



MACAU
INSURANCE COMPANY

澳門保險



Easy 4 Steps

Online Claim

User Guide

(For Group Medical Insurance)

Login via
<https://www.mic.com.mo/medical/login.php>

or Scan QR code to try NEW function

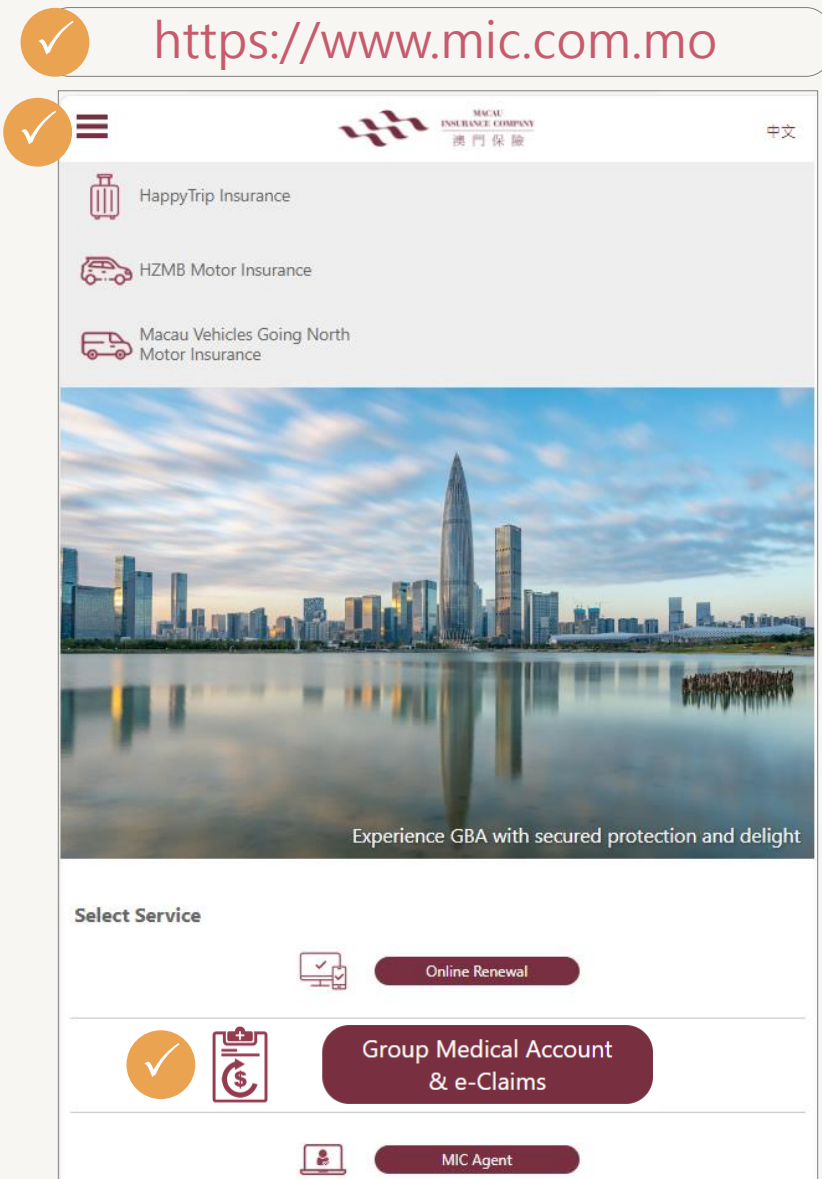


1 Login

2 Fill in Info.

3 File Upload

4 Submit



How to access login page?


For Mobile

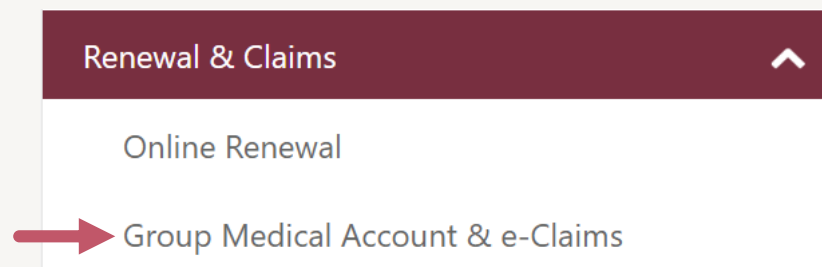
✓ Open browser and visit <https://www.mic.com.mo>

✓ Click the icon  **Group Medical Account & e-Claims**

on the **bottom of the homepage**

OR

Click the icon  on the **upper left corner**, and select "Renewal & Claims >> Group Medical Account & e-Claims"



to access "Group Medical Enquiry" login page

1 Login

2 Fill in Info.

3 File Upload

4 Submit



How to access login page?

For WeChat

- ✓ Follow MIC Official WeChat Account

Approach 1: Scan QR Code and follow,



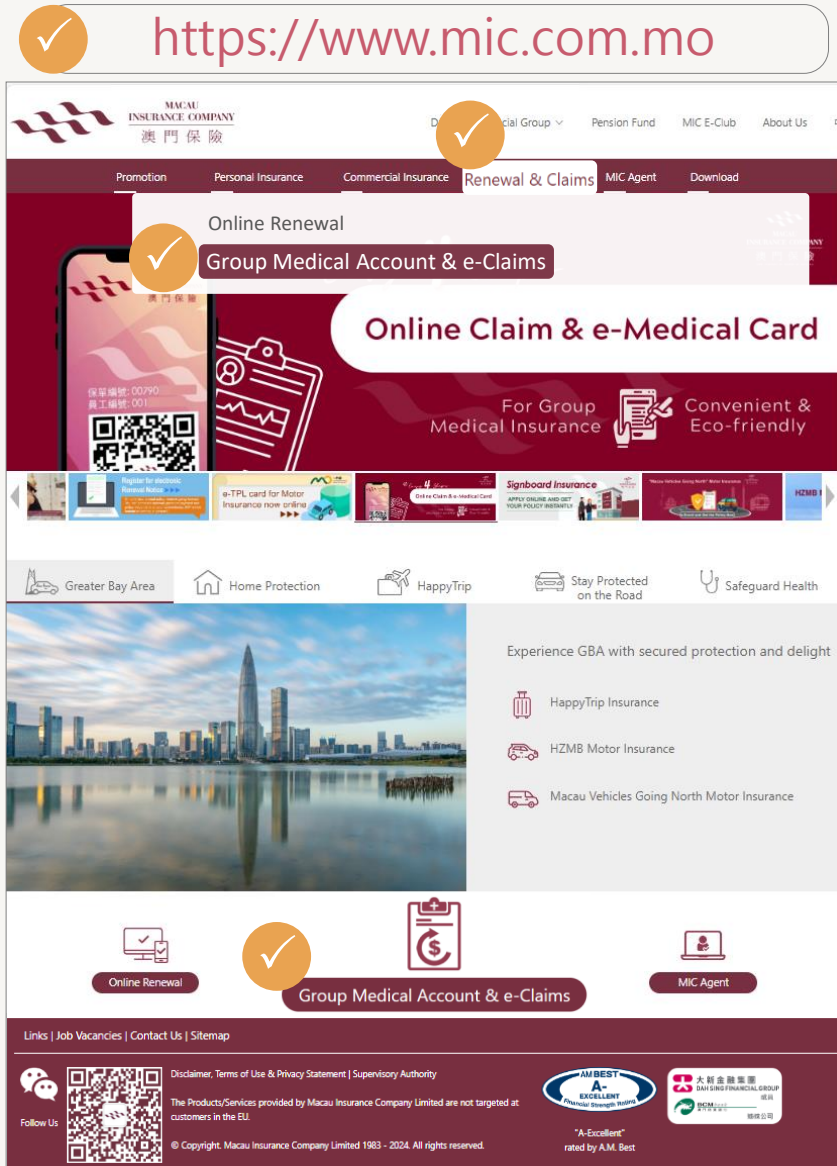
OR

Approach 2: Search “澳門保險” using WeChat official account searching function and follow

- ✓ Enter MIC official WeChat account page, select “保險服務 >> 團體醫療網上索償”

to access “Group Medical Enquiry” login page

- 1 Login
- 2 Fill in Info.
- 3 File Upload
- 4 Submit



How to access login page?

For PC

- ✓ Open browser and visit <https://www.mic.com.mo>

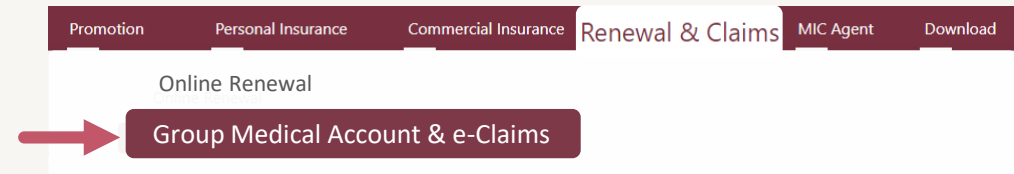
- ✓ Click the icon



on the **bottom of the homepage**

OR

Select “Renewal & Claims >> Group Medical Account & e-Claims” on the **header of the homepage**



to access “Group Medical Enquiry” login page

1 Login

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3 File Upload

4 Submit

Group Medical Enquiry
團體醫療賬戶查詢

✓ User Account 用戶賬號	<input type="text"/>	? Login Guide 賬戶登入說明
✓ Password 密碼	<input type="password"/>	[Forget Password 忘記密碼]
✓ Check Code 認證碼	<input type="text"/> 3262	Change 換一張
✓ Login 登入		

Login

✓ User Account

Last 3 digits of Policy Number + Student No.

Example: If your Policy Number is 007900000213
Student No. P1234567

Your User Account will be 213P1234567

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Group Medical Enquiry
團體醫療賬戶查詢

✓ User Account 用戶賬號	<input type="text"/>	? Login Guide 賬戶登入說明
✓ Password 密碼	<input type="password"/>	[Forget Password 忘記密碼]
✓ Check Code 認證碼	<input type="text"/> 3262	Change 換一張

✓ Login 登入

Login

✓ Initial Password (for first-time login)

Last 3 digits of Policy Number + Student's Birthday

Example: If your Policy Number is 007900000213 ,
your birthday is 1999/02/29 (YYYY/MM/DD) ,
your Initial Password will be 21319990229

Friendly Reminder: Please change your password after first login.

✓ Input the Check Code,
then click Login 登入 to access
your Account page

Claims Record




User 您好!

Company Name / 公司名稱 :
MACAU

Employee Name / 員工姓名 :
User

Staff No. / 員工編號 :
E001


Please Choose Your Service 請選擇服務:



Individual Benefit Plan
個人福利計劃



Online Claims
網上索償



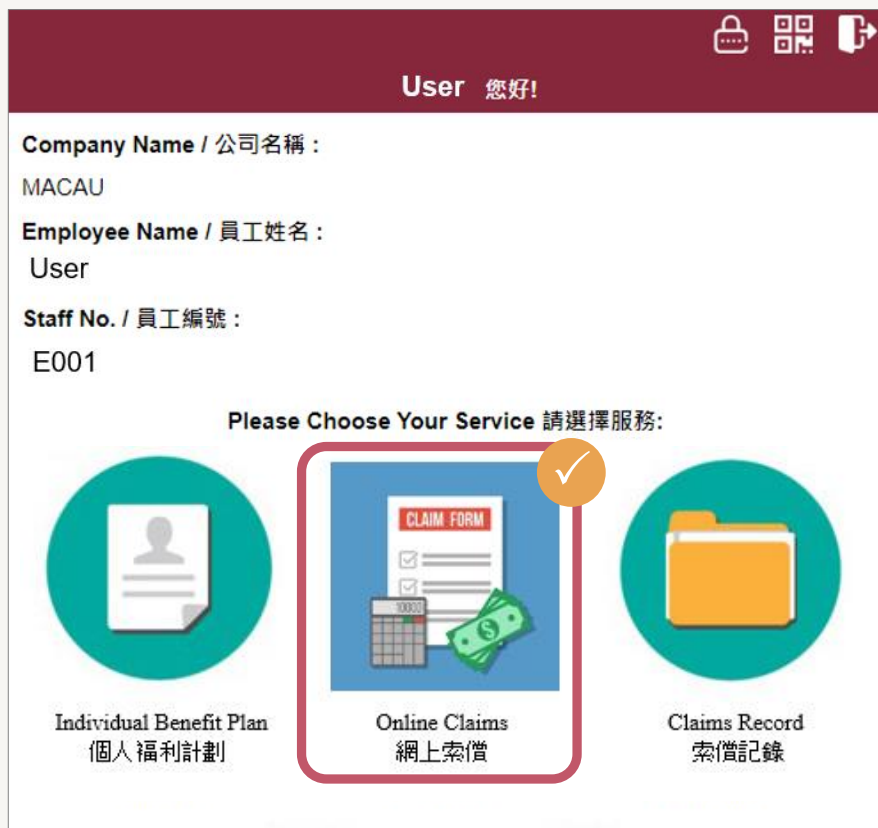
Claims Record
索償記錄

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The screenshot displays a user account page with a dark red header. The header contains the text 'User 您好!' and three icons: a lock, a grid, and a document. Below the header, the user's information is listed: 'Company Name / 公司名稱: MACAU', 'Employee Name / 員工姓名: User', and 'Staff No. / 員工編號: E001'. A section titled 'Please Choose Your Service 請選擇服務:' features three circular icons. The first icon, labeled 'Individual Benefit Plan 個人福利計劃', shows a person silhouette. The second icon, labeled 'Online Claims 網上索償', shows a claim form, a calculator, and a dollar bill; it is highlighted with a red border and an orange checkmark. The third icon, labeled 'Claims Record 索償記錄', shows a folder.

User 您好!

Company Name / 公司名稱:
MACAU

Employee Name / 員工姓名:
User

Staff No. / 員工編號:
E001

Please Choose Your Service 請選擇服務:

Individual Benefit Plan
個人福利計劃

Online Claims
網上索償

Claims Record
索償記錄

Your Account Page

- ✓ Click “Online Claims”, fill in information and upload receipts (and other relevant diagnostic certificates, if any)

Online Claims

Please complete the information below

Fields with asterisk (*) are required information

Information

Staff No. 001234

Name of Patient * Choose

Consultation Date * mm dd/mm/yyyy

* If your consultation date is earlier than 90 days, please contact your HR dept. for submission

Incurred Class * General Specialist Physical Therapy Chinese Medicine

Medical Practitioner * Choose

Diagnosis * Choose

Bill Amount * MOP \$ 0.0

Remark Provide more details

File Upload

Image only (supported formats: jpg/jpeg/png), file size <10MB

Receipt / M7 * No file chosen

Please follow the Sample to 1 strikethrough, 2 sign & 3 date

Diagnostic Certificate No file chosen

Fill in Information

- ✓ Name of Patient
Select name of patient.
- ✓ Select "Consultation Date^", "Incurred Class"
- ✓ Hospital
you can select "Others" and fill in information of the 3 Hospitals

Medical Practitioner * Others

Input medical practitioner name

- ✓ Diagnosis
The system provides a list of common diagnoses for selection. If there is no applicable item, you can select "Others" and fill in information

Diagnosis * Others

Input diagnosis name/details

- ✓ Bill Amount (For the consultation fee is **MOP1,000 or over**, **original receipt must be submitted to MIC**)

Fill in the total amount of your receipt[&]

[&] If your consultation date is more than 90 days prior, please contact your HR dept. for submission
& Amount covered by Healthcare Vouchers issued by Macau SAR Government will not be reimbursed

1 Login

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Online Claims

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Diagnosis * Choose

Bill Amount * MOP \$ 0.0

Remark Provide more details

File Upload

Image only (supported formats: jpg/jpeg/png), file size <10MB

Receipt / M7 *



No file chosen

Please follow the Sample to 1) strikethrough, 2) sign & 3) date

Diagnostic Certificate



No file chosen

File Upload



Receipt/M7

Please follow the Sample to 1) Strikethrough, 2) Sign & 3) Date the receipt/M7. Receipts not following the requirements may result in non-acceptance

Sample

職業稅 IMPOSTO PROFISSIONAL M/7格式 M/7

稅務編號 N.º FISCAL 7 收據編號 RECIBO 20209

顧客 CLIENTE: 姓名 NOME: 陳 Chan Tai Man 地址 RESIDÊNCIA/SEDE: 2023/02/29

職業稅章程附表所載之業務 ACTIVIDADE EXERCIDA SEGUNDO TABELA ANEXA AO RIF

收到款項 (大寫) IMPORTÂNCIA RECEBIDA (POR EXPENSO):

係以下列名義收者 A TÍTULO DE: c)

☒ 酬勞或薪金 Honorários ou Remunerações ☐ 儲用金或預支 Provisões ou Adiantamentos ☐ 其它 Outros:

簽名 Assinatura

- Strikethrough
- Sign your name
- Date the receipt/M7

Diagnostic Certificate

Diagnostic certificates, sick leave certificates

1 Login 2 Fill in Info. 3 File Upload 4 Submit



☐ Declaration and Authorization

I hereby declare that the answers to the above questions are full and true to the best of my knowledge. I further authorize any physician, hospital, insurance company, claims investigation company, government authority or organization that has any record or knowledge of me, my health or my activities (including records relating to Social Welfare, Employees' Compensation, credit, financial, earnings and employment history) to furnish to Macau Insurance Company Limited ("Macau Insurance") or its authorized representative such information including without limitation all information with respect to any illness or injury, medical history, consultation, prescription or treatment and copies of all hospital or medical records. A copy of this authorization shall be as effective and valid as the original.

I understand and agree that Macau Insurance has the right to reverse / claim back any incorrect payment caused by incorrect information provided by me.



☐ I have read and accepted the [Personal Data Information Collection Statement](#).

← Back



Submit →

Submit



Read and tick all boxes to acknowledge your understanding and acceptance of declarations and click **Submit →** for submission

Submission Complete!



Please keep all original receipts and relevant diagnostic certificates to satisfy any subsequent need for verification#

After the application is approved, please go to Macau Insurance to collect the cheque in person.

Should you need any assistance, please feel free to contact us during office hours at

(853) 8396 9538 / 8396 9535

Subject to policy coverage, system may remind you to submit original receipts and relevant diagnostic certificates via your HR department within 90 days.



Your submission has been received!

- We are processing your submission, we may contact you if any additional information is required.
- Please keep all the receipts and related disease certificates for your submission could be proceeded successfully.

Reference No.: **202302**

Submission Time: 2023-02-24

+ Submit Another Application

🏠 Back to Home