



**MediSure360 Health Insurance Management System
User Manual**

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1. Introduction

MediSure360 is a comprehensive health insurance management system designed to streamline the administration of medical insurance policies, claims processing, and member management.

Key Features

- Member enrollment and management
- Claims processing and tracking
- Benefits administration
- EDI (Electronic Data Interchange) integration
- Financial management
- Reporting and analytics
- Provider network management

2. Getting Started

System Access

1. Navigate to the login page
2. Enter your username and password
3. The system will authenticate your credentials and direct you to the appropriate dashboard based on your role

User Roles

- **Administrator:** Full system access and configuration capabilities
- **General Manager:** Access to management functions and reports
- **Operations:** Day-to-day operational tasks
- **Finance:** Financial operations and reporting
- **Claims Officer:** Corporate and member claims enrolment

3. Member Management

Adding New Members

1. Navigate to "Member Management" → "Add New Member"
2. Fill in required information:
 - Personal details (name, DOB, gender)
 - Contact information
 - Family information
 - Policy details
3. Upload necessary documents
4. Click "Save Member"

Managing Existing Members

- View member details
- Update member information
- Activate/deactivate members
- Process renewals
- Manage dependents

Member Cards

- Generate new cards
- Request card reprints
- Manage card activation/deactivation
- Remove fingerprint data

4. Claims Processing

Submitting New Claims

1. Navigate to "Claims" → "New Claim Entry"
2. Enter claim details:
 - Member information
 - Provider details
 - Service information
 - Billing details
3. Upload supporting documents
4. Submit for processing

Claims Vetting

1. Review claim details
2. Verify member eligibility
3. Check benefit coverage
4. Approve, reject, or defer claims
5. Process deductions if applicable

Pre-Authorization

- Submit pre-authorization requests
- Review and approve/reject requests
- Track pre-authorized services
- Monitor usage against pre-authorized amounts

5. Benefits Management

Setting Up Benefits

1. Navigate to "Benefits" → "Benefit Setup"
2. Configure benefit details:
 - Benefit type
 - Coverage limits
 - Eligibility criteria
 - Sharing rules
3. Set up benefit rules:
 - Waiting periods
 - Co-payments
 - Sub-limits
 - Usage restrictions

Managing Benefits

- Activate/deactivate benefits
- Modify benefit terms
- Update coverage limits
- Monitor benefit utilization

6. EDI Integration

Configuring EDI Providers

1. Access "EDI Management"
2. Select provider type (SMART, SLADE, LCT)
3. Configure connection details:
 - API endpoints

- Authentication credentials
- Integration parameters

Managing EDI Operations

- Monitor integration status
- Process incoming/outgoing transactions
- Track EDI logs
- Troubleshoot connection issues

7. Financial Management

Premium Management

- Process premium payments
- Generate debit notes
- Handle credit notes
- Manage allocations

Claims Payment

- Process provider payments
- Generate payment vouchers
- Track payment status
- Reconcile accounts

8. Reports & Analysis

Standard Reports

- Member reports
- Claims reports
- Financial reports
- Provider reports
- Benefit utilization reports

Custom Analytics

- Risk assessment reports
- Utilization analysis
- Cost trend analysis
- Provider performance metrics

9. System Administration

User Management

1. Create new users
2. Assign roles and permissions
3. Manage user access

4. Reset passwords

System Configuration

- Configure system settings
- Manage reference data
- Set up business rules
- Monitor system logs

Data Management

- Backup procedures
- Data archiving
- System maintenance
- Security protocols

Support and Troubleshooting

Common Issues

1. Login Problems

- Check username/password
- Verify account status
- Contact administrator for assistance

2. EDI Connection Issues

- Verify network connectivity
- Check API credentials
- Review error logs

3. Claim Processing Errors

- Verify member eligibility
- Check benefit coverage
- Review documentation

Getting Help

- Contact system administrator - +254798805300
- Submit support ticket – Go to Help & Support -> Support Tickets
- Refer to online documentation
- Schedule training session

For additional assistance or feature requests, please contact your system administrator or the support team.