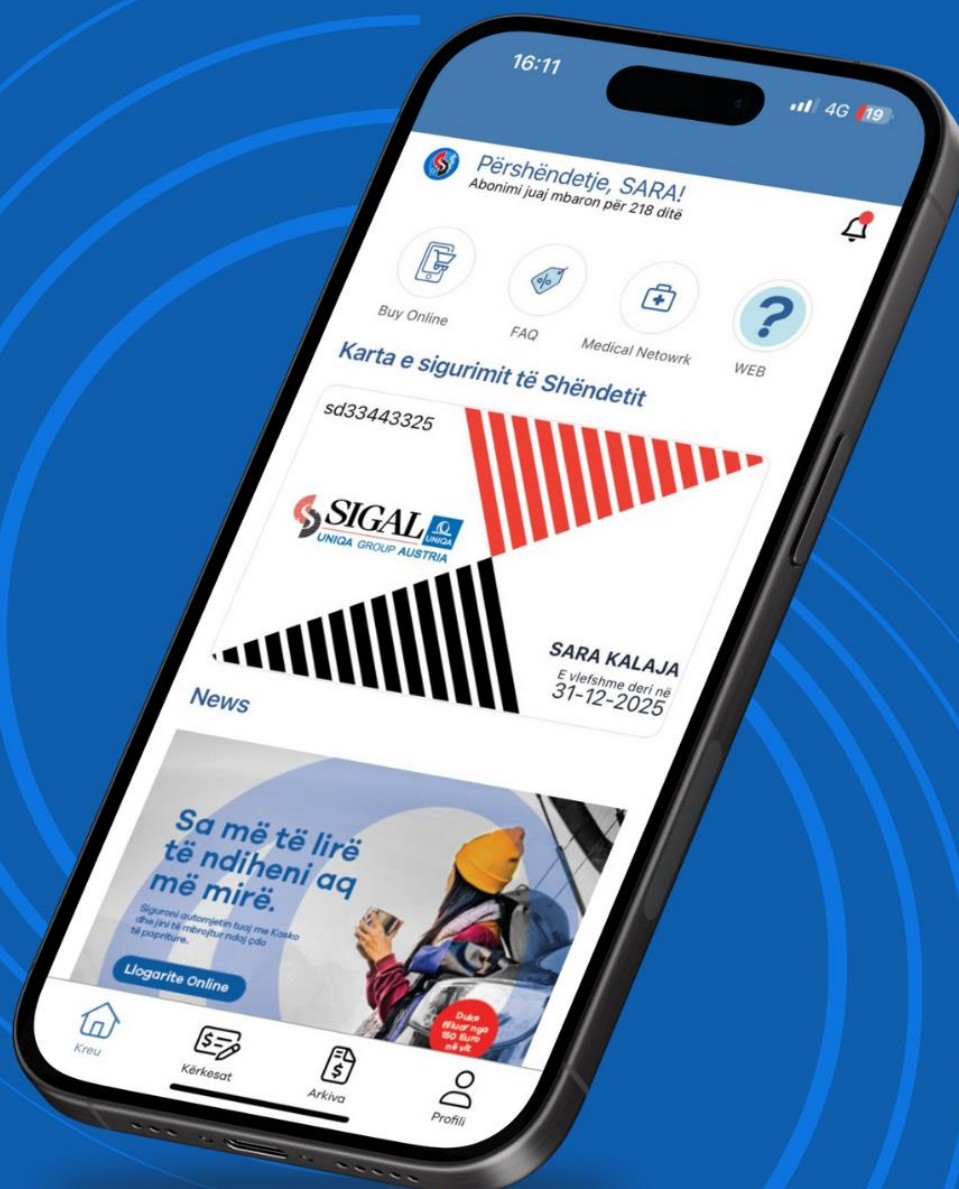


SIGAL fpcHEALTH Claim app manual

Downloading, installing and features



Content

- 1. General Information
- 2. Installation
 - 2.1. Download
 - 2.2. Registration
 - 2.3. Verify My Active Cards
 - 2.4. How to Proceed If You Forgot Your Password
- 3. Basic Information on the Screen When You Log Into the Application
- 4. My Profile
 - 4.1. How to Add a New Profile
- 5. My Request
 - 5.1. Reimbursement
 - 5.1.1. New Request
 - 5.1.2. Completed Requests
- 6. Direct Payment
 - 6.1. Payment Guarantee
- 7. My Archive

1. General Information

The **SIGAL fpcHEALTH Claims Application** is a digital platform designed to simplify the process of submitting and managing your claims.

The use of the application aims to provide faster claim handling, as well as real-time management and monitoring of claims.

Who can benefit from this service?

- This service is available to anyone over the age of 18 who holds a **SIGAL Health Card**.
- For children under 18 who have health insurance, their policy will be **managed by one of the parents**.

SIGAL
Insurance Group

2. Installation

To install the fpcHEALTH application on your mobile device and register, please follow the step-by-step instructions below.

Additional information is available on Play Store and App Store.

2.1 Download

Download the SIGNAL fpcHEALTH application from the App Store or Google Play at the following link:

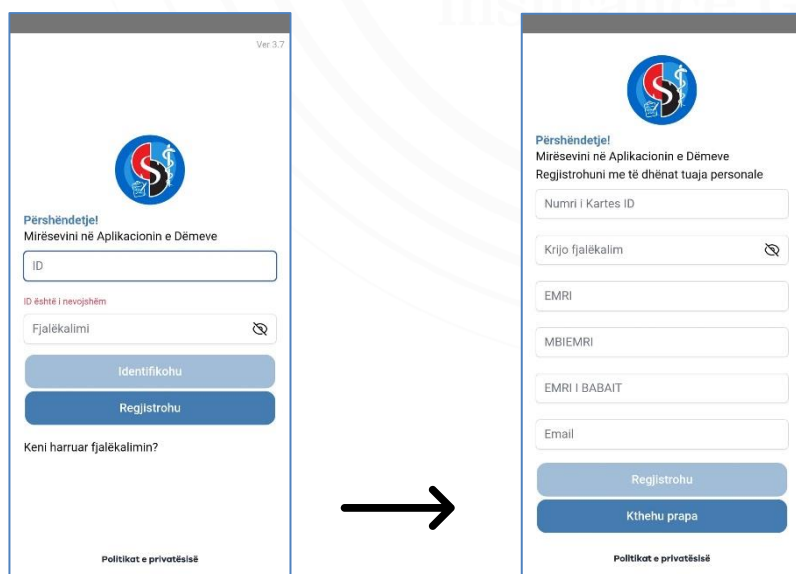
Sistemi/S ystem	Linku - Link
Android	https://play.google.com/store/apps/details?id=sigal.fpc&hl=en_US
Apple	https://apps.apple.com/al/app/fpchealth/id6450365482

The application can be **downloaded for free** and is **available for all common mobile devices**.

2.2 Registration

Follow the steps below to register in the application.

- **Open the application and select “Register”.**



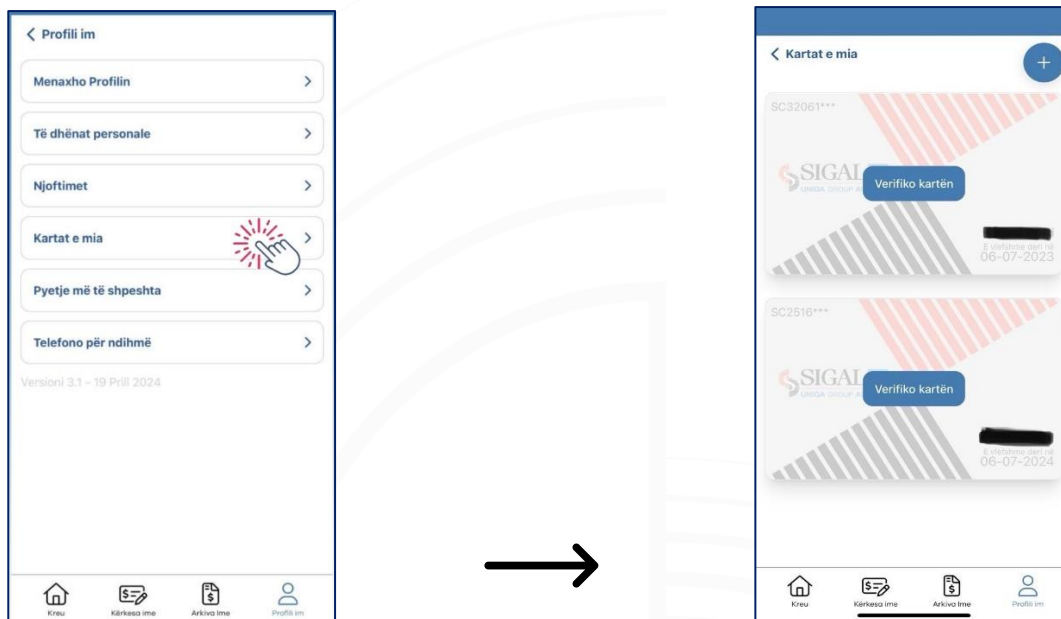
- Enter your **personal ID card number**, which **begins and ends with a letter** (example: /xxxxxxxxK).
- Create your **password**.
- Enter your **first name**, **last name**, **father's name**, and your **email address**.
-

After completing the registration, the following message will appear:



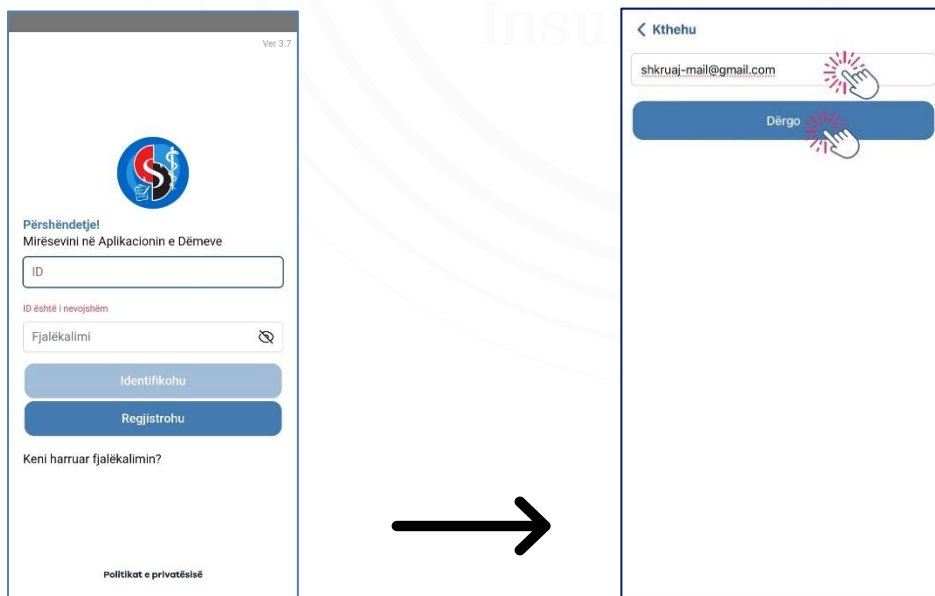
You need to **verify your active cards** in the section **My Profile → My Cards**.

2.3 How to verify your card?



- Your **active cards** will automatically appear on the screen.
- By clicking on “**Verify Card**”, a form will appear asking you to enter specific details from your card.
- Only after **verifying your card** will you be able to submit **reimbursement applications** or make a **payment guarantee request**.

2.4 What to do if you forgot your password?



- Click on “**Forgot your password?**” — the screen shown above will appear, where you need to enter the **email address** you used during registration.
- Follow the **password reset procedure** to create your new password, and then **log in** to your account.

3. Basic Information on the Home Screen When You Log Into the Application

The screenshot shows the home screen of the SIGAL IG Claim App. At the top, the status bar displays the time 09:47, 4G signal, and 39% battery. Below the status bar, the header area includes the SIGAL logo, the text "Përshëndetje, ELISA!", and a notification bell icon. A message "Abonimi juaj mbaron për 179 ditë" is displayed. Below the header, there are four circular icons: "Bli online", "Pyetjet më të shpeshta", "Rrjeti mjekësor", and "WEB". A section titled "Karta e sigurimit të Shëndetit" displays a digital health insurance card for Elisa Berziu, valid until 29-10-2024. Below this, a banner for "Informacione të vlefshme" features a car accident scene with the text "Sa më të lirë të ndiheni aq më mirë." and a "Logarite Online" button. Further down, a news article titled "Mos e nisni vitin 2023 me humbje" is dated 12 Janar 2023. At the bottom, a footer tab bar contains four icons: "Kreu", "Kërkesa ime", "Arkiva ime", and "Profili im".

Story: Click on **Story** for any information and updates through which **SIGAL notifies health insurance clients.**

Notification Bell: Click on this bell whenever a **new notification** arrives, indicated by a **red number**.

Health Insurance Card: Your **active Health Insurance card** is displayed here.

Useful Information: A banner displaying **insurance products and offers** for health clients.

Articles: The latest news and blog articles.

Footer Tab: Navigate through the application by clicking on each tab in this section.

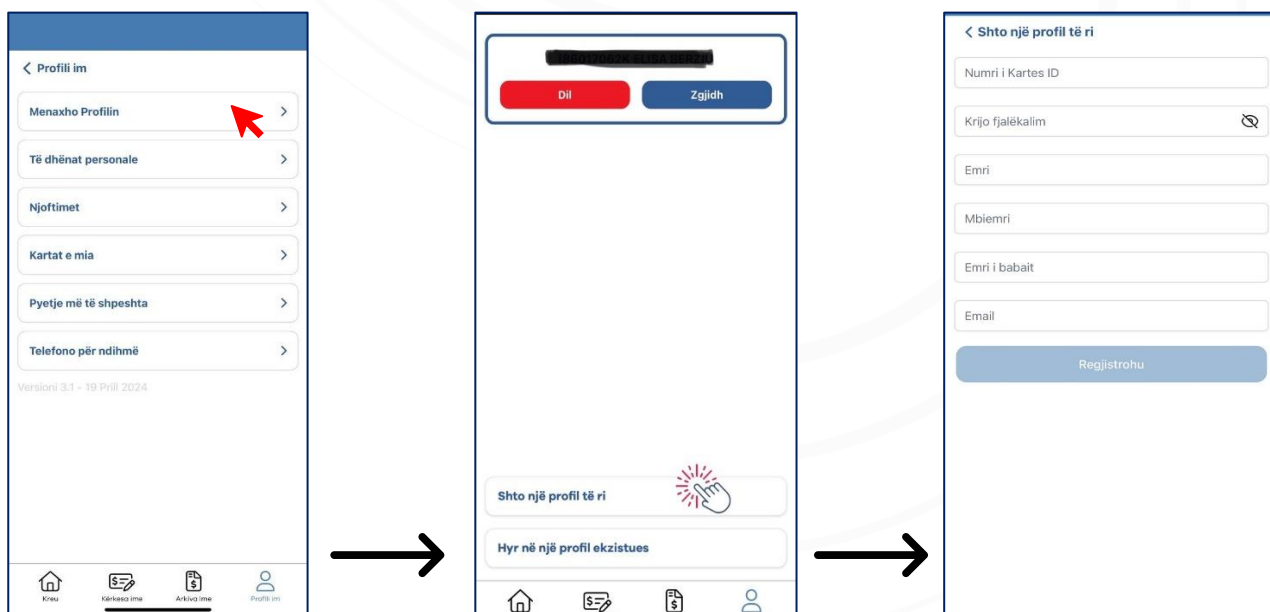
4. My Profile

1. **Manage Profile:** You can **manage your profile** or **add a new profile** (for children under 18 years old).
2. **Personal Data:** Update all your personal information as required.
3. **Notifications:** The section where you will receive various notifications.
4. **My Cards:** Verify your active cards.
5. **Frequently Asked Questions:** The most common questions regarding the application.
6. **Phone for Help:** Call an operator for further assistance.



4.1 How to activate the card for a family member insured

The following steps show how to **activate the card(s) for your child/children under the age of 18.**



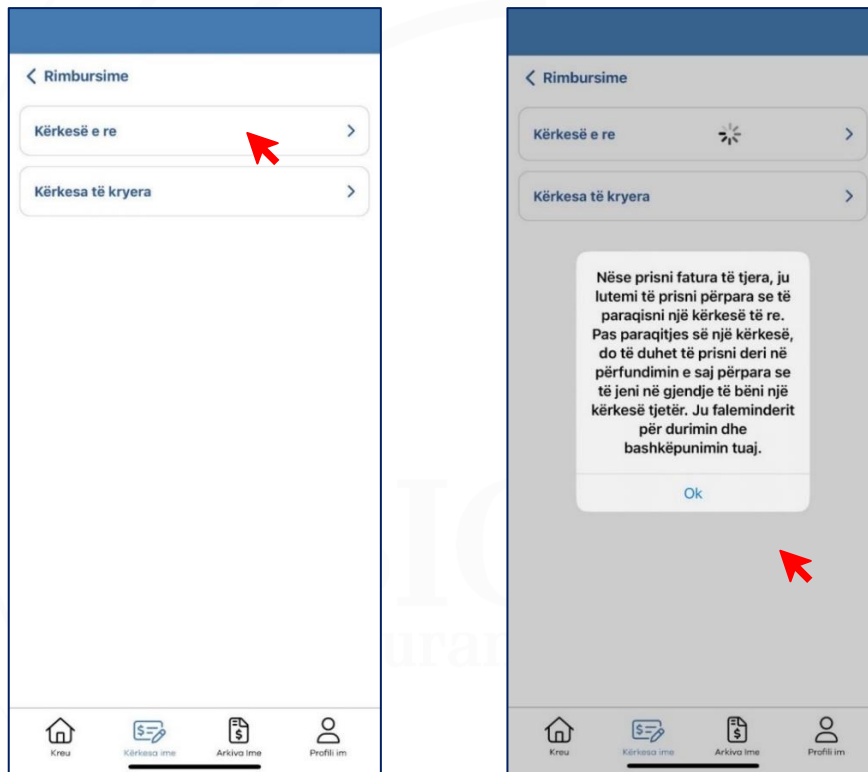
- **Manage Profile:** Click on the “Add a New Profile” section. An illustrated form will appear where you can enter your child’s information.
- After activating the child’s profile, **follow all the card verification steps** as described above.

5. My Request

5.1 Reimbursement

5.1.1 New Request

After completing all the necessary steps regarding **profile registration** and **verification of your active card(s)**, you can **submit a reimbursement request** or **request a payment guarantee**.



Rekomandimi i mjekut
Ngarkoni rekomandimin e mjekut tuaj

Imazh/dokument

Informacion shtesë
Ngarkoni faturën, rekomandimin e mjekut dhe dokumenta të tjera shtesë që mund të kenë.

Imazh/dokument

Shto një faturë

Vazhdo

Kreu Kërkesa ime Arkiva ime Profili im

Përmbledhje
Ju po kërkonti rimbursim për faturën e mëposhtme:
Numri i fatures **Vendos nr e fatures** në datën **2024-04-23**, me vlerën **5500 Leke**

Pershkrimi i rastit
Shkruaj për rastin në detaje

Pershkruaj rrethanat në të cilat keni marrë shërbimin. Dhe detaje nga gjendja shëndetësore.

Emri i personit që do të përfitojë nga rimbursimi
Emri i personit që do të përfitojë nga rimbursimi

Emri i perfituesit

IBAN
Numri i llogarisë bankare

Shkruaj IBAN e bankes tuaj

Banka
Banka e personit që do të përfitojë nga rimbursimi

Banka Credins sh.a.

☒ Ruaj të dhënat e bankës
☒ Pranoj kushtet për shërbimin e SIGAL UNIQA [Terms & Conditions](#)
Deklaroj nën përgjegjësinë time se informacioni është i saktë dhe i vërtetë.

Dërgo kërkesën

Kreu Kërkesa ime Arkiva ime Profili im

Emri i personit që do të përfitojë nga rimbursimi
Emri i personit që do të përfitojë nga rimbursimi

Emri i perfituesit

IBAN
Numri i llogarisë bankare

Shkruaj IBAN e bankes tuaj

Banka
Banka e personit që do të përfitojë nga rimbursimi

Banka Credins sh.a.

☒ Ruaj të dhënat e bankës
☒ Pranoj kushtet për shërbimin e SIGAL UNIQA [Terms & Conditions](#)
Deklaroj nën përgjegjësinë time se informacioni është i saktë dhe i vërtetë.

Dërgo kërkesën

Kreu Kërkesa ime Arkiva ime Profili im

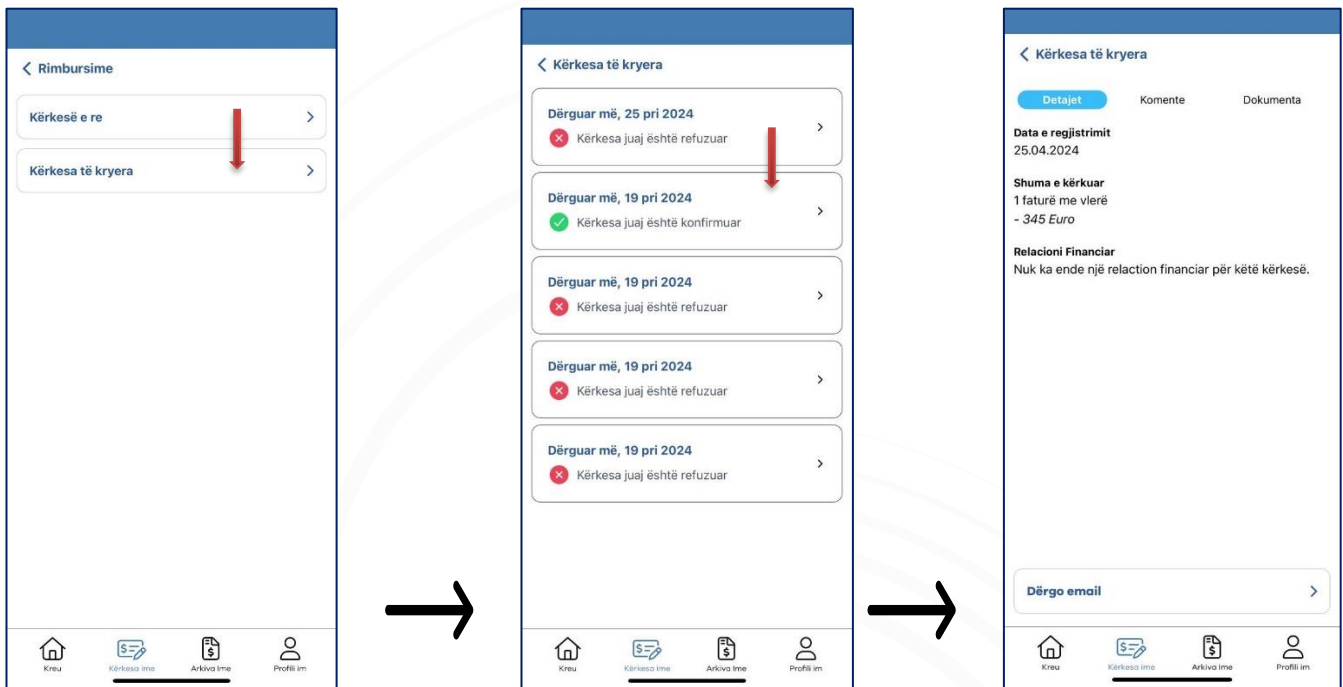
The steps above describe the procedure to follow when **submitting a reimbursement request**.

- If you have **more than one invoice**, click the **“ADD AN INVOICE”** button and follow the **same procedure** as described for the first request.
- If you do **not have any invoices**, click the **“CONTINUE”** button, and your request will be **successfully registered and submitted**.



NOTE: You can submit a reimbursement request without exceeding the processing period of an active request!
We recommend that you collect your invoices to avoid submitting individual invoices separately and to ensure a faster service.

5.1.2 How to check the status of my requests?



To check your requests, follow the procedure below:

- Click on “**Reimbursement**”, then select **Completed Requests**. All completed requests and their **status** will be displayed, as shown in the images above.
- **DETAILS:** To view the details of a request, click on it. A screen (Photo 3) will appear showing all the **request details**.
- **COMMENTS:** This button shows the **communications with SIGAL** regarding the handling of the case, when necessary.
- **DOCUMENTS:** This section contains all **current documents** that need to be uploaded in relation to that request.

6. Direct payment

Please note that **SIGAL offers a direct payment service** for expenses over **20,000 ALL**.

Your request must include:

- Medical documents, including **medical recommendations** for the service you plan to receive,
- **Photocopies of test results**, and
- Any other **relevant documentation** related to the guarantee you are requesting.

Authorization will take a maximum of **5–10 business days** from the submission of complete documentation. You will be kept informed of all **communications SIGAL maintains with the hospital** regarding this guarantee.

6.1 How to submit a request for direct guarantee?

The process is shown in three sequential screenshots of the SIGAL app interface:

- Kërkesa ime**: The initial screen with a list of request types. A red arrow points to **Pagesë direkte**.
- Kerkese per pagese direkte**: The form for submitting a direct payment request. Red arrows indicate the following fields: **Zgjidh kartën** (card selection), **Zgjidh spitalin** (hospital selection), **Tipi shërbimit** (service type), **Lloji shërbimit** (service category), **Sherbimi planifikohet ne** (planned service date), and **Kosto e parashikuar** (estimated cost). A **Vazhdo** button is at the bottom.
- Kerkese per pagese direkte**: The final submission screen. The fields are populated: **Zgjidh kartën** (masked card), **Zgjidh spitalin** (Klinika Medicare), **Tipi shërbimit** (TRAJTIME PA SHTRIM NE SPITAL NE RAS), **Lloji shërbimit** (Kontroll diagnostikues, perفشire patologji), **Sherbimi planifikohet ne** (10 May 2024), and **Kosto e parashikuar** (22000 Leke). A **Vazhdo** button is at the bottom.

Përmbledhje

Admin, Ju po kërkonti rimbursim për faturen e mëposhtme:
Numri i fatures në datën **2024-05-15**, me vlerën **22000 Leke**

Pershkrimi i rastit

Shkruaj për rastin në detaje

Shkruaj tekstin

☐ Pranoj kushtet për shërbimin e SIGAL UNIQA [Terms & Conditions](#)
Deklaroj nën përgjegjësinë time se informacioni është i saktë dhe i vërtetë.

Dërgo kërkesën

Kreu Kërkesa time Arkiva time Profili im



Përmbledhje

Admin, Ju po kërkonti rimbursim për faturen e mëposhtme:
Numri i fatures në datën **2024-05-15**, me vlerën **22000 Leke**

Pershkrimi i rastit

Shkruaj për rastin në detaje

Pershkruaj shërbimin që kërkonti të merrni dhe rrethana sqaruese.

☒ Pranoj kushtet për shërbimin e SIGAL UNIQA [Terms & Conditions](#)
Deklaroj nën përgjegjësinë time se informacioni është i saktë dhe i vërtetë.

Dërgo kërkesën

Kreu Kërkesa time Arkiva time Profili im



< Pagesë direkte

Kërkesë e re >

Kërkesa të kryera >

Sukses! Ojurmto ecurime e kërkeses në butonin kërkesa të kryera.

Mbyll

Kreu Kërkesa time Arkiva time Profili im

The steps above describe the procedure to follow when **submitting a payment guarantee request**. Ensure that **all steps are completed** and that you have included **all supporting documentation**.

- Choose the medical provider
- Choose service to be provided
- Choose date the service is foreseen
- The amount to be spent
- Describe surrounding circumstances

Accept the **service terms**, and then by clicking “**Submit Request**”, a message will appear confirming that your request has been submitted.

7. My Archive

My Archive serves as a digital repository for all the documents you have uploaded for the processing of your reimbursement or payment guarantee requests.

It allows all insured users to maintain a history of these documents and use them whenever needed.

This section also allows you to filter your documents at any time by calendar year and month.

