

Be ready in 3 Easy Steps

1. Download and Register on MFine App

Android



iOS



2. Keep below documents handy and scanned copies on your phone

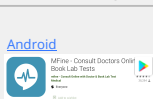
- E-Cards for Insurance from our [Benefits Portal](#) -
 - Go to: Okta>> ServiceNow Benefits>> Quick Links>> medical ecards;
- Aadhaar Card Copy

3. Save the contact and link for Medical Assistance Covid Care questions

- Insurance - MediAssist: Prasanth - t.prasanth@mediassist.in 8951386235
- MARSH COVID Support Quick Help Directory - [Portal Link](#)

I want to get Tested RT-PCR (Me/ my Dependent)

Request Self test using MFine App



Or

Any other RT PCR Testing Centers

How does ServiceNow India Support Me?

	No need to Rush	Can be applied within 30 days of bill generation	Once you are healthy						
	Lump Sum Benefit /Indemnity Policy INR 50,000	Home Treatment Claim through Medi Assist Portal INR 50,000	Insurance Cover INR 5 Lakhs + Voluntary Top-up if Opted	Global Pandemic Medical Leave	Covid 19 - Temporary Salary Advance Can be initiated by their manager	Employee Assistance Program (EAP) - Global	Slack Channel #community-for- covid-india-support	Tele Consultation MFine App	
I am infected by Covid									
I am advised treatment at Home	✓			✓ Can be initiated by their manager	✓	✓	✓	✓	
I am advised treatment in Hospital			✓	✓ Can be initiated by their manager	✓	✓			
My family member (Dependant) is infected by Covid			✓	Use regular leave quota	✓	✓	✓		
They are Advised Hospitalization				Use regular leave quota	✓	✓	✓		
They are Advised Home Treatment		✓		Use regular leave quota	✓	✓	✓	✓	
I am Affected						✓	✓	✓ Self Assessment for Symptoms through Mfine	
I am worried not infected							✓		
I want to help							✓		
I have joined before Nov 2020 <ul style="list-style-type: none"> Covid Lump Sum benefit policy - Apply by email to anirban.chatterjee@marsh.com I have joined from Nov 2020 onwards - <ul style="list-style-type: none"> Indemnity policy - Claim online for reimbursement on Medi Assist portal 									

Where can I get the details?

- ServiceNow's COVID Microsite**
https://surf.service-now.com/health_updates?spa=1&tab=home
- ServiceNow's Voluntary Self Reporting of Covid Infection**
https://surf.service-now.com/health_updates?spa=1&tab=myHealthAndSafety
- COVID Support assistance programs and Claim process - IDC**
https://surf.service-now.com/esc?id=surf_kb_article&number=KB0055545
- Global Pandemic Medical Leave**
Overview: https://surf.service-now.com/esc?id=surf_kb_article&number=KB0055426
Apply here (with positive RT PCR Test): https://surf.service-now.com/esc?id=service_catalog&spa=1&sc_cat_item=d83f9c22dbeaf680db025a77dc961975
Complete Policy: https://surf.service-now.com/sys_attachment.do?sys_id=faf0569fdb276c10cfc38263059619f2
- Covid-19 Temporary Salary Advance - IDC**
<https://servicenow.sharepoint.com/b:/r/sites/idc-hrbp/Shared%20Documents/COVID/COVID-19%20Temporary%20Salary%20Advance%20-%20India.pdf?csf=1&web=1&e=s8zOCp>
- Employee Assistance Program (EAP) - Global**
https://surf.service-now.com/esc?id=surf_kb_article&number=KB0045470
- Slack Channel**
<https://now-servicenow.slack.com/archives/C02015WEFC3>
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