



uniMED

PORTAL USER GUIDE

Welcome to the UNIMED User Guide! This guide will help you navigate and utilize all the features of our portal efficiently. Let's get started!



www.mminsure.com



WHAT DOES THE UNIMED PORTAL USER GUIDE ENCOMPASS?

Whether you're a new user looking to get started or an experienced user seeking to maximize your productivity, this guide provides step-by-step instructions, helpful tips, and troubleshooting advice. Our goal is to ensure you have a seamless and efficient experience while using the portal. Let's get started on your journey to mastering the UNIMED Portal!

Guide Objectives

- [Accessing the portal](#)
- [Changing/Resetting your portal password](#)
- [Submitting your Claim on the portal](#)
- [Submission of Additional Claim Documents](#)
- [Submission of school letters](#)
- [Viewing your Explanation of Benefits \(E.O.B.\)](#)
- [Useful Information](#)

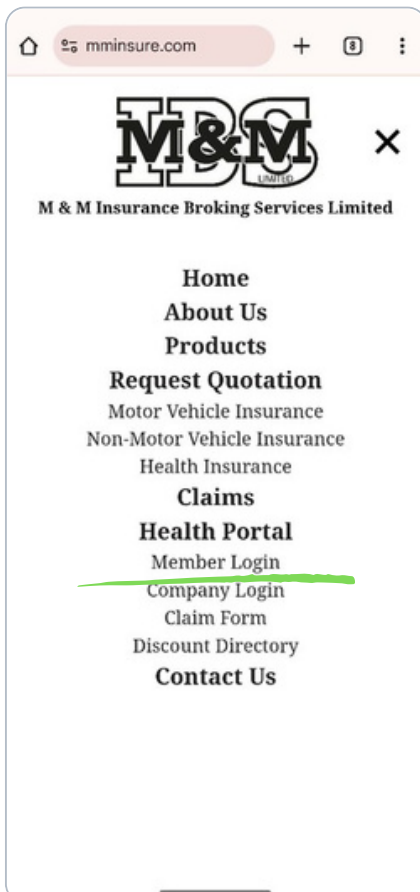
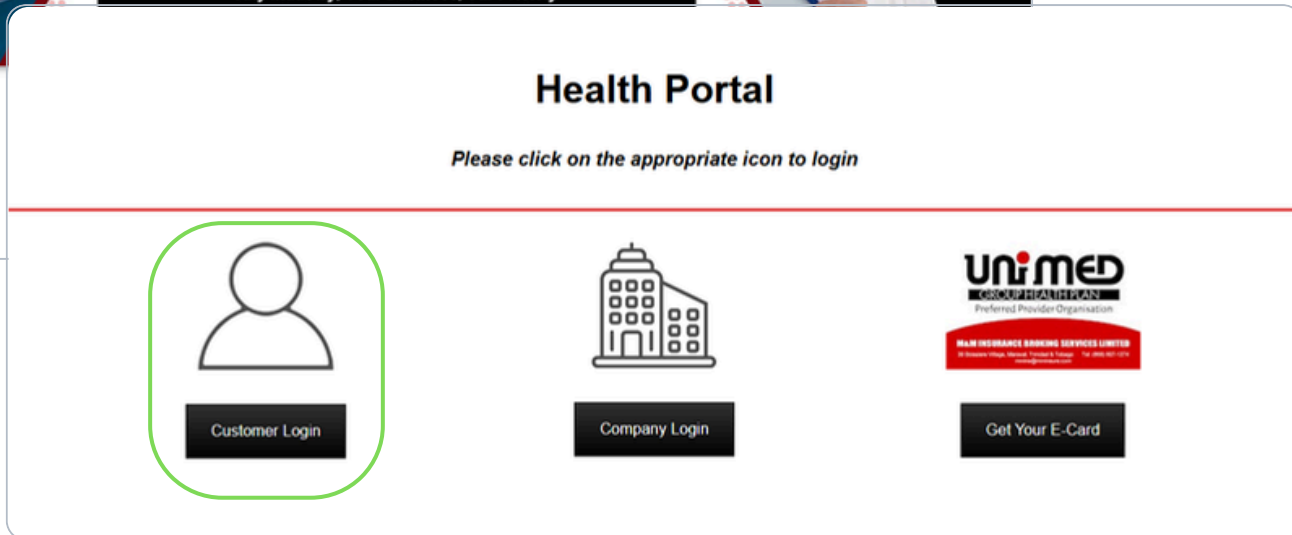
Click to jump to your section of interest....

~ Version: May 2026 ~

ACCESSING THE PORTAL:

Before you can access your portal account you will need to create a portal account. Head to <https://mminsure.com> and head to the member login screen on the portal.

COMPUTER: Move the cursor over the menu Option titled “Health Portal” and select “Member login” from the drop-down list.



MOBILE: On the three-line menu in the top right corner, under “Health Portal”, select “Member Login”.



Once you arrive at the M&M login screen, click “**Create Account**”

M & M Insurance Broking Services Limited
Leading in Ideas and Service

unimed CUSTOMER PORTAL

LOGIN

Enter your Customer ID and Password

Customer ID

Password

Show Password

Login

Create Account

[Forgot your Customer ID or Password?](#)
[Privacy Policy](#) | [FAQ](#)

This will take you to an online form to be filled out. Once this form is completed and you click submit, you will receive a response from us by the next working day, letting you know whether or not your information could be verified. Once your account has been verified, you will receive an email with your Customer ID and temporary password to gain access to the portal.

M & M Insurance Broking Services Limited
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unimed CUSTOMER PORTAL

Submit the form below to gain access to our Customer Portal where you can view the status of your insurance claims. Once we have received your account information, you will receive a response from us by the next working day, letting you know whether or not your information could be verified. Once your account has been verified, you will receive an email with your Customer ID and temporary password to gain access to the portal. If you do not see the email in your Inbox, check your Spam/Junk Mail Folder. Please ensure that your email account is configured to accept messages from mandm@mminsure.com and noreply@mminsure.com

Personal Information

First Name Surname

Date Of Birth

Address

House/Apartment # Street

Area/City Country

Contact Information

Landline Phone e.g. ###-#### Mobile Phone e.g. ###-####

Other Phone e.g. ###-####

Email Confirm Email

Identification

ID # ID Expiry Date

Driver's Permit # Driver's Permit Expiry Date

Passport # Passport Expiry Date

Create Account



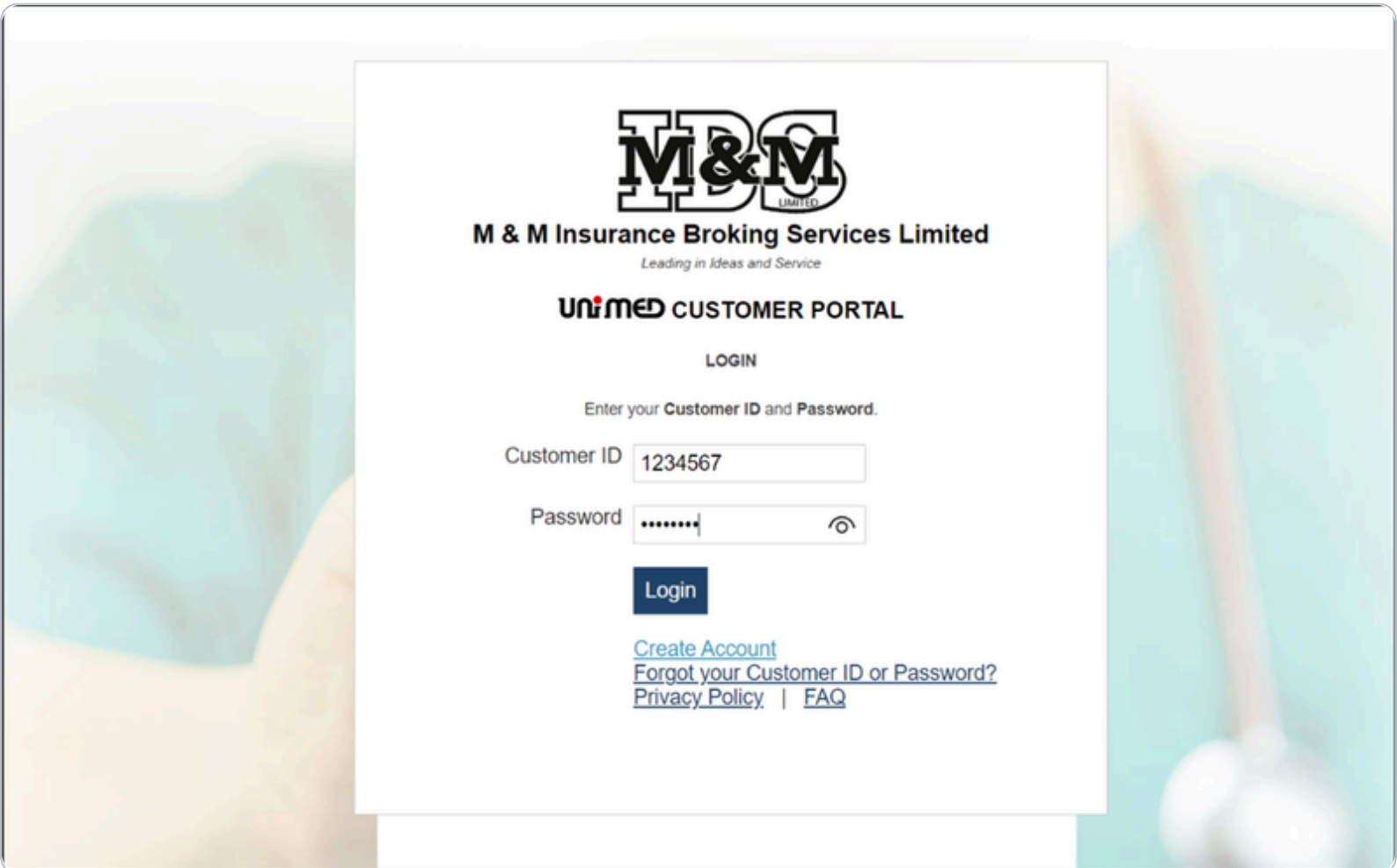
Once your account information has been verified, go to the UNIMED Customer Portal Login screen:

[Login - M & M Insurance Broking Services Limited Customer Portal \(mminsure.com\)](https://mminsure.com)

Ensure that you are on the “***Customer Portal***“

Input your 5–7-digit Customer ID and Password that you received when your portal account application was verified.

Click **Login**



CHANGING YOUR PORTAL PASSWORD:

All passwords received from the portal are temporary and are only valid for **3 hours** from the moment the email has been received.

Once you login in with a temporary password, it is recommended that you **change your password immediately.**

To change your password, navigate to the “Change Password” option in the main menu.

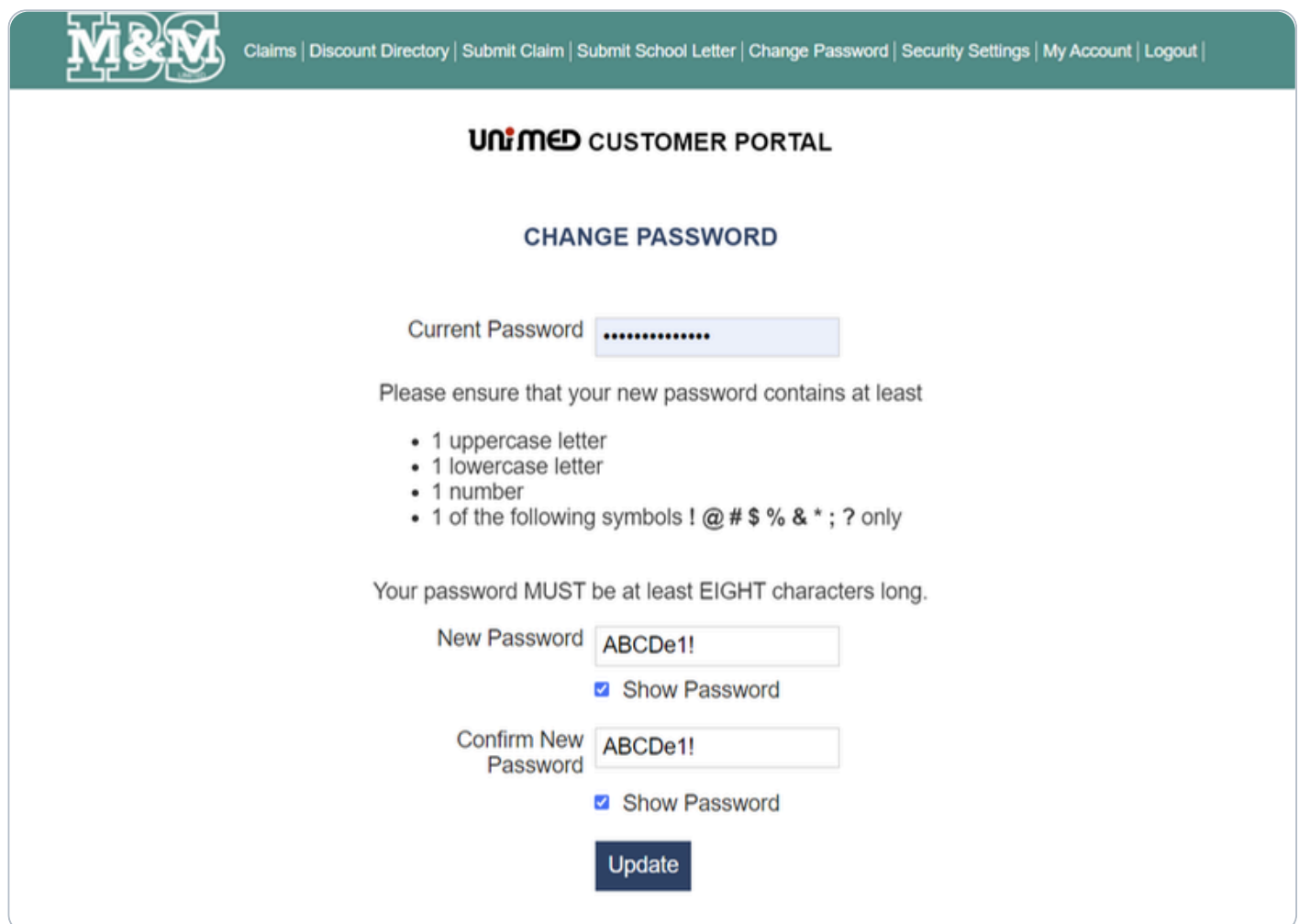
- Input your current password in the “Current Password” field (The temporary password)

- Choose a password at least 8 characters long that fits all the stated criteria of at least:

- 1 Uppercase character
- 1 Lowercase character
- 1 number
- 1 of the following special characters: !@#\$%&*;?

- Repeat this same password exactly in both the “New Password” and “Confirm New Password” fields.

- Click the **Update** button to update your password.



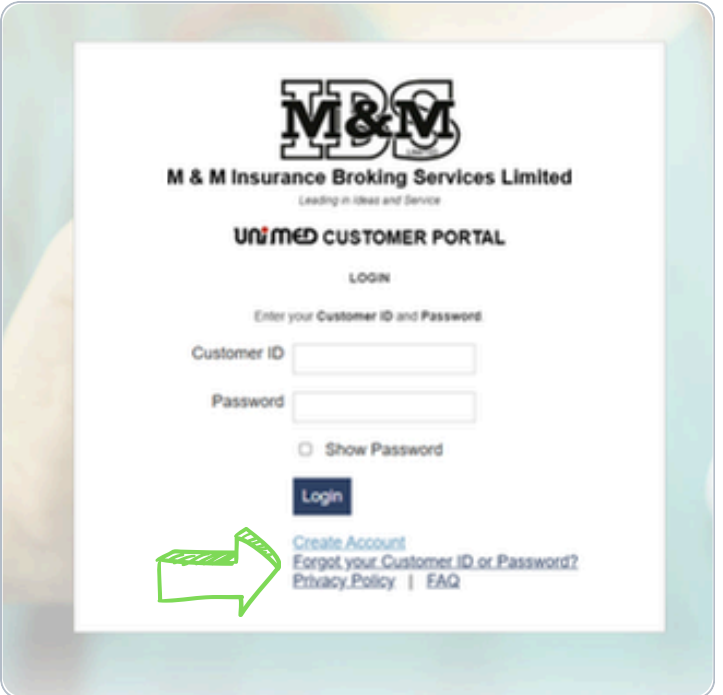
The screenshot shows the UniMed Customer Portal interface. At the top, there is a navigation bar with the M&M logo and links for Claims, Discount Directory, Submit Claim, Submit School Letter, Change Password, Security Settings, My Account, and Logout. The main heading is "UNIMED CUSTOMER PORTAL" followed by "CHANGE PASSWORD". The form includes a "Current Password" field with masked characters. Below it, instructions state: "Please ensure that your new password contains at least" followed by a list of requirements: 1 uppercase letter, 1 lowercase letter, 1 number, and 1 of the following symbols ! @ # \$ % & * ; ? only. A note specifies: "Your password MUST be at least EIGHT characters long." The "New Password" field contains "ABCD1!" and has a checked "Show Password" checkbox. The "Confirm New Password" field also contains "ABCD1!" and has a checked "Show Password" checkbox. An "Update" button is located at the bottom of the form.

You would know your password was successfully changed when all the information that was input in the fields are wiped clean and you see a popup stating: **“Your password was successfully changed”**



RESETTING YOUR PASSWORD:

On the login screen you can select “Forgot your customer ID or Password?”



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UNIMED CUSTOMER PORTAL

LOGIN

Enter your Customer ID and Password

Customer ID

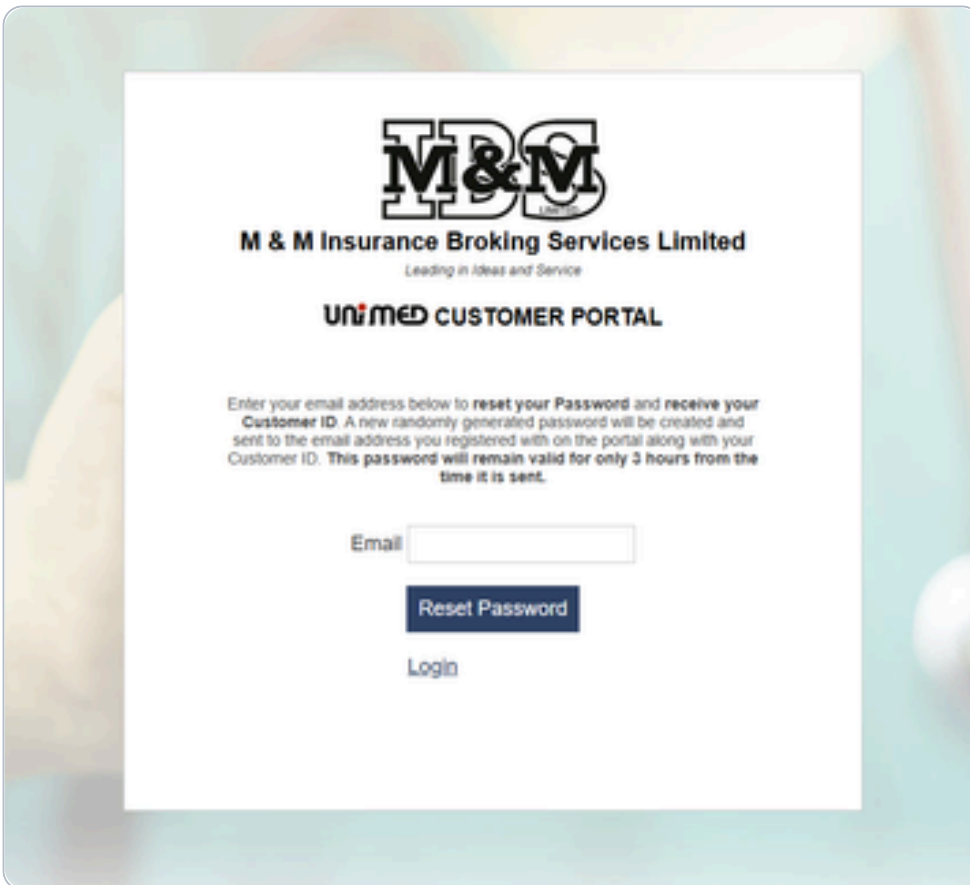
Password

Show Password

Login

[Create Account](#)
[Forgot your Customer ID or Password?](#)
[Privacy Policy](#) | [FAQ](#)

Enter your email address and a new temporary password would be sent to your email automatically.



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UNIMED CUSTOMER PORTAL

Enter your email address below to reset your Password and receive your Customer ID. A new randomly generated password will be created and sent to the email address you registered with on the portal along with your Customer ID. This password will remain valid for only 3 hours from the time it is sent.

Email

Reset Password

Login

- Temporary passwords and are only valid for **3 hours** upon receipt of email.
- Once you login in with a temporary password, it is recommended that you **change your password immediately**.



SUBMITTING YOUR CLAIM ON THE PORTAL:

To submit a claim, navigate to the claims submission page by selecting the “**Submit Claim**” option from the Menu.



Claims | Discount Directory | Submit Claim | Submit School Letter | Change Password | Security Settings | My Account | Logout |

UNI-MED CUSTOMER PORTAL

Submit Claim

Click below for your Membership Card



The form will now accept the **Front of Claim Form**, **Back of Claim Form** and **All Other Supporting Documents**. The first two (2) fields only accept **one (1)** file each, but the 3rd can accept **multiple** files.

Click on the choose files option in each field to upload the relevant portion of your claim.

Alternatively, if you already have a pdf file with your documents you need only upload it **once**. This can be inserted into the **first(1st)** field, **Front of Claim Form**. Ensure that your claim pdf file follows the outlined format of the fields. *i.e. Front of claim form, Back of claim form, etc.*

Once all necessary files are selected, You can click “**Submit Claim**”. This will start the upload and processing of your files. A gray bar will appear and show the progress of your submission. This bar will turn to green when completed.

You will then get the prompt stating that “**Your claim has submitted.**”

~ Please note the on screen tip for attaching multiple files. This will change depending on device used.



SUBMITTING YOUR CLAIM ON THE PORTAL (CONTD.):

Here are some additional guidelines to note when using the **CLAIM SUBMISSION FORM**:

- **Allowed File Types:** You may only upload image files (.jpg, .jpeg, .png, etc.) and PDF documents.
- **Single Claim Upload:** This form is strictly for the submission of a claim for a SINGLE Patient. Submitting multiple claims simultaneously will cause a delay in the processing of your claim.
- **Mandatory Upload Order:** The order of file submission is critical. Documents MUST be uploaded in the exact field order: Front of Claim Form, Back of Claim Form, Receipts/Letters. Failure to adhere to this sequence is considered a procedural error and will cause a delay in the processing of your claim.
- **Single File containing all Claim Information:** If you have a single PDF file that already contains all necessary claim information (both sides of the claim form and all receipts/letters), you may upload just that one file in the "Front of Claim Form" field. Leave the other fields empty.
- **Further Instructions:** Please see the User Guide here for comprehensive documentation and process flow.



SUBMITTING ADDITIONAL DOCUMENTS:

With the new update to the **CLAIM SUBMISSION** page, we have also update the process of **UPLOADING ADDITIONAL DOCUMENTS** when required.

Sometimes your claim status might be changed to “**Claim Under Query**”. In these cases, you can click view EOB to see what is required to get your claim off of the Query status and back to Processing.

GROUP HEALTH DISBURSEMENT SHEET		M & M INSURANCE BROKING SERVICES LTD.			
		39 BOISSIERE VILLAGE			
		PHONE : 607-1274			
Insured's Name :	[REDACTED]	Patient's #:	[REDACTED]		
Patient's Name :	[REDACTED]	Claim No. :	[REDACTED]		
Relationship :	Self				
Settle Date :	[REDACTED]				
=====					
Benefit	# Visits	Visits Paid	Cost	Claim	Benefit
				=====	
DOCTOR - OFFICE					
				=====	
				TOTAL	: 100.00 80.00
				=====	
Comments :					
REFERRAL FOR LAB. TEST IS REQUIRED					

When your claim status is changed to “**Claim Under Query**”, a link will appear under that status

View EOB	MEDICAL - LOCAL	Mon 17 Nov 2025	Mon 17 Nov 2025	Claim Under Query Add Additional Documents	\$100.00	SELF
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[SUBMIT ADDITIONAL CLAIM DOCUMENTS FOR CLAIM 2025102277](#)

Additional documents

Choose Files

Max file size: 10 MB per file

Tip: To select multiple files hold Ctrl (Windows) or Command (Mac) while choosing files.

Submit Additional Documents

From here you will be able to upload any file(s) that may be required for your queried claim.

Select your file(s) and hit the **Submit Additional Documents** button to submit.

~ Please note the on screen tip for attaching multiple files. This will change depending on device used.



SUBMISSION OF SCHOOL LETTERS:

When a dependent who is a child of the member turns 19, the member will be required to submit a school letter, in order to continue coverage of said child.

This function can be found on the top menu list and functions very similar to the portal claim submission page.



Claims | Discount Directory | Submit Claim | **Submit School Letter** | Change Password | Security Settings | My Account | Logout |

uniMED CUSTOMER PORTAL

Submit Claim

Click below for your Membership Card



EMILIO RODULFO
PLAN: MANDM

Showing Claims: 1 - 1

Row	Claim #	EOB	Type	Date Submitted	Payable Date	Status	Claimed	Patient	Comments	Last
1		View EOB	MEDICAL - LOCAL			Payment has been issued			NO COMMENTS	

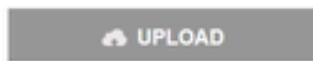
Click on the “**Submit School Letter**” button to submit the document.

uniMED CUSTOMER PORTAL

SUBMIT SCHOOL LETTER

Click the “**UPLOAD**” button below to upload your School Letter.

Then, fill in the dependent’s information below and click the “**Submit School Letter**” button.



Screenshot 2024-08-23 091503.png

126 KB

DEPENDENT INFORMATION

First Name

Surname

Date of Birth

Submit School Letter

Enter details of dependent for whom the school letter pertains.



VIEWING YOUR EXPLANATION OF BENEFITS (E.O.B.):

On your claims page, you can view your explanation of benefits. This will become available once your claim nears processing completion.

The EOB details what you have paid for the claim and what is covered as your reimbursement.



[Claims](#) | [Discount Directory](#) | [Submit Claim](#) | [Submit School Letter](#) | [Change Password](#) | [Security Settings](#) | [My Account](#) | [Logout](#)

uniMED CUSTOMER PORTAL

[Submit Claim](#)

Click below for your Membership Card



EMILIO RODULFO
PLAN: MANDM

Showing Claims: 1 - 1

Row	Claim #	EOB	Type	Date Submitted	Payable Date	Status	Claimed	Patient	Comments	Last Updated
1	2024052441	View EOB	MEDICAL - LOCAL	Wed 12 Jun 2024	Thu 13 Jun 2024	Payment has been issued	\$400.00	GRAYEME EMMATT RODULFO	NO COMMENTS	Fri 23 Aug 2024 3:45am

[Privacy Policy](#) | [FAQ](#)

You click “**View EOB**” on the claim screen to bring up the EOB for viewing.



[Claims](#) | [Discount Directory](#) | [Submit Claim](#) | [Submit School Letter](#) | [Change Password](#) | [Security Settings](#) | [My Account](#) | [Logout](#)

uniMED CUSTOMER PORTAL

EXPLANATION OF BENEFITS

[View All Claims](#) | [Print This Page](#)

GROUP HEALTH DISBURSEMENT SHEET		H & H INSURANCE BROKING SERVICES LTD. 39 BOISSIERE VILLAGE PHONE : 607-1274				
Insured's Name :		Patient's #:				
Patient's Name :		Claim No. :				
Relationship :						
Settle Date :						
=====						
Benefit	# Visits	Visits Paid	Cost	Limit	Claim	Benefit
=====						
DOCTOR - OFFICE						
=====						
TOTAL :						
DEDUCTIBLE :						
** PAYABLE :						
=====						



USEFUL INFORMATION:

- ◆ Please note that upon 5 unsuccessful attempts at logging into your account, your account will be deactivated.

If this occurs, send an email to portaladmin@mminsure.com, with your customer ID requesting re-activation.

- ◆ For information on your health benefits and claims you will need to contact our Query Department, see contact information below.

- [607-1274](tel:607-1274) Ext 1421, 1407, 1424, 1425
- health_ins@mminsure.com

- ◆ The portal only accepts the following file types:
Accepted file types: pdf, jpg, jpeg, png

- ◆ With the updates to our Claim Submission form, members can now upload larger files. The Maximum upload size per file is 10mb as indicated on the form. The maximum combined file size for any upload is now 40mbs.

- ◆ If you would like to change the email address associated with your account, please send an email from the existing email address requesting same. In instances when you no longer have access to the current email address, please send the request to your employer's HR department and they will forward the request to us.

Once either of these criteria are met, we will change the email address immediately and you will receive an email informing you that the change has been completed.



- ◆ You can also access your **E-card** from the claims screen.
You can present your card at any of our providers listed on the **Discount Directory** showing proof of your membership and receive exclusive membership discounts.



uniMED
GROUP HEALTH PLAN
Preferred Provider Organisation
**DIGITIZED
DISCOUNT DIRECTORY**

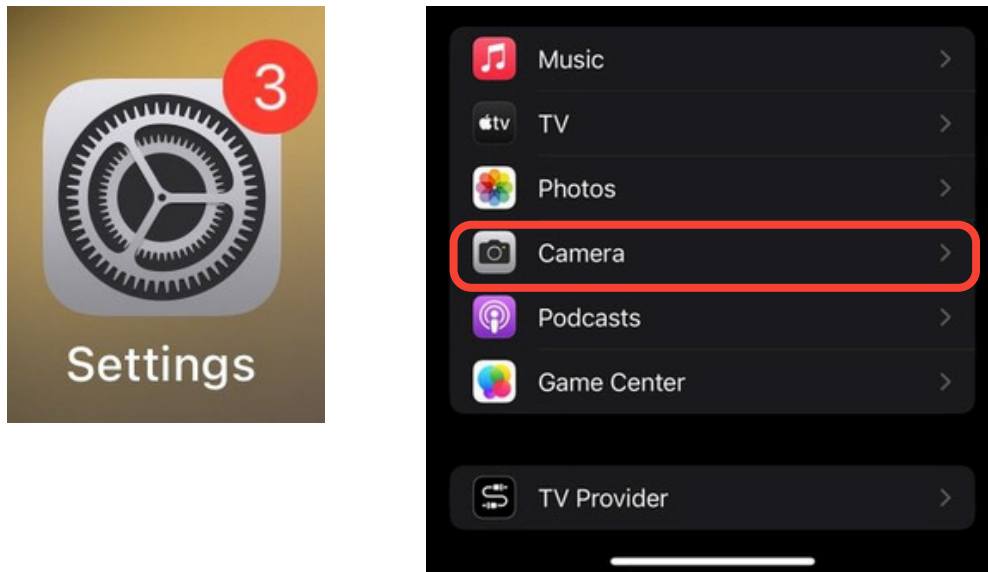
+868-607-1274
EBENEFITS@MMINSURE.COM
39 BOISSIERE VILLAGE, MARAVAL
WWW.MMINSURE.COM



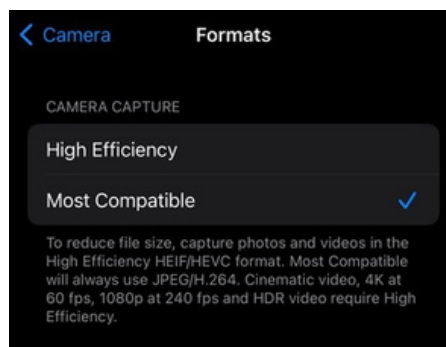
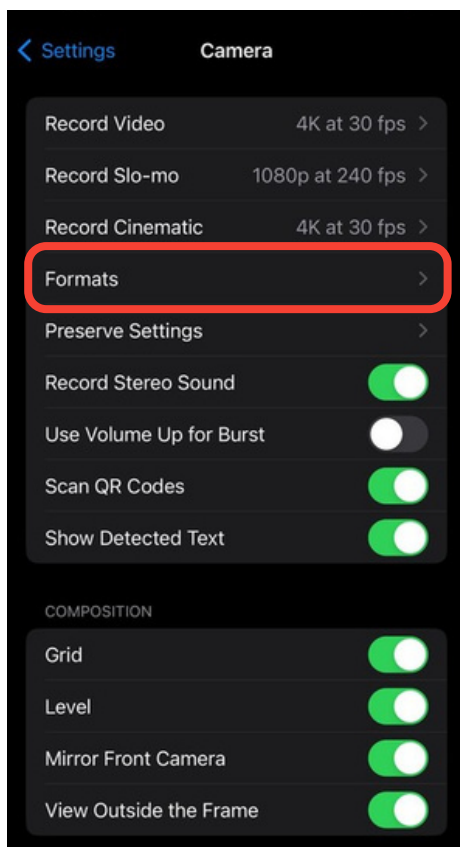
- ◆ As of the 17th of November 2025, the option to upload **.heic** files will be removed from the claim upload section. The **.heic** file format is the image format used by Apple products. In order to offer a higher quality and efficiency, the ability to upload these files will be removed. Apple phones do have the ability to change how these images are saved.

This will not change previous images to more compatible image files.

Please see below for further instructions on how to make this change:



Navigate to your Iphone's settings page. From here you will select Camera Settings as shown above.



In Camera Settings, you will see the option for Formats. Click on this and change the camera capture format from **High Efficiency** to **Most Compatible**.

From now on, all images you capture on your phone will be stored using the most compatible file format, **.JPEG**.