



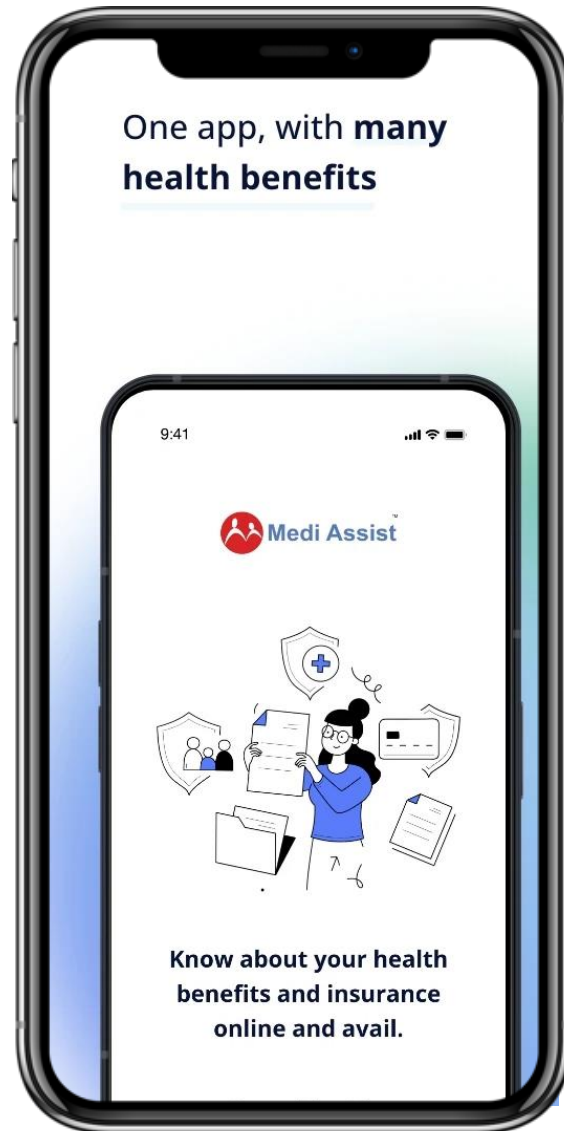
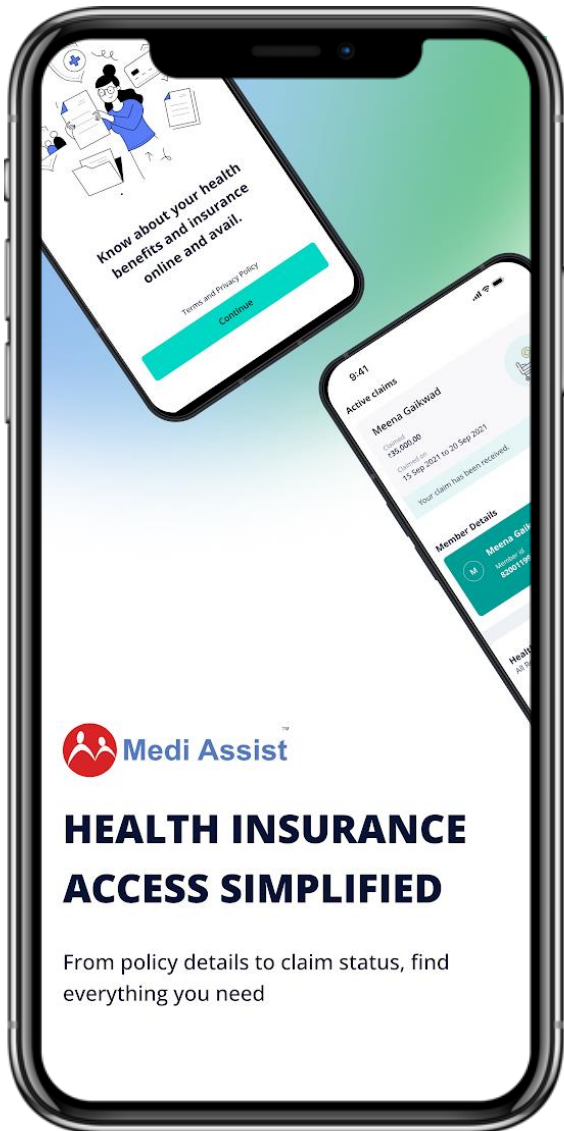
MAven App Introduction & Walkthrough



Log in and getting started

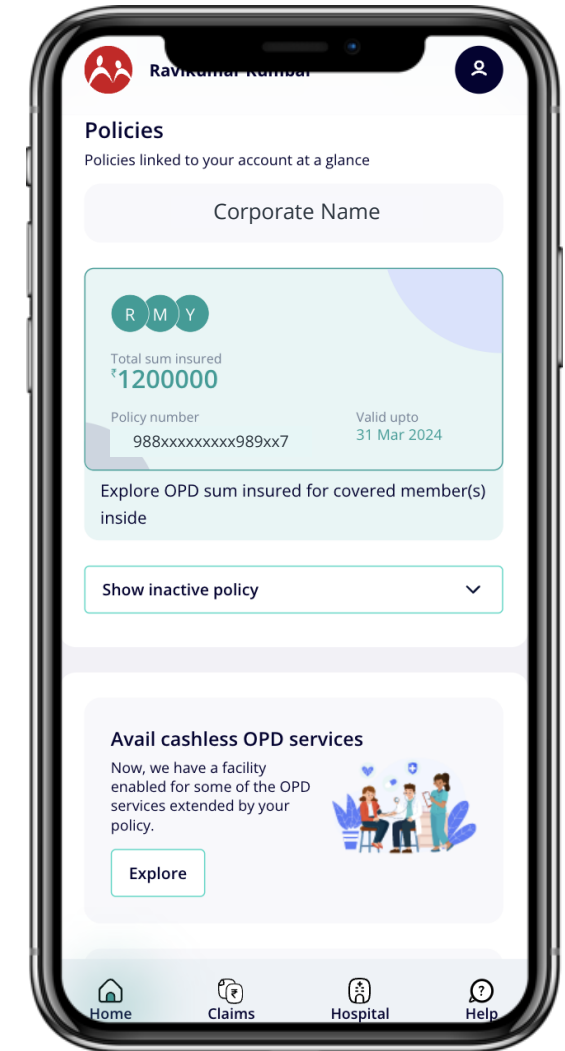
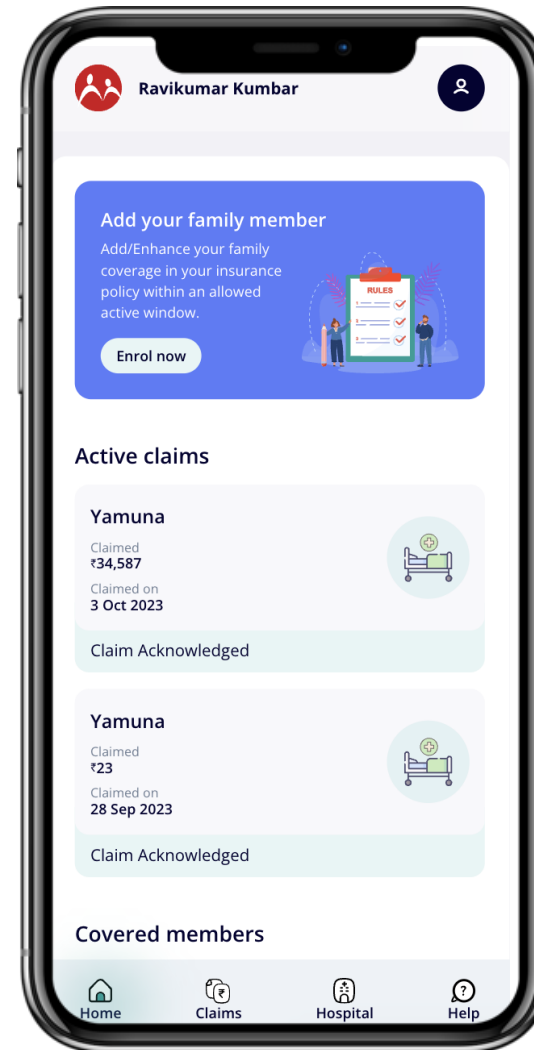
»»» What is the MAven App?

The MAven app brings a world of convenience to your fingertips, offering a comprehensive range of healthcare services and features. With the MAven app, you can effortlessly access and manage your healthcare needs in a seamless and efficient manner.



Features of MAven

- Download eCard
- Locate network hospitals
- Raise pre-authorization request
- Submit reimbursement claim
- Track and manage your claims
- Cashless OP Benefits
- View policy details & coverage
- Plan hospitalization
- Check Out of pocket expenses
- Add/Enrol Beneficiaries
- Link all policies under one roof
- View policy details for yourself and dependents



»»» Download the MAven App

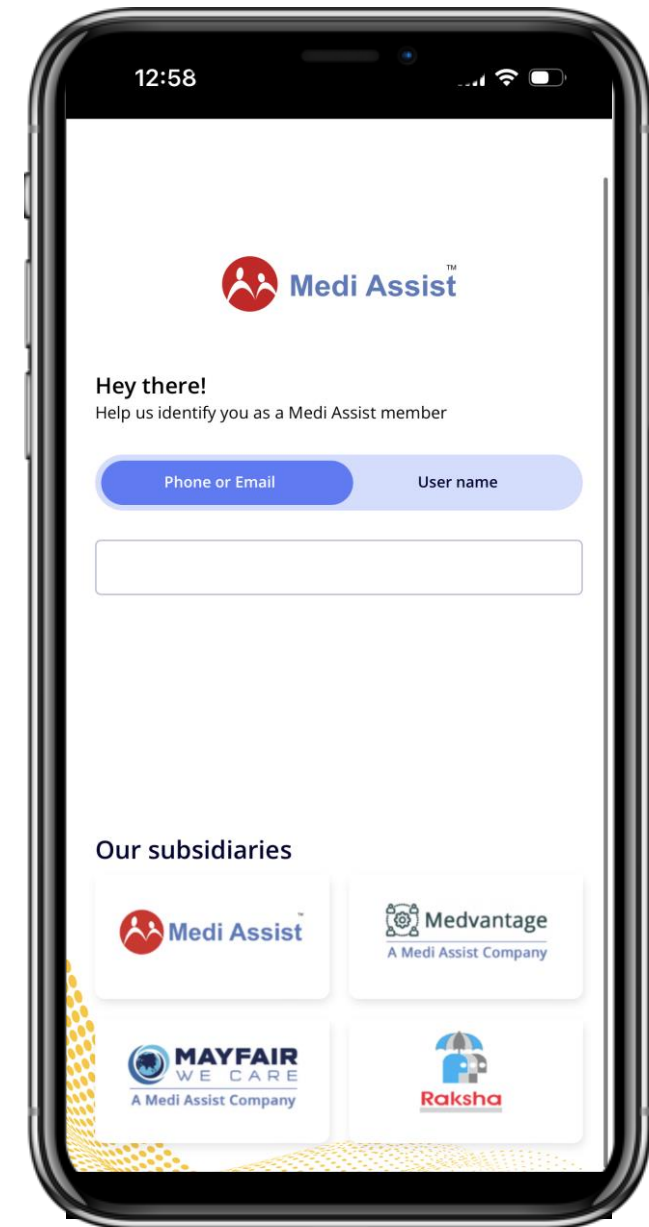
Download MAven App through the [Google Play store](#) or [iOS store](#)

Scan the QR code below to download the MAven App:



<https://onelink.to/maven>

Once downloaded, open the app and this is the first screen you will come across

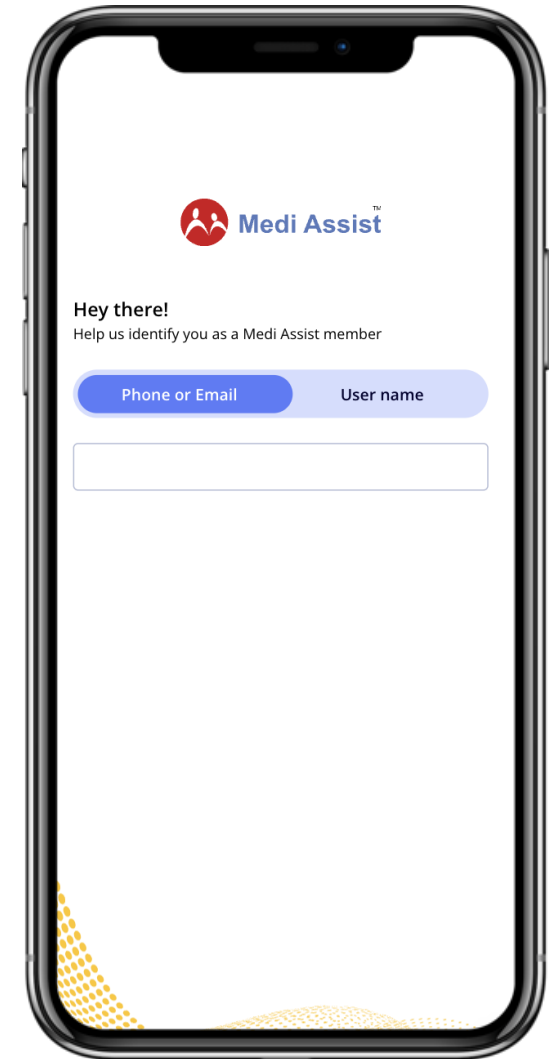


Logging in to the Maven app

Step 1:

Please enter your adobe email address and log in to the app.

If you log in through email, you will be asked to enter an OTP sent to the email id



Log in to your account

Type in your registered corporate email id & enter the OTP sent to your device.

Once you enter the OTP, click on verify with OTP

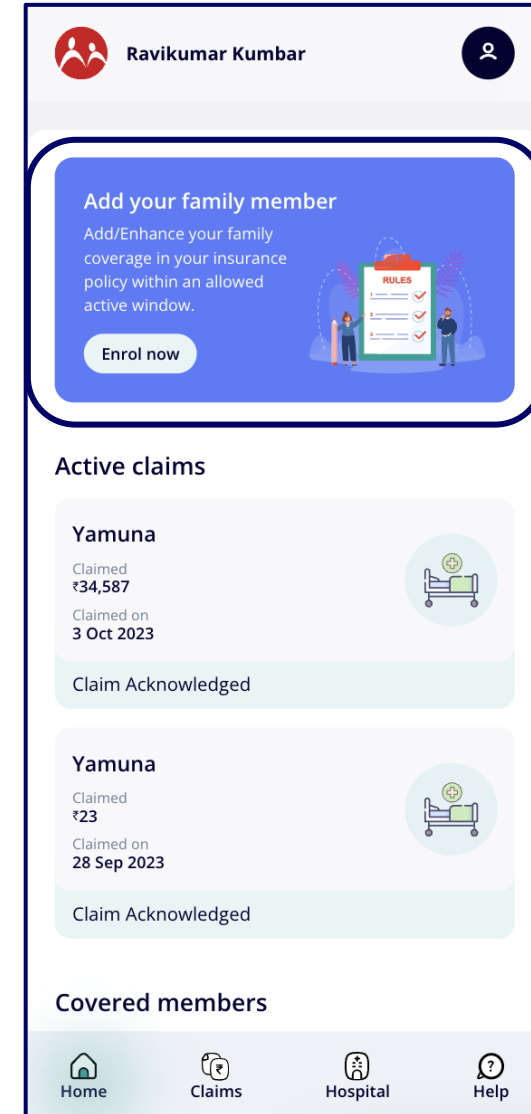
The screenshot displays the Medi Assist login interface. At the top, the Medi Assist logo is visible. Below it, a greeting reads "Hey there! Help us identify you as a Medi Assist member". There are two input fields: "Phone or Email" and "User name". The "Phone or Email" field contains "xxxxxx@adobe.com" and has a "Resend OTP" button next to it. A timer "11s" is shown above the "Resend OTP" button. Below the input fields, there is a prompt "Enter OTP sent to your mobile number" followed by six input boxes containing the digits "6", "2", "8", "6", "9", and "6". A "Verify with OTP" button is located below the OTP input boxes. At the bottom of the page, there is a section titled "Our subsidiaries" which includes logos for Medi Assist, Medvantage (A Medi Assist Company), MAYFAIR WE CARE, and another subsidiary logo.



Enrol dependents

Enrol Your Dependents

Once logged in, your home screen will show the Enrol window. Click on “Enrol Now” button



Enrol Your Dependents

Go on to add your basic details

Enrollment
Add family member

Policy Terms and Conditions

Employee ID

Date of Hire

Gender

Email

Marital Status

Marriage Date


Home Claims Hospital Help

Step 1 of Enrolment -Provide details for self

Congratulations Test2_5148Self, you and your family members are being offered family health insurance coverage.

Dependant Additions:
(i) Employee, Spouse/Partner (Same Gender), Only 3 Dependent Children upto the maximum age of 25 years and Parents Or Parent-in-laws are part of the health policy.
(ii) children are covered till age 25 but children with disability can be covered till age 30.

You can add, modify or delete your dependant details during the Benefits Enrolment Window period in Step 2.



Basic Info

1 2 3 4 5 6

Declare the following details to avail your **Adobe health insurance**

Employee ID

Date of Hire Gender

Official Email Id

Marital Status Marriage Date

[Next](#)


- This page displays your personal information
- You may confirm your marital status here, everything else will be pre-populated
- You will not be able to modify Employee ID, Gender, Date of Hire & Email ID on this page
- You may add a child with permanent disability upto 30 years age subject to submission of certificate to Marsh team

Step 2 of Enrolment- Addition of dependents

Group Health Insurance Base Coverage
Your base policy offers a floater coverage for you and your declared dependants for ₹ 7,00,000


Note:


- Family is covered on floater basis with Sum Insured of INR 7 lakhs.
- Parents Or In-laws are covered for Sum insured of INR 5 lakhs with restriction of 20% co-pay. Also, cross combination of parents/in-laws are not allowed in policy.
- Please [click here](#) to view the GMC policy.
- Please [click here](#) to view the FAQs.





1 2 **Base coverage** 3 4 5 6

Add a Beneficiary +

 **Test2_5148Self**
Self, M, 33 years (01 Jan 1990)

 **Kavita**
Spouse, Female, 18 years (01 Apr 2005) ×

 **dummy father**
Father, Male, 59 years (17 Apr 1963) ×

 **baby boy**
Son, Male, 0 years (02 Mar 2023) ×

Previous
Next

Add Beneficiary

Relation --Select Relation--

Name --Select Relation--

Date of Birth

Age

Father

Mother

Son

Spouse

Daughter

Same Sex Partner

Close
Save changes


- Your existing dependents covered in the policy will already be reflecting on this page
- You can add your new dependents in Base Plan by clicking **Add a Beneficiary (+ Sign)**
- Select relationship from dropdown and furnish the member details & Save Changes

Step 2 Contd.-Confirmation of dependents

Group Health Insurance Base Coverage
Your base policy offers a floater coverage for you and your declared dependants for ₹ 7,00,000





Note:

- Family is covered on floater basis with Sum Insured of INR 7 lakhs.
- Parents Or In-laws are covered for Sum insured of INR 5 lakhs with restriction of 20% co-pay. Also, cross combination of parents/in-laws are not allowed in policy.
- Please [click here](#) to view the GMC policy.
- Please [click here](#) to view the FAQs.



1 — 2 — 3 — 4 — 5 — 6

Add a Beneficiary +

	Test2_5148Self Self, M, 33 years (01 Jan 1990)	+
	Kavita Spouse, Female, 18 years (01 Apr 2005)	×
	dummy father Father, Male, 59 years (17 Apr 1963)	×
	baby boy Son, Male, 0 years (02 Mar 2023)	×

Previous
Next

- Should you opt to make changes, you may add or delete dependent family members on this page and click 'Next'
- GMC (Group Medical Insurance) policy & FAQs are available on the left side of the page for your view

Step 3 of Enrolment- Opting for a top-up plan

HEALTH INSURANCE TOP-UP		
	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

Note : All premiums are inclusive of GST.

Please Note:

- Enrolment window is open from 1st Apr 2023 - 24th Apr 2023 for policy period 1st April, 2023 - 31st March, 2024.

Top up

1 2 3 4 5 6

I don't want Top-up Insurance Policy

I want Top-up policy for employee, Spouse/Same Gender Partner, Children, Parents Or In-laws

Sum Insured	Premium
400000	7261

Modular Plan	Premium
Gold	46426

Top up

1 2 3 4 5 6

Gold 46426

Plan Benefits :

- Additional coverage of INR 50000 for Maternity (over & above 1 lakh from base policy)
- Pre-post-natal will be enhanced by INR 10000
- Well Baby Expenses will be enhanced by INR 10000
- Infertility treatment Cover for INR 40000 (Over & Above the base limit of INR 100000)
- Additional OPD Sum Insured of INR 10000 (Over & Above base policy limit of INR 15000)
- No capping for Cancer Treatments.
- Hormonal/Adjuvant/Immune modulators(over & above the sub - limit of 5 lakhs from base policy)
- No capping for Oral Chemotherapy (over & above 20% of base policy suminsured)
- Homeopathy & Ayurvedic covered subject to doctor prescription and relevant docs.

The modular add on top up plans are voluntary and is in discretion of employee whether to opt for it or not as the premium will be paid by the employee. The modular top up plans (Silver or Gold) can be opted only after opting the Top Up plan. Coverages under the Modular Add on top up plans would be as per the Sum Insured opted under the Top up policy.

Previous Next

- Your dependent data and top-up choices have been carried forward from last year
- You may choose to continue with the same choices or opt to make changes. If any top-up claim taken in last year, you will not be able to increase top-up sum-insured this year. You may keep the same or reduce it as per your choice.
- Select Modular Plan (Silver Or Gold) if you need to enhance your benefits with extra premium
- Understand your enrolment options and please make your choice accordingly
- Homeopathy & Ayurvedic covered subject to doctor's prescription and relevant docs **on IPD basis ONLY**

Step 3-Opting for a modular plan

HEALTH INSURANCE TOP-UP

	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

Note : All premiums are inclusive of GST.

Please Note:

- Enrolment window is open from 1st Apr 2023 - 24th Apr 2023 for policy period 1st April, 2023 - 31st March, 2024.
- Employees who will avail Top-up policy with Modular Plan (Silver Or Gold) will have to do the payment within the enrolment window period i.e. 1st Apr 2023 - 24th Apr 2023. Payment has to be done directly to the UIIC account through NEFT/ QR code mode and the employee will have to upload the successfully completed transaction screenshot on the enrolment page. If an employee declares the Top-up with Modular Plan (Silver Or Gold) and does not upload the payment, then top-up Sum Insured will be removed by TPA once enrolment window is over.
- Please [click here](#) to view Modular Plans available with add-on benefits.
- The policy period from 01 Apr 2023 to 31 Mar 2024
- Employees who have registered claims in 2022-23 Top Up Health Insurance policy can only continue the same Top Up or reduce the Top up to a lower

1 — 2 — 3 — 4 — 5 — 6

I don't want Top-up Insurance Policy

I want Top-up policy for employee, Spouse/Same Gender Partner, Children, Parents Or In-laws

Sum Insured	Premium
400000	7261
Modular Plan	Premium
Gold	46426

Plan Benefits :

- Additional coverage of INR 50000 for Maternity (over & above 1lakh from base policy)
- Pre-post-natal will be enhanced by INR 10000
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- Infertility treatment Cover for INR 40000 (Over & Above the base limit of INR 100000)
- Additional OPD Sum Insured of INR 10000 (Over & Above base policy limit of INR 15000)
- No capping for Cancer Treatments. Hormonal/Adjuvant/Immune modulators(over & above the sub - limit of 5 lakhs from base policy)
- No capping for Oral Chemotherapy (over & above 20% of base policy suminsured)
- Homeopathy & Ayurvedic covered subject to doctor prescription and relevant docs.

- You may choose an appropriate Top-up cover & Modular add on top up plan on this page by selecting the sum insured from the drop down
- You can view the premium for top-up & Modular add on top up plan selected, on the left side of page
- All premiums are inclusive of GST
- Homeopathy & Ayurvedic covered subject to doctor's prescription and relevant docs **on IPD basis ONLY**

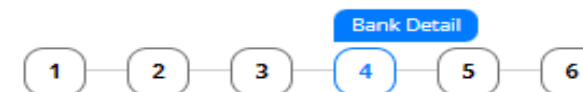
Step 4 – Payment of Top-up Premium

BANK DETAILS

****Note:** Please click on submit button to save payment transaction details.

	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

Note : All premiums are inclusive of GST.



Please Note:

- Please [click here](#) for the NEFT details.
- Please [click here](#) for the QR Code. **New Feature**

Mandatory step to upload the premium payment transaction details before moving to next screen. **Since you have opted for Top up/Modular Add on Top Up Plans, kindly upload the transaction details.**

Kindly upload Premium Payment Transaction Bank Details here.

Previous

Next

- Your Top-up Cover & Modular add on top up plan will get activated only once you make the payment to the insurance company. Mode of payment via NEFT Or QR Code for Insurer (UIIC) is available at enrolment page
- Total Premium to be paid by employee available on the left side of page
- To edit your choices you may click on the 'previous' button

Step 5 - Upload UTR Details

BANK DETAILS

****Note:**Please click on submit button to save payment transaction details.

	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

Note : All premiums are inclusive of GST.

1 — 2 — 3 — 4 — 5 — 6

Please Note:

- Please [click here](#) for the NEFT details.
- Please [click here](#) for the QR Code.

Mandatory step to upload the premium payment transaction details before moving to next screen. **Since you have opted for Top up/Modular Add on Top Up Plans, kindly upload the transaction details.**

Kindly upload Premium Payment Transaction Bank Details here.

Bank Name

NEFT / IMPS Number

Transaction Date

Upload Payment Screenshot

No file chosen

Please upload only image/pdf file.

- **Mandatory Step** to update your bank transaction details for premium paid to insurer
- Please upload only image/PDF file
- Once you pay the premium you must update the UTR (Unique Transaction Record)
- **Insurance Company will not accept your choice unless you MAKE THE PAYMENT & UPDATE TRANSACTION DETAILS ABOVE.**

Step 6- Nominee Declaration for Group Personal Accident Policy



GROUP PERSONAL ACCIDENT INSURANCE (GPA) NOMINATION

- Group personal accident insurance (GPA) protects you and your family financially in case of death or disability due to an accident.
- Under this insurance, you'll be paid according to the [Group Personal Accident Insurance policy \[PDF\]](#). This sum is ₹40,00,000 for all regular employees.
- Please note the nomination details for GPAI (Group Personal Accident Insurance) are separate from Group Mediclaim Cover (GMC). GPAI nomination details will not be considered for GMC and vice-versa.

GPA nomination details will not be considered for the below GMC coverage.

	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

GPA Nomination Details

Relation	Name	Date Of Birth	% of share	Action
Spouse	Kavita	01 Apr 2005	100	Clear
Select				Clear
Select				Clear
Select				Clear
Select				Clear

[Previous](#)
[Next](#)

- As part of the enrolment process you must add nominees to your Group Personal Accident Policy (GPA)
- You may select the relation from dropdown to nominate dependents added onto the Health plan or you may add other people
- You may choose more than one nominee here and divide 100% of the GPA Sum Insured between them by allocating a particular %age share. The total should be 100%
- Coverage details for GPA policy available on the left side of the page

Step 7 - Enrolment Confirmation

Group Mediclaim insurance (GMC) premium summary


	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 4,00,000	₹ 7,261
Modular Plan Cover	Gold	₹ 46,426
Total premium:		₹ 53,687

1 - 2 - 3 - 4 - 5 - 6


You are about to confirm your Benefits Information. Please verify your data for the following

- In the beneficiary list check typographical errors, Date of birth, Gender and Relationship
- The following dependents have been nominated by you for coverage under GMC base plan and as nominees for the GPA benefit, respectively
- Any data post confirmation will be non-editable and will be treated as your final submission.
- The new member additions i.e., new born and spouse or partner (same gender) is permissible within the period of 45 days from the date of the event (DOB & DOM).


GMC members details




Test2_5148Self
Self, DOB: 01 Jan 1990



Kavita
Spouse, DOB: 01 Apr 2005




dummy father
Father, DOB: 17 Apr 1963



baby boy
Son, DOB: 02 Mar 2023

GPA Nomination Details



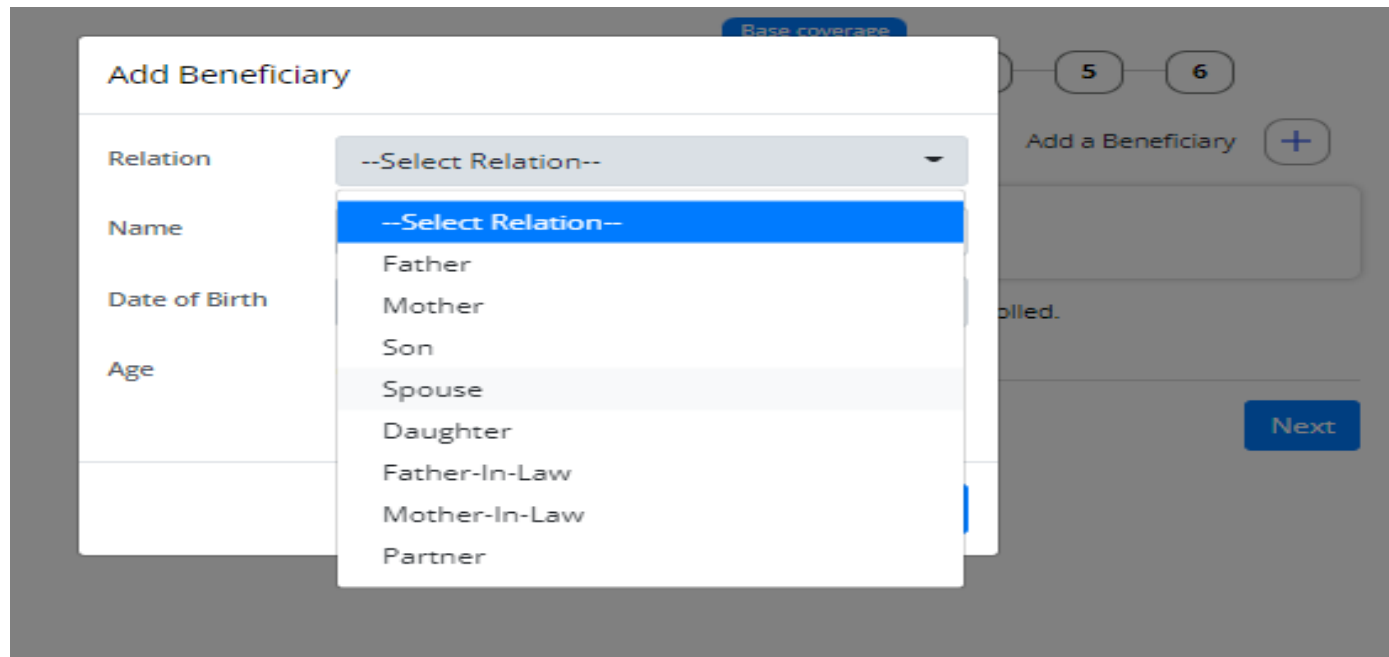
Kavita
Spouse, DOB: 01 Apr 2005,
Percentage: 100

I agree and declare the information provided above is correct and I have read the entire policy terms and conditions.

Previous
Submit

- Once you confirm enrolment, you will see this screen with the summary of your choices and the premium amount
- Once you tick the declaration and click on ‘Submit’ you will not be able to make any further changes in enrolment details.
- Please ensure all selections before the final submission.

Mid-term Inclusion of dependents



The screenshot displays the 'Add Beneficiary' form. The 'Relation' dropdown menu is open, showing the following options: --Select Relation--, Father, Mother, Son, Spouse, Daughter, Father-In-Law, Mother-In-Law, and Partner. The background shows a progress bar with steps 5 and 6, and a 'Next' button.

- Mid-term changes (spouse by marriage & baby/(ies) by birth &/or adoption) can be added by employee within 45 days of the event (i.e. marriage or birth/adoption)
- Parents can enroll the adopted child only after receiving the legal decree from court
- Employees will have to select the relationship from **Add a beneficiary button**
- Adobe sends new born baby gift to employees. Kindly mention your contact address and phone number here, so that the information to send the baby gift may be passed on to appropriate team in Adobe

80D Certificate Download



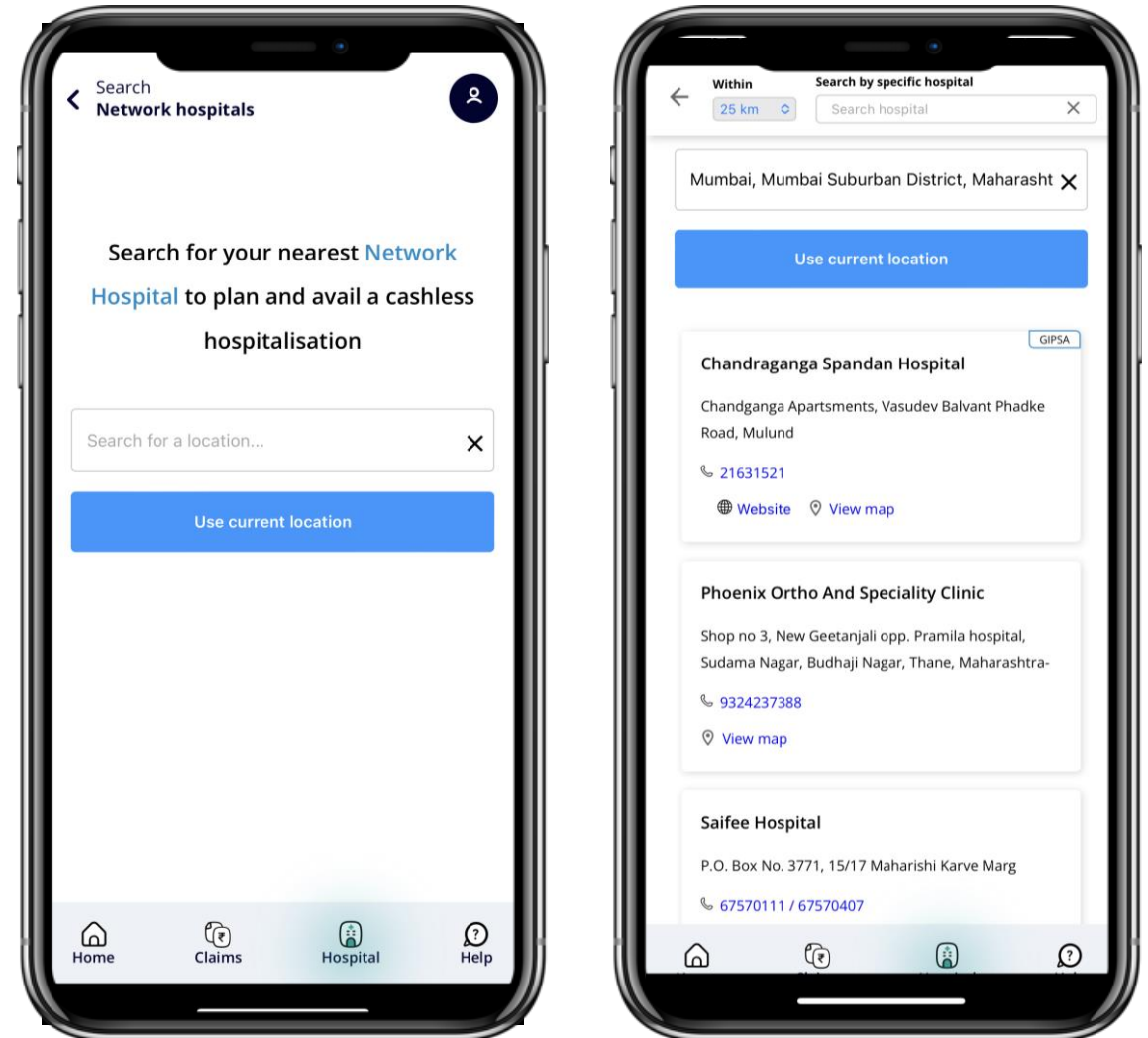
- As soon as the Insurer issues endorsement against the Top-up with Modular add on top up plan bought by you, the Insurer will be releasing the 80D certificates
- These certificates **will be enabled ONLY post insurer endorsement in Enrolment Step-1**
- This may take up to 45-60 days from the enrolment window closure date.



Raise hospitalization requests

Locate Network Hospitals

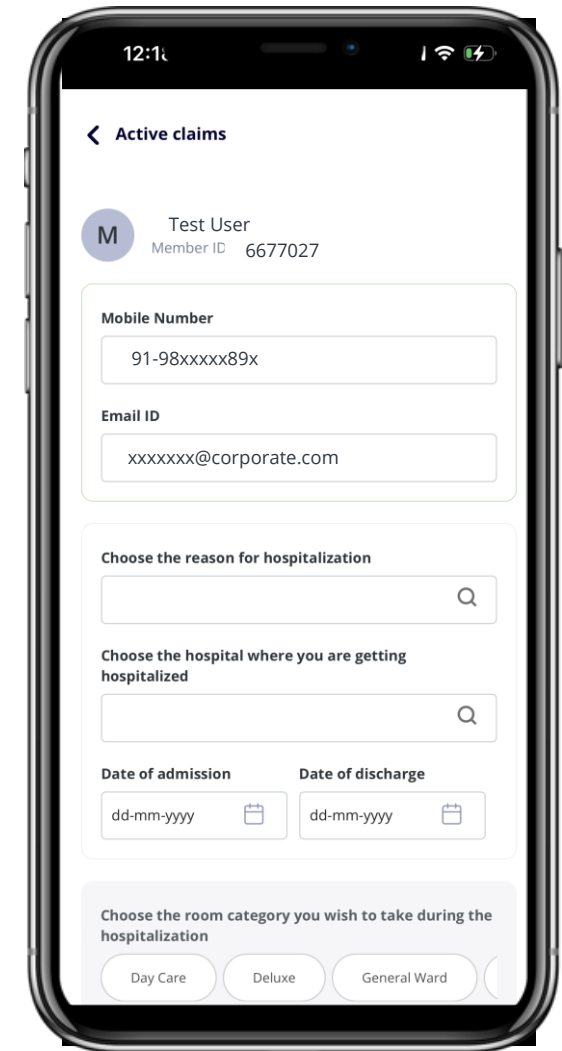
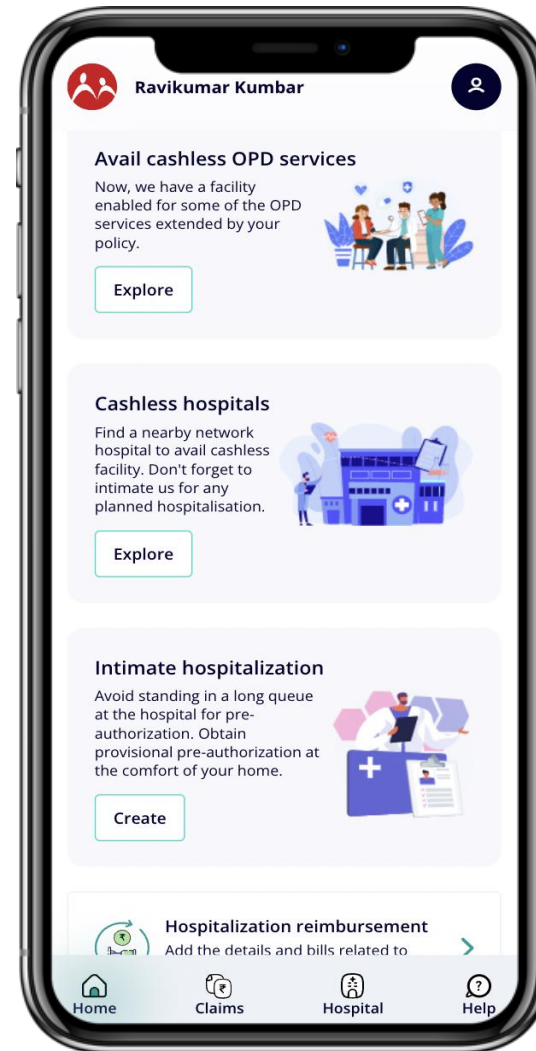
Use MAVens GPS-enabled search to locate your nearest and most preferred network hospital and avail seamless cashless hospitalisation.



➤➤➤ Raise a Pre-authorization Request

Planning hospitalization is now made easy with MAven. Choose the option “Intimate Hospitalization” and request for a pre-authorization.

Pre-authorization helps you avoid long queues and get hassle-free hospital admission.



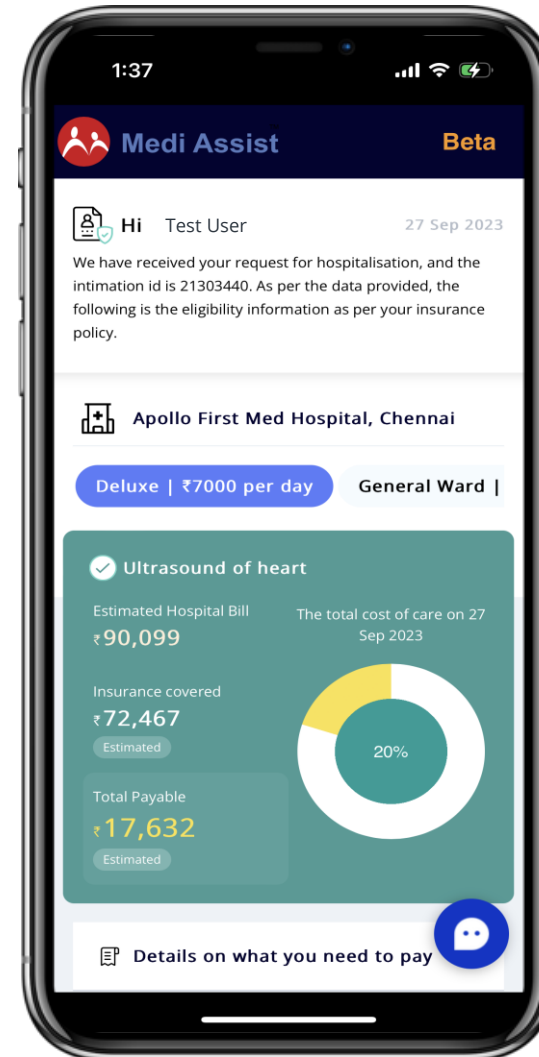
Introducing the expense calculator – A tool to help you understand Out of Pocket Expenses

The Expense calculator is a Medi Assist pioneered capability that predicts members' Out of Pocket Expense (Out of Pocket Expenses (OOPE) before they get hospitalised.

Members get a rough idea of their OOPE with their chosen treatment, room rent and hospital.

Armed with this valuable information, members can make informed hospitalisation choices, such as selecting rooms or exploring treatment options at other hospitals.

With the expense calculator, members make well-informed healthcare choices, effectively avoiding catastrophic financial expenses and securing their financial well-being.





Claims submission and tracking

Submission of Reimbursement claims made super easy

Could not avail cashless hospitalisation due to some reason? With MAven you can now opt for reimbursement claims by submitting all your relevant documents on the app.

12:19

< Submit claim

Hospitalization Documents

Date of admission 25-06-2023 Date of discharge 27-06-2023

Hospital name Leelavati Care Hospital

Select the disease or ailment for which hospitalization is advised Malignant neoplasm of appendix

Along with the main claim in hospitalization, and you are eligible for the below pre and post-hospitalization expensive

Expenses before Hospitalization
Eligibility for before 30 days

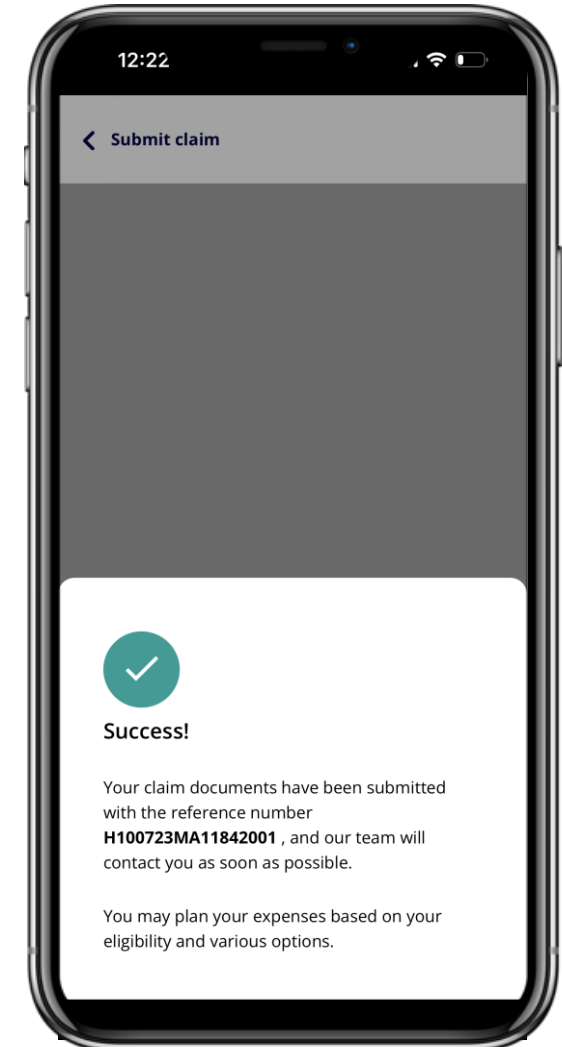
Expenses after Hospitalization
Eligibility for before 60 days

Expenses during Hospitalization
Eligibility for before 60 days of delivery

Room type

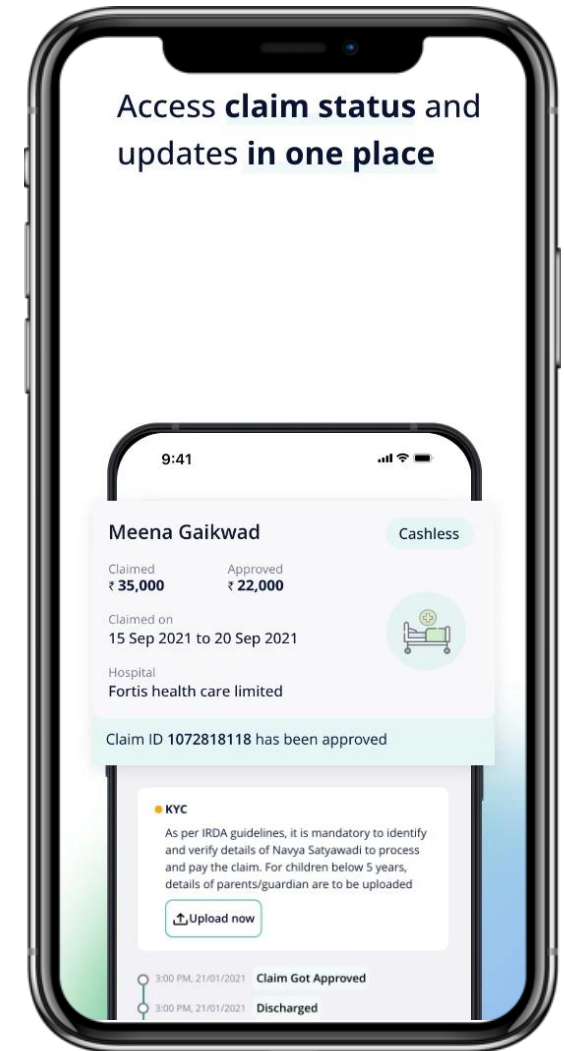
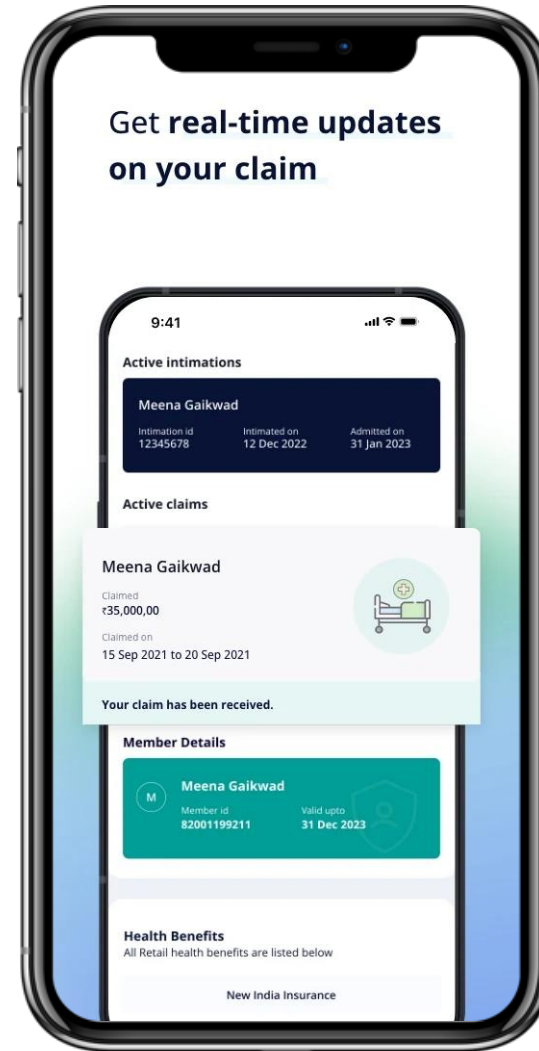
Day Care Deluxe General Ward ICU

Total cost of hospitalization



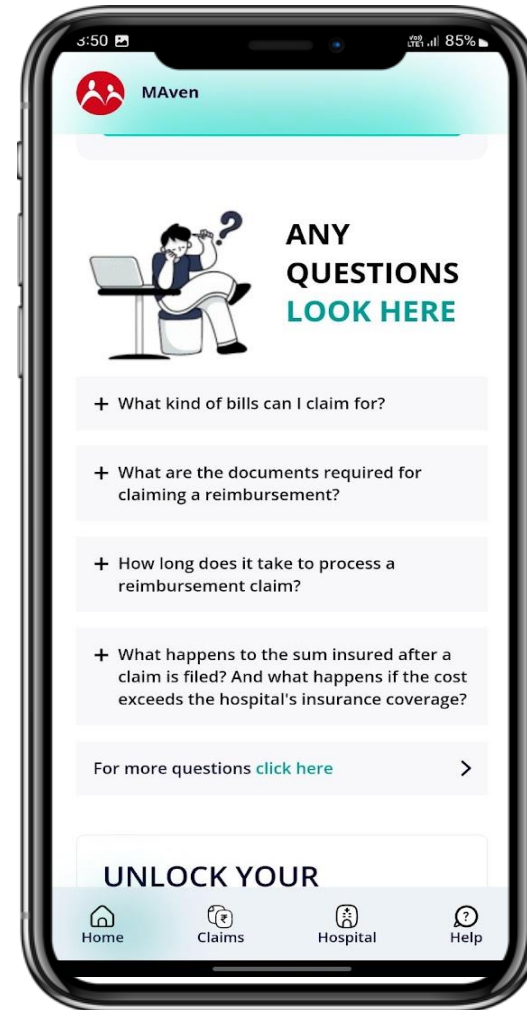
Track your active claims

With MAven not only do you get real-time updates on your claim, you also get to track your claims every step of the way.



Support at your fingertips

Got any queries regarding your claim, upcoming hospitalization or any other health benefits-related queries, get them answered on the app with our in-app support channels.





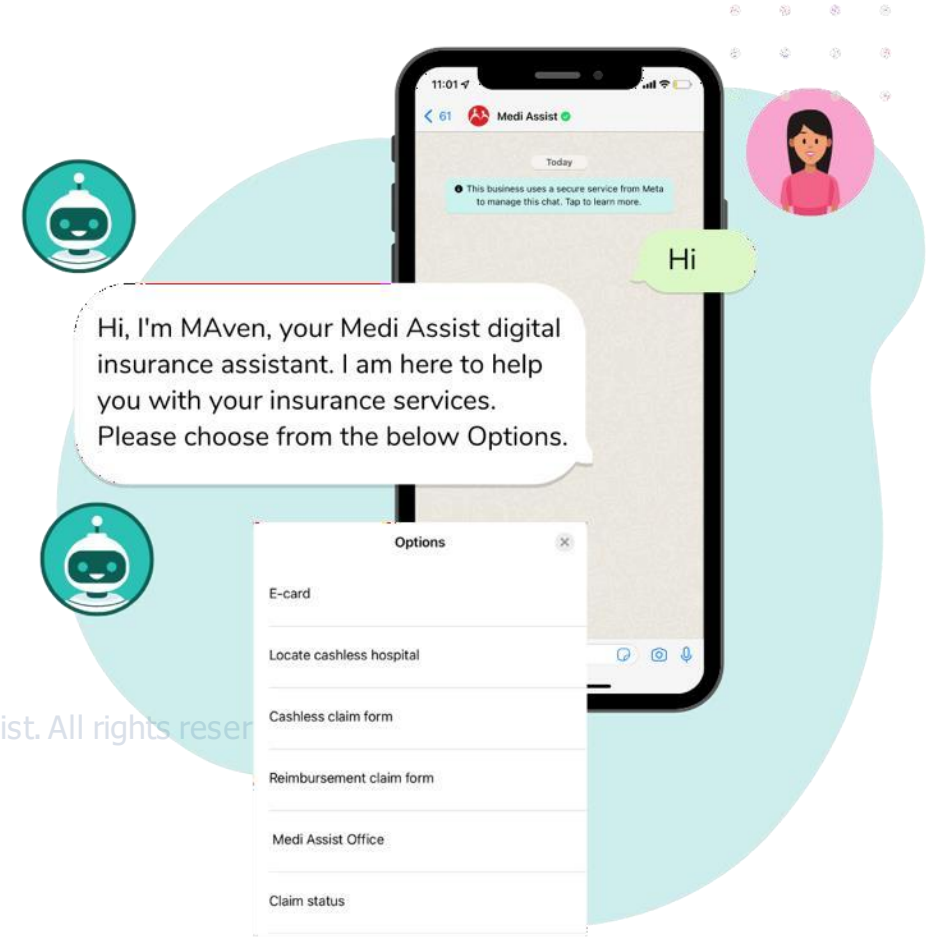
MediAssist whatsapp chatbot



Medi Assist eases access to Insurance and great Customer Experience with WhatsApp ChatBot

Recognizing that the evolution of the customer journey needs to be driven by accessibility, Medi Assist aims to enable two-way communication with customers via WhatsApp.

- ★ Establishing constant engagement with consumers
- ★ Being always available and easily accessible
- ★ Understanding consumer behaviour and choice
- ★ Providing instant customer support



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»»» How can you reach us on WhatsApp?

Scan Me ↓



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
5. Get your queries resolved



Support you can access with WhatsApp

The integrated solution enables customers to:

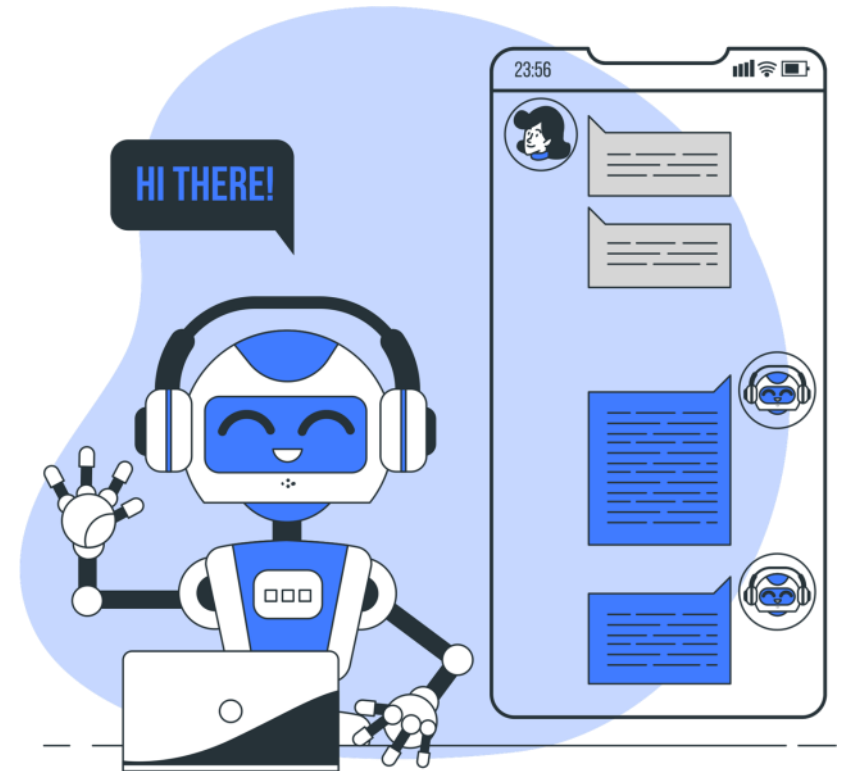
- Track claim status
- Download their E-Cards
- Locate cashless hospitals
- Download Reimbursement & Cashless claim forms
- Locate Medi Assist offices

More features will be released soon



»»» Why reach MediAssist on WhatsApp?

- ★ Reach us on a platform you are familiar with.
- ★ Resolve your queries instantly.
- ★ Download your E-Card, and claim forms in seconds.
- ★ Know your claim status on the go.
- ★ Skip the queue and chat with Medi Assist 24*7.





Thank you!