

如何查詢醫療保險索償記錄

How to check your medical claims record

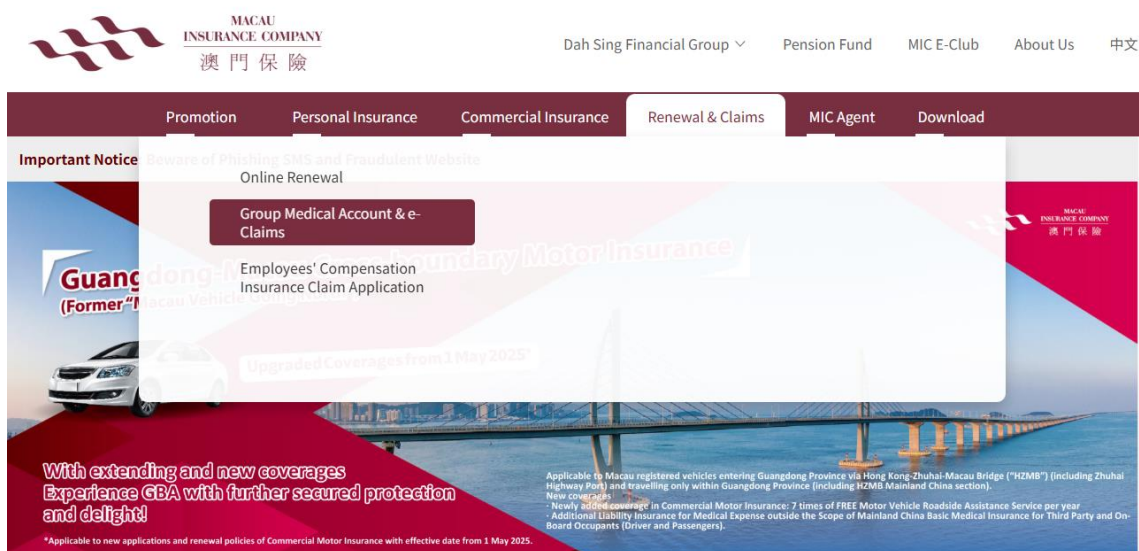
1. 瀏覽澳門保險官方網頁 www.mic.com.mo

選擇 “續保及索償” → “團體醫療查詢及網上索償”



Visit MIC official website www.mic.com.mo

Select “Renewal & Claims” → “Group Medical Account & e-Claims”



2. 登入您的團體醫療賬戶

Log in to your Group Medical Account



The screenshot shows the 'Group Medical Enquiry' login interface. It includes a header with the MACAU Insurance Company logo and name. The main heading is 'Group Medical Enquiry' with the Chinese translation '團體醫療賬戶查詢'. Below this is a login form with three input fields: 'User Account 用戶賬號', 'Password 密碼', and 'Check Code 認證碼'. The 'User Account' field has a 'Login Guide 賬戶登入說明' link. The 'Password' field has a '[Forget Password 忘記密碼]' link. The 'Check Code' field shows a sample code '5692' and a 'Change 換一張' link. A 'Login 登入' button is at the bottom.

用戶賬號

保單編號最後三位+學生編號

如：

保單編號	007900000 <u>213</u>
學生編號	<u>P1234567</u>
用戶賬號	<u>213P1234567</u>

初始密碼 (供首次登入使用)

保單編號最後三位+學生出生日期

如：

保單編號	007900000 <u>213</u>
出生日期	<u>1999</u> 年 <u>02</u> 月 <u>29</u> 日
初始密碼	<u>21319990229</u>

溫馨提示：首次登入後請更改密碼，並請記下及保存好

User Account

Last 3 digits of Policy No. + Student No.

Example:

Policy No.	007900000 <u>213</u>
Student No.	<u>P1234567</u>
User Account	<u>213P1234567</u>

Initial Password (for first-time login)

Last 3 digits of Policy No. + Student's Birthday

Example:

Policy No.	007900000 <u>213</u>
Student No.	<u>1999/02/29</u> (YYYY/MM/DD)
Initial Password	<u>21319990229</u>

Friendly Reminder: Please change your password after first login.

3. 選擇 " 索償記錄 "

Select "Claims Record"



您好! [Change Password 修改密碼] [E-Card 電子醫療卡] [Logout 登出]

Company Name / 公司名稱 :
Employee Name / 員工姓名 :
Staff No. / 員工編號 :

Please Choose Your Service 請選擇服務:



Online Claims
網上索償




Claims Record
索償記錄



Panel Doctor List
網絡醫生名單

4. 選擇理賠" 時期" 後" 搜尋" , 即可查詢理賠記錄

Select "period" and "search" to check your claims record



您好! [Back 返回] [Change Password 修改密碼] [E-Card 電子醫療卡] [Logout 登出]

Claims 索償

Staff No. / 員工編號 :
Insured Name / 受保人姓名 : CHAN TAI MAN
Period / 時期 : 2025-07-01 ~ 2026-06-30
Bank Name / 銀行名稱 : Account 2025-07-01 ~ 2026-06-30
Charge Back Invoice 欠款金額 2024-07-01 ~ 2025-06-30
2023-07-01 ~ 2024-06-30

Search 搜尋

Incurred 就診者	Claim No. 索償編號	Incurred Date 就診日期	Billed Amount 賬單金額	Charge Back Amount 欠款金額	Charge Back Date 還款日期	Medic 醫生	Remarks 備註
No Record 沒有資料							

Total Charge Back 總欠款: MOP 0

Notice 注意事項:

- If the employee or his/her dependent(s) had exceeded the maximum limit allowed per policy year, Macau Insurance staff will contact the employee via sms to notify the amount of charge back and the deadline of repayment.
倘若員工或家屬使用上述記賬服務時超出受保範圍之金額, 澳門保險職員將以短訊形式通知員工欠款金額 [超出受保範圍之金額] 及還款期限。
- If the employee does not settle the charge back invoice within a specified period (which is about one month starting from day of notification), all subsequent medical claims of the employee or his/her dependent(s) will be on hold until the outstanding charge back invoice is settled. This may cause delay in claims process.
倘若員工於指定限期(短訊通知日起一個月內)並未交還有關款項, 員工及其家屬之所有醫療保險賠償均可能會被順延處理。

如您在操作過程中遇到疑問或需要協助，請於辦公時間（銀行假期除外）內致電

Should you need any assistance, please feel free to contact us

during office hours (except bank holidays) at

(853) 8396 9538 / 8396 9535