



# منظومة صحية بلس Network Plus

**Title: JHAH-NetworkPlus Member portal Guide**

**Prepared by: Layal Monaquel**

**Date: 23/08/2022**

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# 1 JHAH Members' portal Guide

## 1.1 Introduction

the member's Portal enables the members to track their insurance information in an organized and integrated way, by centralizing the needed functions in one integrated portal.

**Note:** Background is used for demonstration purposes

## 1.2 Log in

To access the Members' portal type the links <https://MTimeNetworkPlus.btpa.com.sa> on your browser. The following page should be displayed



Figure 1 Landing page

Click on the Member log in Box as shown below



Figure 2 Landing page members' login

The below page will be displayed.

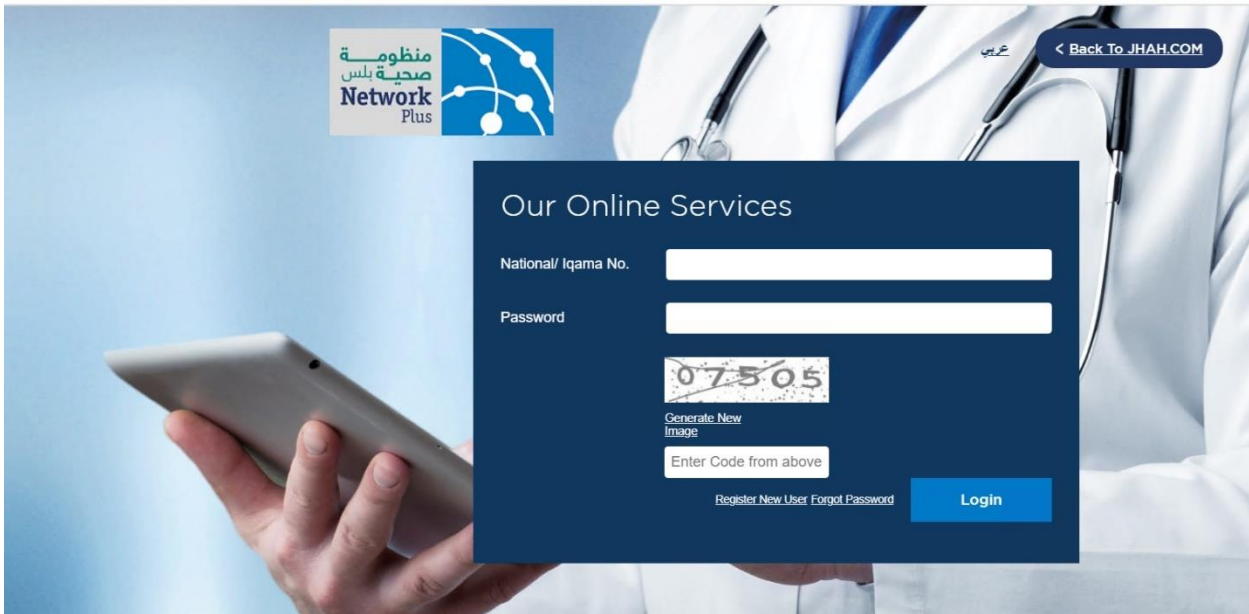


Figure 3 login

fill out the log in fields as shown below and click on the login button.

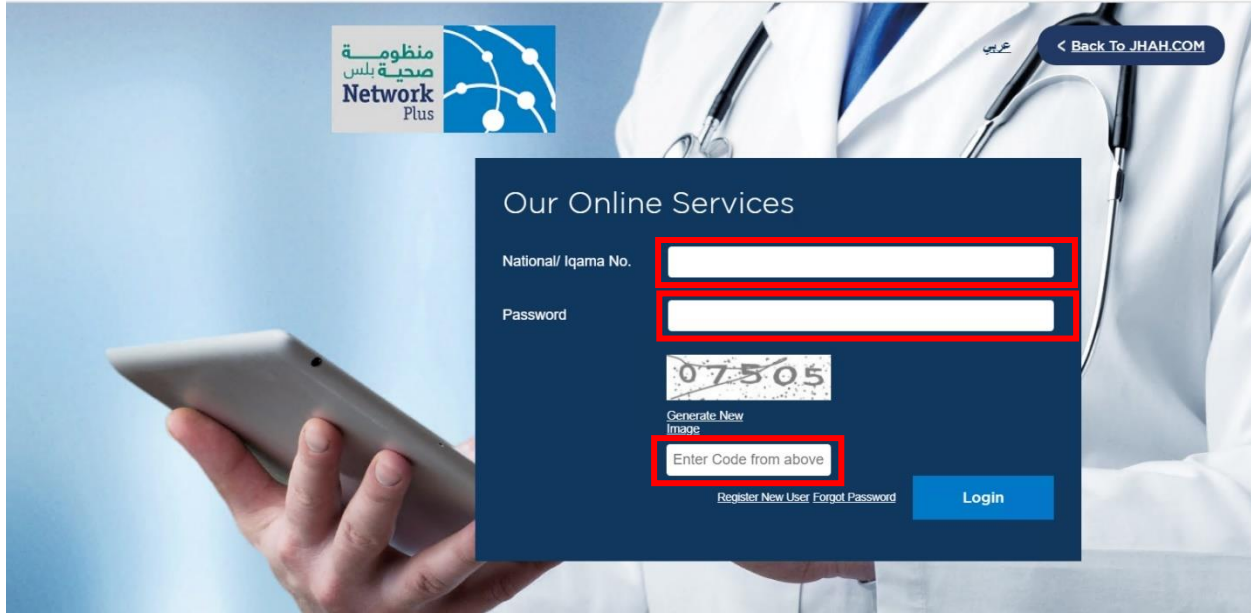


Figure 4 log in

### 1.3 Details screen

After the user logs in, the below screen should be displayed, click on the details button

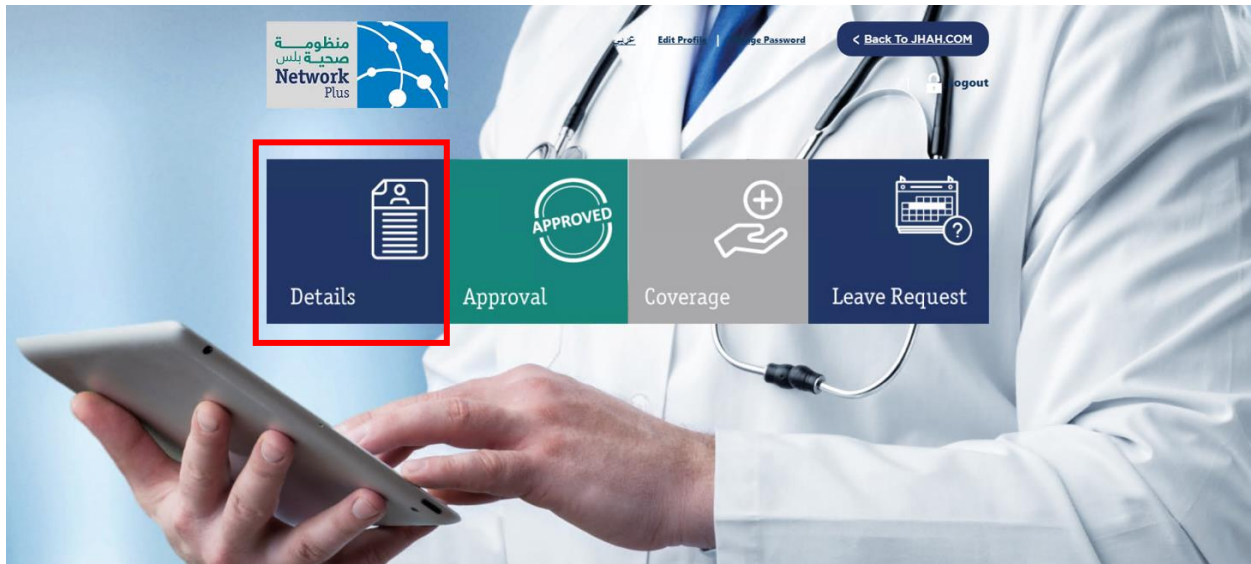
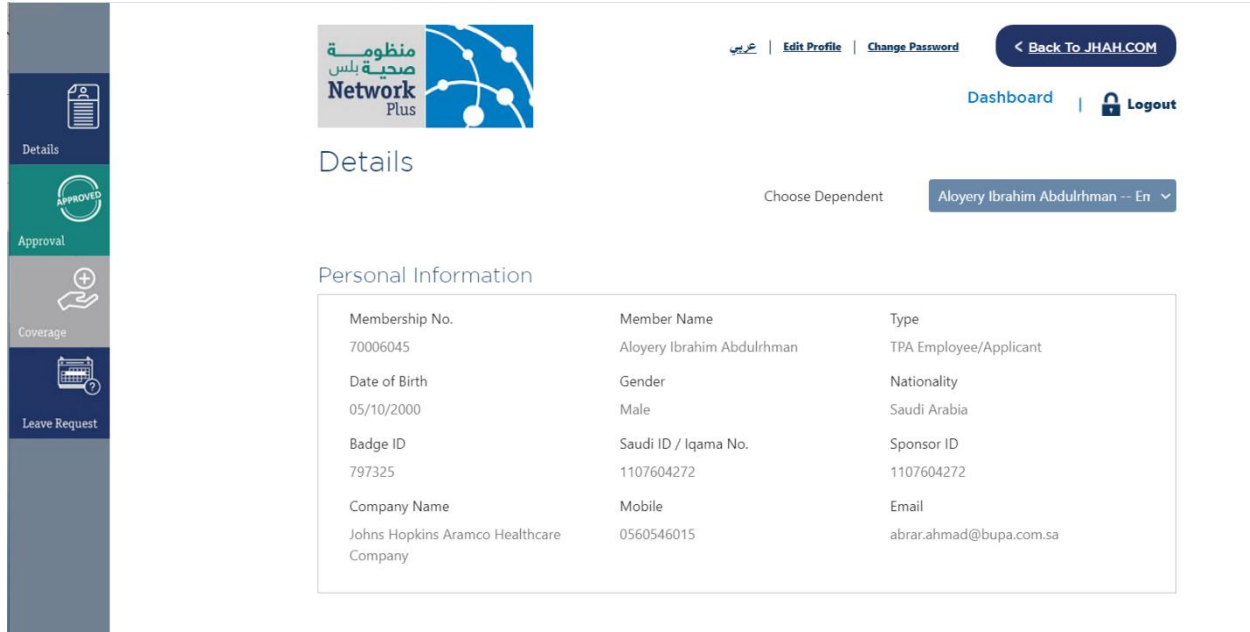


Figure 5 Main Page - Details button

The below page should be displayed



Details

Approval

Coverage

Leave Request

منظومة صحية بلس  
Network Plus

عربي | [Edit Profile](#) | [Change Password](#) | [Back To JHAH.COM](#)

[Dashboard](#) | [Logout](#)

Choose Dependent: **Aloery Ibrahim Abdulrhman** -- En

Personal Information

Membership No.	Member Name	Type
70006045	Aloery Ibrahim Abdulrhman	TPA Employee/Applicant
Date of Birth	Gender	Nationality
05/10/2000	Male	Saudi Arabia
Badge ID	Saudi ID / Iqama No.	Sponsor ID
797325	1107604272	1107604272
Company Name	Mobile	Email
Johns Hopkins Aramco Healthcare Company	0560546015	abrar.ahmad@bupa.com.sa

Figure 6 Details Page

### 1.3.1 Dependents Dropdown list

The user can select the dependent from the drop-down list highlighted in the figure below to show their details

Note: if there's dependents.



عربي | [Edit Profile](#) | [Change Password](#)

[Back To JHAH.COM](#)

[Dashboard](#)

[Logout](#)

## Approvals

Choose Dependent

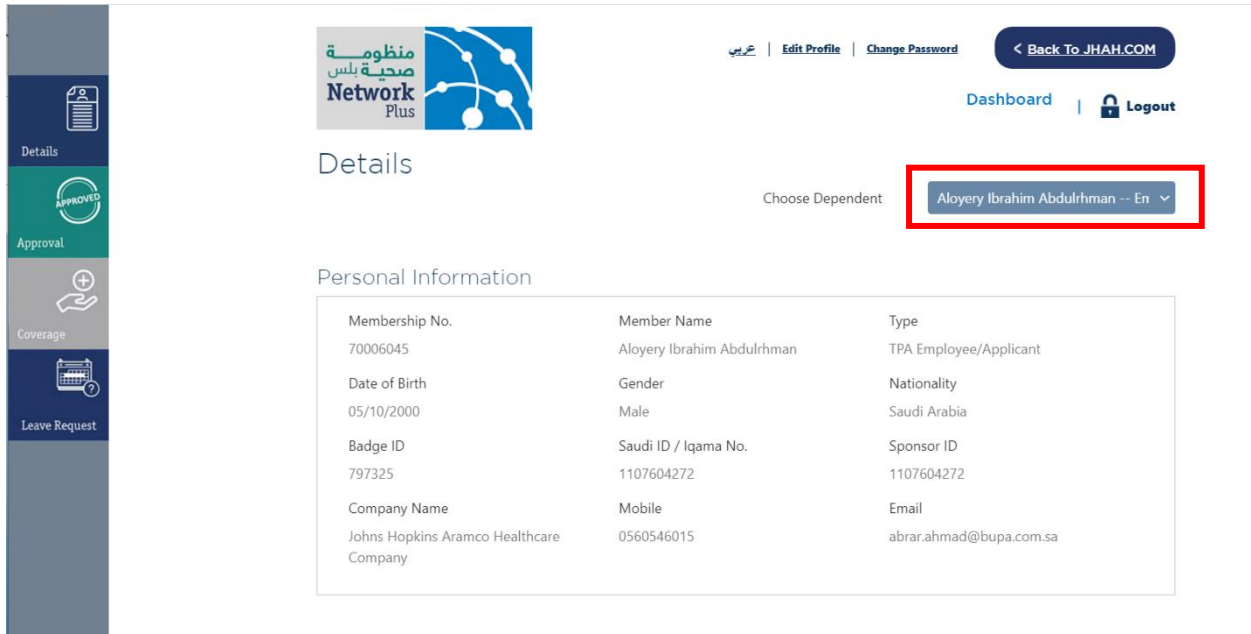
Alkhaldi Abdullah Anbar -- Employo ▾

Saudi ID / Iqama No.: 1105989394

Member Name: Alkhaldi Abdullah Anbar

Pre-auth No	Incident No.	Healthcare Provider Name	Date/Time Received	Response Date/Time	Status
44323919	1	JHAH - Al Ahsa Hospital	9/26/2022 5:12:09 PM		Rejected
44323923	1	JHAH - Al Ahsa Hospital	9/26/2022 5:17:54 PM		Rejected
44323948	1	JHAH - Al Ahsa Hospital	9/27/2022 10:01:16 AM		WIP

Figure 7 Dependent's dropdown list



### 1.4 Top bar details

The functions of the top bar highlighted of the screen below will be detailed in the following titles

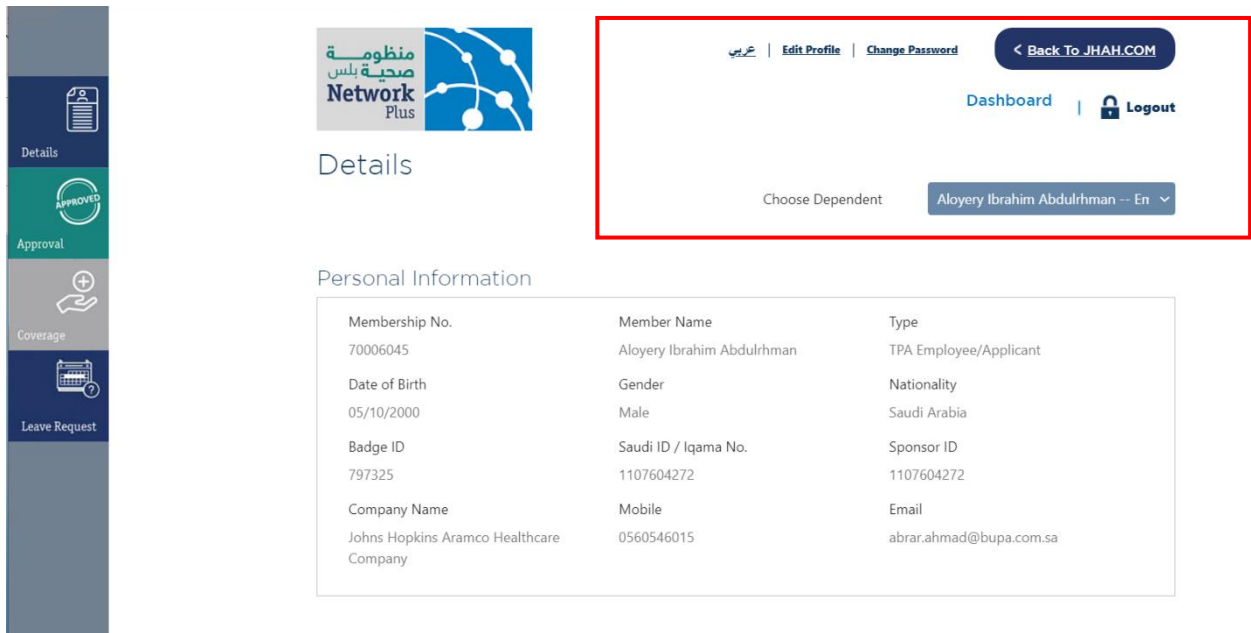


Figure 8 details page top bar

### 1.4.1.1 Arabic

To change the page to Arabic click on “عربي” button as shown below

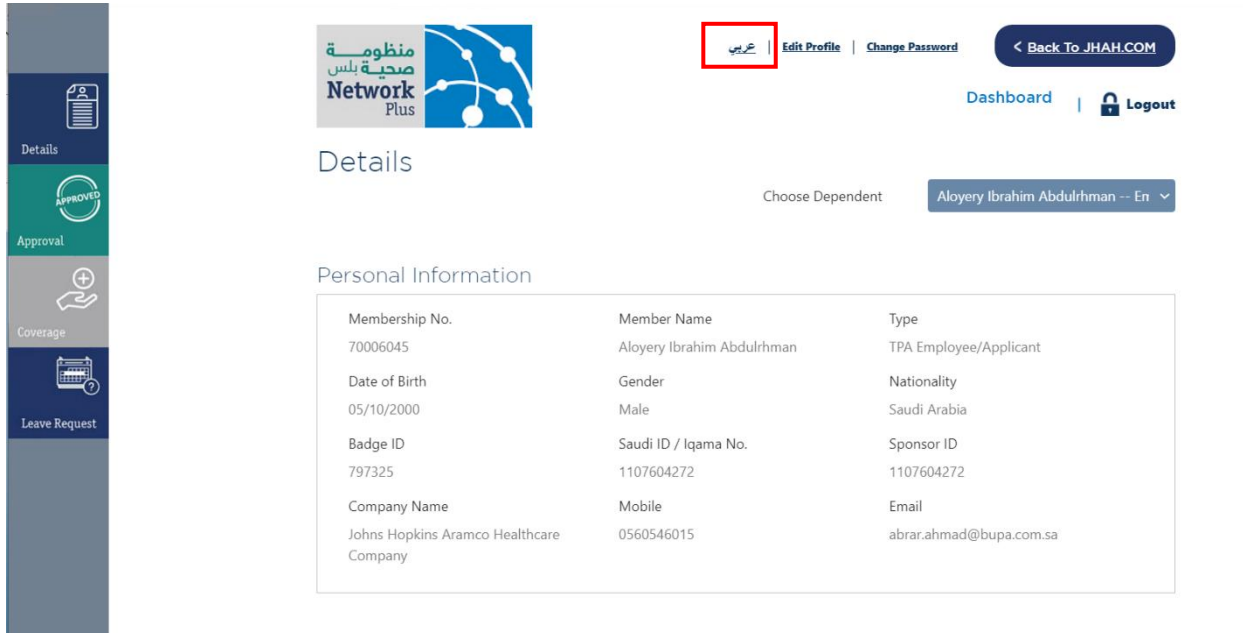
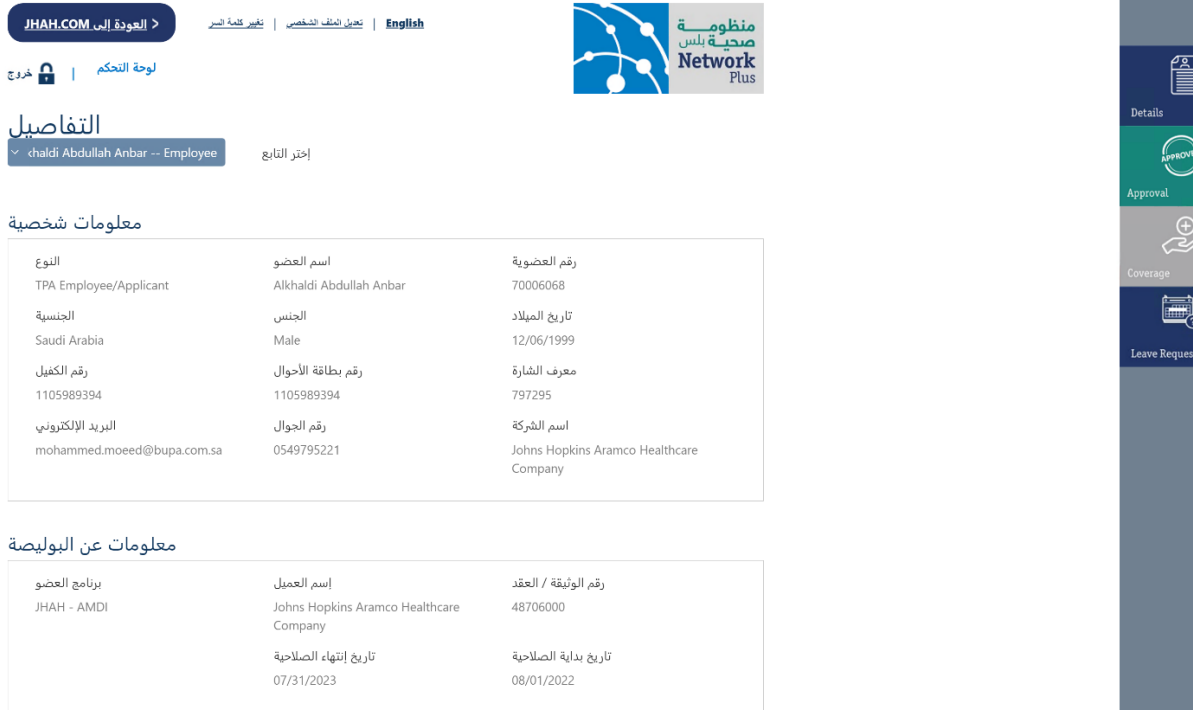


Figure 9 Arabic version

Once clicked the Arabic version of the website should be displayed as depicted below



العودة إلى JHAH.COM > | [تغيير كلمة السر](#) | [تعديل الملف الشخصي](#) | **English**

لوحة التحكم | خروج

التفاصيل

chaldi Abdullah Anbar -- Employee | اختر التابع

### معلومات شخصية

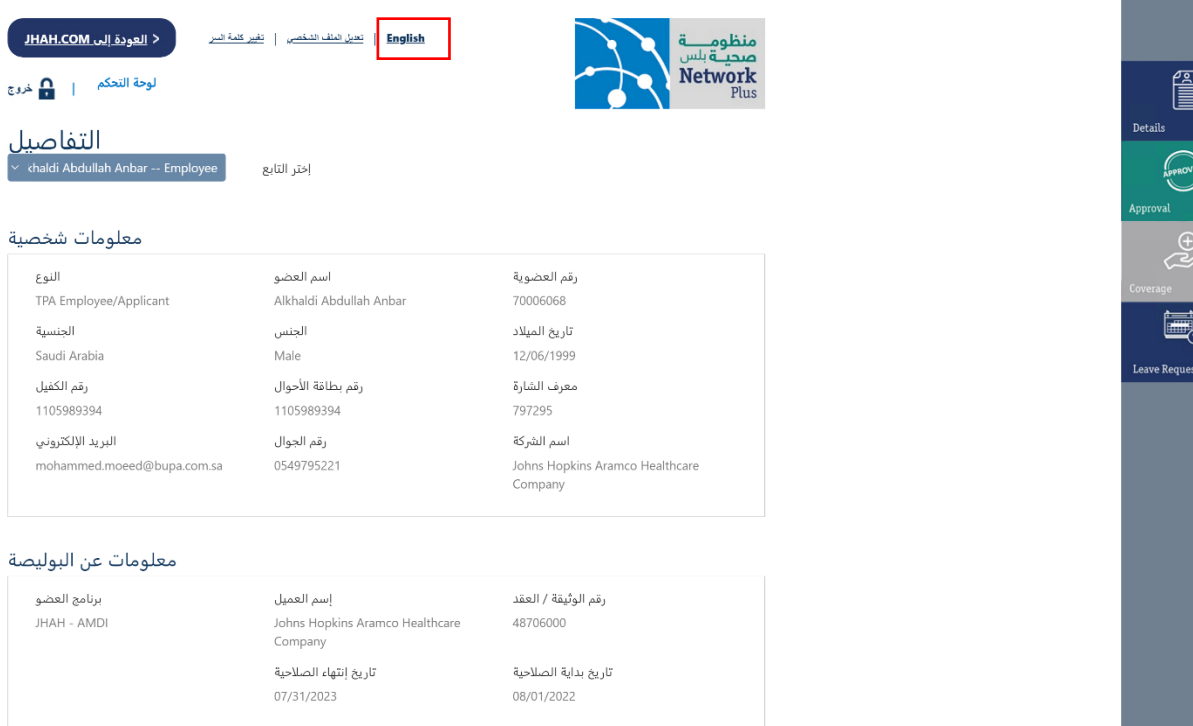
النوع	اسم العضو	رقم العضوية
TPA Employee/Applicant	Alkhalidi Abdullah Anbar	70006068
الجنسية	الجنس	تاريخ الميلاد
Saudi Arabia	Male	12/06/1999
رقم الكفيل	رقم بطاقة الأحوال	معرف الشارة
1105989394	1105989394	797295
البريد الإلكتروني	رقم الجوال	اسم الشركة
mohammed.moed@bupa.com.sa	0549795221	Johns Hopkins Aramco Healthcare Company

### معلومات عن البوليصة

برنامج العضو	اسم العميل	رقم الوثيقة / العقد
JHAH - AMDI	Johns Hopkins Aramco Healthcare Company	48706000
	تاريخ إنتهاء الصلاحية	تاريخ بداية الصلاحية
	07/31/2023	08/01/2022

Figure 10 Arabic Version

If the user wants to change it back to the English version the below button should be clicked as shown below



العودة إلى JHAH.COM > | [تغيير كلمة السر](#) | [تعديل الملف الشخصي](#) | **English**

لوحة التحكم | خروج

التفاصيل

chaldi Abdullah Anbar -- Employee | اختر التابع

### معلومات شخصية

النوع	اسم العضو	رقم العضوية
TPA Employee/Applicant	Alkhalidi Abdullah Anbar	70006068
الجنسية	الجنس	تاريخ الميلاد
Saudi Arabia	Male	12/06/1999
رقم الكفيل	رقم بطاقة الأحوال	معرف الشارة
1105989394	1105989394	797295
البريد الإلكتروني	رقم الجوال	اسم الشركة
mohammed.moed@bupa.com.sa	0549795221	Johns Hopkins Aramco Healthcare Company

### معلومات عن البوليصة

برنامج العضو	اسم العميل	رقم الوثيقة / العقد
JHAH - AMDI	Johns Hopkins Aramco Healthcare Company	48706000
	تاريخ إنتهاء الصلاحية	تاريخ بداية الصلاحية
	07/31/2023	08/01/2022

Figure 11 English Version

### 1.4.2 Edit Profile

the user can edit the profile by clicking on the button highlighted in the red box below

[عربي](#) | [Edit Profile](#) | [Change Password](#) | [Back To JHAH.COM](#)  
[Dashboard](#) | [Logout](#)

Details

Choose Dependent: [Aloyery Ibrahim Abdulrhman -- En](#)

Personal Information

Membership No.	Member Name	Type
70006045	Aloyery Ibrahim Abdulrhman	TPA Employee/Applicant
Date of Birth	Gender	Nationality
05/10/2000	Male	Saudi Arabia
Badge ID	Saudi ID / Iqama No.	Sponsor ID
797325	1107604272	1107604272
Company Name	Mobile	Email
Johns Hopkins Aramco Healthcare Company	0560546015	abrar.ahmad@bupa.com.sa

Figure 12 Edit profile button

The below page should be displayed

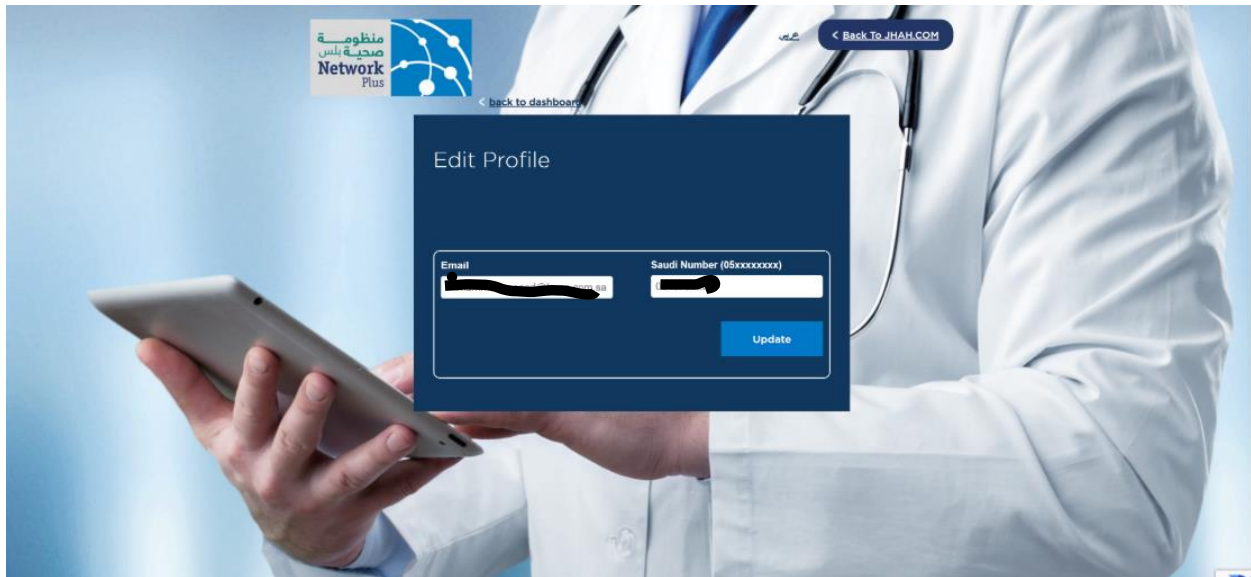


Figure 13 edit profile button

Edit the email and/or phone number then click on the “update” button

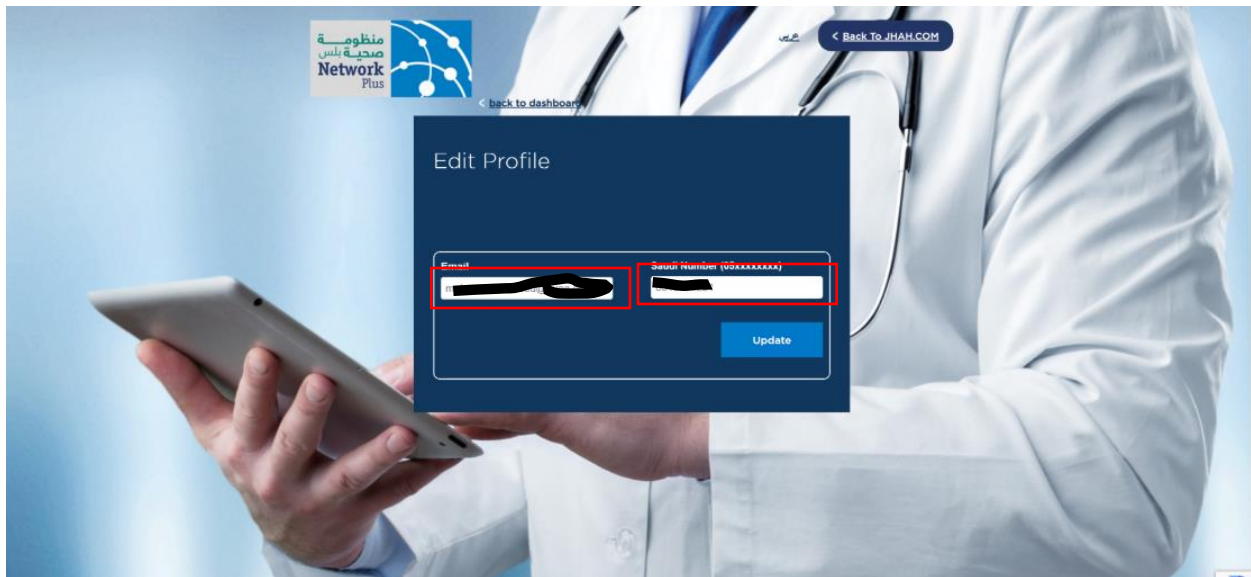


Figure 14 Edit Profile

Once the user clicks on the Update button the below OTP page will be displayed as depicted below, an OTP message will be sent to the registered phone number, fill out the fields with the password in the message.

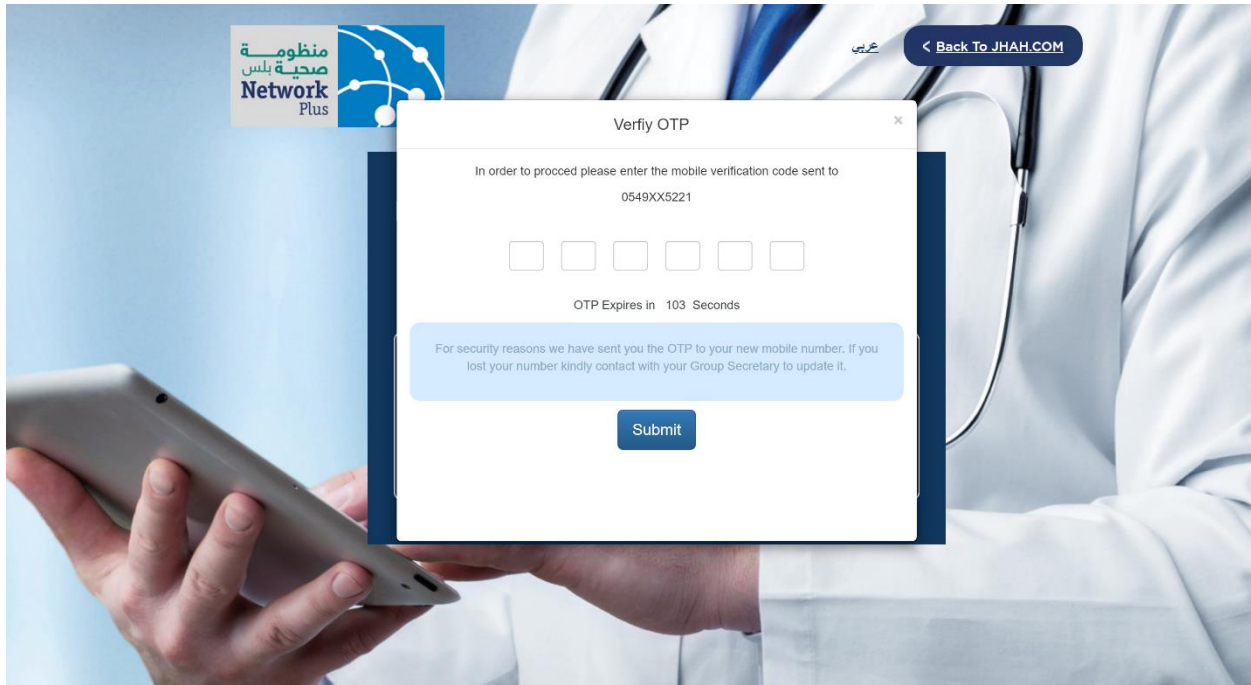


Figure 15 OTP

### 1.4.3 Change password

To change the password, click on the button highlighted in the red box depicted in the image below

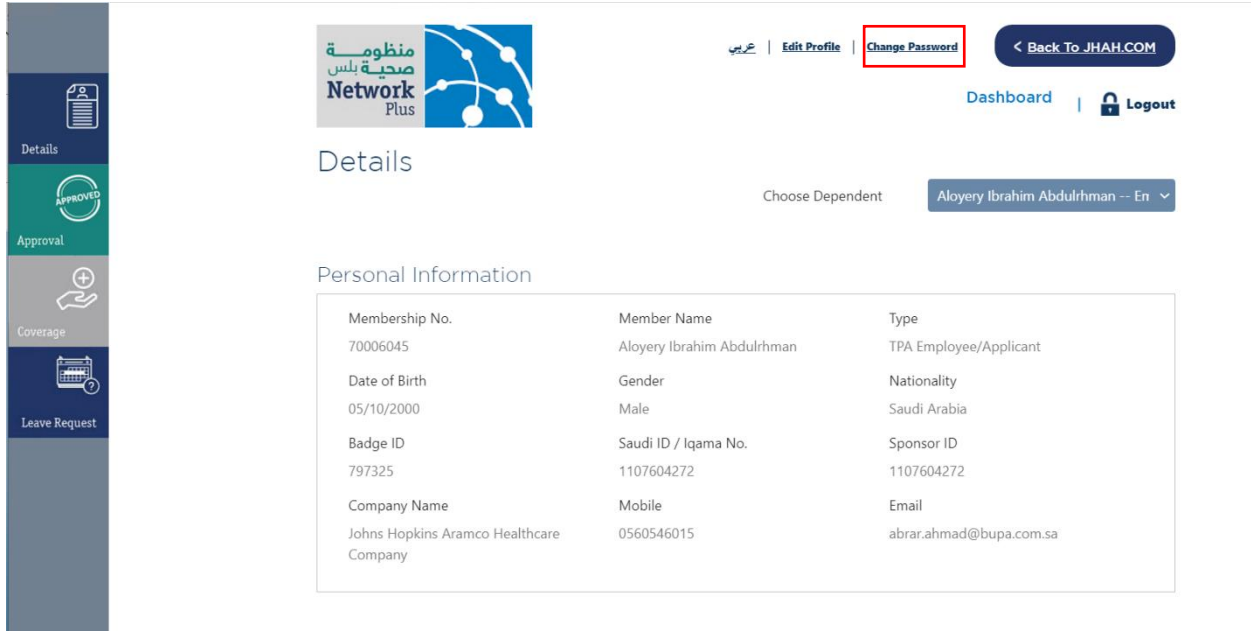


Figure 16 change password

The below page should be displayed once the “change password “button is clicked

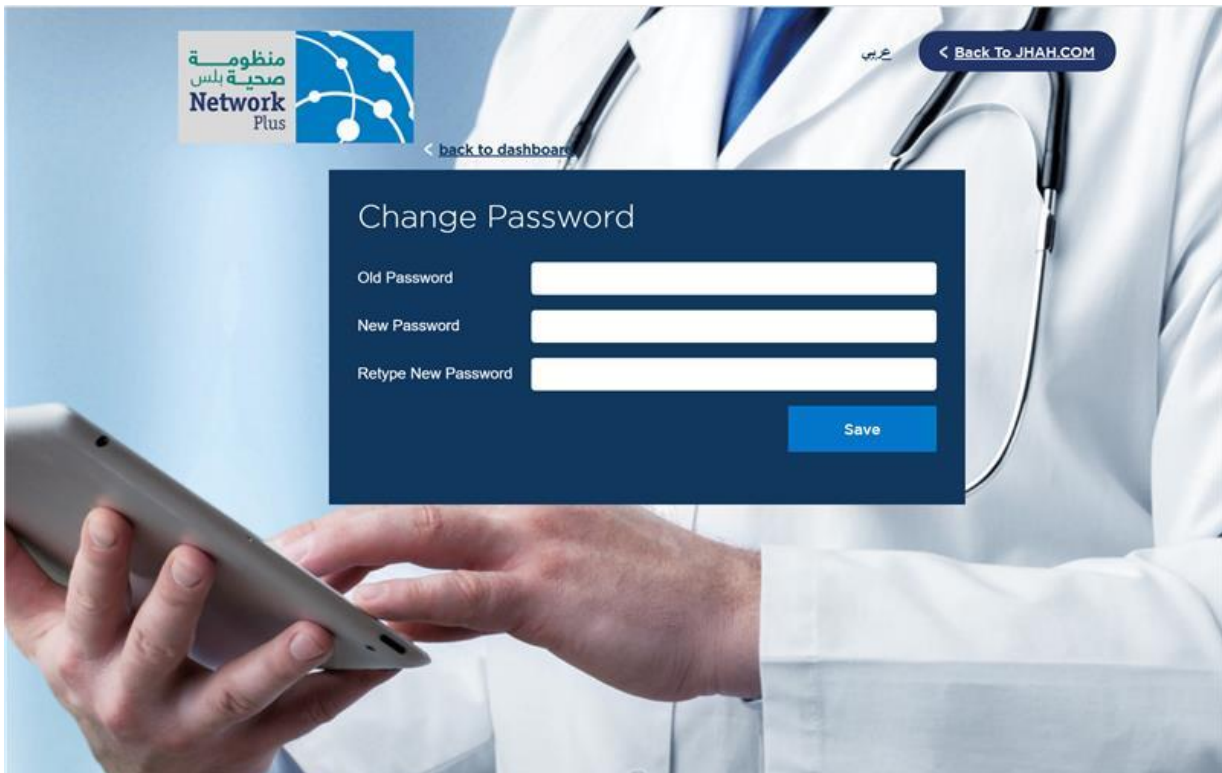


Figure 17 change password

The highlighted fields should be filled and then click on the save button as depicted below

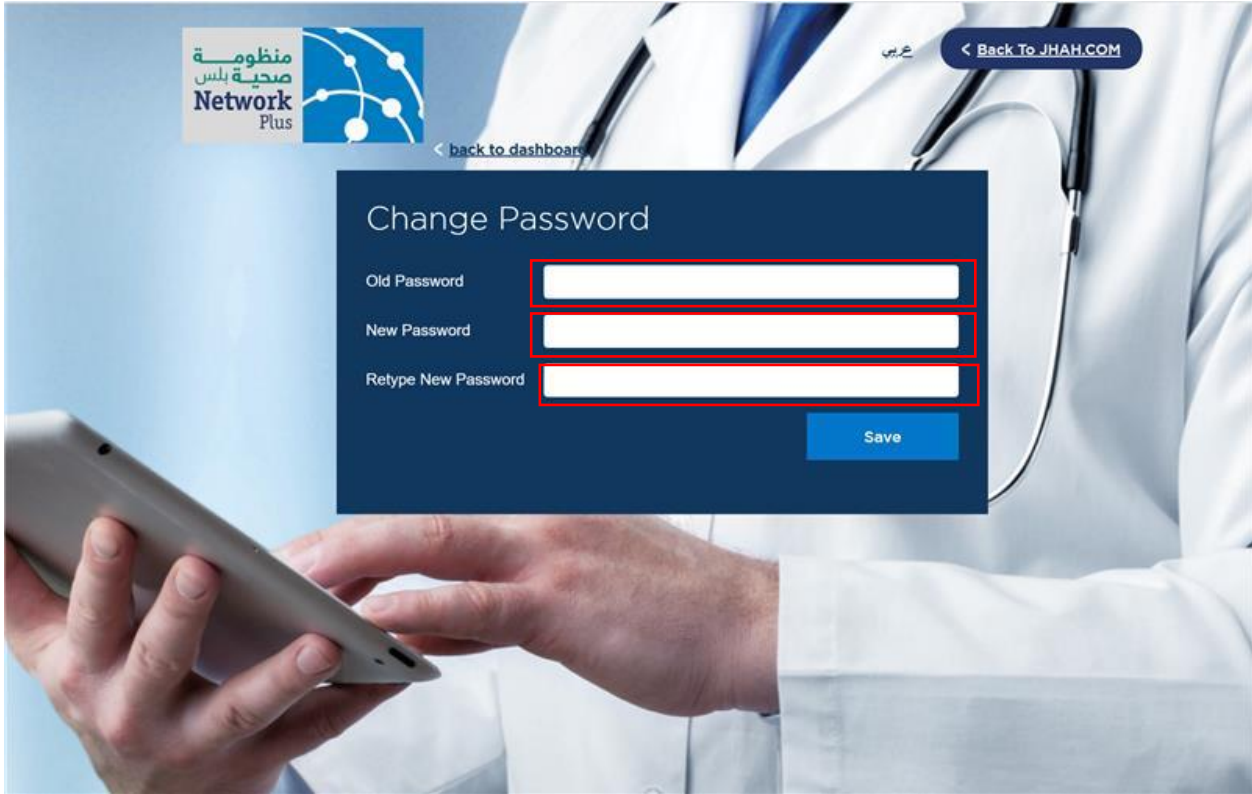


Figure 18 change password fields

#### 1.4.4 Back to JHAH.COM

If the user clicks on the back to JHAH.COM button highlighted below



Figure 19 Back to JHAH.COM

The following page should be displayed as shown below

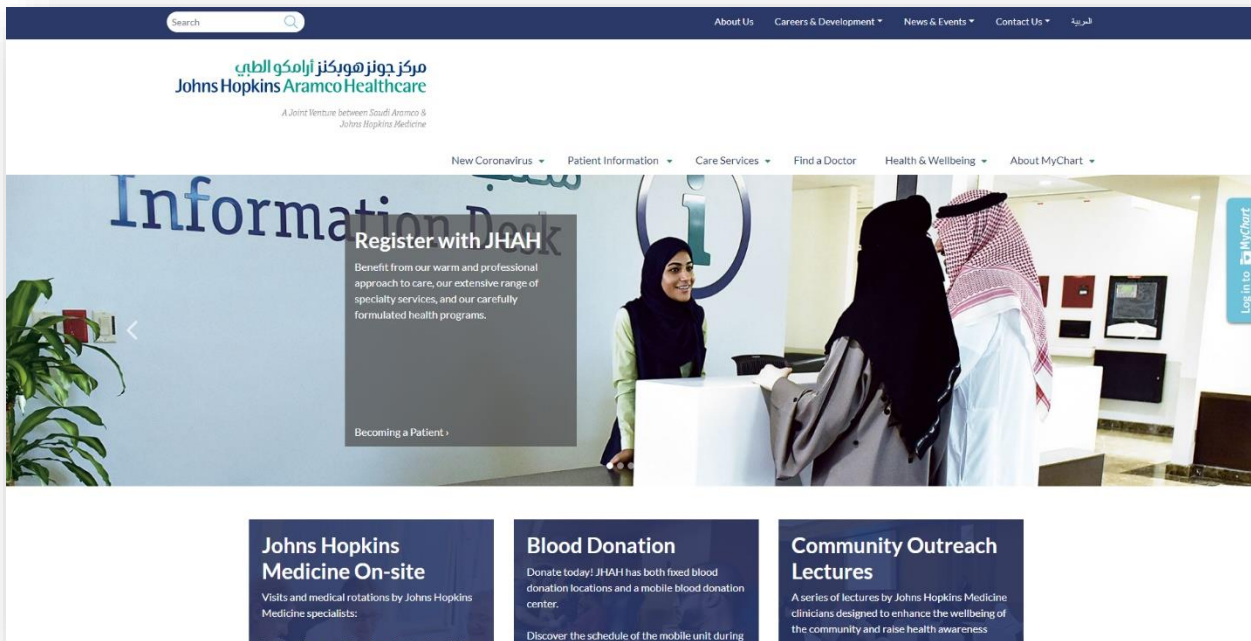


Figure 20JHAH.COM

## 1.5 Approvals

To access the approvals, click on the logo highlighted below



Figure 21 Approvals

The below page will be displayed

Pre-auth No	Incident No.	Healthcare Provider Name	Date/Time Received	Response Date/Time	Status
44323919	1	JHAH - Al Ahsa Hospital	9/26/2022 5:12:09 PM		Rejected
44323923	1	JHAH - Al Ahsa Hospital	9/26/2022 5:17:54 PM		Rejected
44323948	1	JHAH - Al Ahsa Hospital	9/27/2022 10:01:16 AM		WIP
44323958	1	JHAH - Al Ahsa Hospital	9/27/2022 11:32:26 AM	9/29/2022 9:06:59 AM	Pending
44324033	1	JHAH - Al Ahsa Hospital	10/2/2022 9:13:20 AM	10/2/2022 9:14:51 AM	Approved
44323484	1	JHAH - Saudi German Hospital - Dammam	9/7/2022 5:16:04 PM	9/7/2022 5:16:05 PM	Approved
44323485	1	JHAH - Saudi German Hospital - Dammam	9/7/2022 5:29:56 PM		WIP
44323541	1	JHAH - Saudi German Hospital - Dammam	9/13/2022 3:18:41 PM	9/20/2022 11:31:44 AM	Rejected
44323542	1	JHAH - Saudi German Hospital - Dammam	9/13/2022 3:18:42 PM	9/20/2022 1:54:37 PM	Rejected

Figure 22 Approvals

To view the dependents details, select the dependent from the list highlighted in the red box below

Pre-auth No	Incident No.	Healthcare Provider Name	Date/Time Received	Response Date/Time	Status
44323919	1	JHAH - Al Ahsa Hospital	9/26/2022 5:12:09 PM		Rejected
44323923	1	JHAH - Al Ahsa Hospital	9/26/2022 5:17:54 PM		Rejected
44323948	1	JHAH - Al Ahsa Hospital	9/27/2022 10:01:16 AM		WIP

Figure 23 Dependents approvals

## 1.6 Coverage

Under coverage members will get to view their Table of Benefits (ToB) which details all the benefits that member is eligible for at their Designated Facility (DF) and the limit attached to each benefit

To access the coverage page click on the coverage icon below highlighted below



Figure 24 Coverage

The below will be displayed

Details

Approval

Coverage

Leave Request

عربي | [Edit Profile](#) | [Change Password](#) | [Back To JHAH.COM](#)  
[Dashboard](#) | [Logout](#)

## Coverage

Choose Dependent: Alkhaldi Abdullah Anbar -- Employ

### Member Information

Saudi ID / Iqama No.	Member Name	Customer Name
1105989394	Alkhaldi Abdullah Anbar	Johns Hopkins Aramco Healthcare Company
Member Scheme		
AMDI		

### Coverage

Acne	Acquired Heart Valves Disease	Alzheimer's Disease
Covered	Covered	Covered
Chronic	Circumcision	Congenital
Covered	Covered	Covered
Cosmetic	Covid19	Dental C
Covered	Covered	Covered
Developmental	Dialysis	Disability cases

Figure 25 coverage screen

## **Member Sick-leave History**

### **M-Time Front End**

## 2 Member Sick-leave functionality

### 2.1 Member Sick-Live History

If the user wants to navigate back to the history page, click on the back to history button as shown below

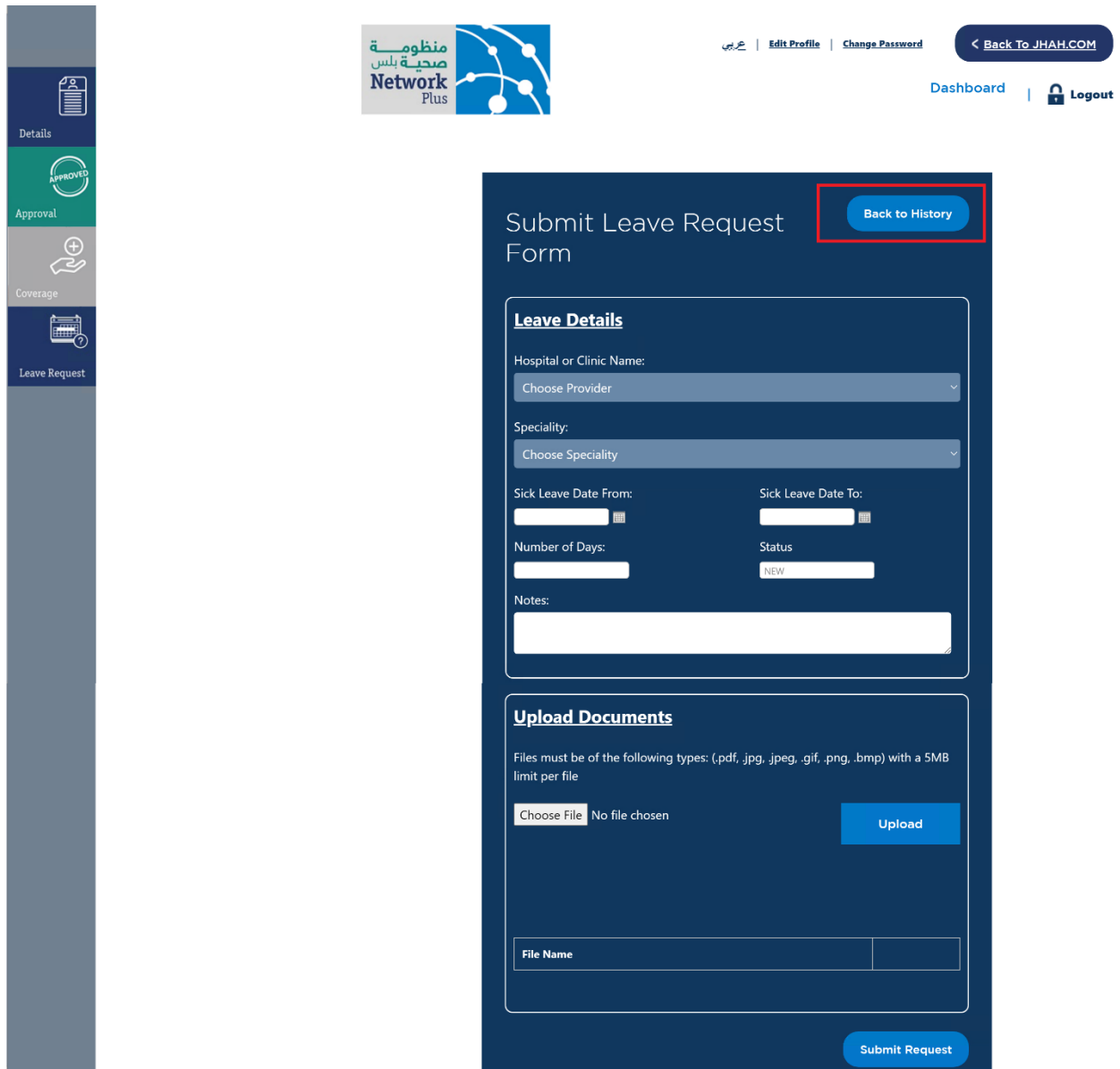


Figure 26 Back to leave history

Leave history screen looks as below

[عربي](#) | [Edit Profile](#) | [Change Password](#) | [Back To JHAH.COM](#)

[Dashboard](#) | [Logout](#)

### Leave History

All
New Leave Request

Requestid	Name	Hospital	From	To	Days	Status
20291	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	10/12/2021	10/14/2021	3	Submitted
20231	Alkhaldi Abdullah Anbar	test	10/23/2022	10/26/2022	4	Approved
20265	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Submitted
20259	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	01/04/2022	01/07/2022	4	Submitted
20257	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20256	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20238	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	12/01/2022	12/03/2022	3	Rejected (ADMIN)

Figure 27 Leave Requests

## 2.2 Leave request submission (optional section)

To access the leave requests page, click on the “Leave Requests” icon on the main page as shown below



Figure 28 Leave Requests

Once the icon is clicked, the below page will be displayed

The screenshot shows the 'Leave History' page in the JHAH-NetworkPlus portal. The page header includes the 'منظومة صحية بلس Network Plus' logo, navigation links for 'عربي', 'Edit Profile', and 'Change Password', and a 'Back To JHAH.COM' button. Below the header, there are links for 'Dashboard' and 'Logout'. The main content area features a 'Leave History' title, a filter dropdown set to 'All', and a 'New Leave Request' button. A table lists the following leave requests:

RequestId	Name	Hospital	From	To	Days	Status
20291	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	10/12/2021	10/14/2021	3	Submitted
20231	Alkhaldi Abdullah Anbar	test	10/23/2022	10/26/2022	4	Approved
20265	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Submitted
20259	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	01/04/2022	01/07/2022	4	Submitted
20257	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20256	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20238	Alkhaldi Abdullah Anbar	JHAH - Al Ahsa Hospital	12/01/2022	12/03/2022	3	Rejected (ADMIN)

Figure 29 Leave Requests

To create a new request click the button below



### Leave History

All New Leave Request

RequestId	Name	Hospital	From	To	Days	Status
20291	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	10/12/2021	10/14/2021	3	Submitted
20231	Alkhalidi Abdullah Anbar	test	10/23/2022	10/26/2022	4	Approved
20265	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Submitted
20259	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	01/04/2022	01/07/2022	4	Submitted
20257	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20256	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	05/15/2022	05/20/2022	6	Rejected
20238	Alkhalidi Abdullah Anbar	JHAH - Al Ahsa Hospital	12/01/2022	12/03/2022	3	Rejected (ADMIN)

Figure 30 New Leave Requests button

منظومة  
صحية بلس  
Network  
Plus

شروع | [Edit Profile](#) | [Change Password](#) | [Back To JHAH.COM](#)

[Dashboard](#) | [Logout](#)

### Submit Leave Request Form

[Back to History](#)

#### Leave Details

Hospital or Clinic Name:

Speciality:

Sick Leave Date From:  Sick Leave Date To:

Number of Days:  Status:

Notes:

#### Upload Documents

Files must be of the following types: (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file

No file chosen

Figure 31 Leave Request Submit form

Select the hospital or clinic name as show below

# Submit Leave Request Form

[Back to History](#)

## Leave Details

Hospital or Clinic Name:

Choose Provider

- Choose Provider
- JHAH - Al Ahsa Hospital
- CR741 Dummy Provider
- JHAH - Saudi German Hospital - Dammam
- Other

Sick Leave Date From:

Sick Leave Date To:

Number of Days:

Status

Notes:

## Upload Documents

Files must be of the following types: (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file

Choose File No file chosen

Upload

Figure 32 Select hospital or clinic name

Chose specialty as depicted below

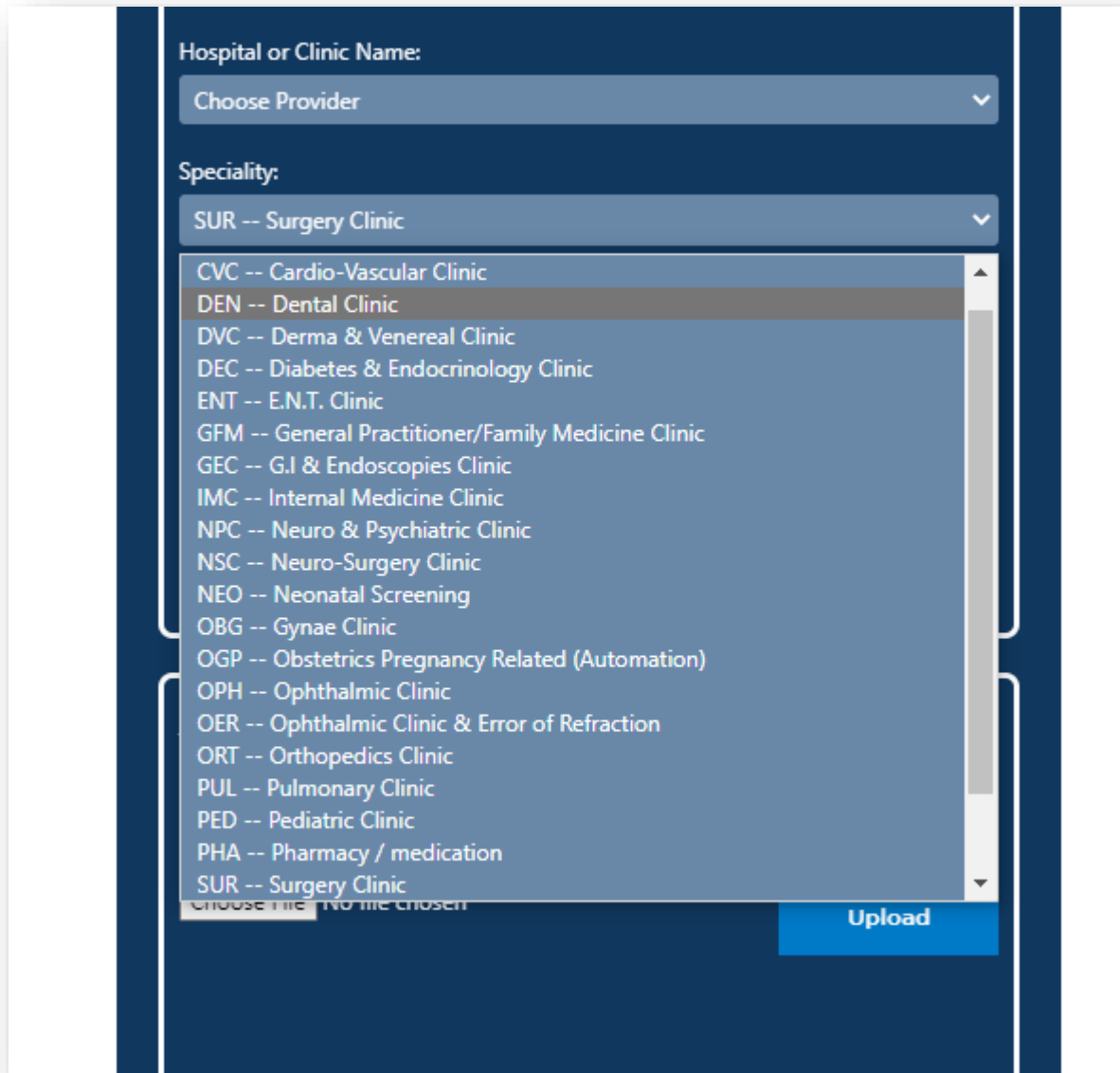


Figure 33 Specialty

After that select the “sick leave date from” and the “sick leave date to” as depicted in the images below

## Submit Leave Request Form

[Back to History](#)

### Leave Details

Hospital or Clinic Name:

Speciality:

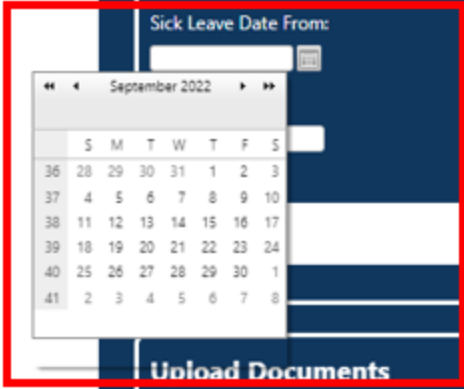
Sick Leave Date From:   
Sick Leave Date To:

Status

### Upload Documents

Files must be of the following types: (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file

No file chosen



A calendar pop-up is shown for the 'Sick Leave Date From' field, displaying the month of September 2022. The calendar grid shows days from 1 to 30, with the 1st being a Sunday. The date 1st is highlighted in grey, indicating it is the selected date.

Figure 34 sick leave date from

# Submit Leave Request Form

[Back to History](#)

## Leave Details

Hospital or Clinic Name:

Speciality:

Sick Leave Date From:

Sick Leave Date To:

Number of Days:

Notes:

September 2022

	S	M	T	W	T	F	S
36	28	29	30	31	1	2	3
37	4	5	6	7	8	9	10
38	11	12	13	14	15	16	17
39	18	19	20	21	22	23	24
40	25	26	27	28	29	30	1
41	2	3	4	5	6	7	8

## Upload Documents

Files must be of the following types: (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file

No file chosen

File Name	

Figure 35 sick leave date to

Any notes can be left in the note field as shown below

**Submit Leave Request Form** [Back to History](#)

**Leave Details**

Hospital or Clinic Name:  
Choose Provider

Speciality:  
Choose Speciality

Sick Leave Date From: Sick Leave Date To:  
Number of Days: Status  
NEW

Notes:  
note

Upload the required supportive document

### Upload Documents

Files must be of the following types: (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file

Choose File
No file chosen

Upload

File Name

Submit Request

Figure 36 28 submit leave request form

This pop-up window will be displayed select your document, it must be in one of the following forms (.pdf, .jpg, .jpeg, .gif, .png, .bmp) with a 5MB limit per file, other wise an error message will be displayed.

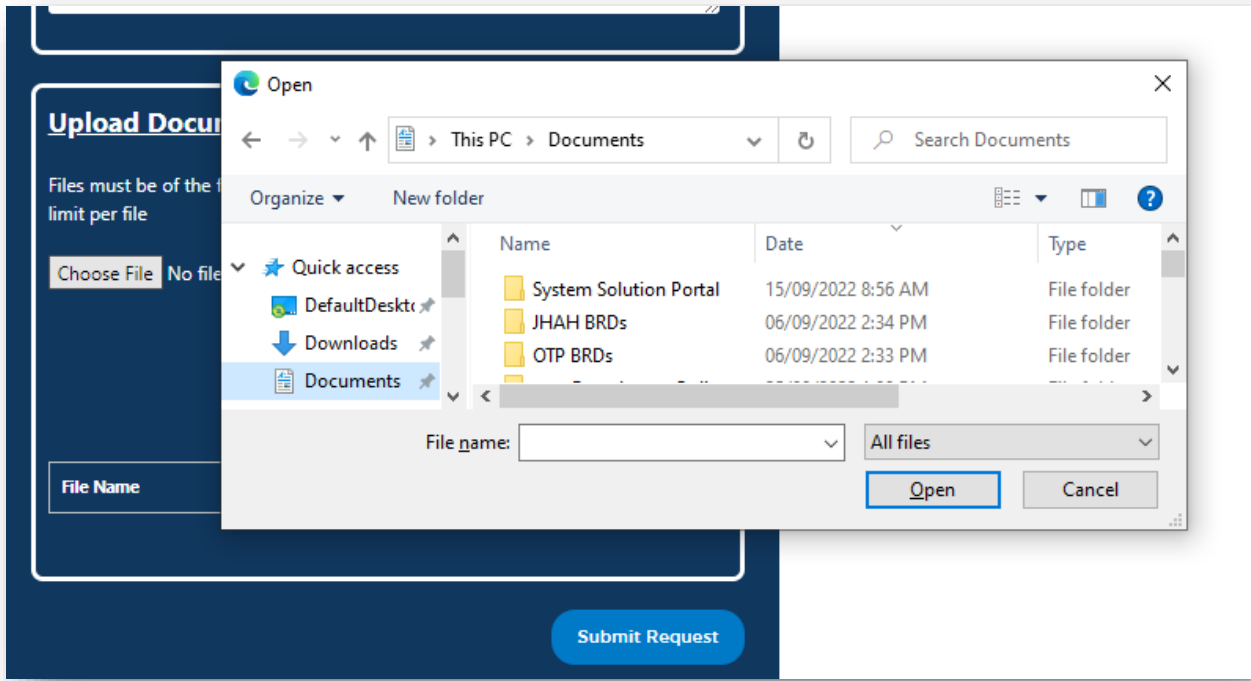
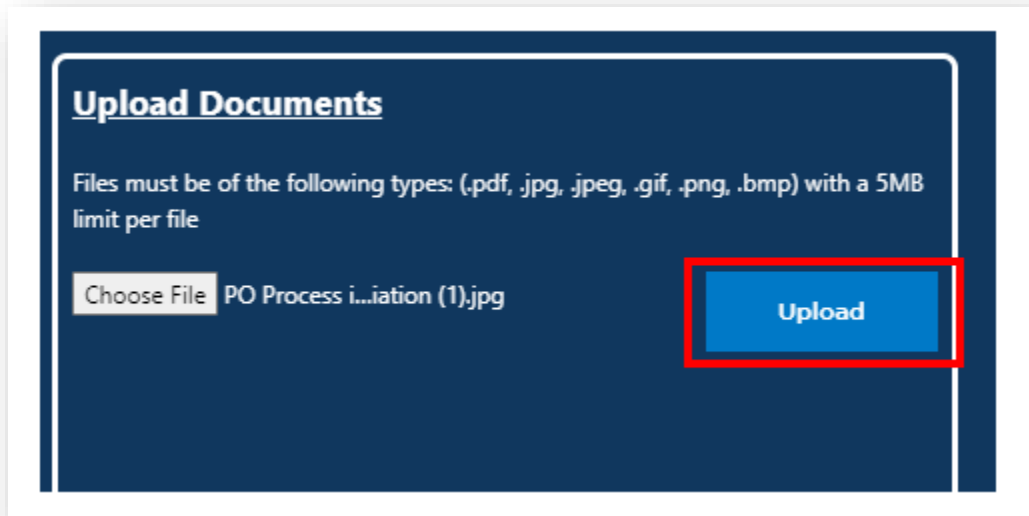


Figure 37 select document

Click on upload button as depicted below



After uploading the documents, they will be displayed in a table as shown below

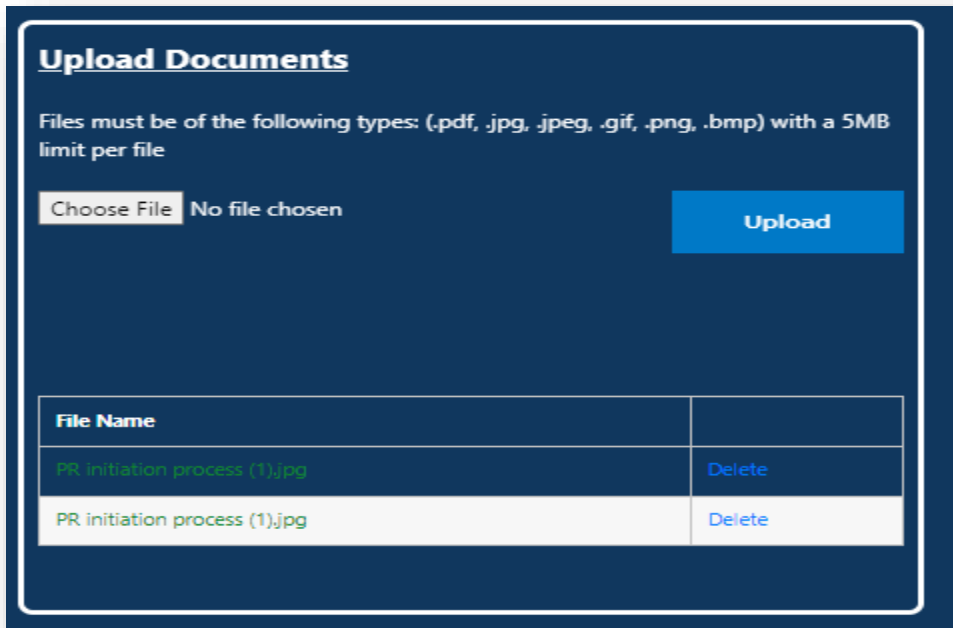


Figure 39 upload file

If the user want to remove the document, click on the delete button adjacent to the document as highlighted in the red box below



Figure 40 delete document

After that click on the “Submit Request” button

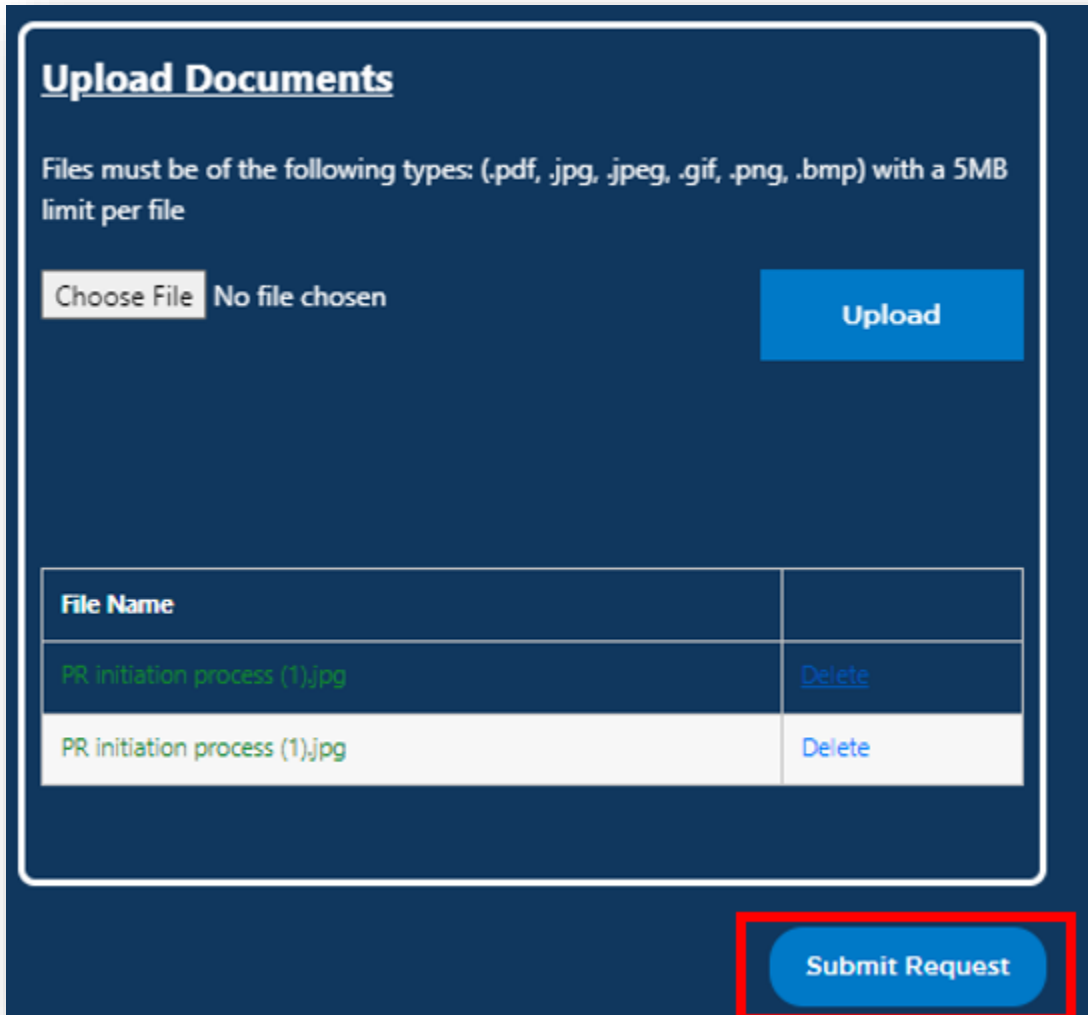


Figure 41 Submit Request button

After submitting the medical sick-leave it follows the work flow.

## 3 Details

### 3.1 Reviewed By

Name	Title
Demah Alwan	Senior Executive Manager - IT Strategy and projects
Marvin Mendoza	Senior Manager - PMI Systems
Layal Monaquel	IT Business Analyst Trainee - IT (Tamheer)
Thiyagarajan Namachivayam	Project Manager

Table 1 Reviewed by