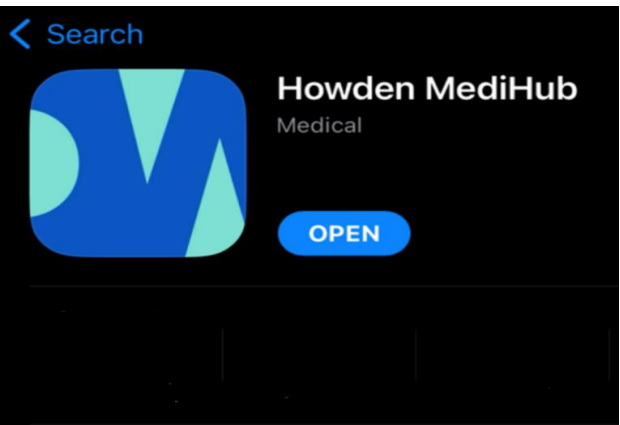


MediHub App - Registration

Important notes for MediHub registration

1. Download MediHub Mobile App from App Store, Play Store or Huawei App Gallery.



2. Register with the credentials on Welcome Email sent to you from howden.medihub@ihp.com.sg,
3. Reach out to MediHub hotline at 6715 6400 if you did not receive this email.

Sample Welcome Email:

Subject: Howden MediHub - Mobile App and Online Portal Login Details - New Hires

Dear <Employee Name>,

We are pleased to inform you that with effect from <Policy Start Date>, you will be able to gain access and manage your medical benefits through our user-friendly MediHub mobile app and online portal.

MEDIHUB MOBILE APP

Visit the Apple App Store or Google Play Store and download the “Howden MediHub” app.

To register, please key in the following information on the **LOGIN** screen.

- User ID: Last 4 characters of your NRIC/FIN/Passport Number followed by your Date of Birth (DOB) in DDMMYYYY format.
(E.g. If your NRIC is S1234**567A** and DOB is **01011970**, your “User ID” will be **567A01011970**)
- Password: <System Generated Password>
- Company ID: _____

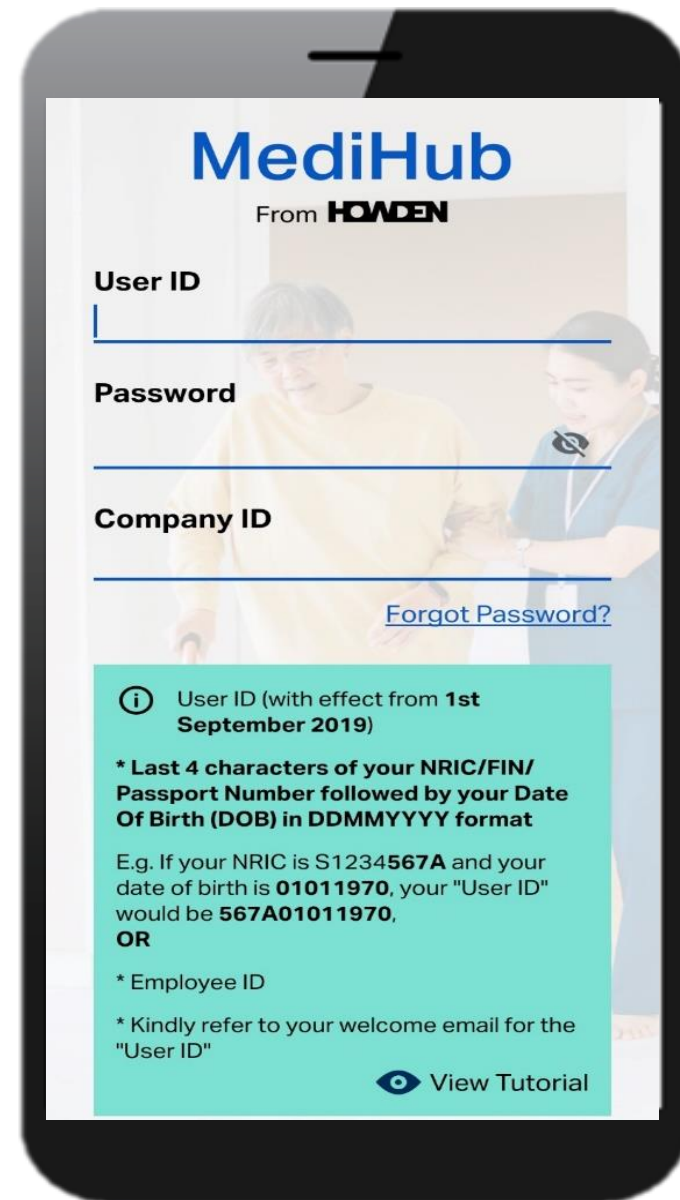
You will be prompted to change your password** and provide your Singapore registered mobile number for an OTP (One-Time Password). Upon successful registration, you will automatically remain logged in.

MEDIHUB ONLINE PORTAL

Please click [here](#) and key in the following information on the **MEMBER’S LOGIN** page:

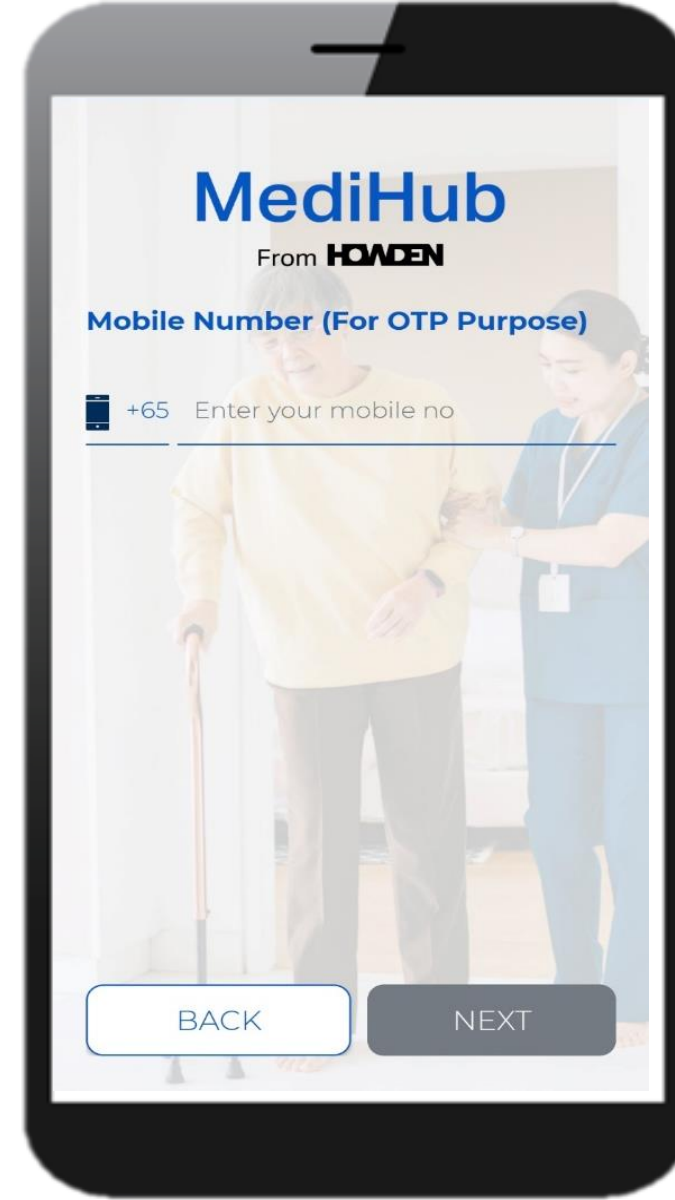
Student Group Insurance Programme

MediHub App Registration – Student



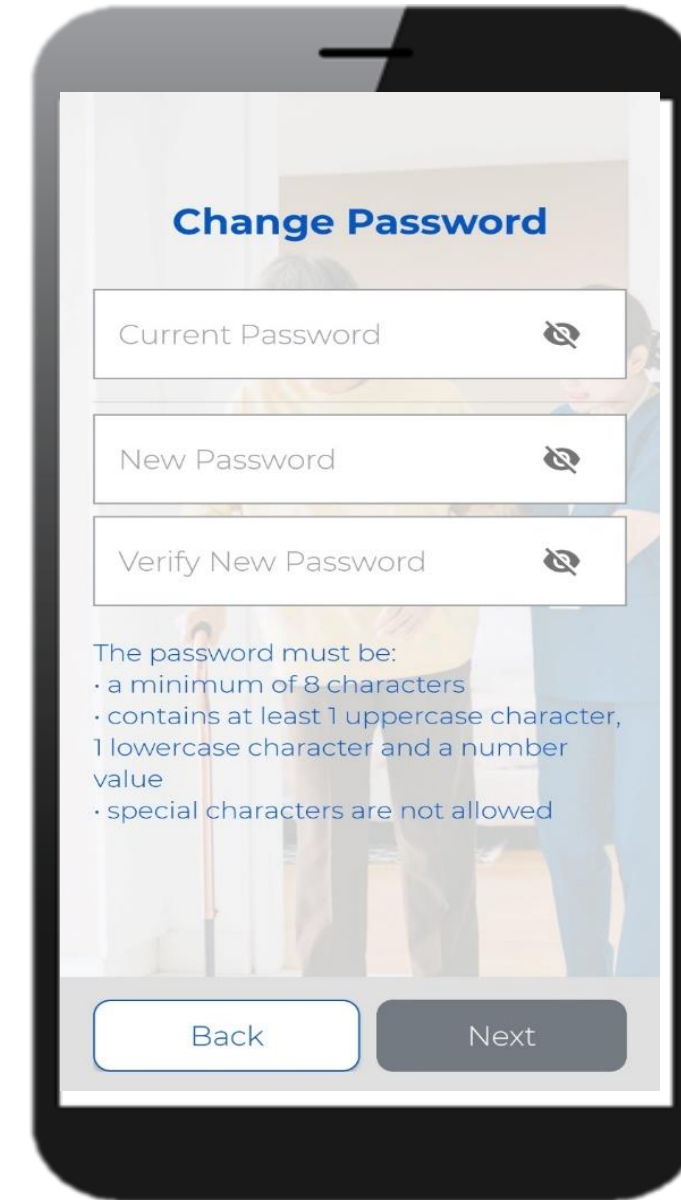
The screen displays the MediHub logo with 'From HOWDEN' underneath. It features three input fields: 'User ID', 'Password', and 'Company ID'. A link for 'Forgot Password?' is located below the password field. A teal information box at the bottom provides instructions on how to generate a User ID from an NRIC/Fin and Date of Birth, and also mentions the Employee ID. A 'View Tutorial' link is at the bottom right.

1. Key in MediHub login credentials provided in the Welcome Email.



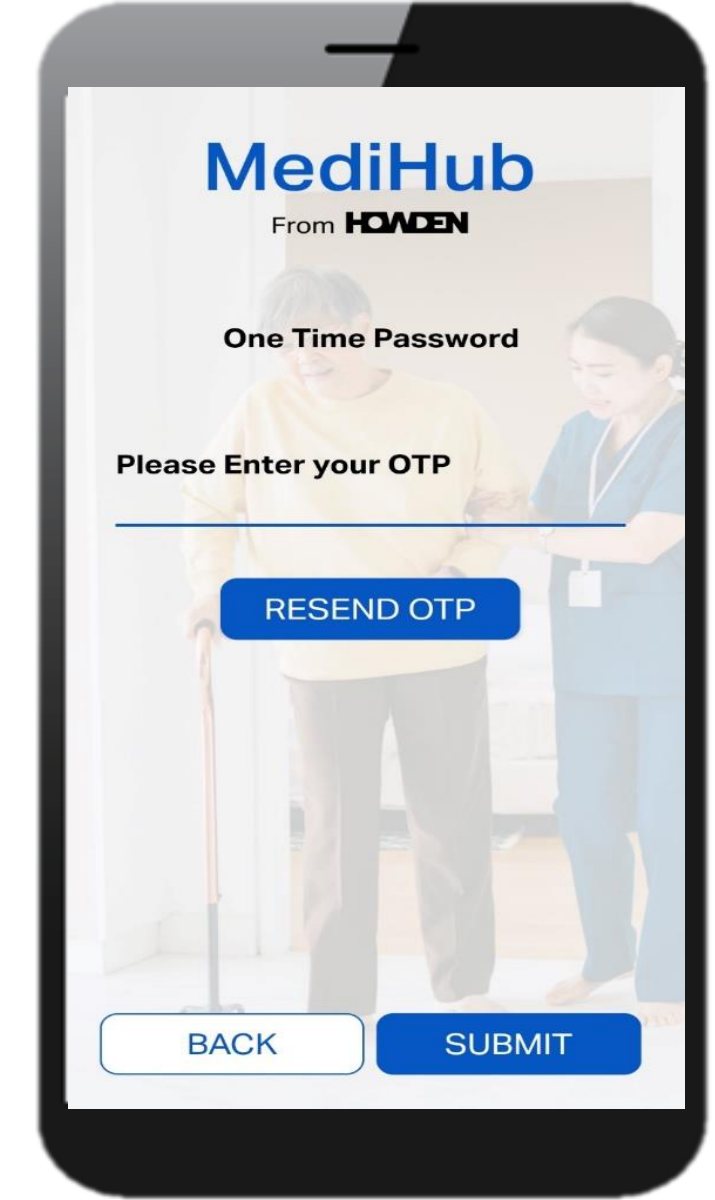
The screen shows the MediHub logo and 'From HOWDEN'. It has a 'Mobile Number (For OTP Purpose)' label above a phone icon and a text input field with a placeholder '+65 Enter your mobile no'. At the bottom are 'BACK' and 'NEXT' buttons.

2. Input your registered mobile number to receive your OTP.



The screen is titled 'Change Password' and features three password input fields: 'Current Password', 'New Password', and 'Verify New Password'. Below these fields, a list of password requirements is shown: minimum 8 characters, at least one uppercase and one lowercase character, and no special characters. 'Back' and 'Next' buttons are at the bottom.

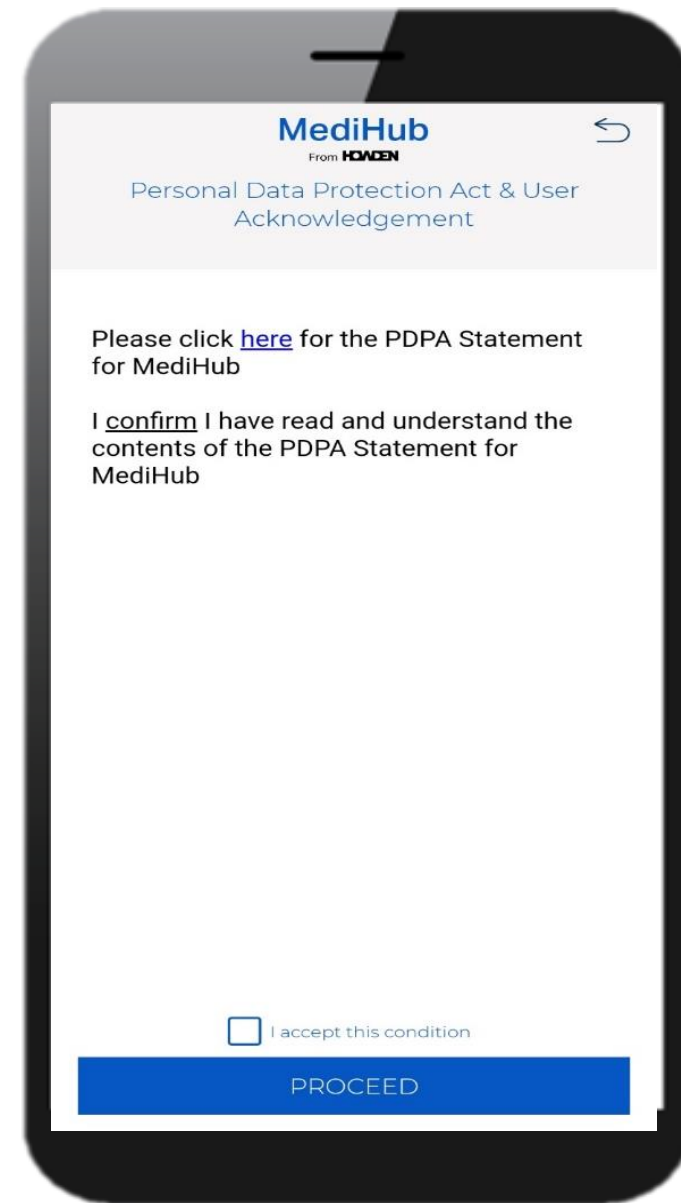
3. Input password provided in the Welcome email under "Current Password". Input your new password under "New Password".



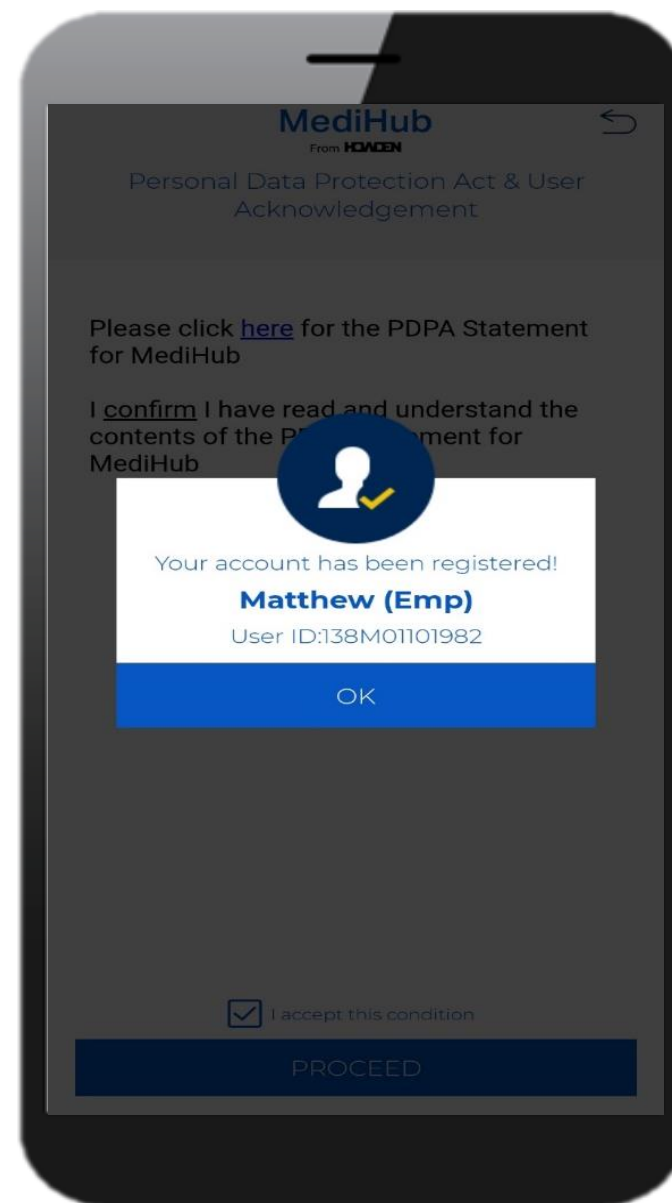
The screen displays the MediHub logo and 'From HOWDEN'. It shows a 'One Time Password' label above a text input field with the prompt 'Please Enter your OTP'. A 'RESEND OTP' button is positioned below the input field. At the bottom are 'BACK' and 'SUBMIT' buttons.

4. Enter the OTP that has been sent via SMS. Once done, the above message will appear. Tap on "OK" to proceed.

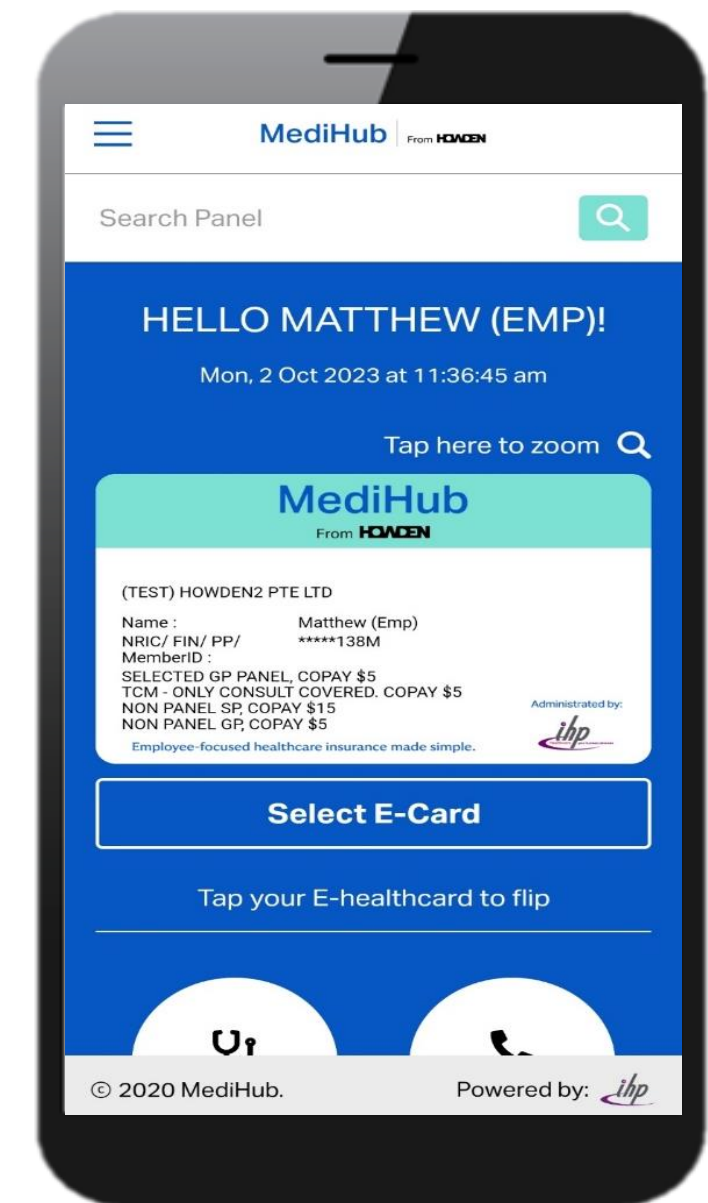
MediHub App Registration - Student



5. Tap on “**I accept this condition**”, followed by “**Proceed**”.



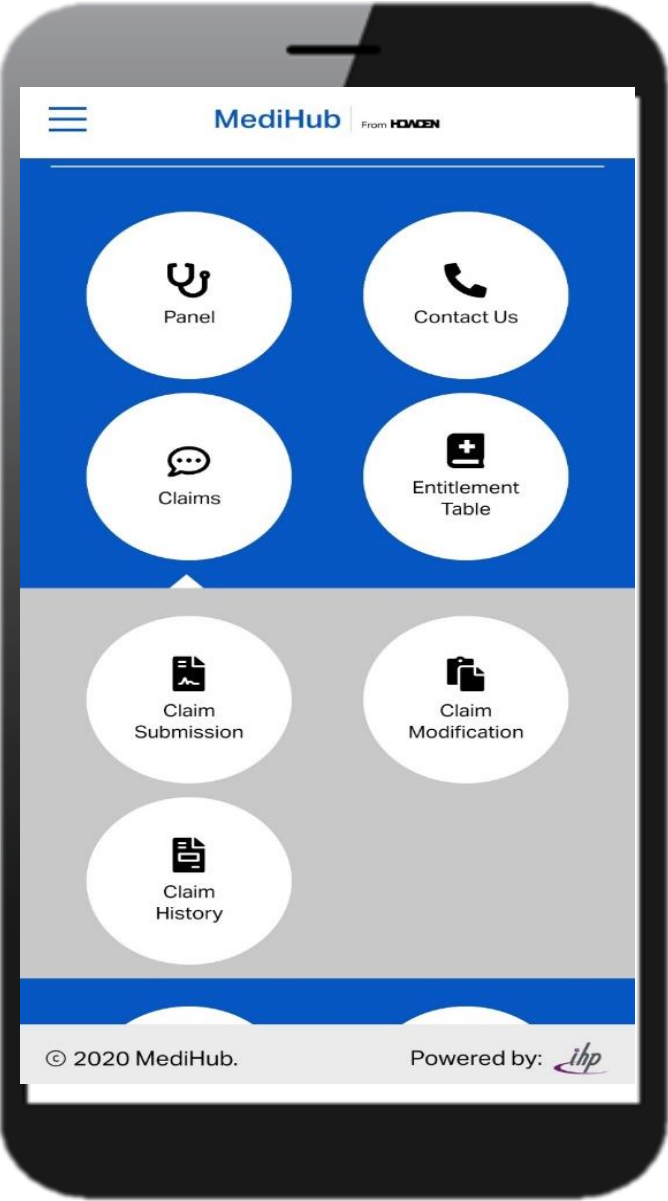
6. Pop out screen showing account has been successfully registered. Tap on “**OK**”.



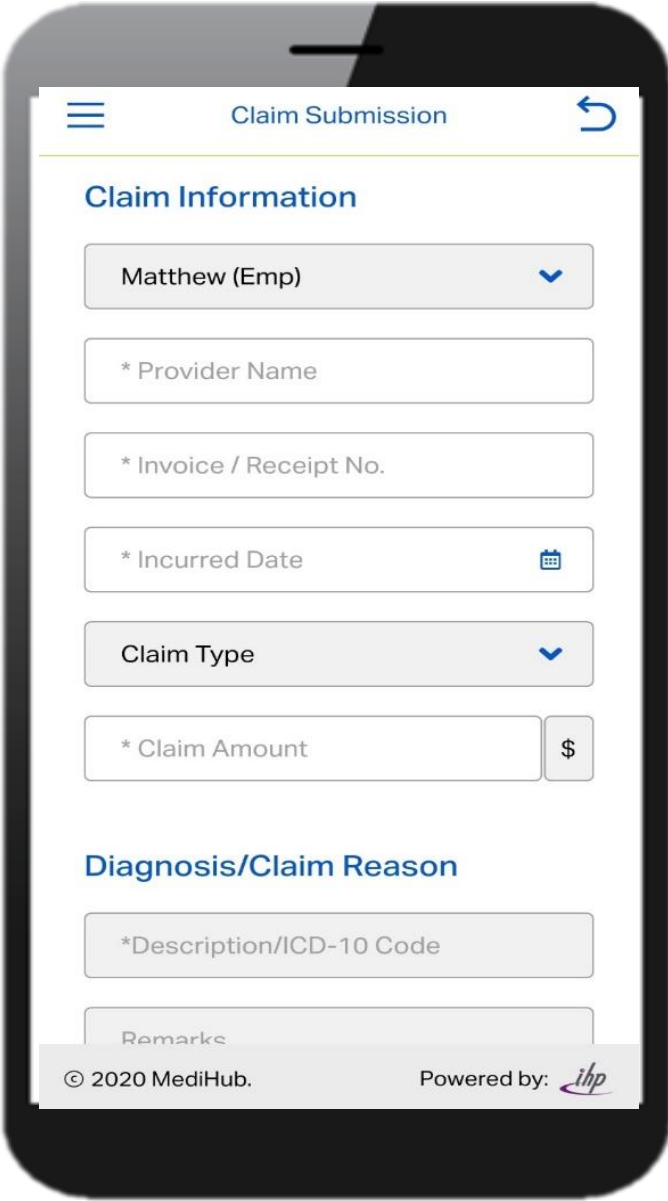
7. You can now tap on the different icons to enjoy MediHub suite of services.

MediHub App - Claims Module

MediHub Claims Submission



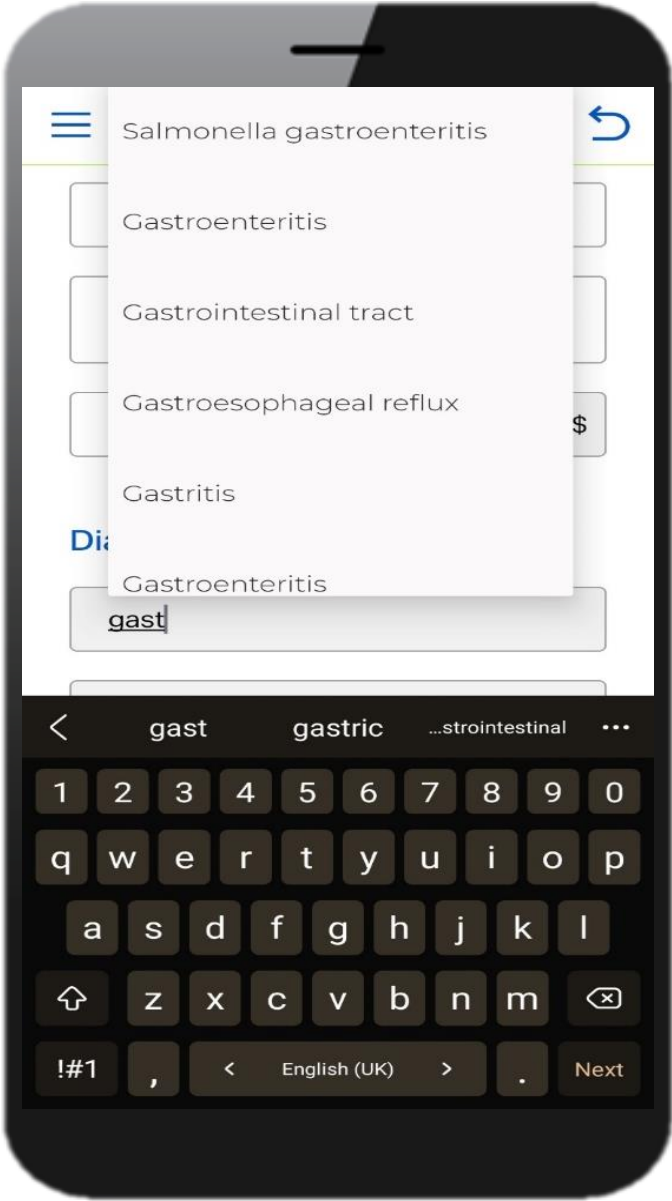
1. Tap on Claims, followed by Claims Submission



2. Input Relevant details and remember to attach receipt

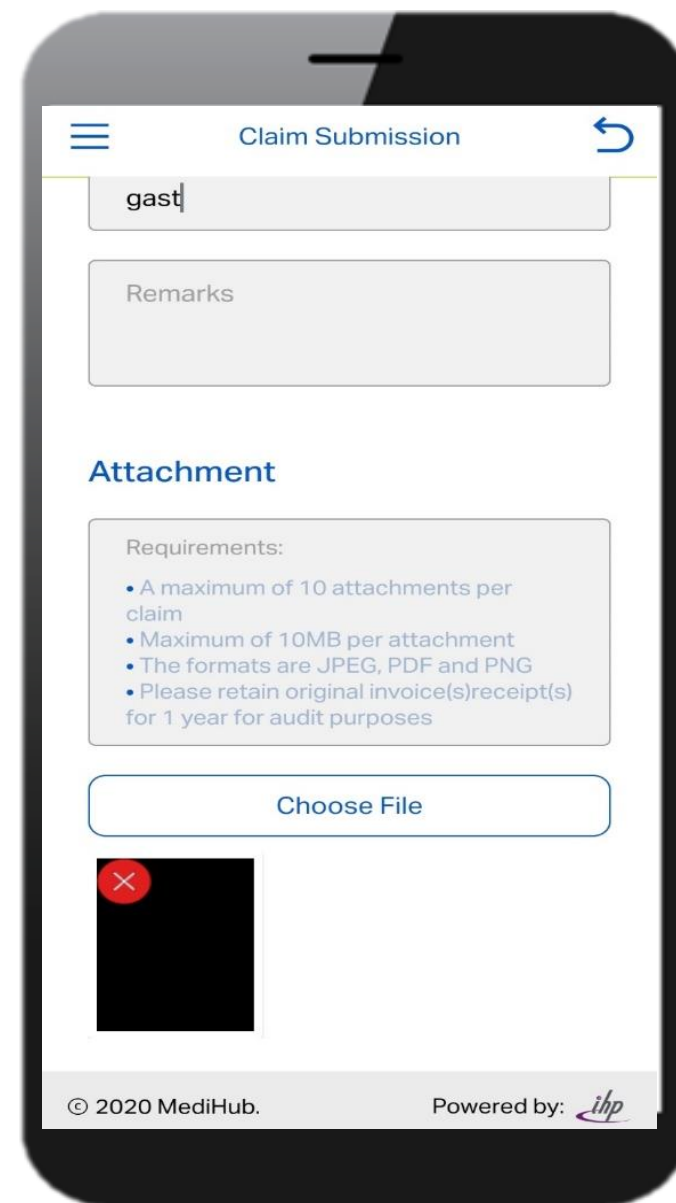


3. Under "Claim Type", there are various options to choose from, depending on your entitlement

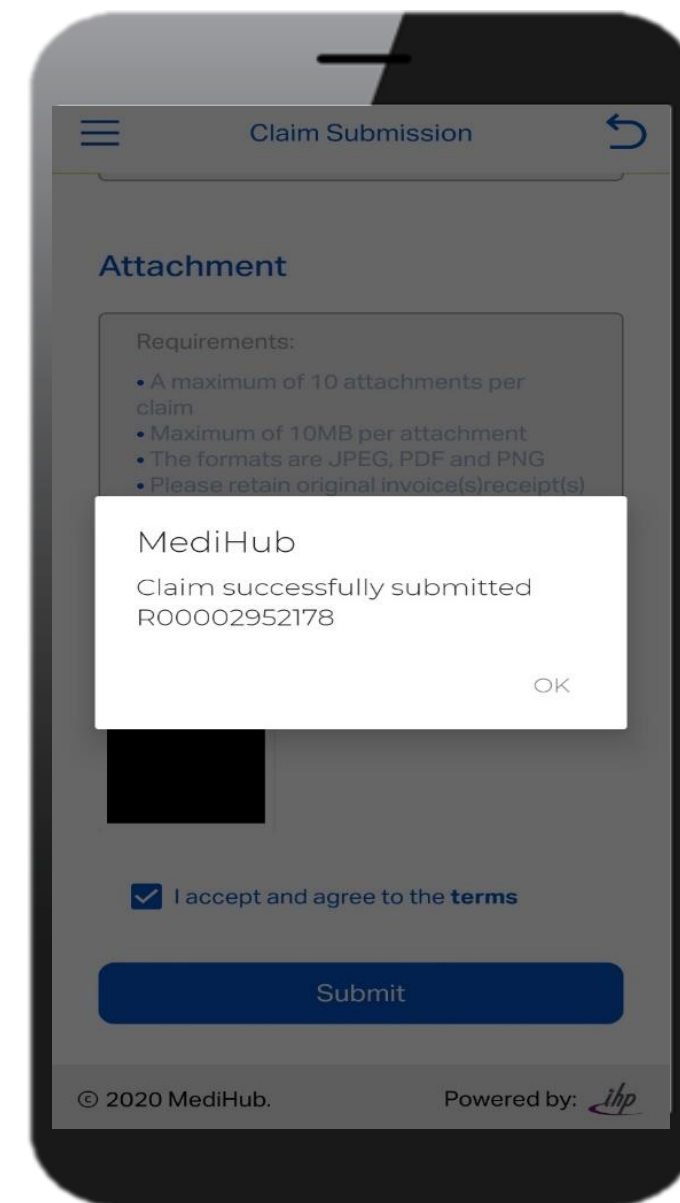


4. Enter "Diagnosis"

MediHub Claims Submission

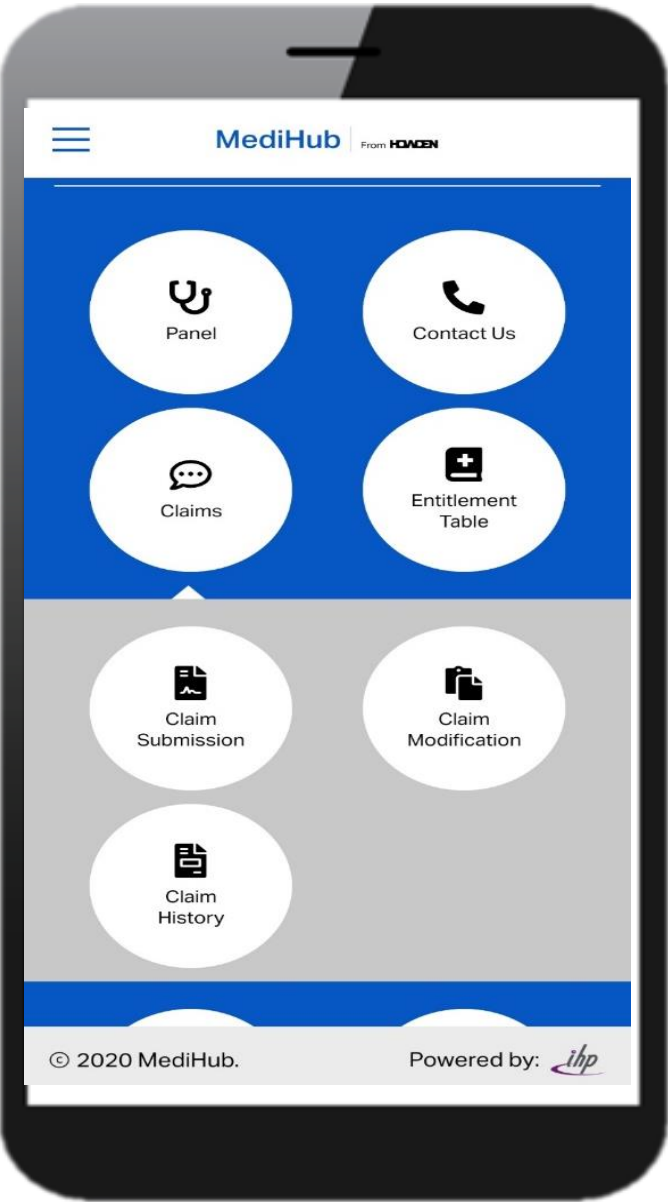


5. Choose file you saved from Gallery or use “Camera” to take picture of the receipts and supporting documents.

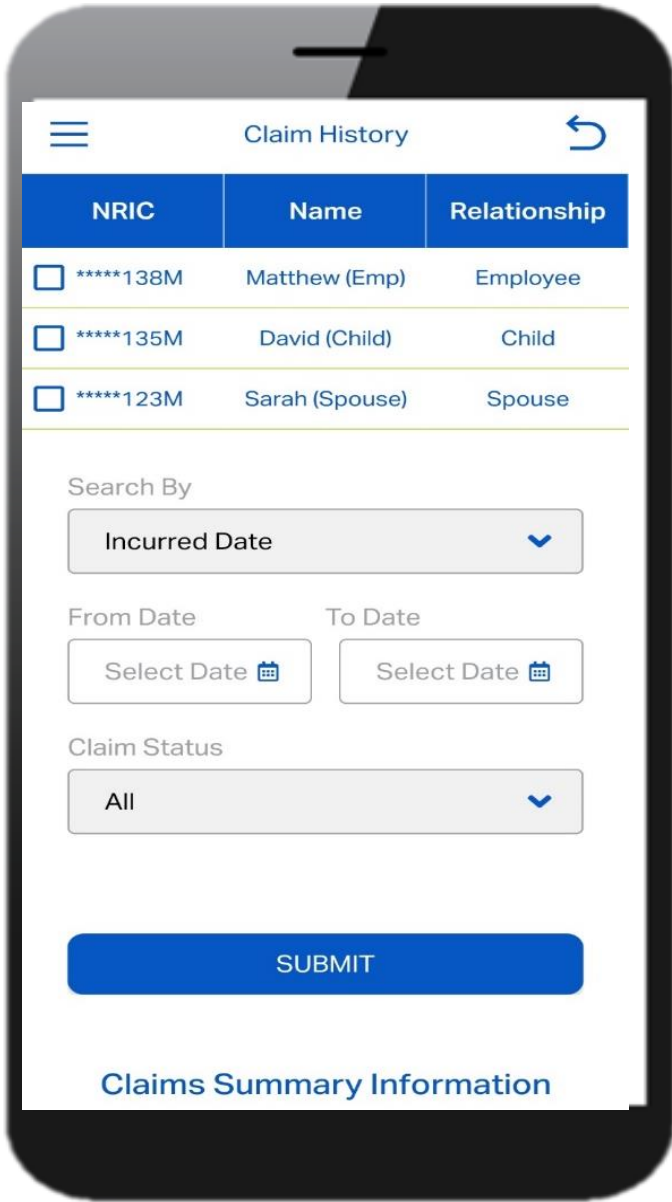


6. Tap on “Submit” and the claim reference number will appear.

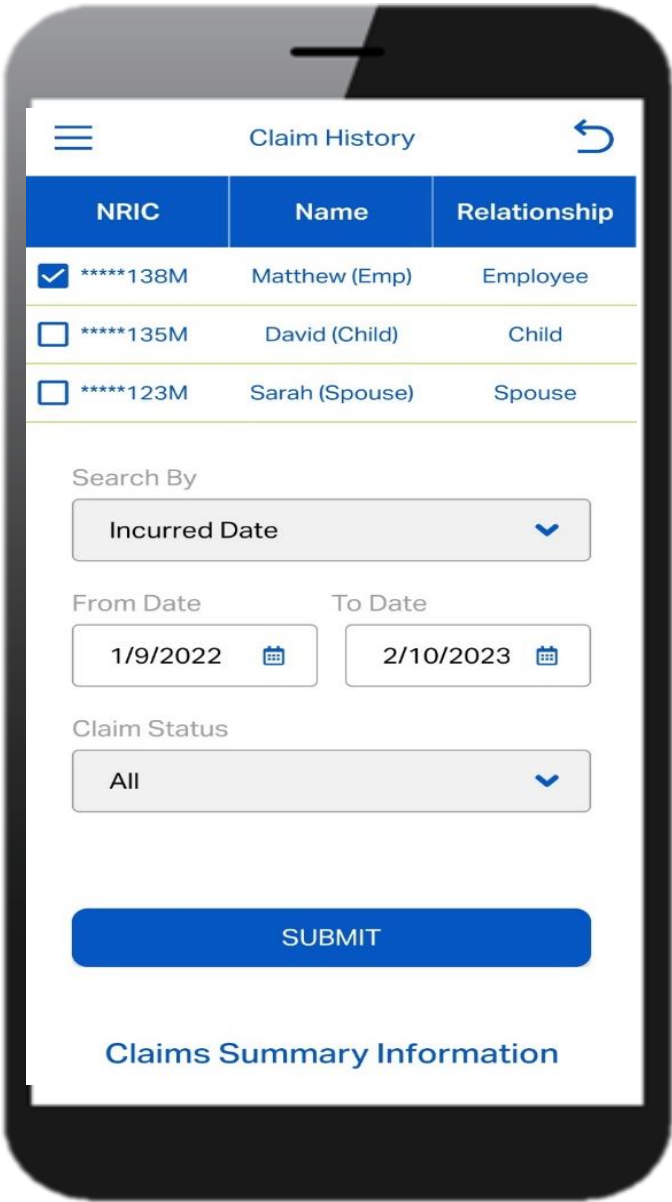
MediHub Claims History



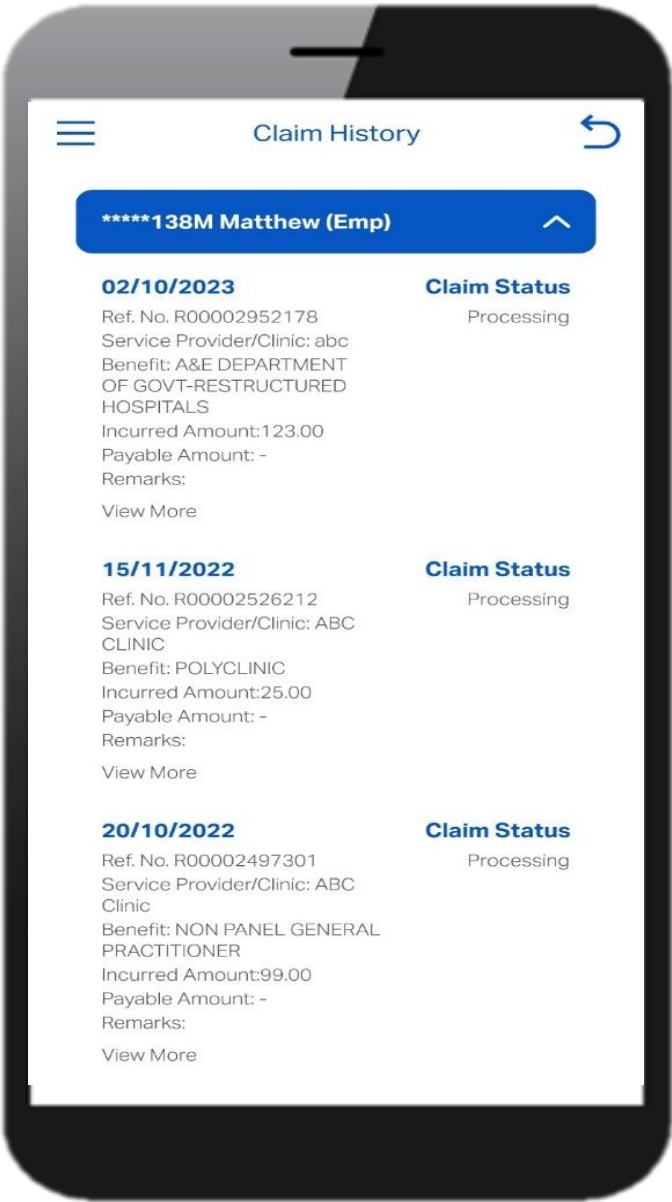
1. Tap on “**Claims**”, followed by “**Claims History**”



2. Select the claimant's name

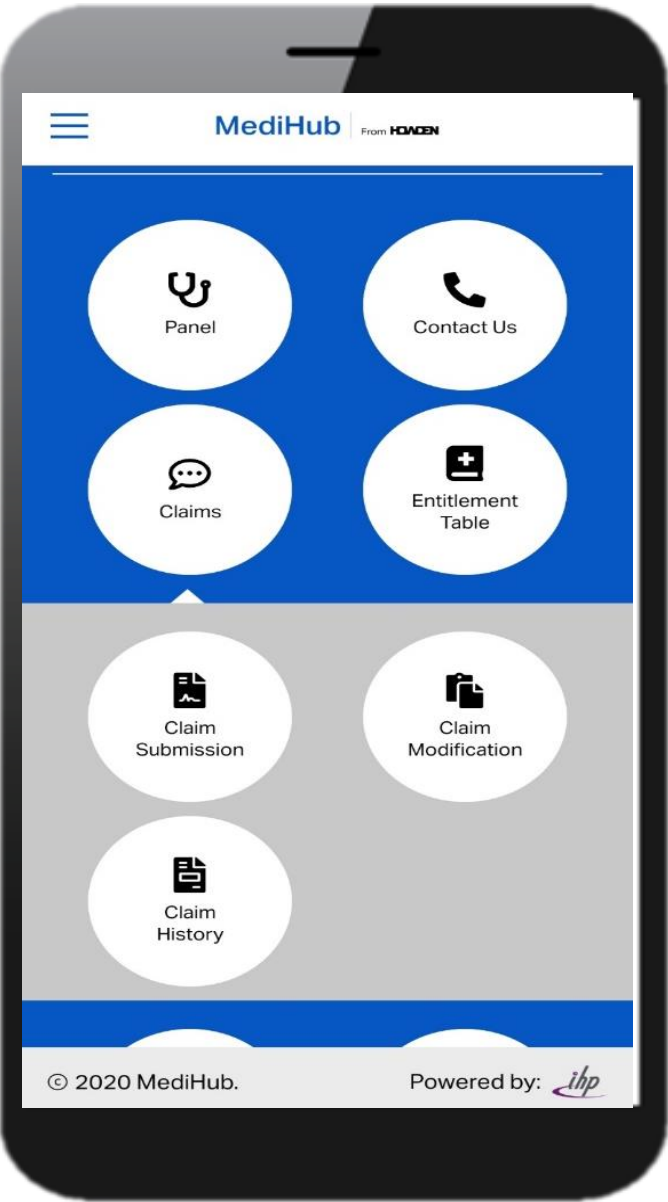


3. Select type of date & claim status.
Input time period and tap on “**Submit**”

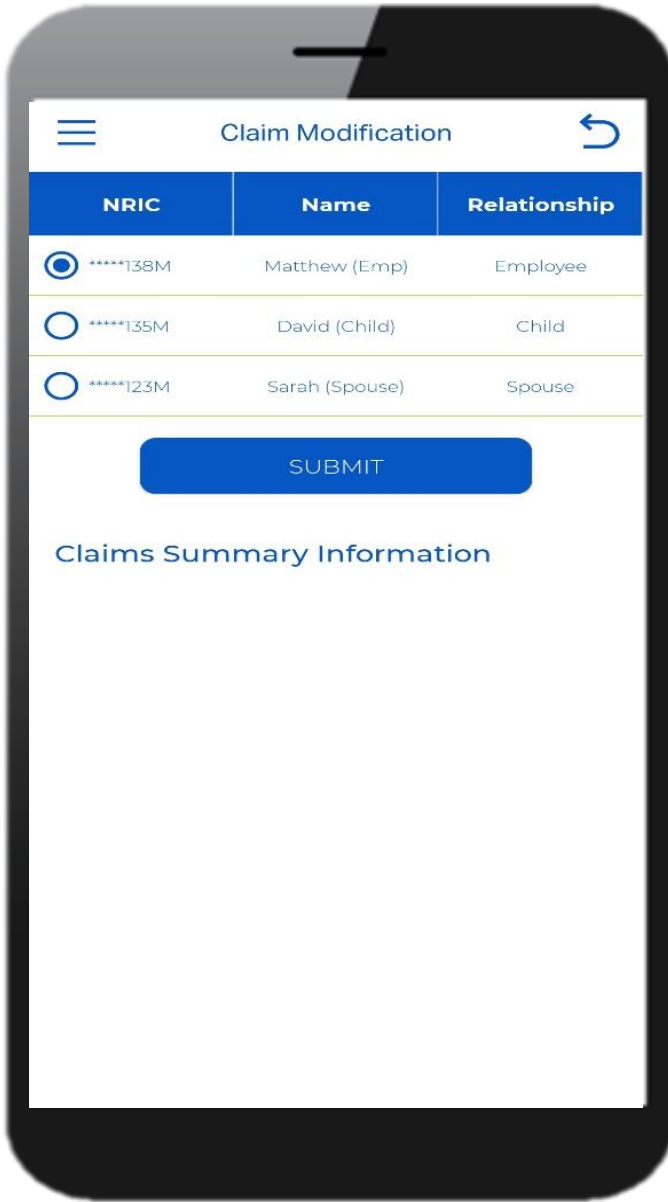


4. List of claims based on the time range selected will appear.

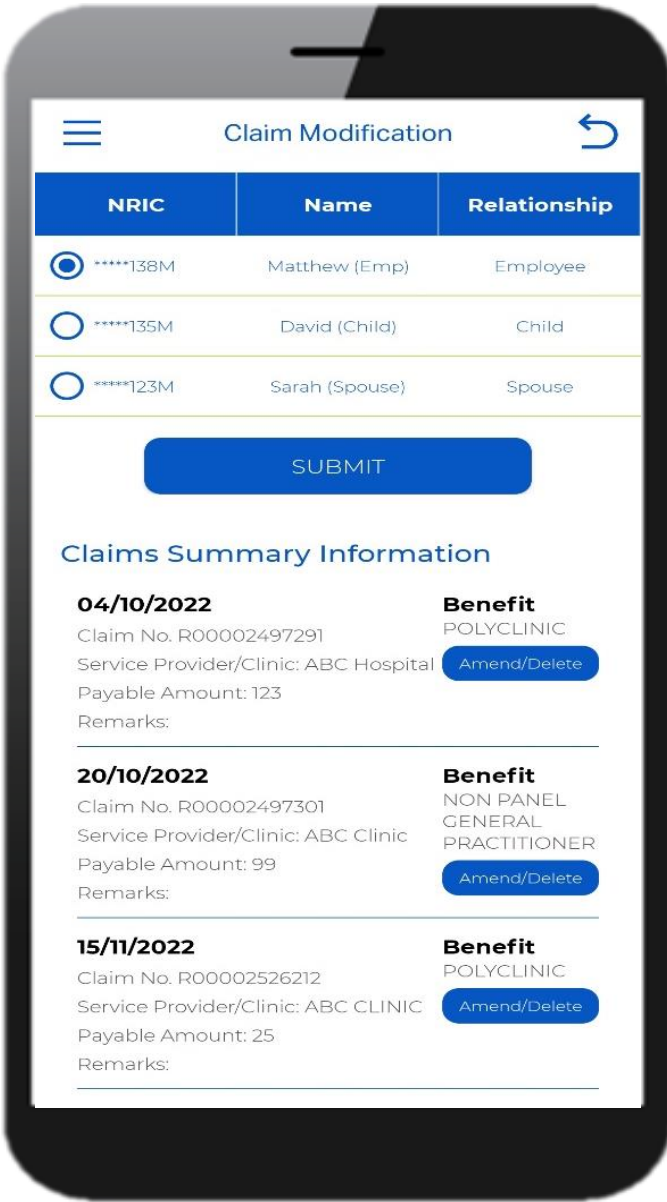
MediHub Claims Modification



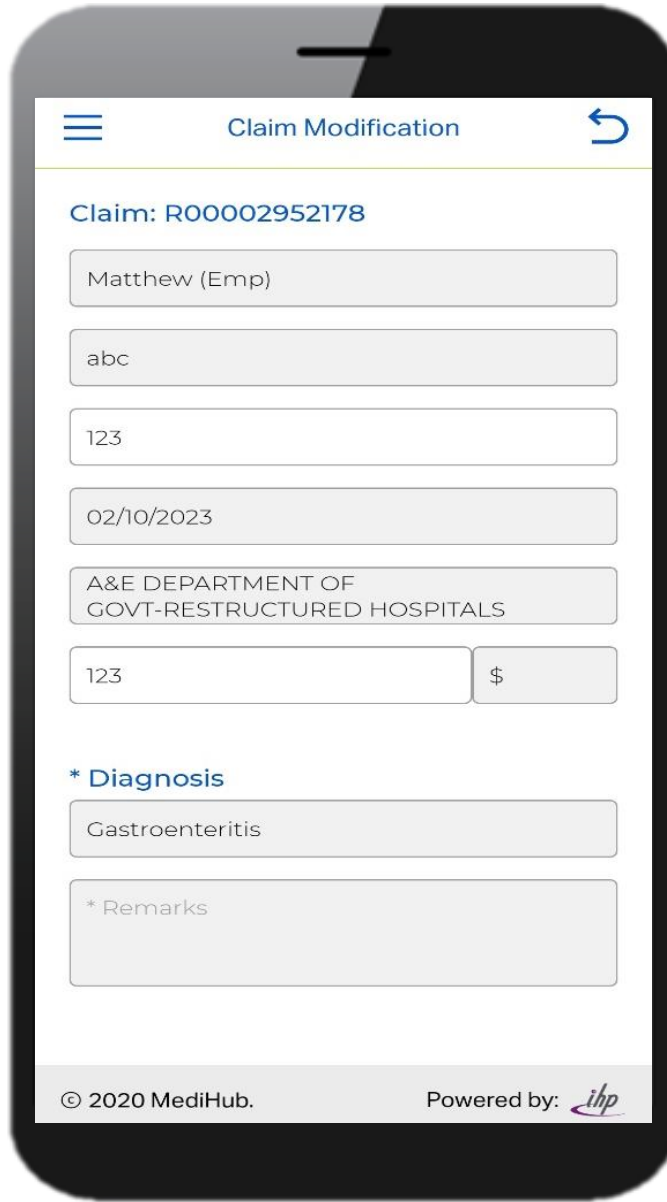
1. Tap on “**Claims**”, followed by “Claims Modification”



2. Select the claimant's name

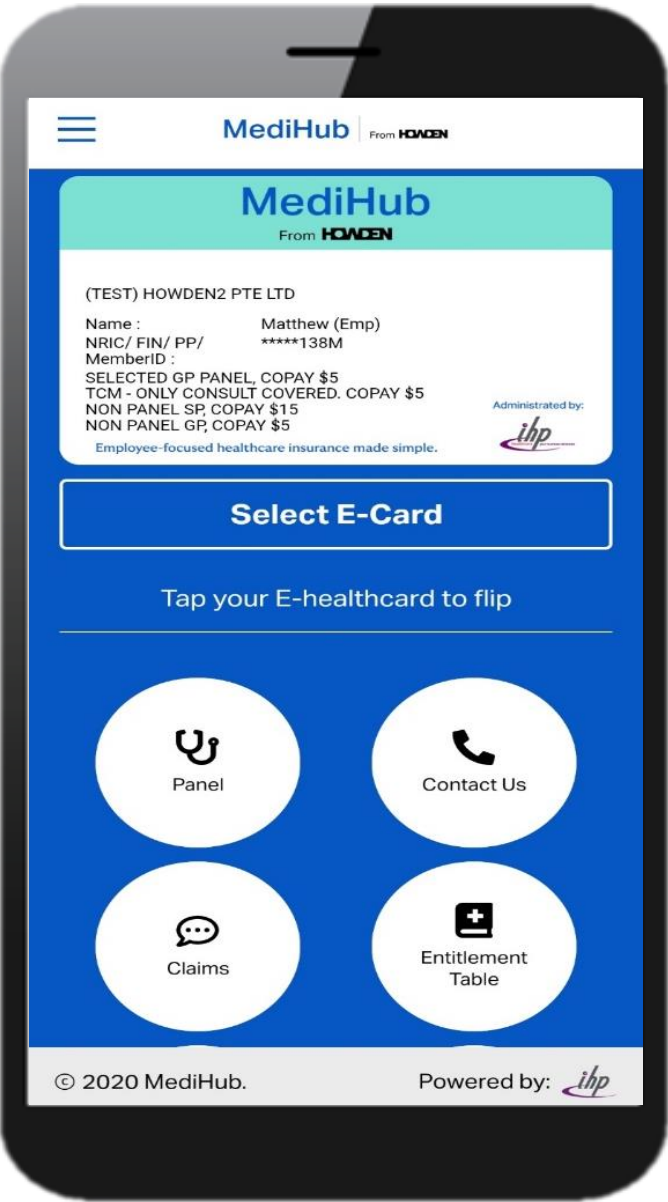


3. Select type of date & claim status.
Input time period and tap on “**Submit**”

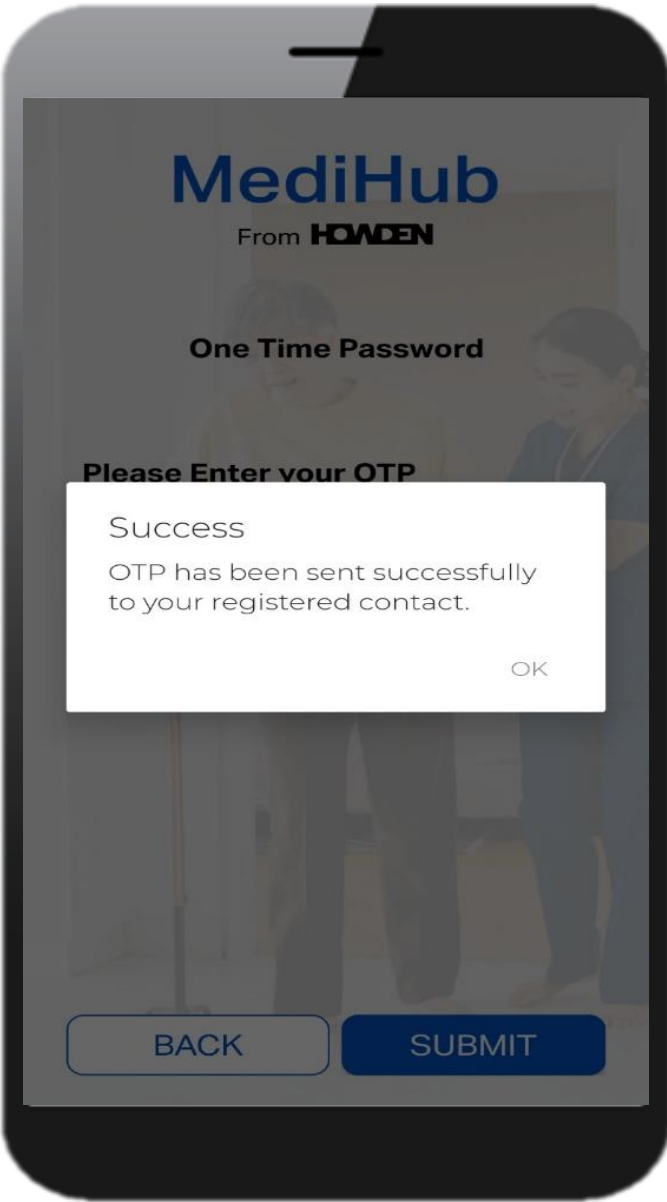


4. List of claims based on the time range selected will appear.

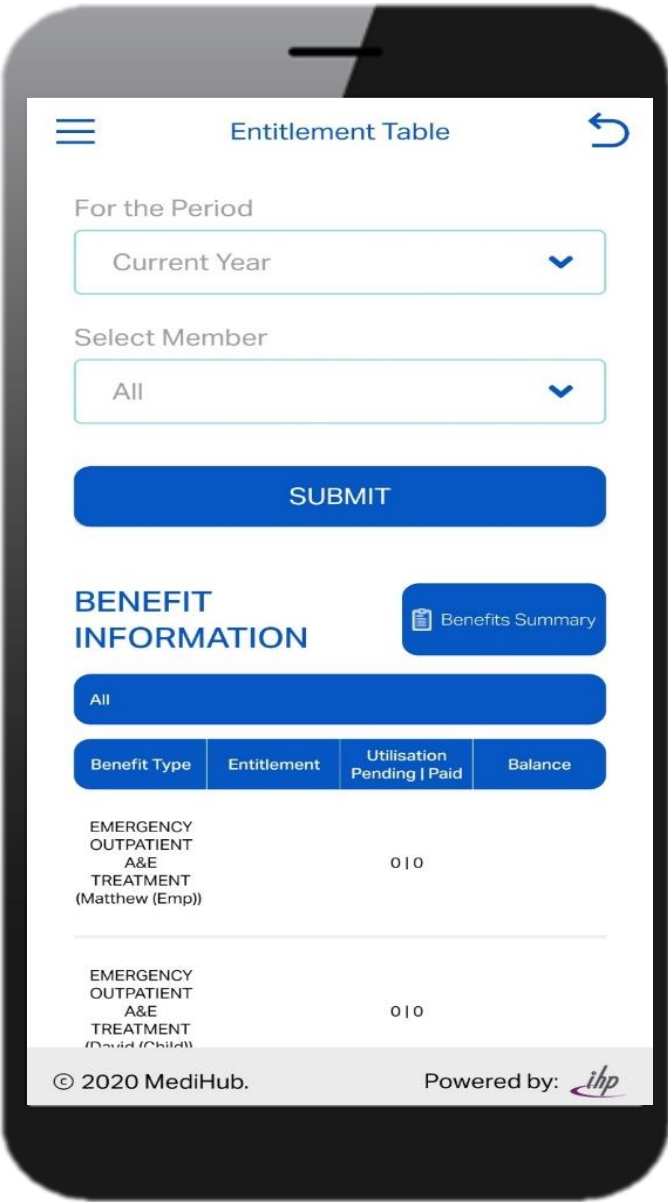
MediHub Entitlement Table



1. Tap on “Entitlement Table”



2. Input the OTP received via SMS



3. Select the year and member's name, followed by “Submit”

MediHub App vs Portal

MediHub App vs Portal

Services	App	Portal
Access to MediHub E-card	Yes	No
Access to MediHub List of Corporate Partners	Yes	No
Update of Employee's Mobile Number*	No	Yes
Download of complete MediHub Panel Listing in Excel	No	Yes

**Update through "Online Resource" tab on Portal or contact MediHub 24 Hours Helpline for assistance.*

All Other MediHub Features
are available on both app and portal:

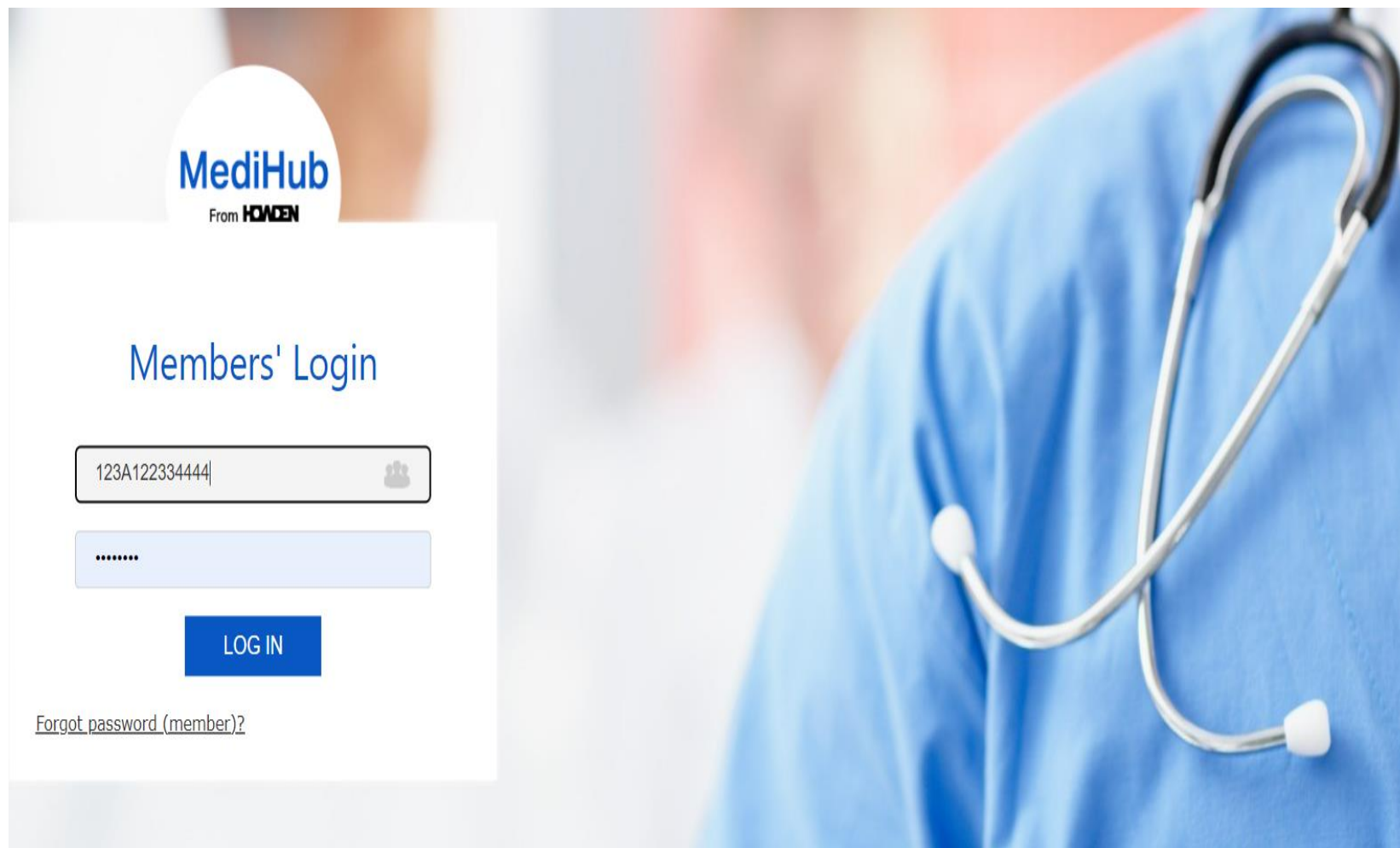
Student Group Insurance Programme

MediHub Portal

Student Group Insurance Programme

MediHub portal registration

1. Login to https://eclaim.ihp.com.sg/eclaim/howden_Login.asp

The image shows a login form for the MediHub portal. The form is white with a blue border and is overlaid on a background image of a person in blue scrubs with a stethoscope. The form includes the MediHub logo at the top left, the text 'Members' Login' in the center, a username input field with the text '123A122334444', a password input field with masked characters, a blue 'LOG IN' button, and a link for 'Forgot password (member)?' at the bottom left.

MediHub
From HOWDEN

Members' Login

123A122334444

LOG IN

[Forgot password \(member\)?](#)

MediHub Portal - Claims Module

MediHub claims submission

1. Click “Submit Claims” on the left side of the portal

SUBMIT CLAIMS

AMEND/DELETE CLAIMS

CLAIMS HISTORY

ONLINE RESOURCES

CHANGE PASSWORD

LOG OUT

Please enter your preferred verification questions/answers and mobile number under the [Online Resources module](#) and click on Password Reset Options.

Change Password

User ID 543W01011990

User Name

HOWDEN DEMO TEST ACCOUNT 04

Old Password

New Password

Confirm New Password

Save

Reset

2. Choose the claimant and input incurred date of claim, followed by “Next”

Claims Entry

Please choose the Claimant

NRIC	Name	Relationship
*****543W	HOWDEN DEMO TEST ACCOUNT 04	Employee

Incurred Date

dd/mm/yyyy

Next

Cancel

Student Group Insurance Programme

MediHub claims submission

2. Accept the PDPA statement by ticking on the check box followed by “I Agree” tab.



Please click [here](#) for the PDPA Statement for MediHub

I [confirm](#) I have read and understand the contents of the PDPA Statement for MediHub

☐ I have read and agreed to the above.

I Agree



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