

FutureK

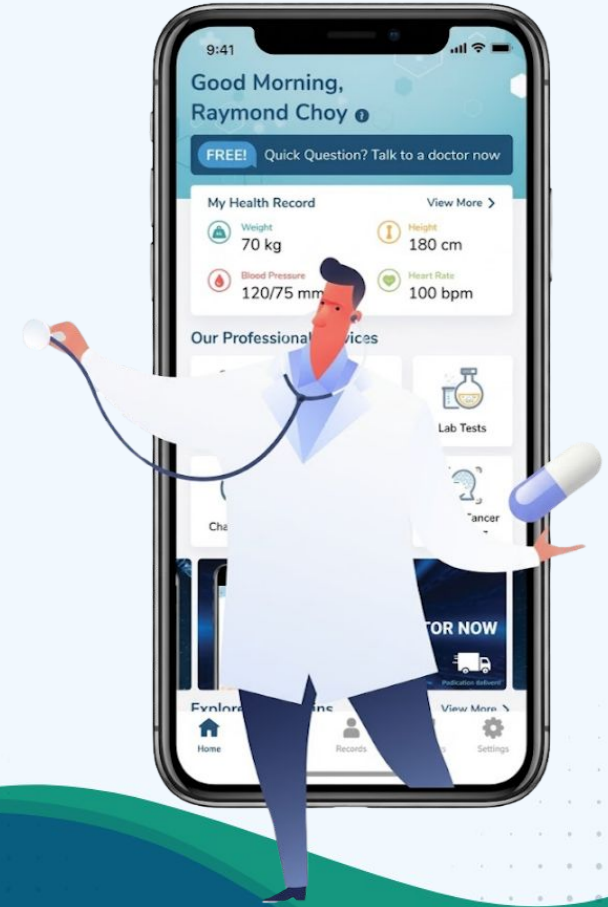
Powered by  **HEYDOC**  
health

# WeKongsi Conditional Outpatient Benefit (COB)

Effective Date: 7 June 2026

# Who is HEYDOC Health?

- **Malaysian health-technology** company that provides fast, convenient and secure access to medical care through digital tools and trusted medical partners.
- HEYDOC work with **certified doctors, pharmacies and organisations** to make healthcare simple, affordable and accessible for today's workforce.



# What is Conditional Outpatient Benefit Programme (COB)?

- Access to affordable outpatient treatment for selected common medical conditions
- Encourages early treatment and intervention
- Reduces the need for hospitalisation
- Supports accessible and cost-effective healthcare

## Programme Administration

- Healthcare Partner: **HEYDOC Health**
- Panel Clinic Network Provider: **MiCare**



# Conditional Outpatient Benefit Programme

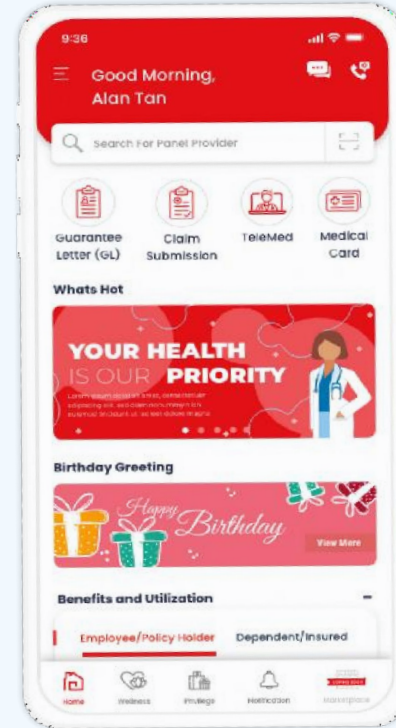
Multiple ways  
to access care

Easy access to  
doctor

Minimal  
waiting time

Skip non-essential  
clinic visits

- » Consult a doctor from home
- » Medication delivery to home or office
- » Physical GP care when clinically required
- » Support anytime & anywhere



# Conditional Outpatient Benefit Programme Include:

We include *17* diagnosis of acute ailments in the program

**(2x episode of care a quarter, able to accumulate up to 8x a year)**

- Dengue
  - Viral Fever
  - Bronchiolitis and Bronchitis
  - Influenza
  - Infectious Gastroenteritis and Colitis
  - Pneumonia
  - Tonsillitis and Pharyngitis
  - Gastritis
  - Urinary Tract Infection
  - Mild Asthma Condition
  - Sinus Infections
  - Minor Cuts Requiring Stitches
  - Sprains and Strains
  - Minor Fracture
  - Skin Infections
  - ENT Infections
  - Respiratory Tract Infection (Age 15 and below only)
- Includes consultation, medications, diagnostic and imaging (if necessary)

## Notes:

Covers either **GP clinic** visits or **telemedicine services**.

For GP clinic visits, 1 follow up visit for the same condition is included.

Coverage is capped at **RM120** for **telemedicine service** and **RM120** for **GP clinic visits**.

# How Episode Usage Is Counted

## Telemedicine Service = 1 episode

Covered up to **RM120 per episode**. Any amount exceeding RM120 shall be borne by the Member.

Medication may be collected via **walk-in pharmacy or arranged for delivery**.

## Panel Clinic Visit = 1 episode

Covered up to **RM120 per episode**. Any amount exceeding RM120 shall be borne by the Member.

Visit the **same panel clinic** for **same previous condition within 7 days** = **0 deduction / same episode as previous**.

Example: *(same diagnosis e.g Fever)*

<b>Visit 1</b>	→	<b>Visit 2</b>
8 June 2026 (Day 1)		13 June 2026 (Day 6)

**Total = 1 episode**

Example: *(different diagnosis or outside 7 calendar days)*

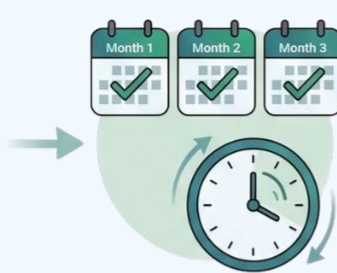
<b>Visit 1</b> (Fever)	<b>Visit 2</b> (URTI)
8 June 2026 (Day 1)	16 June 2026 (Day 9)

**Total = 2 episode**

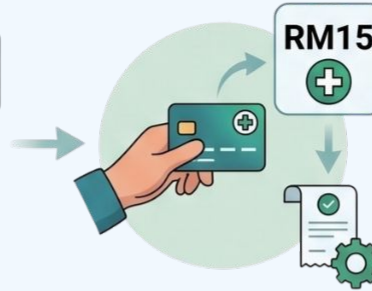
## Account Creation



Active WeKongsi Account



Waiting Period of 90-days



Make the RM 15 outpatient fee payment



Account created once payment verified



Member to receive the **Welcome email** from MiCare containing User ID and password the next morning

## New to the MiCare App?



Member click CTA from WeKongsi on mobile/PC to download the app via App Store/ Play Store



Mobile: App installation auto  
PC: Scan the QR with mobile to install the application



Manually login using User ID and Password

Member return to Wekongsi app and click the CTA again to trigger SSO Login

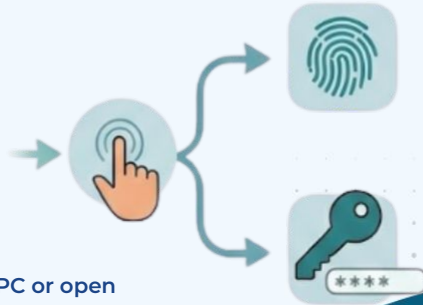
### Single Sign-On (SSO)

SSO allows users to log in once and securely access MiCare app without needing to remember username and password

## Already have MiCare App installed



Member click CTA from WeKongsi on mobile/PC or open MiCare app manually



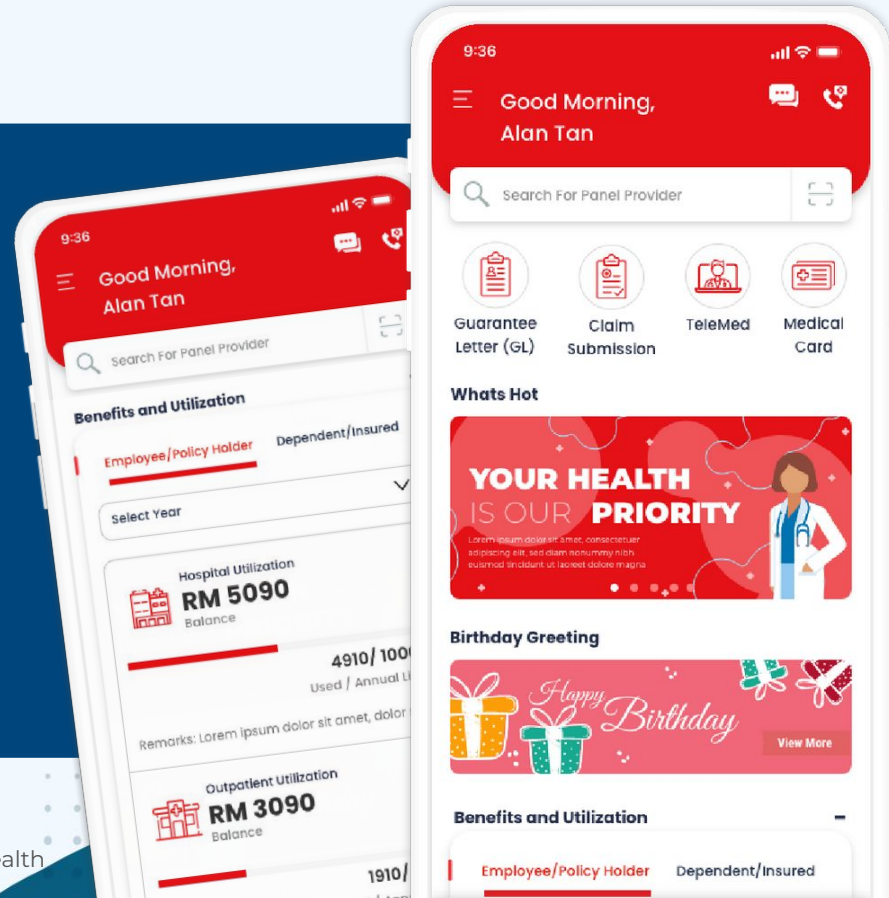
Manually login using User ID and Password

Member automatically logged in through SSO

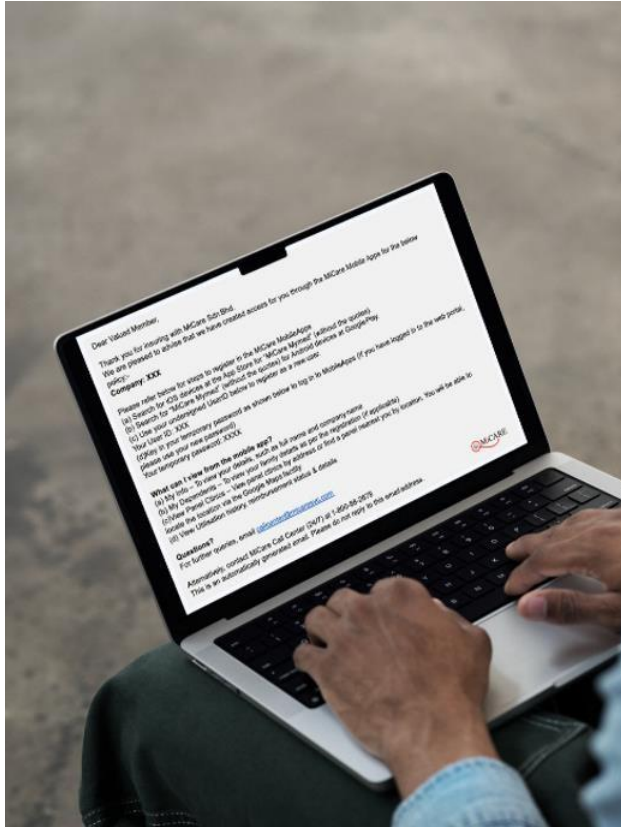
# MiCare Mobile App

## MyMed Key Features

- ✓ E-Medical Card
- ✓ Locate Panel Providers
- ✓ Talk to doctor online
- ✓ View Benefits



# Welcome Email



Please refer below for steps to register in the MiCare Mobile Apps:

1. View **welcome email** blasted on **the following day after payment to WeKongsi has been completed.**
2. Search for “MiCare MyMed” in your phone’s App Store
3. Use your undersigned User ID below to register as a new user
4. Key in your temporary password as shown below to log in to Mobile Apps (If you have logged in to the web portal, please use your new password)

- **Your User ID: “WKS” + NRIC/Passport No without dash**

**Eg: “WKS99xxxx10xxxx”**

- **Your First-time login: DOB (ddmmyyyy)**

Kindly take note that if you did not receive Welcome Email, you can use login credential to access our mobile apps.

## How to Download

Open Google Play / Apps Store / App Gallery on the phone & find “MiCare MyMed” or scan the QR Code to download the MyMed app



- Only **members** require to download the MiCare MyMed App
- During clinics visits, dependents only require to **show e-Card** with the details, present at the clinic



# Login MyMed App

If you forgot your user ID and password, please contact MiCare via [callcenter@micaresvc.com](mailto:callcenter@micaresvc.com) or call our toll free no 1800-88-7940 for assistance

## Login Details

User ID: "WKS" + NRIC without "-"

Password: DOB  
(Format: ddmmyyyy)

Sample:

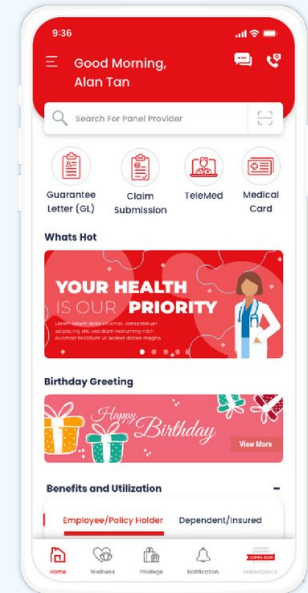
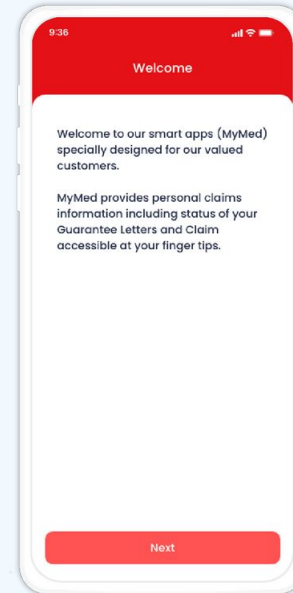
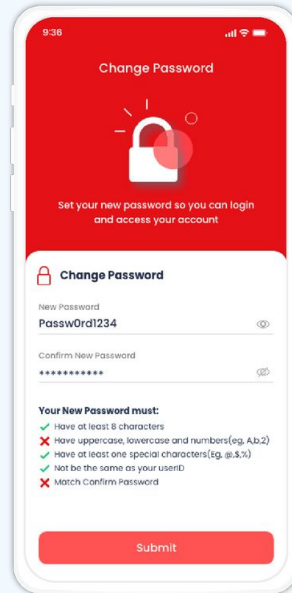
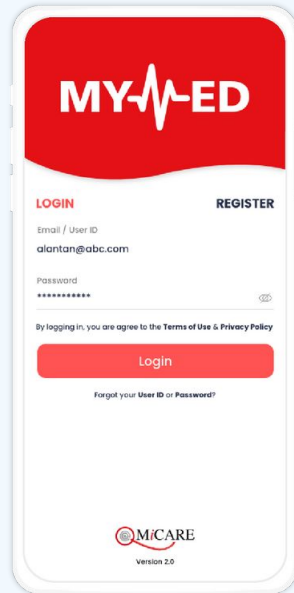
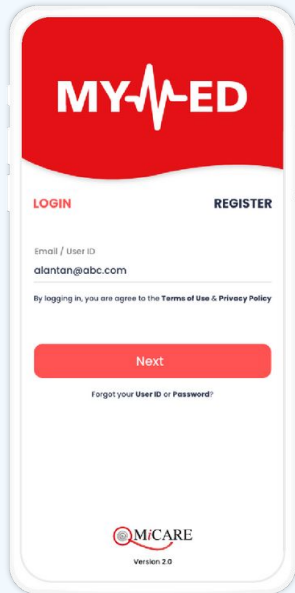
User ID: WKS800000112222

Password: 00001980

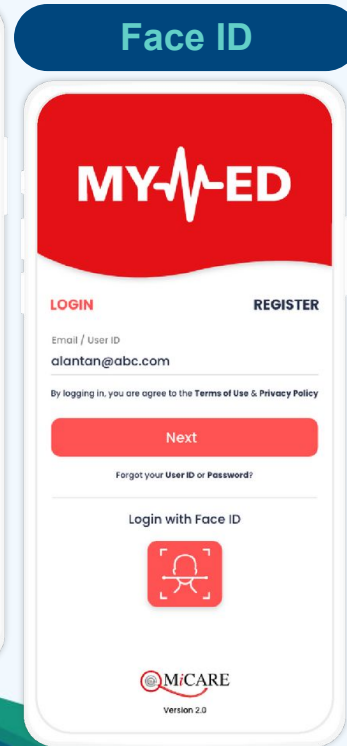
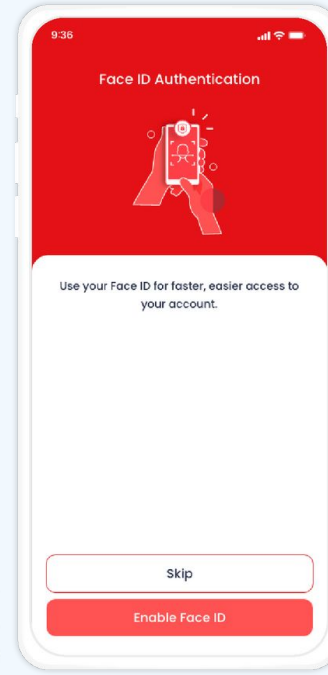
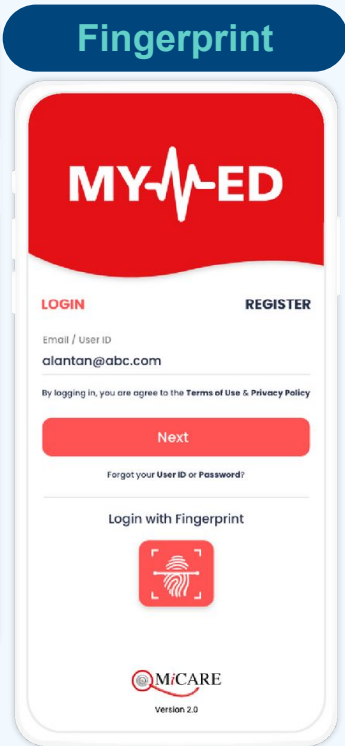
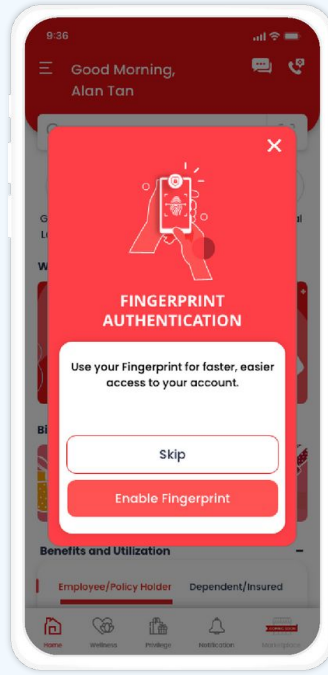


*Change Password  
(First timer only)*

*Welcome Page  
(First timer only)*

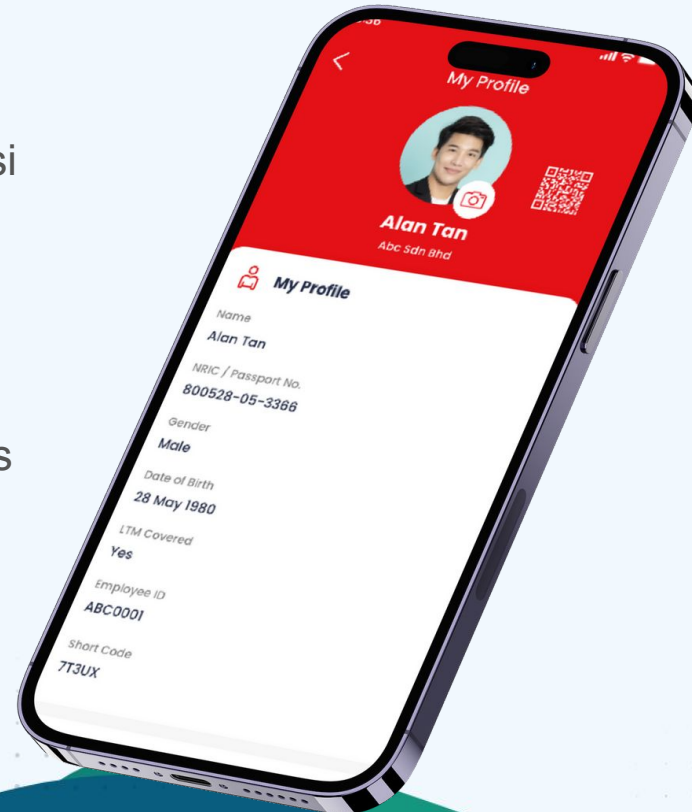


# Biometric Authentication

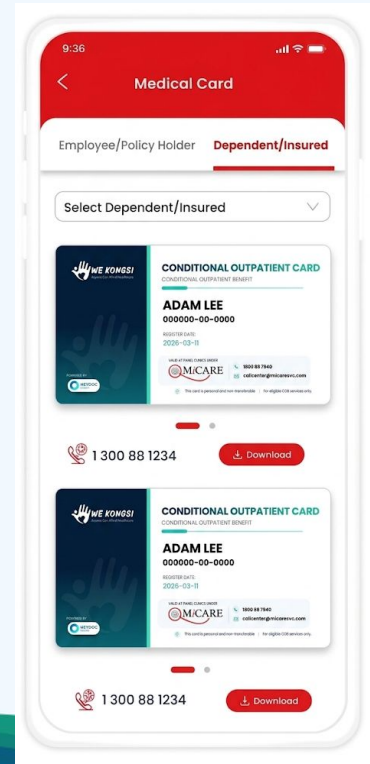
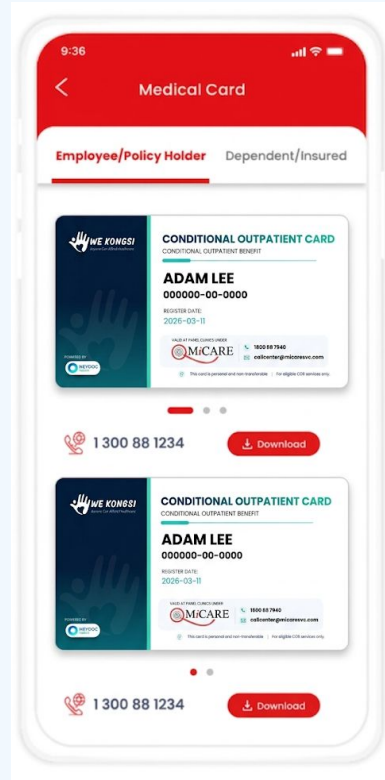
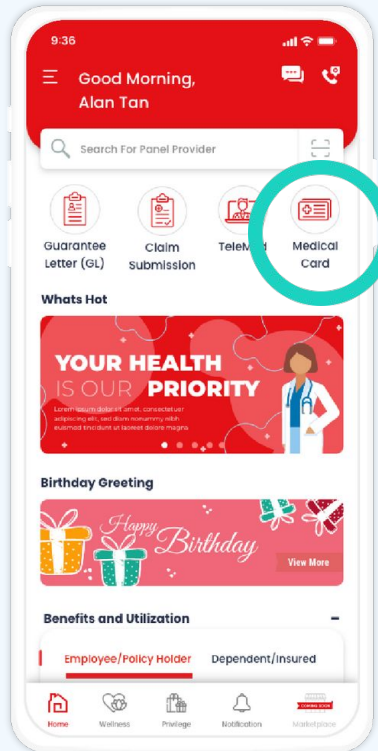


All personal information is provided by WeKongsi and users are **not allowed to edit personal information in the application.**

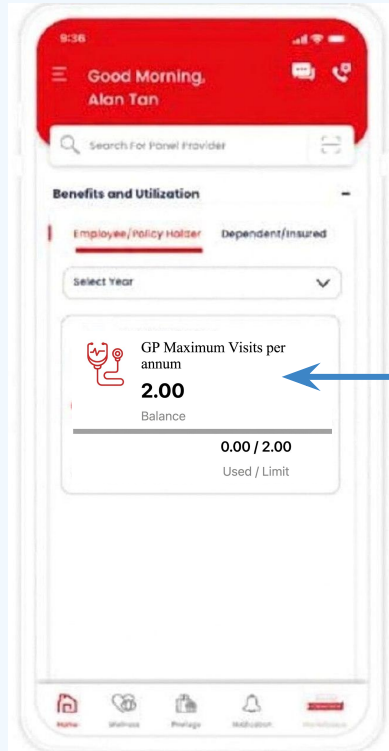
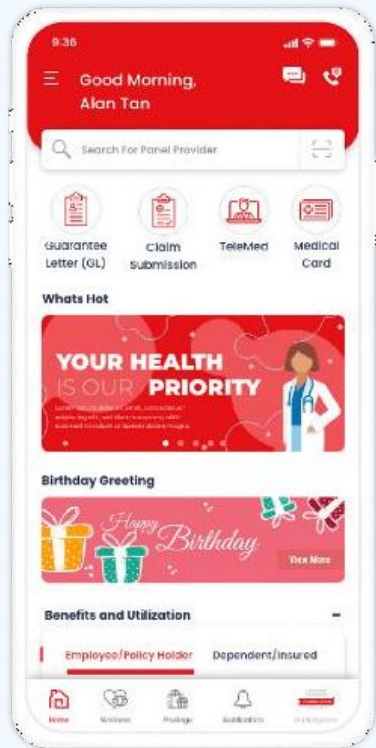
If any personal information is incorrect, members may contact WeKongsi Customer Service via **WhatsApp at 010-876 8760** for assistance with amendments or updates



# Medical Card



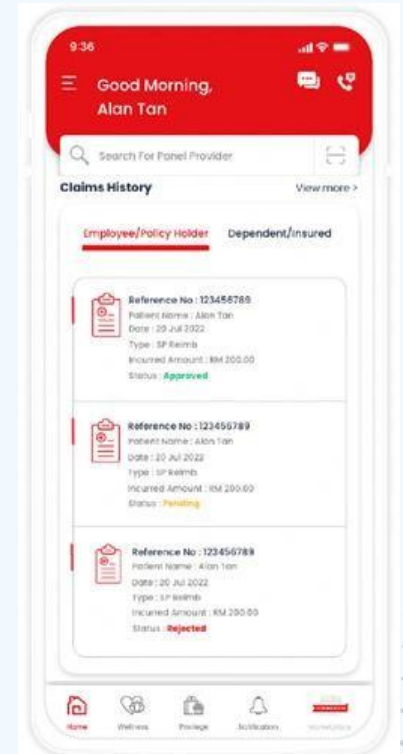
# Dashboard - Utilization & Claim History



## Track your Medical Benefits

- 2x episodes of care a quarter
- Covers 17 Diagnosis
- No shared with dependants

- ✓ Easy Tracking
- ✓ Full Transparency



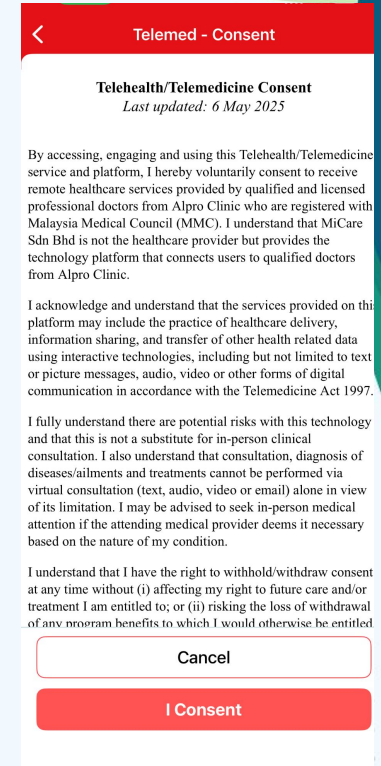
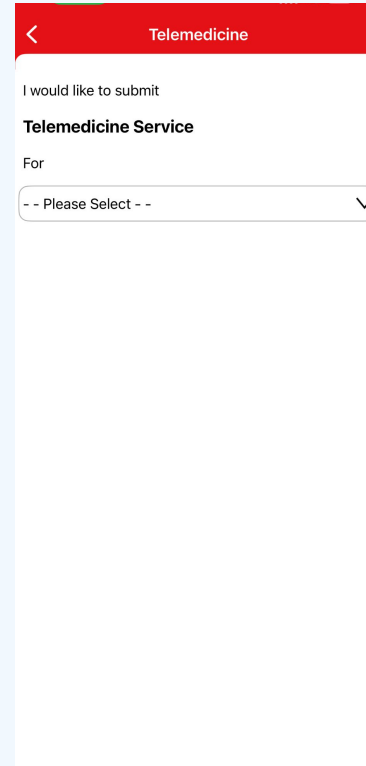
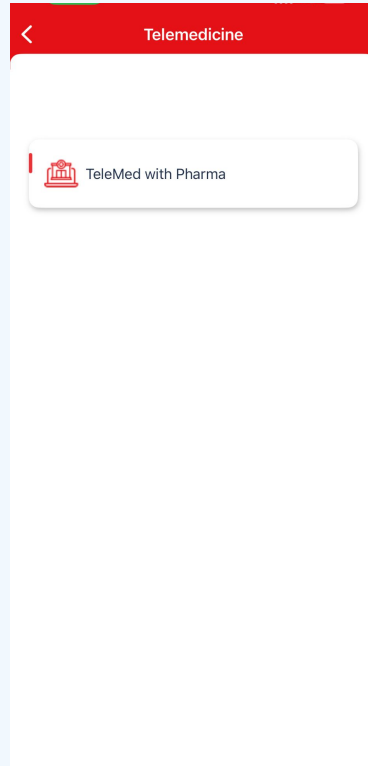
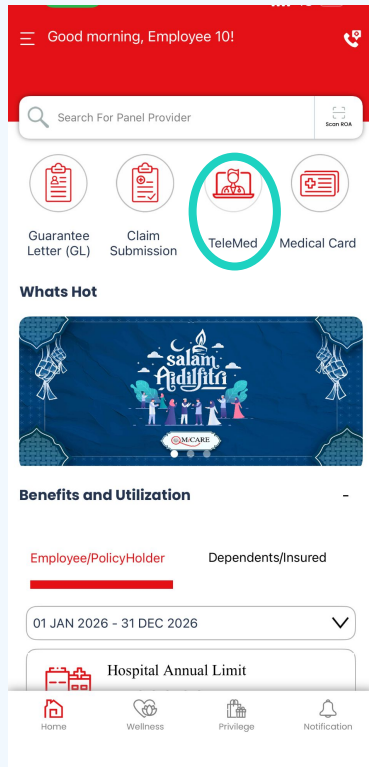
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## Telemedicine Services

# First-time TeleMed login



# First-time TeleMed login



Sign Up

Name

Employee 10

Country

Malaysia

Mobile Number

We will send you an OTP code on this mobile no. for verification

Email

@yspsah.com

Cancel

confirm

Enter Mobile Number

OTP verification

One Time Password Code

OTP SMS sent. Please insert the received OTP to proceed.

OK

back

Verify

Request SMS OTP

OTP Verification

One Time Password Code

2 1 8 6 4 6

Didn't receive the OTP?

1

back

Verify

Enter OTP

Sign Up

Delivery Address

Country

Malaysia

State

Selangor

Address

Address 1

Address 2

Address 3

Postcode

City

Save

Enter Delivery Address

My Health Record

Height

cm m

Weight

kg lbs

Heart Rate

bpm

Blood Pressure

/ mmHg

Blood Glucose (Non-Fasting)

mol/L

Body Temperature

°C

HbA1c

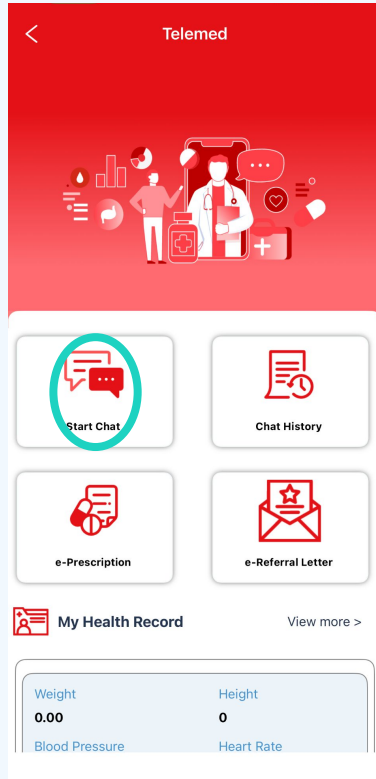
mmol/mol

Skip

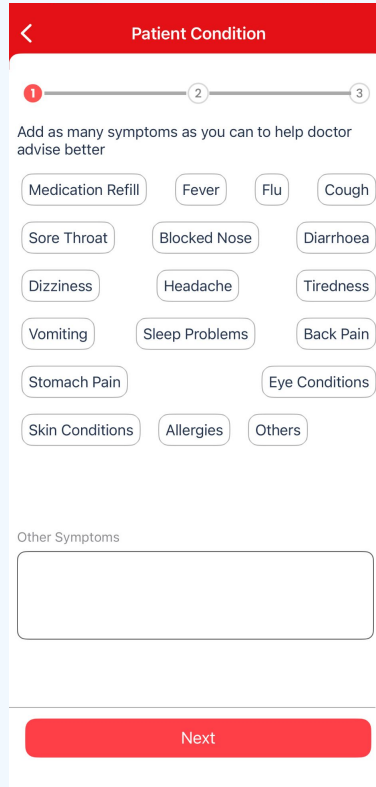
Update

Fill in Biodata or Skip

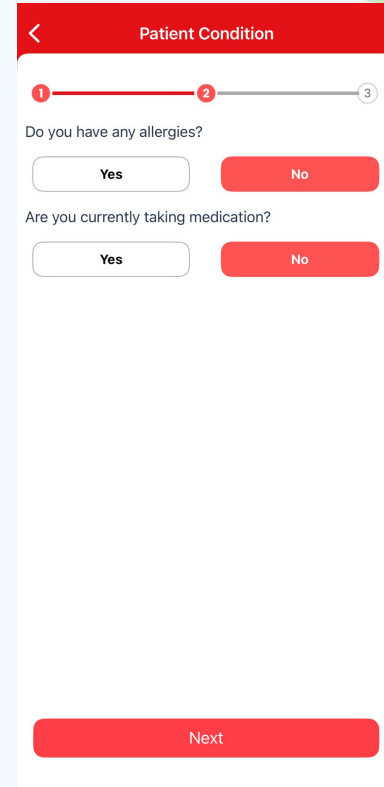
# How to Start Telemedicine Services (1/2)



Start Chat

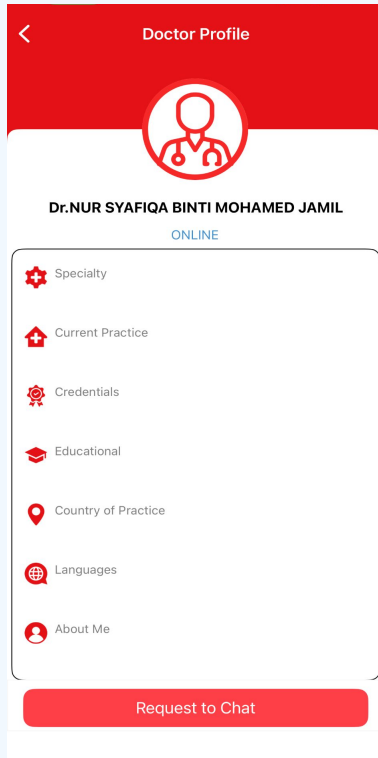


Choose Symptoms

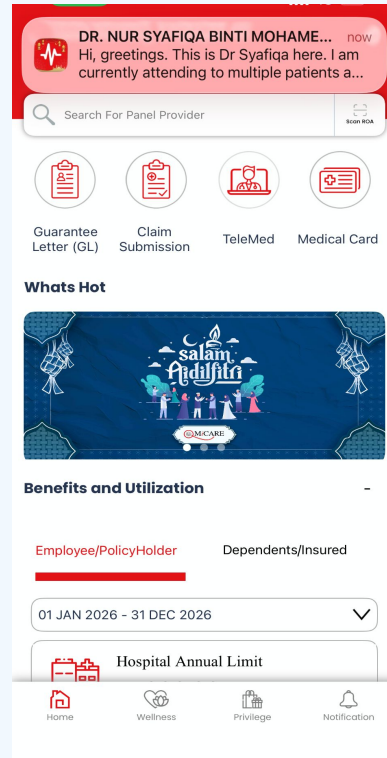


Notify if Any Allergies

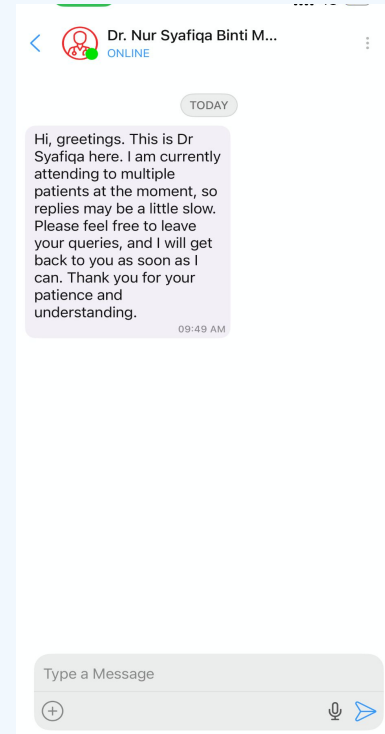
# How to Start Telemedicine Services (2/2)



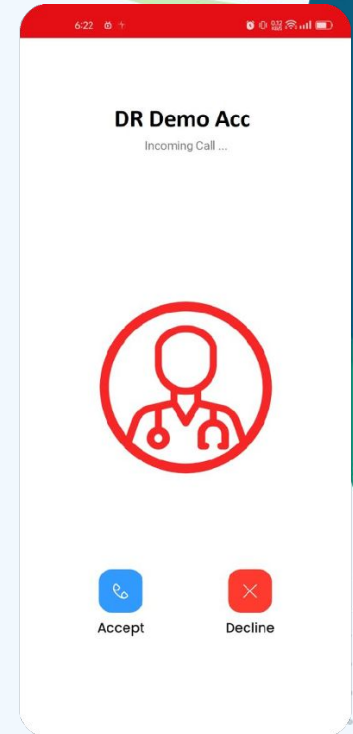
**Start Chat with Assigned Doctor**



**Wait for Notification of Doctor's Reply**

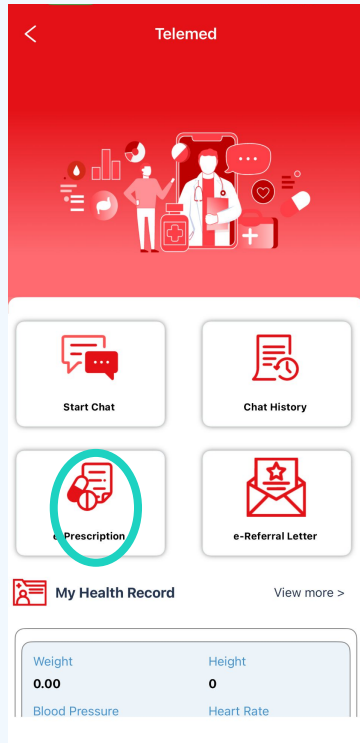


**Text or Voice Message**

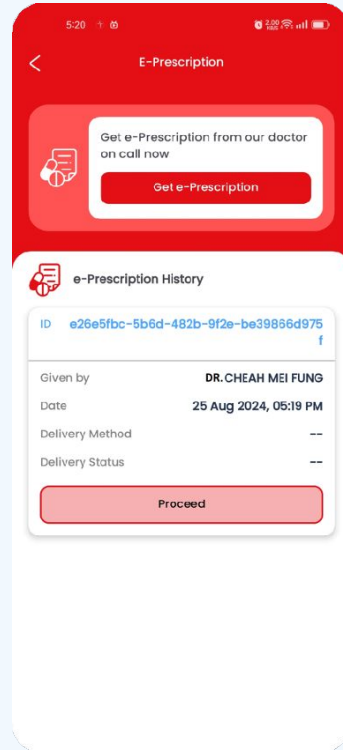


**Doctor may Start Voice Call if Needed**

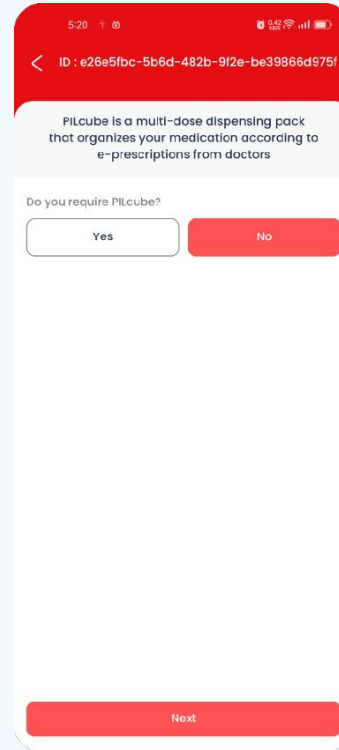
# How to Get e-Prescription After Telemedicine Services (1/2)



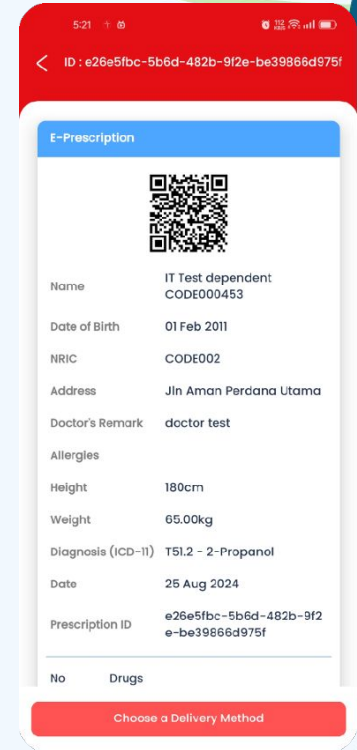
Click on  
**'E-Prescription'**



Choose &  
**Proceed**

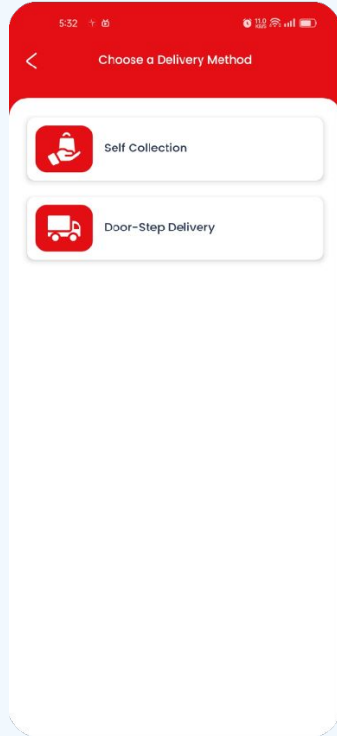


Choose **'No'**



Choose Delivery  
**Method**

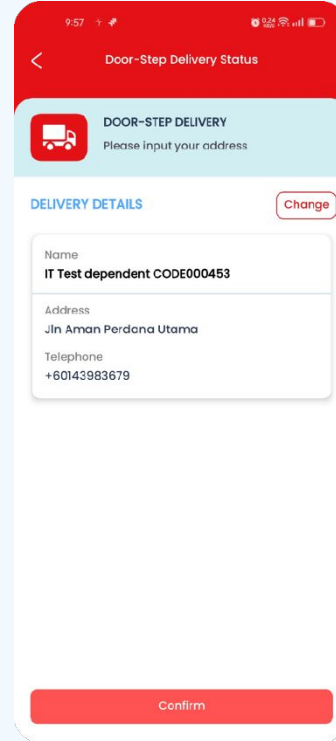
# How to Get e-Prescription After Telemedicine Services (2/2)



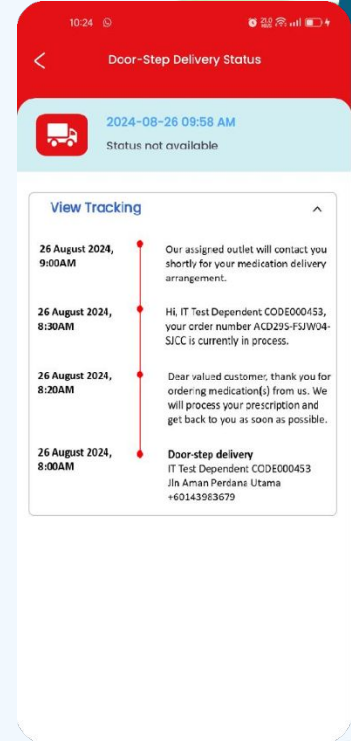
## Self-Collect or Delivery



## If Self-Collect, Choose Pickup Pharmacy

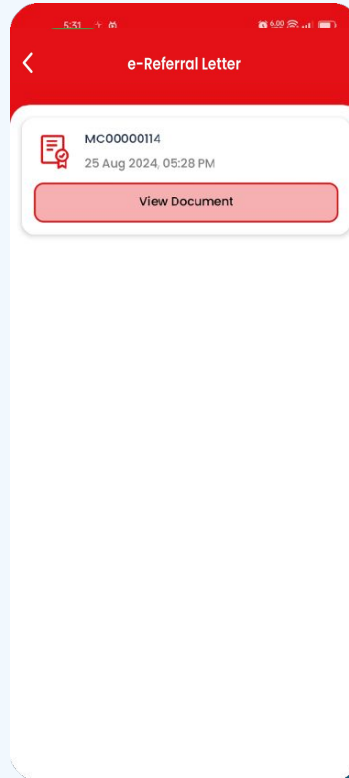
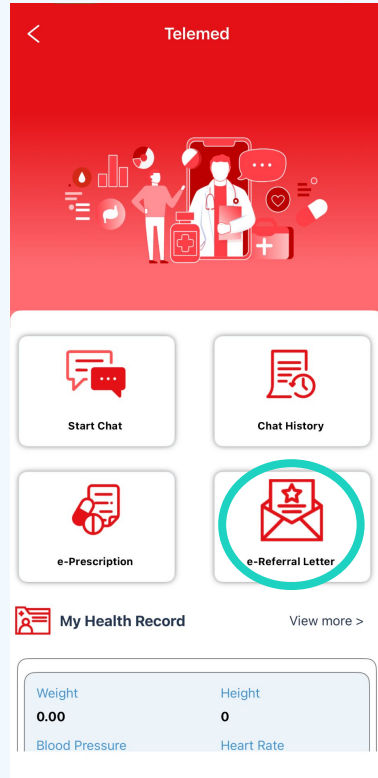


## If Delivery, Verify Delivery Location



## Track Delivery Status

# How to Access e-Referral Letters



## Healthcare Professionals You Can Trust

*HEYDOC* doctors are highly qualified and carefully vetted to ensure they meet the highest standards of Malaysian medical practice



**Malaysia Medical Council Licensed**



**Multi-Language**



**Multi-cultural Competency**



**Telemedicine Certified**



**HIPAA Compliance Trained**



**Valid Annual Practising Certificate**

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## GP Clinic Visits

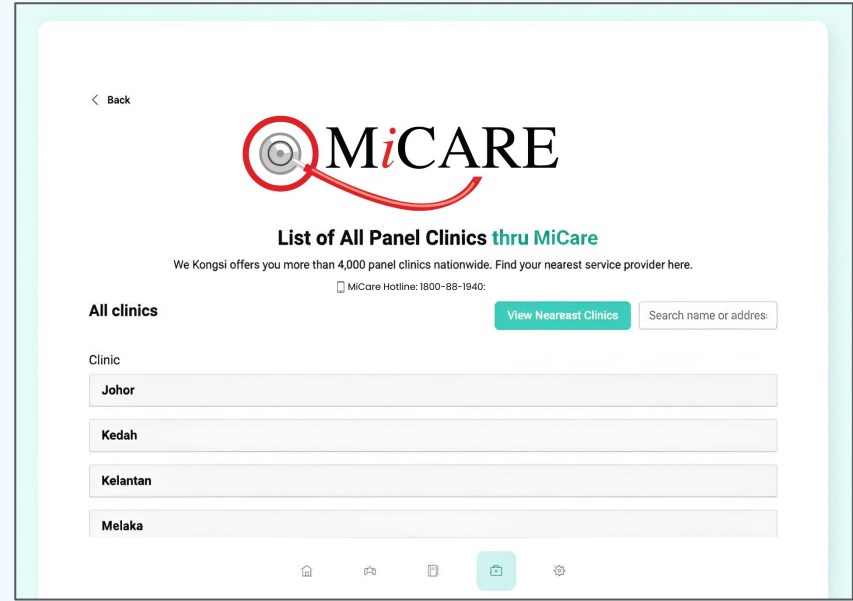
# Panel Provider Locator (1/2)

## *How to Find and Choose a Panel Provider*

Members may search for panel clinics through either the **WeKongsi App** or the **MiCare MyMed App**

### **WeKongsi App**

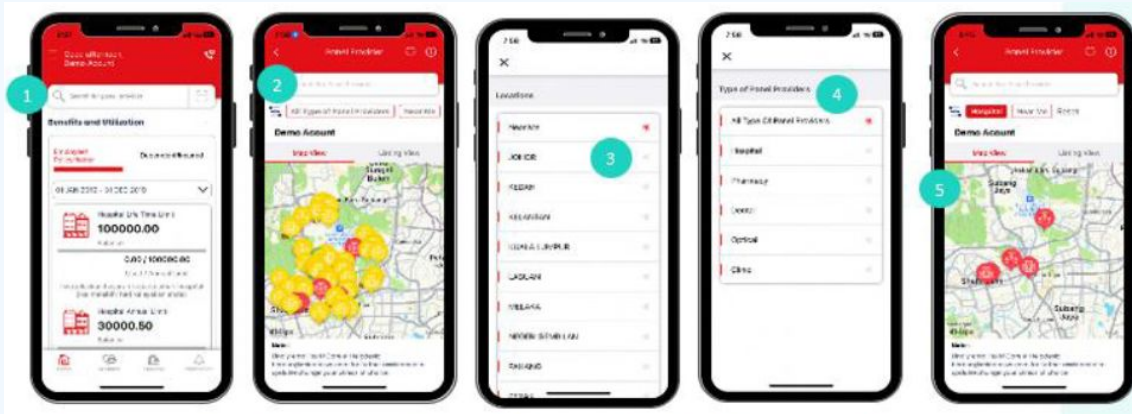
1. Go to Wekongsi platform and search for clinics info
2. Type in your address or postal code to search for nearest clinics
3. Matching clinics will be displayed at below list



# Panel Provider Locator 2/2

## How to Find and Choose a Panel Provider

### MiCare MyMed App



- 1 Go to the home screen and click on the "Search for Panel Provider" tab.
- 2 Filter locations and types of panel providers according to your preferences.
- 3 Use the Locations filter to search by proximity or state preference.
- 4 Utilize the Type of Panel Provider filter to narrow down your options, such as by choosing Clinic.
- 5 The map displays the nearest clinics.
- 6 Once at the clinic, either show the receptionist your MiCare-FutureK eCard or inform that you are under MiCare TPA and present IC

# Clinics in Our Network (~4,500 Nationwide)

## Examples of Clinics You Can Visit



Poliklinik Dr. Azhar



Careclinics



Klinik Mediviron



Klinik Anda

## How to Identify Clinics in Our Network

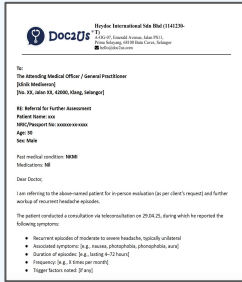
Look out for the **MiCARE** sticker at the clinic door.



# How to access care through HEYDOC panel clinics

For suitable non-urgent conditions, care may start via Telemedicine Services

## 01 With an e-Referral



Doc2Us  
1100 South Street, Suite 100  
San Diego, CA 92101  
www.doc2us.com

To:  
The Attending Medical Officer / General Practitioner  
2000 Henderson  
[Dr. XX, John XX, ADAMS, Wang, Wang]

Re: Referral for further assessment  
Patient Name: [Name]  
MRN/Request No: XXXXXXXXX  
Age: [Age]  
Sex: [Sex]

For medical condition: [ICD-10]  
Medication: [Medication]

Date Doctor: [Date]

I am referring to the above-named patient for triage evaluation (as per clinic's request) and further  
workup if required/medication update.

The patient contacted a consultation via telemedicine on 20/01/2023, during which he reported the  
following symptoms:

- Recurrent episodes of moderate to severe headache, typically bilateral
- Associated symptoms (e.g. nausea, photophobia, phonophobia, etc)
- Duration of episodes (e.g. lasting >2 hours)
- Frequency (e.g. 3 times per month)
- Trigger factors noted (if any)

## 02 Outside of Telemedicine Services operational hours

Daily (9.00 am - 10.00 pm)

Cut off time is at 5.00 pm for medication delivery

## 03 When MC is required

Medical certificates are issued at the doctor's clinical discretion

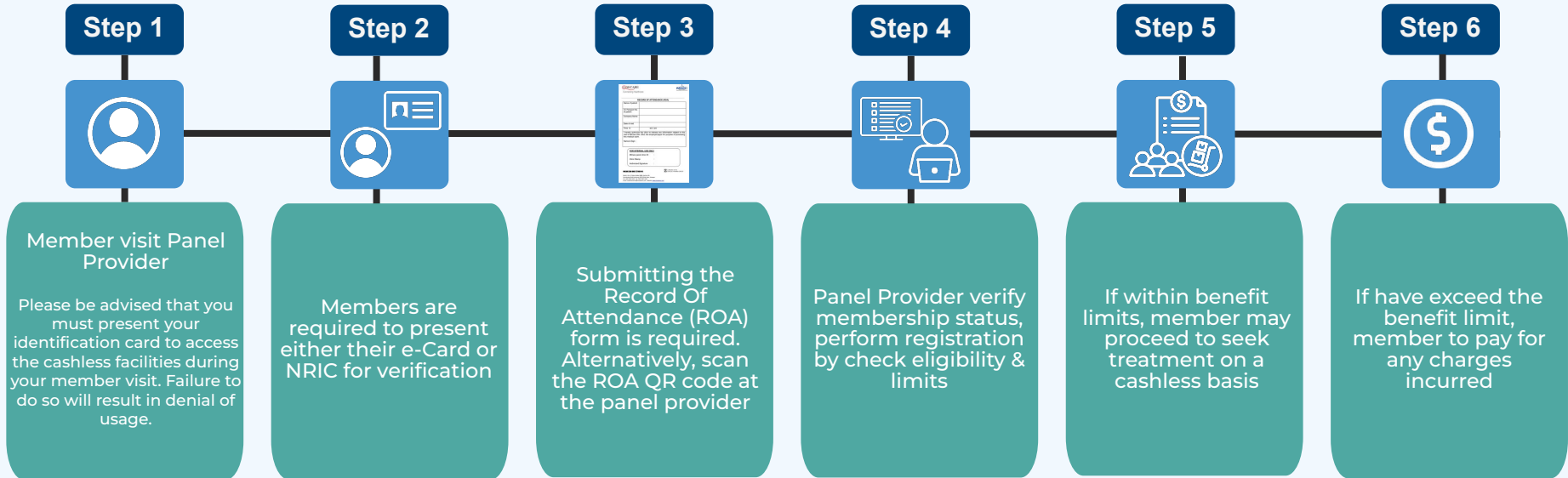
## 04 \*Urgent Cases

\*The list below is for reference only and not exhaustive. It includes common examples of urgent cases.

- Fever >3 days or not improving
- Severe sore throat / difficulty swallowing
- Chest pain or tightness
- Shortness of breath
- Acute asthma attack
- Seizures
- Severe abdominal pain
- Injuries / bleeding / trauma

If symptoms are severe or worsening, seek immediate emergency care or visit the nearest hospital.

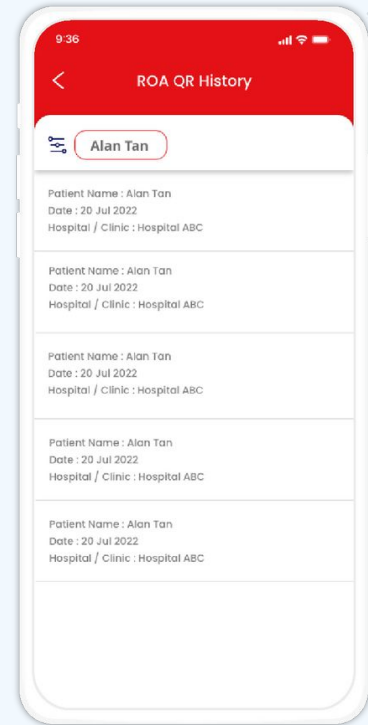
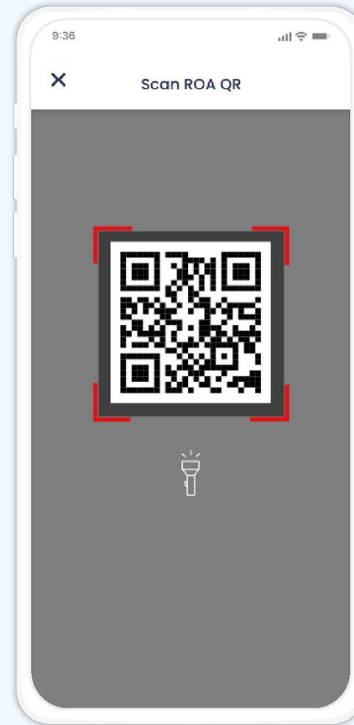
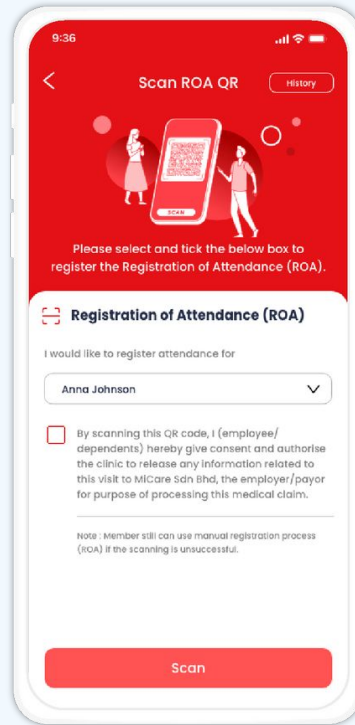
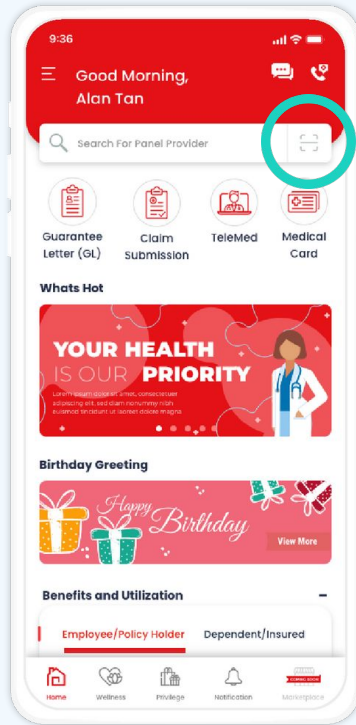
# Access to Panel Provider (Clinic)

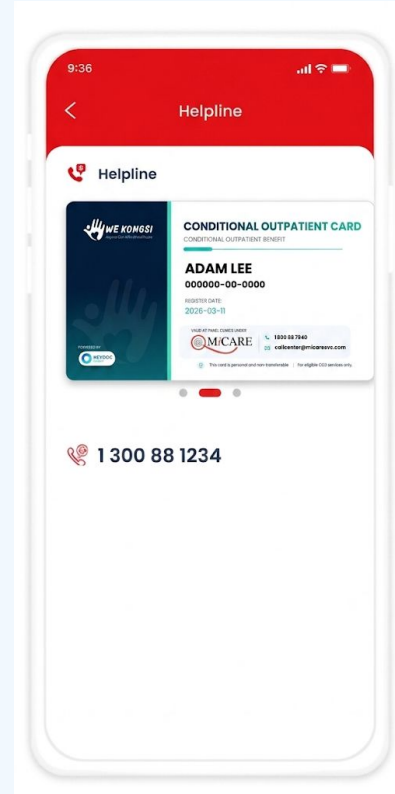
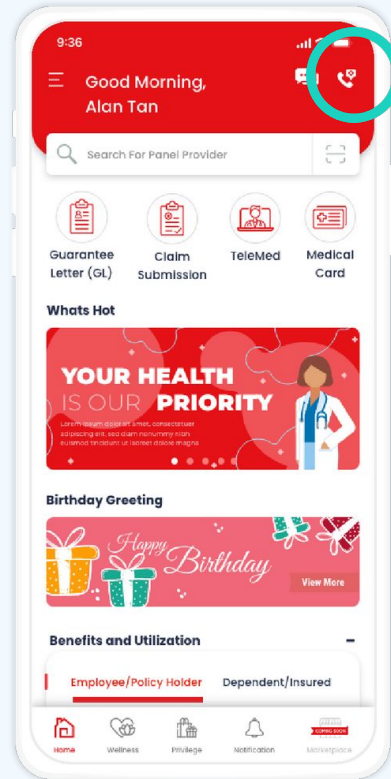


## Remarks:

- ROA at panel clinic is required due to complying with Personal Data Protection Act (PDPA) required by Bank Negara Malaysia (medical confidentiality) and confirm the attendance of member
- Vitamins & Supplements are not included, members are required to pay either it is upon request or being prescribed.

# Registration Of Attendance (ROA QR)





# CONTACT US

Whether you have questions about our services, need support, or want to share your feedback, our dedicated team is here to assist you every step of the way.

## Membership / Entitlement Related

**Website:** [www.heydochealth.com](http://www.heydochealth.com)

**Email:** [support@heydochealth.com](mailto:support@heydochealth.com)

**Phone:** +60 17707 2917  
(Whatsapp Message only)

**Operation Hour:** 9.00 am to 10.00 pm



## App / Account Related

**Website:** <https://eclaims.micaresvc.com>

**Email:** [callcenter@micaresvc.com](mailto:callcenter@micaresvc.com)

**Phone:** 1800-88-79407 2917  
(toll number)

**Operation Hour:** 24 hours daily

# Q&A SESSION

Let us address anything you would like to understand further