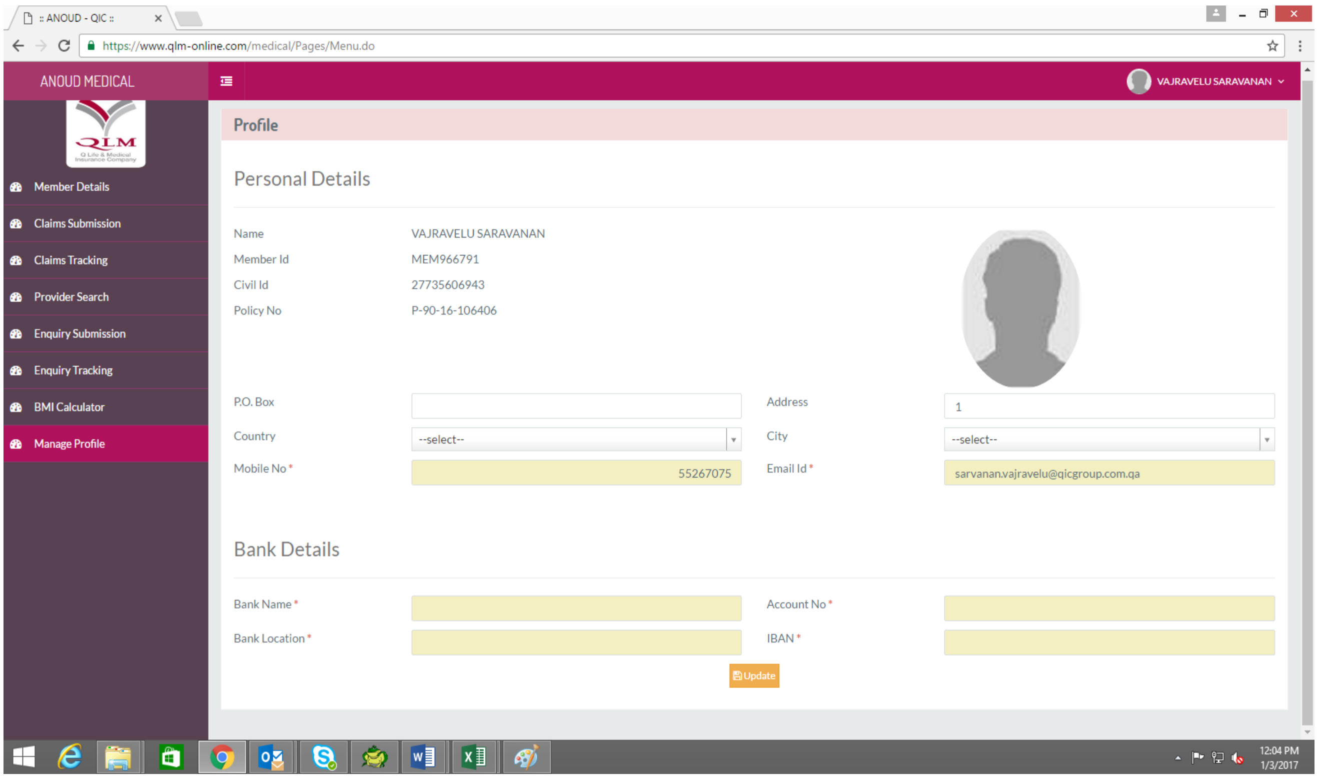
8.1 The BMI Calculator allows you to add your height and weight by adjusting the green button as shown below.

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

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