

Ayushman App User Manual



**national
health
authority**



Document Release Note

Notice No. : NA

Customer : National Health Authority, India

Project : PMJAY 2.0

Document Details

Name	Version Number	Description
User Manual	12.0	This document describes the processes and steps to use the Ayushman mobile application.

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Action Taken (Add/Del/Change)	Previous Page Number	New Page Number	Revision Description
Add	1-15	1-17	Document Updated

Review By

Name of the Reviewer	Review Date	Description
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Document Revision List

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Release Notice Reference (for release)

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05 Jan 2024	Version 11	Added card delivery flow in Agency-Operator login
07 Feb 2024	Version 12	Scheme and Sub-scheme UI and Agency-Operator role description
13 Feb 2024	Version 13	Feedback Incorporated

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Abbreviations

Abbreviation	Expansion
AB-PMJAY	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
BIS	Beneficiary Identification System
NHA	National Health Authority
OTP	One Time Password
PDF	Portable Document Format
SHA	State Health Agency
UHC	Universal Health Coverage

1. Introduction

Ayushman Bharat, a flagship scheme of Government of India was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). Ayushman Bharat is an attempt to move from sectoral and segmented approach of health service delivery to a comprehensive need-based health care service. Ayushman Bharat aims to undertake path breaking interventions to holistically address health (covering prevention, promotion, and ambulatory care), at primary, secondary and tertiary level.

PM-JAY2.0 is a step towards this, it will replace the existing PM-JAY1.0. NHA has initiated PM-JAY2.0 to offer a single integrated platform which is robust, scalable and sustainable in the long term and can keep pace with the changing end user, business and technology requirements. The new system will provide an enriching experience to all stakeholders by improving efficiency in delivery of all services and enhance transparency.

2. Purpose

The Ayushman App ensures correct source of Potential Beneficiaries who can perform their e-KYC and ensure enrolment into PMJAY Scheme to get their Ayushman cards and avail subsequent health benefits from the scheme. This App also allows beneficiaries to download card, Linking of Aadhaar to already enrolled cards for seeding Aadhaar.

3. Scope of the Application

The Ayushman App is designed for Beneficiaries to enrol for Ayushman Card and for Operator to make Ayushman card for beneficiaries post e-KYC. The potential beneficiary for auto approval of card request based on match threshold score and in case of non-auto approval, the request forwards to respective authorities for further action and decision.

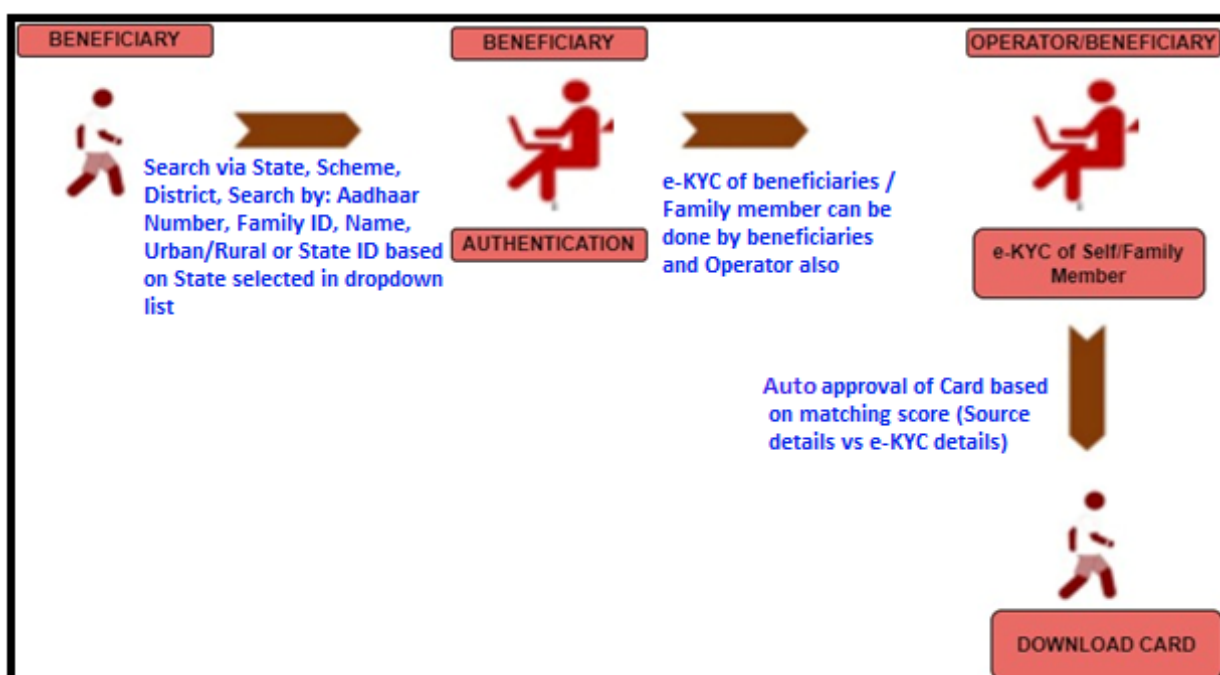
4. Features of Ayushman App

- Authentication of potential beneficiary
- e-KYC of beneficiary
- e-KYC of un-verified Operator
- Link Aadhaar for already enrolled beneficiary without Aadhaar
- Addition of new Family Member for already enrolled families
- Auto Approval of enrolment request based on matching score
- Download card if auto approved or once approved by ISA or SHA
- Card delivery through operator

5. Ayushman App Roles

Beneficiary	<p>Citizen of India, who is potential / enrolled beneficiary to avail the benefits under PMJAY Scheme. Also, potential beneficiary performs following operations:</p> <ul style="list-style-type: none"> Search beneficiary e-KYC Download Ayushman card PDF, share card on different App
Operator	<p>Operators are preauthorized users of Ayushman App, authorized by State and are responsible for</p> <ul style="list-style-type: none"> Search beneficiary e-KYC Link Aadhaar Add family member Download Ayushman card PDF, share card on different App Card delivery process execution post approval of enrolment process
Agency Operator	<p>Agency operators are preauthorized users of Ayushman App, authorized by State and are responsible for</p> <ul style="list-style-type: none"> Search beneficiary Card delivery process execution post approval of enrolment process

6. Ayushman App Workflow



7. Login

Ayushman App allows Beneficiary and Operator to Login. This application provides interface where user can choose applicable option to access.

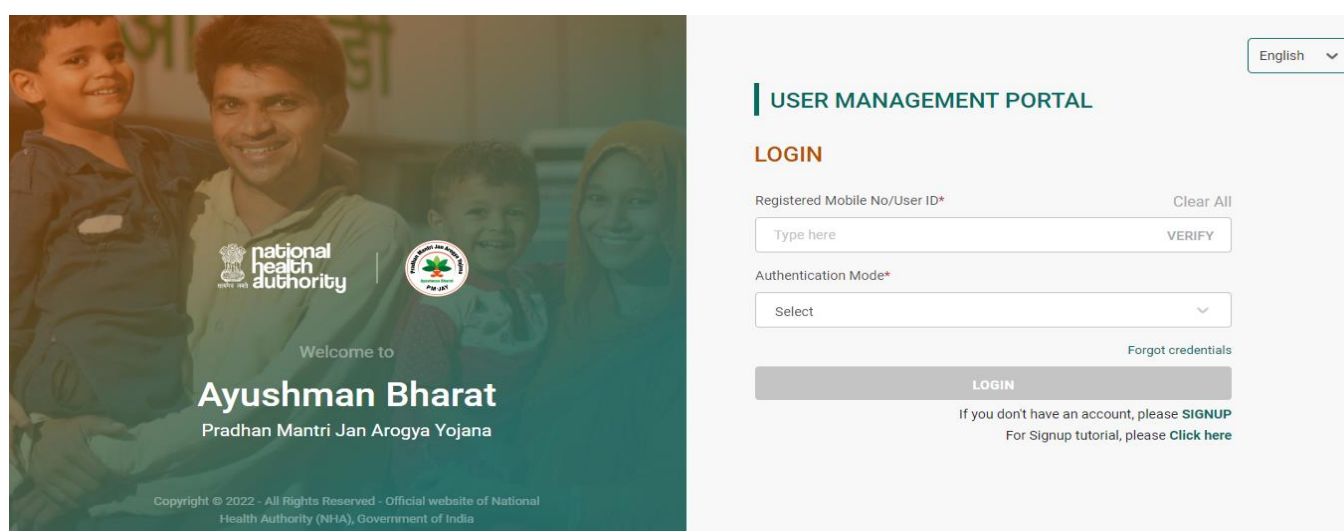
- Beneficiary
- Operator

Beneficiary: A user can login using with active mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP only. The user will have to enter an OTP followed by captcha. Upon which the login button gets enabled, as shown in [Beneficiary login](#) page screenshot below.

Operator: As a PMAM user, the Operator must have login details to access this App. If IDs already created, then PMAM user can directly Sign in the App as shown in [Operator login](#) page screenshot. And if not, then user will have to Sign-up to create a login, the user needs to get registered in UMP portal with required details. Once the login request is approved in User Management Portal, the user can be able to access the Ayushman App.

Login as PMAM using registered mobile number/user ID. Upon verification of the mobile number/user ID, the user will have a provision to authenticate using password/mobile OTP/Aadhaar OTP/Aadhaar fingerprint. If the authentication mode selected as 'password', the user will have a provision to enter his password followed by captcha. Upon which the login button gets enabled as shown in login page (PMAM) screenshot.

*URL: <https://ump.pmjay.gov.in/signup>



The image displays the Ayushman Bharat PM-JAY User Management Portal (UMP) login interface. On the left is a banner with a family photo and the text "Welcome to Ayushman Bharat Pradhan Mantri Jan Arogya Yojana". On the right is the login form titled "USER MANAGEMENT PORTAL". The form includes a language dropdown set to "English", a "LOGIN" heading, a "Registered Mobile No/User ID*" field with a "Type here" placeholder and a "VERIFY" button, and an "Authentication Mode*" dropdown menu. A "Forgot credentials" link is present. A large "LOGIN" button is at the bottom. Below the button, it says "If you don't have an account, please SIGNUP" and "For Signup tutorial, please Click here". The footer of the banner mentions "Copyright © 2022 - All Rights Reserved - Official website of National Health Authority (NHA), Government of India".

7.1. Beneficiary Login

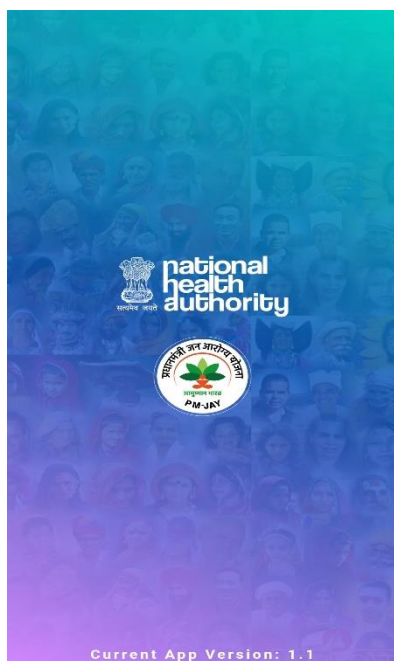
First, the beneficiary will have to install **Ayushman App** from Google Play store



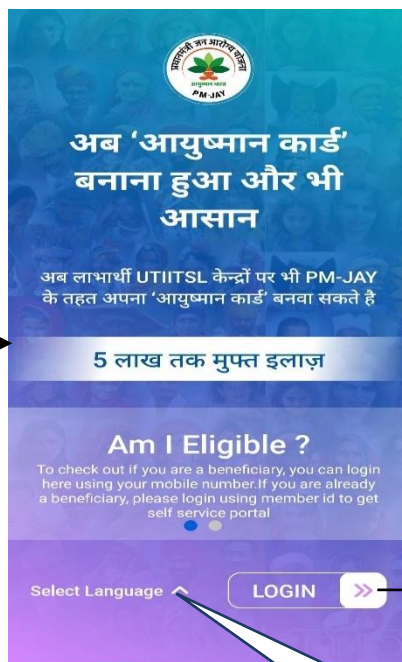
Once App installed in mobile phone then Start Ayushman App



NOTE: Care generate process tutorial link can be accessed from here.

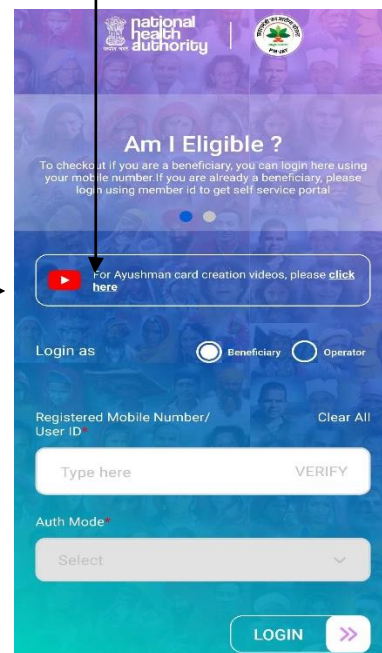


Ayushman App launch Screen

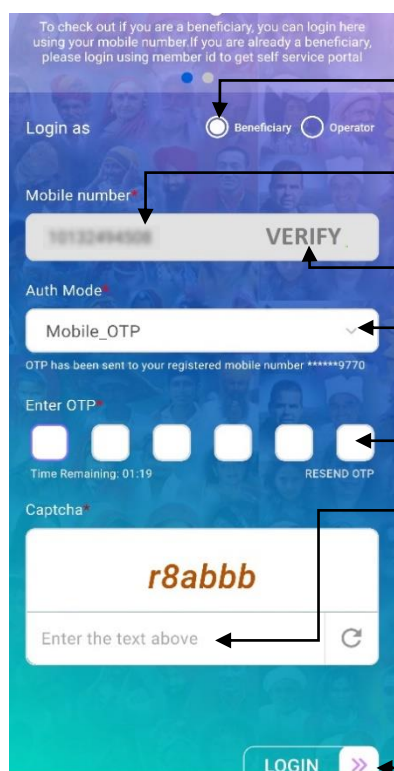


Home Page

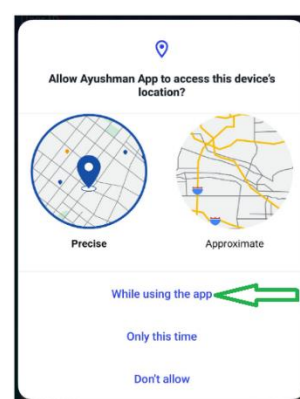
Tap here to
Change Language



Login Screen



1. Choose Beneficiary.
2. Enter Mobile Number here.
3. Click "VERIFY" after enter mobile number.
4. Authentication Mode - Mobile_OTP.
5. Enter 6 digit OTP which is received on same mobile number.
6. Enter CAPTCHA number here which is displaying on screen.
7. Once filled all details select "LOGIN"
8. Device location is mandatory so select "Allow"



***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.2. Operator Login

First, the Operator will have to install **Ayushman App** from Google Play store



Once App installed in mobile phone then Start Ayushman App



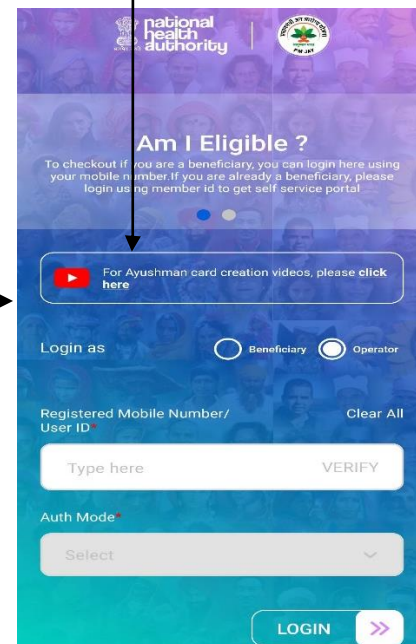
NOTE: Care generate process tutorial link can be accessed from here.



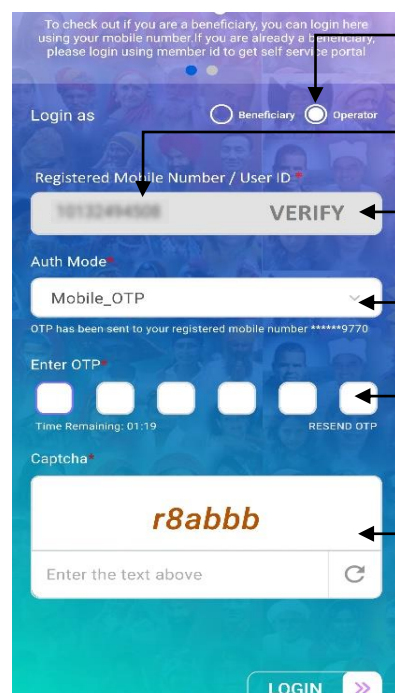
Ayushman App Launch Screen



Home Page

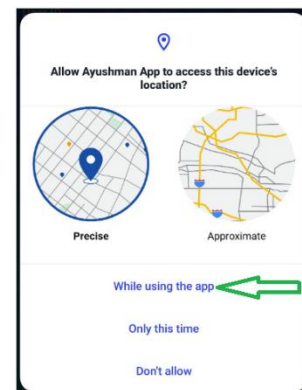


Login Screen



1. Choose Operator.
2. Enter Registered Mobile Number/User ID.
3. Click "VERIFY".
4. Select Authentication Mode.

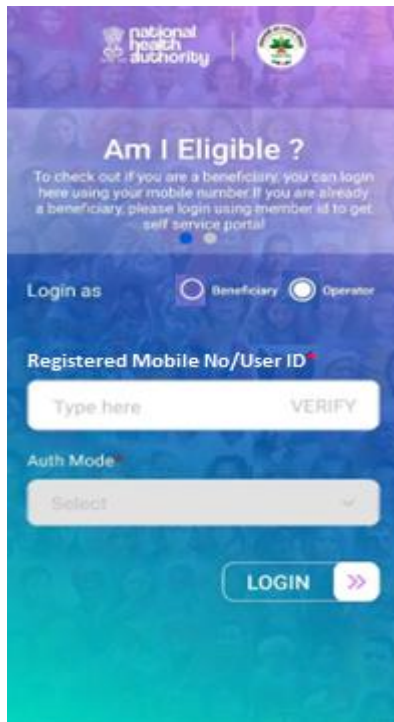
Password
 Mobile_OTP
 Aadhaar_OTP
 Aadhaar_Fingerprint
5. Enter 6 digit OTP which is received on same mobile number.
6. Enter CAPTCHA number here which is displaying on screen.
7. Once filled all details Select "LOGIN"
8. Device location is mandatory so select "Allow"



*Disclaimer: "The personal details are blurred to avoid violation of privacy".

7.3. Operator e-KYC

The Operator will have to complete e-KYC to login in Ayushman App (if operator e-KYC is pending).



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Am I Eligible ?

To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as ☐ Beneficiary ☒ Operator

Registered Mobile No/User ID*

Type here VERIFY

Auth Mode*

Select

LOGIN >>

1- Select Operator



To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as ☐ Beneficiary ☒ Operator

Registered Mobile Number / User ID*

✓

Auth Mode

Mobile_OTP

OTP has been sent to your registered mobile number *****770.

Enter OTP*

Time Remaining: 01:19 [RESEND OTP](#)

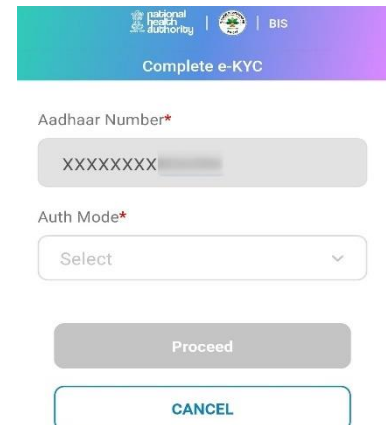
Captcha

r8abbb

Enter the text above

LOGIN >>

2- Verify Mobile and Enter OTP



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Complete e-KYC

Aadhaar Number*

XXXXXXXX

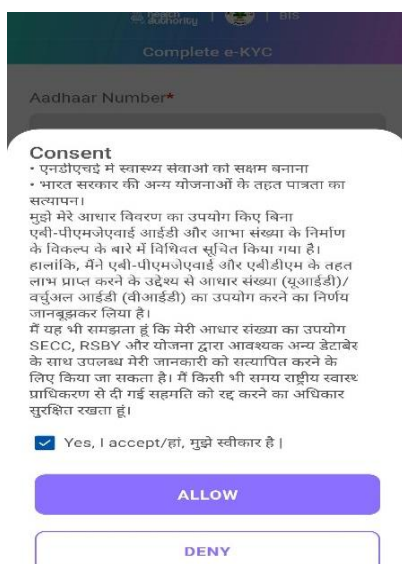
Auth Mode*

Select

Proceed

CANCEL

3. Select Auth Mode



Complete e-KYC

Aadhaar Number*

Consent

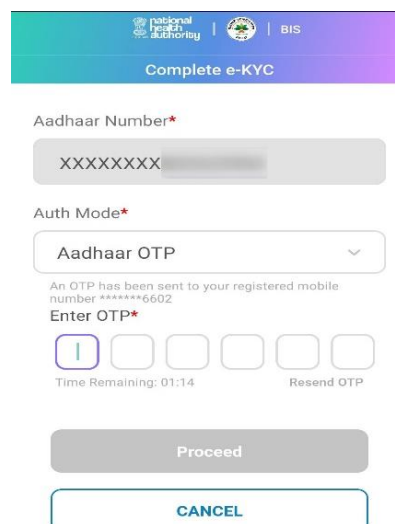
• एनडीएच में स्वास्थ्य सेवाओं को सक्षम बनाना
• भारत सरकार की अन्य योजनाओं के तहत पात्रता का सत्यापन।
मुझे मेरे आधार विवरण का उपयोग किए बिना एबी-पीएमजेएवाई आईडी और आभा संख्या के निर्माण के विकल्प के बारे में विधिवत सूचित किया गया है।
हालांकि, मैंने एबी-पीएमजेएवाई और एबीडीएम के तहत लाभ प्राप्त करने के उद्देश्य से आधार संख्या (यूआईडी)/वर्चुअल आईडी (वीआईडी) का उपयोग करने का निर्णय जानबूझकर लिया है।
मैं यह भी समझता हूँ कि मेरी आधार संख्या का उपयोग SECC, RSBY और योजना द्वारा आवश्यक अन्य डेटाबेस के साथ उपलब्ध मेरी जानकारी को सत्यापित करने के लिए किया जा सकता है। मैं किसी भी समय राष्ट्रीय स्वास्थ्य प्राधिकरण से दी गई सहमति को रद्द करने का अधिकार सुरक्षित रखता हूँ।

☒ Yes, I accept/हाँ, मुझे स्वीकार है।

ALLOW

DENY

4- Accept Aadhar Consent



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Complete e-KYC

Aadhaar Number*

XXXXXXXX

Auth Mode*

Aadhaar OTP

An OTP has been sent to your registered mobile number *****6602

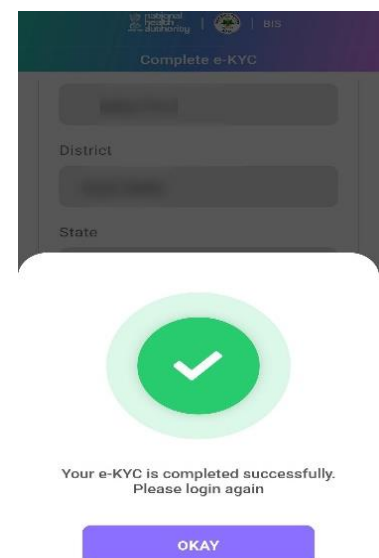
Enter OTP*

Time Remaining: 01:14 [Resend OTP](#)

Proceed

CANCEL

5- Enter OTP and Proceed



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Complete e-KYC

District

State

☒

Your e-KYC is completed successfully. Please login again.

OKAY

6. e-KYC Completed

7.4. Card Generate and e-KYC

1. Beneficiary / Operator can use one of the following modes (as applicable), once the User ID / Mobile number entered by them is Verified to Login post authentication as per screen below:
 - a. Mobile OTP
 - b. Aadhaar OTP (OTP on mobile number linked with Aadhaar)
 - c. Password
 - d. Captcha has to be entered along with the OTP / Password as applicable



To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as: ☒ Beneficiary ☐ Operator

Mobile number: 

Auth Mode:

OTP has been sent to your registered mobile number *****9770.

Enter OTP:

Time Remaining: 01:19 [RESEND OTP](#)

Captcha:

Enter the text above 

[LOGIN](#) 

1 – Beneficiary Login



To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as: ☐ Beneficiary ☒ Operator

Registered Mobile Number/User ID: 

Auth Mode:

Password: 

[FORGOT PASSWORD](#)

Captcha:

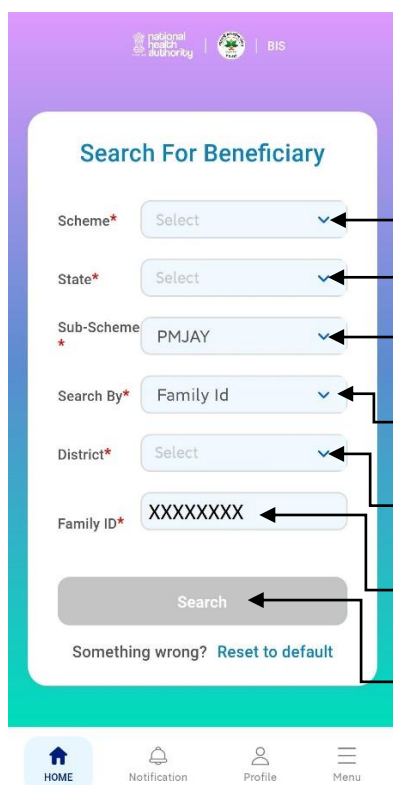
Enter the text above 

[LOGIN](#) 

2 – Operator Login

2. Once the user clicks on 'Login' button, "Search Beneficiary" page will be displayed to select the search criteria. The user needs to select State, Scheme, District from available drop down. Post this selection, the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search criteria, user needs to input the Aadhaar Number, Family ID, Name, Rular and Urban based on user selection and click on 'Search' Button. In case of availability of records, which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member(s) as shown in below screen shot. If user wants to search under "PMJAY" scheme then user has to select "PMJAY" in scheme and sub-scheme drop-down.

*Disclaimer: "The personal details are blurred to avoid violation of privacy".



PMJAY
PM CARES
NAMASTE

Select Scheme

Select State

Select Sub-scheme

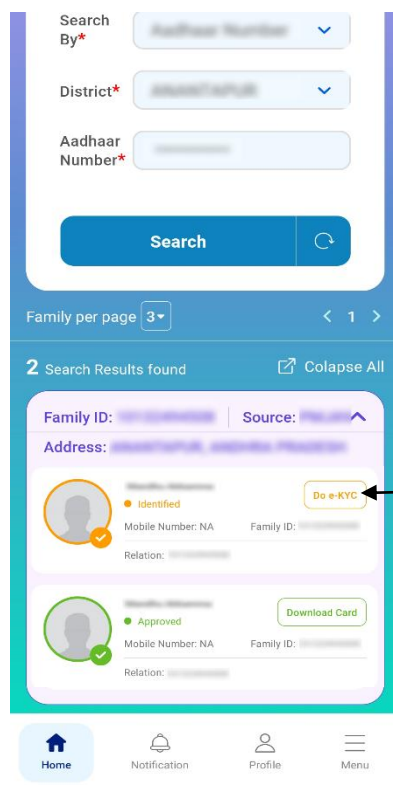
Select Family ID /
Aadhaar etc..

Select District

Enter Family ID /
Aadhaar Number

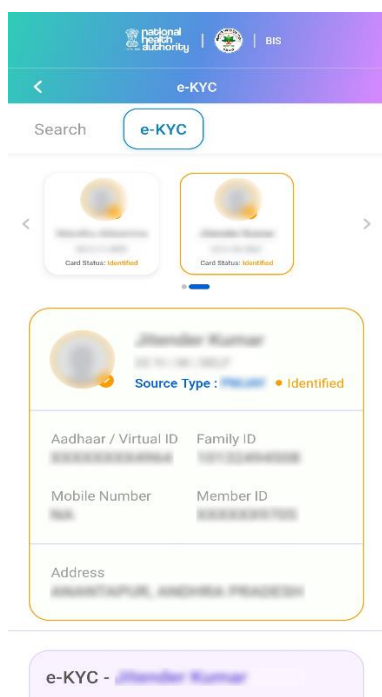
Press Search Button

1 - Search Beneficiary

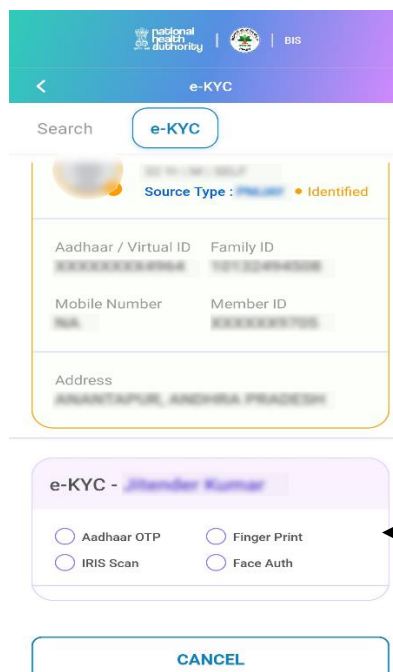


Select Identified
Button to do e-KYC
of beneficiary.

2 - Search Result

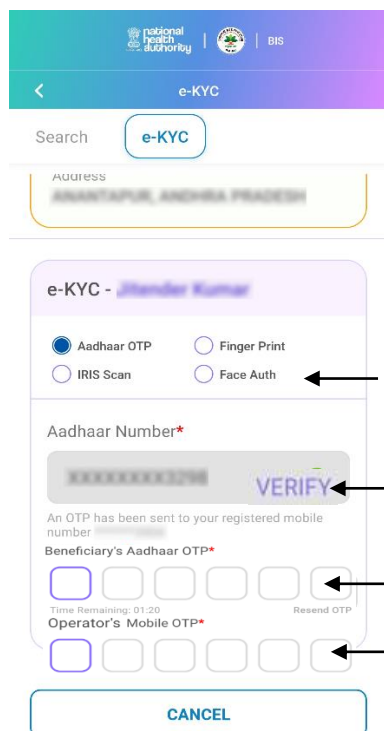


3 - Beneficiary Detail



Choose Mode

4 - e-KYC



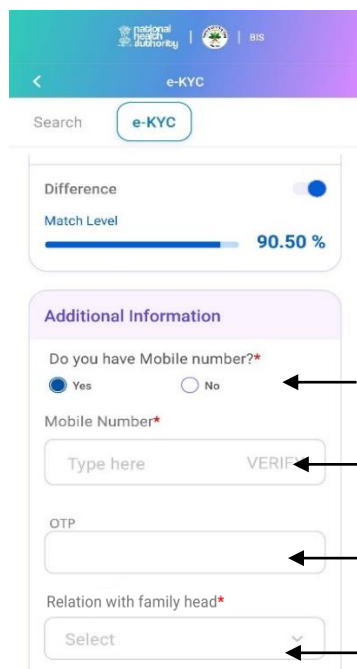
Select OTP

Select "VERIFY"

Beneficiary Aadhaar
OTP

Operator Mobile
OTP

5 - Beneficiary e-KYC



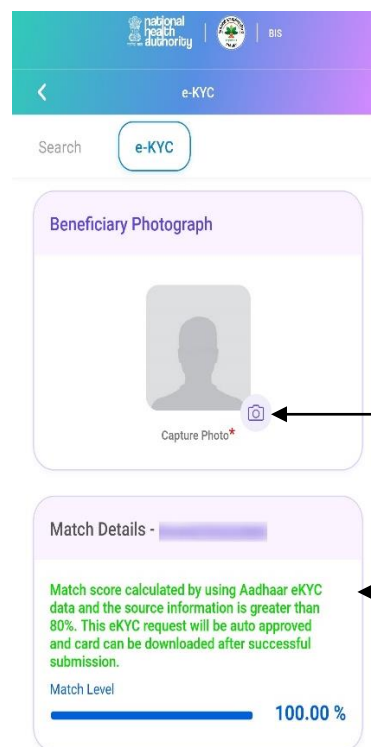
Select Yes

Enter Mobile no.
and Click "VERIFY"

Enter OTP received
on mobile number

Select Relation

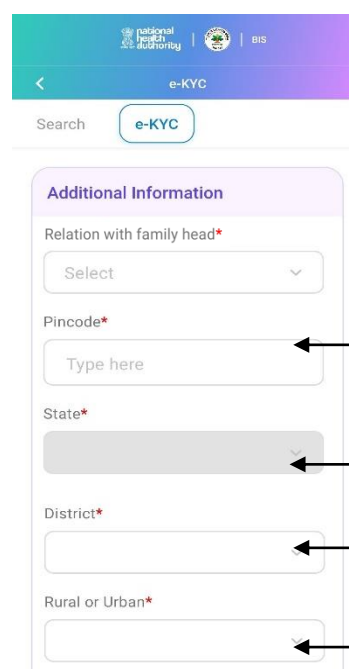
7 - Enter additional information



Click on Camera
Icon to capture photo

Match score
calculation

6 - Match e-KYC Details



Enter Pincode

State will be selected
default

Select District

Select Rural / Urban

8 - Continued..

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".



Search **e-KYC**

State*

District*

Rural or Urban*

Sub-District*

Village*

Select

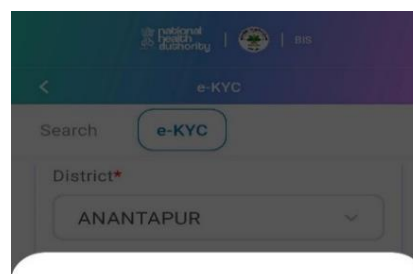
SUBMIT

Select Sub-District

Select Village (if in case Urban select Town)

Click "SUBMIT"

9 – Submit e-KYC



Search **e-KYC**

District*

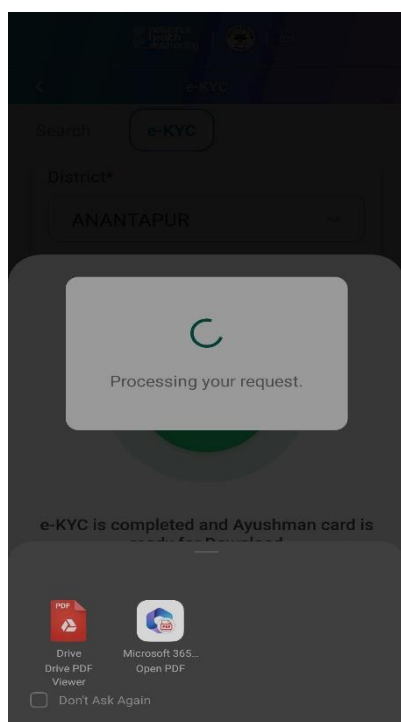
ANANTAPUR



e-KYC is completed. Please download the Ayushmann card after sometime.

Okay

10 – Card Generated



Search **e-KYC**

District*

ANANTAPUR

Processing your request.

e-KYC is completed and Ayushman card is ready for download.

PDF icon

Microsoft 365... Open PDF

Don't Ask Again

Select PDF to Download Card

11 – Card Downloaded



आयुष्मान कार्ड / AYUSHMAN CARD

₹5 लाख का मुफ्त उपचार

नाम/NAME

जन्म वर्ष / YOB: : लिंग / GENDER: :
ग्राम/गाँव / Village/Town :
सब-डिवीजन / Sub-division :
ज़िला / District : State: राज्य:

ABHA Number : PM-JAY ID :
SAMAGRA ID :

आयुष्मान भारत प्रधानमंत्री जन आरोग्य
AYUSHMAN BHARAT PRADHAN MANTRI JAN AROGYA

स्वास्थ्य का सदान, आयुष्मान

- यह आयुष्मान कार्ड आपको और आपके परिवार को समुक्तिक रूप से प्रति वर्ष 5 लाख रुपये तक के मुफ्त इलाज की सुविधा, भारत के किसी भी AB PM-JAY सुप्रीमेट अस्पताल में, प्रदान करता है।
This Ayushman card will help you in availing benefits of free hospitalization cover of Rs. 5 Lakhs per annum to you and your family collectively at any empanelled hospital across India under Ayushman Bharat PM-JAY.
- अपको AB PM-JAY सुप्रीमेट अस्पताल में किसी ब्रह्म का भुगतान आवश्यकता नहीं पड़ेगी।
You are not required to pay/deposit any money at the AB PM-JAY empanelled hospital across India under Ayushman Bharat PM-JAY.
- किसी भी ब्रह्म की मदद के लिए, शिकायत दर्ज करने के लिए अथवा अपने नज़दीकी AB PM-JAY सुप्रीमेट अस्पताल की जानकारी के लिए, कृपया हमसे संपर्क करें।
For any help, to report a grievance or to know more about AB PM-JAY empanelled hospitals near you, please reach out to us.
- इस कार्ड के माध्यम से उपचार की पात्रता, एच. ए. माफ़ गुरु देवता की जांच के अधीन रहेगी।
The entitlement of treatment through this card is subject to verification by SHAMP.

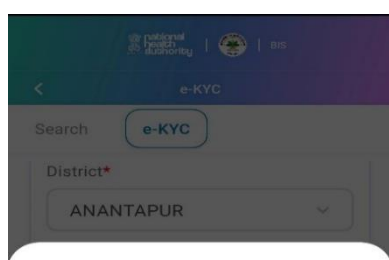
Please download the App
ऐप डाउनलोड करें

संपर्क करें / Please contact 14555/1800 233 2085
or log on to / संपर्क करें <https://pmjay.gov.in>

12 – View Card

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

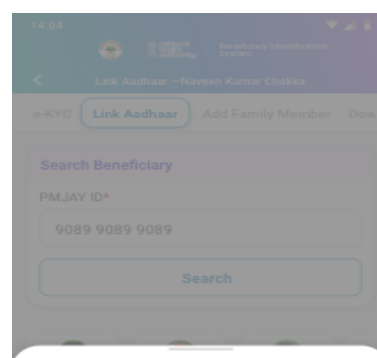
3. Logged in Operator can view the Beneficiary and Beneficiary's family member details and perform Authentication for them using one of the four methods as shown in screen below:
 - a. Authentication can be done via following 4 methods:
 - i. Aadhaar OTP
 - ii. Finger Print
 - iii. IRIS Scan
 - iv. Face Auth
4. Post Authentication Operator can perform the following actions:
 - a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
 - b. Link Aadhaar in case of Aadhaar not linked with approved Beneficiary or Family Member, whose card status is unidentified
 - c. Add Family member in case of new member to be added to family.
5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary will get following options:
 - a. e-KYC: user can proceed to download card if Auto Approved (refer screenshot-1) or await approval if match score below threshold for approval by competent authorities. And a request will be submitted with reference ID (refer screenshot -2).



e-KYC is completed. Please download the Ayushman card after sometime.

Okay

1. Card is Auto-Approved



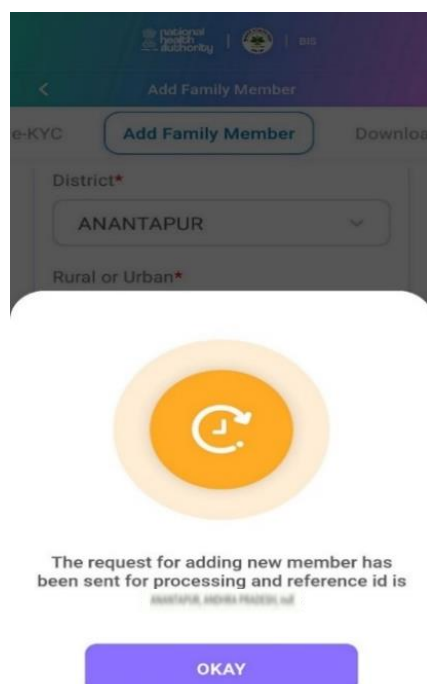
E-KYC is completed and your data is sent for approval.
XXXXXXXXXXXX is your reference number
to check your status sent for processing.

OK

2 – Non Auto-Approved

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

- b. Link Aadhaar – card status will remain approved and Aadhaar details will be updated, whose card was generated earlier without Aadhaar.
- c. Add Family Member – eKYC of the newly added member would be shown as Pending or Approved based on match score crosses threshold or not. If Auto Approved, Operator can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities. And a request will be submit with reference ID (refer screenshot-3).

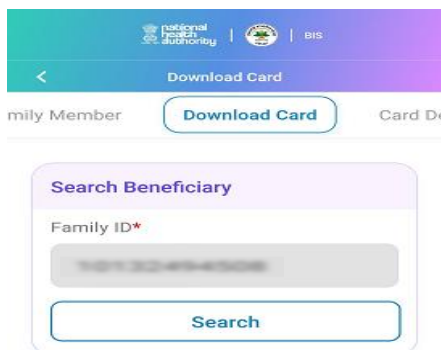


3. Card is Auto-Approved

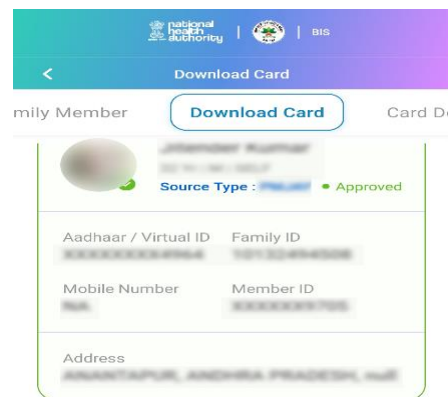
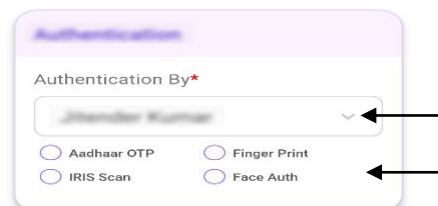
7.5. Download Card as an Operator

All approved card for beneficiary's family can be downloaded multiple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.

After log-in from Beneficiaries or Operator, Search with Family ID/Aadhaar/name and Rural/Urban. Go to Download Card.

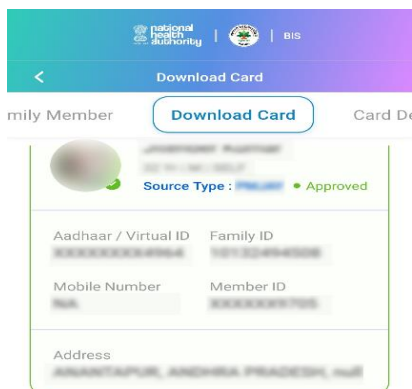


Enter Family ID
Select Search

1. Card Downloaded

2 – Select beneficiary and complete Authentication (as shown earlier)




After Successful
Authentication

Card View



3. Successfully Authenticated




Card View

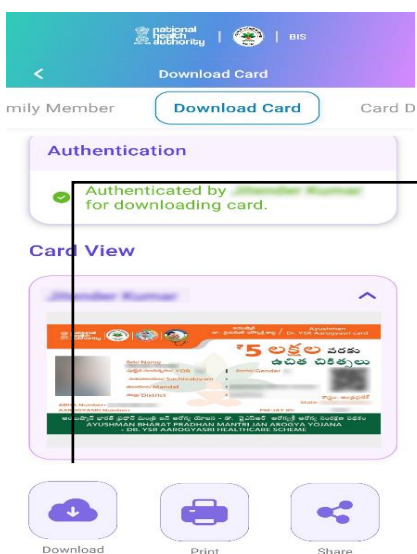


Card View

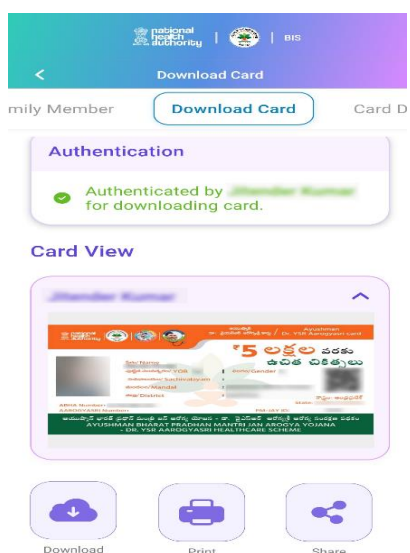
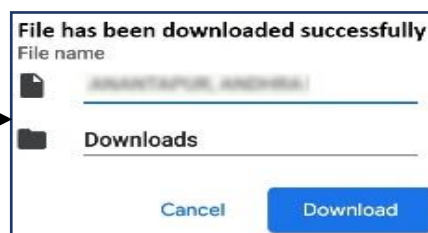


4. Download Card Screen

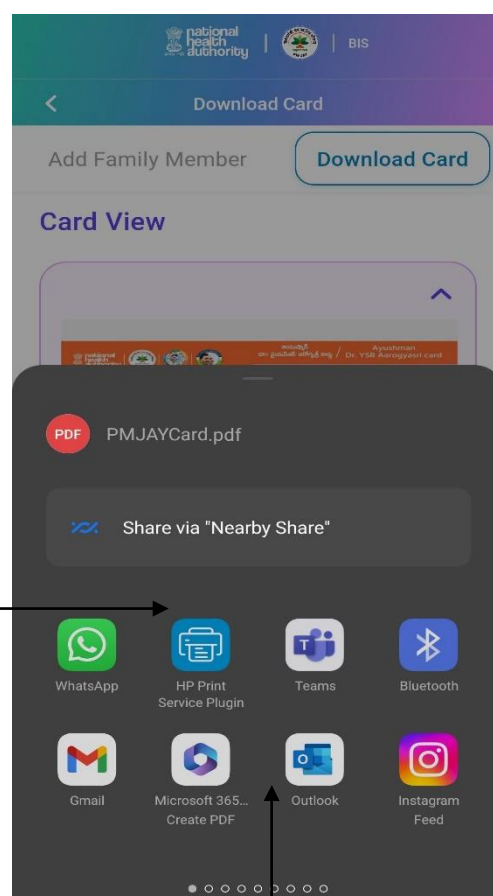
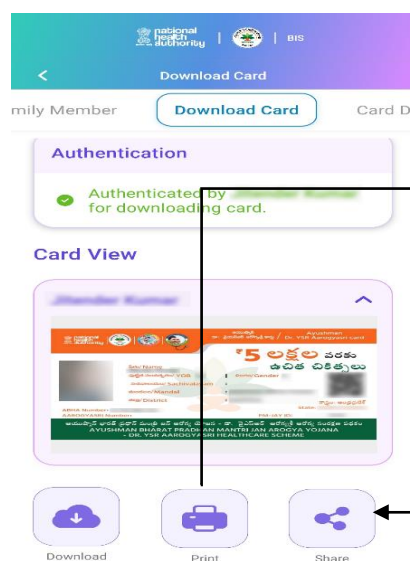
***Disclaimer:** "The personal details are blurred to avoid violation of privacy".



1. Download Card



2. Print and Share Card to other App

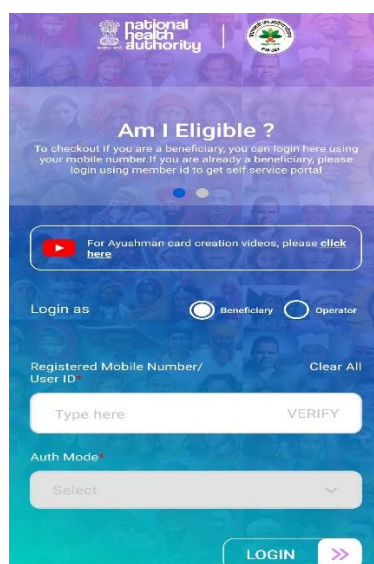


***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

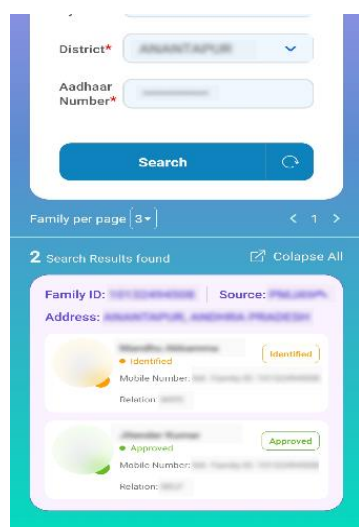
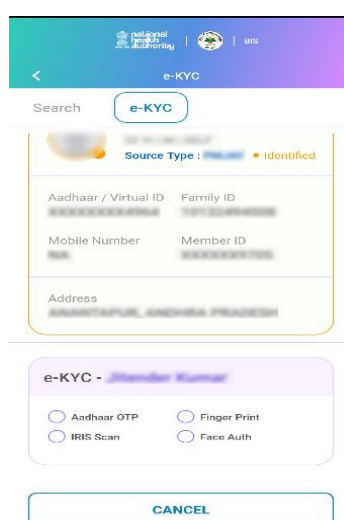
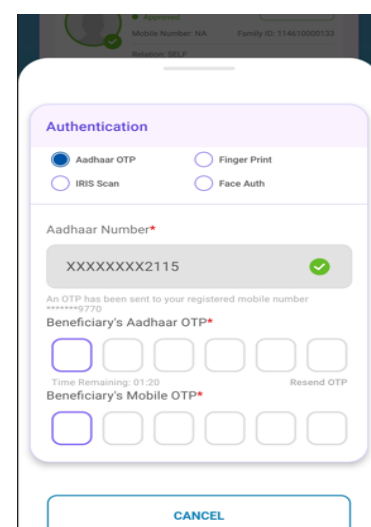
7.6. Beneficiary Login

Login as Beneficiary using mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP that is valid for 10 minutes, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.

If mobile number is entered incorrectly, then the same can be entered again only after 3 minutes.



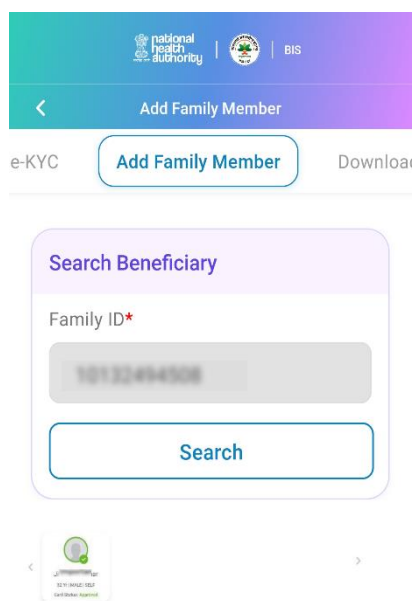
1. Once the user clicks on 'Login' button, a page will be displayed to select the search criteria. The user needs to select State, Scheme, District from available drop down. Post this selection, the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search criteria, user needs to submit the Aadhaar Number, Family ID etc and click on 'Search' Button. In case of availability of records, which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member as shown in below screenshot.
2. Logged in Beneficiary can view self and family member details and authenticate self using one of the four methods as shown in screen below:

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.7. Add Family Member

3. Post Authentication Beneficiary / Operator can perform the following actions:
 - a. e-KYC can be done via following 4 methods:
 - i. Aadhaar OTP
 - ii. Finger Print
 - iii. IRIS Scan
 - iv. Face Auth
 - b. Once eKYC is done successfully, Beneficiary / Operator can select add additional details with or without mobile also.
4. Post Authentication Operator can perform the following actions:
 - a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
 - b. Link Aadhaar in case of approved Beneficiary but without Aadhaar, whose card status is unidentified
 - c. Add Family member in case of new member to be added to family.



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< Add Family Member

e-KYC Add Family Member Download

Search Beneficiary

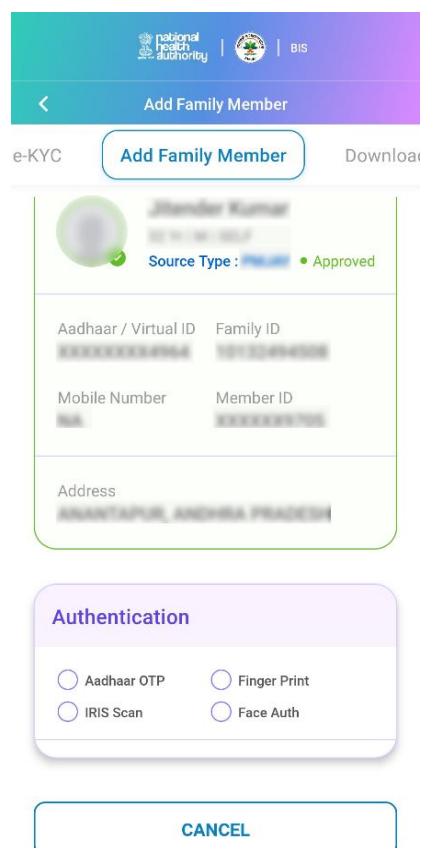
Family ID*

10122494508

Search

SCHEME TEST
BETA RELEASE

1. Enter Family ID and Search



national health authority | BIS

< Add Family Member

e-KYC Add Family Member Download

Shraddha Kumar
10122494508

Source Type : Approved

Aadhaar / Virtual ID	Family ID
XXXXXXXXXXXX	10122494508
Mobile Number	Member ID
98XXXXXX1234	XXXXXXXXXXXX

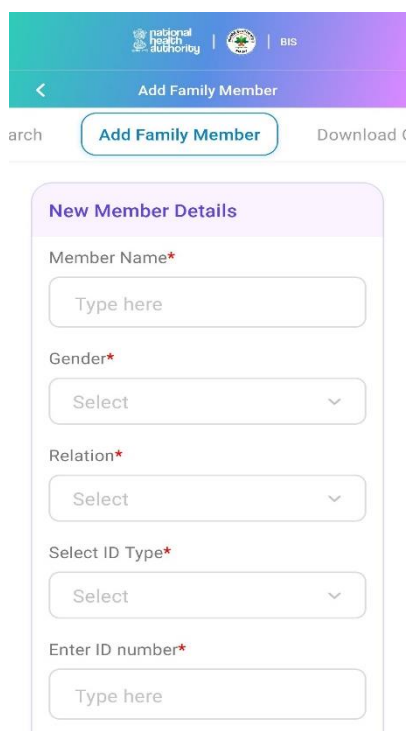
Address
ANANTAPUR, ANDHRA PRADESH

Authentication

☐ Aadhaar OTP
 ☐ Finger Print
 ☐ IRIS Scan
 ☐ Face Auth

CANCEL

2 – Complete Authentication (as shown earlier)



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< Add Family Member Download

New Member Details

Member Name*
Type here

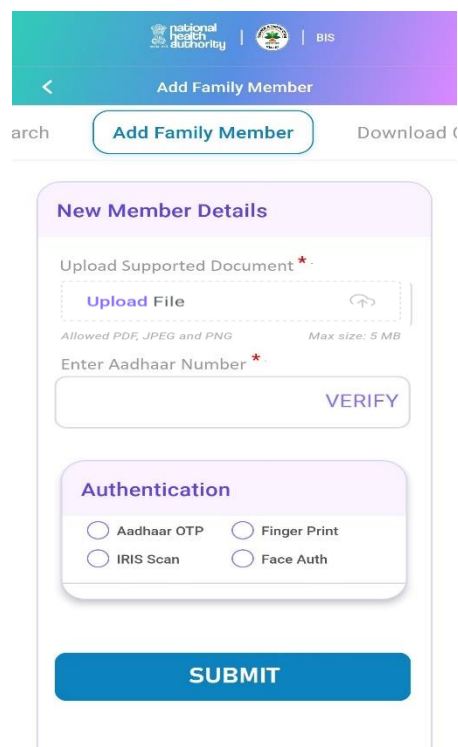
Gender*
Select

Relation*
Select

Select ID Type*
Select

Enter ID number*
Type here

3. Enter New Member Details



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< Add Family Member Download

New Member Details

Upload Supported Document*
Upload File
Allowed PDF, JPEG and PNG Max size: 5 MB

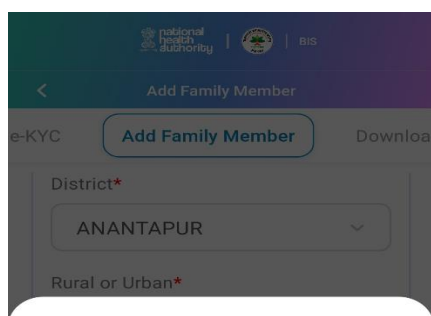
Enter Aadhaar Number*
VERIFY

Authentication

☐ Aadhaar OTP ☐ Finger Print
☐ IRIS Scan ☐ Face Auth

SUBMIT

4 – Upload supported Document and enter new member Aadhaar and Submit



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< Add Family Member Download

District*
ANANTAPUR

Rural or Urban*



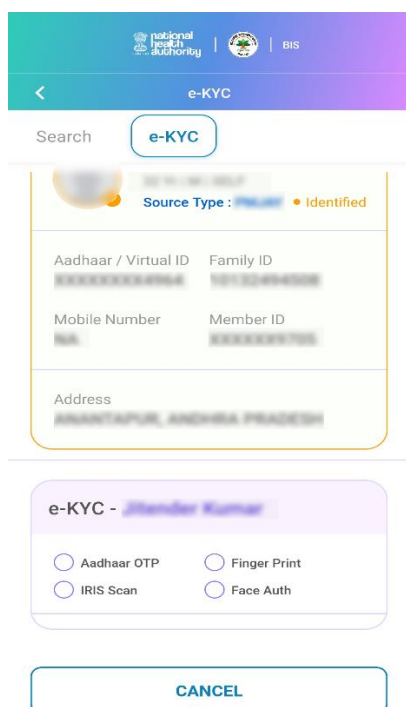
The request for adding new member has been sent for processing and reference id is

OKAY

5 – Add new member request submitted successfully

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary / Operator will get following options:
- e-KYC: Can proceed to download card if Auto Approved or await approval if match is below Score for approval by competent authorities.
 - Link Aadhaar (only available in Operator login): card status will remain approved and Aadhaar details will be updated, whose card was generated earlier without Aadhaar.
 - Add Family Member (only available in Operator login): e-KYC of the newly added member would be shown as Pending or Approved based on State Score match threshold. If Auto Approved, Beneficiary can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities
 - All approved card for beneficiary's family can be downloaded multiple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.



Search

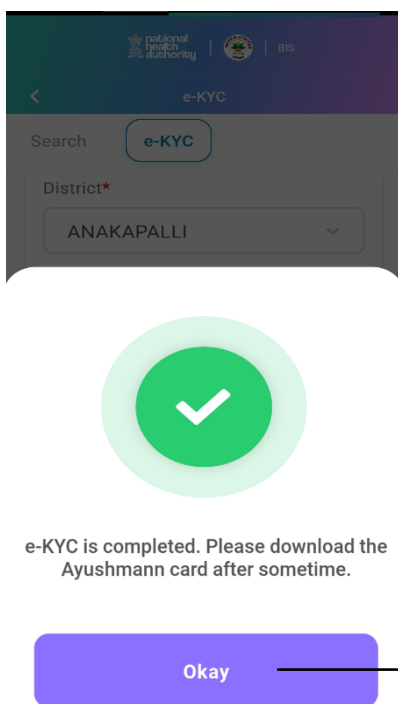
Source Type: Identified

Aadhaar / Virtual ID	Family ID
XXXXXXXXXX	XXXXXXXXXX
Mobile Number	Member ID
98XXXXXX	XXXXXXXXXX
Address	
ANANTAPUR, ANDHRA PRADESH	

e-KYC - Shankar Kumar

☐ Aadhaar OTP
 ☐ Finger Print
 ☐ IRIS Scan
 ☐ Face Auth

CANCEL



Search

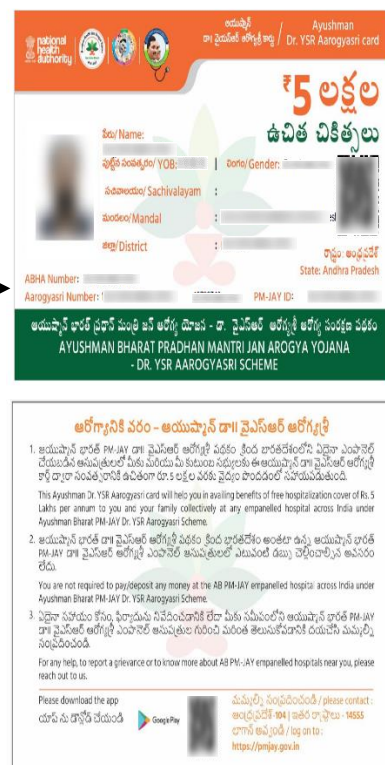
District*

ANAKAPALLI

✓

e-KYC is completed. Please download the Ayushmann card after sometime.

Okay



₹5 లక్షల ఉచిత చికిత్సలు

Dr. Name:
 పుట్టిన సంవత్సరం / YOB:
 పేరు/సంఖ్య/ Sachivalayam
 మండల/Mandal:
 జిల్లా/District:
 రాష్ట్రం: ఆంధ్రప్రదేశ్ State: Andhra Pradesh

ABHA Number:
 Aarogya Number:
 PM-JAY ID:
 AYUSHMAN BHARAT PRADHAN MANTRI JAN AROGYA YOJANA - DR. YSR AAROGYASRI SCHEME

అధిగ్రహించండి - ఆయుష్మాన్ కార్డు డౌన్లోడ్ చేసుకోండి

- ఆయుష్మాన్ కార్డు PM-JAY డ్రా ఫైవ్ లక్షల రూపాయల వరకు ఉచిత ఆరోగ్య సేవలకు మరియు ఆయుష్మాన్ కార్డు డౌన్లోడ్ చేసుకోవడానికి ఉపయోగపడుతుంది.
- ఆయుష్మాన్ కార్డు PM-JAY డ్రా ఫైవ్ లక్షల రూపాయల వరకు ఉచిత ఆరోగ్య సేవలకు మరియు ఆయుష్మాన్ కార్డు డౌన్లోడ్ చేసుకోవడానికి ఉపయోగపడుతుంది.
- ఆయుష్మాన్ కార్డు PM-JAY డ్రా ఫైవ్ లక్షల రూపాయల వరకు ఉచిత ఆరోగ్య సేవలకు మరియు ఆయుష్మాన్ కార్డు డౌన్లోడ్ చేసుకోవడానికి ఉపయోగపడుతుంది.

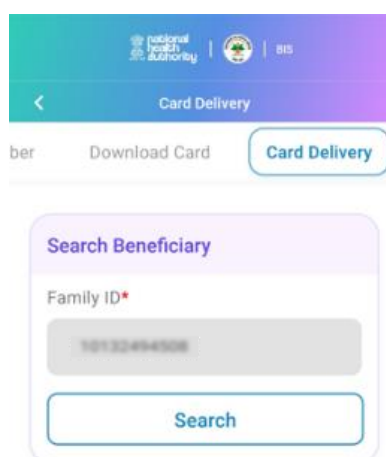
Please download the app
యస్ డౌన్లోడ్ చేయండి

మరింత సమాచారం కోసం / please contact :
ఆంధ్రప్రదేశ్ 104 | తెలంగాణ 10555
కార్యాచరణ / app on ita :
<https://pmjay.gov.in>

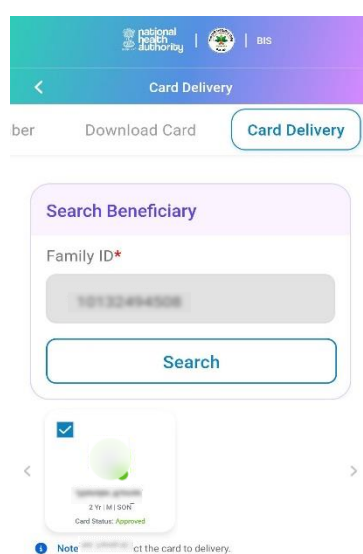
7.8. Card Delivery – Operator Login

The Operator can use Card Delivery Tab post appropriate Beneficiary Authentication who is receiving card for self and /or his/her Family members using one of the four methods again as follows: (Screen Shot attached below). Once login as operator and searches for beneficiary then go to action tab which will be redirected to card delivery screen.

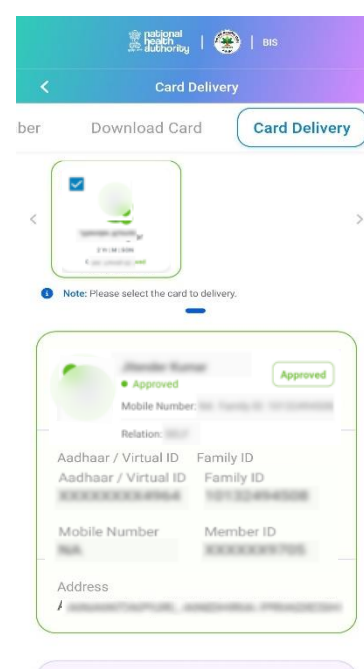
- Aadhaar OTP
- Finger Print
- IRIS Scan
- Face Auth



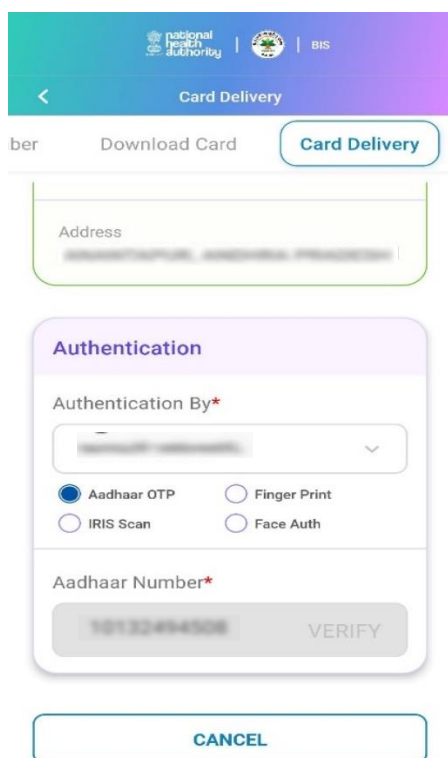
1- Search with Family ID



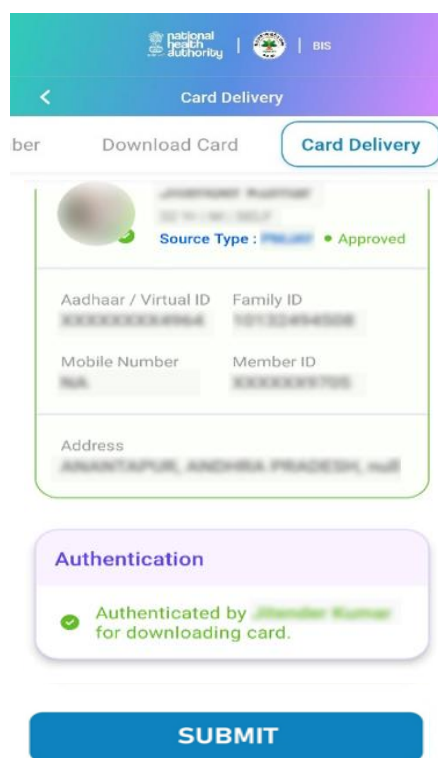
2 – Select beneficiary who's card needs to deliver



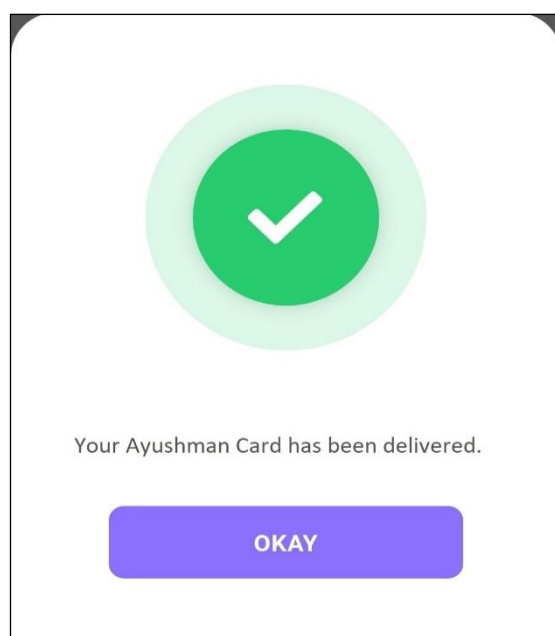
3. Scroll down for Authentication



4- Complete Authentication



5- Submit after Authentication



6. Scroll down for Authauntication

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.9. Card Delivery – Agency Operator Login

The card can be delivered from Agency-Operator login also. It can use Card Delivery Tab post appropriate Beneficiary Authentication who is receiving card for self and /or his/her Family members using one of the four methods again as follows: (Screen Shot attached below)

- a. Aadhaar OTP
- b. Finger Print
- c. IRIS Scan
- d. Face Auth

To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal

Login as ☐ Beneficiary ☒ Operator

Registered Mobile Number/User ID*

10132494508 ✓

Auth Mode*

Password ▾

Password

Type here 🔍

[FORGOT PASSWORD](#)

Captcha*

27d4hb

Enter the text above ↻

[LOGIN](#) >>

1- Login with Agency-Operator ID

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Search for Beneficiary

State* ▾

Scheme* ▾

Search By* ▾

Aadhaar Number ▾

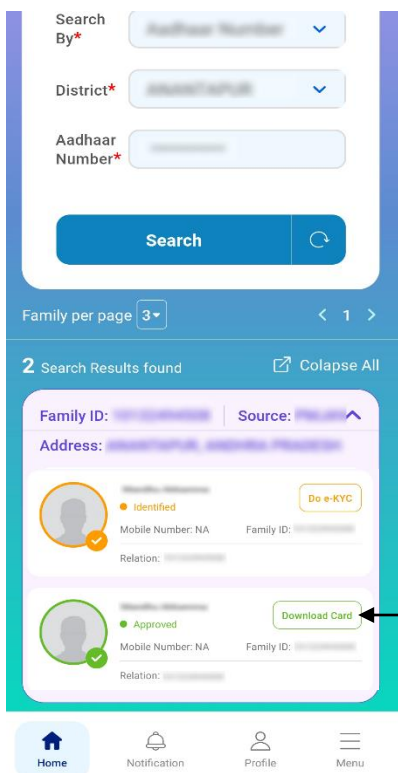
District* ▾

Aadhaar Number*

[Search](#) ↻

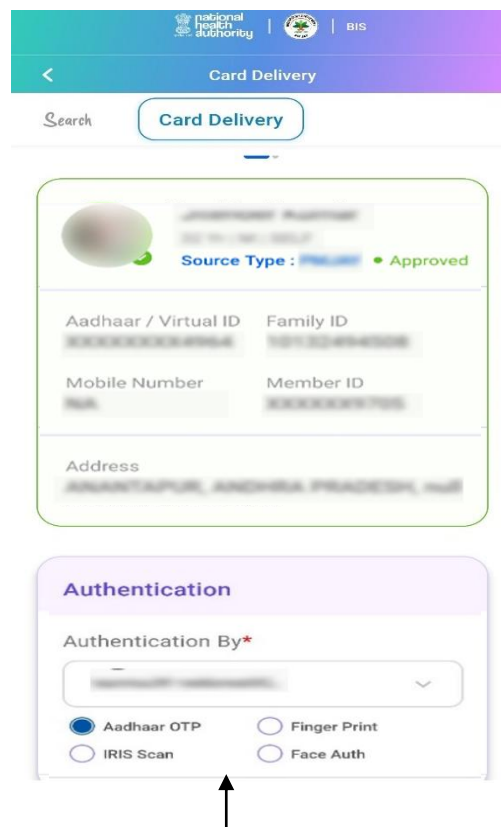
[Home](#) [Notification](#) [Profile](#) [Menu](#)

2 – Search beneficiary with given option



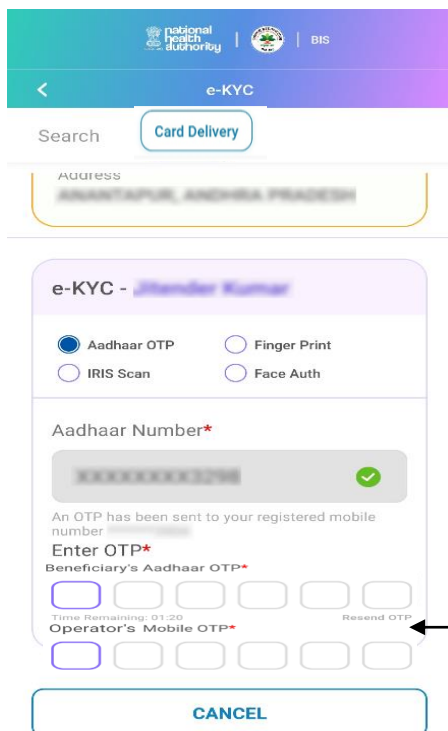
Search By*
 District*
 Aadhaar Number*
 Search
 Family per page 3
 2 Search Results found
 Family ID: Source:
 Address:
 Download Card
 Home Notification Profile Menu

3- Click on Download Card button



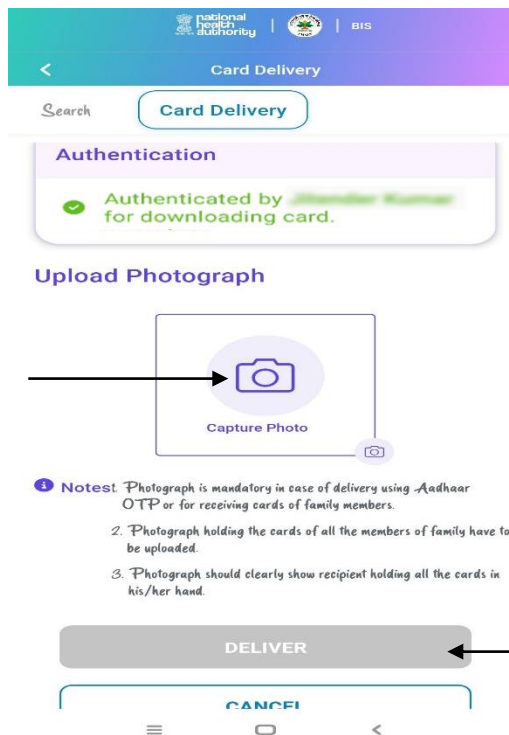
national health authority | BIS
 Card Delivery
 Search **Card Delivery**
 Source Type: Approved
 Aadhaar / Virtual ID Family ID
 Mobile Number Member ID
 Address
 Authentication
 Authentication By*
 ☒ Aadhaar OTP ☐ Finger Print
 ☐ IRIS Scan ☐ Face Auth

4 – Select any one of mode of Authentication



national health authority | BIS
 e-KYC
 Search **Card Delivery**
 Address
 e-KYC -
 ☒ Aadhaar OTP ☐ Finger Print
 ☐ IRIS Scan ☐ Face Auth
 Aadhaar Number*
 An OTP has been sent to your registered mobile number
 Enter OTP*
 Beneficiary's Aadhaar OTP*
 Time Remaining: 01:20
 Operator's Mobile OTP*
 CANCEL

5- Enter beneficiary and Operator Login OTP here



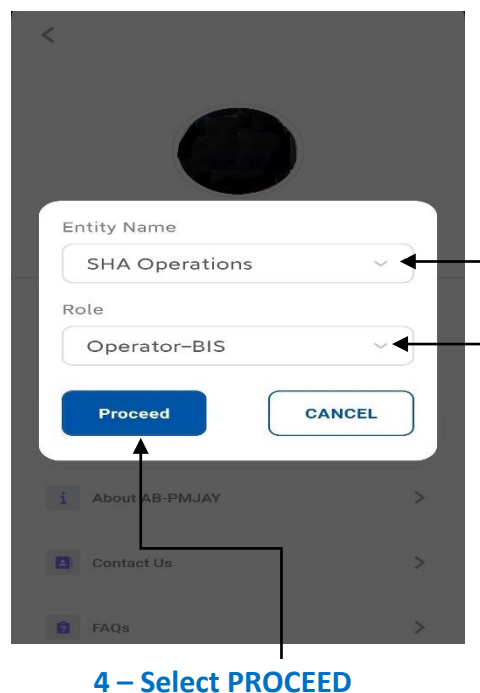
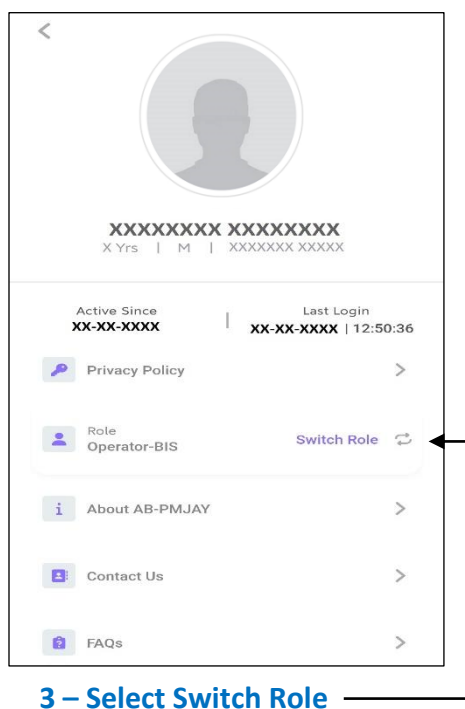
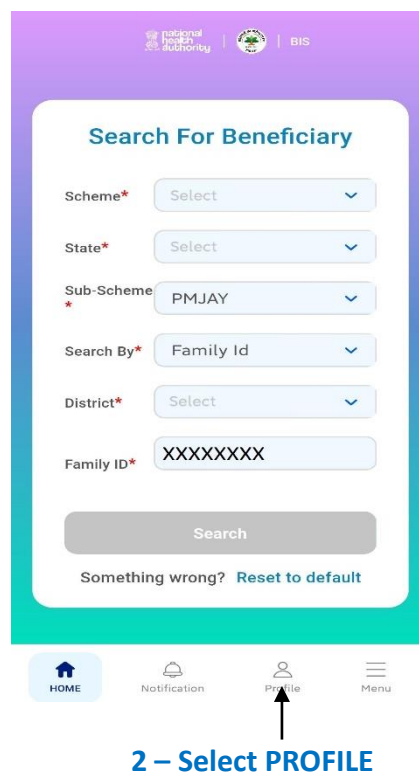
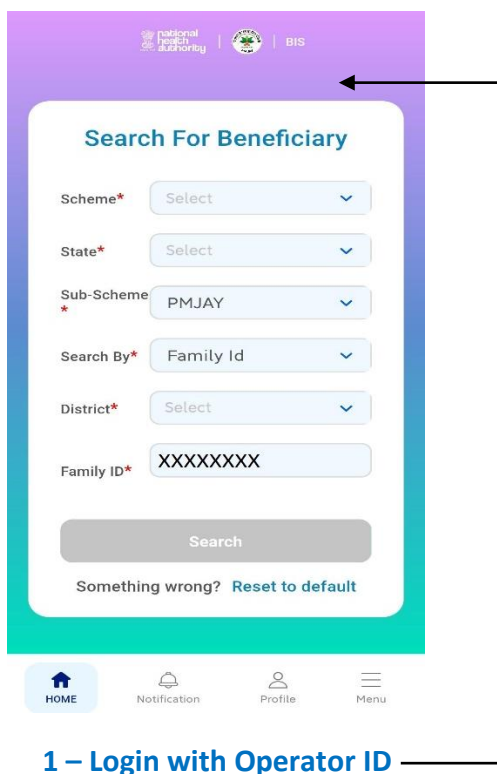
national health authority | BIS
 Card Delivery
 Search **Card Delivery**
 Authentication
 Authenticated by for downloading card.
 Upload Photograph
 Capture Photo
 Notes:
 1. Photograph is mandatory in case of delivery using Aadhaar OTP or for receiving cards of family members.
 2. Photograph holding the cards of all the members of family have to be uploaded.
 3. Photograph should clearly show recipient holding all the cards in his/her hand.
 DELIVER
 CANCEL

6 – Take beneficiary live photo and tap on “DELIVER” button

7.10. Switch Role


If an operator has assigned more than one role on same login ID then they can use “Switch Role” feature.

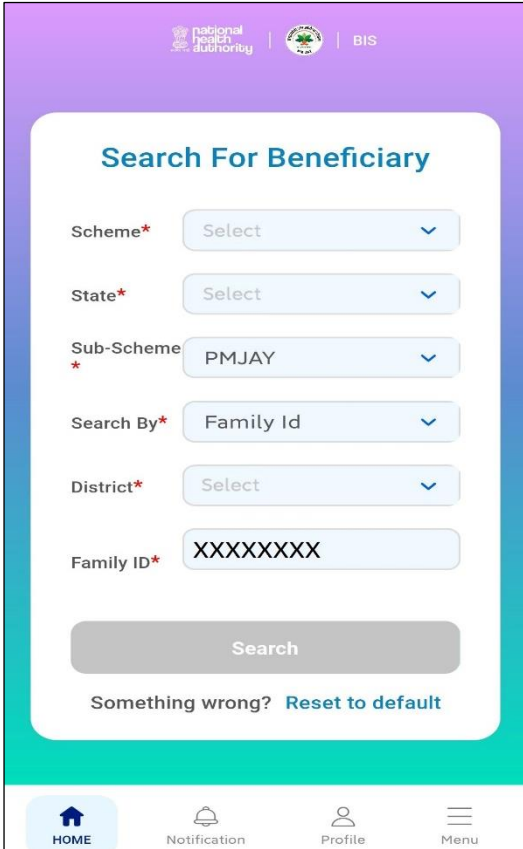
1. Login with operator ID who has more than one role.
2. Select Profile option and then tap on Switch Role option as shown in below screen.
3. Select Entity name and role to login with another login.



7.11. Profile

In the profile section, the sort description of logged in user about his/her (Photo, Name, Age, Gender and State). But in case of beneficiary login only username will be shown as Guest and last login time.

1. Login with beneficiary / operator ID.
2. Tap on PROFILE  option as shown below.
3. User can read NHA data privacy policy information.
4. In “About AB-PMJAY” section, user can know more about PMJAY.
5. User can connect through email, phone and postal with NHA. The contact details are available in “Contact US”.
6. This can be used for getting quick answer to common questions related to BIS application.



Search For Beneficiary

Scheme*

State*

Sub-Scheme*

Search By*

District*

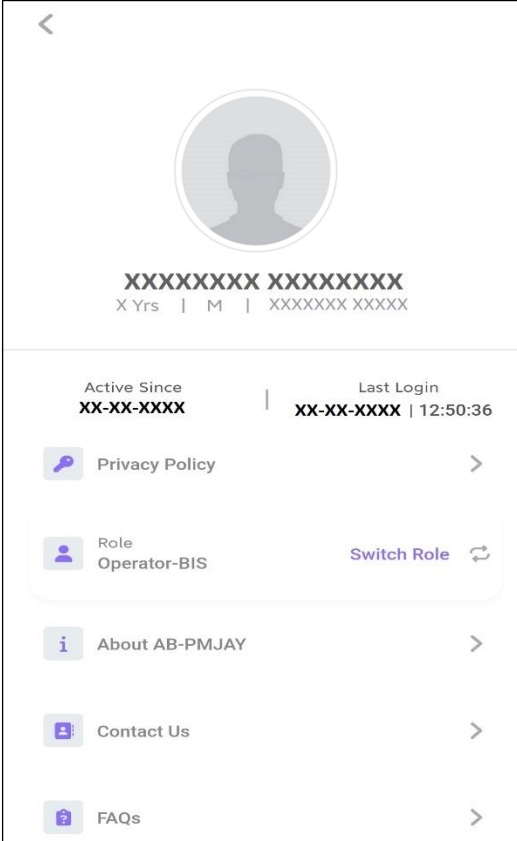
Family ID*

Search

Something wrong? [Reset to default](#)

HOME Notification **Profile** Menu

1 – Select PROFILE option



XXXXXXXX XXXXXXXX
X Yrs | M | XXXXXXX XXXXX

Active Since **XX-XX-XXXX** | Last Login **XX-XX-XXXX | 12:50:36**

Privacy Policy >

Role Operator-BIS [Switch Role](#)

About AB-PMJAY >

Contact Us >

FAQs >

2 – Option available in profile login

7.12. FAQ (Frequently Asked Question)

1) Who is eligible to avail the benefits of this Scheme?

All families listed in the SECC-2011 database and State scheme as per defined criteria will be covered.

2) Do beneficiaries need to pay any fee for obtaining the card?

No need to pay any fee for obtaining the card. It's totally free of cost.

3) How many cards will be issued to a family?

Only one single card will be issued to every beneficiary of particular eligible family.

4) What are the documents required at the time of Add family member?

Beneficiary will need to upload State specific documents like (Birth Certificate/Marriage Certificate/PM Letter/Ration Card/Government certified list of member).

5) Can beneficiary add a member through the Ayushman App?

No, only operator can choose to add family member option in the Ayushman App.

6) How do I login to the Ayushman App?

Beneficiary can login using mobile number and Operator can login using mobile number or User ID.

7) Is there any restriction to family size for PMJAY?

No restriction on family size and age of members.

8) What is feature available in Ayushman App?

Search beneficiary, e-KYC, link Aadhaar, add family member, Download Ayushman Card, Share Card on different App.

9) How can I search for beneficiaries and family in Ayushman App?

As a Beneficiary / Operator searches the list of the available beneficiaries by details such as Family_ID, Aadhaar Number, Name, State ID, Rural / Urban under selected State and district.