



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

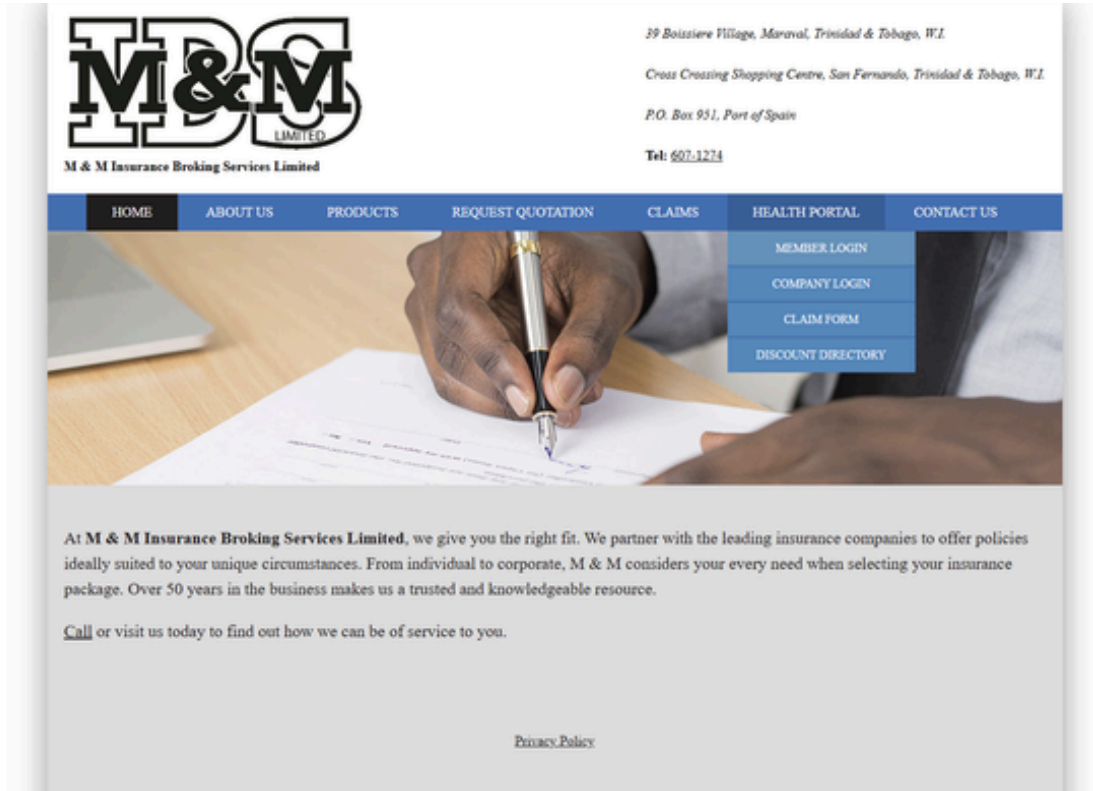
- [Accessing the portal](#)
- [Changing/Resetting your portal password](#)
- [Submitting your claim on the portal](#)
- [Submission of school letters](#)
- [Viewing your Explanation of Benefits \(E.O.B.\)](#)
- [Useful Information](#)

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

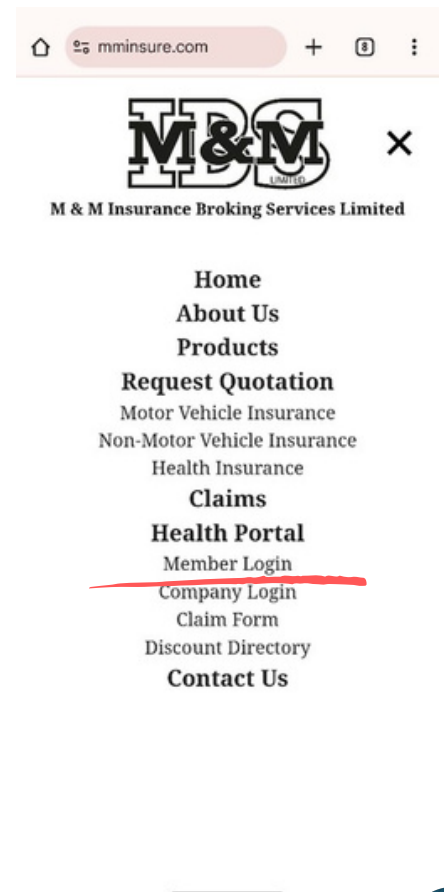
ACCESSING THE PORTAL:

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.

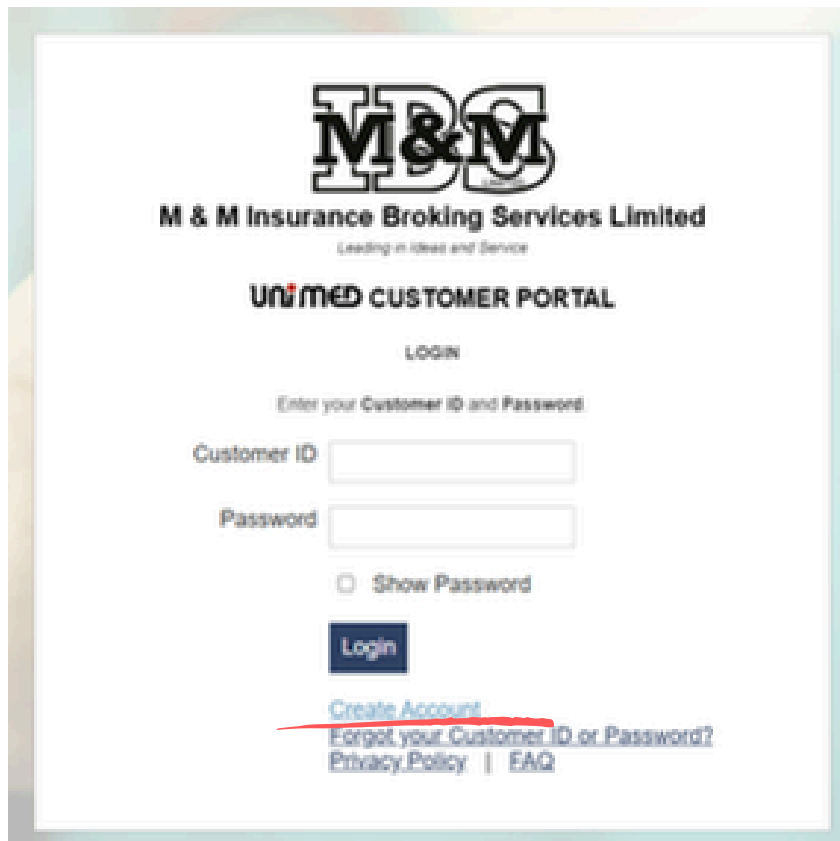
COMPUTER: Move the cursor over the menu Option titled “Health Portal” and select “Member login” from the drop-down list.



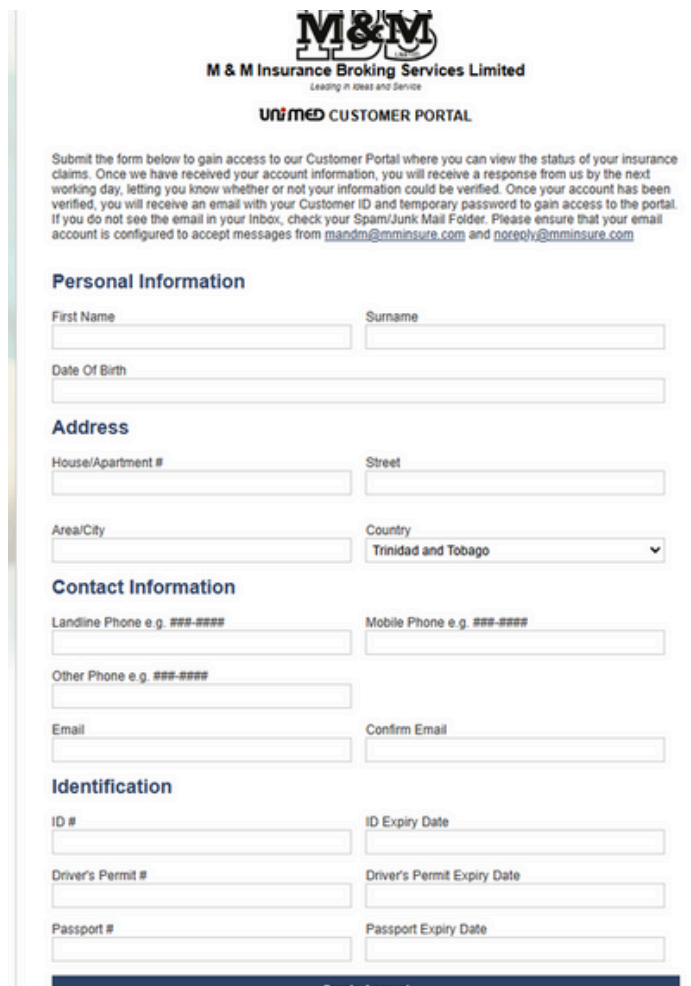
MOBILE: On the three-line menu in the top right corner, under “Health Portal”, select “Member Login”.



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.



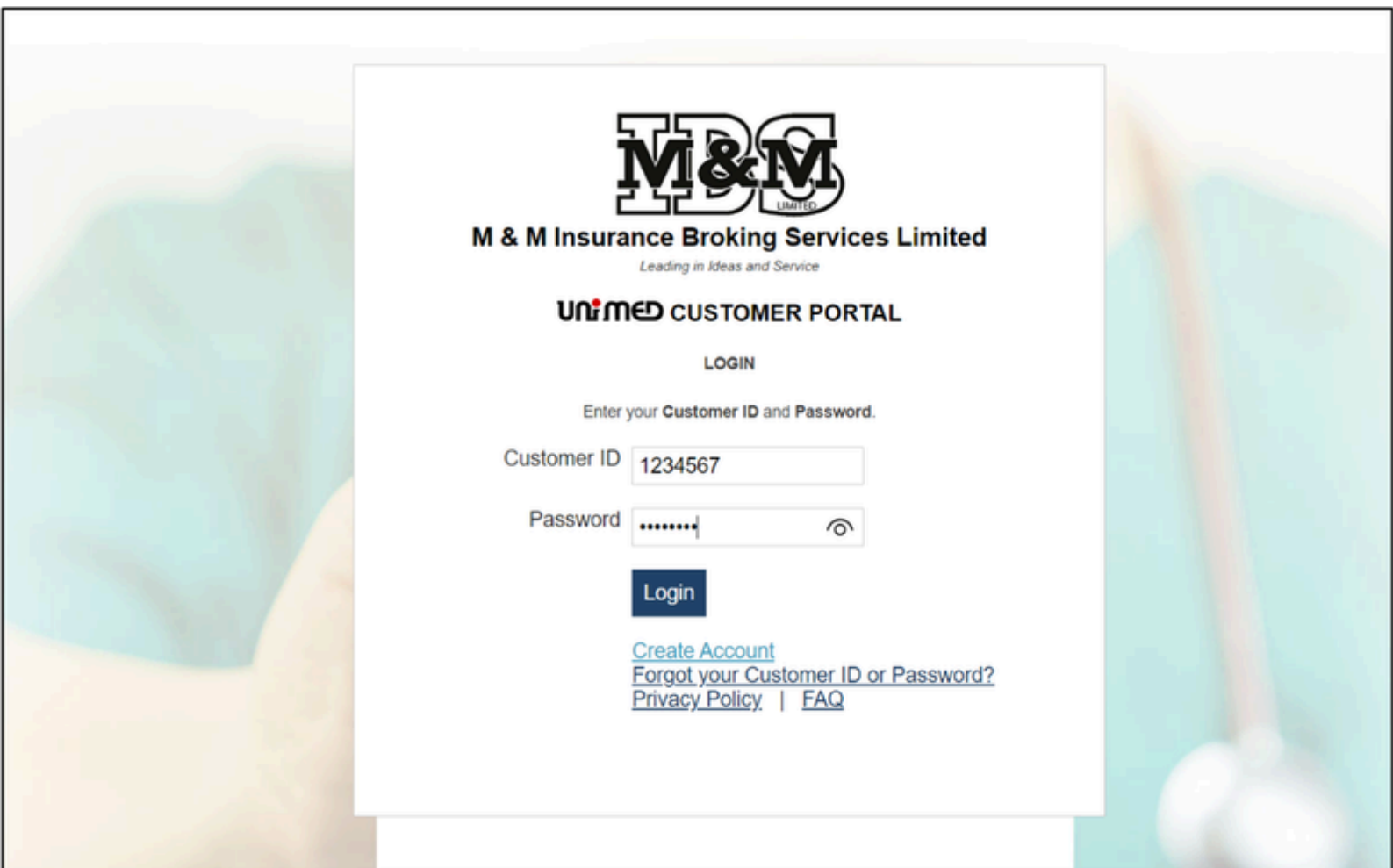
Once your account information has been verified, go to the UNIMED Customer Portal Login screen:

[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**

The image shows a login interface for the UNIMED Customer Portal. At the top, there is a logo for M & M Insurance Broking Services Limited, featuring the letters 'M&M' in a stylized font with 'LIMITED' underneath. Below the logo, the text 'M & M Insurance Broking Services Limited' is displayed, followed by the tagline 'Leading in Ideas and Service'. The main heading is 'UNIMED CUSTOMER PORTAL' in a bold, sans-serif font. Below this, the word 'LOGIN' is centered. A prompt 'Enter your Customer ID and Password.' is followed by two input fields. The first field is labeled 'Customer ID' and contains the text '1234567'. The second field is labeled 'Password' and contains seven dots, with a small eye icon to its right. Below the password field is a dark blue button with the word 'Login' in white. At the bottom, there are four links: 'Create Account', 'Forgot your Customer ID or Password?', 'Privacy Policy', and 'FAQ', all in a smaller, blue font.

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.***

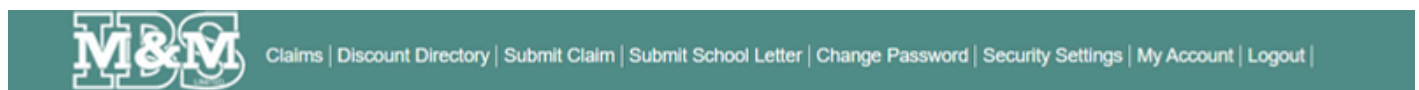
To change your password, navigate to the “Change Password” option in the main menu.

- 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.



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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

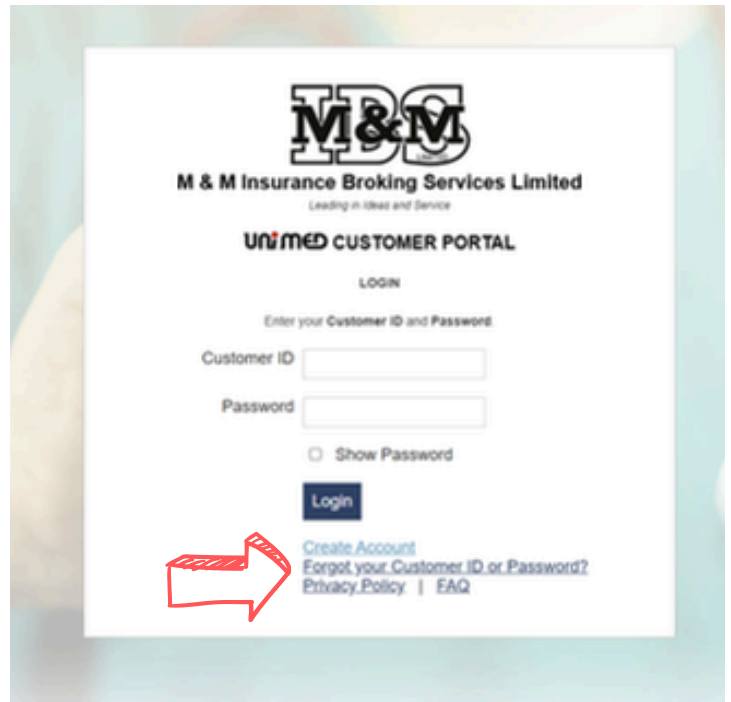
Update

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?”



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UNIMED CUSTOMER PORTAL

LOGIN

Enter your Customer ID and Password

Customer ID

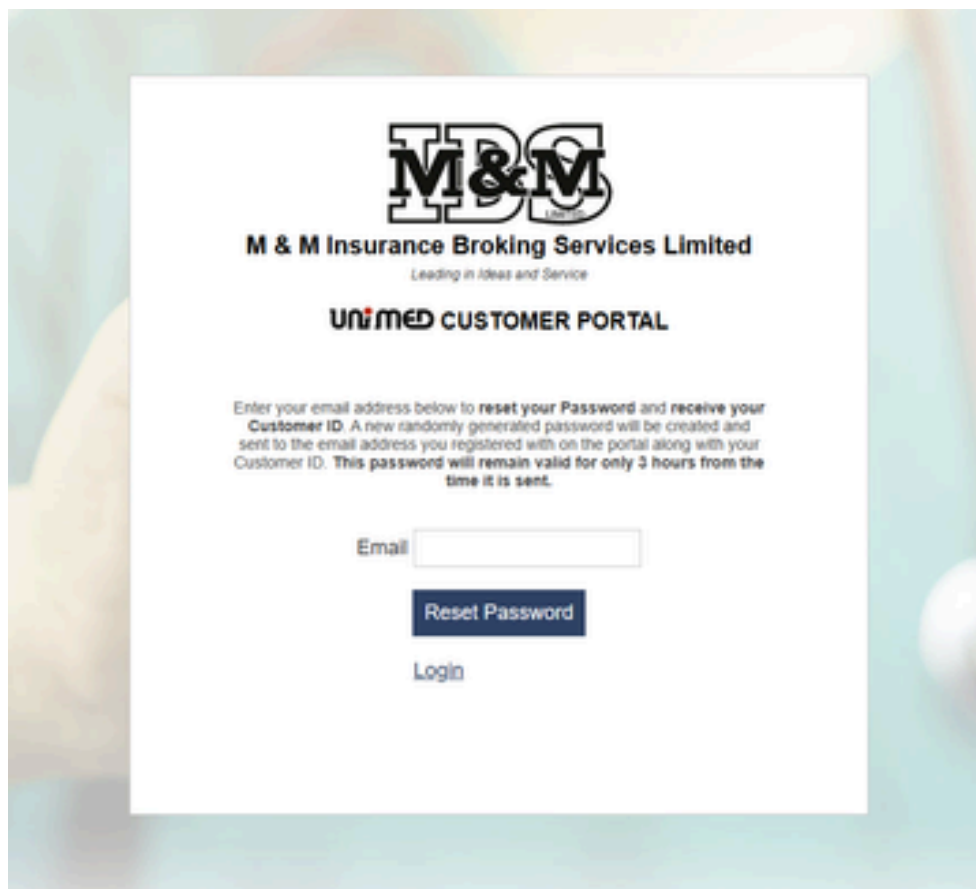
Password

☐ 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.



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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

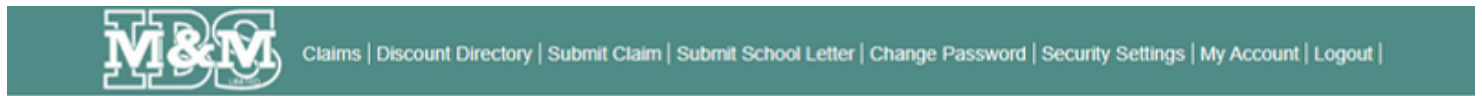
Login

- Temporary passwords 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.



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Submit Claim

Click below for your Membership Card



The form will now accept the **Front of Claim Form**, **Back of Claim Form** and **All Other Supporting Documents**. The first two (2) fields only accept **one (1)** file each, but the 3rd can accept **multiple** files.

Click on the choose files option in each field to upload the relevant portion of your claim.

Alternatively, if you already have a pdf file with your documents you need only upload it **once**. This can be inserted into the **first(1st)** field, **Front of Claim Form**. Ensure that your claim pdf file follows the outlined format of the fields. *i.e. Front of claim form, Back of claim form, etc.*

The image shows a screenshot of the uniMED CUSTOMER PORTAL SUBMIT CLAIM form. It has three sections: "Front of Claim Form" with a "Choose File" button and a file name "clr_sc.pdf" (Max file size: 10 MB); "Back of Claim Form" with a "Choose File" button and a file name "MC 2.pdf" (Max file size: 10 MB); and "Receipts, Letters, etc." with a "Choose Files" button and a file name "clr_doc2.pdf" (Max file size: 10 MB per file). At the bottom are two buttons: "Submit Claim" and "Clear & Reset Form".The image shows a screenshot of the uniMED CUSTOMER PORTAL SUBMIT CLAIM form during the upload process. It has three sections: "Front of Claim Form" with a "Choose File" button and a file name "PXL_20251114_1311306..." (Max file size: 10 MB); "Back of Claim Form" with a "Choose File" button and a file name "PXL_20251114_1316069..." (Max file size: 10 MB); and "Receipts, Letters, etc." with a "Choose Files" button and a file name "PXL_20251114_131124..." (Max file size: 10 MB per file). At the bottom are two buttons: "Submit Claim" and "Clear & Reset Form". Below the buttons is a progress bar and the text "Uploading and processing...".The image shows a screenshot of the uniMED CUSTOMER PORTAL SUBMIT CLAIM form after submission. It has three sections: "Front of Claim Form" with a "Choose File" button and a file name "PXL_20251114_1311306..." (Max file size: 10 MB); "Back of Claim Form" with a "Choose File" button and a file name "PXL_20251114_1316069..." (Max file size: 10 MB); and "Receipts, Letters, etc." with a "Choose Files" button and a file name "PXL_20251114_131124..." (Max file size: 10 MB per file). At the bottom are two buttons: "Submit Claim" and "Clear & Reset Form". Below the buttons is the text "Your claim was submitted."

Once all necessary files are selected, You can click “**Submit Claim**”. This will start the upload and processing of your files. A gray bar will appear and show the progress of your submission. This bar will turn to green when completed.

You will then get the prompt stating that “**Your claim has submitted.**”



SUBMITTING YOUR CLAIM ON THE PORTAL (CONTD.):

Here are some additional guidelines to note when using the **CLAIM SUBMISSION FORM**:

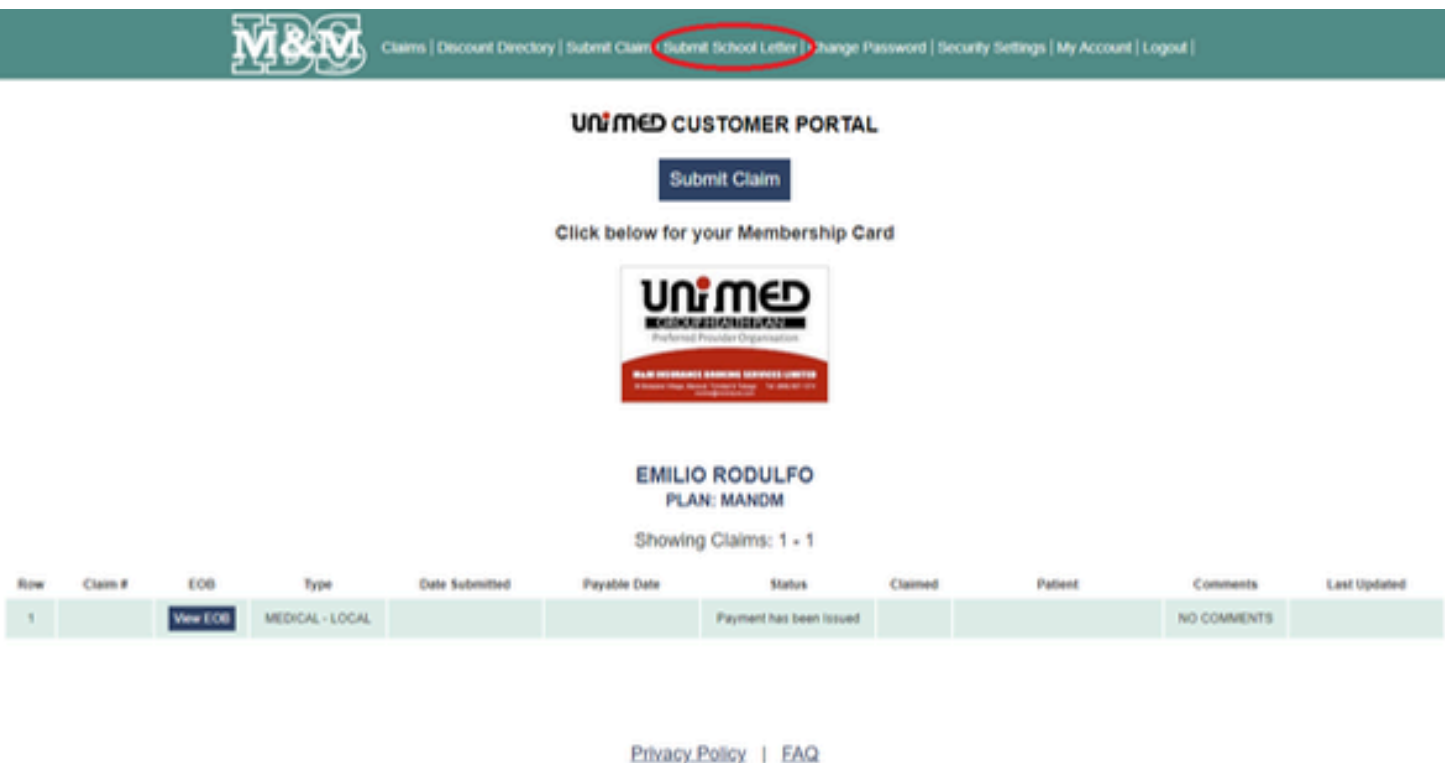
- **Allowed File Types:** You may only upload image files (.jpg, .jpeg, .png, etc.) and PDF documents.
- **Single Claim Upload:** This form is strictly for the submission of a claim for a SINGLE Patient. Submitting multiple claims simultaneously will cause a delay in the processing of your claim.
- **Mandatory Upload Order:** The order of file submission is critical. Documents MUST be uploaded in the exact field order: Front of Claim Form, Back of Claim Form, Receipts/Letters. Failure to adhere to this sequence is considered a procedural error and will cause a delay in the processing of your claim.
- **Single File containing all Claim Information:** If you have a single PDF file that already contains all necessary claim information (both sides of the claim form and all receipts/letters), you may upload just that one file in the "Front of Claim Form" field. Leave the other fields empty.
- **Further Instructions:** Please see the User Guide here for comprehensive documentation and process flow.



SUBMISSION OF SCHOOL LETTERS:

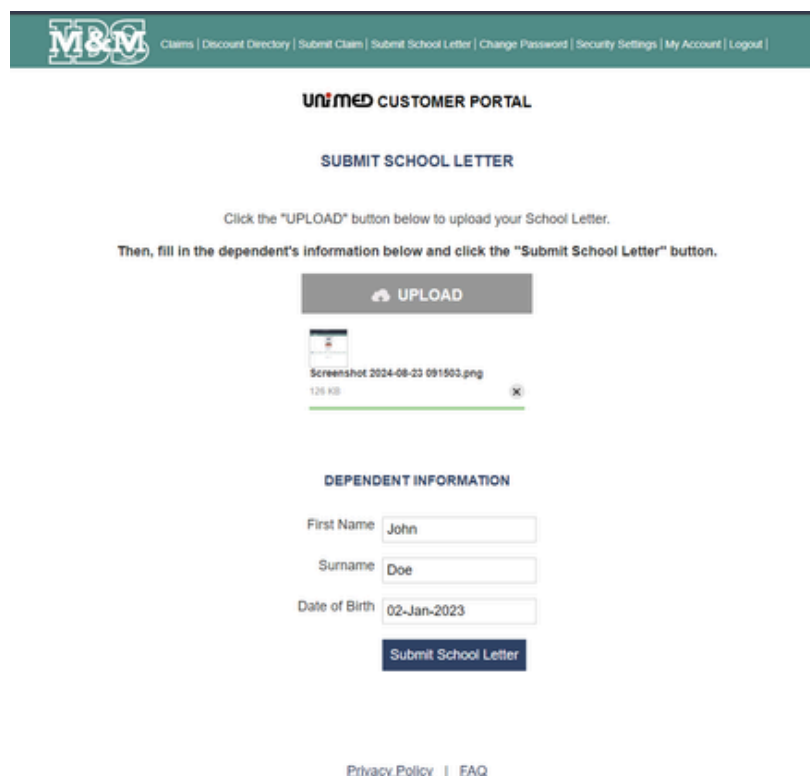
When a dependent who is a child of the member turns 19, the member will be required to submit a school letter, in order to continue coverage of said child.

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



The screenshot shows the Unimed Customer Portal interface. The top navigation bar includes links: Claims | Discount Directory | Submit Claim | **Submit School Letter** | Change Password | Security Settings | My Account | Logout |. The main content area displays the Unimed logo, a 'Submit Claim' button, and a message: 'Click below for your Membership Card'. Below this is a membership card for Emilio Rodulfo, Plan: MANDM. A table shows 'Showing Claims: 1 - 1' with one claim listed. The table has columns: Row, Claim #, EOB, Type, Date Submitted, Payable Date, Status, Claimed, Patient, Comments, and Last Updated. The first claim is 'MEDICAL - LOCAL' with status 'Payment has been issued' and 'NO COMMENTS'. At the bottom are links for 'Privacy Policy' and 'FAQ'.

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



The screenshot shows the 'SUBMIT SCHOOL LETTER' page. It includes an 'UPLOAD' button and a message: '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.' Below the upload section is a form for 'DEPENDENT INFORMATION' with fields for First Name (John), Surname (Doe), and Date of Birth (02-Jan-2023). A 'Submit School Letter' button is at the bottom. At the bottom of the page are links for 'Privacy Policy' and '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](#)

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[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	2024053441	View EOB	MEDICAL - LOCAL	Wed 12 Jun 2024	Thu 13 Jun 2024	Payment has been issued	\$400.00	GRAYEME EMMETT 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](#)

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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, jpg, jpeg, png
- ◆ With the updates to our Claim Submission form, members can now upload larger files. The Maximum upload size per file is 10mb as indicated on the form. The maximum combined file size for any upload is now 40mbs.
- ◆ 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.



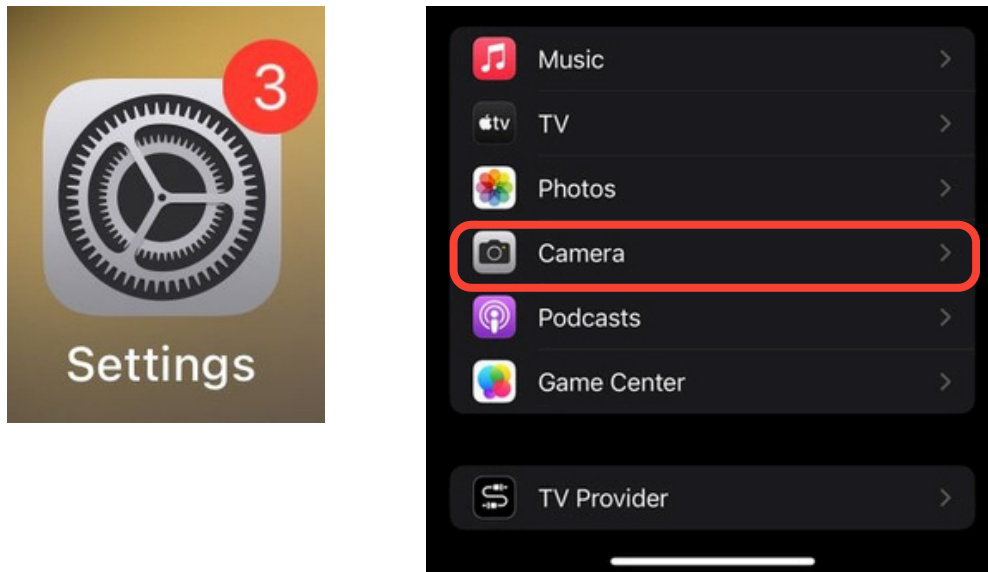
- ◆ You can also access your **E-card** from the claims screen.
You can present your card at any of our providers listed on the **Discount Directory** showing proof of your membership and receive exclusive membership discounts.



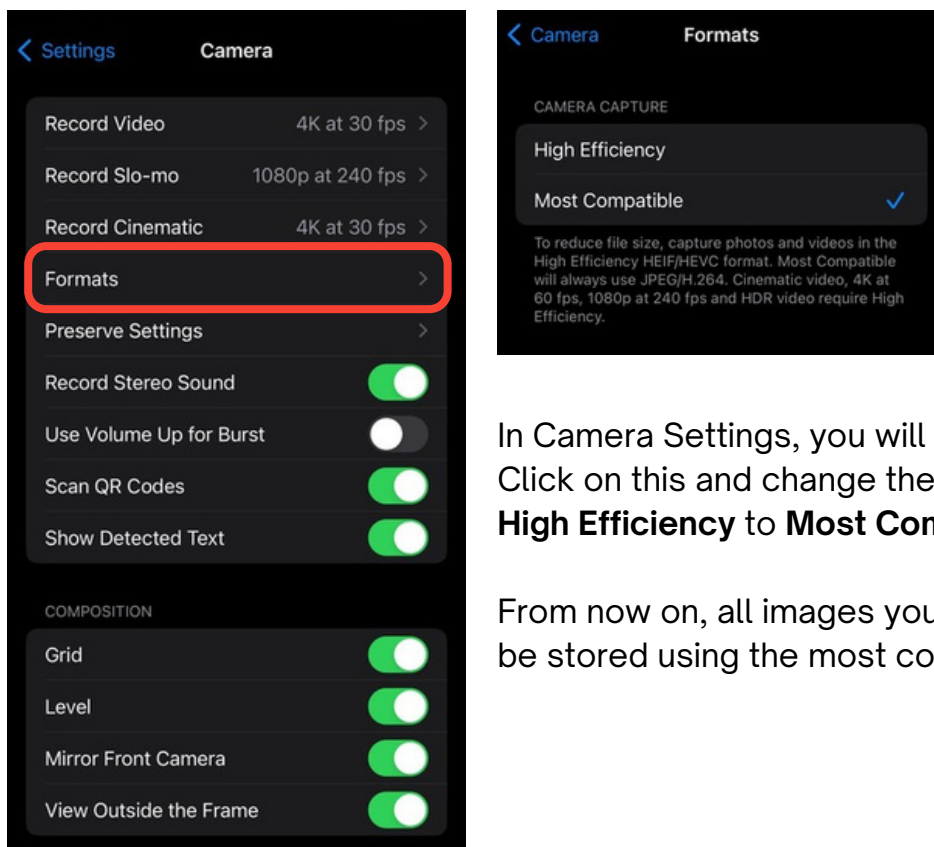
- ◆ As of the 17th of November 2025, the option to upload **.heic** files will be removed from the claim upload section. The **.heic** file format is the image format used by Apple products. In order to offer a higher quality and efficiency, the ability to upload these files will be removed. Apple phones do have the ability to change how these images are saved.

This will not change previous images to more compatible image files.

Please see below for further instructions on how to make this change:



Navigate to your Iphone's settings page. From here you will select Camera Settings as shown above.



In Camera Settings, you will see the option for Formats. Click on this and change the camera capture format from **High Efficiency** to **Most Compatible**.

From now on, all images you capture on your phone will be stored using the most compatible file format, **.JPEG**.