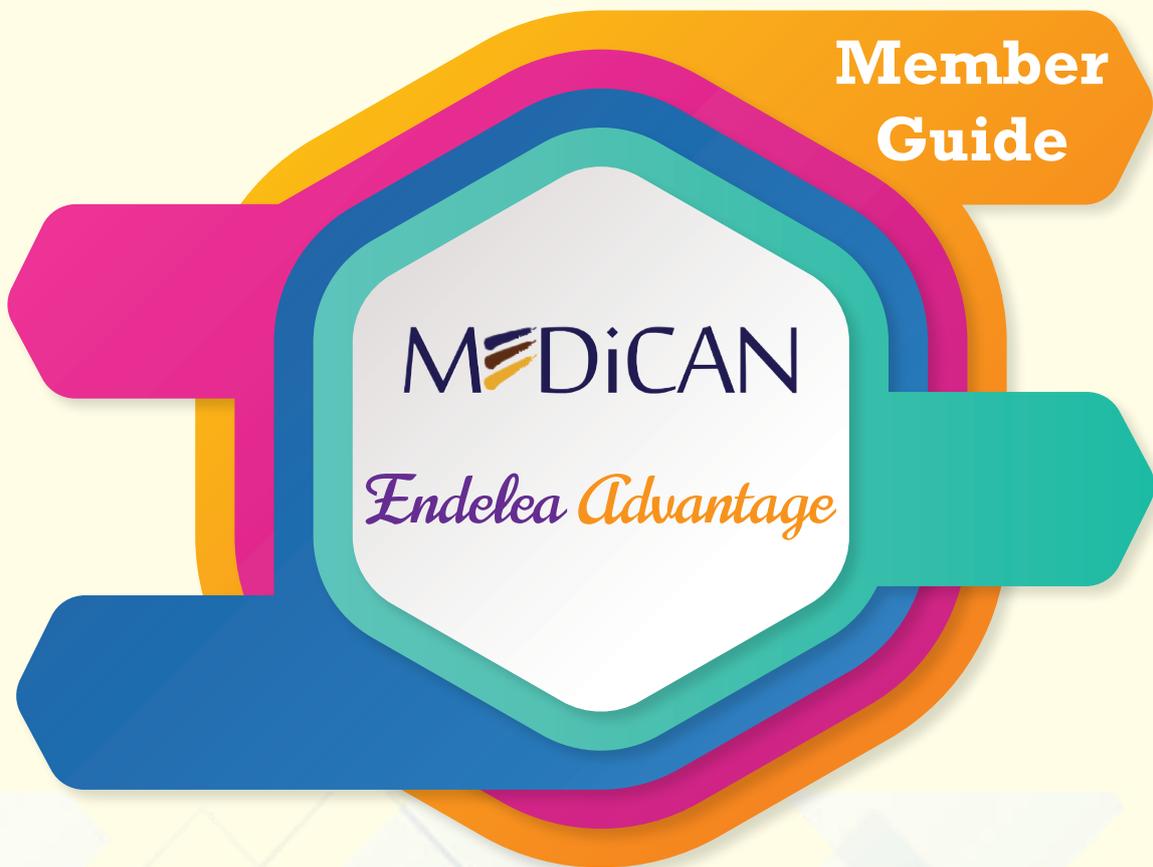


# MEMBER HANDBOOK



**MEDICAN SERVICES LIMITED**

**Version Updated: August 2020**

SECTION  
**01**

# MEMBER GUIDE

STEP  
**01**

**Registration**

Endelea

How To Register	
1. Register using online member information form <a href="http://endeleaplan.com/advantage/member-form/">endeleaplan.com/advantage/member-form/</a> Select Online Form, complete & submit online OR go to Step 2 for downloadable form	2. Download member information form from <a href="http://endeleaplan.com/advantage/member-form/">endeleaplan.com/advantage/member-form/</a> Fill the form, sign and send to Email <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a> or WhatsApp @ <b>0748 201 428</b>
3. Make payment for required minimum amount (or any preferred higher amount) depending on the number of dependants	4. Endelea Support team will contact you within 24hrs (working day) to complete registration
5. You will receive SMS / Email notification confirming registration completion, Member Number(s) and date when medical card(s) will be ready	6. Medical cards are processed within 72hrs (3 working days) upon registration completion. You will receive SMS / Email confirming medical card is ready
7. Collect medical card or request delivery for bulk orders	8. Use medical card to access outpatient services at partner healthcare facilities

Add / Remove Dependants/Members	
1. Complete online Change of Dependants or Change of Members form (Corporate/Group) <a href="http://endeleaplan.com/advantage/change-form/">endeleaplan.com/advantage/change-form/</a> Select Online Form, complete & submit online OR go to Step 2 for downloadable form	2. Download Change of Dependants or Change of Members form (for Corporate/Group) from <a href="http://endeleaplan.com/advantage/change-form/">endeleaplan.com/advantage/change-form/</a> Fill the form, sign and send to Email <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a> or WhatsApp @ <b>0748 201 428</b>
3. Make payment for required minimum amount (or any preferred higher amount) depending on the number of additional members	4. Endelea Support team will contact you within 24hrs (working day) to complete registration
5. You will receive SMS / Email notification confirming registration completion, Member Number(s) and date when medical card(s) will be ready	6. Medical cards are processed within 72hrs (3 working days) upon registration completion. You will receive SMS / Email confirming medical card is ready
7. Collect medical card or request delivery for bulk orders	8. Use medical card to access outpatient services at partner healthcare facilities

**02**

**Add/Remove Dependants/ Members**

Endelea

**03**

**Replenish OR Increase Funds**

Endelea

Replenish Or Increase Funds	
1. Make payment using any of the options: i) Dial <b>*251#</b> on mobile phone using the number registered and following on-screen steps to make payment under Endelea Advantage option on the USSD menu; or ii) Directly send money to M-PESA Paybill Number <b>386562</b> with Member Number input as account number; or iii) Pay into the Company bank account and quoting Member Number	2. The member account balance is automatically updated under option i & ii. Option iii takes 24hrs (working day) after payment has reflected in the Company bank account in order for the member account balance update to be completed.
3. You will receive SMS notification confirming new account balance	4. Access more outpatient services at partner healthcare facilities using issued card

# MEMBER GUIDE

**04**  
**Reallocate Benefits**  
 ENDELEA

Reallocate benefits to members (Corporate/Group)	
1. Download Change of Benefits form from <a href="http://endeleaplan.com/advantage/change-form/">endeleaplan.com/advantage/change-form/</a>	2. Fill the form, sign and send to Email <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a> or WhatsApp @ 0748 201 428
3. Endelea Support team will contact you within 24hrs (working day) to complete the request	4. You will receive SMS / Email notification confirming change request completion

View Account Balance	
1. Dial *251# on mobile phone using the number registered and follow on-screen steps to view balance under Endelea Advantage option on the USSD menu	2. Log into your member account online on <a href="http://endeleaplan.com">endeleaplan.com</a> website portal and select account balance view under Endelea Advantage page
3. Contact customer care and quote Member Number by Calling on 0748 201 428 or Email at <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a>	

**05**  
**Account Balance**  
 Endelea

**06**  
**Healthcare Providers' List**  
 Endelea

View Healthcare Providers' List	
1. Dial *251# and select Claim under USSD main menu then Check Provider List	2. Visit online using the link for updated partners: <a href="http://endeleaplan.com/advantage/partners/">endeleaplan.com/advantage/partners/</a>
3. Contact customer care and quote Member Number by Calling on 0748 201 428 or Email at <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a>	

Access Medical Services	
1. Visit nearest or preferred healthcare facility from the current partner providers' list	2. Present medical card of member requiring healthcare services
3. Follow healthcare provider's procedure for registration by capturing fingerprints	4. Confirm itemised services received and being charged under the Endelea Advantage card
5. Sign payment receipt document and authorize use of member medical card	6. Pay for any excess amount above member's limit or available balance at time of service

**07**  
**Medical Services**  
 Endelea

Report Lost or Faulty Cards	
1. Send card replacement request to Email <a href="mailto:memberservice@endeleaplan.com">memberservice@endeleaplan.com</a> or WhatsApp @ 0748 201 428	2. Endelea Support team will contact you within 24hrs (working day) to confirm request
3. Make payment of KSh 400 for each card replacement	4. Medical cards are processed within 72hrs (3 working days) after payment confirmation
5. You will receive SMS / Email update confirming medical card is ready	6. Collect medical card or request delivery for bulk orders