香港浸會大學
HONG KONG BAPTIST UNIVERSITY
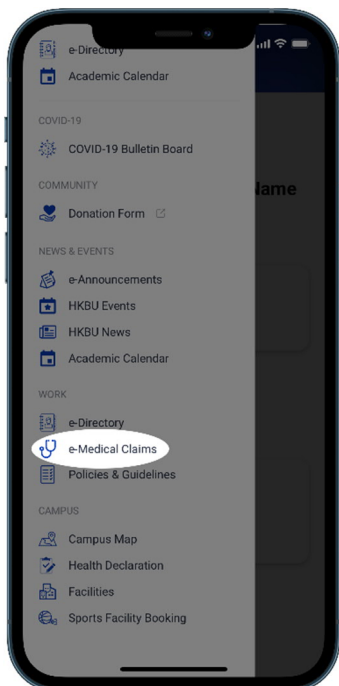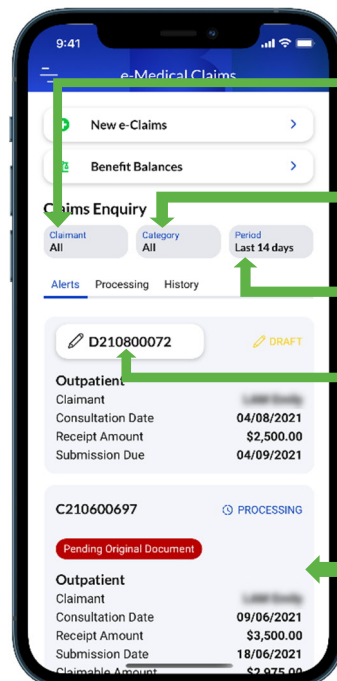
Office of
Information Technology
資訊科技處

HKBU Mobile e-Medical Claims Enquiry / Submission User Guide

I. Claims Enquiry

1 Click E-MEDICAL CLAIMS from the left menu.

2 Claim Records of the last 14 days are displayed by default.
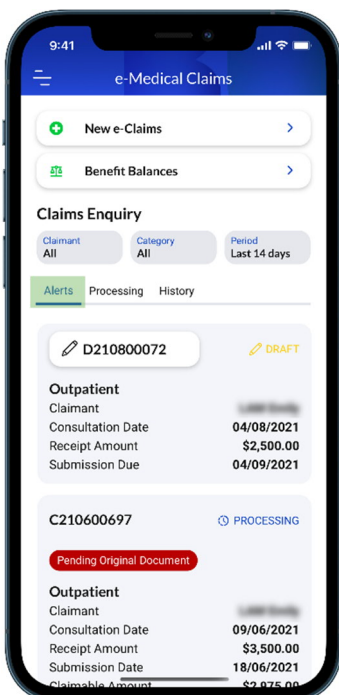
Filter claim records by **Claimant**

Filter claim records by **Medical Category**

Filter claim records by **Period**

Press here for details

Basic information

3 In the ALERT tab, the following claims are included:
- Returned Claims
- Claims Pending Original Document
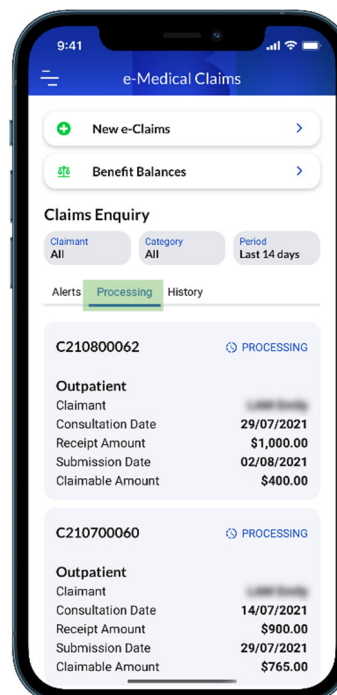- Incomplete/Draft Claims

Returned Claims/ Claims Pending Original Document: Automatically returned unprocessed if the required information is not received by FO within 30 calendar days from the notification date.

Draft Claims: Automatically deleted if remains unsubmitted after 30 calendar days.

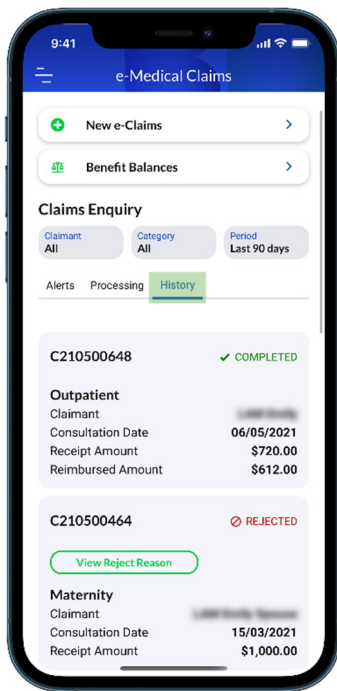**4** In the PROCESSING tab, the following claims are included:
- Processing Claims

Processing Claims: Submitted claims under assessment/processing by FO.

Completed Claims: Claims successfully processed and paid.

Rejected Claims: Press on **View Reject Reason** to check the reject reason. No further action is required unless claimant raises an appeal.

5 In the HISTORY tab, the following claims are included:
- Completed Claims
- Rejected Claims