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**User Handbook** 





A mobile application for individual members to access Generali services 24/7.

Available in AppStore and PlayStore. Search for "GenConnect PH".

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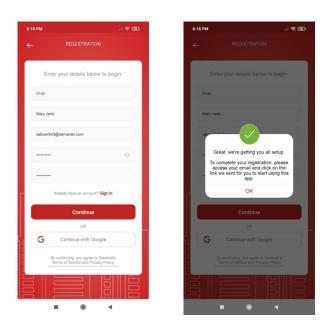
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# 01 How to Register your Account

Tap **"Register**" button from the Landing Screen. You will be directed to the Registration Screen after.

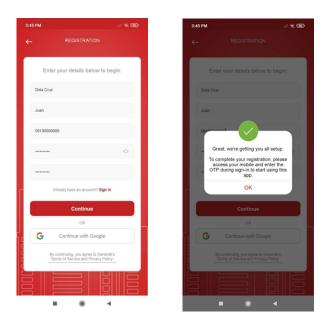
### You can register to the app in three different ways:

(1) Register using Email Address



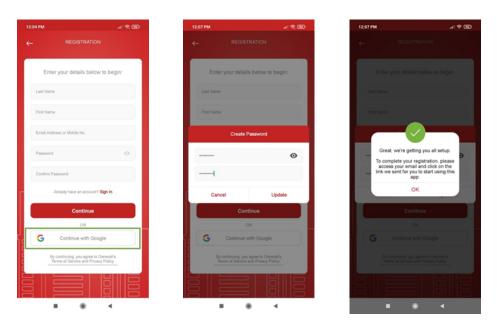
Once the registration is complete, the link to activate account will be sent to your provided email address. The account should be activated to successfully log in to the application.

#### (2) Register using Mobile No.



Once registration is complete, a **One-Time Pin (OTP) will be sent** to the provided mobile number.

### (3) Register using Connect with Google



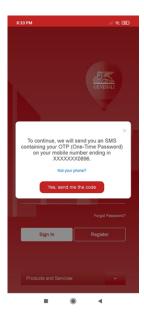
To use this feature, from the Registration screen, tap "Continue with Google" button.

- If your Google account is already signed-in to your device, the app will automatically use the email address logged in, and will directly setup your GenConnect account and password.
- If no Google account is signed-in to the device, the app will direct you to the Google sign-in page and will ask to verify your Google email address and password.
- Once registered, the app will send the activation link on your Google account.

# 02 How to Sign In once you are Registered

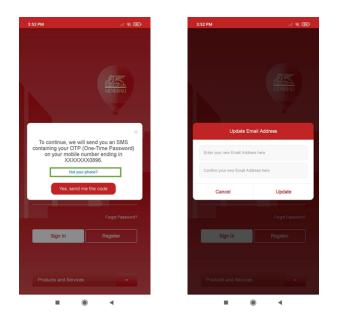
### (1) Sign in Mobile Number





### To sign in, **provide your Mobile No. then tap "Sign In" button**.

The application will ask for your One-Time Pin (OTP) upon sign in. The **OTP will be sent to your provided Mobile Number**.

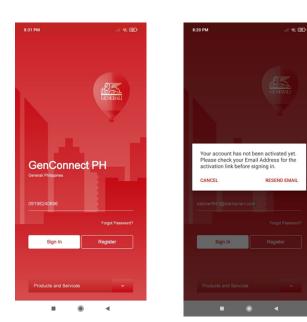


Tap "Not your phone?" to update the mobile number registered. The app will require you to update your email address (if registered using mobile number) to be able to update the mobile number.

### (2) Sign in using Email Address or Username

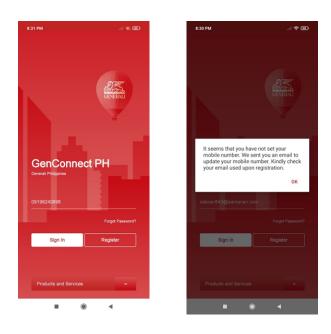
To sign in, provide your Email Address or Username then tap "Sign In" button.

### If Account is not Activated



Check your registered Email Address for the activation link.

### If Account is Activated



The application will send an email to your registered Email Address to update your mobile number registered in your account.

## 03 How to Verify your Account

During initial sign-in to the application, the **app will prompt a message to select if you are an existing Generali Customer or not**. Select **"Yes"**. A window to update your information details will be shown.

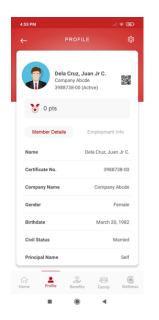




To activate your profile, input your Generali card or certificate number and registered birth date.

# 04 How to Edit your Profile

### **Access Profile**



**Tap "Profile" button from the dashboard**. This feature displays the Member Details and Employment Information of the member.

### **Update Profile Picture**

	PRO	FILE	Ś
		Update Profile Picture	
		Update Email Address	
	Dela Cru Company 3988738-0	Update Password	
	0900700-0	o (vane)	
😸 Ор	ts		
Member	Dotaile	Employment Info	
Member	Detallis	Employment into	
Policy Perio	d O	ct 1, 2020 - Sep 30, 20	21
Occupation		Manag	ger
Department		It Departme	ent
Email Addre	\$\$		
Home Phone		02839-10	64
Office Phone	2	02555-50	58
Office Fax		025550	58
	_		

From Member's Profile, tap the gear icon located on the upper right section then tap "Update Profile Picture".

You can either Take a Photo or select an image from Gallery.

### **Update Email Address**

:55 PM		5:01 PM	
PRO	EU E		
	Update Profile Picture		
	Update Email Address		
Dela Cru Company 3988738-0	Update Password	Compan	<b>uz, Juan Jr</b> ny Abcde 3-00 (Active)
0 pts		0 pts	
Member Details	Employment Info	Update E	Email Addres
Policy Period 00	rt 1, 2020 - Sep 30, 2021	dicruzjuan21@gmail.com	n
ccupation	Manager	dicruzjuan21@gmail.com	n
epartment	It Department	Cancel	
Email Address		Gender	
Iome Phone	02839-1064	Birthdate	N
ffice Phone	02555-5058	Civil Status	
Office Fax	02555058	Principal Name	
à 💶 S	2 12 G	☆ <b>±</b>	
me Profile Bend	fits Family Wellness	Home Profile B	enefits I

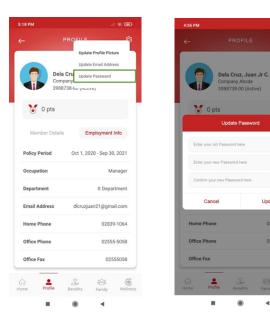
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Update

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From Member's Profile, tap the gear icon located on the upper right section then tap "Update Email Address".

### **Update Password**



From Member's Profile, tap the gear icon located on the upper right section then tap "Update Password".

# 05 How to View your Virtual Card

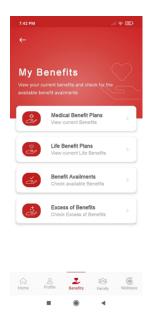
### From the Dashboard, tap the card details.





# **06** How to View your Benefits

From the dashboard **tap "Benefits" button at the bottom of the screen**. This feature shows the Member's Medical Benefit Plans, Life Benefit Plans, Benefit Availments and Excess of Benefits.



### Life Benefits Plans



From Benefits, tap "Life Benefit Plans".

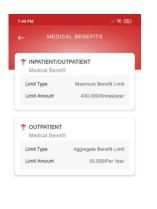


### **Medical Benefits Plans**

	CAL BENEFITS	← OUTPA	TIENT
TINPATIENT/OU Medical Benef			
Limit Type Limit Amount	Maximum Benefit Limit 430,000/Illness/year	Rema 49,20	
OUTPATIENT     Medical Benef		- ABL	50,000.00
Limit Type	Aggregate Benefit Limit	Consumption (1.6)	0%) 800.00
Limit Amount	50,000/Per Year	Remaining (98.40	%) 49,200.00
		BENEFIT CONSUMPTION BREAK	NOWN
		🔶 Makati Medical Cer	ter
		Claim Type	OP
		Data Availed	January 25, 2021
		Consumption Amount	800.00
ote: Ask your HR for our benefit coverage	further information on		
ome Profile	Benefits Family Wellness		

From Benefits tap "Medical Benefit Plans".

#### **Benefit Availments**



From Benefits, tap "Benefit Availments".



### **Excess of Benefits**



From Benefits tap "Excess of Benefits".



# 07 How to View your Enrolled Dependents

This feature allows you to enter your family members together with the enrolled dependents in Generali. To access this feature, **from the Dashboard tap "Family" button**.



- The logo beside your dependents indicates that he/she is currently enrolled under Generali. You may not be allowed to update the details of your enrolled dependent.
- You can **update and view your family member's details you have added** by clicking the family member's name.

#### **Create New Family**



To **create new family record, tap (+) button** from the list of family.

Duplicate family record is not allowed.

# 08 How to Look for Accredited Providers

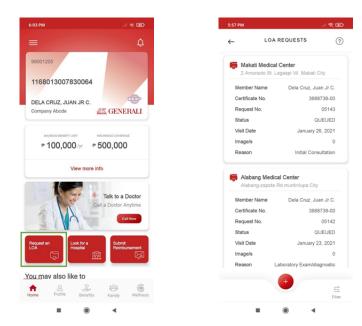
You may view and search for Generali's accredited hospitals and clinics. To access this feature, from the dashboard, tap "Look for a Hospital".

Ξ Δ	← SEARCH PROVIDERS	← MAKATI CITY	← ACCREDITED PROVIDER
001205		CENTURIA MEDICAL MAKATI Century City, Kalayaan Ave. cor Salamanca	SAN ANTONIO
168013007830064	Binondo	St.,brgy Poblacion Makati City, Philis Geotag Not Found	San Park Road
ELA CRUZ, JUAN JR C.	Caloocan City	Check Hospital	under was the start
MAXMUM BENEFIT LIMIT INSURANCE COVERAGE	Las Pinas City	HEART MEDICAL CENTER	Land and L
₽ 100,000/yr ₽ 500,000	Makati	065 San Diego St. Pembo Rd. 13,352.09 km away	
View more info	Makati City	Check Hospital	gour a Aguna
Talk to a Doctor	Malabon City	KLM HOSPITAL	MAKATI MEDICAL CENTER Hospital Details
Call a Doctor Anytime	Malate     Mandaluyong City	Pembo St. Makati Ave. 13,348.85 km away	Address 2 Amorsolo St. Legaspi VII. Makati City
	Manila     Manila	Check Hospital	Contact Details
Jeet an Look for a Hospital Reimbursement	Marikina City	SUNRISE MEDICAL LAB, INC.	Telephone: 888-8999 - TL.
mav also like to		The Power Plant Mall Level 020-8 noblacion makati City 1210	DR. AMOR LAURO   DR. FREDERICK VERA
e Profile Benefits Family Wellness	Home Profile Benefits Family Wellness	Home Profile Benefits Family Wellness	Coordinator Room Please inquire with the provider for the room number and schedule

You can search for specific provided by typing the provider name on the search field.

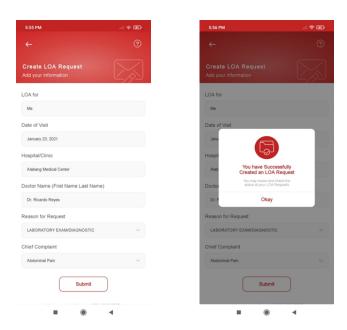
# 09 How to Request an LOA

Request a Letter of Authorization (LOA) on your preferred accredited Hospital or Clinic. To access this feature, **from the dashboard, tap "Request an LOA"**.



#### **Create New LOA**

To create new LOA, from the list of LOA Requests, tap the (+) button.



- Create an LOA for your enrolled dependents
- You can request an LOA from up to five (5) days from the current date.

#### View LOA Details

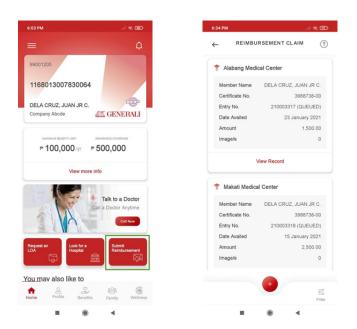
To view LOA details, **from the list of LOA Requests, tap the selected LOA** and it will be directed to LOA Details.

. LOA R	EQUESTS	0	← <sup>L</sup>	OA REQUESTS
January 23, LABORATORY	<b>Aedical Center</b> 2021 - QUEUED EXAM/DIAGNOSTI ARDO REYES	ic 🔣	Janua LABORAT	ang Medical Center Iry 23, 2021 - QUEUED IORY EXAMDIAGNOSTIC 2. RICARDO REYES
ancel this Request		CHANGE	Cancel this Requ	
Chat	Uploaded	Files	Chat	Uploaded Files
	1/23/2021 1 Abdomi			scription
Hi, may I follow up you.	1/23/2021 1 o for this LOA request?	18-10 pm Thank	1 file	e
1/23/2021 18:11 pm Hi Sir, we are currently v We'll provide updates as Thank you.	alidating your request, soon as possible.			
		-		

- You can **cancel an LOA request** as long as the request is currently on QUEUED.
- You can chat with an agent realtime by typing your inquiries and concerns through provided textbox on the chat section.
- You can upload multiple images (up to 5 images) by tapping the (+) button bellow the Uploaded Files section. You can only remove your uploaded images if your LOA is on QUEUED.

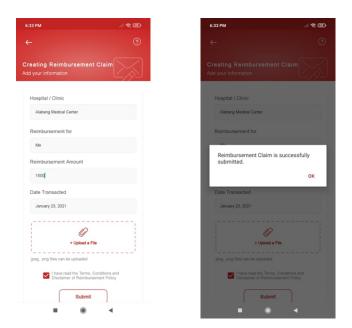
# **10** How to Submit a Reimbursement

Submit a reimbursement for your consultations, prescribed medicines, laboratory tests and hospital confinement done in a non-accredited hospital. To access this feature, **from the Dashboard tap "Submit Reimbursement"**.



#### **Create New Reimbursement**

To create new reimbursement, from the list of Reimbursement Claims, tap the (+) button.



You may also submit reimbursement for your enrolled dependents.

#### View Reimbursement Details

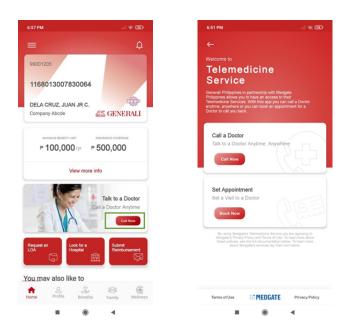
To view reimbursement details, **from the list of Reimbursement Claim, tap the selected claim**. You will be directed to Reimbursement Claim Details.

Alabar		← REIMBUI	RSEMENT CLAIM
	ng Medical Center 23, 2021 (QUEUED) 1,500.00		g Medical Center 3, 2021 (QUEUED) 1,500.00
Cancel this Request	Read our Reimbursement Policy	Cancel this Request	Read our Reimbursement Policy
Chat	Uploaded Files	Chat	Uploaded Files
Hi, may I folio reimburseme	1/23/2021 18-43 pm w up for the status of my t claim? Thank you.	Prescri	ption
1/23/2021 18.45 pm Hi Sir, we are currer We'll provide update Thank you	tly validating this claim. s as soon as possible.		
	<b>Ø</b>		•

- You can **cancel Reimbursement Claim** as long as the request is currently on QUEUED.
- You can **chat with an agent real-time** by typing your inquiries and concerns through provided textbox on the chat section.
- You can **upload multiple images (up to 5 images) by tapping the (+) button** bellow the Uploaded Files section. You can only **remove your uploaded images** if your LOA is on QUEUED.

# 11 How to Access 24/7 Call-A-Doc

Talk to a doctor anytime, anywhere. To access this feature, **from the dashboard, tap** "Call Now" button below the Talk to a Doctor.



Only members eligible for Telemedicine are allowed to use this feature.

#### **Call a Doctor**

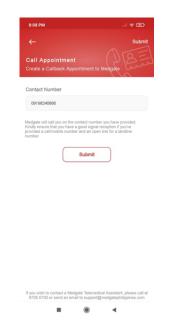
This feature allows the you to **talk to a doctor accredited by Medgate**. Upon accessing this feature, the **list of Medgate Contact Numbers will show**.

	Medgate Contact N	umbers	
,	Manila Landline	>	
,	Davao Landline		
•	Cebu Landline		
•	Dumaguete Landline		i
1	Globe Mobile		
	Smart Mobile		
	Sun Mobile		I

Only members eligible for Telemedicine are allowed to use this feature.

#### Set Appointment

You may set an appointment with a doctor. Upon accessing this feature, **your default contact number will be reflected (but can be updated); tap "Submit" button to schedule for an appointment**.



Only members eligible for Telemedicine are allowed to use this feature.

## **12** How to Request a Call Back from Alarm Center

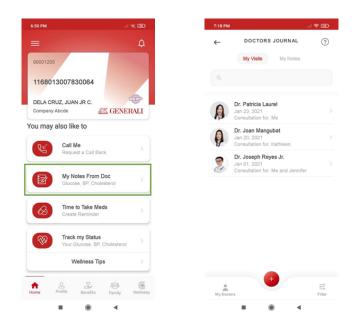
You may set a call back appointment from Generali Alarm Center. To access this feature, from the Dashboard tap "Call Me" button.

6:50 PM		6:50 PM
	¢	← su
99001205 1168013007830064		Call Back Appointment Entry Add your call back details
1168013007830064		DATE & TIME
DELA CRUZ, JUAN JR C. Company Abcde	GENERALI	Saturday, January 23, 2021
/ou may also like to		Set Date Set Time
Call Me Request a Call Back	×.	Nature of Concern
		Availment Procedure for Accredited Providers
Glucose, BP, Choles		Contact Number
Time to Take Meds		09198240896
Create Reminder	· >	Note: We will be calling you using this number.
Your Glucose, BP, Cl	holesterol	Note: We will try to accommodate your preferred sub-edude. In to event that we cannot use will propose another sub-todied for your call back. Kindly ensure that you have a good signal neoption you've provided a cellimobile number and an open line for a lan number.
Wellness Tips	>	Submit
Home Profile Benefits	دی Family Wellness	You may also call us at 1-800-1888-5637 (toil-free) or (02 8580-6600 or send an email to GIO-AltrmCenter@gener.com.ph

You can set your own specified date and time for your call back appointment.

# 13 How to Take Note of your Doctor's Advice

You may record the results of your Doctor's consultation, prescription, and your appointment visits. To access this feature, **from the Dashboard, tap "My Notes from Doc" button**.



#### **View List of Doctors**

From the Doctor's Journal tap "My Doctors" button. To create a new doctor's record, tap the (+) button and enter the doctor's information.

7:24 PM			7:24 PM	
←	MY DOCTORS		←	
			Doctor's J Add your info	
ß	Dr. Patricia Laurel Obstetrician Gynecology Alabang Medical Center		Doctor's Name	mation
P	Dr. Joan Mangubat Pediatric Makati Medical Center		Dr. Patricia Laurel	
2	Dr. Joseph Reyes Jr. ENT Asian Hospital Inc.		Hospital/Clinic Alabang Medical Center	
			Specialization	
			Obstetrician Gynecology	
			Schedule (e.g. M-F 2-5 PM	)
			Mon-Fri 8:00AM-3:00PM	
			Contact Numbers	
			5555058	
			Secretary Name and Conta	ct Number
			Jose Santos	
		Filter	Professional Fee Rate (e.g.	P500.00)
		4	-	

#### **Create New Doctor's Journal**

From the Doctor's Journal list, tap (+) button then select a Doctor from the list. If no Doctor, user should be able to create new Doctor.

3:37 PM 🖨	al 🕿 🖼
	SUBMIT
Doctor's Journal Add your information	
Date of Consult	
January 28, 2021	
Consultation For	
Me	
Reason for Visit	
Consultation	188
Submit By entering a Doctory Advice into this application you are appreciajed the General Privacy Policy of Terms of Use and more about Phese policity, and a Commentation Network Marker Phase Back concernation Network Network Phase Back concernation Network Network Network Network Network Network Network Network Network Network Network Network Network Network Netw	
	¢

#### View Doctor's Journal Details

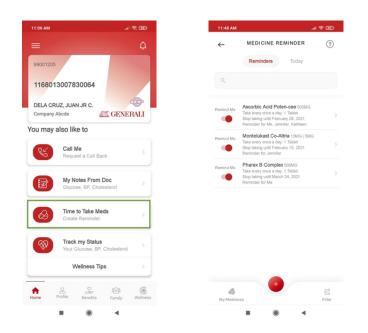
From the list of Doctor's Journal tap a record and it will be directed to the Doctor's Journal details.

:16 PM		7:16 PM		7:16 PM	
	0	<del>~</del>	0	<del>~</del>	
Dr. Patricia Laurel Obstetrician Gynecology		Dr. Patricia La Obstetrician Gynec	urel ology	Dr. Patrie Obstetrician	c <b>ia Laurel</b> Gynecology
Notes Attachment A	ludio	Notes Attachmer	nt Audio	Notes Att	achment Audio
Note 01 January 23, 2021 Monitoring of baby's growth and position. Experienced baby's movement and stretch marks started to appear.		Prescription		Baby's Hearth     0015 - Janua	eat y 23, 2021
	0				•
II ® 4			4		۰ ۱

- You can add a note by typing through provided textbox on the Notes section.
- You can **upload multiple images (up to 5 images) by tapping the (+) button** below the Attachments section.
- You can **upload multiple audio recording (up to 2 minutes) by tapping the (+) button** bellow the Audio section.

# 14 How to Set Alerts for your Medicines

Set medicine reminders not only for yourself but also to your family members. To access this feature, **from the Dashboard, tap "Time to Take Meds" button**.



#### **Create New Medicine Reminder**

To create new medicine reminder, from the Medicine Reminder list, tap the (+) button.

SELECT MEDICINE	?	← MEDICIN	IE REMINDER
		Ascorbic Acid Pot Medicine	en-cee
ex B Complex atleast once a day; for nerve	500MG	Start taking this at	01/24/2021 11:47
		Dose	1 T
an Forte itleast once a day; for cough	500MG	Frequency of intake	once a
atteast once a day; for cough		Stop taking on	February 28,
lukast Co-altria	10MG   5MG	Reminder For	
since service section, for eaught		Me, Jennifer, Kathleen	
bic Acid Poten-cee	500MG		
a day; Vitamin C			Submit
etamol Saridon 250MG   150	0 MG   50 MG		
for migraine		<u></u>	
cetamol Symdex	250MG		
or severe colds		By entering a medicine or vitan agreeing to the Generali Terms read more about these policies,	of Service and Privacy Po
		Note: Please back up your data	
		data encoded.	- second of the light for t
	1		

#### **Create New Medicine Reminder**

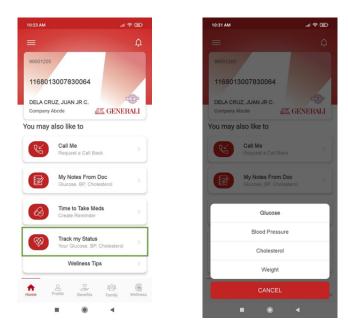
**From the Medicine Reminder, tap "My Medicines" button**. To create a new Medicine record, tap the (+) button and enter the Medicine information.

11:47 AM		œ ≑ h.
$\leftarrow$	MEDICINE LIST	?
Pharex B Co Take atleast or	mplex nce a day; for nerve	500MG
Tuseran Fort		500MG
Take atleast of	nce a day; for cough	
Montelukast Take once bef	Co-altria fore bedtime; for cough	10MG   5MG
Ascorbic Aci	d Poten-cee	500MG
Once a day; V	fitamin C	3001410
Paracetamol Good for migra	250MG   15	50 MG   50 MG
Paracetamol Good for seve		250MG
	•	iii Filter
		4

• To remove and update a record, swipe the selected record in to the left screen.

# 15 How to Track your Health Stats

Keep a maintenance record of your health. This will help you to record the results of some of the most significant data you need to store such as Glucose, Blood Pressure, Cholesterol and Weight. To access this feature, **from the Dashboard tap "Track My Status" button**.



### Glucose

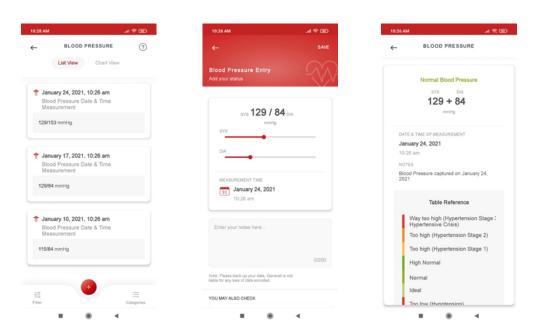
From Track My Status features, tap "Glucose".

GLUCOSE	<b>▲ ♥ ⊞</b>	10:25 AM ←	A 🕈 🖬	10:25 AM ← GL	ucose
List View Chart View	-	Glucose Entry Add your status	-372		al Glucose
January 24, 2021, 10:23 am Glucose Date & Time Measurer	ment				119 mg/dt
143 mg/dl		1	19 mg/dl	DATE & TIME OF MEA	SUREMENT
January 20, 2021, 10:25 am Glucose Date & Time Measurer	ment	MEASUREMENT TIME January 20, 20 10.25 am	021	January 20, 2021 10:25 am NOTES Glucose captured o	n January 20, 2021
		Meal		Table	Reference
<ul> <li>January 14, 2021, 10:24 am</li> <li>Glucose Date &amp; Time Measurer</li> <li>119 mg/dl</li> </ul>	ment	O Before O After		Dangerously High	High
		Enter your notes here		Borderline Normal	
January 01, 2021, 10:23 am Glucose Date & Time Measurer	ment		0/200	Low Dangerously	Low
	:= Categories	Note: Please back up your data, i liable for any loss of data encoder	Generali is not d.		

- To add new Glucose record, tap the (+) button from the Glucose List View.
- To view Glucose Details, tap the record to show the details.
- To remove and update a record, swipe the selected record in to the left screen.
- To view the Glucose Chart View, tap the Chart View tab.

#### **Blood Pressure**

To access this feature, from Track My Status features tap "Blood Pressure".



- To add new Blood Pressure record, tap the (+) button from the Blood Pressure List View.
- To view Blood Pressure Details, tap the record to show the details.
- To remove and update a record, swipe the selected record in to the left screen.
- To view the Blood Pressure Chart View, tap the Chart View tab.

#### Cholesterol

To access this feature, from Track My Status features tap "Cholesterol".

129 AM 🖌 😤 🗊	10:28 AM		10:53 AM	
CHOLESTEROL (?)	←	SAVE	← CHOLEST	EROL
List View Chart View	Cholesterol Entry Add your status		Normal Chr	olesterol
January 24, 2021, 10:28 am Cholesterol Date & Time Measurement	LDL HDL	та	100 + 60	) + 150
100+60+150 mm/dl	100 + 60 + 7	150	mmid	
January 17, 2021, 6:28 am	LOL		DATE & TIME OF MEASURE January 24, 2021 10:28 am	MENT
Cholesterol Date & Time Measurement	HDL		NOTES	
100+60+94 mm/dl	та		Cholesterol captured on	January 24, 2021
January 10, 2021, 4:28 am	MEASUREMENT TIME		Table Ref	erence
Cholesterol Date & Time Measurement	31 January 24, 2021		High	
100+60+150 mm/dl	10:28 am		Borderline High	
	Enter your notes here		Normal	
•		0/200		
E E E E E E E E E E E E E E E E E E E	Note: Please back up your data, Generali is n liable for any loss of data encoded.	ot		

- To add new Cholesterol record, tap the (+) button from the Cholesterol List View.
- To view Cholesterol Details, tap the record to show the details.
- To remove and update a record, swipe the selected record in to the left screen.
- To view the Cholesterol Chart View, tap the Chart View tab.

## Weight

To access this feature, from Track My Status features tap "Weight".

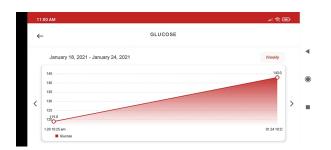
0:56 AM		.al 🛠 🎛	10:56 AM	.4 🕿 🖬
<u>,</u>	WEIGHT	?	÷	SA
	List View Chart Vie	w	Weight Entry Add your status	
🕈 Januar	y 24, 2021, 10:29 am			
Weight	t Date & Time Measurer	nent		
123 lbs			1:	27 Ibs
	<b>y 10, 2021, 10:30 am</b> I Date & Time Measurer	nent	MEASUREMENT TIME January 24, 20 10.56 am	21
	iber 20, 2020, 10:30 am		Enter your notes here	
Weight	t Date & Time Measurer	nent		
121 lbs				0/20
			Note: Please back up your data, G liable for any loss of data encoded	ienerali is not
			YOU MAY ALSO CHECK	
			Wellness Check on th	Tips he latest health tips
		:=		
Filter		Categories		

- To add new Weight record, tap the (+) button from the Weight List View.
- To remove and update a record, swipe the selected record in to the left screen.
- To view the Weight Chart View, tap the Chart View tab.

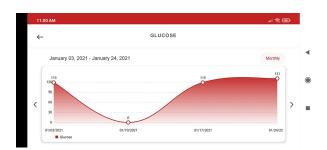
#### Track my Status Chart View Example

This is applicable to Glucose, Blood Pressure, Cholesterol and Weight.

Weekly

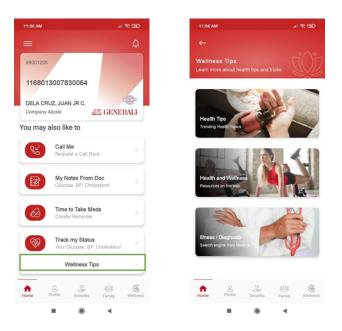


### Monthly



# **16** How to Learn More Wellness Tips

Read more information to improve your health such as Trending Health Tips, Health and Wellness and to learn more about specific Illness or Diagnosis. To access this feature, from the Dashboard tap "Wellness Tips" button.



- To **read more about Health Tips, tap Health Tips** (articles related to Health will be shown)
- To know more about a specific illness or diagnosis, tap Illness/Diagnosis.

# 17 How to Logout



To logout, from the side menu, tap Logout.