EMAS Medical Administration Solutions Provider

www.emastpa.com.my

GP Manual

e-Claim Submission

PLEASE CALL TOLL FREE LINE 1-300-88-3627 FOR ASSISTANCE
Dear Doctors / Clinic Administrator

Welcome to EMAS. The newest TPA in Malaysia. Your presence in our Preferred Clinic Panel is most appreciated.

We intend to be your partner in making your clinics and services more efficient.

We promise to honor our service agreement at all times and to be dedicated to providing you world class services.

This guide will assist you in using our EMAS system. Our team is 24 hours on standby to help you if you shall need further assistance. Please do not hesitate to give us your feedback by emailing us at feedback@emastpa.com.

Yours sincerely,

Dr. P. Vythilingam,
CEO, EMAS Sdn Bhd
# EMASTPA Manual For the GP

## Table of Contents

Dear Doctors / Clinic Administrator ................................................................. 2

EMASTPA Manual For the GP ............................................................................. 3

Company Profile ............................................................................................... 4
  Vision of .................................................................................................................. 4
  Mission of ............................................................................................................... 4
  Values of ............................................................................................................... 4

Claim Submission Work Flow ............................................................................ 5

E-Claim Submission ........................................................................................... 7
  Login ....................................................................................................................... 7
  Login in Fail ......................................................................................................... 8
  Forgot Password .................................................................................................. 9

User dashboard ..................................................................................................... 10

Check Patients Eligibility ................................................................................... 11

GP Claims ........................................................................................................... 14
  Add a claim .......................................................................................................... 14
  Selecting Diagnosis in the GP claim form ......................................................... 17
  Selecting medicine in the GP Claim ................................................................. 19
  Search for Claims and Edit claims .................................................................. 20

Referral letter ........................................................................................................ 22
  Add a referral letter ............................................................................................ 22
  Search and Edit a referral letter .......................................................................... 25

Contact us ............................................................................................................. 26
Company Profile

EMAS (pronounced: e as in ee and mas as in mask without the k) is the brain child of a group of experienced doctors whose vision is to revolutionize the medical health care system. Their combined 75 years of experience in the medical industry and the insurance industry has ensured the EMAS system its uniqueness by bringing a medical practitioners perspective in to the normally insurer oriented business of claim processing and management.

Vision of

To be the leading medical administration solutions provider; fulfilling the needs of the healthcare stakeholders by implementing standard of excellence in medical billing and quality assurance.

Mission of

To serve the 3Ps - Patients, Providers & Payers by utilizing the expertise of senior healthcare professionals aided by the state-of-art internet –based communication and analytical tools.

Values of

To ensure timely, transparent and accountable service delivery while minimizing redundancy and errors in patient care with the aim of improving patient safely and optimizing treatment outcomes.

WE ARE NEW BUT WE HAVE THE BEST SUPPORT IN THE MEDICAL FRATERNITY
Claim Submission Work Flow

1. Check patients' eligibility via the EMAS system.
   - Request for patients identification card
   - Login in to the EMAS system (www.emastpa.com.my)
   - Search for the patient by his/her name, IC number or corporate name.
   - View his insurance coverage details and confirm eligibility.
   - Take note of the patient's exclusion list and pre-existing illnesses.
   - **You will not be able to submit a claim for these illnesses.**

2. Patient proceeds for consultation.

3. Clinic assistant to enter the following information in to the EMAS e-claim submission form:
   - The date and time patient came in
   - Diagnosis
   - Medications given (if any)
   - Procedures done (if any)
   - MC date (if any)
   - Remarks (if any)

4. All Claims must be submitted to EMAS system **within 7 days of patients' visit.** EMAS encourages clinics to submit the claim on real-time (at the time of patients visit). **By entering the claims on real-time you decrease the time taken for ensuring the validity of the claim, hence allowing us to make your payment faster.**

5. **Claims older than 24 hours will not be editable.**

6. Clinics that are open 24 hours will receive, an additional of RM10 on the consultation fee from 9.00pm to 7.00 am

7. Clinics which need to prescribe medicines or procedures that are not in our system will have to call our help desk and get an approval code. This approval code needs to be entered in the claim form immediately.
On patient arrival request for identification card

Check the patient's eligibility by entering the patient's name into the EMAS system

Patient proceeds for consultation

EMAS to pay the clinic within 30 days of last submission date

Clinic to enter the claim into the EMAS system within 7 days

Patient makes co-payment if any and leaves with medication if any
E-Claim Submission

Login
- Make sure you have internet connection
- Open your browser (eg: Internet explorer or firefox)
- Wait for the home page to load
- Enter your user name and password then press login

Enter your username (eg: EWP0321610431)
Enter your password (eg: emastpa)
Press to login
Login in Fail

- If the login fails you will see the following on the screen:

![ MEMBER LOGIN ]

Observe this error and respond appropriately

- Make sure you entered the correct username and password.
- Check whether caps lock is on.

- Enter the correct username and password, then press login again.
Forgot Password

If you cannot remember your password press the "Forgot Password?" link to reset your password.

Press this if you have forgotten your password

If you need further assistance in logging in, please call our toll free line for assistance.
User dashboard

- With a successful login you will see the following screen (This is your dashboard).

- Press the "Claim Center" tab to expand it. When it is expanded it will show you the tasks that can be carried out by you.

- Press the "GP Claims" to add, edit and search for a GP claim.
- Press the "Referral Letter" tab to add, edit and search for a referral letter.
Check Patients Eligibility

- Before a patient is allowed in to consultation, his eligibility should be ensured as the patient may have resigned from his job.
- EMAS will not accept a claim for a patient whose eligibility terms are not met.
- To check the patient eligibility, press GP claims

ALTERNATIVELY

PLEASE DIAL TOLL FREE NUMBER 1-300-88-3627 TO CHECK ELIGIBILITY OF PATIENT
- You can use either one, a combination or all the search criteria to search for the patient.

**Tip:** Press "Show Members" button without any search criteria to see your entire patient list.

- When the "Show Members" button is pressed, a patient list is displayed below it.
- Find the patient and press the "View" link in the last column.
- This will give "pop-up" window with the user's details.
- Sometime "pop-up" windows are blocked by the browser. The following warning will appear if the window is blocked.
  
  ![Pop-up blocked. To see this pop-up or additional options click here...]

- Click on it and allow "pop-up" windows.

- The following window will pop up with the user's details.

```
<table>
<thead>
<tr>
<th>PATIENT INFORMATION</th>
<th>MOHD RIDZWAN RAHM</th>
<th>IC/PassportNo</th>
<th>442342423423</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relationship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient Policy Effective Date</td>
<td>04/12/2009</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resign Date</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MemberId</td>
<td>673</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>POLICY INFORMATION</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>MOHD RIDZWAN RAHM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IC/PassportNo</td>
<td>442342423423</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EmployeeID</td>
<td>535</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>36 Years 9 Months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name</td>
<td>HEMOASIA SDN BHD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dept</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date Joined</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date Resigned</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient Policy No</td>
<td>B1 Port1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Policy No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance Amount</td>
<td>974594.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending GL Amount</td>
<td>974594.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MEDICAL BENEFIT COVERAGE PLAN TYPE</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Policy Effective Date</td>
<td>04/12/2009</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan Commencement Date</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan End Date</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Policy Status</td>
<td>Active</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BENEFIT TYPE</th>
<th>LIMIT</th>
<th>CLAIM AMOUNT</th>
<th>BALANCE AMOUNT</th>
<th>GL AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPD</td>
<td>200000.00</td>
<td>0.00</td>
<td>200000.00</td>
<td></td>
</tr>
<tr>
<td>OPD</td>
<td>200000.00</td>
<td>25406.00</td>
<td>174594.00</td>
<td></td>
</tr>
</tbody>
</table>
```

Patient's picture will appear here – If had been inserted
GP Claims

GP claims form needs to be filled up for the processing of the claims. In the EMASTPA system you can add, edit and search for a claim.

Claims older than one day cannot be edited.

Add a claim

- To add a claim first you must press the "GP Claims" under the" Claim Centre"

- Then press the "Add" button at the top

- The following screen will appear where you need to search for the patient.
You can use either one, a combination or all the search criteria to search for the patient.

**Tip:** Press "Show Members" button without any search criteria to see your entire patient list.

- When the "Show Members" button is pressed, a patient list is displayed below it.
- Find the patient and press the "submit" link in the last column.

Once the patient is selected, the following form will load.
This is the claim form and all the fields mark with a red asterisk (*) needs to be filled up before submitting the form. Fill up all the necessary fields and press "Add" at the top to submit the claim.
Selecting Diagnosis in the GP claim form

- When the GP Claim forms loads, by default common diagnosis list is selected.
- By clicking the description drop down, the whole list can be viewed.
- Alternatively, description or ICD 10 Code can be typed and the list will be shortened according to what you type.
- To load the common injuries select the "common injuries" radio button.
- "Others" will load a comprehensive list of ICD 10 diagnoses.
- Enter the treatment date and press Add Diagnosis.
- Diagnosis will be added and added diagnoses will be displayed at the top of the panel.

- Add the next diagnosis similarly.
Selecting medicine in the GP Claim

- To select medication, first you need to select the main category.

- Once the main category is selected, all the medicines in that category will be displayed in the description drop down list.

  - Similar to Diagnosis, you can add one medication after another.
Search for Claims and Edit claims
- To search for a GP Claim first you should press "GP Claims" under the "Claim Centre"

- Then enter your criteria in the following form.

Tip: Press "Search" button without any search criteria to see your entire Claim list.

- Once the search button is clicked, search results will appear below as a list.
Once the edit button is clicked GP claim form will load with the selected records.

**Important:** Claims older than 24 hours cannot be edited.
Referral letter

Referral letters need to be issued every time you refer a patient to another doctor. The EMASTPA system allows you to add edit and search for a referral letter.

**Add a referral letter**

- To add a referral letter you must press the "Referral Letter" under the "Claim Centre" tab.

- The following screen will appear where you need to search for the intended patient.

You can use either one, a combination or all the searching criteria to search for the patient name.

**Tip:** Press "Show Members" button without any search criteria to see your entire patient list.
When the "Show Members" button is pressed, a patient list is displayed below it. Find the intended patient and press the "select" link in the last column.

- When the patient is selected a referral letter template will be displayed with the selected patient's information.
- After the necessary information is filled up press the "Add" button at the top to add the referral letter.
- "Print Letter" button at the bottom can be used to print the referral letter.
Referral Letter

To: Dr.

Patient Name: Adi Zhamar Bin Zhamaruddin
NRIC: 54345678901234
Age: 25

Provisional Diagnosis: Differential Diagnosis

Thank you for seeing the above patient with the following:

Chief Complaint

Findings (Please check the appropriate box and answer ALL the questions or NA where not applicable):

- Pulse: ______ per minute
- Rectal: Regular / irregular
- EP: ______
- Temp: ______
- Looks: ______
- Tandem: ______
- Gen Weakness: ______
- CCF: ______
- Absent: Present
- Abnormal: Normal
- Cushing: ______
- Altitude:_____
- Spleens: ______
- Normal: ______
- Enlarged: ______
- Abdomen: ______
- Right Tenderness: ______
- Absent:_____ apical
- Left Tenderness: ______
- Absent:_____
- Other relevant signs findings are:

Investigations: urine FEME

Other specific findings:

Past History of Illnesses:

- Diabetes: ______ Yes / No
- Hypertension: ______ Yes / No
- Cancer: ______ Yes / No
- Psychiatric: ______ Yes / No
- Other: ______

Treatment is with the following medications:

Title Patient is referred to:

- Specialist Outpatient Treatment
- 2nd Opinion / Investigation / Physiotherapy
- Admission for Elective Treatment / Surgery
- Urgent Admission and Treatment

Kindly reply this referral with your findings and status of the patient. Your cooperation is much appreciated to refer the patient back to me for follow up treatment upon discharge.

With best wishes and Thank you,

Yours truly,

Signature

Name of Doctor

CLINIC STAMP

Upon referral of all patients, non-clinica loco need to fax this completed form to 03 2161 3241
THIS FORM IS TO BE USED BY PANEL AND NON-PANEL CLINIC.
Search and Edit a referral letter

- To search for a referral letter you must press the "Referral Letter" under the "Claim Centre" tab.

- Then, enter the necessary search criteria in the search form and press Search button

- Press Edit to edit the appropriate referral letter
Contact us

PLEASE CALL TOLL FREE LINE 1-300-88-3627 FOR ASSISTANCE
OUR CARE-LINE & CLINIC TEAM EXECUTIVES WILL ASSIST
AND PROVIDE TRAINING OVER THE PHONE FOR YOUR STAFF
TO USE THE SYSTEM

Your suggestions and comments are most valued. We appreciate your
commitment to making this mutual business more success. Please keep sending
us your feedback which will be used to make our EMAS system more and more
user friendly.

Our Website: www.emastpa.com.my or www.emastpa.com

E-mail: feedback@emastpa.com

Address:

EMAS, MEGAN AVENUE 1, BLOCK D-8-2, 189, JLN TUN RAZAK,
50400, KUALA LUMPUR, T: 0321610440, F: 0321610431,
www.emastpa.com