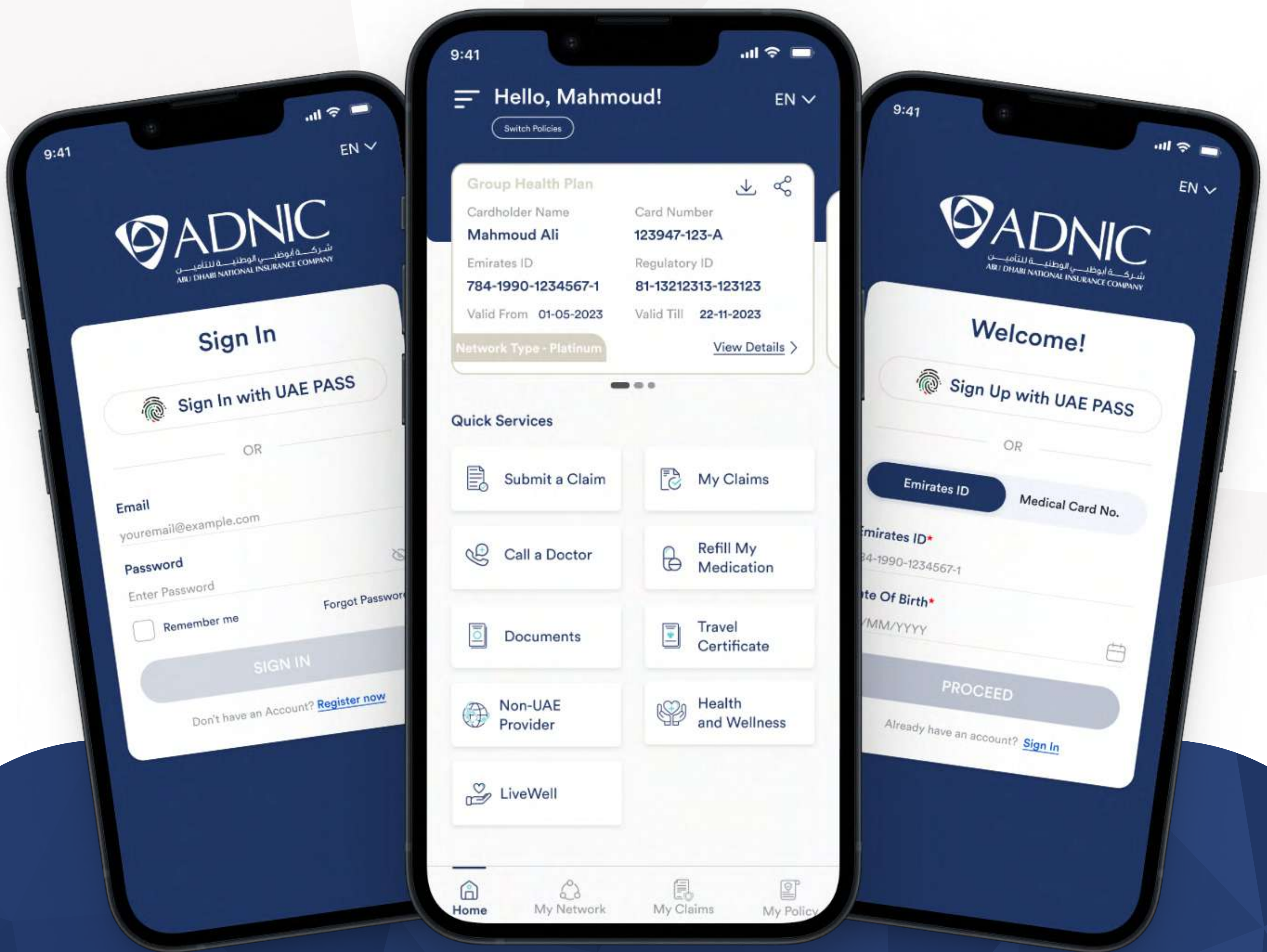




The ADNIC Mobile Application USER GUIDE



How to download the New ADNIC Mobile App in Android & iOS

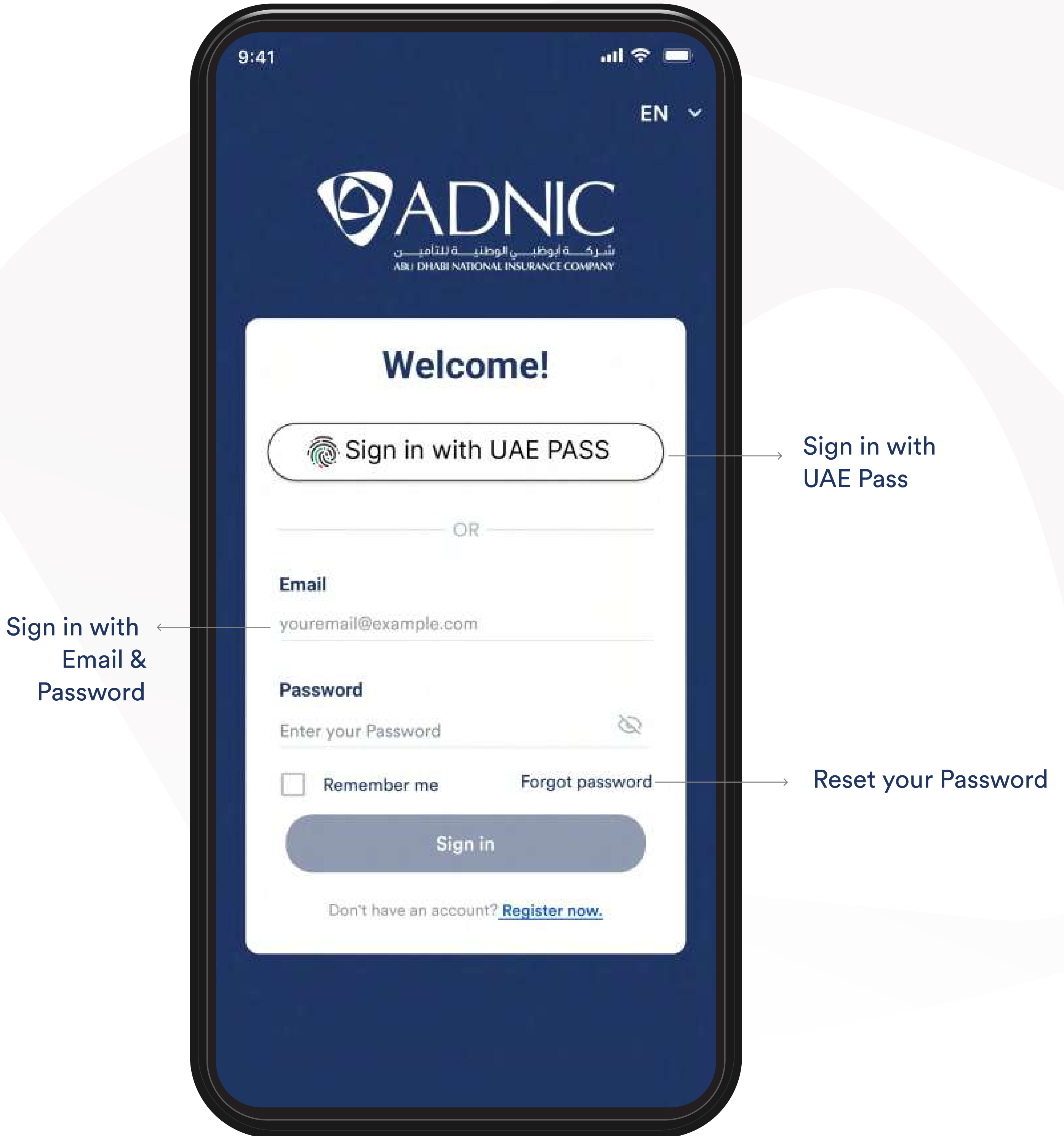
iOS : For iOS devices, open the Apple Store, search for 'ADNIC' in the search bar, and select the new ADNIC mobile app from the list. Click 'Get' to install the app on your iOS device to complete the installation process.



Android : For Android devices, launch the Google Play Store, search for 'ADNIC' in the search bar, and select the new ADNIC mobile app from the list. Click 'Install' to install the app on your Android device to complete the installation process.



New ADNIC Mobile App – Existing User Access



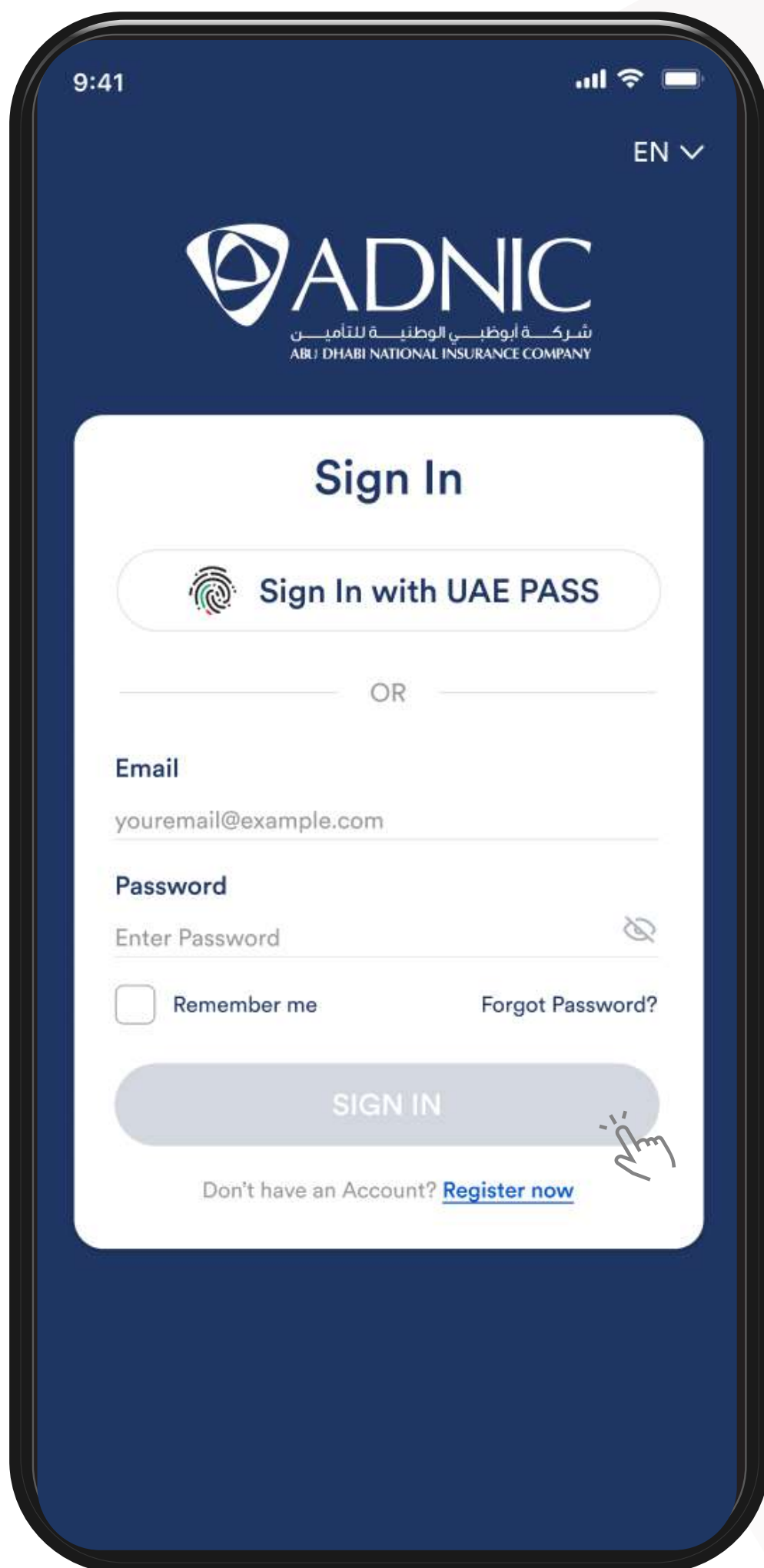
Sign in with
Email &
Password

Sign in with
UAE Pass

Reset your Password

Sign in with Email and Password

If you want to sign in with email & password, kindly follow the below steps



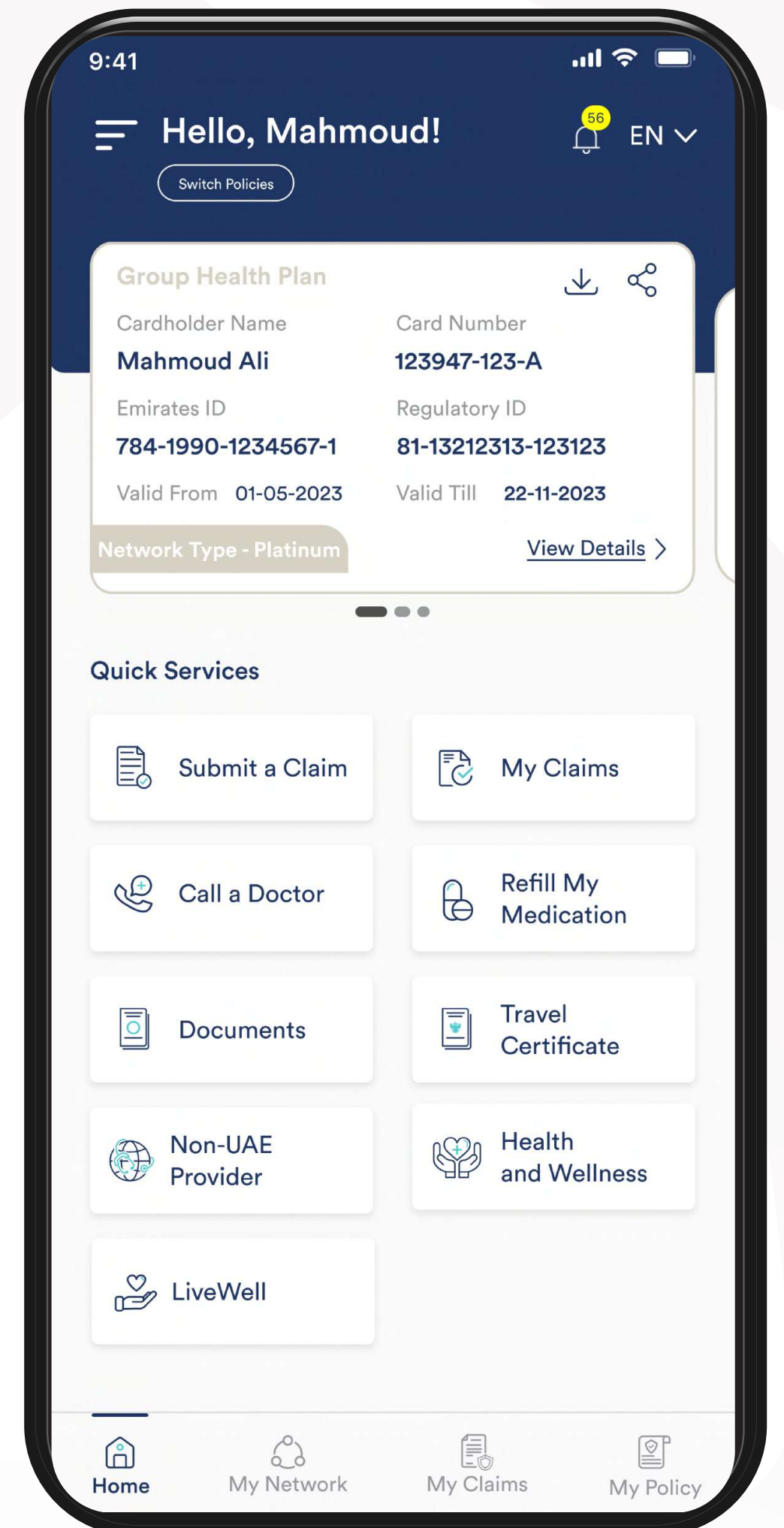
1

Enter Email & Password



2

Enter & validate OTP received in registered mobile number or email address

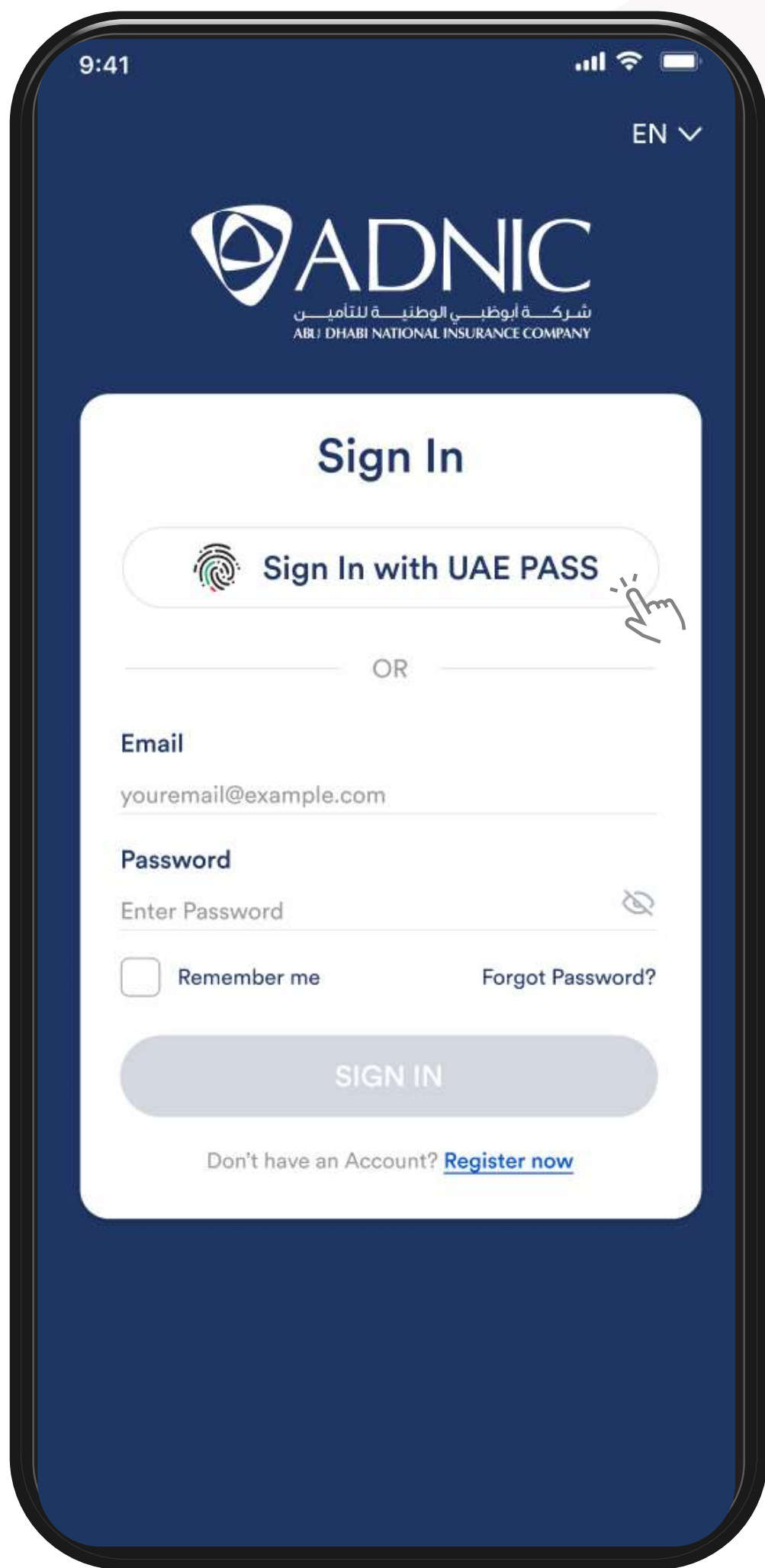


3

Complete the Sign-in process to access the dashboard

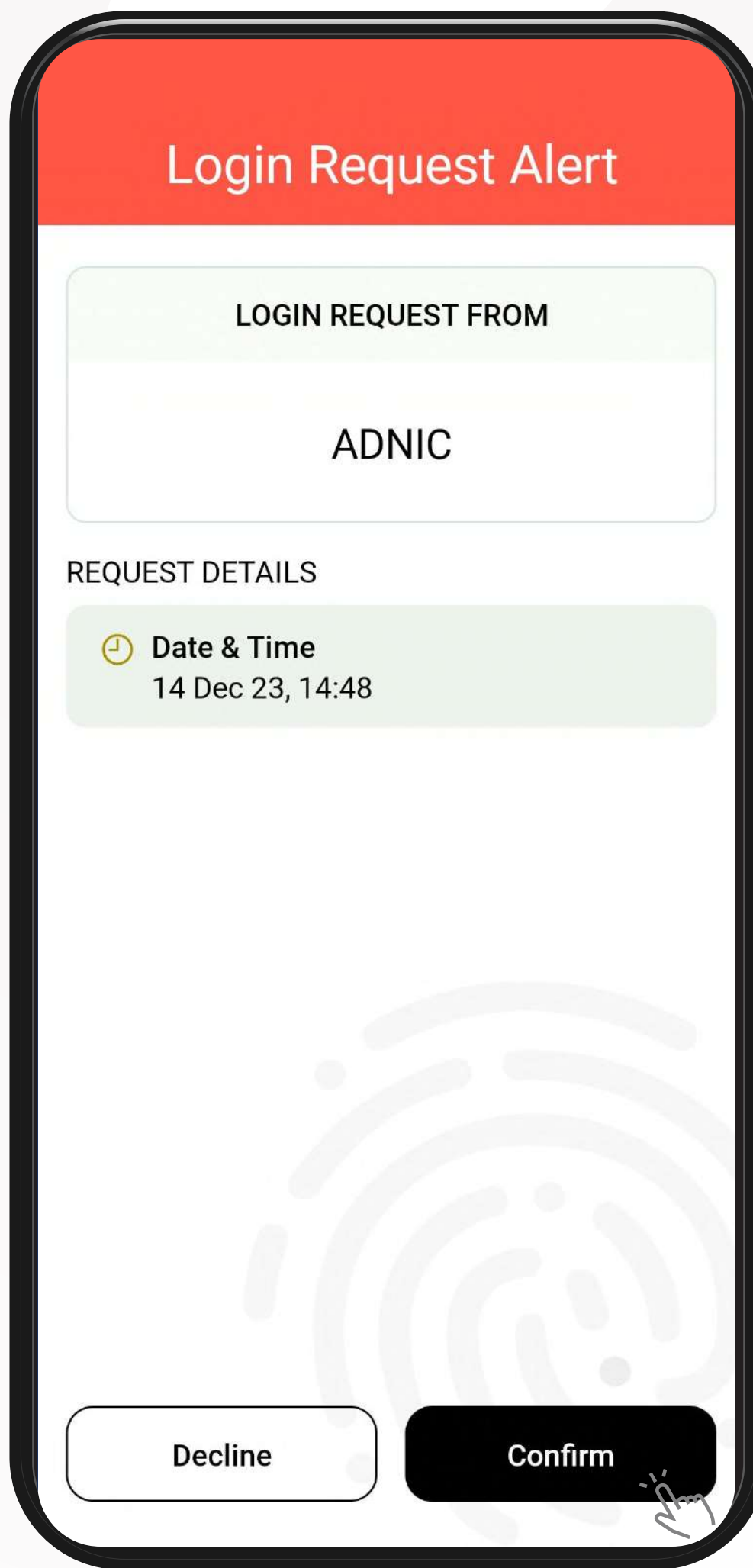
Sign in with UAE Pass

If you want to sign in with UAE Pass, kindly follow the below steps



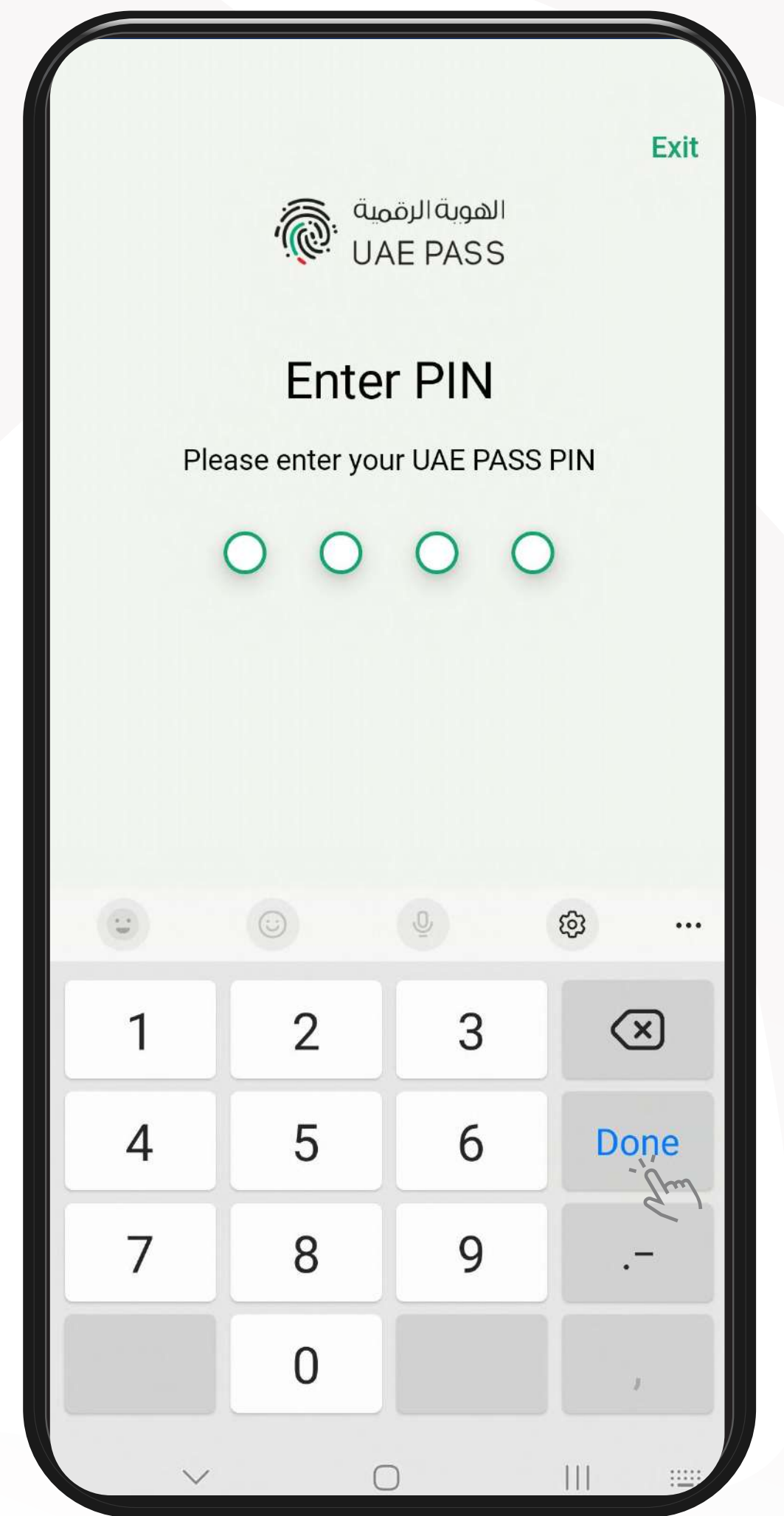
1

Click on sign in with UAE Pass



2

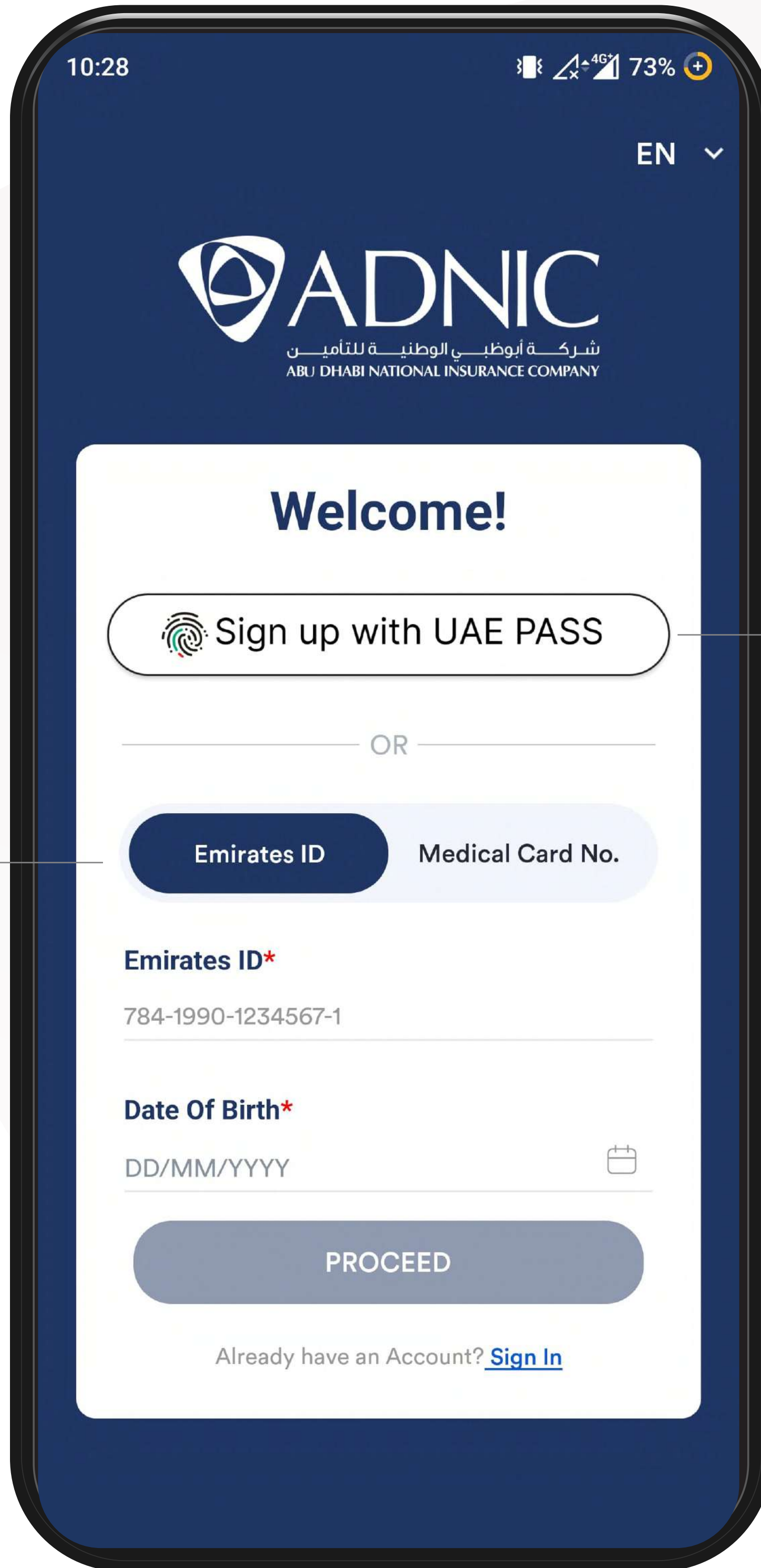
Request will be sent to UAE Pass App



3

Authenticate the request to access the Dashboard

New ADNIC Mobile App – New User Access

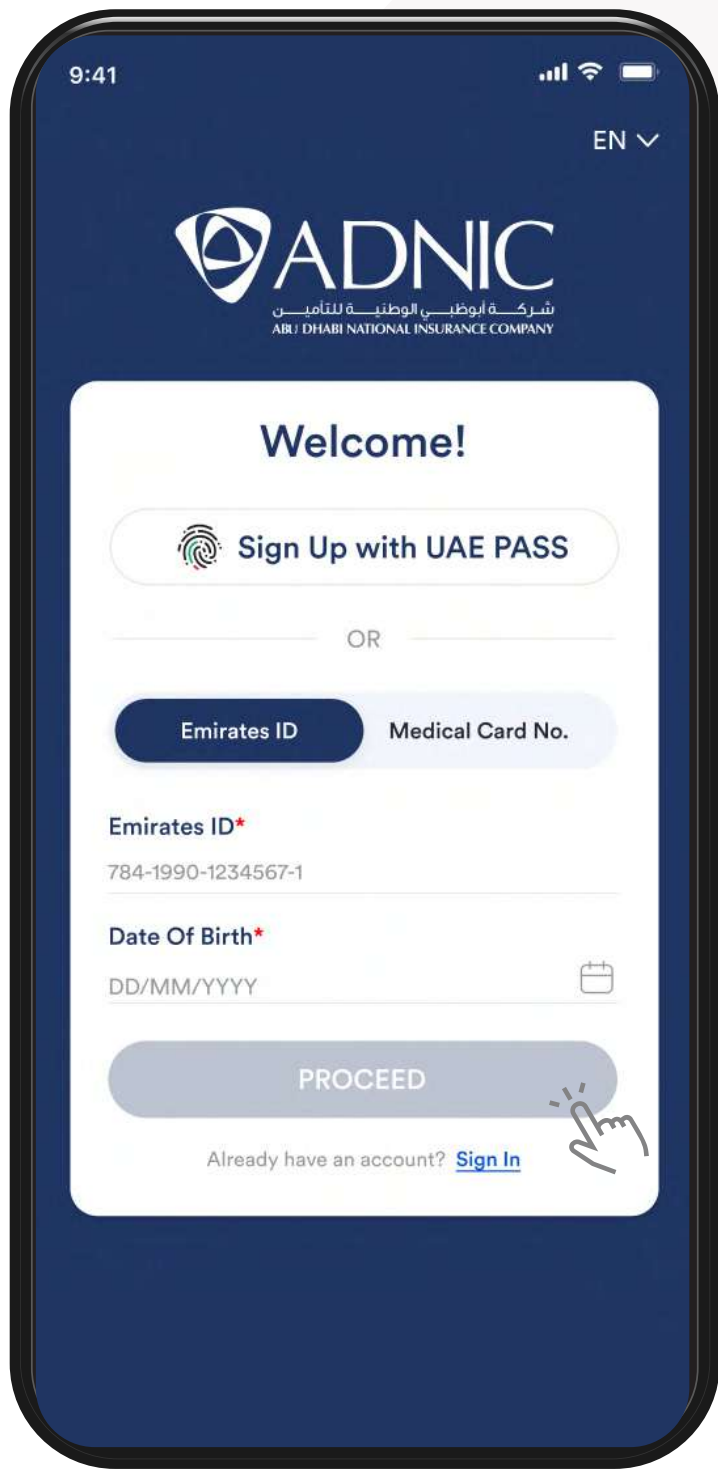


Sign up with
Emirates ID/
Medical Card No.
and DOB

Sign up with
UAE Pass

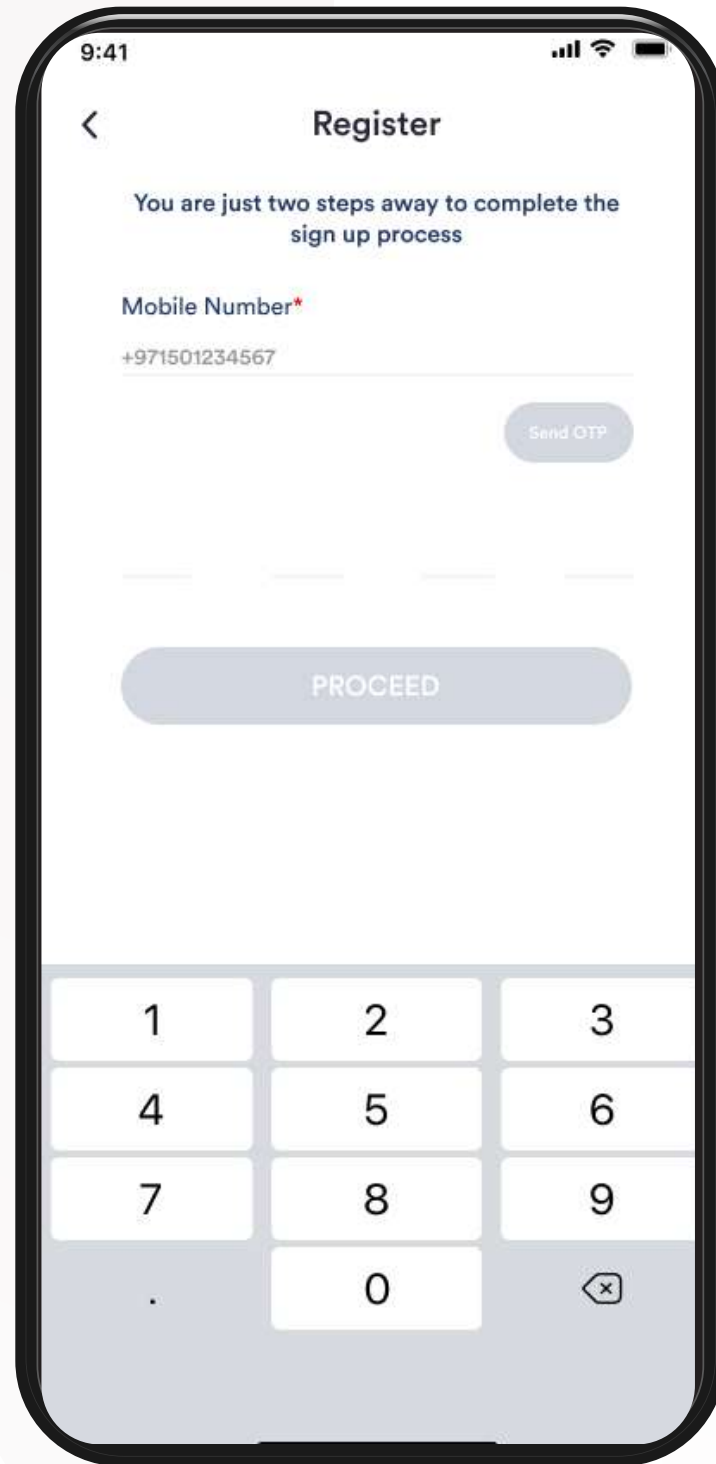
New user Sign-up

In case if you don't have UAE Pass, you can sign-up using the following steps



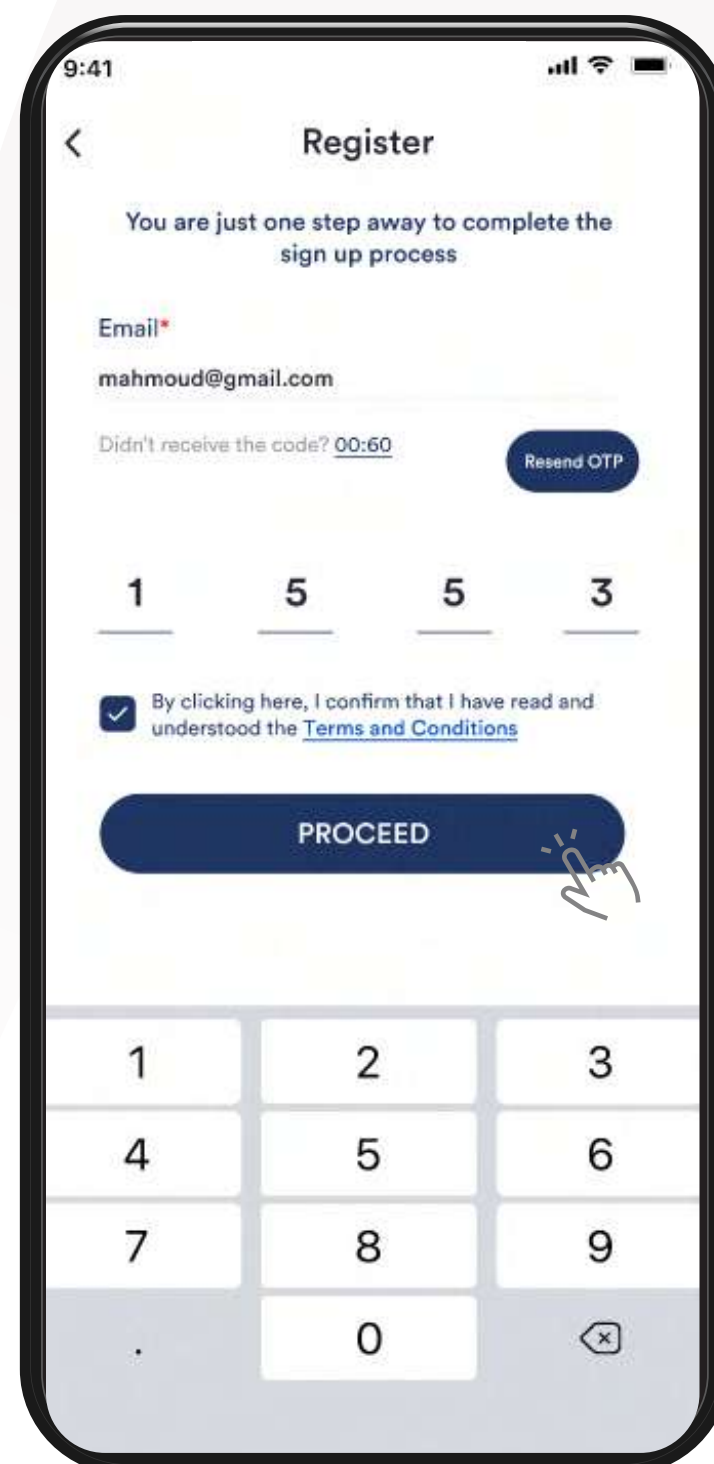
1

Enter Emirates ID or Medical card number and Date of Birth



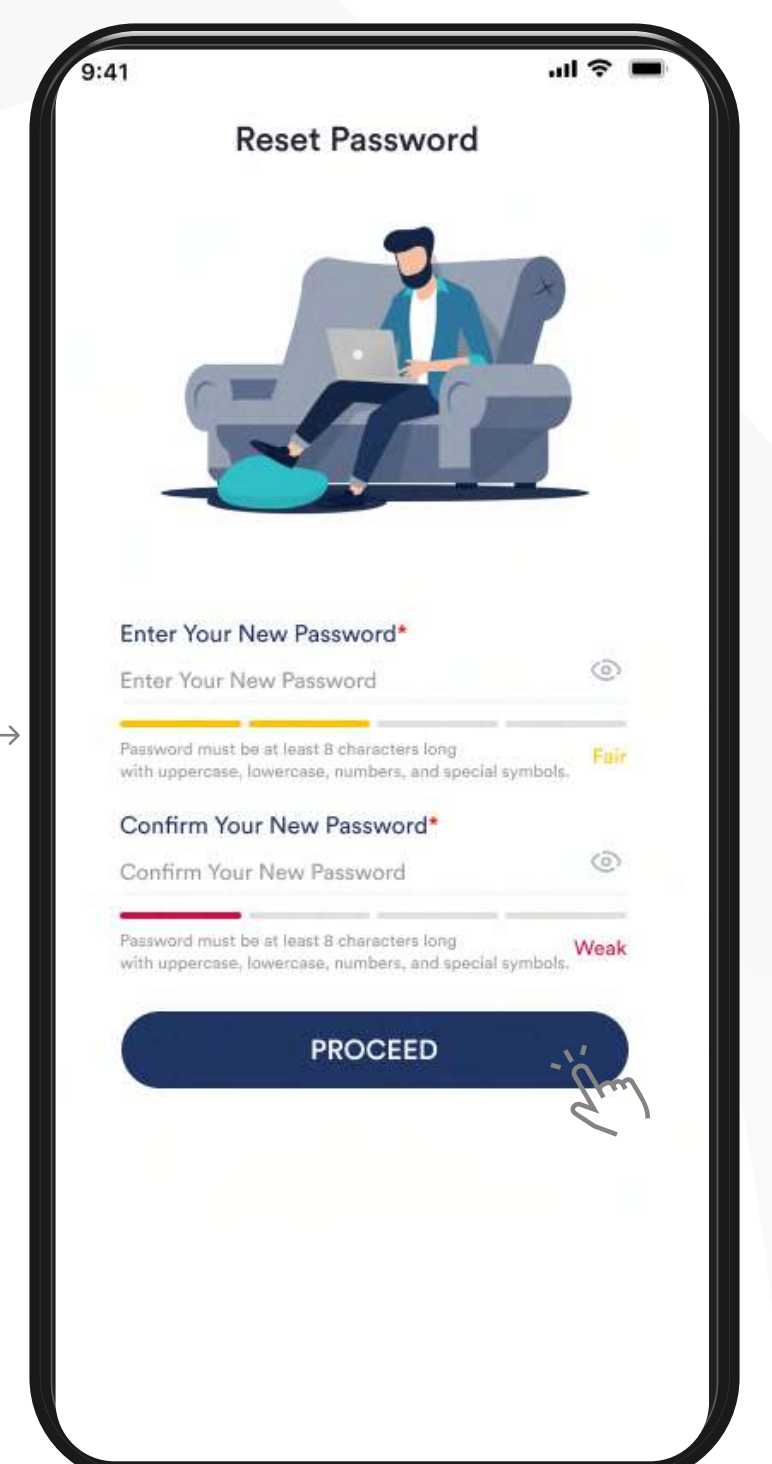
2

Enter mobile number and validate via OTP



3

Enter email address and validate via OTP

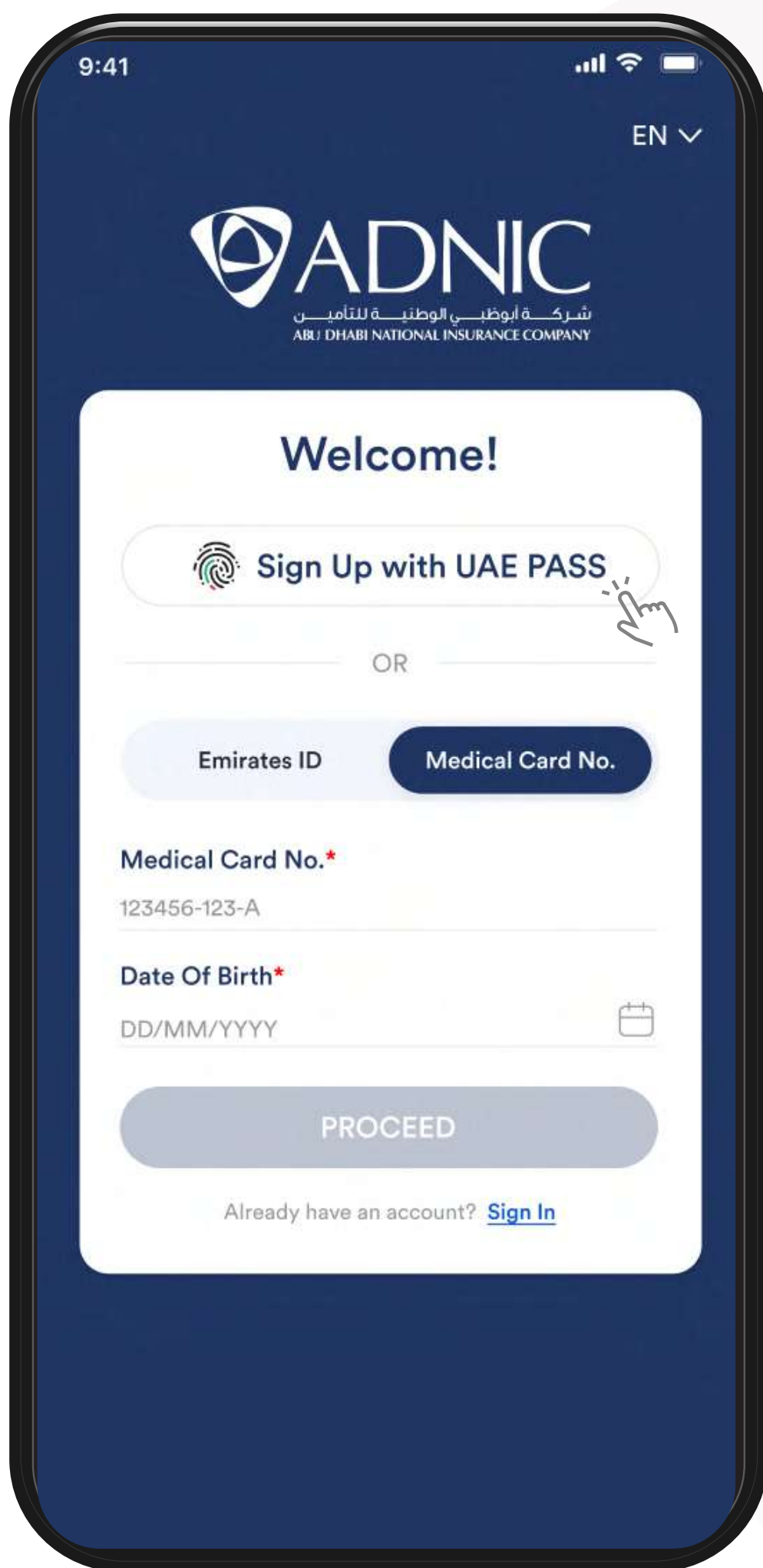


4

Enter your Password to create a new account

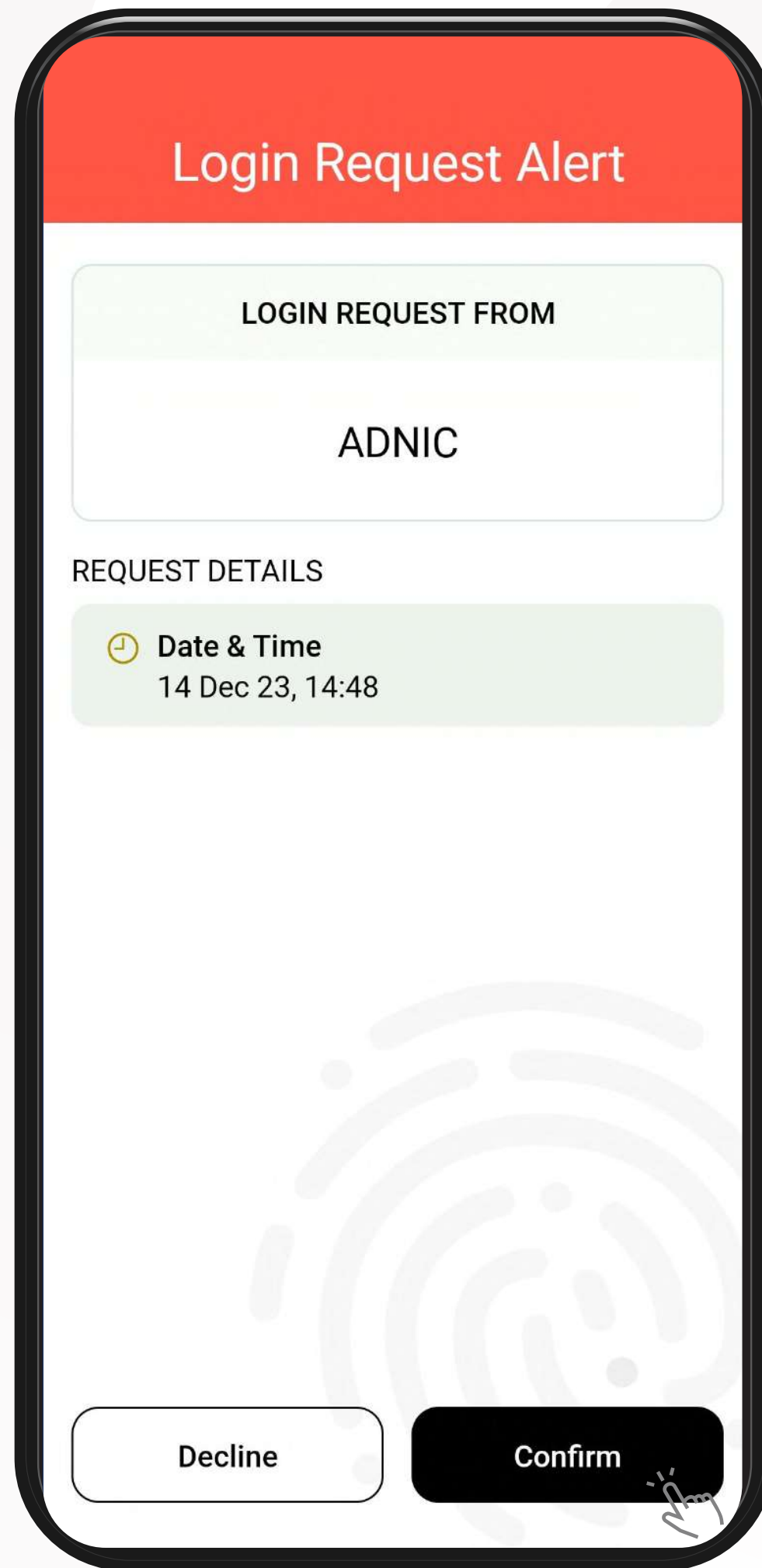
Sign-up with UAE Pass

If you have UAE Pass and want to sign up with it, kindly follow the below steps



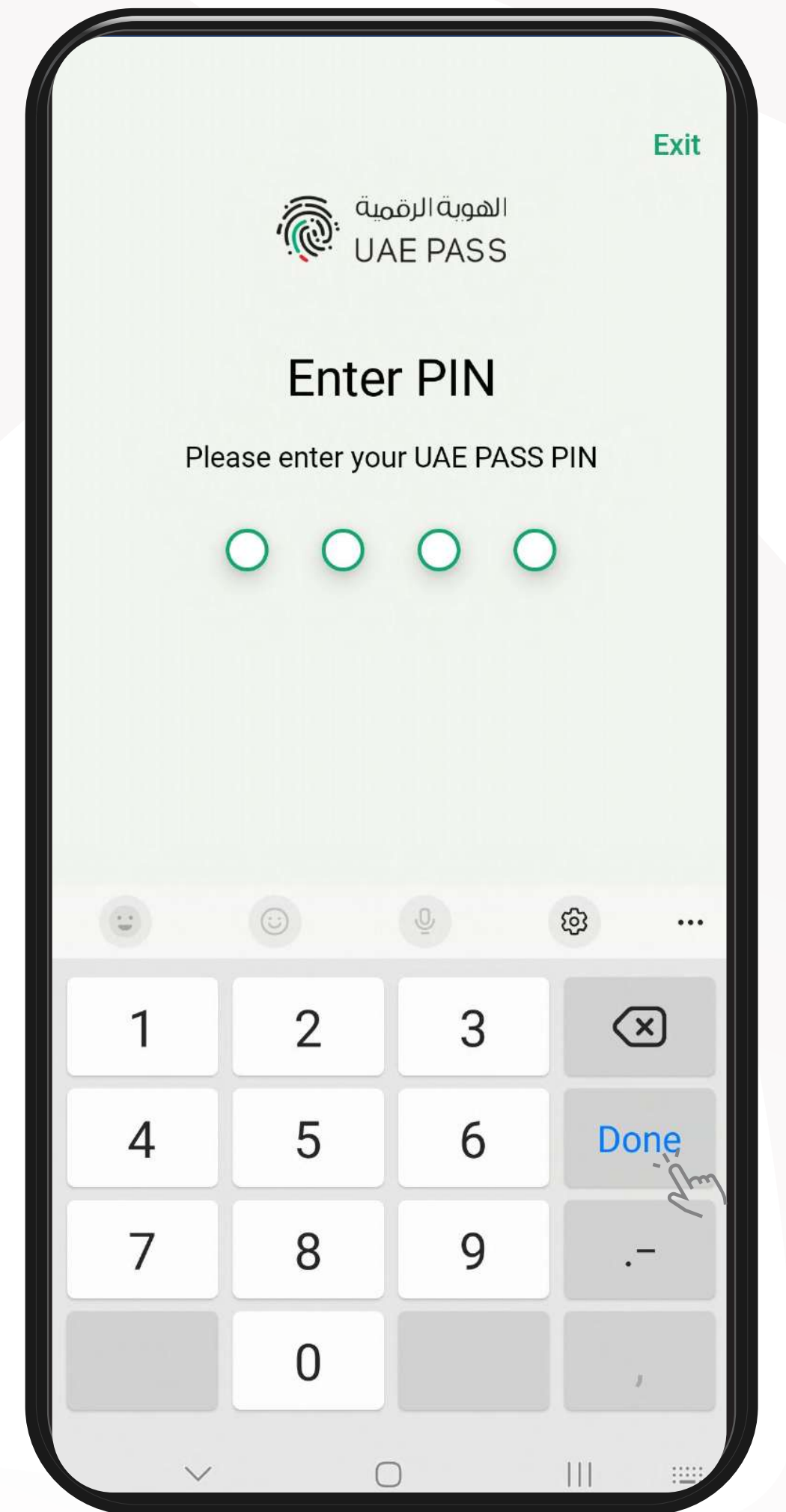
1

Click Sign up with UAE Pass



2

Request will be sent to UAE Pass

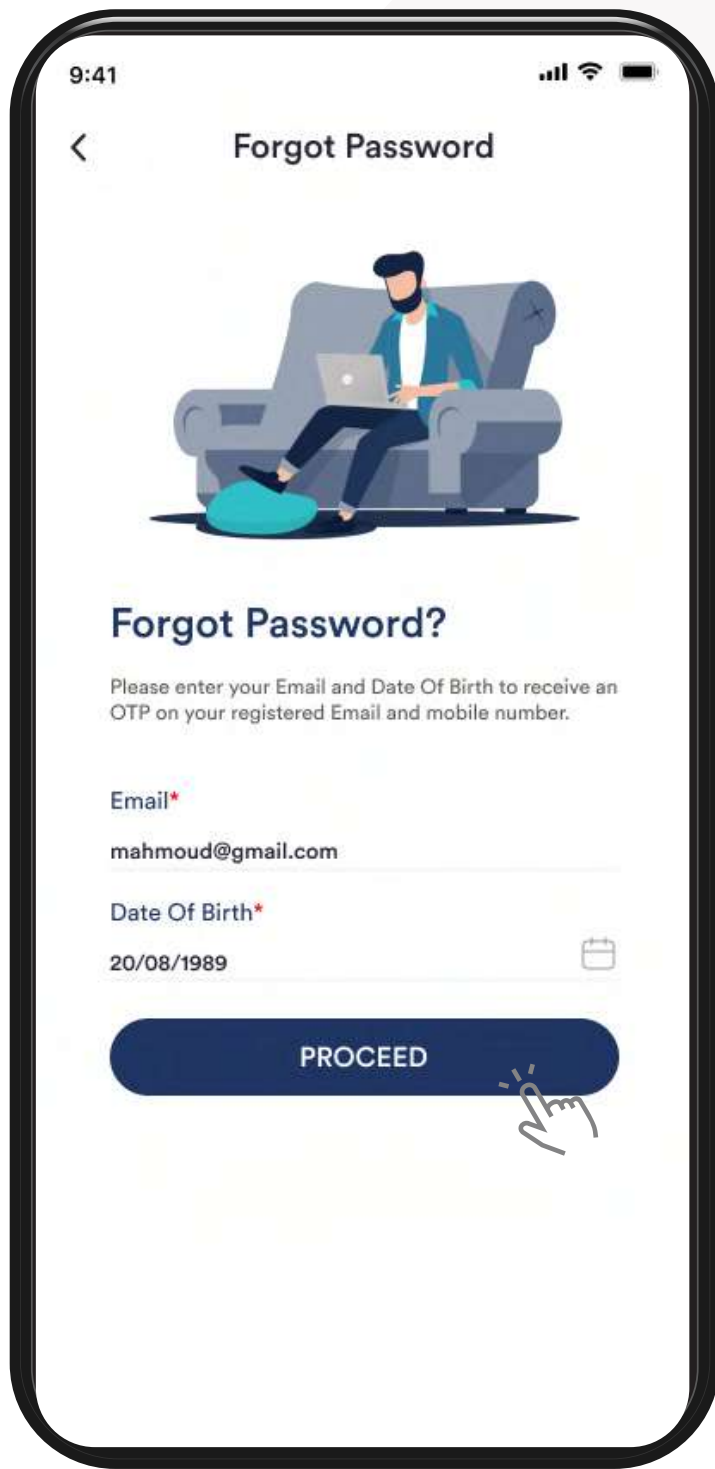


3

Authenticate the request via UAE Pass app

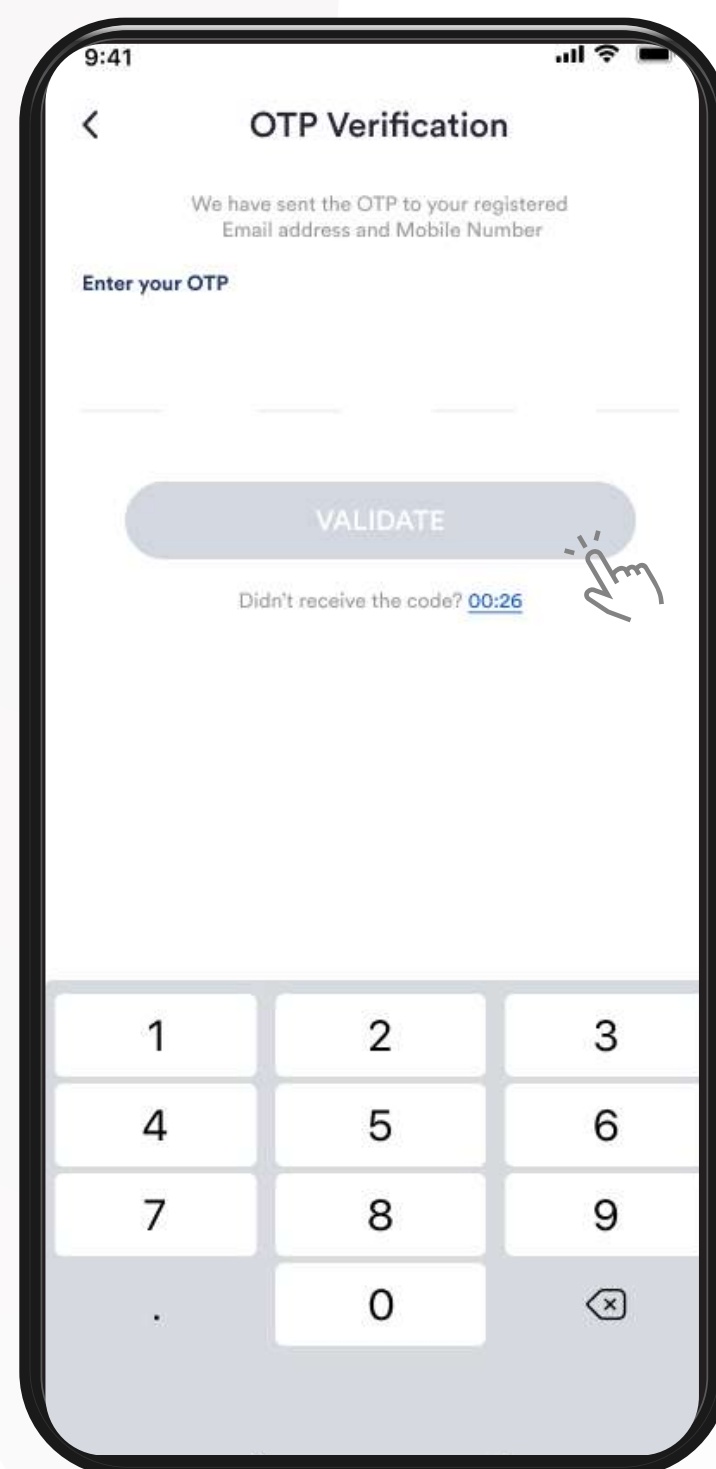
Steps to Reset Your Password

In case if you forgot your password, follow the below steps to reset your password



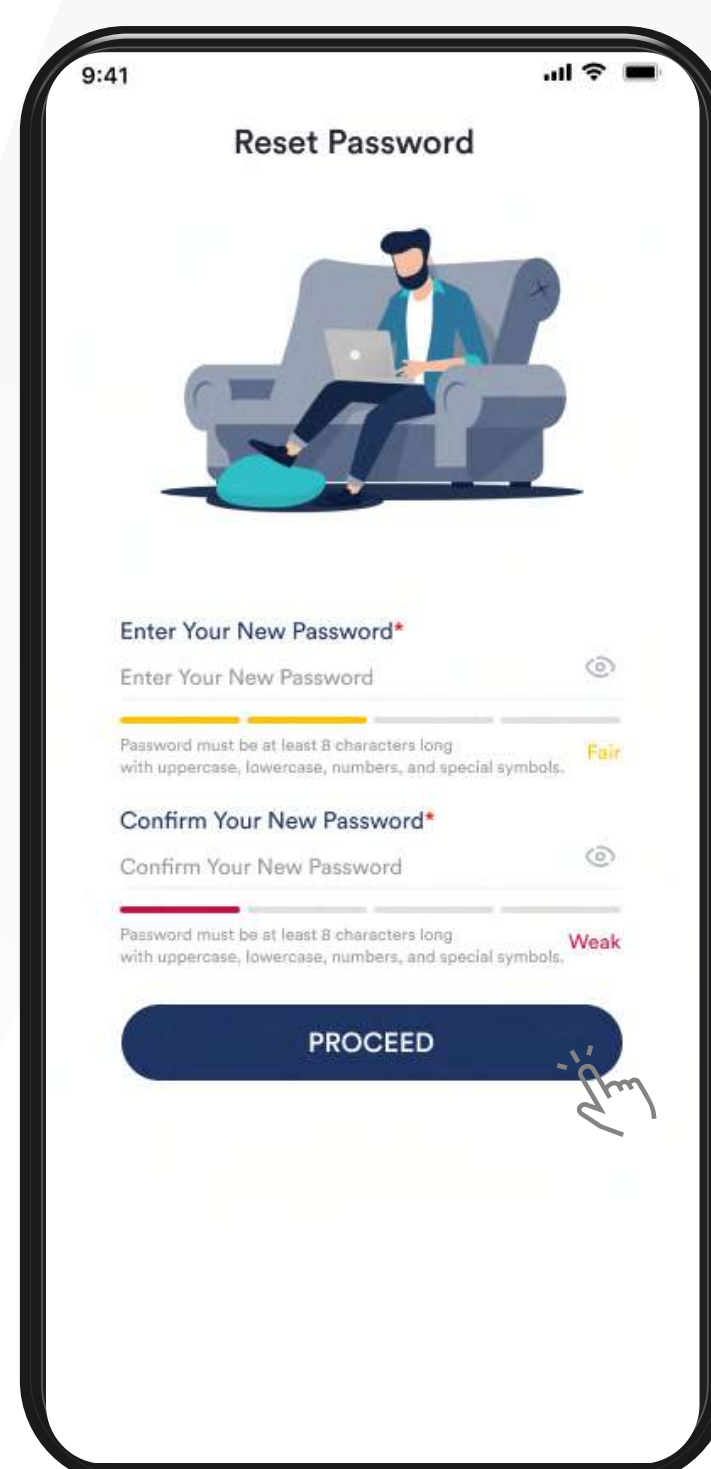
1

Enter Email and Date of Birth



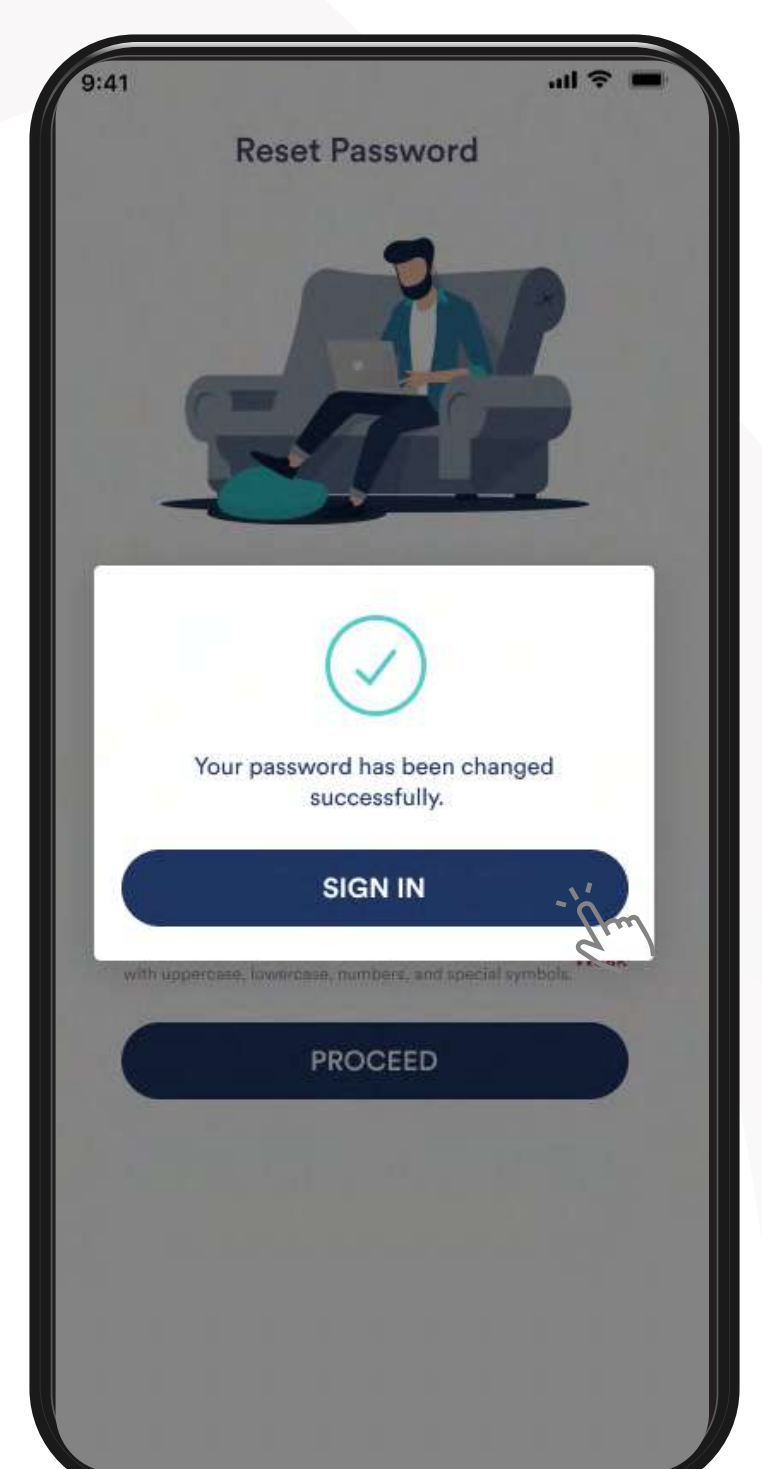
2

Enter and validate OTP received in registered email or mobile number.



3

Enter your new password

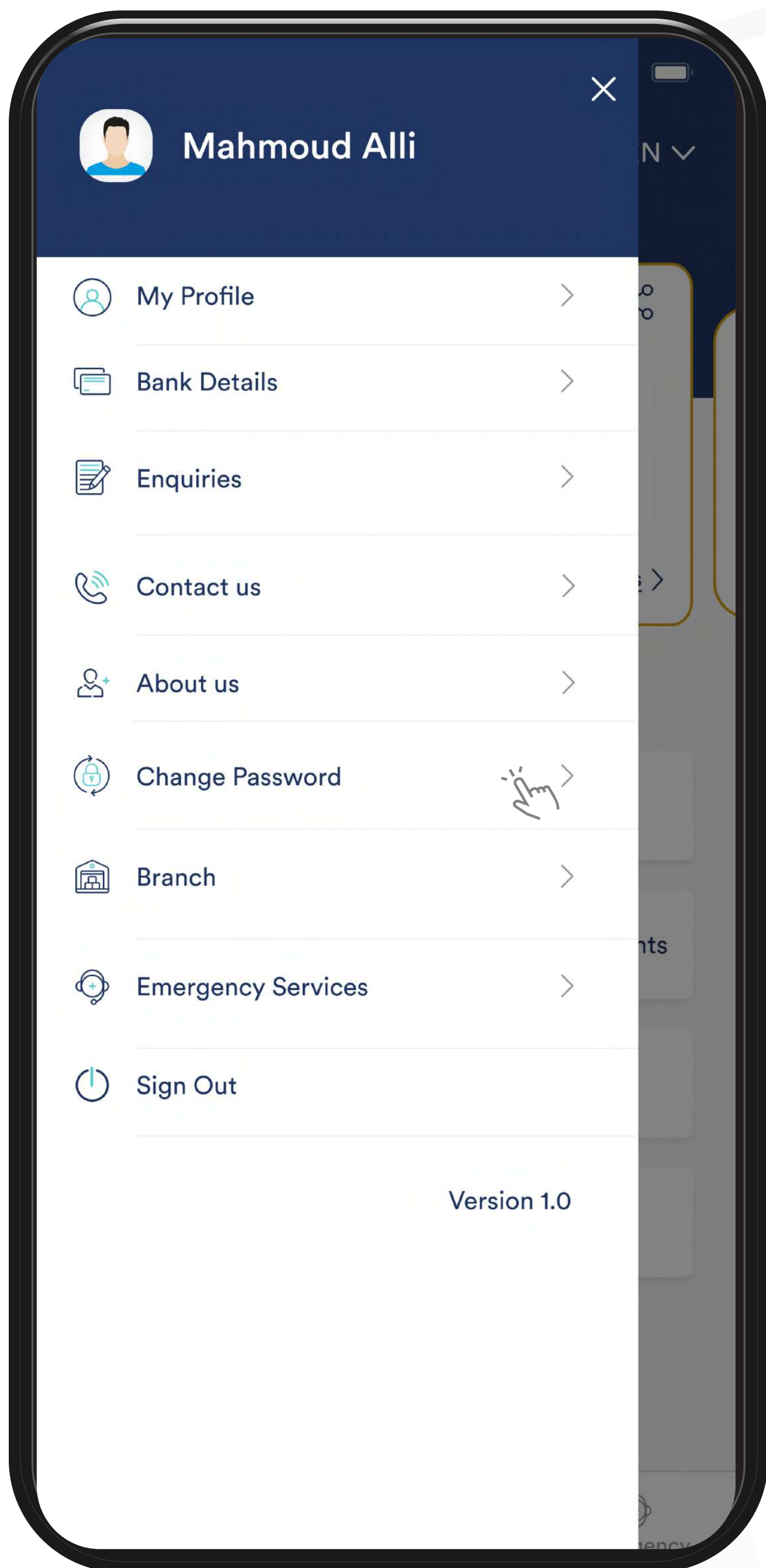


4

Proceed with sign-in process

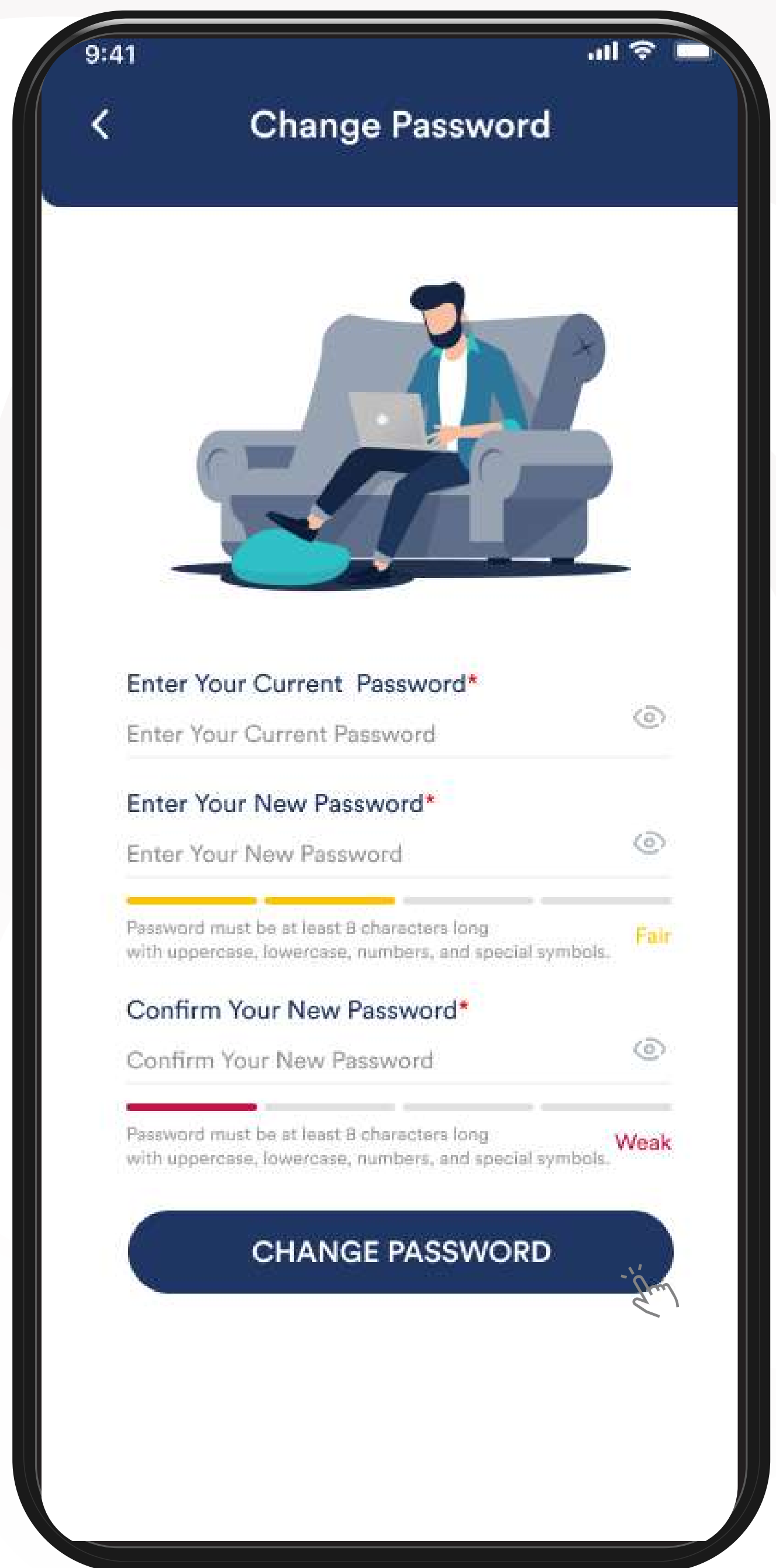
Steps to change your password

If you want to change your password, follow the below steps



1

Tap on change password

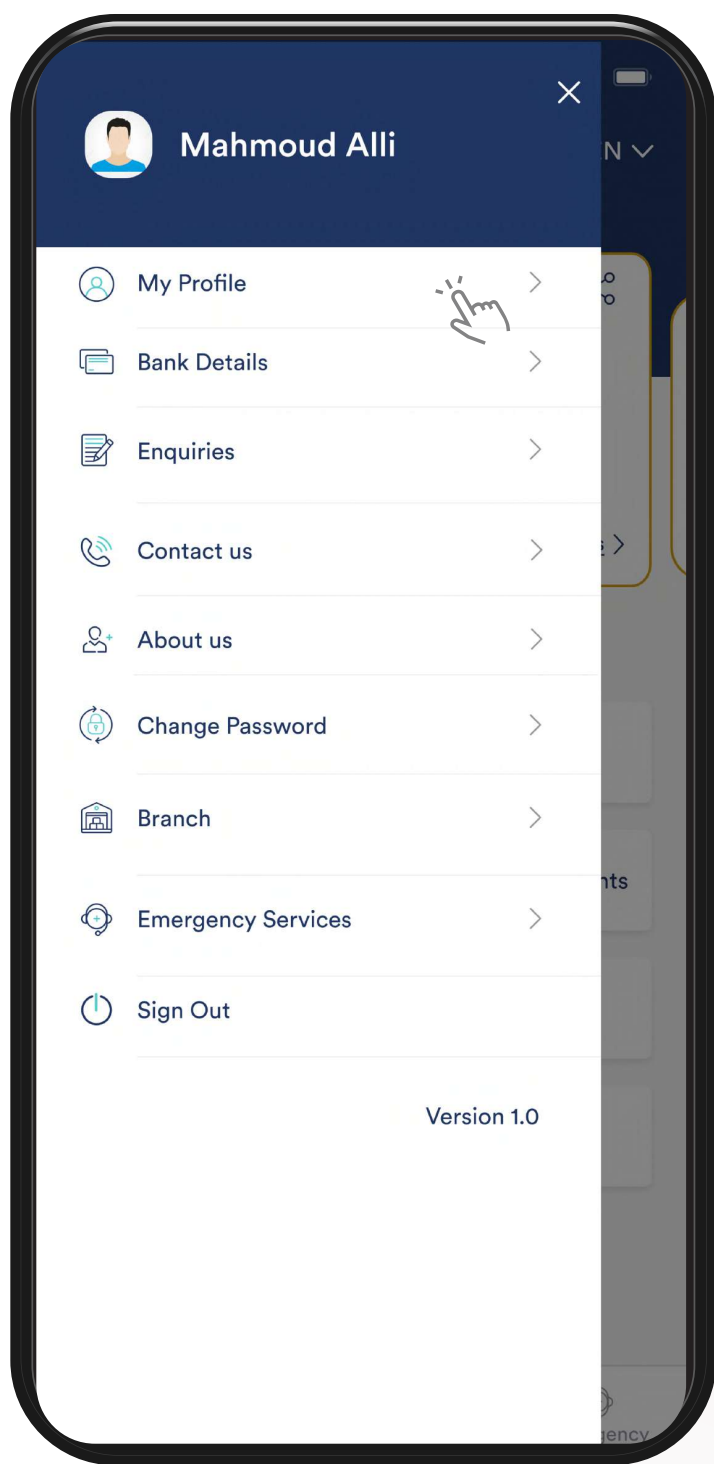


2

Enter the current password and set your new password

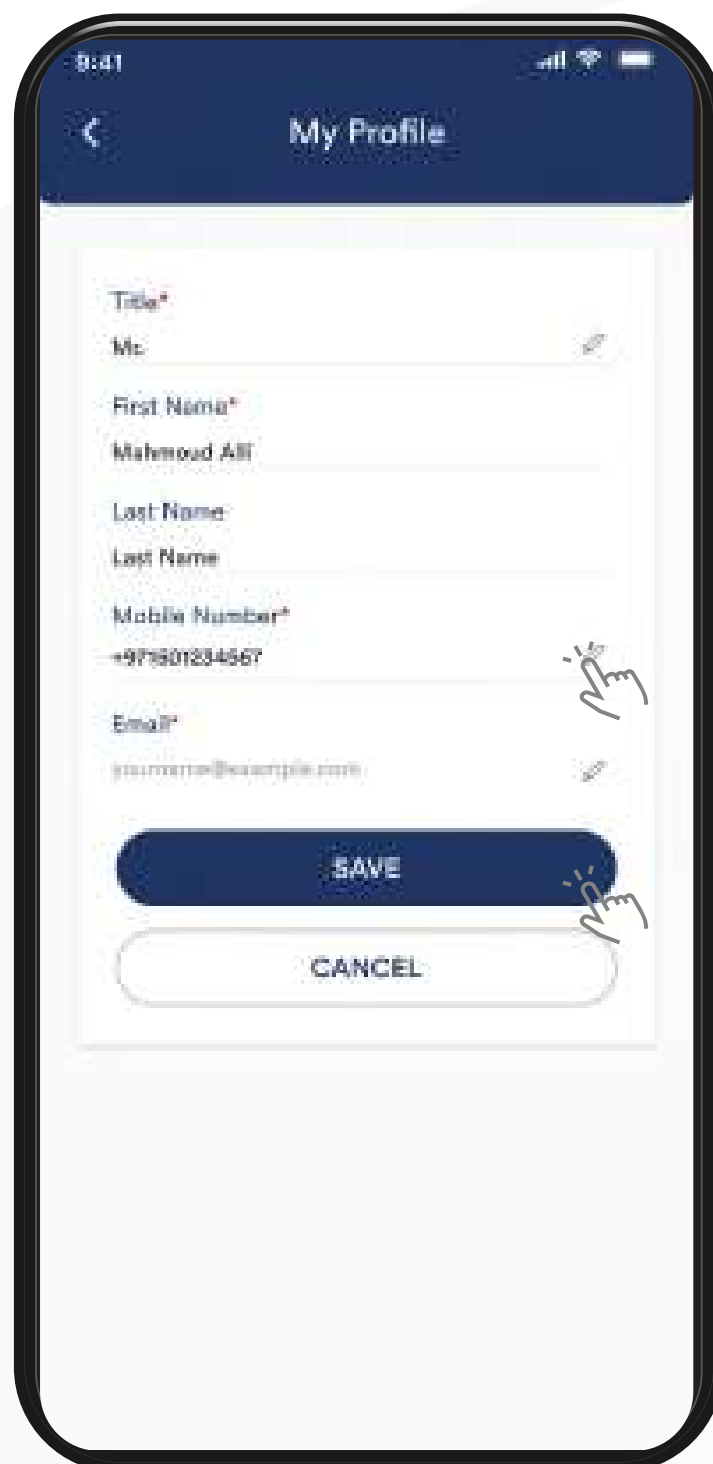
NOTE : Please note, this option is not be available for the users who sign-in via UAE Pass.

View / Update mobile number



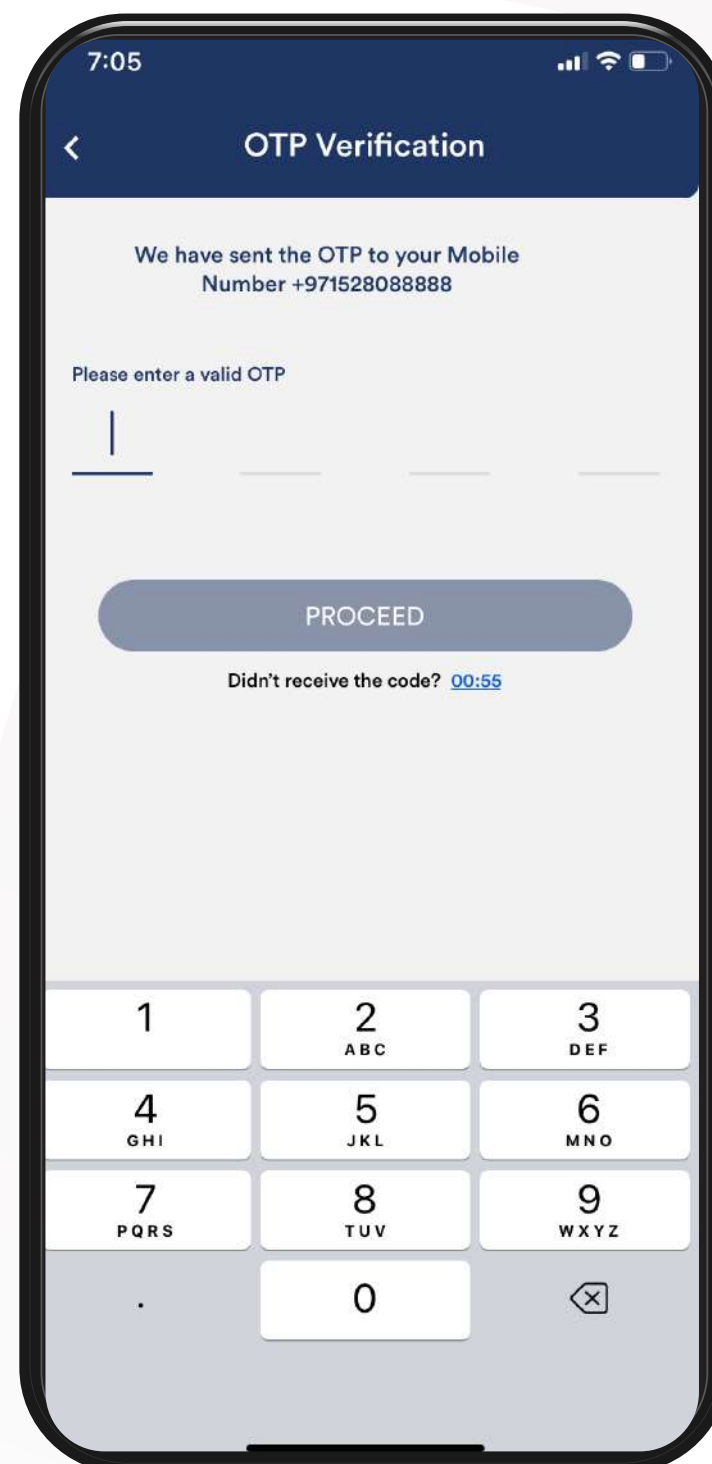
1

Go to the menu and click on my profile



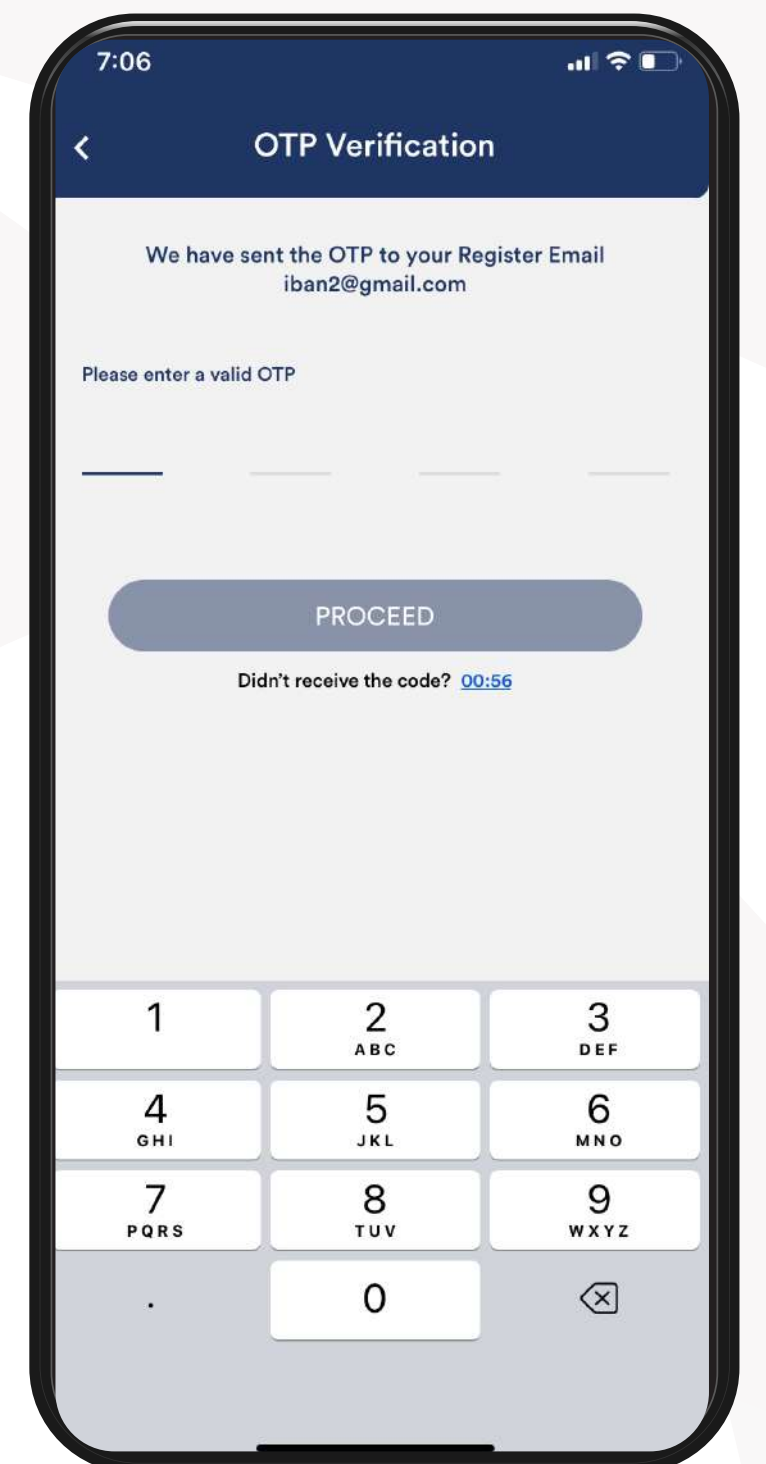
2

Click the edit icon and update your mobile number, then click save



3

Enter the OTP sent to your newly entered mobile number



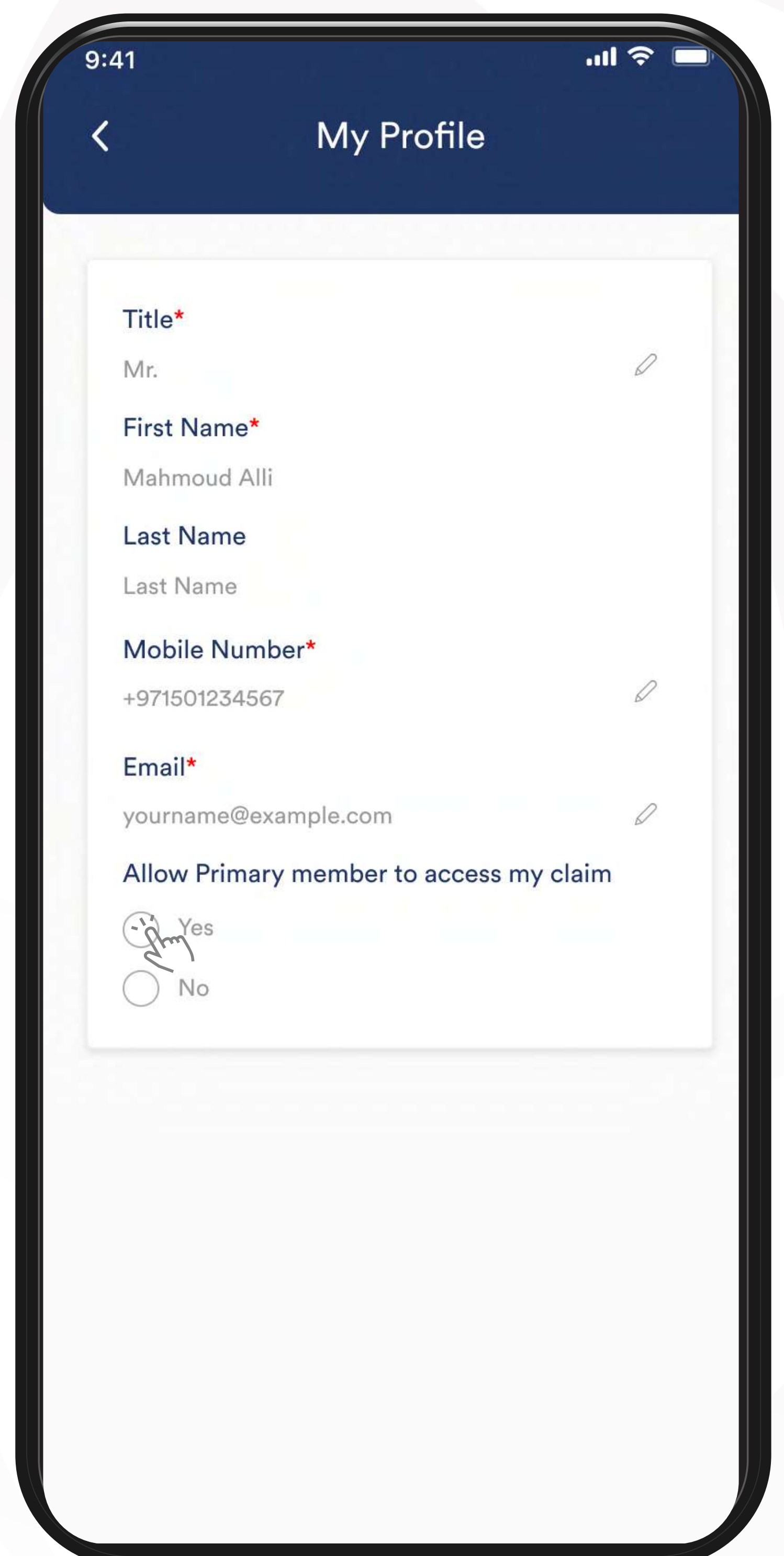
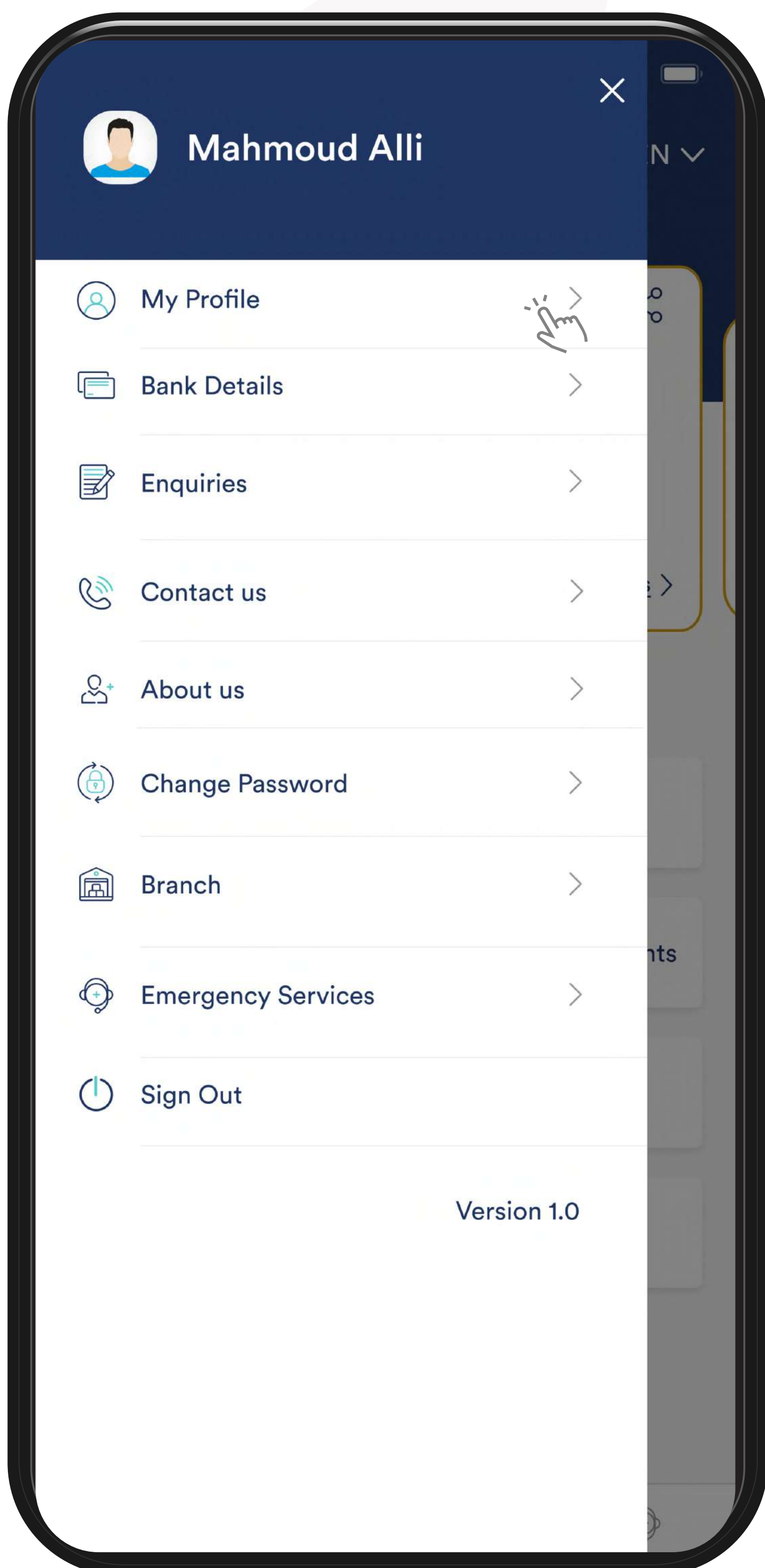
4

Enter the OTP received in your registered email to confirm your new mobile number

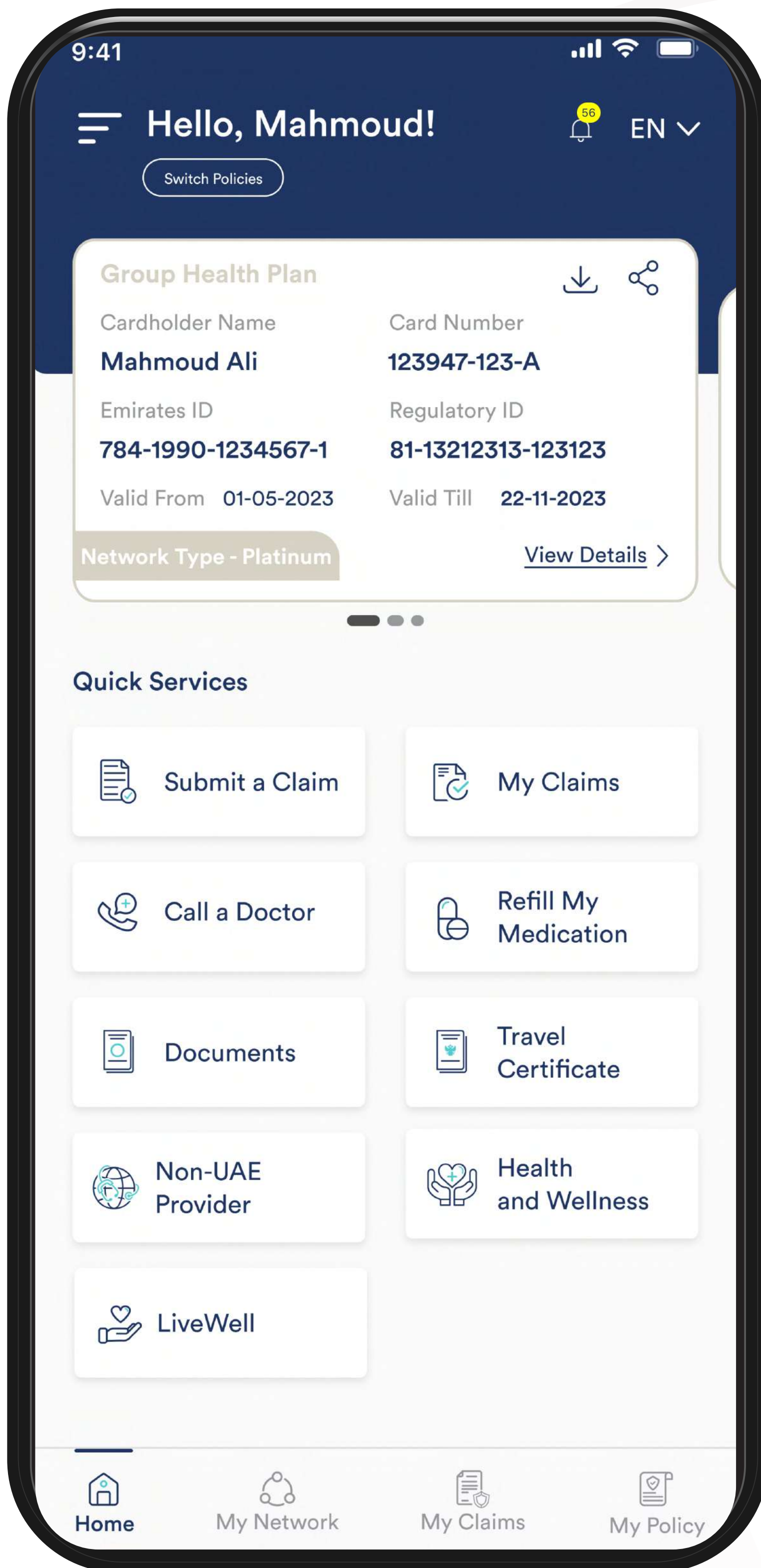
NOTE : Your new mobile number will update in the 'My Profile' screen immediately and appear in the 'Member Details' screen within approximately 1 hour.





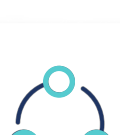

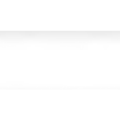
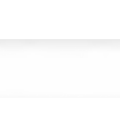

Authorizing primary member to manage dependent claims

Dependent member can provide their consent to allow or restrict primary member to submit / access their claims. (This option only applies to dependent login)



User access for Policy and Claims Features in Home screen



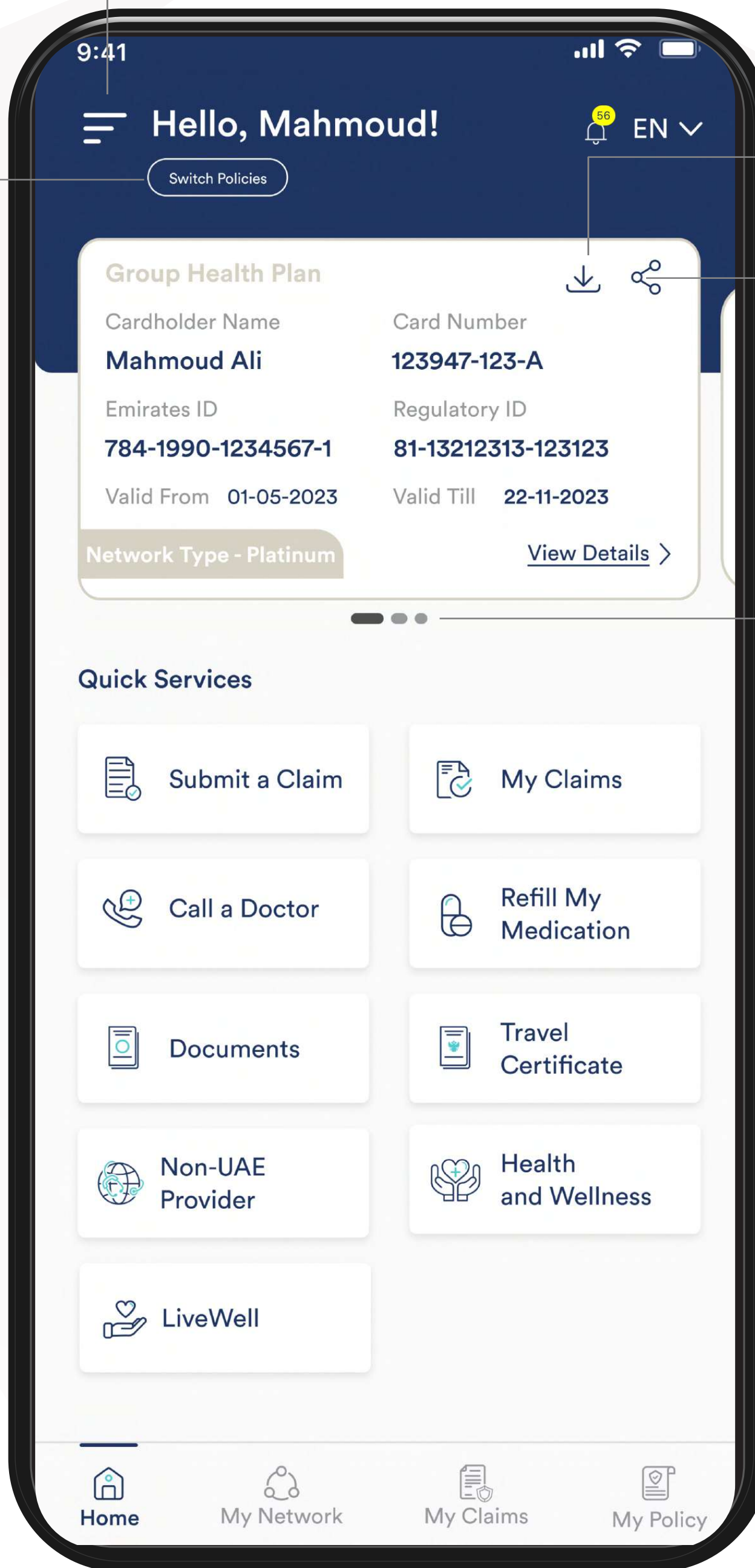
-  View submitted reimbursement claims and pre-approval & Direct Claims
-  Refill My Medication
-  Download / Share Travel Certificate
-  Access Health and Wellness feature
-  Medical Providers List and Excluded Medical providers List
-  Submit / Resubmit a Reimbursement Claim
-  Accessing Call a Doctor Benefit
-  View / Download Documents related to your insurance
-  Accessing Non-UAE Providers

Access your medical card details

Menu option

Tap the 'Switch Policies' option to view and access your expired policy within the past 120 days or other medical policies (if available)

Sample medical card

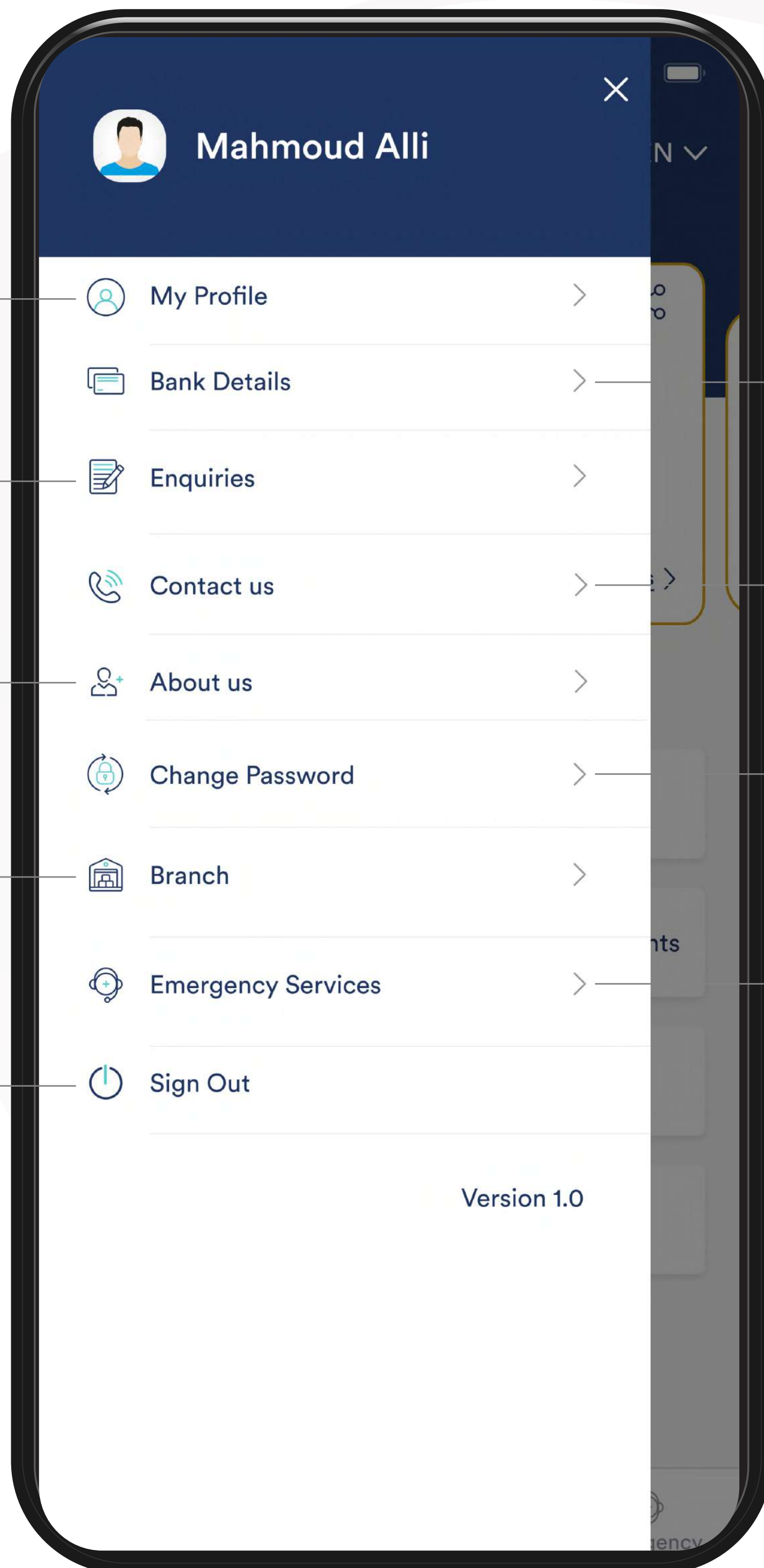


Tap the download icon to download the medical card

Tap the share icon to share the medical card

Swipe left to see the dependents details in the card view

Access menu features



Update profile details

My Profile

Bank Details

View / Update IBAN number

Submit / View an enquiry

Enquiries

Contact us

View contact us details and Submit a 'call me back' request

View about us

About us

Change Password

Change password

View branches

Branch

Emergency Services

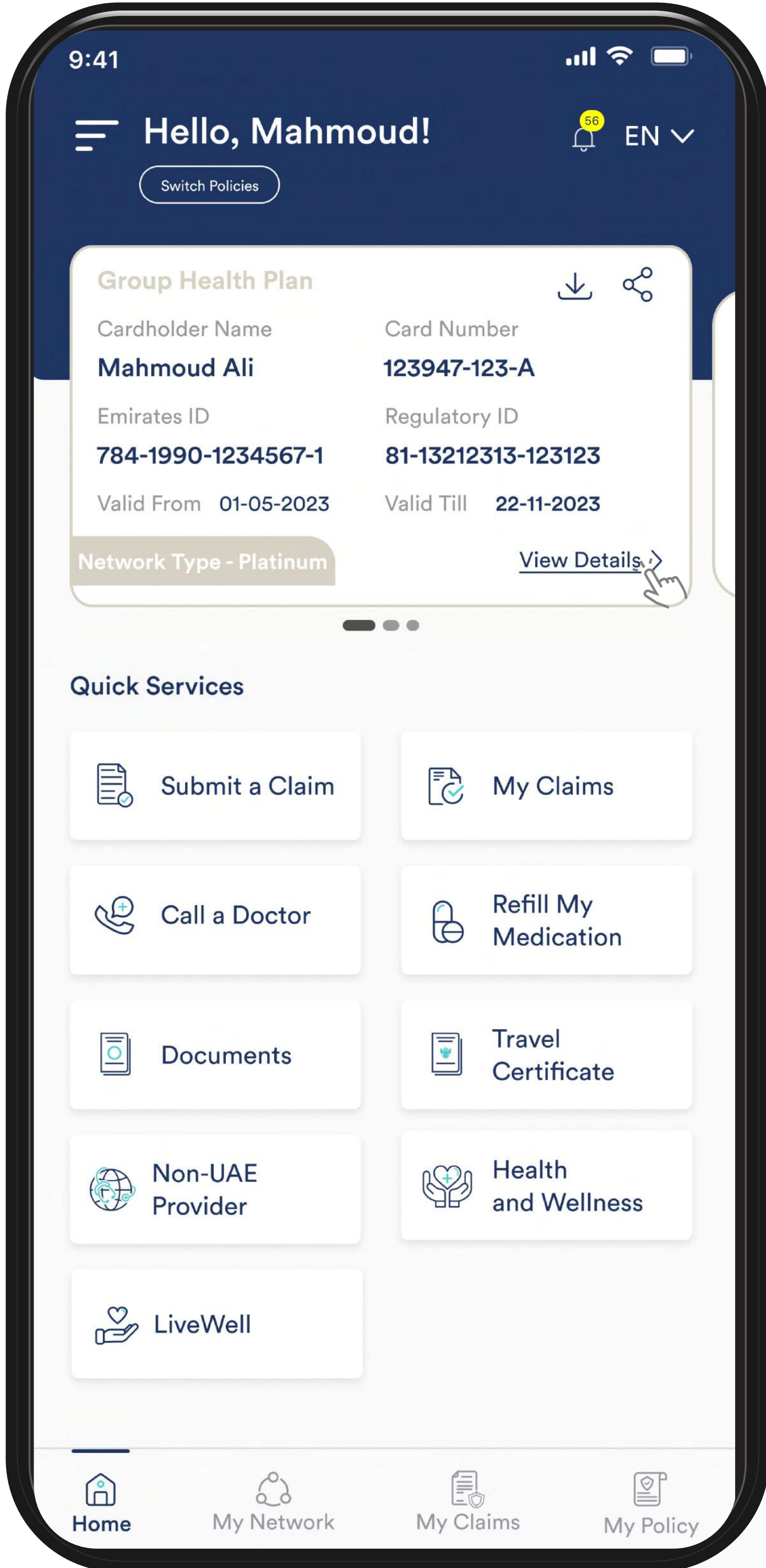
Access emergency services

Sign out

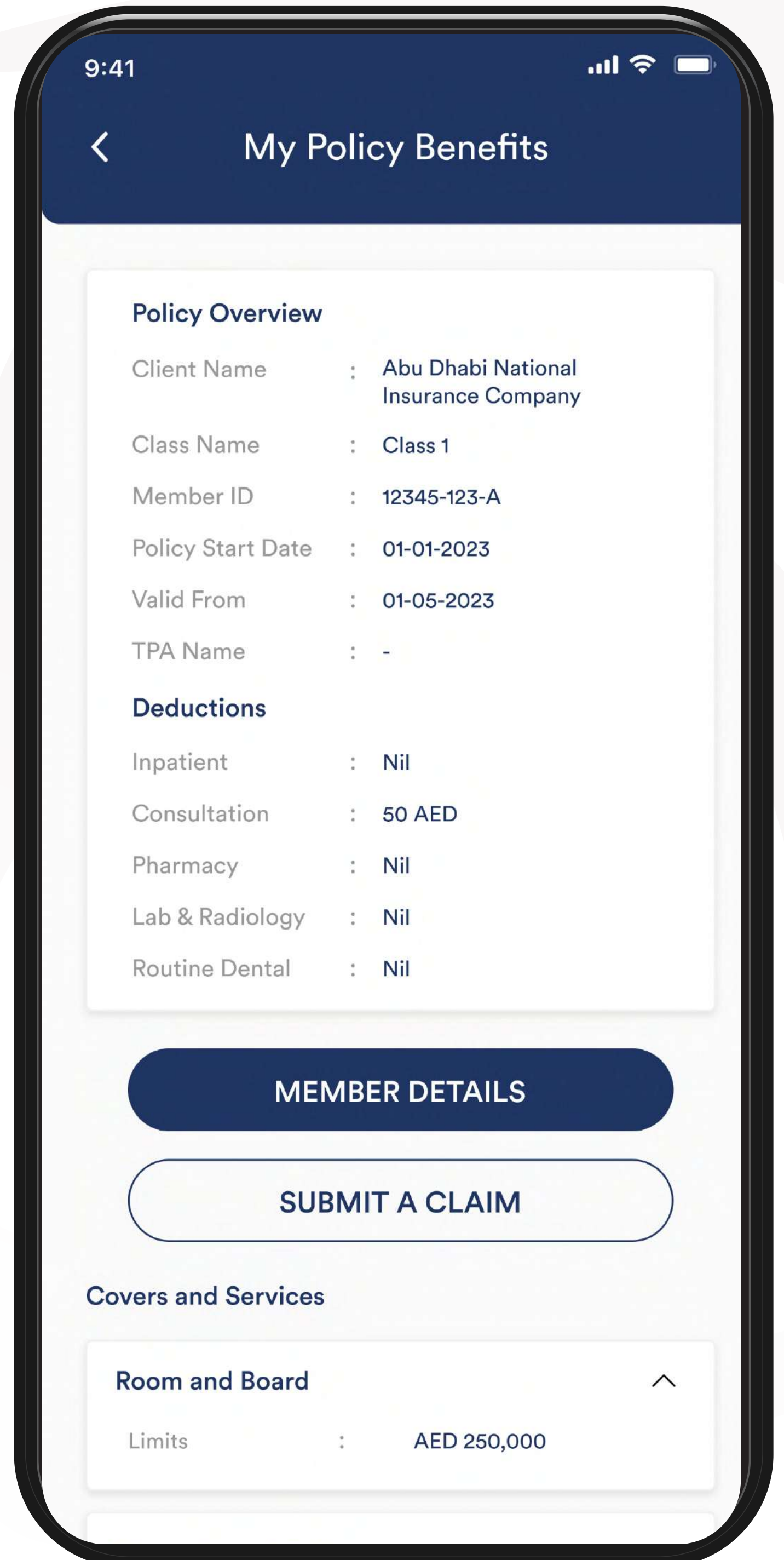
Sign Out

Version 1.0

Policy and Coverage Details

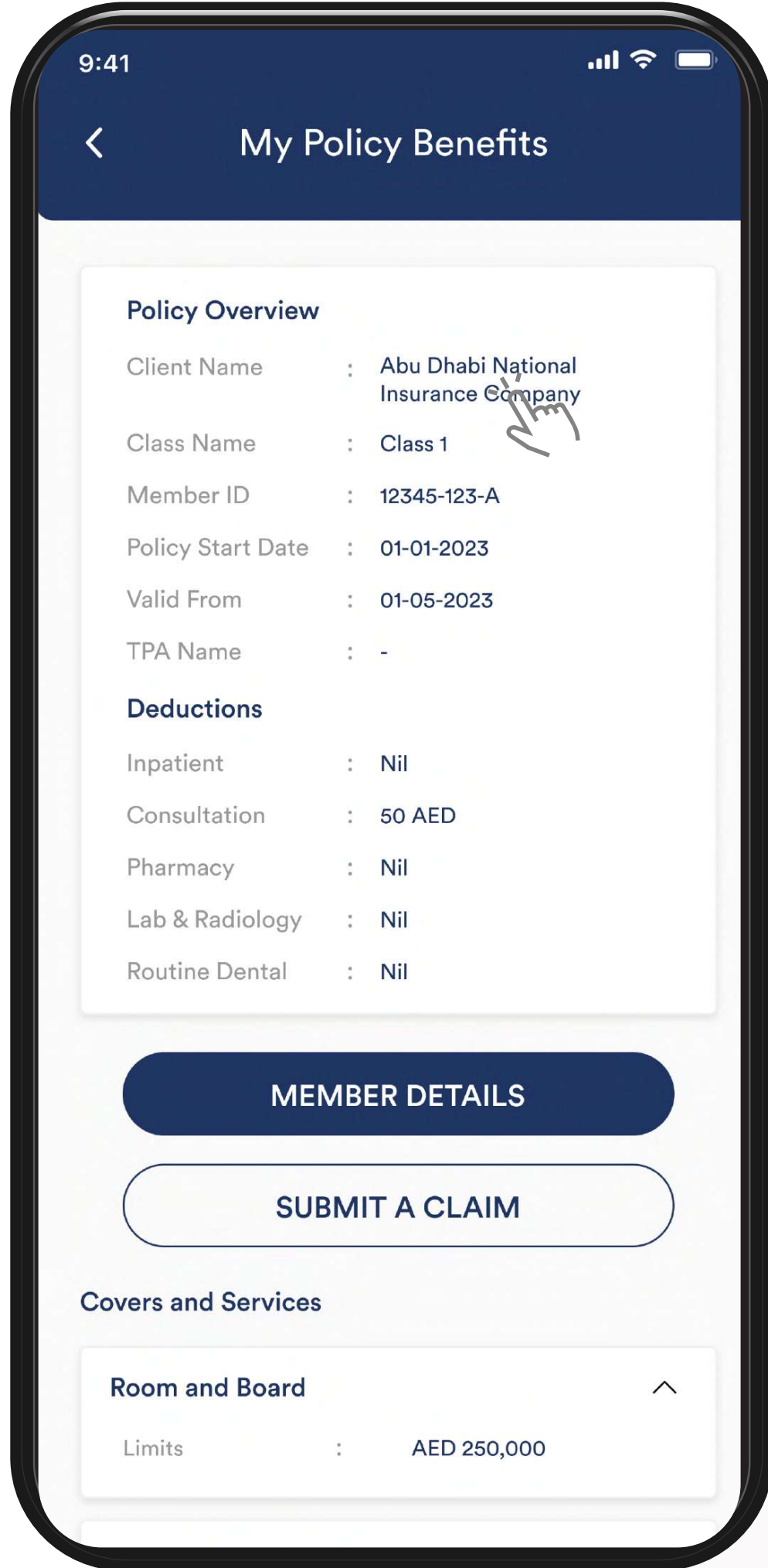


Tap 'View Details'



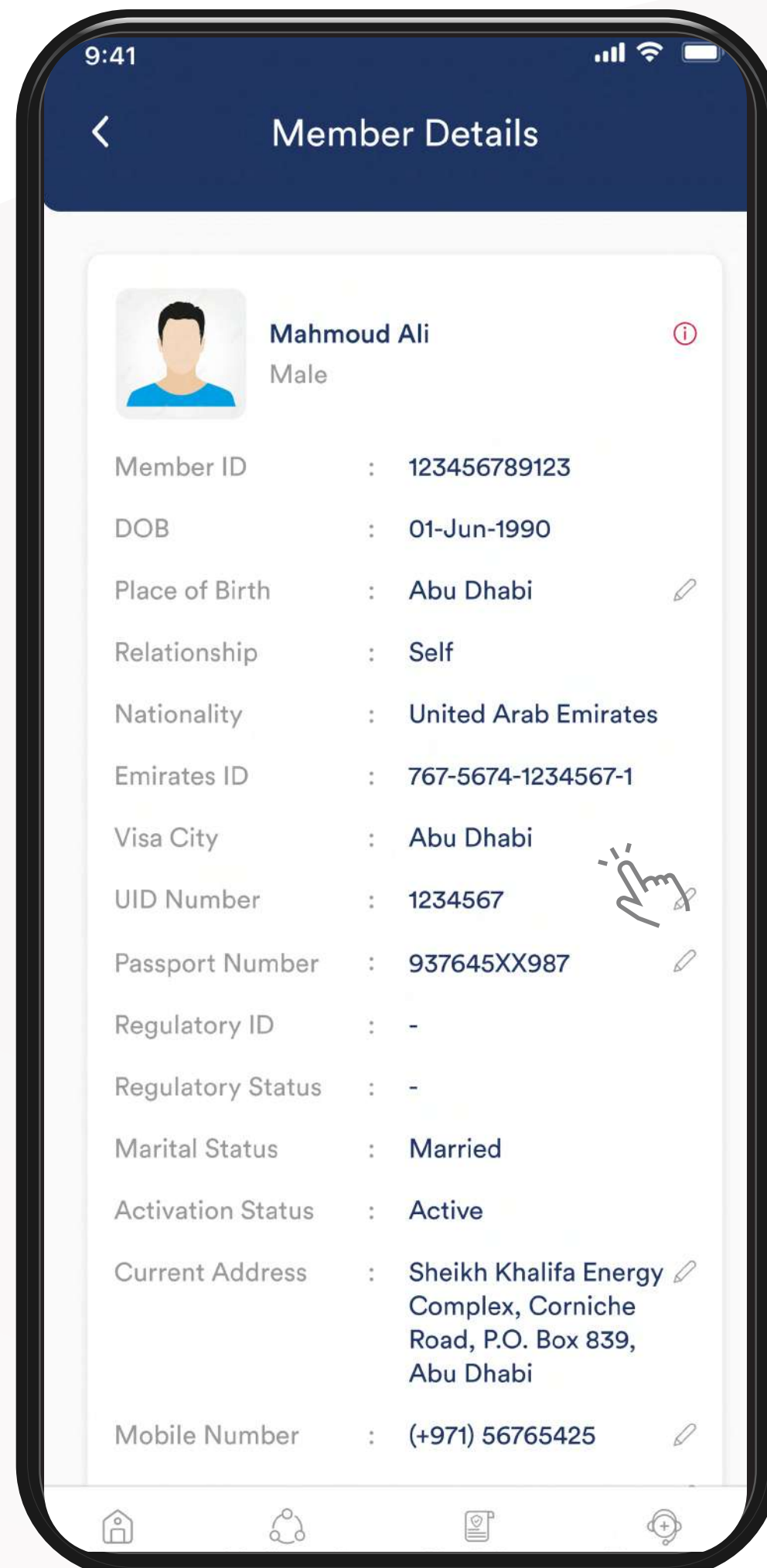
View the policy and coverage details

View and update member details



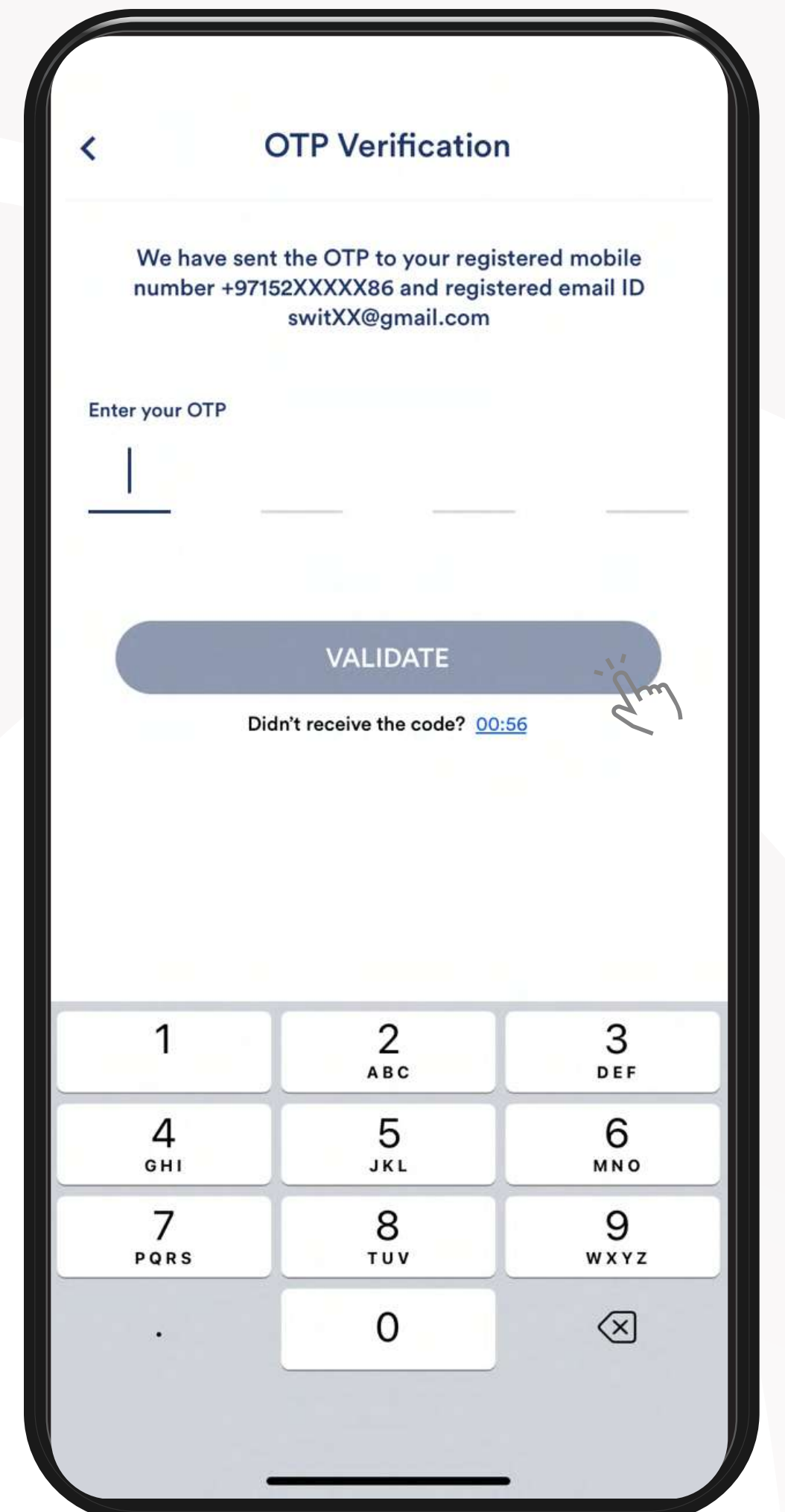
1

Tap 'Member Details' in the 'My Policy Benefit' screen.



2

View and update your details then click 'Save' (Mobile number update available in 'My Profile' screen)

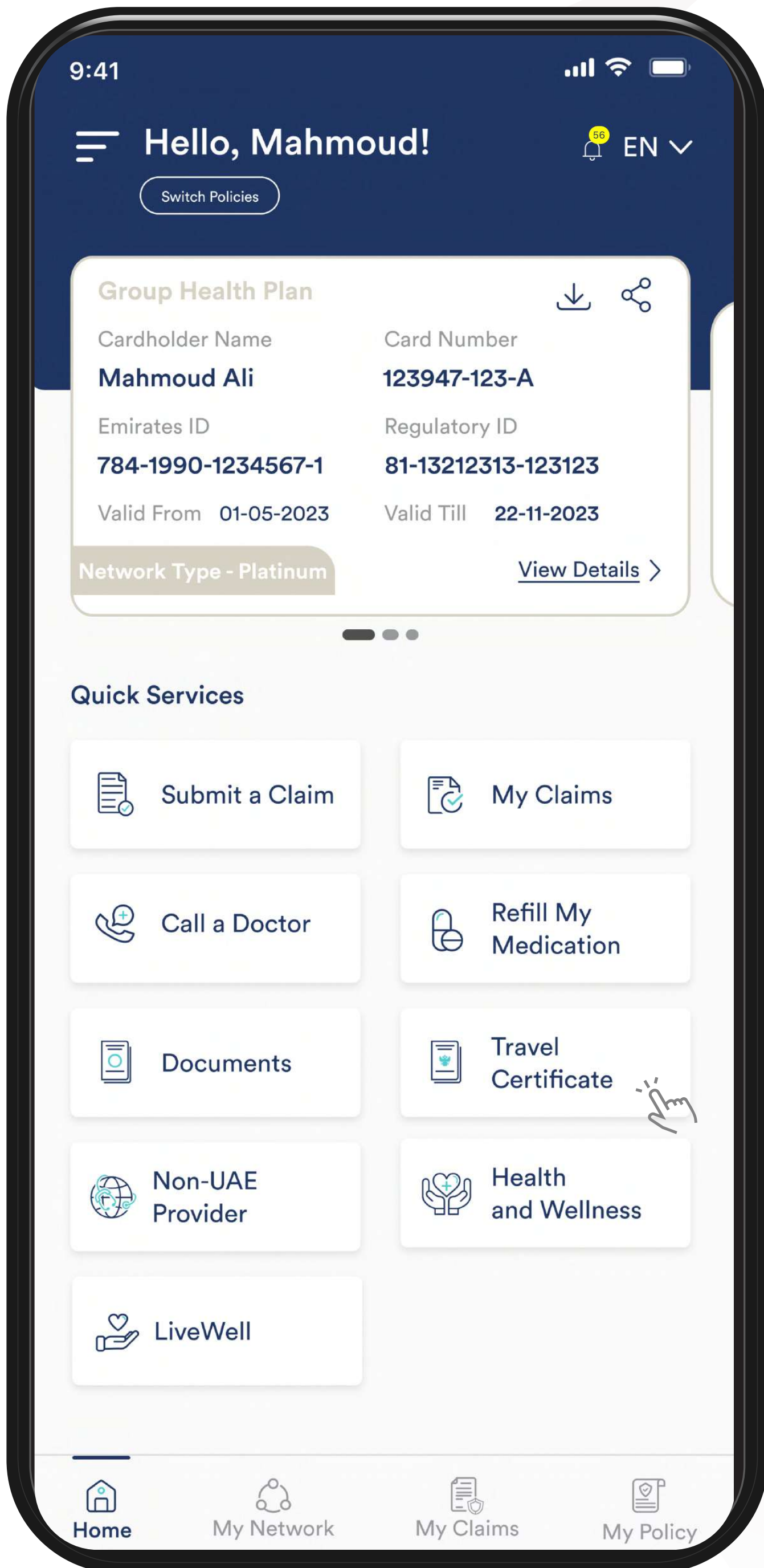


3

Enter and validate the OTP received in the registered mobile number or email address to save the details

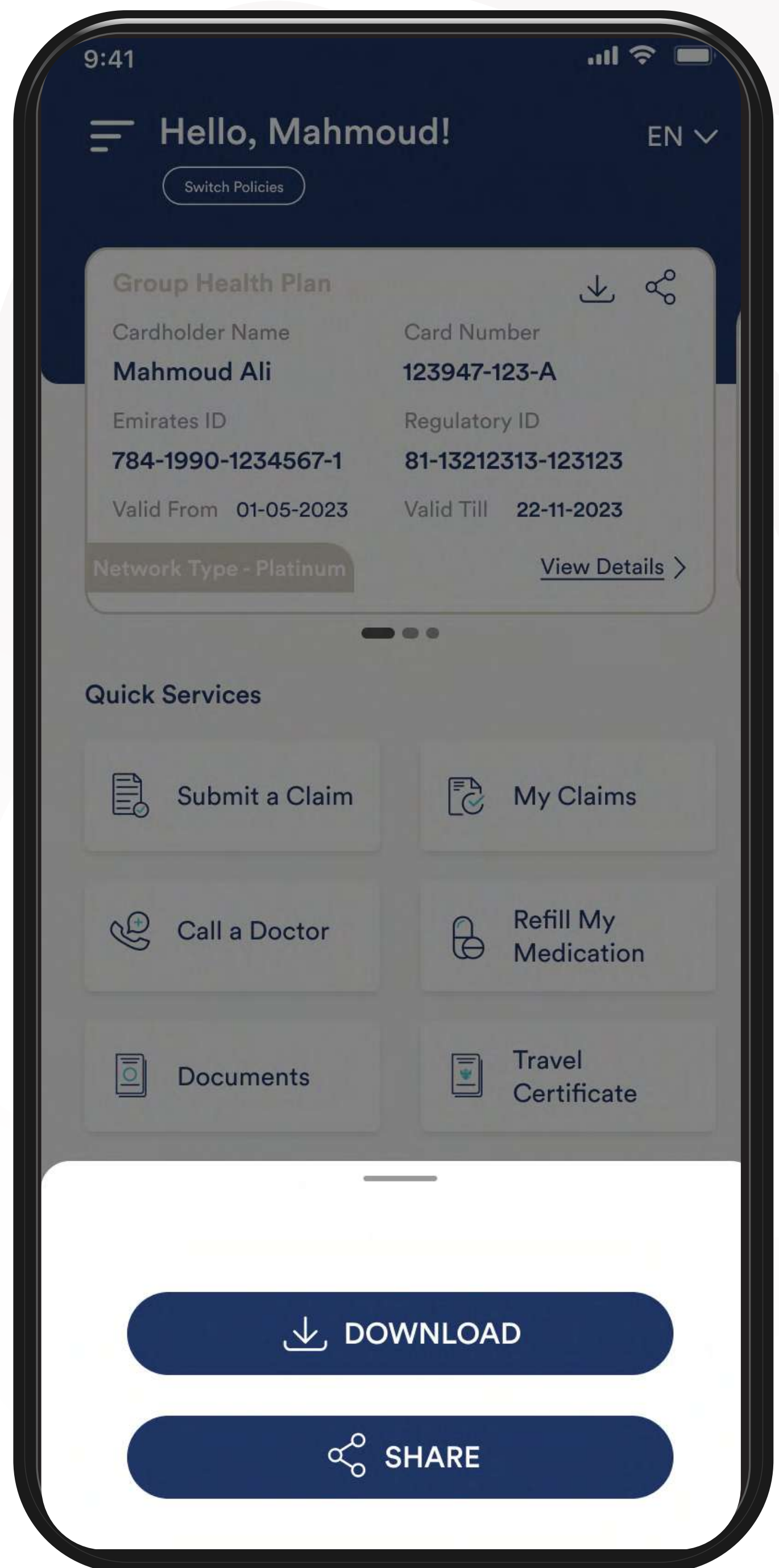
Download / share travel certificate

- Tap the download option to save the travel certificate
- Tap the share option to share the travel certificate



1

Tap on the 'Travel Certificate'

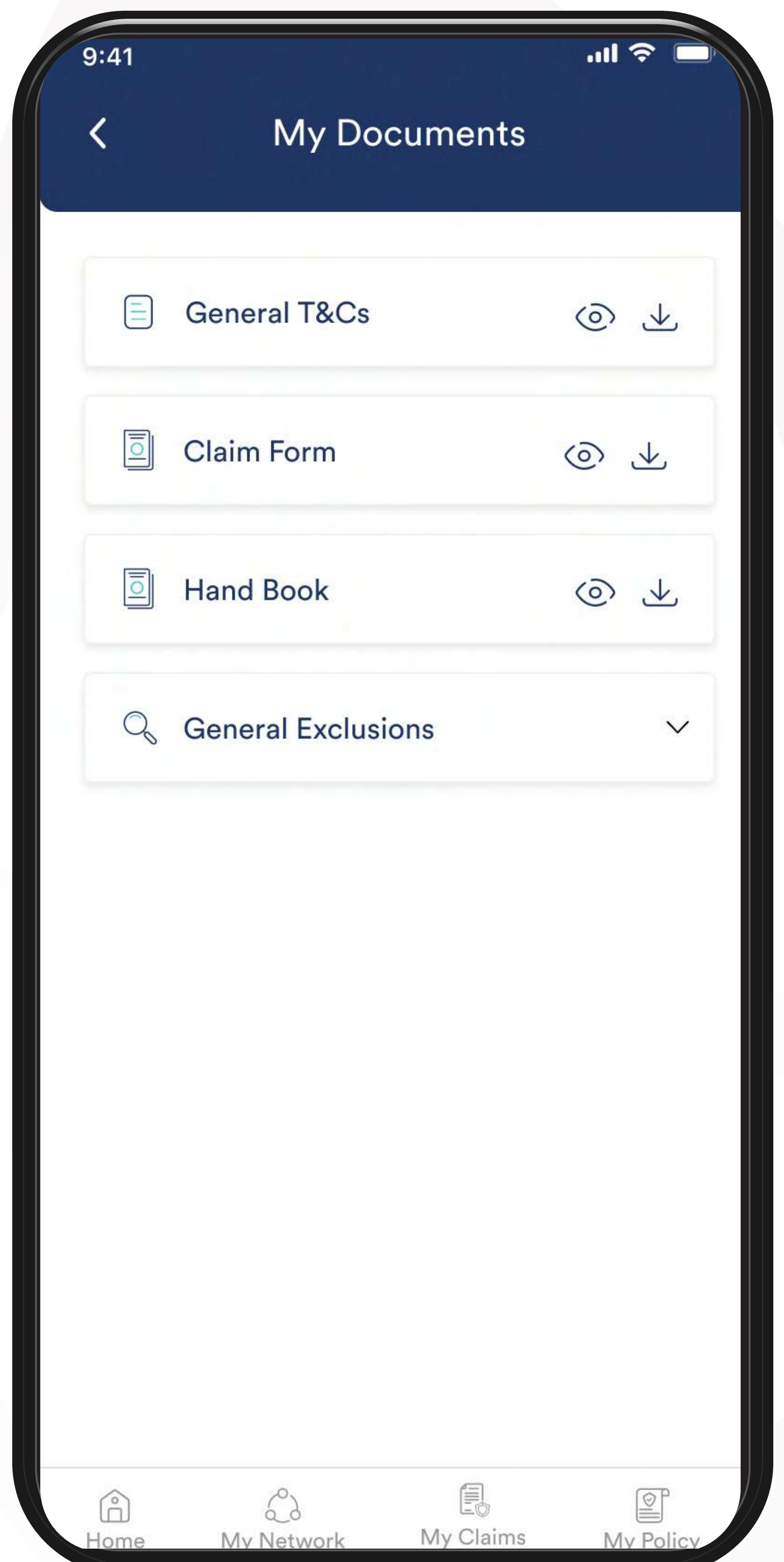
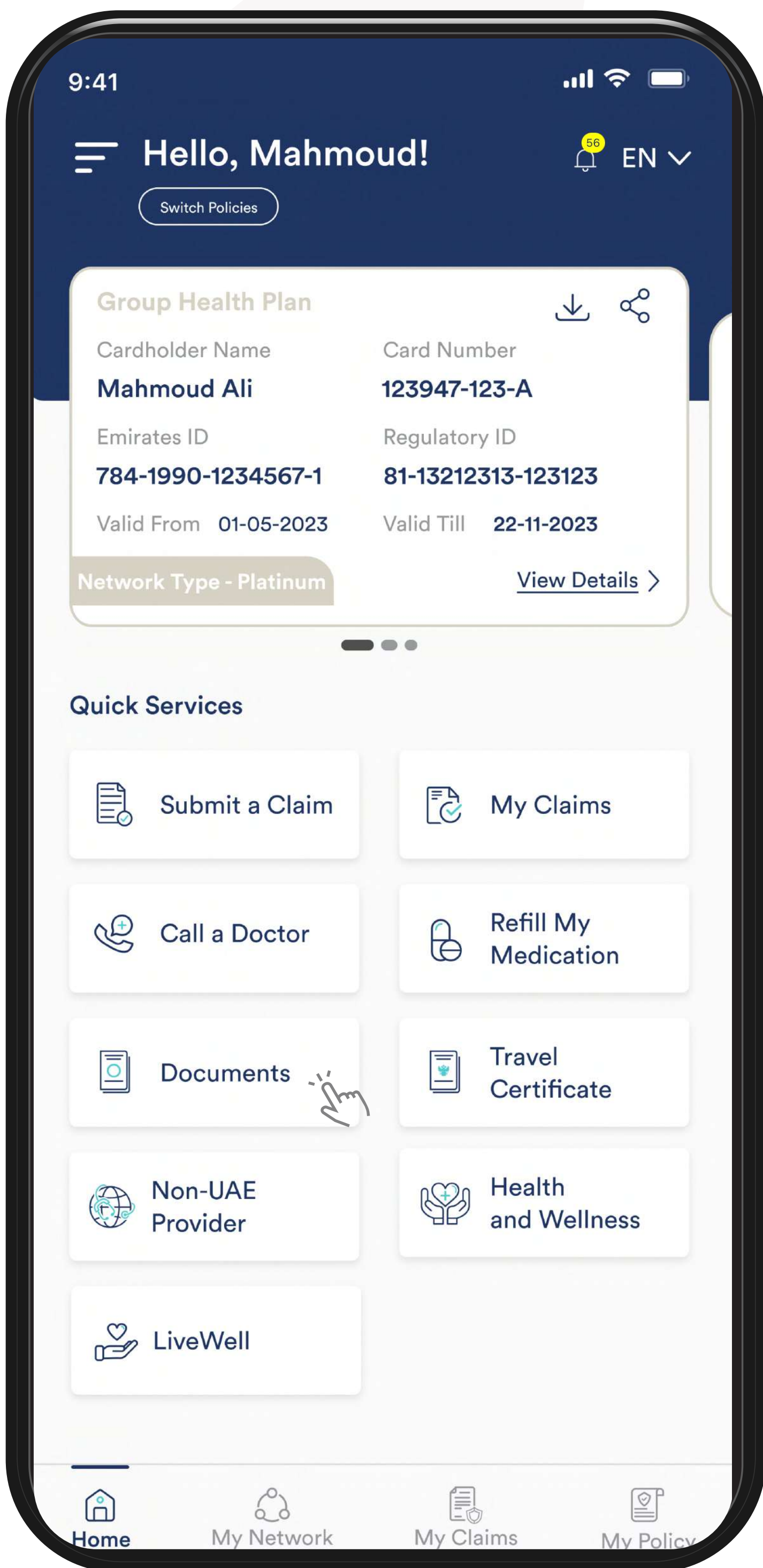


2

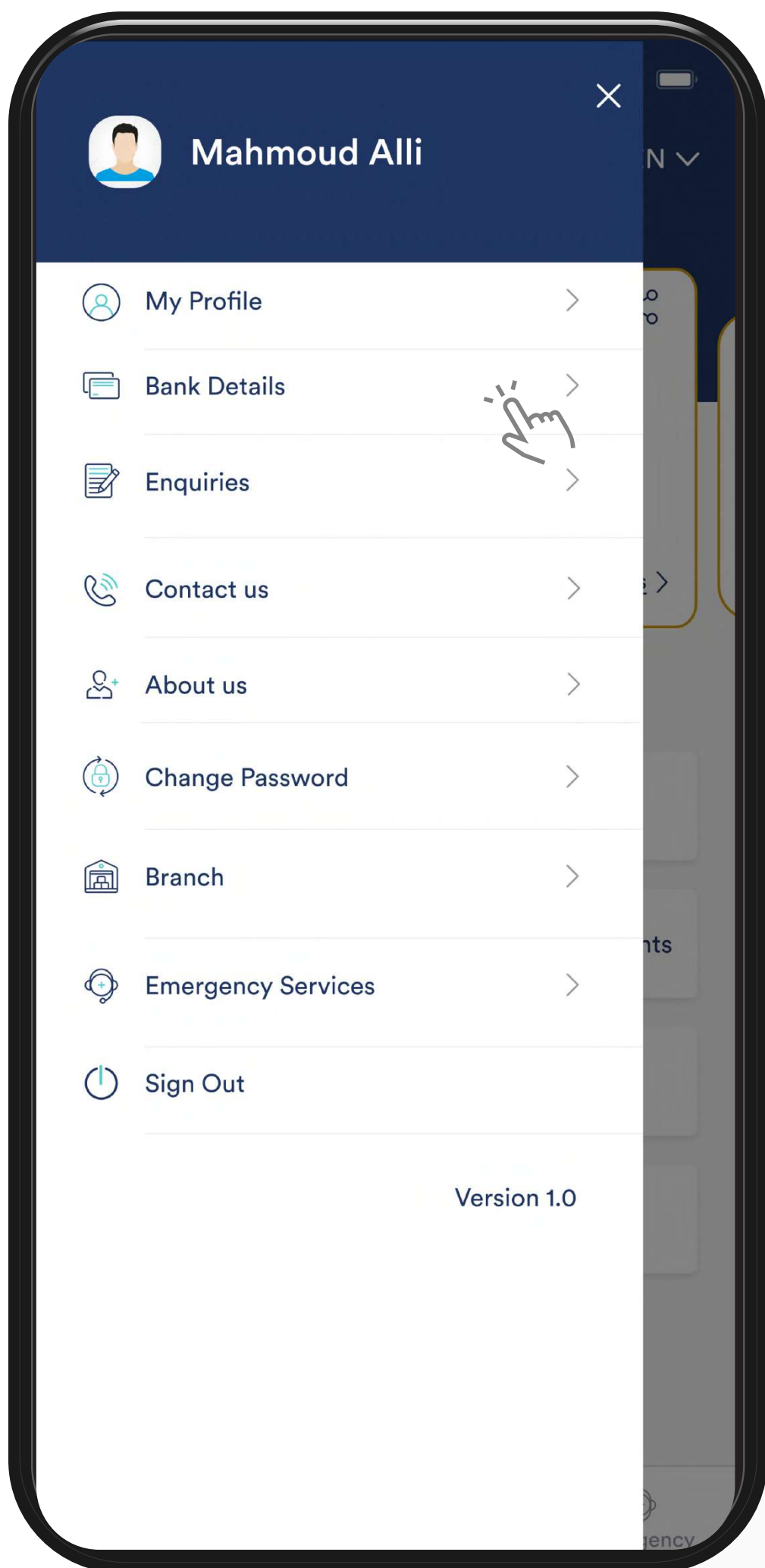
Option to download or share the Travel Certificate

View / download documents

- Users can view and download the insurance related documents
- Tap the download icon to save the document
- Tap the view icon to read the document

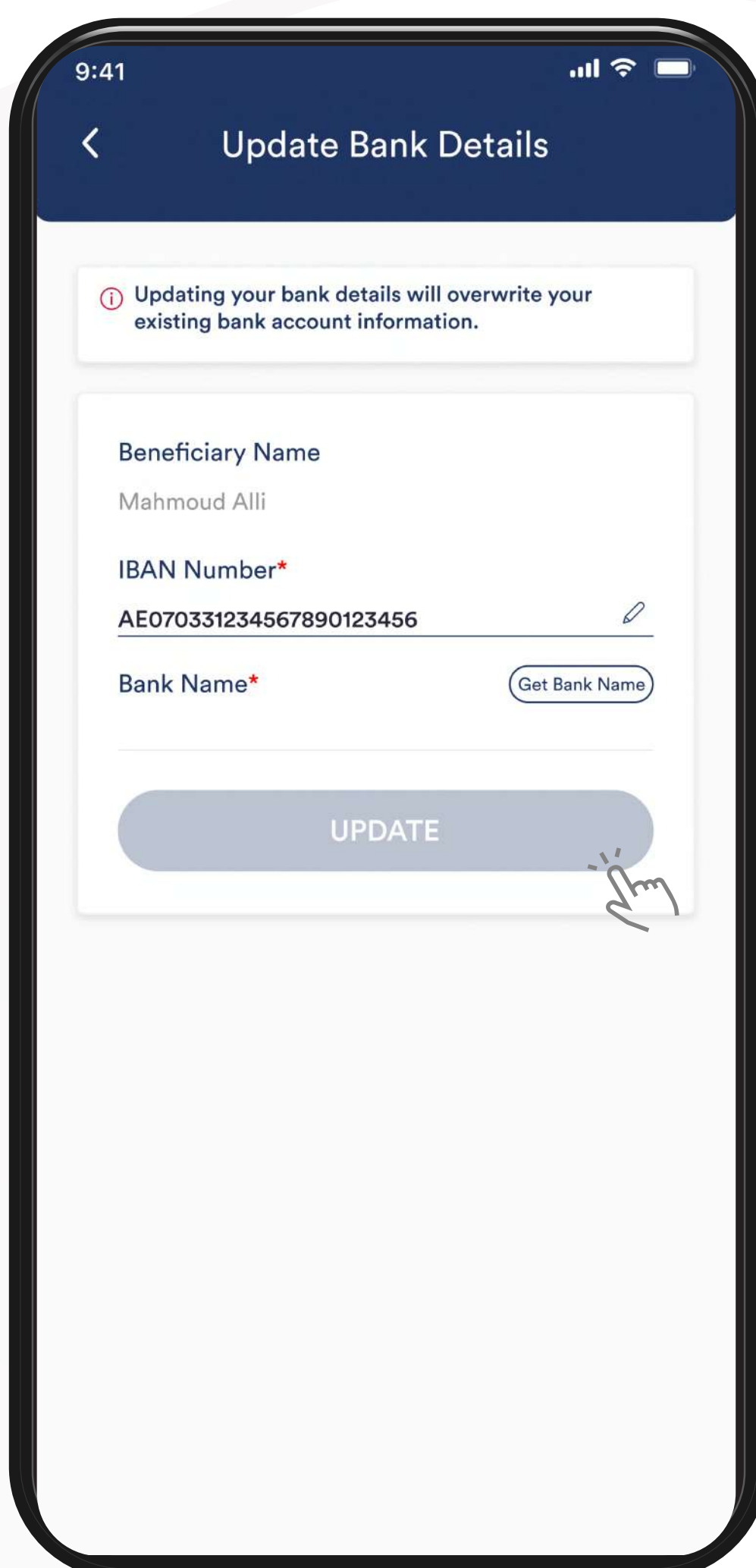


View / Update bank details



1

Tap on 'Bank Details'
(This option is only available
for the Primary member
login)



2

Click edit icon, update
IBAN number and click the
'Get Bank Name' option,
then click on 'Update'
(please do not submit
multiple requests for the
same IBAN number)

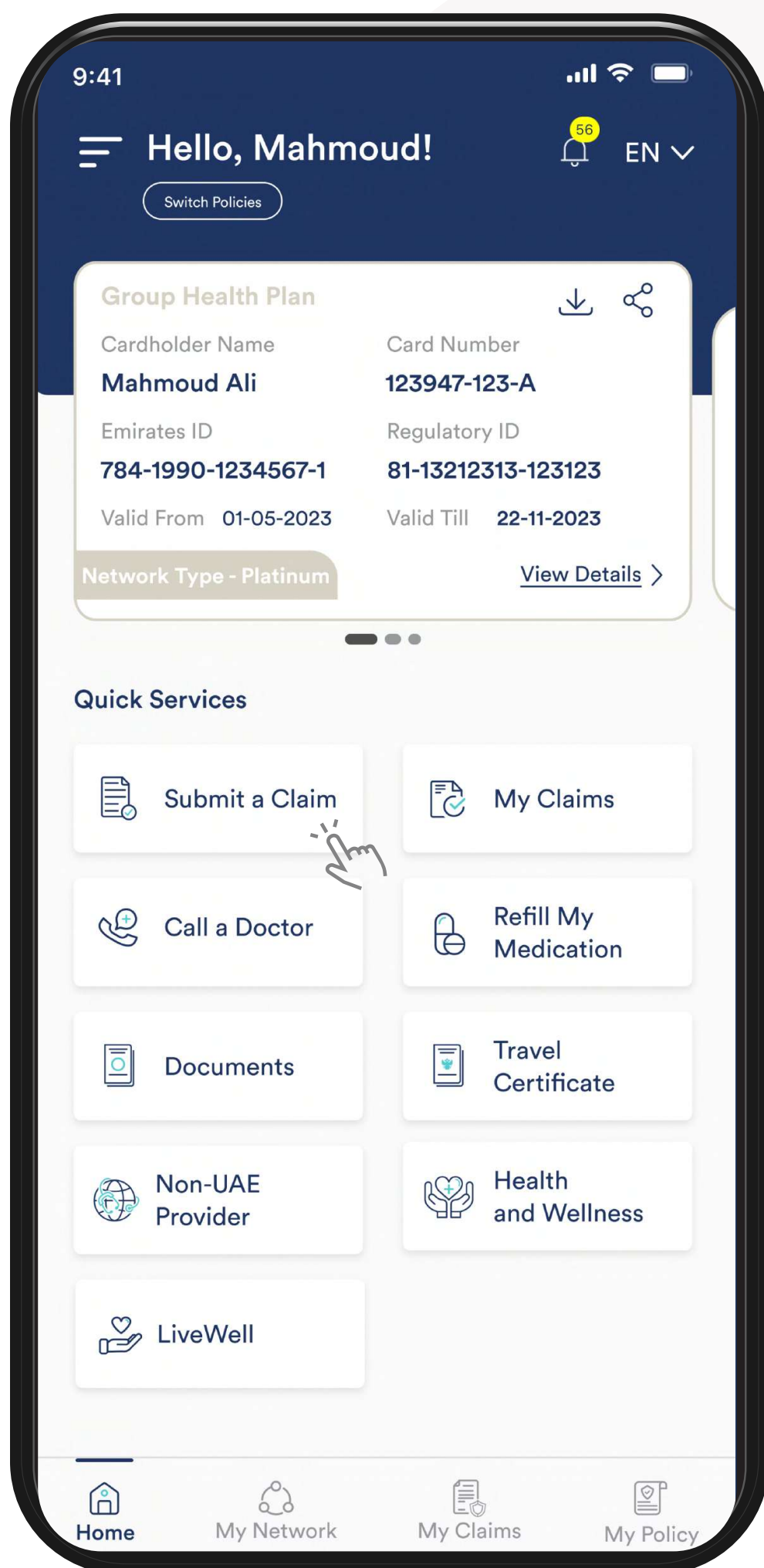


3

Enter and validate OTP
received to the registered
mobile number or email
address to update the bank
details

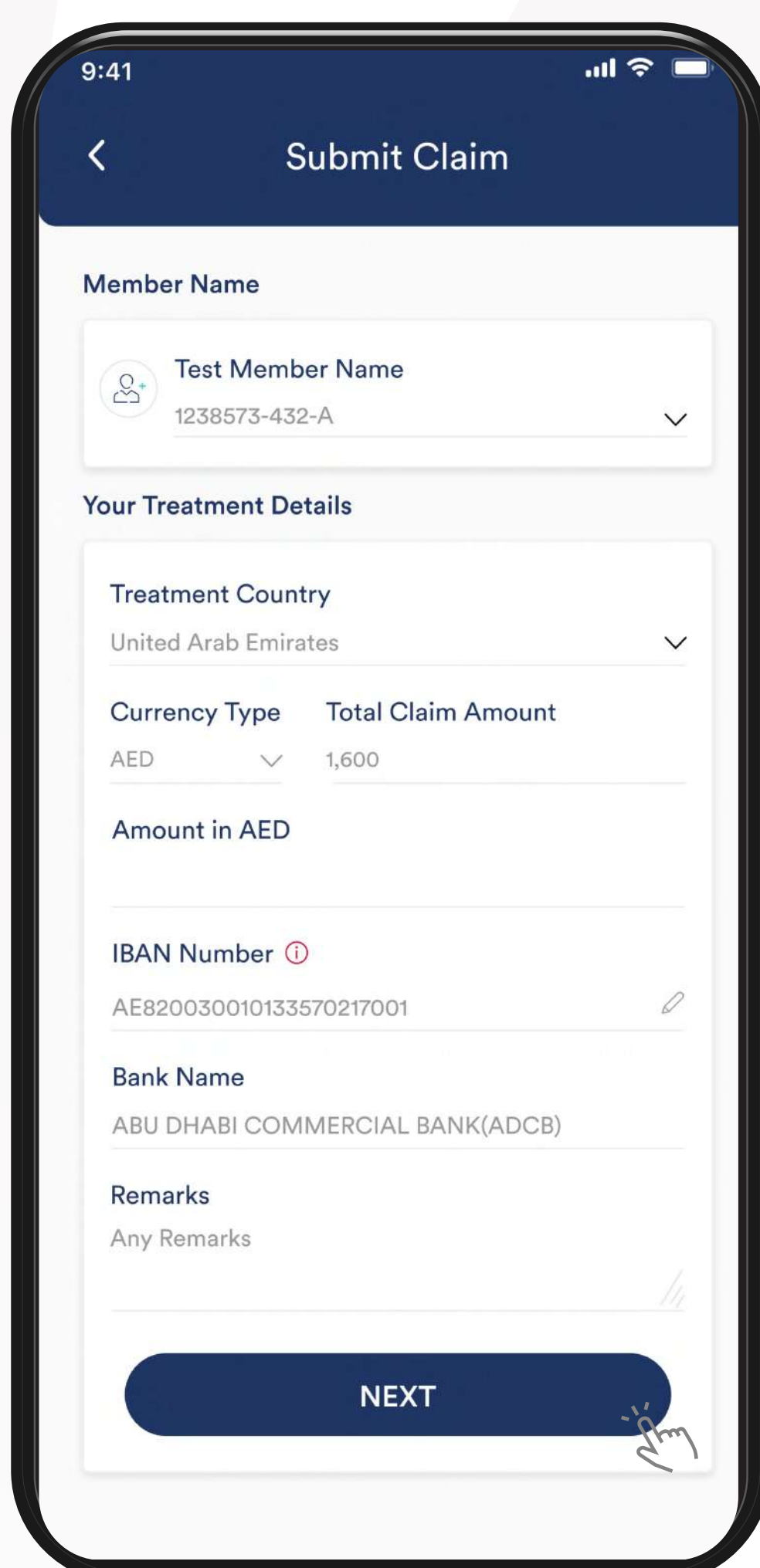
Submit a claim (Reimbursement Claims)

- Users must update their IBAN number first then KYC (Know your customer) details to submit a claim.
- Once the IBAN and KYC (Place of Birth, Passport Number) fields are successfully updated, the customer will gain the ability to submit a claim.



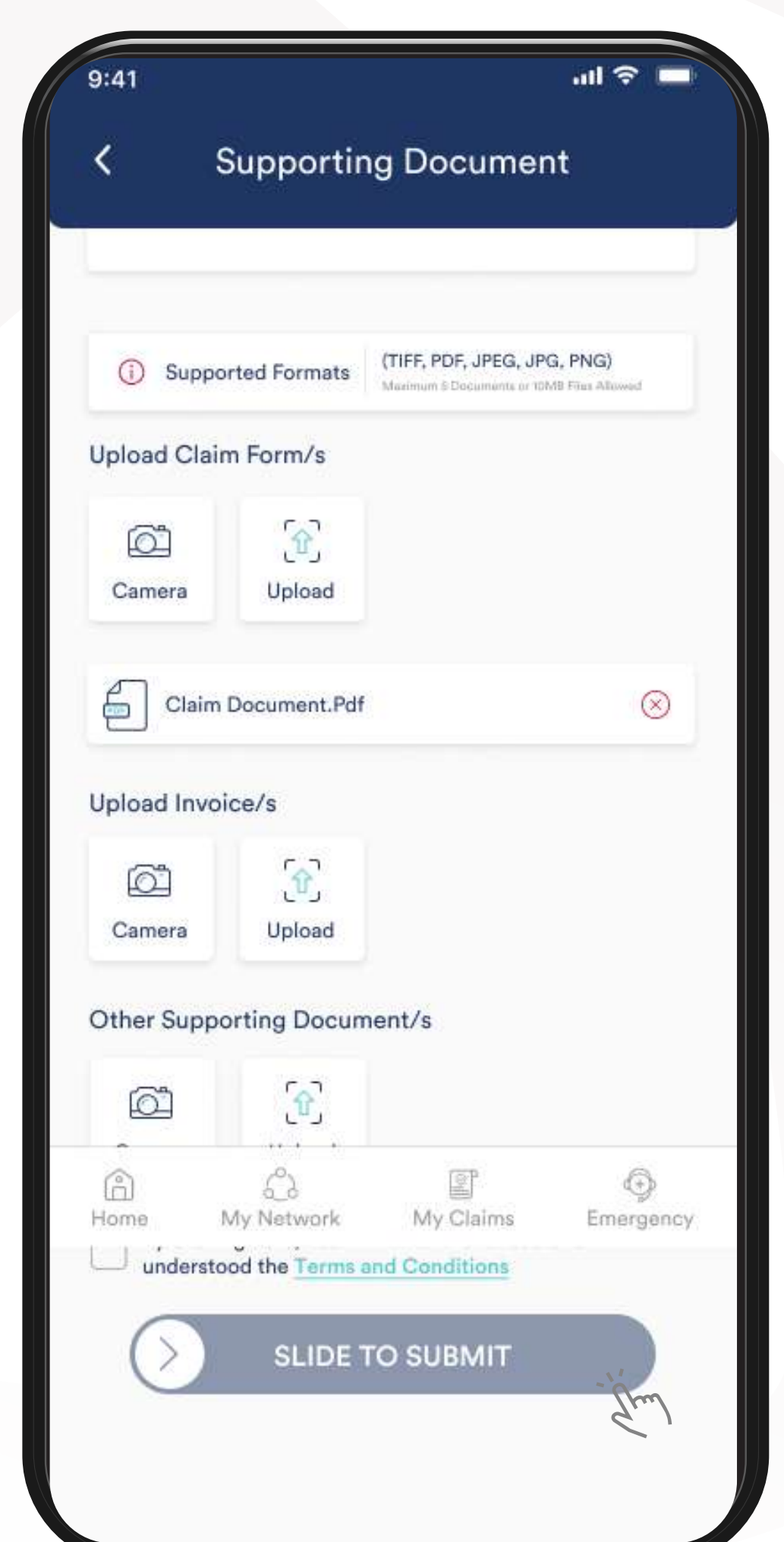
1

Tap on the 'Submit a Claim' option



2

Fill in the necessary details and proceed by clicking 'Next'



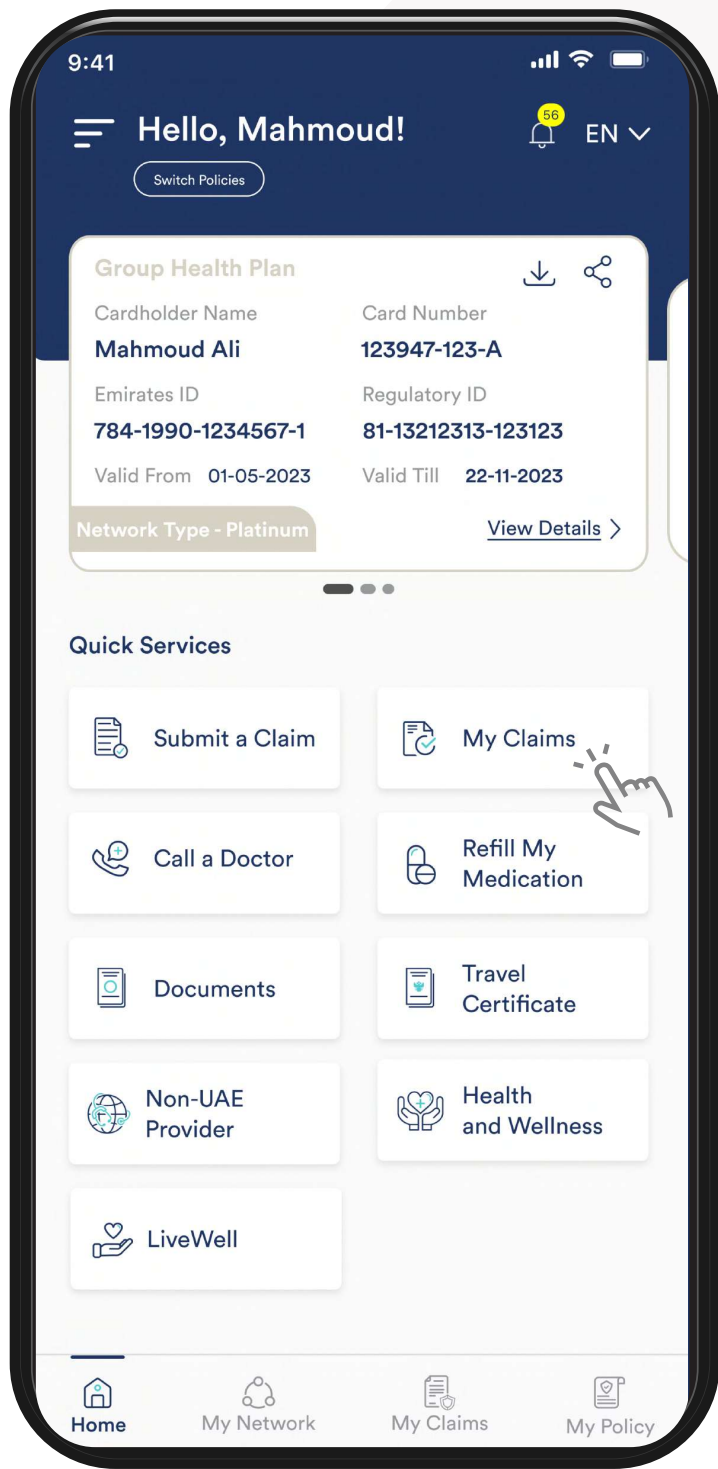
3

Upload the necessary documents and slide to submit the claim

NOTE : For dependent claims submission, primary member IBAN and KYC details needs to be updated

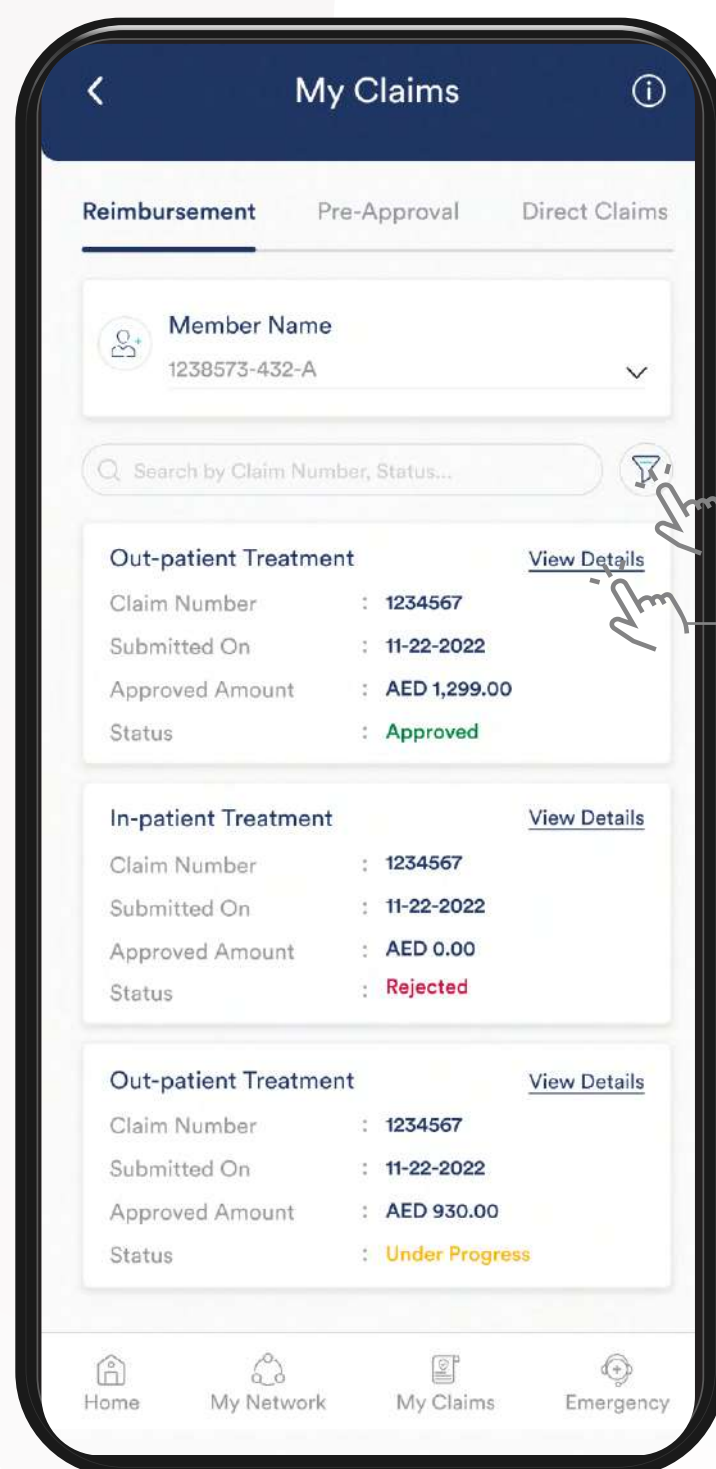
View my claims (Reimbursement)

ADNIC Members can submit a request to reimburse covered medical expenses.



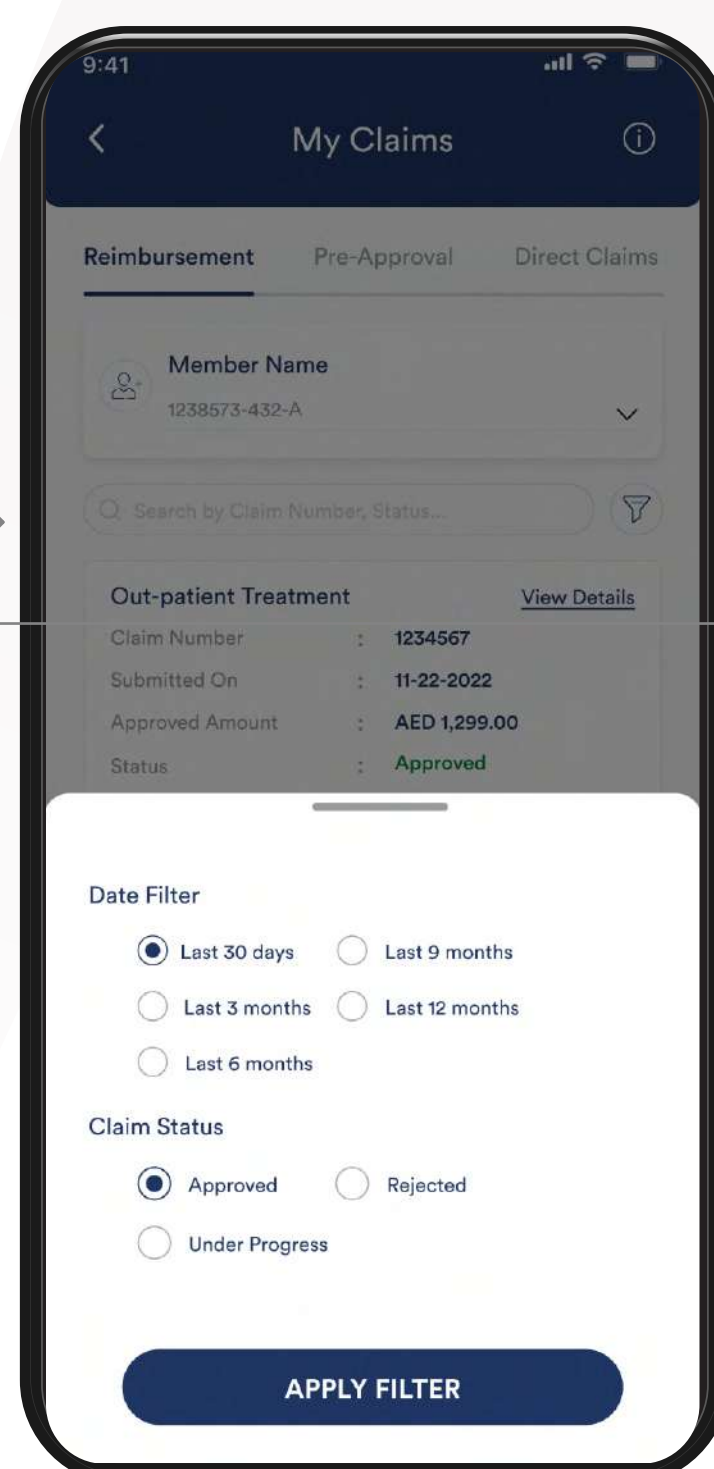
1

Tap on the 'My Claims' option



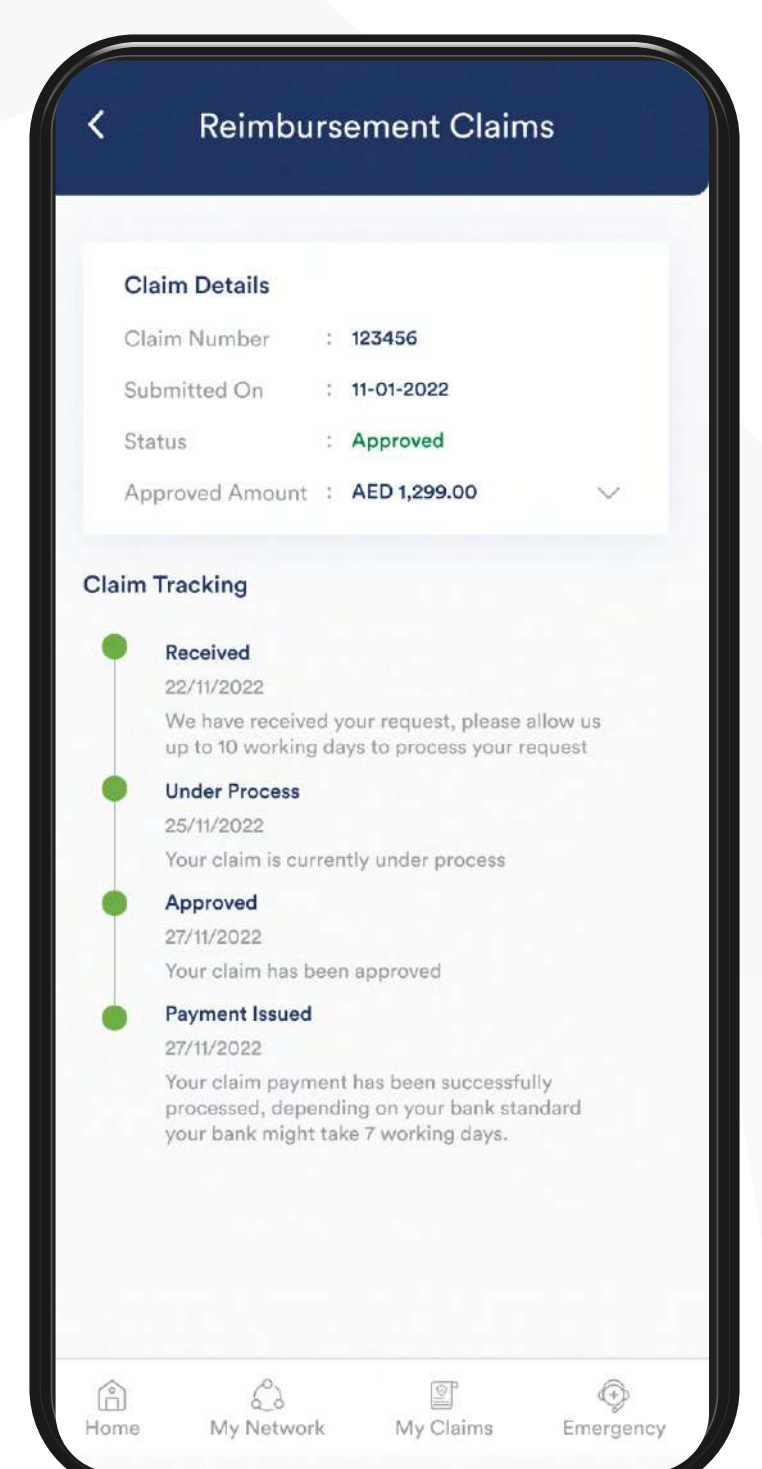
2

View details regarding reimbursement, pre-approval, and direct claims



3

Apply filters to refine the displayed claims



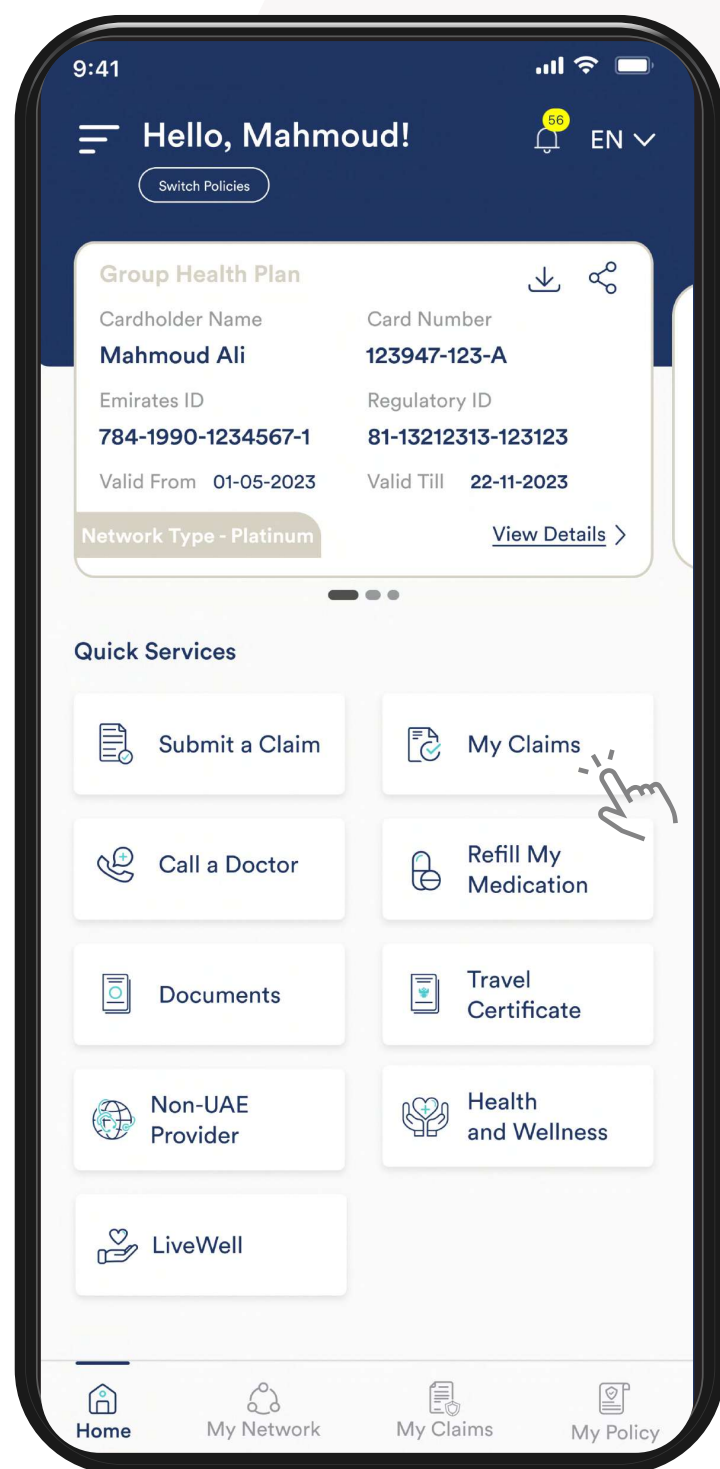
4

users can track the progress of claims, view documents, and download reports

View my claims (Pre-approval and Direct debit)

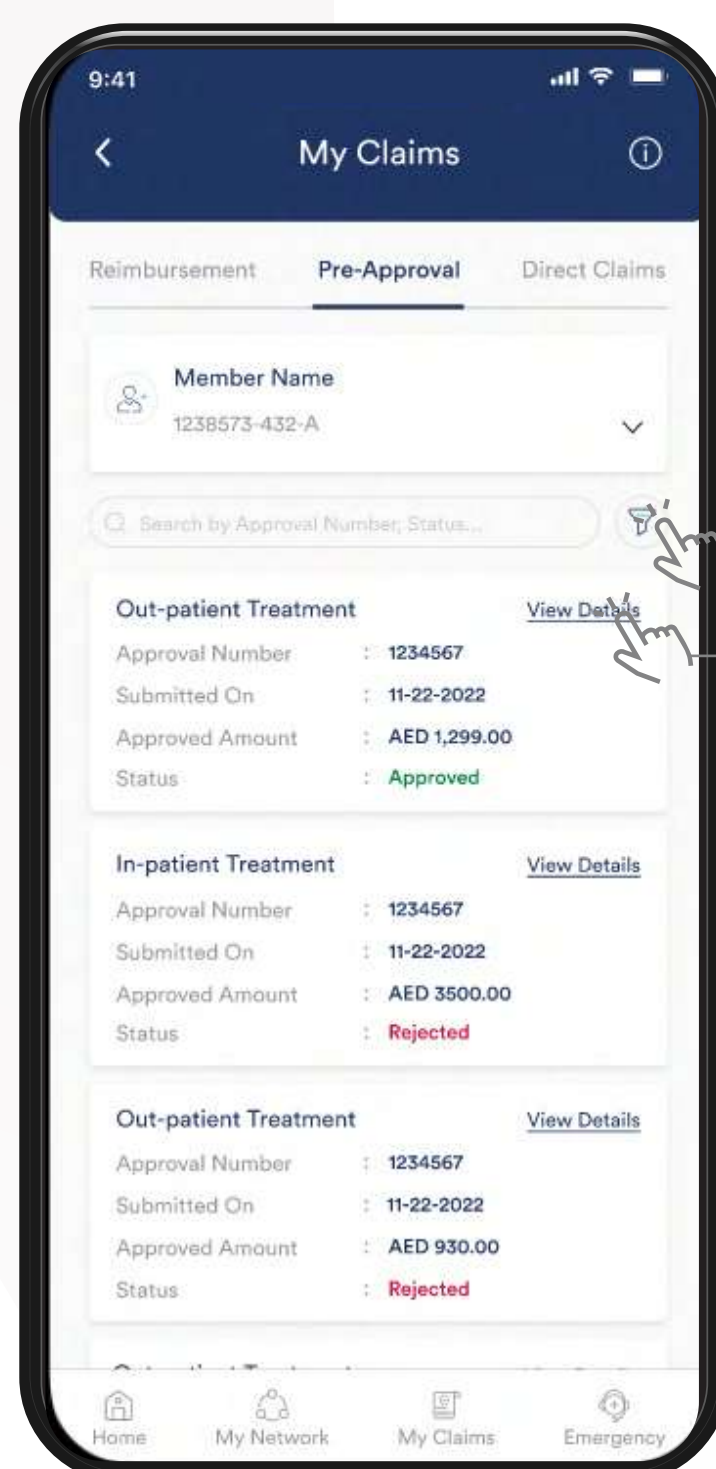
Pre-Approval : Securing coverage confirmation before medical procedures.

Direct Debit : Your insurance provider will directly pay the network clinics, pharmacies, diagnostics, and hospitals for the services you use.



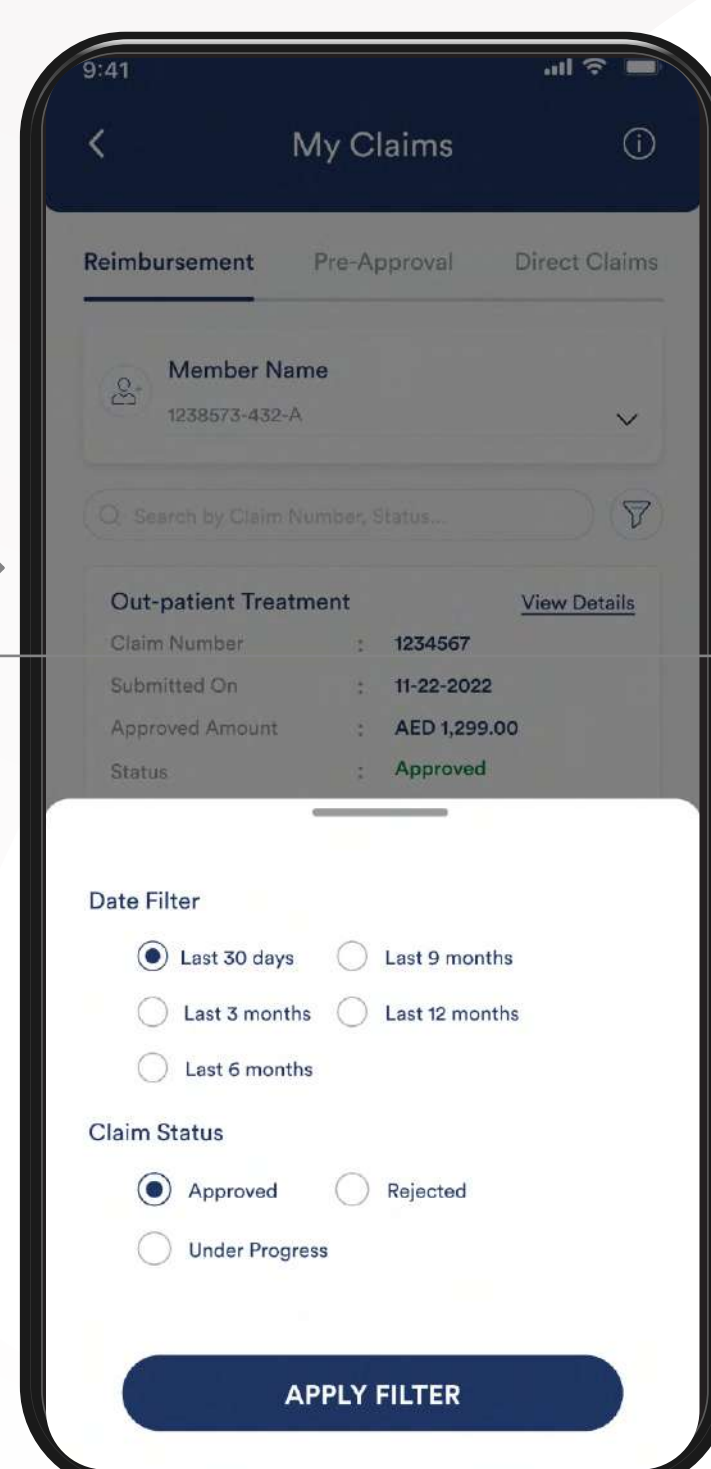
1

Tap on the 'My Claims' option



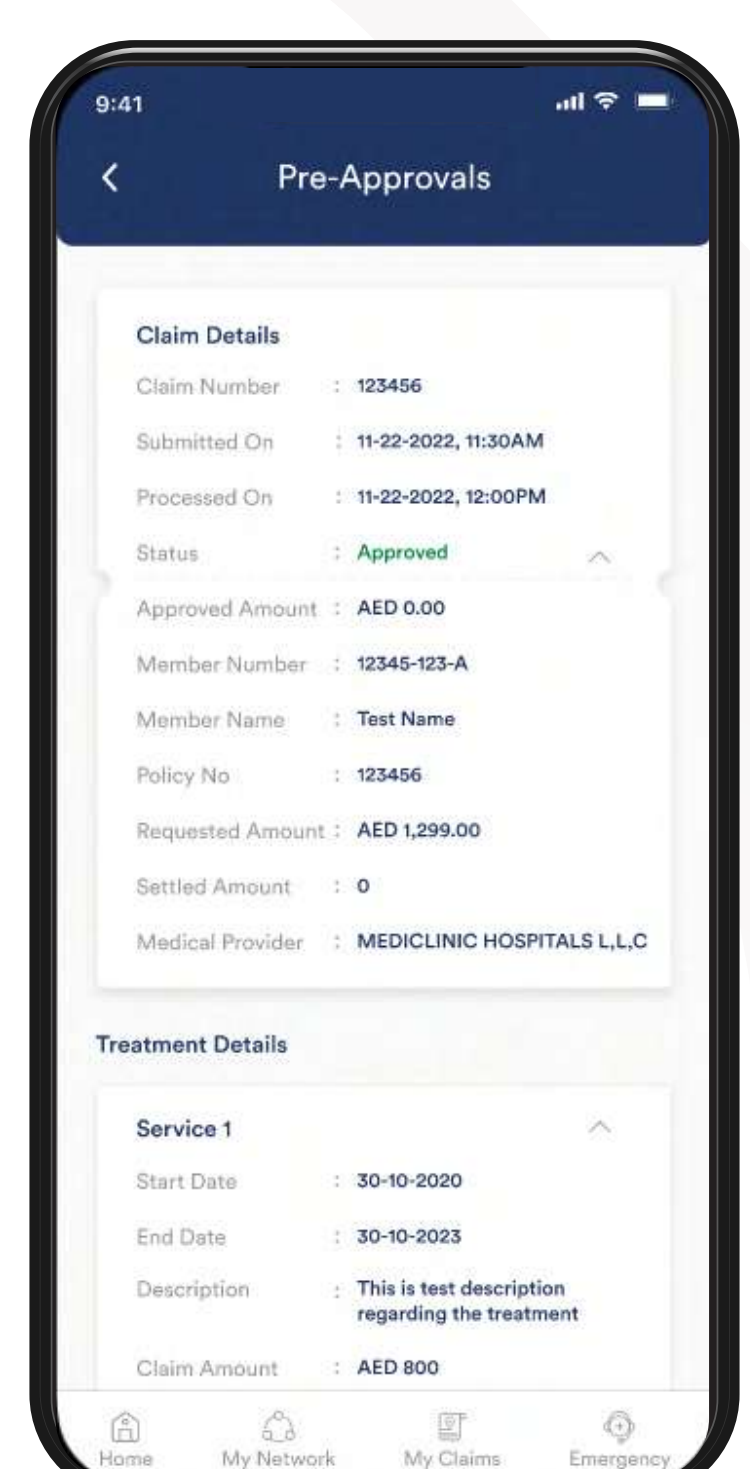
2

View details regarding pre-approval and direct claims



3

Apply filters to refine the displayed claims

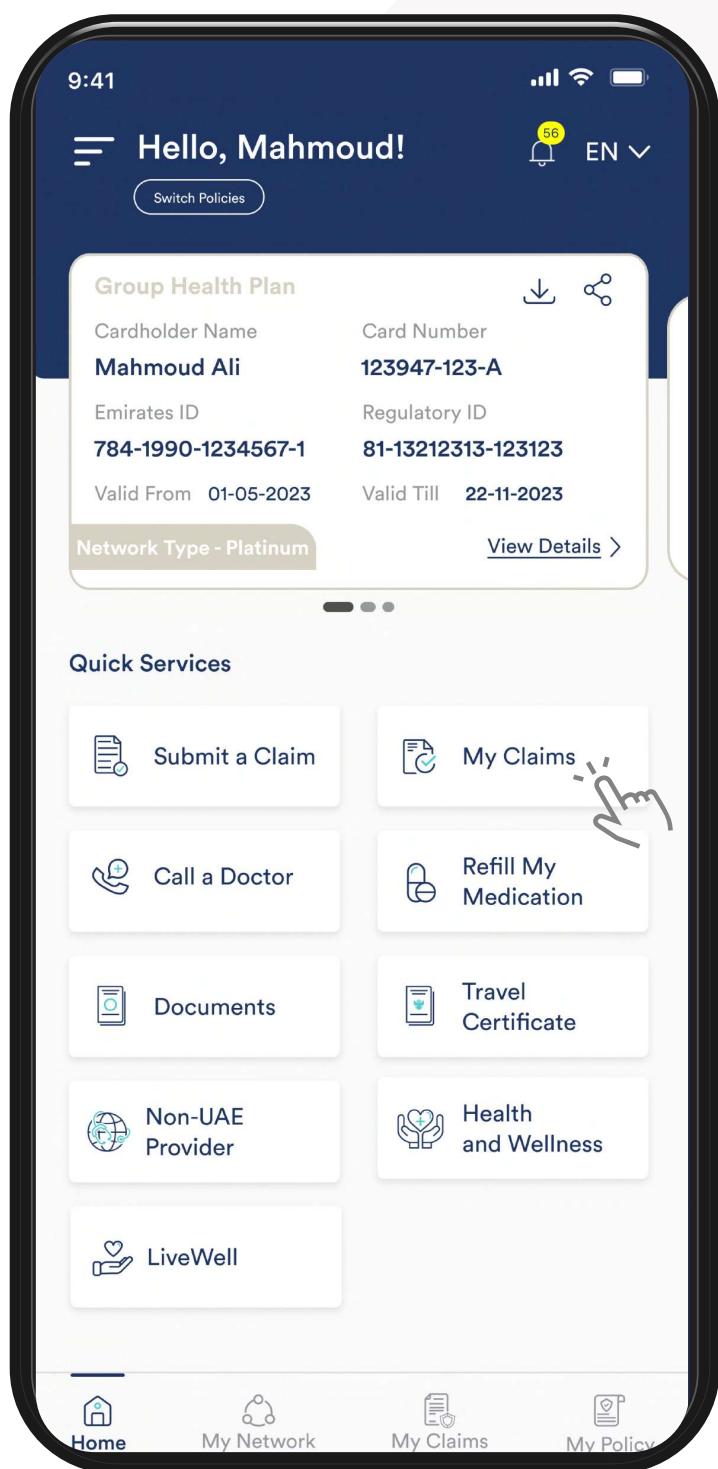


4

View Pre-approval/ Direct debit claim details

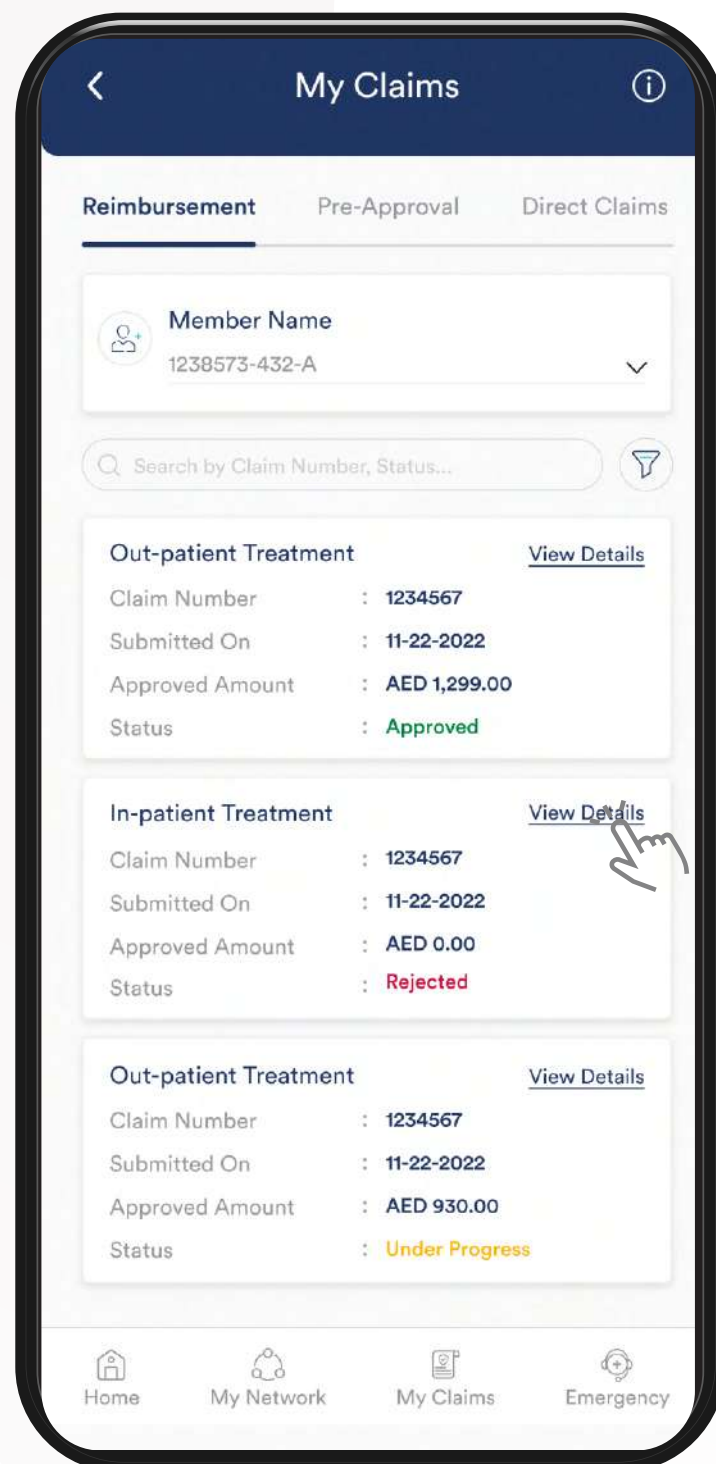
Resubmit reimbursement rejected claims

If you want to resubmit a rejected reimbursement claim, kindly follow the below steps



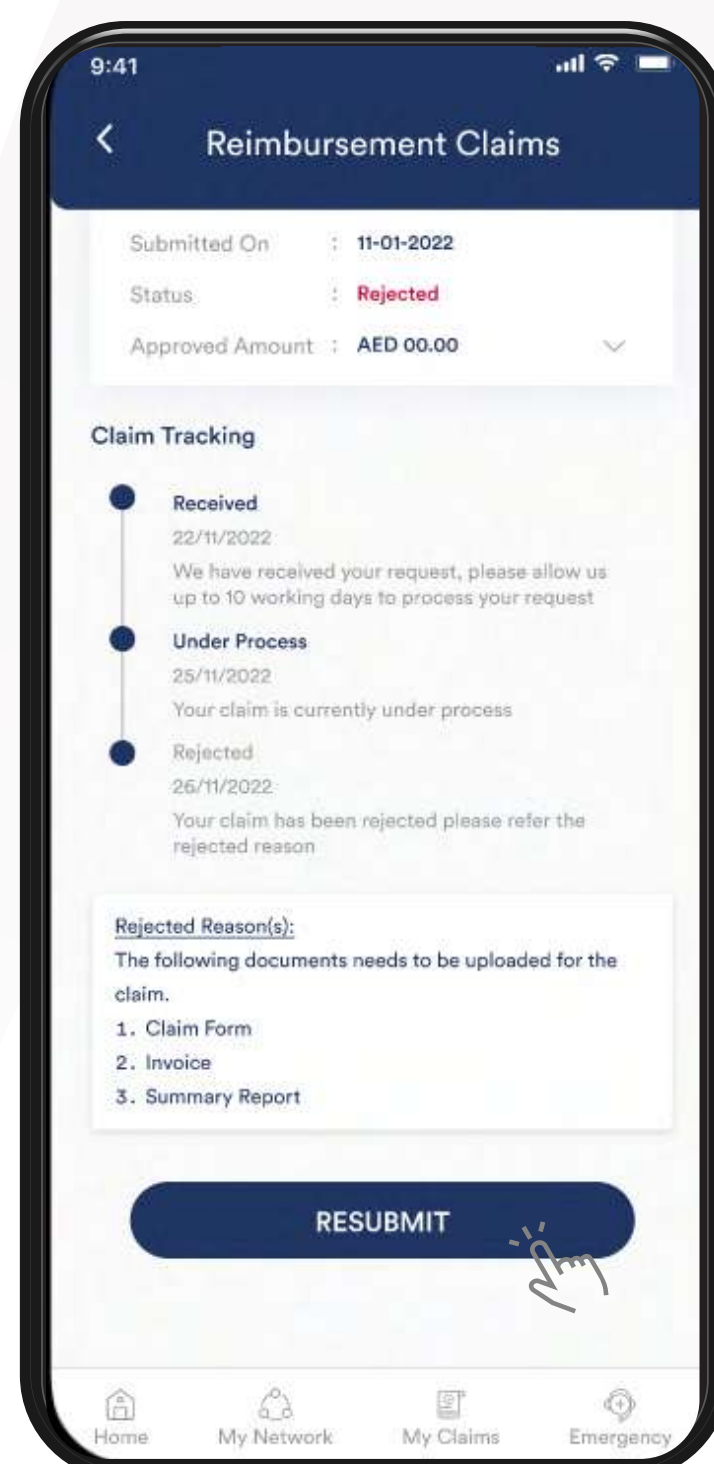
1

Tap on the 'My Claims' option



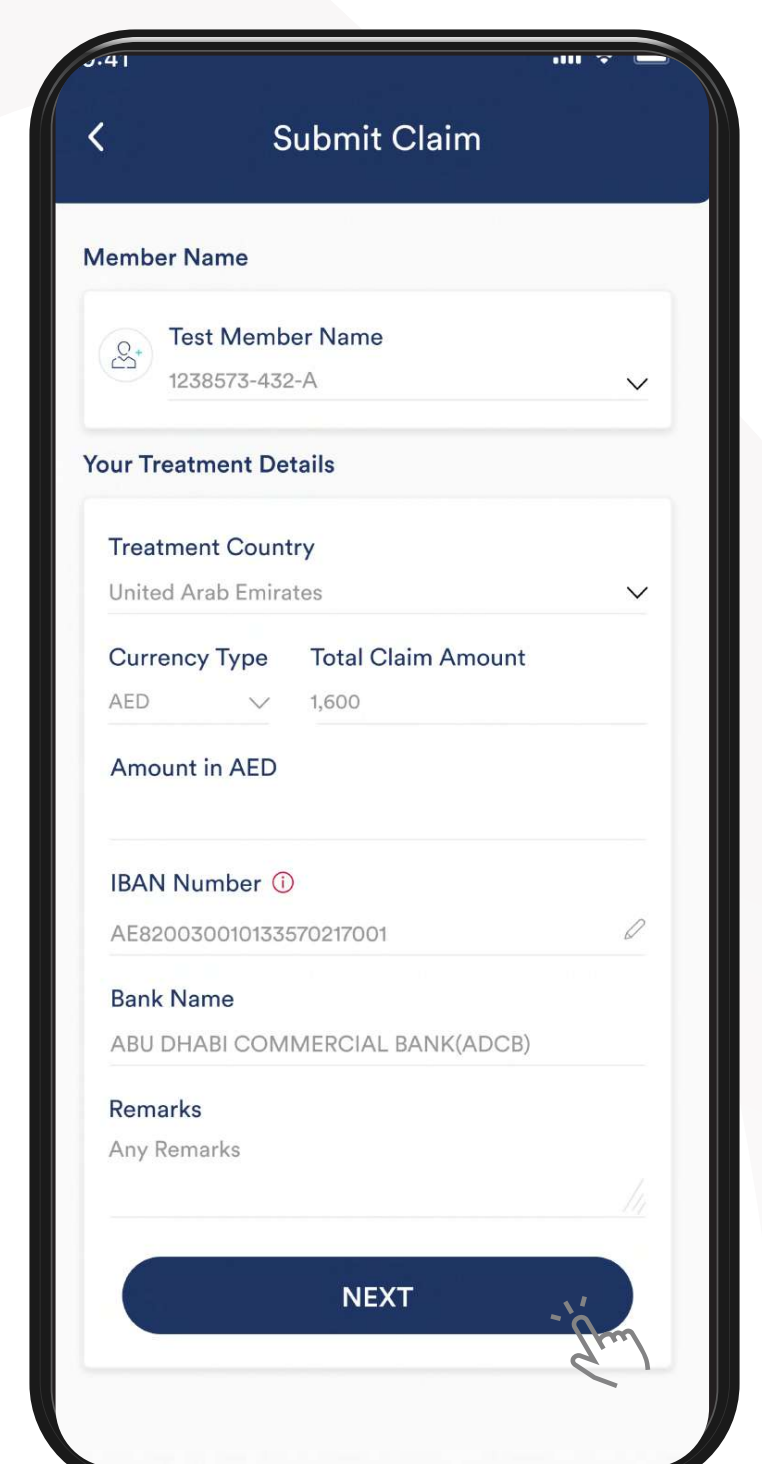
2

View details regarding reimbursement claims



3

Review the reason for rejection and proceed to resubmit the claim

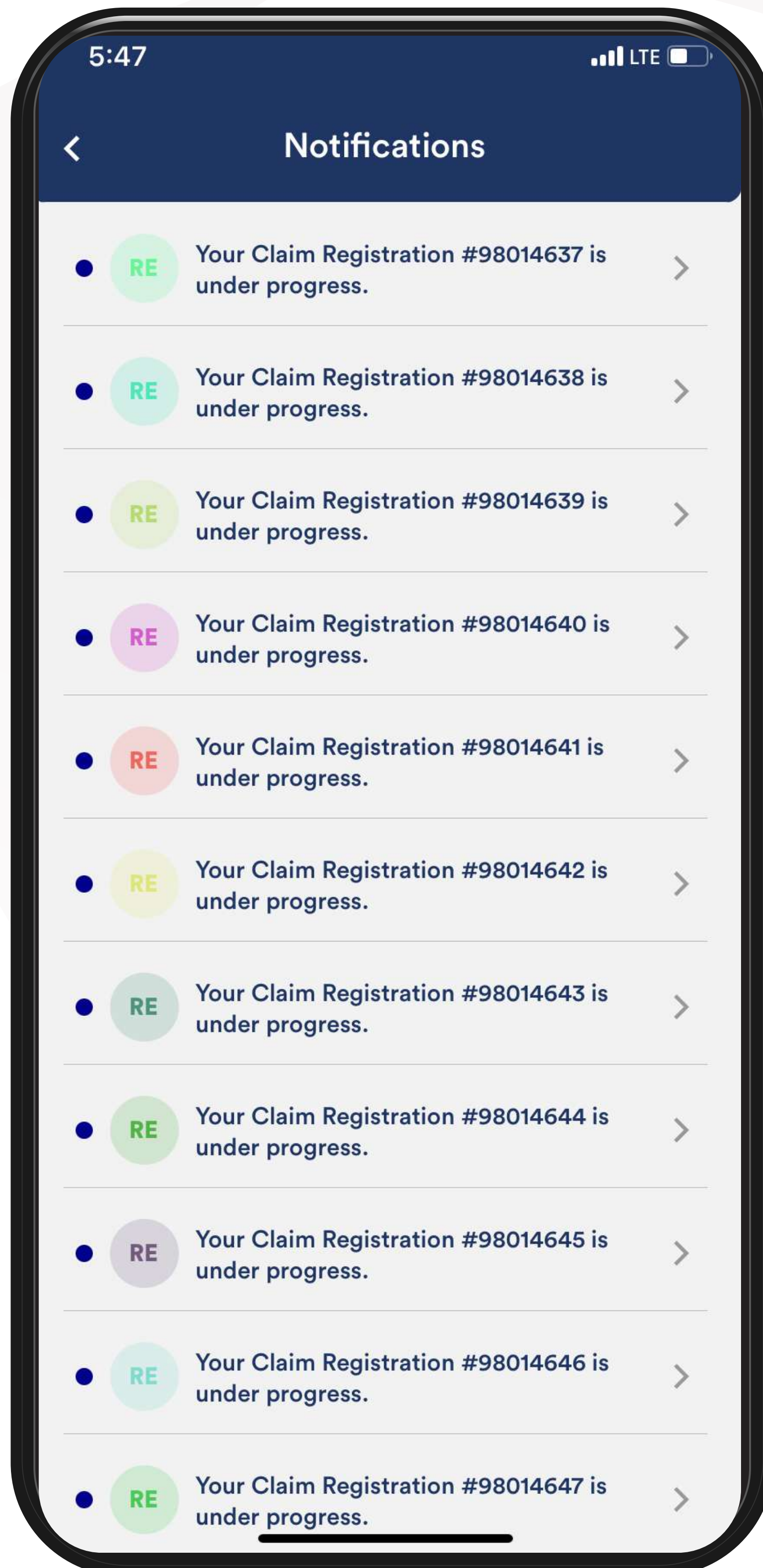


4

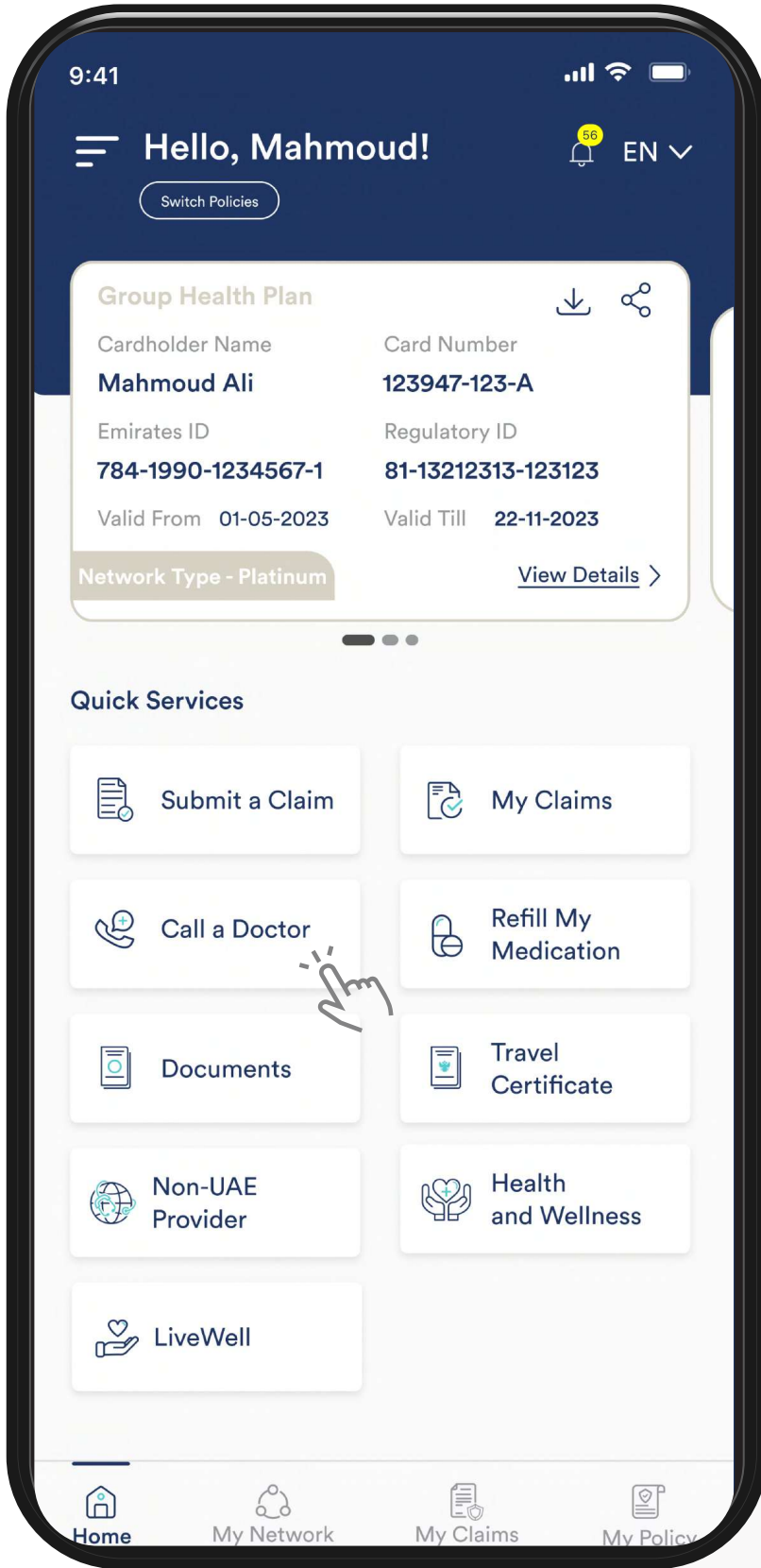
Click 'Next' to resubmit the claim

Notification

You can view the status/updates of your reimbursement and pre-approval claims in the notification screen

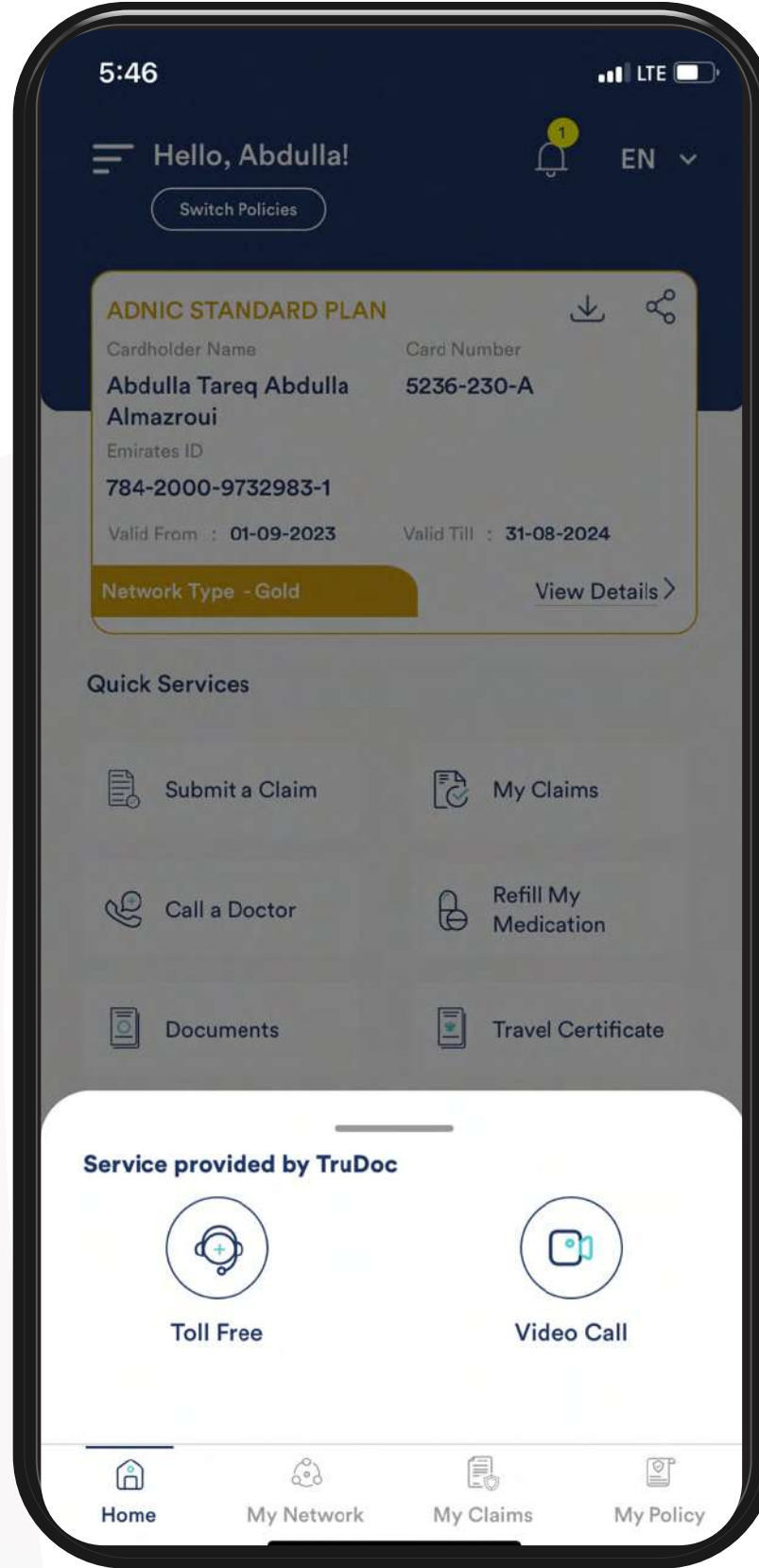


Call a Doctor



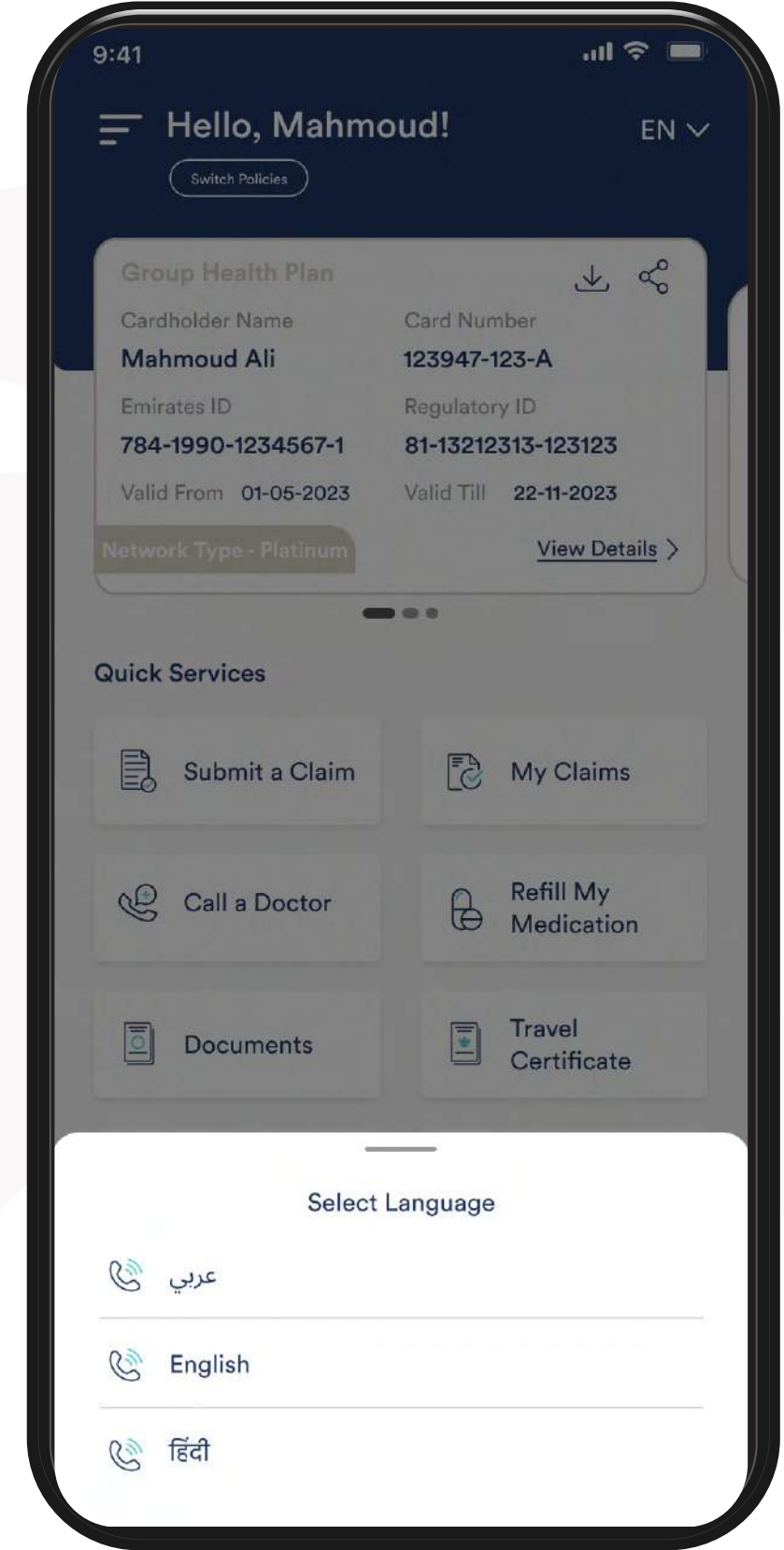
1

Tap on the 'Call a Doctor' option



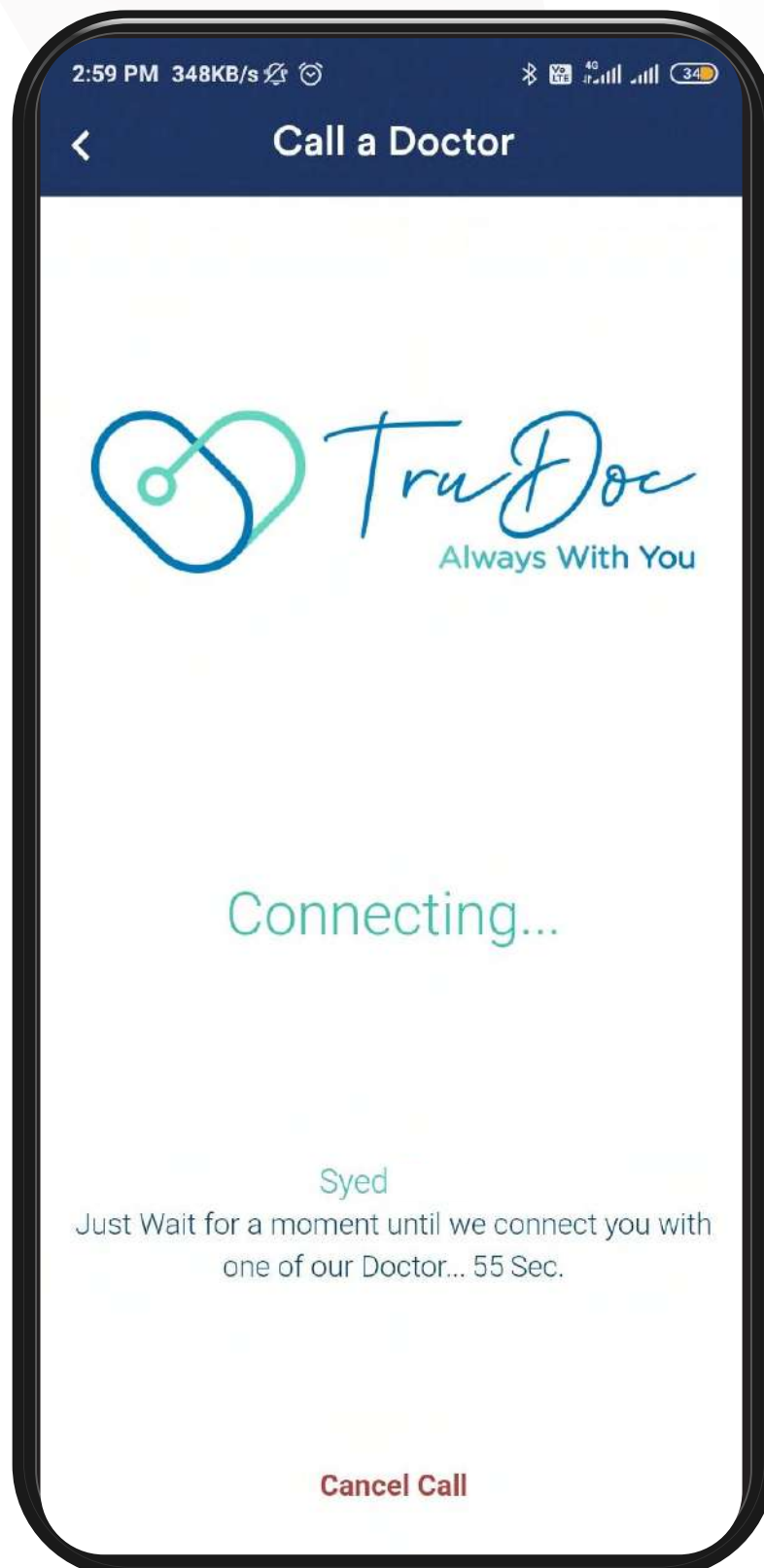
2

Select 'Video Call' or 'Toll-Free' option



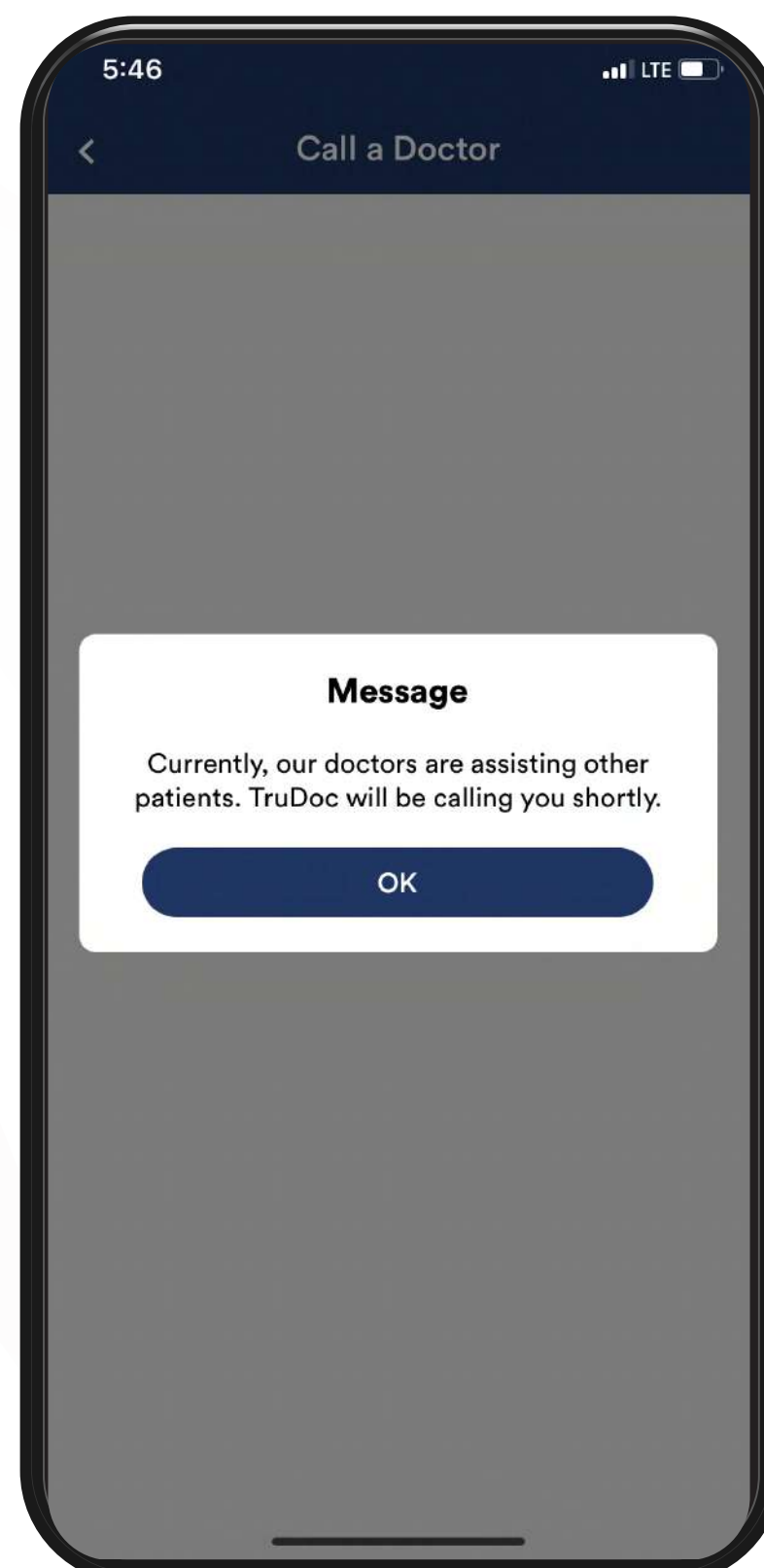
3

Choose the language you want to use during the video call



4

Initiate the video call to connect with the TruDoc team and proceed with your consultation

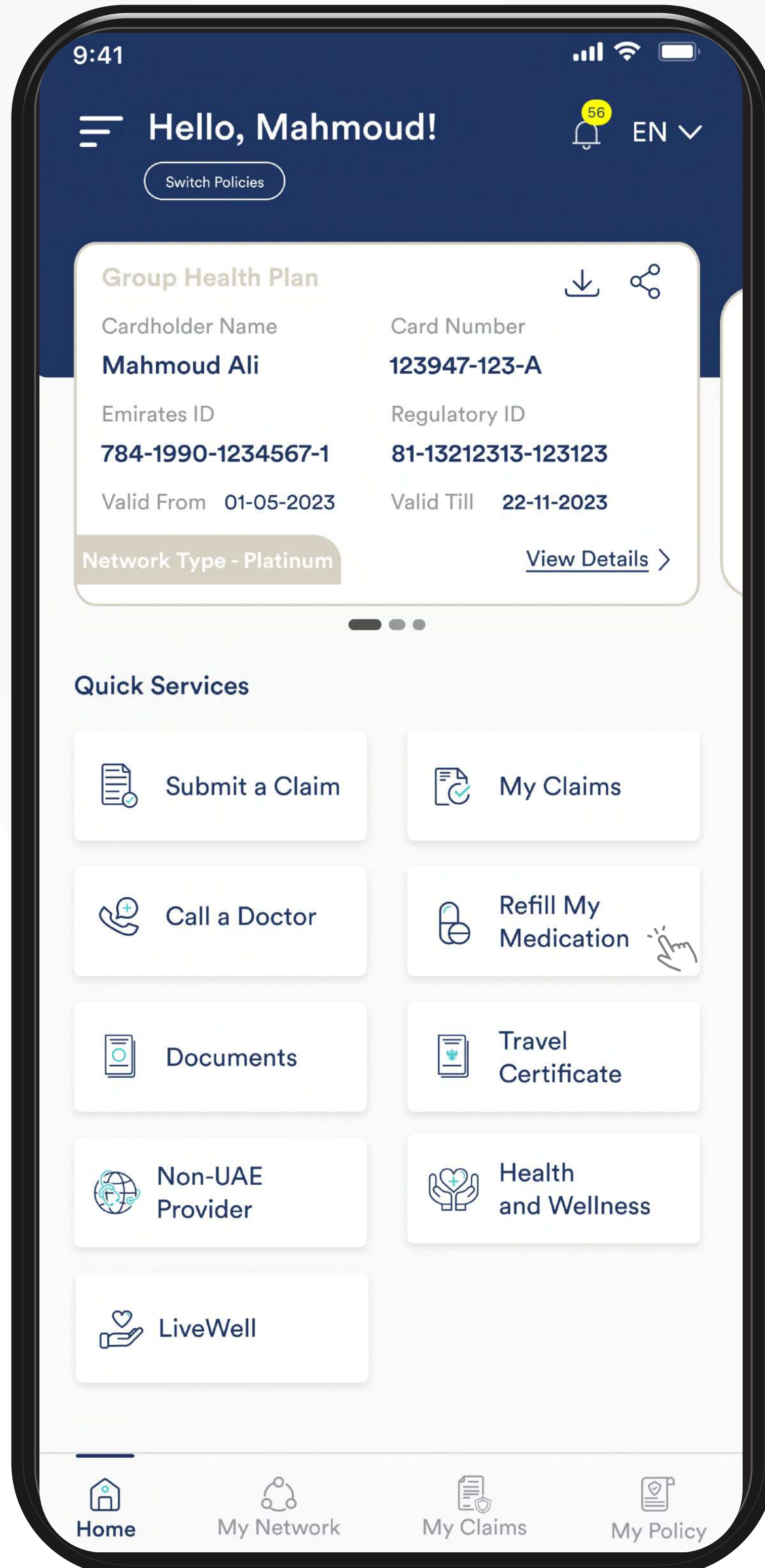


5

If TruDoc team is unavailable at the moment, they will return your call shortly by phone for consultation

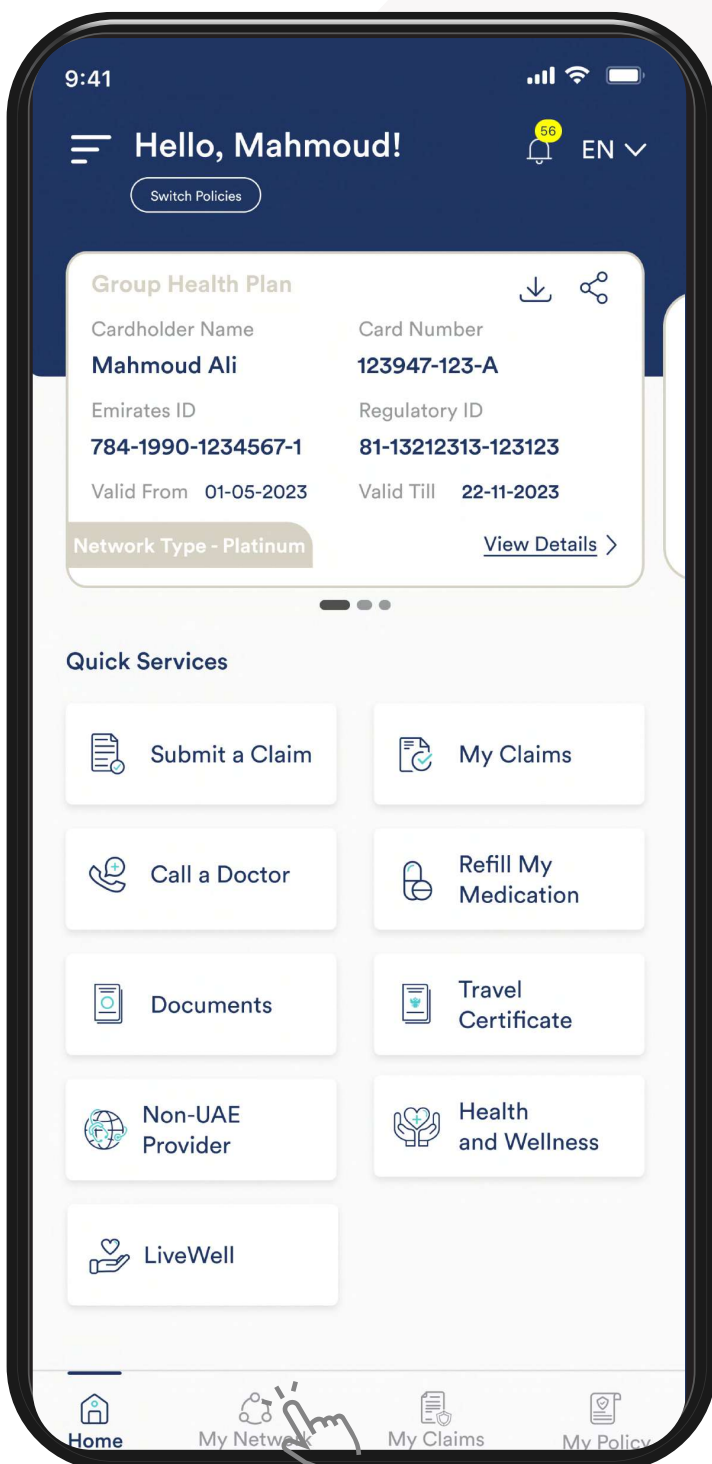
Refill My Medication

- Select the 'Refill My Medication' option from the home screen in the quick service section.
- Upon selection, the user will be redirected to the mobile dial pad to initiate a call to the service provider.



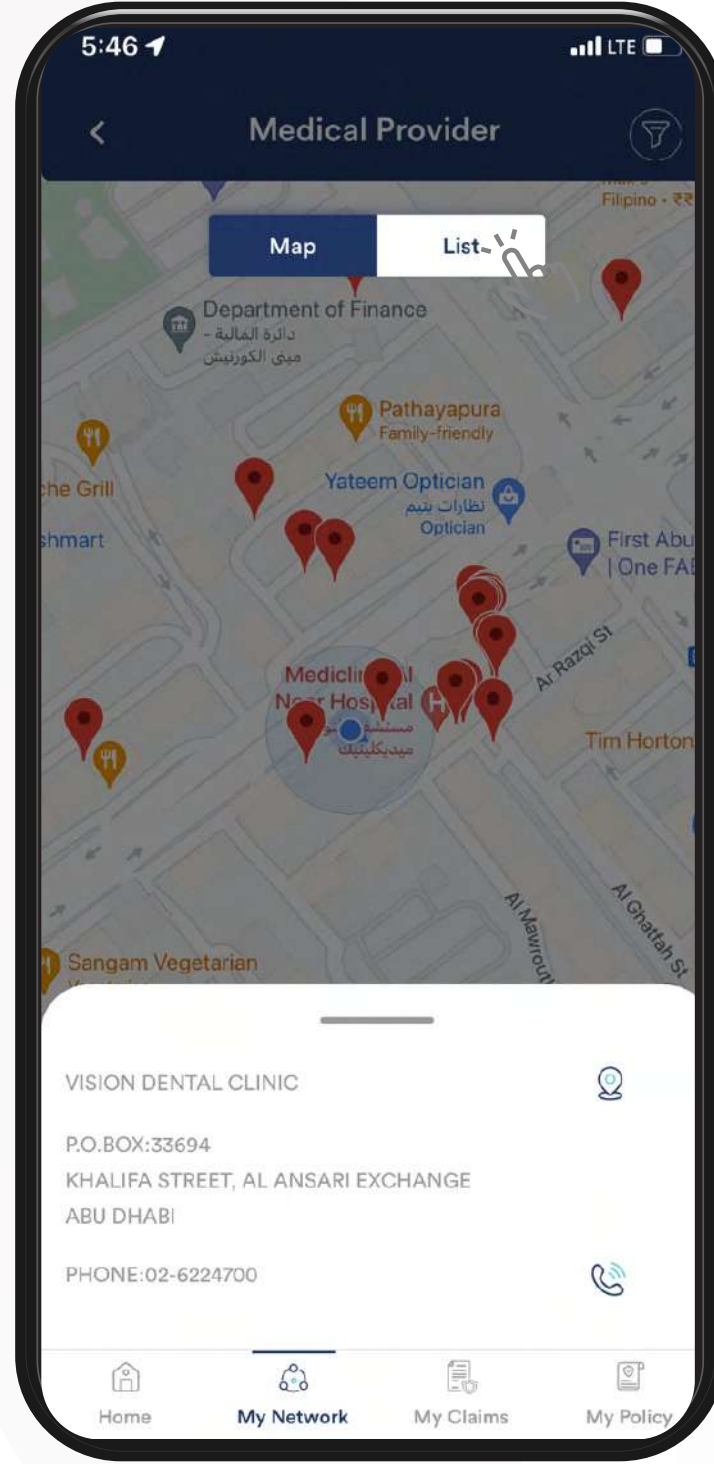
View Medical Provider network

You can check and contact a medical provider using the below steps



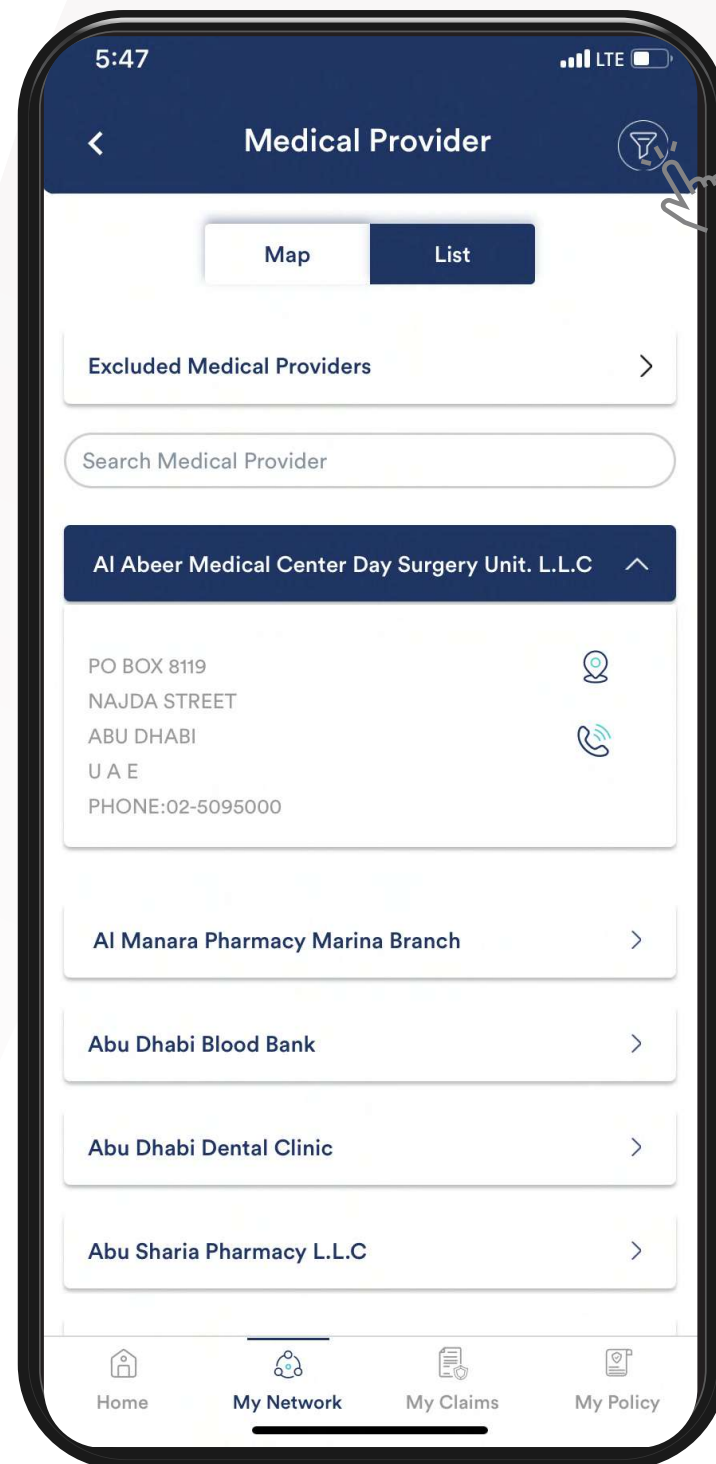
1

Tap on the 'My Network'



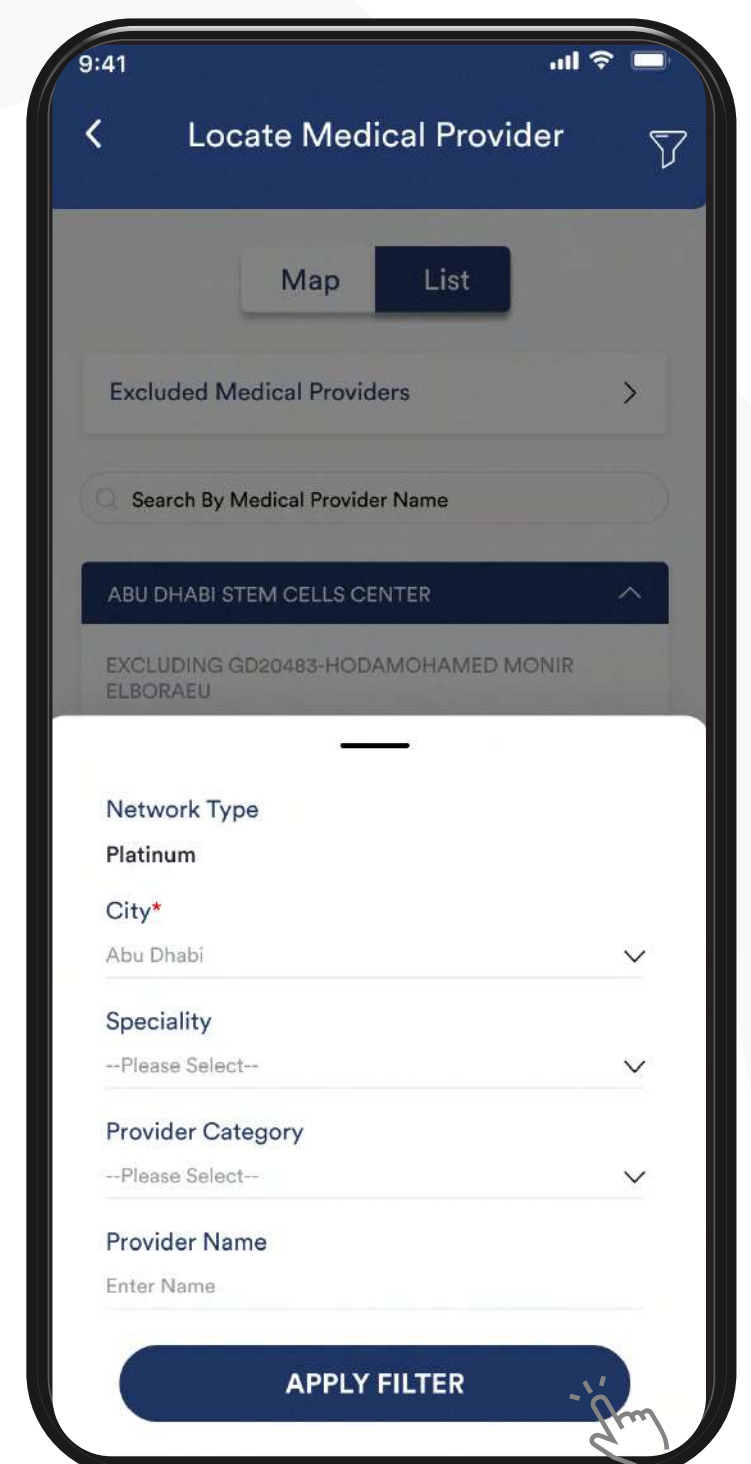
2

Search for a Medical provider in Map view or list view



3

Medical providers in List view

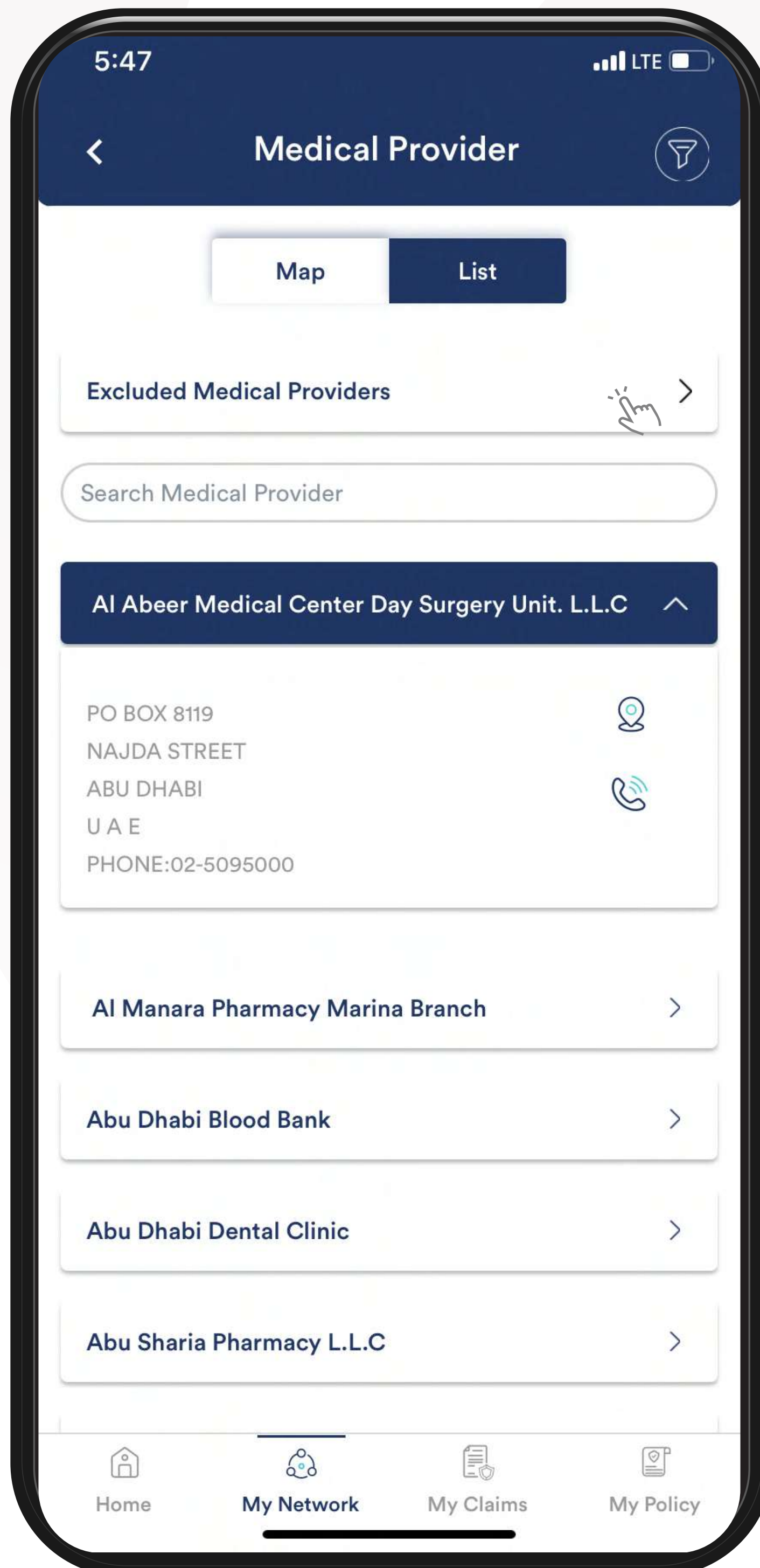


4

Users can filter medical providers based on specific requirements or preferences

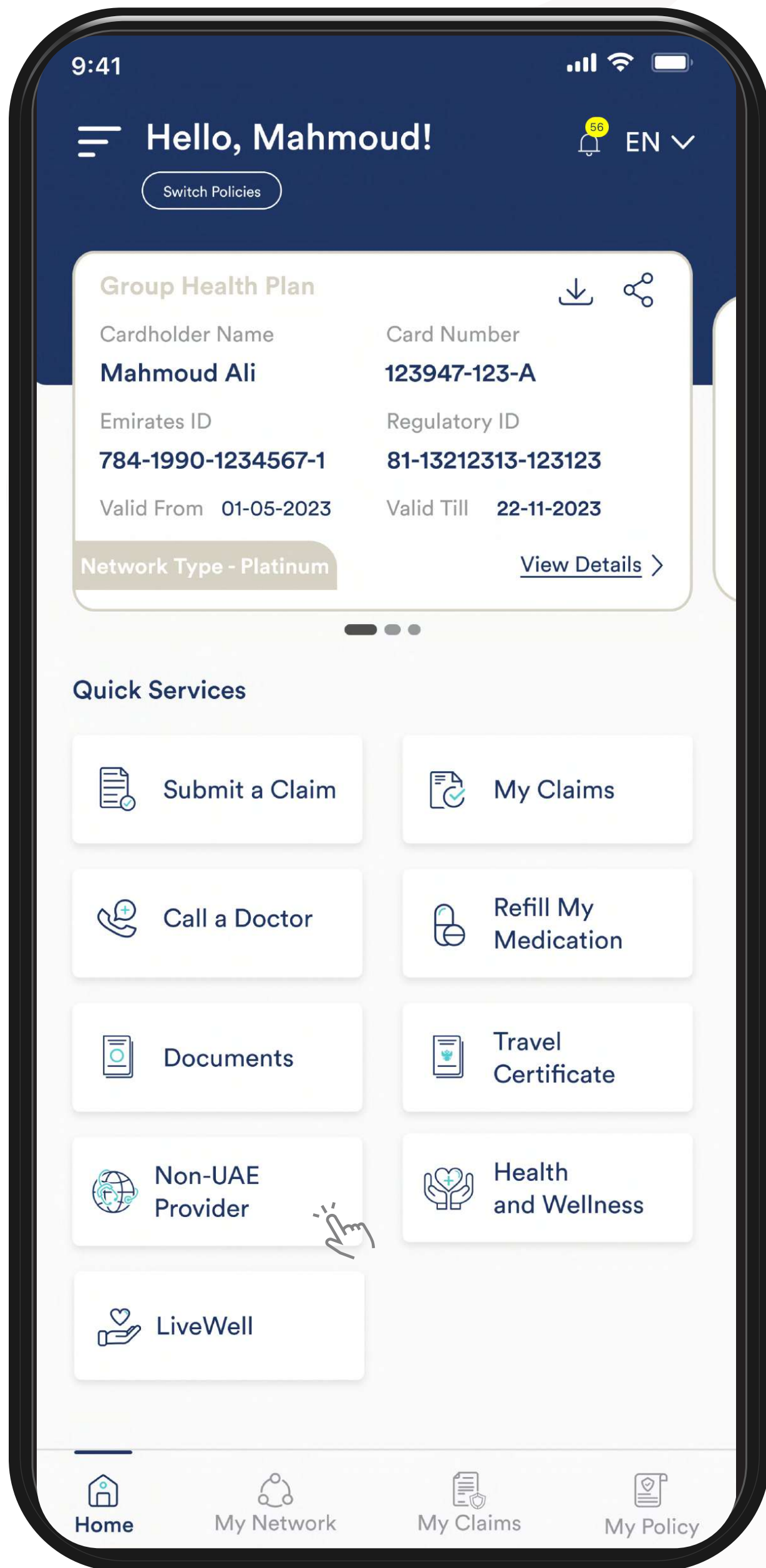
View excluded Medical Providers List

- Choose the 'Excluded Medical Providers' option from the list.
- Excluded medical providers can be viewed in a list view



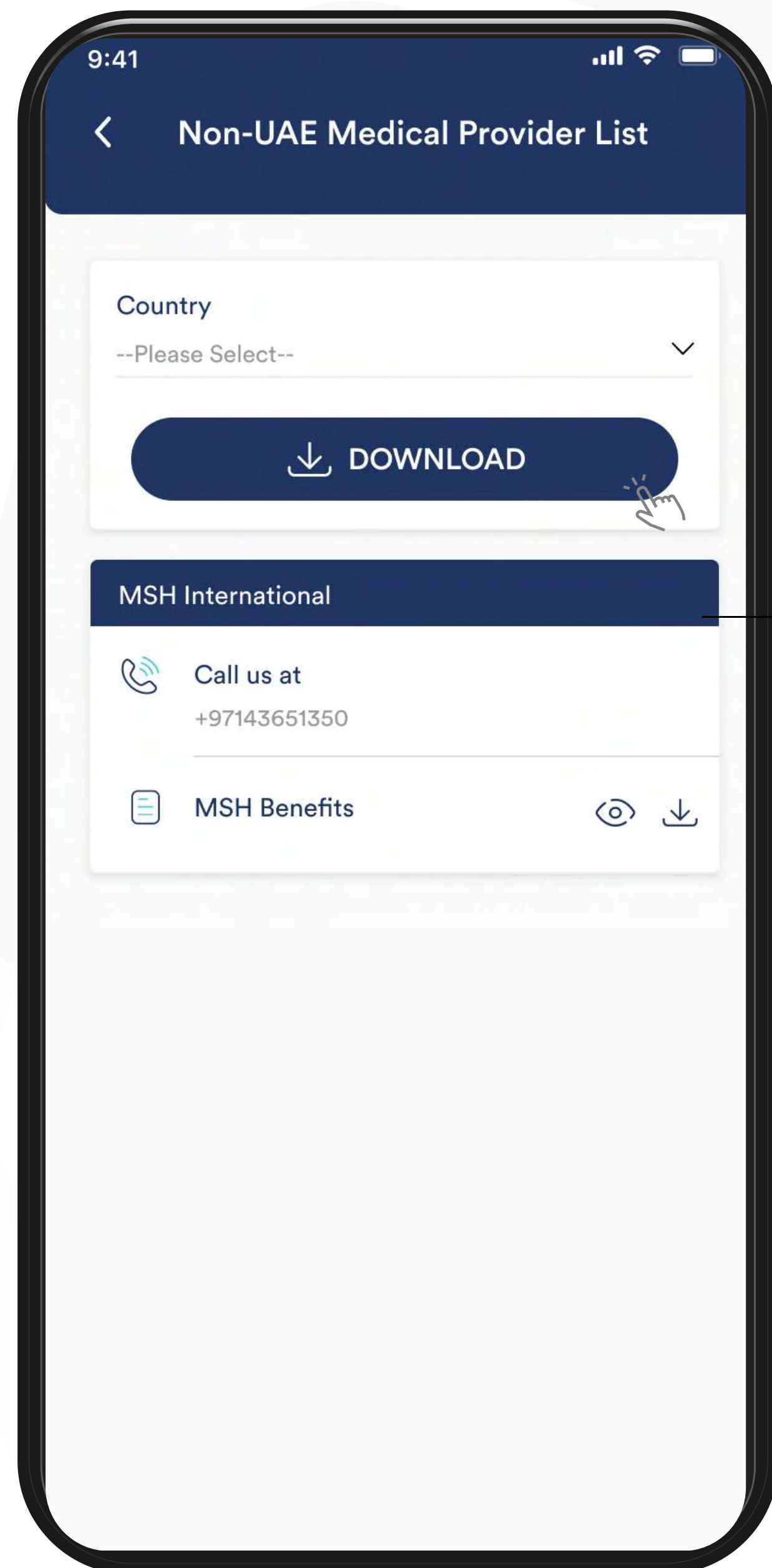
Access Non-UAE Medical Providers

Access the details related to MSH International. (Note: This information is available only for applicable policies)



1

Tap on the 'Non-UAE Provider' option

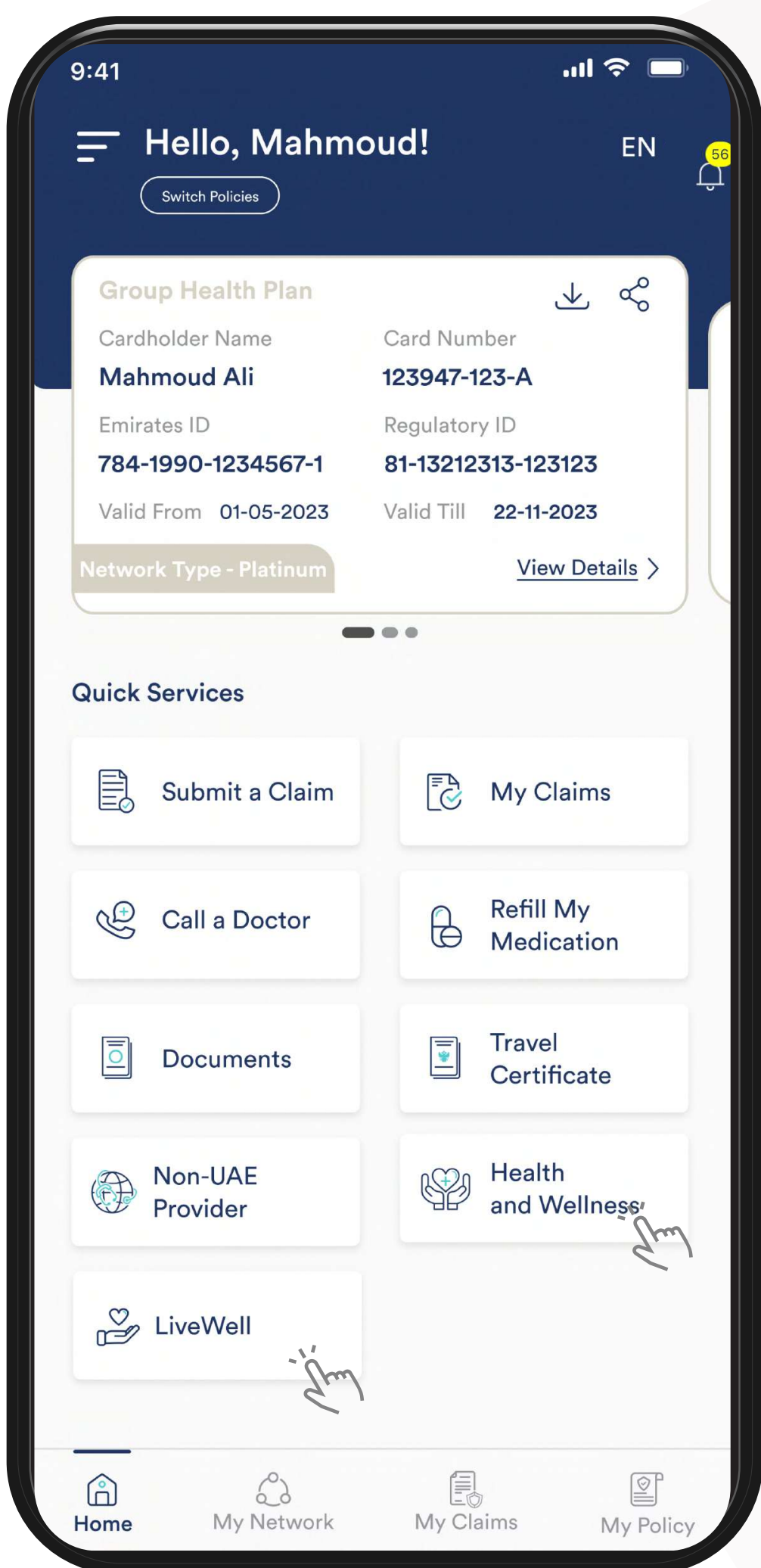


2

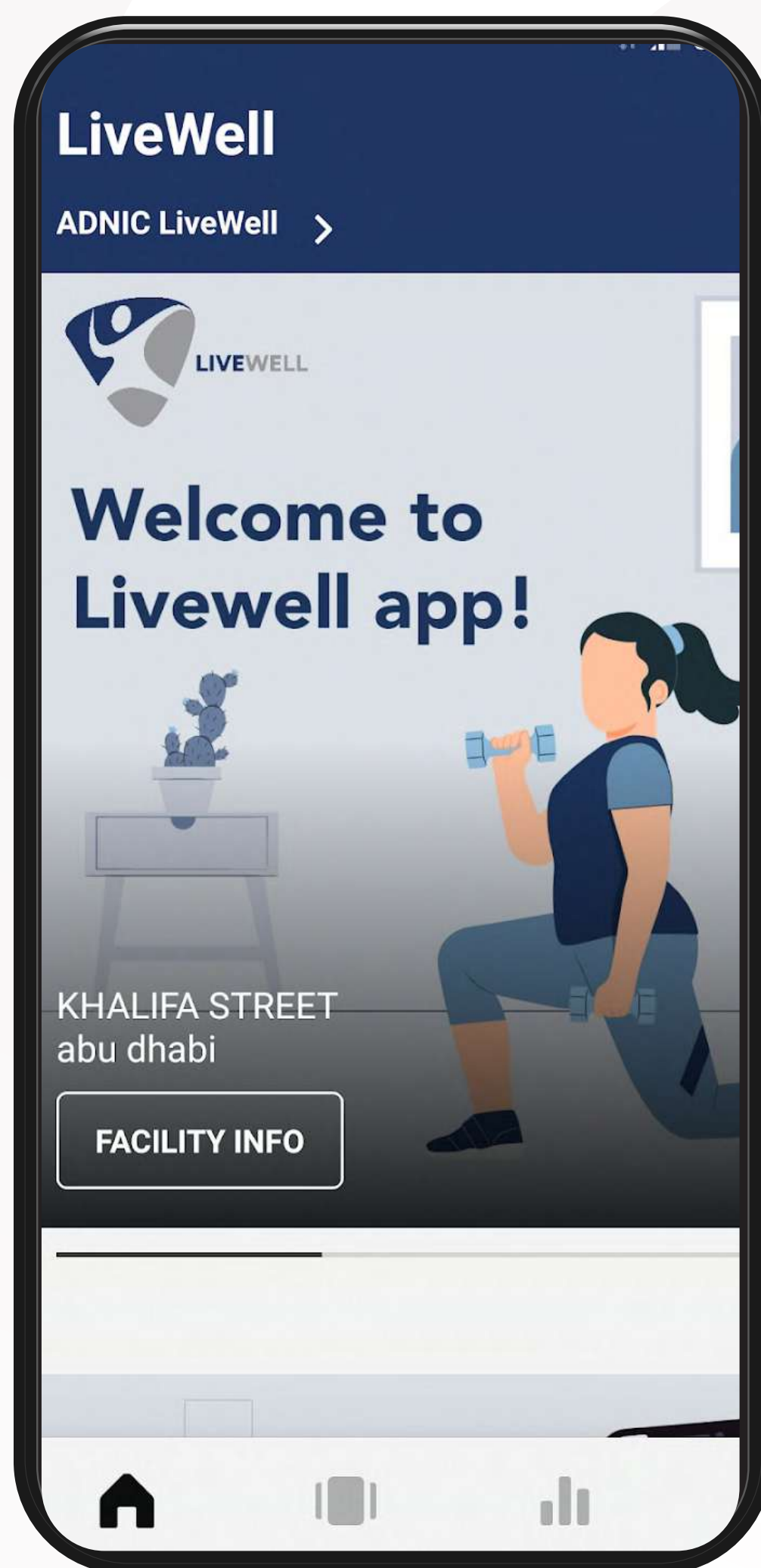
Users can choose a specific country and download the list of non-UAE medical providers for that country

Access Health and Wellness feature & LiveWell

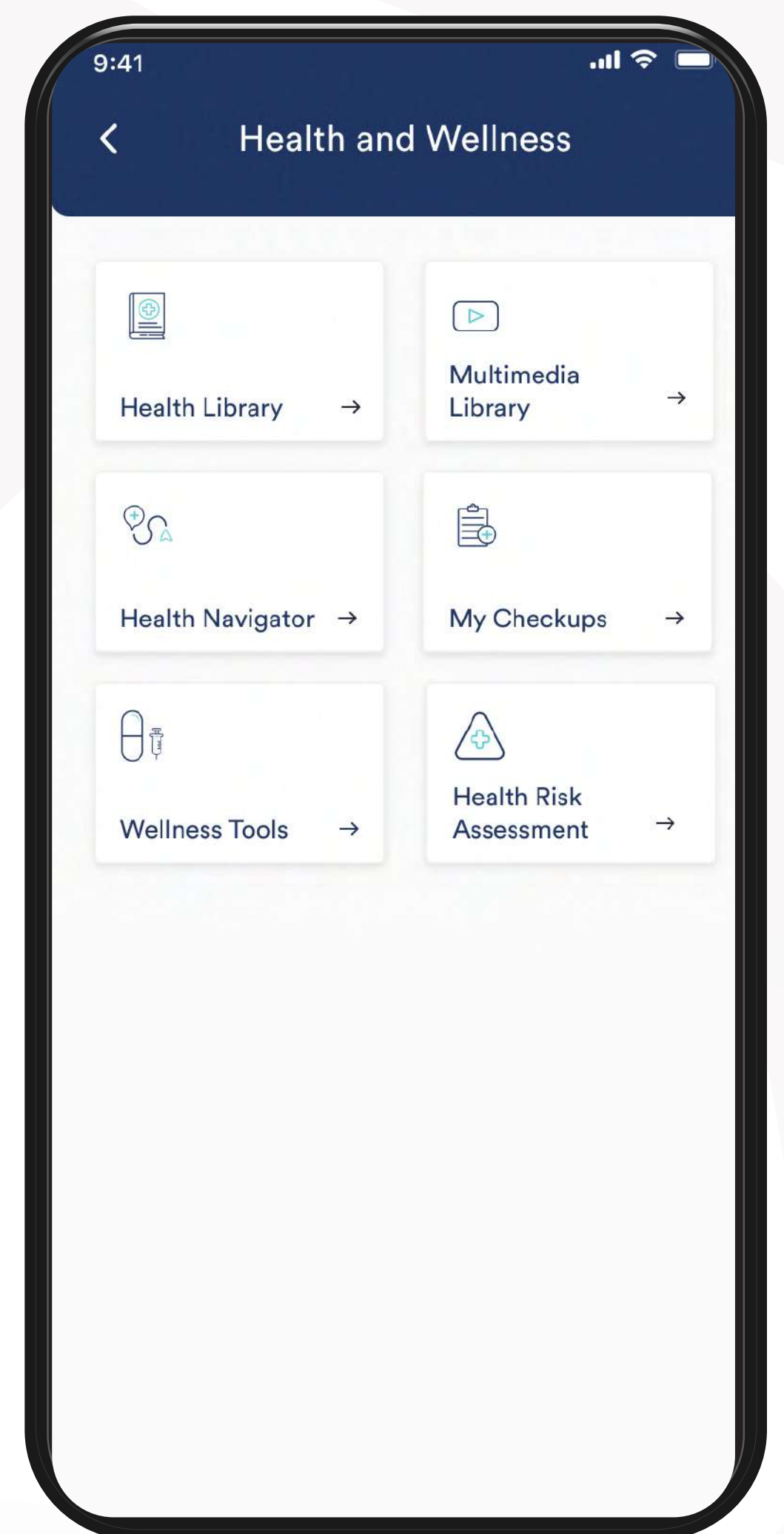
To access the Health and Wellness resource or LiveWell app, follow the below steps



Tap on the 'Health and Wellness' or 'LiveWell'



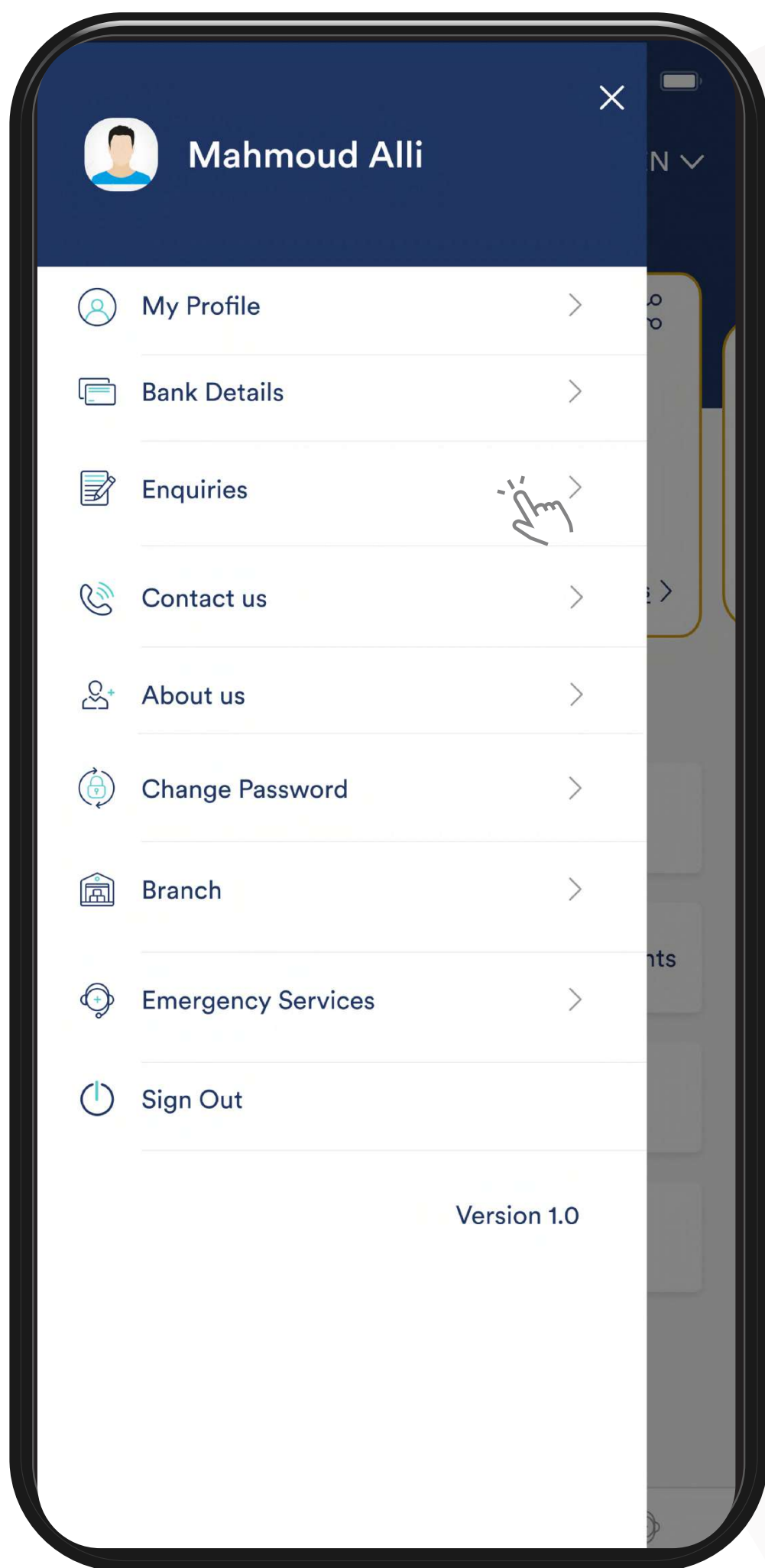
Tap on 'LiveWell' option to access the LiveWell app



Users can view and utilize various health and wellness functionalities in 'Health and Wellness' section

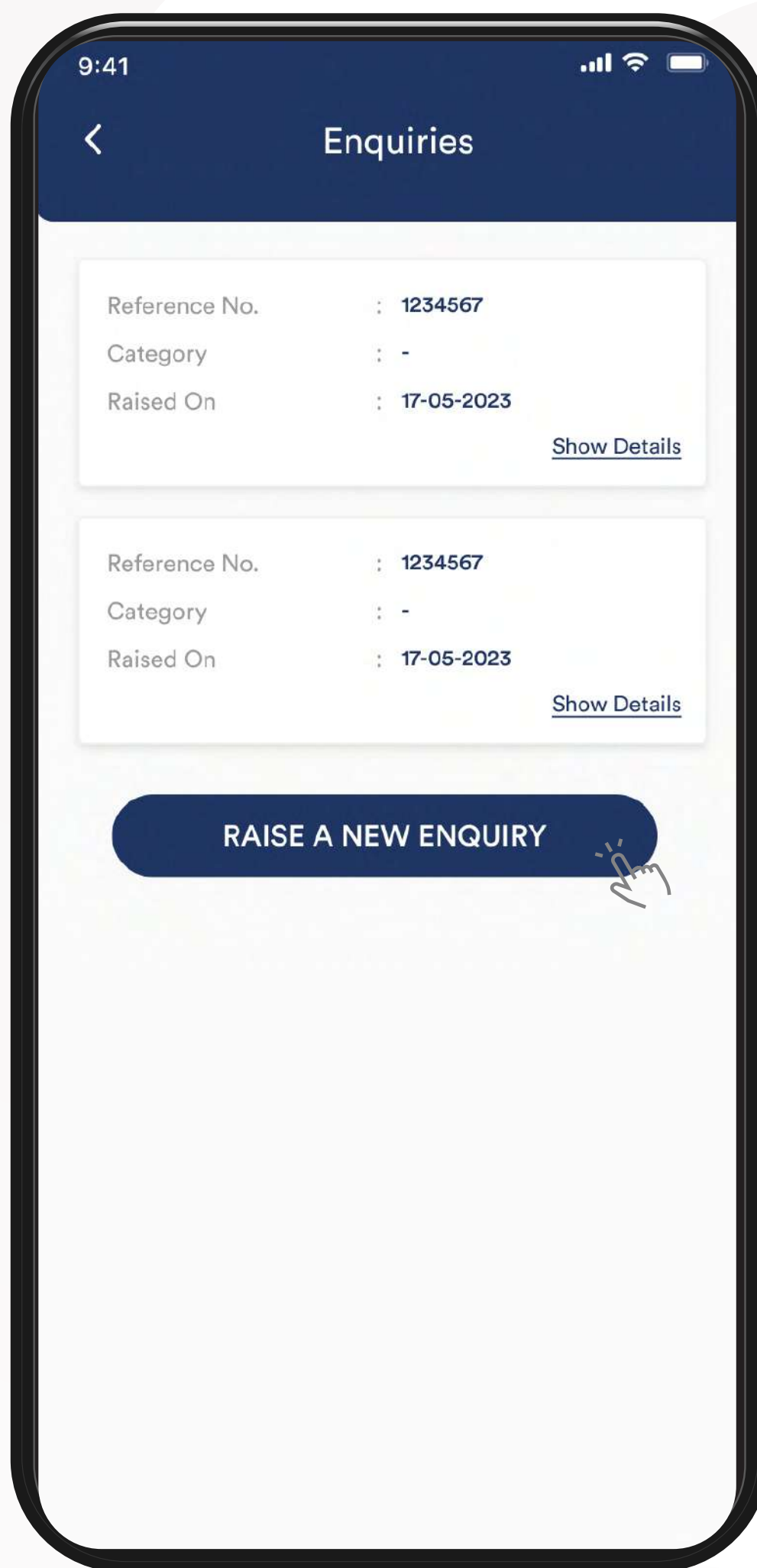
Submit / View Enquires

If you have any enquiries you can follow the below steps to submit an enquiry



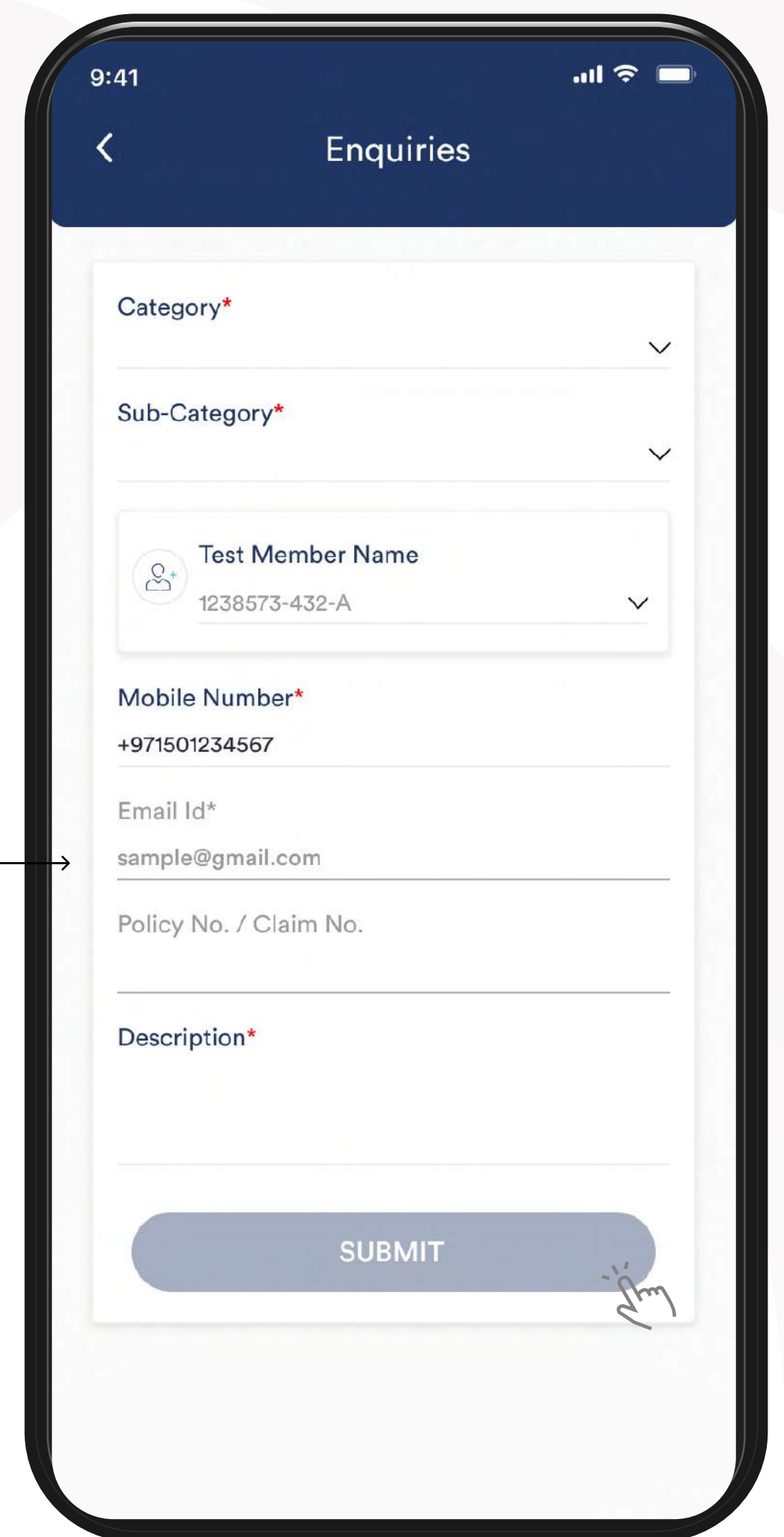
1

Tap on the 'Enquires' option in the side menu



2

Select the 'Raise a New Enquiry' option to submit a new enquiry (Also, you can view the history of your past enquiries, including the ability to re-open them)

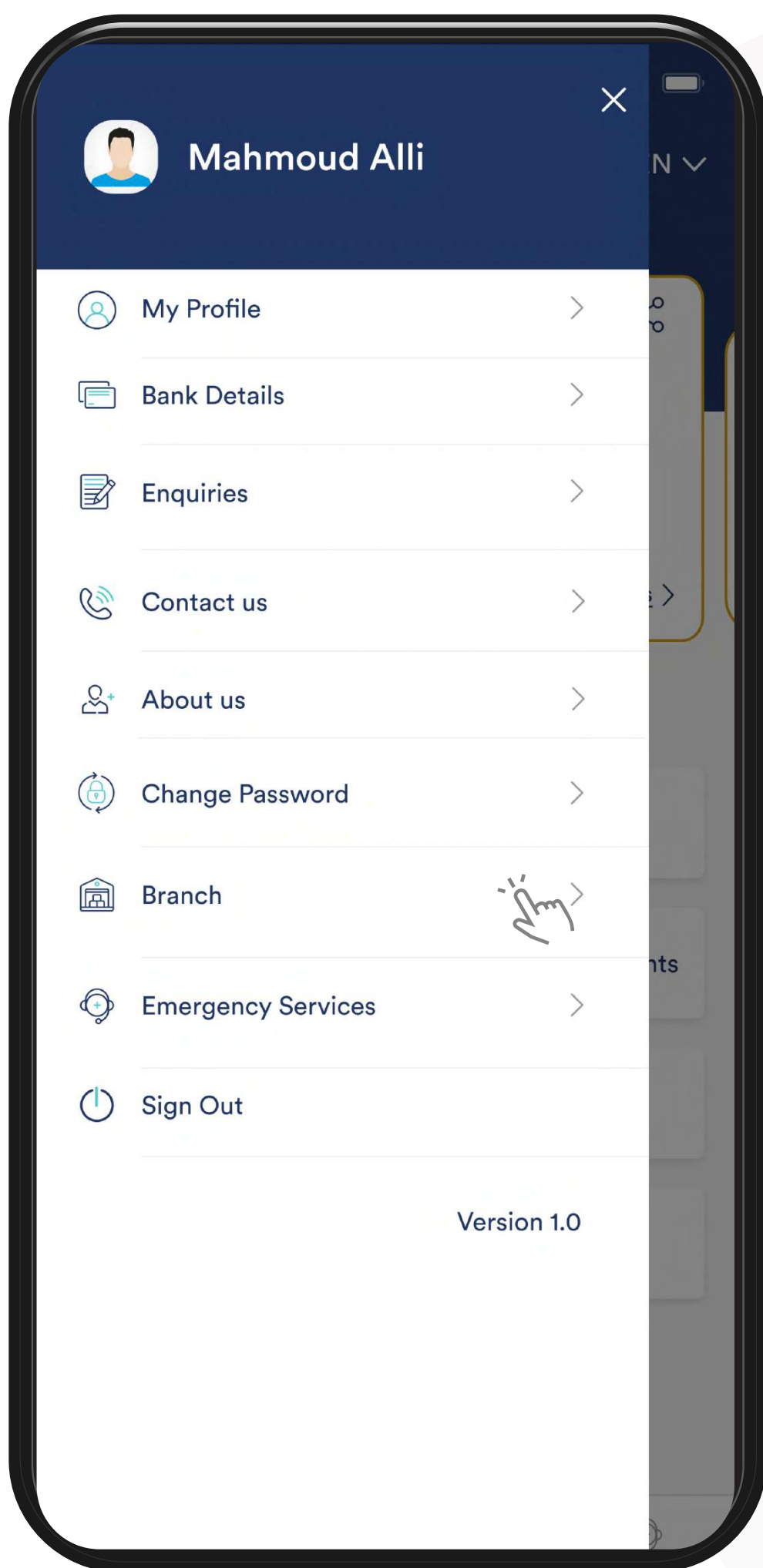


3

Select the 'category' and sub-category. Complete the details and click on 'Submit'

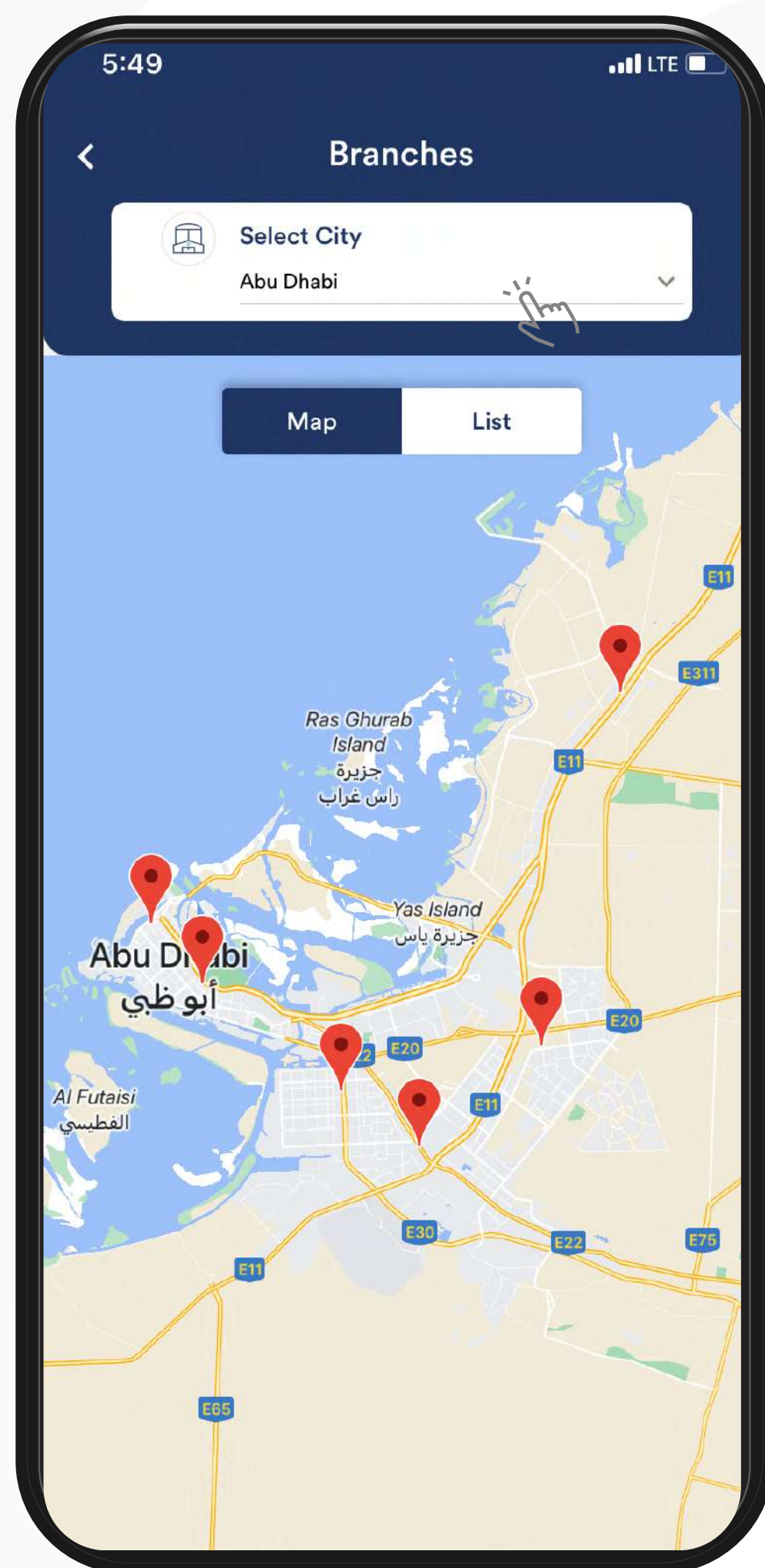
View Branches

User can view ADNIC branches and get an access to view their address and contact details



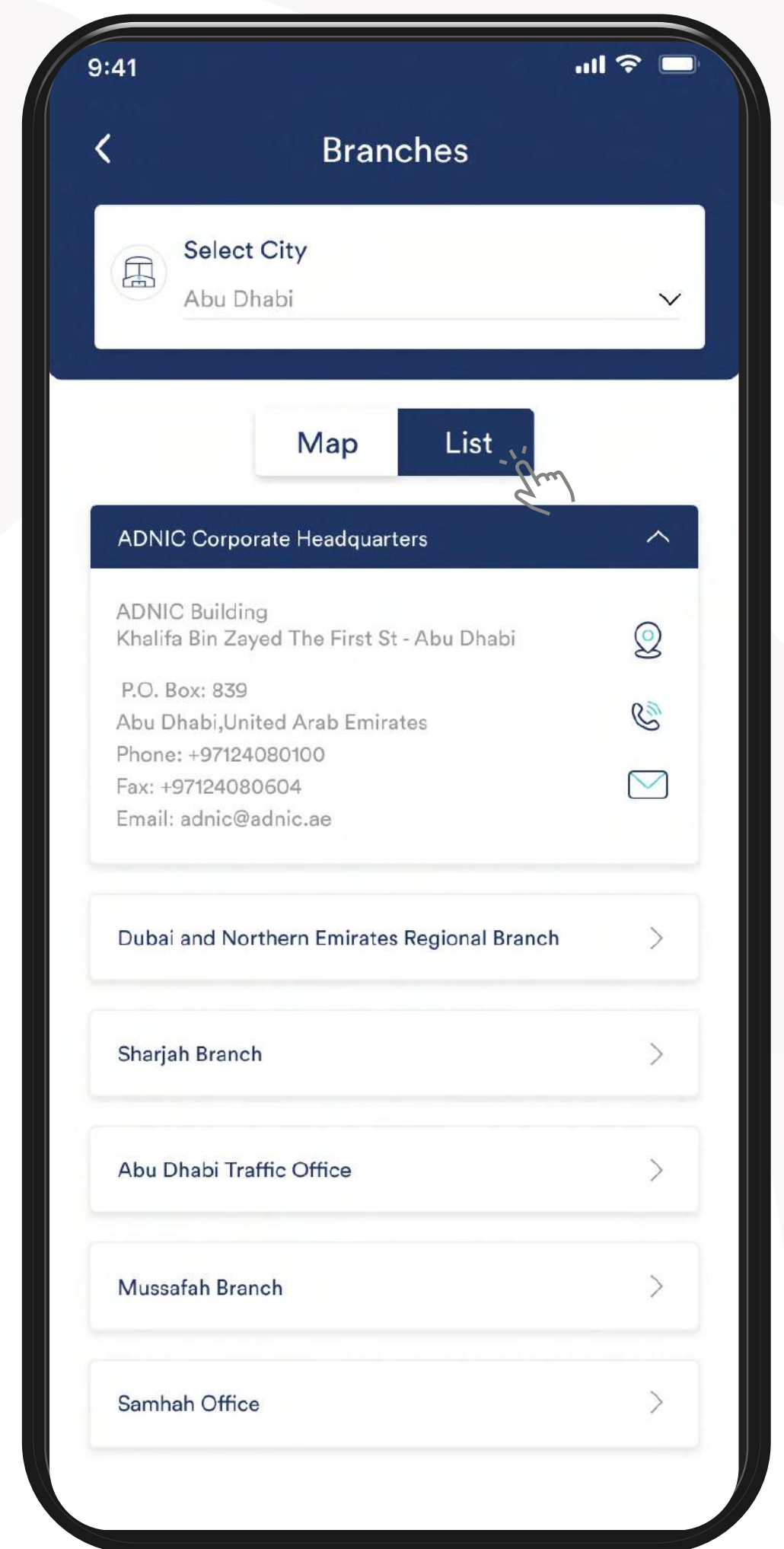
1

Tap on 'Branches' option in the side menu



2

View available branches on the Map. Clicking on a location will show the branch details, including options to get directions and contact the branch

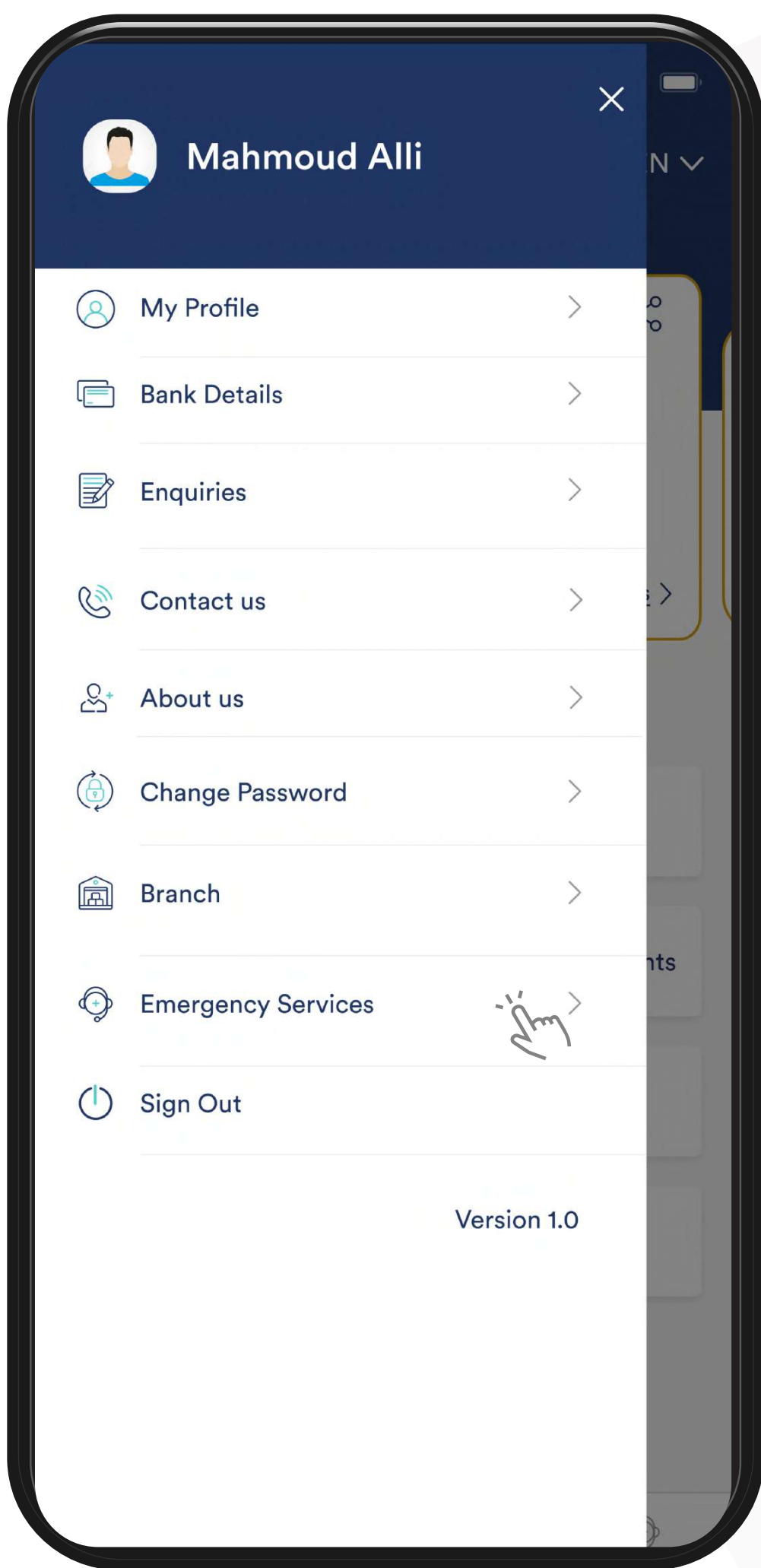


3

Click on 'List to view' branches in list view. Choose a city from the dropdown to see branches there

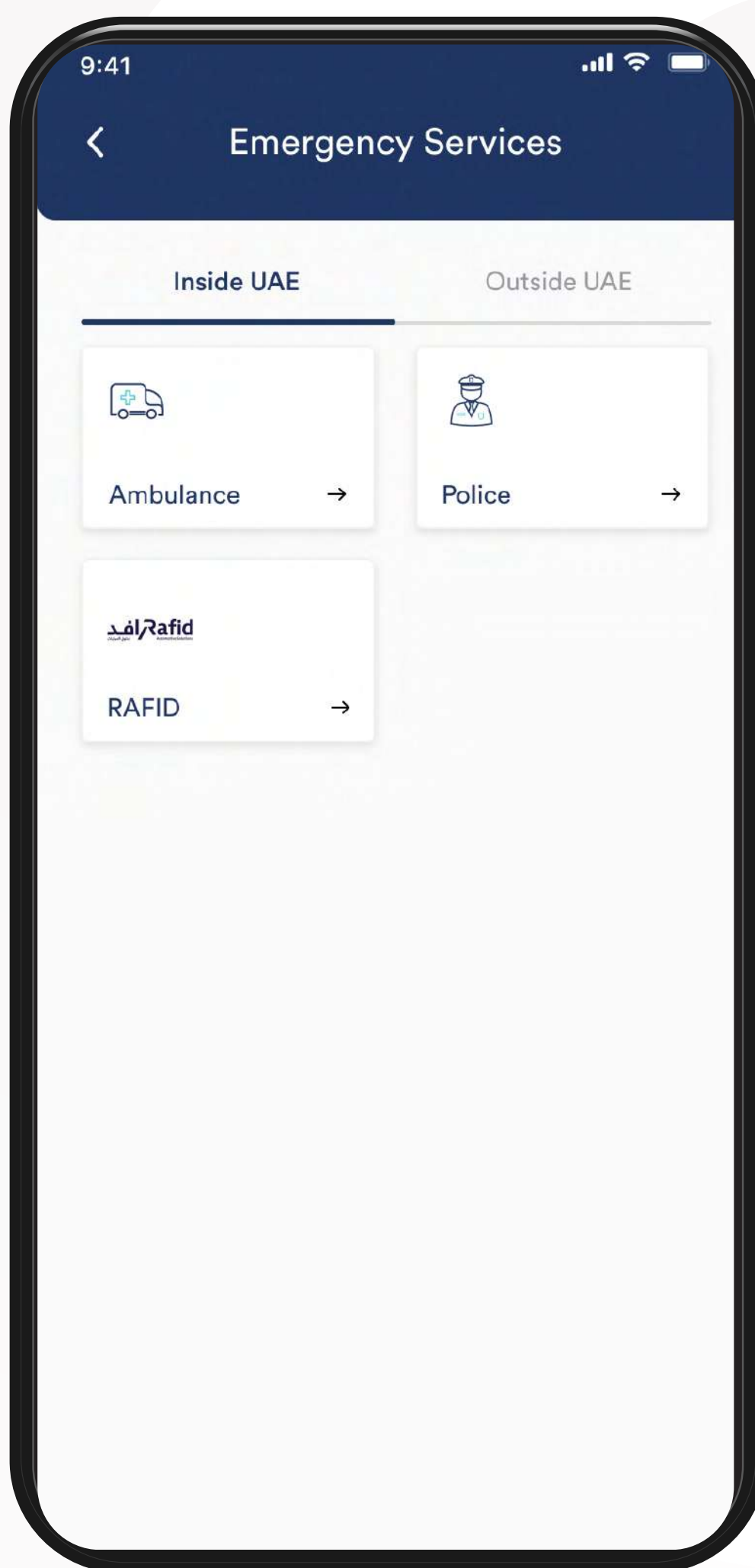
Access Emergency Services

Users can access the Emergency Services option. Please follow the below steps



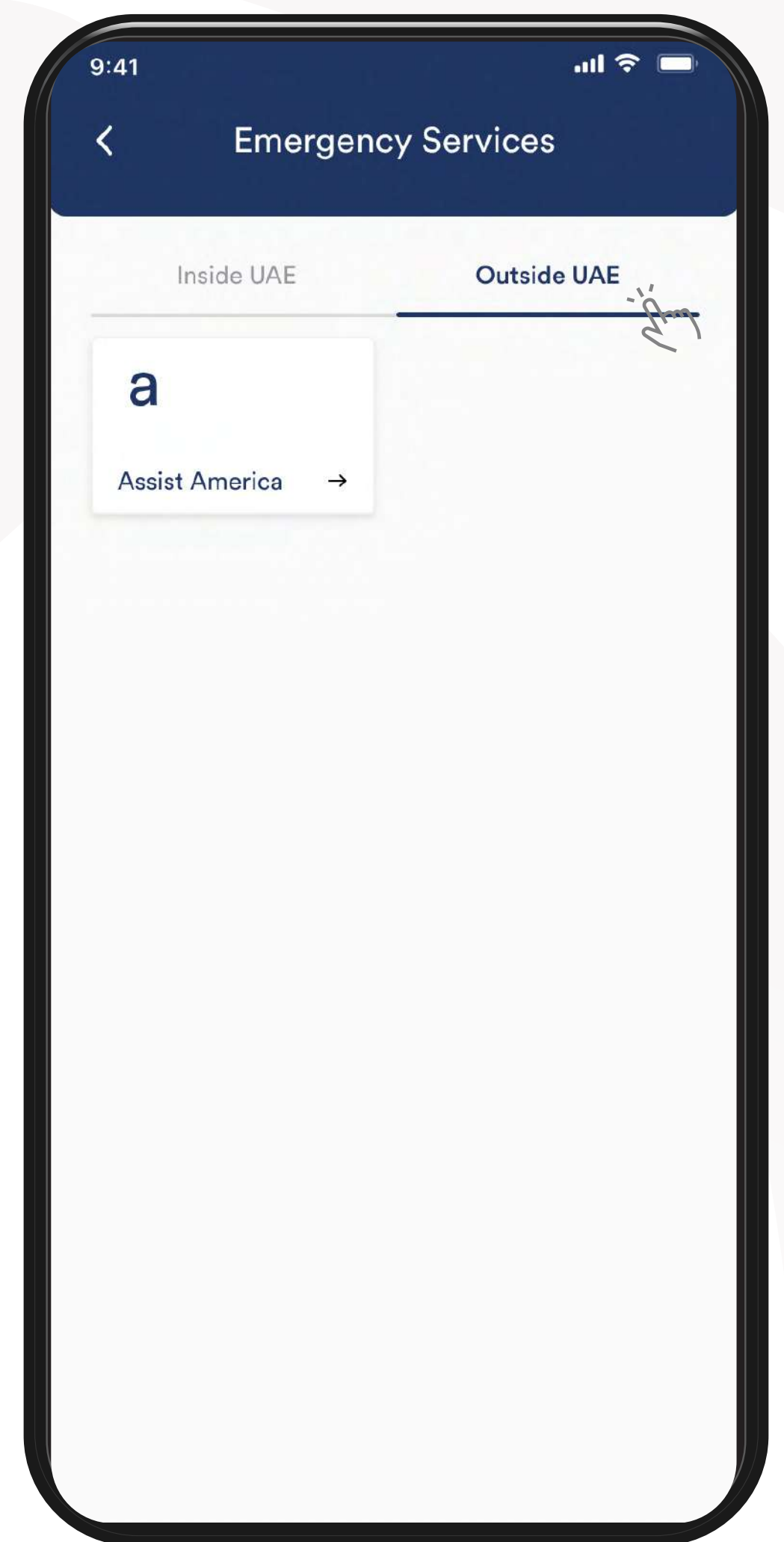
1

Tap on 'Emergency Services' option in the side menu



2

Access and view details related to emergency services available within UAE

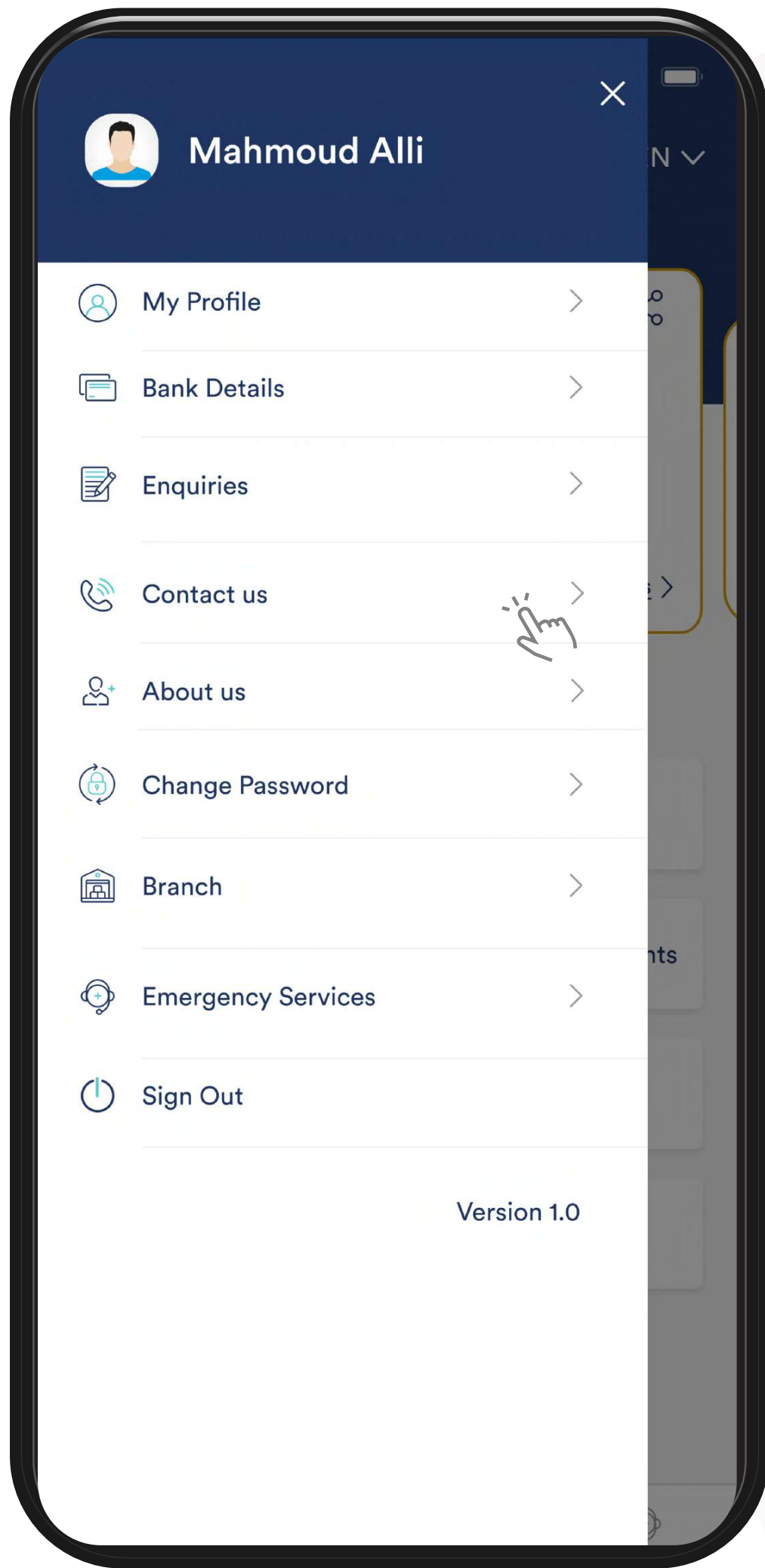


3

To Access the assist America services click on 'Outside UAE'

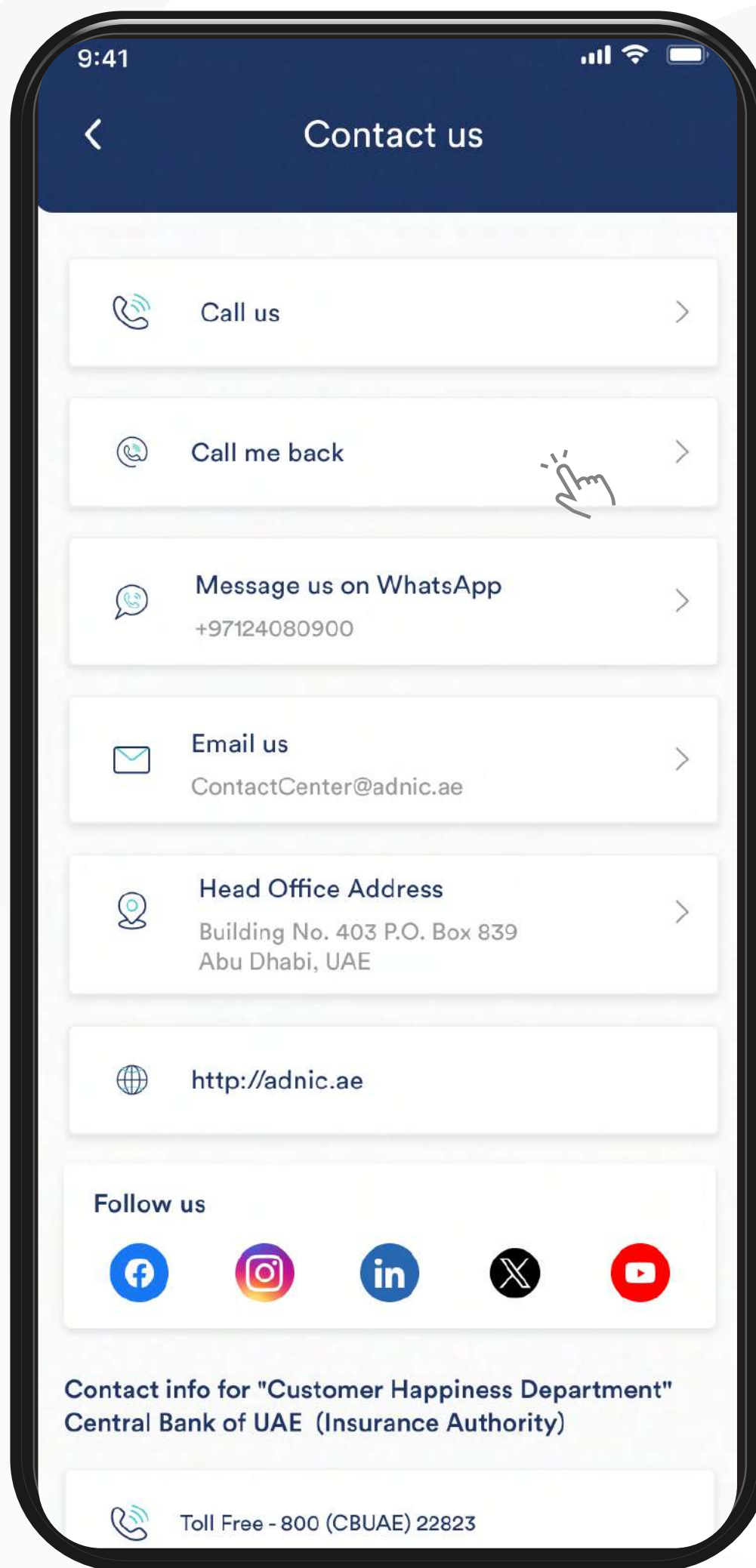
Contact us and submit call me back request

Users can access ADNIC's contact information, and may submit a 'Call me back' request by following the steps below



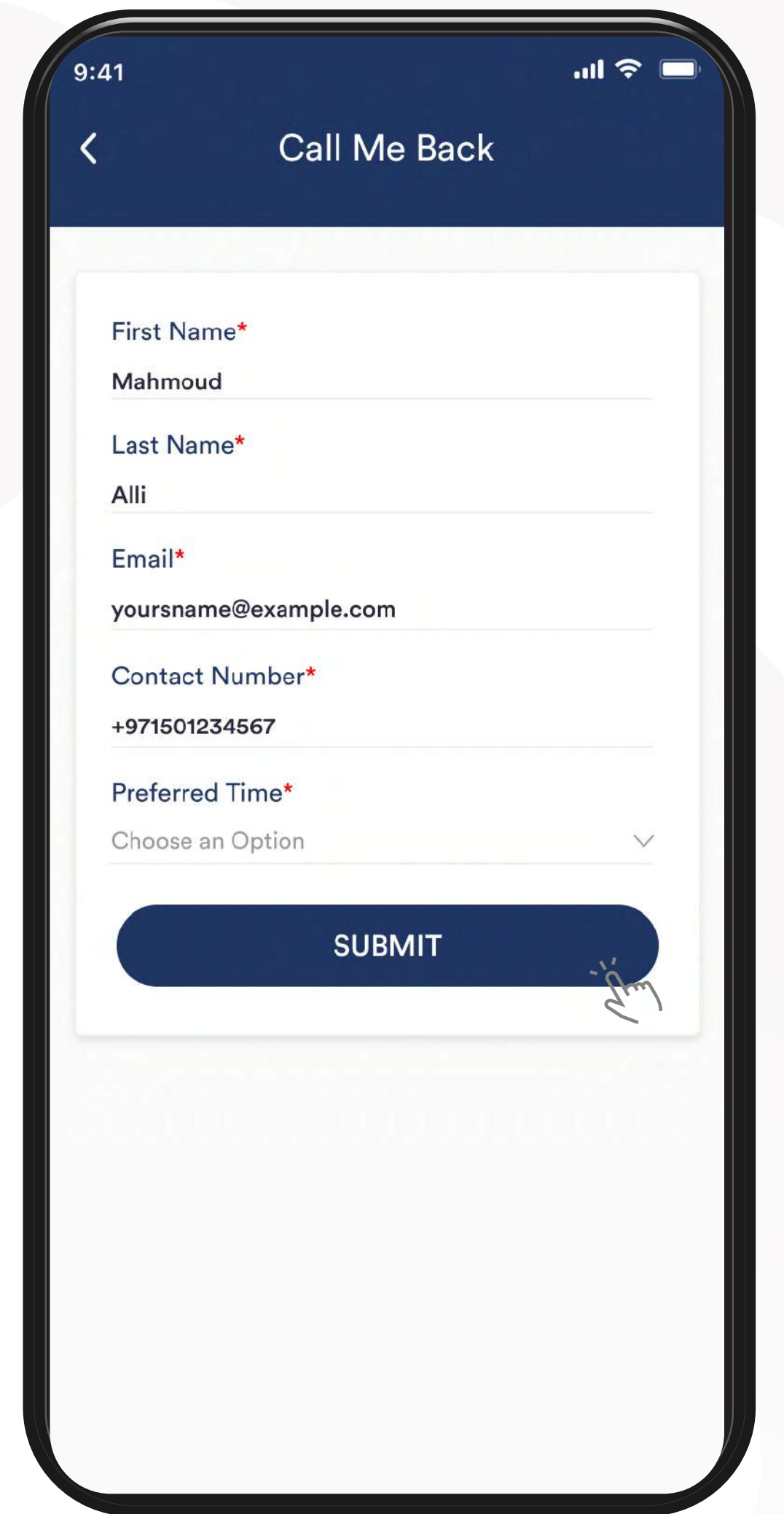
1

Tap on the 'Contact us'



2

Find and contact ADNIC using the available information



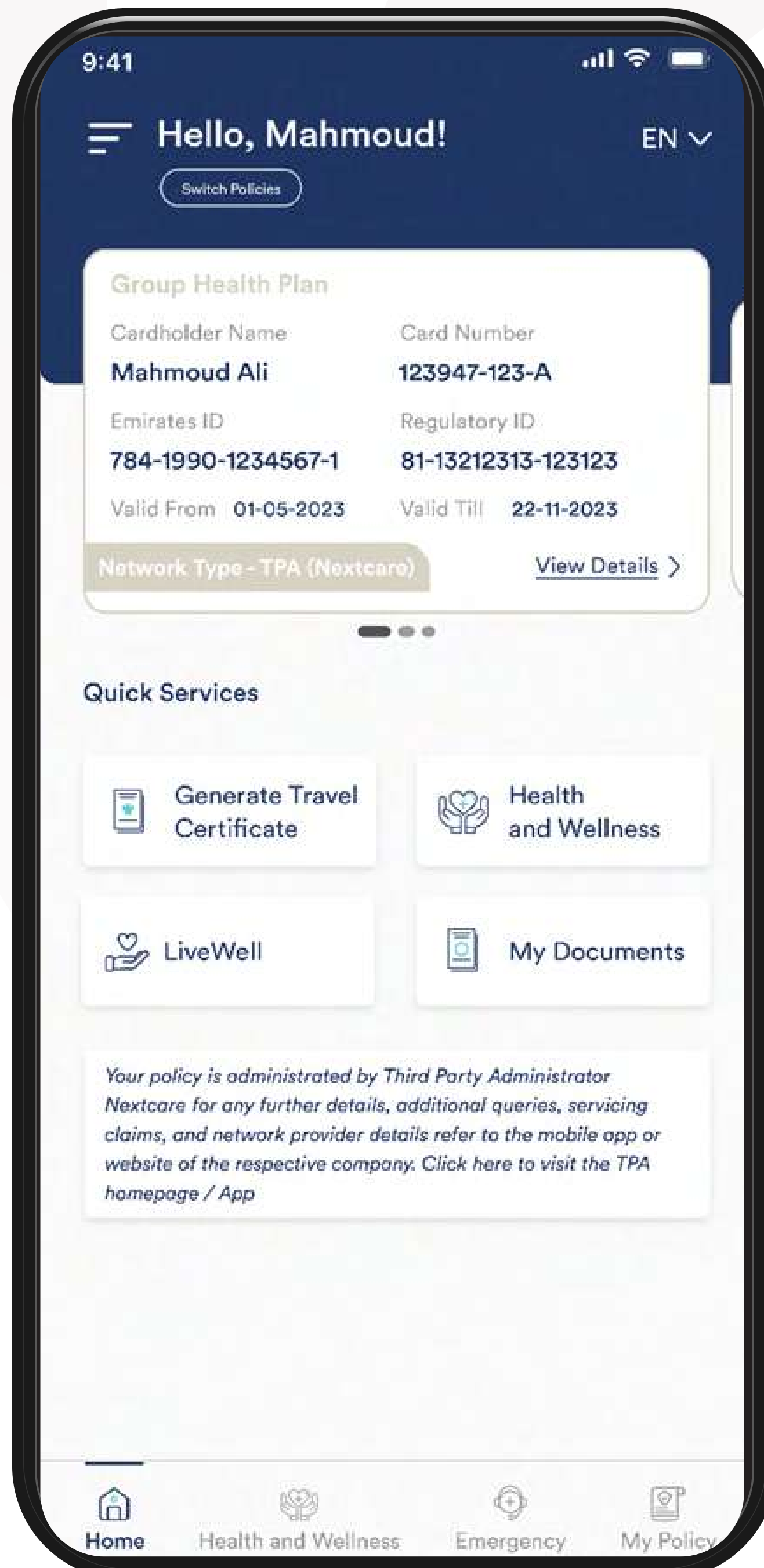
3

Click on the 'Call Me Back' option and fill in the required details and submit. ADNIC's contact center will then reach out to you

TPA member access

The TPA members (Principal and eligible dependents) have a view-only access to the below options on the home screen:

- Card View (TPA members will not be able to download or share their medical card)
- Policy and benefits details
- View and update member details
- Generate Travel Certificate
- Health and Wellness
- LiveWell
- My Document





ADNIC

شركة أبوظبي الوطنية للتأمين
ABU DHABI NATIONAL INSURANCE COMPANY

THANK YOU



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