

CLAIM PROCESS WITH SMART INSURANCE

(010) 0010141 www.oneplan.co.za
54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan is sold by Oneplan Brokers (Pty) Ltd and administered by Oneplan Underwriting Managers (Pty) Ltd, authorised financial services providers 43627 and 43628. Oneplan is not a benefit option regulated by the Medical Schemes Act, but a short-term insurance product underwritten by Bryte Insurance Company Limited

Underwritten By



INDEX

Claim & Manage your Policy with the Oneplan App

3

Claim & Manage your Policy on the Self Service Portal

4

Quick Index Guide for Oneplan App/ Self-Service Portal

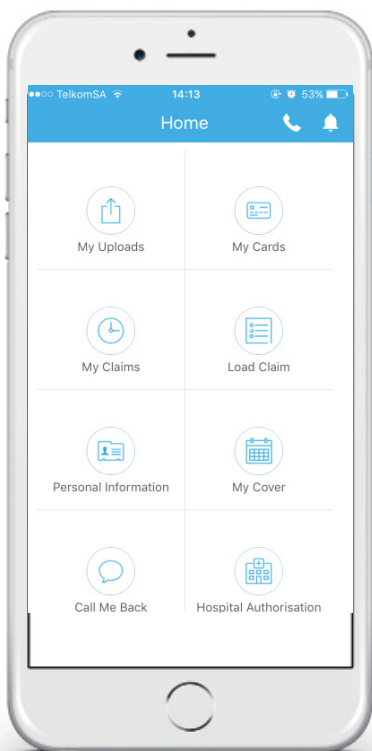
5

Onecard Claims Processes

6

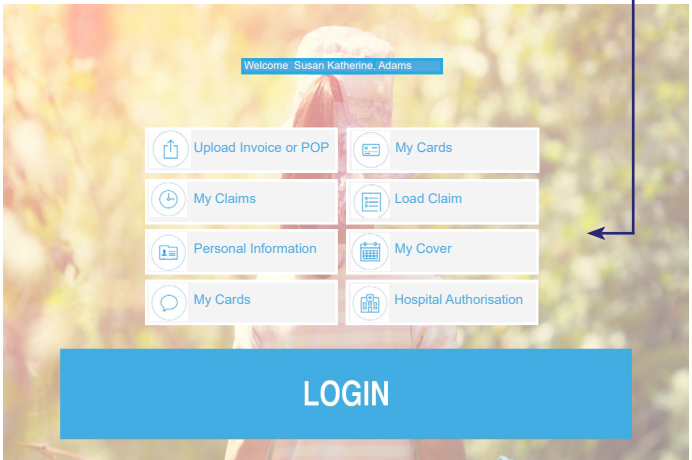
HOW TO CLAIM & MANAGE YOUR POLICY WITH THE ONEPLAN APP

- 1 Visit the Google Play store or Apple store on your Phone
- 2 Search for the 'Oneplan' App
- 3 Download the App to your phone for **FREE**
- 4 Login with your policy number as your Username and enter your Password (if you don't have a password, click on 'Forgot Password' and one will be sent to you). Alternatively, follow the registration process.
- 5 Select health insurance
- 6 Once you are on the home menu, select the function you wish to fulfill



CLAIM & MANAGE YOUR POLICY ON THE SELF SERVICE PORTAL

- 1 Go to www.oneplan.co.za
- 2 Click on login
- 3 Login with your Policy number as Username and enter your Password. (if you don't have a password, click on Forgot Password and one will be sent to you)
- 4 Once you are on the home page it will give you the following options. These will allow you to manage and process claims on your policy.



**DOWNLOAD
OUR ONEPLAN APP**



QUICK INDEX GUIDE FOR ONEPLAN APP/ SELF-SERVICE PORTAL

This will help you know where to find the function or service you are looking for on either the self-service portal or mobile app home screen.



MY UPLOADS - Upload documentation required to claim as well as referral letters and personal information

Claim Related Uploads

- Request refund "I paid the claim"
- Proof of payment "funds paid to onecard"
- Referral letter

Personal Info Uploads

- Proof of Identity
- Photo
- Utility Bill



MY CLAIMS - Here you will find the history of your most recent claims



PERSONAL INFORMATION - Edit your personal information via the Oneplan App

Policy Information

- General Information (editable)
- Banking Information (editable)



CALL ME BACK/ CHAT TO AN AGENT - Should you wish to speak to one of our customer service agents



MY CARDS - information about your onecard can be found here



LOAD CLAIM - Load claims for the following:

- Dentistry
- Maternity Pre-Birth
- Blood Tests
- Scripted Medication
- Doctor Visits
- Optometry
- X-Rays



MY COVER - Gives you a quick overview of the plan benefits and cover amount you have with Oneplan



HOSPITAL AUTHORISATION - This allows you to dial Oneplan directly, should you need hospital authorisation or pre-authorisation

HOW TO PROCESS CLAIMS THROUGH THE ONEPLAN APP

IN THE CASE OF AN EMERGENCY:

Press the emergency button on your phone and this will dial our emergency ambulance service.

HOW TO UPLOAD DOCUMENTS TO YOUR POLICY:

You can upload the following under "My Uploads" found on the home screen of the app:

- 1 Request a refund
- 2 Upload a proof of payment
- 3 Referral letters for specialists or pre-birth authorisation
- 4 Proof of identification
- 5 Utility bills for FICA
- 6 Upload images from your camera roll or by taking a photo



HOW TO CLAIM FOR MEDICATION:

- 1 Give Oneplan Policy Number and the reference 'MSD0054' to pharmacist.
- 2 Pharmacy will then process the claim directly with Oneplan up to the applicable cover limit.
- 3 No paperwork or administration required from client.
- 4 Pharmacist will give you an invoice to settle the shortfall.
- 5 No swipe required of your Onecard.



HOW TO CLAIM FOR HOSPITAL COVER:

- 1 Open the Oneplan app on your smart phone and login
- 2 Select 'Hospital Authorisation'
- 3 Confirm dialing Oneplan
- 4 Make sure the person calling has your policy number handy (this is on the back of your Onecard).

Send supporting information to:

E-mail: admissions@oneplan.co.za | Fax: 087 809 5528



HOW TO RESET YOUR ONECARD PIN:

- 1 Confirm your mobile number under personal information
- 2 Open the Oneplan App on your smart phone and login
- 3 Select 'My Cards'
- 4 Select the card number you wish to reset
- 5 Select reset pin
- 6 A sms will be sent to your mobile linked to your policy with your new Onecard Pin Number
- 7 Keep it safe. You may immediately use your new pin.



HOW TO CLAIM FOR VARIOUS MEDICAL VISITS:

- 1 Open the Oneplan app on your smart phone and login
- 2 Select 'Load Claim'
- 3 Select the benefit that you wish to claim for from the drop down menu and complete the requested information
- 4 Funds will be loaded onto the Onecard within minutes
- 5 Swipe your Onecard as you would using a debit card. *Make sure you have your pin handy.



HOW TO CLAIM FOR SPECIALISTS AND PRE-BIRTH

- 1 Obtain a referral letter from your GP
- 2 Open the Oneplan app on your smart phone and login
- 3 Select 'Load Claim'
- 4 Select 'Specialist' or 'Maternity Pre-Birth' from the drop down and complete the requested information
- 5 Then select 'Upload / Take Photo'



(010) 0010141 www.oneplan.co.za
54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan is sold by Oneplan Brokers (Pty) Ltd and administered by Oneplan Underwriting Managers (Pty) Ltd, authorised financial services providers 43627 and 43628. Oneplan is not a benefit option regulated by the Medical Schemes Act, but a short-term insurance product underwritten by Bryte Insurance Company Limited

Underwritten By

