

Pre-assessment Service User Guide

The content shown in this guide is for illustration purposes only.
It might not represent the current version of the website.



Table of Content

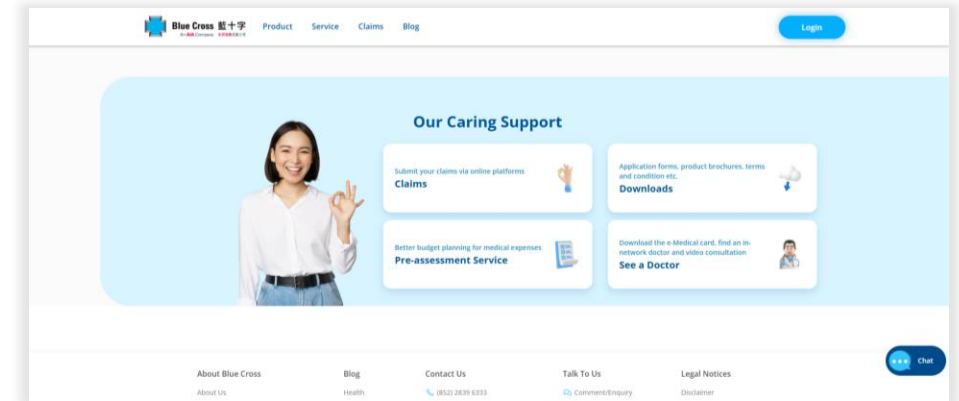
1. [Get Started](#)
2. [Preparation beforehand](#)
3. [If you are looking for Pre-assessment for Day Case](#)
4. [If you are looking for Ready for Your Pre-assessment or “Cashless Service” for Hospitalisation](#)
5. [Check Your Application Status](#)
6. [Appendix](#)

1. Get Started

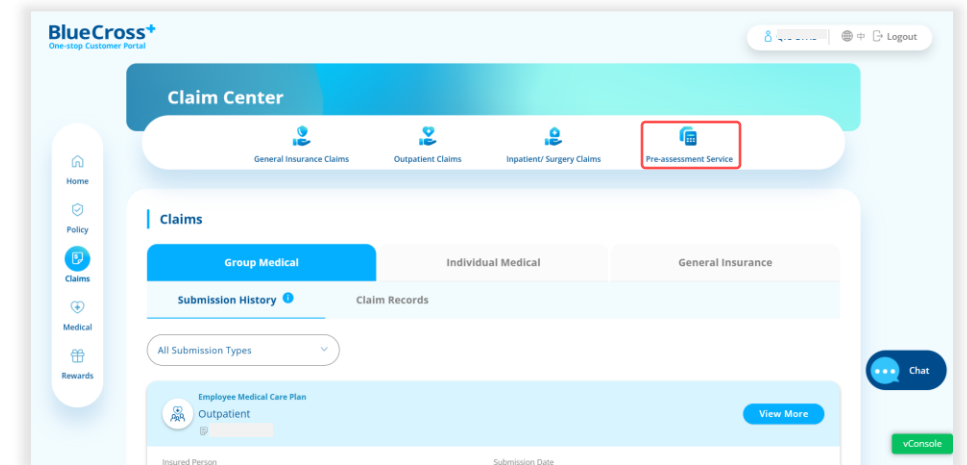
Welcome!

On this page, you can explore the advantages of the Pre-assessment Service. If you wish to apply for this assessment, there are three convenient ways to access the service:

1. Visit the Pre-assessment service page at <https://www.bluecross.com.hk/pre-assessment-service/en>
2. Navigate to the 'Our Caring Support' section on the Blue Cross homepage. Click on "Pre-assessment Service".
3. Access BlueCross+ Customer Portal at <https://www.bluecross.com.hk/en/welcome/Information> and log in to your BlueCross+ account. Click 'Claims' on the left side menu and select 'Pre-assessment Service'.



Blue Cross homepage



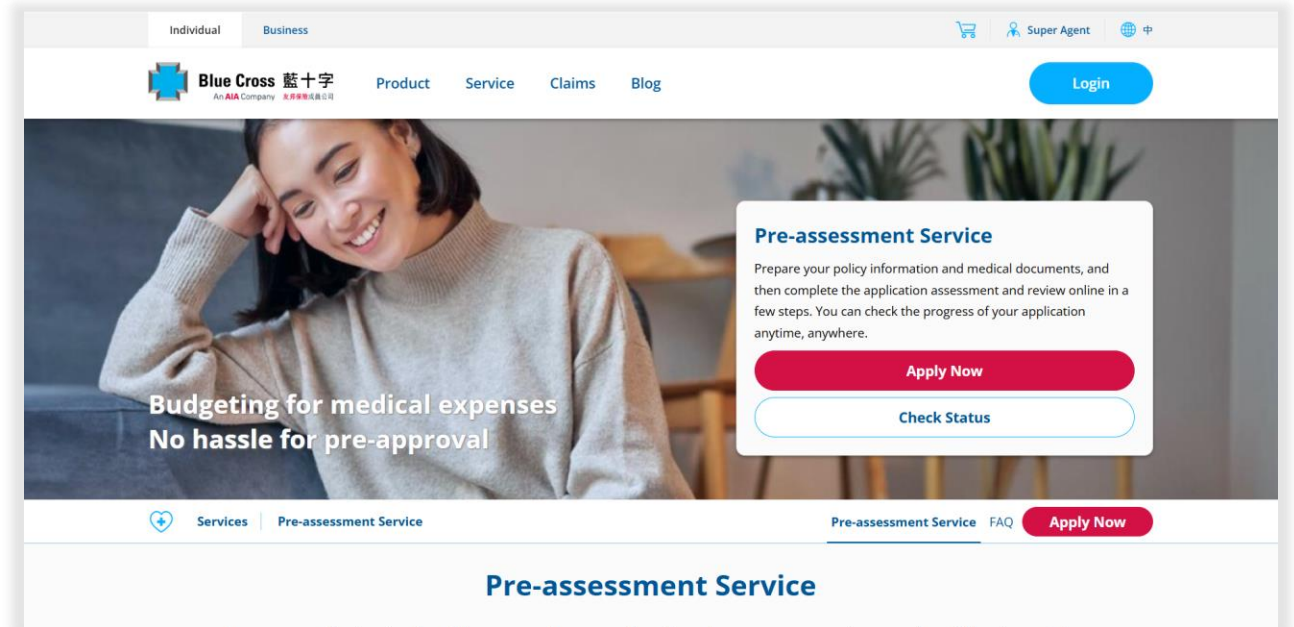
BlueCross+ Customer Portal

2. Preparation beforehand

You can conveniently fill out the online application, which typically requires about 15 minutes of your time.

Please ensure you have the following documents on hand:

- **Policy Details:** You can view the medical plan details via your Blue Cross e-Medical Card, policy or Super Care Medical Platform.
- **Treatment Details:** Upload the completed 'Pre-assessment Form' signed by your attending physician or surgeon. If this form is unavailable, you may alternatively submit relevant documents from your doctor, like referral letters or admission records.

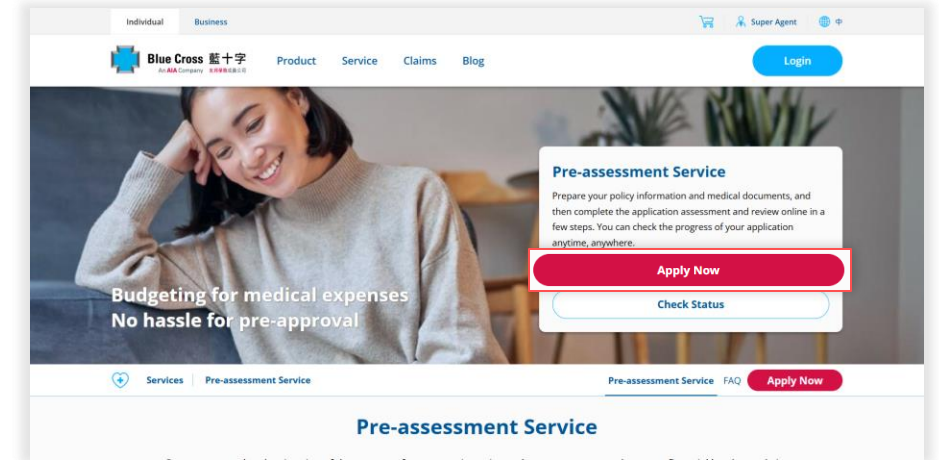


3.

If you are looking for Pre-assessment for Day Case

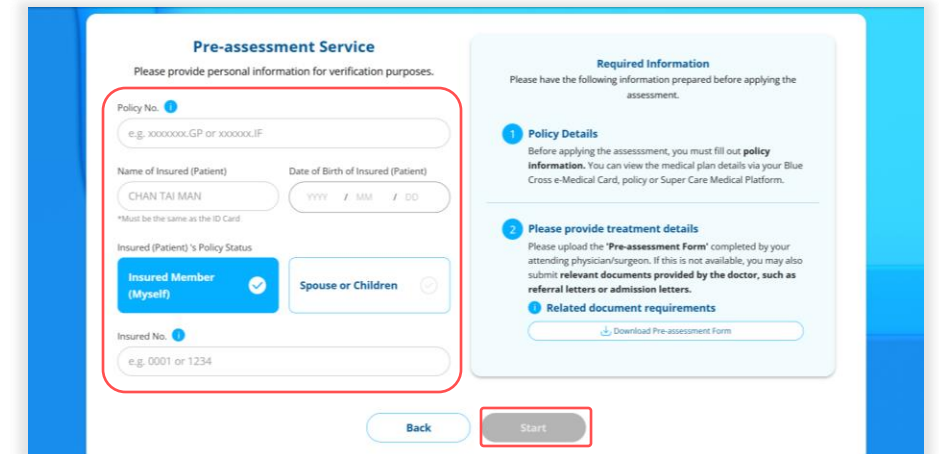


1 Visit the 'Pre-assessment Service' page and click on 'Apply Now'.



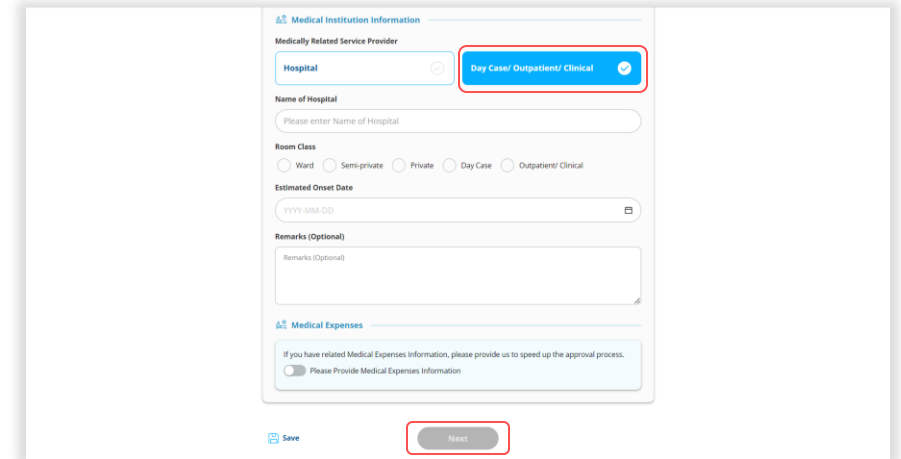
- 2 Enter your policy information, including:
1. Policy Number – e.g. xxxxxxxx.GP or XXXXXX.IF
 2. Name of Insured (Patient) – This must match the name on the ID card
 3. Date of Birth – Click on the calendar icon to select the date
 4. Insured Number – e.g. 0001 or 1234

If you are applying for your spouse or children, choose 'Insured (Patient)' 's Policy Status' as 'Spouse or Children' and enter Spouse or Children's Insured Number. Click 'Start' to proceed.



3 Follow the instruction for entering the treatment details.

For the Medical Institution Information, select 'Day Case/ Outpatient/ Clinical' and input the hospital name and other relevant details, then click 'Next' to proceed.



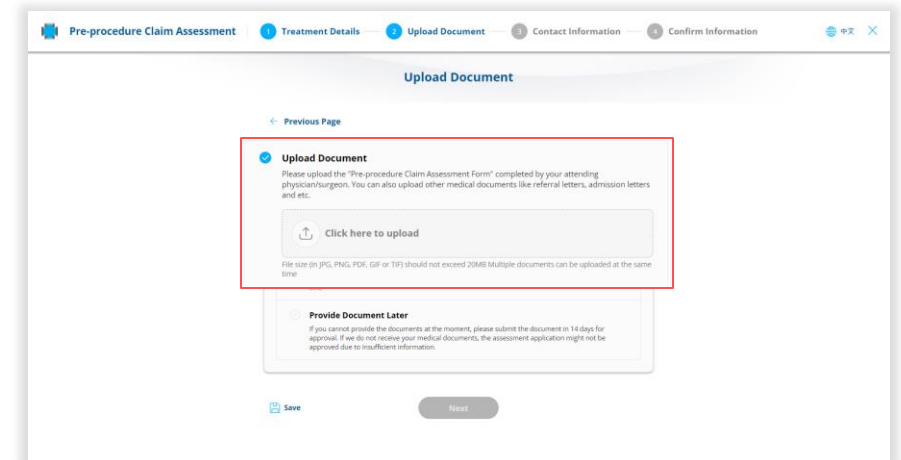
The screenshot shows the 'Medical Institution Information' form. Under 'Medically Related Service Provider', the 'Day Case/ Outpatients/ Clinical' option is selected. Below this, there are fields for 'Name of Hospital', 'Room Class' (with options for Ward, Semi-private, Private, Day Case, and Outpatient/ Clinical), and 'Estimated Onset Date'. A 'Remarks (Optional)' text area is also present. At the bottom, there is a 'Save' button and a 'Next' button, both highlighted with red boxes.

4 Click on 'Upload document' and follow the instructions to upload "Pre-assessment Form" and other supporting document(s).

If you cannot provide the required document(s) at this stage, you can choose 'Provide Later', and then click 'Next'.

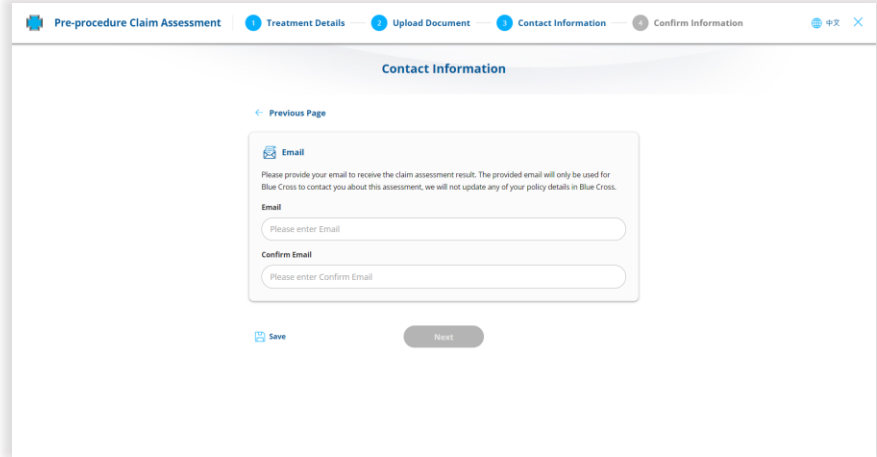
Please note:

Upon submitting the application, you will receive a [reminder email](#). You will have 14 days to submit the necessary documents to proceed with the case. You can do so by following the link embedded in the email for our further review.



The screenshot shows the 'Upload Document' step in the 'Pre-procedure Claim Assessment' process. The 'Upload Document' section is highlighted with a red box, containing instructions to upload the 'Pre-procedure Claim Assessment Form' and other medical documents. Below this, there is a 'Click here to upload' button. The 'Provide Document Later' section is also visible, with instructions to submit documents within 14 days. At the bottom, there is a 'Save' button and a 'Next' button, both highlighted with red boxes.

5 Input your email address as the primary contact for this application. Re-enter your email address for verification, then click 'Next' to proceed.



Pre-procedure Claim Assessment | Treatment Details | Upload Document | Contact Information | Confirm Information | 中文

Contact Information

← Previous Page

Email

Please provide your email to receive the claim assessment result. The provided email will only be used for Blue Cross to contact you about this assessment, we will not update any of your policy details in Blue Cross.

Email

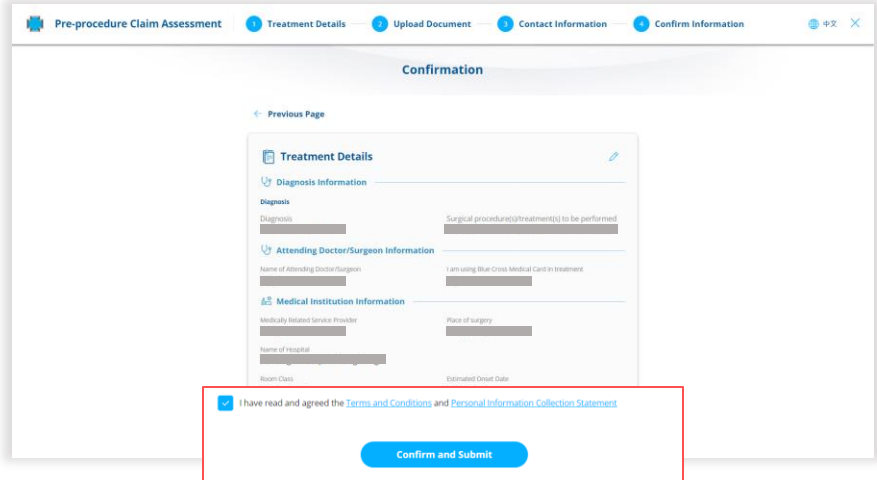
Please enter Email

Confirm Email

Please enter Confirm Email

Save Next

6 Review your details. Tick the box if you have read and agree to comply with the Terms and Conditions and Personal Information Collection Statement (PICS). Click 'Confirm and Submit' to finalise and submit the application.



Pre-procedure Claim Assessment | Treatment Details | Upload Document | Contact Information | Confirm Information | 中文

Confirmation

← Previous Page

Treatment Details

Diagnosis Information

Diagnosis: [Redacted] Surgical procedure(s)/treatment(s) to be performed: [Redacted]

Attending Doctor/Surgeon Information

Name of Attending Doctor/Surgeon: [Redacted] I am using Blue Cross Medical Card in treatment: [Redacted]

Medical Institution Information

Medically Related Service Provider: [Redacted] Place of surgery: [Redacted]

Name of Hospital: [Redacted]

Room Class: [Redacted] Estimated Onset Date: [Redacted]

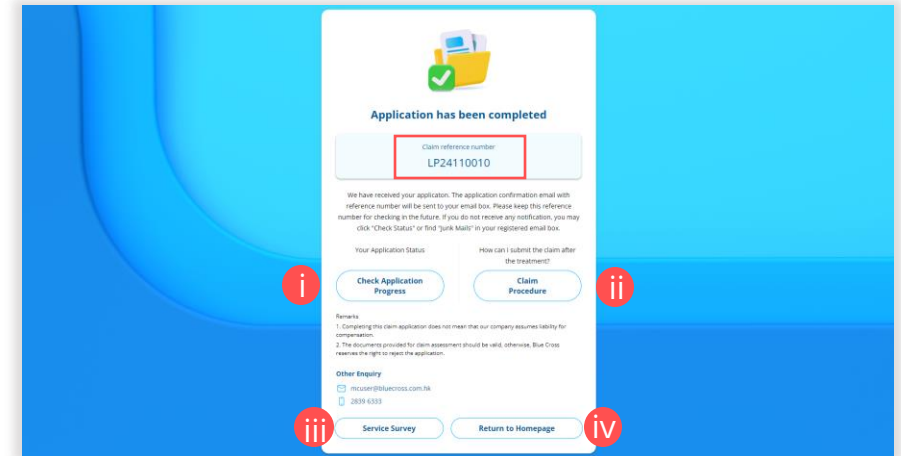
I have read and agreed the [Terms and Conditions](#) and [Personal Information Collection Statement](#)

Confirm and Submit

7 After successful submission, you will be directed to an application success page displaying the Reference Number. An application acknowledgement email will be sent to the email address you provided. You will find the following options:

- i) Claim Status: Check the status of your application
- ii) Claim Procedure: To learn about the claim procedure
- iii) Service survey: Share your feedback and comments regarding the application
- iv) Return to home page: Navigate back to the homepage

Please note:
Please make a note of the Reference Number. You will need it to check the status of your application.

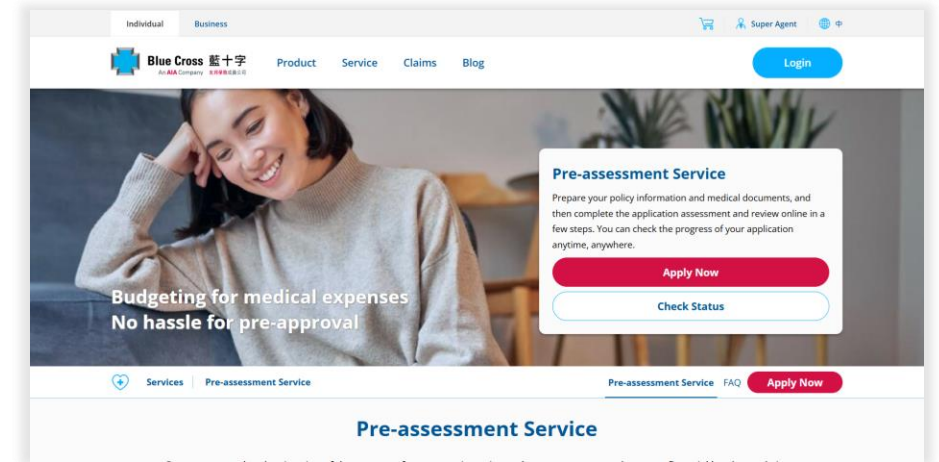


4.

If you are looking for
Pre-assessment or "Cashless
Service" for Hospitalisation



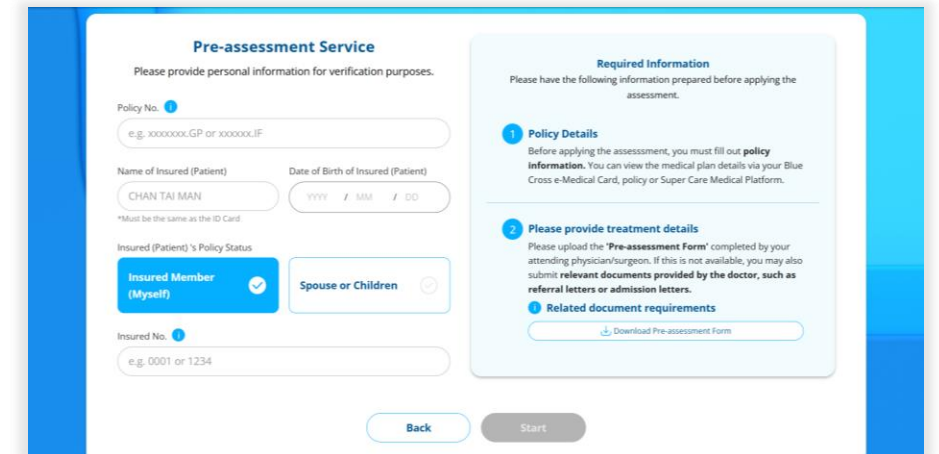
1 Visit the 'Pre-assessment Service' page and click on 'Apply Now'.



2 Enter your policy information, including:

1. Policy Number – e.g. xxxxxxxx.GP or XXXXXX.IF
2. Name of Insured (Patient) – This must match the name on the ID card
3. Date of Birth – Click on the calendar icon to select the date
4. Insured Number – e.g. 0001 or 1234

If you are applying for your spouse or children, choose 'Insured (Patient)' 's Policy Status' as 'Spouse or Children' and enter Spouse or Children's Insured Number. Click 'Start' to proceed.



3 Follow the instruction for entering the treatment details.

For the Medical Institution Information, select 'Hospital' and input the hospital name and other relevant details, then click 'Next' to proceed.

Optionally, select 'I would like to choose "Cashless Service"' by ticking the box, then click 'Next' to continue.

Please note:

- Blue Cross will hold HK\$5,000 on the Policyholder's credit card until the claims assessment is completed.
If the amount exceeds the policy coverage, Blue Cross will deduct the extra from the credit card. A notice will be sent 14 days before this deduction.

4 Click on 'Upload document' and follow the instructions to upload "Pre-assessment Form" and other supporting document(s).

If you cannot provide the required document(s) at this stage, you can choose 'Provide Later', and then click 'Next'.

Please note:

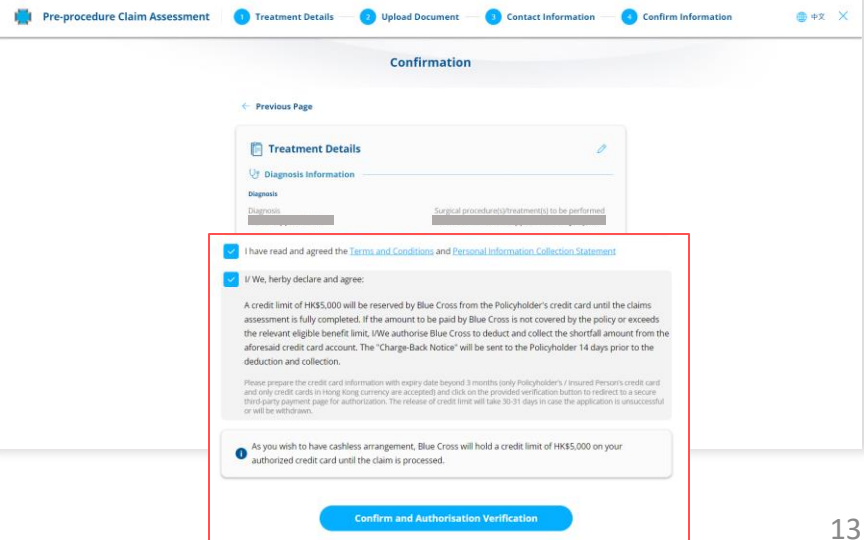
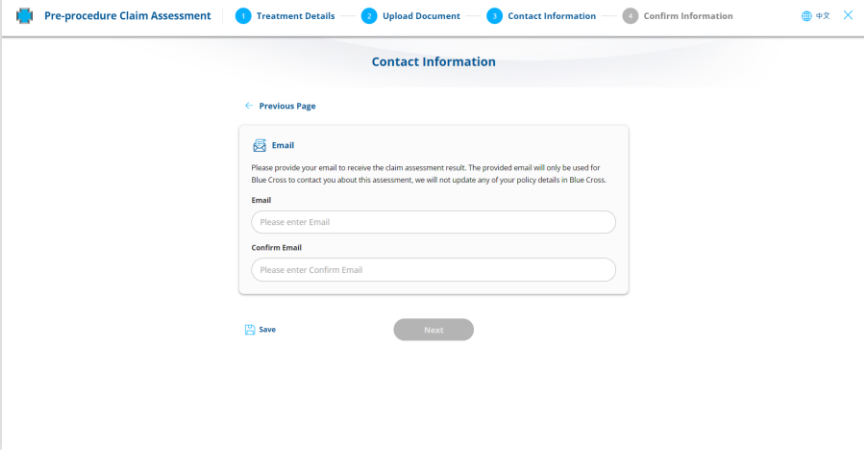
Upon submitting the application, you will receive a [reminder email](#). You will have 14 days to submit the necessary documents to proceed with the case. You can do so by following the link embedded in the email for our further review.



5 Input your email address as the primary contact channel for this application. Re-enter your email address for verification, then click 'Next' to proceed.

6 Review your details. Check the box if you have read and agree to comply with the Terms and Conditions and Personal Information Collection Statement (PICS). Click 'Confirm and Submit' to finalize and submit the application.

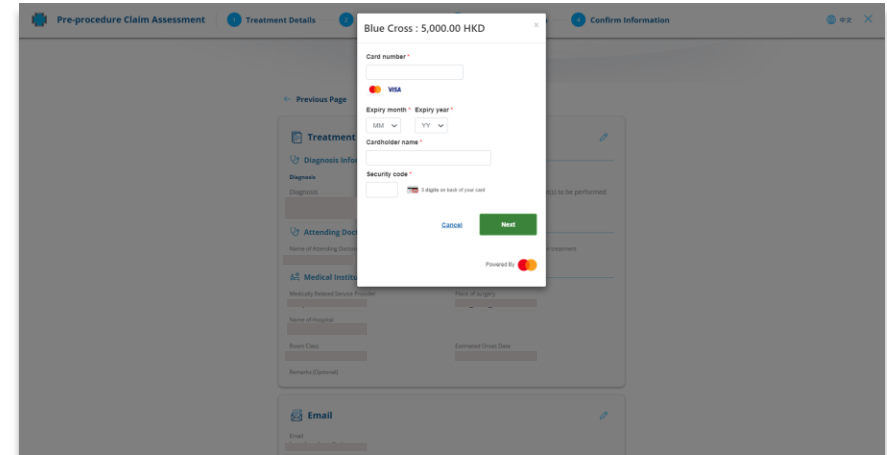
If you have chosen to use “Cashless Service” in step 3, tick the box if you agree to provide credit card pre-authorization. Click 'Confirm and Authorisation Verification' to complete and submit the application.



7 (For choosing to use “Cashless Service” option)

Upon submission, the system will redirect you to a secure third-party payment page for authorisation. Enter your credit card details and click ‘Next’ to proceed. Follow the instructions to complete the Authorisation Verification process.

Please note:
If the application is unsuccessful or withdrawn, the credit limit release may take 30-31 days.

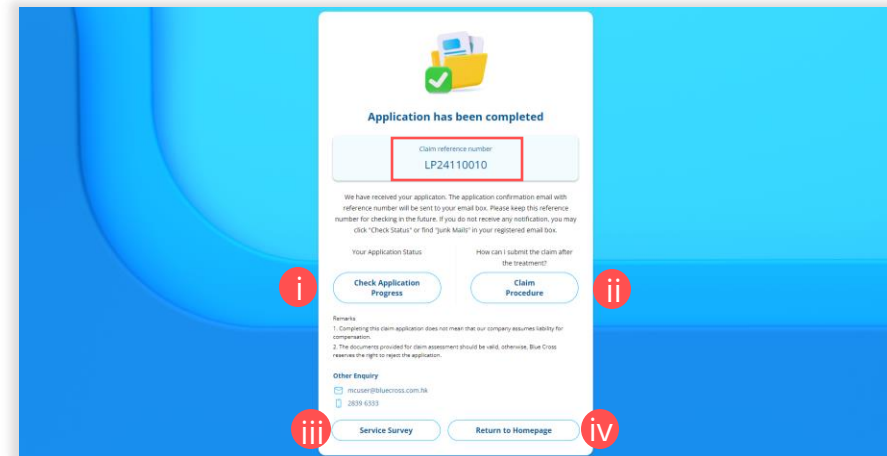


8 After successful submission, you will be directed to a confirmation page displaying the Reference Number. A confirmation email will be sent to the email address you provided.

You will find the following options:

- i) Claim Status: Check the status of your application
- ii) Claim Procedure: To learn about the claim procedure
- iii) Service survey: Share your feedback and comments regarding the application
- iv) Return to home page: Navigate back to the homepage

Please note:
Please make a note of the Reference Number. You will need it to check the status of your application.

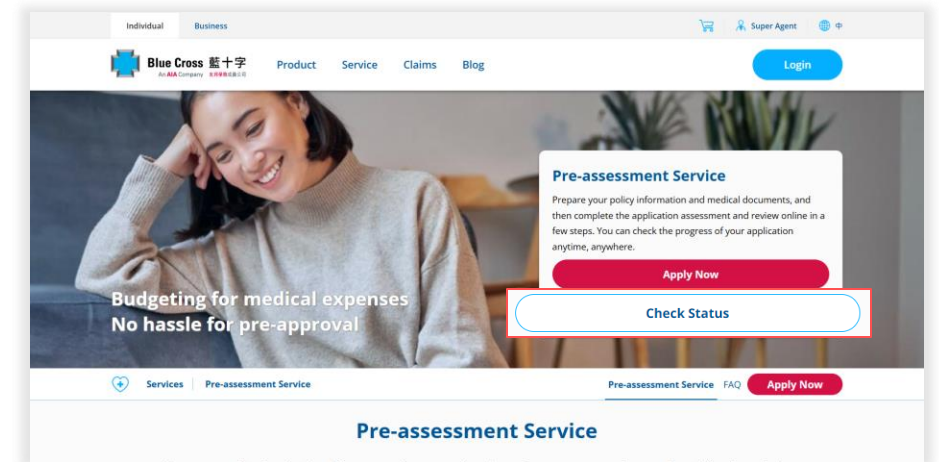


5. Check Your Application Status



To conveniently check the status of your application, you can follow these steps:

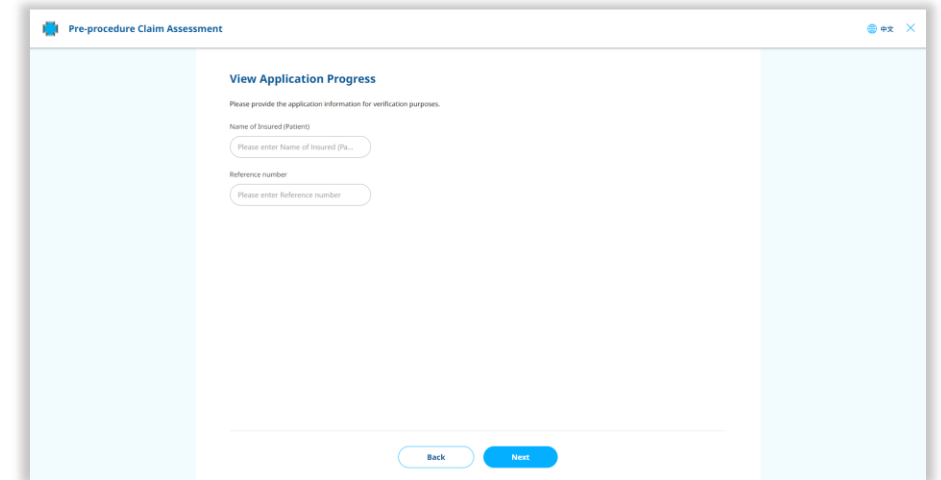
- 1 Visit the 'Pre-assessment Service' page and select 'Check Status'.



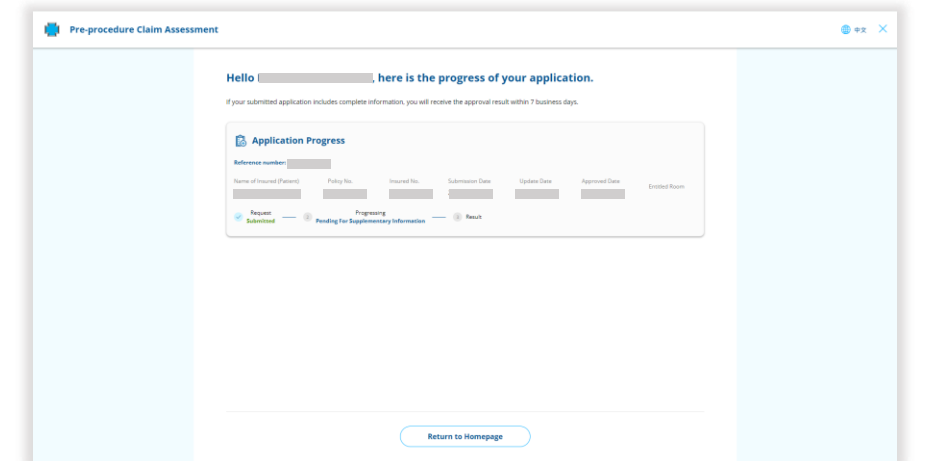
2 Enter Name of Insured (Patient) and the Reference Number, then click 'Next'.

Please note:
You can locate the reference number on the thank-you page after submitting the application or in Application Acknowledgement email.

3 You will be able to view the application status. Once you have finished reviewing, click 'Back to homepage' to return to the 'Pre-assessment Service' homepage.



The screenshot shows a web browser window titled "Pre-procedure Claim Assessment". The main heading is "View Application Progress". Below the heading, there is a sub-heading "Please provide the application information for verification purposes." followed by two input fields: "Name of Insured (Patient)" and "Reference number". Each field has a placeholder text "Please enter [field name]". At the bottom of the form, there are two buttons: "Back" and "Next".



The screenshot shows a web browser window titled "Pre-procedure Claim Assessment". The main heading is "Hello [redacted], here is the progress of your application." Below the heading, there is a sub-heading "Application Progress" and a table with columns: "Reference number", "Name of Insured (Patient)", "Policy No.", "Insured No.", "Submission Date", "Update Date", "Approval Date", and "Enrolled Room". Below the table, there are three status indicators: "Recent Submitted", "Progressing", and "Result". At the bottom of the page, there is a button labeled "Return to Homepage".

Appendix

If you are missing documents during the assessment, just select 'Provide Later' and follow the steps to submit your application.

After you apply, we will send a reminder email. You will have 14 days to send us the required documents. Click the link in the email to submit the documents for review.

