

Frequently Asked Questions Third-Party Administrator (TPA) for Personal Accident PA FLEX on Cashless Hospitalisation Arrangements for Accidental cases.

No.	Question	Answers
1.	What is the name of the TPA?	MiCare Sdn Bhd
2.	How can I contact the TPA for Accidental cashless admission?	You can contact MiCare at 1800 88 7940 at any time, 24 hours a day.
3.	Will I need to update any personal information with the TPA?	Your personal information will be transferred to the TPA automatically by Liberty General Insurance Berhad.
4.	How does the Accidental Cashless hospitalisation arrangement work?	<p>Your Accidental cashless hospitalisation facility will be activated once your policy is issued, and the premium is paid. We are here to ensure a smooth and hassle-free experience for you.</p> <p>Kindly contact TPA - MiCare Sdn Bhd at 1800 88 7940 for the Guarantee Letter Cashless Admission.</p> <p>We will facilitate your cashless hospitalisation for covered Accidental conditions only at our panel hospitals, subject to your policy's eligible medical expenses limit up to RM3,000.</p>
5.	Is there another way for me to seek treatment if I don't have a e-medical card or unable to access the TPA app at the point of admission?	You can present your identity card (NRIC) / passport during emergencies and admission at our panel hospital's counter if you do not have your e-medical card along.
6.	Can I seek Accidental / Medical treatment at non-panel hospitals?	<p>Cashless hospitalisation arrangement is at our panel hospitals list as attached in our websites for Accidental treatments only.</p> <p>If you seek any accidental or medical treatment at a non-panel hospital, you may need to pay upfront upon discharge and submit a reimbursement claim to us for claim assessment.</p>
7.	How can I access my e-medical card?	Once your policy is issued, you will receive an e-mail notification from MiCare with a guide for your e-medical card registration using the MiCare app.
8.	Can I use the cashless admission facility for Non-Accidental Treatment at the panel hospitals	<p>The cashless admission at our panel hospital's counter applicable for accidentals cases only.</p> <p>For the eligible Medical treatment cases you need to pay upfront upon discharge and submit a reimbursement claim to us for claim assessment.</p>
9.	Who should I contact if I have any queries?	Should you encounter any issues or require further assistance, kindly contact TPA - MiCare 24/7 Hotline at 1800 88 7940.