

AXA Mandiri Financial Services Corporate Solutions

User's Guide for AXA Mandiri e-Access (Member users)

Version 0.1

1 Getting Started

This section discusses in detail about the steps to log in to the application and log out of the application.

1.1 Logging In to the AXA Mandiri e-Access.

The link in the AXA Mandiri website will redirect to the below login screen.

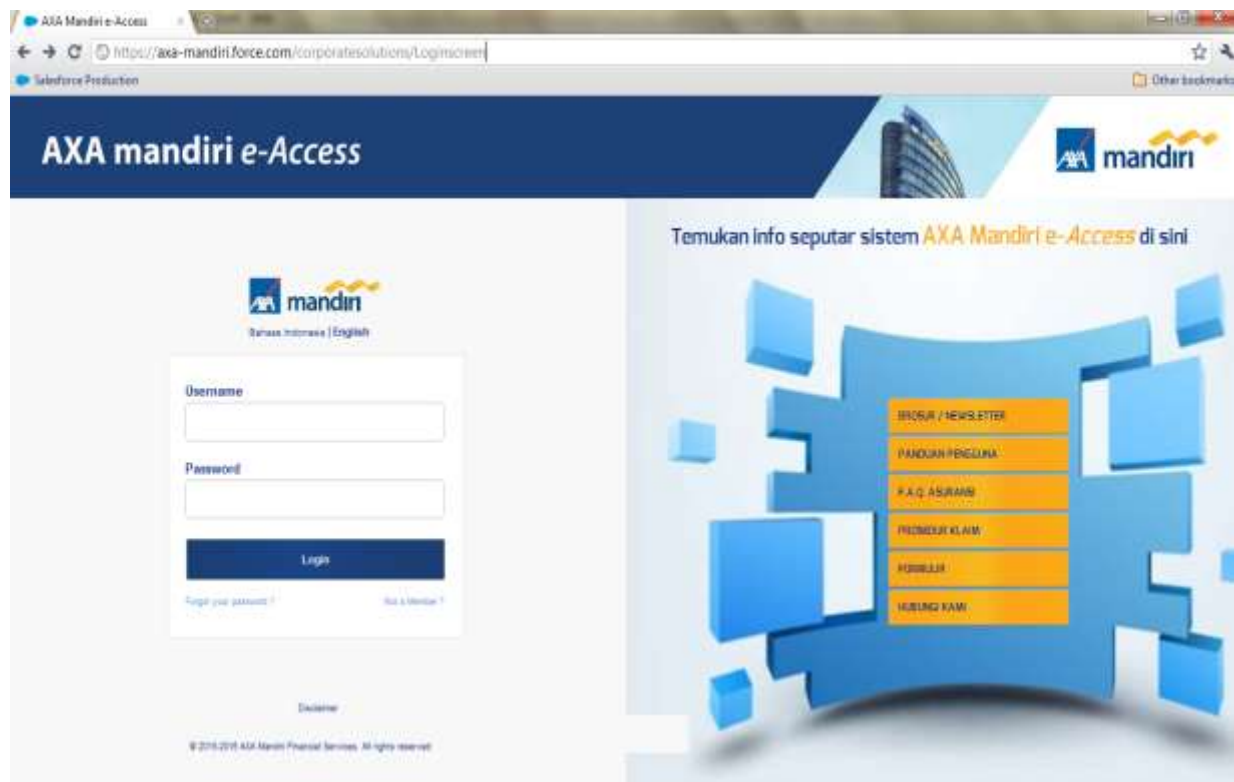


Figure 1: Logging In To AXA Mandiri e-Access

You have to log in to the application using your **Username** and **Password** and click on the **Login** button as shown below.

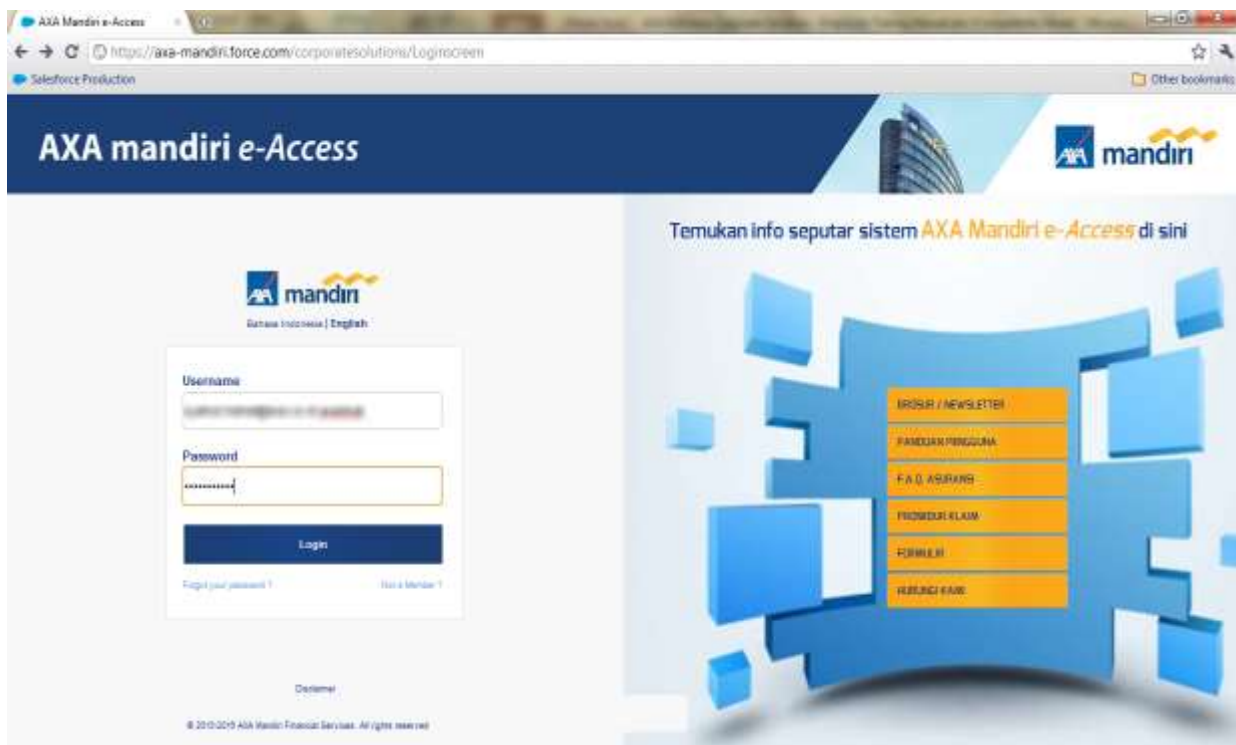


Figure 2: AXA Mandiri e-Access Logging In

You will be landed on the following screen (Member tab).

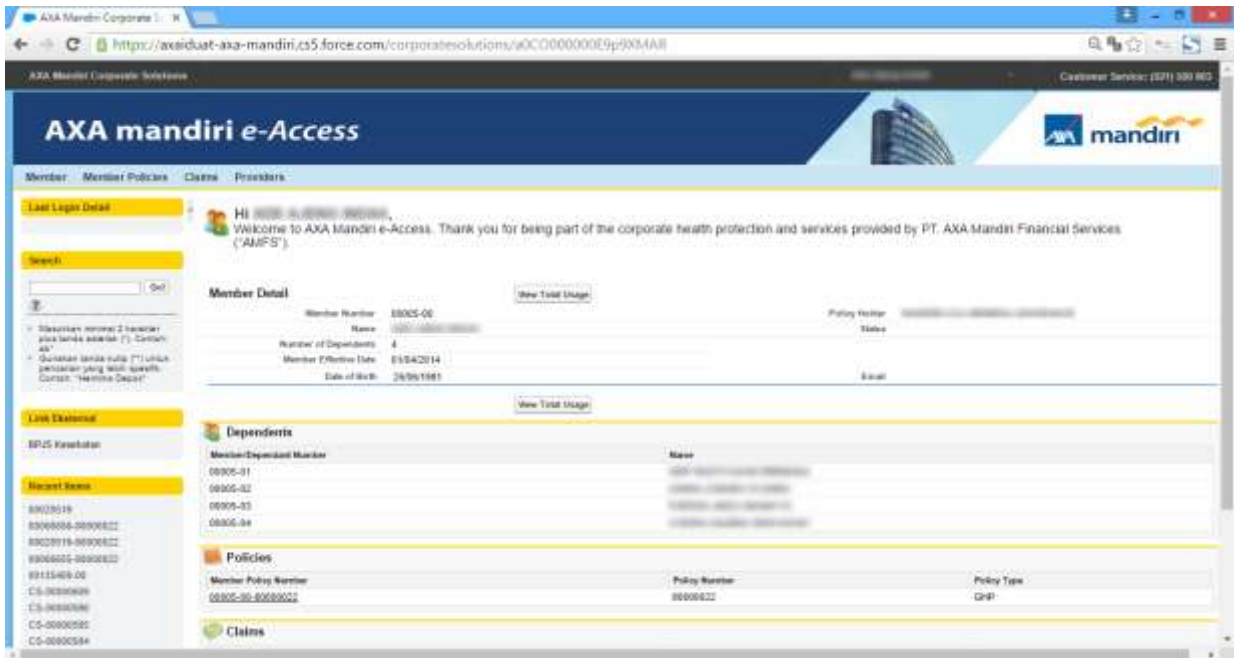


Figure 3: AXA Mandiri e-Access Member Home Page

1.2 Logging Out From the AXA Mandiri e-Access

To log out from the application, click on the button with your name at the top right and then click on **Logout** menu as shown in the below screen.

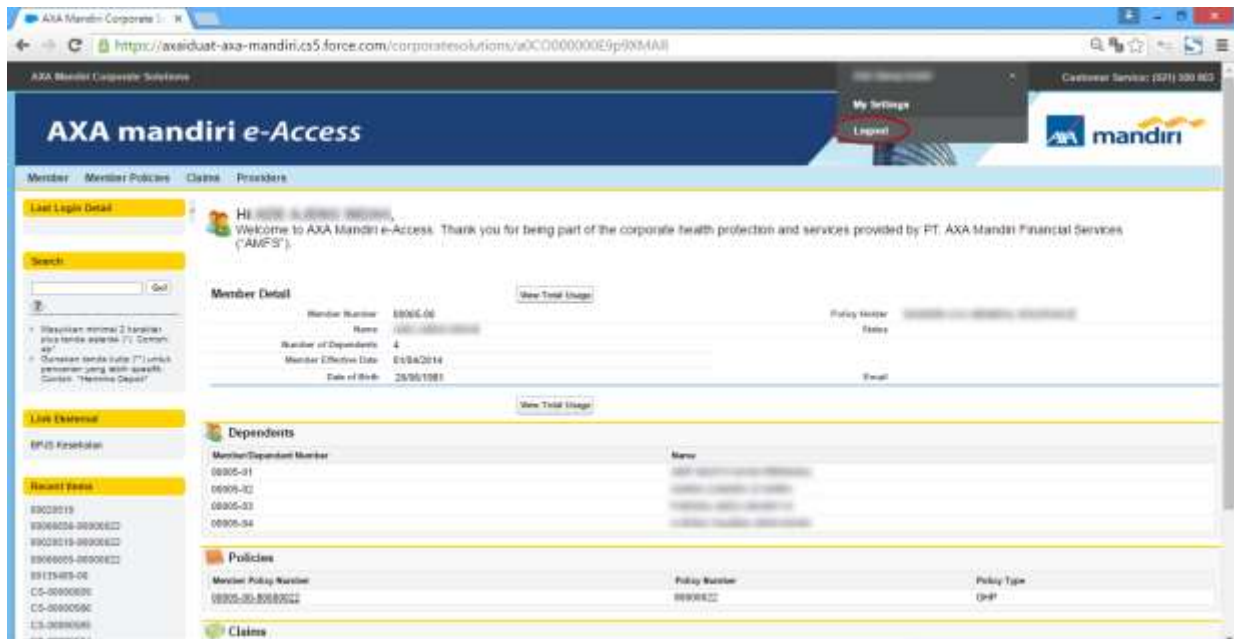


Figure 4: Logging Out From the AXA Mandiri e-Access

1.3 Forgot Password

This section describes on how to reset your password in case you have forgotten your password. On the login screen, you will find a link 'Forgot Password?' as shown below.

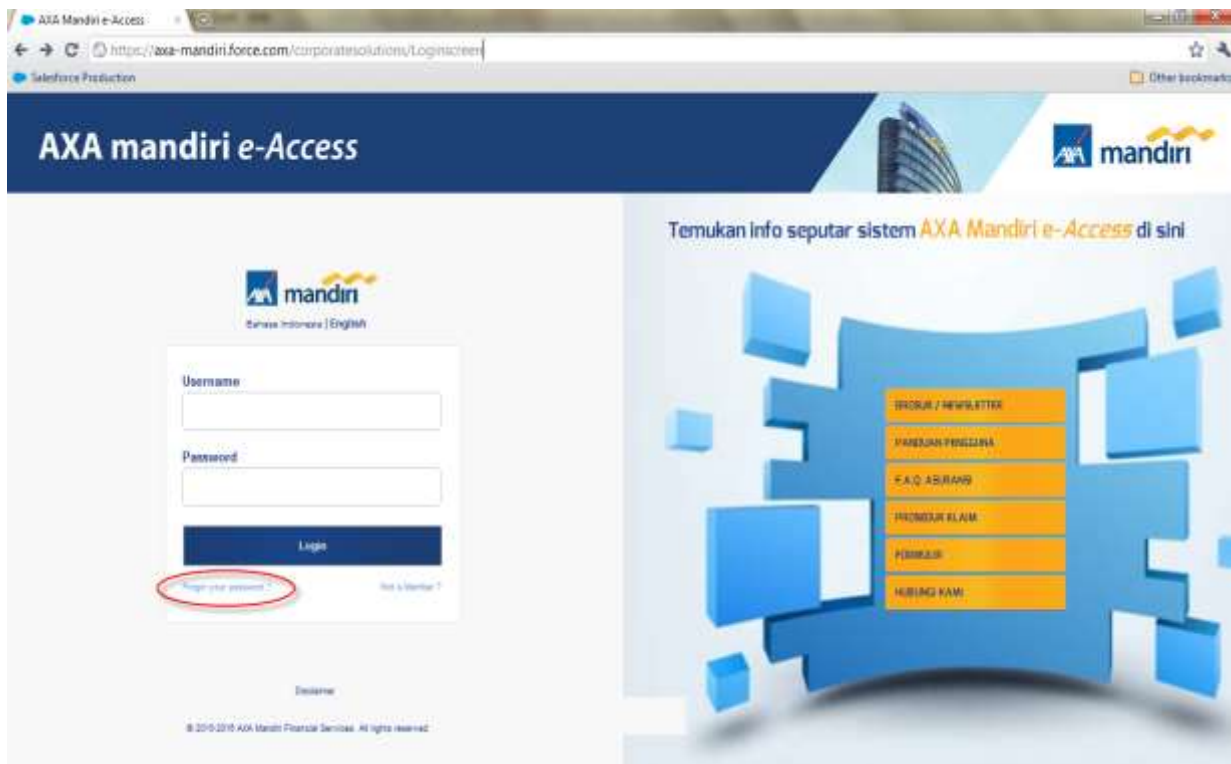


Figure 5: Forgot Password in Login Screen

Click on the link in case you have forgotten your password, then the following screen appears.



Figure 6: Forgot Password Screen

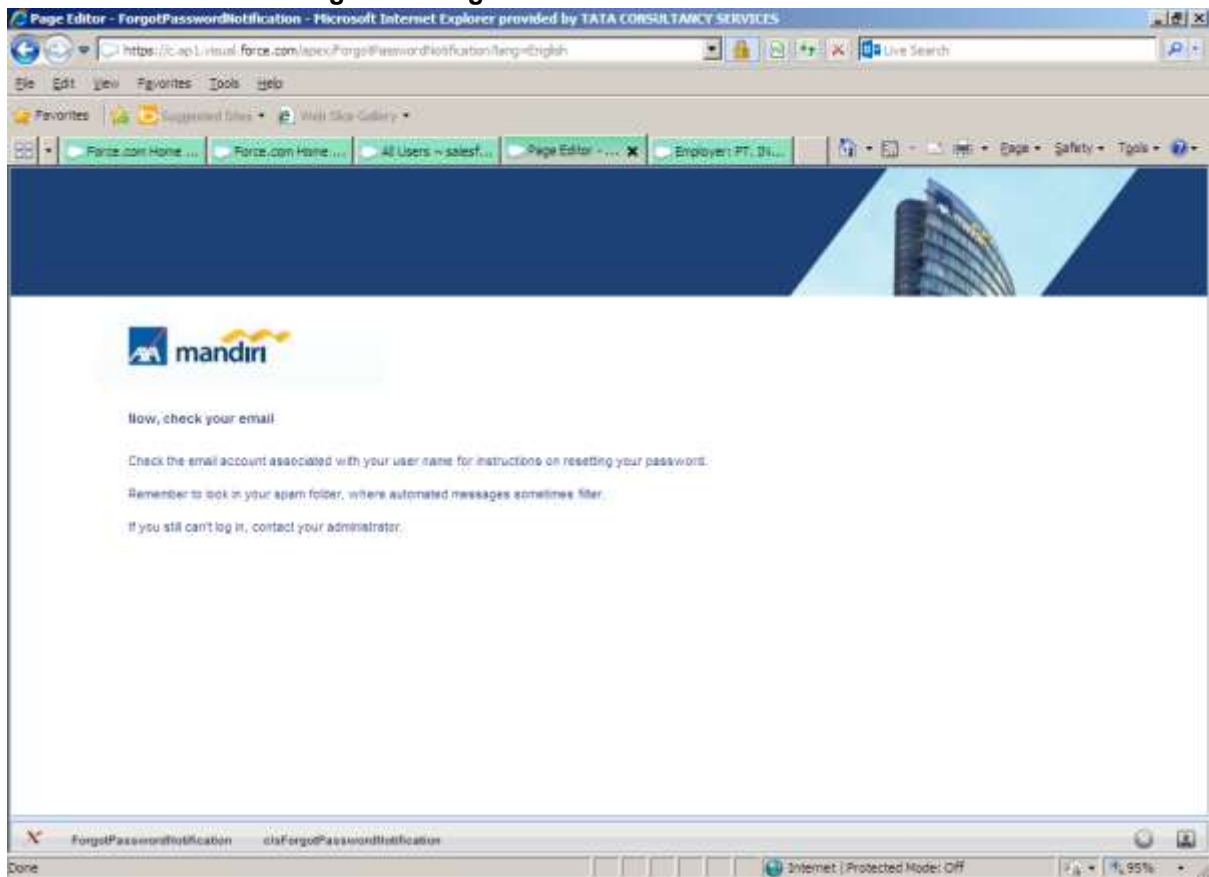
Enter your username in the text box and click on Continue, as shown below.



Figure 7: Username to Reset Password

Once you click on Continue, the following screen appears.

Figure 8: Forgot Password Confirmation Screen



You will receive an email that has been specified while creating the user. Click on the link given in the email to reset the password.

After resetting the password, you are ready to login to the application.

1.4 Member Registration

If you are a first time user and you do not have a username and password, click on **'Not a Member?'** link as show in the below link.

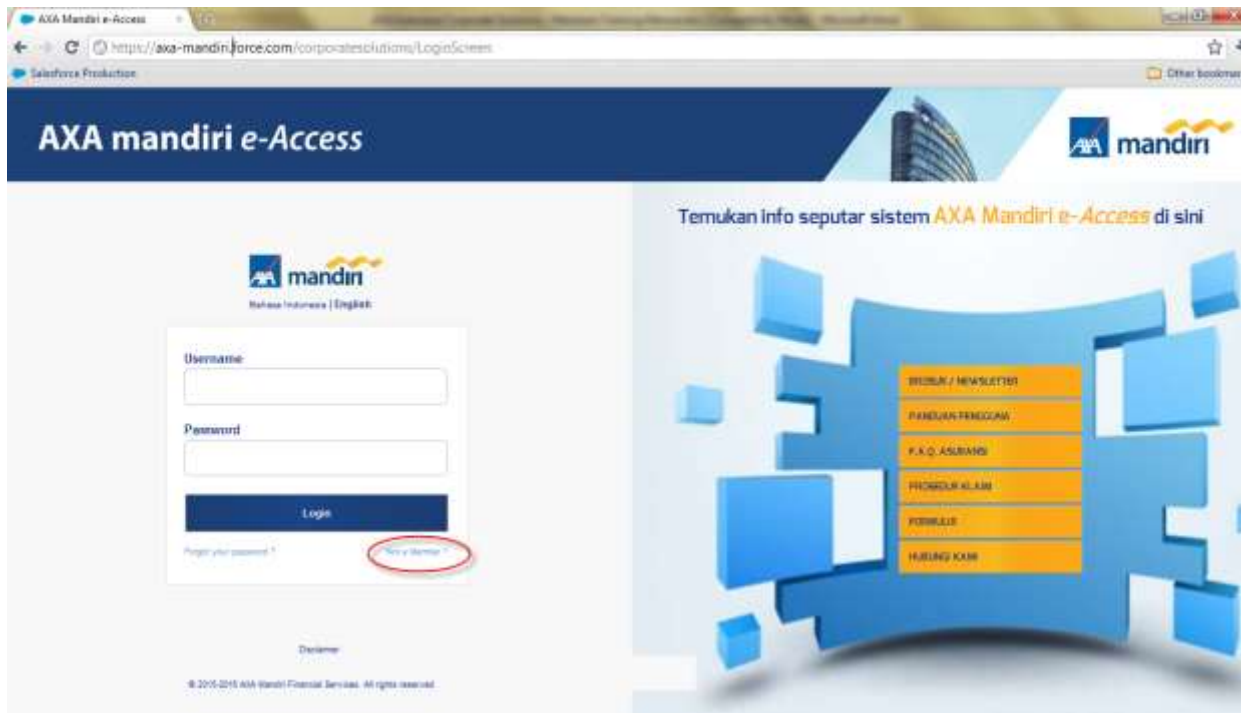


Figure 9: Member Registration From Login Screen

Enter the following details:

Username – Desired username in the form of an email (e.g: abcde@xyz.com)

(You can choose an email address registered by the company to us or you can also sign up with another email address. Please note if you forget your username please inquire to CorporateSolutions@axa-mandiri.co.id to be assisted, and please do not sign up with a new user name).

First Name – Your first name

Last Name – Your last name

Policy Number – Your policy number

Member Number – Your member number
member number from your members card.



You can check your

Email – your email address **that are registered by** PIC to AXA Mandiri Financial Services (by which you would receive the confirmation email after registration)

Date of Birth – Your date of birth

After filling all the details, click on Submit button. Please refer to the below screen.

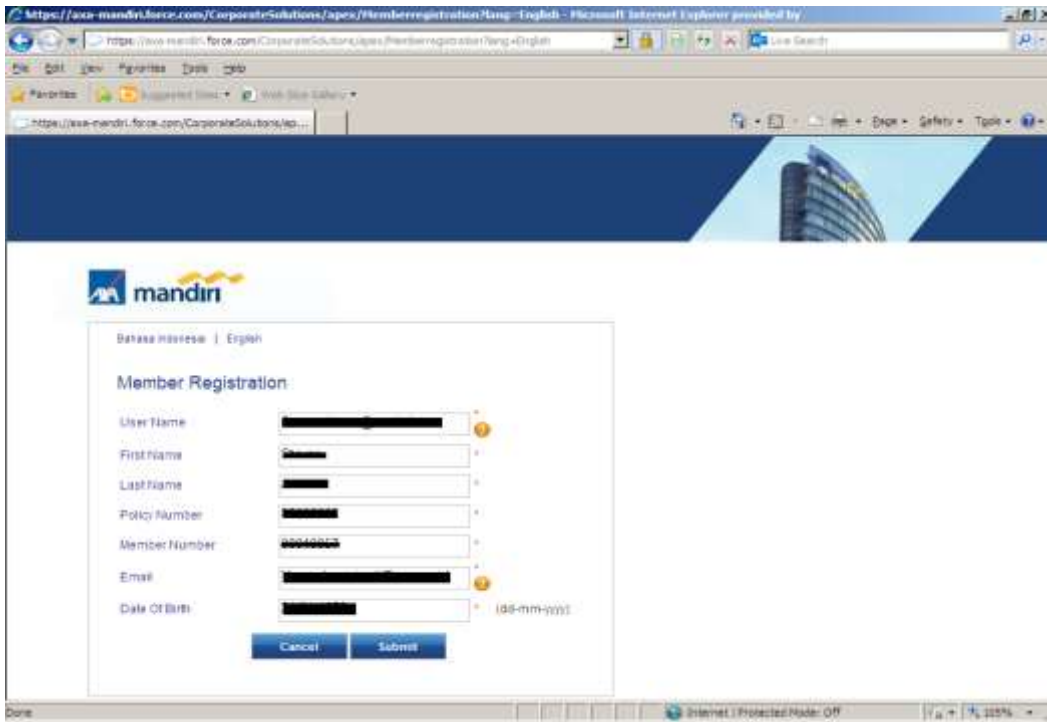


Figure 10: Member Registration Screen

Clicking on the Submit button displays the following confirmation screen:

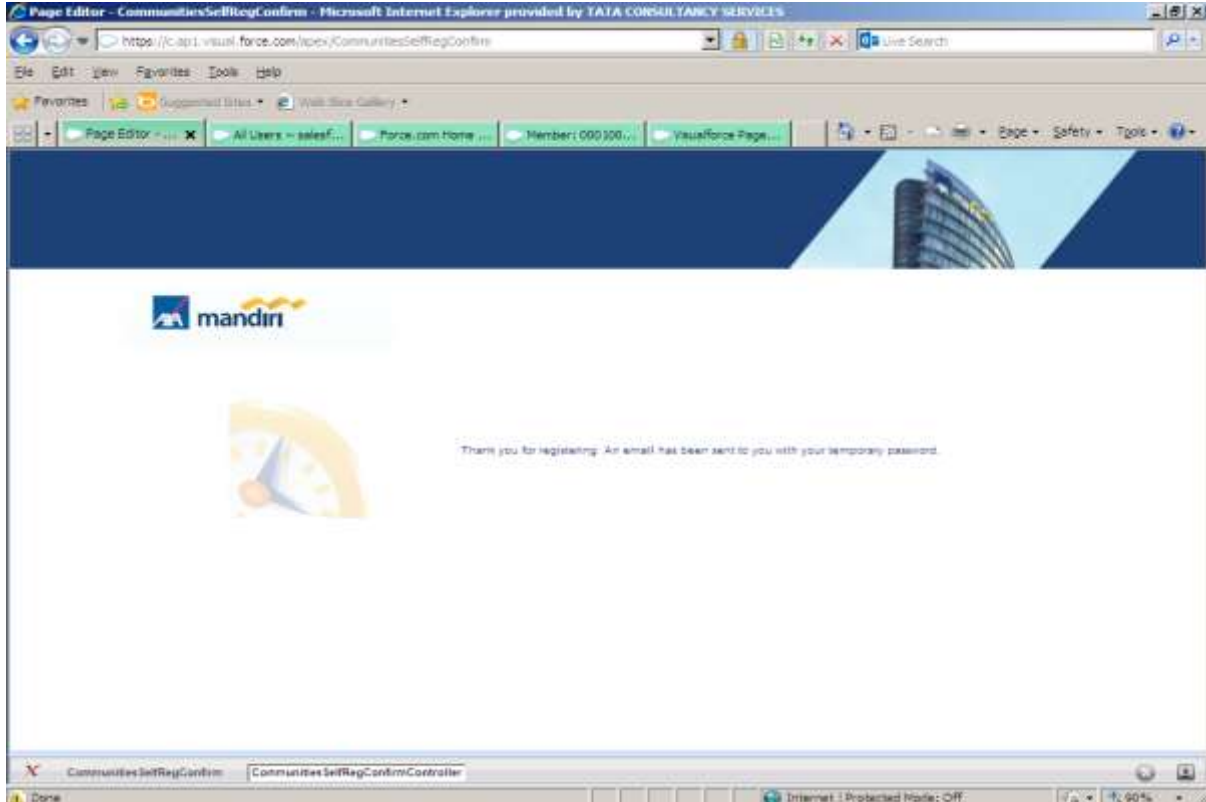


Figure 11: Member Registration Confirmation

2 Landing Page & My Settings

Upon successful login, Member, Member Policies, Claims and Providers information can be viewed through this portal. (*Please scroll through bottom to find more detailed information.*)

At the upper side of the page, the username appears as well as a welcome greeting located right below it, while on the right upper side of the corner the username appears as well. This information is common whereas the welcome greeting is specific to the landing page only (not visible in any other pages).

The landing page looks like shown below.

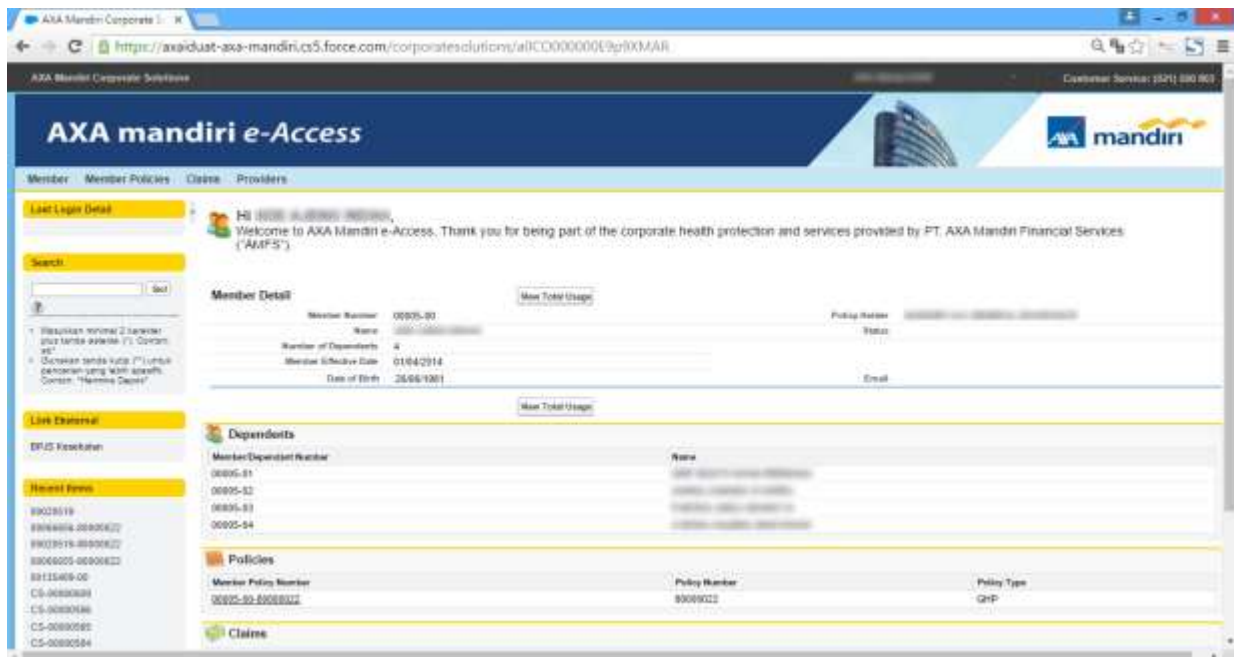


Figure 12: Member Landing Page

To change password / username or to set the Language, Time Zone, Locale click on the 'My settings' by clicking on the arrow next to the username in the right upper side of the page.

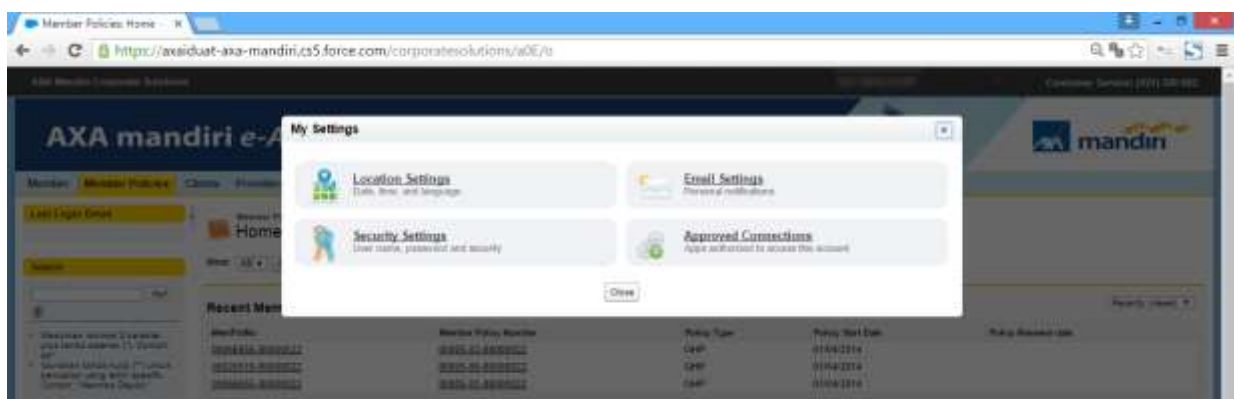
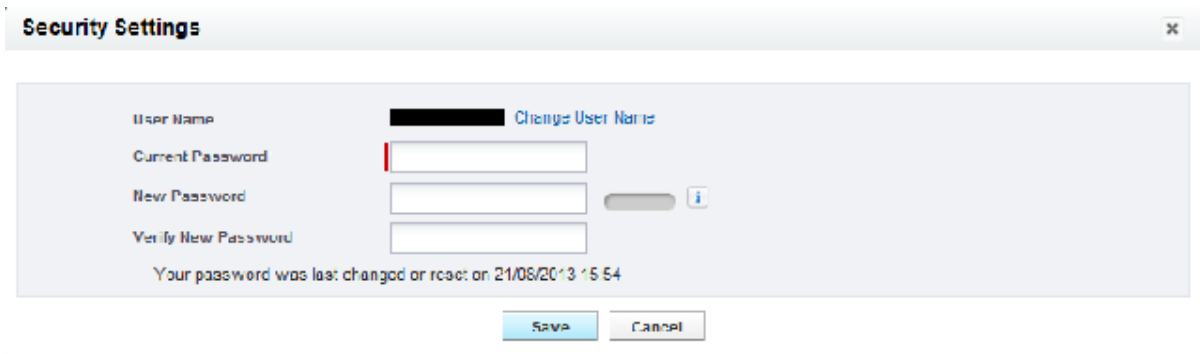


Figure 13: My Settings

After clicking 'Security Settings' as shown above, a pop up window will be displayed as below. To change Password, enter Current and New Password.



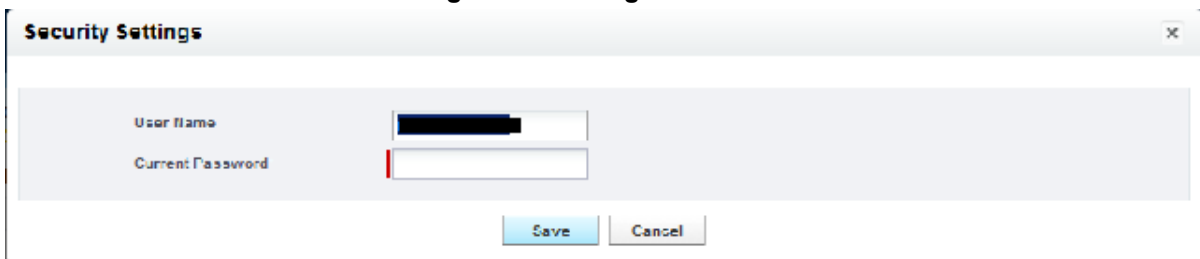
The screenshot shows a 'Security Settings' dialog box with a close button (X) in the top right corner. The dialog contains the following fields and elements:

- User Name:** A text field with a blacked-out username and a blue link labeled 'Change User Name' to its right.
- Current Password:** A text input field with a red vertical bar on the left side.
- New Password:** A text input field with a grey button and an information icon (i) to its right.
- Verify New Password:** A text input field.
- Feedback:** A message below the fields: 'Your password was last changed or reset on: 21/08/2013 15:54'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

Figure 14: Security Settings

To change the username, click 'Change User Name' link in the Security Settings. User is prompted to enter the current password for authentication, once successful user is required to enter the new username.

Figure 15: Change Username

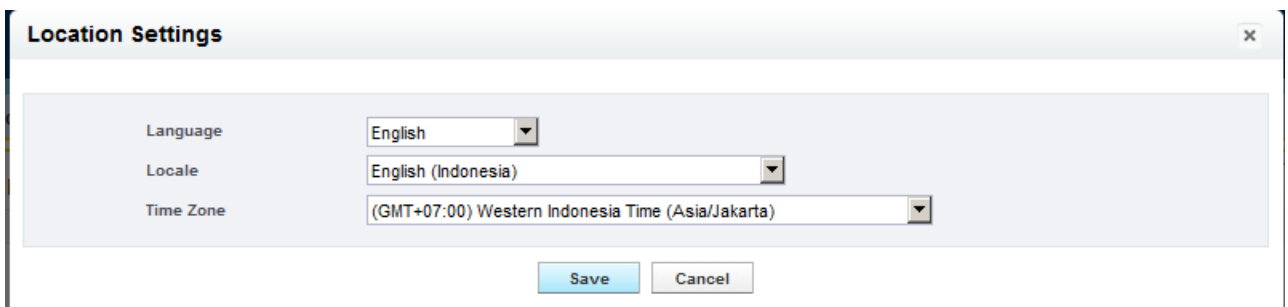


The screenshot shows a 'Security Settings' dialog box with a close button (X) in the top right corner. The dialog contains the following fields and elements:

- User Name:** A text input field with a blacked-out username.
- Current Password:** A text input field with a red vertical bar on the left side.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

To change the Language, click on the Location Settings on the 'My Settings' home page. Once clicked, a pop up window appears..

Language can be set either to Bahasa or English. If required, Locale and Time Zone settings can also be changed.



The screenshot shows a 'Location Settings' dialog box with a close button (X) in the top right corner. The dialog contains the following fields and elements:

- Language:** A dropdown menu with 'English' selected.
- Locale:** A dropdown menu with 'English (Indonesia)' selected.
- Time Zone:** A dropdown menu with '(GMT+07:00) Western Indonesia Time (Asia/Jakarta)' selected.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

Figure 16: Change Location Settings

2.1 Sidebar Search

Search option is available in the sidebar present on the right side of every page. If the sidebar is not visible, click on button present on the left side of the page or press ALT+S (shortcut key).

To begin the search, enter partial text (at least 2 characters long) and click 'Go'.

After that, the search result page appears as follows.

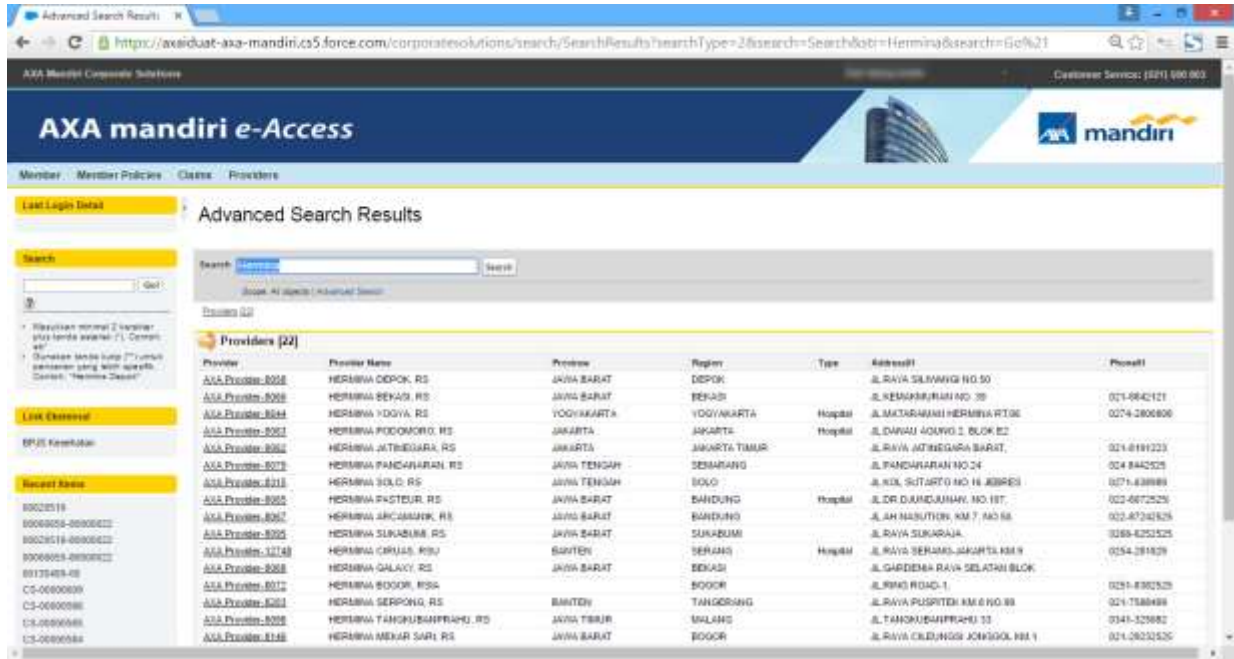


Figure 17: Search Result Page

2.2 Recent Items

Just below the Search option on the sidebar, 'Recent Items' section displays any records (Members/ Policies/ Claims..etc) that were accessed most recently. (*Refer to the above screen*)

As these Items are Hyperlink enabled, click the item to open the detail page directly.

2.3 Member Detail Page

On clicking the Member Tab, by default the detailed information and related records (Dependents and Policies) appears as shown below.

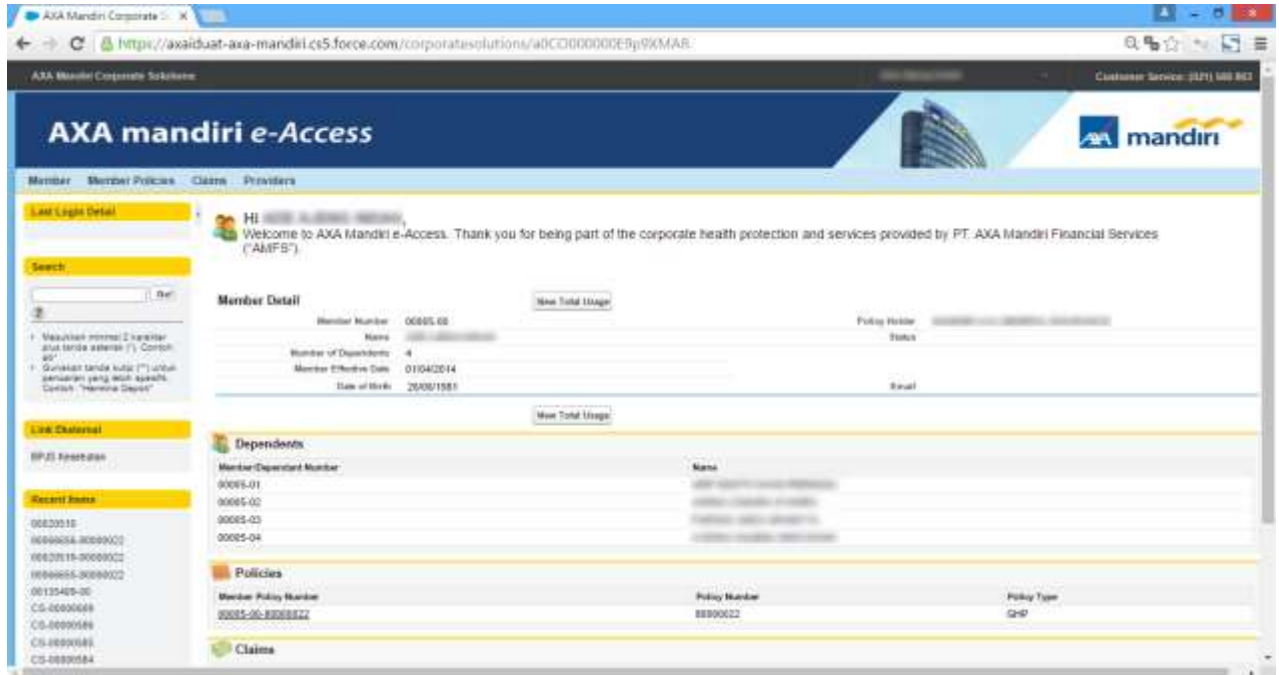


Figure 18: Member Detail Page

3 Policies

To view Policies enrolled, click on Member Policies Tab. This will open the list view showing all policies available. The list view page appears as shown below.

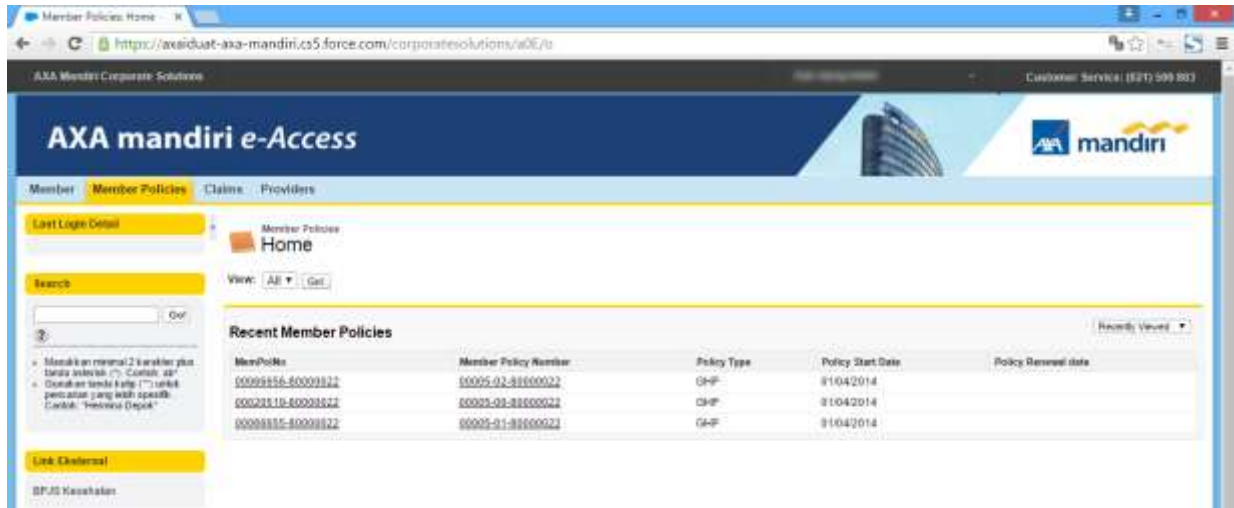


Figure 19: Member Policies Home Page

3.1 Member Policy Detail Page

Click the Member Policy Number to display the detail page. The detail page will then appear as shown below.

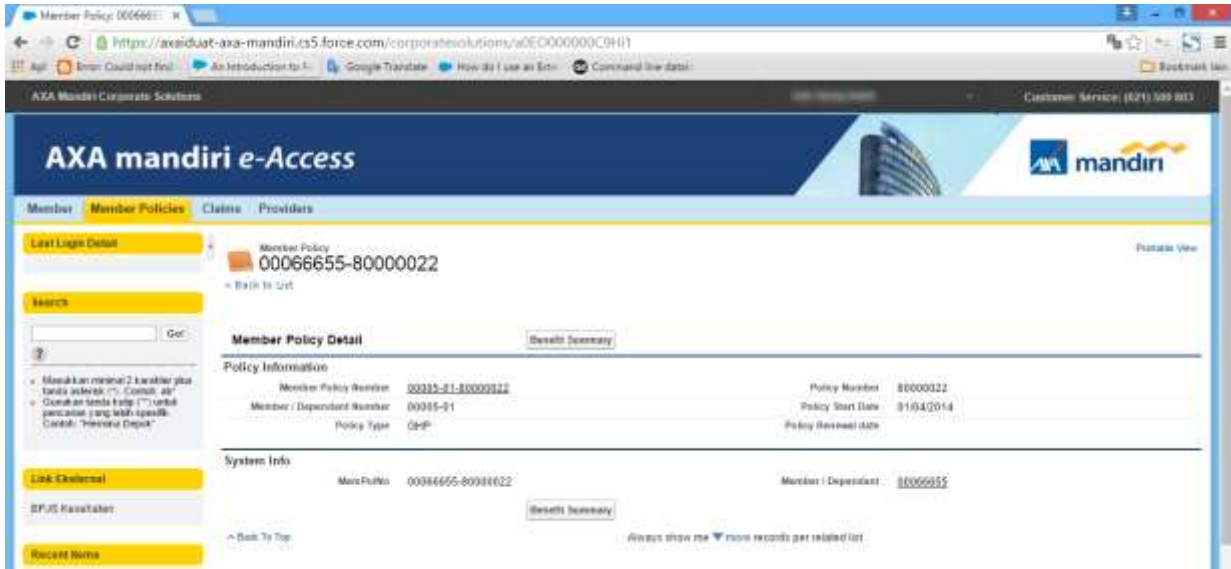


Figure 20: Policy Detail Page

Click on the Benefit Summary button, then a Benefit Summary Sheet appears as follows describing the benefits related to the associated member.

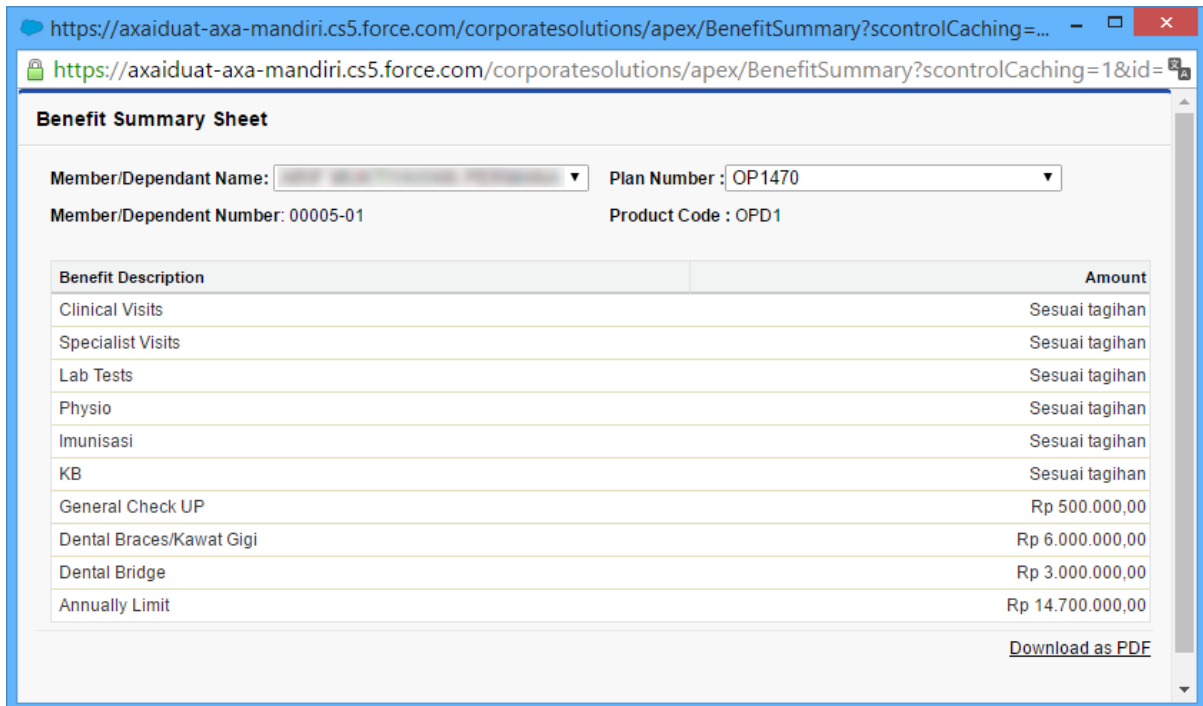


Figure 21: Benefit Summary Sheet

4 Claims

To view any claims raised, click on Claims tab. This will open the list view showing all claims.

By default, 'All' is selected in the View options dropdown box. Other options which are available to filter the records are as follows:

- Claim Approved
- Claim Approved - No Payment
- Claim Pending
- Claim Rejected
- Claim Reversed
- Claim Withdrawn

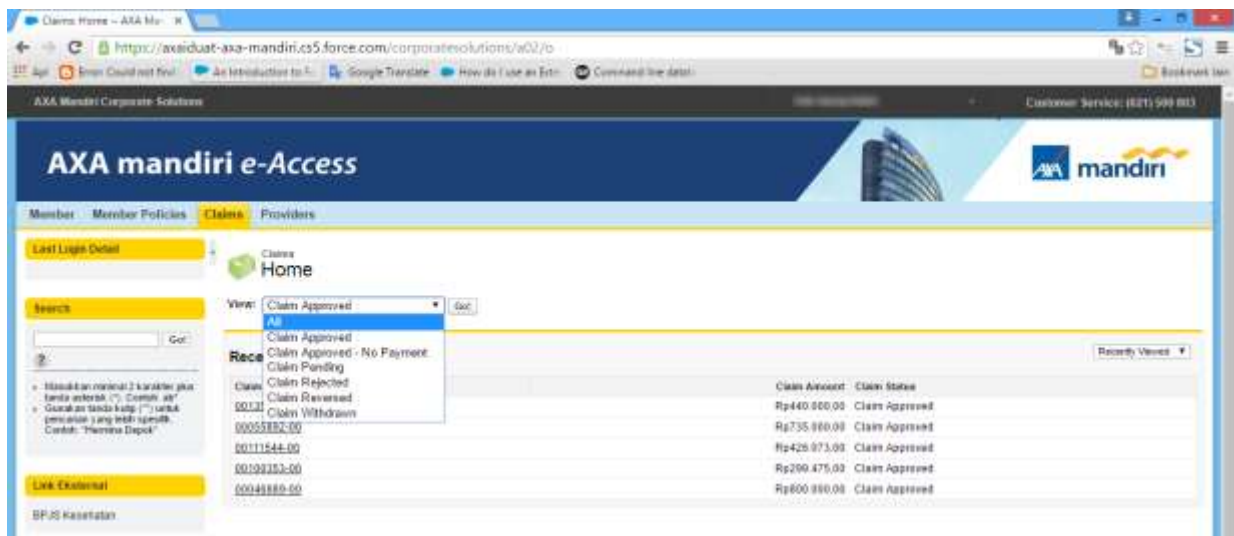


Figure 22: Claims List View

4.1 Claim Detail

To view the detailed information of a claim, click on the claim number, the detailed page appears as below.

The screenshot shows the AXA Mandiri e-Access web interface. The main content area displays the 'Claim Detail' for claim number 00046889-00. The page includes a navigation menu with 'Member', 'Member Policies', 'Claims', and 'Providers'. A sidebar on the left contains sections for 'Last Login Detail', 'Search', 'LINA Eksternal', 'BPJS Kesehatan', and 'Recent Items'. The main content area is divided into 'Claim Details' and 'Settlement Details'.

Claim Details	
Claim Number	00046889-00
Claim Amount	Rp999.000,00
Claim Currency	IDR
Claim Status	Claim Approved
Claim Type	DEHT
Company Name	[REDACTED]
Claim Category	Reimbursement
Excess Reason	
Patient Name	[REDACTED]
Member/Dependent Number	80005-00
Member Name	[REDACTED]
Member Number	80005-00
Policy Number	80000022
Incident Date	25/02/2015
Claim Submission Date	15/03/2015
Provider Name	

Settlement Details	
Authorized Date	12/03/2015
Settlement Amount	Rp999.000,00

Tanggal Pembayaran sekitar 3 hari kerja setelah tanggal Persekitapan.

System Info

Figure 23: Claim Detail Page

4.2 Claim Submission

To create new claim, click on the ‘Claim Submission’ button.

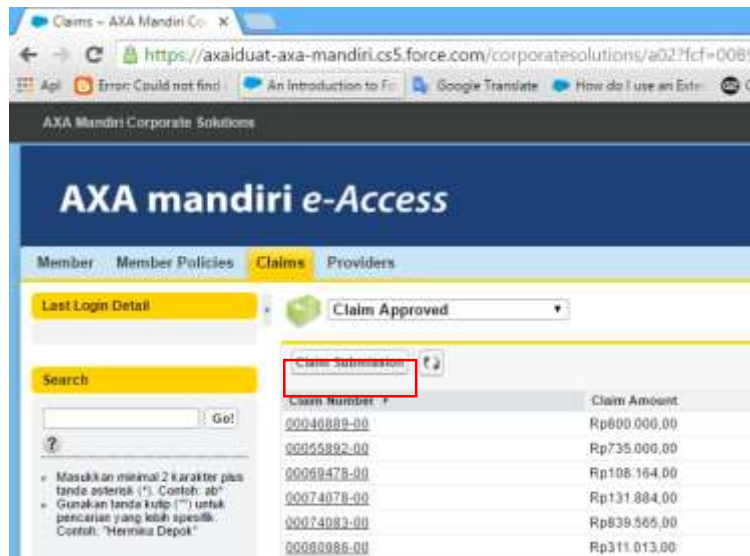


Figure 24: Claim Submission Button

The form of claim submission will then appear as shown below.

Enter some of information needed to this claim submission and upload file by clicking the button next to 'File' field. After clicking the Upload button, email notification will be sent to Claim Admin (CorporateSolutions-ClaimAdmin@axa-mandiri.co.id) and CS (corporatesolutions@axa-mandiri.co.id).

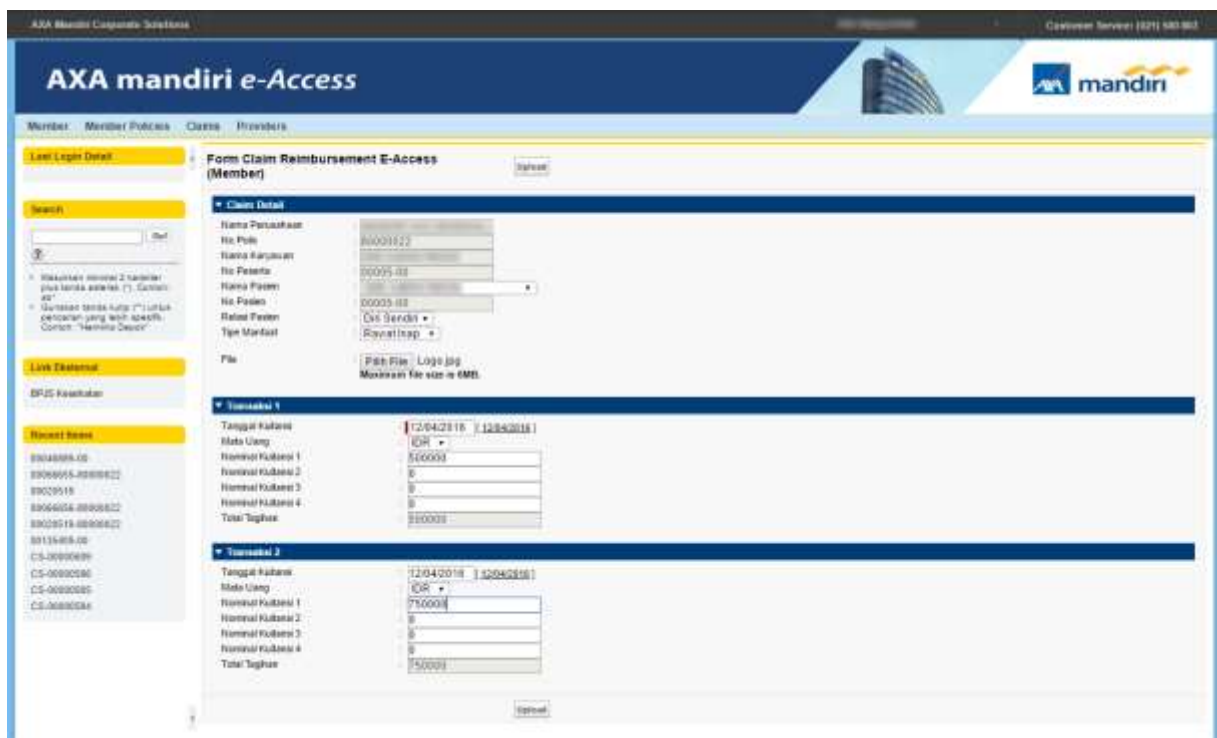


Figure 25: Claim Submission Form

5 Providers

To view all providers, click the Providers tab and then the list of providers will automatically be displayed in the list view.

Provider ID	Provider Name	Province	Region	Type	Coverage	Address	Phone 01	Phone 02	Fax Number
0000110	MATERIA RS	SULAWESI UTARA	MEDAN	Hospital	IPSIAT OR DEN LAB	A. TERBU UMAR NO 11 MEDAN	061-4514232		061-4155382
0000114	MUTHARA BUNDA CILEDUK, RS	BANTEN	TANGERANG	Hospital	IPSIAT OR DEN LAB	A. DR. CRITO MANGUNWIDJONO NO 3 CILEDUG TANGERANG	021-7301795	021-7345491	021-7345492
0000115	BUNDA KLIYAH, RS	DKI JAKARTA	JAKARTA TIMUR	Hospital	IPSIAT OR DEN LAB	A. PAHLAWAN REVOLUSI NO 130, PONDOK BAMBAN	021-8982525		021-8982712
0000116	SEHAT KLINIK	JAWA BARAT	KARAWANG	Clinic	IPSIAT OR DEN LAB	A. RAMBERGAN NO 37 SUWILAN TIMUR, CIKAMPEK	0264-838103	0264-838105	
0000117	DEVITA KLINIK	DKI JAKARTA	JAKARTA TIMUR	Clinic	OR DEN	A. JAFREBARA TIMUR NO 57, JATINEGARA	021-8196296	021-8196841	021-8906901
0000118	ISLAM KARAWANG RS	JAWA BARAT	KARAWANG	Hospital	IPSIAT OR DEN LAB	A. PRAGAL PERAJANGAN KM. 2, KARAWANG	0267-414329	0267-414324	0267-413277
0000119	ACMA CIKAMPEK, KLINIK	JAWA BARAT	CIKAMPEK	Clinic	OR DEN	A. STABIN NO 93	0264-310524		0264-319387
0000120	PUTRA MEDICA Grup Asma Pulsa KLINIK	JAWA BARAT	CIKAMPEK	Clinic	OR DEN	A. W. H. JAMDA NO 14-19 SUKASEJURE	0264-321652		0264-3287129
0000121	IZZA (E-RS ACMA CIKAMPEK) RSU	JAWA BARAT	CIKAMPEK	Hospital	IPSIAT OR DEN LAB	A. KP CISELAN, DS. CIKAMPEK UTARA-KARAWANG	0264-319387	0264-3366335	0264-3366429
0000122	CONDET JAWA, KLINIK	DKI JAKARTA	JAKARTA TIMUR	Clinic	OR DEN	A. CONDET JAWA NO 18 BENTU AMPAR	021-8196296	021-8196841	021-8906901

Figure 26: Providers List View

Additionally, you may download the list in PDF format by clicking the Download button in the upper/lower side of the page.

5.1 Providers Detail Page

Click the provider name to display the detail page. The detail page will then appear as shown below.

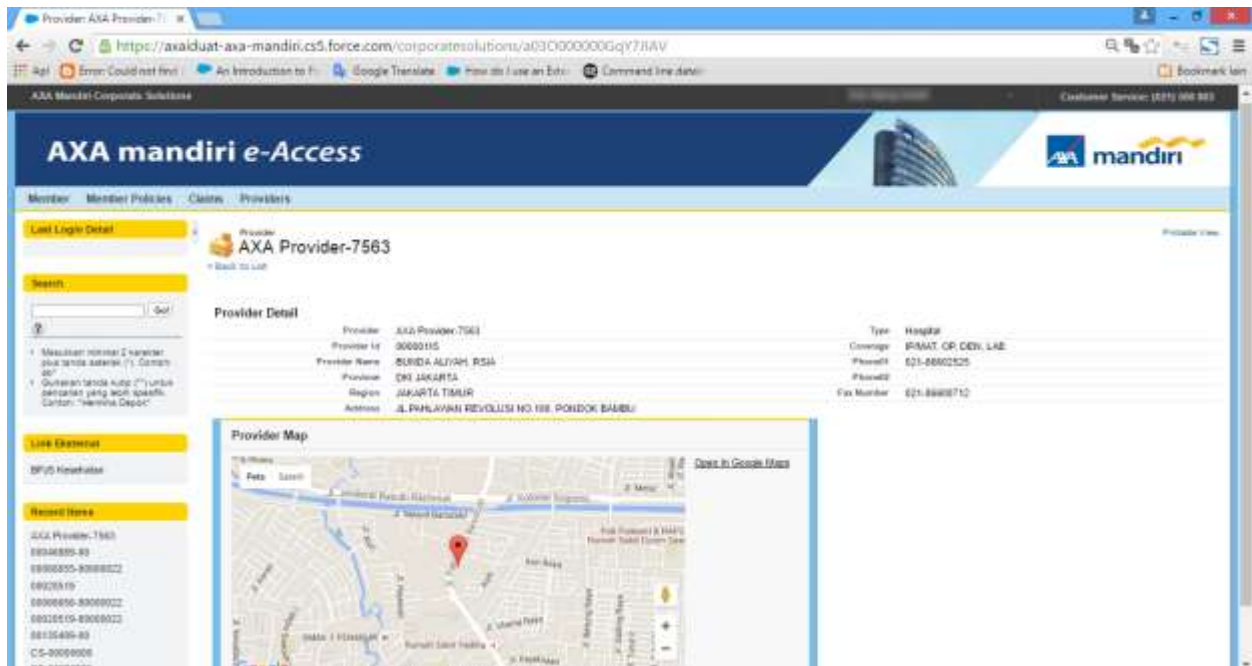


Figure 27: Providers Detail Page