

## Claims Management



- User defined claim type i.e. Medical, Transport, Lodging, Meal, etc.
- Maintenance of clinic to be panel and/or non-panel of the company for medical claim processing.
- Categorization of claim types and produce report by category i.e. Traveling Claim for Taxi, LRT, Own Car, etc.
- Carry forward of unutilized claim balance to the following year.
- Claim usage code i.e. For self, spouse, children, etc. Cross check with Family records for verification of spouse & children name and eligibility.
- Treatment code for medical claim i.e. Specialist, General Practical, Surgery, etc.
- Claim grouping and entitlement limit by grouping and years of service.
- Claim limit by yearly, half-yearly, quarterly or monthly basis.
- User defined control limit of each claim transaction eg. Medical claim to be only reimburse maximum of RM 30.00 for each visitation.
- Employees can submit their claims online via Employee Self Service.
- Head of department and/or immediate superior can view its subordinates claim application, available balance and past utilization records.
- Head of department and/or immediate supervisor can view staff claim utilization and balance as at any given date, during approval process.
- Direct integration to Payroll for payment of claims as reimbursements together with staff monthly payroll. Reimbursement paid thru Payroll can appear as one whole lump sum figure in Payslip to staff but provide detailed reimbursement total by type of claim in all other Payroll operational reporting.
- Claim paid thru payroll are treated as reimbursement to be exempted from EPF, SOCSO, TAX and PENSION.
- Panel clinic invoice entry into the system, and subsequently system will check against the balance available. User is given the option the deduct those who over used the limit from the staff salary if needed to.

