**FAQs for Welleazy ACE Plan**

**1. What kind of personal accident insurance cover is included in the plan?**  
The plan includes a complimentary personal accident insurance cover of ₹2.5 lakh for you and your family.

**2. Can I get medical consultation through this plan?**  
Yes, you can get expert advice from general physicians anytime and anywhere at no additional cost.

**3. Does the plan cover the entire family under a single membership?**  
Yes, one membership plan can cover you and your loved ones, providing healthcare benefits for the whole family.

**4. Is there a support team available in case I need assistance?**  
Yes, a dedicated support team is available 24x7 to assist with all your medical needs.

**5. Can I get medicines delivered at my home through this plan?**  
Yes, the plan offers quick and hassle-free medicine delivery service to your doorstep, so you can skip pharmacy lines.

**6. Are there any discounts related to fitness or lifestyle services?**  
Yes, the plan provides discounts on gym memberships and stylish eyewear to help boost your wellness and lifestyle.

**7. Does the plan provide ambulance services?**  
Yes, reliable ambulance services are available at your convenience and can be accessed at your doorstep.

**8. Are dental services included in the benefits?**  
Yes, you can get exclusive discounts on dental checkups and various dental services.

**9. Does the plan offer discounts on diagnostic tests?**  
Yes, the plan includes exclusive savings on a broad range of diagnostic tests along with special discounts on radiology services.

**10. Is home care service part of the plan?**  
Yes, convenient and accessible home care services are included as part of the benefits.

**11. Are there any specialized care programs included?**  
Yes, tailored care programs for women, diabetes management, and other chronic conditions are available.

**12. Do I get personalized support through this plan?**  
Yes, you will have access to a dedicated healthcare manager who offers personalized support.

**13. Are health checkups covered in this plan?**  
Yes, you can save up to 70% on comprehensive health checkup packages included in the plan.

**14. How do I activate the membership and start using these benefits?**  
The membership can be activated instantly, and benefits can be unlocked right away for immediate use.

**15. Is this plan a health insurance policy?**  
No, this plan is not a health insurance policy but a healthcare and wellness service package providing various health-related benefits.

Here are additional FAQs to further clarify and expand on the services mentioned for the Welleazy ACE Plan:

**16. How do I book a doctor consultation online?**  
You can book an online consultation with experienced doctors directly through the ACE Plan platform, ensuring easy and quick access to medical advice.

**17. Are specialist consultations available, or only general physicians?**  
While the plan mainly focuses on general physician consultations, some packages may include access to specialists depending on your specific healthcare needs.

**18. Can I access my health records or reports digitally?**  
Yes, you can securely access your digital health records, lab reports, and consultation history through your online account on the platform.

**19. How is confidentiality maintained for my health data?**  
The platform follows strict privacy protocols to safeguard your medical records and ensures all data is kept confidential in line with industry standards.

**20. How do I claim the personal accident insurance provided with the plan?**  
In case of a personal accident, you can contact the support team, who will guide you through the process of submitting the necessary documents to file a claim.

**21. Is there a waiting period before I can use the plan benefits?**  
Most services become available immediately upon activation; however, some services or discounts may require a brief processing window.

**22. Are there any age restrictions or eligibility criteria to enroll?**  
Usually, all age groups can enroll, but certain age limits might apply for specific benefits such as insurance or health packages.

**23. Can I get home sample collection for diagnostic tests?**  
Yes, the plan allows booking for home sample collection, so you can get tested comfortably without visiting a lab.

**24. How do I avail discounts at gyms or eyewear partners?**  
Members receive unique discount codes or partner links that can be used when signing up or making purchases at selected partners.

**25. If I relocate to a new city, can I still use the services?**  
Yes, most services are available nationwide. Some location-specific services (like home care or sample collection) may depend on network coverage in your new area.

**26. What payment options are available for activating the plan?**  
You can typically pay via credit/debit card, net banking, UPI, or other secure online payment methods.

**27. Is there an auto-renewal feature for my membership?**  
Some plans may offer auto-renewal to ensure uninterrupted service, with reminders sent before each renewal period.

**28. Are there group or corporate packages available?**  
Yes, special group or corporate packages can be customized for organizations wanting to cover their members or employees.

**29. Is customer support available in multiple languages?**  
Customer support is generally available in English and other regional languages, depending on availability.

**30. Can I change or upgrade my plan later?**  
Yes, you may be able to upgrade to a higher plan or add more benefits at any time through your account or by contacting support.

**31. What should I do if I forget my login credentials?**  
You can use the "Forgot Password" feature on the login page to reset your password or contact customer support for assistance retrieving your account.

**32. Are there mobile apps available for accessing services?**  
Yes, Welleazy services can often be accessed through their mobile application or a mobile-optimized website for convenience on the go.

**33. Can I add new family members to my plan after activation?**  
You may be able to add eligible family members to your active plan by contacting support, subject to plan terms and potential additional fees.

**34. How frequently can I use teleconsultation services?**  
Most plans offer unlimited or a set number of medical teleconsultations per year—check your plan details or ask support for your specific limit.

**35. Are the discounts on diagnostic tests applicable at all labs?**  
Discounts typically apply at network partner labs. A list of partner labs is available on the platform or can be obtained from customer service.

**36. What is the process for ambulance booking through the plan?**  
Ambulance services can be requested via the customer portal, mobile app, or helpline, with real-time tracking and support provided in most areas.

**37. Will I receive reminders for health checkups or medicine refills?**  
The ACE Plan often includes automated reminders and notifications to help you schedule regular checkups and refill prescriptions.

**38. What happens if a service is unavailable in my area?**  
If a particular benefit (like home care or sample collection) isn’t available in your area, you may still access alternative services or receive a list of nearby partnered centers.

**39. How do I check the status of my service requests or claims?**  
You can track all service requests, delivery, and claim statuses through your online account dashboard or via support.

**40. What should I do if I am dissatisfied with a service or partner provider?**  
Report your feedback directly through the app or customer portal, and dedicated support will address your concern or escalate it as needed.

**41. Can I get a refund if I choose to discontinue the plan?**  
Refund eligibility depends on company policy and the time elapsed since activation. Contact support for individual refund queries.

**42. Does the plan cover mental health consultations?**  
Some packages may include access to mental health professionals or counseling services—refer to your specific plan or ask support.

**43. Are prescription medicines included for free, or just delivered with convenience?**  
The plan typically covers the convenience of delivery and discounts; the medicine cost is usually borne by the member unless stated otherwise.

**44. Can I get real-time health support in emergencies?**  
Yes, emergency helplines and quick access to a care manager or ambulance are included for real-time health support.

**45. How do I get documentation for reimbursements or taxes?**  
Invoices and documentation for all availed services can be downloaded from your account for reimbursement or tax purposes.

**46. Are preventive health packages available for children and seniors?**  
Yes, specific health checkups and preventive packages tailored to children and older adults may be available, with age-specific recommendations.

**47. Can I schedule video consultations or only voice calls?**  
The platform generally supports both video and audio consultations, depending on physician and user preference. Check your app or portal for available options.

**48. Are dental and eye care discounts available for cosmetic or elective procedures?**  
Discounts may apply to select cosmetic dental or eye care procedures through participating providers; eligibility varies by partner and service.

**49. How do I update my contact or address details?**  
You can update your contact number, address, or email at any time through your online account settings or by contacting customer support.

**50. Will my family members have separate login access?**  
Family members covered by your plan can often be given separate or linked logins for access to individual health records and bookings.

**51. How do I access international support or benefits if traveling abroad?**  
Welleazy ACE Plan services and coverage are typically available within India. Always contact support to inquire about any international provisions or assistance.

**52. Does the plan provide vaccination scheduling or discounts?**  
Some plans may offer vaccination reminders, scheduling support, or discounts at partnered clinics for routine and special vaccinations.

**53. Is there a loyalty program or added benefits for long-term members?**  
Long-standing members may receive bonus offers, health credits, or exclusive deals as part of loyalty or retention initiatives.

**54. How do I refer friends or family and what are the referral benefits?**  
You can refer others through your account, and both you and the referred person may receive special offers or discounts when they sign up.

**55. What languages are teleconsultations available in?**  
Teleconsultation languages depend on doctor availability but typically include English, Hindi, and select regional languages.

**56. Are there restrictions on how many times I can use diagnostic or pharmacy discounts?**  
Discount usage may be unlimited or have a cap per membership cycle; always check plan limits or ask support for clarity.

**57. What happens if I need care outside network hospitals or partners?**  
Benefits and discounts are maximized at partner facilities. Services outside the network may not be covered or discounted.

**58. How is payment handled for availed services not fully covered by the plan?**  
Members pay only the discounted amount or difference for services outside included benefits, directly to the provider or via the ACE platform.

**59. Are there wellness webinars or educational resources for members?**  
Some plans offer free or discounted access to health webinars, workshops, and informational resources.

**60. How can I escalate a complaint if my issue isn’t resolved by support?**  
For unresolved concerns, you can request escalation through the portal or app, or directly contact higher-level management as indicated in the grievance policy.

**61. Can I request a second medical opinion through the plan?**  
Some plans allow for a formal second opinion from a different doctor within the network for major diagnoses or treatment plans—check your inclusions or contact support.

**62. How does Welleazy handle disputes between members and healthcare partners?**  
In case of disputes, members can contact support for mediation. The platform generally investigates and coordinates resolution with partner facilities as per policy.

**63. Are there dedicated services for chronic disease management beyond diabetes?**  
While diabetes care is often highlighted, other programs for chronic conditions like hypertension, cardiac diseases, or respiratory illnesses may also be offered.

**64. How are teleconsultations documented, and can I access past consultations?**  
All teleconsultations—audio or video—are logged and summaries are uploaded under your digital records, accessible via your member dashboard.

**65. What if I miss or need to reschedule a booked service (such as a checkup or test)?**  
Services can usually be rescheduled in advance via the platform without penalties. For no-shows, specific policy on charges or rescheduling applies as outlined at booking.

**66. Is there an option to opt out of non-essential notifications or marketing communications?**  
Yes, notification and marketing preferences can be managed in your communication settings or by contacting customer support.

**67. Can rural or semi-urban members fully access all plan benefits?**  
Core offerings like teleconsultation and insurance are nationwide, but partner networks (home care, lab, pharmacy) may be limited in some rural or semi-urban locations.

**68. What digital platforms are compatible with Welleazy’s services (Android/iOS/Web)?**  
Services are accessible via Android, iOS, and web browsers. App versions may have feature differences depending on updates and device compatibility.

**69. Are insurance claims cashless, or do I need to pay upfront for accidents and get reimbursed?**  
Policies vary: some may offer cashless treatment at network hospitals for the accident cover, while others require upfront payment and later reimbursement.

**70. How does Welleazy handle data portability if I want to transfer my health data elsewhere?**  
Members can request downloadable files or digital export of their health data, compliant with privacy regulations and facilitating transfer to another provider.

**71. Does the plan include end-of-life support or palliative care advisory?**  
Some plans may include counseling and advisory on palliative care or end-of-life planning; check specific plan benefits or consult support for availability.

**72. Are there health and wellness goal trackers included in the platform?**  
The platform may feature integrated tools for tracking fitness, diet, medication adherence, and other wellness goals.

**73. What network hospitals or labs are closest to me and how do I find them?**  
Members can use the online locator tool or support hotline to get a list of nearest partnered facilities based on their current location.

**74. Can I suspend or pause my membership temporarily (for travel, relocation, etc.)?**  
Requesting a temporary suspension may be possible in select situations—contact support to check eligibility and process.

**75. What happens to my benefits if the plan provider changes their partner network?**  
If the partner network changes, members will be notified in advance and new options or alternative partners will be provided to ensure continuity.

**76. Is it possible to integrate my wearable fitness device with the ACE Plan platform?**  
Some platform versions may allow integration with popular fitness trackers or mobile health devices for seamless wellness monitoring; check the app features or contact support for compatibility options.

**77. What security measures protect my account from unauthorized access?**  
The ACE Plan uses multi-factor authentication, encrypted storage, and regular security updates to protect all user accounts and medical data.

**78. Can I receive personalized health tips or preventive care alerts based on my medical history?**  
With your consent, the system may send AI-based personalized reminders and wellness tips tailored to your age, gender, and health profile.

**79. How do I submit feedback on healthcare professionals or services encountered through the plan?**  
Members can rate and review providers after each appointment directly in the app or portal, or send feedback to customer service for quality monitoring.

**80. What if my medication is out of stock or not available with partner pharmacies?**  
If a prescribed medicine is unavailable, customer support can suggest equivalent brands, coordinate with alternate pharmacies, or advise your physician for an alternative.

**81. How do I obtain a No Objection Certificate (NOC) or policy details for visa or employment purposes?**  
Support can provide relevant documentation, NOCs, or certificates upon request and subject to company policies.

**82. Are there special provisions or accessibility features for senior citizens and persons with disabilities?**  
The platform aims to be accessible and may offer usability enhancements, priority customer support, or tailored care plans for seniors and differently-abled members.

**83. Can minors independently book services, or is parental consent required?**  
Minors require parental or guardian consent to book health services, and their access is typically managed through the primary member’s account.

**84. What can I do if I have duplicate memberships or overlapping coverage from another employer?**  
Support can help merge accounts, avoid double charges, and clarify how overlapping benefits are coordinated with group or employer packages.

**85. How are medical emergencies handled outside standard support hours?**  
24x7 emergency helplines and escalation protocols ensure prompt support and access to urgent care at any hour, regardless of regular business times.

**86. What steps are taken if there’s a data breach or system downtime affecting my access?**  
There are contingency and communication protocols for informing members, restoring services quickly, and addressing concerns about data or coverage continuity.

**87. Are there language accessibility options for users with hearing or speech impairment?**  
The plan may offer options such as in-app chat, text-to-speech, or email-based consultations for improved accessibility.

**88. What is the process for nominating or changing the primary member on a family plan?**  
You can request a change or update of the primary member role through customer support, subject to documentation and plan rules.

**89. How frequently are partner networks or benefits reviewed and updated?**  
Welleazy routinely reviews and updates partner facilities, services, and benefit terms to ensure the highest quality and widest coverage.

**90. Where can I access the full terms, exclusions, and disclaimers for the ACE Plan?**  
The full policy documents, including all terms, exclusions, and detailed benefit descriptions, are available via the member portal or by emailing customer support for a copy.

**91. Can I access historical invoices and transaction statements for every service used under my membership?**  
Yes, the platform allows you to download or view all historical invoices and transaction records for personal tracking and auditing purposes.

**92. What happens if I move to a remote location where internet connectivity is limited—can I still access telephone-based support?**  
In areas with reduced internet access, members can still use the dedicated telephone support line to coordinate services, book appointments, and seek advice.

**93. Are there dedicated support protocols for members with rare or chronic genetic disorders?**  
Specialized care coordinators and partnerships may be available for certain rare diseases; discuss your needs with support for custom assistance.

**94. How do I report suspected fraud or misuse of my plan by a provider or third party?**  
Members can report suspected fraud directly through the app, via email, or through the helpline for confidential investigation.

**95. Can I access guidance on alternative therapies or traditional medicine (like Ayurveda or Homeopathy)?**  
Certain plans may have curated resources or partnered experts offering advice on select alternative therapies, subject to availability.

**96. Does the ACE Plan offer travel health advisory or pre-travel medical clearances (e.g., vaccinations, fitness certificates)?**  
Travel-related health advice, required vaccinations, and assessment clearances may be arranged upon request, especially for frequent travelers.

**97. What accommodations exist for visually impaired users regarding digital access to accounts and services?**  
The platform incorporates accessibility features such as screen-reader compatibility, high-contrast modes, and voice navigation options for visually impaired members.

**98. Is there a process for requesting electronic health record (EHR) correction if I find an error?**  
Members can submit a formal EHR correction request through customer support, with defined turnaround times for review and resolution.

**99. Do premium or enterprise members receive a dedicated relationship manager for all their medical and plan-related needs?**  
High-tier memberships or corporate accounts often include a dedicated relationship manager to personalize, coordinate, and expedite all services.

**100. What is Welleazy’s procedure if a network partner or facility is found non-compliant with service standards?**  
Non-compliant network partners are promptly investigated, and corrective action—including temporary suspension or removal from the network—is taken to maintain service quality.