



GlobeMed
FIT

USER GUIDE MANUAL

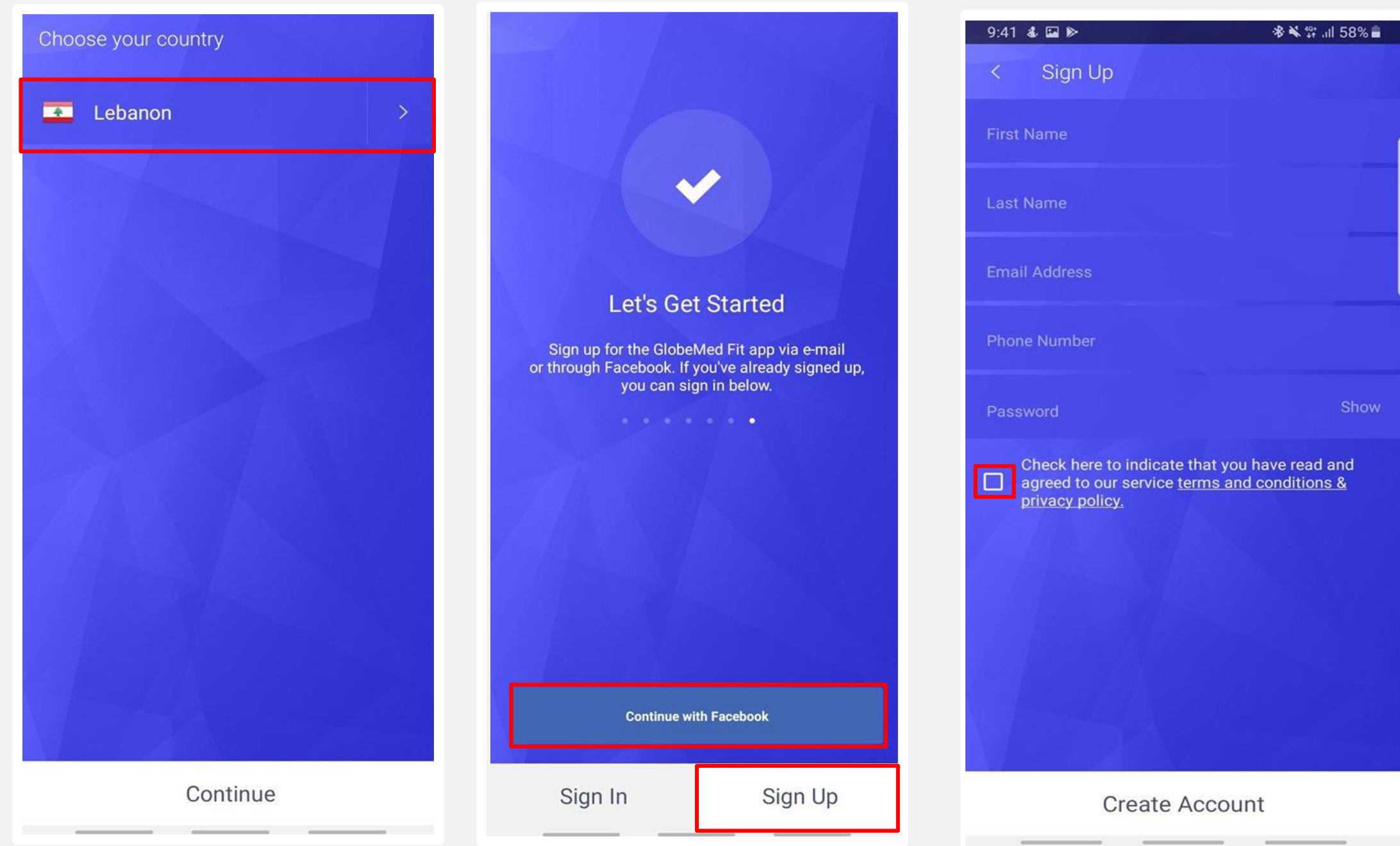


FIRST LOGIN

FIRST LOGIN

1.0- Downloading the Mobile App

You can download the app for free from the Apple App or Google Play stores by searching for GlobeMed Fit. The GlobeMed Fit App icon will appear on your phone.



1.1 – First sign up

Step 1: Select your country.

Step 2:

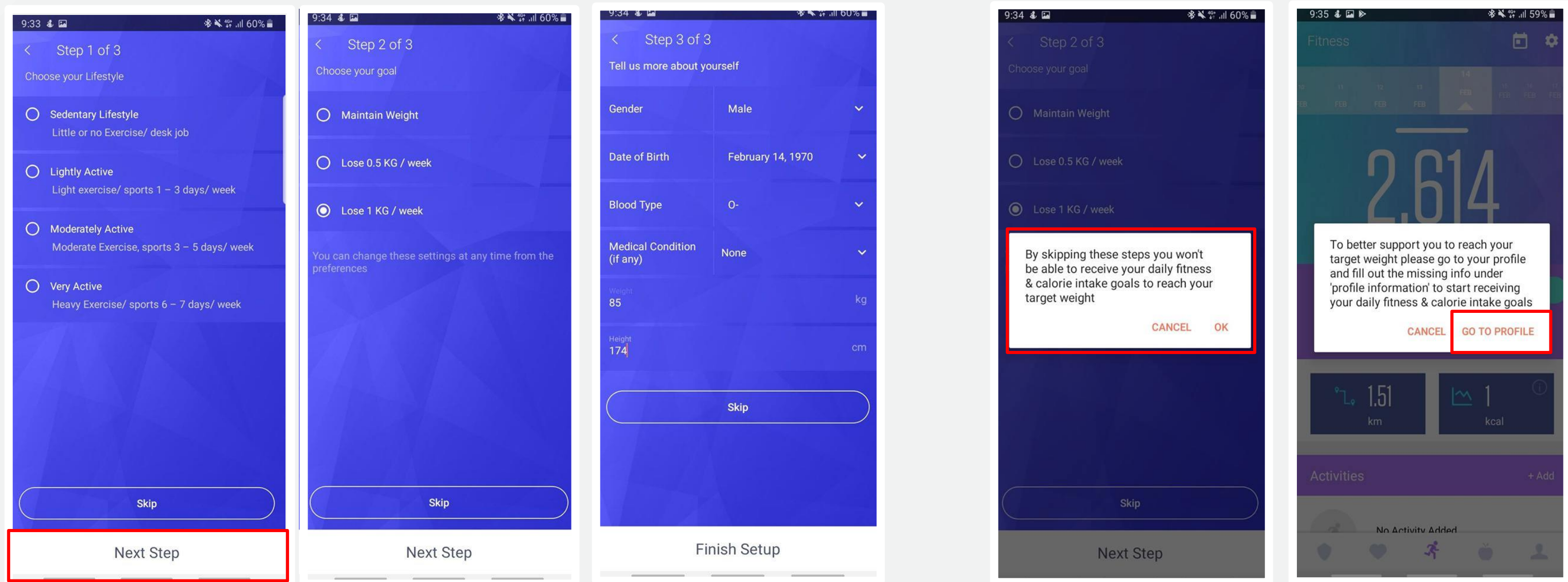
- You can either sign up using your personal Facebook account.
- Or sign up using the app's Sign Up process.

Step 3: Fill in the required fields. And keep in mind that your password should be of at least 8 characters, should have at least 1 symbol, 1 number and 1 upper case letter.

Step 4: Don't forget to check the box, confirming that you read the service terms and conditions.

Step 5: Click on Create Account.

PROFILE SETUP



2.0 – Sign up process: help us know you better

Step 1: Select your lifestyle activities

Step 2: Select your target weight goals

Step 3: Tell us more about yourself by filling the last step.

Step 4:

- You can always click on “Skip” to skip the setup process. A pop up notification will appear informing you that by skipping these steps, you won’t be able to receive your daily fitness and calorie intake goals.
- Once logged in, you will be reminded to refill the missing fields by going to the “Profile” section.

Based on your target weight, the app will then generate daily fitness and nutritional goals, under the related sections, to help you achieve your desired weight



INSURANCE SECTION

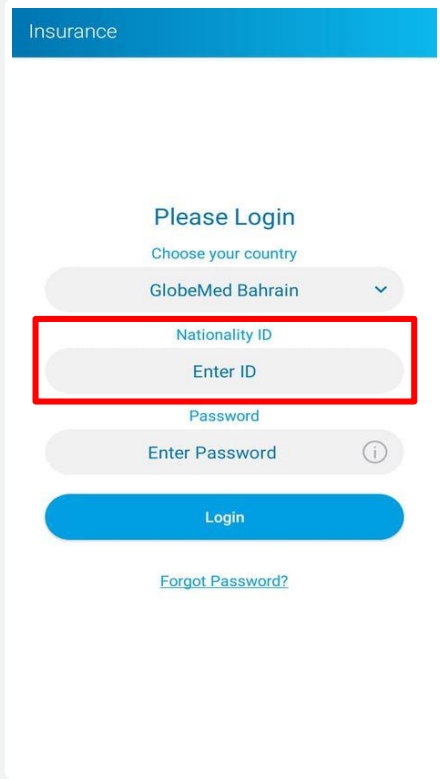
2. Insurance Section

The Insurance section allows the insured members to manage their insurance:

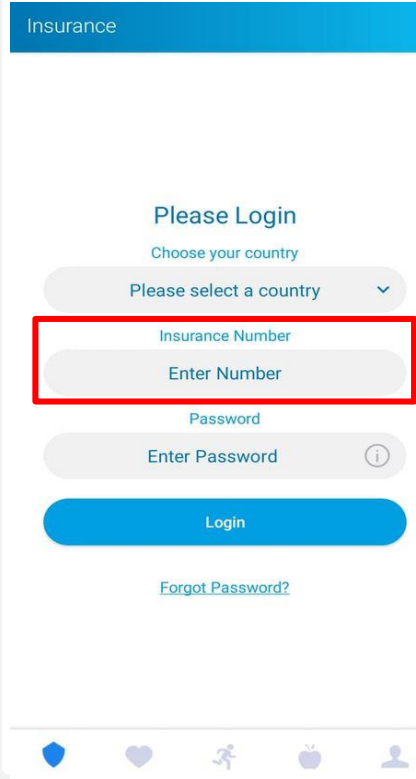
- File & track reimbursement & chronic medications claims, and pre-approval requests for you & your family
- View & download claims history
- Locate the nearest healthcare provider within network, and retrieve their details
- Get access to policy info, financial limitations, & member's guide
- Submit & track complaints & inquiries
- Use the E-card to access healthcare providers

Log-in screen

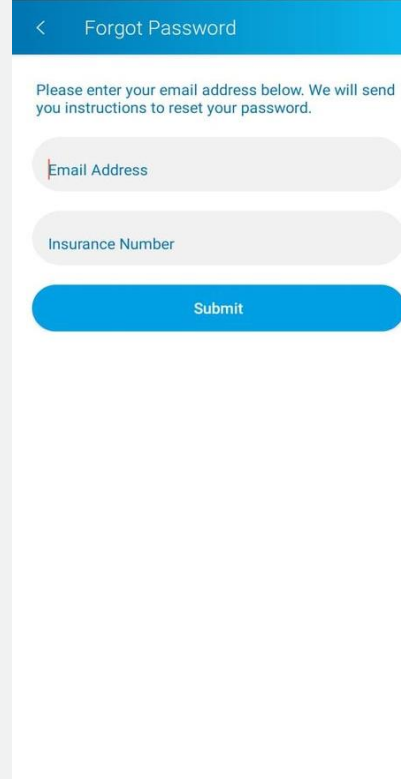
KSA and Bahrain



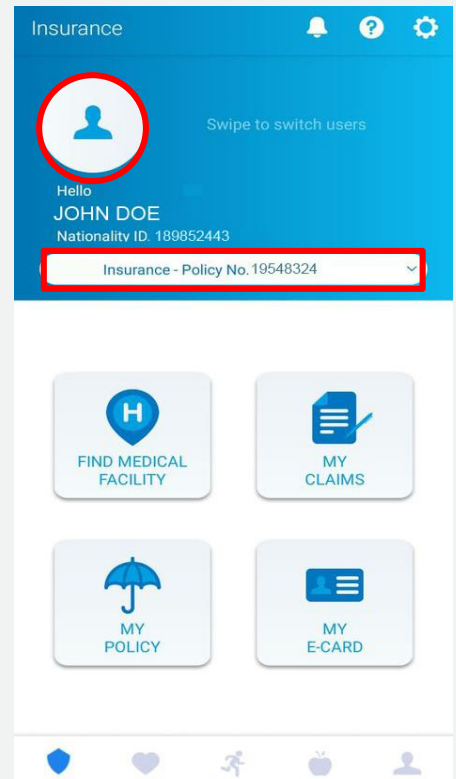
Other Countries



Forget Password



Contract selection



A. Log-in to the Insurance Section

- To log in:

Choose your country

For KSA and Bahrain users, fill in your National ID. For users from other countries, fill in your Individual number. And finally, enter your password (year of birth). You will then be asked to set a new password.

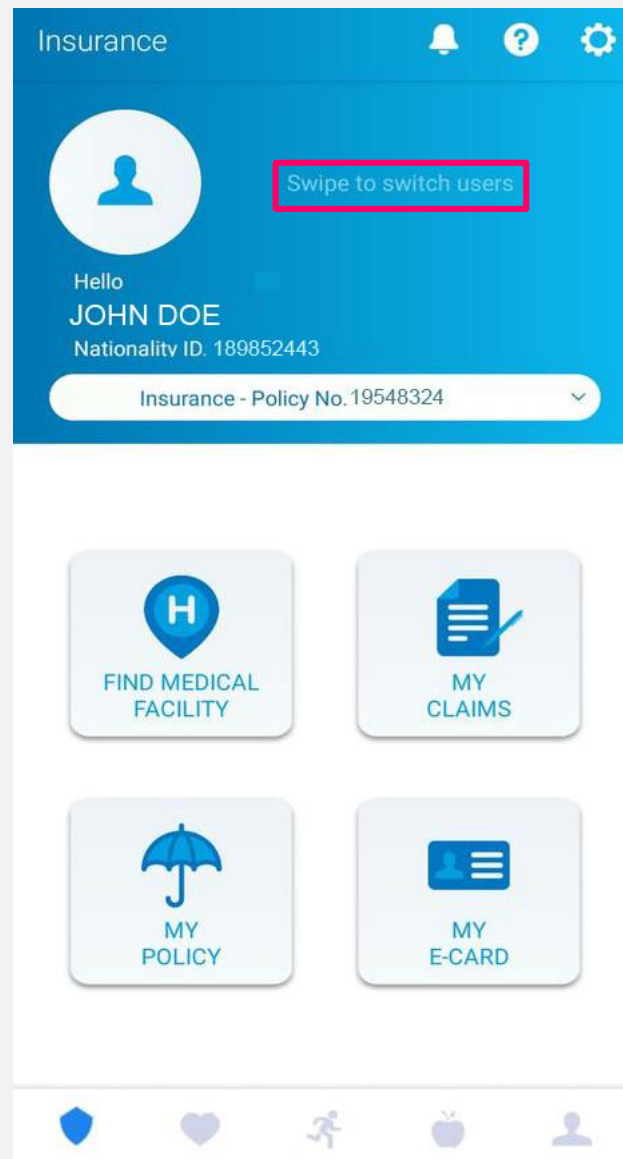
- Last step is to select an insurance policy contract.
- Click on “Forgot Password” and fill in you insurance card number, and you will receive an email with your password.

B. Choose Your Insurance Policy

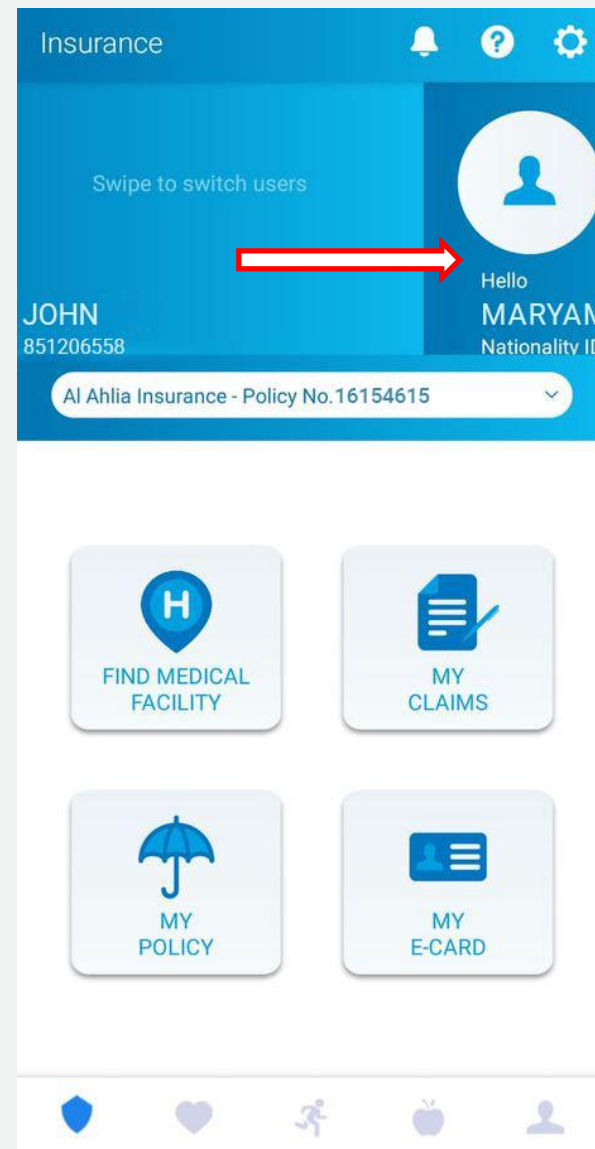
- You can change your profile picture by clicking on the profile icon. You will be able to take a photo or upload one from the gallery.
- To switch policies click on your policy field and select the needed policy from the pop-up that will appear.

INSURANCE SECTION - MANAGING YOUR FAMILY INSURANCE

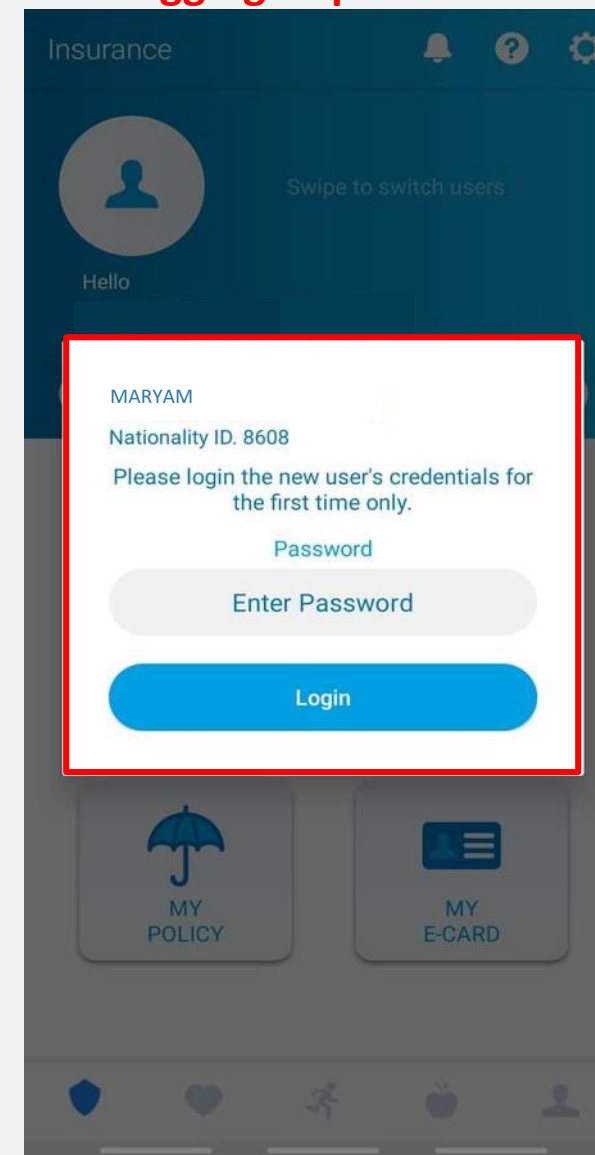
Manage your family insurance



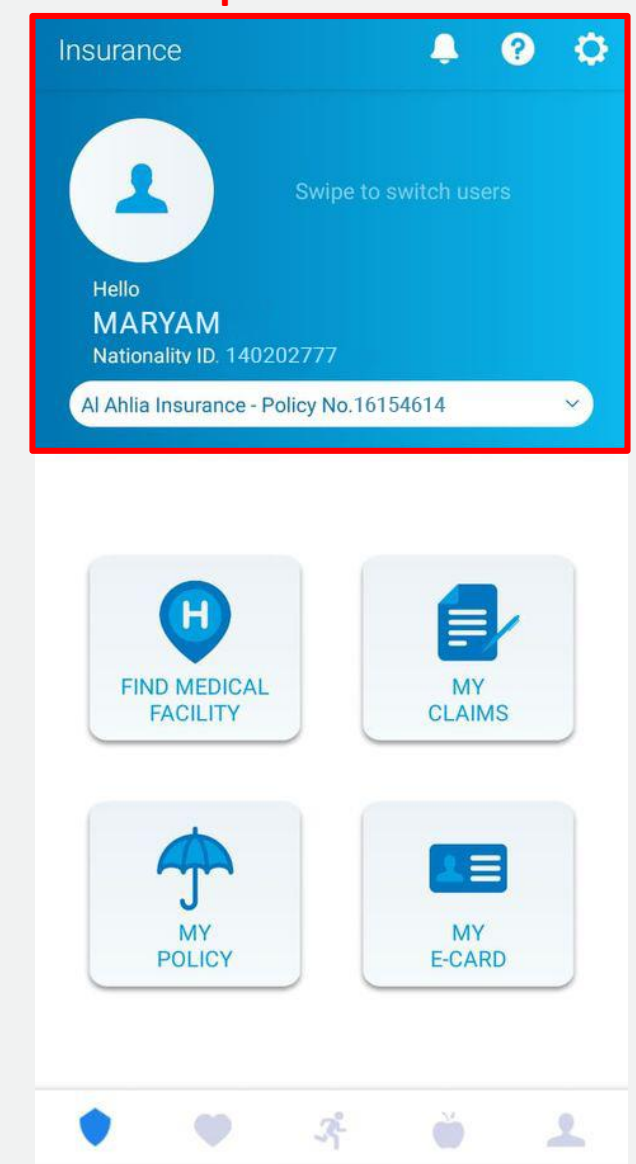
Swiping for Dependent



Logging Dependent



Dependent Screen

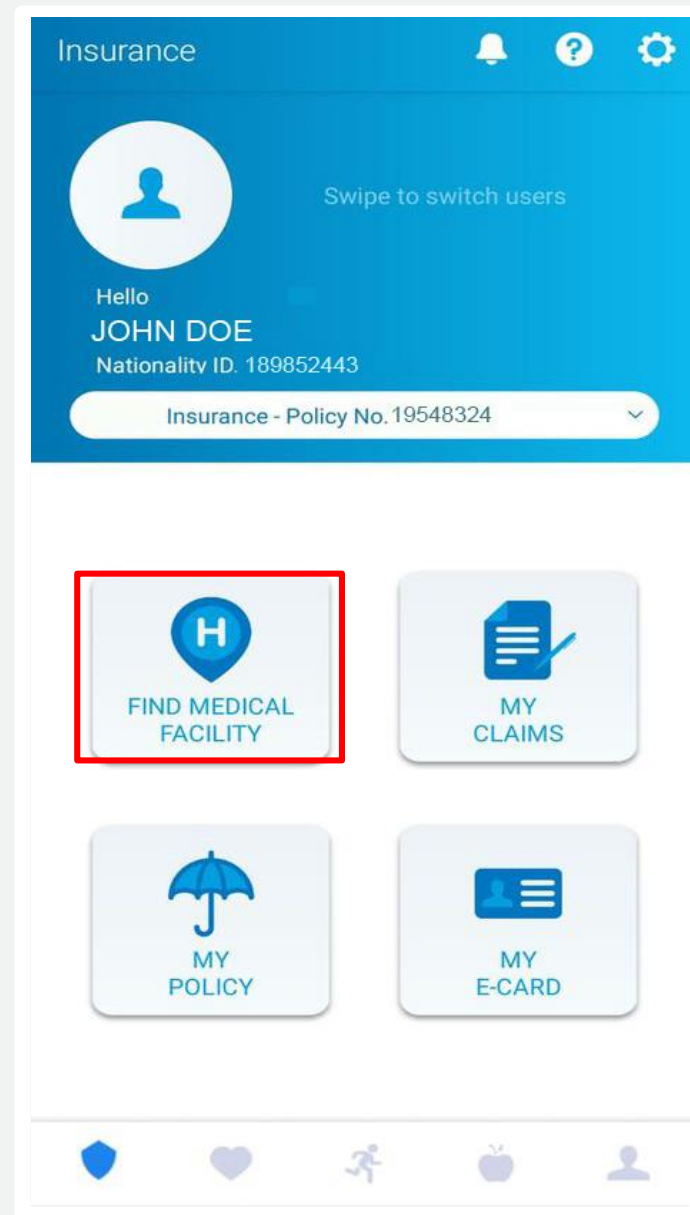


C. Manage Dependents Insurance

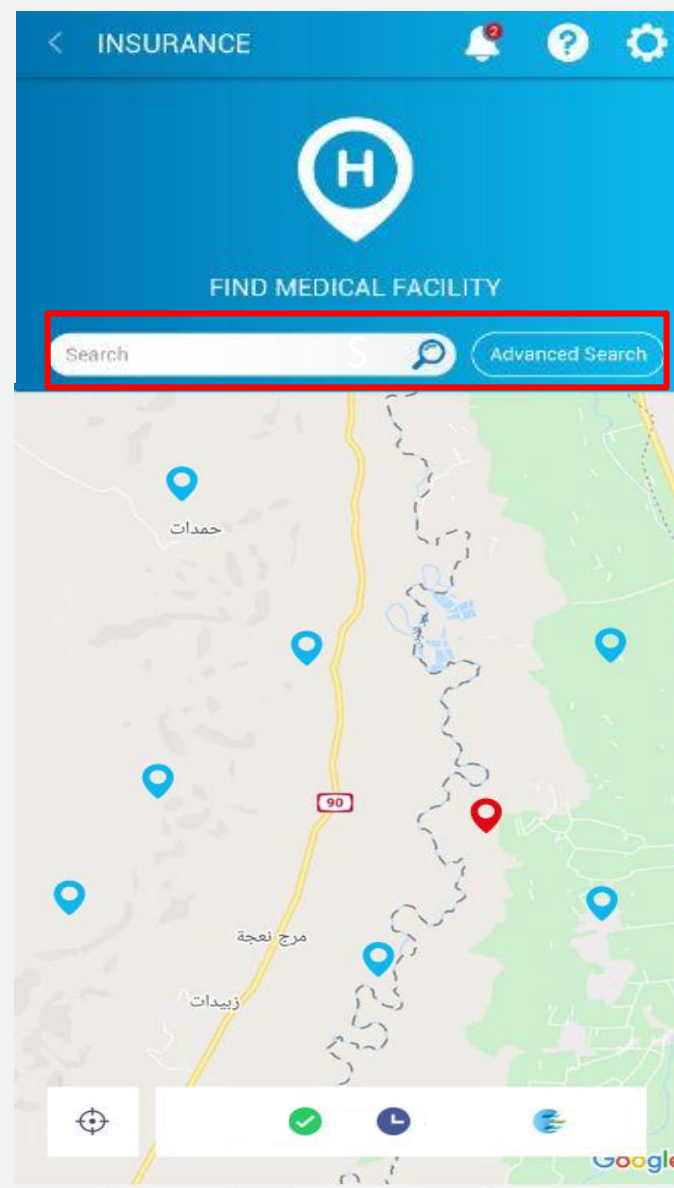
- To log in as one of your dependents you must activate their accounts first. Activate your dependents accounts in order for you to access them
- Click "Swipe to switch users"
- Enter your dependent's Password.
- The password will also be the dependent's year of birth.
- After first log-in, the app will ask you to change your dependent's password
- Once you activate your dependents' accounts, you will now be able to navigate through users by simply swiping to the right in the main screen

INSURANCE SECTION - FIND MEDICAL FACILITY

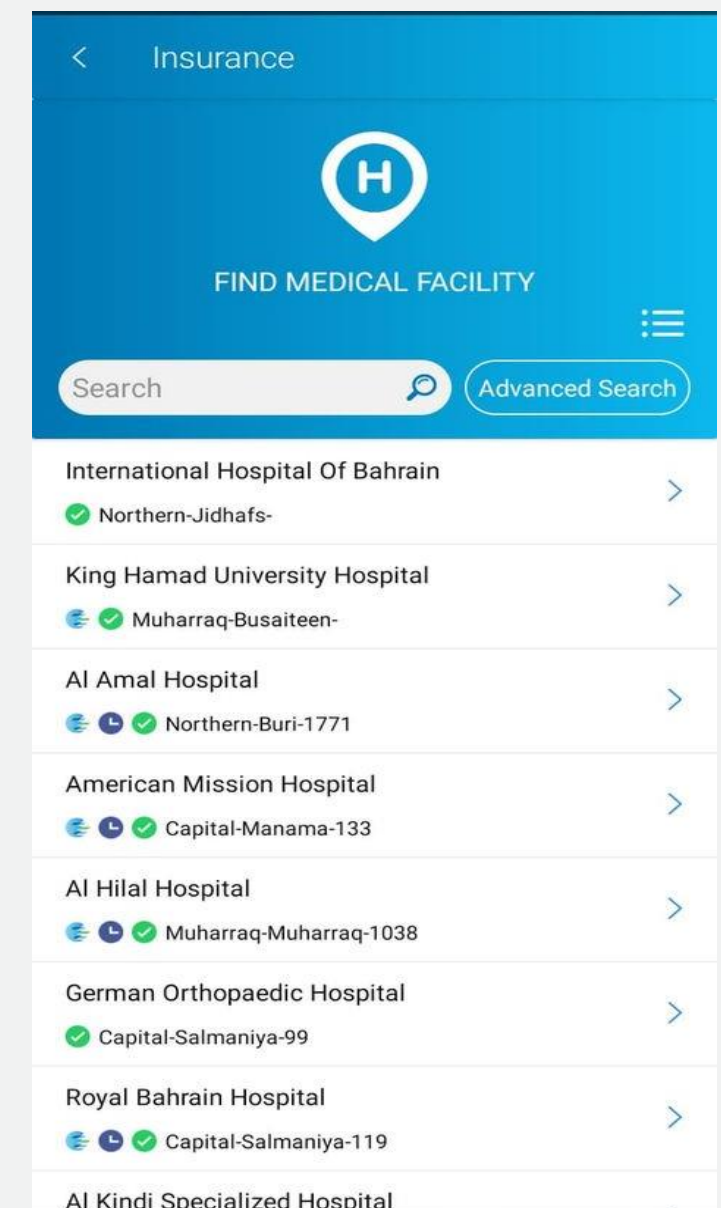
Find Medical Facility



Network Map



Hospitals around you



D. Find Medical Facility

- Select "Find Medical Facility" from the insurance homepage to search and locate the nearest healthcare provider marked as pins on the map, a feature supported by maps
- Click on the hospital blue pin to access their address details and directions. Your location is marked as a red pin

- You can enter the provider name in the search field to get their details
- Check icons appearing before the names of healthcare providers to know if the provider is:
 - o Within your covered network
 - o Online which indicates healthcare providers using our online system for a fast process
 - o Service hours
- Click on "Advanced Search" for advanced search

INSURANCE SECTION - FIND MEDICAL FACILITY

Advanced Search

The screenshot shows the 'Advanced Search' screen with a back arrow at the top left. Below the title, there are five filter sections, each with a blue header and a white selection area with a dropdown arrow: 'By Location', 'Country' (with placeholder 'Please select a acountry'), 'Region' (with placeholder 'Please select a region'), 'Territory' (with placeholder 'Please select a territory'), and 'City' (with placeholder 'Please select a city'). The 'Region' section is highlighted with a red border.

Choose a region

The screenshot shows a modal titled 'Choose a region' overlaid on the 'Advanced Search' screen. The modal has a white background and rounded corners. It contains a list of six regions: 'Beirut', 'Bekaa', 'Mt Lebanon', 'Nabatie', 'North', and 'South'. Each region is preceded by a horizontal line, suggesting it is a selectable item. The modal is highlighted with a red border.

Search

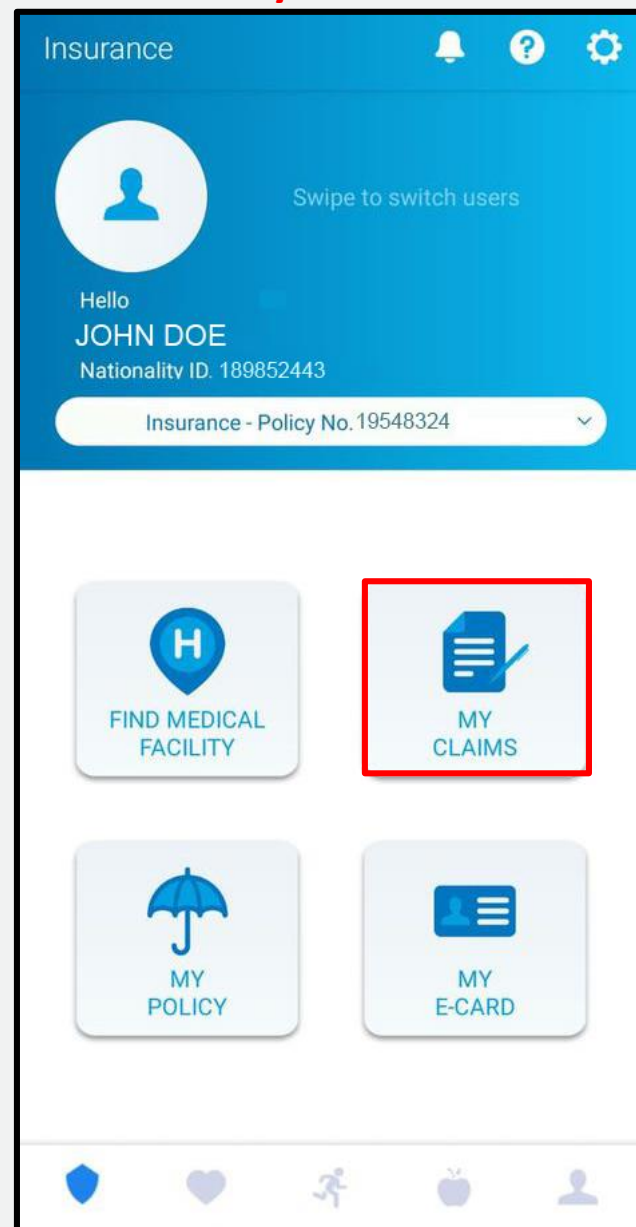
The screenshot shows the 'Search' screen with a 'By Provider' title at the top. Below it are five filter sections, each with a blue header and a white selection area with a dropdown arrow: 'Type' (with placeholder 'Please select a type'), 'Services' (with placeholder 'Please select a service'), 'Status' (with placeholder 'Please select a status'), 'Network' (with placeholder 'Please select a network'), and 'Working days' (with placeholder 'Please select'). At the bottom of the screen, there is a blue 'Search' button highlighted with a red border.

E. Find Medical Facility

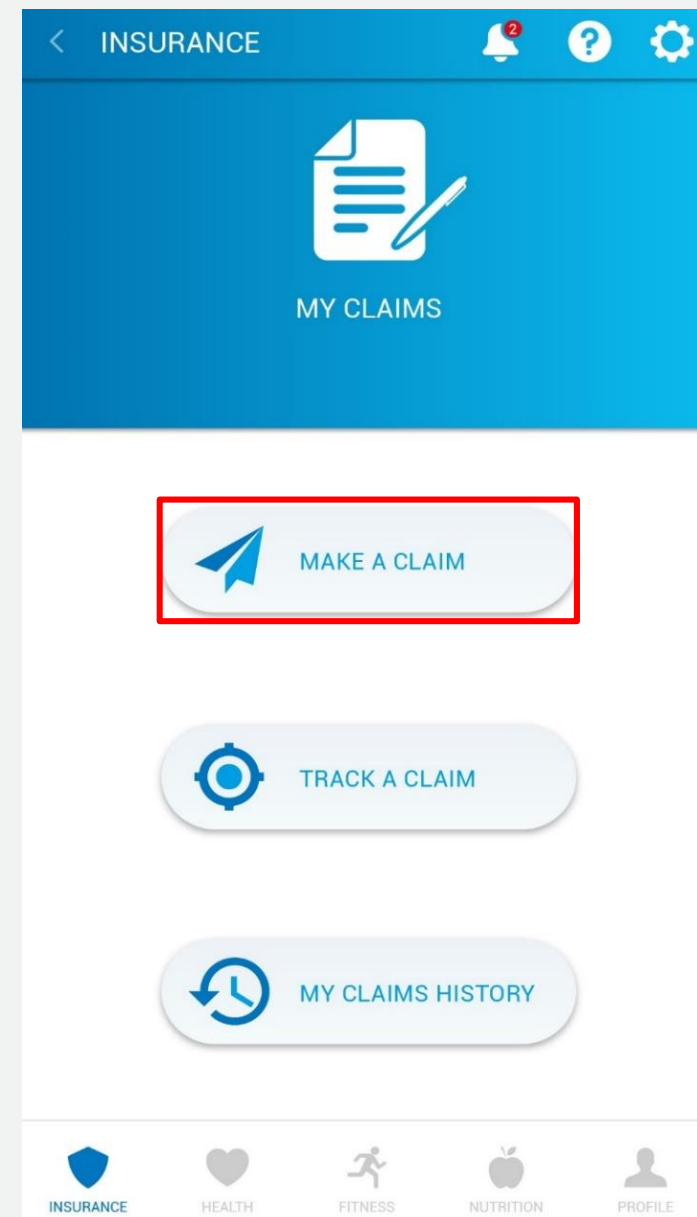
- The Advanced Search allows you to filter your search using several parameters such as country, city, healthcare provider type, service, within network etc.
- Once the search is done you will get their contact details and whether the provider is within your network

*** Please note that selecting the provider type is mandatory to carry on with the search**

My Claims



Make a Claim

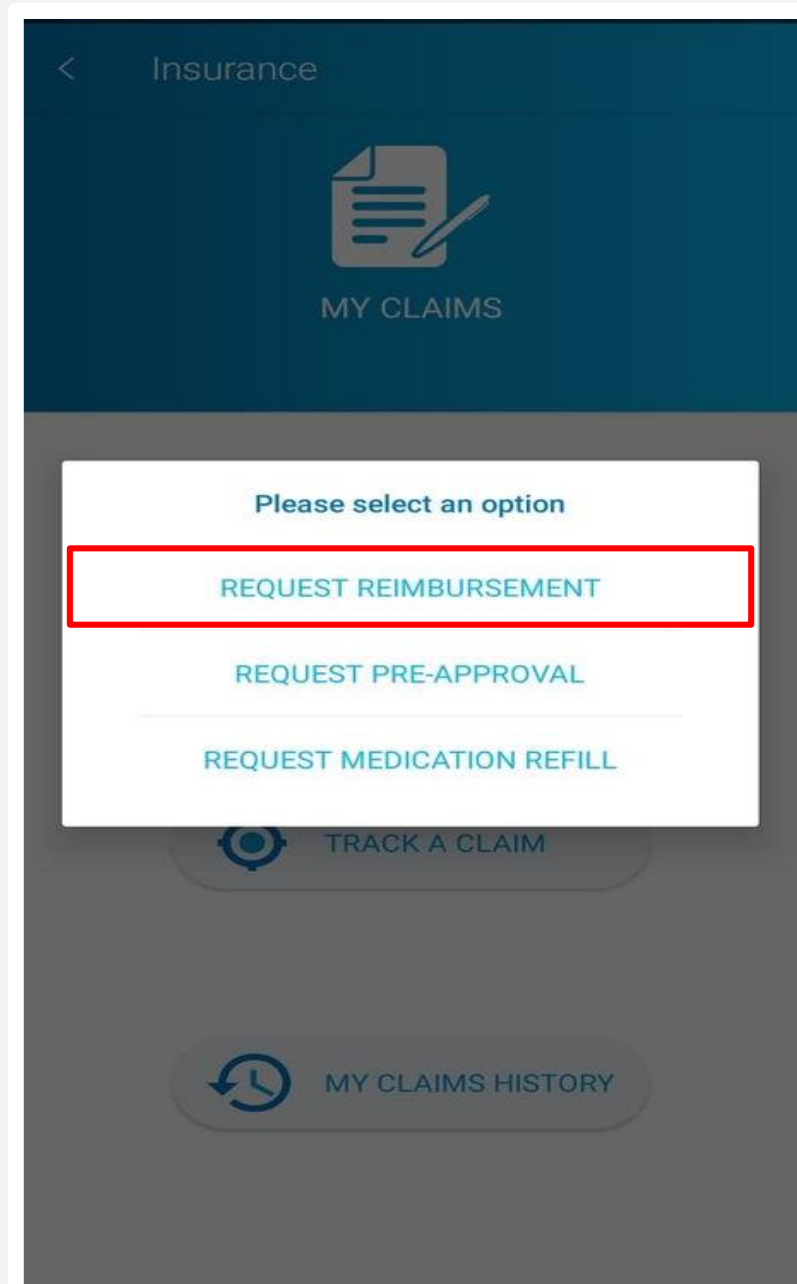


F. My Claims

Click *"My Claims"* and choose the action you want to take, either *"Make a Claim"*, *"Track a Claim"* or *"My Claims History"*

INSURANCE SECTION - MY CLAIMS : MAKE A CLAIM

Select an option



Reimbursement Request

A screenshot of the 'Request Reimbursement' form. The form has a blue header with a back arrow and the title 'Request Reimbursement'. Below the header, it says 'Fill in the required fields below'. The form contains several sections: 'What type of medical service did you receive?' with a dropdown menu; 'When did you receive the service?' with a date picker showing '03 Sep, 2020'; 'How much did the service cost you?' with a text input, a label 'Add the amount', and a dropdown for currency 'BHD'; 'Is there anything else you would like us to know?' with a text area; 'Please attach a copy of your medical report*' with five photo upload icons; and 'Please attach a copy of your invoice*' with five photo upload icons.

Reimbursement Request

A screenshot of the 'Request Reimbursement' form, similar to the previous one, but with a red border around the entire form area. It highlights the document upload sections: 'Please attach a copy of your original receipt*' (5 icons), 'Please attach a copy of your identity card/Passport*' (5 icons), 'Please attach a copy of your test results(Optional)' (5 icons, with the first icon highlighted by a small red box), and 'Please attach a copy of any other documents (Optional)' (5 icons). Below these is a red text label '*Mandatory documents' and a blue 'Submit' button. At the bottom, there is a note: 'Kindly keep the original supporting documents of your claim and submit them to your insurance company.'

G. My Claims

Click “My Claims” and choose the action you want to take, either “Make a Claim”, “Track a Claim” or “My Claims History”

A. When clicking “Make a Claim”, you will get the following types of claims:

1. Request Reimbursement
2. Request Pre-Approval
3. Request Medication Refill

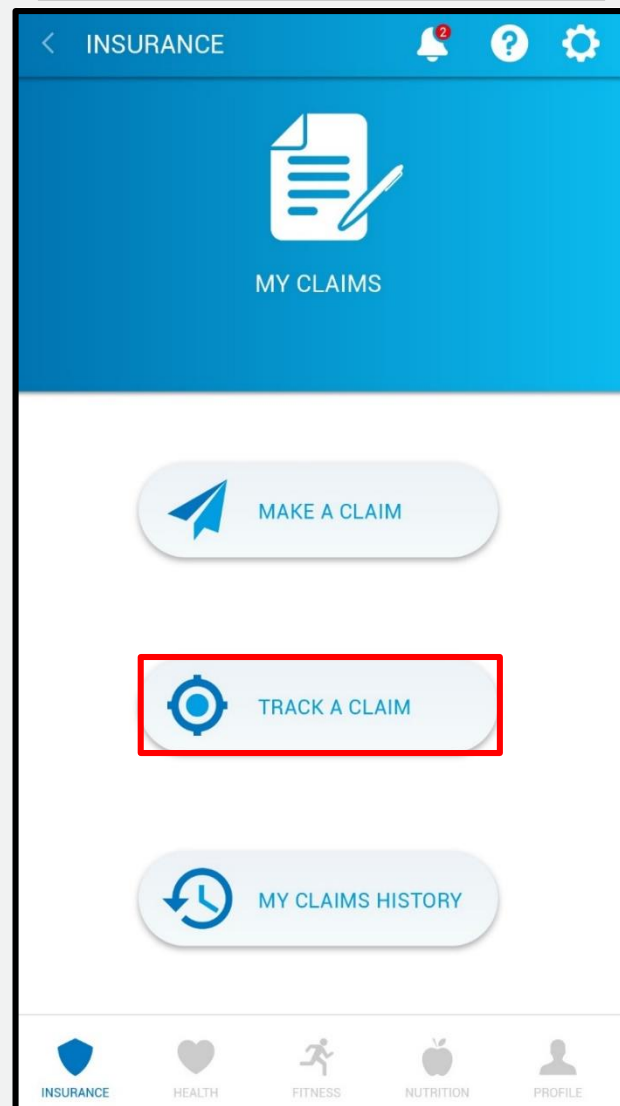
– Kindly keep the original supporting documents of your claim and submit them to your insurance company

Example for filing a “Request Reimbursement”:

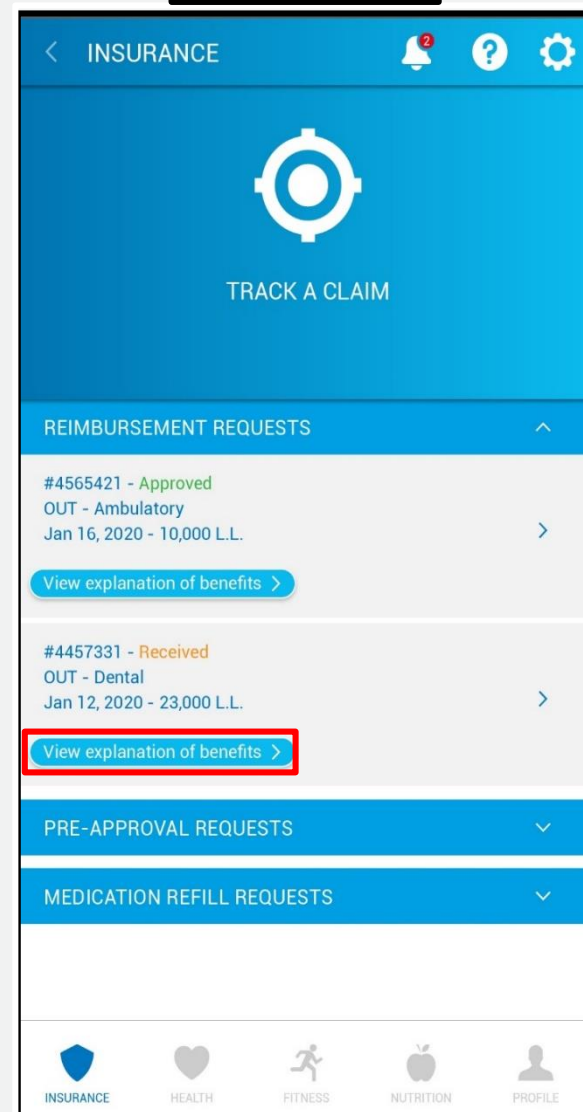
- Click on “request reimbursement”
- Choose the medical service type (*Ambulatory, Inpatient, Optical, Prescription Medicine, Dental, Doctors Visit*)
- Choose a date
- Attach photos of the mandatory documents marked with an asterix
- To delete an uploaded pic, click on the “minus” sign in the upper right corner of the pic (marked with a small red frame).
 - Add any remarks you have (optional)
- Click “Submit” and you will get an email notification sent to your registered email account with your claim reference number.

INSURANCE SECTION - TRACK YOUR CLAIM

Tracking Submitted Claims



Track Claim



Explanation of Benefits

Pharmacy
Approval Form
Reference#: 838822

Individual Number: 16154615
Card Holder Name: JOHN DOE
Date Of Birth: 02/12/1985
Insurance Co.: NOT AVAILABLE
Physician: NOT AVAILABLE
Approval Date: 18/08/2020
Policy Expiry Date: 01/05/2024

Service	Item	Qty Cim	Qty App	Status	Notes	Reason
PHARMACY	PANADOL 500MG TABLET 96'S	2	2	Approved	Test indicated	

Important Notes
Please Attach the required documents upon submission of claim
1-Approval Form
2-Discharge Summary
3-Medical Report and Results of the requested test if any
4-Copy of the identification card &or passport CPR Driving license
5-Claim Form
6-Copy of Insurance Card

Signature
Your with details
Medical Information
Date BP Pulse Temperature Stress Duration Complaints Signs Others
Signed File
1-3 261107.jpg
2-3 853433.jpg
Additional file
In case of approval, this claim is subject to review for Tariff, Discounts and Medical Necessity - Usual, Reasonable and Customary.
Thank You

This claim is subject to VAT terms and conditions of Kingdom of Bahrain
يخضع هذا المطالبة للحدود والكم حصرية القيمة المضافة في مملكة البحرين

Pharmacy
Approval Form
Reference#: 838822

Individual Number: 17043028
Card Holder Name: MURTHI ALHOCRI
Date Of Birth: 02/12/1985
Insurance Co.: Al Afa Insurance
Physician: NOT AVAILABLE
Approval Date: 18/08/2020
Policy Expiry Date: 01/05/2024

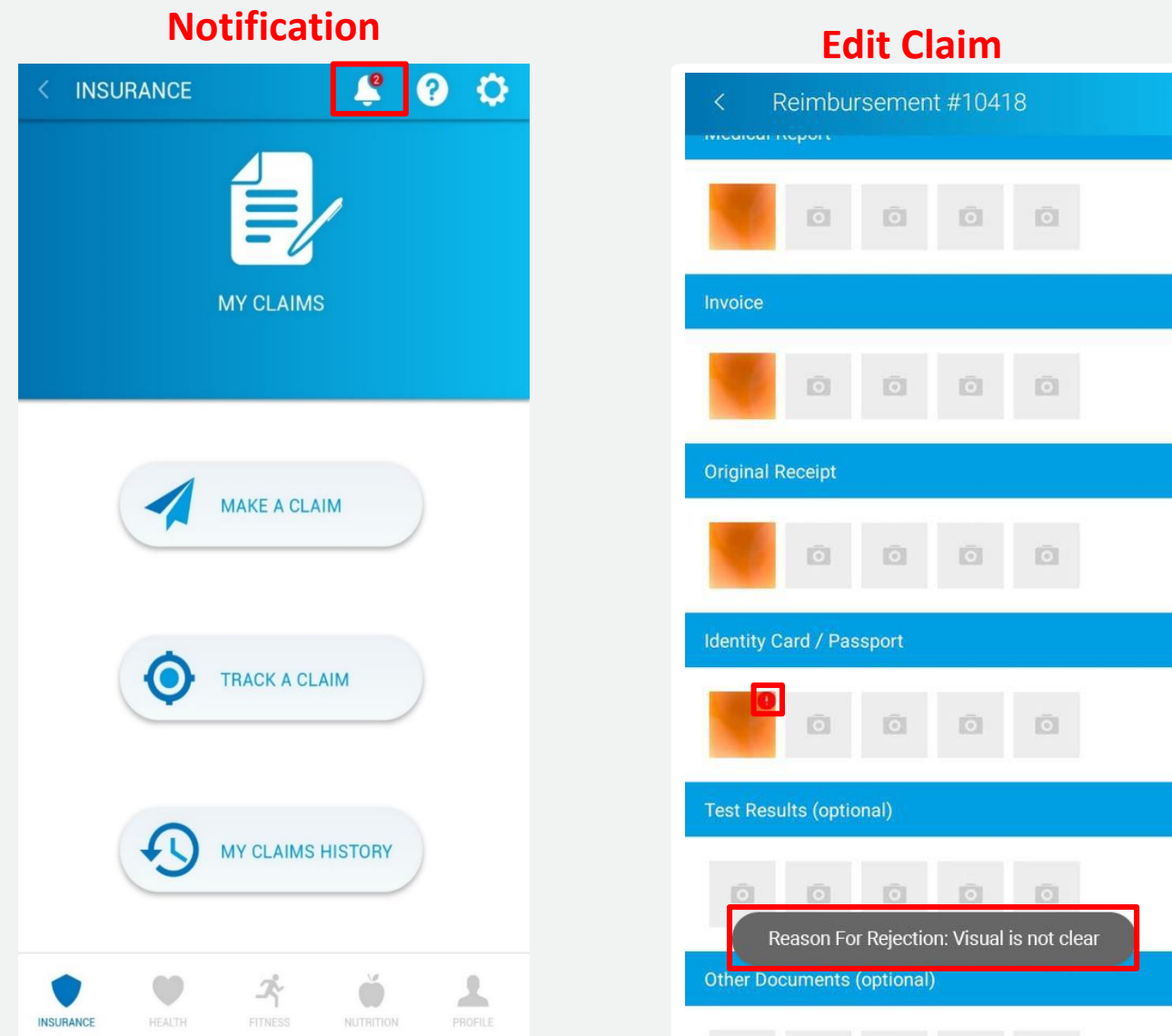
Reason	Notes	Status	Qty App	Qty Cim	Item	Service
Test indicated	Approved	2	2	PANADOL 500MG TABLET 96'S	PHARMACY	

Important Notes
Please Attach the required documents upon submission of claim
1-Approval Form
2-Discharge Summary
3-Medical Report and Results of the requested test if any
4-Copy of the identification card &or passport CPR Driving license

H-Tracking submitted claims

1. Click "Track Claim" in the insurance home page
2. Choose your claim type by expanding the category
3. Check your status (e.g. approved, rejected..). In case your claim was rejected, you will be able to view an explanation for your benefits detailing why your claim was rejected

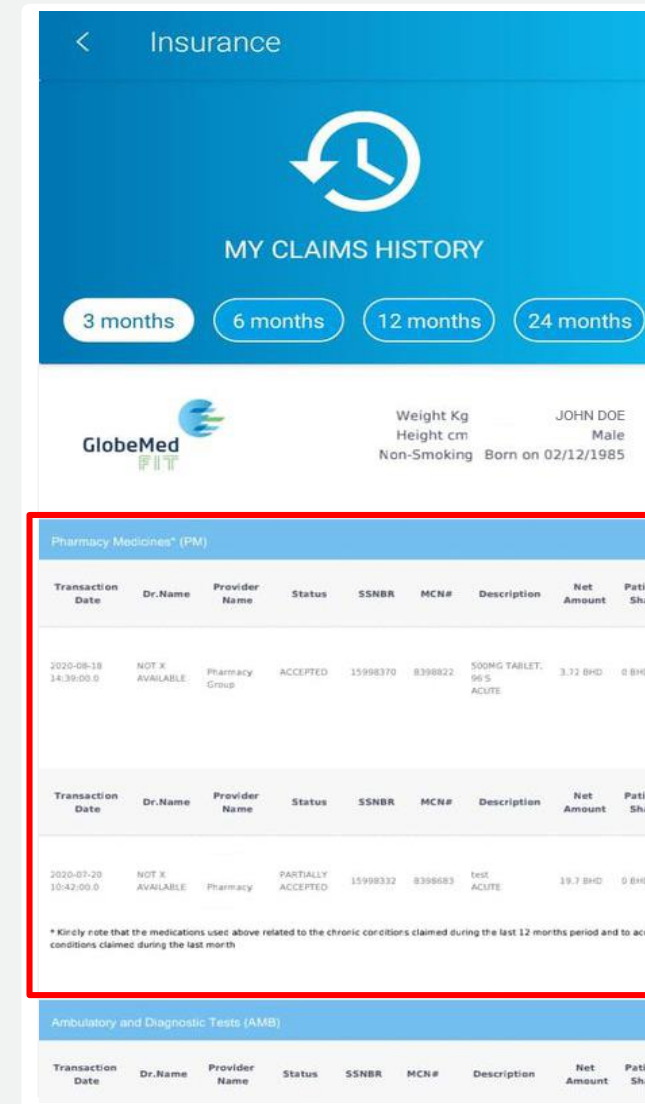
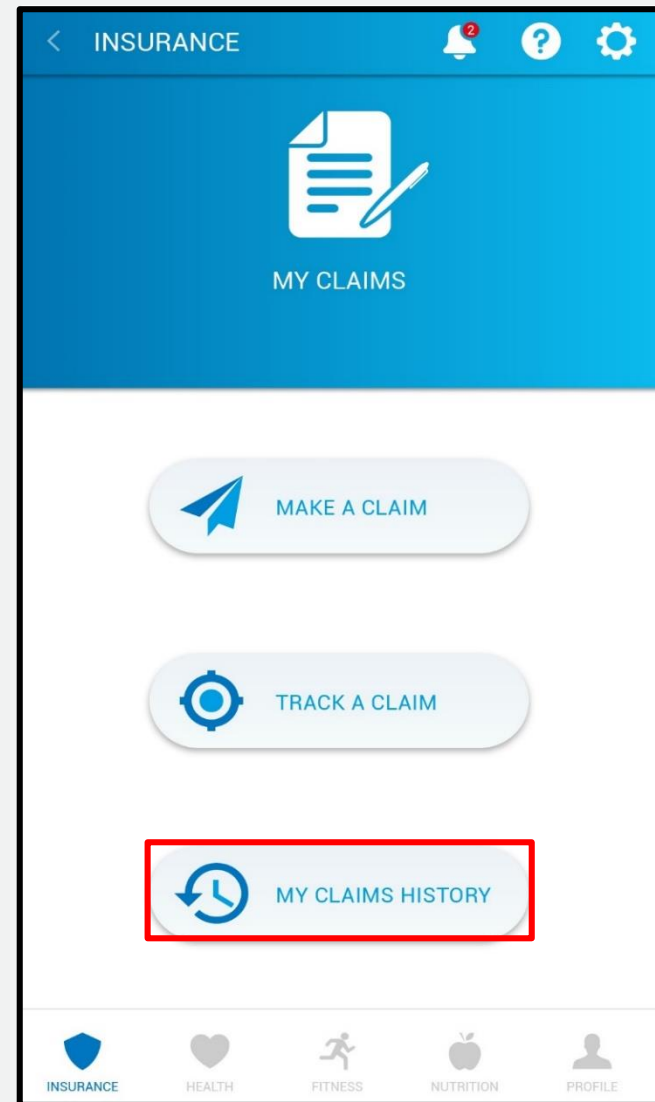
INSURANCE SECTION - MY CLAIMS : TRACK YOUR CLAIM, EDIT CLAIM



4. In case supporting documents are missing or you need other documents, you will receive a notification from GlobeMed to edit your claim. Click on the bell marked with the red exclamation mark, to check what's needed.
5. You now can edit your claim directly from the "Track a Claim" section. Click on the **red** icon on top of the attached document to see what was the reason of rejection and replace or retake the a photo of the attached as requested in the notification.

INSURANCE SECTION - MY CLAIMS : MY CLAIMS HISTORY

My Claims History

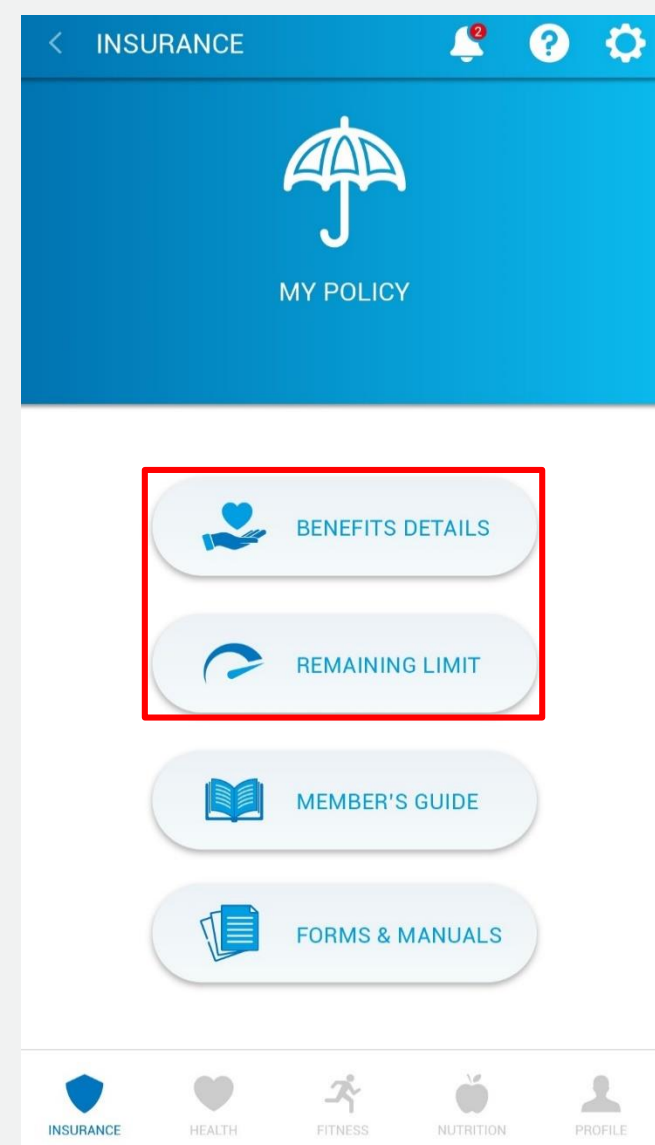
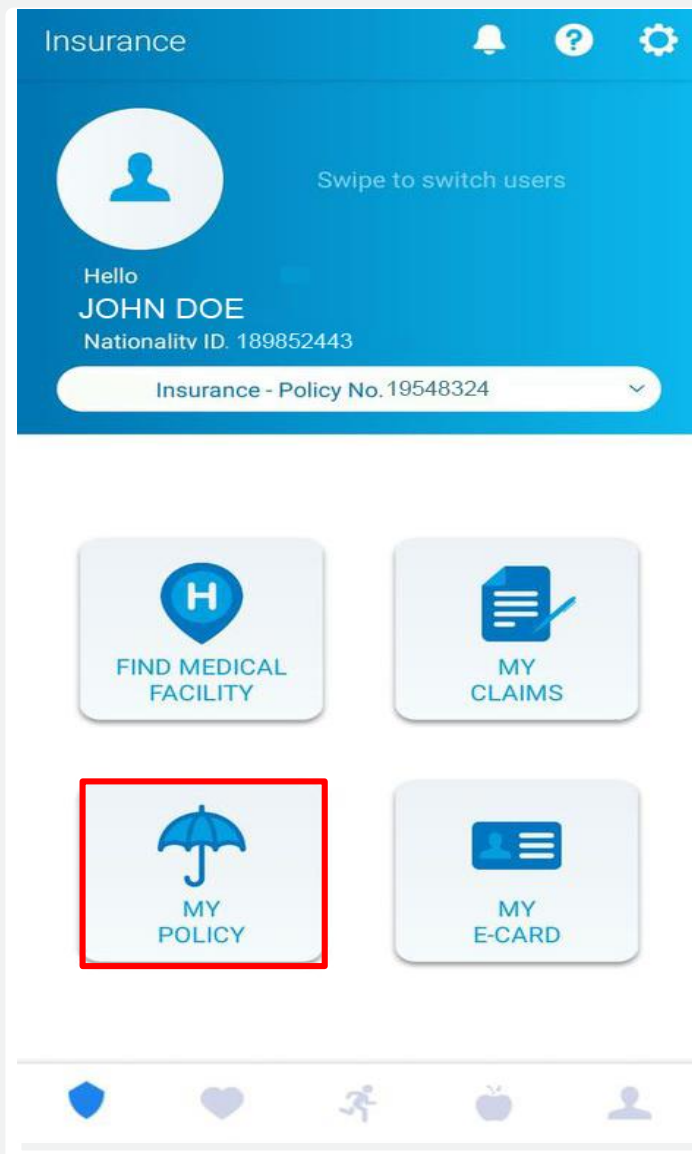


I- My Claims History

- Select “*My Claims History*” to get a record of your insurance policy usage.

INSURANCE SECTION - MY POLICY

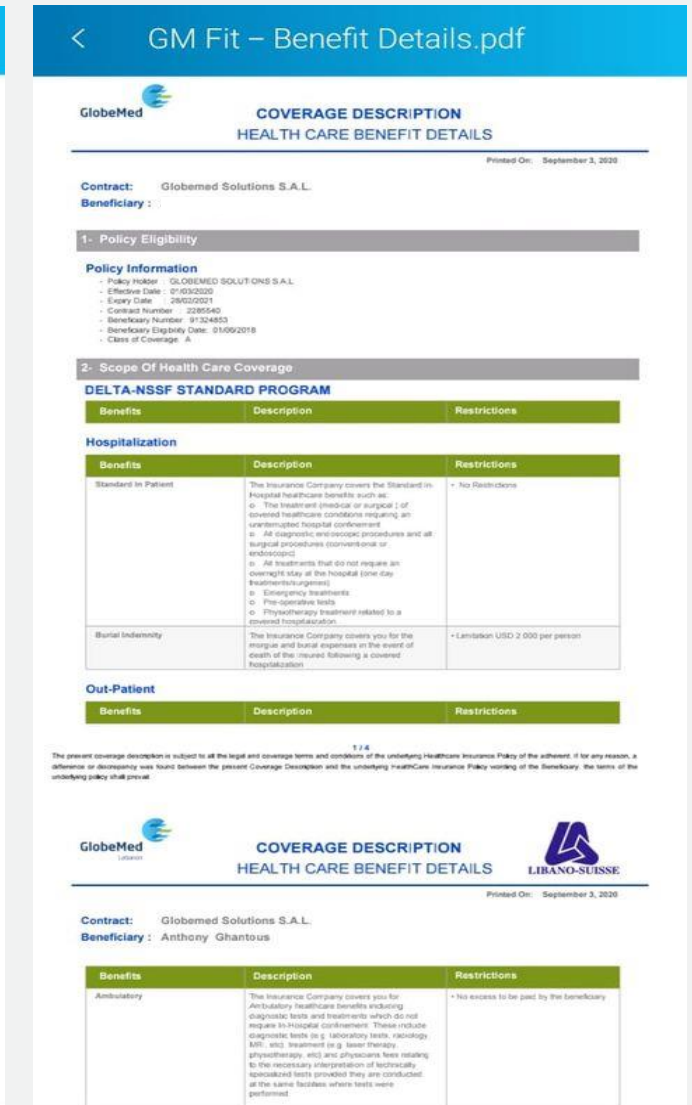
My Policy



A. Remaining Limit



B. Benefits Details



J - My Policy

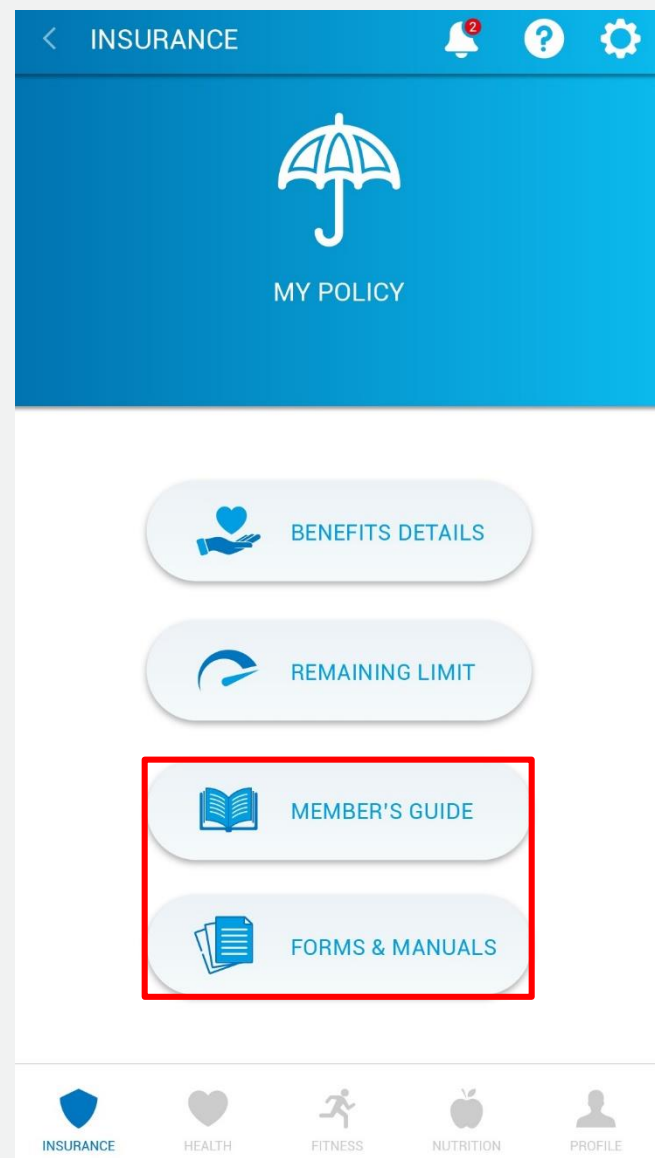
A. Remaining Limit

- Select Policy Limitation to get a record of your insurance policy financial limitation

B. Benefits Details

- Select Coverage description for full details of your insurance policy benefits, limitations and exclusions.

INSURANCE SECTION - MY POLICY



C. Member's Guide



D. Form and Manuals



K - My Policy

C. Member's Guide

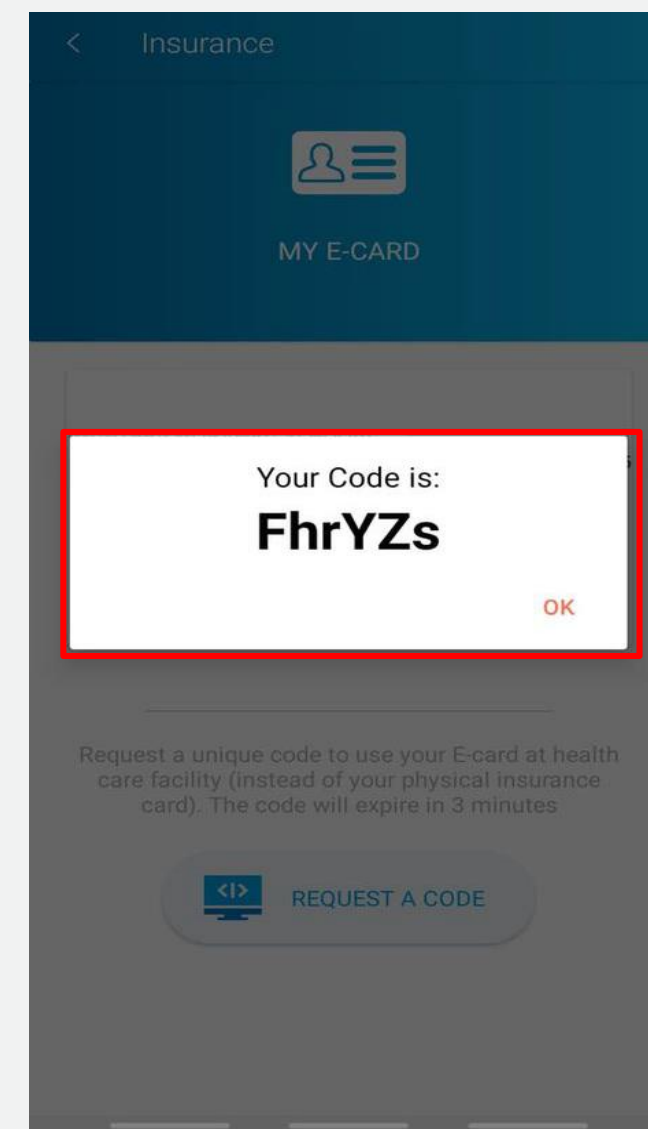
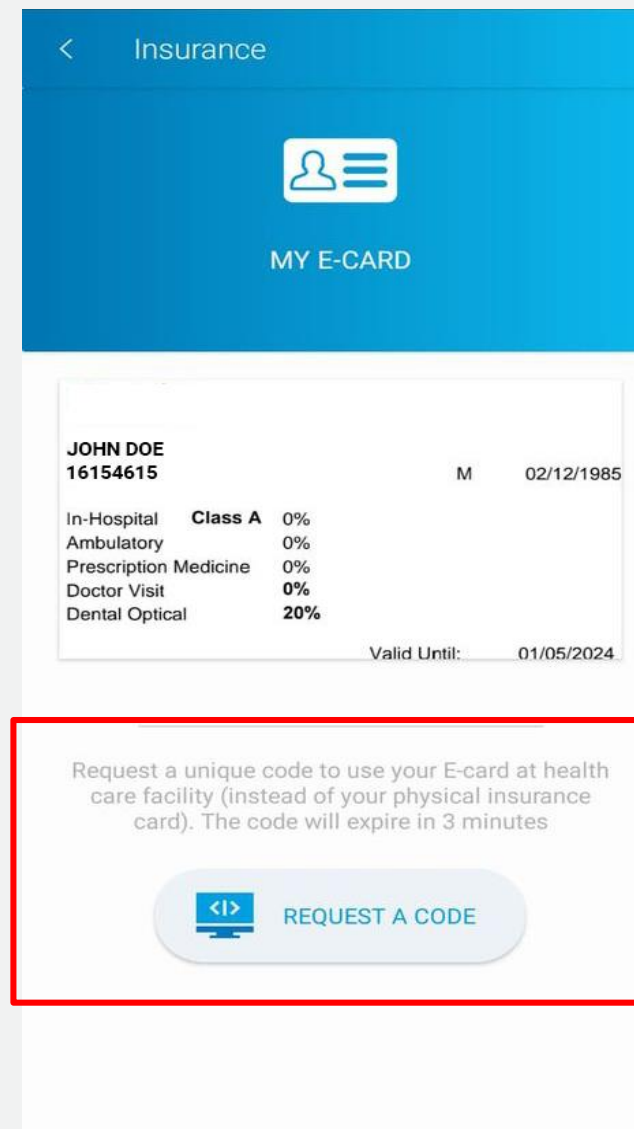
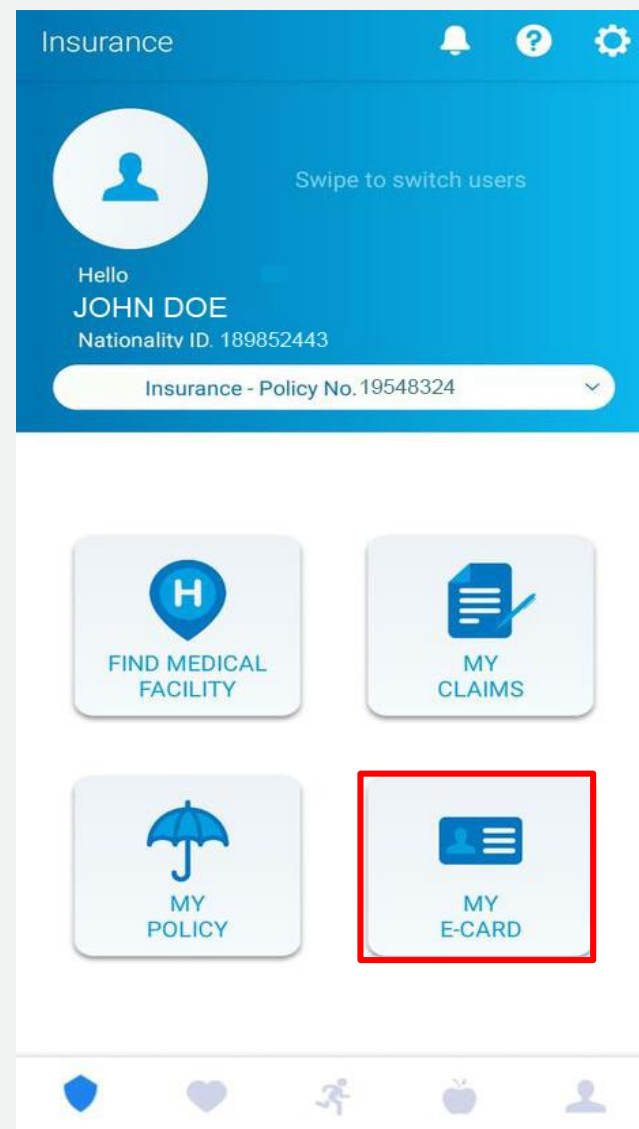
- Select Member's guide for all details related to managing your insurance e.g. insurance card details, documents required by insurance company, FAQ...etc.

D. Forms and Manuals

- In this section, you will be able to view and download any documents shared by GlobeMed and watch videos directly from the app!

INSURANCE SECTION - MY E-CARD

OTP request



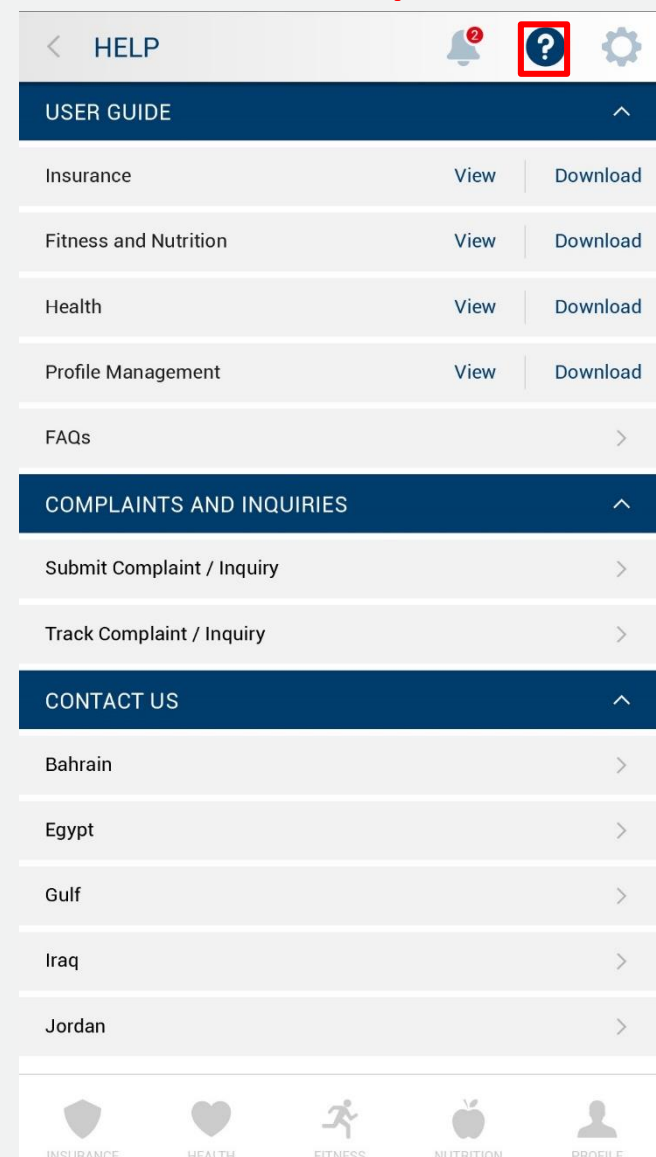
L.. My E-Card

- Instead of using your physical card, you can use the e-card for eligibility at healthcare providers. All you have to do is click on “request a code” to receive a 5 digit code. Share the code with your healthcare provider

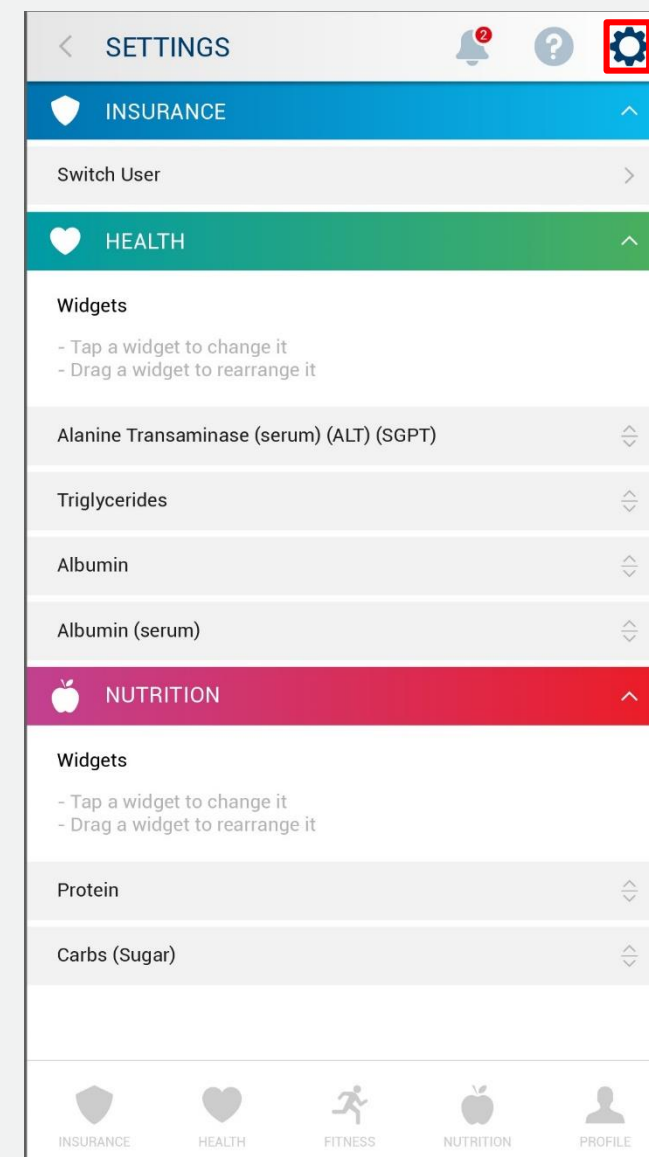
**Code will expire in 3 minutes*

** this feature is optional, you can use your actual insurance card if you wish to do so*

A. Help



B. Settings



M. Help and Settings

A.

- By clicking on the question mark on the upper right side of the screen you will access the following:
 - a- User Guide: A detailed user guide by section on how to use the app
 - b- Complaints and Inquiries: You can submit/track complaints and inquiries.
 - c- Contact us: GlobeMed addresses in different countries

B. Settings Icon

- Click on the gear icon on the upper right side of the screen to access the settings. You will have access over the widgets that you can find in each section of GlobeMed Fit. You will be able to change and re-arrange metrics as you wish.



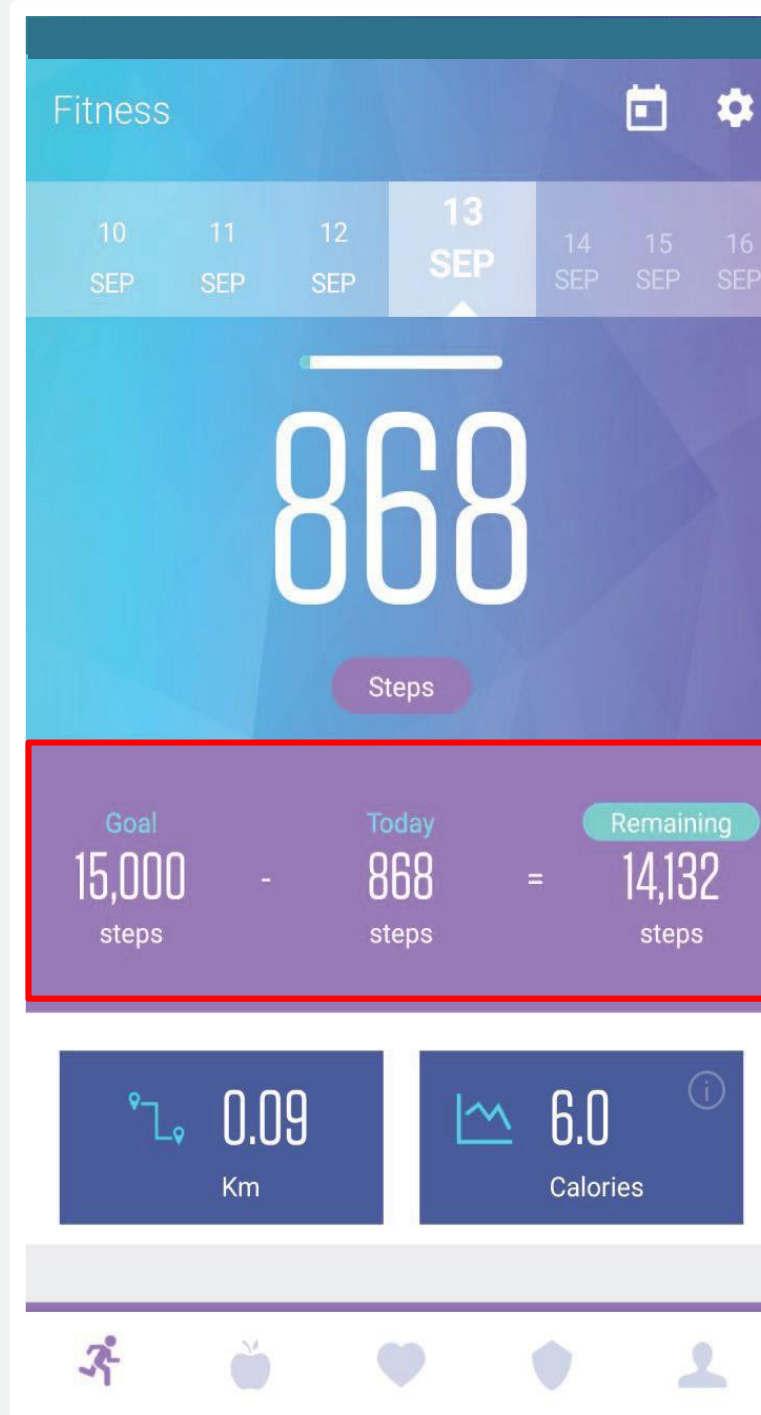
FITNESS SECTION

FITNESS SECTION

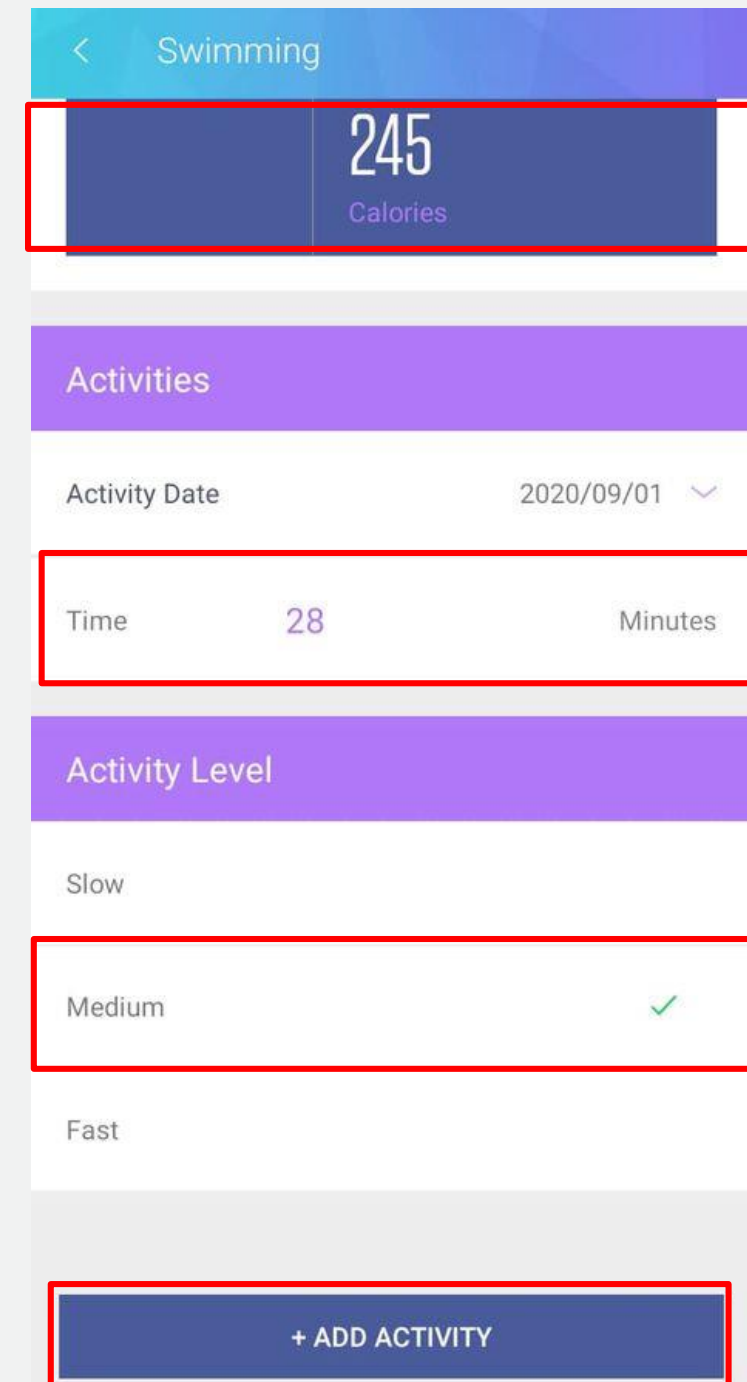
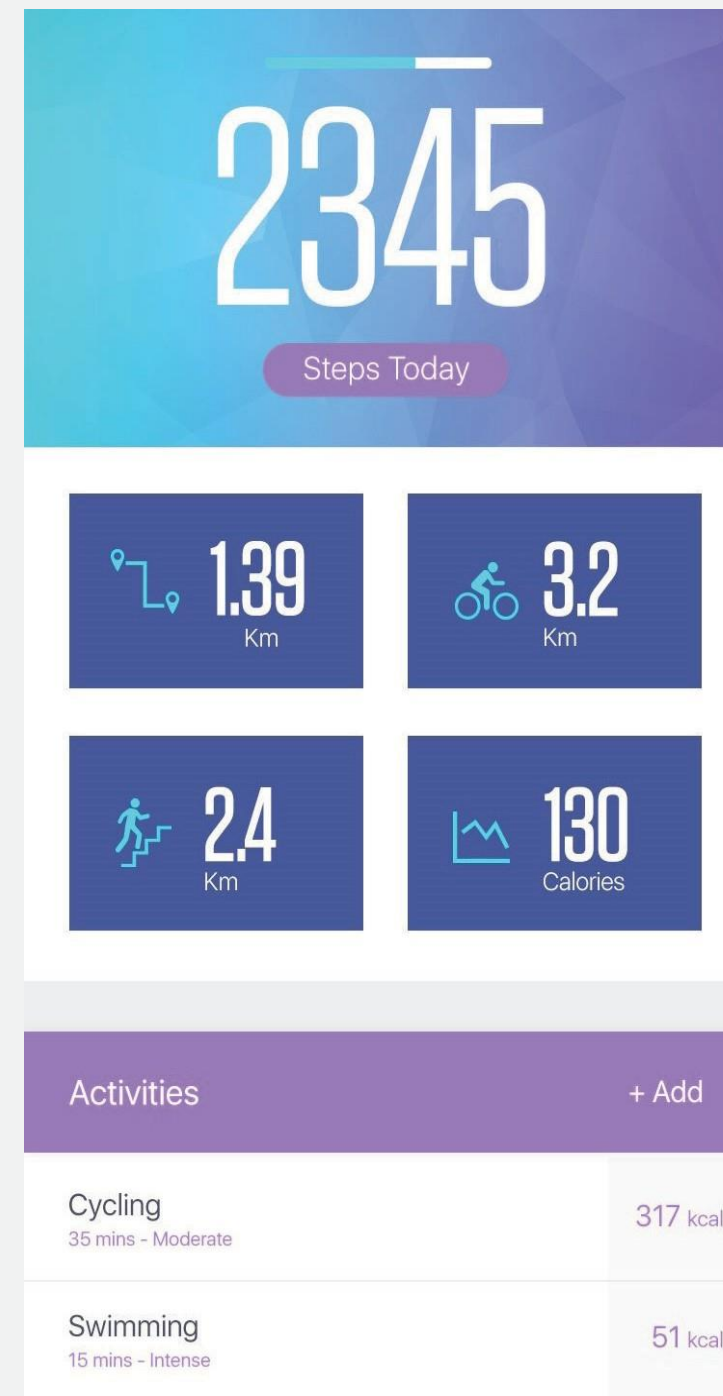
3.0 – Fitness Section

The app generates daily fitness goals in this section, based on your pre-set weight objectives, and tracks your daily activities whether automatically or manually logged through the app or any wearable device (Fitbit, Health Kit....etc.). Results can also be displayed in charts.

Main screen display



Adding activities

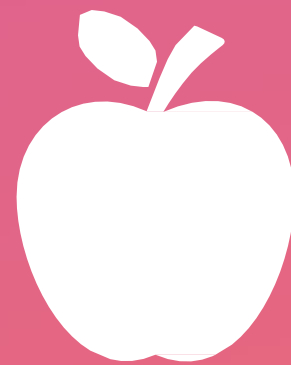


3.1 The main fitness screen displays:

- The “**Goal steps**” includes the number of steps that must be covered daily to reach your pre-set desired weight goal
- The “**Today steps**” includes the number of steps that are covered so far during the day; this is automatically logged
- The “**Remaining steps**” indicates the remaining number of steps needed to attain the daily “**Goal steps**”

3.2 Adding activities

- Click “+add” to add any activity of your choice & select the level of difficulty
- Select Activity (e.g. swimming and add the swimming time and level manually if not using a wearable)

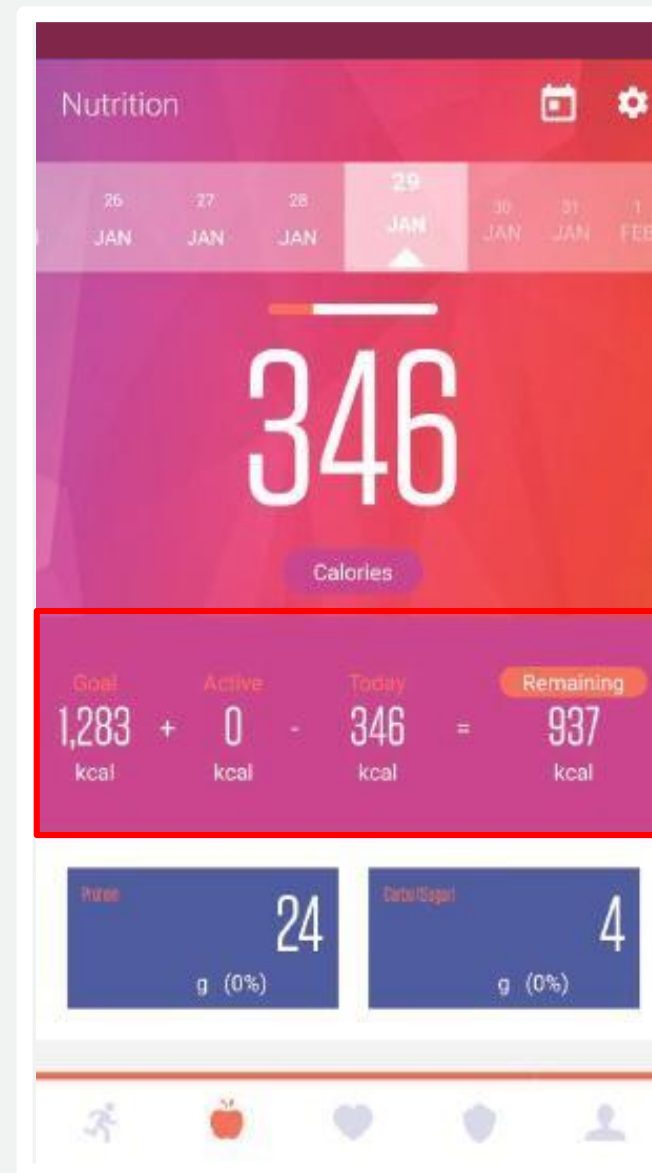


NUTRITION SECTION

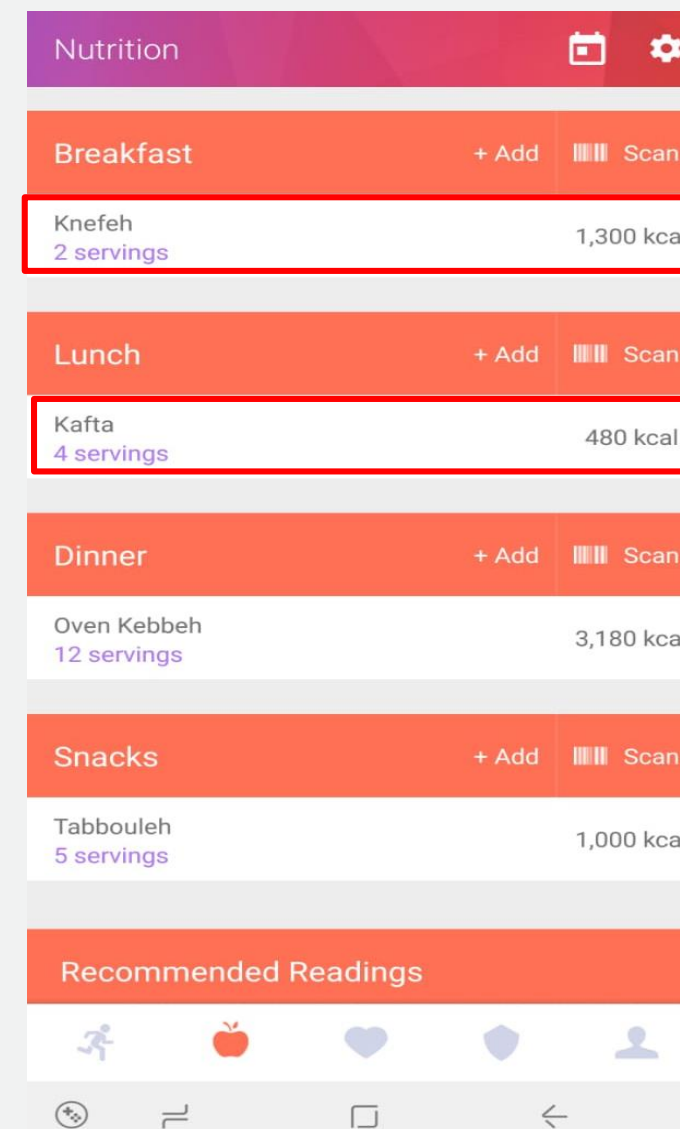
4.0 – Nutrition Section

The app sets daily calorie intake goal based on your pre-set weight objectives. It allows you to log your meals through a manual selection from a huge database of local products & foods or through product barcode scanning, with automatic display of the logged food, number of calories, and nutritional values

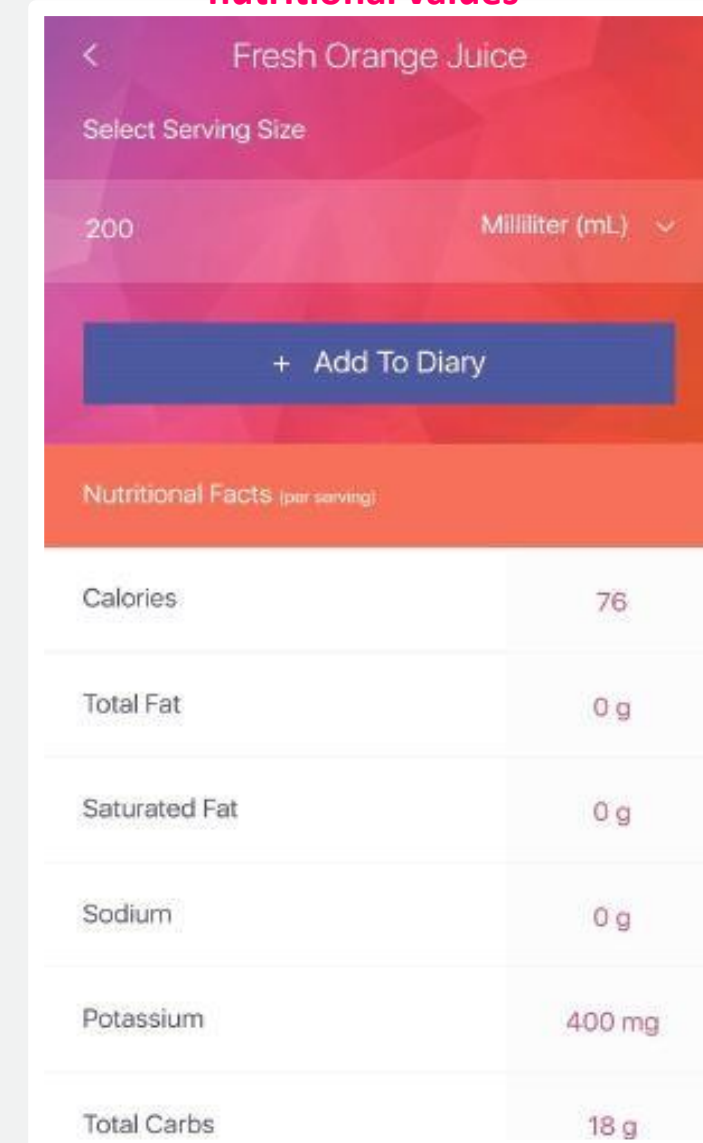
Main screen display



Adding/scanning food



checking food calorie count & nutritional values



4.1 The main nutrition screen displays:

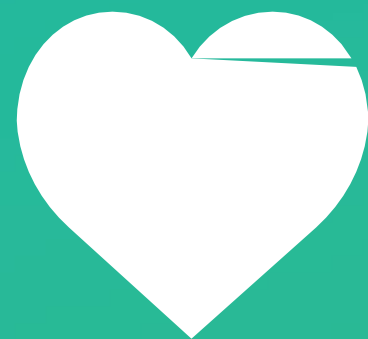
- The **"Goal calories"** includes your daily calories count based on your pre-set desired weight goal
- The **"Active calories"** includes the number of burned calories from previous logged activities
- The **"Today calories"** includes your calories intake so far during the day
- The **"Remaining calories"** indicates the remaining number of calories needed to attain the daily **"Goal calories"**

4.2 Logging food

- Log in breakfast, lunch, dinner and snacks by selecting **"Add"** or **"Scan"**
- Check nutritional Values of your added meals

4.3 Requesting the addition of a meal

- click **"Request a Meal"** on send request for the support team to add your meal to the list



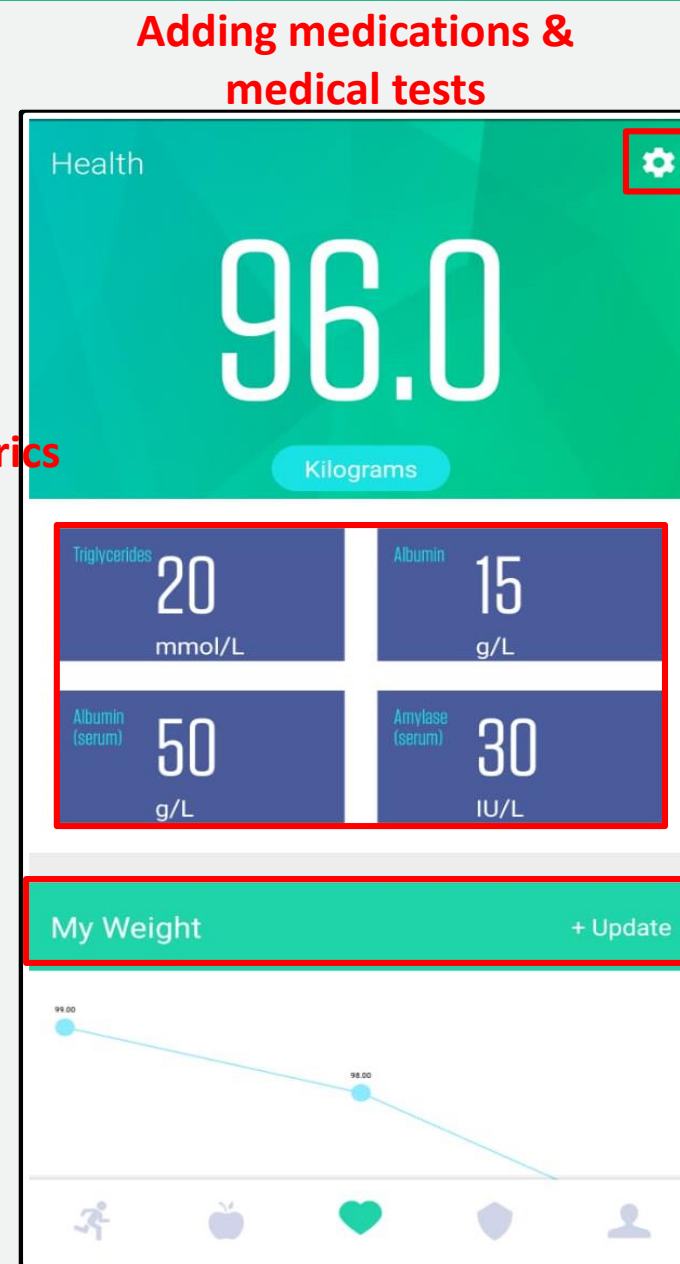
HEALTH SECTION

5.0 – Health Section

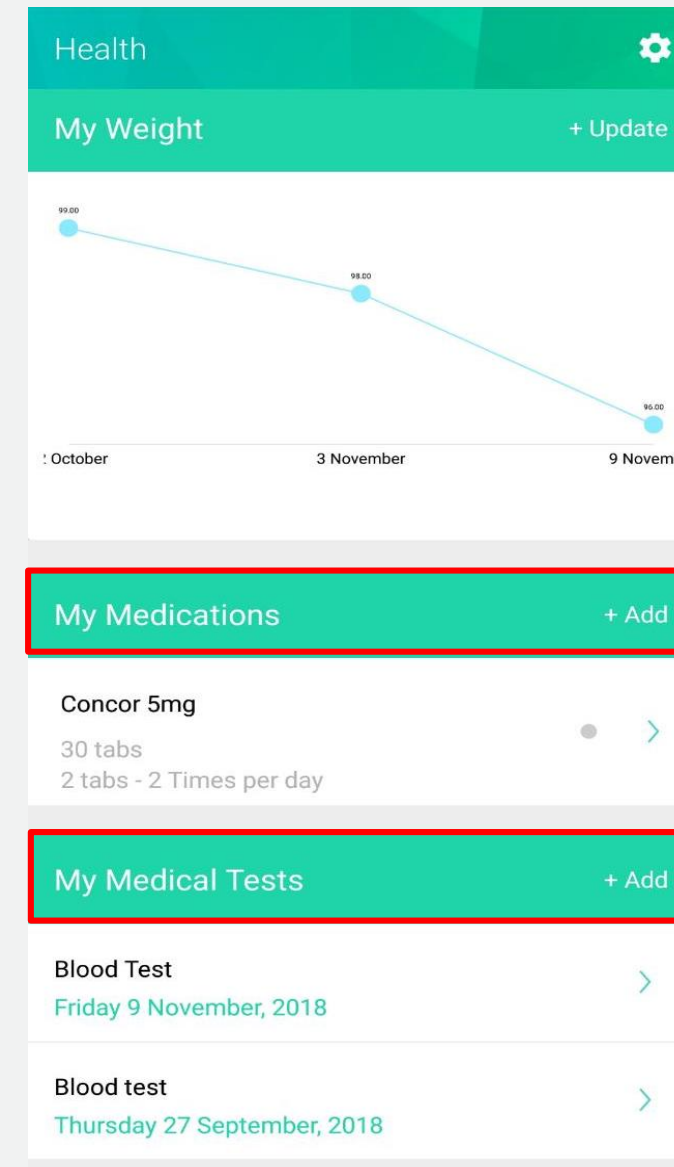
The health section helps you monitor your health metrics, better adhere to your medical treatment with the pill reminder feature, and save your medical records in a secure environment

- The section's main screen displays your logged weight, health metrics, medications and medical tests

Widgets/
health metrics



Adding medications



Setting pills reminders

Add Medication

Name NEXIUM

View Counseling Information

Posology

Units Enter Units tabs

Frequency Enter Frequency Times per day

Days of Week select days of week

Treatment Duration Select Duration Days

Get Notifications

Enable Reminders

Check Compatibility

This feature is available for the insured members only. You may enable the "Check Compatibility" by logging in to the Insurance section.

Add your remarks here

ADD MEDICATION

5.1 Health metrics display:

- The main screen automatically displays all the logged medical test values under "widgets"
- Customize the widgets and charts displayed on the health main screen from the setting icon found on the upper right side

5.2 Adding medications and pill reminders

- Click "Add" under "My Medication" to add your medication from a pre-defined list, view its "Counseling Information" and check its "Compatibility" with your age and gender if you're an insured member

- You can also add Pill reminders in this section after filling out the frequency, days of week and treatment duration.

HEALTH SECTION

Adding medical tests

The screenshot shows the 'Health' app interface. At the top, there's a 'Health' header with a settings gear. Below it are sections for 'My Weight' (with a line graph showing weight decreasing from 99.00 to 96.00 over time), 'My Medications' (listing 'Concor 5mg'), and 'My Medical Tests'. The 'My Medical Tests' section has a red box around the '+ Add' button. Below this button, there are two existing test entries: 'Blood Test' dated 'Friday 9 November, 2018' and 'Blood test' dated 'Thursday 27 September, 2018'.

Adding test name & service date

The screenshot shows the 'Add new test' screen. It has a back arrow, 'Add new test' title, and 'NEXT STEP' button. A red box highlights the 'Test Name' field (containing 'Blood Test') and the 'Service Date' field (containing '01 Sep, 2020'). Below these fields is an 'Attach Photos' section with three camera icons.

Adding test value & metrics

The screenshot shows the 'Add new test' screen with a 'DONE' button. A red box highlights the search bar 'Search for a metric' and the first metric in the list: 'Sodium (serum or plasma)' with 'Enter Results' and 'mmol/L' unit. Other metrics listed include 'Urea nitrogen (BUN) (plasma or serum)', 'Hematocrit Adult Males', 'Bicarbonate (HCO3) (serum)', 'Albumin (serum)', 'Bilirubin (serum) Adults (total)', 'Eosinophils', and 'Iron (serum) Females'.

5.3 Adding medical Tests results

Step 1: Click “+add” to add a medical test

Step 2: Add “Test Name” and “Service Date” in the “Add New Test” screen with an option to attach a photo of the test, then click “next”

Step 3:

- Search for a metric or find a test from the list
- Enter test value
- Change the unit of measurement by tapping on the related field

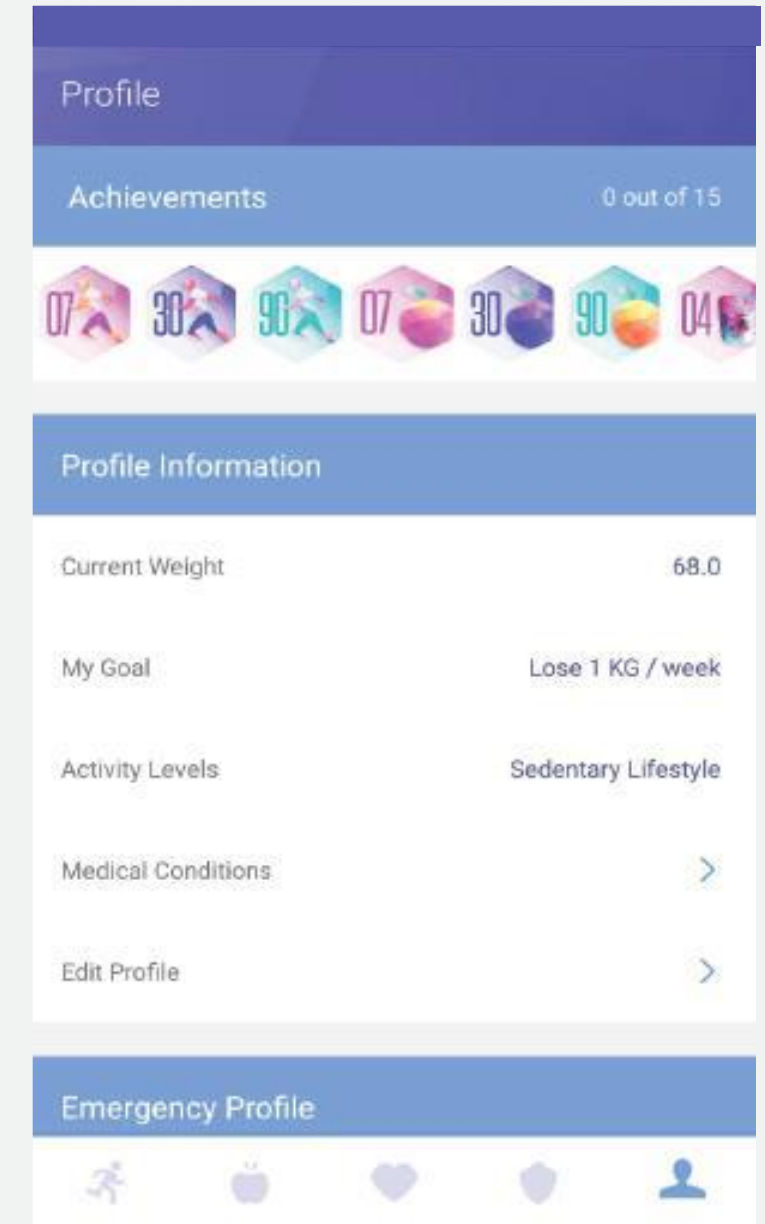
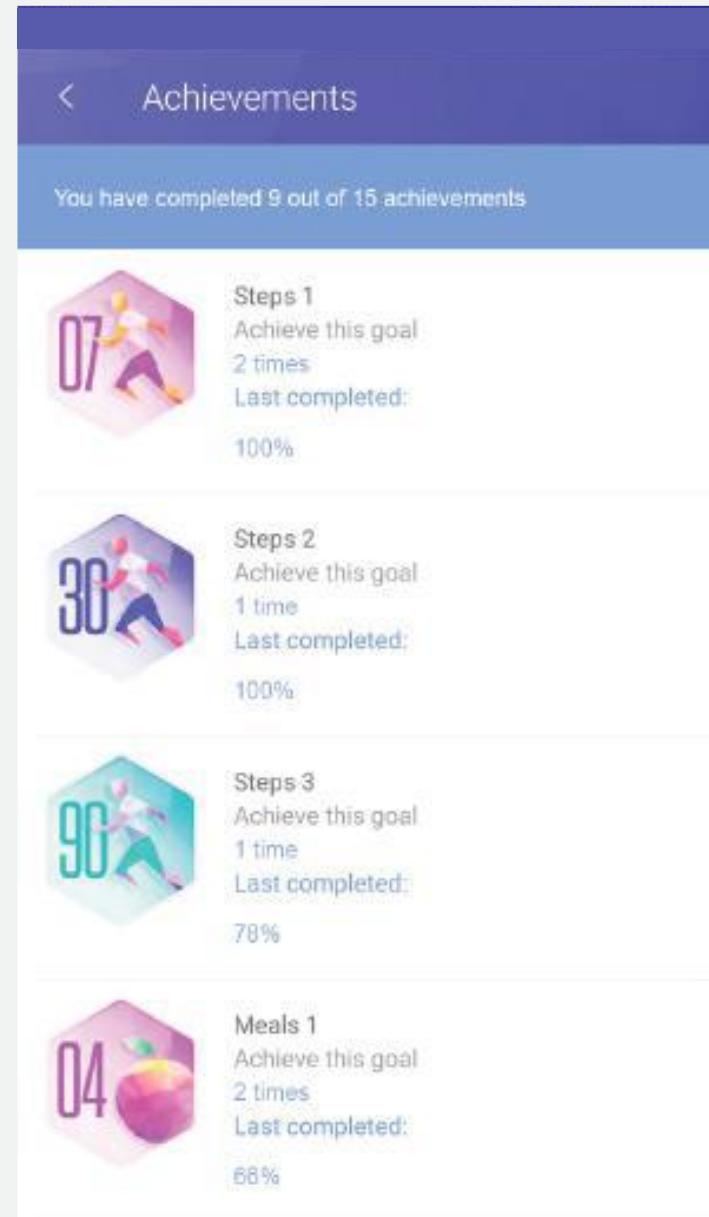
- Click “Done” when finished

- The new test is now added under “My Medical Tests” section and is automatically reflected in the health metrics



PROFILE MANAGEMENT

PROFILE MANAGEMENT



6. Profile Management Section

- 1- You can click “*Achievements*” icons to get a complete list of goals achieved (steps completed, meals goals, weight goals).
- 2- You can also check your list of achievements related to fitness, nutrition and health

Profile Information: update your profile information including:

- Current Weight
- My Goal
- Activity levels
- Medical conditions
- Edit Profile info



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THANK YOU