

# MyCMSM

## CMSM MOBILE APP BROCHURE

V1

# MyCMSM

Your Healthcare Companion — Anytime, Anywhere

Access your CMSM healthcare services directly from your mobile phone with MyCMSM, the official application of Caisse Mutuelle Socio Médicale (CMSM).

## Why Use MyCMSM?

MyCMSM gives you secure and convenient access to your healthcare information and services in one place.

### Key Features

- View your **coverage and policy details**
- Track **approvals, reimbursements bills, and special cases**
- Access your **digital membership card**
- Explore the **healthcare provider network**
- Manage **payments and financial details**
- Receive **health news and wellness updates**
- Estimate your insurance premium using the **plan calculator**
- Request pre-approval through **Best Assistance & DRAPP**

# Getting Started

## 1. Download the App

Search for **MyCMSM** on:

- Apple App Store
- Google Play Store

Install and open the application.

## 2. Create Your Account

Select:

**“I’m insured, create my account”**

You will need:

- Your **Member Number** (found on your CMSM card)
- Your **Date of Birth** in the format: **YYYY/MM/DD**

Group members must also enter the:

- **PIN number** found next to the Member Number on the CMSM card

An OTP verification code will then be sent by SMS.

## 3. Secure Login & Verification

- A **6-digit OTP** is sent to your registered mobile number
- Enter the code to complete registration
- Biometric login can be enabled for faster access

## Dependents & Spouses

- Register using their own phone number
- Control the visibility of their claim’s history for privacy purposes

# Main Dashboard Features

## Financial Details

View:

- Policy amount
- Down payments
- Payment schedules and due dates

## Coverage Information

Access:

- Member and policy information
- Coverage details
- Delegate information
- Health questionnaire

## Claims & Approvals

Track:

- Approvals
- Reimbursements bills
- Special cases
- Claim status and justifications

## Digital Membership Card

- Access your card anytime
- Download or share directly from the app
- Present it easily at hospitals, pharmacies, labs, and clinics

## Healthcare Provider Network

Use the interactive map to quickly locate:

- Hospitals
- Pharmacies
- Laboratories
- Physiotherapy centers

Filter providers by:

- City
- District
- Governorate
- Provider type

## Find the Right Plan

The built-in premium calculator helps you:

- Estimate insurance premiums
- Add family members and coverage preferences
- Compare coverage scenarios in real time

## DRAPP & Best Assistance

Direct access to:

- Claim submissions
- Pre-approval requests
- Emergency assistance services
- Mental health consultation
- Specialist consultation



## Need Help?

### Common Login Issues

#### “Invalid Member # or Date of Birth”

Possible causes:

- Incorrect date of birth
- Initial payment not yet processed

#### “Account Temporarily Locked”

- Wait 15 minutes and try again
- Use “Forgot Password” if needed

#### “Invalid PIN Code”

Please contact CMSM support via the WhatsApp number +961 71 274 612.

## Download our app



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App Store



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