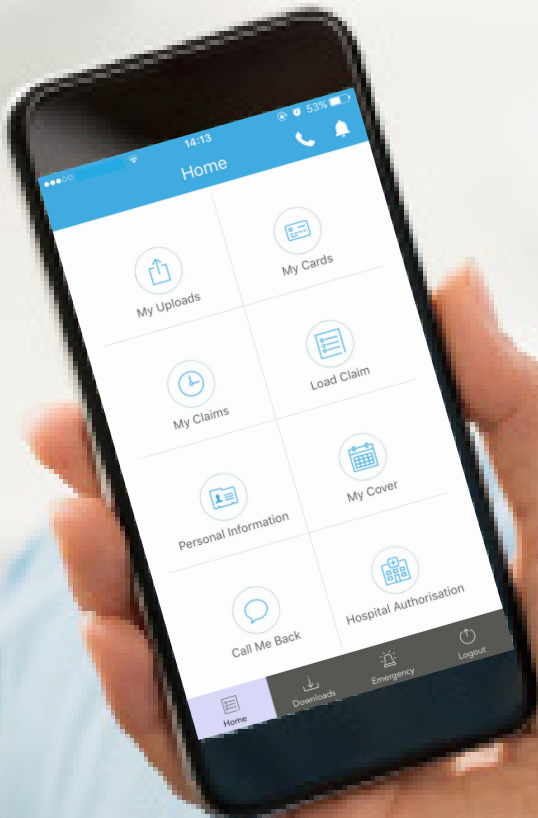
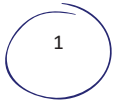




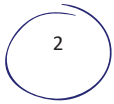
How To Claim



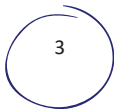
Index



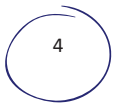
Claim & Manage your Policy on Mobile Application



Claim & Manage your Policy on the Self Service Portal



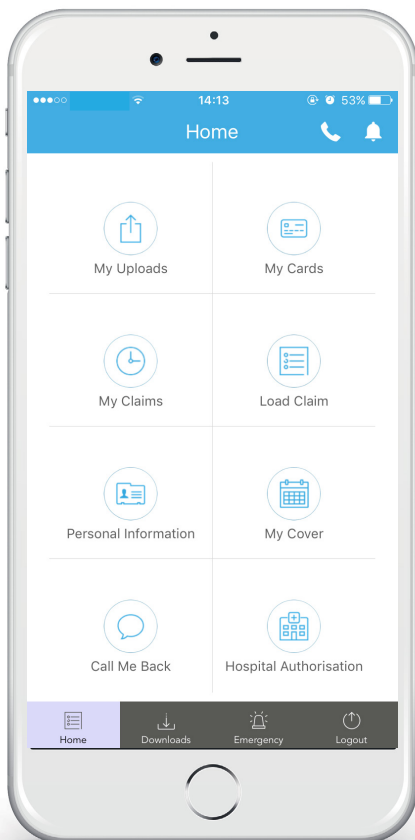
Quick Index Guide for Oneplan App/ Self-Service Portal



Onecard Claims Processes

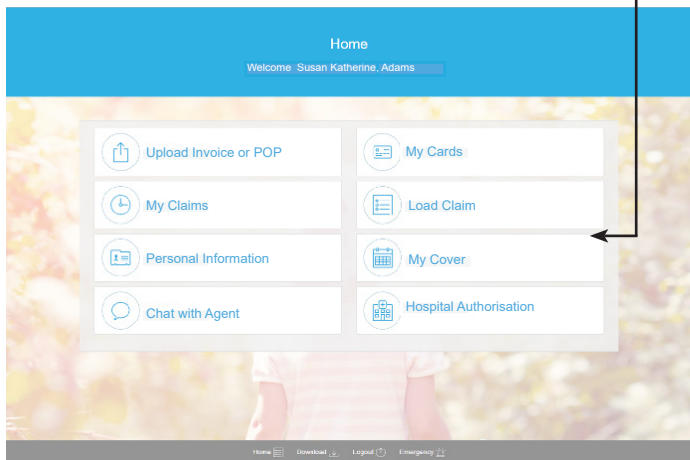
Claim & Manage your Policy on Mobile Application

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











Claim & Manage your Policy on the Self Service Portal

- 1 Go to www.oneplan.co.za
- 2 Click on Self Service Button
- 3 Login with our Policy number as Username and 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.



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

Onecard Claims Processes

How to claim for:



- 1 Give Oneplan Policy Number 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:



- 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.
Note: To reset your Onecard pin, turn to page 7

How to claim for:



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

To upload a referral letter, select 'My Claims', then select the referral letter to submit and upload accordingly from your cameral roll or take a photo

How to claim for:



- 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: universal@oneplan.co.za | Fax: 086 566 1749

How to reset your Onecard pin:



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

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:

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

South Africa

Tel: 010 001 0141

Web: www.oneplan.co.za

Address: 54 Maxwell Drive, Woodmead North Office Park,
Woodmead 2021



Oneplan is administered by Oneplan Underwriting Managers (PTY) Ltd an authorised financial services provider 43628. Oneplan is not a Medical Aid Scheme but a short-term insurance product underwritten by Bryte Insurance Company Limited.

1 March 2017