



FREQUENTLY ASKED QUESTIONS FOR #BETTERME by AXA – HR PORTAL

Requesting Access to HR Portal

How do I request for access?

Complete the HR Portal Access Addition [Form](#), and email it to customer.care.health@axa.com.sg. This table can also be found in your Renewal Notice and/ Application Forms.

You will receive a welcome email once your access is created.

Accessing the HR Portal

Step 1. To access the HR portal for the first time:

Please click to access the [HR Portal](#) and login with your registered email address and default password (**Admin@1234**).

Step 2. Upon your first login, you will be prompted to change to a new password.

New Password criteria:

- Minimum 8 characters in length
- At least 1 uppercase alphabet (A-Z)
- At least 1 Lowercase alphabet (a-z)
- At least 1 Number (0-9)
- At least 1 Special character (!@#\$\$&*)

Step 3. Enter the OTP, which should have been sent to your registered mobile.

The screenshot shows a web browser window with the AXA logo at the top. Below the logo is a white box titled "LOGIN-HR Portal". Inside this box, it says "OTP sent to xxxxx20332". There is an input field labeled "OTP" and a "Resend OTP" link to its right. At the bottom of the box are two buttons: "Validate" and "Back".



Policy Information

1. How do I track my policy?

- a. Upon clicking into the “**Policy**” tab, you will see all the policies that are available for you to view under #BetterMe by AXA.
- b. One policy account can have several products. To understand the coverage for each policy, simply click into “**Policy Details**”.
 - i. Clicking into “**Risk**” will allow the user to see the number of members covered under each Group.
 - ii. Clicking into “**Benefits**” will allow the user to see the benefit limits of each product and group.

2. Does the premium reflected include GST?

Premium reflected is base and does not include GST.

3. Is this premium amount a running premium or the premium for next renewal?

It is a running premium, and will be updated as and when there are billings to the Client. This could be quarterly or adhoc basis.

4. Under “Risk”, what does topped-up Members mean?

It calculates the number of Members who have purchased additional coverages. E.g. Employee purchased hospitalisation, specialist, general practitioner for his/her dependents.

5. Can I access multiple entities through a single login?

From the Home page, there is a dropdown list “Entity Name”. Click into it and select the entity you would like to access.

Viewing Members

6. How do I search for an employee/dependant?

There are two ways to go about the search:

- a. Click into the “**Insured**” tab, search for any insured employee or dependent by entering their name, mobile number, email address or NRIC.
- b. You may also choose to click into the “**Members**” tab, and search accordingly.

7. How do I view the policy coverage for each employee/dependant?

- From the “**Insured**” tab, search for an employee or dependant.
- Click into the “**Profile**” icon of the member and navigating to the “**Benefit**” tab.

8. When searching for a member via “Member” tab, what do the different statuses mean?

- a. **Active:** All existing and active members in the policy
- b. **Inactive:** Members that have been deleted from that policy
- c. **Requested:** HR has submitted this member addition/deletion, but AXA has not verified it to complete the process



9. I am unable search for a particular member. After entering relevant fields, I get a message showing “No record found”

- a. For best search results, please try searching only based on NRIC
- b. If you do not have the Member’s NRIC, try with parts of the Member’s name such as “Alvin”. Avoid using the full name “Alvin Tan Jin Hao” as the format of Member’s name in our system may be “Tan Jin Hao Alvin”, which would prevent the search

Addition / Deletion of Members

10. What is the difference between the Member Upload (via Excel) and the Single member Upload?

The **Member Upload via Excel** allows HR to perform a one-time mass upload of new joiners or leavers via the excel sheet within the portal. There is no limit to the number of members that can be uploaded.

The **Single Member upload** allows the user to add/delete a member on a one-off basis as and when required.

11. How can I add a new joiner (i.e. an employee who just joined the company) via the member upload function?

- a. Under “**Policy**”, HR will simply click on “**Upload Member**”.
- b. Upload clicking the “**Upload Button**”, HR will be prompted to indicate whether this member is to be added or deleted.
- c. Proceed to download and fill in the member excel sheet. All the mandatory fields will be indicated in the excel sheet.
- d. Re-upload the excel sheet back onto the HR Portal, once all data fields have been entered.
- e. You should see a confirmation message on the HR portal after the successful upload of the excel template.
 - i. If you have added new employees, please allow up to **3-5 working days** for these members to be added to the policy.
 - ii. If you have deleted any employees, please also wait up to **3-5 working days** for the member’s cover to be terminated.

12. How can I add/delete a new joiner (i.e. an employee who just joined the company) via the Single member addition function?

- a. Under the “**Members**” tab, there is an option to “**Add Members**”.
- b. Upon clicking “**Add Members**”, please enter as much information as possible.
- c. For your convenience the mandatory fields are highlighted with a red asterisk.
- d. Once the form is completed, please click submit.
- e. You will receive a confirmation message via the HR portal, after the successful upload of the template.

13. How do I add a dependent for a member?

- a. Under the “**Members**” tab, search the member that you would like to add a dependent for



- b. Click **“Add”**, and complete all the relevant information required.
- c. For your convenience the mandatory fields are highlighted with a red asterisk.
- d. Once the form is completed, please click submit.
- e. You will receive a confirmation message via the HR portal, after the successful addition of a dependent.

14. How can I delete a specific plan for a member?

The **“member termination”** function will delete the member entirely from the system. If you would like to modify the coverage for your employees in the event of coverage change (for e.g. promotion), please get in touch with AXA directly.

15. After deleting a member, if he/she has dependent(s), will the dependent(s) automatically get deleted too?

Yes, as the dependent(s) is linked to that Member.

16. What is the timeframe to backdate and delete a member?

30 days only. If HR User selects a date that is more than 30 days to terminate, the system will not automatically reject the entry, however AXA would reach out to the Client for more information.

Change of Particulars

17. When using the Standard Member Template to submit member’s Change of Particulars, do I need to complete all columns?

Only the following fields need to be provided for member change of particulars:

- Effective date
- Policyholder / Subsidiary name
- Member’s Name
- NRIC
- Date of Birth
- Member Type
- Name of Employee if Member Type = Spouse or Child

Claims

18. Will I be able to register a claim on behalf of my employees?

- a. Under the **“Claims”** tab, there is an option **“Register The Claim”**.
- b. Search for in the insured member, and select the correct policy number from the drop down selector.
- c. Look for the correct Product, and click on the icon under Register Claim.
- d. Enter the mandatory fields that are highlighted with the red asterisk, and upload any documents where applicable.
- e. Once the form is completed, please click save.
- f. You will receive a confirmation message of the successful registration.



19. While registering a claim, I am unable to search for the Provider from the options in the HR Portal. How can I proceed?

- a. When searching for a Provider, click on the magnifying glass, and in the text box for Provider Name, enter “**Other**” and click “**Go**”.
- b. From the entries populated, select the appropriate clinic type (General Practitioner, Private Specialist, Dental etc.).
- c. In the free text box “**Additional Comment**”, input the Provider’s name.

20. While registering a claim, I am unable to search for the Diagnosis from the options in the HR Portal. How can I proceed?

Please select the Diagnosis closest to the condition of the claim you are registering for. You may use the “**Additional Comment**” free text box to further elaborate on the condition where necessary.

21. How do I check claims statuses?

- From the Home page, there is “**Claims Administration**”. Click into that to view information on claims reported and other statuses.
- Alternatively, you can also click on the “**Claims**” tab from the left panel, and select “**Claim Search**”.

22. If my employee submitted a claim via MyAXA, will I be able to track the claim status via the HR Portal?

- Please obtain the Claim No. from your employee, it should look something like this **CBGDCXXXXXXXX-XX**
- Click on the “**Claims**” tab from the left panel, and select “**Claim Search**”.
- Input the Claim number from the employee and search.

23. Will I be able to download claims reports?

From the Home page, there is “**Claims Dashboard**”. Click into that to view and download comprehensive claims reports.

24. I see a Claim Notifications button on the Portal. What kinds of claim notifications should I expect to receive?

Claims Notifications will be generated for the following:

- Any Claim Requirement Raised to HR specifically
- Any Final Notice Sent to Client for Claim Requirement.
- Any LOG Request is approved / Rejected.
- Any Death / PTD / CI Claims is registered from any other source (other than HR Portal)

25. Will I receive a notification each time I register a claim on the HR Portal?

No, you will not. Refer to above question for the occasions when claim notifications will be received.



26. What about cashless transactions by my employees at panel clinics? Will I be able to view them on the HR Portal?

Yes, you will be able to view the transactions as a claim via Claim Search. However, it will not be reflected there immediately, as files are sent to AXA from the clinics by batches. Once payment has been made to the Clinic, the status will change from 'In Progress' to 'Approved'.


27. What is the timeframe to register a claim on HR Portal?

Per policy wordings, claims for BetterMe policies are to be submitted within 30 days.

28. What should I do if I realised I missed out a document in my claim registration?

If there are missing documents noticed by our Claim Assessors, the claim status will be changed to **Requirement Pending** with the Requirements listed out. The user can follow step **c** below to upload the document under the **Upload Document** function.

If you would like to upload it immediately, you could:

- a. Go to Claim Search and search for that claim via the Claim Number
- b. Click on the icon  for claim details
- c. Under Documents, click **Upload Document** and complete the relevant fields to upload the document

HR Portal User Access

29. How do I request for an additional HR Portal User access (i.e. new HR colleague who joined the company)?

Please call or email our Customer Care Officers and inform them of the following:

- a. Name of new user
- b. Email address
- c. Mobile number (for 2FA login)
- d. Company name that the user will need access to (could be more than 1 if user requires multiple entity access)
- e. Specify 'Read only' or 'Read-write' access

30. How do I remove access of an HR employee who has left the company?

Please call or email our Customer Care Officers and inform them to remove the user's access. Do provide the following:

- a. Name of user to be removed
- b. Email address
- c. Company access(es)

31. Is there a maximum number of access I can create for my company?

No, there is no maximum.



Changing of Password

32. How do I change my password?

On the top righthand corner of the HR Portal, you will see your name. Click into that and navigate into **“Change Password”**. You will be required to enter the current password before setting up a new password.

33. I forgot my password, how do I reset my password?

At the log in page, click on **“Forgot Password”**.

If your account is locked, or there is a message that reads “Invalid UserID/ Password” do try the **“Forgot Password”** button as well to reset it.

Others

34. How can I get in touch with AXA if I need help?

For any queries, please call our Customer Care Officers on [1800-880-4888](tel:1800-880-4888) / [+65 6880 4888](tel:+6568804888) between 9am to 5.30pm from Monday to Friday, or you can email us at customer.care.health@axa.com.sg