

**Frequently Asked Questions**

**General**

1. What is OPD?
   1. Outpatient Department (OP­D) refers to any health-related issue that doesn’t require you to get admitted to a hospital. For eg: Doctor consultations for, Diagnostic tests, Body Xrays.
2. What happens after I make the payment to HealthAssure?
   1. As soon as you buy a product you will receive a payment confirmation email.
   2. Your login ID and password for your HealthAssure Account will be sent to you on your registered email ID within the next 48 hours.
   3. You can start using all the services provided under your plan as soon as you login to your account
   4. If you have any difficulty activating your account, you can either call us on our customer care number- **022-61676633** or drop us an email on [support@healthassure.in](mailto:support@healthassure.in). *Call center is available from 8:30 am to 8:00 pm, Mon-Sat (excluding Bank Holidays)*
3. What is the Cancellation/Refund Policy?
   1. Plans once purchased cannot be canceled or refunded. However, users are entitled to 7 days of Free Look Period from the date of payment, within which the plan can be canceled (provided no booking is made within the Free Look Period). Refund will be credited within 5-6 business days.
4. Whom do I get in touch with if I need any post purchase assistance?
   1. You can either call us on our customer care number- **022-61676633** or drop us an email on [support@healthassure.in](mailto:support@healthassure.in). *Call center is available from 8:30 am to 8:00 pm, Mon-Sat (excluding Bank Holidays)*
5. Does HealthAssure sell Health Insurance?
   1. Yes. HealthAssure offers a variety of plans which includes Insurance products.
6. After purchasing the plan, I did not receive login credentials to my account, what should I do?
   1. Ideally, your login ID and password for your HealthAssure Account will be sent to you on your registered email ID within the next 48 hours. If you’ve still not received them please get in touch with us at- **022-61676633** or drop us an email on [support@healthassure.in](mailto:support@healthassure.in). *Call center is available from 8:30 am to 8:00 pm, Mon-Sat (excluding Bank Holidays)*
7. What to do if the HealthAssure App isn’t working?
   1. If you face any technical issues while using the HealthAssure app, try clearing the cache or closing the app and logging in again. In case you’re using the website, try refreshing the website page and logging in again.
   2. If the issue still persists you can get in touch with us at 022-61676633 or drop an email at [support@healthassure.in](mailto:support@healthassure.in)
8. Where can I download the HealthAssure App from?
   1. You can download the HealthAssure app both from the AppStore and the Google Play Store

GOOGLE PLAY STORE LINK:

<https://play.google.com/store/apps/details?id=com.healthassure&hl=en_IN&gl=US>

APP STORE LINK:

<https://apps.apple.com/in/app/healthassure-good-life/id1397803100>

**Tele Doctor Consults**

1. How do I book an appointment from the HealthAssure App?
   1. Step 1: Login to the HealthAssure Website/ Mobile App.
   2. Step 2: Select Tele-Consultations Service and choose your preferred doctor speciality
   3. Step 3: Select preferred in-network doctors available on the HealthAssure Platform for a call back within 2.5 hours or request a call back from first available doctor within 4 minutes.
   4. Step 4: You will receive a call from the Doctor on your registered mobile number
   5. Step 5: Doctor will upload the prescription on your HealthAssure account post completion of the consultation.
   6. Step 6: You access and download your prescription by following these simple steps-
      1. Click on TeleConsultation
      2. Go to Records
      3. Select Doctor Name
      4. Go to Advice and download
2. How much time does it take to connect with a doctor?
   1. Select your preferred in-network doctors available on the HealthAssure Platform for a call back within 2.5 hours or request a call back from first available doctor within just 4 minutes.
3. What happens if I miss the doctor’s call?
   1. In case you are unable to pick the call, the doctor will try again within 15-30 mins from the first call attempt. Doctors shall make 2 such attempts, post which the appointment shall be marked as incomplete. You can cancel and book a new appointment at any time via the HealthAssure platform.
4. Do I get a prescription after a tele doctor consultation?
   1. Yes, you get a valid prescription from the doctor after your call.
5. From where can I download my prescription?
   1. You can access or download the prescription by-
      1. Click on Tele Consultation
      2. Go to Records
      3. Select Doctor Name
      4. Go to Advice and download
6. What kind of doctors are available?
   1. Telephonic doctor consultation includes General Physician, Gynaecologist, Ayurveda, Homeopathy and 20+ other specialties
7. How can I select my preferred doctor?
   1. Log in to your HealthAssure account and Click on the Tele-Consultation Tab. Select the type of doctor you want to consult. For urgent requirements, you can click on ‘Consult Now’ and you will receive a call from the first available doctor maximum within 4 mins. You can also choose from the in-network doctors listed on the platform basis preference of Language.

**Diagnostics**

1. How do I book a lab test from the HealthAssure Platform
   1. Step 1: Login to HealthAssure Website/ Mobile App.
   2. Step 2: Select Diagnostics Service and the preferred Health Checkup package.
   3. Step 3: Click ‘Book Appointment’ and proceed.
   4. Step 4: Enter the location, you want to see the nearest in-network centres for. Select the preferred in-network diagnostic lab/ Hospital from the list provided.
   5. Step 5: Select preferred date/time of appointment from the available slots and verify the patient’s mobile number to complete the booking request.
   6. Step 6: You will receive Confirmation of booking within 3 Hrs.
   7. Step 7: Complete the appointment by visiting the Centre on scheduled date/time of appointment. Don’t forget to carry a valid ID proof with you.
   8. Step 8: You can access the report of tests/package within 48 Hrs on your registered email ID or download the same from your HealthAssure account
   9. Step 6: For any assistance with appointments or reports, please write to us at support@healthassure.in or call us on 022-61676633 (Mon-Sat, 8:30 am to 8pm, excluding Bank Holidays).

1. Can I get a Covid RT-PCR test done?
   1. Yes, you can choose Covid RT-PCR from your preferred in-network diagnostic labs/hospitals.
2. Can I still get tests done after I exhaust the money in my diagnostic wallet?
   1. Yes, User can continue to avail exclusive discounts for up to 50% after use of wallet balance. Wallet can be applied on RT-PCR test booking as well
3. Do I need a prescription to book a lab test?
   1. No, but we advise you to consult a doctor before getting one done.
4. Can I select my preferred testing centre?
   1. Yes, you may choose any one from the listed in-network centres on the HealthAssure platform.

**Pharmacy**

1. How can I order medicines from the HealthAssure App?
   1. Step 1: Login to HealthAssure Website/ Mobile App.
   2. Step 2: Select the Pharmacy Tab and select the HealthAssure partner you would like to get medicines from
   3. Step 3: You will be prompted to upload your medical prescription and enter your delivery details
   4. Step 4: On Successful upload of your prescription, you will receive a prompt confirming that your order details have been shared with the pharmacy partner
   5. Step 5: The Pharmacy partner shall contact you to confirm your order within 1 day. The partner shall share other details regarding your order such as total billing amount etc. at the time of this confirmation call.
   6. Step 6: Post confirmation of order and billing amount, the pharmacy partner shall dispatch your order. You can track your order status from the HealthAssure website or mobile app
2. Do I need a prescription for every medicine order?
   1. Yes, a valid prescription is needed for any kind of medicine order. You can get a prescription easily by booking a tele doctor consultation on your HealthAssure account.
3. What is the return policy?
   1. Medicines once purchased can’t be returned unless there was a mismatch in the order or they’re beyond their expiry date

**Fitness & Wellness**

Fitness programs including Zumba, gymming, yoga, kick boxing that can be booked & availed at range of fitness centers as per availability and customer reference. The sessions can be selected within the available classes. Online Fitness Sessions are conducted via AV tools – scheduled as well as on-demand

**Health Risk Assessment – online**

We have license of HRA (Health Risk Assessment) tool made by Milliman. This tool gives a meaningful insight of current health basis 15 parameters i.e. “Biometrics, Disease condition status, Symptoms, Family predisposition, Preventive health, Oral health, Smoking, Alcohol, Adverse habits, Physical fitness, Dietary habits, Sleeping habits, Emotional health status, Work & travel”.

Our HRA has 2 versions (long & short) which carries questions around a person’s basic information and basis self-reported responses the HRA tool gives out a score along with a report which reflects the health of an individual and feedback on areas of improvement.

Basis the score, recommendations can be given to the individual around diet & lifestyle to help improve health. HRA scores can be monitored over time to track the progress. The HRA questionnaire is offered on the platform (app, website). All responses and medical recommendations are completely private and confidential.

**Doctor Coaching**

Doctor Coach is an on call specialized service to help an individual for:

* Understanding the risk markers in medical reports.
* Creating a plan called “Care Map” to improvise health.
* Improvising the lifestyle related issues.

Care Map is a document having recommended tests at certain intervals basis the demography and medical reports. Care Map is like a baby vaccination card which ensures preventive measures against health risk parameters.

Customer can schedule a call with the Doctor Coach by:

* App or web platform
* Call or email support.

Appointment can be booked 24 hours prior to preferred time.

**In-Person Consultation (Face to Face)**

Consultation refers to getting medical advice from a doctor for any health related concerns resulting into a medical prescription.

A Face to Face consultation with General Physician is scheduled as per customer's convenience. Booking for doctor consultation requires minimum 24 hours before the appointment time. Doctors’ advice on the problem and help the patient to identify next steps which may include further tests, medicine recommendation or lifestyle tips. Few cases require face-to-face examination and the patients could be asked to share pictures or reports if they can, for a conclusive diagnosis.

The doctors are registered medical practitioners who have adequate experience, research and track-record of practice before being ~~a~~ssociated / empaneled with the provider. All the medical history and online consultation are completely private and confidential.

**My HealthAssure Account Related**

1. From where do I access my HealthAssure account?
   1. You can access your HealthAssure account from-
      1. Website- https://www.healthassure.in/
      2. Mobile App-
         1. GOOGLE PLAY STORE LINK:

<https://play.google.com/store/apps/details?id=com.healthassure&hl=en_IN&gl=US>

* + - 1. APP STORE LINK:

<https://apps.apple.com/in/app/healthassure-good-life/id1397803100>

1. How do I rectify incorrect details on my profile?
   1. You can edit limited personal details under the ‘My Profile’ section in your HealthAssure account. If you need assistance, call us on our customer care on **022-61676633** or drop us an email on [support@healthassure.in](mailto:support@healthassure.in).

*Call center is available from 8:30 am to 8:00 pm, Mon-Sat (excluding Bank Holidays).*

1. If I purchase a family plan, how do I add family members to my account?
   1. You can add details of family members in your account from the ‘My Profile’ section in your HealthAssure account. If you need assistance, call us on our customer care on **022-61676633** or drop us an email on [support@healthassure.in](mailto:support@healthassure.in).

*Call center is available from 8:30 am to 8:00 pm, Mon-Sat (excluding Bank Holidays).*

**What are the steps that take place to fulfill any appointment request**

1) Customer Request for Appointment and selects prefered choice of doctor along with date and time

2) HA team contacts with center/doctor for checking with infra/facilities/availability of slot. In case of any gaps, ops agent discusses alternate time slots or searches for nearby centers of same grade

3) Agent confirms the appointment in the original requested center & date-time. Alternatively, pitches for another center or date-time to the customer in case of any gaps

4) Customers avail the appointments by visiting the center/consultation or attending tele/video consultation.

5) Post appointment conclusion reports are shared with the user that would be generated, if any over email.

**How is the customer notified about his appointments/bookings?**

User can see his appointment status in “My appointment” section and also SMS & Email for each step is triggered to user for

Appointment Request

Appointment Confirmation

Prescription Report

**How is User Plan activated post sales by Agent?**

Post completion of sales process, user plan is automatically activated in the HealthAssure system basis the details captured at the time of sales on the Agent App. User receives login credentials and details to the HealthAssure web platform and mobile app, within 24 hours on his registered email ID and SMS

**Q. What all user Data is captured/required?**

Name, Mobile, email, Gender, DoB, Product Details (Product Name, Product Id, Price) captured at the time of Sales in the Agent App are essential for activating user plans.

**Q. How can a customer access services included in the Plan purchased?**

Registered users can avail services either via login to HealthAssure Website and app or can also call the call center number for assistance with the same. Customers can see credits or wallet balance against the services that are a part of the plan purchased.