



QLM Medical Member Portal

User's Manual

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

- Training Document -

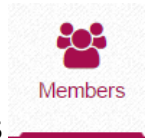
Jan 2017

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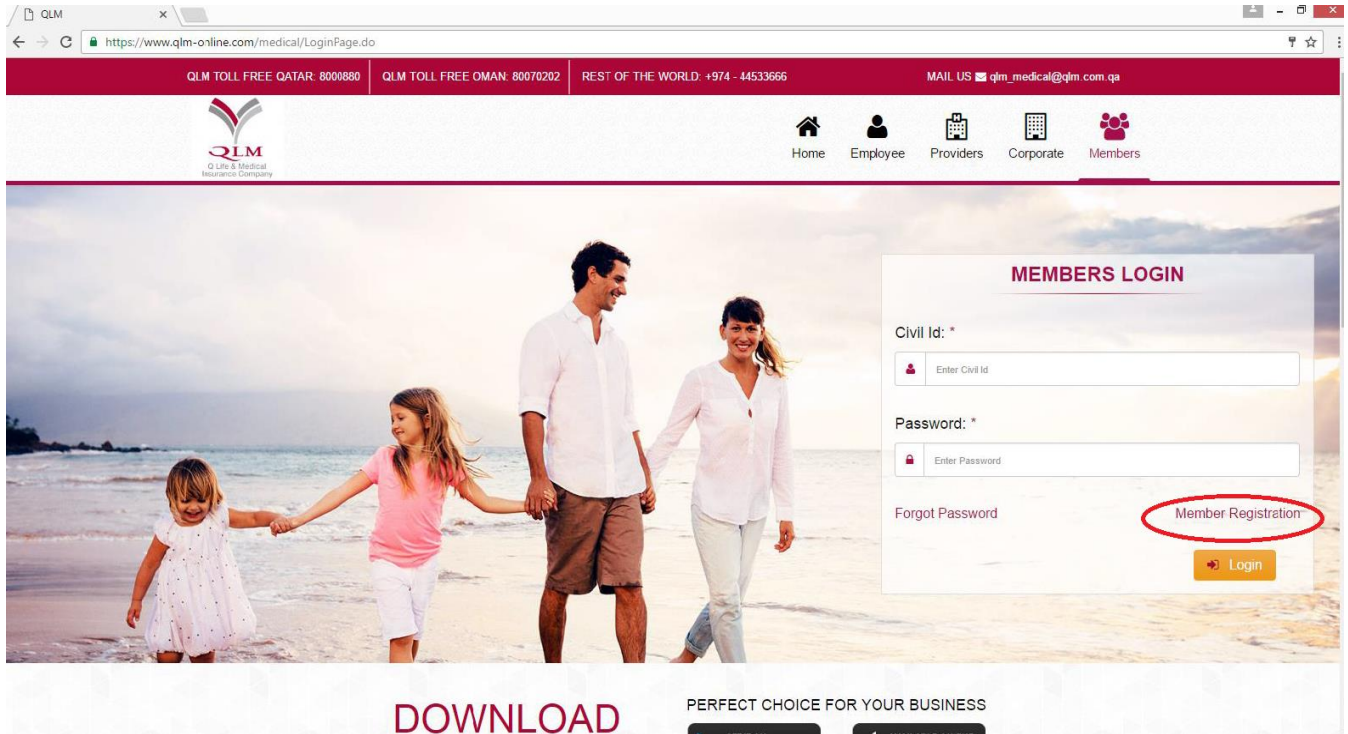
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1. Employee Login

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

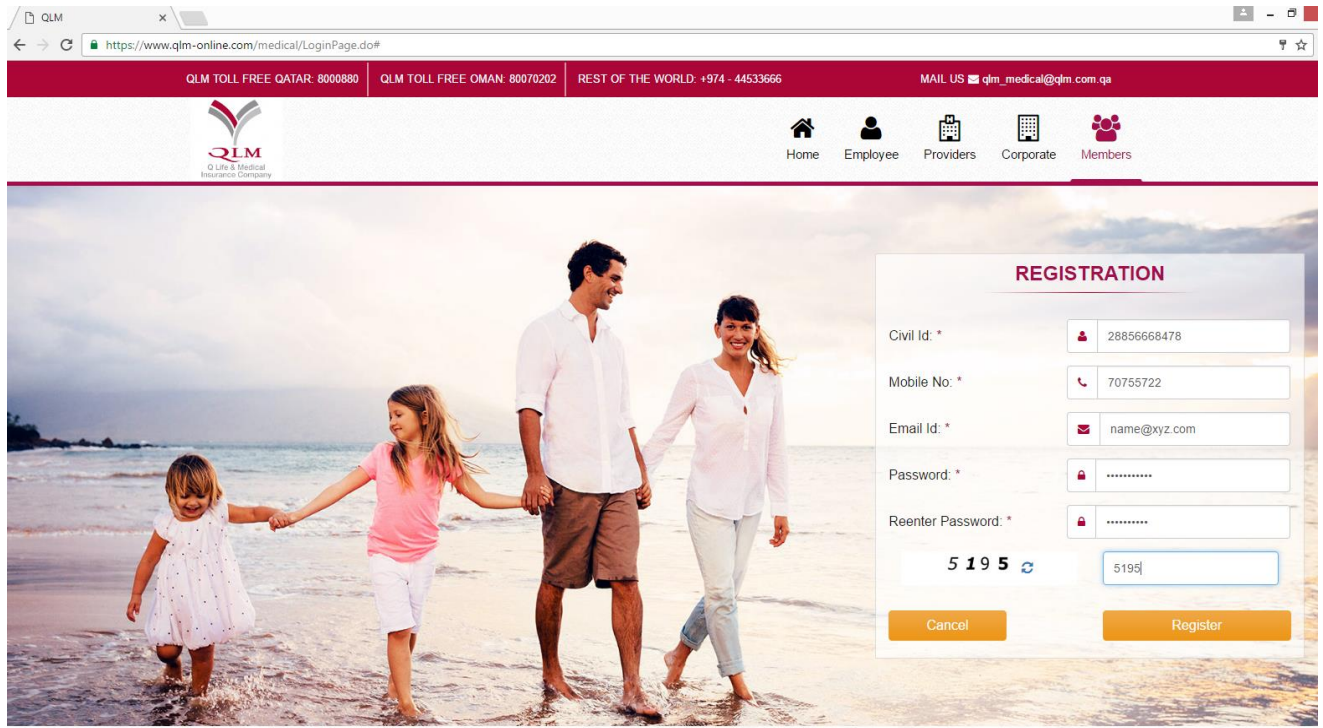


- 1.2. Make sure you select the **MEMBERS**
- 1.3. You can login using credentials provided by QLM.

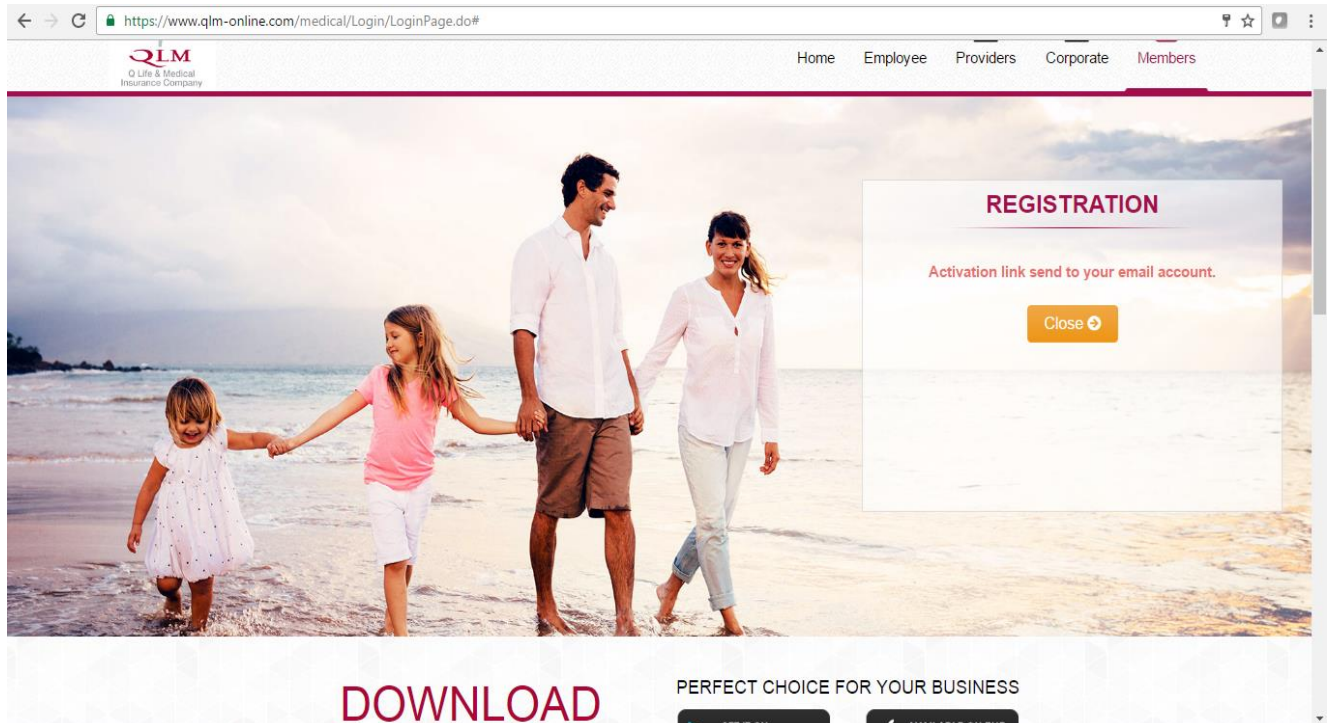


1.4 If you have not registered, then you can register and fill in all the details by clicking on **Member Registration**.

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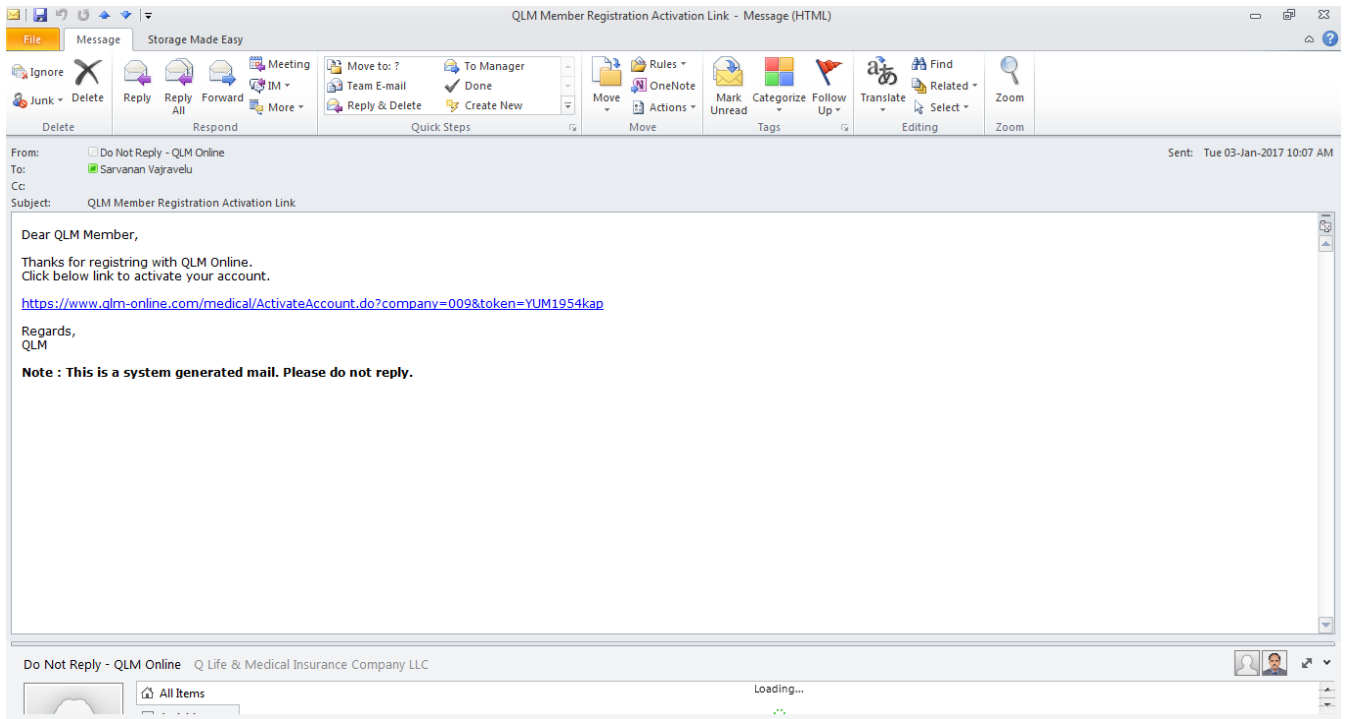


1.5 Below screen will appear on successful Registration.

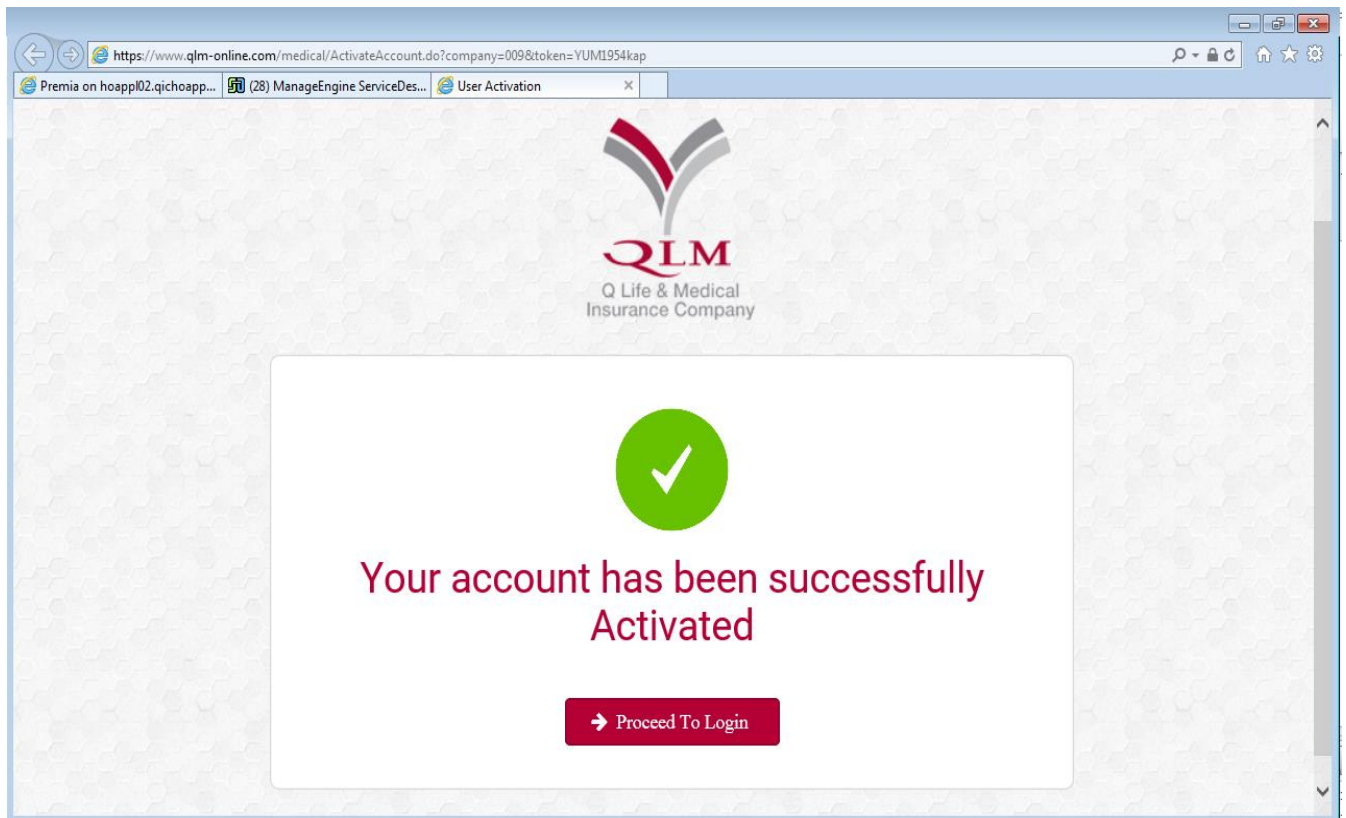


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1.6 Click on the below link to activate your account



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

The screenshot displays the QLM Medical Member Portal interface. The top navigation bar includes the QLM logo and the user's name, VAJRAVELU SARAVANAN. The main content area is titled 'Member Information' and is marked as 'Active' with a validity period of 24/01/2016 to 23/01/2017. Below this, there are two columns of member details: Policy No (P-90-16-106406), Member Name (VAJRAVELU SARAVANAN), Plan (Premier), and Nationality (Indian) on the left; and Employee Name (Qatar Insurance Company), Gender (Male), Member ID (MEM966791), and Civil ID (27735606943) on the right. A row of buttons includes 'Health Certificate', 'Temporary Card', 'View Dependents', and 'TOB'. A note states: '* Note: The below utilized amounts may not include the claims incurred in the last three months'. The 'Benefit Limits' section contains a table with columns for Benefit Desc, Benefit Limit, Benefit Utilized, Benefit Balance, and Action. The 'Sub Benefit Details' section contains another table with similar columns.

Benefit Desc	Benefit Limit	Benefit Utilized	Benefit Balance	Action
Basic	500,000	12,329	487,671	
Dental	5,000	0	5,000	
Optical	0	0	0	

Benefit Desc	Benefit Limit	Benefit Utilized	Benefit Balance	Action
	10,000	0	10,000	
Annual medical check up	500,000	0	500,000	
Basic	500,000	376	499,624	

2.2 Health certificate can be viewed by clicking on **Health Certificate** Button

Health Certificate

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Health Certificate Details

Health Certificate For Member and Dependent

VAJRAVELU SARAVANAN

Name	Civil Id	Select
JAYANTHAN KALAIVANI SARAVANAN	31135602129	<input type="checkbox"/>
KALAIVANI BABU	28135616536	<input type="checkbox"/>
VISHWA KALIVANI SARAVANAN	30935602953	<input type="checkbox"/>

Previous 1 Next

Print Certificate Cancel

Showing 1 to 3 of 3 entries

Sub Benefit Details

Benefit Desc	Benefit Limit	Benefit Utilized	Benefit Balance	Action
	10,000	0	10,000	
Annual medical check up	500,000	0	500,000	
Basic	500,000	376	499,624	

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

MED_SCH_013.PDF - Google Chrome

https://www.qlm-online.com/medical/Report/PolicyReports.do?transId=603819&tranSrNo=1631585&depSrNo=&policyNo=P-90-16-106406&toCode=11&divmCode=90&productCode=0&userId=online&typeOfReport=MEM_CERT

Q Life & Medical Insurance Company LLC
 Incorporated at Qatar Finance Centre - License No. 141, Authorized by QFC Regulatory Authority (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

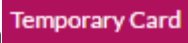
This is to certify that the member(s) mentioned below is(are) insured under Q Life & Medical Insurance Company's Medical Insurance Programme for **QATAR INSURANCE COMPANY** for the period from **January 24, 2016 To January 23, 2017** as per the terms and conditions of our Group Health Insurance Policy (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.

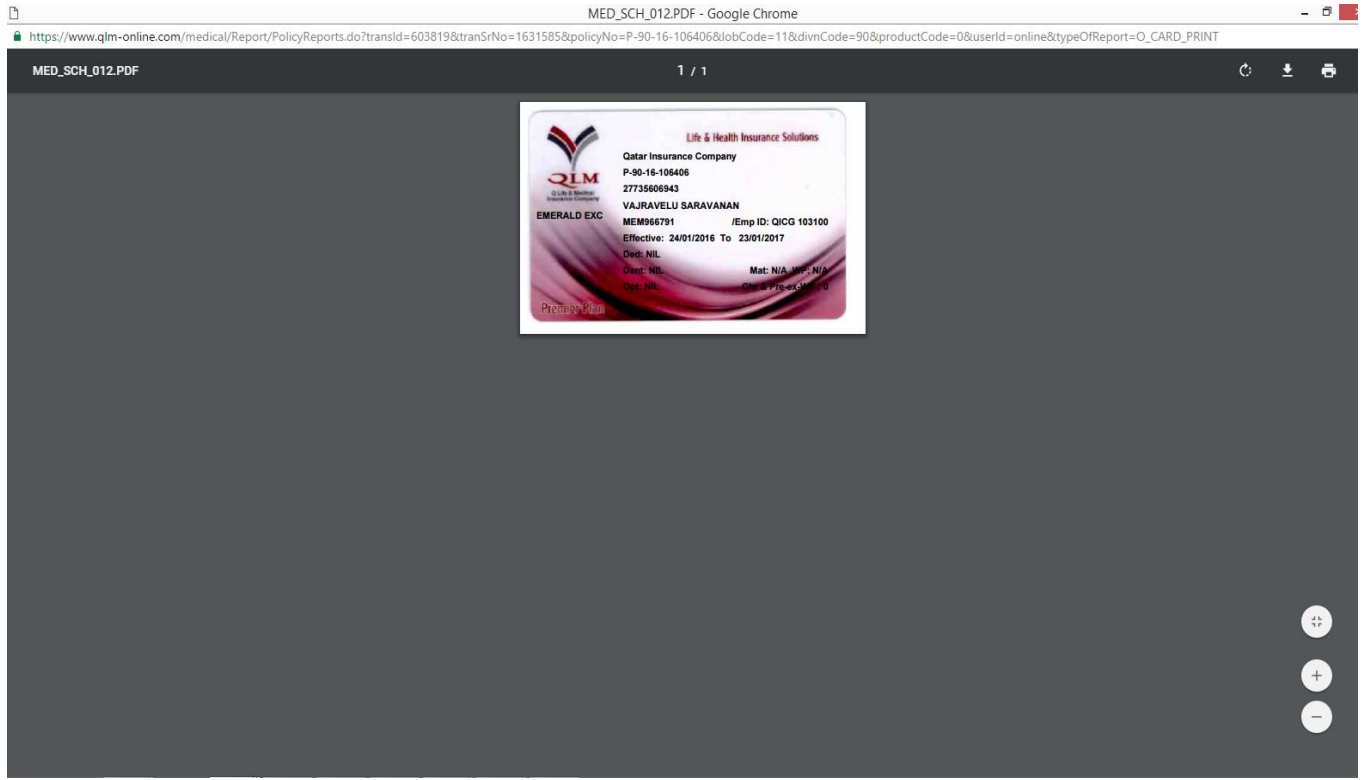
1. VAJRAVELU SARAVANAN
 Id No: 27735606943
 Membership Id No: MEM966791/ QICG 103100

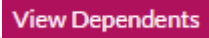
This certificate of insurance is issued upon the request of the insured (QATAR INSURANCE COMPANY) as an evidence that insurance has been arranged as detailed in the policy and does not purport to show full terms and conditions of coverage nor vary them in any way. The terms and conditions of the insurance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

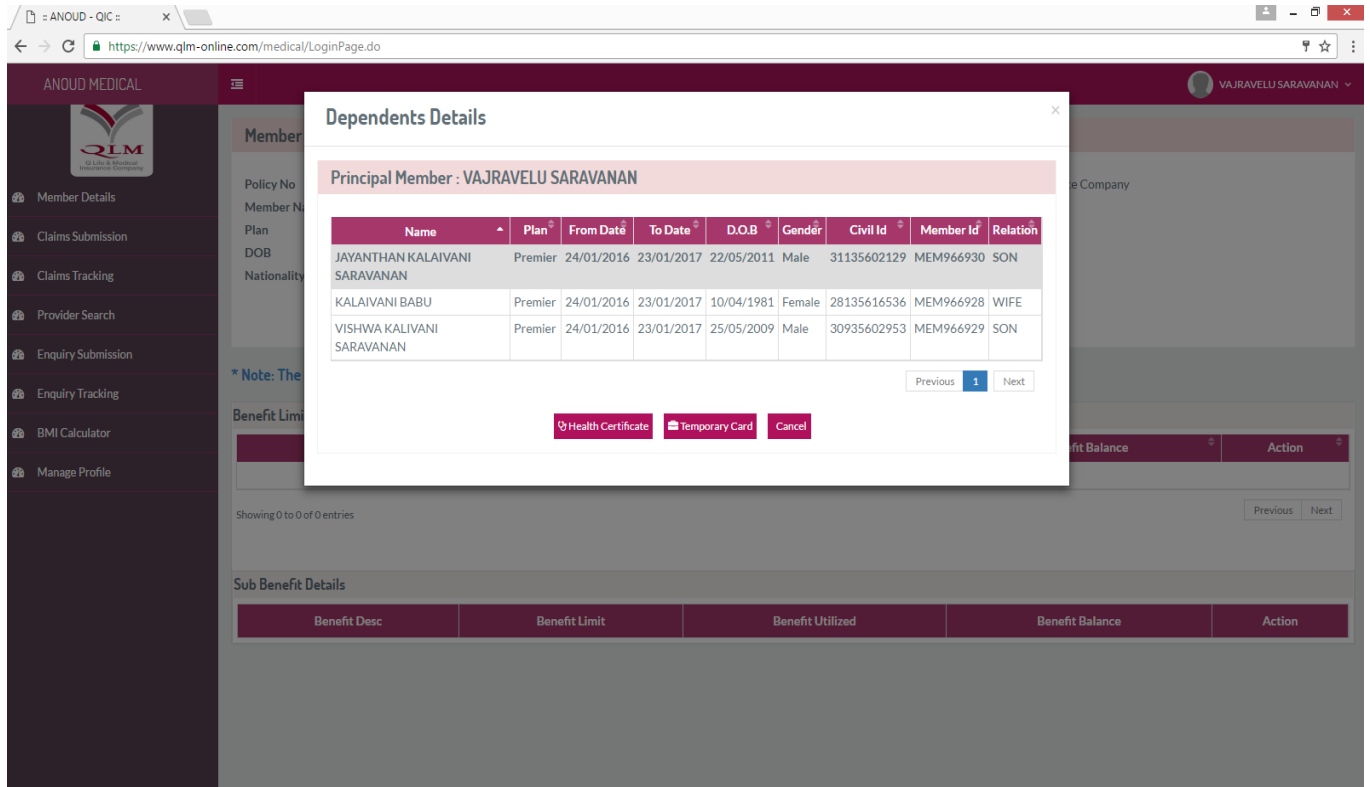
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2.4 Temporary Card can be viewed by clicking on **Temporary Card** button .

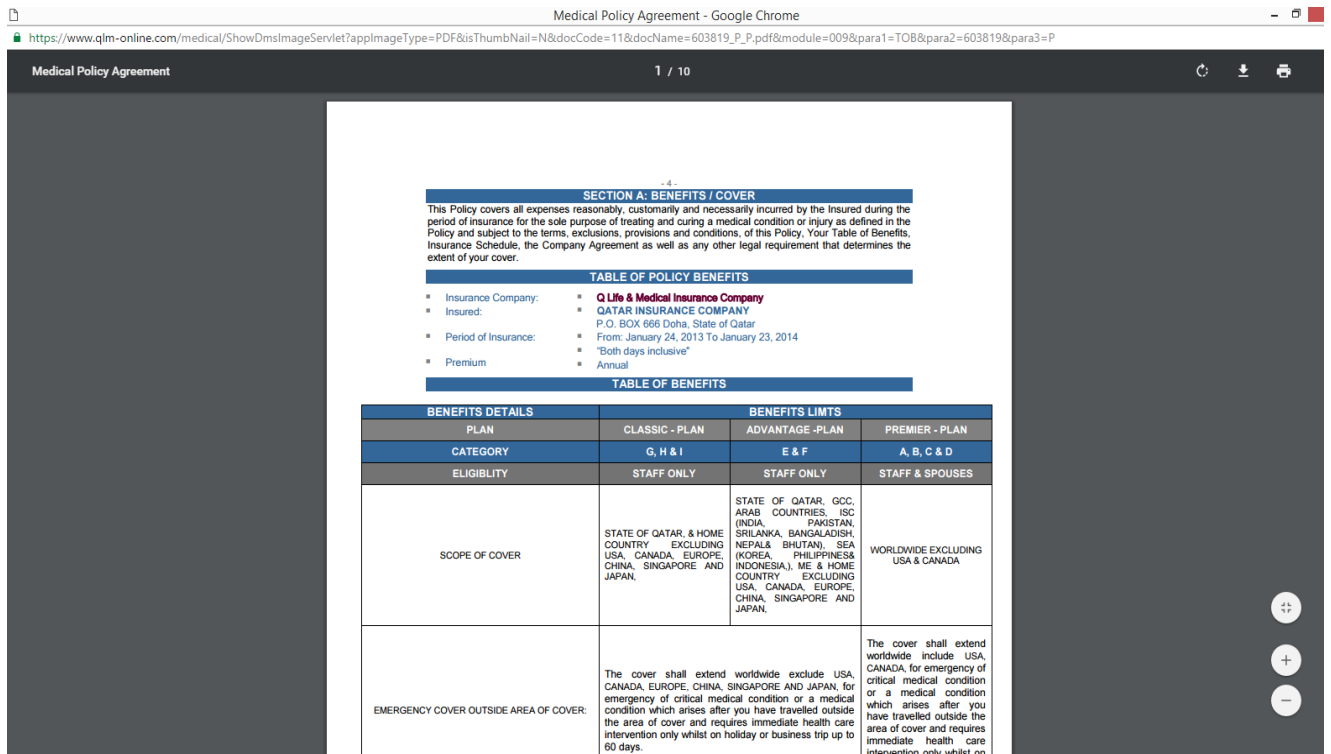


2.5 Dependent details can be viewed by clicking on **View Dependents** button .

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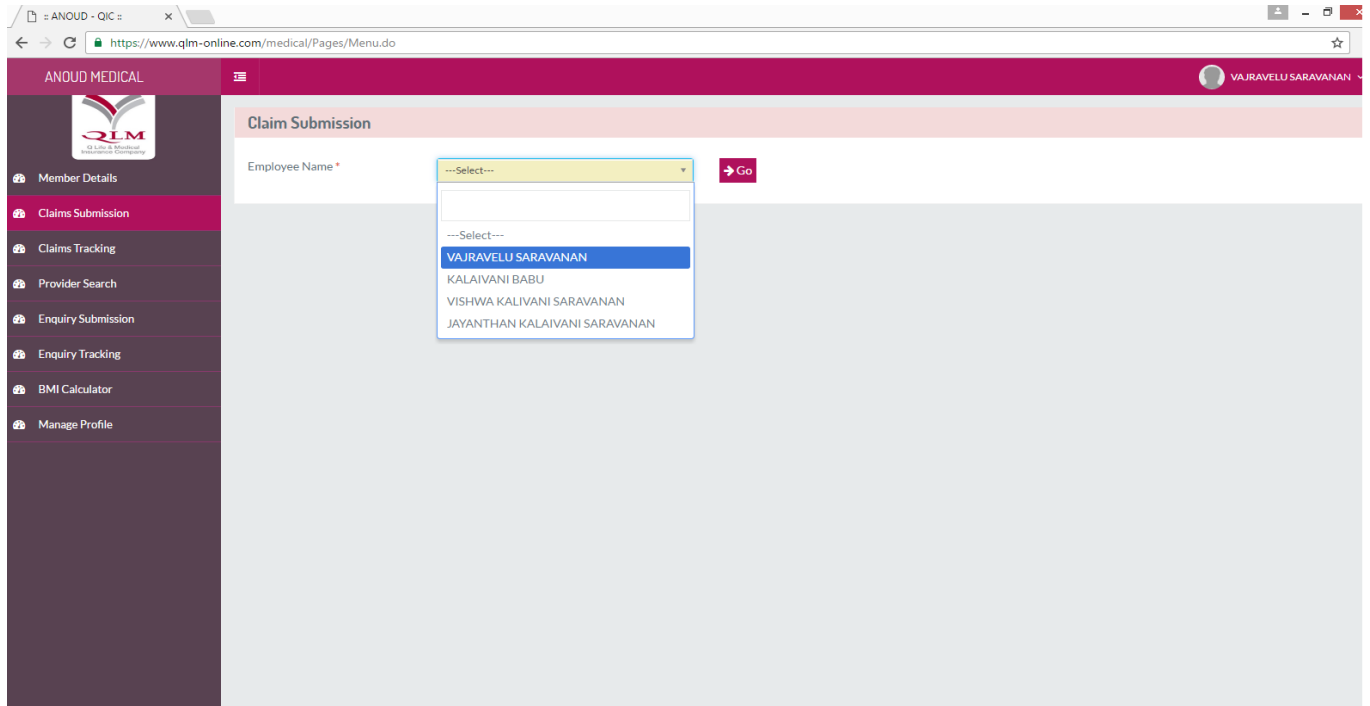


2.6 Table of Benefits can be viewed by clicking on **TOB** button .

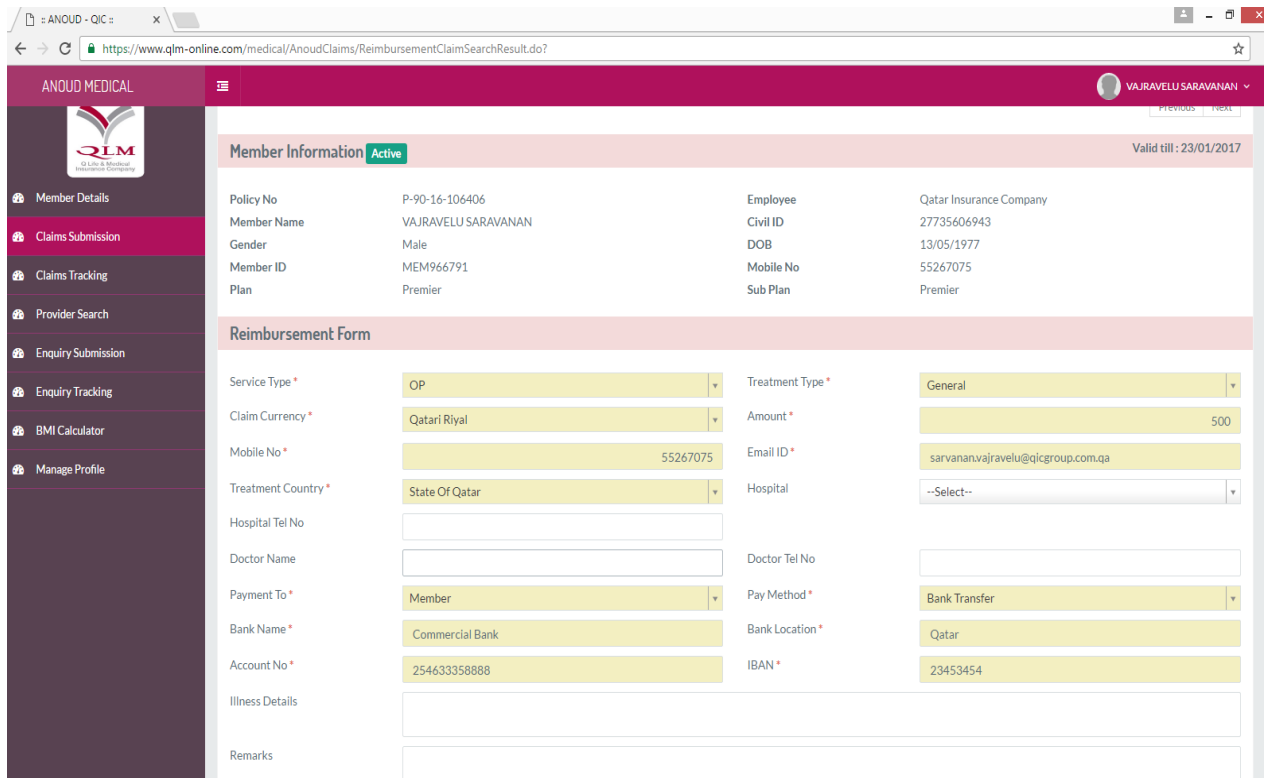


3. Claims Submission

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

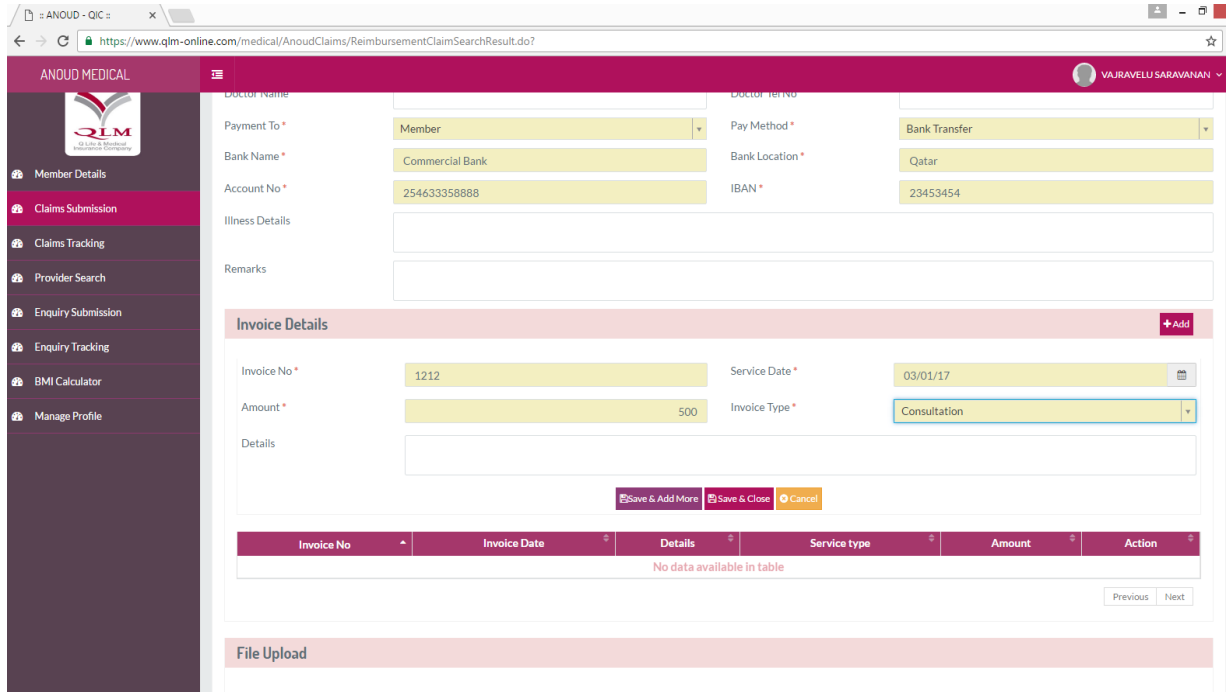


3.2 On click of GO, below screen appears. Enter all the information required.

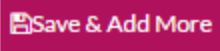


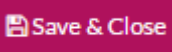
3.3 * Marked fields are mandatory.

3.4 Click on Add button  to add the Invoices.

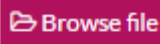


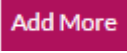
The screenshot displays the 'ANOUJ MEDICAL' portal interface. The left sidebar contains navigation options: Member Details, Claims Submission (highlighted), Claims Tracking, Provider Search, Enquiry Submission, Enquiry Tracking, BMI Calculator, and Manage Profile. The main content area is titled 'ANOUJ MEDICAL' and shows a user profile for 'VAJRAVELU SARAVANAN'. Below this, there are fields for 'Doctor Name', 'Doctor ID No', 'Payment To *' (Member), 'Pay Method *' (Bank Transfer), 'Bank Name *' (Commercial Bank), 'Bank Location *' (Qatar), and 'Account No *' (254633358888). The 'IBAN *' field is 23453454. There are also sections for 'Illness Details', 'Remarks', and 'Invoice Details'. The 'Invoice Details' section includes 'Invoice No *' (1212), 'Service Date *' (03/01/17), 'Amount *' (500), and 'Invoice Type *' (Consultation). At the bottom of the form, there are buttons for 'Save & Add More', 'Save & Close', and 'Cancel'. Below the form is a table with columns: Invoice No, Invoice Date, Details, Service type, Amount, and Action. The table is currently empty, displaying 'No data available in table'. At the bottom, there is a 'File Upload' section.


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

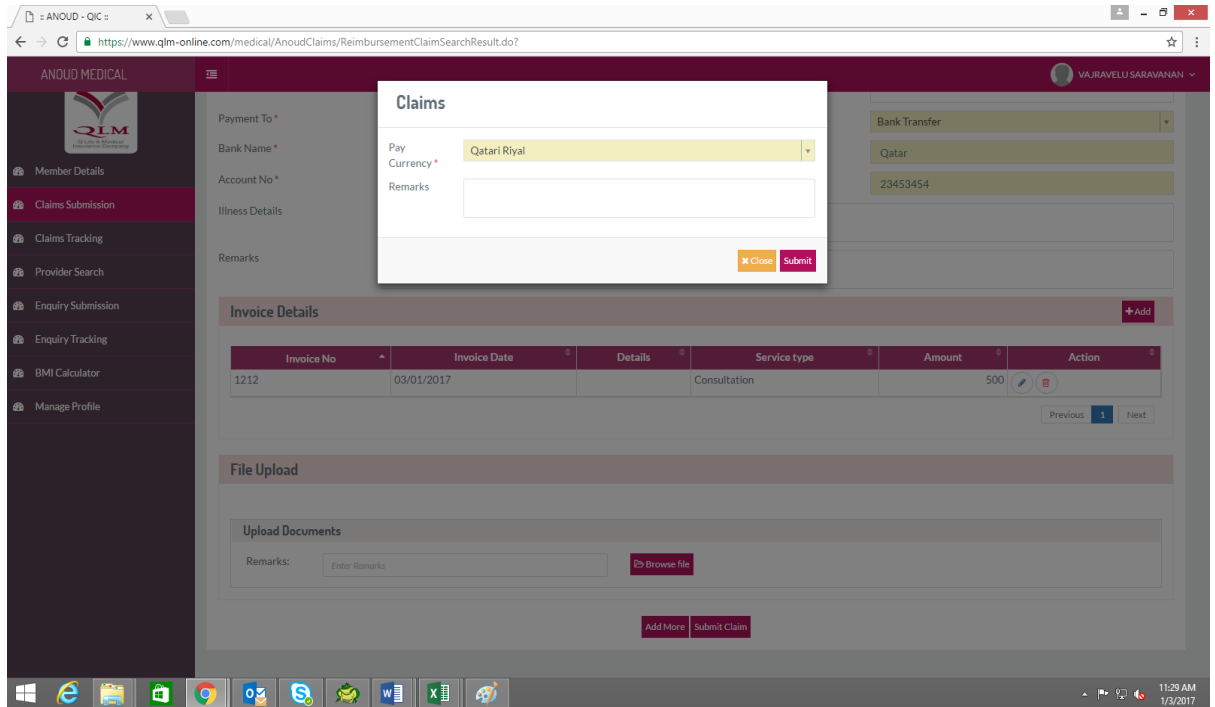
by clicking on Browse button .

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

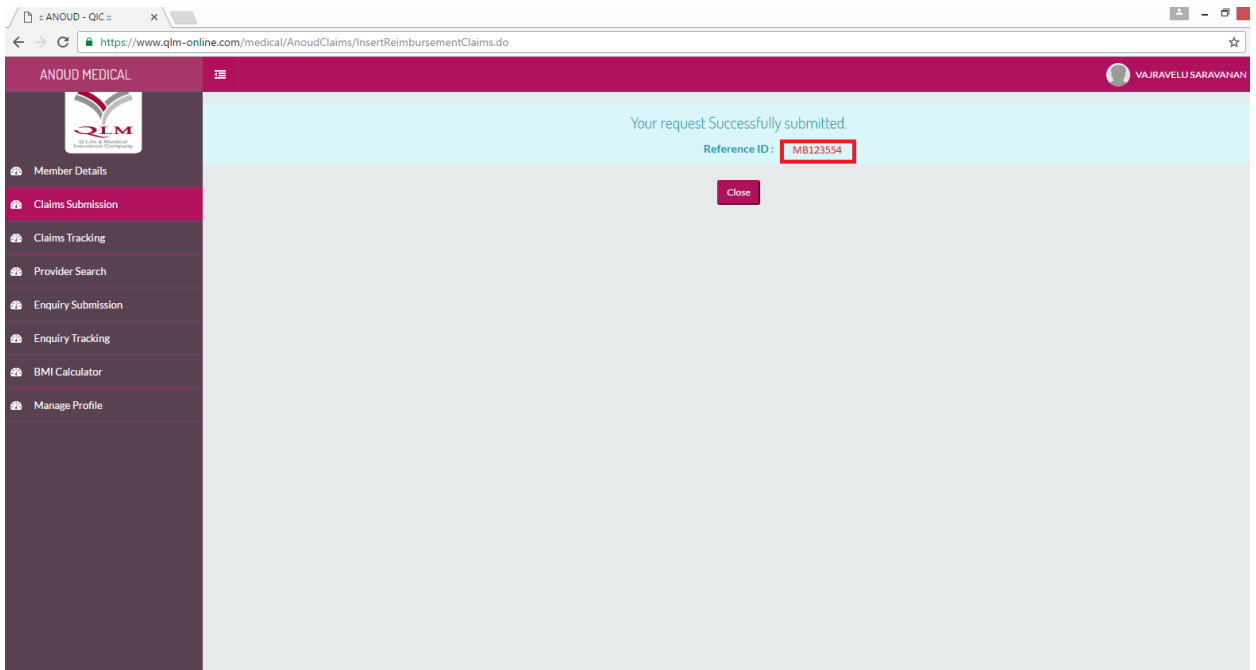
3.9 Once completed, click on submit claim button .

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

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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.

The screenshot displays the 'Provider Search' page in the QLM Medical Member Portal. The interface includes a sidebar menu with options like Member Details, Claims Submission, and Provider Search. The main content area features a search form with the following filters:

- Country: State Of Qatar
- City: Doha
- Area: -- Select --
- Speciality: Cardiology
- Provider Type: --All--

A search button labeled 'Q Search' is located below the filters. Below the search form is a table listing the search results:

Name	Address	Phone	Action
AL ESRAA MEDICAL CENTER - PHARMACY	Al Gharafa, Near Land Mark Mall	44989811	
AL ESRAA POLYCLINIC - PHARMACY	Beside Woqood Petrol Station, Al Markhiya Street, Garaffa	40377991	
AL HAYAT MEDICAL CENTER	Al Waab Street	44297200	
AL HAYAT MEDICAL CENTER - BRANCH	Al Soudan Area off Al Waab Street	44297297	
ATLAS MEDICAL CENTER - PHARMACY	Barwa Village, Wakra	44513222	

At the bottom right of the table, there are 'Previous' and 'Next' navigation buttons.

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.

The screenshot shows a web browser window with the URL <https://www qlm-online.com/medical/Pages/Menu.do>. The page title is "ANQUD MEDICAL" and the user is logged in as "VAJRAVELU SARAVANAN". The main content area is titled "Enquiry Details" and contains the following fields:

- Name: VAJRAVELU SARAVANAN
- Mobile No * : 55267075
- Email * : (empty)
- Type * : --Select-- (dropdown menu open showing options: Claims, General, Preapproval, Accounts, Providers, Underwriting)
- Details * : Amount wrongly approved

Below the enquiry details is a "File Upload" section with an "Upload Documents" area. It includes a "Remarks:" field with a "Browse file" button. At the bottom right of the form is a "Submit Enquiry" button.

6.2 Enter the type of information required.

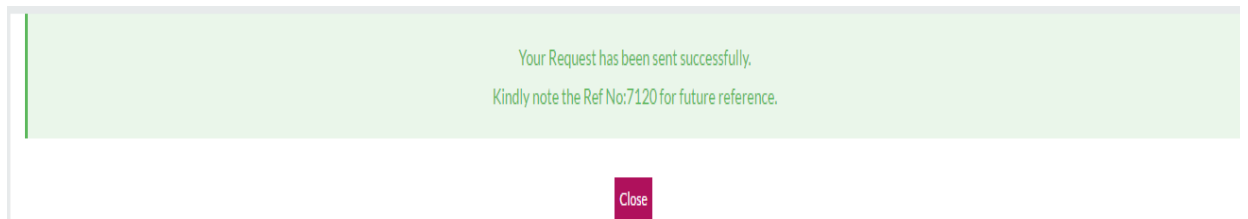
6.3 Fill in the detail enquiry required.

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.

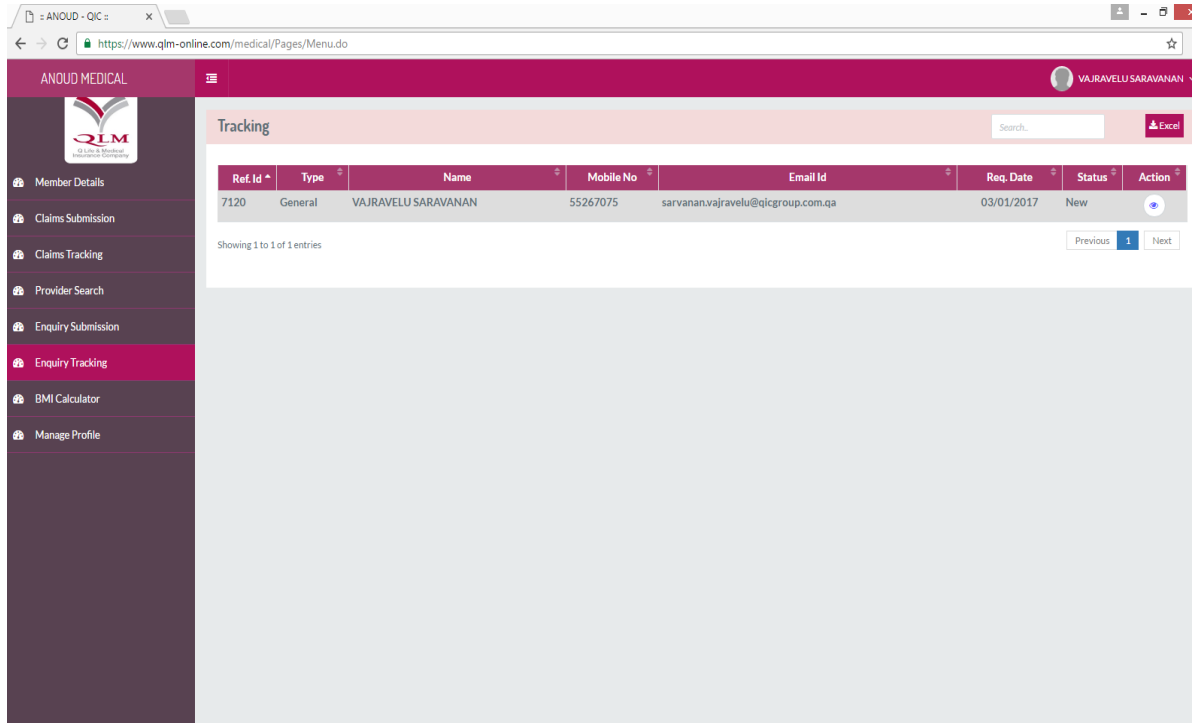
6.7 Below section will appear on submission. Note down the Reference number for further tracking.




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.

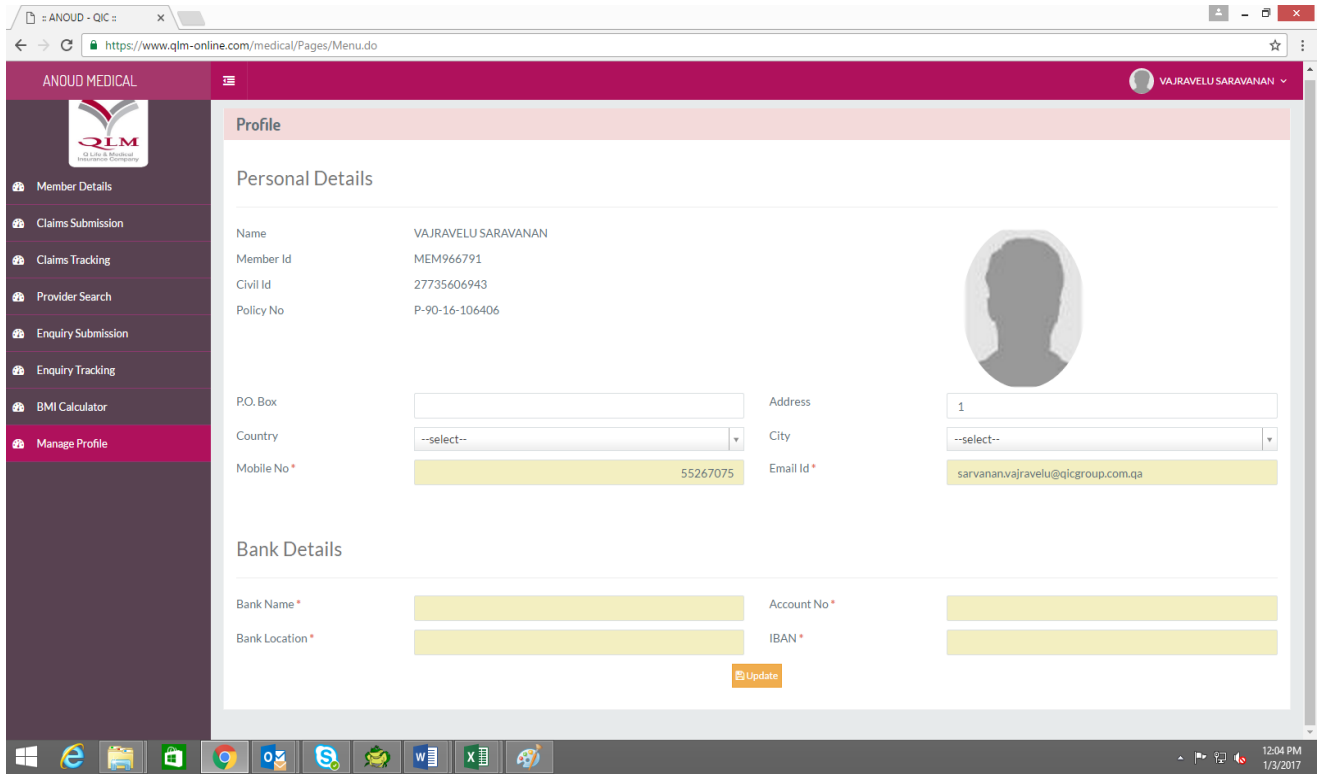
8.2 Based on your BMI index, the meaning can be viewed from the reference table.

The screenshot displays the BMI Calculator tool within the QLM Medical Member Portal. The interface includes a navigation menu on the left with options like Member Details, Claims Submission, and BMI Calculator. The main content area features a BMI Calculator section with two sliders: one for weight (43 lbs) and one for height (173 cm). A box on the right shows the calculated BMI Value of 21.0, which is categorized as Normal. Below the sliders is a reference table for BMI Index and Meaning.

BMI Index	Meaning
Less Than 15	Very severely underweight
15.0 - 16.0	Severely underweight
16.0 - 18.4	Underweight
18.5 - 24.9	Normal
25 - 29.9	Overweight
30 - 34.9	Obese Class I (Moderately obese)
35 - 39.9	Obese Class II (Severely obese)
Above 40	Obese Class III (Very severely obese)

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

