


USER GUIDE G-FLEX PANEL PROVIDER ACCESS



G-FLEX

Benefits management

Select administrator:

G-FLEX

Username:

Insert username

Password:

Password

☒ Remember me

LOG IN

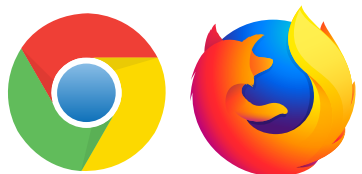
Forgot your password? [Reset it here](#)

New to G-FLEX? [Sign up here](#)

1) Go to URL : <https://gflex.com.my>.



Click "Login +" & select
Healthcare Provider



We strongly recommend usage of Google Chrome / Mozilla Firefox browser.

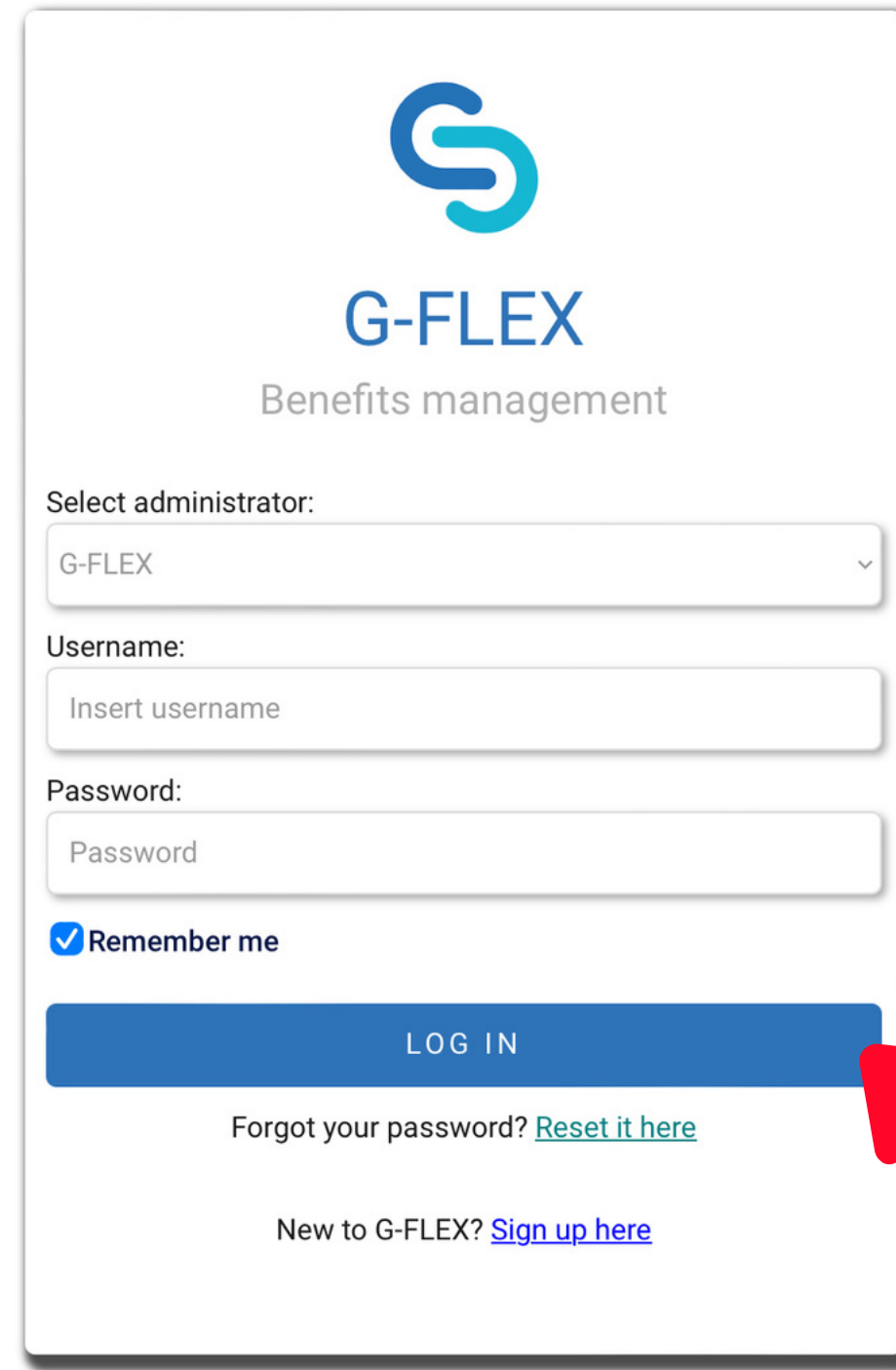
USER GUIDE



Notes:

Your Username will be the **existing/given G-Flex ID**.

If you forget the password OR unable to login, please try **123456** as the password. Please input the registered email or contact us for help!

A screenshot of the G-FLEX login interface. At the top is the G-FLEX logo and the text 'Benefits management'. Below this is a 'Select administrator:' dropdown menu with 'G-FLEX' selected. There are input fields for 'Username:' (placeholder: 'Insert username') and 'Password:' (placeholder: 'Password'). A 'Remember me' checkbox is checked. A blue 'LOG IN' button is at the bottom. Below the button are links for 'Forgot your password? Reset it here' and 'New to G-FLEX? Sign up here'. Two red arrows point to the form: one to the Username field and one to the LOG IN button.

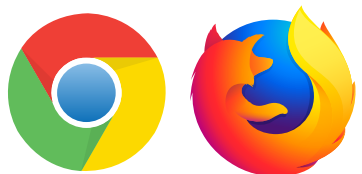
Enter Username & default password
given:

example

Username/G-Flex ID: **GFLEX0089-SE**


Default password: **123456**


Click "LOG IN"





We strongly recommend usage of Google Chrome / Mozilla Firefox browser.


USER GUIDE - DASHBOARD (LANDING PAGE)



G-FLEX
Benefits management


 **Dashboard**


 Guarantee letters

 Invoices

 Reports

 Notifications

 GFLEXD0001-KD1

 Logout

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Welcome GFLEXD0001-KD1!


G-FLEX
Benefits management**DASHBOARD****ANNOUNCEMENTS**

Title: WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE! Date: 03/11/2023

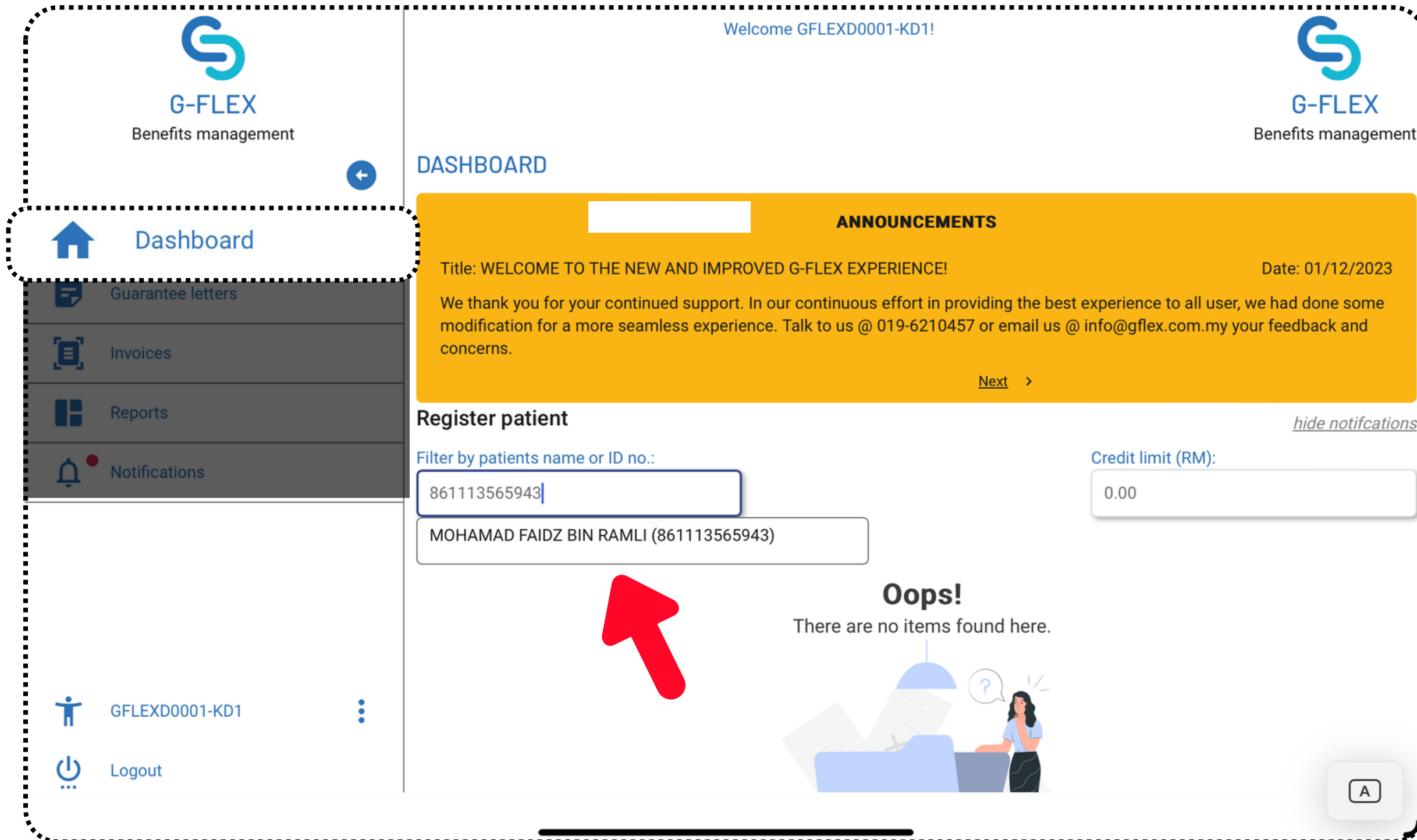
We thank you for your continued support. Please know that any feedback is welcomed! talk to us or send us any of your concerns or feedback to via email.

Register patientFilter by patients name or ID no.:
Search by member name or NRIC no.Credit limit (RM):
0.00[hide notifications](#)**Oops!**
There are no items found here.

**DASHBOARD
MAIN PAGE**

We have
simplified the
dashboard to
make your life
easier...

USER GUIDE - HOW TO REGISTER A PATIENT?



The screenshot displays the G-FLEX landing page. On the left is a sidebar with the G-FLEX logo and 'Benefits management' text, a 'Dashboard' link with a home icon, and a menu with 'Guarantee letters', 'Invoices', 'Reports', and 'Notifications'. The main content area has a 'Welcome GFLEXD0001-KD1!' message and another G-FLEX logo. Below this is an orange 'ANNOUNCEMENTS' banner with a title, date, and body text. The 'Register patient' section features a search filter 'Filter by patients name or ID no.:', a text input field containing '861113565943', and a dropdown menu showing 'MOHAMAD FAIDZ BIN RAMLI (861113565943)'. A red arrow points to this dropdown. To the right of the search is a 'Credit limit (RM):' field with '0.00'. At the bottom left, there's a user profile for 'GFLEXD0001-KD1' and a 'Logout' button. At the bottom right, there's an 'Oops! There are no items found here.' message with an illustration of a person at a desk and a 'hide notifications' link.

Welcome GFLEXD0001-KD1!

G-FLEX
Benefits management

DASHBOARD

ANNOUNCEMENTS

Title: WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE! Date: 01/12/2023

We thank you for your continued support. In our continuous effort in providing the best experience to all user, we had done some modification for a more seamless experience. Talk to us @ 019-6210457 or email us @ info@gflex.com.my your feedback and concerns.

[Next](#) >

Register patient [hide notifications](#)

Filter by patients name or ID no.:

861113565943

MOHAMAD FAIDZ BIN RAMLI (861113565943)

Oops!
There are no items found here.

GFLEXD0001-KD1


Logout

On the landing page:

1) Type in **Name** of patient or their **NRIC** in the in search box as pointed.


2) Select the correct name based on the suggested result (take note on the NRIC/Passport number. Member might have same name.

USER GUIDE - HOW TO REGISTER A PATIENT?




G-FLEX
Benefits management


Welcome GFLEXD0001-KD1!





G-FLEX
Benefits management


DASHBOARD

 Dashboard

 Guarantee letters

 Invoices

 Reports

 Notifications

ANNOUNCEMENTS


Title: WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE! Date: 01/12/2023

We thank you for your continued support. In our continuous effort in providing the best experience to all user, we had done some modification for a more seamless experience. Talk to us @ 019-6210457 or email us @ info@gflex.com.my your feedback and concerns.

[Next](#) >

Register patient [hide notifications](#)

Filter by patients name or ID no.:

861113565943 

MOHAMAD FAIDZ BIN RAMLI (861113565943)


Credit limit (RM):

200.00

IMPORTANT: Confirm ID credentials before registering.

Register

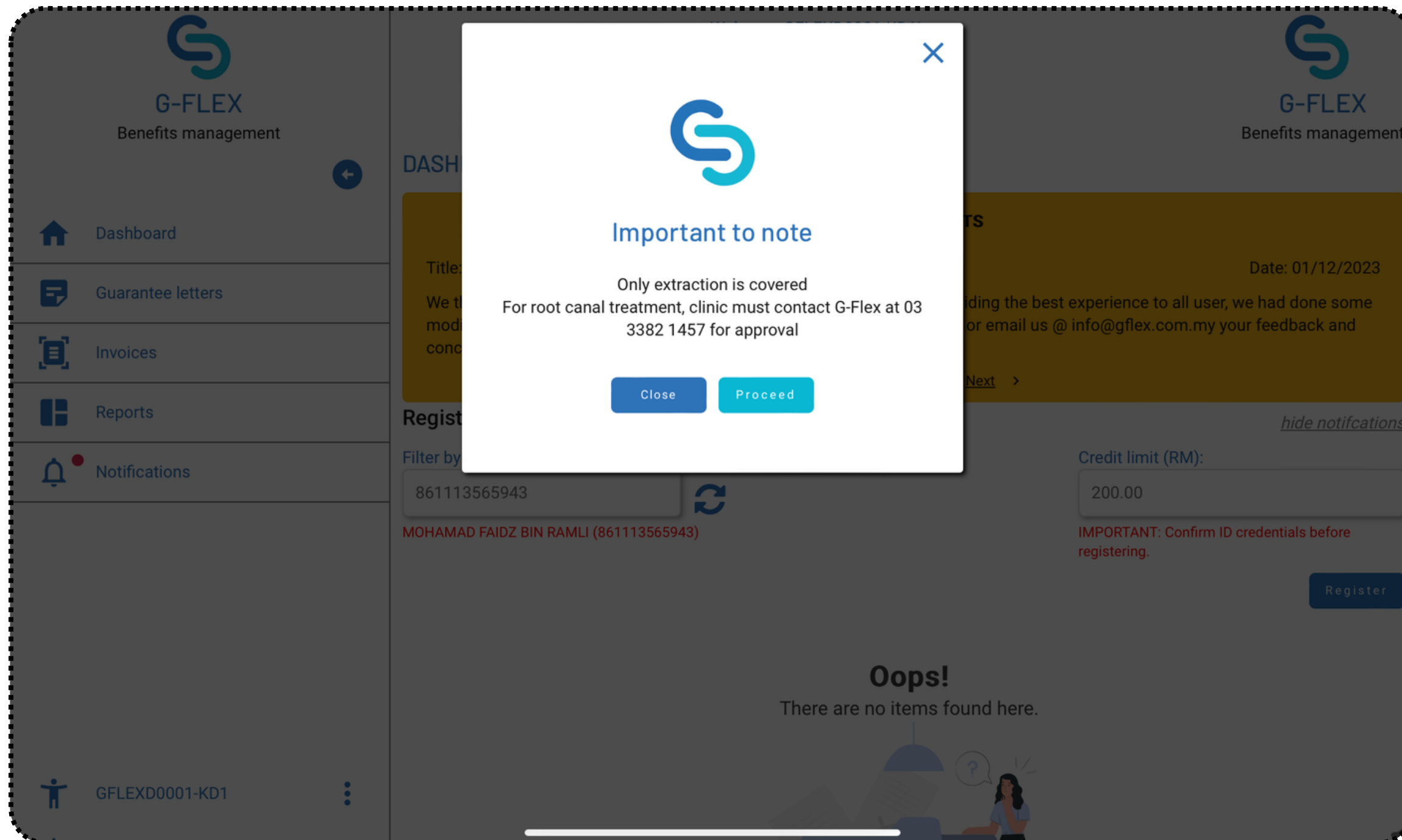
Oops!
There are no items found here.



Once selected based on the option listed, Please be aware of the credit limit allowed.

To continue click **Register**

USER GUIDE - HOW TO REGISTER A PATIENT?



For some members, further do's and don'ts will be posted.

You are required to acknowledge the remarks shown here. Failing to comply with the instruction may result in rejection of claims.*

Click **Proceed** to close this notification.

User Guide - How to Submit a Claim?



G-FLEX
Benefits management

Dashboard

Guarantee letters

Invoices

Reports

Notifications

GFLEXD0001-KD1

Logout

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DASHBOARD

ANNOUNCEMENTS

Title: WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE!
We thank you for your continued support. In our continuous effort in providing the best experience to all user, we had done some modification for a more seamless experience. Talk to us @ 019-6210457 or email us @ info@gflex.com.my your feedback and concerns.
Next >

Date: 01/12/2023

Register patient

Filter by patients name or ID no.:
Search by member name or NRIC no.

Credit limit (RM):
0.00

hide notfications

Patient list

From date:
30/11/2023

To date:
02/12/2023

Name	ID no.	Principal	Age	Gender	Payor	Limit	
MOHAMAD FAIDZ BIN RAMLI	861113565943	MOHAMAD FAIDZ BIN RAMLI	37	Male	G-FLEX	RM200.00	<div><div>Submit claim</div><div>Delete</div></div>

Disclaimer

Terms of use

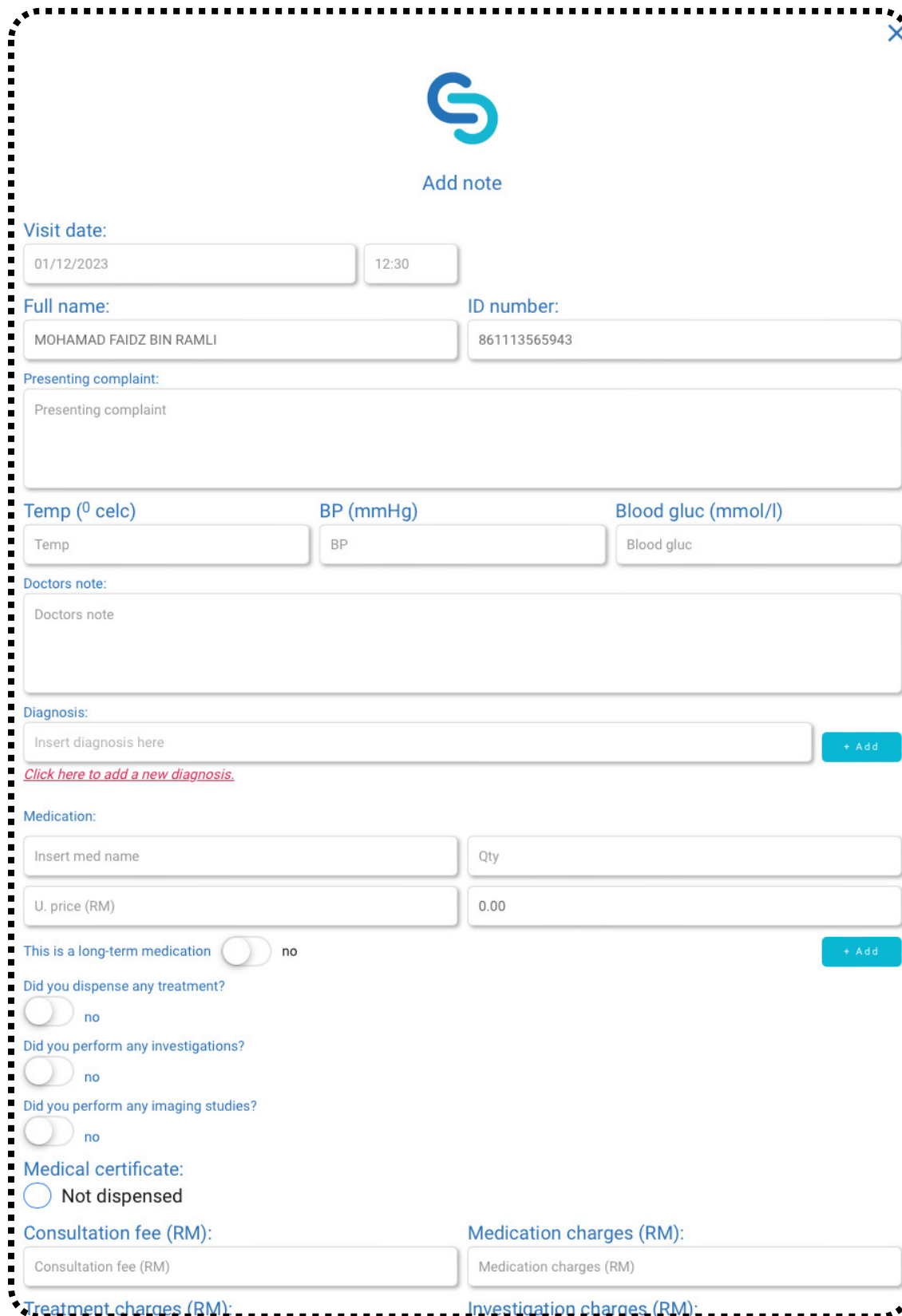
Privacy policy


If the registration successful, you may see the patient name listed in the Patient List section below.

- Submitting a Claim**
- 1) Click on the 3 dotted line.
 - 2) Select "Submit Claim"



USER GUIDE - HOW TO SUBMIT A CLAIM?




Add note

Visit date:
01/12/2023 12:30

Full name: MOHAMAD FAIDZ BIN RAMLI ID number: 861113565943

Presenting complaint:
Presenting complaint

Temp (° celc) BP (mmHg) Blood gluc (mmol/l)
Temp BP Blood gluc

Doctors note:
Doctors note

Diagnosis:
Insert diagnosis here + Add
[Click here to add a new diagnosis.](#)

Medication:
Insert med name Qty
U. price (RM) 0.00
This is a long-term medication ☐ no + Add

Did you dispense any treatment?
☐ no

Did you perform any investigations?
☐ no

Did you perform any imaging studies?
☐ no

Medical certificate:
☐ Not dispensed

Consultation fee (RM): Medication charges (RM):
Consultation fee (RM) Medication charges (RM)

Treatment charges (RM): Investigation charges (RM):

Add Note Page

Compulsory column:

- 1) Diagnosis
- 2) Consultation Fee

Please insert relevant information/data as per patient's visit.

You may type in the **diagnosis**. But if the searched item **does not show any result** in the suggestion dropdown list, you need to **add the diagnosis first**.

Click on the **"click here to add a new diagnosis"** button as per above page.

USER GUIDE - HOW TO SUBMIT A CLAIM?



A screenshot of a web application showing a modal dialog box titled "Add diagnosis" with a close button (X) in the top right corner. Inside the dialog, there is a label "Insert diagnosis here:" followed by a text input field containing the placeholder text "Insert diagnosis". Below the input field are two buttons: "Cancel" and "Submit". The background of the application is partially visible, showing a dark header and a brown footer with some text like "PERIENCE!", "is effort in provi", "ome modificati", and a "Next >" link.

Enter the new diagnosis. and Submit.

Once the dialog box closed, please re-enter the newly saved diagnosis, and click on the Add button


A screenshot of a web application form. It features a "Diagnosis:" label above a large text input field with the placeholder "Insert diagnosis here". To the right of the input field is a blue button labeled "+ Add", which is highlighted by a red arrow. Below the input field is a red link that says "Click here to add a new diagnosis.". At the bottom of the form, there is a "Medication:" label above another text input field.

USER GUIDE - HOW TO SUBMIT A CLAIM?

Diagnosis:

Insert diagnosis here + Add

[Click here to add a new diagnosis.](#)

Diagnosis
CAVITY 

You may input more than 1 diagnosis. To delete any wrongly updated diagnosis, simply click on the “trash bin” icon.

USER GUIDE - HOW TO SUBMIT A CLAIM?



Diagnosis:

Insert diagnosis here

+ Add

[Click here to add a new diagnosis.](#)

Diagnosis

CAVITY

Medication:

Insert med name

0.00

This is a long-term medication

☐ no

+ Add

Medication name	LTM?	Qty	Unit price (RM)	Total price (RM)		
PARACETAMOL	No	10	0.6	RM6.00		

Did you dispense any treatment?

☒ yes

Treatment name

0.00

+ Add

Treatment name	Unit price (RM):	Total price (RM):	
EXTRACTION	RM60.00	RM60.00	

Did you perform any investigations?

☐ no

Did you perform any imaging studies?

☐ no

Medical certificate:

☐ Not dispensed

Consultation fee (RM):

Medication charges (RM):

Consultation fee (RM):

6.00

Add Medication

- 1) Insert medication name
- 2) Quantity
- 3) Price/unit
- 4) The system will auto calculate the total amount for each line item.
- 5) click "Add" button.
- 6) Continue to **add more medication** if you dispense more medications.

If clinic performed any **treatment, investigations** or **imaging studies**, please insert information accordingly. Click to change to Yes and the necessary column will appear.

USER GUIDE - HOW TO SUBMIT A CLAIM? MC DISPENSED

Medical certificate:

☒ Dispensed

From date:

11/09/2023

To date:

11/09/2023

MC no.:

MC no.

No. of days:

0

How to add MC?

- 1) Select/click to change the icon to Dispensed
- 2) Select From date
- 3) Select To Date
- 4) Insert MC No.
- 5) System will auto calculate the No. of Days.

User Guide - How to Submit a Claim?



Consultation fee (RM):
200

Medication charges (RM):
6.00

Treatment charges (RM):
60.00

Investigation charges (RM):
Investigation charges (RM)

Imaging study charges (RM):
Imaging study charges (RM)

Miscellaneous charges (RM):
Miscellaneous charges (RM)

Total charges (RM):
266.00

Note: This visit limit is RM200.00

Error: Total amount exceeds encounter limit.

Remarks (if any):
Remarks

Close

Insert **Consultation Fee**. The rest of charges will be automatically accumulated by the system.

If the total amount exceeds the Visit Limit, system will prompt a Error message for you to take note. You are not able to submit the claim just yet. Kindly amend the amount/details to follow the Visit Limit amount.

Consultation fee (RM):
50

Medication charges (RM):
6.00

Treatment charges (RM):
60.00

Investigation charges (RM):
Investigation charges (RM)

Imaging study charges (RM):
Imaging study charges (RM)

Miscellaneous charges (RM):
Miscellaneous charges (RM)

Total charges (RM):
116.00

Note: This visit limit is RM200.00

Remarks (if any):
Remarks


Close Submit

If you have any remarks or notes to highlight to Pulse admin or the corporate client, insert your comment here.

If the Visit Limit is complied, you will be able to see the Submit button. Click on the **Submit** button to complete the process.

User Guide - How to check for submitted claim?




G-FLEX
Benefits management

Dashboard

Guarantee letters

Invoices

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Notifications

Welcome GFLEXD0001-KD1!

INVOICES

Filter by claim type:
All patient types

From date:
01/11/2023

Filter by patient's name:
Filter by patient's name

Filter by:
Receipt date

To date:
01/12/2023

Filter by payment status:
Un-paid

Back

Download

Print

No.	Invoice no.	Payor	Date	Time	Member	ID no.	Amount (RM)	Status	Submitted by	Payment date	Reference	
1	GFLEXD00 01-KD-12- 1-3	G-FLEX	01/12/202 3	12:20 pm	MOHAMAD FAIDZ BIN RAMLI	861113565 943	RM111.00	Un-paid	Merchant	N/A	N/A	<div></div>


On the left panel menu, click on Invoices

You may use the relevant filters to help you do your search.

click on the 3 dotted line to **view** detailed transaction. All updates regarding payment will be visible in the table too.

User Guide - Latest G-FLEX ANNOUNCEMENT?





G-FLEX


Benefits management

Dashboard


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Notifications

 GFLEXD0001-KD1

 Logout

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Welcome GFLEXD0001-KD1!

NOTIFICATIONS

From date:

01/12/2023

To date:

01/12/2023

Back

Date	Time	Title	Notice
01/12/2023	12:00 pm	WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE!	We thank you for your continued support. In our continuous effort in providing the best experience to all user, we had done some modification for a more seamless experience. Talk to us @ 019-6210457 or email us @ info@gflex.com.my your feedback and concerns.
03/11/2023	9:53 am	WELCOME TO THE NEW AND IMPROVED G-FLEX EXPERIENCE!	We thank you for your continued support. Please know that any feedback is welcomed! talk to us or send us any of your concerns or feedback to via email.

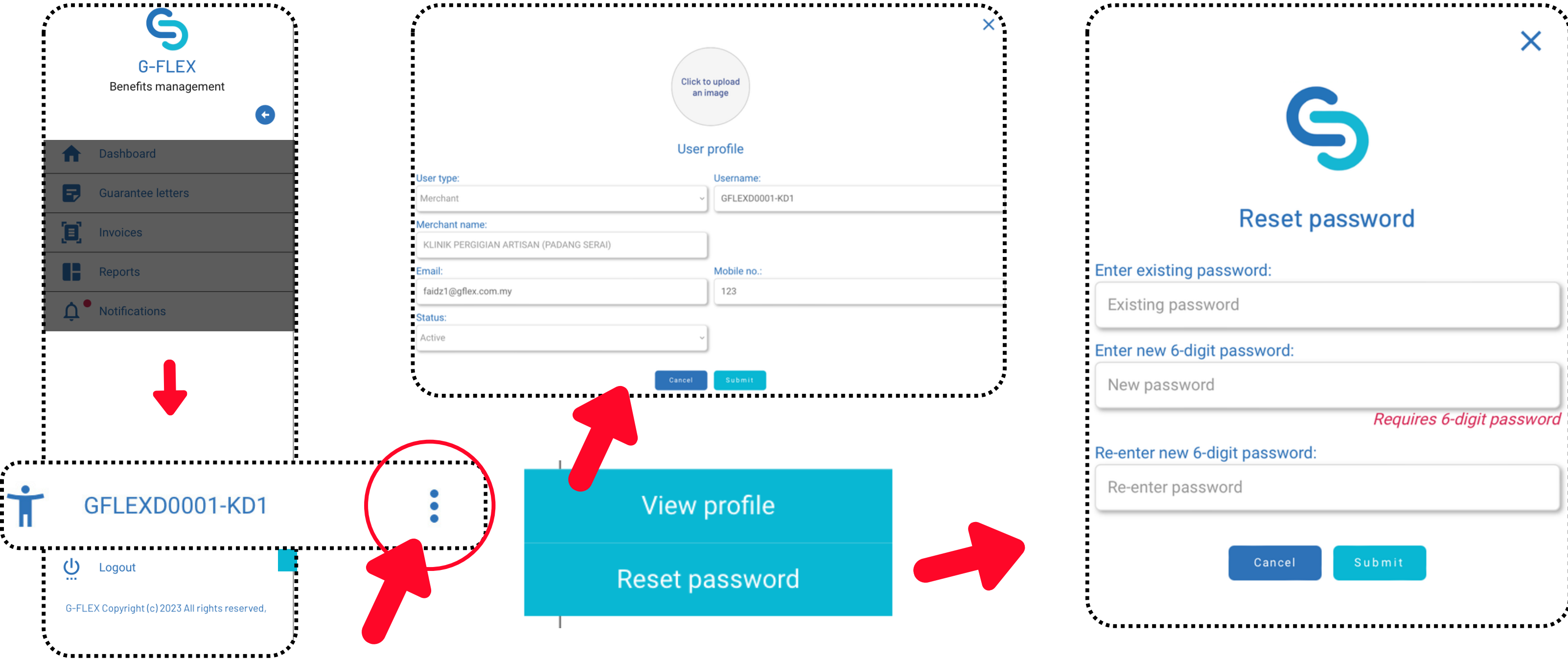
Disclaimers

Terms of use

Privacy policy

click on the 3 dotted line to **view** detailed notification.

User Guide - Change Credentials



USER GUIDE

G-FLEX

PANEL PROVIDER ACCESS


That's all for now. Any further question, please get in touch directly with G-Flex support team... Thanks!

 03-3382 1457 / +60196210457

 info@gflex.com.my



Chat on WhatsApp


G-FLEX
Benefits management

Select administrator:

G-FLEX

Username:

Insert username

Password:

Password

☒ Remember me

LOG IN

Forgot your password? [Reset it here](#)

New to G-FLEX? [Sign up here](#)