



SUPPORT FOR CUSTOMER / AGENT:



Healthcare Services:
1300-1300-18 (Press "0")



Email:
healthcareservices@
greateasternlife.com

SUPPORT FOR CLINIC:



TGJ Clinic Support Careline:
03-4813 3098

The Customer's Great Journey

The Great Journey Clinic

01 FIND A TGJ CLINIC



- ✓ Search for the **The Great Journey (TGJ) Clinic** via **GETCare App** (exclusive to i-Medi Evolusi medical plan customers), OR
- ✓ **Corporate Website**
[The Great Journey Clinic Listing](#) OR
- ✓ Visit a **nearby clinic** displaying the **TGJ sticker** at the entrance



02 REGISTRATION (CLINIC PORTAL)

- ✓ Clinic staff must verify the patient's IC and log in to the Clinic Portal using the **NRIC with "-"** / Passport / Birth Certificate / Certificate Number to check eligibility.
- ✓ **"Cashless" eligibility** is subject to several predefined criteria, which are assessed based on the certificate status and condition. These include cases under investigation, any outstanding contributions and applicable waiting periods.
- ✓ The Clinic Portal reflects payments within **3 days** from the date of payment. If the visit occurs before the portal is updated, the patient is required to **self-pay** and submit a reimbursement claim.

Eligible?

YES

NO

If eligible, go to step 03

Pay & file for reimbursement

06 PAYMENT



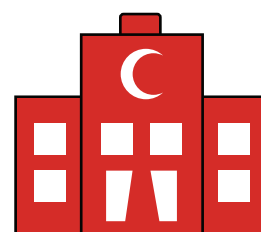
- ✓ 5% Co-takaful (up to RM500 per rider certificate year) **(Except for Accidental claim)**
- ✓ Non-covered charges

05 SIGN THE CLINIC REFERRAL FORM

- ✓ Referrals **MUST** be made to **The Great Journey (TGJ) Hospital**.
- ✓ If referred to a **Non-TGJ Hospital**, a **20% Co-takaful** will apply upon admission.

YES

NO



The Great Journey (TGJ) Hospital



Non-TGJ Hospital,
A 20% Co-Takaful Applies



03 CONFIRM DIAGNOSIS

12 Covered illnesses & Accident:

- | | |
|----------------------------------|---|
| (1) Dengue Fever | (8) Pneumonia |
| (2) Zika Virus | (9) Acute Gastroenteritis |
| (3) Chikungunya Fever | (10) Acute Sinusitis |
| (4) Influenza A | (11) Acute Bronchiolitis |
| (5) Influenza B | (12) Acute Tonsillitis |
| (6) Hand, Foot and Mouth Disease | (13) Injury due to accident (within 24 hours) |
| (7) Bronchitis | |

Diagnosis will not be shown if the condition falls within the 120-day Specific Illness waiting period.

04 SIGN THE CONSENT FORM

- ✓ Customer understands and agrees to the terms, allowing the clinic to submit a claim on their behalf.
- ✓ This is required for every visit. **(Claims without Consent Form will be REJECTED)**



Referral

YES

NO

Go to step 05

Go to step 06



The Customer's Great Journey

The Great Journey Hospital

01 THE GREAT JOURNEY HOSPITAL



- ✓ After obtaining a **Referral Letter from The Great Journey (TGJ) Clinic**, you may proceed to **The Great Journey (TGJ) Hospital**.
- ✓ The Great Journey Hospital Listing can be viewed on **GETCare App** (exclusive to i-Medi Evolusi medical plan customers), OR
- ✓ **Corporate Website**
[The Great Journey Hospital Listing](#)

02 REGISTRATION FOR ADMISSION



Great Eastern Takaful customers may proceed to the Priority Admission Lane (available at selected TGJ Hospitals) for registration.



Upon admission, participating hospitals will provide a **card with contact details or a QR code** linking you to your assigned **Great Assist**. (*Great Assist is a dedicated hospital support service during your stay.*)



Kiddo Express Program offers a smoother admission experience for children aged **12 and below**.



Waivers are provided for:

- Admission deposit
- Admission fee
- ID band charges
- COVID-19 screening test

04 DISCHARGE

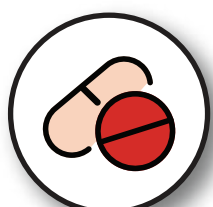


- ✓ You may be discharged without waiting for the Final Guarantee Letter by paying a small deposit to cover estimated non-covered charges.
- ✓ This deposit is separate from any co-takaful or deductible, if applicable.

Hospital may collect deposits:

- 01 For consultation/ investigation/ treatment in the Emergency department prior to decision for Inpatient admission.
- 02 Prior to Initial Guarantee Letter (IGL) issuance.
- 03 Exceeded certificate limit/ entitlement or amount not covered by GL such as co-takaful, deductible and expenses related to certificate exclusion.
- 04 Declined GL.

05 POST-HOSPITALISATION TREATMENT



- ✓ Within 180 days after hospital discharge.
- ✓ For Medically Necessary follow-up treatment by the same attending Physician.
- ✓ Prescribed Medicines shall not exceed the supply needed for the maximum of 180 days from the date of discharge.

03 DURING HOSPITALISATION



- ✓ **Complimentary Gift**
(*Gesture of Care upon Admission*)

- ✓ Special perks such as fruit basket, admission gift with greeting card, complimentary meal/ voucher for guardians for inpatient admissions with minimum one (1) night stay (excluding daycare & ICU admission cases).

(**Note:** These items are provided by participating hospitals on a best-effort basis, during weekdays, are subject to availability and may change from time to time).

WAIVER OF DEDUCTIBLE AND CO-TAKAFUL:



Emergency Treatment



Outpatient cancer treatment or kidney dialysis



Treatment Sought at Government Healthcare Facilities