



uniMED

PORTAL USER GUIDE

Welcome to the UNIMED User Guide! This guide will help you navigate and utilize all the features of our portal efficiently. Let's get started!

 www.mminsure.com



WHAT DOES THE UNIMED PORTAL USER GUIDE ENCOMPASS?

Whether you're a new user looking to get started or an experienced user seeking to maximize your productivity, this guide provides step-by-step instructions, helpful tips, and troubleshooting advice. Our goal is to ensure you have a seamless and efficient experience while using the portal. Let's get started on your journey to mastering the UNIMED Portal!

Guide Objectives

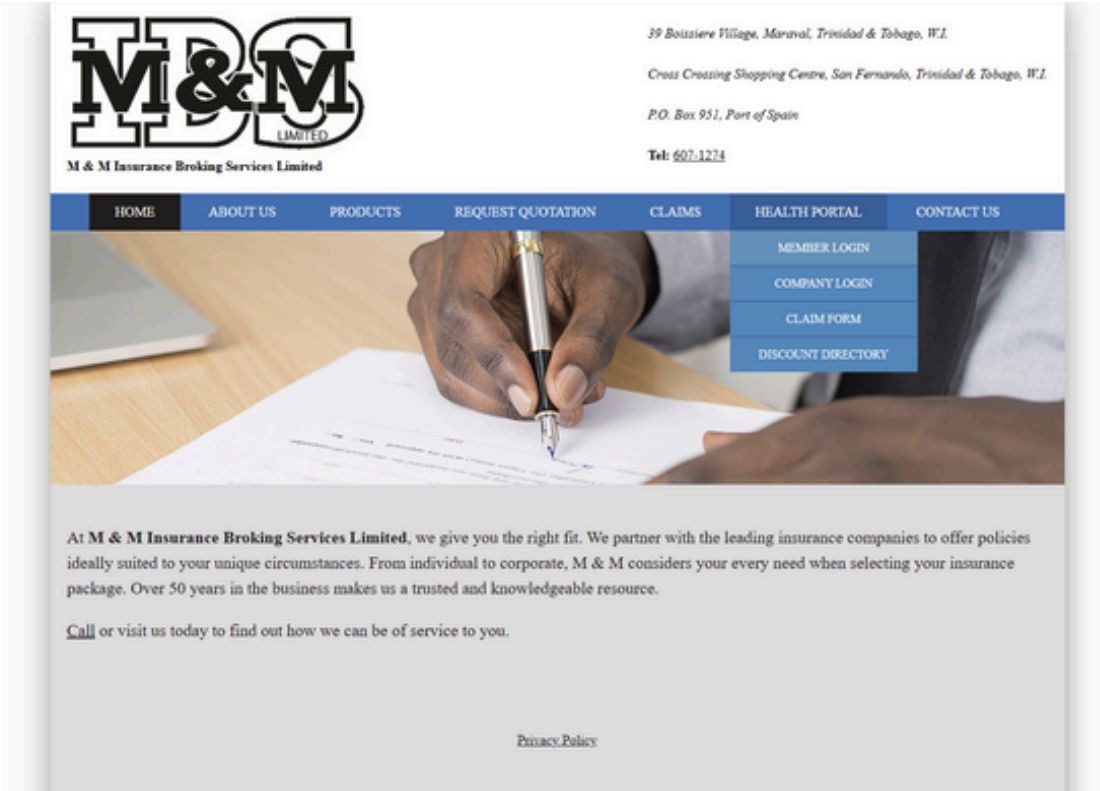
- [Accessing the portal](#)
- [Changing/Resetting your portal password](#)
- [Submitting your claim on the portal](#)
- [Submission of school letters](#)
- [Viewing your Explanation of Benefits \(E.O.B.\)](#)
- [Useful Information](#)

Click to jump to your section of interest....

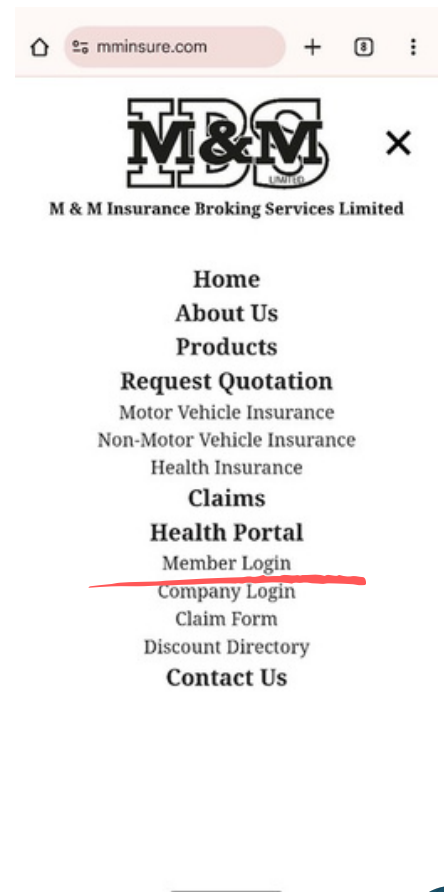
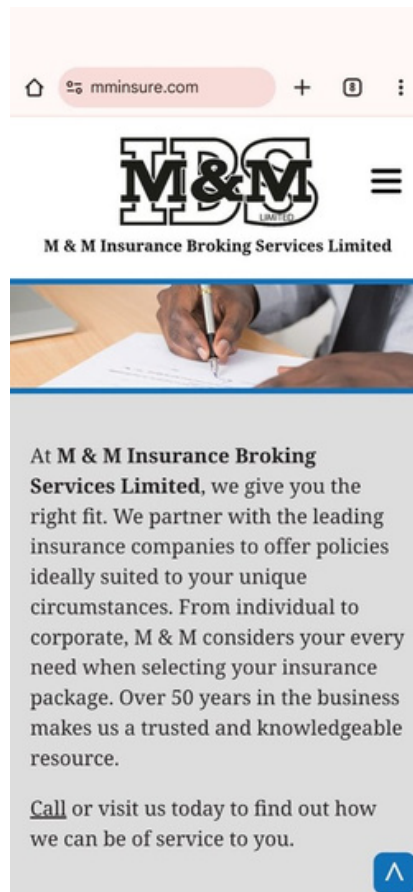
ACCESSING THE PORTAL:

Before you can access your portal account you will need to create a portal account. Head to <https://mminsure.com> and head to the member login screen on the portal.

COMPUTER: Move the cursor over the menu Option titled “Health Portal” and select “Member login” from the drop-down list.



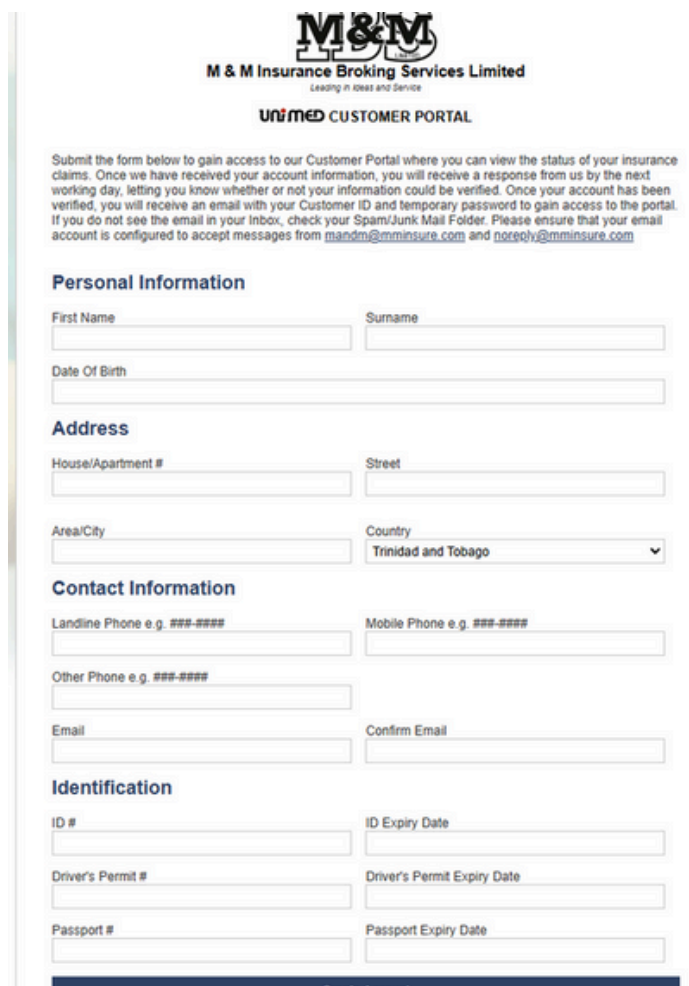
MOBILE: On the three-line menu in the top right corner, under “Health Portal”, select “Member Login”.



Once you arrive at the M&M login screen, click “**Create Account**”



This will take you to an online form to be filled out. Once this form is completed and you click submit, you will receive a response from us by the next working day, letting you know whether or not your information could be verified. Once your account has been verified, you will receive an email with your Customer ID and temporary password to gain access to the portal.



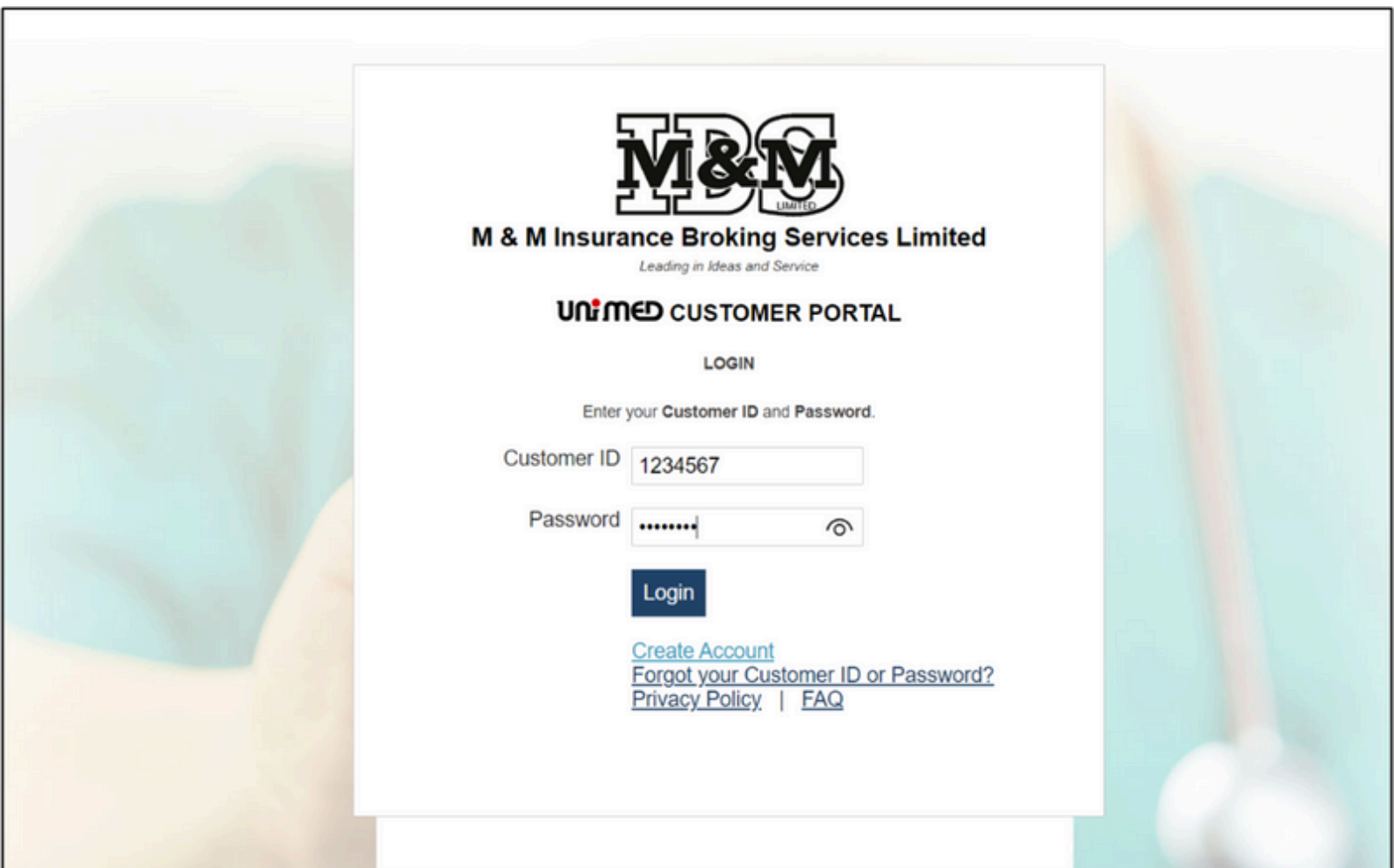
Once your account information has been verified, go to the UNIMED Customer Portal Login screen:

[Login - M & M Insurance Broking Services Limited Customer Portal \(mminsure.com\)](https://mminsure.com)

Ensure that you are on the “***Customer Portal***“

Input your 5–7-digit Customer ID and Password that you received when your portal account application was verified.

Click **Login**



CHANGING YOUR PORTAL PASSWORD:

All passwords received from the portal are temporary and are only valid for **3 hours** from the moment the email has been received.

Once you login in with a temporary password, it is recommended that you **change your password immediately.**

To change your password, navigate to the “Change Password” option in the main menu.

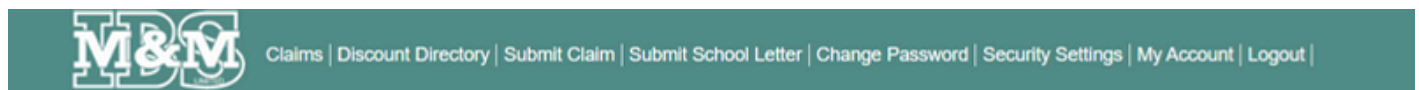
- Input your current password in the “Current Password” field (The temporary password)

- Choose a password at least 8 characters long that fits all the stated criteria of at least:

- 1 Uppercase character
- 1 Lowercase character
- 1 number
- 1 of the following special characters: !@#\$\$%&*;?

- Repeat this same password exactly in both the “New Password” and “Confirm New Password” fields.

- Click the **Update** button to update your password.



uniMED CUSTOMER PORTAL

CHANGE PASSWORD

Current Password

Please ensure that your new password contains at least

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 of the following symbols ! @ # \$ % & * ; ? only

Your password MUST be at least EIGHT characters long.

New Password

Show Password

Confirm New Password

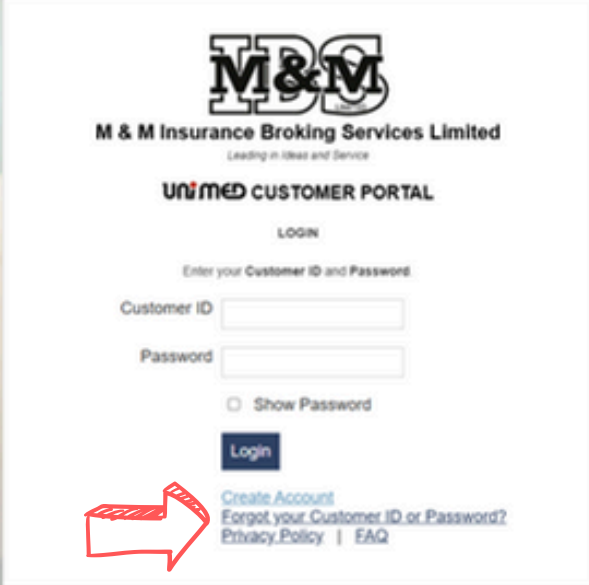
Show Password

You would know your password was successfully changed when all the information that was input in the fields are wiped clean and you see a popup stating: **“Your password was successfully changed”**



RESETTING YOUR PASSWORD:

On the login screen you can select “Forgot your customer ID or Password?”



M & M Insurance Broking Services Limited
Leading in Ideas and Service

UNIMED CUSTOMER PORTAL

LOGIN

Enter your Customer ID and Password

Customer ID


Password

Show Password

Login

[Create Account](#)
[Forgot your Customer ID or Password?](#)
[Privacy Policy](#) | [FAQ](#)

Enter your email address and a new temporary password would be sent to your email automatically.



M & M Insurance Broking Services Limited
Leading in Ideas and Service

UNIMED CUSTOMER PORTAL

Enter your email address below to reset your Password and receive your Customer ID. A new randomly generated password will be created and sent to the email address you registered with on the portal along with your Customer ID. This password will remain valid for only 3 hours from the time it is sent.

Email

Reset Password

Login

- Temporary passwords and are only valid for **3 hours** upon receipt of email.
- Once you login in with a temporary password, it is recommended that you **change your password immediately**.



SUBMITTING YOUR CLAIM ON THE PORTAL:

To submit a claim, navigate to the claims submission page by selecting the “**Submit Claim**” option from the Menu.



[Claims](#) | [Discount Directory](#) | [Submit Claim](#) | [Submit School Letter](#) | [Change Password](#) | [Security Settings](#) | [My Account](#) | [Logout](#)

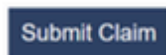
UniMED CUSTOMER PORTAL

SUBMIT CLAIM

Click the “**UPLOAD**” button below to upload your signed claim form and supporting documents (bills/receipts from doctor/hospital).

Then, click the “**Submit Claim**” button below.

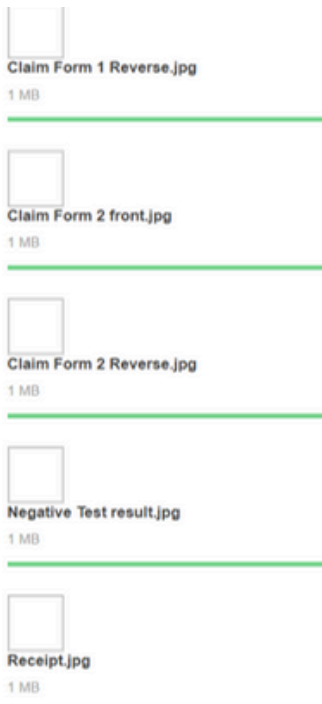
Accepted file types: pdf, doc, docx, jpg, jpeg, png & hpic



[Privacy Policy](#) | [FAQ](#)

Click the” **UPLOAD**” button to upload your signed claim forms and supporting documents.

A window will open up, which you can use to find the pictures of the claim you wish to submit. Select all the pictures of the claim you wish to submit and click open. Similar format for **mobile**, select your files application and navigate to where your files are stored.



A green ribbon will appear under each file that was successfully uploaded.

Click on the “**Submit Claim**” button to submit all the uploaded documents for the claim.

Submit Claim



SUBMISSION OF SCHOOL LETTERS:

When a dependent who is a child of the member turns 19, the member will be required to submit a school letter, in order to continue coverage of said child.

This function can be found on the top menu list and functions very similar to the portal claim submission page.

Claims | Discount Directory | Submit Claim | **Submit School Letter** | Change Password | Security Settings | My Account | Logout |

uniMED CUSTOMER PORTAL

Submit Claim

Click below for your Membership Card

uniMED
Preferred Provider Organisation

EMILIO RODULFO
PLAN: MANDM

Showing Claims: 1 - 1

Row	Claim #	EOB	Type	Date Submitted	Payable Date	Status	Claimed	Patient	Comments	Last Updated
1		View EOB	MEDICAL - LOCAL			Payment has been issued			NO COMMENTS	

[Privacy Policy](#) | [FAQ](#)

Click on the “**Submit School Letter**” button to submit the document.

uniMED CUSTOMER PORTAL

SUBMIT SCHOOL LETTER

Click the “UPLOAD” button below to upload your School Letter.

Then, fill in the dependent’s information below and click the “Submit School Letter” button.

UPLOAD

Screenshot 2024-08-23 091503.png
126 KB

DEPENDENT INFORMATION

First Name

Surname

Date of Birth

Submit School Letter

[Privacy Policy](#) | [FAQ](#)

Enter details of dependent for whom the school letter pertains.



VIEWING YOUR EXPLANATION OF BENEFITS (E.O.B.):

On your claims page, you can view your explanation of benefits. This will become available once your claim nears processing completion.

The EOB details what you have paid for the claim and what is covered as your reimbursement.



[Claims](#) | [Discount Directory](#) | [Submit Claim](#) | [Submit School Letter](#) | [Change Password](#) | [Security Settings](#) | [My Account](#) | [Logout](#)

uniMED CUSTOMER PORTAL

[Submit Claim](#)

Click below for your Membership Card



EMILIO RODULFO
PLAN: MANDM

Showing Claims: 1 - 1

Row	Claim #	EOB	Type	Date Submitted	Payable Date	Status	Claimed	Patient	Comments	Last Updated
1	2024052441	View EOB	MEDICAL - LOCAL	Wed 12 Jun 2024	Thu 13 Jun 2024	Payment has been Issued	\$400.00	GRAYEME EMMATT RODULFO	NO COMMENTS	Fri 23 Aug 2024 3:45am

[Privacy Policy](#) | [FAQ](#)

You click “**View EOB**” on the claim screen to bring up the EOB for viewing.



[Claims](#) | [Discount Directory](#) | [Submit Claim](#) | [Submit School Letter](#) | [Change Password](#) | [Security Settings](#) | [My Account](#) | [Logout](#)

uniMED CUSTOMER PORTAL

EXPLANATION OF BENEFITS

[View All Claims](#) | [Print This Page](#)

GROUP HEALTH DISBURSEMENT SHEET		M & M INSURANCE BROKING SERVICES LTD.				
		39 BOISSIERE VILLAGE				
		PHONE : 607-1274				
Insured's Name :		Patient's #:				
Patient's Name :		Claim No. :				
Relationship :						
Settle Date :						
=====						
Benefit	# Visits	Visits Paid	Cost	Limit	Claim	Benefit
=====						
DOCTOR - OFFICE						
=====						
TOTAL :						
DEDUCTIBLE :						
** PAYABLE :						
=====						



USEFUL INFORMATION:

- ◆ Please note that upon 5 unsuccessful attempts at logging into your account, your account will be deactivated.

If this occurs, send an email to portaladmin@mminsure.com, with your customer ID requesting re-activation.

- ◆ For information on your health benefits and claims you will need to contact our Query Department, see contact information below.

- [607-1274](tel:607-1274) Ext 1421, 1407, 1424, 1425
- health_ins@mminsure.com

- ◆ The portal only accepts the following file types:
Accepted file types: pdf, doc, docx, jpg, jpeg, png & heic

- ◆ The upload functions on the portal have a maximum file size of 1mbs per file.
Newer camera phones often capture photos that are upwards of 10mbs

The maximum combined file size for any upload must not exceed 5mbs.

To avoid issues when uploading, we suggest you download the app called Clear Scanner, or a similar application that can compress the file while preserving the quality of the image and save them as one pdf.



Clear Scanner

Android: [Clear Scan - PDF Scanner App](#)

IOS: [Clear Scan - PDF Scanner App](#)

- ◆ If you would like to change the email address associated with your account, please send an email from the existing email address requesting same.
In instances when you no longer have access to the current email address, please send the request to your employer's HR department and they will forward the request to us.

Once either of these criteria are met, we will change the email address immediately and you will receive an email informing you that the change has been completed.



- ◆ You can also access your **E-card** from the claims screen.
You can present your card at any of our providers listed on the **Discount Directory** showing proof of your membership and receive exclusive membership discounts.

uniMED CUSTOMER PORTAL

Submit Claim

Click below for your Membership Card



uniMED
GROUP HEALTH PLAN
Preferred Provider Organisation
**DIGITIZED
DISCOUNT DIRECTORY**

+868-607-1274
EBENEFITS@MMINSURE.COM
39 BOISSIERE VILLAGE, MARAVAL
WWW.MMINSURE.COM