"HIM²S "

HEALTH INDIA MOBILE APP –

ANDROID VERSION

(VERSION 3.0**)**

INTRODUCTION

Welcome to Health India TPA Services Pvt. Ltd (HI) .

HI is pleased to present its mobile application for Android (Version 2.0) to its

- Retail Policy Holders

- Corporate Employees

- Corporate HR

- Brokers

Primary focus of the application (app) is to serve User(s) with information of their Policy, Claims, Hospital Information, etc.

This User Manual entitles all the services provided by application along with respective screen shots for better understanding.

About this Manual

This manual is designed to provide information on the features available on the Mobile version. It's primarily designed for easy navigational and proper presentation of information.

Screens with proper explanations have been built in to give a tour through application. This manual will explain all of the modules in detail, however any case for help and support you can call our customer service executive.

Supported Android OS

This application supports all the devices ranging from Android 2.2 FROYO onwards …

INDEX

INFORMATION ABOUT THE TOPICS COVERED ON APP

Application has been categorized to cover all the different entities of TPA business

- ✓ Corporate Employee
- ✓ Corporate HR
- ✓ Retail Policy Holder (Individual)
- ✓ Broker

This User manual will concentrates on **Corporate Employee**. A different set of manual will be release with focus on **Corporate HR**, **Broker & Retail Policy Holder (Individual) entities.**

The application give its end Users with the information of their policies. The following chapters of this manual are based on various modules of the app wherein User will get to see the features built in the modules.

There are different access logic built in the app based on the category / type of User entity.

- ✓ **Corporate Employee**
  Login Option
  - Employee ID → Employee ID + Corporate Name
  - Policy Number → Policy Number + (Employee ID / Health India ID)
  - Group Code → Group Code + (Employee ID / Health India ID)

- ✓ **Corporate HR**
  Login Option
  - User Name + Password

- ✓ **Retail Policy (Individual)**
  Login Option
  - Policy Number
  - Health India ID

- ✓ **Broker**
  Login Option
  - User Name + Password

On successful authentication, User has access to use the application features.

CORPORATE EMPLOYEE

Main functionalities presented in the app

1. My Policy Profile
2. Policy Details –
   a. Policy Information
   b. Proposer Information
   c. Enrolment Information.
   d. Sum Insured Information.
3. Claim Details – Provides Claims list with separately tagged details of closed claims.
4. Intimate Claims – User can submit their new claim intimation
5. Locate Hospital – Search by Pin Code / Address mentioning State and City to display list of Hospitals covered. Hospital address is displayed, Google maps service are built in to help with hospital location access direction
6. Service Request – provides facility to various documents like
   a. Document Checklist - gives details of documents required for availing Cashless / Reimbursement services, the list also covers documentary requirement as mandated by IRDA.
   b. Photo ID Card request
   c. Register Compliant
   d. Complaint status - Tracker
   e. Help and Support – lists all Health India Branches along with Address and Contact Details.
   f. Download Forms – IRDA Claim Form, Specific Insurance Company Form, Preauthorization form, Claim Forms, etc.
7. Family Medical Cards – View & get the medical card on your email address

For quick access, few functionalities have been made available on the primary page for which the User does not need to get secure access. Functions under quick access are

- Locate Hospital
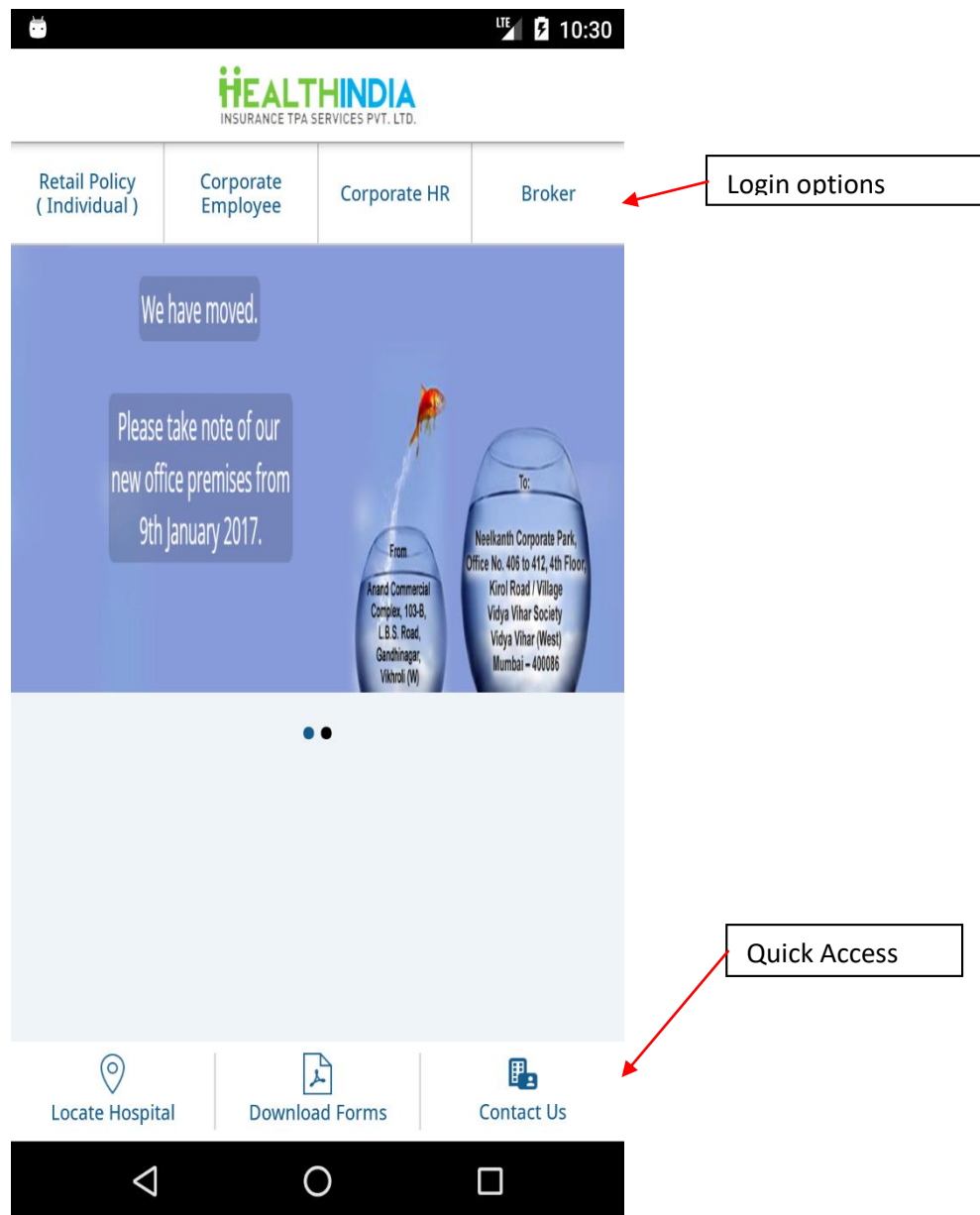- Download Forms
- Contact Us

HEALTH INDIA APP – ANDROID

How to download:

- ✓ Visit Google Play Store and search for Health India Insurance Tpa .. Install the App Or
- ✓ Use the link on browser to download the app
  https://play.google.com/store/apps/details?id=health.india&hl=en
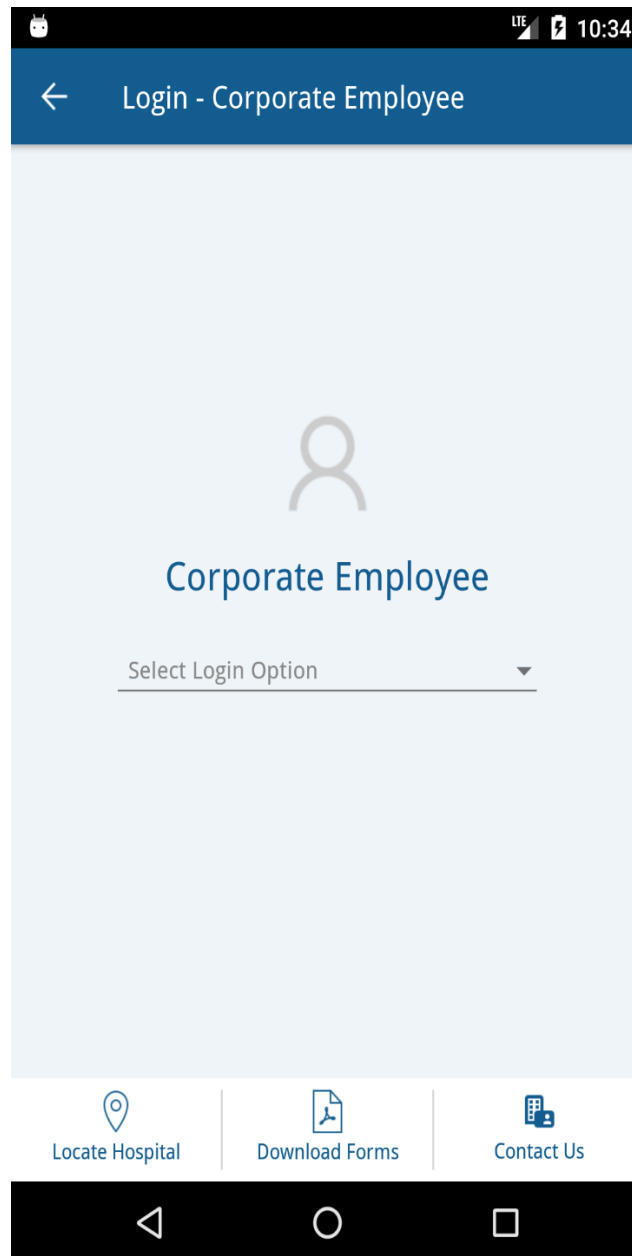
✓ **Main Screen**

Login options

Quick Access

Category	• **Corporate Employee**

✓ Login Screen

✓ Login options

✓ Primary screen

User's with 2 / more policy simultaneously active, option to select 1 will be presented as display in the screen below – Selection of 1 policy is required to move further.

✓ Policy Details

- This section provides information related to Policy. The layout is categorized with proper separation of information related to Policy.

Detailing:

- Policy Info. – gives information about the Insurer, Policy No. , Insured Name (Corporate Name) and validity period
- Proposer Info. – gives information about the Employee / Primary proposer, employee code, DOB &/ Age, Date of joining.
- Enrollment Info. – gives information about Members enrolled with the Proposer in the policy.

Additionally,

- User can download – Email copy of Mediclaim card by selecting on Member Id.
- Information about Sum Insured (Base + Top Up (if availed)) with Balance availability is provided.

Quick Access screen options………….

✓ Claim Details (A)

- This section provides information about the claims generated against the Insured (Employee and their family).

Primary information about the claim is mentioned here along with the Current stage of claim.

Tab on the Claim box to redirect the User to Claim detailing page / section. The page gives a much deeper information about the selected claim.

: Selecting Closed Claim will display details related to Claim(s) registered with TPA which have become nonoperational / closed

✓ Claim Details

- This section provides information related to Claims (selected from A). The layout is categorized with proper separation of information related to claim.

Detailing:

- Claim Info. (1) – gives information about Claimant who has claimed the Claim, Claim whether Main / Pre post (CCN Extension), Date of inception of claim, Amount Claimed, current status of claim.
- Claim Info. (2) – gives information about the claim event - Hospital name, city of hospital, treatment period, Deducted amount, settled amount (if claim is settled), Ailment, deficiency summary (document shortfall) information.

Data displayed in RED highlights the details of bills and it deduction against the bill with reason (this is displayed in another tab / screen)

- View Deficiency Details - gives information about any deficiency details which are raised / were raised during course of claim process.
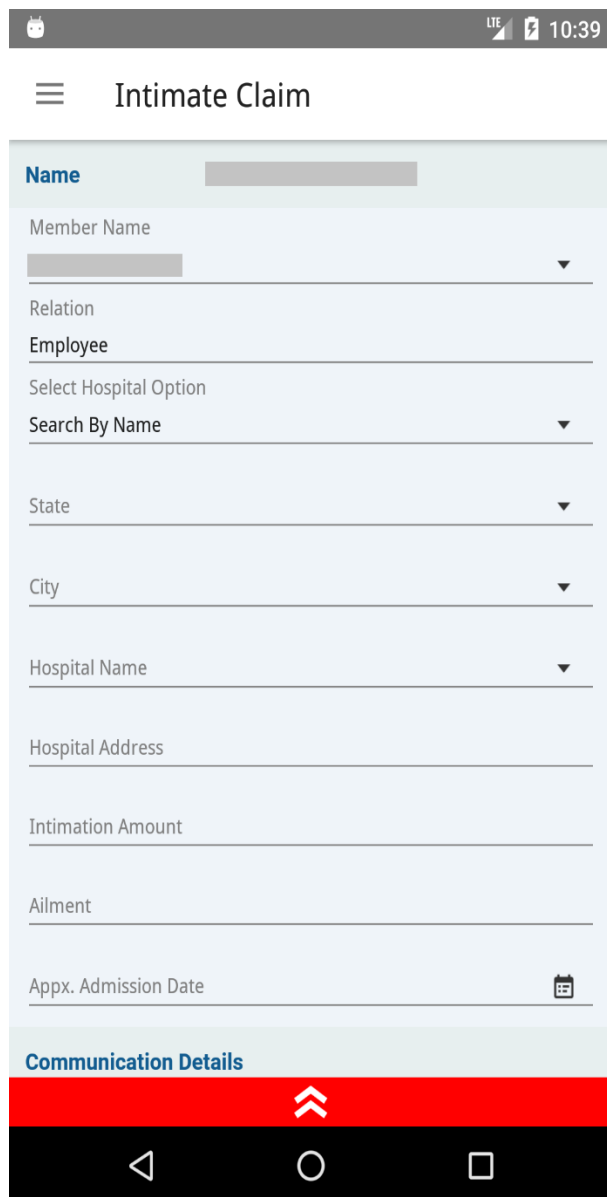
✓ Claim Deduction Details

- This section provides information related to bill deductions against the Claim.

Detailing:

Bill wise information is provided, which details

- Bill No.
- Bill Amount
- Payable Amount
- Deduction Amount
- Deduction Reason (Remark)

✓ Intimate Claims

- This section provides User facility to intimate his/her claim. Intimation of claim can be for current hospitalization or any pre planned hospitalization event. Intimation can be done for his/her or any dependent member enrolled in the policy.

Information during Intimation:

- Member Name – to intimate
- Select Hospital Option
    o Search by Name
    o Search by Pin code
- Select State and City – if Search by Name is selected
- If Search by Pin code – specify Pin code – State & City is auto selected
- Select Hospital Name (from list), if Hospital is not listed – select <u>others</u> and specify Hospital Name.
- Mentions Intimation Amount
- Ailment
- Date of admission (Approximate)
- Insured can also specify Email Id and Mobile No. for further Communication

<u>Successful submit of Intimation will trigger <INTIMATION NO.> to the User</u>

✓ Service Request
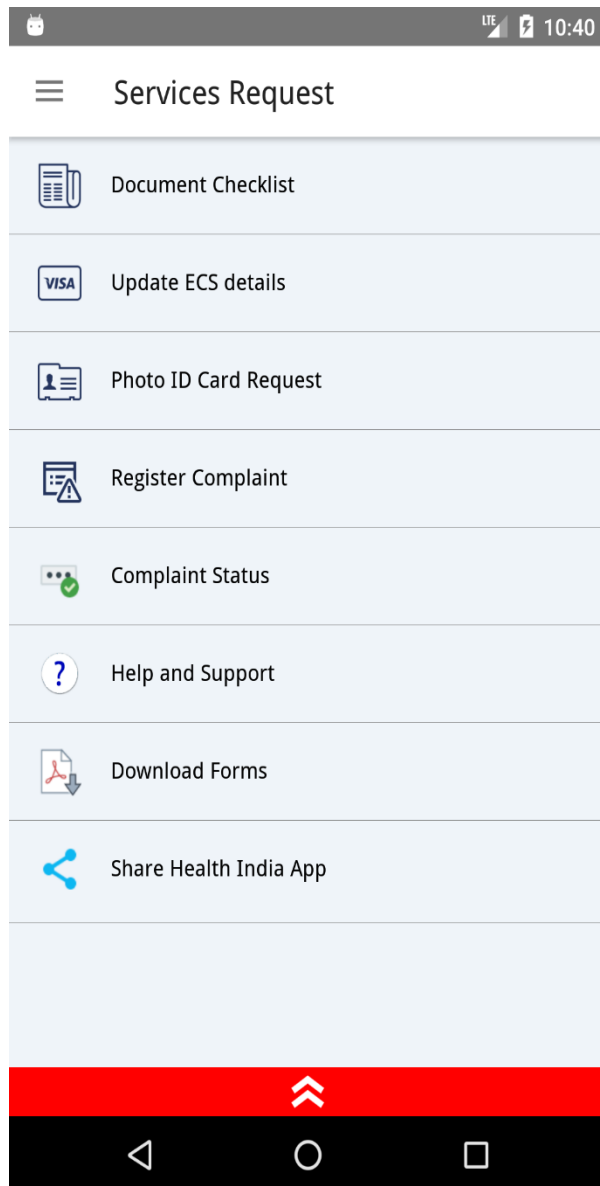
- This section provides all service information at 1 place.

  Detailing:
  - Document Checklist – displays list of downloadable forms for
    - o Pre-authorization request
    - o Checklist for Reimbursement claim submission
    - o Expenses Bill checklist
    - o Hospitalization Documents
    - o Other Documents
  - Update ECS details
  - Photo Id card request (on Email)
  - Register complaint / service request
  - Complaint status of complaint registered
  - Help and Support – provides details of TPA HO, Branches and contact details, Helpline no.
  - Download forms – User can download PDF Format Claim Forms and ECS Form of various Insurance Companies

✓ Family Medical Card

- This section provides information related to Medical card for entire family

User can get the card emailed to his/ her email id. User needs to tap on any card displayed to active popup wherein they can specify the Email Id to receive copy of the card.
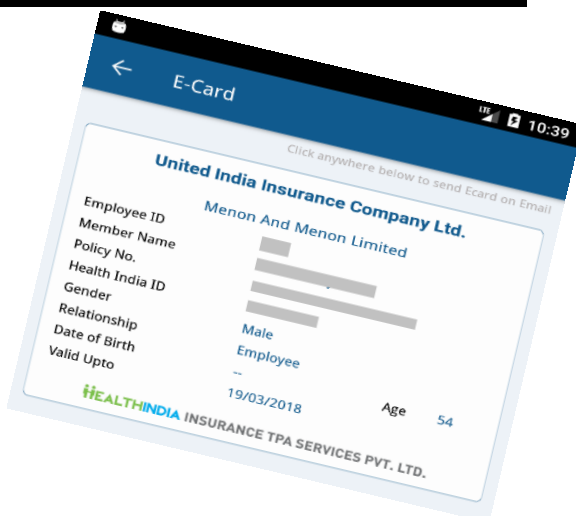
Facility to generated e-card for 1 member

✓ My Profile

- This section provides information about the profile of the Primary insured / Proposer / Employee

  The section primarily helps to understand if contact details are properly updated and available with TPA for policy servicing.

  This section will be enhanced to allow policy holder to update their contact details – if access is through a secure login id and password.

✓ Menu Options
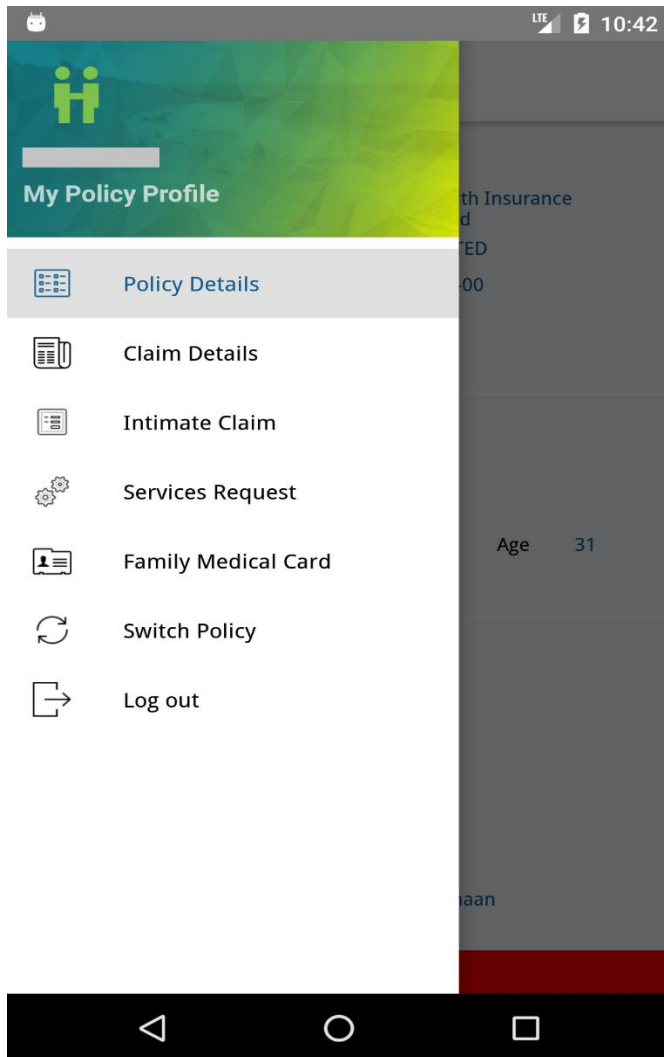
- This section displays the Menu option for easy navigation across different pages / information tab.

  Detailing:

  - My Policy Profile
  - Policy Details
  - Claim Details
  - Intimate Claim
  - Services Request
  - Family Medical Card
  - Switch Policy
    - This option will be available only when User is enrolled under multiple policy, allowing him to switch between policies at ease.
  - Log Out

✓ Contact Us

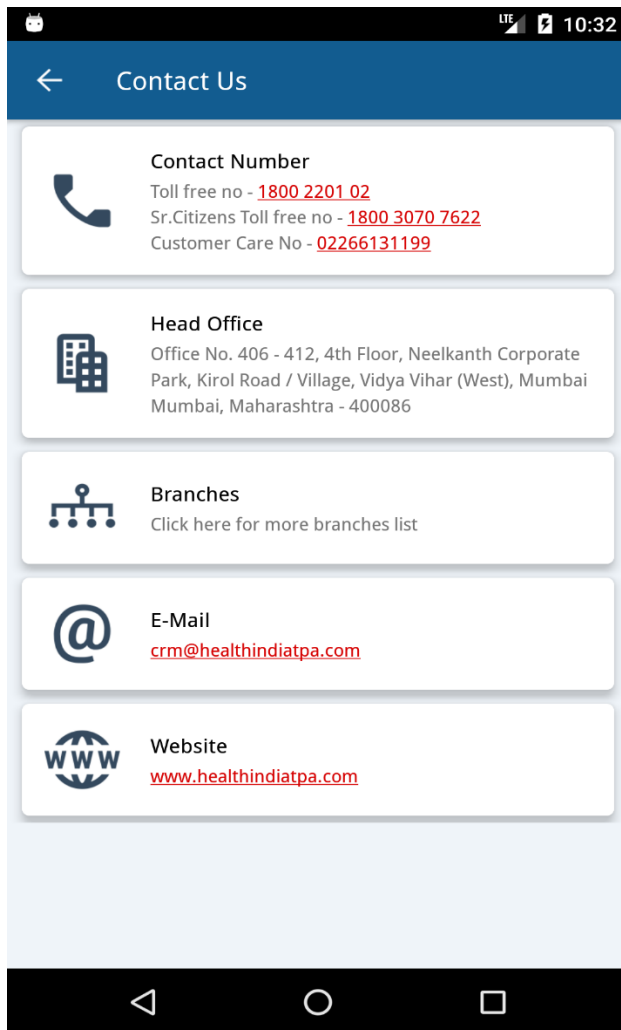- This section about Contact Us provides information about
  o Contact numbers
    ▪ Toll Free No.
    ▪ Sr. Citizen Toll Free No.
    ▪ Customer Care No.
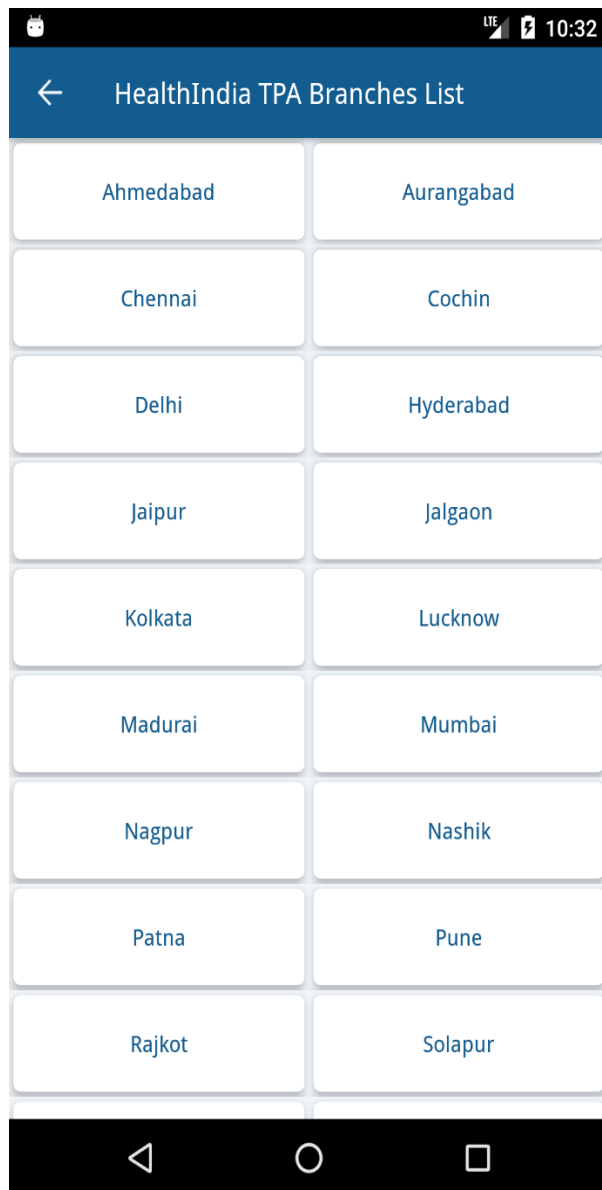
  tab on the numbers to open the Telephone Dialer, assisting the User to directly call Health India.

  o Head Office - Address
  o Branches - TPA operational branch information. Tab to open list of TPA branches, select any branch to find details of branch address and contact numbers. (Screen on Page No. 21)
  o Email Address – for correspondence
  o Website – Official TPA website details

✓ TPA Branch details

✓ Locate Hospital

Locate Hospital

Select Hospital Type

Network (TPA) ▼

Insurance Company Name

The New India Assurance Company Limited ▼

Search By Pin

Search By Name

▼

GET HOSPITAL

- This section provides information about Hospitals categorized to Health India / Insurance Co. Network.
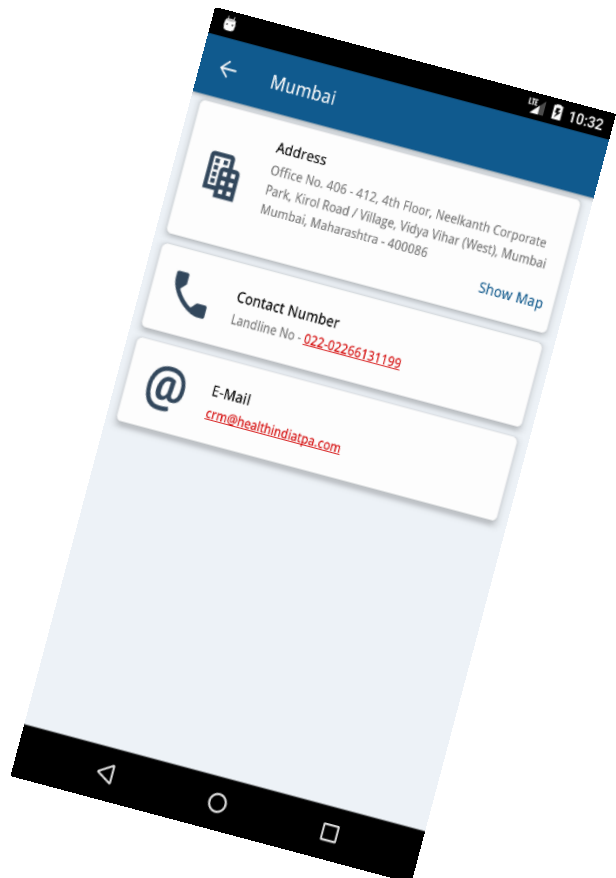
  The search is initiated for an Insurance Co. Followed by search by

  o Pin code - Specify Pin code and Search – Select Hospital from list populated

  o Name - Specify State and City – Select Hospital from list populated

  Search by Name – allows User to **Select State** – User is then displayed List of Cities to select from, User can select a batch of 6 cities simultaneously to search hospital

◯---Select INSURANCE ---◯----Select STATE----◯---Select CITY--◯ ---Select HOSPITAL

Select Insurance Company

◯ Liberty General Insurance Limited

◯ Liberty Videocon General Insurance Company Limited

◯ Life Insurance Corporation of India

◯ Max Bupa Health Insurance Company Ltd.

◯ National Insurance Company Limited

◯ Reliance General Insurance Co. Ltd.

◯ Religare Health Insurance Company Limited

◯ Royal Sundaram Alliance Insurance Company Limited

◯ SBI GENERAL INSURANCE COMPANY LIMITED

◯ Shriram General Insurance Company Limited

CANCEL

Select State

◉ Maharashtra
◯ Manipur
◯ Meghalaya
◯ Mizoram
◯ Madhya Pradesh
◯ Nagaland
◯ Orissa
◯ Punjab
◯ Pondicherry
◯ Rajasthan

CANCEL

Select City

🔍

Search Text

Miraj   ☐
Muktainagar   ☑
Mumbai   ☐
Mumbai - Agra Road ☐
Mumbra   ☑
Nagpur   ☐
Nalasopara   ☐
Nallasopara   ☑
Nanded   ☐
Nandura

Cancel   Done

Hospital Address

Hospital Name	**APOLLO SPECTRA HOSPITALS**
Hospital Address	Sunder Baug, Ujagar Compound Deonar
Address Area	Chembur
Landmark	Opp. Deonar Bus Depot Main Gate
City	Mumbai
State	Maharashtra
Pincode	400088
Hospital Website	https://www.apollospectra.com

Direction

Hospital Name	**ARIHANT EYE CARE CENTRE**
Hospital Address	Room No B 104, Gomti Apartment S V P Road
Address Area	Borivali - West
Landmark	Above Mandpeshwar Hospital
City	Mumbai
State	Maharashtra
Pincode	400092
Hospital Website	http://www.arihanteyecentre.in

Direction

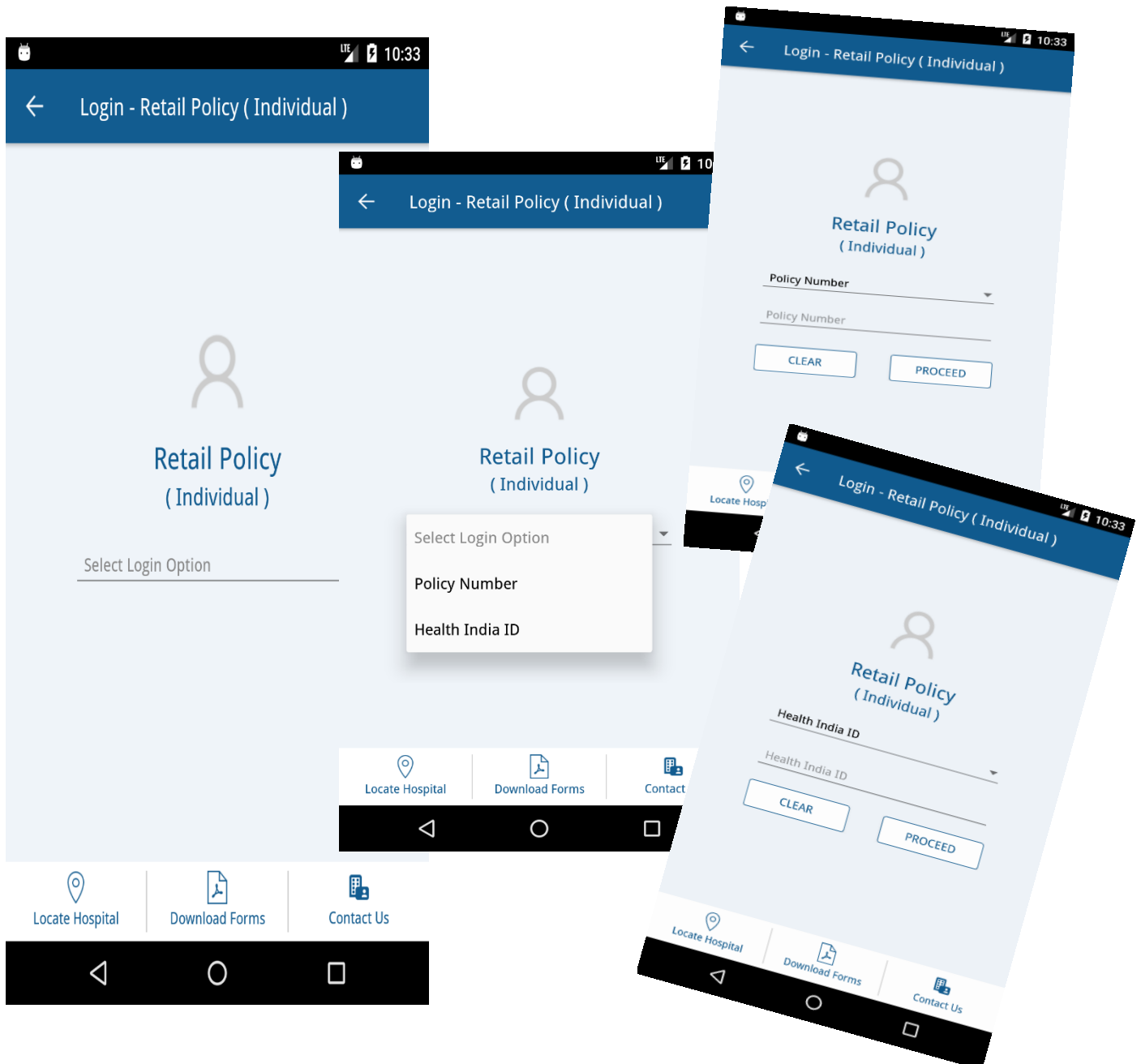|	
Hospital Name	**ARTH HOSPITAL**
Hospital Address	1st Flr., Saishwar Darshan, Achole Road Yashvant Viva Twp
Address Area	Nalasopara - East
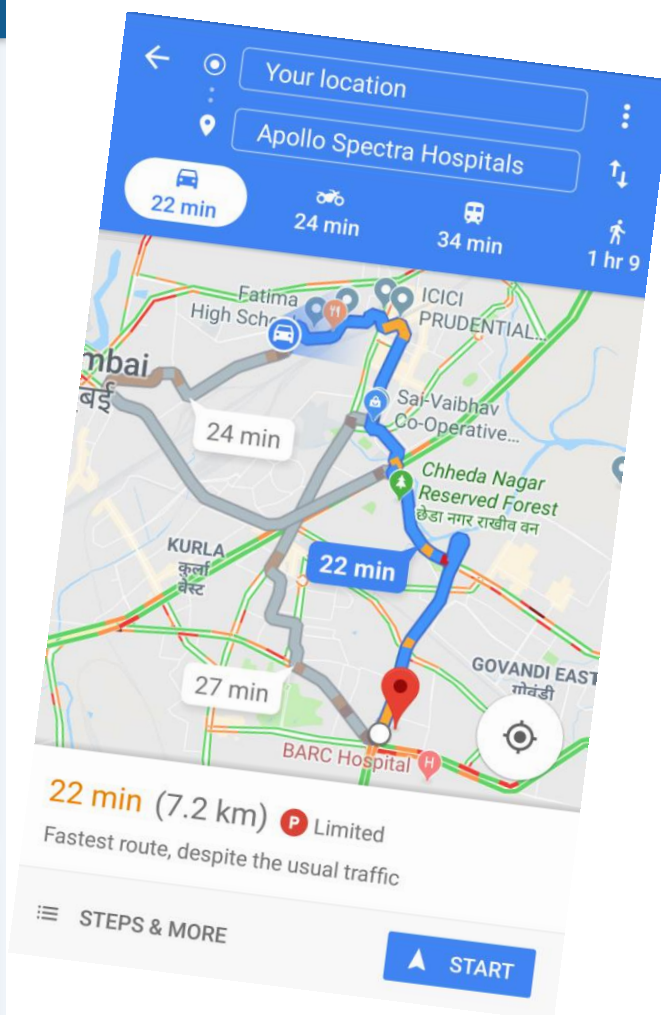
RETAIL POLICY HOLDER (INDIVIDUAL)

Retail Policy Holder (Individual)

Individual policy holder app features remains same as for Corporate Employee. An Individual policy holder can go through the User manual shared within the above pages to understand the features of the app. The write up covered from Page No. <6 - 23> remains same for both Corporate & Retail entities.

The access point for Individual policy holder is made different based on the business requirements.

THANK YOU