



# OICare Manual

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شركة عُمان للتأمين  
Oman Insurance Company

# What is OICare?



# OICare

<https://medical.tameen.ae>

Medical policy servicing and claims reimbursement portal

# Available Functionalities

- Submit and track claims
- View and download settlement summary
- Update personal and dependents details
- Download pre-approved certificates and e-cards
- Update bank details
- Select mode of reimbursement

We recommend using one of the following browsers

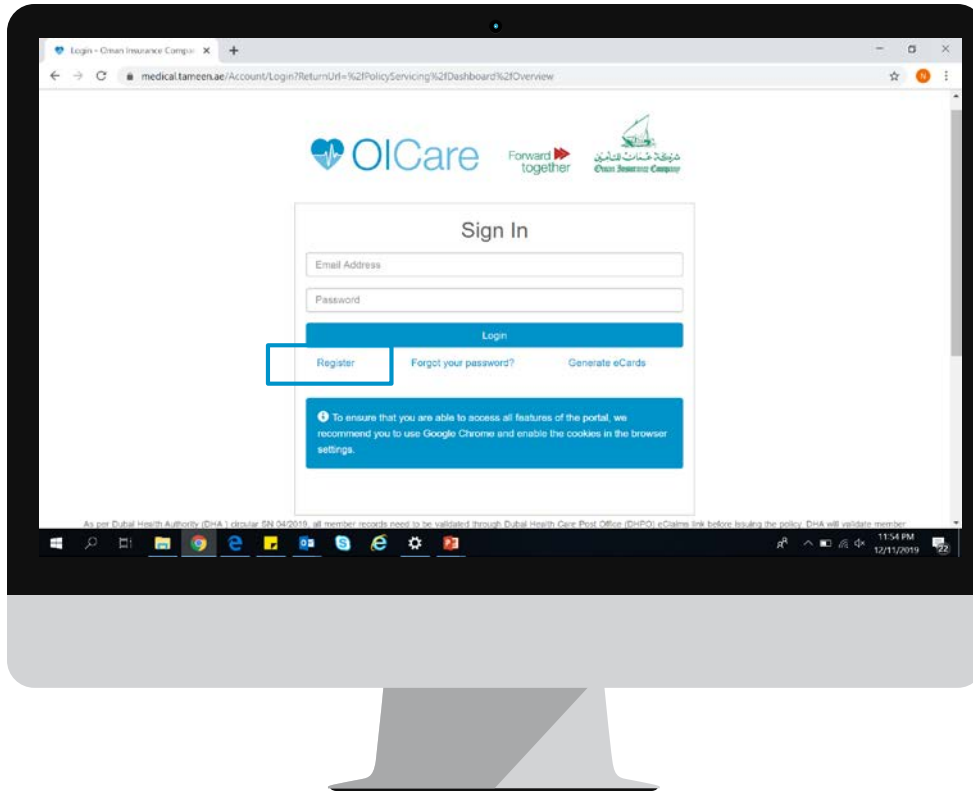


Google Chrome



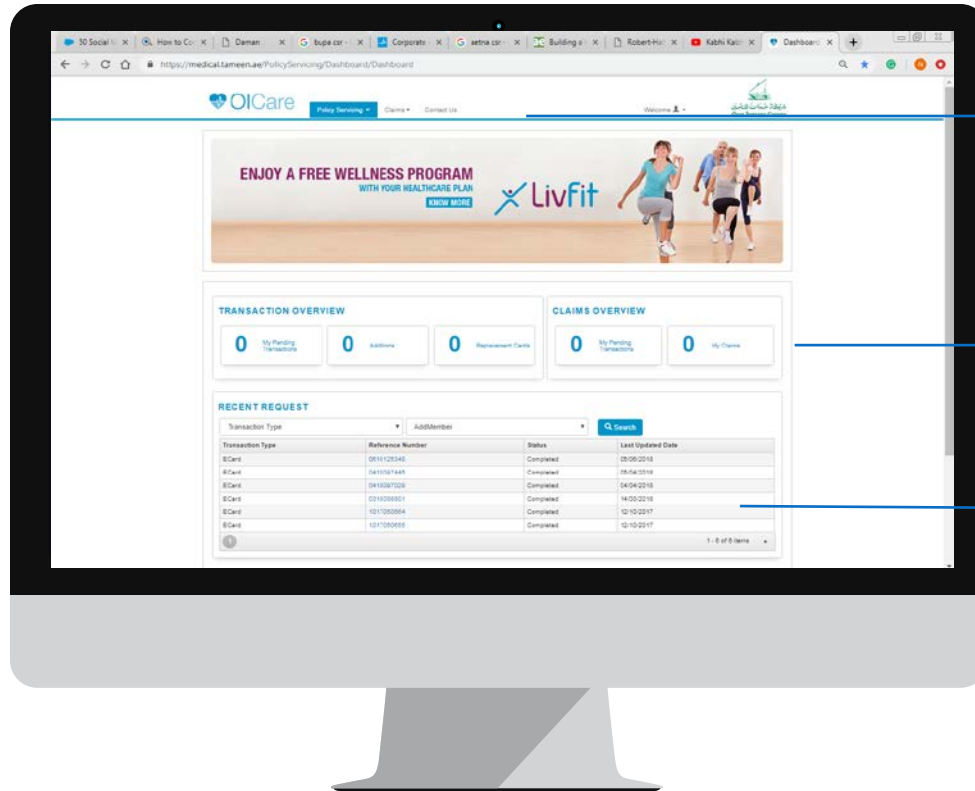
ie 9 and above

# Registration and Login



- Click on register to create an account
- While registering the Emirates ID number will need to be entered exactly how it appears on the document (784-XXXX-XXXXXXXX-X)
- Once the required details are filled, account activation link will be sent on email

# Dashboard



Main menu for claim submission, servicing requests

Quick overview of all transactions

Most recent top 10 requests. Can search for a request with advanced search option

# Policy Servicing

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# Available Functionalities

Available under Policy Servicing tab

## Member details update

Update personal details like Nationality, Passport Number, Mobile Number, Emirates ID

## Certificates

Select the relevant option in the member tab

## eCards

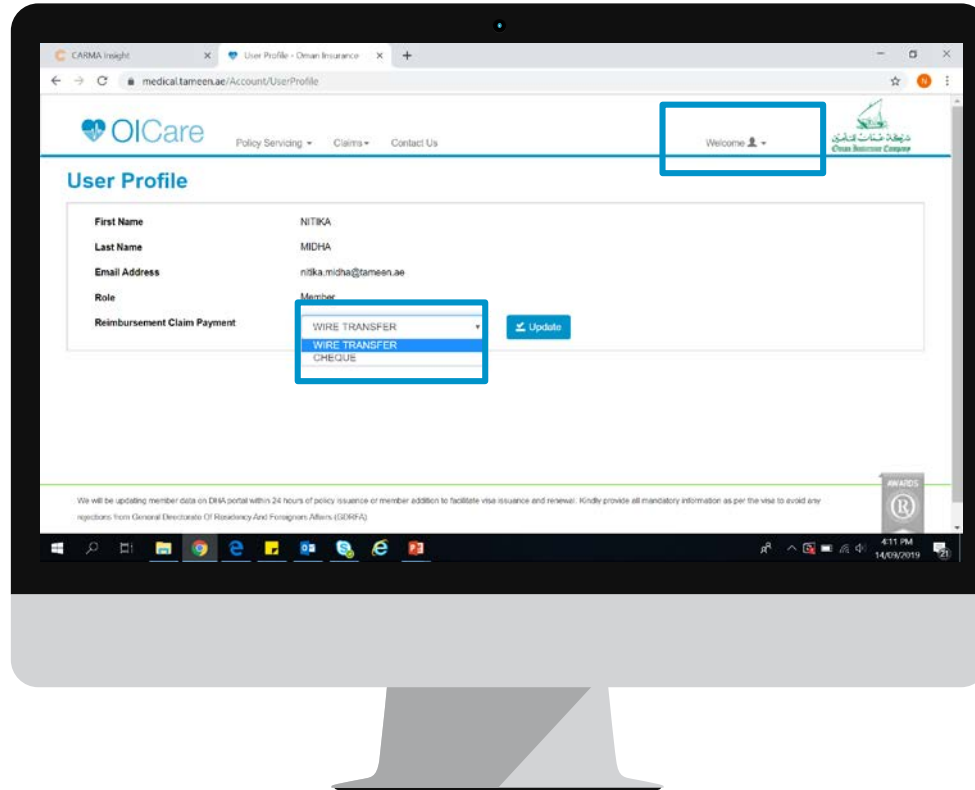
Select the relevant option in the member tab to view and download the cards for self and dependents (if any)

## Bank details Update

Available under member details tab, this feature allows to add or edit bank details including bank name, IBAN number to ensure reimbursement payment is sent directly in the bank account



# Payment Mode



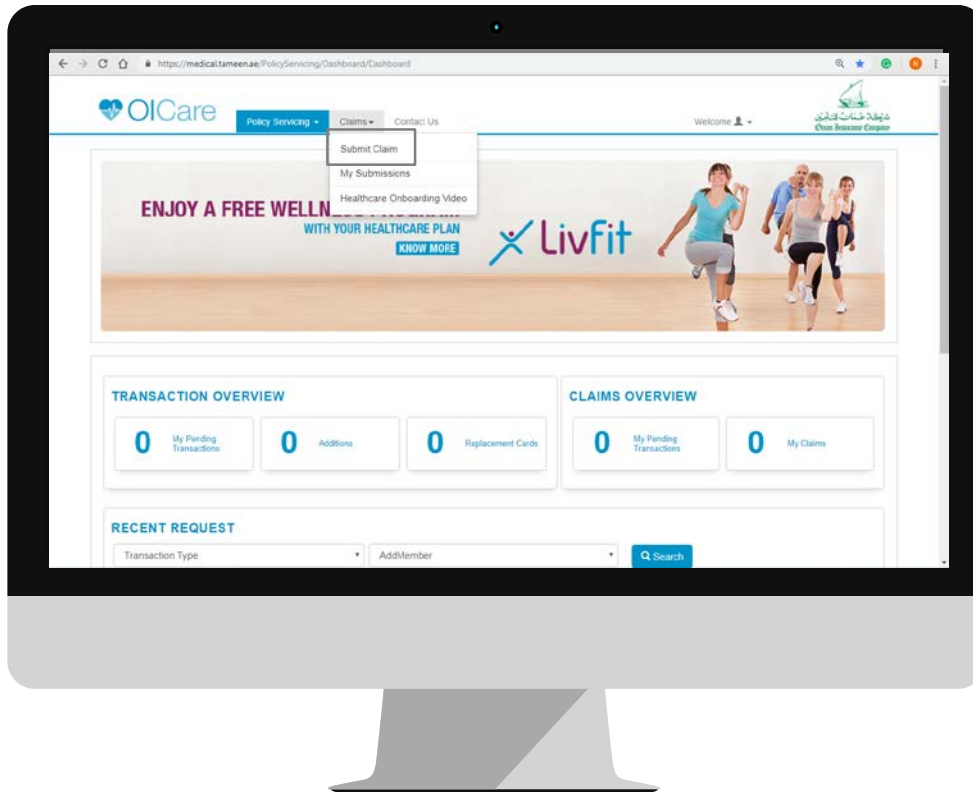
In case member does not have bank details, the reimbursement claim payment mode can be changed from wire transfer to cheque. This is available in the User Profile Section under the Welcome Tab.

# Claim Submission

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# Submit Claim



**Step 1:** Click on Submit Claims tab

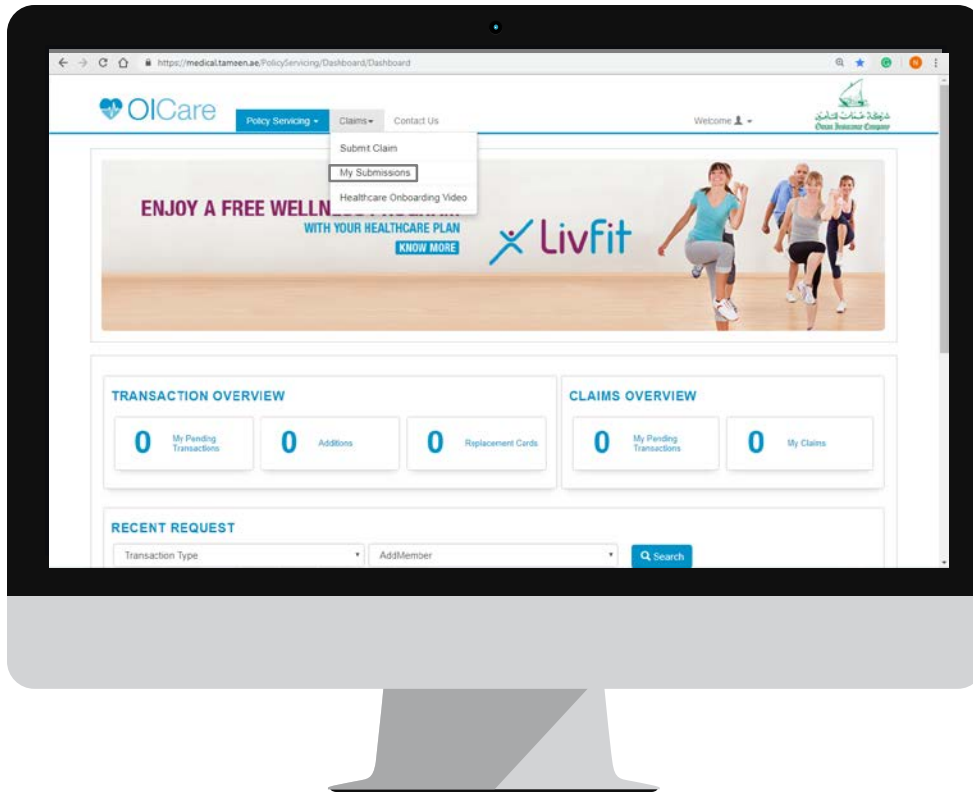
**Step 2:** Enter healthcare card number

**Step 3:** Enter treatment date

**Step 4:** Upload reimbursement claim form

**Step 5:** Click on Submit

# Track Claim



- Click on Claim Status Report tab
- Search with claim ID, date range, healthcare card number, employee ID



Thank You

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