

MSIG MediG⁺ Member Portal

User Guide



MSIG

**PROTECTING
GOALS
POWERING
FUTURES**

A Member of **MS&AD** INSURANCE GROUP

1. Access to MediGo Member Portal

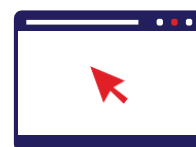
2. Account activation

- 2.1 Activation email
- 2.2 Create password

3. Reset password

4. Functions of MediGo Member Portal

- 4.1 Check policy coverage
- 4.2 E-Medical card
- 4.3 Claim submission
- 4.4 Check claim status
- 4.5 Find network doctors
- 4.6 Download form
- 4.7 Contact MSIG



1. Access to MediGo Member Portal

- ✓ You can access to MediGo Member Portal by clicking the following link:

medigo.msig.com.hk

OR

- ✓ You can scan the code below.



2. Account activation

2.1 Activation email

Dear CHAN SAMPLE,

Your account in our MSIG MediGo Member Portal is successfully registered. Please click on the activation link below **within 72 hours** to activate your account.

If you are unable to activate your account **within 72 hours**, please use "Forgot Password" to reset password for activating your account.

Activate Account

For optimal experience, please login [MSIG MediGo Member Portal](#) with the latest version of browsers (such as Google Chrome or Microsoft Edge).

Should you require any assistance, please contact us at +852 2894 0555 during service hours (9:00am – 5:30pm, Monday to Friday except Public Holidays) for assistance.

This is a computer generated email. Please do not reply this email.

CHAN SAMPLE 您好，

您的 MSIG MediGo 成員網上服務平台帳戶已成功登記，請在 **72 小時內** 點擊以下連結啟動您的帳戶。如果您無法在 **72 小時內** 啟動您的帳戶，請使用“忘記密碼”重置密碼以啟動您的帳戶。

啟動帳戶

為獲得最佳體驗，請使用最新版本的網頁瀏覽器（例如 Google Chrome 或 Microsoft Edge）登錄 [MSIG MediGo 成員網上服務平台](#)。

如需協助，請於辦公時間內（星期一至五，上午九時至下午五時半，公眾假期除外）致電 +852 2894 0555 聯絡我們。

此電郵經電腦系統自動發出，請勿回覆此電郵。



MSIG

A Member of **MS&AD INSURANCE GROUP**



- 1 MSIG will create a member account for each insured employee.
- 2 Employee will receive an email invitation for account activation.
- 3 Click “Activate Account” button to activate your account in MediGo Member Portal.
- 4 For optimal experience, please login MSIG MediGo Member Portal with the latest version of web browsers (such as Google Chrome or Microsoft Edge).
- 5 The activation link is valid for 72 hours. Please click “Forgot Password” in the login page to reset password for account activation if you are unable to activate your account within 72 hours.

2. Account activation

2.2 Create password

The screenshot shows the 'Create Your Password' page of the MSIG MediGo Member Portal. On the left, there is a welcome message with the MSIG logo and an illustration of a doctor, a patient, and a child. On the right, there is a form with the following fields: Email, Date Of Birth (with a hint 'DD/MM/YYYY'), Password, and Confirm Password. A 'Create My Account' button is at the bottom of the form. The MSIG logo and tagline 'Insurance that sees the heart in everything' are at the bottom right. Language options 'EN' and '中文' are in the top right corner.

1 Please create and confirm the new password.

2 New password must have

- a minimum of 8 characters
- at least 1 letter
- at least 1 lowercase character
- at least 1 uppercase character
- at least 1 digit
- at least 1 special character

This screenshot shows the password validation section. It includes two input fields for 'Password' and 'Confirm Password', both masked with dots. Below these fields is a list of validation rules, each preceded by a green checkmark: 'Minimum 8 characters', 'At least 1 Letter', 'At least 1 lowercase Character', 'At least 1 Uppercase Character', 'At least 1 Digit', 'At least 1 Special Character', and 'Confirm password match password'. A 'Create My Account' button is at the bottom.

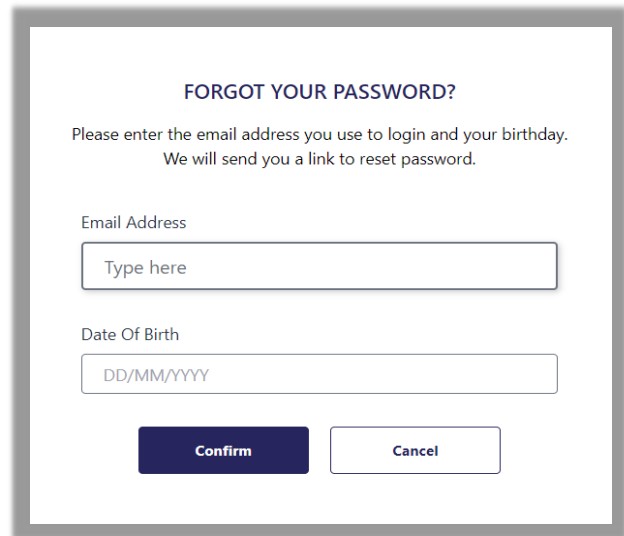
3 The password will be expired in 90 days, please change to a new password but do not repeat the last 24 passwords.



3. Reset password

1 After clicking “Forgot Password” button, it will bring you to the “Forgot Your Password” page.

2 Please input your email address and date of birth.



FORGOT YOUR PASSWORD?

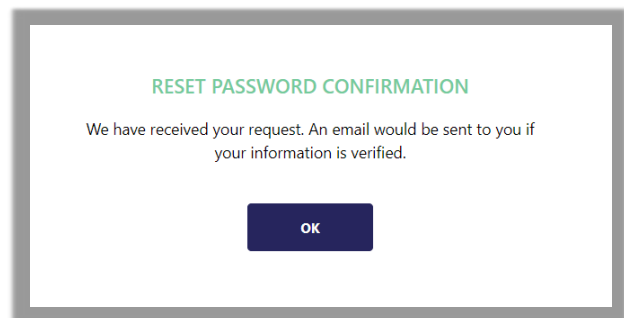
Please enter the email address you use to login and your birthday.
We will send you a link to reset password.

Email Address
Type here

Date Of Birth
DD/MM/YYYY

Confirm Cancel

3 Once you click “Confirm” button, it will display a confirmation message.
You will receive an email to reset password.



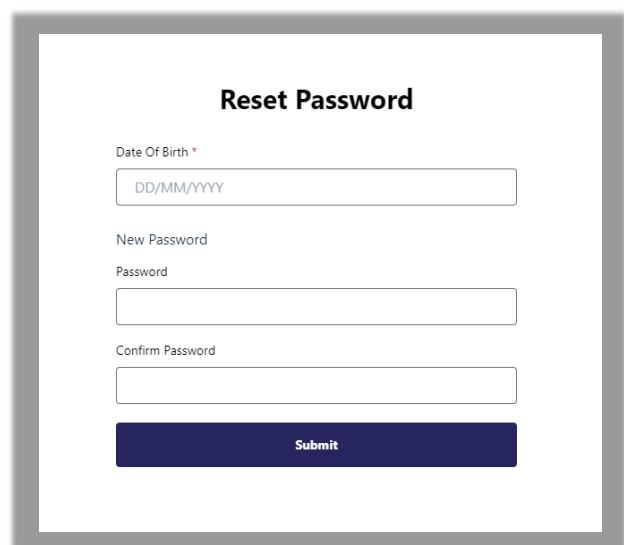
RESET PASSWORD CONFIRMATION

We have received your request. An email would be sent to you if
your information is verified.

OK

4 After clicking “Link to Reset Password” button in the email, it will bring you to the “Reset Password” page.

5 Please create a new password and do not repeat the last 24 passwords.



Reset Password

Date Of Birth *
DD/MM/YYYY

New Password
Password

Confirm Password

Submit



4. Functions of MediGo Member Portal

The screenshot displays the MSIG MediGo Member Portal. At the top, the MSIG logo is on the left, and navigation links (MY POLICIES, CLAIMS, MY ACCOUNT, FIND A DOCTOR, CONTACT US, LOG OUT) are in the center. Language options (EN, 中文) and a user profile icon are on the right. Below the header, a greeting reads "Good Afternoon, MR. CHAN SAMPLE".

The main content area is divided into two columns. The left column, titled "MY POLICY", includes a dropdown menu for "View policy for" (currently showing "CHAN SAMPLE") and a "VIEW POLICY" button. Below this, "Policy 1" is listed as "Group Medical-GMD-42005329". Three benefit categories are shown with checkmarks: "HOSPITAL AND SURGICAL BENEFIT", "OUTPATIENT BENEFIT", and "DENTAL BENEFIT".

The right column, titled "MEDICAL CARD", includes an "OPEN A MEDICAL CARD" button. It features a digital medical card for "SUPER INTERNATIONAL LTD" member "CHAN SAMPLE" with ID "U00041682-00". The card also shows a "Visit date: 07/05/2025" and "Valid since: 01/04/2024".

Below these columns are four functional blocks: "MAKE A CLAIM" (with a "MAKE A CLAIM" button and a "DOWNLOAD CLAIM FORMS" button), "CLAIMS STATUS" (with a table of claims and a "View Claims" button), "FIND A DOCTOR (FOR MEDICAL CARD USERS ONLY)" (with a "FIND A DOCTOR" button), and "HELP CENTER" (with a "CONTACT US" button).

Date	Amount Paid	Status
06/05/2025	-	Submitted
06/05/2025	-	Submitted
06/05/2025	-	Submitted

- ✓ Check policy coverage
- ✓ Find network doctors
- ✓ E-Medical card *
- ✓ Download form
- ✓ Claim submission
- ✓ Contact MSIG
- ✓ Check claim status

* Available for member with outpatient benefit and access to network doctor only.



4. Functions of MediGo Member Portal

4.1 Check policy coverage

MSIG

MY POLICIES CLAIMS MY ACCOUNT FIND A DOCTOR CONTACT US LOG OUT

EN 中文

Good Afternoon, MR. CHAN SAMPLE

MY POLICY
View policy for
CHAN SAMPLE

VIEW POLICY

MEDICAL CARD
OPEN A MEDICAL CARD

Visit date: 07/05/2025

MSIG
SUPER INTERNATIONAL LTD
CHAN SAMPLE
U00041682-00
Valid since: 01/04/2024

Policy 1
Group Medical-GMD-42005329

HOSPITAL AND SURGICAL BENEFIT OUTPATIENT BENEFIT DENTAL BENEFIT

MAKE A CLAIM
OR
DOWNLOAD CLAIM FORMS

CLAIMS STATUS

Date	Amount Paid	Status
06/05/2025	-	Submitted
06/05/2025	-	Submitted
06/05/2025	-	Submitted

View Claims

FIND A DOCTOR (FOR MEDICAL CARD USERS ONLY)

HELP CENTER

FIND A DOCTOR

CONTACT US

MSIG

MY POLICIES CLAIMS MY ACCOUNT FIND A DOCTOR CONTACT US LOG OUT

EN 中文

Policy Coverage

Insureds

Full Name	Date Of Birth	Gender	Member Type
CHAN SAMPLE	10/10/1980	Male	Employee

Policy Details

Effective Date: 01/04/2025
Expiry Date: 31/03/2026
Policy Number: GMD-42005329

CHAN SAMPLE

PLAN 01 (EMPLOYEE ONLY) VIEW MEDICAL CARD

Effective Date: 01/04/2025
Expiry Date: 31/03/2026

BENEFIT

Hospital and Surgical Benefit

Benefit	Limit
Entitled Room Level	Standard Private
Room and Board	
Limit Day Per Year Per Disability	182
Limit Amount (HKD Per Day)	3,000.00
Overseas Accidental Limit (%)	200%
Miscellaneous Hospital Services	
Limit Amount (HKD Per Year Per Disability)	60,000.00
Overseas Accidental Limit (%)	200%
Surgeon's Fees	

PLAN 01 (EMPLOYEE ONLY)

Effective Date: 01/04/2025
Expiry Date: 31/03/2026

Remaining Benefits

Claims that are in progress have not yet been reflected in the remaining benefits calculation.

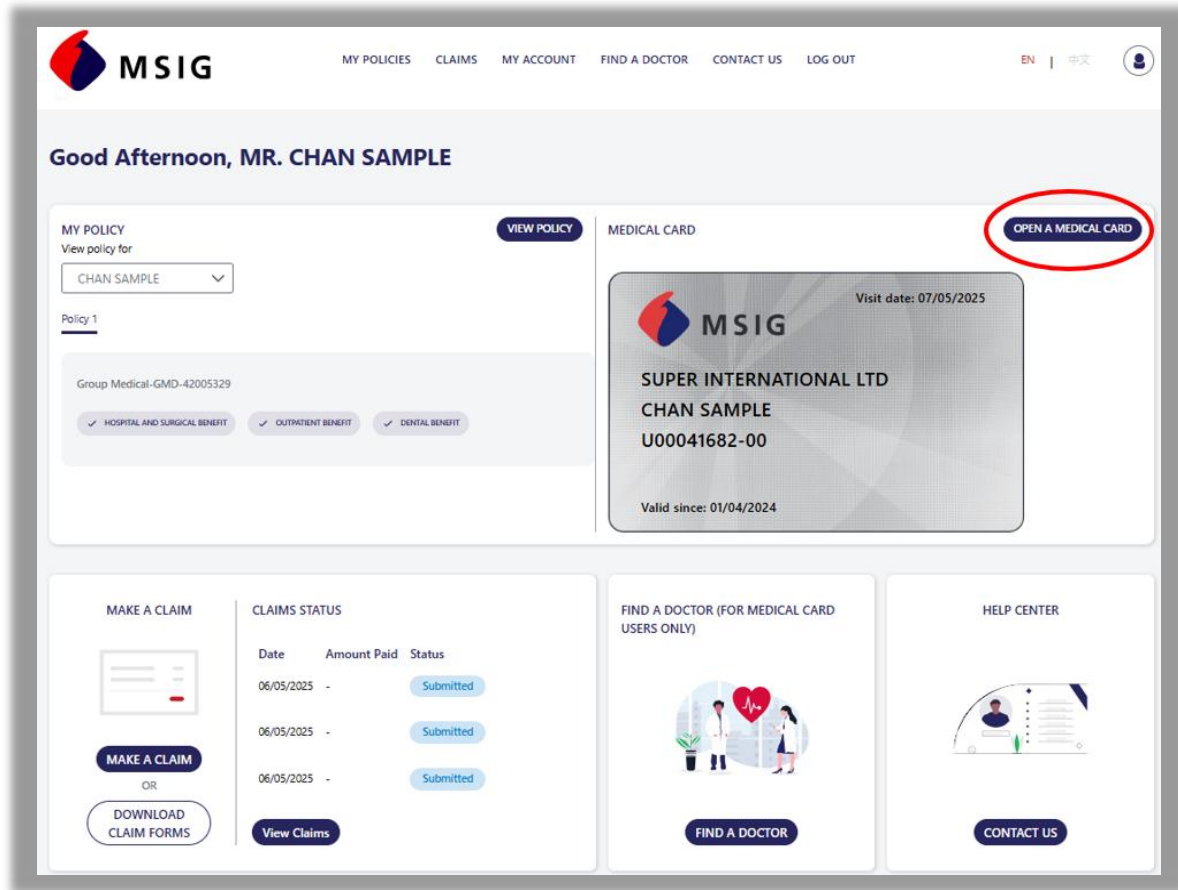
Benefit	Limit
Viral Warts and Skin Lesions Day Surgery Benefit	HKD 15,000.00 Per Year
Gastrointestinal Endoscopy Benefit	HKD 40,000.00 Per Year
Outpatient Benefit (Routine Medical Examination, Vaccination)	HKD 2,000.00 Per Year
50 visit Per Year (General Practitioner Visit, Chinese Medicine Practitioner Visit, Chinese	

✓ Member can view his/her/dependents' policy coverage and remaining benefits.

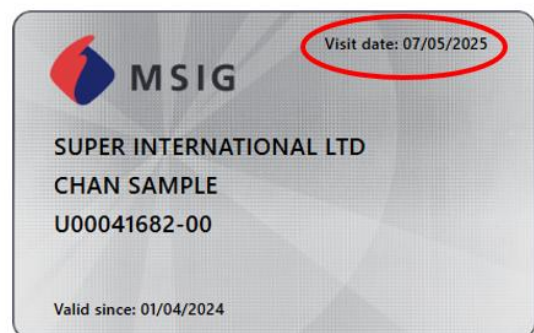


4. Functions of MediGo Member Portal

4.2 E-Medical card



- 1 E-Medical card is available for members with outpatient benefit and access to network doctor only.
- 2 Login to the portal and save your E-Medical card image on the day of your consultation. Please ensure that the visit date shown on the card must be the same as the date of doctor consultation.
- 3 Present your E-Medical card to the network doctor of your choice as listed in MediGo to enjoy direct billing service.



4. Functions of MediGo Member Portal

4.3 Claim submission

The screenshot displays the MSIG MediGo Member Portal interface. At the top, the navigation bar includes 'MY POLICIES', 'CLAIMS' (highlighted with a red circle), 'MY ACCOUNT', 'FIND A DOCTOR', 'CONTACT US', and 'LOG OUT'. The user is logged in as 'MR. CHAN SAMPLE'. The main content area is divided into several sections: 'MY POLICY' with a dropdown menu for 'CHAN SAMPLE' and a 'VIEW POLICY' button; 'MEDICAL CARD' with an 'OPEN A MEDICAL CARD' button; 'MAKE A CLAIM' with a 'MAKE A CLAIM' button and a 'DOWNLOAD CLAIM FORMS' button; 'CLAIMS STATUS' with a table of submitted claims; 'FIND A DOCTOR (FOR MEDICAL CARD USERS ONLY)' with a 'FIND A DOCTOR' button; and 'HELP CENTER' with a 'CONTACT US' button. The 'CLAIMS STATUS' table shows three entries, all with a status of 'Submitted'.

Date	Amount Paid	Status
06/05/2025	-	Submitted
06/05/2025	-	Submitted
06/05/2025	-	Submitted

✓ You can submit all types of medical claims in the member portal.

For claim amount $\leq$ HK\$20,000 :

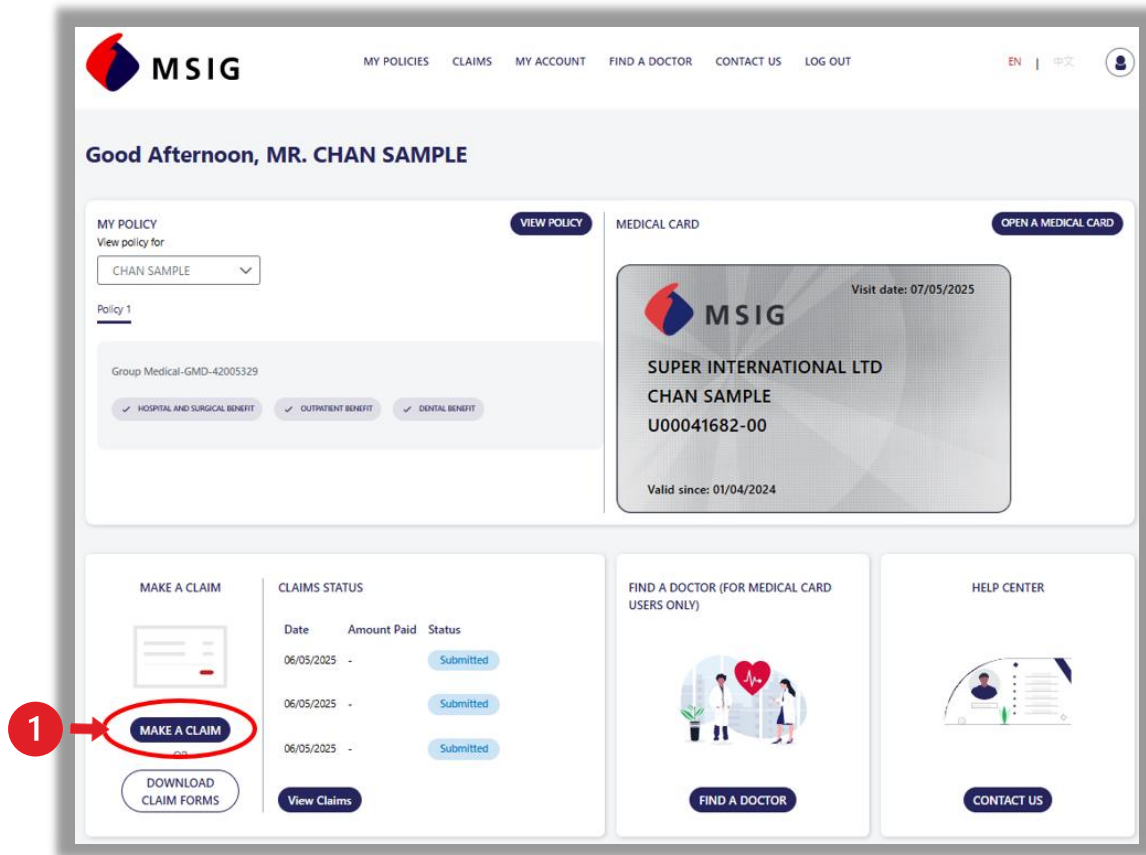
- No original document is required.
- Please keep original document for 6 months after your claims has been approved for audit purpose.

For claim amount $>$ HK\$20,000 :

- Please submit the original document quoting the MSIG Claim Reference Number.
- Postal address:
Claims Department
MSIG Insurance (Hong Kong) Limited
9/F, 1111 King's Road,
Taikoo Shing, Hong Kong

4. Functions of MediGo Member Portal

4.3 Claim submission



1 Click "Make a claim" button.

2 Select the member who is making this claim if more than 1 member.

3 Select the type of claim.

4 Select "Date of Visit" from the drop-down menu of calendar.

5 Select the policy which this claim is under if more than 1 policy.

The screenshot shows the 'Make a Claim' form. The form includes fields for 'Who is this claim for?' (CHAN SAMPLE), 'Select type of claim' (Outpatient), 'Date of Visit' (DD/MM/YYYY), and 'Select a policy' (Group Medical-GMD-42003329). The form also includes a note: 'Please submit separate claims for different dates of visit. If you have used the Medical Card for consultation, you do not need to submit the claim for co-payment or extra medication.'

2 → CHAN SAMPLE

3 → Outpatient

4 → DD/MM/YYYY

5 → Group Medical-GMD-42003329



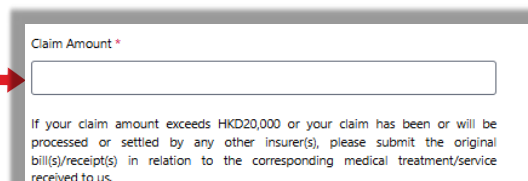
4. Functions of MediGo Member Portal

4.3 Claim submission

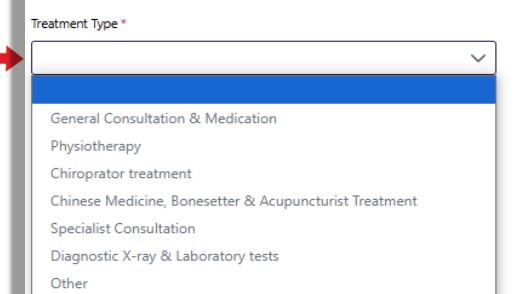
- 6 Select a "Diagnosis" from the drop-down menu.



- 7 Enter the "Claim Amount" as per medical receipt.



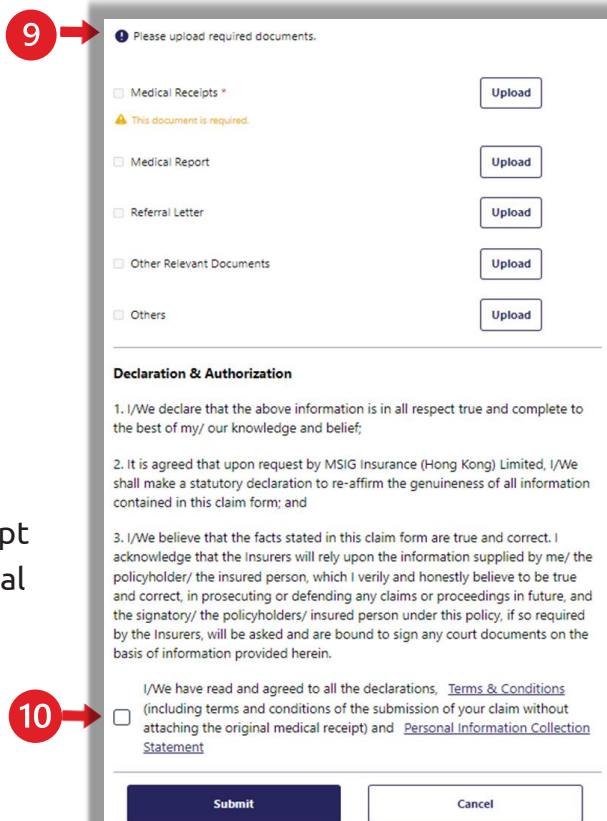
- 8 Select the "Treatment Type" from the drop-down menu.



- 9 Upload a copy of the medical receipts by clicking the "Upload" button.

You can also submit other supporting documents, if any.

(support CSV, JPG, PNG, PDF, DOC, DOCX, XLS, XLSX files).

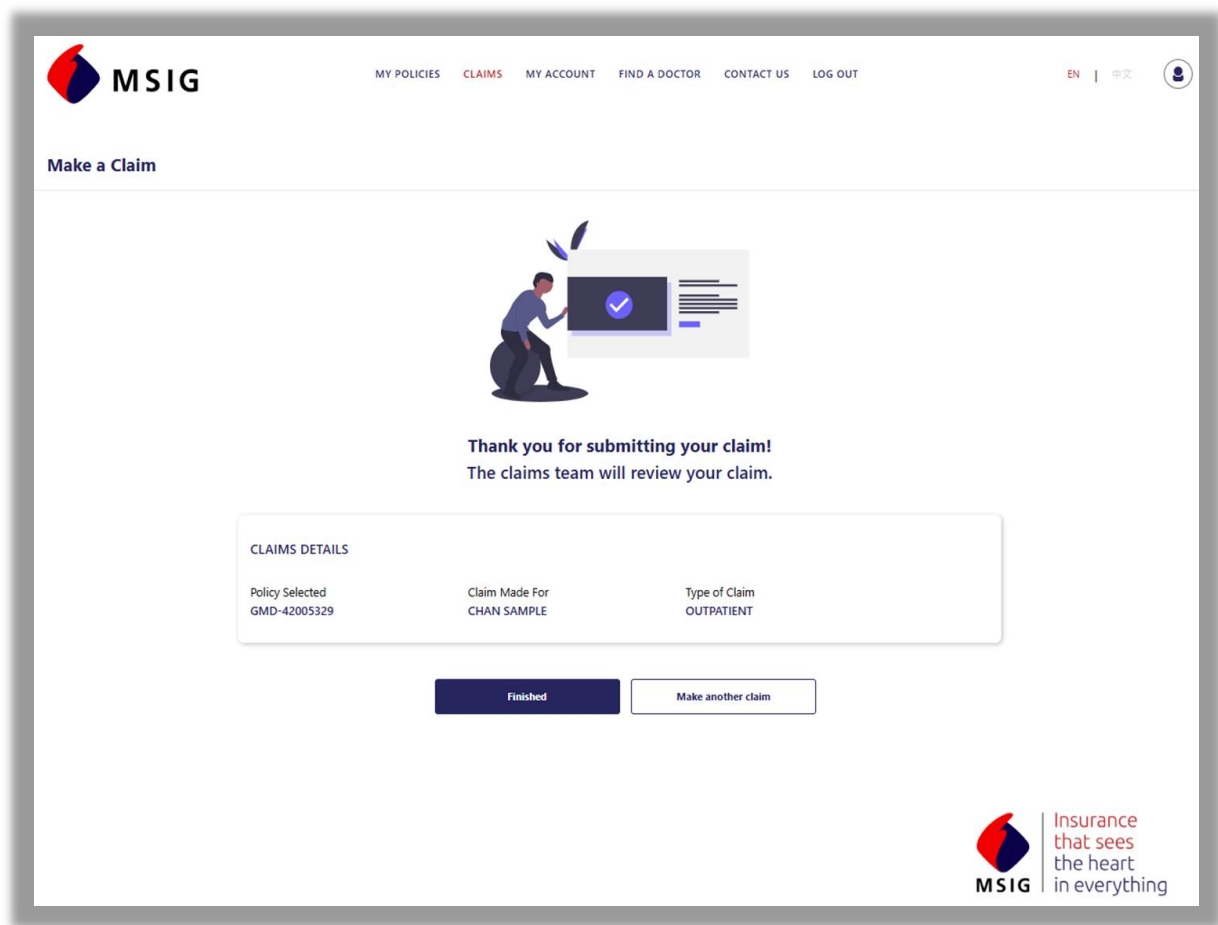


- 10 Read the "Declaration & Authorization", click the box to accept the "Terms & Conditions" & "Personal Information Collection Statement".

Then, click "Submit" button.

4. Functions of MediGo Member Portal

4.3 Claim submission



- 11 The confirmation page will be shown with the claim you submitted.



4. Functions of MediGo Member Portal

4.4 Check claim status

The screenshot displays the MSIG MediGo Member Portal interface. At the top, the navigation bar includes 'MY POLICIES', 'CLAIMS' (highlighted with a red circle), 'MY ACCOUNT', 'FIND A DOCTOR', 'CONTACT US', and 'LOG OUT'. The user is logged in as 'MR. CHAN SAMPLE'. The main content area is divided into several sections: 'MY POLICY' with a 'VIEW POLICY' button, 'MEDICAL CARD' with an 'OPEN A MEDICAL CARD' button, 'MAKE A CLAIM' with a 'MAKE A CLAIM' button and 'DOWNLOAD CLAIM FORMS' link, and 'CLAIMS STATUS' with a 'View Claims' button (circled in red). The 'CLAIMS STATUS' section contains a table with the following data:

Date	Amount Paid	Status
06/05/2025	-	Submitted
06/05/2025	-	Submitted
06/05/2025	-	Submitted

Other sections include 'FIND A DOCTOR (FOR MEDICAL CARD USERS ONLY)' and 'HELP CENTER'.

- 1 You can track your claim status by clicking "Claims" or "View Claims" button in the main page.



4. Functions of MediGo Member Portal

4.4 Check claim status

MSIG MY POLICIES CLAIMS MY ACCOUNT FIND A DOCTOR CONTACT US LOG OUT

Claims & Hospital Pre-approvals request

Here's how you can make and view your Claims and Pre-Approval requests
You can make a claim through our system, or you can download a claims form and mail it to us directly. You can get an overview of your claims and requests below.

[MAKE A CLAIM](#) [DOWNLOAD FORMS](#)

CLAIMS AND PRE-APPROVALS RECORDS FOR THE PAST 30 DAYS

CLAIM DETAILS	
SUBMISSION DATE	CLAIM TYPE
06/05/2025	Outpatient
VIEW CLAIM DETAILS	

CLAIM HISTORY				
CLAIM ID	CLAIM FOR	SUBMISSION DATE	INCURRED DATE	CLAIM AMOUNT
307-250506-7207-1752	CHAN SAMPLE	06/05/2025	01/05/2025	HK\$600.00
ASSESSED AMOUNT	APPROVED DATE	CLAIM TYPE		
-	-	OUTPATIENT		

- 2 You can click “View Claim Details” or “>” button to view the information of your submitted claim.

MSIG MY POLICIES CLAIMS MY ACCOUNT FIND A DOCTOR CONTACT US LOG OUT

Claims Details
This claim is [Submitted](#)

CLAIMS DETAILS

Claim Number	Employee name	Claim For
307-250506-7207-1752	CHAN SAMPLE	CHAN SAMPLE
Policy number	Company Name	Product Type
GMD-42005329	SUPER INTERNATIONAL LTD	Group Medical
Claim type	Date of Visit	Claim Amount
Outpatient	01/05/2025	HK\$600.00
Diagnosis	Treatment Type	Claim Submission Date
FLU	General Consultation & Medication	06/05/2025
Approved Date	Return Claims Receipt	
-	No	

CLIENT DOCUMENTS

MEDICAL RECEIPTS
Picture Upload Demo 2.jpeg

MEDICAL REPORT

REFERRAL LETTER

OTHER RELEVANT DOCUMENTS

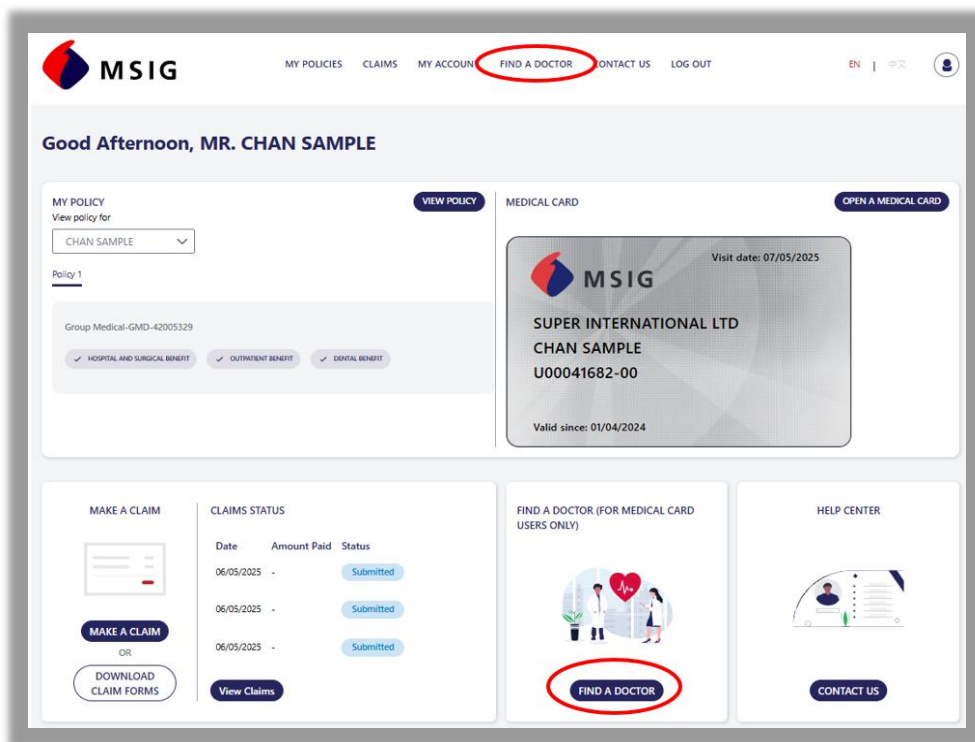
OTHERS

- 3 You can view your claims details and documents submitted.

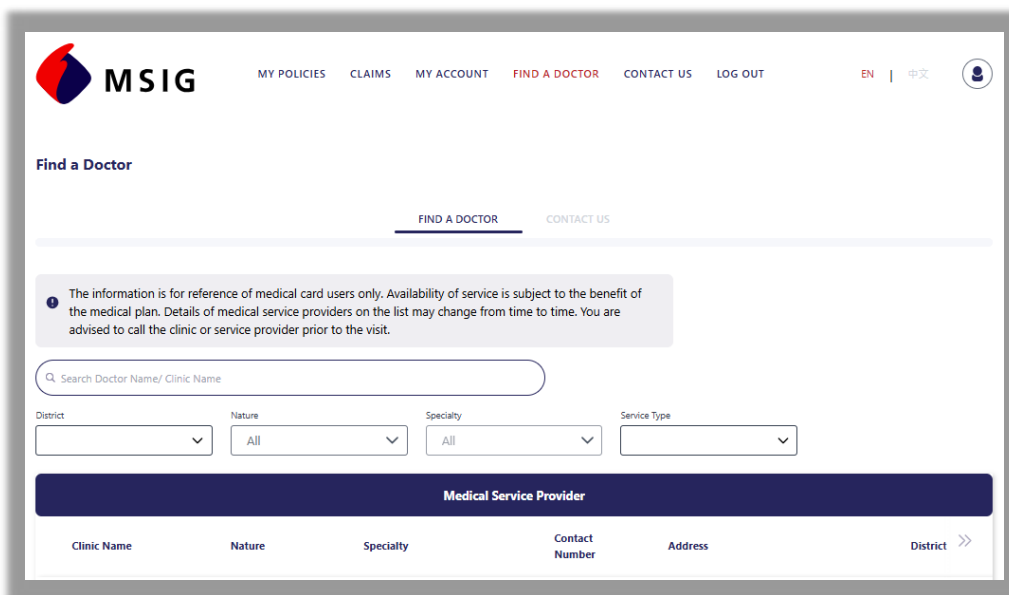


4. Functions of MediGo Member Portal

4.5 Find network doctors



1 You can click “Find a doctor” to search the network doctor list.

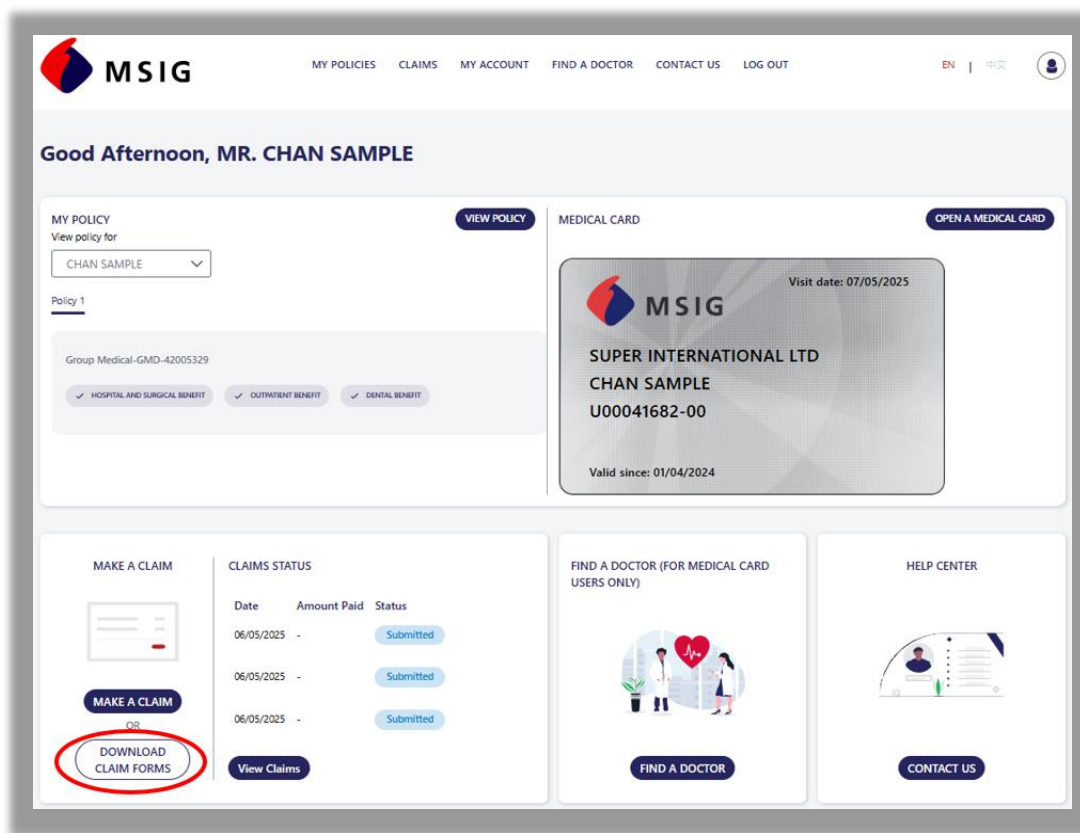


2 You can search network doctors or providers by name. Alternatively, you can also find network doctors or providers by District, Nature, Specialty and Service Type.



4. Functions of MediGo Member Portal

4.6 Download form



✓ You can download claim form in MediGo Member Portal.



4. Functions of MediGo Member Portal

4.7 Contact MSIG

The screenshot shows the MSIG Member Portal dashboard for a user named MR. CHAN SAMPLE. The top navigation bar includes links for MY POLICIES, CLAIMS, MY ACCOUNT, FIND A DOCTOR, CONTACT US (circled in red), and LOG OUT. The dashboard is divided into several sections: 'MY POLICY' with a dropdown menu for 'CHAN SAMPLE' and a 'VIEW POLICY' button; 'MEDICAL CARD' with a 'OPEN A MEDICAL CARD' button; 'MAKE A CLAIM' with a 'MAKE A CLAIM' button and 'DOWNLOAD CLAIM FORMS'; 'CLAIMS STATUS' with a table of claims; 'FIND A DOCTOR (FOR MEDICAL CARD USERS ONLY)' with a 'FIND A DOCTOR' button; and 'HELP CENTER' with a 'CONTACT US' button circled in red. The 'CONTACT US' button is highlighted with a red circle.

1 Member can click "Contact Us" to inquire on claims, coverage and other information on MediGo Member Portal.

2 Please leave your contact number and details of your enquiry.

We will reply via email or phone within 2 business days.

The screenshot shows the MSIG 'Contact Us' form. The form has a header with the MSIG logo and a user profile icon. Below the header, there are two tabs: 'FIND A DOCTOR' and 'CONTACT US' (selected). The form contains the following fields: 'HOTLINE' (with a link to 'Group Medical Hotline (for general enquiry)' and a phone number '+852 3122 6828'), 'EMAIL US' (with a link to 'Claims Services Hotline' and a phone number '+852 2894 0660'), 'Member ID', 'Your Email Address', 'Phone Number', 'Type Of Enquiry' (a dropdown menu), and 'Your Message' (a text area). A 'Submit' button is located at the bottom of the form.



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Tel +852 2894 0555 Fax +852 2890 5741

For more information,
please call us at +852 3122 6828
or contact your Insurance
Representative