

Connect with TPA on WhatsApp

Chatbot is a convenient, accessible, and user-friendly tool to manage their mediclaim policies. This not only improves their overall experience but also takes care of a lot of difficulties related to Mediclaim Policies that a retiree may face.

Apart from downloading E-cards, Chatbot offers a host of conveniences at your fingertips. The services available to the members of SBI Health Assist and SBI Health Care are listed as under:

- ✓ **E-Card Download:** Policyholders can easily download e-Cards, ensuring quick and efficient access to insurance details whenever required.
- ✓ **Claim Status Download:** Chatbot allows policyholders to track the status of their claims in real-time, providing peace of mind during critical moments.
- ✓ **List of Cashless Network Hospitals:** Chatbot enables policyholders to swiftly locate nearby network hospitals, ensuring timely access to quality healthcare services.
- ✓ **Claim Form:** With WhatsApp Chatbot, policyholders can swiftly download cashless / reimbursement claim forms directly on their devices, ensuring a hassle-free claims initiation process.
- ✓ **Locate TPA Offices:** The Chatbot provides the location details of TPAs offices, ensuring policyholders can connect with our support team whenever necessary.

Getting Started with WhatsApp:

- ❖ There are two ways to access Chatbots on WhatsApp
 1. **QR Code:** The QR Codes of all TPAs are available below. In order to access the Chatbot on WhatsApp, the retirees have to:
 - a. Scan the QR Code, of the TPAs serving members of your LHO (See Table I), from your registered Mobile Number
 - b. Click on the link appearing on the screen which directs you to WhatsApp ChatBot where a new Chat window opens in your phone's WhatsApp.
 - c. In order to start using the services, Send a Hello or Hi message to the TPAs chatbot in WhatsApp.

Medi-assist

Vidal TPA

Paramount TPA

FHPL TPA



2. Sending Hi message on TPAs' WhatsApp No.:

- The Pensioners are required to save their TPAs WhatsApp Chatbot's number (See Table 1) in their contact list
- In order to avail the services of WhatsApp Chatbot, the retiree needs to send "Hi" or "Hello" to their TPAs WhatsApp Number and a Menu with various Options is received on WhatsApp.

The Step-by-Step method to access WhatsApp Chatbot of all Four TPAs are provided as per details below:

Table 1: Table Circles, respective TAPs with WhatsApp Chatbot Number

Circle	Name of the TPA	WhatsApp ChatBot Number	Annexure
CHANDIGARH	Medi Assist	7026669449	Annexure I
HYDERABAD			
LUCKNOW			
MAHARASHTRA			
Mumbai (Metro)			
NEW DELHI			
AHMEDABAD	Paramount	9136972004	Annexure II
JAIPUR			

AMRAVATI	FHPL	9154039276	Annexure III
BHOPAL			
BHUBHANESHWAR			
GUWAHATI			
Kolkata			
PATNA			
BANGALORE	Vidal	9513330000	Annexure IV
CHENNAI			
KERALA			

Annexure I: 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.

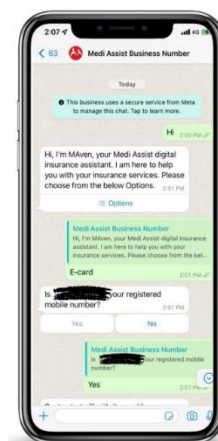


»»» Making customer support easy with WhatsApp

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



Annexure II: The detailed process flow of Chatboats of **FHPL TPA** is described below.



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


Annexure III: The detailed process flow of Chatboats of FHPL TPA is described below.

WHATSAPP CHAT – EASE AND CONVENIENCE

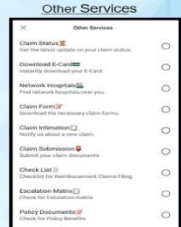
Everything you need to know about your Policy and Claims is just a chat away!

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!!



DOWNLOAD E-CARD

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

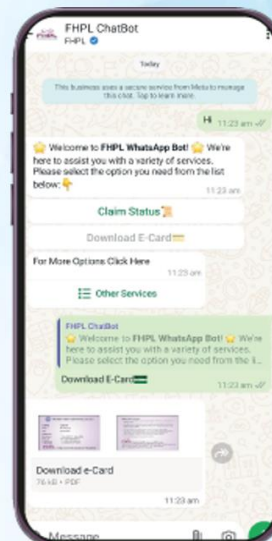
For Registered Mobile Numbers:

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

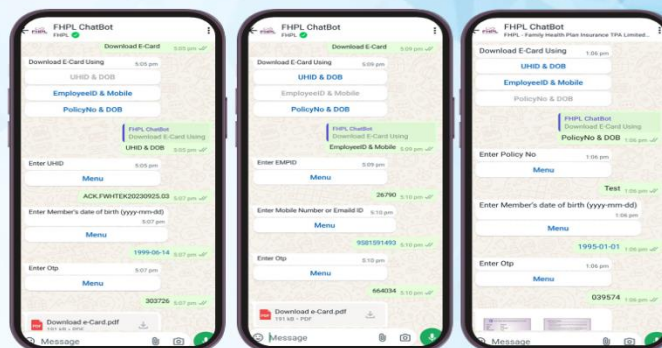
Option 1: UHID & Date of Birth (DOB):

- 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):



Annexure IV: Detailed process flow of Chatboats of VIDAL TPA is described below

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:

Vidal TPA




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 !

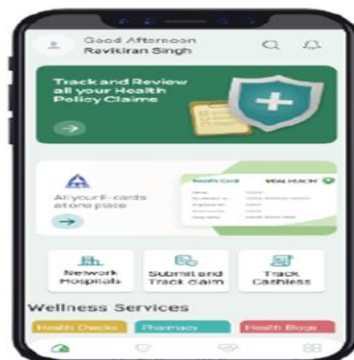
022-4892-6099

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/>