**What Is MEDIBASE?**

MEDIBASE is a web based system built by PMCare used by the hospital (users) to facilitate users in applying guarantee letter on behalf of patients (PMCare member). Users can also monitor the process of generating the guarantee letter by PMCare and subsequently access the guarantee letter from MEDIBASE. MEDIBASE also allows the review of payment that has been paid to the user.

To access PMCare MEDIBASE System, please go to [http://218.208.101.233/login.aspx](http://218.208.101.233/login.aspx)

**System Requirement of MEDIBASE**

MEDIBASE is driven by internet speed and operates in real time basis. To get thorough satisfaction, MEDIBASE needs a minimum of 2Mbps internet access. MEDIBASE will function correctly with Google Chrome 18+, Mozilla Firefox 20+ or Internet Explorer 9+ at 1024 x 768 screen resolutions.

**System Roles in MEDIBASE**

The three roles in MEDIBASE are as follows:-

1. Provider Administrator
2. Credit Control
3. Provider User

By default, PMCare person in charge will give each provider, one user ID with the role of Provider Admin. Each provider admin can create additional users in credit control role or in provider user role.

**Provider Administrator**

This role is the Admin Role. This role will have all functionality in Guarantee Letter Request Module, Fax Module, Payment Module and Setup Module. In addition the administrator will have a create user page option in Setup Module in order for them to create their subordinate.

**Credit Control**

The Credit Control role was created for those who need to monitor payment. They also have access to the Guarantee Letter Module in order for them to do the reconciliation. This role only has access to Guarantee Letter Module, Payment Module and Setup Module.

**Provider User**

The Provider User role is for those who need to request the guarantee letter on behalf of patient. They also have access to the Fax Module in order for them to know the faxing status at PMCare. This role only has access to Guarantee Letter Module, Fax Module and Setup Module.
Login & Creating Users

This is the login page of MEDIBASE. In order to log in to MEDIBASE, you would need to enter:

1. PMCare Provider Code (for your hospital)
2. Registered User ID
3. Password

In order to create other users, please log in as administrator.

Go to Menu SETUP >> click at CREATE USER side menu.
By default MEDIBASE will automatically put your PMCare Provider Code. You just need to enter your subordinate User ID and choose which role for them. Click SUBMIT once done.

MEDIBASE will prompt you the successful message together with the temporary password. In future, the created user would need to register with this ID and this given password.
After user has been created in MEDIBASE, the user needs to login as First Time Login. This page will ask user to change the temporary given password to their own password. By default, MEDIBASE automatically put your Provider Code and your user ID. You just need to enter:

1. Current User Password: medibase123  
2. New Password: <Your own password>  
3. Confirm Password: <Same Password at New Password>

Our password is case sensitive alphanumeric. You may enter alphabets only or numeric only but we would recommend combining alphabets and numeric for security purpose.

Once submitted, MEDIBASE will prompt the successful message and user needs to log in again with the new password.
If you forgot your password and want to retrieve it back, you may do so by clicking Lost Your Password link at the login page.

MEDIBASE will ask you to enter the Provider Code, Your Registered User ID and your email address. Once you click SUBMIT, system will prompt you the successful message.
Request for Guarantee Letter

Go to Menu GUARANTEE LETTER >> click at MEMBER VERIFICATION side menu.

Type any of the given ID number then click Search. The search criteria accept any employee/dependent New IC Number or Membership ID Number or Employee Staff Number or Passport Number (for non-Malaysian members).

Click at the desire of patient ID to go the next page.

MEDIBASE will then display the patient status and patient limit balance. Click Request Outpatient GL to proceed.
Next, you need to fill up the Guarantee Request Info Section. The information that MEDIBASE require are:-

1. Diagnosis (Provisional or Primary)
2. Appointment Date
3. Service Type
4. Visit Type
5. Attending Doctor
6. Doctor Specialty
7. Attach the Appointment Card (For Follow up Case) / Referral letter (For First Visit Case) if applicable. (PDF Format)

Then click submit to send the request.

System will process the request and if the request passes our internal checking, MEDIBASE will display the GL Number and user may view the GL by clicking the PRINT link.
This is how the GL will look like in MEDIBASE once successfully generated. You may print or save the GL to your desktop by right click at the GL or your browser may show the print/save icon toggle as displayed in screenshot.

If the request did not pass the internal checking, MEDIBASE will display the Request Referral Number without PRINT link. Please give some times for PMCare Authorizer to process your request. You may check your request status at GL HISTORY page.
To Check the GL Request Status

Go to GUARANTEE LETTER Menu >> click at GL HISTORY side menu. The GL history function allows you to search up to 3 months period from the guarantee letter issuance date.

Every request that is pending for PMCare Authorizer to process will be listed out on this page with status “Pending”. This Pending status is only for requested via Medibase only.

Once our PMCare Authorizer has authorized the GL, the request status will be changed to “Approved”. If for any reason the PMCare Authorizer needs to decline the request, the request status will be “Declined”.
Click View GL / View Denial to view/ print the GL (for approval request) or denial (for declined request).

The denial should be displayed as below print screen:-
To Request for GL Top up Limit

Go to Menu GUARANTEE LETTER >> click at GL TOPUP LIMIT side menu.

In this page, MEDIBASE will list all requests for top up GL that you’ve made. If you cannot find your request in the list, you may search it by entering the GL number and clicking SEARCH. To place a new request, click the button ADD.
MEDIBASE will popup the Topup Form Request. In this form, you need to fill up the GL number; Additional Amount Requested; and Reason for Additional Amount Request. The GL Number column is auto complete selection. You just have to enter at least 4 characters of GL number or 4 character of patient name to search the GL number. Once completed, click button SUBMIT. MEDIBASE will send the request to PMCare Authorizer to process. For now, the request status will be “Pending”.

Once PMCare Authorizer process, the status will change to “Approved” or “Declined” depending on the availability of the patient’s remaining balance. Click the “View” hyperlink in the table. The page will be displayed as below:-

If the request was approved, there will be a button “View PDF”. This button will link you to the GL with the new amount. And if the request was declined, you may see the remarks at the authorizer remarks column for reason declined.
Fax Module

Go to Menu FAX >> click at FAX side menu.

User can monitor their fax status to PMCare through the Fax Dashboard. There are 4 tabs available which are:

1. Fax In Queue (at PMCare)
2. Successful GL Request
3. Declined GL Request
4. GL Request for Appointment more than 14 days

Fax In Queue (at PMCare)

Once PMCare receives the document you faxed to PMCare, MEDIBASE will display this under the Fax In Queue tab with status “Pending”. Our PMCare Agent will pick up the request and proceed with preparing the GL. The document status will then change from “Pending” to “Waiting for Authorization”.

![Fax In Queue (at PMCare)](image-url)
If you click at the document ID Number, you can see the progress. Once authorized, the GL request will automatically be parked under the successful GL Request tab.

GL Request for Appointment more than 14 days

PMCare Agent who attends the incoming fax will sort the documents. If you requested a guarantee letter for appointment date more than 14 days, the request will be parked under this tab. For GL requests more than 14 days, our PMCare Agent will only prepare the GL between 3-5 days before the Appointment date.
Every successful request GL via Fax is displayed under this tab. You may click the “PRINT” hyperlink to view the GL and print out the guarantee letter. This tab will display successful GL request for the last 24 hours. If you need to access the previous GL requested via Fax, please go to the GUARANTEE LETTER MODULE under GL HISTORY page.
If for some reason your request has to be declined it will be displayed in this tab. If there are has Denial Code as highlighted on below screenshot, you may check the reason by clicking the “PRINT” hyperlink to view the GL Denial. If no Denial Code, you may check the reason from Remarks Column or you can call to our careline.
Payment Module

For now, MEDIBASE only provides the statement By Month only. In future, PMCare will enhance the functionality to provide more information for user. Only Administrator and Credit Control have the access to this module.

Go to Menu PAYMENT >> click at PAYMENT BY MONTH side menu.

Choose the Payment month and enter the Payment Year. The Payment Year should be in YYYY format. E.g.: 2014. Click Generate Report Button.
MEDIBASE will list out all the payment made to your hospital. Click the Referral Number to view the details.

To print payment statement, you may click the PRINT Button.