

We are pleased to notify you that one of our largest policies, SBI Retiree GMC, has been successfully renewed for the period of 16 January 25 to 15 January 26. And we are overjoyed that more than 95% of pensioners renewed their policy using the digital plate from.

And based on numerous feedback obtained from pensioners during meetings, as well as specific complaints about the non-availability of the policy card during emergency hospitalization. The bank has advised all TPAs to start Chatbot so that pensioners can readily download their cards in an emergency. In addition, family pensioners can download the card when they are hospitalized to the hospital.

Chatbot provide pensioners with a convenient, accessible, and user-friendly way to manage their insurance policies, while improving their overall experience and reducing any potential stress related to insurance management.

Chatbot don't only let you download an E-card. Additionally, pensioners can review the following information based on Catboats:

- ✓ Claim Status Download
- ✓ Network Hospitals
- ✓ Claim Form
- ✓ Claim Intimation
- ✓ Check List
- ✓ Policy Benefits
- ✓ Escalation Matrix

- ❖ All TPA Chatbot / QR code and the utilities available after the scan of QR code. The QR code is attached herewith.

Medi-assist



Vidal TPA



Paramount TPA



FHPL TPA



- ❖ Pensioners can avail the services of WhatsApp Chatbot by Sending the message “Hi” to the below mentioned numbers.

Circle	Name of the TPA	WhatsApp Chatbot Number
CHANDIGARH	Mediassist	7026669449
HYDERABAD		
LUCKNOW		
MAHARASHTRA		
Mumbai (Metro)		
NEW DELHI		
AHMEDABAD	Paramount	9136972004
JAIPUR		
AMRAVATI	FHPL	9154039276
BHOPAL		
BHUBHANESHWAR		
GUWAHATI		
Kolkata		
PATNA		
BANGALORE	Vidal	9513330000
CHENNAI		
KERALA		

1. The detailed process flow of Chatboats of Mediassist TPA is described below.



»»» How can you reach us on WhatsApp?



1. Scan the QR code, or message us on - 7026669449
2. Drop us a "Hi"
3. Our bot will start a conversation with you
4. Choose from the following options:
 - Track claim status
 - Locate network hospitals
 - Download eCard
 - Download claim forms
 - Locate Medi Assist offices
 - FAQ's
 - Intimate claim
 - Plan Hospitalization
5. Get your queries resolved



»»» Steps to Download E Card – WhatsApp Bot

Step #1
Click E card as Option

Step #2
Please confirm your registered mobile no XXXXXXXXXX
(Please check your no which gets populated on the screen, as E cards would not get generated if your no is not the same which is shown on the screen)

Step #3
Please Provide name as stated in the Policy
(Please add input for your name which is given at the time of enrolling in the policy if there is a mismatch in the name, the output or bot may not give you e card)

Step #4
Post Confirmation of mobile no an OTP Confirmation will be sent to employee for validation of Mobile no

Step #5
Post Validation of OTP in the system, you will get a link along with a Passcode on the Chat for downloading the Ecard

Step #6
Click link and the Password sent on the same message while opening the E card file.

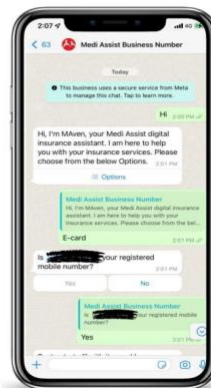


»»» Making customer support easy with WhatsApp

The integrated solution enables customers to:

- » Track claim status
- » Download their E-Cards
- » Locate cashless hospitals
- » Download Reimbursement & Cashless claim forms
- » Locate Medi Assist offices
- » FAQ's
- » Intimate Claim
- » Plan Hospitalization

More features will be released soon



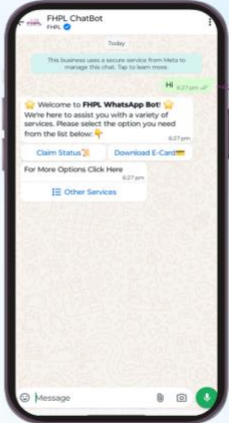
2. The detailed process flow of Chatboats of FHPL TPA is described below.

WHATSAPP CHAT – EASE AND CONVENIENCE

Everything you need to know about your Policy and Claims is just a chat away!

WhatsApp Chatbot gives you all the listed details with ease and at just a chat away:

- Claim Status Download
- E-Card Network
- Hospitals Claim Form
- Claim Intimation Claim
- Submission
- Check List
- Escalation Matrix
- Policy Benefits



To Start a conversation type "Hi" to "9154039276" and select the required details from the menu displayed - follow simple steps by providing necessary authentication details and get your information, right there!!

Other Services

- Claim Status ☒ Get the latest update on your claim status.
- Download E-Card ☐ Instantly download your E-Card
- Network Hospitals ☐ Get network hospitals near you
- Claim Form ☒ Download the necessary claim forms.
- Claim Intimation ☐ Notify us about a new claim.
- Claim Submission ☒ Submit your claim documents
- Check List ☐ Checklist for Reimbursement Claims Filing
- Escalation Matrix ☐ Check for Escalation matrix
- Policy Documents ☒ Check for Policy Benefits

DOWNLOAD E-CARD

When a user clicks on "Download E-Card" they will be prompted to provide the following details:

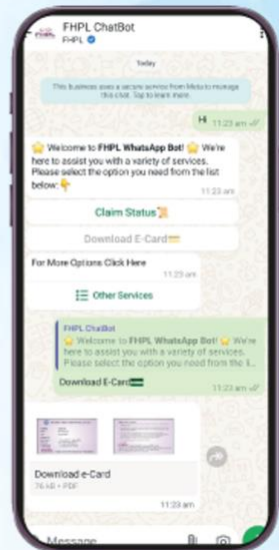
For Registered Mobile Numbers:

Users with a registered mobile number family E-card will directly download without needing additional authentication steps.

For Non-Registered Mobile Numbers:

Users with non-registered mobile numbers will need to select one of the following options for further assistance to download E-card:

- UHID & Date of Birth (followed by OTP validation)
- Employee ID & Mobile Number/Email ID (followed by OTP validation)
- Policy Number & Date of Birth (followed by OTP validation)



DOWNLOAD E-CARD



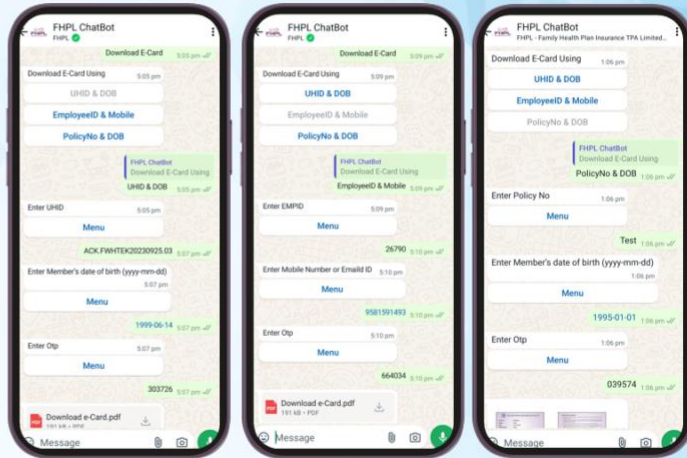
Option 1: UHID & Date of Birth (DOB) :

- If the user provides their UHID and Date of Birth, OTP validation will be required.
- Once the OTP is successfully validated, the E-card will be directly sent to the member.

Option 2: Employee ID & Mobile Number or Email ID:

- If the user provides their Employee ID and Mobile Number or Mail ID, OTP validation will be required.
- Once the OTP is successfully validated, the E-card will be directly sent to the member.

Option 3: Policy Number & Date of Birth (DOB) :



3. The detailed process flow of Chatboats of Paramount TPA is described below.

WHATSAPP CHATBOT



We have various levels of communication modes which includes traditional methods such as SMS and E-mails. But we have one of the unique feature of WhatsApp communication. We can now communicate with insured about claim events / progress status via WhatsApp communication along with downloadable URL of all letter types.

Our WhatsApp Service No. is +91 91369 72004



STEP 1

Type 'HI' And You Will Be Opted In

STEP 2

Type Appropriate Number To Avail The Corresponding Service From The List

STEP 3

Enter PHS ID

STEP 4

Authenticate Yourself With OTP Received On Your Registered Mobile Number

FEATURES

- Single step opt-in/ opt-out process
- Self serviced BOT assistance – Static ChatBot
- Real time claim updates : Cashless / Reimbursement
- Real time Authorization and Query Letters for downloading
- Downloadable E-cards and Claim Form
- Quick Claim Intimation option
- Convenient touch point : reach out to Paramount

WHATSAPP CHATBOT

We have various levels of communication modes which includes traditional methods such as SMS and Emails. But we have one of the unique feature of WhatsApp communication. We can now communicate with insured about claim events/ progress status via WhatsApp communication along with downloadable URL of all letter types.

Our WhatsApp Service no. is +919136972004

STEP 1 Type 'HI' and You will be opted in

STEP 2 Type Appropriate number to Avail the corresponding service from the list

STEP 3 Enter PHS ID

STEP 4 Authenticate Yourself with OTP Received on your Registered Mobile number

4. The detailed process flow of Chatboats of VIDAL TPA is described below.

Connect with us on WhatsApp

We understand the importance of being there for our members at all times. With WhatsApp, you can reach us 24/7 for personalized assistance and quicker responses through an easy-to-use platform. You Can download E-cards and get updates Cashless/ Claims related status via WhatsApp.

How to Connect with Us on WhatsApp:

Getting in touch with us on WhatsApp is straightforward. Just follow these steps:

- Click on our WhatsApp business link: <https://wa.me/919513330000>
- Or, scan the QR code shown below:



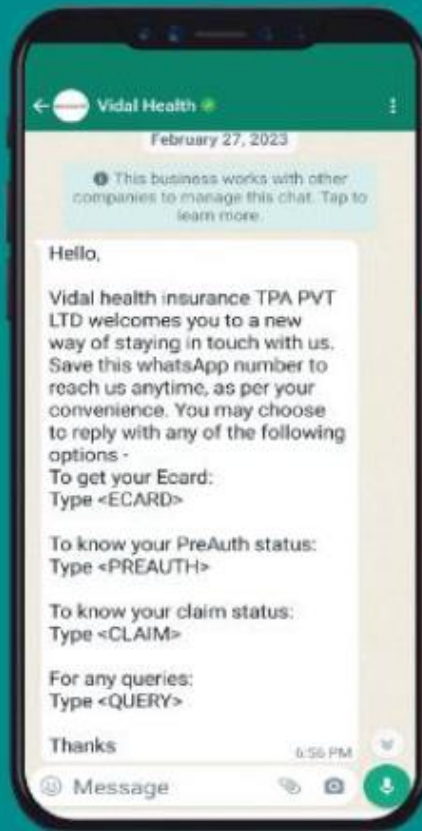
This will open the official Vidal Health WhatsApp chat window. Simply type "Hi" or " Help" to start a conversation with us.

And that's all there is to it!

You can also give a missed call to access WhatsApp at 022-4892-6099

WhatsApp

Discover Your Health Sanctuary in Vidal Health WhatsApp!



Give us missed call
now !

022-4892-6099



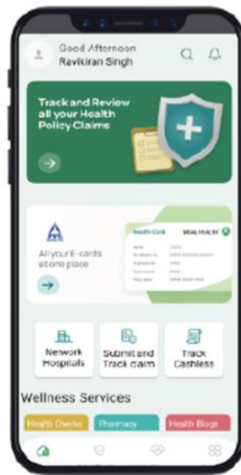


Log in to the mobile app to enjoy a seamless experience on your health journey

- Scan the QR codes below to download the app and log in using your registered mobile number

Mobile App

Complete Health Hub at your fingertips! Unlock Vidal Health with a single touch!



Scan the QR code
to download our Android
app



Scan the QR code
to download our iOS app



You can also log in to our website and ask VIVA, our ChatBot, for any queries:

<https://www.vidalhealthtpa.com/vidalhealthtpa/>