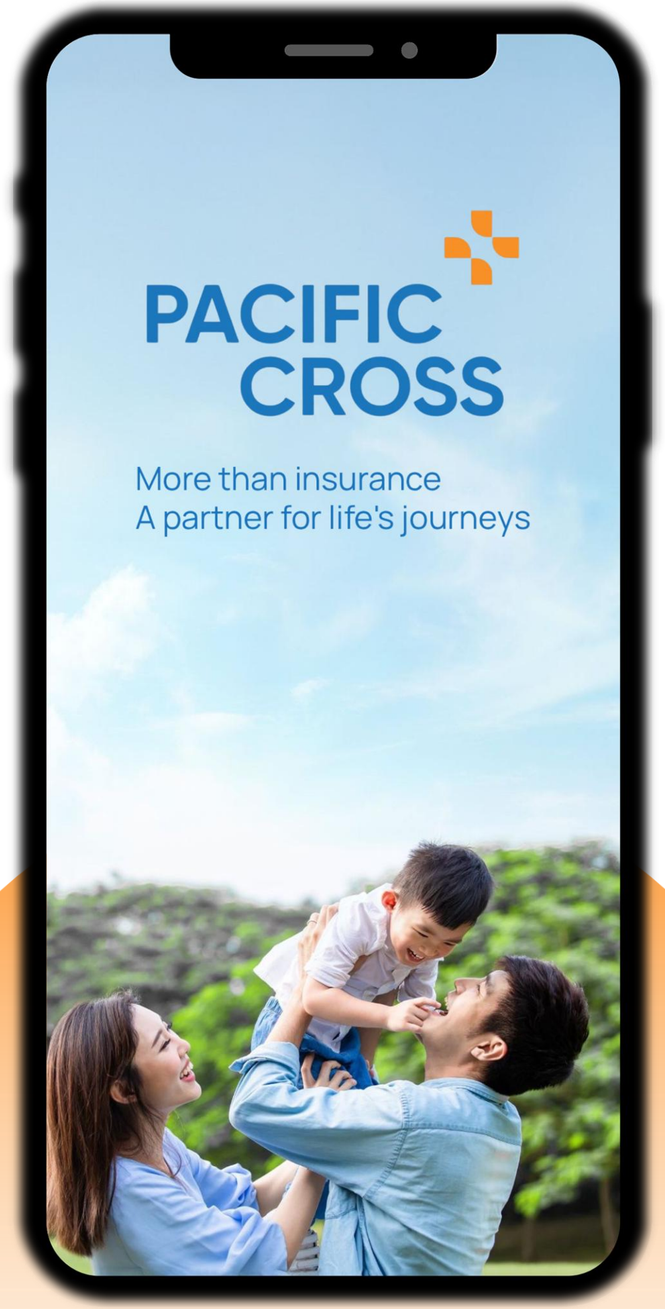


myPacificCross Thailand

User Manual

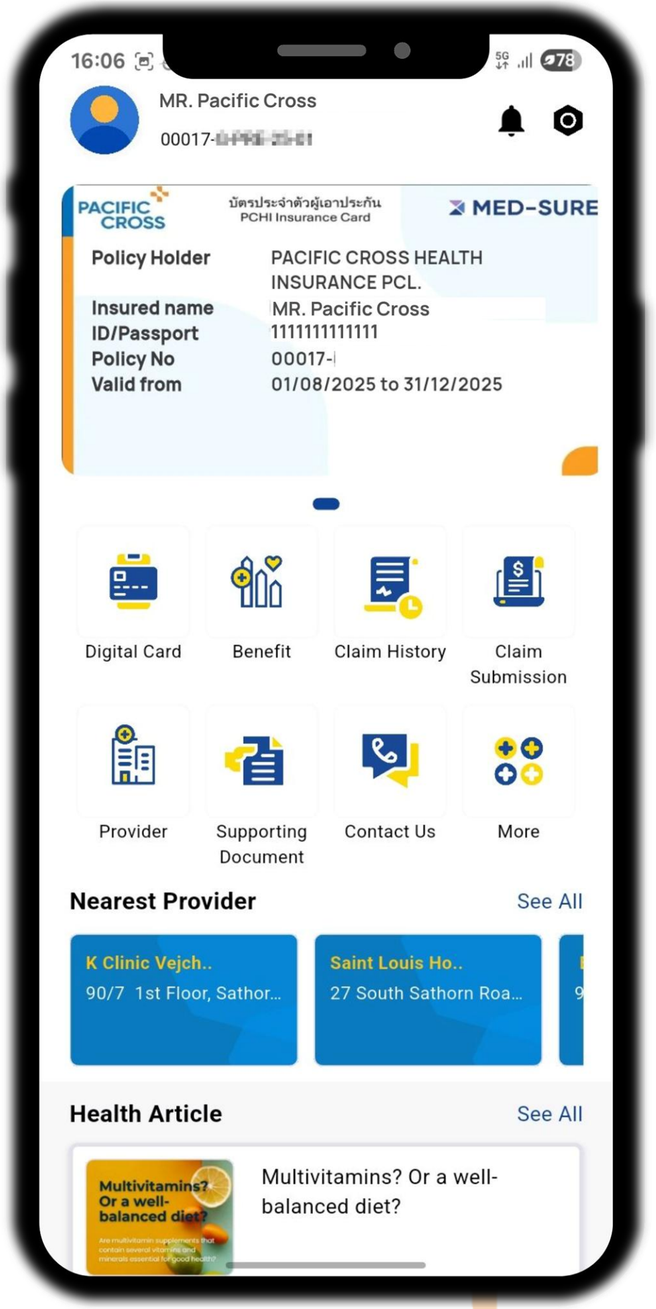
PACIFIC CROSS

Welcome to the

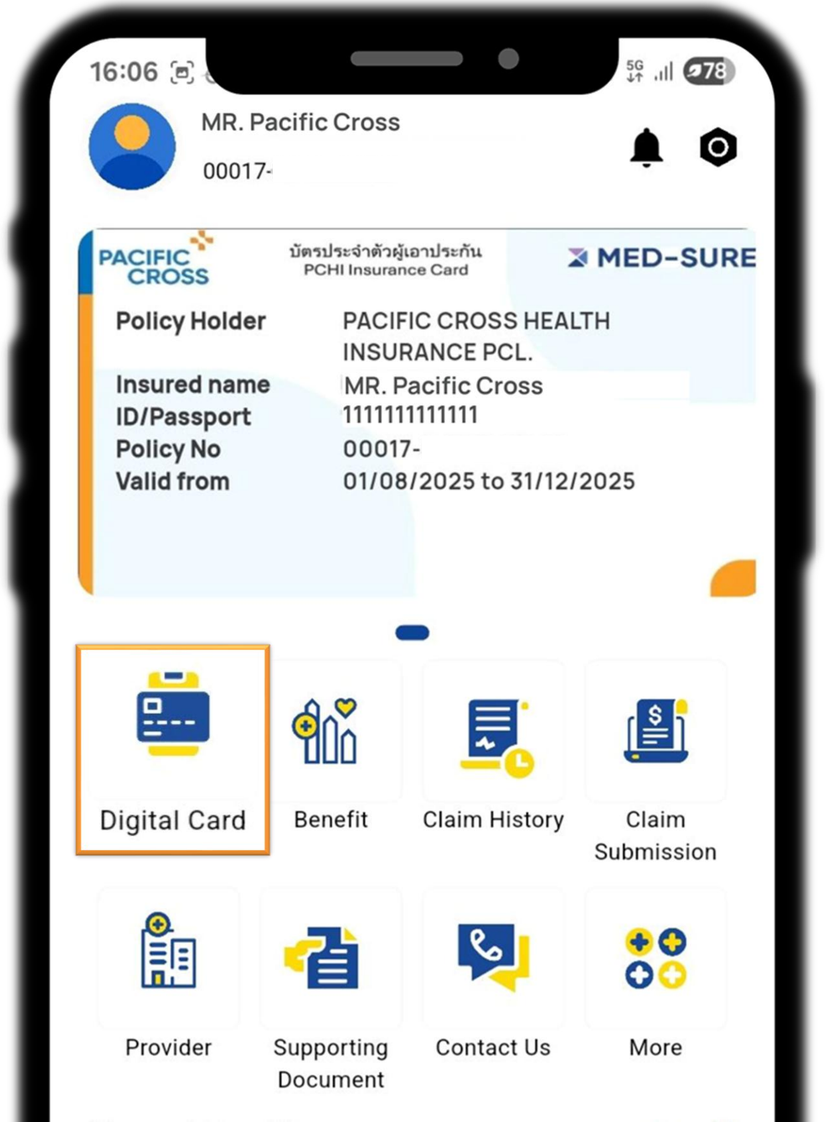
Pacific Cross Health Insurance Mobile Application.

This app allows you to manage your health insurance easily, securely, and conveniently anytime, anywhere.

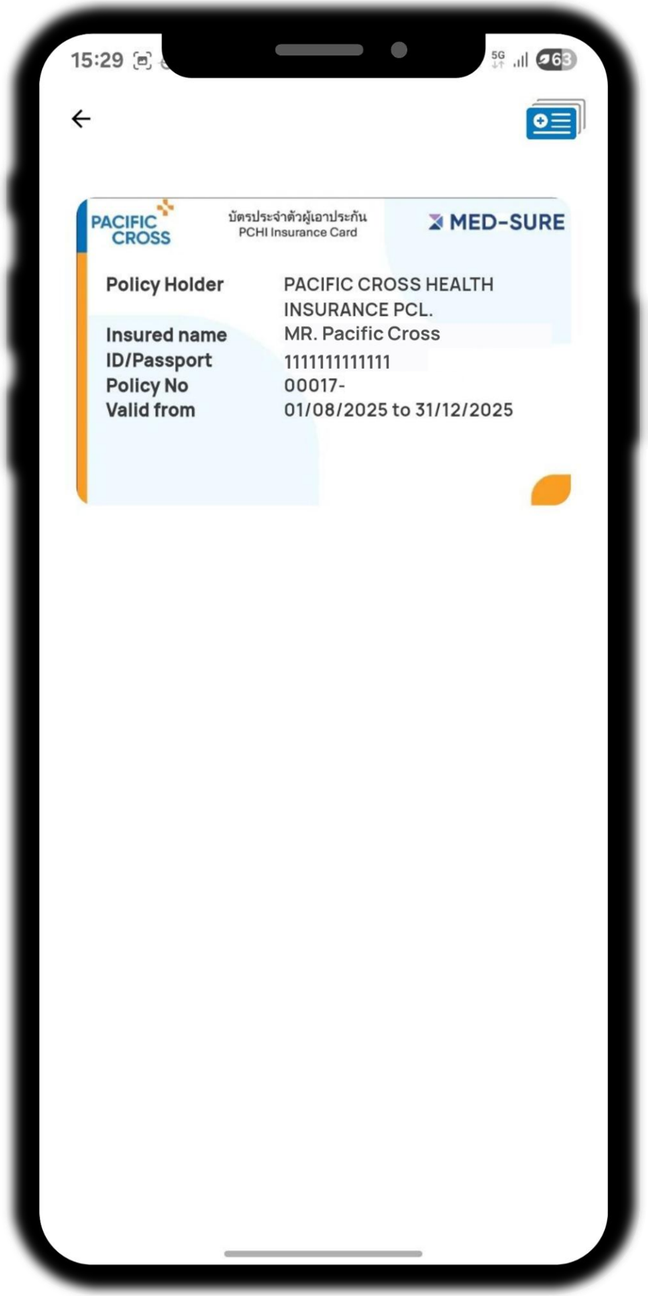
Please find the main features to access your policy information and services.



01. Digital Card



PACIFIC CROSS



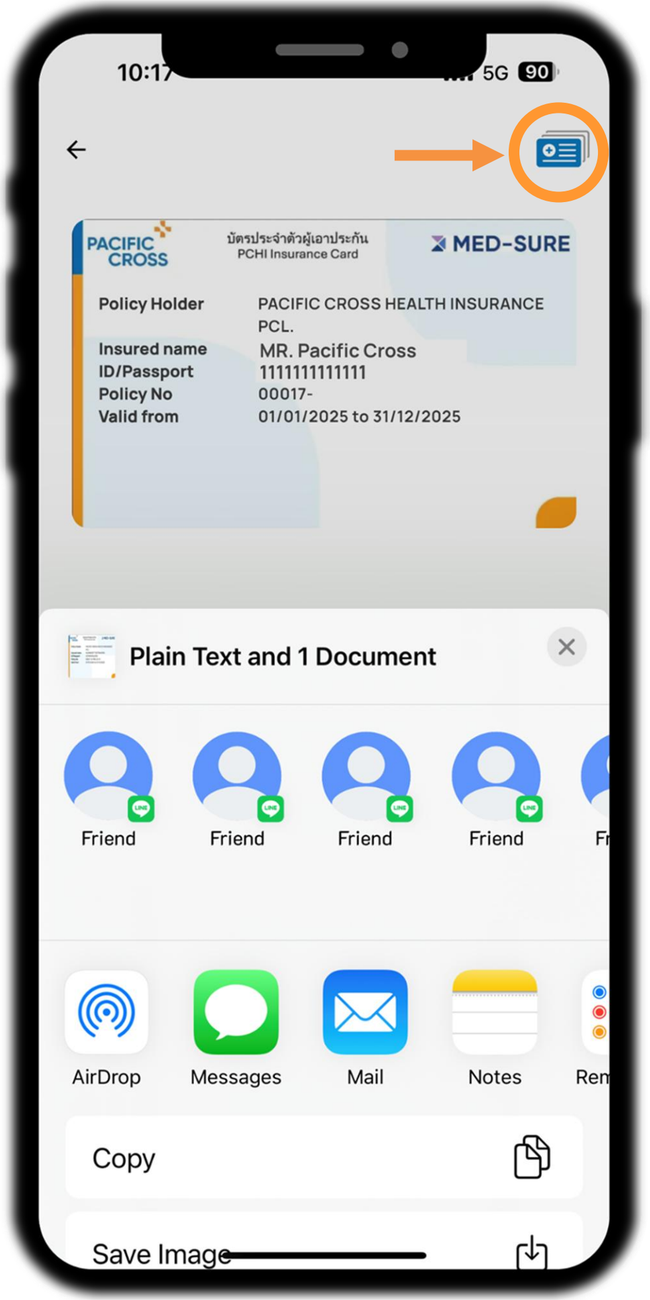
01. Digital Card

Purpose: Conveniently access your digital card anytime.

How to use:

- Access **Digital Card.**
- Card shows your policy details for hospital/clinic verification.

PACIFIC CROSS



01. Digital Card Management

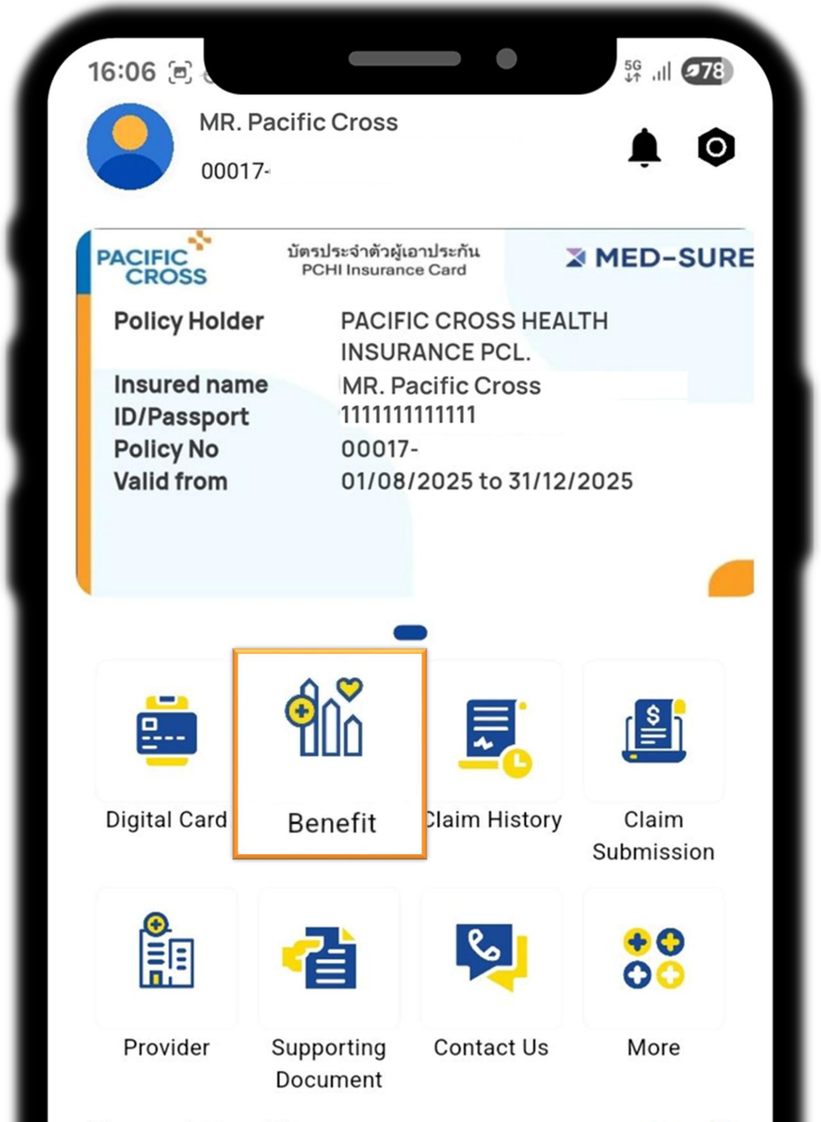
Purpose: share your digital card to other applications or save or copy it.

How to use:

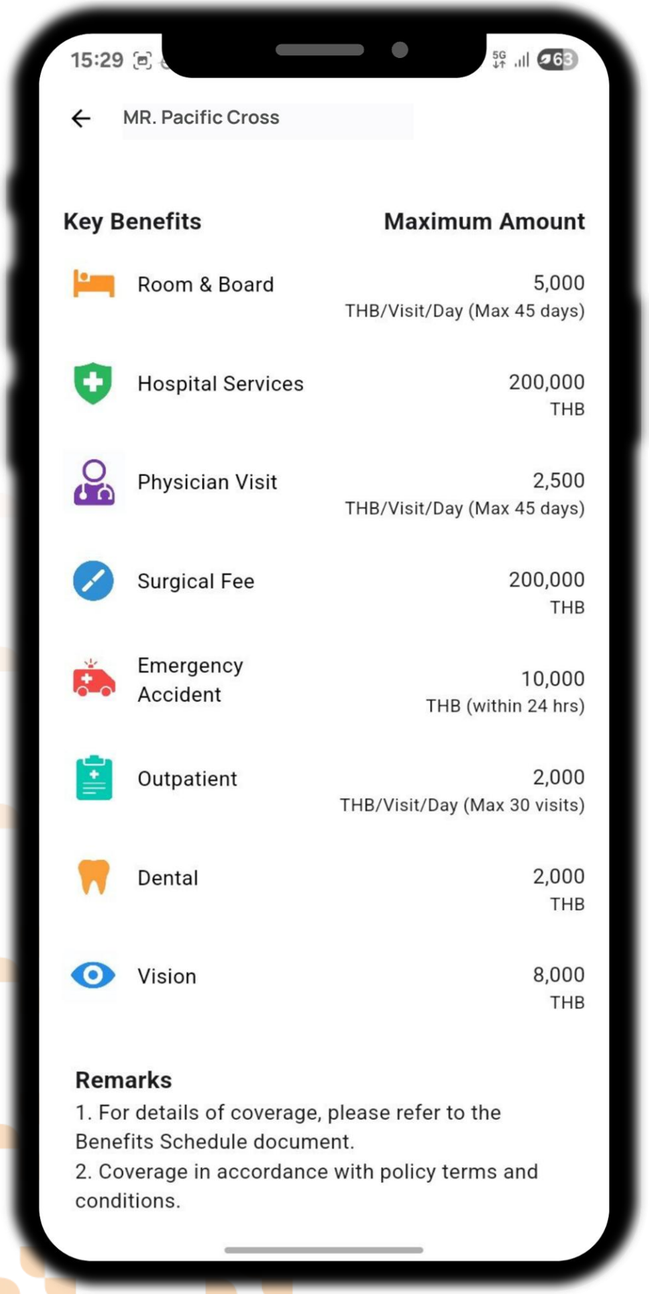
- Tap the card icon (top right).
- Choose a Sharing Method: share menu will appear.
  - Share via Apps: Select an application like LINE, Messages, or Mail to send the card details to a contact or to yourself.
  - Save Image: save digital card picture to photo gallery.
  - Copy: copy your digital card to paste it elsewhere.

PACIFIC CROSS

02. Benefit



PACIFIC CROSS



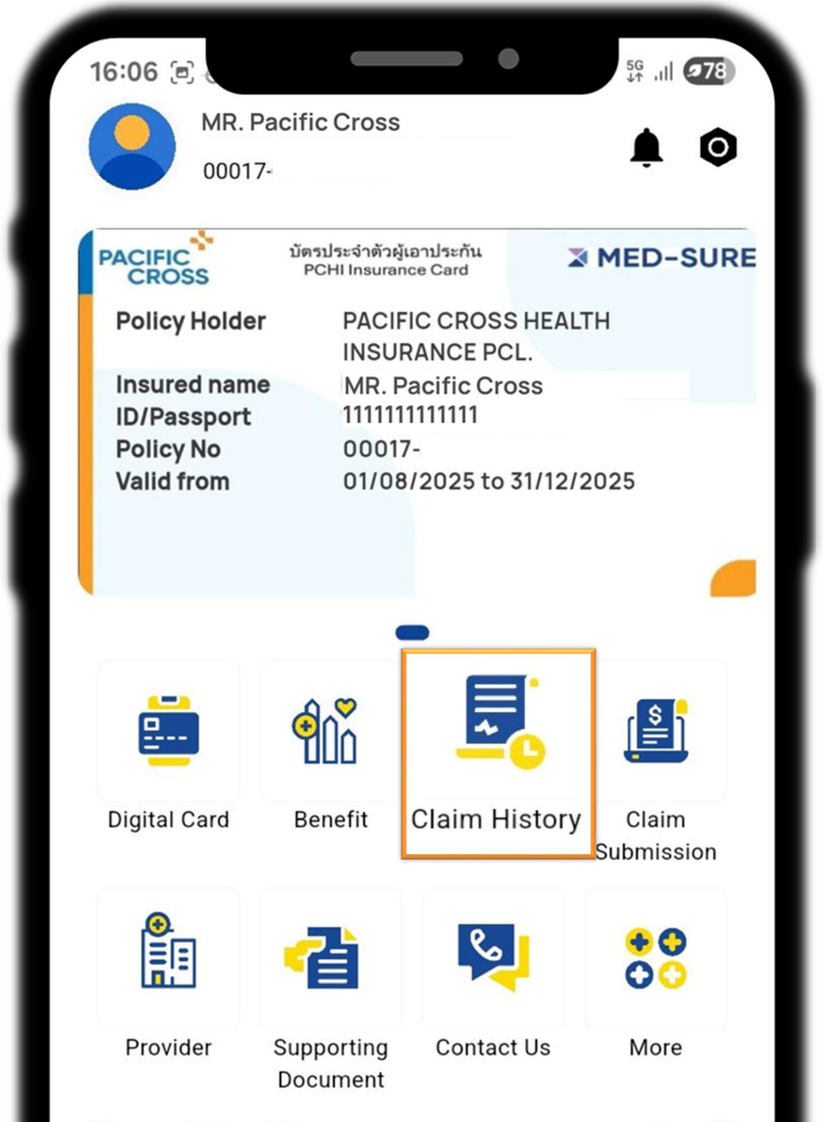
02. Benefit

Purpose: View your key benefits.

How to use:

- Access **Benefits**.
- Inpatient (IPD): Room & Board, Hospital Services, Physician Visits, Surgical Fees.
- Emergency Accident coverage.
- Optional benefits (if include in your plan) : Outpatient (OPD), Dental, Vision.

03. Claim History



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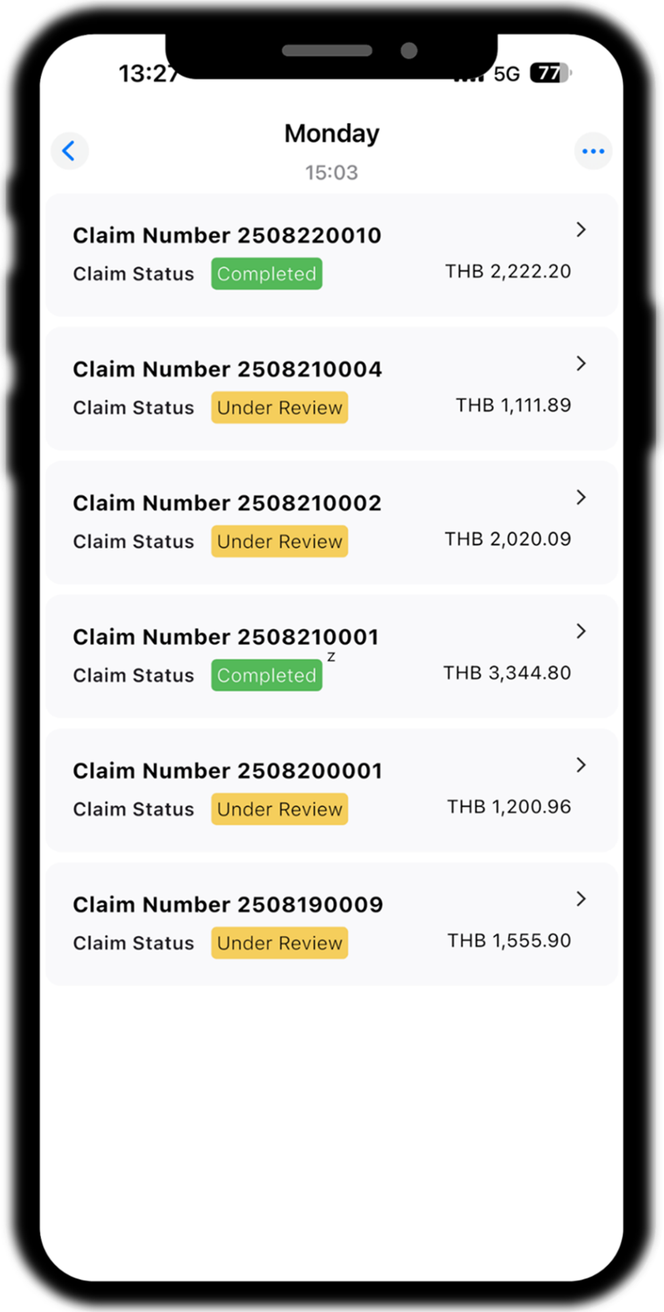


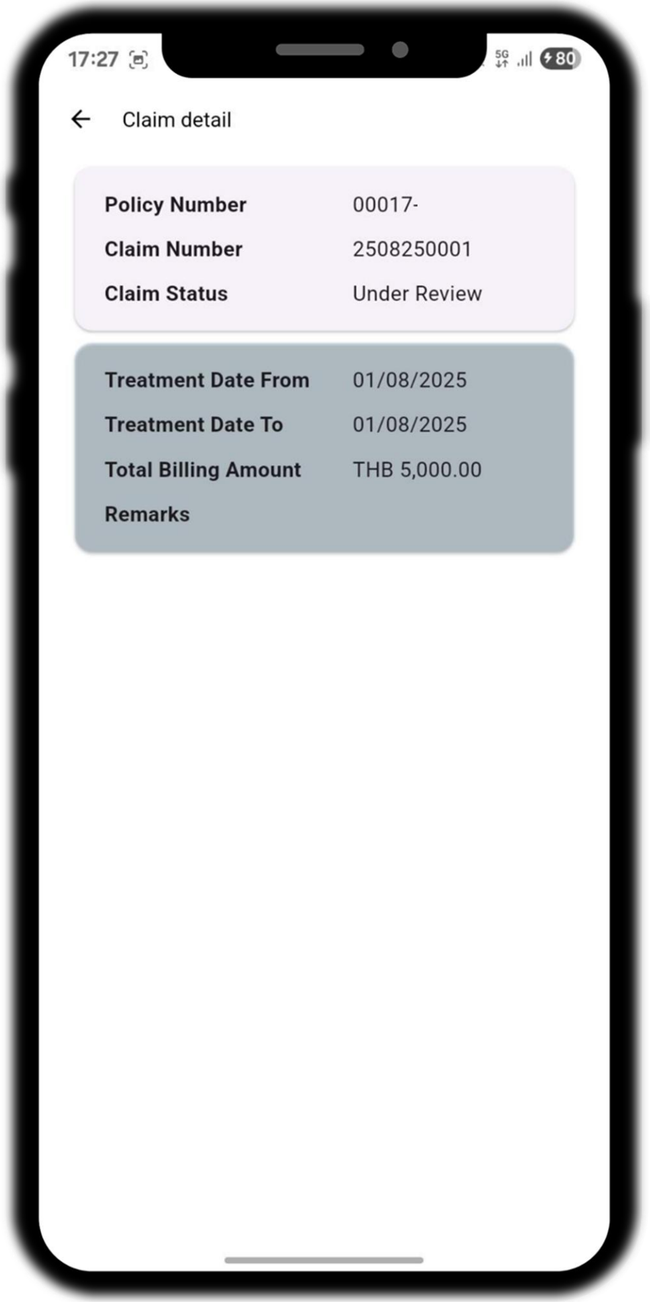
03. Claim History
Claim list

Purpose: View the status and details of your claim submission and past claims under current active policy.

How to use:

- Access **Claim History**.
- View a list of your claim.

PACIFIC CROSS



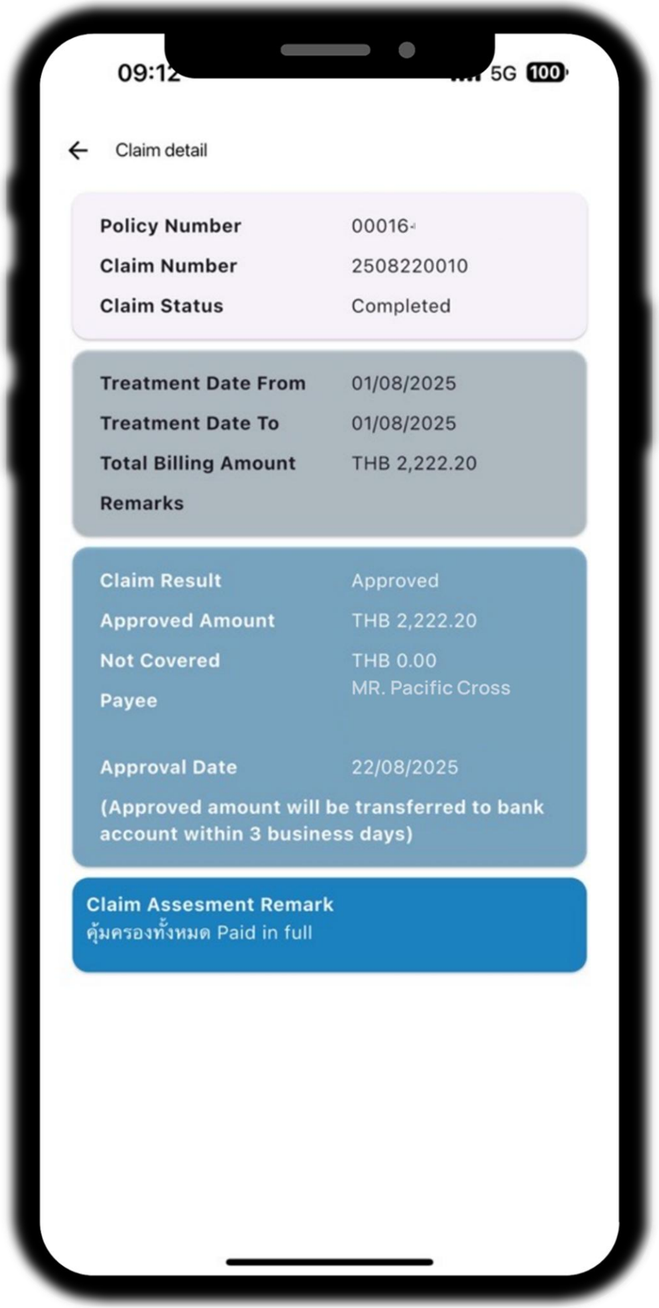
03. Claim History
Under Review status

Purpose: View the claim status in Under Review state.

How to use:

- Tap claim status **Under Review**.
- Display policy no., claim no. and treatment details.

PACIFIC CROSS



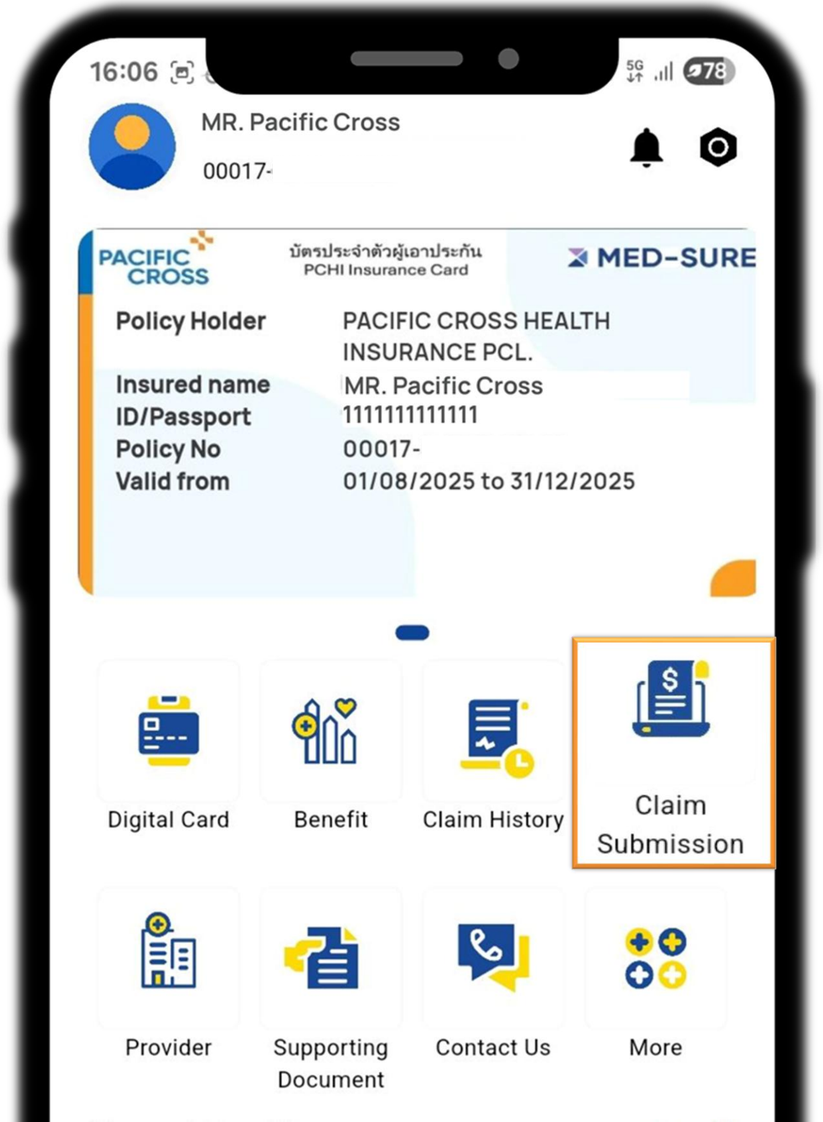
03. Claim History
Completed status

Purpose: View the claim status after completing the claim process.

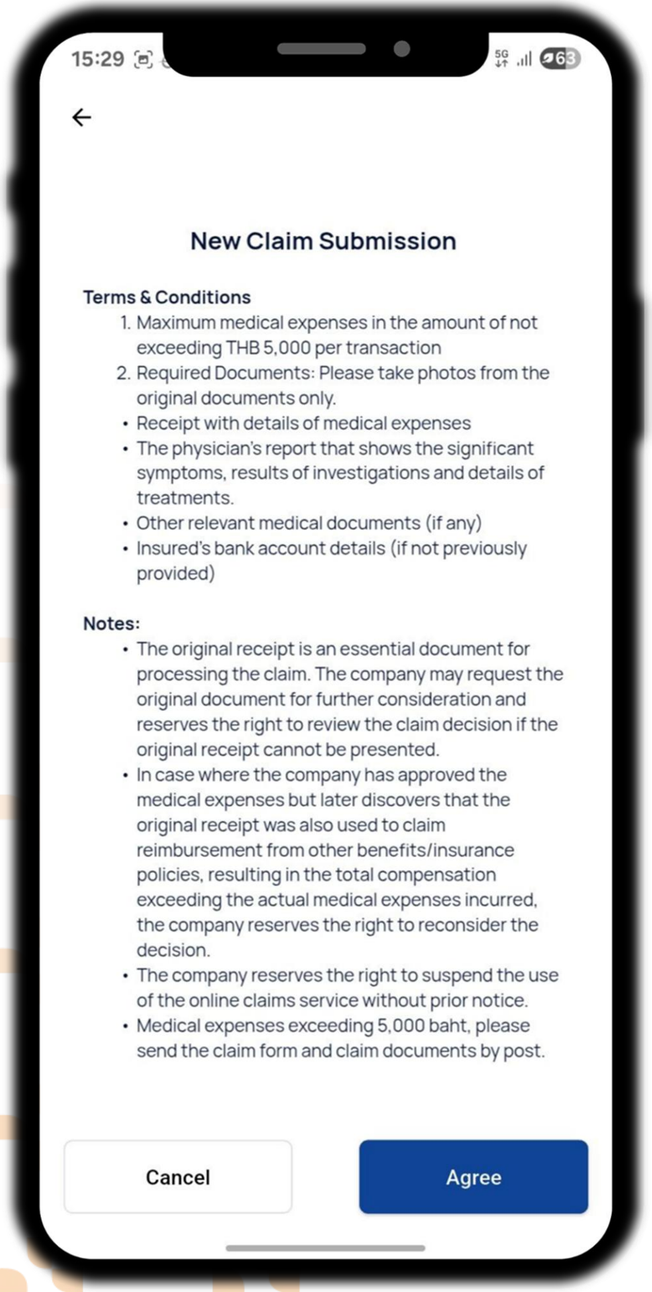
How to use:

- Tap claim status **Completed**.
- Display policy no., claim no. and treatment details.
- Display result of claim adjudication.

04. Claim Submission



PACIFIC CROSS



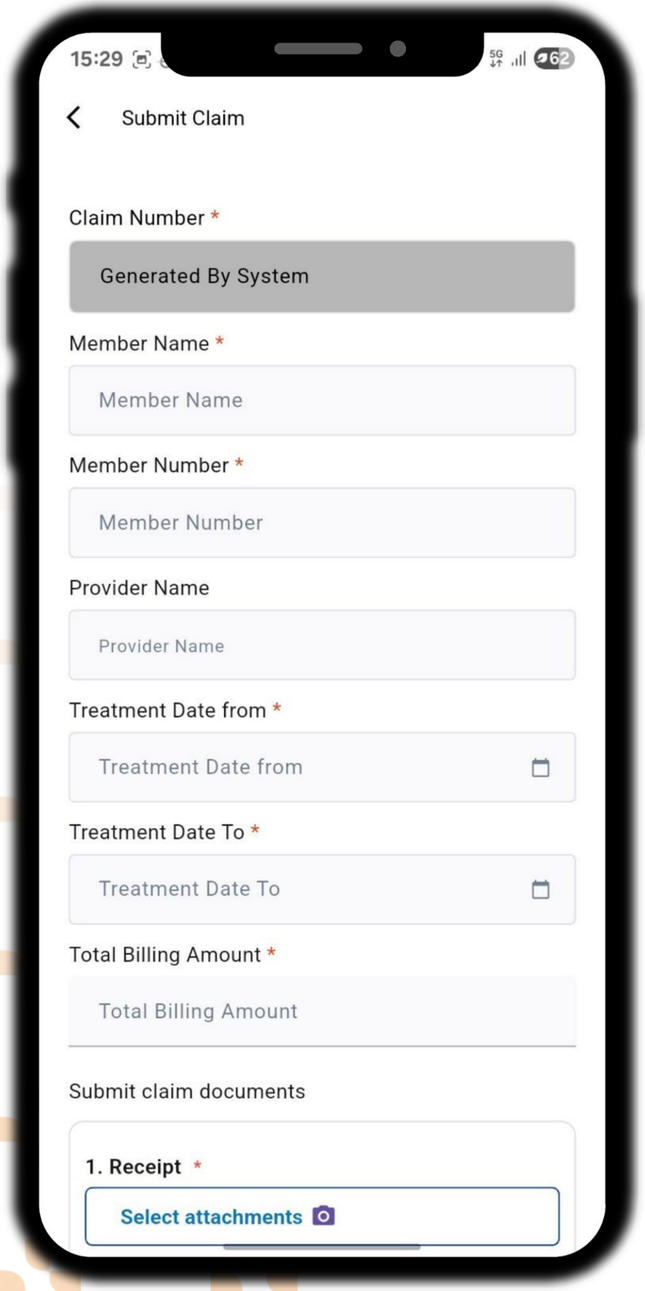
04. Claim Submission
Term & Conditions

Purpose: Acknowledge Terms & Conditions before claim submission.

How to use:

- Access **Claim Submission**.
- Review the Terms & Conditions before submission.
- Tap **Agree** to continue.
- Tap **Cancel** back to Home page.

PACIFIC CROSS



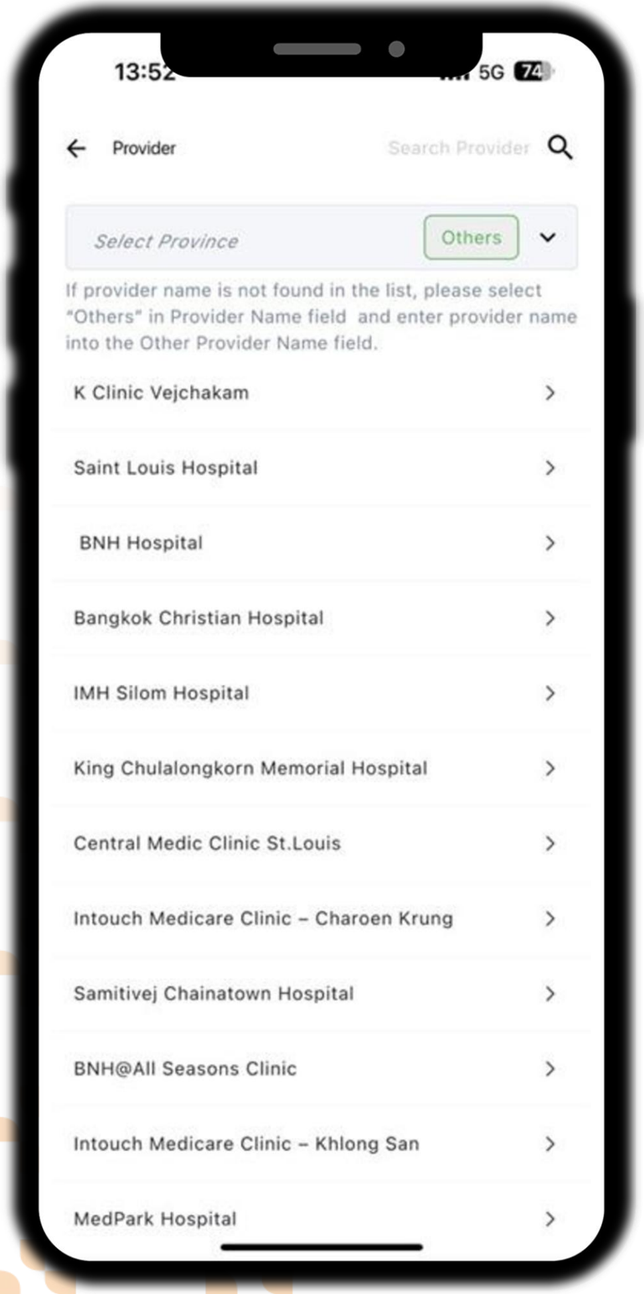
04. Claim Submission
Select member

Purpose: Fill information for claim submission.

How to use:

- Select **Member Name.**
- System will automatically show **Member Number.**
- Select **Provider Name** from our network provider list or
- Tap "**Others**" if the provider is not our network.

PACIFIC CROSS



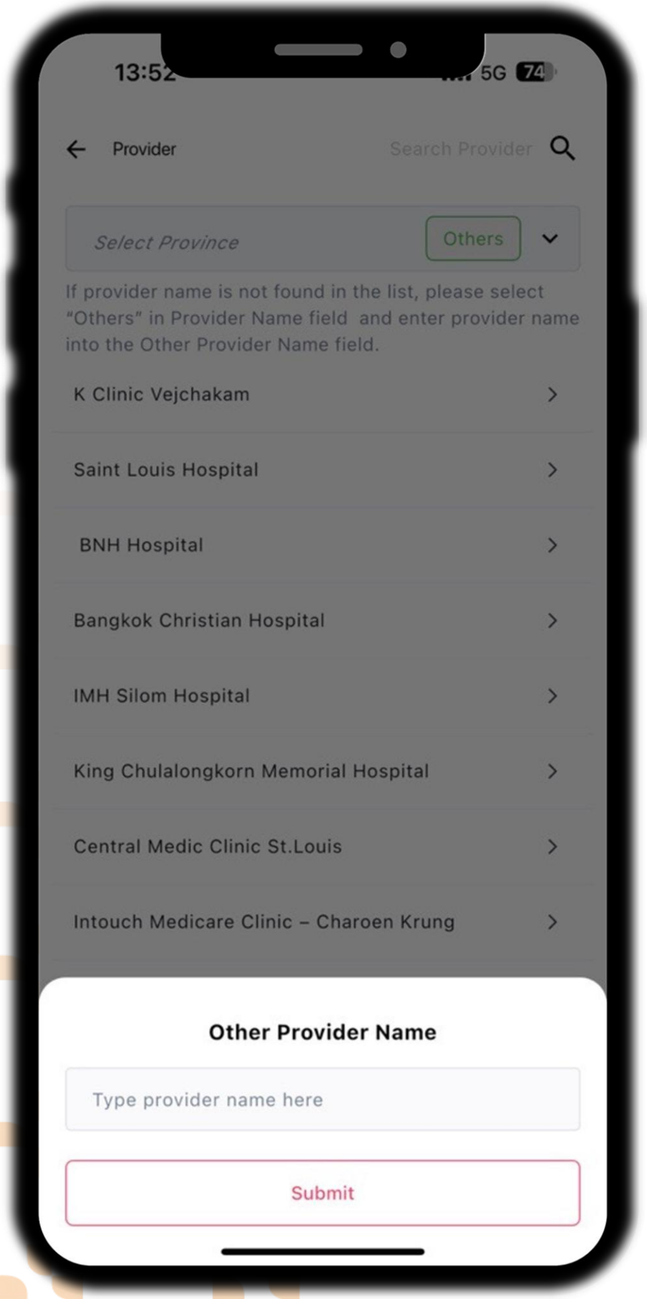
04. Claim Submission
Select provider

Purpose: Select provider.

How to use:

- Search provider by province.
- Search by provider name.
- Select the provider.

PACIFIC CROSS



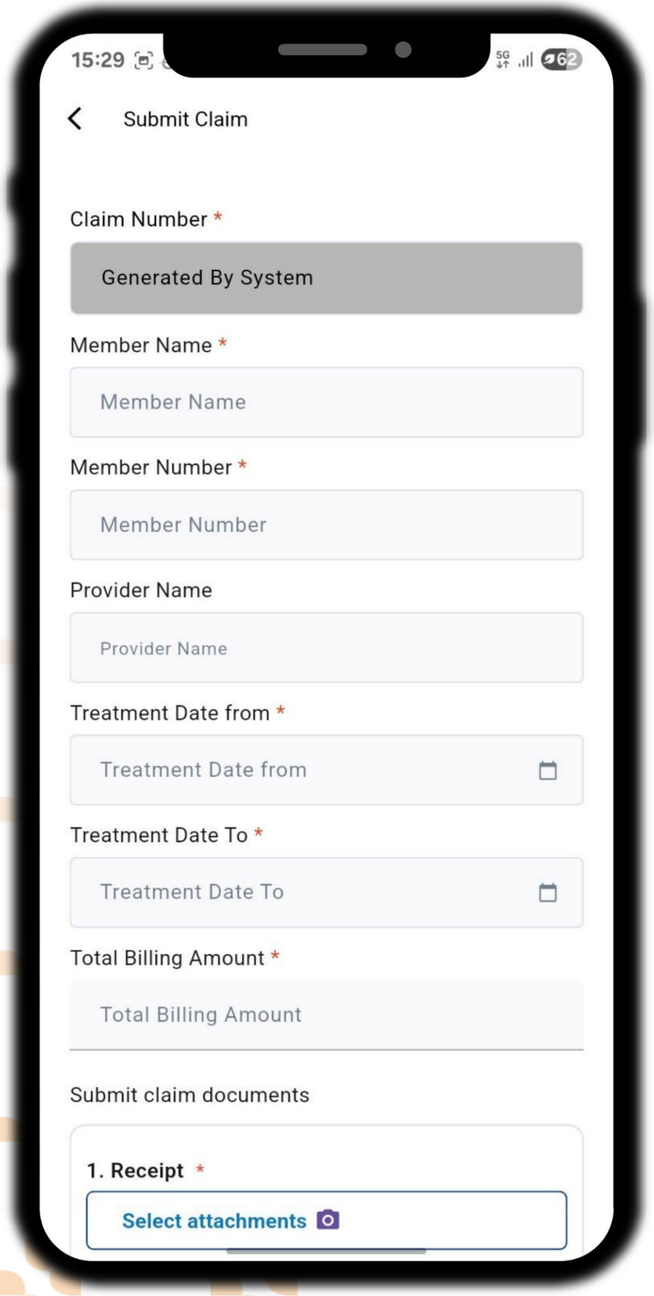
04. Claim Submission
Fill other providers

Purpose: Enter the name of the provider is not in the list.

How to use:

- Tap **Others** icon.
- Input provider name.
- Tap **Submit.**

PACIFIC CROSS



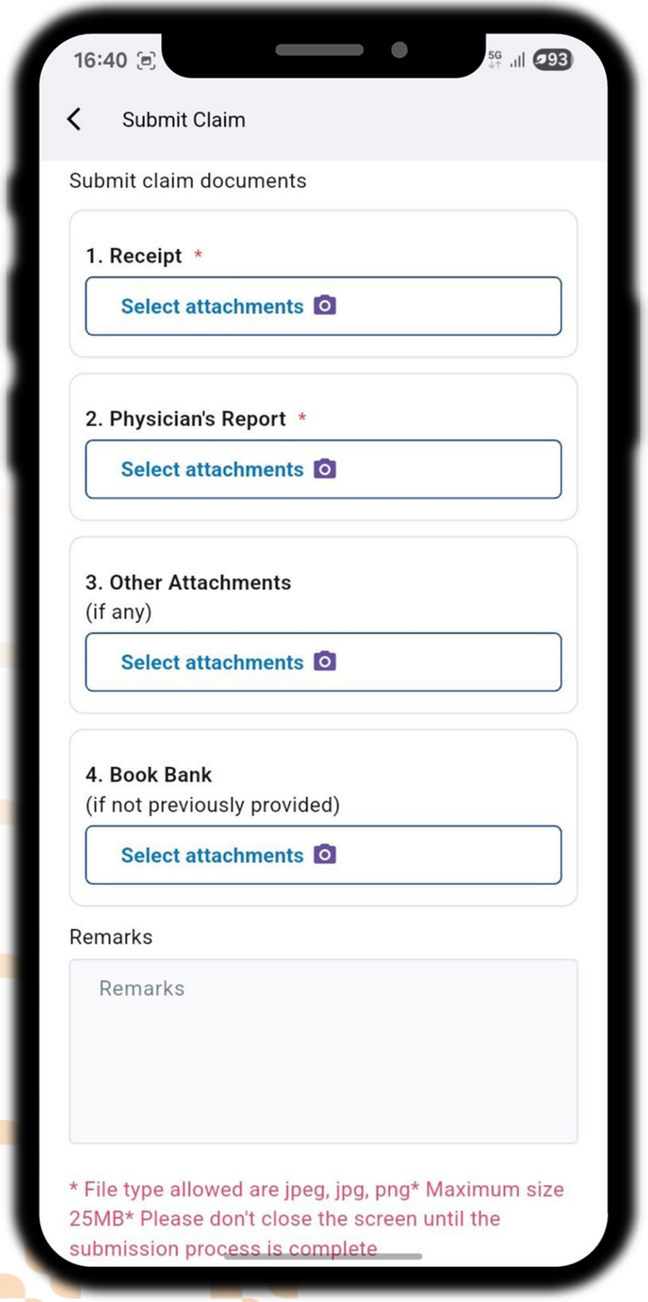
04. Claim Submission
Fill treatment details

Purpose: Fill treatment details.

How to use:

- Select **Treatment Date From** and **Treatment Date To** from calendar.
- Input the **Total Billing Amount** must not exceed 5,000 baht per submission.

PACIFIC CROSS



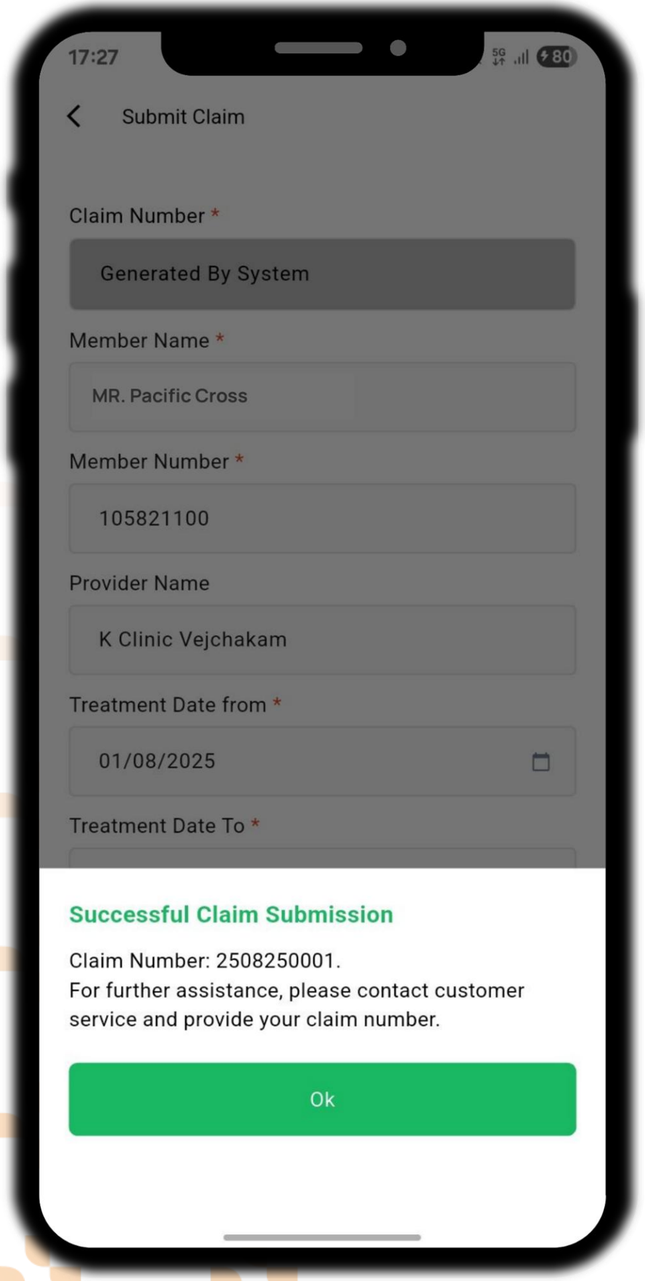
04. Claim Submission
Attach documents

1. Tap the "Select attachments" to upload documents.
2. Please attach a clear image of the original document by taking a picture or selecting from Gallery.
3. Require **Receipt *** image(s).
4. Require **Physician's Report *** image(s).
5. **Other Attachments** image(s) if prefer.
6. **Book Bank** image if prefer.
7. Fill **Remarks** for any comments.
8. Tap **"Submit Claim".**

Important Notes:

- Please do not close the app or navigate away from this screen until the submission process is completed.

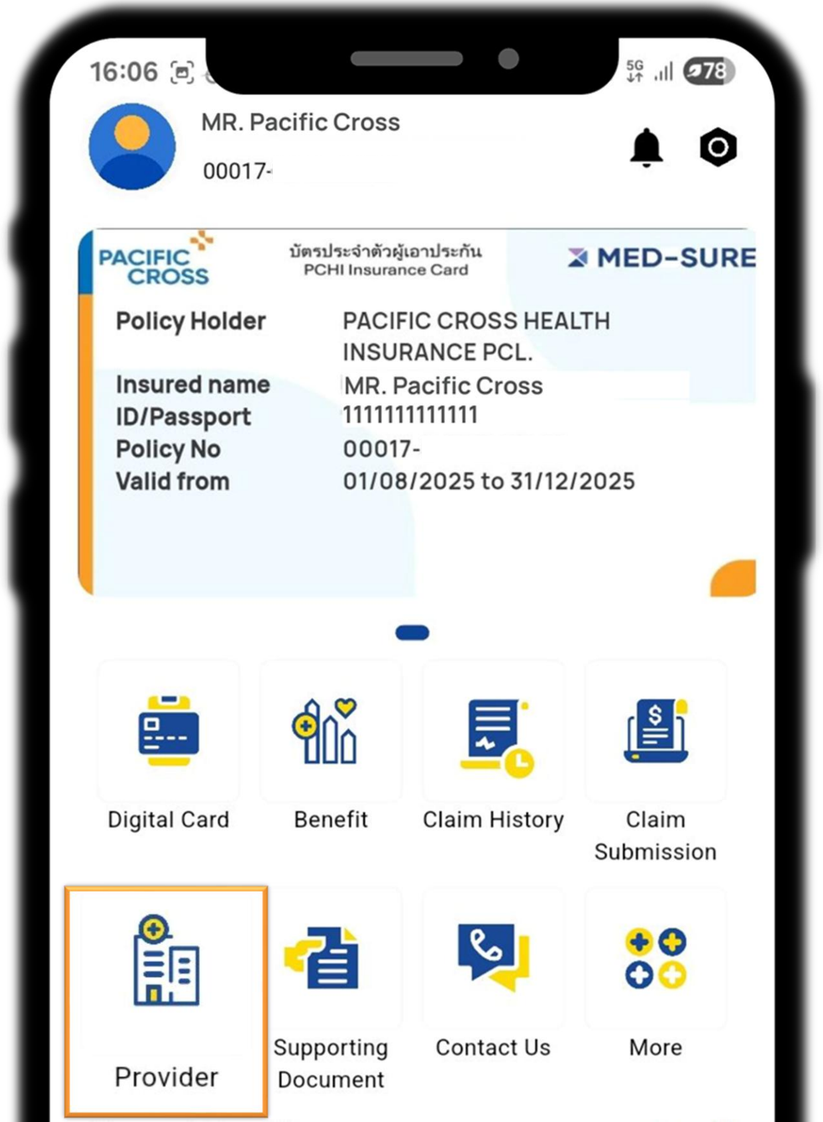
PACIFIC CROSS



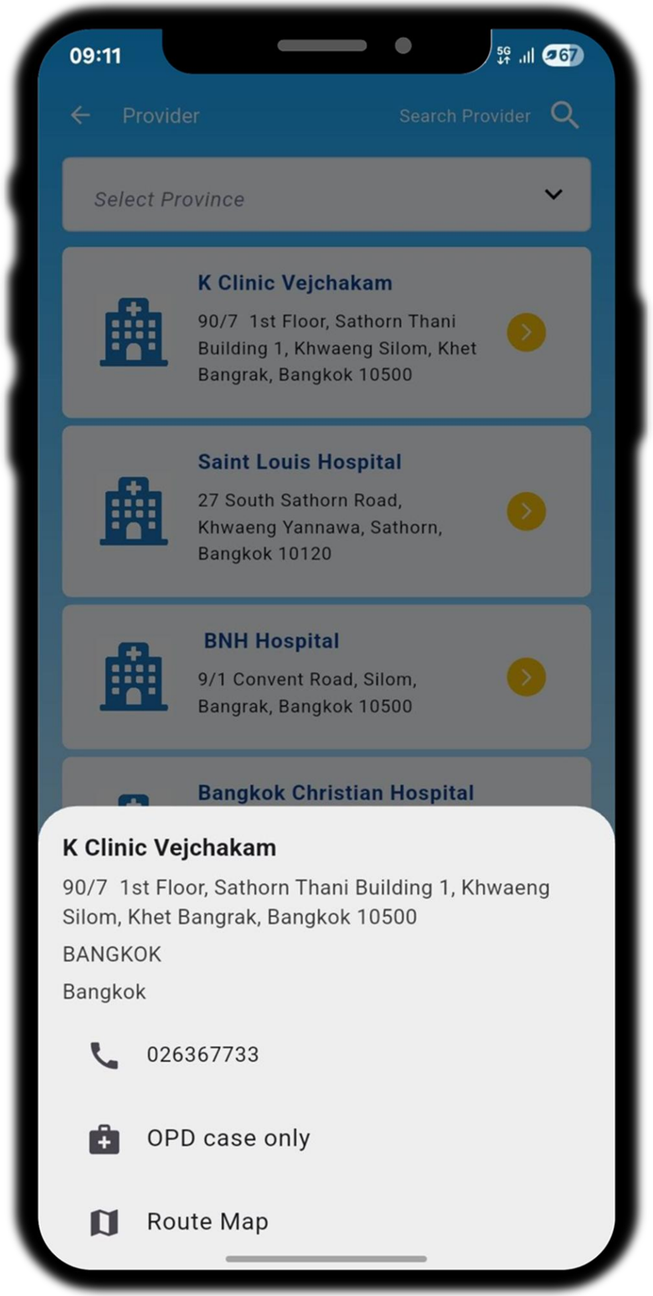
04. Claim Submission Successful

- Once claim submission is successful, it will display claim number for reference.
- If require further assistance, please contact customer service with claim number.

05. Provider


16:06
MR. Pacific Cross
00017-
PACIFIC CROSS
บัตรประจำตัวผู้เอาประกัน
PCHI Insurance Card
MED-SURE
Policy Holder
PACIFIC CROSS HEALTH INSURANCE PCL.
Insured name
MR. Pacific Cross
ID/Passport
1111111111111
Policy No
00017-
Valid from
01/08/2025 to 31/12/2025
Digital Card
Benefit
Claim History
Claim Submission
Provider
Supporting Document
Contact Us
More

PACIFIC CROSS



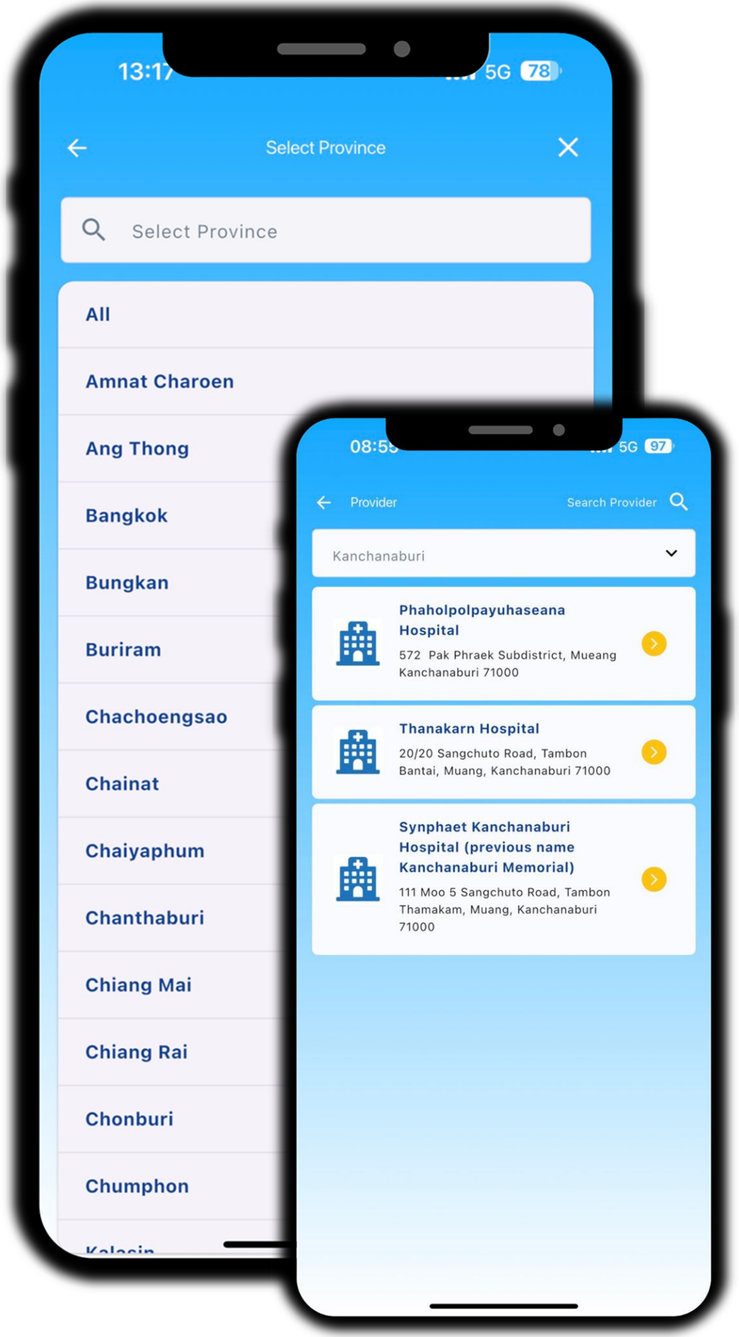
05. Provider

Purpose: Find hospitals and clinics in our network.

How to use:

- Access **Provider**.
- Providers will be displayed based on your current location.
- Tap on a provider to view address, contact number, and location (link to Google Map).

PACIFIC CROSS



05. Provider

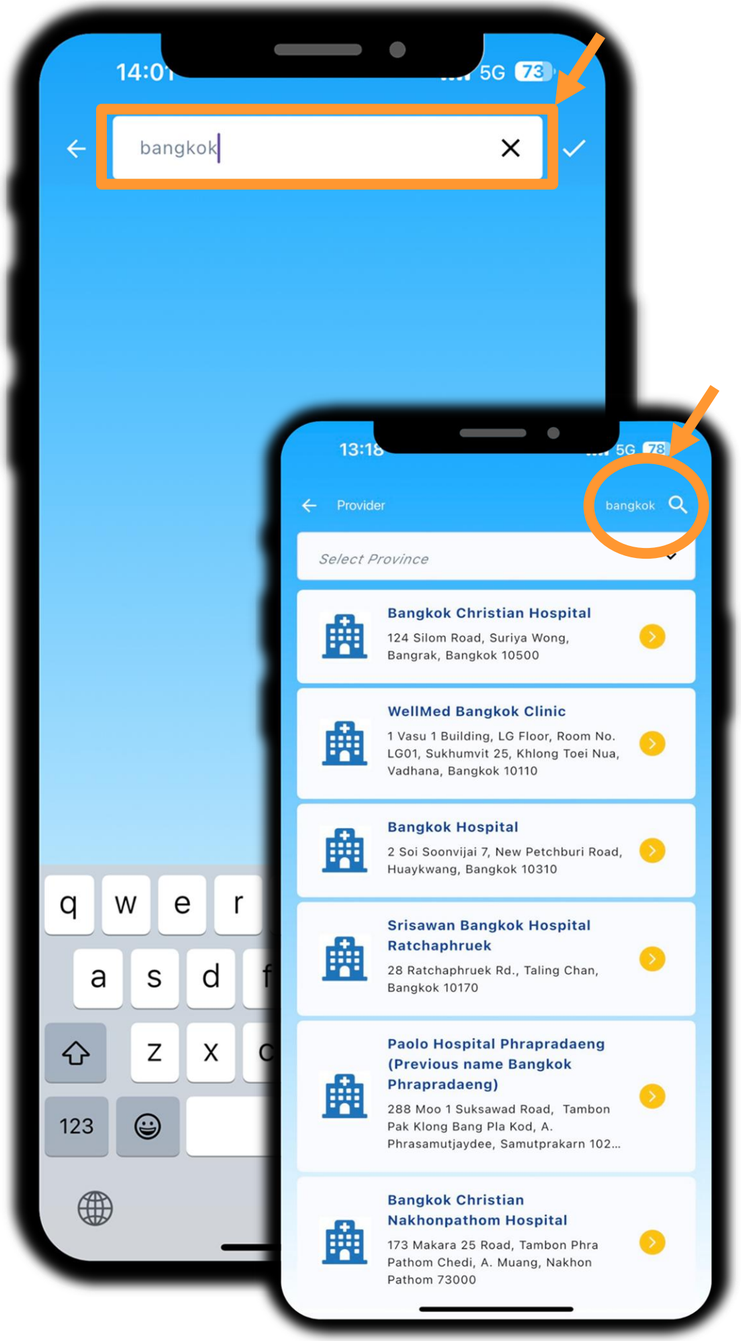
Search by province

Purpose: Search provider by province.

How to use:

- Select province.
- Display providers list of selected province.

PACIFIC CROSS



05. Provider

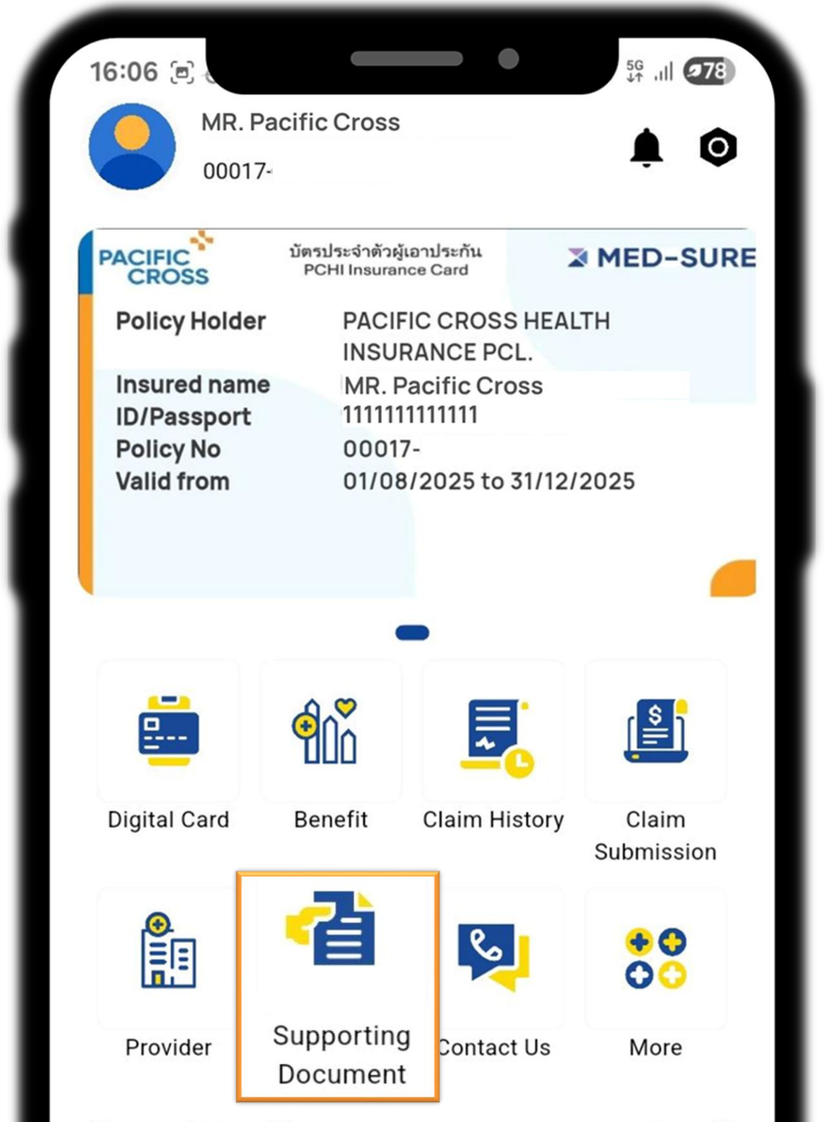
Search by provider name

Purpose: Search by provider name.

How to use:

- Tap **Search** Button and Enter the provider's name.
- Display providers match the name you entered.

06. Supporting Document



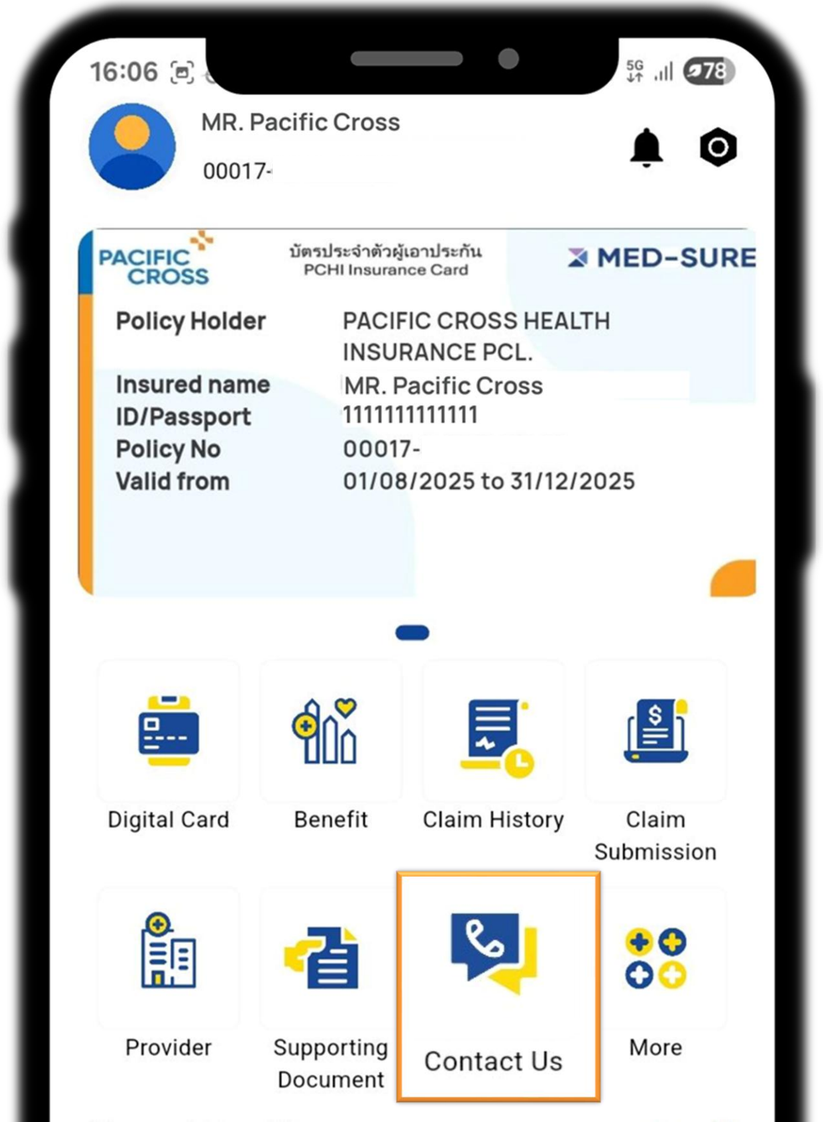
06. Supporting Document

Purpose: download claim-related forms.

How to use:

- Access **Supporting Document.**
- Select the related claim documents (if applicable)
- Documents are available for download and Tap Download (top right).

07. Contact Us



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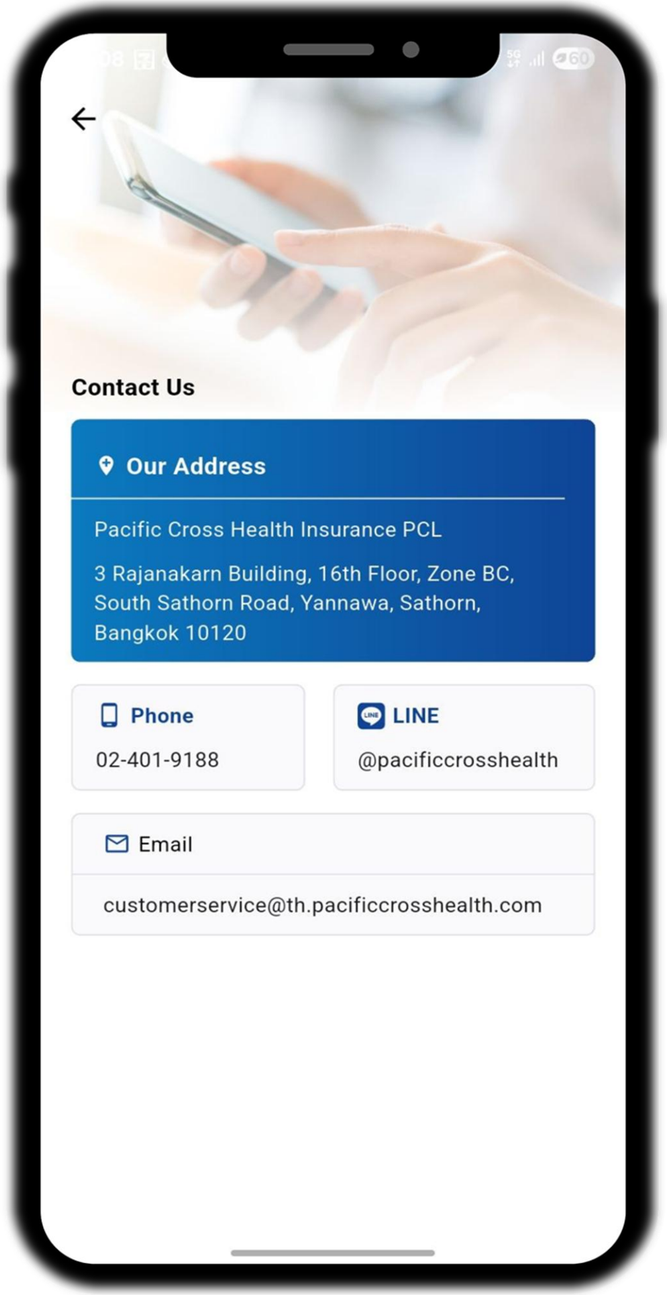


07. Contact Us

Purpose: Show contact information or channels for your assistance.

How to use:

- Access **Contact Us**.
- Choose from available channels:

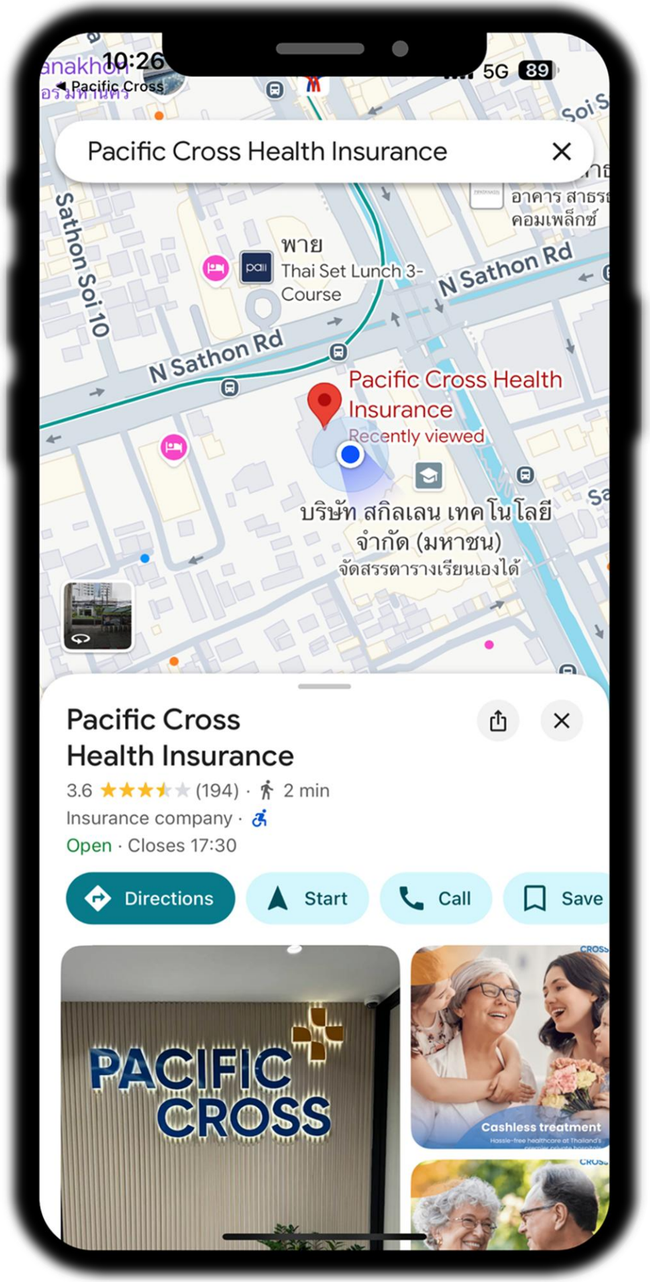
📍 Google Maps link to our company location

📞 Customer Service hotline

✉️ Email

💬 LINE Official Account

PACIFIC CROSS



07. Contact Us

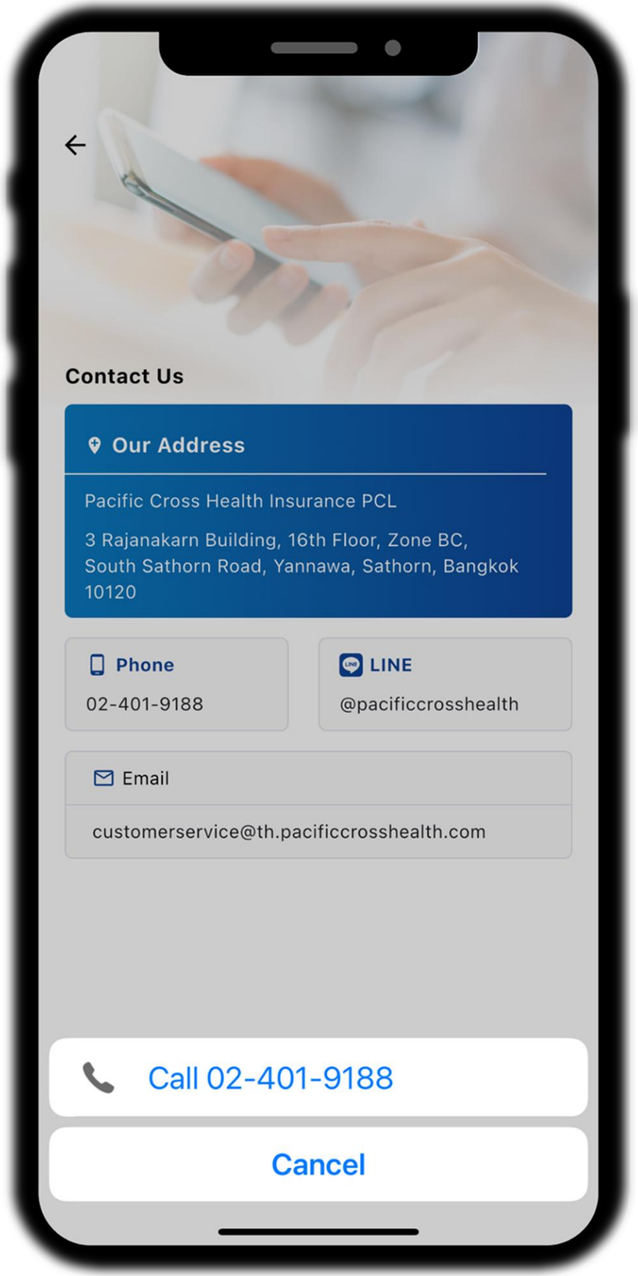
Company location

Purpose: Link the location on Google Map of the Pacific Cross Health Insurance head office.

How to use:

- Tap **Company address** box.

PACIFIC CROSS



07. Contact Us

By phone call

Purpose: Contact Customer Service by phone call.

How to use:

- Tap **Phone** box, it will pop up customer service phone number (02-401-9188).
- Tap "**Call**" will automatically dial the number.

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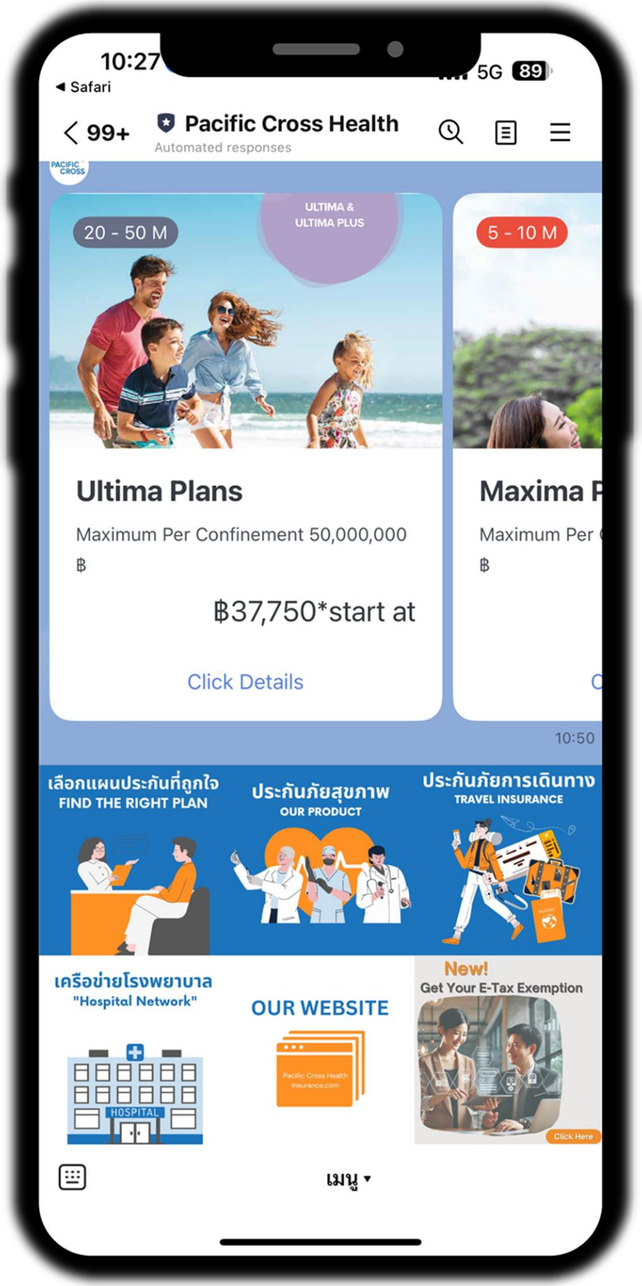


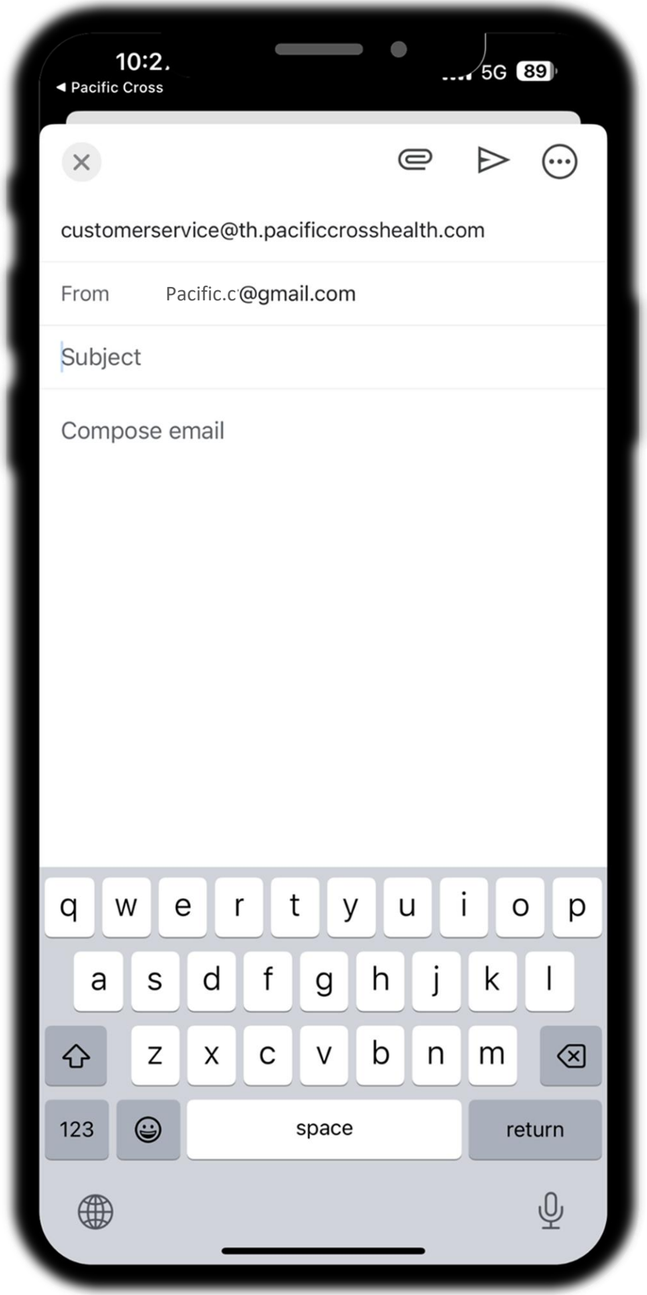
07. Contact Us
By LINE OA

Purpose: Contact Customer Service by LINE.

How to use:

- Tap **LINE** box, it will automatically open the LINE application of "PacificCross Health" Official Account.

PACIFIC CROSS



07. Contact Us

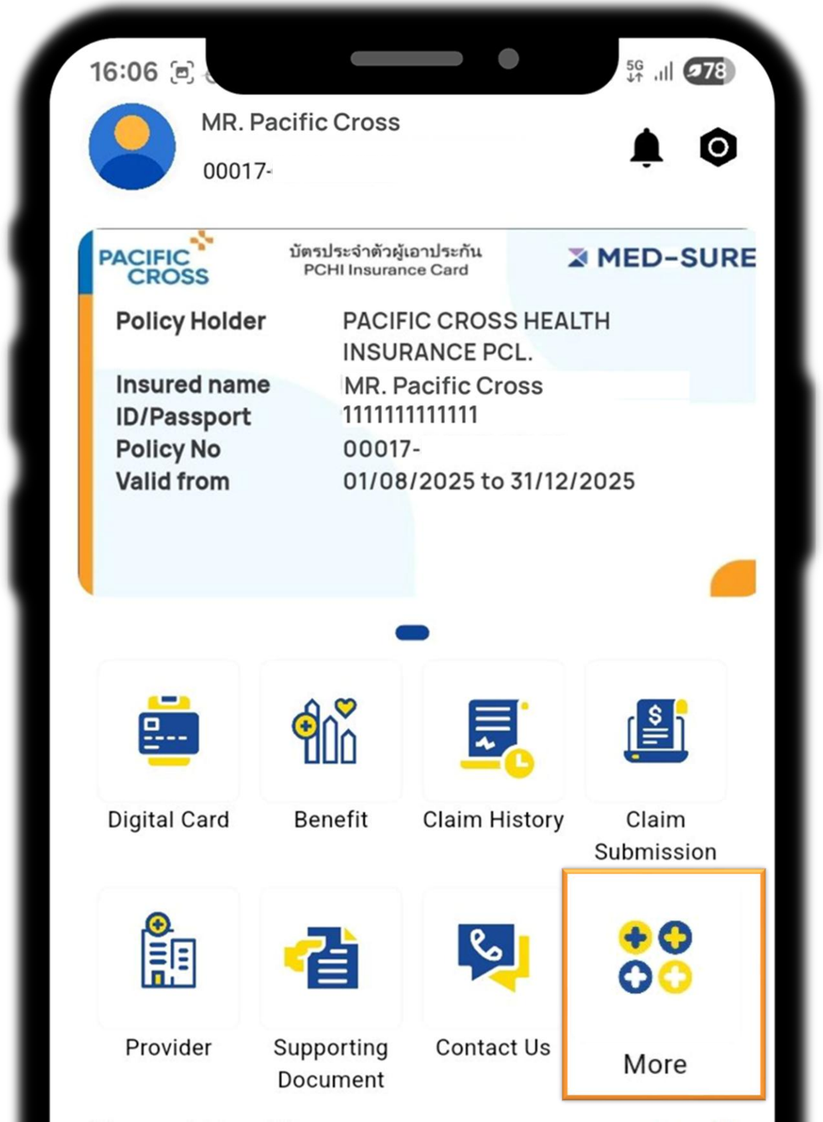
By Email

Purpose: Contact Customer Service by Email.

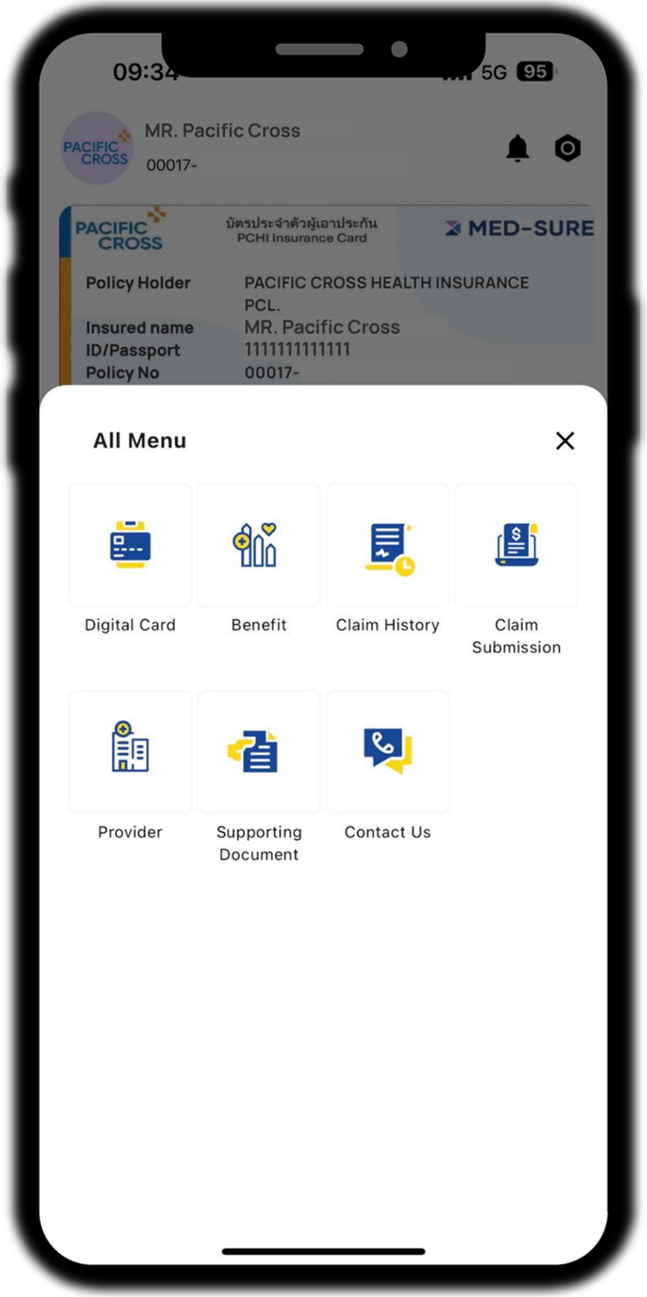
How to use:

- Tap **Email** box, it will automatically open default email client (e.g., Mail, Gmail) and automatically start a new draft email.

08. More


16:06
MR. Pacific Cross
00017-
PACIFIC CROSS
บัตรประจำตัวผู้เอาประกัน
PCHI Insurance Card
MED-SURE
Policy Holder
PACIFIC CROSS HEALTH INSURANCE PCL.
Insured name
MR. Pacific Cross
ID/Passport
1111111111111
Policy No
00017-
Valid from
01/08/2025 to 31/12/2025
Digital Card
Benefit
Claim History
Claim Submission
Provider
Supporting Document
Contact Us
More

PACIFIC CROSS



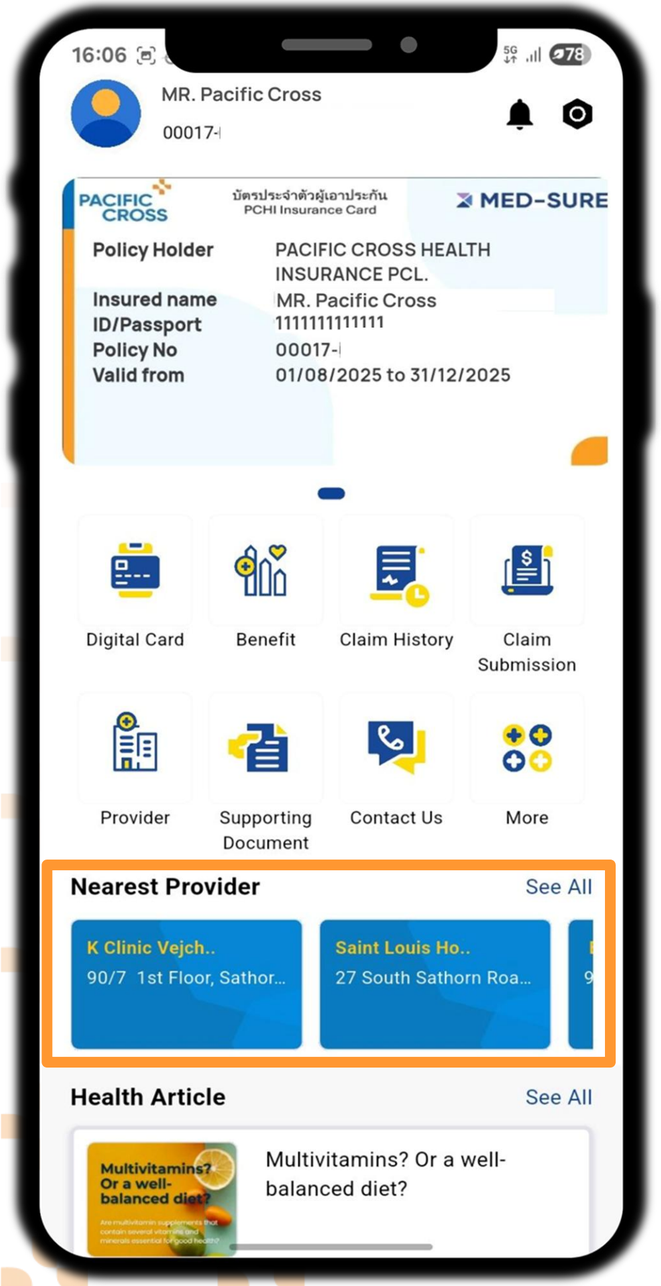
08. More

Purpose: The More menu is designed to support future expansion. If there are too many menus to be displayed on the Home page, the remaining menus will be grouped under the **More** menu for easy access.

How to use:

- Access **More**
- The available menus will be displayed.

PACIFIC CROSS



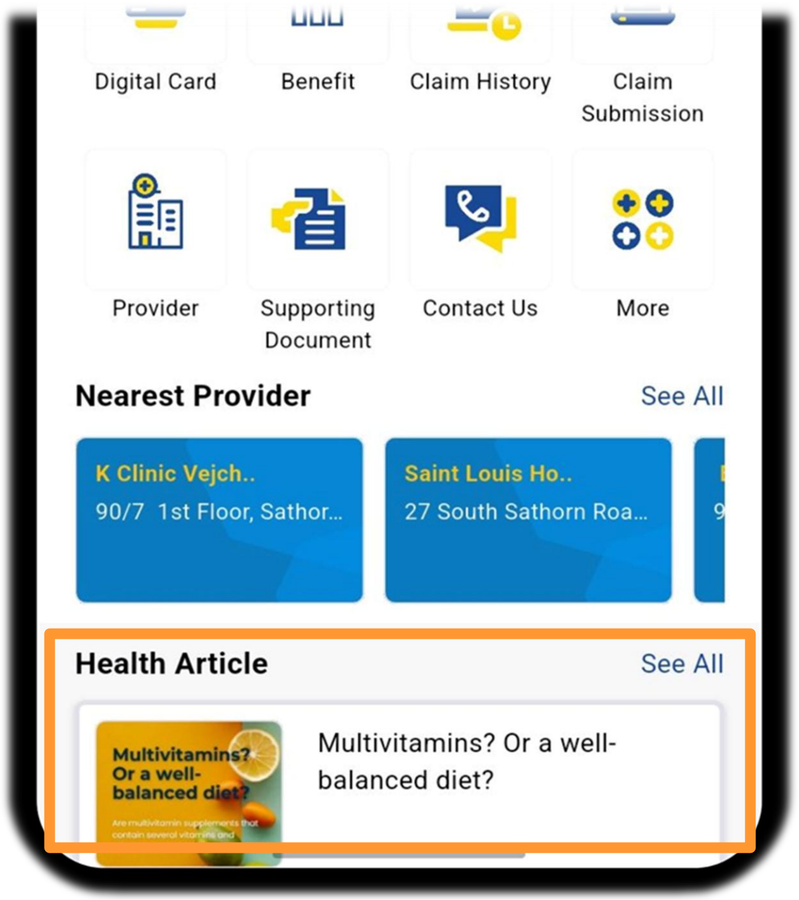
09. Nearest Provider

Purpose: Showing Providers that nearby your location.

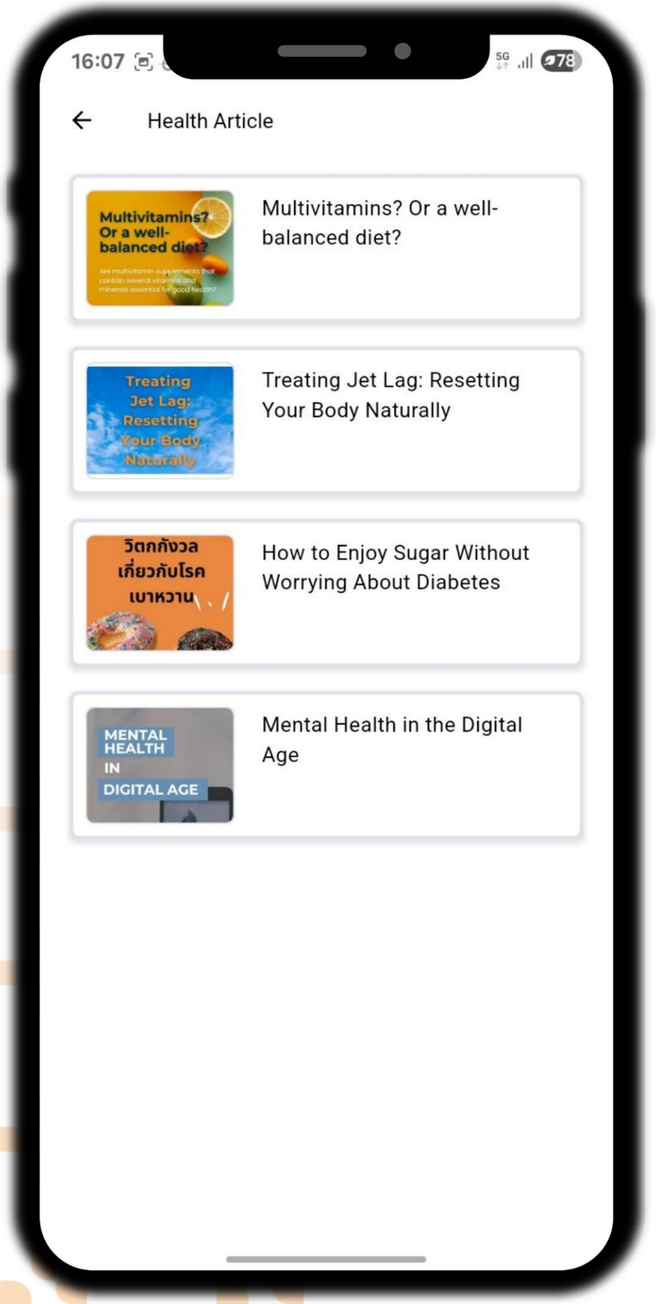
How to use:

"**Nearest Provider**" section, is on Home page designed to quickly find network hospitals and clinics near your current location.

10. Health Articles



PACIFIC CROSS



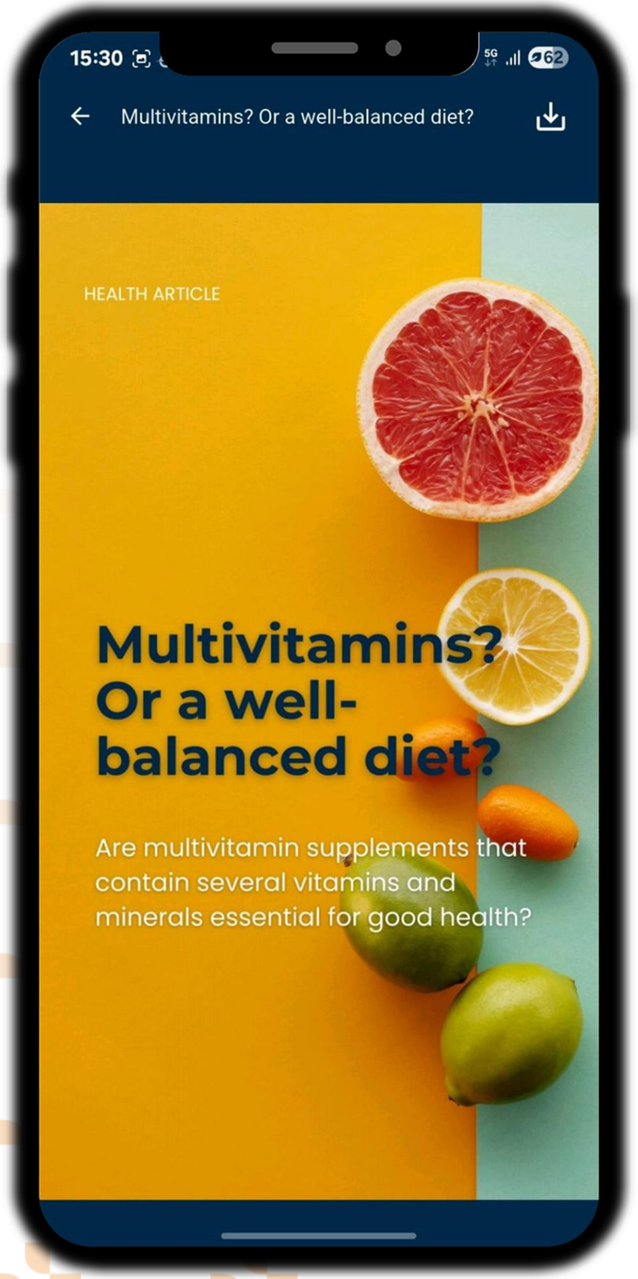
10. Health Articles

Purpose: Stay informed and healthy with curated wellness and lifestyle content.

How to use:

- Access **Health Articles**.
- Browse a collection of articles on health, wellness, and lifestyle topics.
- New articles are updated regularly for members.

PACIFIC CROSS



10. Health Articles

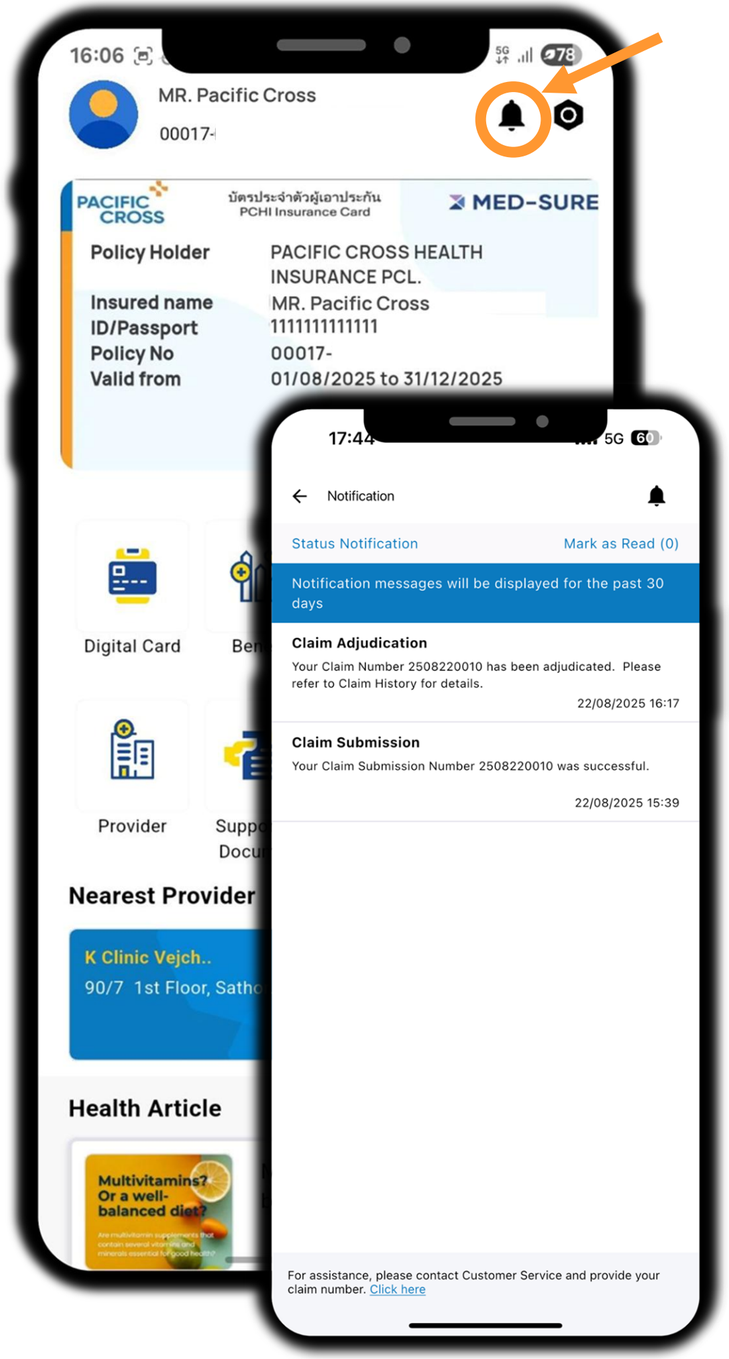
Content

Purpose: View full details of Health Article.

How to use:

Select a Health Article to view the full details.

11. Notification

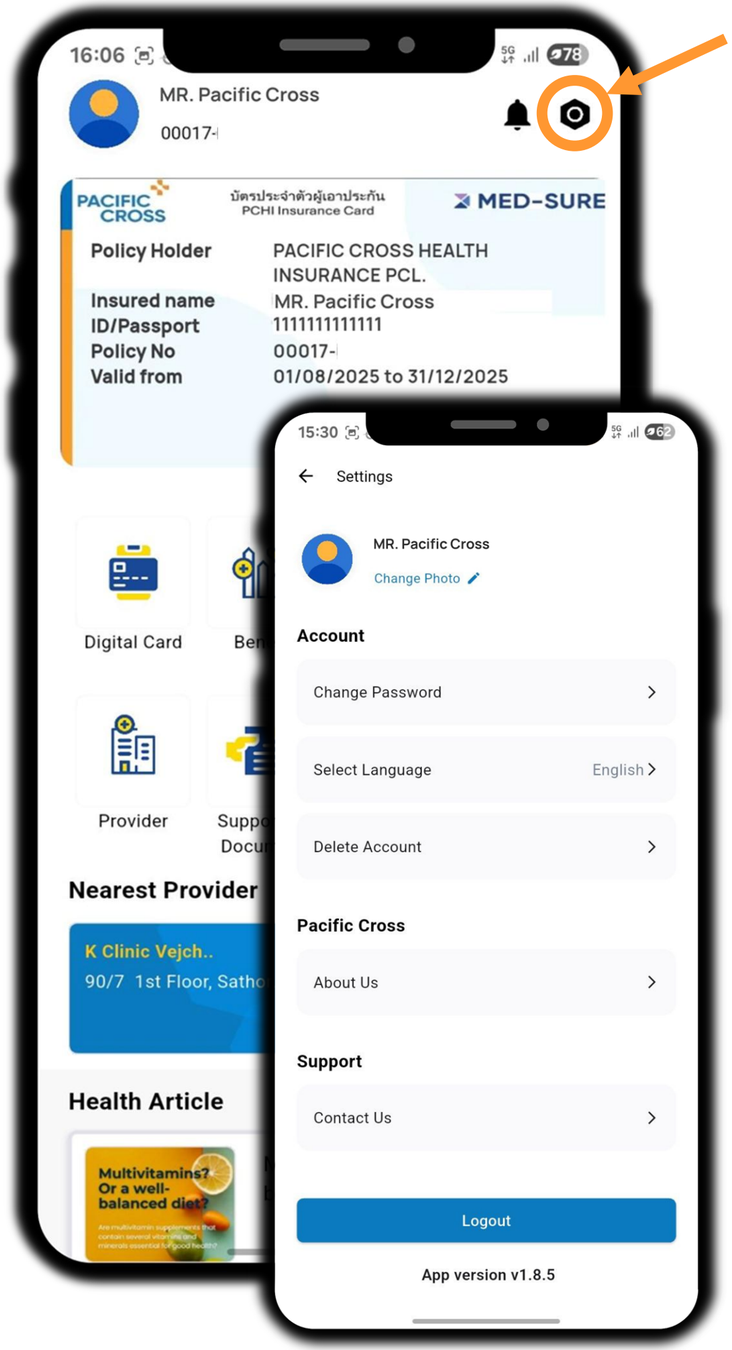


Purpose: Announce important updates from the application system.

How to use:

- Access Notification from the menu or home screen.
- You will receive alerts for, but not limit to:
  - New claim submissions.
  - Completed adjudications.
- Notification messages are stored for 30 days only.

12. Setting



1. **Change Photo**: Tap Change Photo (under your profile name) and Upload a new profile picture from your device.
2. **Change Password**: Allows you to create a new password for logging in.
3. **Select Language**: Lets you change the display language for the application.
4. **Delete Account**: For permanently deleting your user account from the system.
5. **About Us**: Displays information and details about the Pacific Cross company.
6. **Contact Us**: Provides access to customer service contact channels.
7. **Logout**: Require to sign out of your account.
8. **App version**: Displays the current version number of the application you are using.

12.1 Change Photo

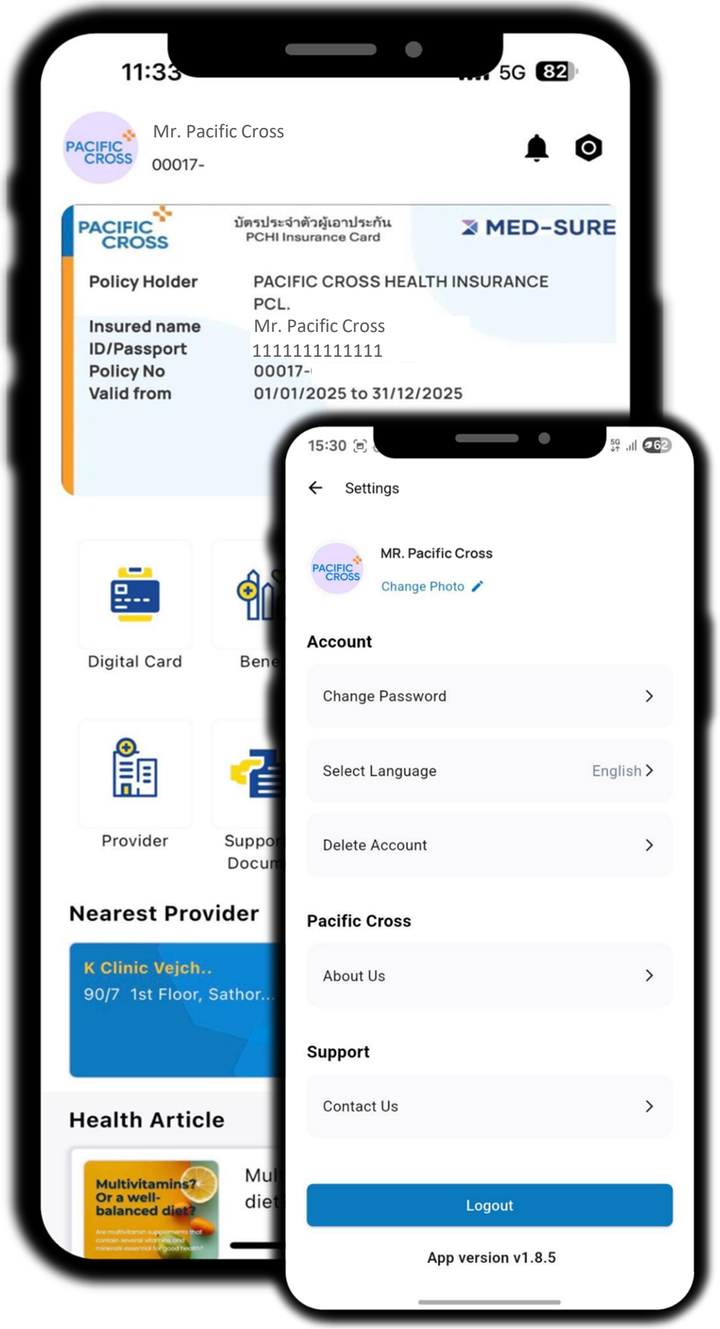
Tap "**Change Photo**" to upload a new profile picture for your account.

The Change Photo function allows you to:

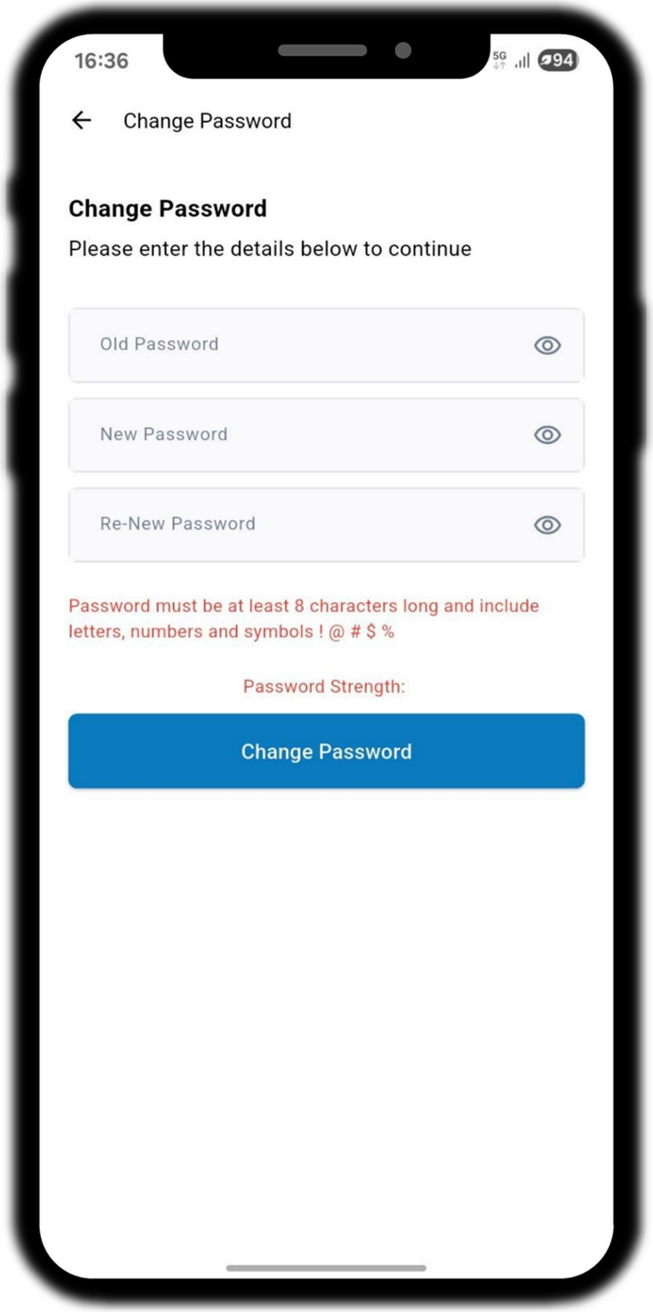
- Select a picture from your gallery, or
  Take a new picture using your camera.

12.1 Change Photo

New profile picture will display on Setting screen and Home page.



PACIFIC CROSS



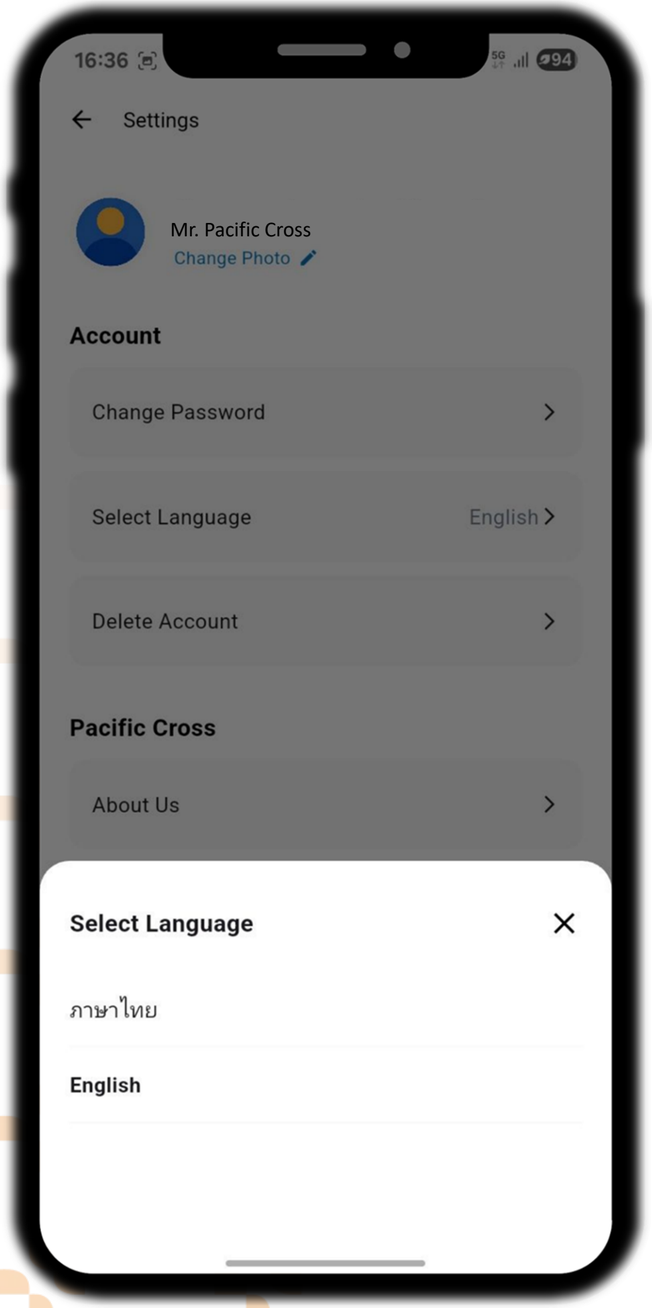
12.2 Change Password

For your account's security, you can change your password regularly by following these steps.

1. Tap on **"Change Password"**.
2. Enter current password into **Old Password.**
3. Enter desired new password into **New Password and Re New Password** to confirm.
4. Requirements: A strong password is required, it must contain at least 8 characters and include letters, numbers, and symbols (e.g., !@#$%).
5. Tap “**Change Password**” button to save your new password.

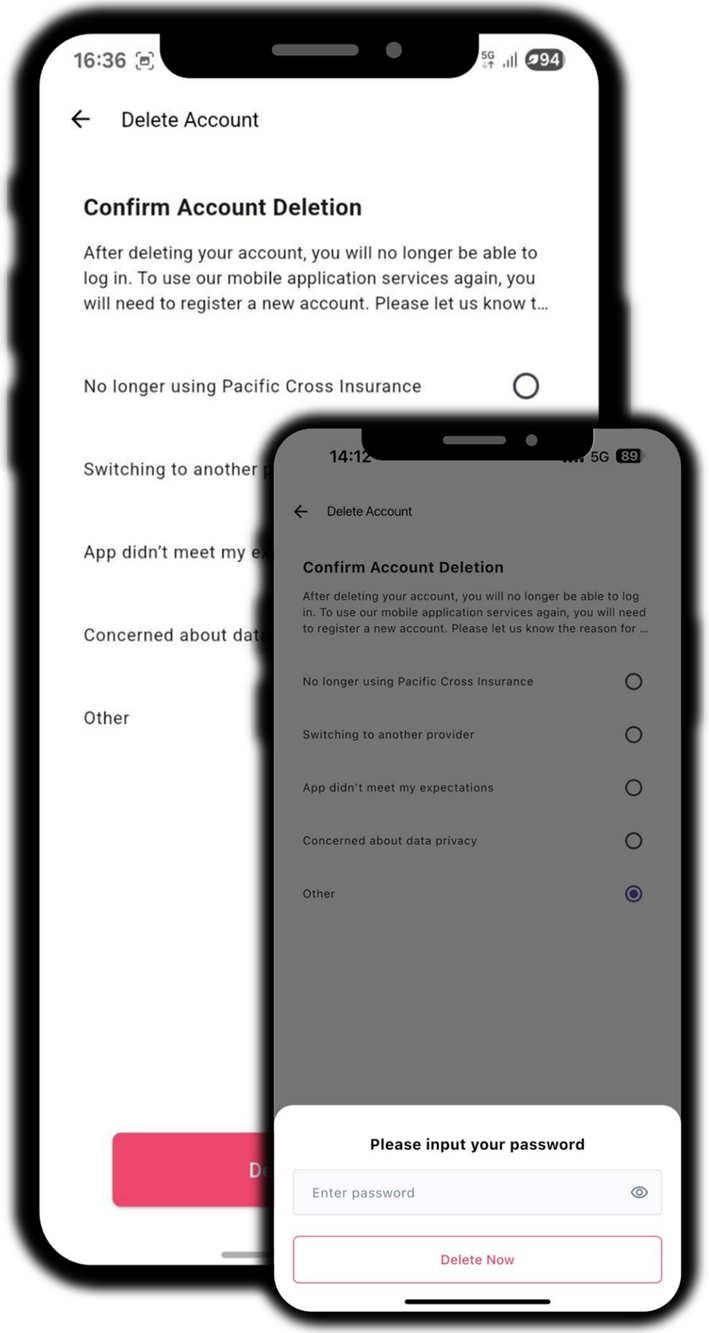
Tip: You can tap the eye icon (👁) in each field to view the password you are typing to ensure accuracy.

12.3 Select language



1. Tap **'Select Language'**:
2. Choose Language: ภาษาไทย, English.
3. The application will immediately switch its display language to your selection.

12.4 Delete Account



This option is for permanently deleting your account and no longer be able to log in.

Steps to Delete Your Account:

1. Tap "**Delete Account**".
2. Read the Warning message.
3. Select the most relevant reason for your decision.
4. Tap "**Delete Account"** button to delete account.
5. Enter your password (If the password is incorrect, the account cannot be deleted).
6. Tap **"Delete Now"**, your account will be permanently deleted, and you will no longer be able to log in.

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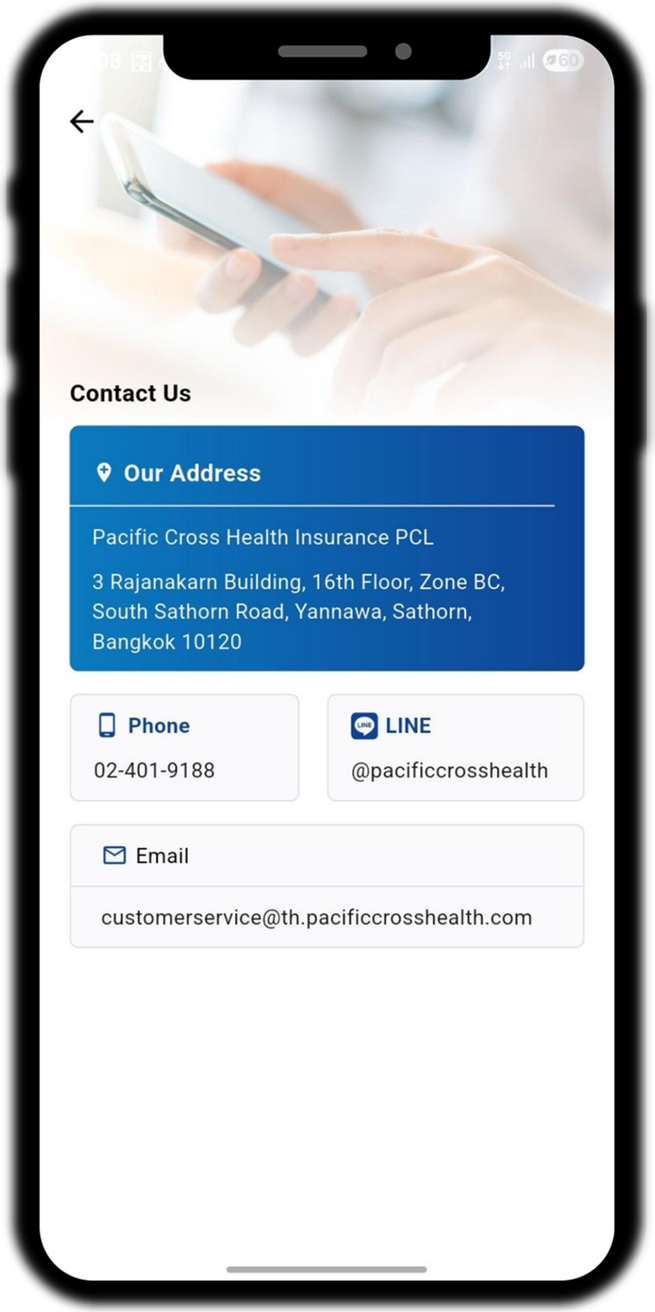
12.5 About Us

The "**About Us**" page provides detailed information about Pacific Cross Health Insurance.

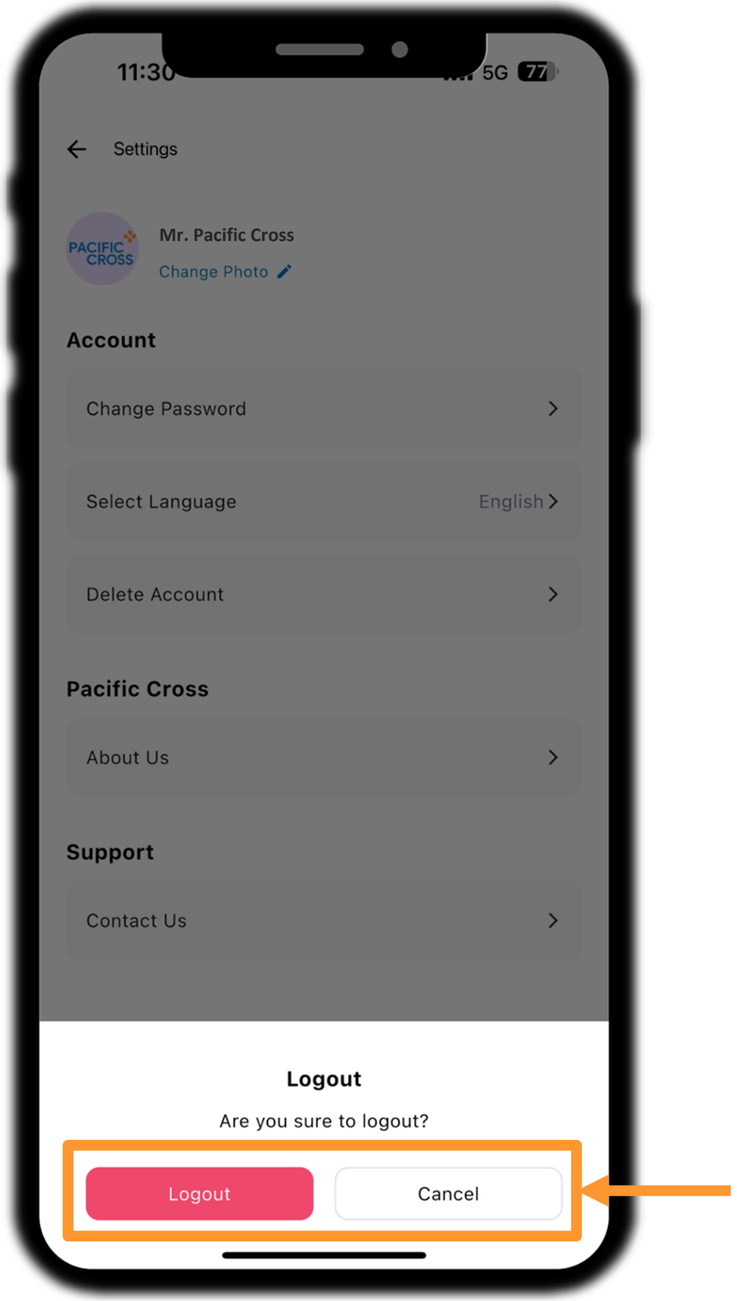
12.6 Contact Us

Provides access to customer service contact channels.

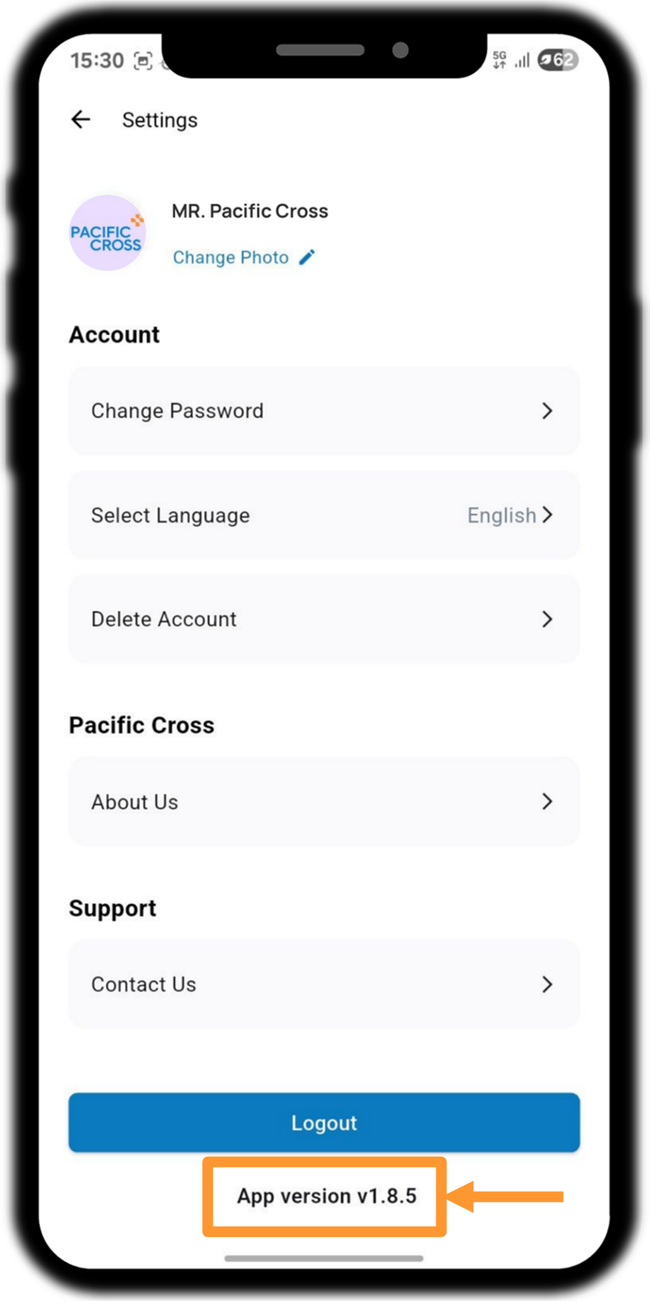


12.7 Logout

Require to sign out of your account.



12.8 App Version



Displays the current version number of the application you are using.

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THANK YOU