ALPP
e-Claims Submission
User Guide

Updated in February 2022

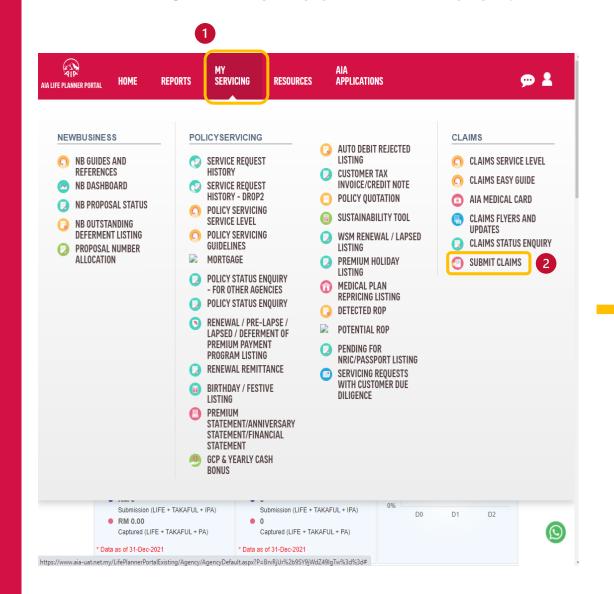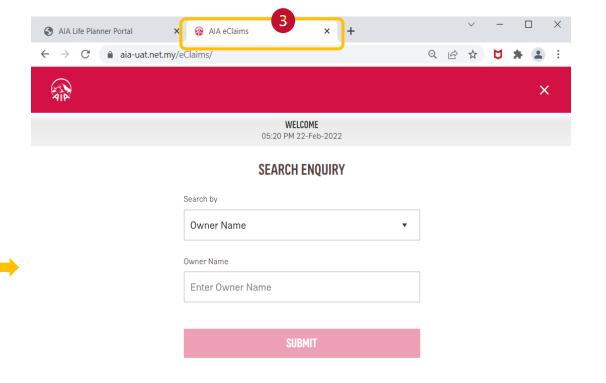**The content of this User Guide will be updated from time to time.**

Content

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3. **CLAIM MENU GLOSSARY**

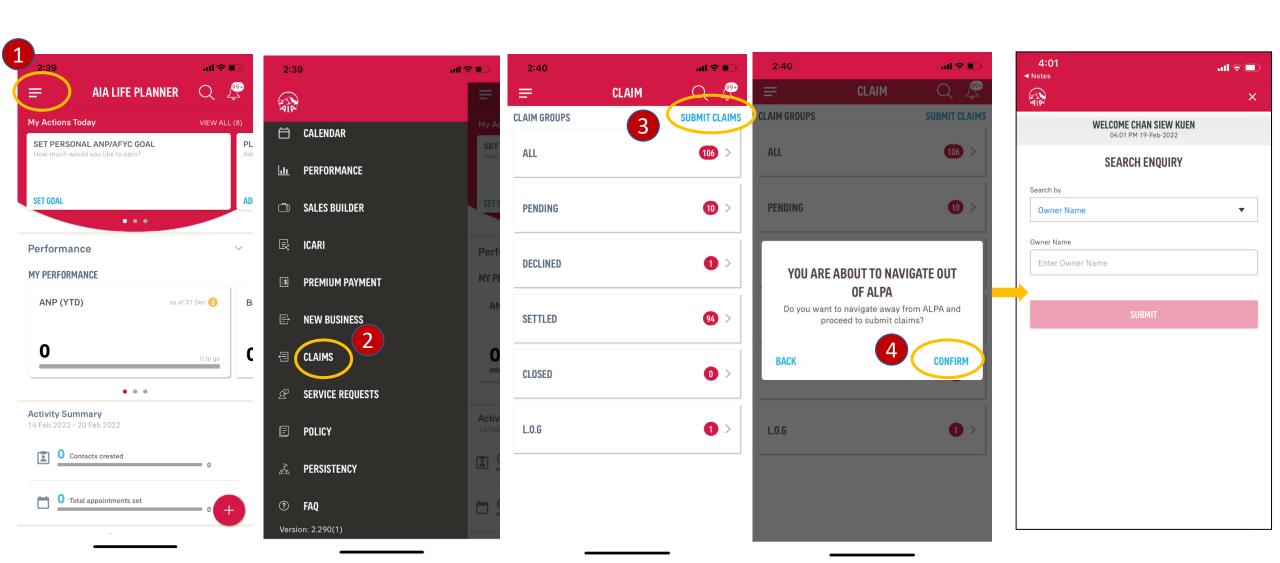# INDIVIDUAL MINOR eCLAIMS SUBMISSION

HEALTHIER, LONGER,
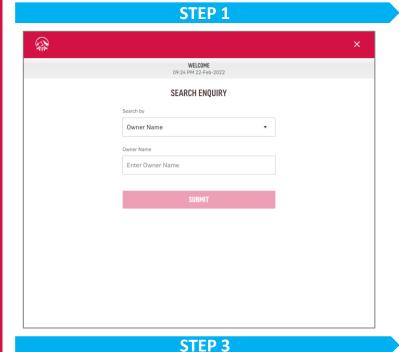BETTER LIVES

ENTRY POINT FOR SUBMITTING e-CLAIM FROM ALPP

1. From the MENU bar on top, Click on "MY SERVICING".

2. Under "CLAIMS" section, click on "SUBMIT CLAIMS".

3. Landing page "SEARCH ENQUIRY" open in new window. (Note: Check and disable window pop-up blocker if the window is not open.)

ENTRY POINT FOR SUBMITTING e-CLAIM FROM ALPA

SEARCH ENQUIRY

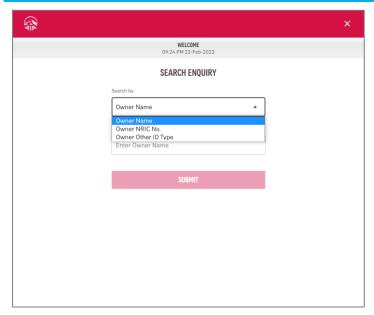**Step 1:**
➢ Landing Page from Entry point, SEARCH ENQUIRY page

Step 2:
➢ 3 options available in Search criteria
➢ Select ONE option from the dropdown list

Step 3:
➢ Input search value based on selected Search criteria
  • Owner Name – wild card search
  • Owner NRIC No. – exact search
  • Owner Other ID Type – exact search
➢ Click "SUBMIT" button

Step 4:
➢ Result displayed with "SUBMIT CLAIMS" function, click to proceed to start claim submission
➢ When click on "Back" button, user will be redirected to STEP 1

❗ **IMPORTANT:**
The Search Result will return only the owner with policy served by the Life Planner logs in to the respective account.

CLAIMS SUBMISSION

1. Landing Page from SEARCH ENQUIRY – STEP 4

2. Before starting to submit claim, you can refer to the SIMPLE GUIDELINE to prepare CLAIMS SUBMISSION.

3. SIMPLE GUIDELINE expanded to 2 sections:
   • VERIFY CLAIM SUBMISSION
   • KNOW THE REQUIRED DOCUMENTS.

4. Select Claim Type & Sub Claim Type in dropdown list.

CLAIMS SUBMISSION

5. Select Claim Type and respective Sub Claim Type to know the required documents

6. Click "CLOSE" to end claim submission; or

7. Click "YES, I'M READY TO SUBMIT" button to proceed to next step

CLAIMS SUBMISSION

When you are ready to submit, please proceed with the following steps:

1. Select Claim Type
Note: If selected policy is not eligible for the selected claim type, error message will be displayed.

Claim Type

Health Wallet ▼

Sorry, we've checked and there is no eligible policy based on the selected claim type. Kindly contact AIA Call Centre at 1300-88-2886 for assistance.

2. Select respective Sub Claim Type

CLAIMS SUBMISSION

3. Fill in Date of Event (Event description will vary according to Claim Type)

4. Select Insured/Covered Member Name

5. Select the Policy No. that would like to claim from.

6. Select currency type

7. Fill in the Receipt No., claim amount and date for each receipt. If there is more than 1 receipt, click "Add Receipt". Take note of the maximum no. of receipt allowed.

8. **!** IMPORTANT - Check the Declaration section and ensure T&C has been explained to customer. Then tick the Declaration box to proceed claim submission.

9. Click "Begin" to move to the next page.

CLAIMS SUBMISSION

1. Go through every required document of your claim, ensuring all mandatory information are filled up. Customer must complete & sign Declaration of Authorization of the Claim Form.

2. Upload all required documents as stated in checklist.

3. Take note of the file size and type as well as the no. of files allowed.

! IMPORTANT:

- ❑ Maximum 15 files

- ❑ Total file size cannot exceed 30MB

- ❑ Not allowed for encrypted file

- ❑ Not allowed for limited permission file

- ❑ Not allow for duplicated file name

- ❑ Allow file type: .pdf, .jpg, .png, .jpeg

4. Click "PREVIOUS", page navigate to LET'S BEGIN page

5. Click "Next" to proceed next step.

CLAIMS SUBMISSION

1. Fill in the reason of event / accident encountered by customer where applicable for selected claim type, whichever relevant.

2. Select the Bank Name of customer's choice.

3. Enter the Bank Account No. that customer would like the payment (if any) to be made to.

4. Ensure the Customer Details are accurate, this section is not editable.
   • Note: good practice to remind customer to review their personal details & update as soon as changes required.

5. You may read through the note on how the customer details can be updated.

6. Click "PREVIOUS", page navigate to STEP 1 page

7. Click "NEXT" to proceed to next step.

CLAIMS SUBMISSION

1 REVIEW CUSTOMER CLAIM

Claim Details

Claim Type	Medical
Sub Claim Type	Outpatient Accident Claim
Date of Admission / Procedure	01/02/2022
Insured / Covered Member Name	LIEW SIEW HEONG
Policy No.	1952876B09
Total Claim Amount	RM 1000

Uploaded Documents
A1022019.pdf

Outpatient Accident Claim Details

Reason of Outpatient Accident Claim: AAAAAAAAAAAAAAAAAAAAAA...

Uploaded Documents EDIT
A1022019.pdf

Outpatient Accident Claim Details EDIT
Reason of Outpatient Accident Claim: AAAAAAAAAAAAAAAAAAAAAA...

Customer's Payment Details EDIT

Bank Name	CIMB ISLAMIC BANK
Account No.	112233445566789

Customer Details

Customer ID No.	671215105342
Email Address	yunkoin.yee@aia.com
Contact No.	60163755928

1. Next, you can review all the claim details you have entered in previous steps.

2. If there is any correction to be made, click on "Edit" button next to the claim detail where change is required. You will be directed to the page of the selected Detail.
After the claim detail is updated, proceed to click "Next" button until you reach this "REVIEW CUSTOMER CLAIM" page again.

! IMPORTANT:

Customer Details are not editable in claim submission process.

3. If there are no further changes required, you may click "Next" button.

CLAIMS SUBMISSION

1. Lastly, you will land on the "Completed Page" now. Please take note of the eClaim Reference No. and save it for your future reference.

2. You may view the eClaim details in the subsequent expanded section in the same page.

3. You may also select "SAVE A COPY" to download an e-Claim Receipt with details of submitted claim.

! IMPORTANT:

❑ Once claim submission is completed, close this page on browser or window.

FREQUENTLY ASKED QUESTION (FAQ)

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1. **What is ALPP / ALPA eClaims?**
   AIA Life Planners can submit new claim online on customer's behalf via AIA LIFE PLANNER PORTAL (ALPP) and APP (ALPA).

2. **When can I start submitting claims online via ALPP or ALPA?**
   AIA Life Planner can start submitting eClaims via ALPP effective from 1 Mar 2022; via ALPA effective from 7 Mar 2022.

3. **What are the claim types allowed to submit online via ALPP and ALPA?**
   New Individual Minor Reimbursement claims:
   - Accident Claim
   - Medical Claim
   - Travel PA Claim
   - Health Wallet Claim
   (refer to Claims Menu Glossary for simple guidance.)

4. **Where do I search SUBMIT CLAIMS in ALPP & ALPA?**
   - Login to ALPP >> go to My Servicing >> go to Claims >> select SUBMIT CLAIMS
   - Login to ALPA >> go to App Menu >> go to Claims >> select SUBMIT CLAIMS

5. **Is My.DMC_eclaims@aia.com still a valid submission channel for Individual Minor Reimbursement Claims?**
   Effective 16 November 2021 the MY.DMC_eclaims@aia.com will not accepting Individual hospitalization claims submission.

6. **Is there any claim amount threshold for e-claim submission?**
   No.

7. **With eClaims, do I still need to submit hardcopy claim documents to AIA branches?**
   No. Life Planners are advised to return original documents to customers after submission.

8. **Do customers need to submit copy of NRIC or ID document for each claim submission?**
   If the customer has not submitted any forms of ID document such as NRIC, passport to AIA before, he or she is advised to submit a copy during new claim submission. The record will be used for verification purpose in subsequent claims; hence customers do not need to submit copy of ID documents for each subsequent claim.

9. **How do customers update personal details with AIA?**
   Customers can update personal details (e.g. passport number, address, payment method and so on) via Service Request in MyAIA app.

10. **Do customers need to keep original claim documents?**
    Yes. Customers shall retain the original claims for at least 7 years, it may be requested in event that AIA or any relevant authorities may perform a verification exercise with regards to the claims submitted.

11. **Can I submit customer's pending reply or additional claim documents via ALPP or ALPA?**
    No. Pending reply or additional documents of submitted claims need to be submitted through AIA branches. However, this function will be enhanced and be available in the ALPP and ALPA in near future.

12. **How do I track the claim status?**
    You may track the claim status via Claim Status Inquiry via ALPP or ALPA. Besides, your customer can check his / her claim status in Claim History via MyAIA app. Please allow up to 48 hours for your latest status to be updated.

13. **When I access eClaims via ALPP, the SUBMIT CLAIMS page is not responsive.**
    You may need to check your respective browser's site permission setting to un-block pop-ups and redirects.

14. **How do Life Planners contact AIA for relevant inquiries?**
    You can check out eClaims Submission User Guide in the ALPP site.
    Alternatively, if you are unable to find the solution you required, you can reach out to AIA Contact Centre (Careline: 1300-88-2886 or Email: my.assist@aia.com).

CLAIMS MENU GLOSSARY

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Claim Type	Medical	Claim on a Medical rider/policy
	Accident	Claim on an Accident rider/policy
	Travel PA	Claim on a Travel PA policy
	Health Wallet	Claim on a Medical rider/policy with health wallet balance/value
Sub Claim Type (Medical)	Hospitalisation/ Day Care Procedure	Claim for an event due to hospitalisation or outpatient day care surgery/procedure
	Outpatient claim before or after Hospitalisation/Day Care Procedure	Claim for outpatient visit before or after hospitalisation/ day care procedure
	Outpatient Accident Claim	Outpatient claim for an accident event (with no hospitalisation) on a medical rider/policy
Sub Claim Type (Accident)	Food Poisoning	Event caused by food poisoning
	Assault	Event caused by injury sustained from another
	Accidentally Bitten by animals/insects	As it is

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Sub Claim Type (Accident)	Burns/Cut	As it is
	Motor/Non-motor vehicle accident	Accident caused by a moving vehicle
	Accidental Fall	As it is
	Ingestion or infiltration of foreign body	Injury caused by accidental swallowing/exposure of objects/chemical in the mouth, eye, ear or nose
	Hit by heavy object	As it is
	Occupational/ industrial accident	Injury at workplace
	Natural Disaster	As it is
	Sports accident	Sudden traumatic injury caused by playing sports (not due to fatigue or muscle ache)
Sub Claim Type (Travel PA)	Medical Expenses	Medical expenses incurred during a covered trip
	Cancellation, Delay or Curtailment of Journey / Loss of Deposit	As it is

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Sub Claim Type (Travel PA)	Baggage & Personal Effects (Damage / Delay) / Loss of Money or Travel Documents	As it is
Sub Claim Type (Health Wallet)	Health Screening / Vaccination	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As it is
	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
Date of Event	Date of Admission/Procedure (Medical)	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission (Accident)	Date of accident or event/admission covered under this plan
	Date of Accident/Event (Travel PA)	Date of accident or event covered under this plan

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Date of Event	Date of Procedure/Event (Health Wallet)	Date of outpatient surgery or screening/ vaccination/support purchase/consultation event
Insured/ Covered Member Name	Dropdown list if more than 1 record.	The customer in which the claim event is filed upon for this claim submission. Please select the claimant name from the list.
Policy No	Dropdown list if more than 1 record.	Select the relevant policy no. that you would like to make your claim on. If you have selected a claim type which do not match with your policy benefit coverage, the intended policy no. will not appear for selection.

Thank You