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Business requirements – Welleazy

1. The network team will connect to the service provider for tie up.

2. Once the coordination is done through email or call, the service provider will accept and inform the network team to send the link

3. The network team member will update the basic details in the system(CRM) and update. Few details below

   Hospital Name*
   Concerned Person Name
   Mobile*
   Email ID*

   Type of Service Provider

4. Our Network Manager will fill mandatory fields to generate the link, Once the required details are updated, a link will be triggered to the Service Provider authorized person.

5. The Service Provider authorized person will get this link on email and sms/whatsapp, he/she can access the link with OTP to fill Provider Information Form and mandatory fields have to be filled. Further on submission of this form he /she will get an option to upload the documents with pre-defined names.

6. As the first option on clicking the link, service provider will generate and enter otp. After loggin in he/she will see his company name, authorized person name, *******3444 last 4 digit of mobile no and email id. He/she will get an option to generate OTP. He/she will also see an option to report/connect with Network Manager (Name, Mobile no and email id of network manager to be shown) for any discrepancy in contact details.

7. Once he received OTP on both email and mobile, he can enter the otp on the page. Welleazy logo and website details to be shown on each page or weblink to be maintained on welleazy web address.

8. If OTP is not received, network provider will be given option to report.

9. If OTP is entered incorrectly 3 attempts will be given to generate and enter otp, post that the message of locked account is showed and account is locked, please connect with your network manager to unlock the account. Network manager will be able to unlock the account.

10. Once he/she has logged in, they will see Provider Information Sheet basis the type of provider option our network manager has selected while raising link. PIS will be different for hospital/diagnostic/pharmacy etc.

11. Provider will fill the form basis mapping of mandatory and non-mandatory fields, also an option to submit/save will be provided.

12. If provider fills the form and submits it, he will get the message of congratulations towards first step of our

partnership, please submit the below listed documents to complete the application.

13. A list of pre-defined documents including but not limited to below will be shown with mandatory items on the top and non-mandatory below

Document	Document Type (Optional/ Mandatory)
List of Provider branch(s)	Mandatory (If Applicable)
Registration Certificate	Mandatory (If Applicable)
BIO Medical Waste Management certificate/ Agreement	Optional
Building permit	Optional
Fire safety license	Optional
Pre-Natal Diagnostic Techniques (PNDT) License	Mandatory (If Applicable)
Radiation Protection Certification	Optional
No Objection from Pollution control	Optional
NABH / NABL / ISO / JCI / Other	Mandatory (If Applicable)
Cancelled cheque / Bank Statement / Passbook	Mandatory
PAN Card	Mandatory
NEFT Declaration form (RTGS/NEFT Payment Authorization Form)	Mandatory (If cheque Not Applicable)
GST certificate	Optional
Hospital OPD Tariff	Mandatory
List of TPA / Insurance company with which provider is registered	Mandatory
List of Consultants	Mandatory
OPD Schedule for Consultants	Mandatory
Any other Documents (Specify)	Optional

14. Format and size of uploaded document to be pre-defined there.

15. Once provider uploads documents and submits, a message thankyou for completing the application, our network team will connect with you shortly.

16. If provider is facing any issue on document upload, he should be given the option to contact network manager/IT support to resolve.

17. Communication touch points on both email/sms for provider will be as mentioned below, content of communication will be shared soon. An email/sms to go to mapped network manager parallel for each provider.

Link shared	SMS, Whats app, email
OTP generation	SMS, Whats app, email
Application partially saved, reminder communication after 24 hours and in same frequency for 3 days	SMS, Whats app, email
On submission of application with documents upload	SMS, Whats app, email
On issuance of MOU	SMS, Whats app, email
On Provider code generation	SMS, Whats app, email

Once provider activity is completed we need to do a backend activity as per process below.

1. Completely filled application is received at the backend and team can see the records in their system with documents received.

2. Operations Executive will review all fields and validate filled information with received documents.

3. If information received is correct and all documents received are clear and in place, he/she will move application with comments to manager bucket for approval.

4. Manager in his bucket will be able to review the documents and see comments added by Ops exe.

5. Once manager finds all information is in place, he/she will have option to approve/send back to Ops exe. He/she will approve the case and a request for MOU generation will be sent to Ops exe.

6. Ops Exe will merge all details including provider details, tariff and other terms in agreement to generate Mou from system, MOU should have agreement terms and agreed commercials. Therefore before generating MOU ops exe has to confirm this information with network manager.

7. Once MOU is generated it is released on updated email/sms to provider and network manager.

8. Provider should get an option to download and print/ digitally sign the mou confirming he/she is authorized signatory.

9. Once Provider signs the Mou through digital signatures on the online link, option to submit will be shown. Communication confirming his signatures is sent to him/her and our network manager on SMS, Whats app, email

10. On submission MOU will land in our system and will be sent as an attachment to Welleazy signatory to sign the mou.

11. Once our signatory signs the mou, a copy of mou is released to provider and network manager on SMS, Whats app, email and a copy is submitted in our records.

12. Post this activity completion, we need to create provider in our system so ops exe will submit mou signed request and update billing headers in our system which will include but not limited to below

mentioned fields.

F2F OPD Discount
Tele OPD Consult discount
IPD Discount
Diagnostic Discount
Pharmacy Discount
Home Care Discount
AHC Discount
Any other discount
Pricing per consultation and doctor details from OPD schedule

13. Once these fields are updated, Ops exe will submit it to manager for approval.

14. Once manager approves a provider code is generated in system, this is unique code mapped to provider for his lifecycle in Welleazy.

15. A welcome email and sms is sent to provider confirming the provider code. Content for welcome email will be shared soon.

16. With this the on boarding journey of a provider ends.

17. Provider added in network will be updated on Network list on welleazy website/app, front page of app will be discussed and shard soon.

Additional request from Provider

In future we may get additional requests from provider as mentioned below:-

Change of name
Change of bank details
Change of address
Change of communication email and mobile no
Change of tpa desk person

Change in opd schedule
Revision of commercial tariff
Closure of entity

We will soon share a process on modification of records with maker checker.

18. MOU, Provider information sheet and Empanelment checklist attached.

Provider information sheet	MOU_Welleazy Provider Empanelme	Empanelment Checklist