



## CLAIM PROCESS WITH SMART INSURANCE

(010) 0010141 [www.oneplan.co.za](http://www.oneplan.co.za)  
54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan is sold by Oneplan Brokers (Pty) Ltd and administered by Oneplan Underwriting Managers (Pty) Ltd, authorised financial services providers 43627 and 43628. Oneplan is not a benefit option regulated by the Medical Schemes Act, but a short-term insurance product underwritten by Bryte Insurance Company Limited

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# INDEX

Claim & Manage your Policy with the Oneplan App

3

Claim & Manage your Policy on the Self Service Portal

4

Quick Index Guide for Oneplan App/ Self-Service Portal

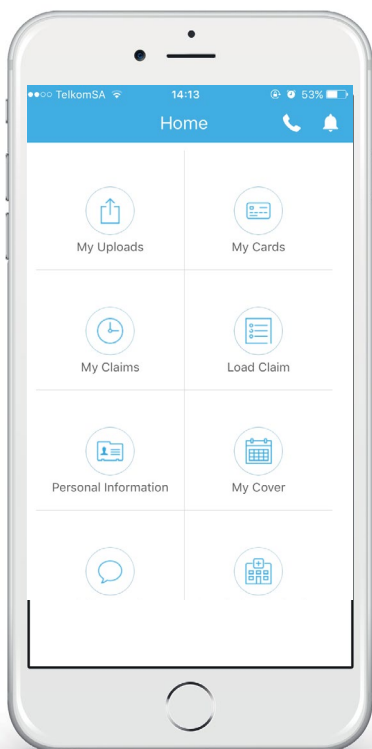
5

Onecard Claims Processes

6

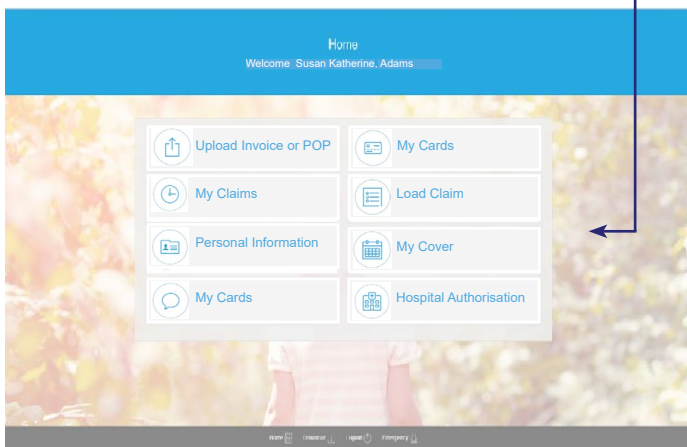
# HOW TO CLAIM & MANAGE YOUR POLICY WITH THE ONEPLAN APP

- 1 Visit the Google Play store or App store on your Phone
- 2 Search for the 'Oneplan' App
- 3 Download the App to your phone for **FREE**
- 4 Login with your policy number as your Username and enter your Password (if you don't have a password, click on 'Forgot Password' and one will be sent to you). Alternatively, follow the registration process.
- 5 Select Pet Insurance
- 6 Once you are on the home menu, select the function you wish to fulfill



# CLAIM & MANAGE YOUR POLICY ON THE SELF SERVICE PORTAL

- 1 Go to [www.oneplan.co.za](http://www.oneplan.co.za)
- 2 Click login
- 3 Login with our Policy number as Username and enter your Password. (if you don't have a password, click on Forgot Password and one will be sent to you)
- 4 Once you are on the home page it will give you the following options. These will allow you to manage and process claims on your policy.



**DOWNLOAD  
OUR ONEPLAN APP**



# QUICK INDEX GUIDE FOR ONEPLAN APP/ SELF-SERVICE PORTAL

This will help you know where to find the function or service you are looking for on either the self-service portal or mobile app home screen.



**MY UPLOADS** - Upload documentation required to claim as well as referral letters and personal information

## Claim Related Uploads

- Request refund "I paid the claim"
- Proof of payment "funds paid to onecard"
- Referral letter

## Personal Info Uploads

- Proof of Identity
- Photo
- Utility Bill



**MY CLAIMS** - Here you will find the history of your most recent claims



**PERSONAL INFORMATION** - Edit your personal information via the Oneplan App

## Policy Information

General Information (editable)

Banking Information (editable)



**CALL ME BACK/ CHAT TO AN AGENT** - Should you wish to speak to one of our customer service agents



**MY CARDS** - information about your onecard can be found here



**LOAD CLAIM** - Load claims for the following:

- Vet visit
- Routine Care
- Illness Cover



**MY COVER** - Gives you a quick overview of the plan benefits and cover amount you have with Oneplan



**HOSPITAL AUTHORISATION** - This allows you to dial Oneplan directly, should you need hospital authorisation or pre- authorisation

# HOW TO PROCESS CLAIMS THROUGH THE ONEPLAN APP



## HOW TO CLAIM FOR VET VISITS AND ROUTINE CARE

- 1 Open the Oneplan Mobile App on your smart phone.
- 2 Login with your policy number and password. If you have forgotten your password, click "Forgot Password" and a new one will be sent to you. If you have not registered on the app, follow the registration process.
- 3 Select "Load Claim" and select the benefit and the applicable pet you want to claim for.
- 4 Funds will be loaded onto the card within minutes.
- 5 Swipe and pay at your vet as you would with a debit card. Make sure you have your pin handy.



## HOW TO CLAIM FOR ILLNESS AND ACCIDENT:

- 1 Open the Oneplan Mobile App on your smart phone.
- 2 Login with your policy number and password. If you have forgotten your password, click "Forgot Password" and a new one will be sent to you. If you have not registered on the app, follow the registration process.
- 3 Select "Load Claim" and select the benefit and the applicable pet you want to claim for.
- 4 Attach the claim form which your vet needs to complete for you. The form can be requested from Oneplan.
- 5 Your claim will be sent for an assessment for a possible authorisation.
- 6 If your claim is authorised, attach the final invoice.
- 7 The claim will be assessed and funds will be transferred to the OneCard or paid into your nominated bank account.



## HOW TO RESET YOUR ONECARD PIN:

- 1 Open the Oneplan app on your smart phone and login.
- 2 Select 'My Cards'.
- 3 Select the card number you wish to reset.
- 4 Select reset pin.
- 5 A sms will be sent to your mobile linked to your policy with your new OneCard Pin Number.
- 6 Keep it safe. You may immediately use your new pin.



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