

1. What is MiCare's Preferred Hospitals?

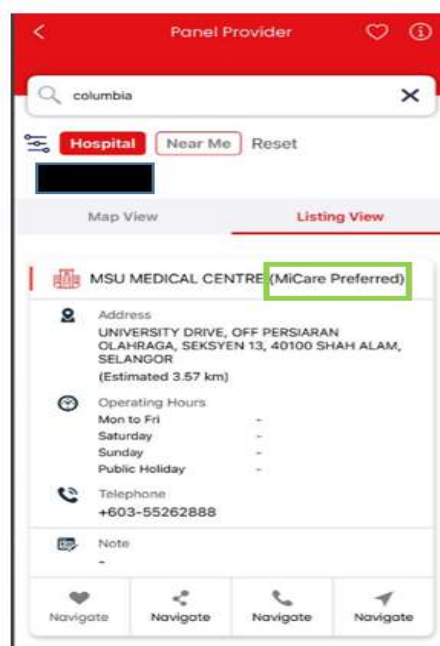
MiCare's Preferred Hospitals are exclusively selected from our existing panel based on committed collaboration and alignment with our aim to help our customers achieve financial security.

2. How are the hospitals under MiCare's Preferred Hospitals selected?

The hospitals are selected based on a set of criteria, with our key considerations being affordability, accessibility, service quality and alignment with our commitment for sustainable healthcare.

3. How do customer see MiCare's Preferred Hospitals listing on MiCare MyMed App?

Customers will be able to see Micare's Preferred Hospitals as below screen





4. Will MiCare continue to issue Guarantee Letter (GL) to hospitals that are not under Micare's Preferred Hospitals?

Yes, GL facility remains available for all appointed Panel Hospitals. However, the value-added privileges are exclusive for MiCare's Preferred Hospitals.

5. How does admission at MiCare's Preferred Hospital benefit our customers?

Customer's hospitalized will benefit from a range of exclusive privileges designed to enhance their overall experience, such as:

-  Waiver of Registration Fee
-  Waiver of Admission Deposit Fee

Waiver for Admission Deposit Fee

Deposit Fee upon admission is waived to facilitate seamless admission. However, the hospital may collect deposit in the following situation:

- (1) For consultation/investigation/ treatment in the Emergency department prior to decision for Inpatient admission.
- (2) Prior to initial Guarantee Letter (IGL) issuance.
- (3) Exceeded policy limit/entitlement or amount not covered by GL such as co-insurance, deductible & expenses related to policy exclusion.
- (4) Declined GL.

Scenario 1:

Customer had abdominal pain. She was seen in Emergency Department and planned for further investigations. The Hospital may collect deposit while awaiting for doctor's decision if the customer requires Inpatient hospitalization.

Scenario 2:

Customer had headache and vomiting, while awaiting imaging and lab report, customer decided for admission first without initial GL. The Hospital may collect deposit from the customer.

Scenario 3:

Customer sustained multiple fractures after an accident. Estimated cost is RM70,000. However, annual balance limit is only RM30,000. The Hospital may collect deposit from the customer.