

Pentacare Claim Reimbursement Portal

Designed to meet the highest international insurance standards and requirements.

1

Start now

Main Screen:

1. Start now

Redirects the user to the log in screen.

2. Menu

Opens the menu to access different pages

3. Language

Alternates the language between Arabic and English

Log in Screen

1. User name Field

User enters his/her username

2. Password Field

User enters his/her password

3. Forgot your username or password Link

Takes User to
Password/Username recovery
screen

4. Log in Button

Logs the user into his/her
account

5. Register an account Button

Takes the User to registration
screen

Claim Reimbursement Portal

The screenshot shows the login interface for the Claim Reimbursement Portal. It features a dark blue background with white text. At the top, the title 'Claim Reimbursement Portal' is displayed in large white font. Below the title, there are two input fields: 'User name *' (with a person icon) and 'Password *' (with a lock icon and a toggle eye icon). A link 'Forgot your username or password?' is positioned below the password field. At the bottom, there is a large grey 'Login' button and a smaller white 'Register an account >>' link. Five yellow circular callouts with numbers 1 through 5 point to the username field, password field, forgot link, login button, and register link respectively.

1 User name *

2 Password *

3 Forgot your username or password?

4 Login

5 Register an account >>

Create Account (1)

1. National Identification Number Field

User inputs his/her Emirates ID number

2. Member Code Field

User enters his/her Pentacare Member code

3. Phone Number

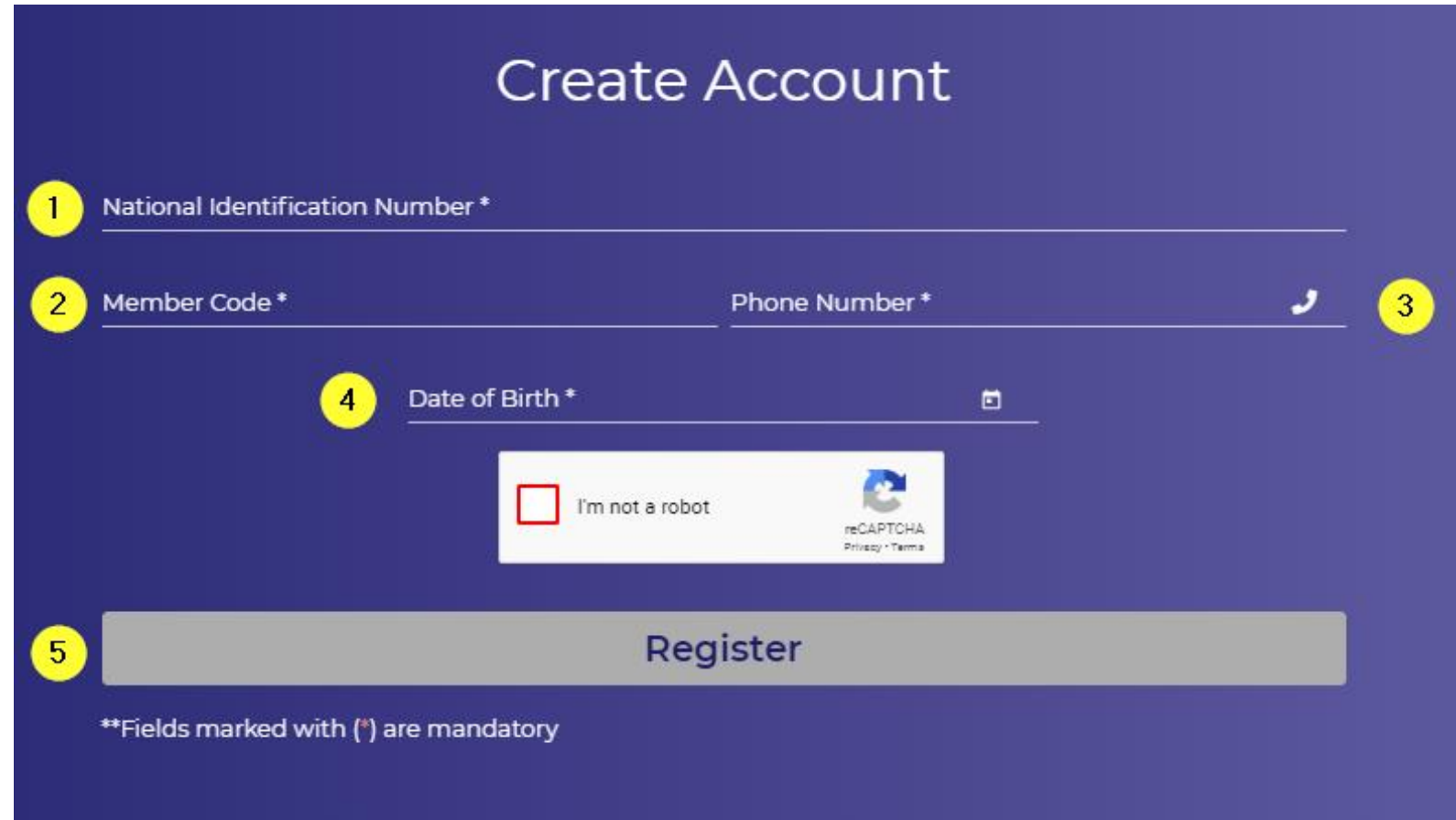
User enters his/her phone number

4. Date of Birth

User enters his/her Date of Birth

5. Register Button

Creates the user's profile



The screenshot shows a 'Create Account' form on a dark blue background. The form contains the following fields and elements:

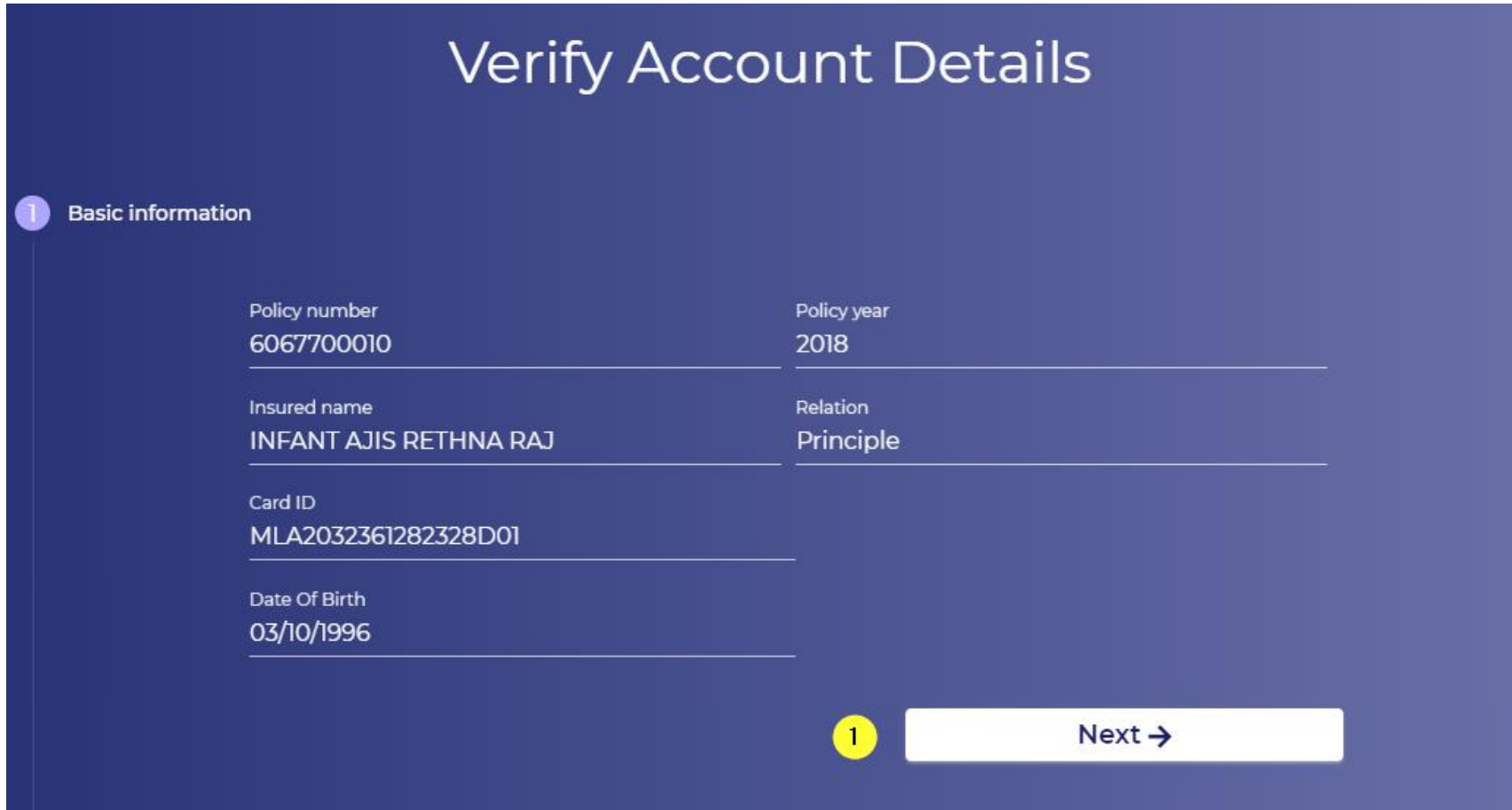
- 1** National Identification Number * (text input field)
- 2** Member Code * (text input field)
- 3** Phone Number * (text input field with a phone icon on the right)
- 4** Date of Birth * (date picker field)
- I'm not a robot (reCAPTCHA widget)
- 5** Register (button)

**Fields marked with (*) are mandatory

Create Account (2)

1. Next

This page displays the user's information, press next for confirmation



The image shows a mobile application screen titled "Verify Account Details" with a dark blue background. On the left, there is a vertical sidebar with a purple circle containing the number "1" and the text "Basic information". The main content area displays several fields with labels and values, each followed by a horizontal line. The fields are: "Policy number" (6067700010), "Policy year" (2018), "Insured name" (INFANT AJIS RETHNA RAJ), "Relation" (Principle), "Card ID" (MLA2032361282328D01), and "Date Of Birth" (03/10/1996). At the bottom right, there is a yellow circle with the number "1" and a white button labeled "Next →".

Verify Account Details

1 Basic information

Policy number	6067700010	Policy year	2018
Insured name	INFANT AJIS RETHNA RAJ	Relation	Principle
Card ID	MLA2032361282328D01		
Date Of Birth	03/10/1996		

1 Next →

Create Account (3)

1. Email address

User enters his/her personal email

2. User name

User enters his/her username

3. New password

User enters his/her password

4. Confirm password

Enter the same password as step 3

5. Payment mode

Cheque:

Bank account:

6. Beneficiary name

User enters his/her name



7. Back

Returns user to previous page

8. Finish

Confirms user data and sends confirmation email

The screenshot shows a 'User data' form on a dark blue background. The form is titled '2 User data' in the top left corner. It contains the following fields and options:

- 1** Email address *: PersonalEmail@hotmail.com
- 2** User name *: MyUsername
- 3** New password *: (with an eye icon to toggle visibility)
- 4** Confirm password: (with an eye icon to toggle visibility)
- 5** Payment mode: Cheque  Bank account 
- 6** Beneficiary Name*: _____

At the bottom of the form, there are two buttons:

- 7**
- 8**

Policies List

1. Member List

Takes the user to the Member list under the selected policy



2. Claim List

Takes the user to the list of submitted claims for the selected policy

3. Search bar

Allows the user to search for a policy

The screenshot displays the 'Policies List' interface. At the top left, there is a home icon and the text 'Policies List'. A search bar is located at the bottom left, with a magnifying glass icon and the text 'Search by All'. The main content area features a table with the following columns: Policy Number, Policy Year, Client Name, Effective Date, Expiry Date, Number of Claims, Members List, and Claim List. A single row of data is visible, with a yellow circle '1' next to the 'Members List' icon and a yellow circle '2' next to the 'Claim List' icon. At the bottom right, there are navigation controls including 'Items per page: 5', '1-1 of 1', and left and right arrow icons. A yellow circle '3' is placed next to the search bar.

Policy Number	Policy Year	Client Name	Effective Date	Expiry Date	Number of Claims	Members List	Claim List
P/1400/700/2018/110/88	2018	LULU HYPERMARKET LLC	25/01/2018	24/01/2019	7		

Member List

1. Claim List

Takes the user to the list of submitted claims for the selected member

2. New Claim

Allows the user to submit a new claim for the selected member

Member Code	Name	Principle Code	Principle Name	Relation	Date of Birth	Joining Date	Deactivation Date	Number of Claims	Claim List	New Claim
UNIC051141210285A01	MOHAMMED HANEEF AKKARAKUN NO MAHAMOOD	UNIC051141210285A01	MOHAMMED HANEEF AKKARAKUN NO MAHAMOOD	Principle	18/08/1989	25/01/2018		7	1	2

Search by All ▼ Items per page: 5 1-1 of 1 < >

Claim Submission (1)

1. Claim Amount

The value of the claim

2. Claim Currency

The currency of the claim

3. Treatment Date

The date of the treatment

4. Facility Name

The name of the visited facility

5. Country of treatment

The country where the facility visit took place

6. Next

Moves user into the 2nd section

The screenshot shows a 'Claim Details' form with a dark blue background. At the top, there is a header 'Claim Details'. Below it, a progress indicator shows '1 Details' and '2 Documents'. The form contains the following fields:

- Member Code: UNIC051141210285A01
- Member Name: MOHAMMED HANEEF AKKARAKUNNO MAHI
- Claim Amount * (Callout 1)
- Facility Name * (Callout 4)
- Claim Currency * (Callout 2)
- Country of Treatment * (Callout 5)
- Treatment Date * (Callout 3)
- Next → button (Callout 6)

Claim Submission (2)

1. Claim Amount

The value of the claim

2. Document Type

In this section the user uploads the specified documents

3. Terms & Conditions

Confirmation of reading the terms and conditions

4. Save for later

This button saves the claim details to be submitted at a later date

5. Submit

Submits the claim details

The screenshot shows a 'Claim Details' form with a dark blue background. At the top, there is a header 'Claim Details'. Below it, there are two tabs: 'Details' (selected) and 'Documents'. The main content area is titled '1 Document Type' and has an 'Upload' button on the right. The list of document types includes: 'Claim form with physician notes/medical report (*)', 'Hospital Receipt (*)', 'Discharge Report (*)', 'Proof of Payment (*)', 'Results of Lab and RAD(*)', and 'Other Documents'. Each item has an upload icon to its right. At the bottom, there is a 'Terms & conditions' link, a checkbox labeled '2 I have read and accepted the terms and conditions above', and two buttons: '3 Save for later' and '4 Submit'. A yellow circle with the number '1' is placed over the 'Document Type' header, a yellow circle with '2' is over the checkbox, a yellow circle with '3' is over the 'Save for later' button, and a yellow circle with '4' is over the 'Submit' button.

Document Type	Upload
Claim form with physician notes/medical report (*)	⬆️
Hospital Receipt (*)	⬆️
Discharge Report (*)	⬆️
Proof of Payment (*)	⬆️
Results of Lab and RAD(*)	⬆️
Other Documents	⬆️

**Documents marked with (*) are mandatory
**Valid document types are images or PDF files

[Terms & conditions](#)

I have read and accepted the terms and conditions above

Save for later Submit

Confirmation Email

This email is sent to the user when a new claim is submitted.

Claim Submission Acknowledgement

Dear MOHAMMED HANEEF AKKARAKUNNO MAHAMOOD,

You have submitted a new claim019578/2019/ on Pentacare Reimbursement Portal.

[Click here](#) to track your submitted claims.

Sincerely
Pentacare

My Claims

1. Resubmission

This button will be enabled in case of a claim rejected/partially rejected

2. Print Claim

Used to get the claim report

Number	Member Code	Member Name	Submission Date	Treatment Date	Amount	Status	Resubmission	Print Claim
045336/2019/0	MLA2032361294841C 01	MUMTAZ HUSSAIN	22/01/2019	07/01/2019	10000	Received	1	2

Search by All ▼ Items per page: 5 1-1 of 1 < >

Claim Report

The claim report will be available once the payment is ready.

CLAIM REPORT

Dear Fahad Rafique

The following claims report details the recent claims submitted by you for treatment. Please take the time to read this document as it contains important information about the reimbursement of your claim.

Claims Summary	
Claim No	041004/2019/0
Treatment Date	01-JAN-19
Payment Reference	
Payment Method	Bank Transfer
Invoiced Currency	Emirates Dirham
Payment Currency	Emirates Dirham
Type of Service	Out-Patient Treatment
Report Issue Date	24-JAN-19

Policy Holder Details	
Patient Name	Fahad Rafique
Membership Code	MLA2032361294839C01
Policy No	9551495769
Policy Name	Fahad Rafique 2018

Claims Details				
Services	Invoiced Amount	Co-Payment	Not Covered	Paid By Pentacare
Doctor Consultation	30	13	0	17
Total	30	13	0	17

Additional remarks & notes