

loop

Scan to download
the Loop app



Loop App

USER GUIDE

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CHAPTER 1:

Loop App

This document aims to give a clear understanding of the Loop mobile application for Loop's new employees.

This document will help you understand how to use the app, and what all options are present on the app to gain maximum benefit from it.

Loop has created its mobile application which is called Loop App. The Loop App is a 24X7 medium through which one can contact specialized doctors, book lab tests, and chat with their medical advisor for any assistance required. The app also provides information about your Insurance policy and claims assistance. Users can also attend various wellness sessions virtually to maintain their well-being.

The most exciting option available on the app is Stepathons through which various fitness competition is arranged for the employees to improve their health and motivation.

This app is used by all the individuals who are part of Loop and all those who are taking services from Loop. So, it is used by both our internal team members and externally by clients/ customers and their employees.

How to Download

Step 1:

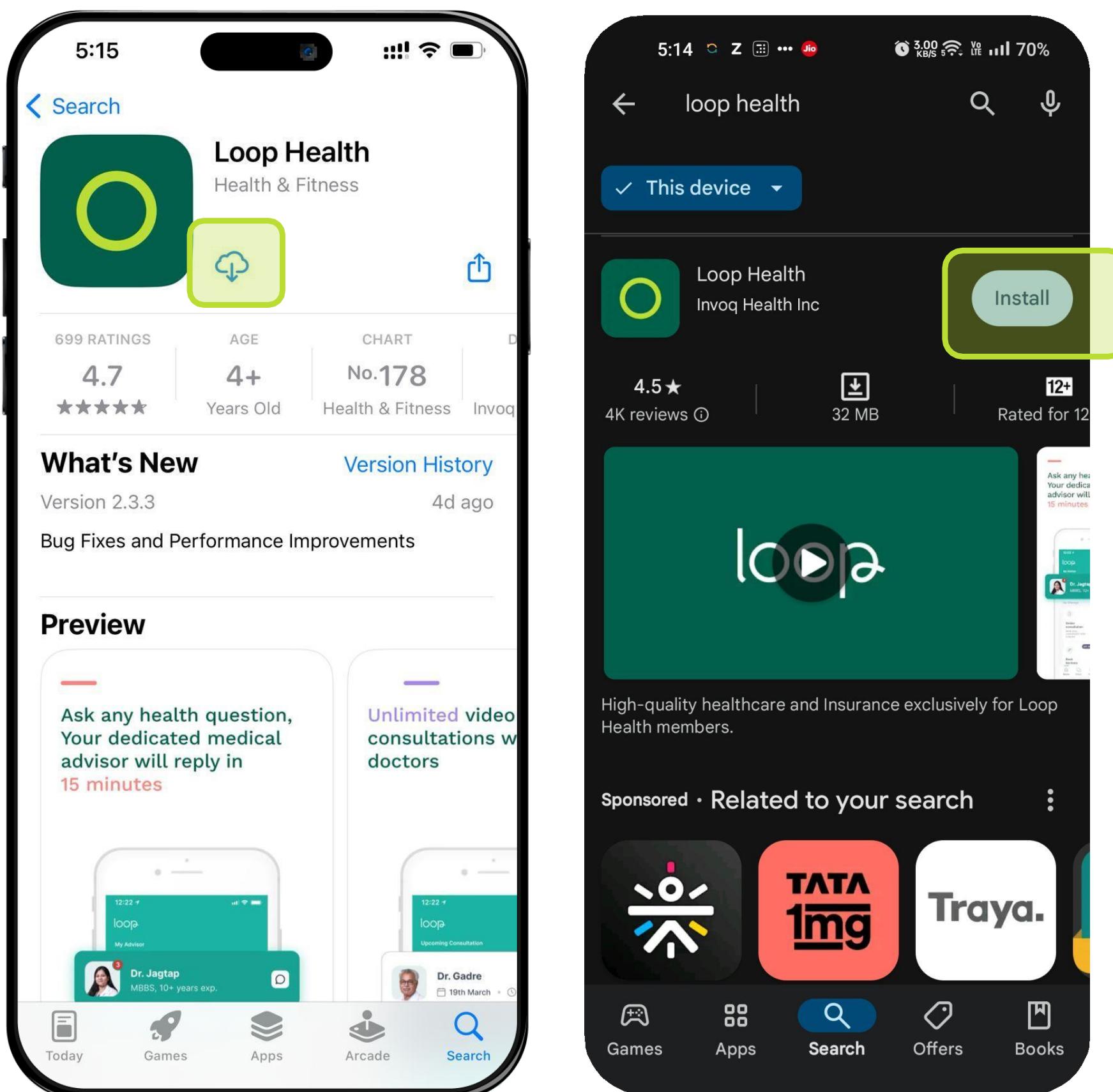
Go to the Google Play Store on Android or App Store on iPhone

Step 2:

Search for Loop Health

Step 3:

Click on the app and install



How to Login

Step 1:

Open the app

Step 2:

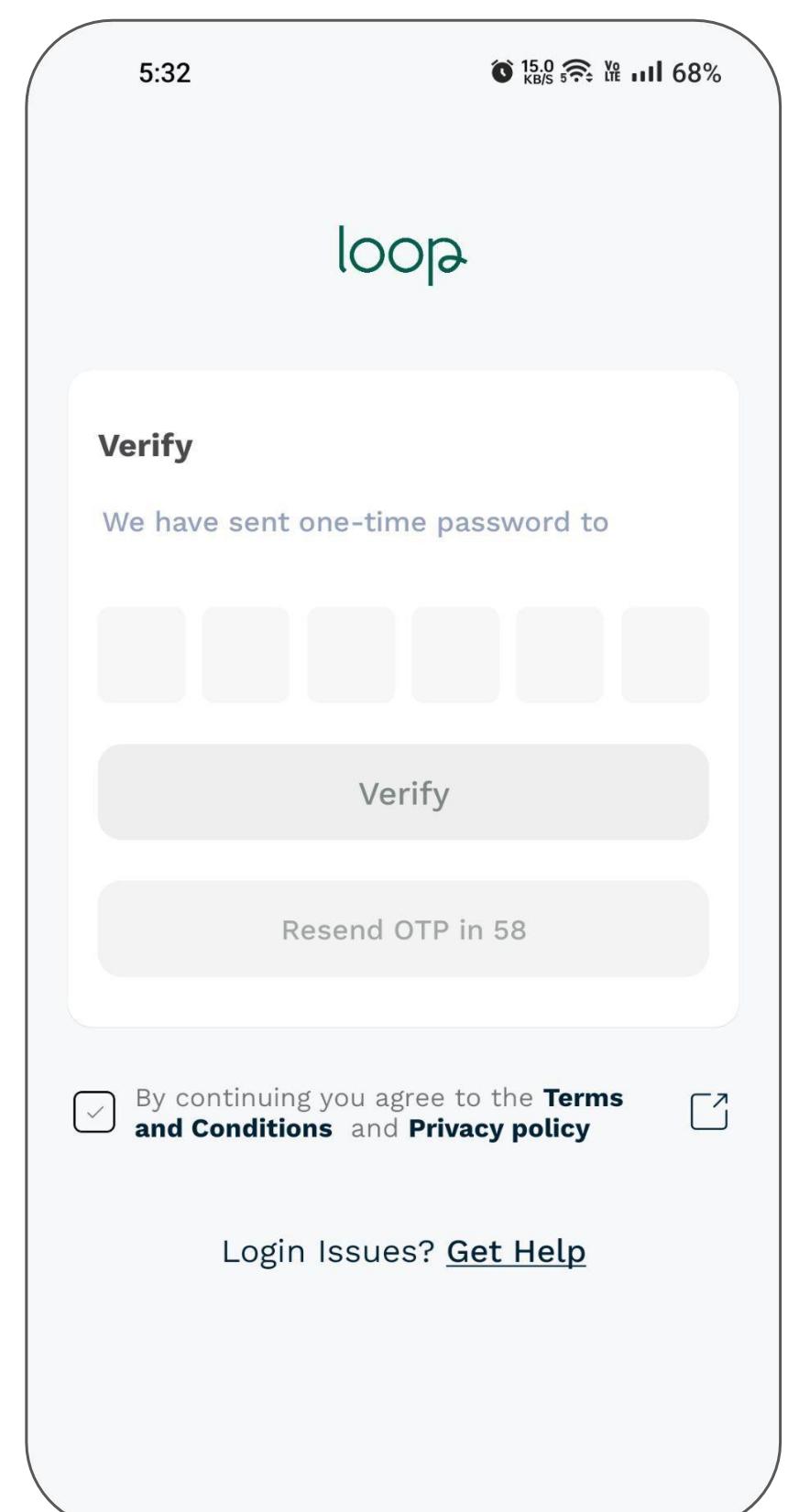
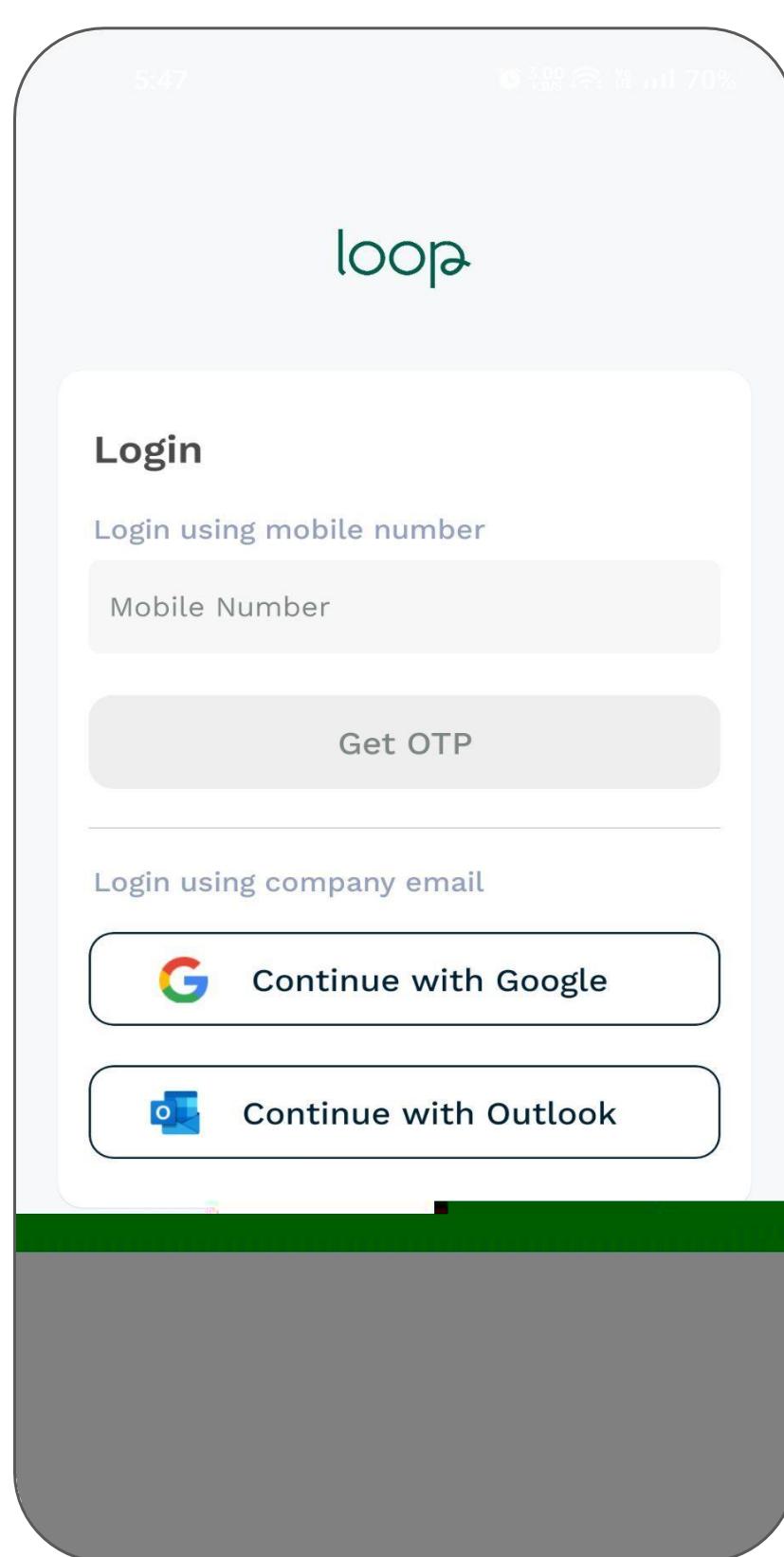
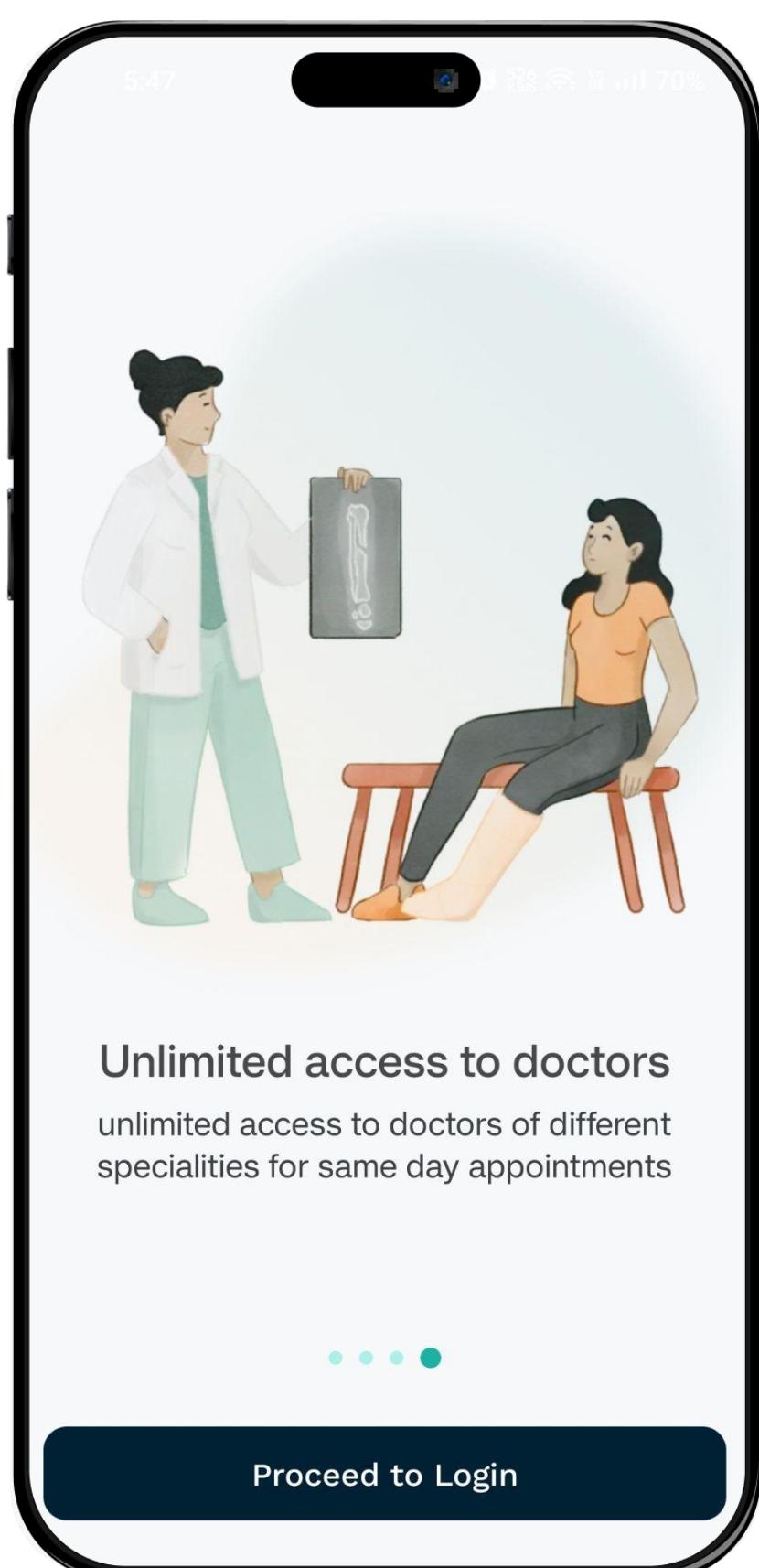
Swipe right and click on Proceed to Login

Step 3:

Enter Mobile number or email ID. Enter the OTP to login.

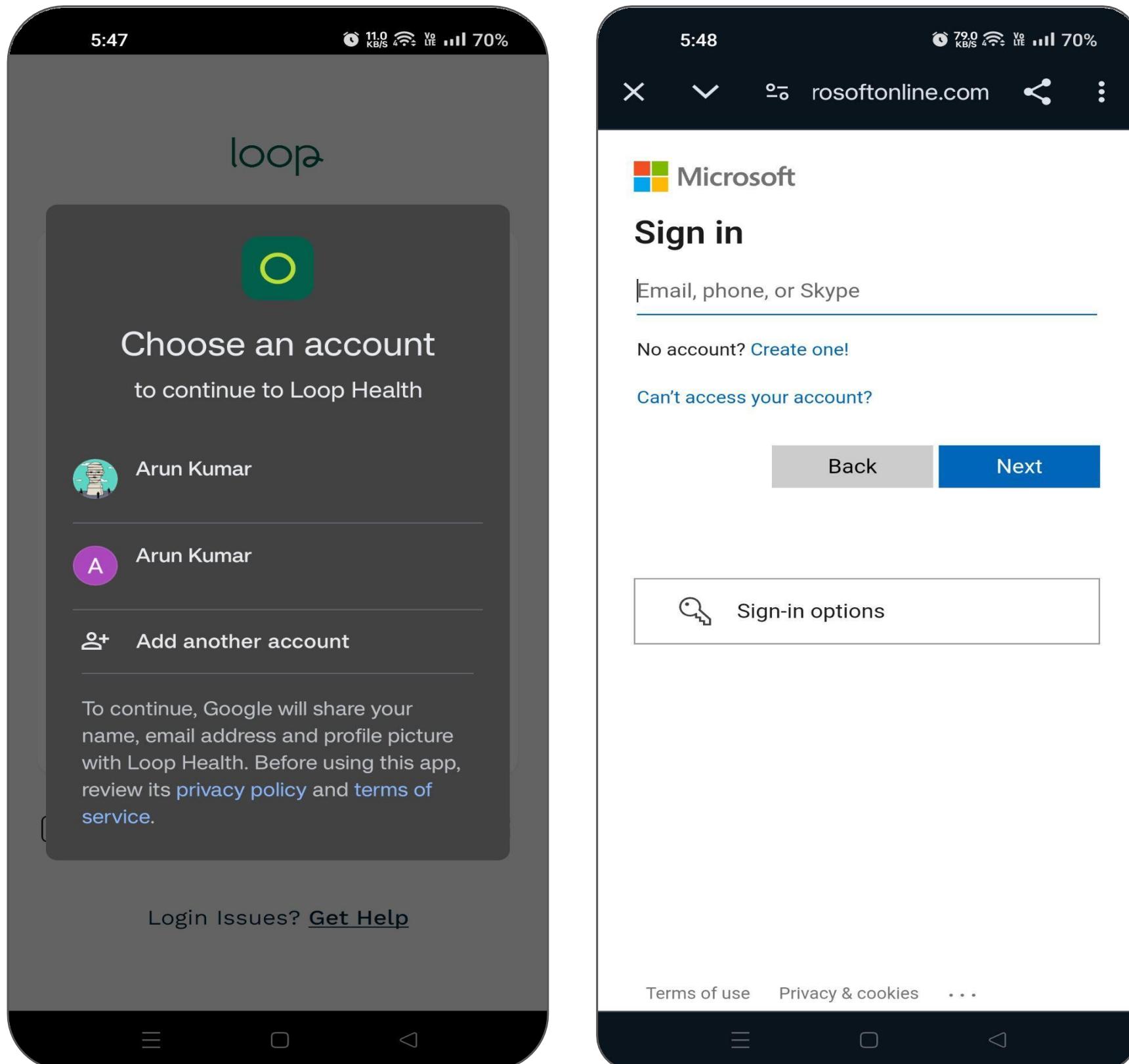
OR

Use Google and Outlook-based email IDs can be used to log in.



OR

Use Google and Outlook-based email IDs can be used to log in.



Issue in Log in

Step 1:

Click on Login Issue (Get Help tab) placed at the bottom of the page

Step 2:

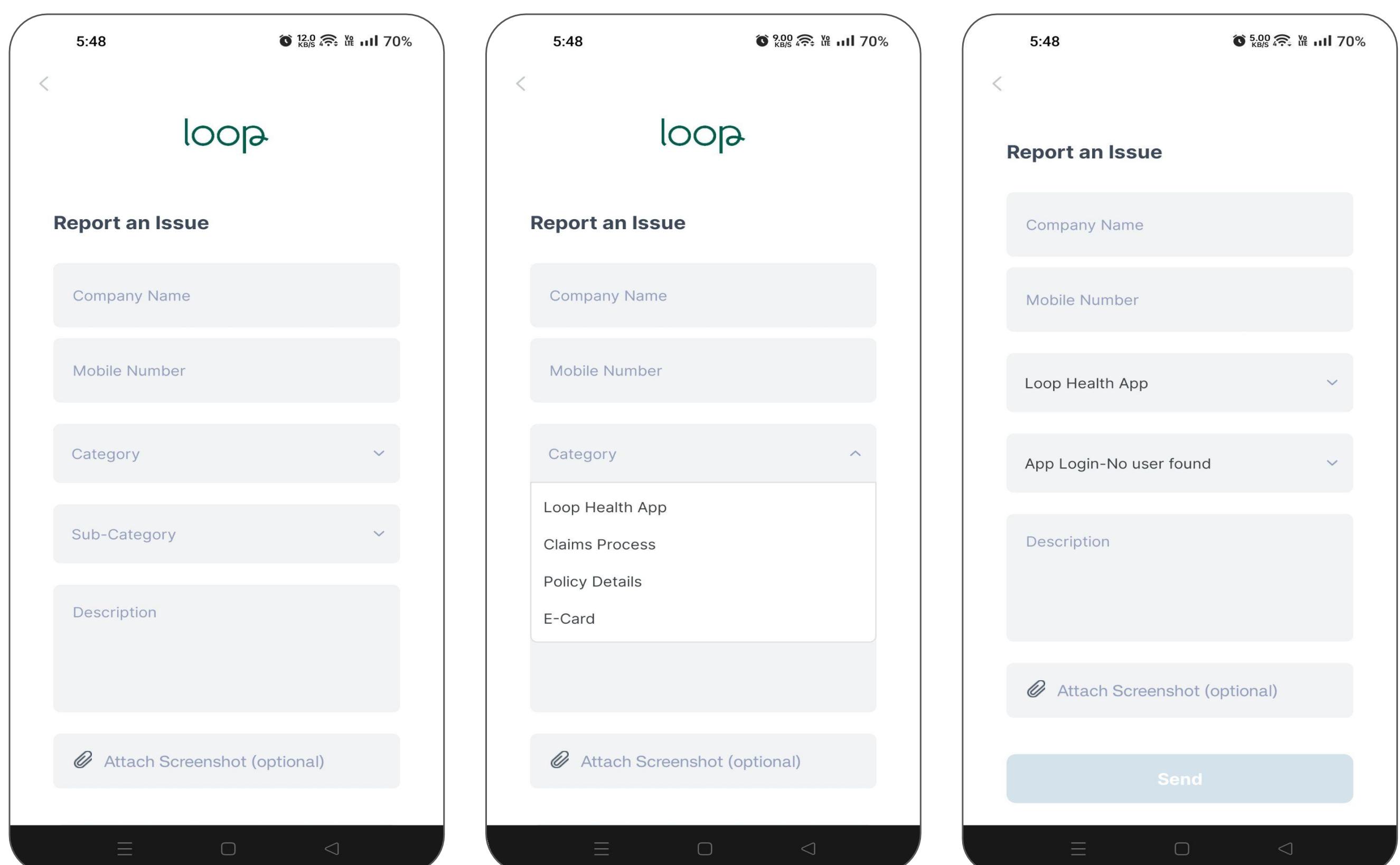
Fill in all the required information like company name, and mobile number, select the issue from the dropdown list, and in the description box, give a brief detail about the problem faced.

Step 3:

Attach the screenshot of the issue for a better understanding.

Step 4:

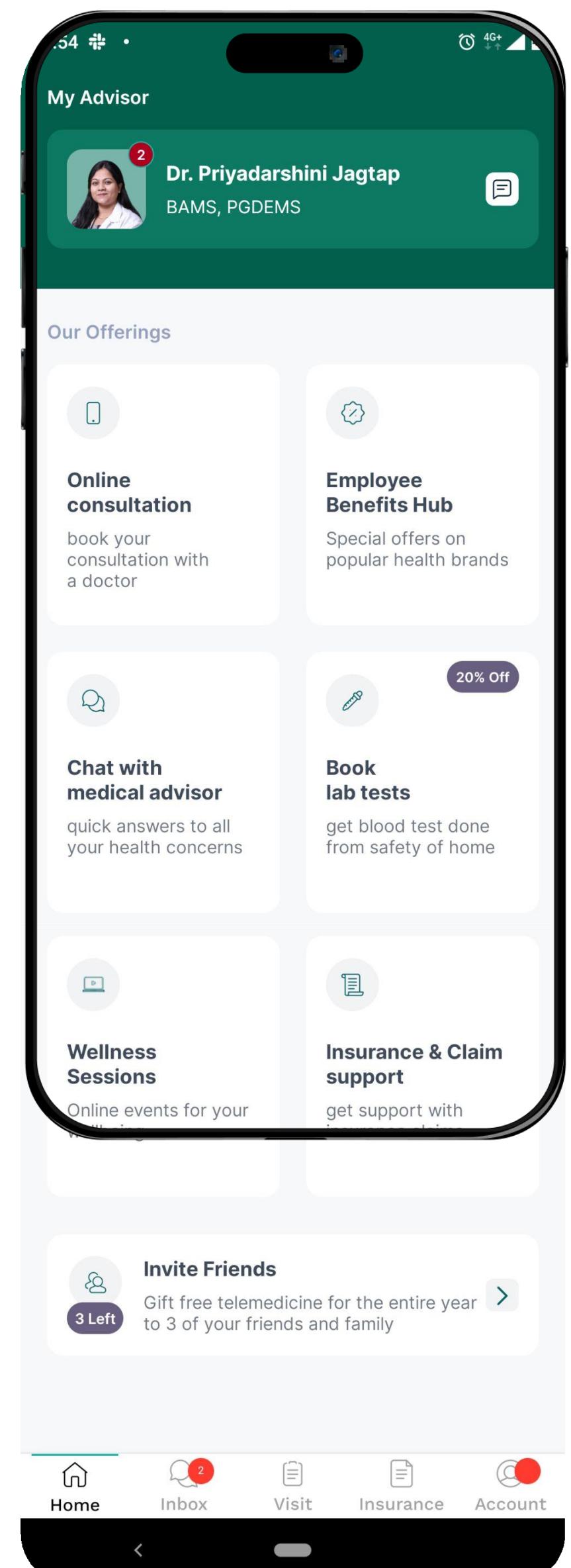
Click on Send.



CHAPTER 2: Home screen

As soon as one logs in to the app, they will enter the home screen of the app. The home screen contains tabs for all the different functions in the app. Following tabs are available.

- Online Consultation
- Employee Benefits Hub
- Chat with Medical Advisor
- Book Lab Test
- Wellness Session
- Insurance and Claims Support
- Stepathon
- Invite Friends



CHAPTER 3:

Online consultation

If you need an online consultation (through video conferencing) regarding any health issue, you can do so by following a few simple steps.

Step 1:

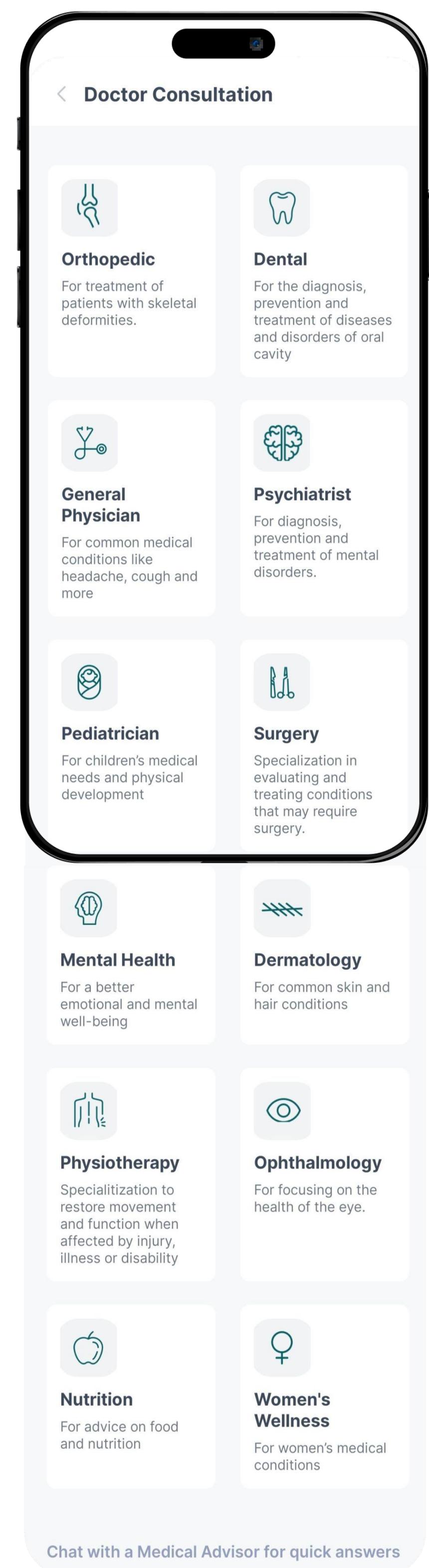
Click on the Online Consultation tab

Step 2:

Select the area in which consultation is required.

There are 12+ major areas of specialty.

- General Physician
- Dermatology
- Women's Wellness
- Mental Health
- Nutrition
- Paediatrician
- Orthopaedic
- Dental
- Psychiatrist
- Surgery
- Endocrinology
- Physiotherapy
- Ophthalmology



Step 3:

Choose the speciality for consultation

Step 4:

Select the doctor you prefer for the online consultation

Step 5:

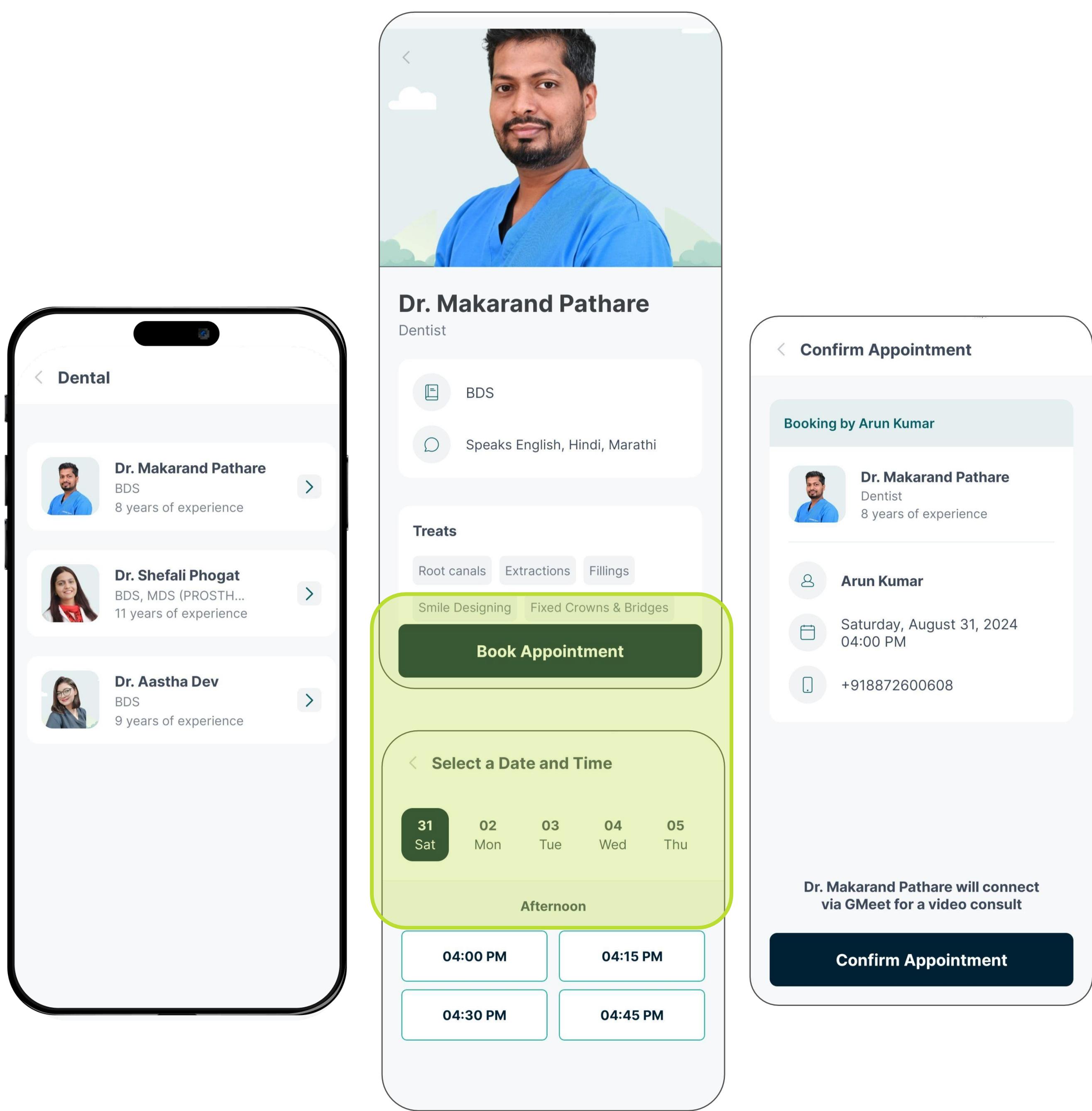
Click on Book Appointment

Step 6:

Select the Date and Time

Step 7:

Review all the details and Confirm the Appointment



CHAPTER 4:

In-person Consultation

Book an appointment with a verified doctor at your own convenience and this service is free of cost. Currently, this service is available in Pune, Mumbai, and Bengaluru. Follow a few simple steps to get an appointment.

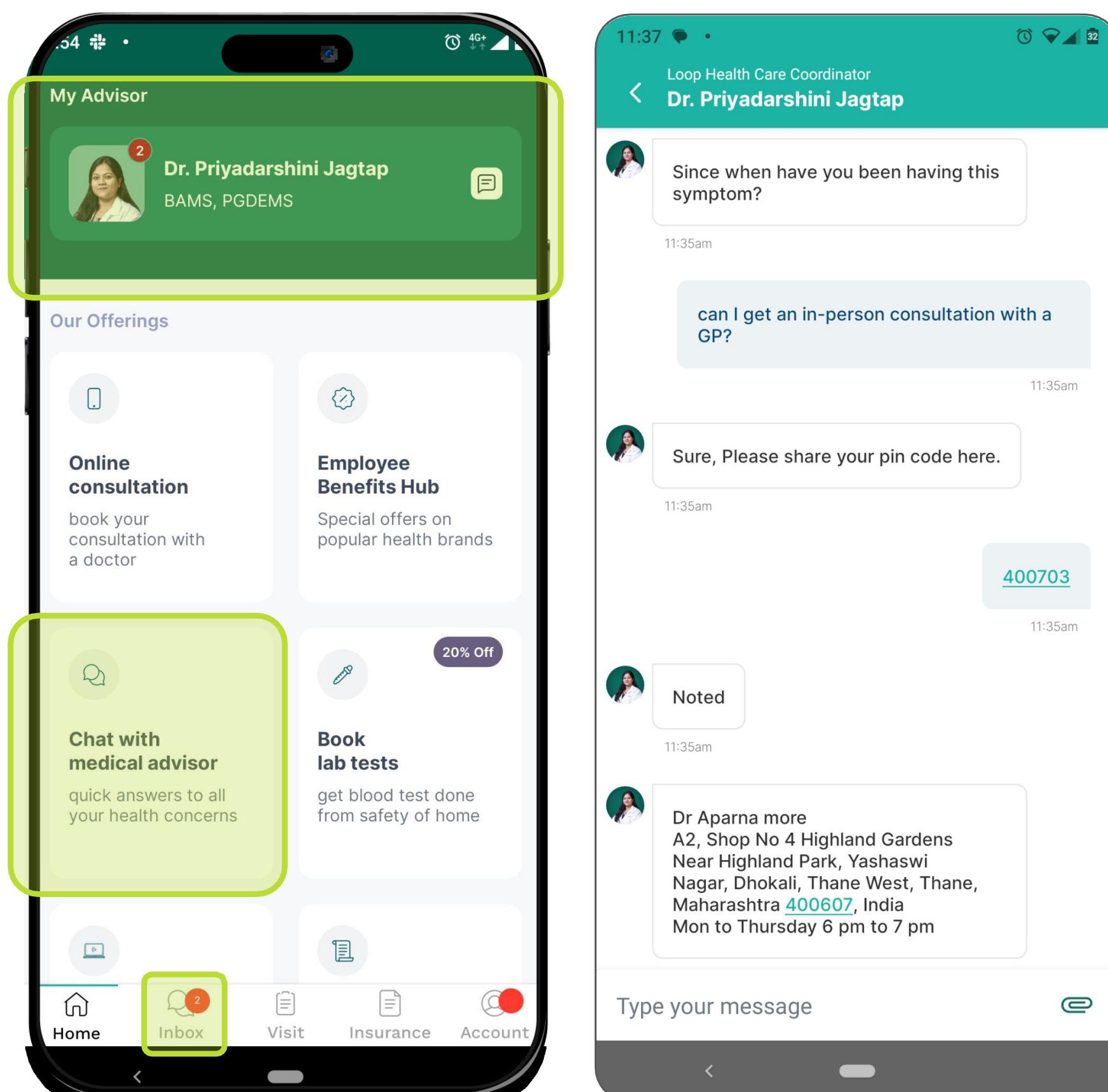
Step 1:

Go to the “Chat with Medical Advisor” tab on the Loop app.

Step 2:

Chat with the medical advisor and get a booking done.

- **Pune** - General Physician, Pediatric, Gynecology
- **Mumbai** - General Physicians
- **Bangalore** - General Physician, Gynecology & Pediatric



CHAPTER 5:

Chat with Medical Advisor

You can chat with your dedicated medical advisor 24X7 for all your medical doubts and issues. Loop's medical advisor will give you an immediate response and try to solve all the complaints as fast as possible.

Step 1:

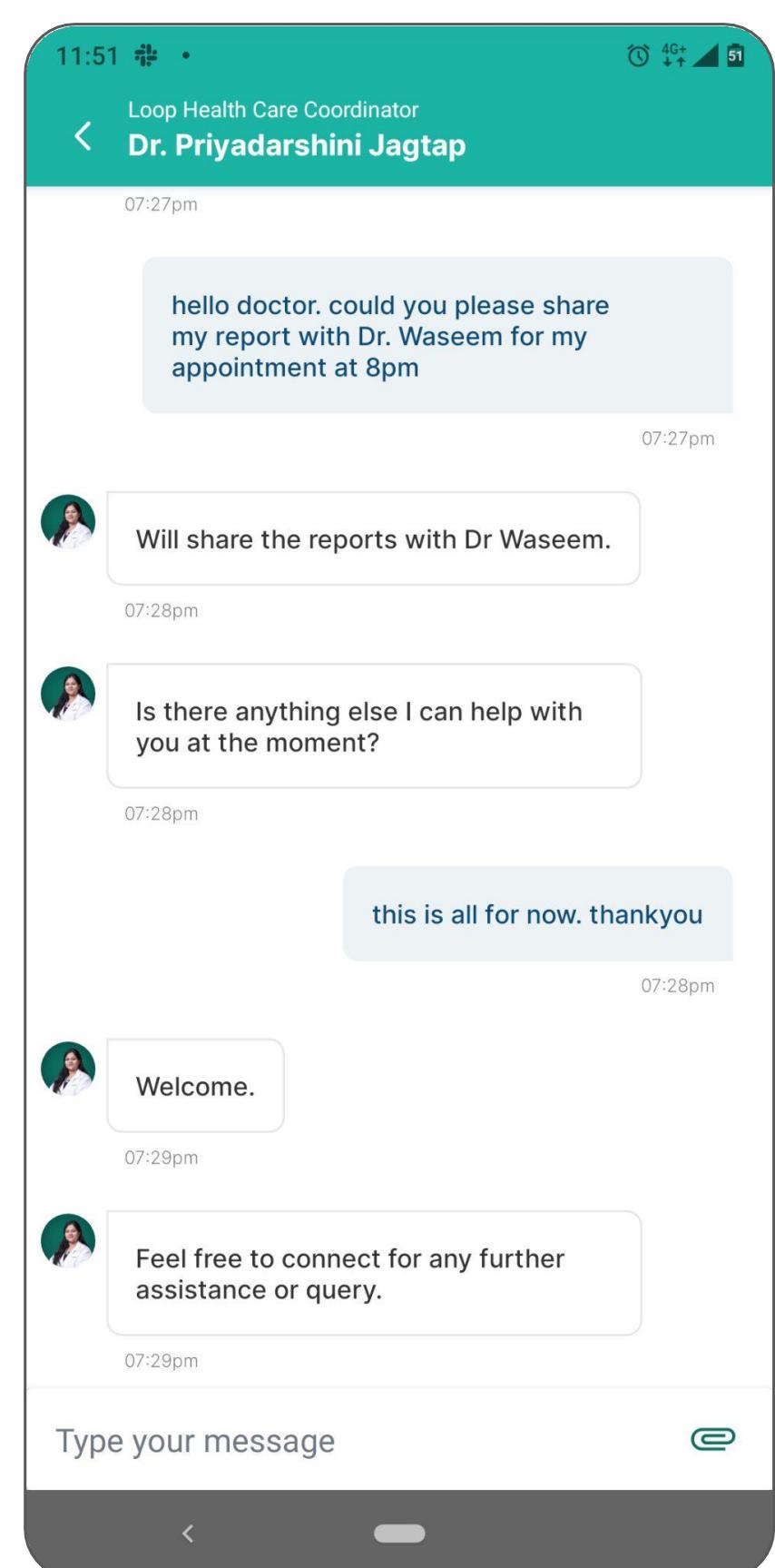
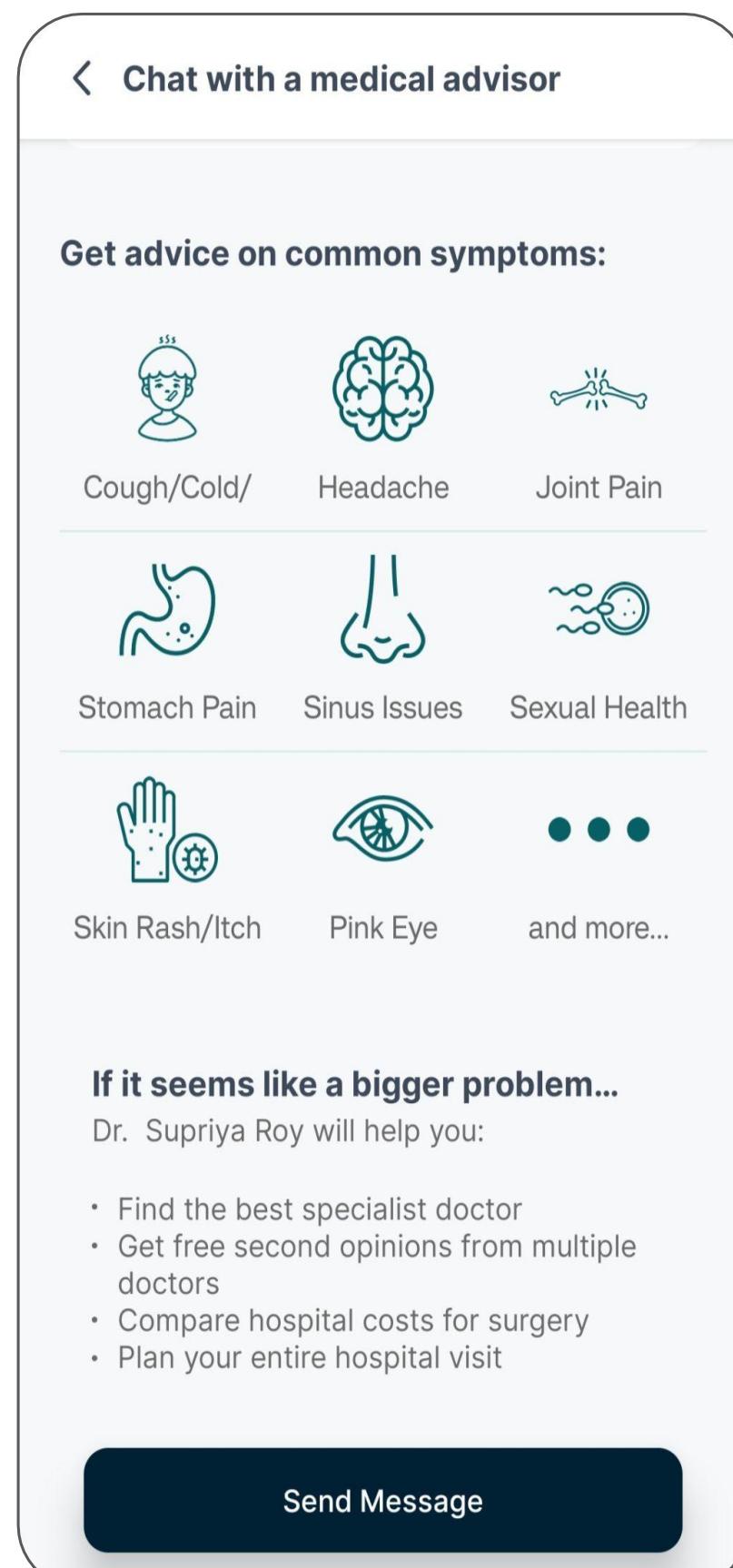
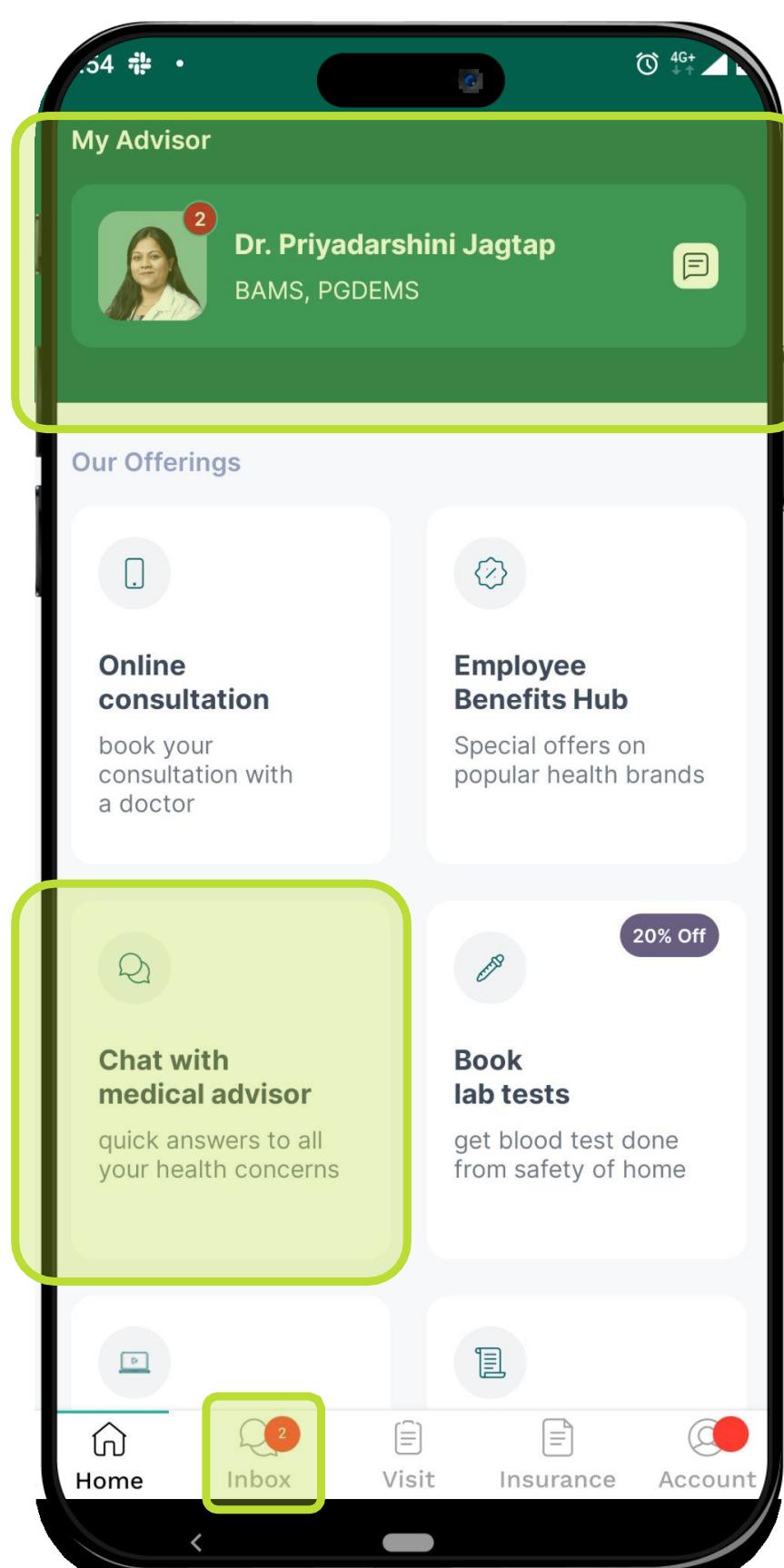
Go to the "Chat with Medical Advisor" tab on the Loop app.

Step 2:

Click on Send Message

Step 3:

Chat with the medical advisor, and they will resolve your issue.



CHAPTER 6:

Book lab tests

You can also book a lab test using the Loop App..

Step 1:

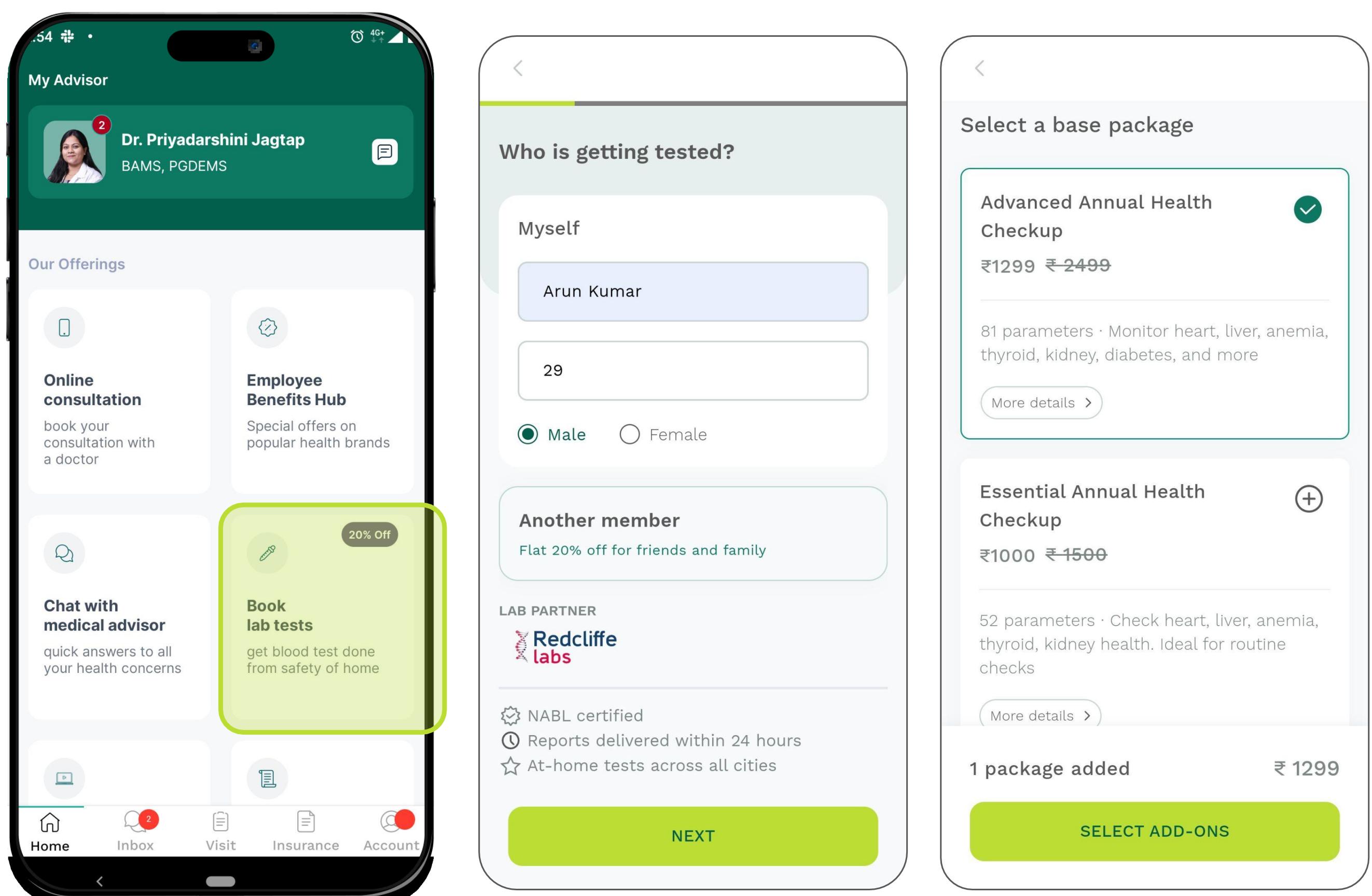
Click on the “Book lab test” option on the Loop app.

Step 2:

Enter the name, age and gender of the person who wanted to book the lab test.

Step 3:

Select the lab test. Choose from the package or from individual test.

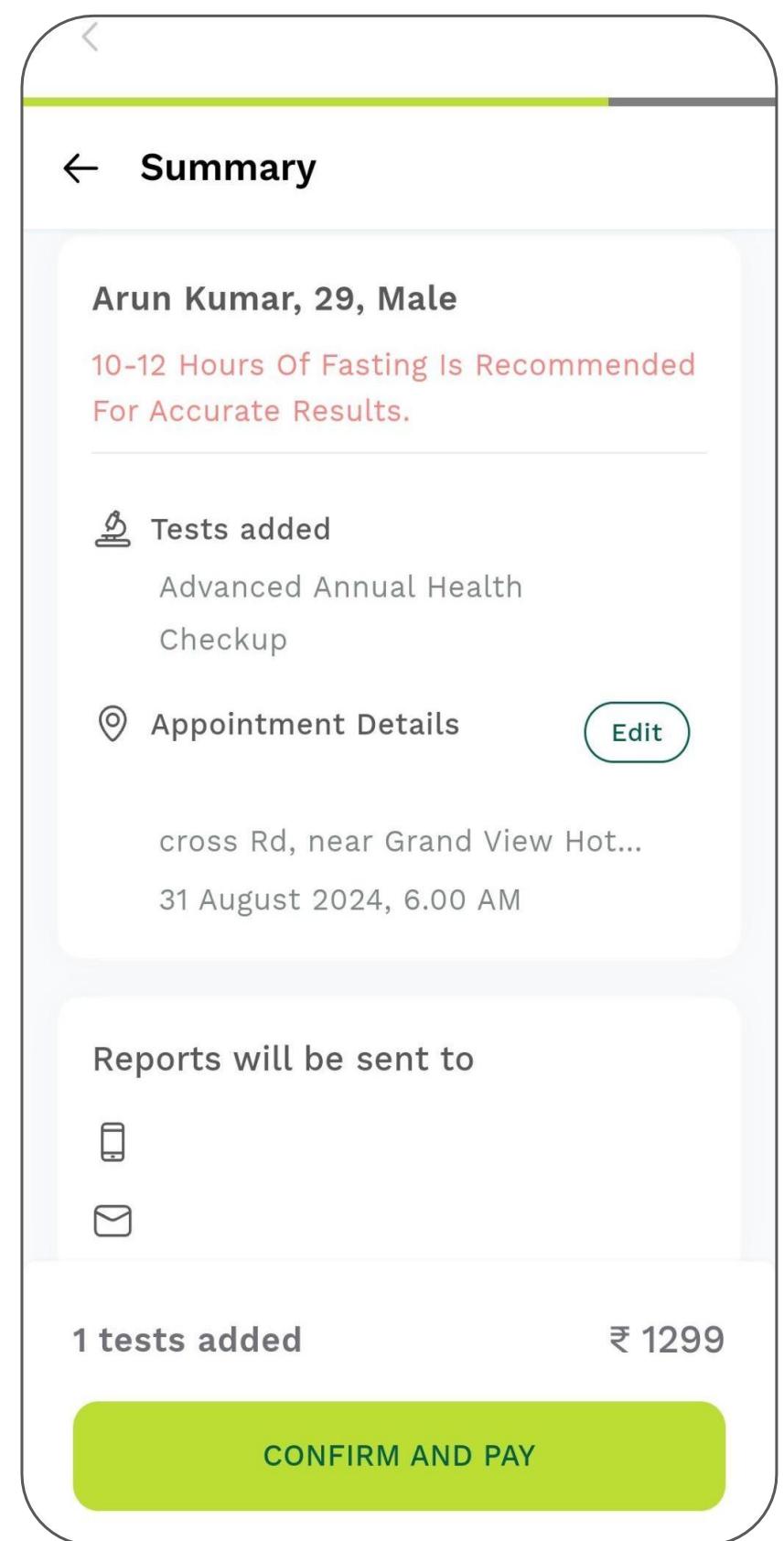
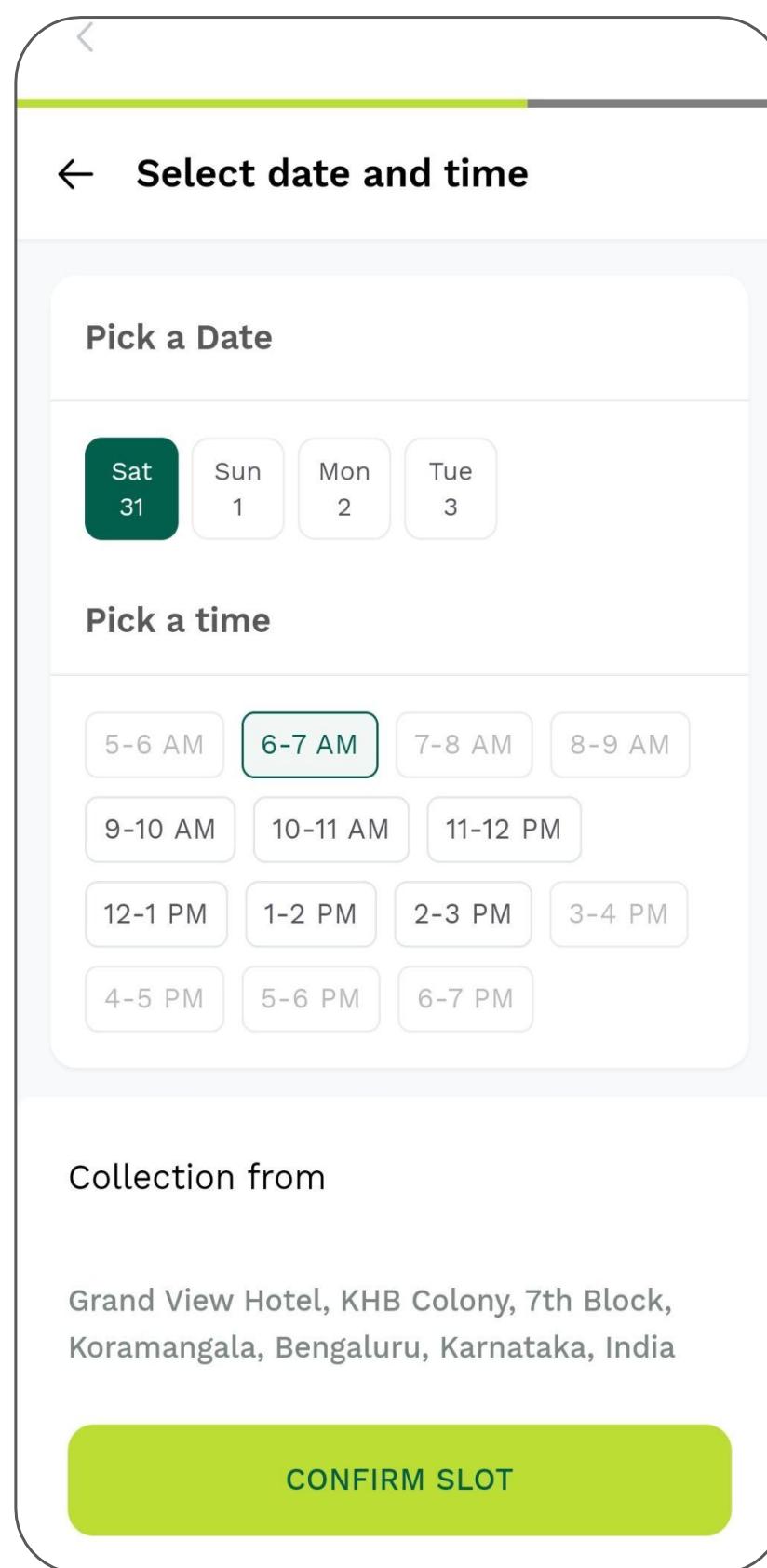
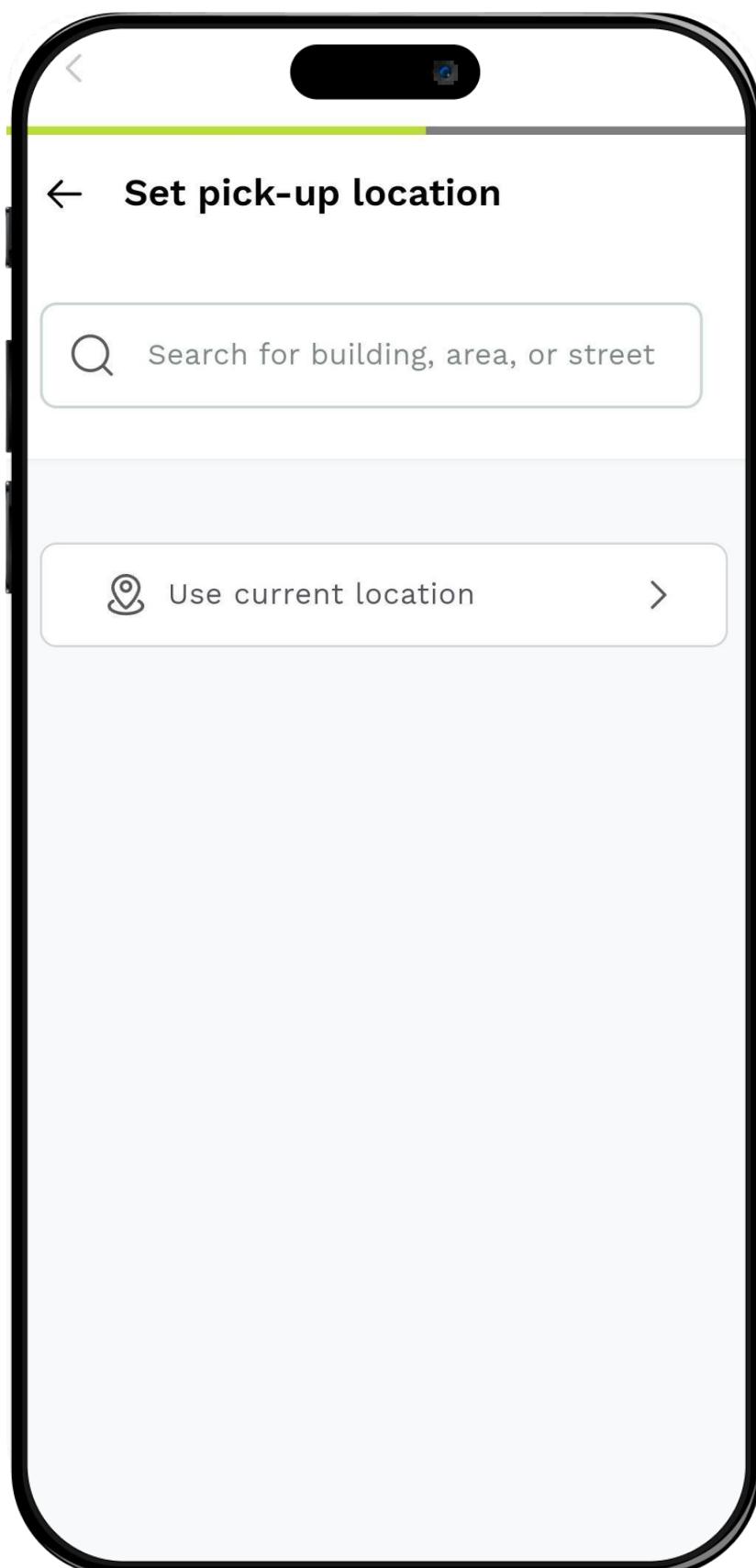


Step 4:

Select the location and time slot for the sample collection.

Step 5:

Confirm the details, then make the payment.



CHAPTER 7:

Insurance details & support

The Loop app also provides all the details about your health insurance policy. You can view your policy details, E-Cards, exclusions, and inclusions, who all are covered for what amount (sum insured) on the app.

POLICY DETAILS

Step 1:

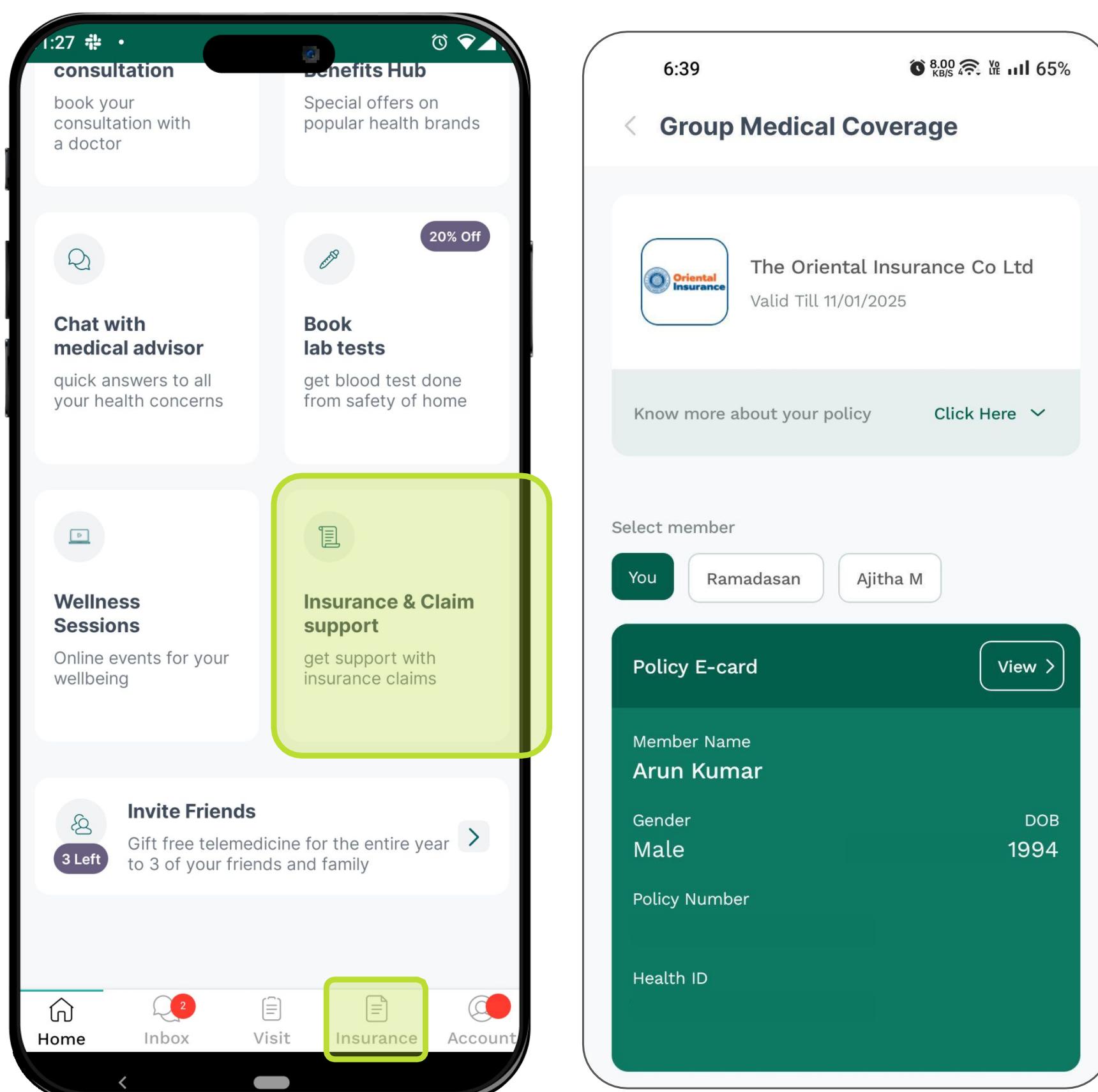
Click on Insurance and Claims Support

Step 2:

Under the “My Policies” section, Click on Policy for details.

Step 3:

Click on E-Card to view E-Card.



Step 4:

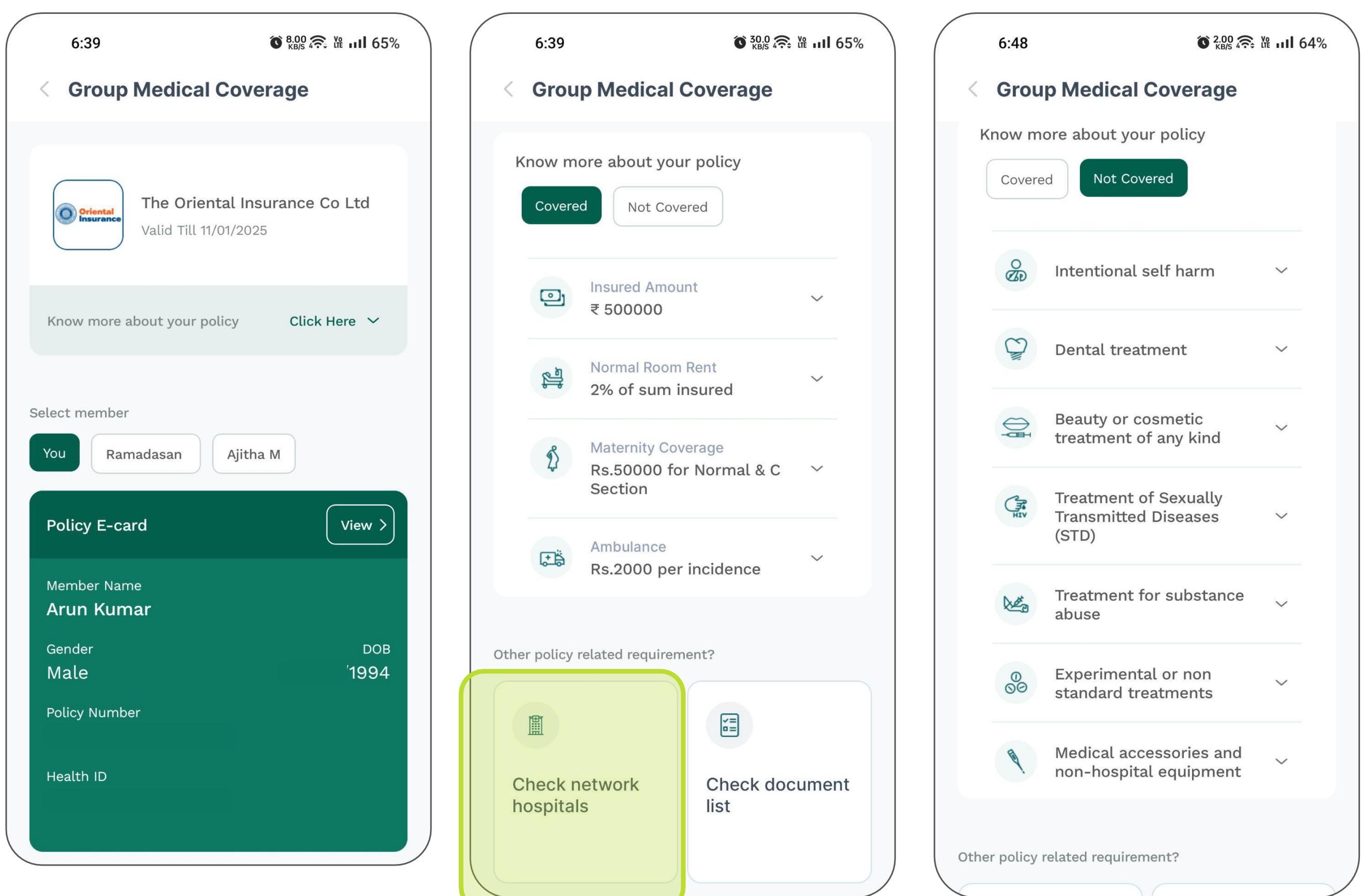
Click on the tab “Covered” to know what all are covered under the policy.

Step 5:

Click on the tab “Not Covered” to know what is not covered under the policy.

Step 6:

At the bottom of the page list of documents and network hospital is present.



CLAIMS SUPPORT

Step 1:

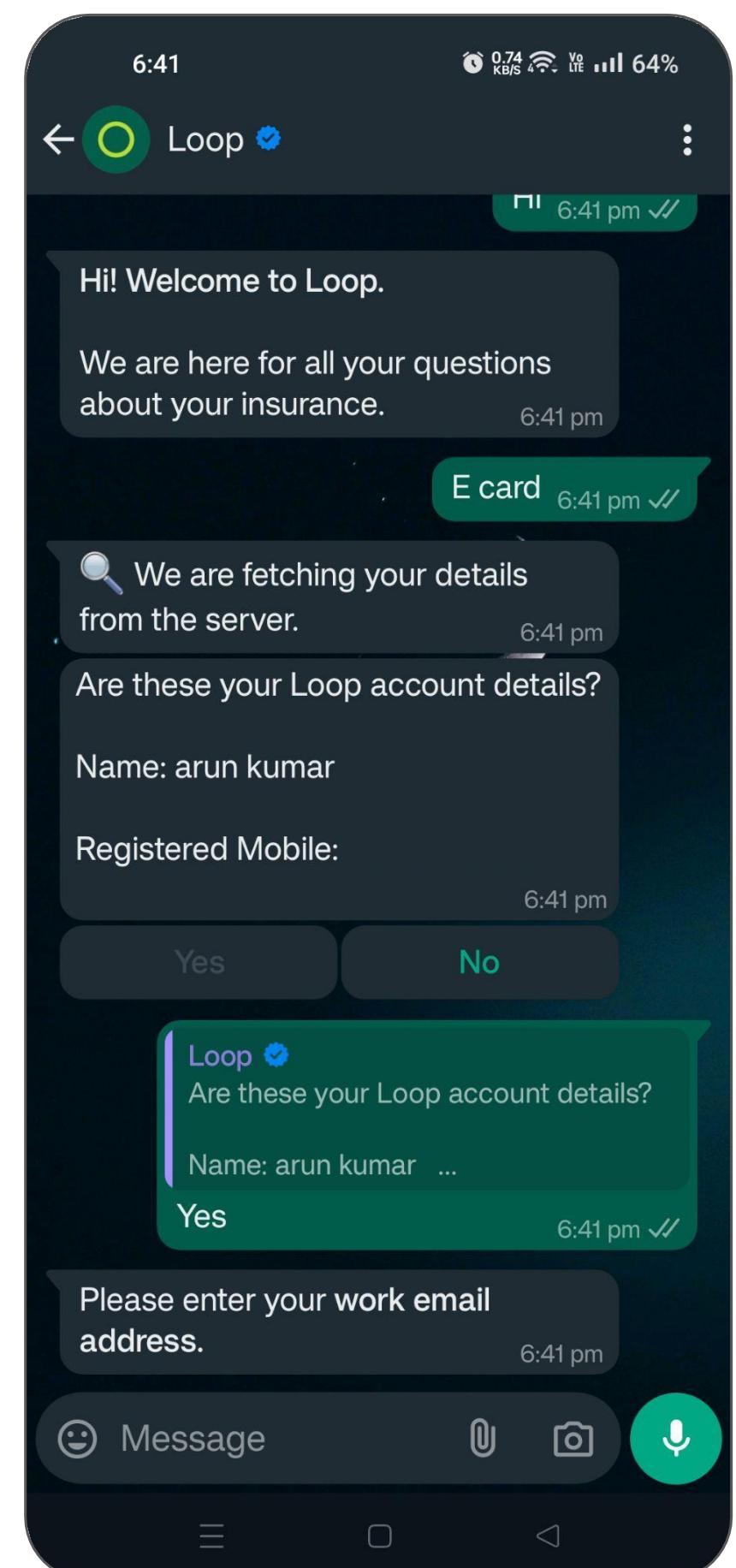
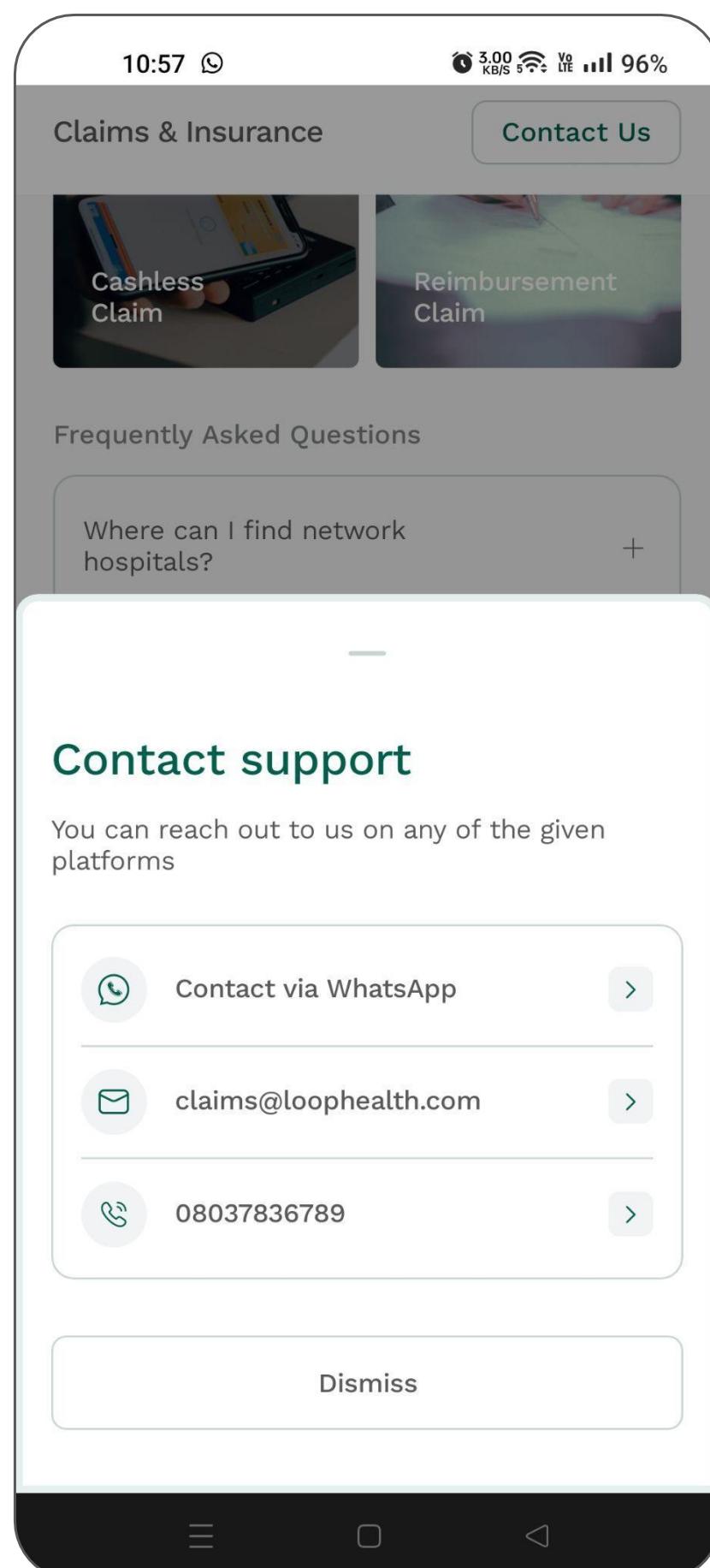
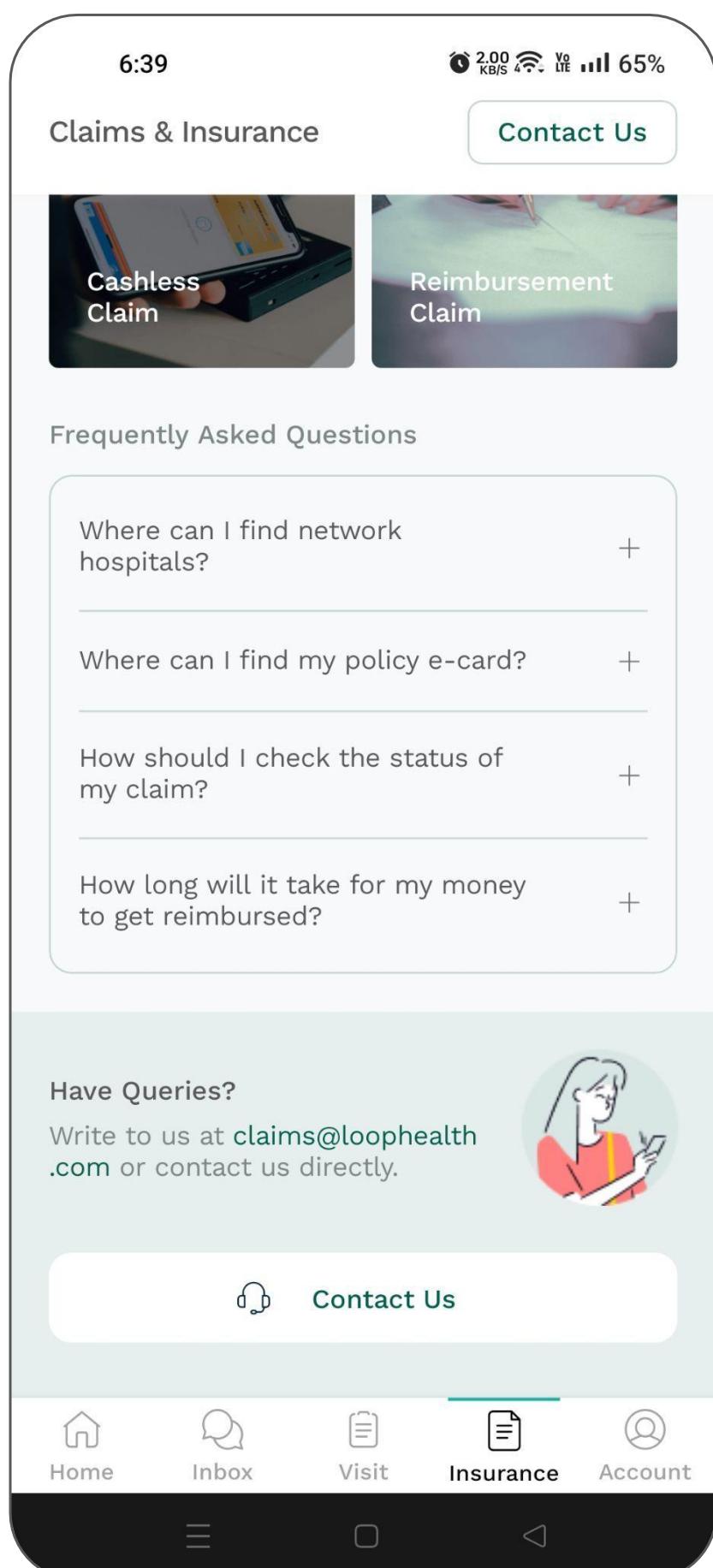
Go to Insurance and Claims Support

Step 2:

Click on Contact Support. In case of any query regarding a claim, one can contact customer support with just one click.

Step 3:

One can call on the phone number given or write to Loop on the given Email ID or chat using WhatsApp



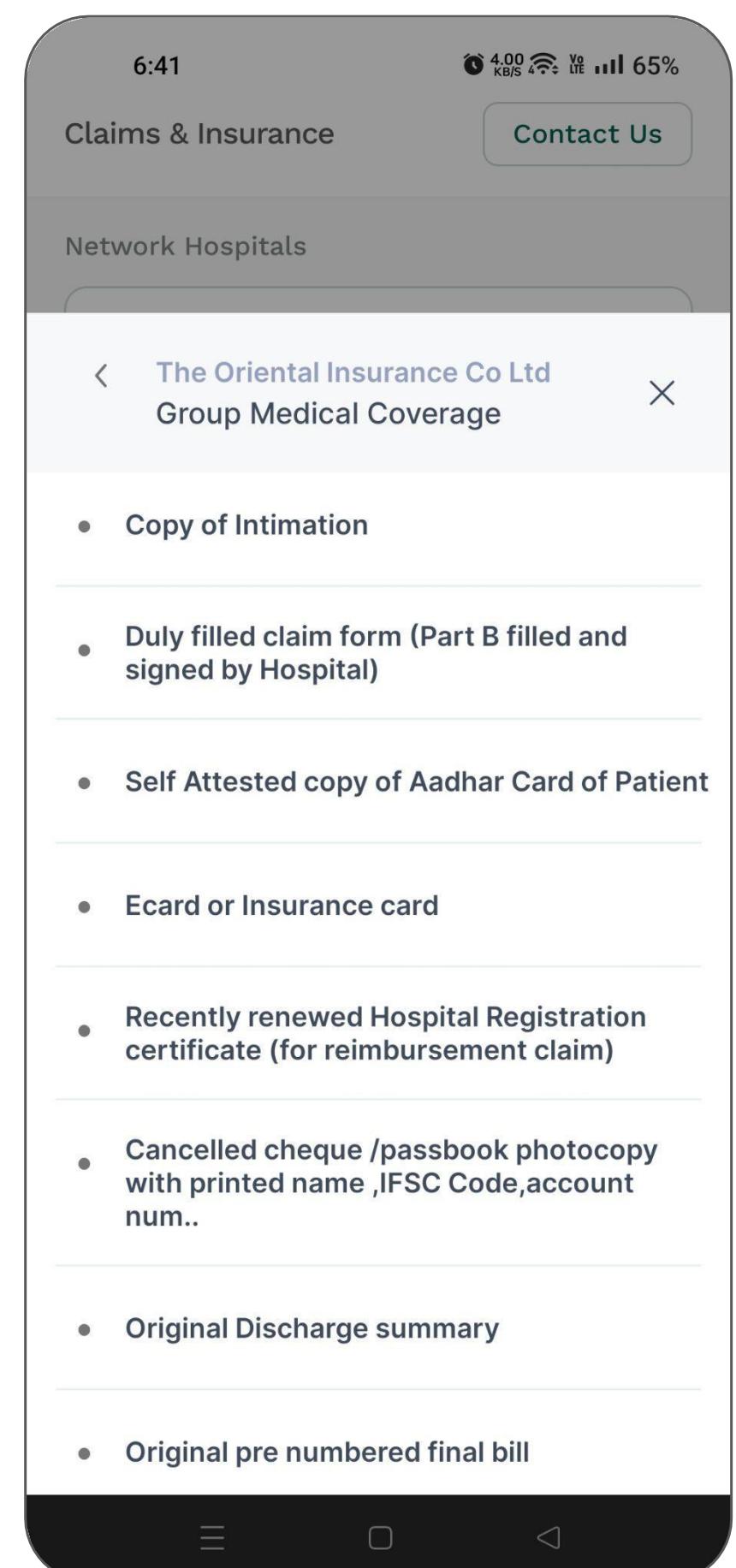
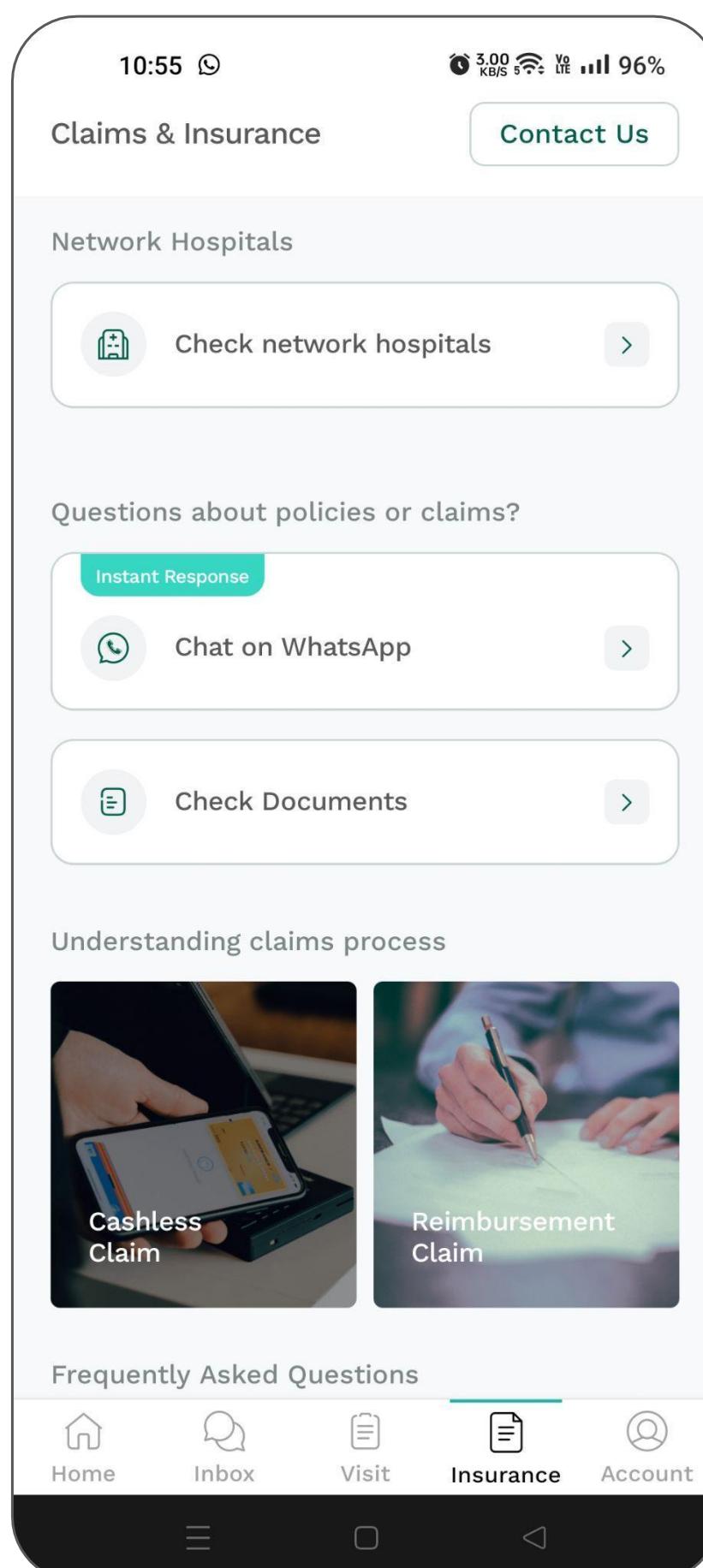
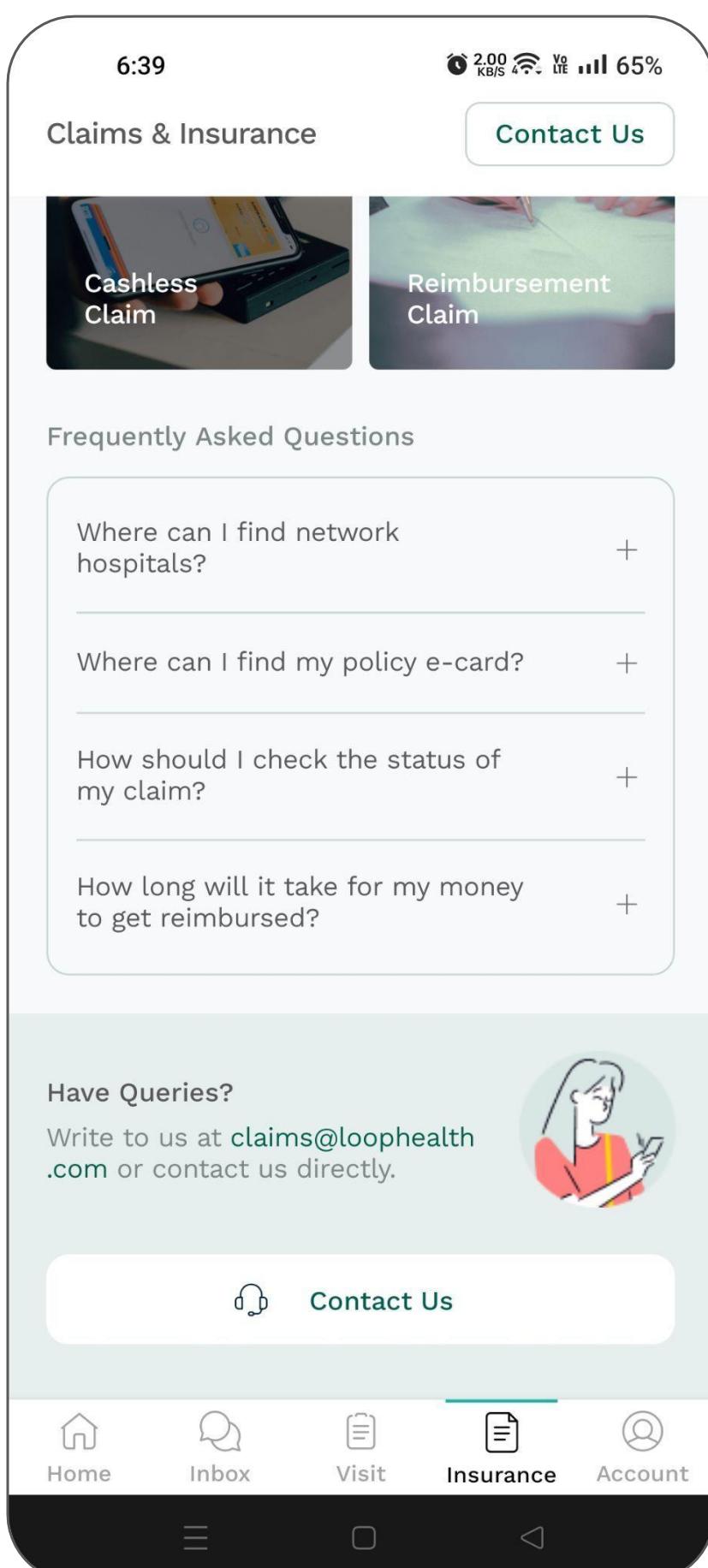
DOCUMENTS REQUIRED

Step 1:

Go to the insurance section

Step 2:

Scroll down and select “check documents” and select the GMC policy



NETWORK HOSPITALS

Step 1:

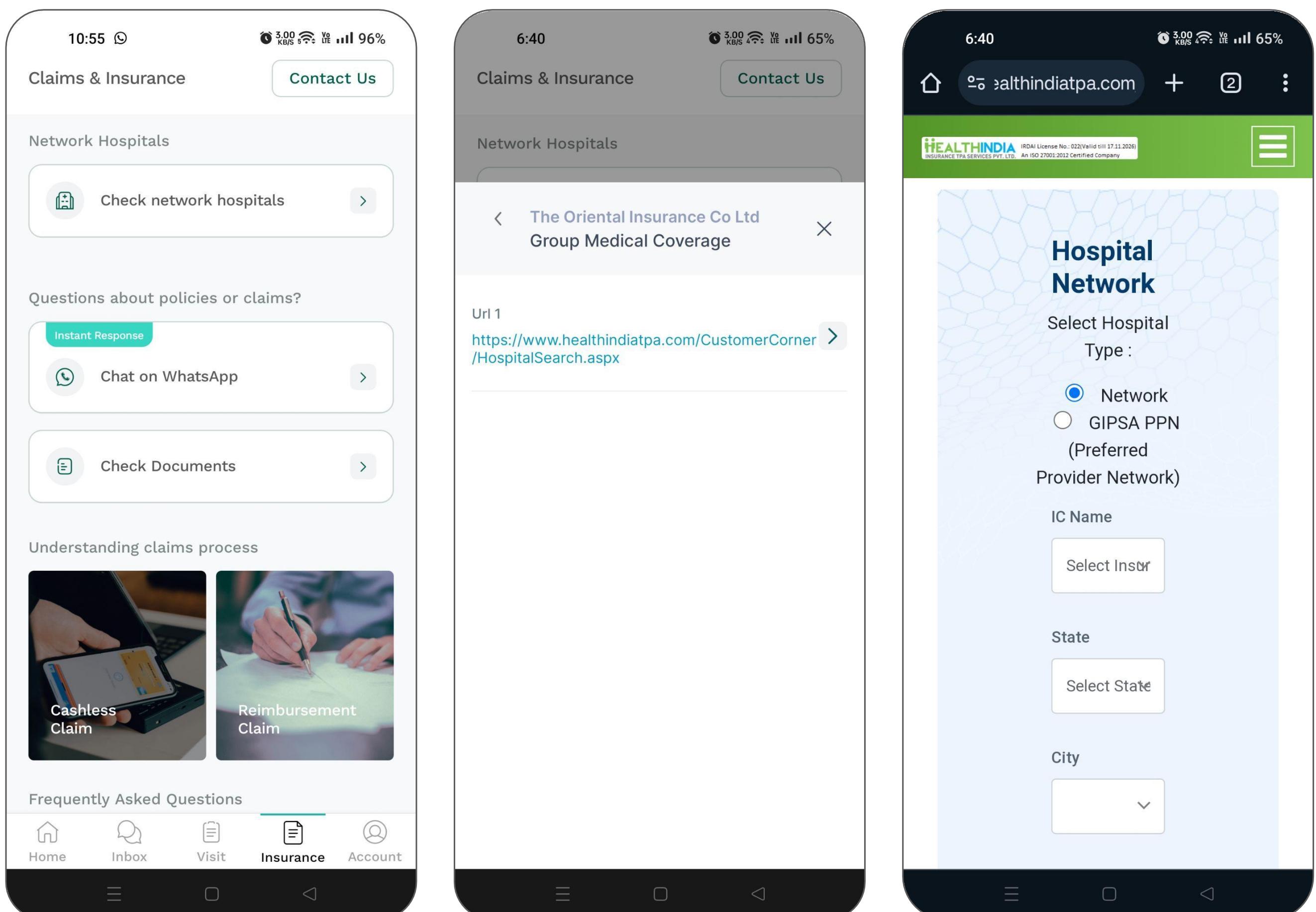
Go to the insurance section

Step 2:

Scroll down and select “Check Network Hospitals”.

Step 3:

Select the GMC policy and click on the TPA Link. It will redirect to mobile browser and you need to select the options accordingly.



CASHLESS AND REIMBURSEMENT

Step 1:

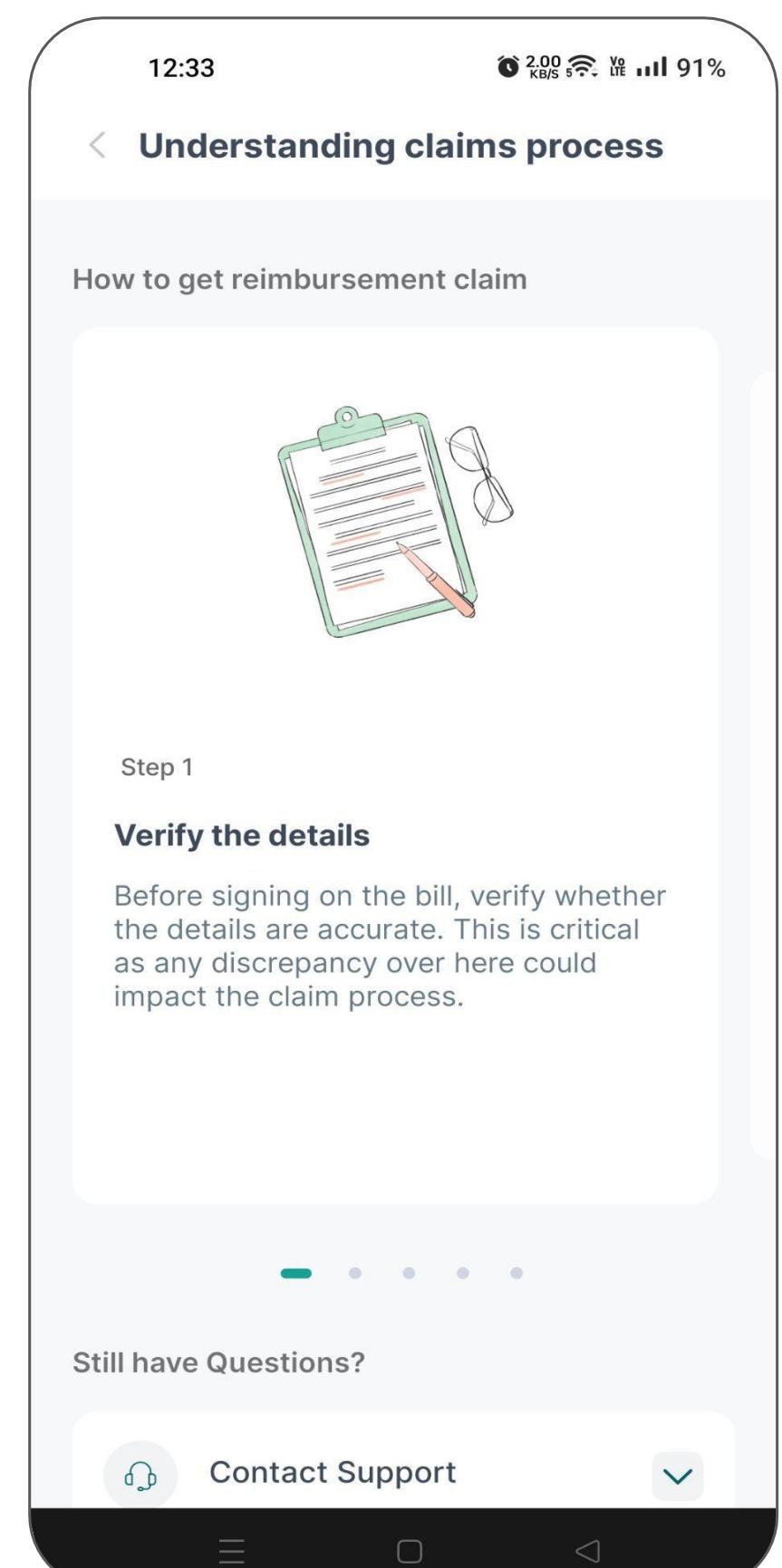
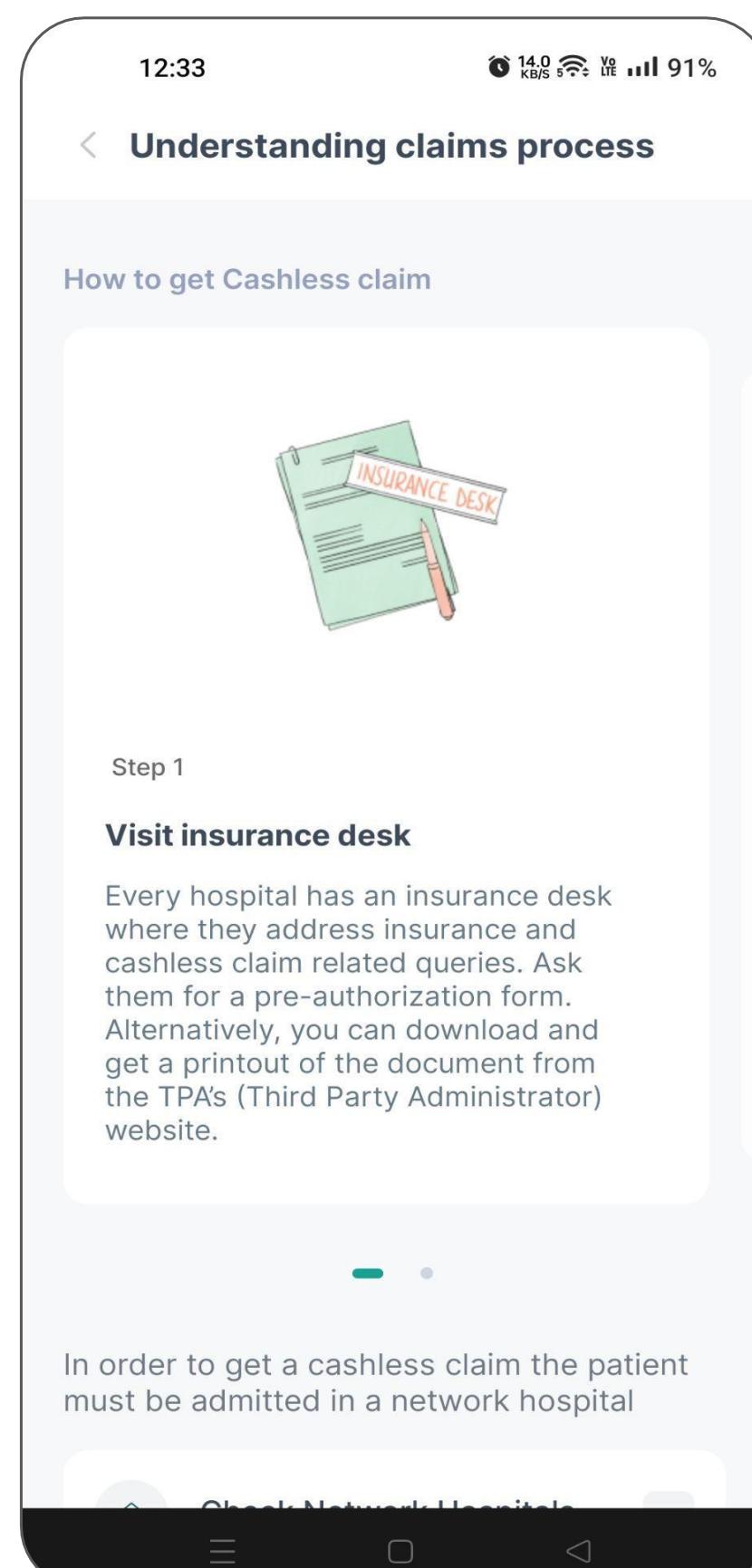
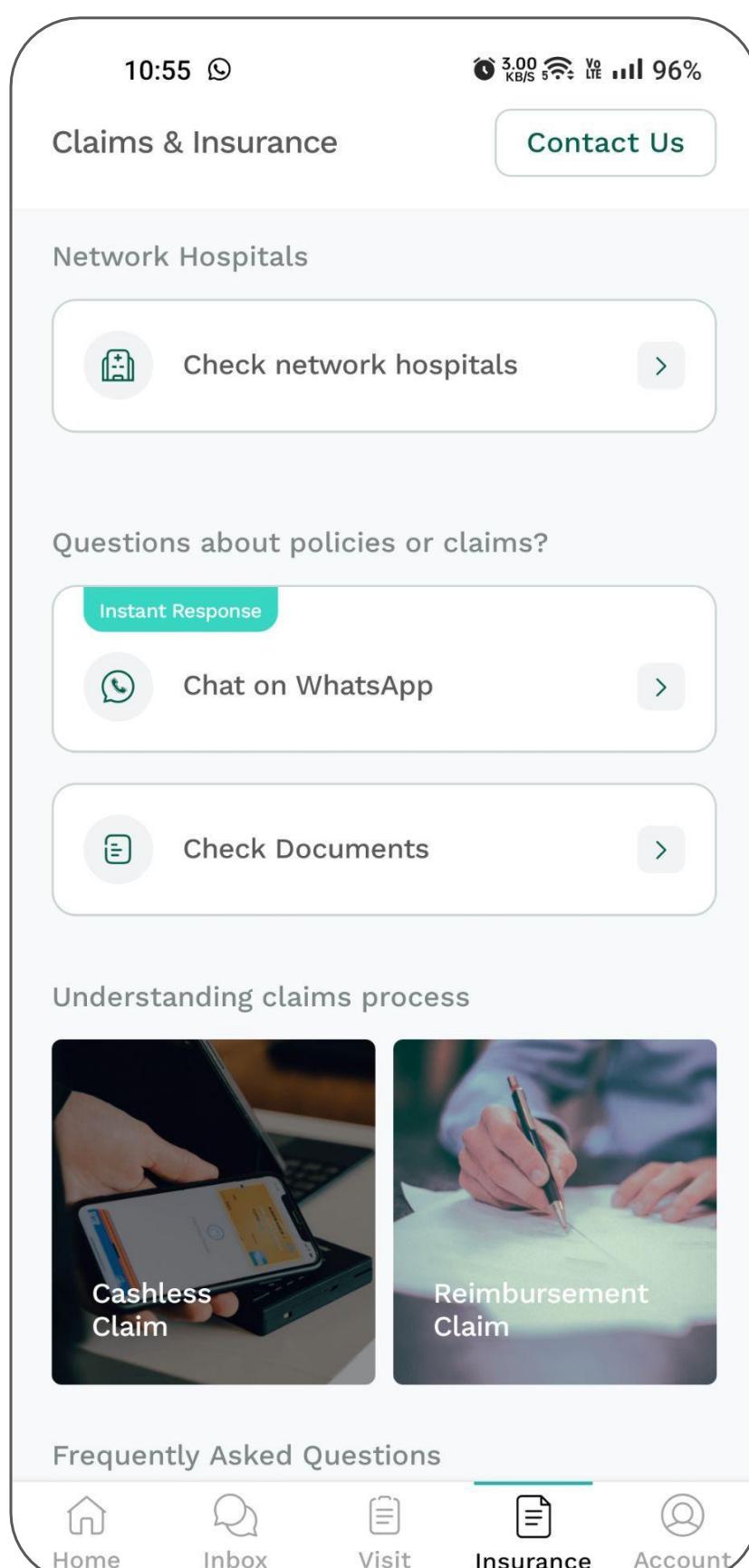
Go to the insurance section

Step 2:

Scroll down and choose the options from “Cashless Claims” or “Reimbursement Claims”.

Step 3:

Accordingly it will show the steps to claim the cashless and reimbursement



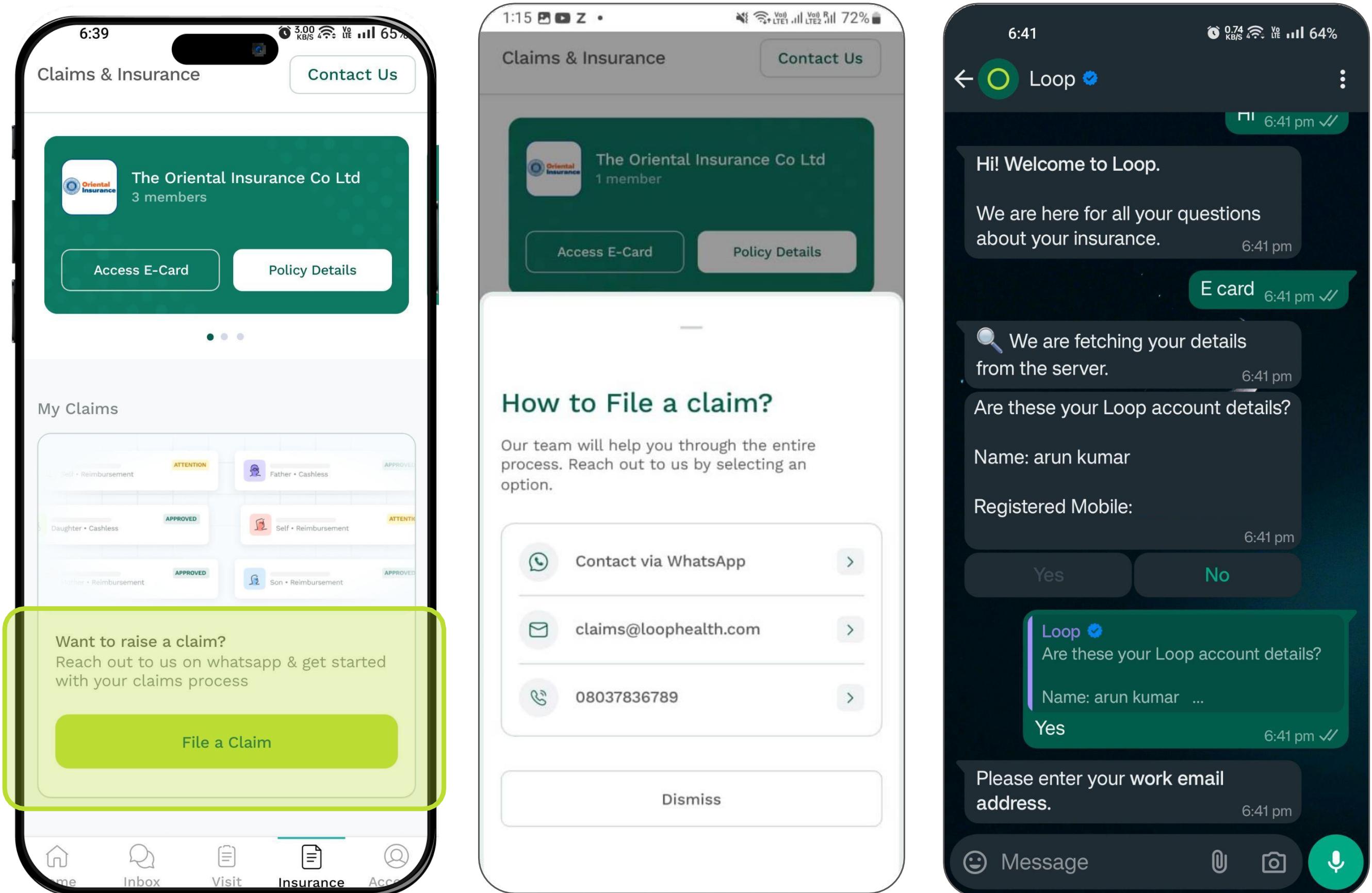
CHAPTER 8:

Filing a claim

Step 1:
Go to My Claims

Step 2:
Click on File a Claim

Step 3:
Click on Contact via WhatsApp



CHAPTER 9:

Wellness sessions

The Loop app also provides all the details related to the wellness sessions and activities organized by Loop.

Step 1:

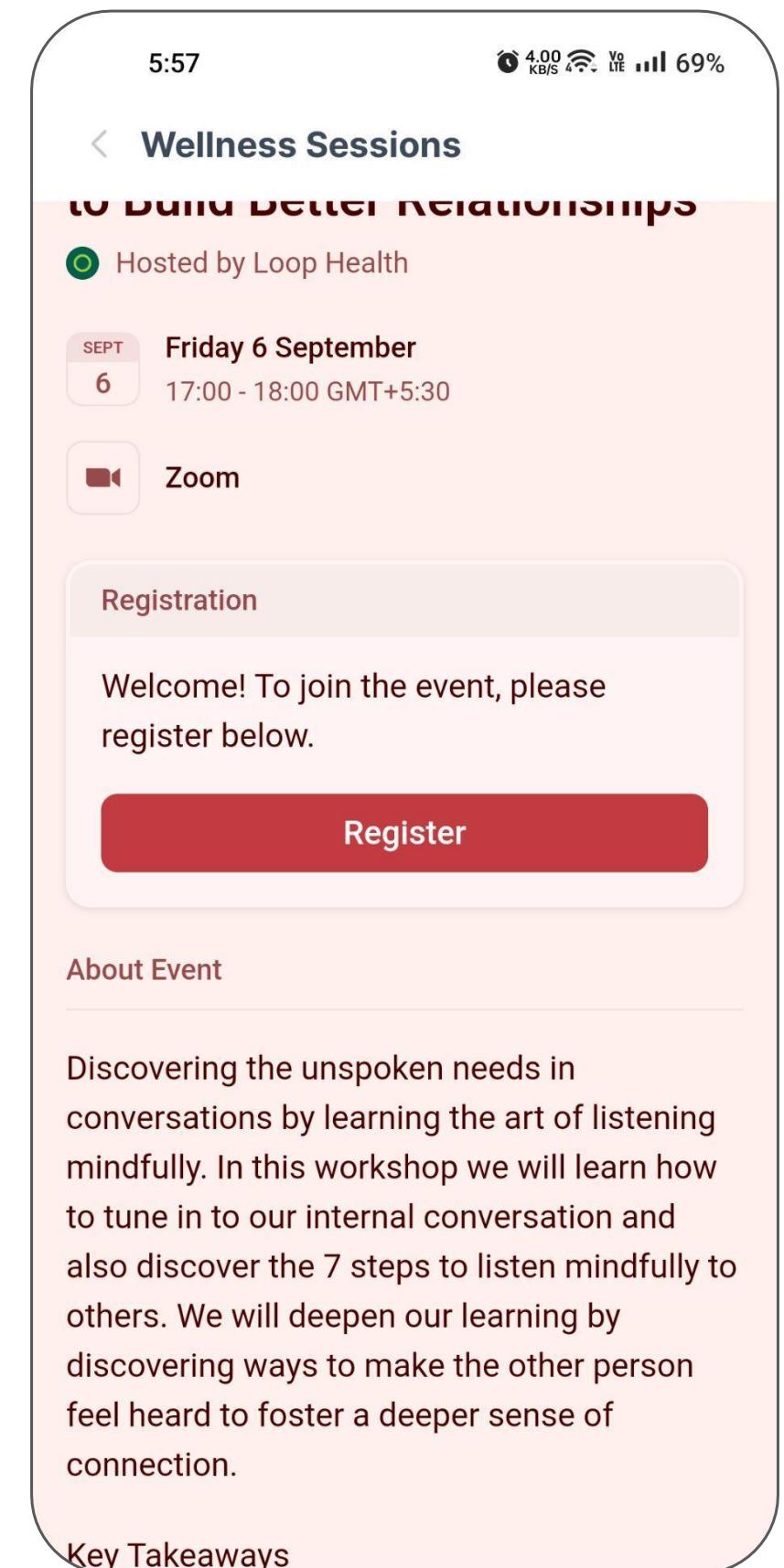
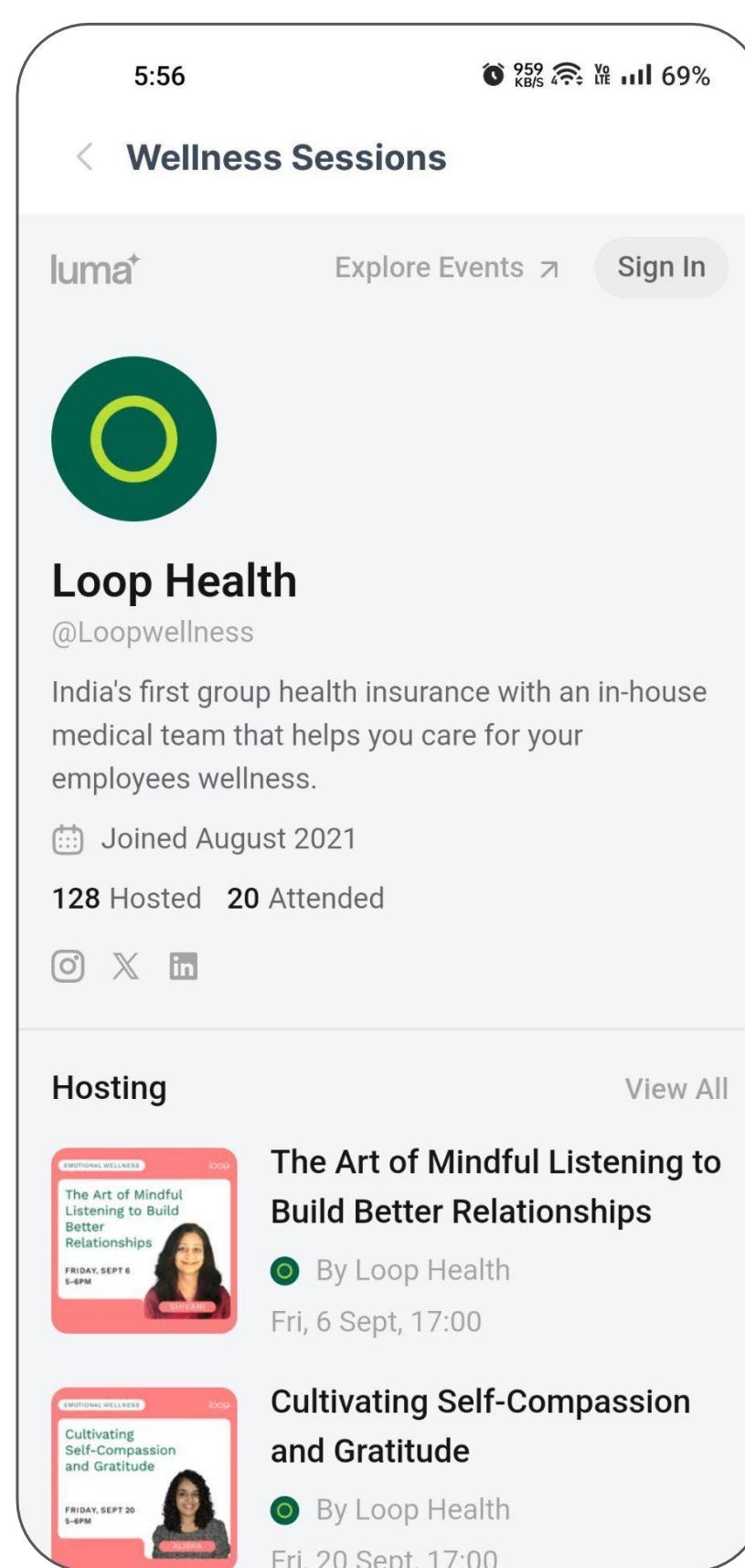
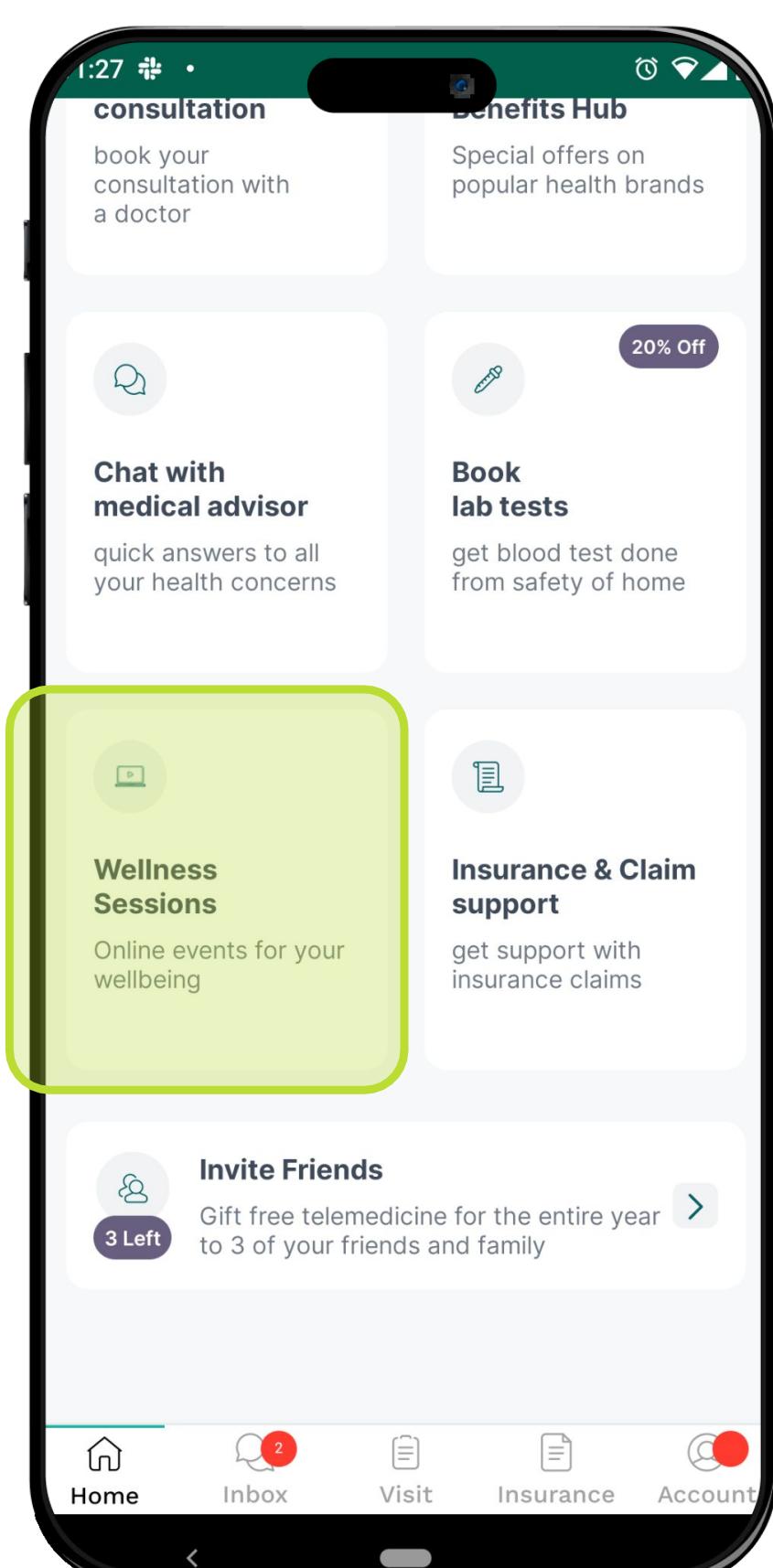
Click on the Wellness Session tab on the home screen. will be redirected to Loop Health's wellness calendar.

Step 2:

On the portal, the user can find out all the details about upcoming events and register themselves. Click on Sign In.

Step 3:

You will be redirected to Luma for the details of all the upcoming events



CHAPTER 10:

Stepathon

The Loop app also helps in increasing employee motivation toward their health. This feature improves employee engagement with various team building and better workplace culture.

Step 1:

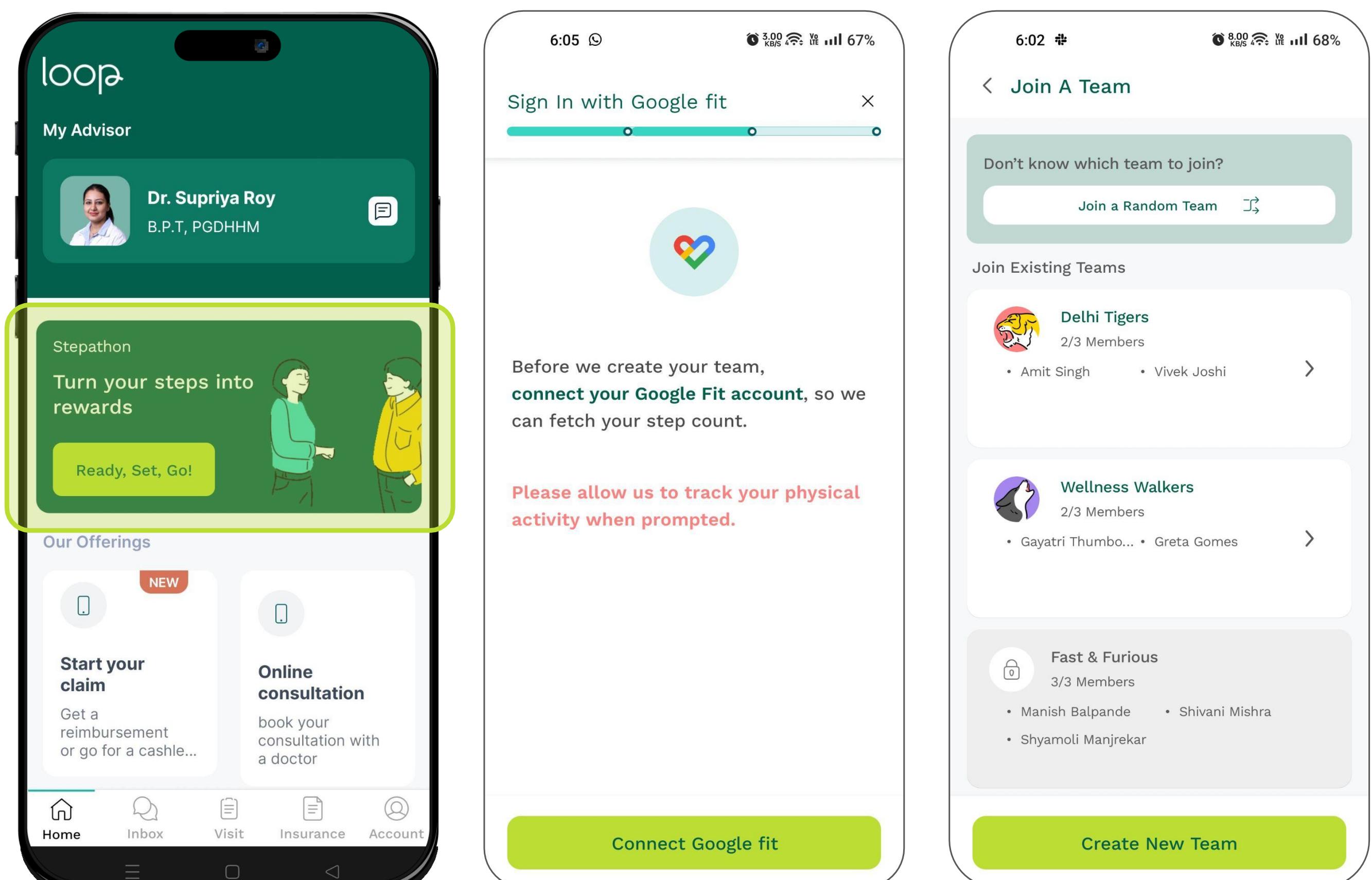
Click on Stepathon

Step 2:

Link to Apple Health or Google Fit

Step 3:

Create a team of up to 5 members or join a random team



Step 3:

Team members can join using the link shared.

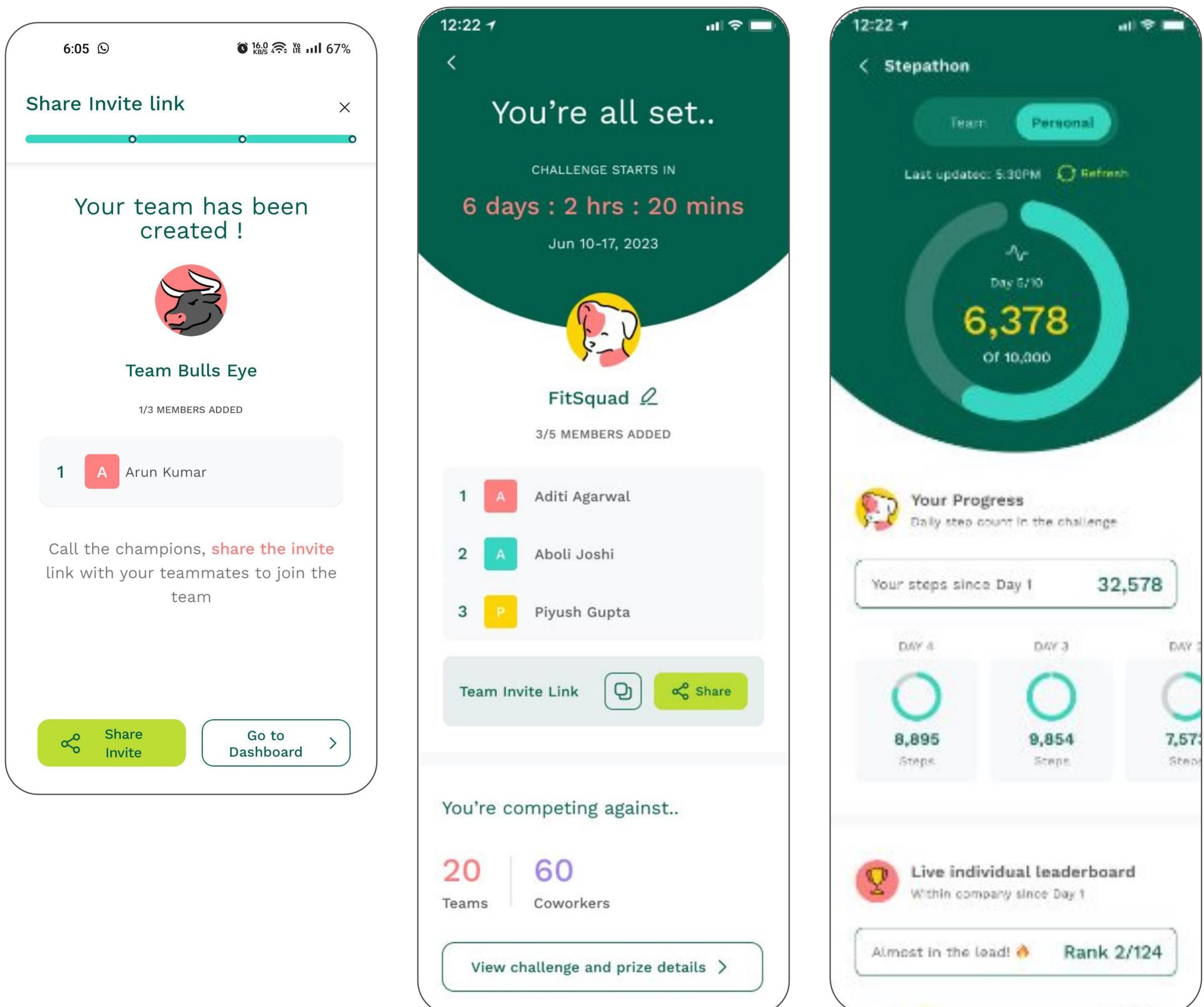
Step 4:

View team members and add new members.

Step 4:

Users can see the Live team dashboard with the leaderboard.

Personal tracking and leader board



CHAPTER 11:

Employee benefits hub

You can avail offers and discounts from the top brands in health and fitness across 8+ categories including women's wellness, supplements, and pet care - exclusively for Loop members!

Step 1:

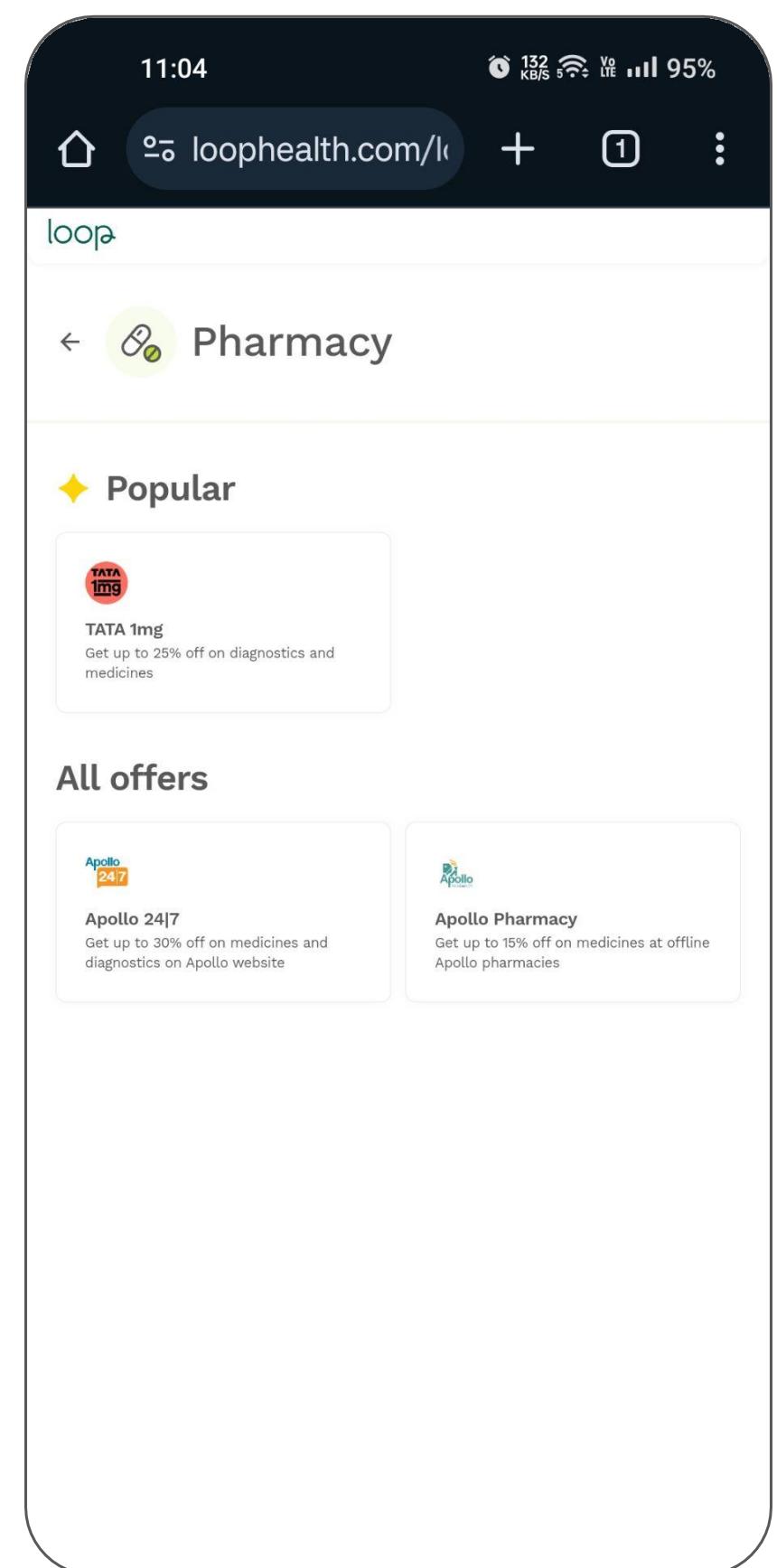
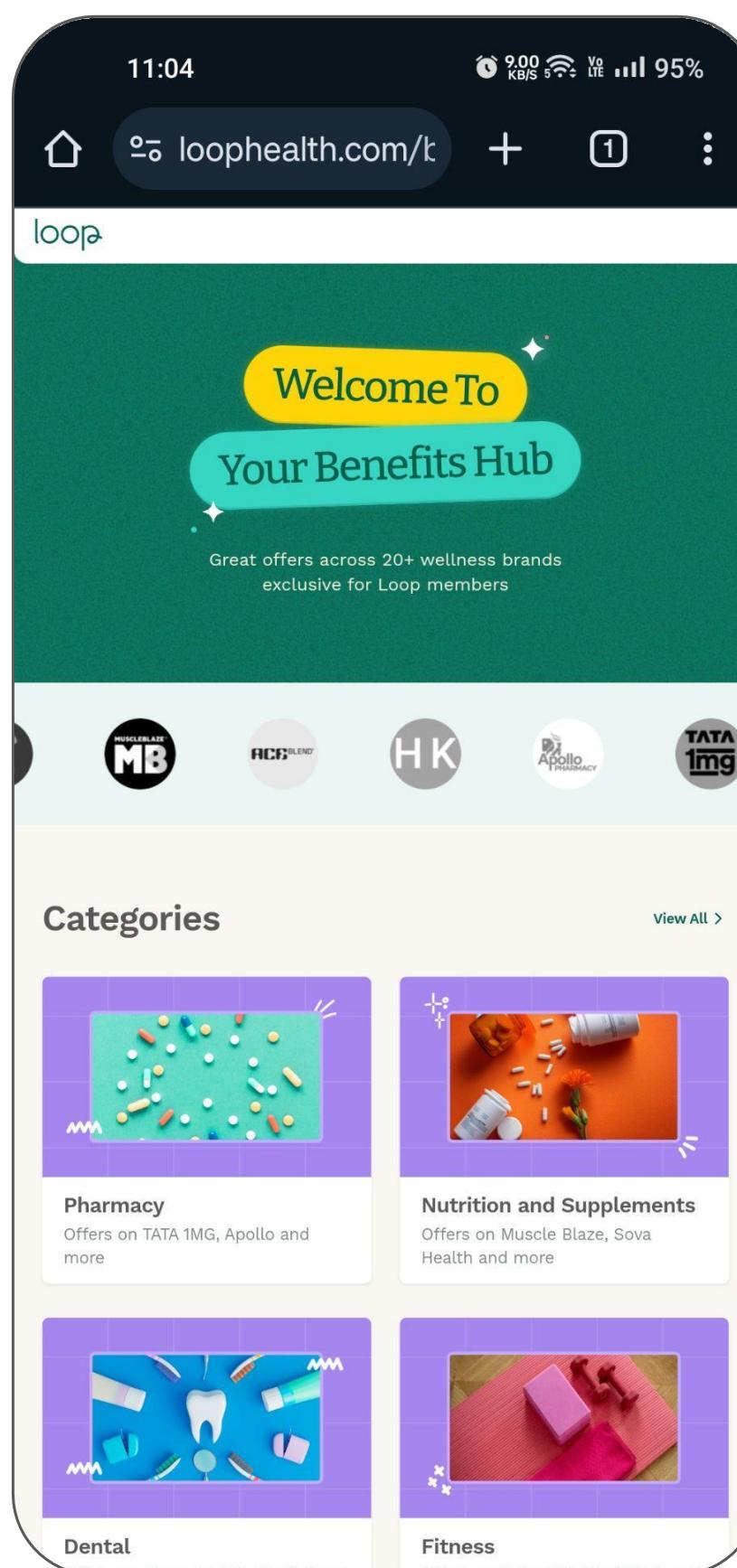
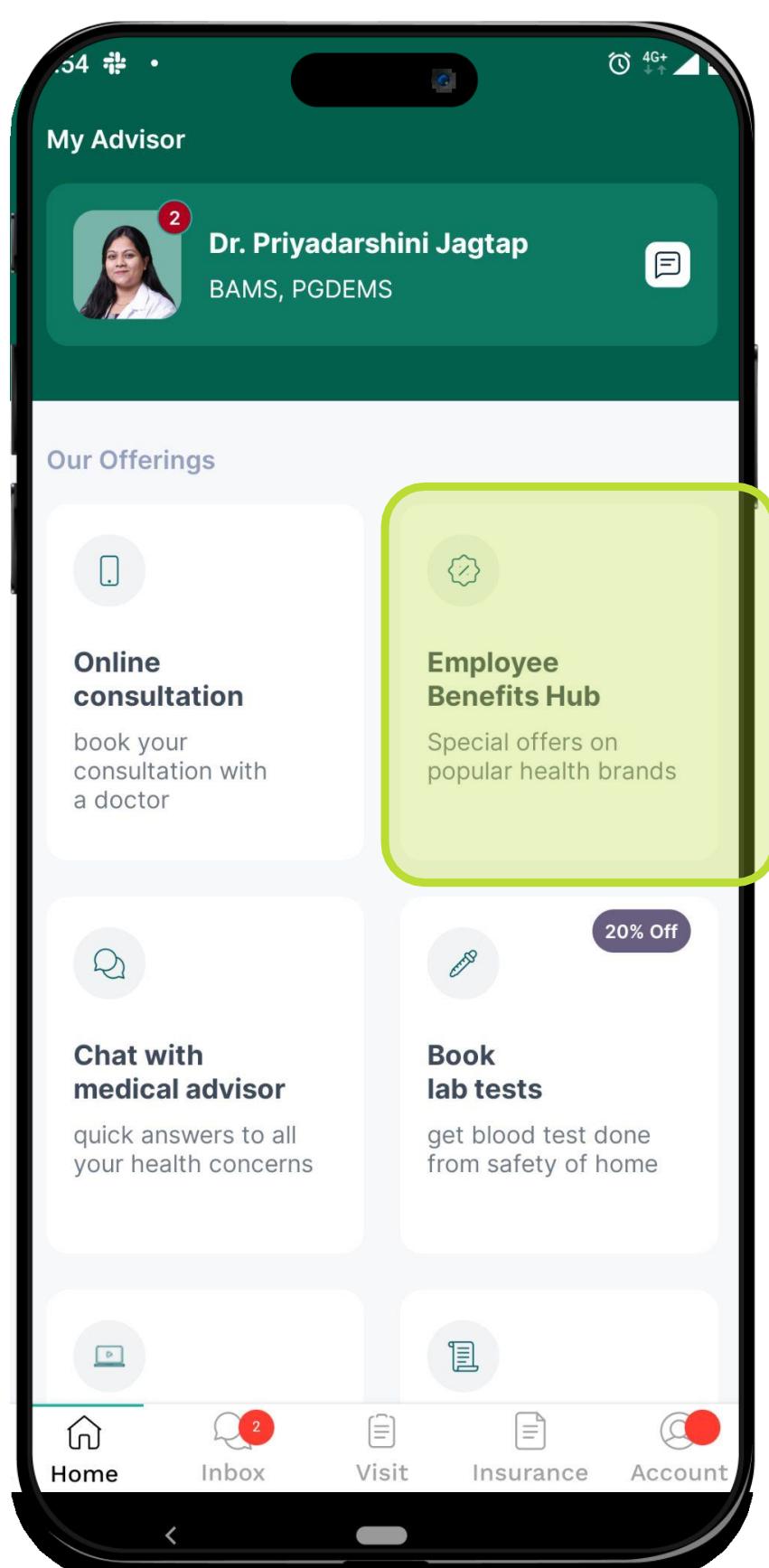
Click on Employee Benefits Hub. It will open the loop health portal.

Step 2:

Select one of the Categories.

Step 3:

Click on any of the offers and it will show the coupon code and steps to avail it.



CHAPTER 12:

Refer a Friend

You can refer Loop App to 3 friends or family members, and they can avail free teleconsultation with the doctor.

Step 1:
Click on Invite Friends

Step 2:
Enter the name and number of the friends.

Step 3:
Click on Invite

