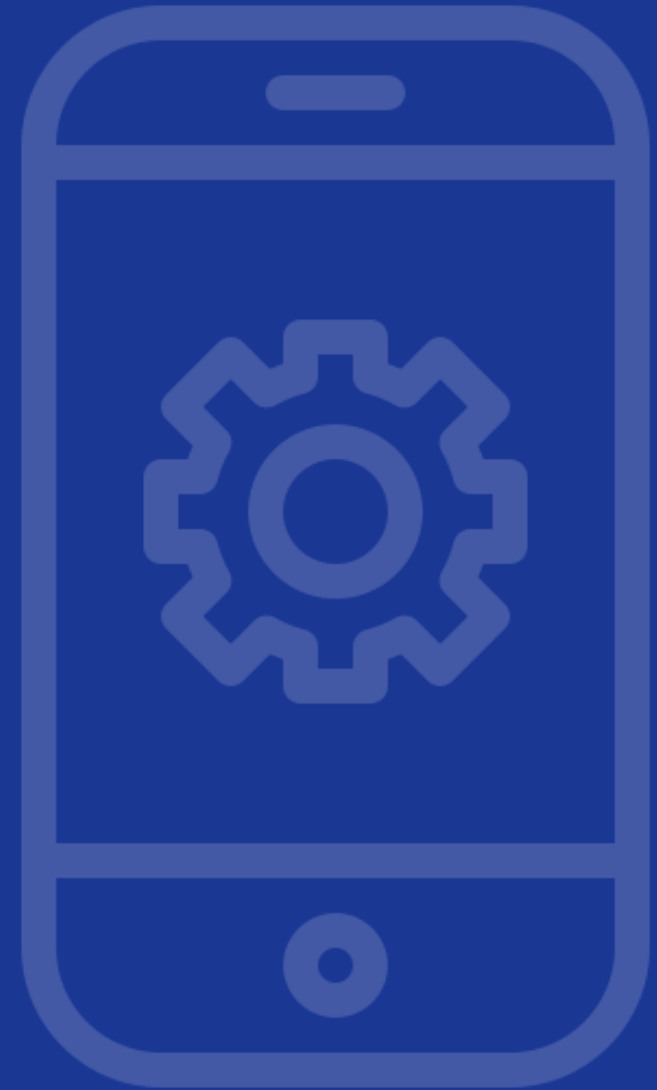




# MAven App

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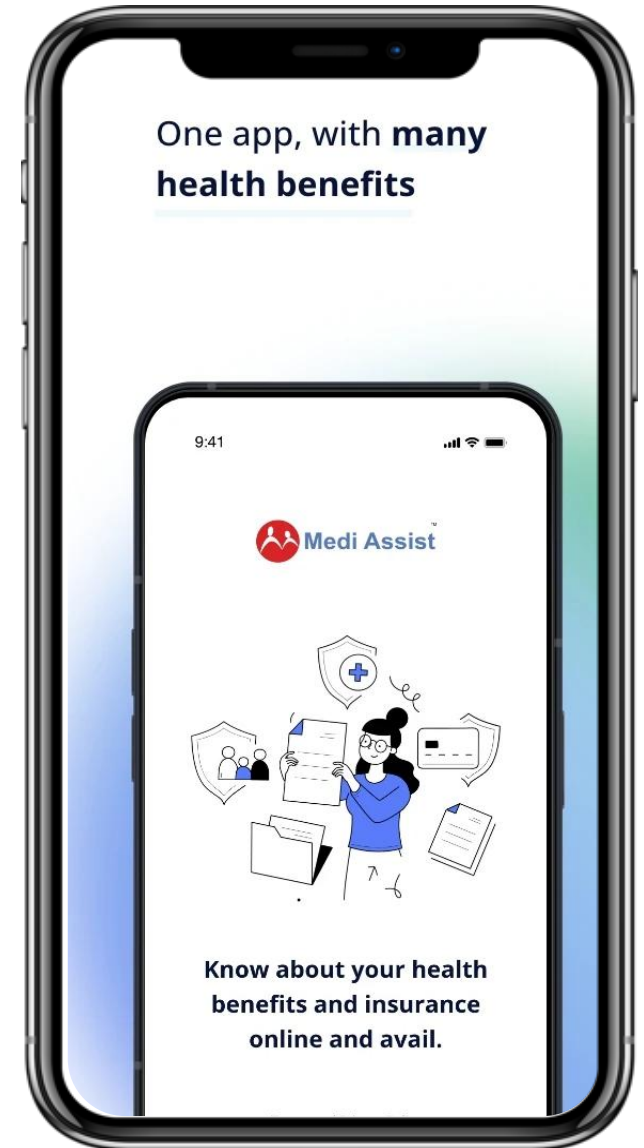
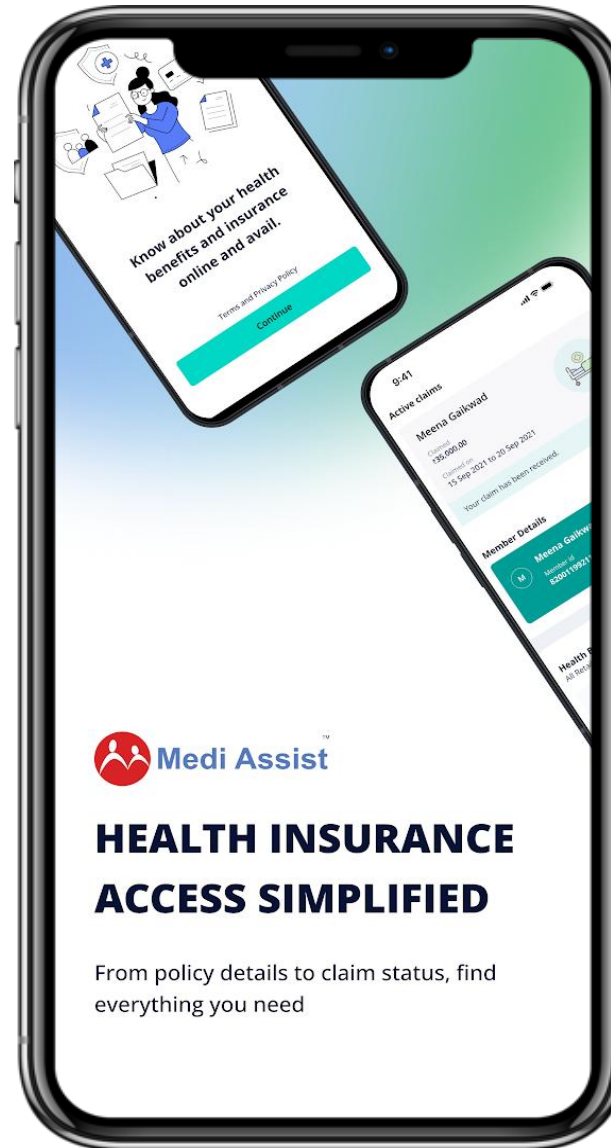


# Introduction to MAven



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 seamlessly and efficiently.



# Login Page



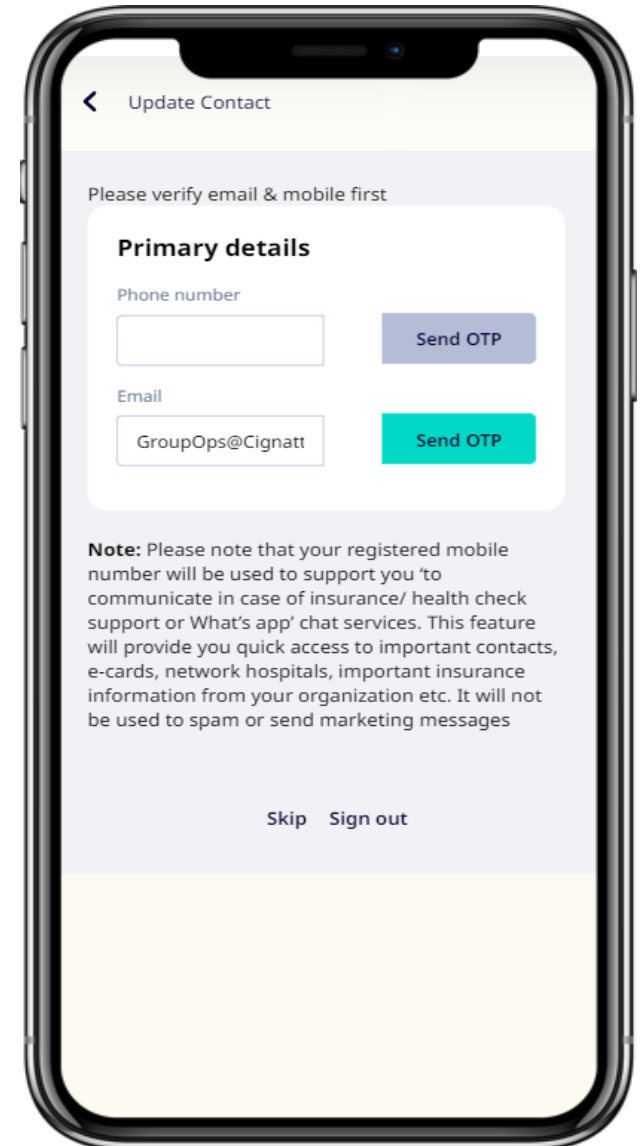
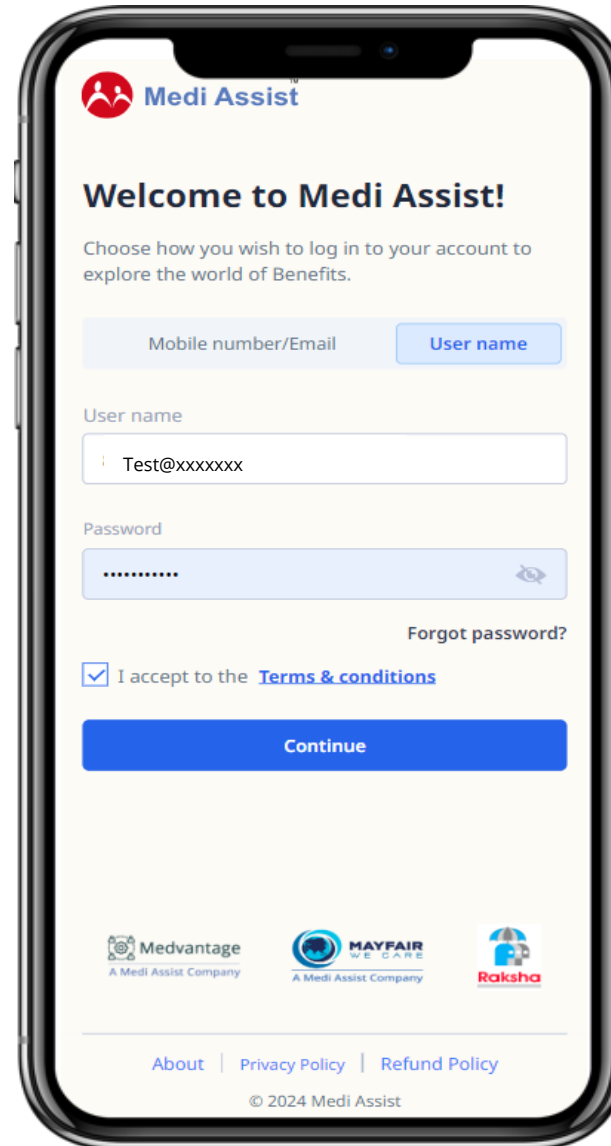
Download MAven App through the [Google Play store](#) or [iOS store](#)

Scan the QR code to download the MAven App:



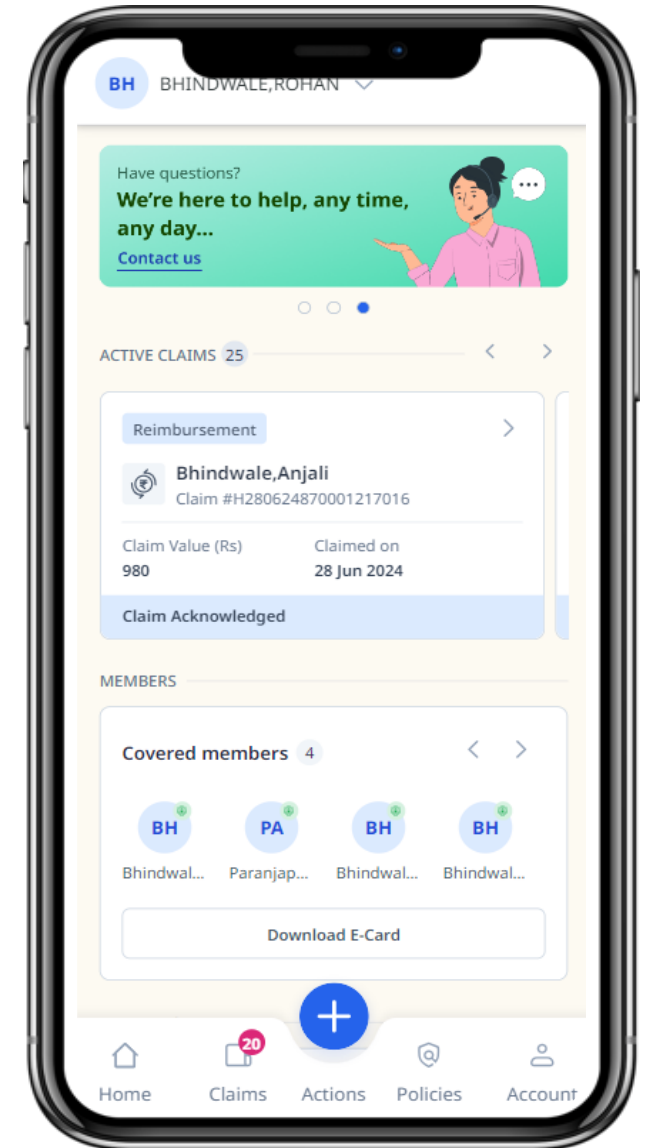
<https://onelink.to/maven>

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



# Features of MAven

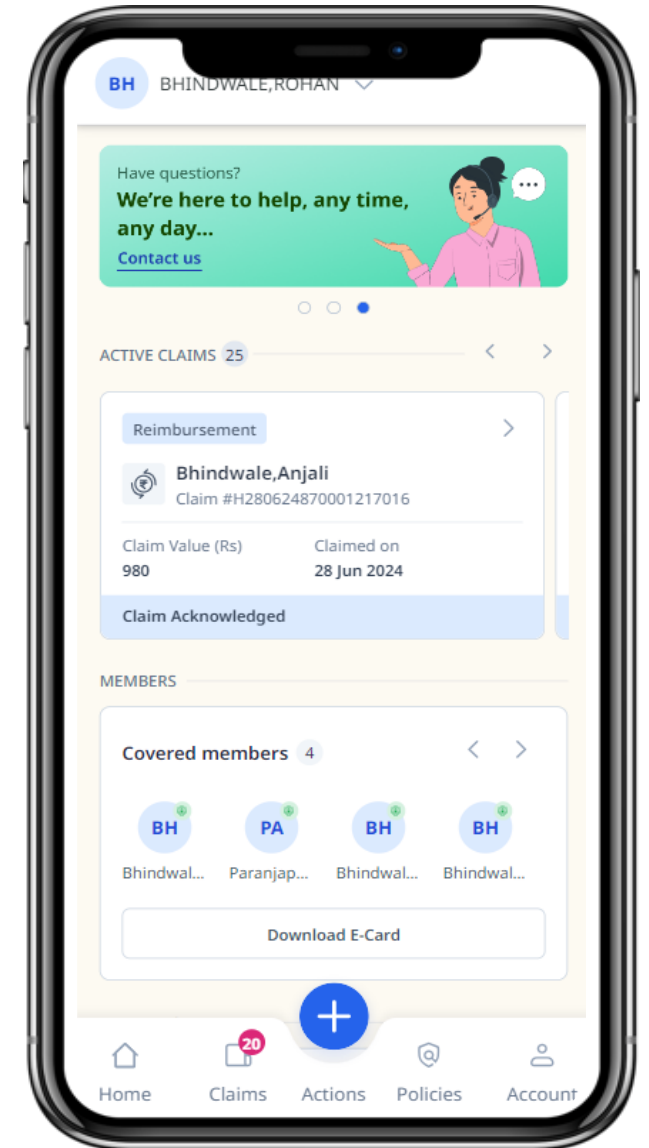
- Download eCard
- Locate network hospitals
- Raise pre-authorization request
- Submit reimbursement claim
- Track and manage your claims
- Cashless OP Benefits
- View policy details & coverage
- Plan hospitalization
- Check out-of-pocket expenses
- Add/Enroll Beneficiaries
- Link all policies under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



# Home Page



- On MAven homepage, you'll find a comprehensive range of services tailored to your needs, including:
- **Profile:** Manage your personal information & preferences.
- **Active Claims:** Track the status of your existing claims in real-time.
- **Member Details:** Access & update your membership information easily.
- **Reimbursement:** Submit & manage reimbursement requests seamlessly.
- **Cashless Service:** Explore hassle-free cashless service options.
- **Cashless Network:** Locate healthcare providers within MA's extensive network.
- **Policies Details:** Review detailed information about your insurance policies.
- **Service Tailored for You:** Discover personalised service offerings designed to meet your unique requirements.



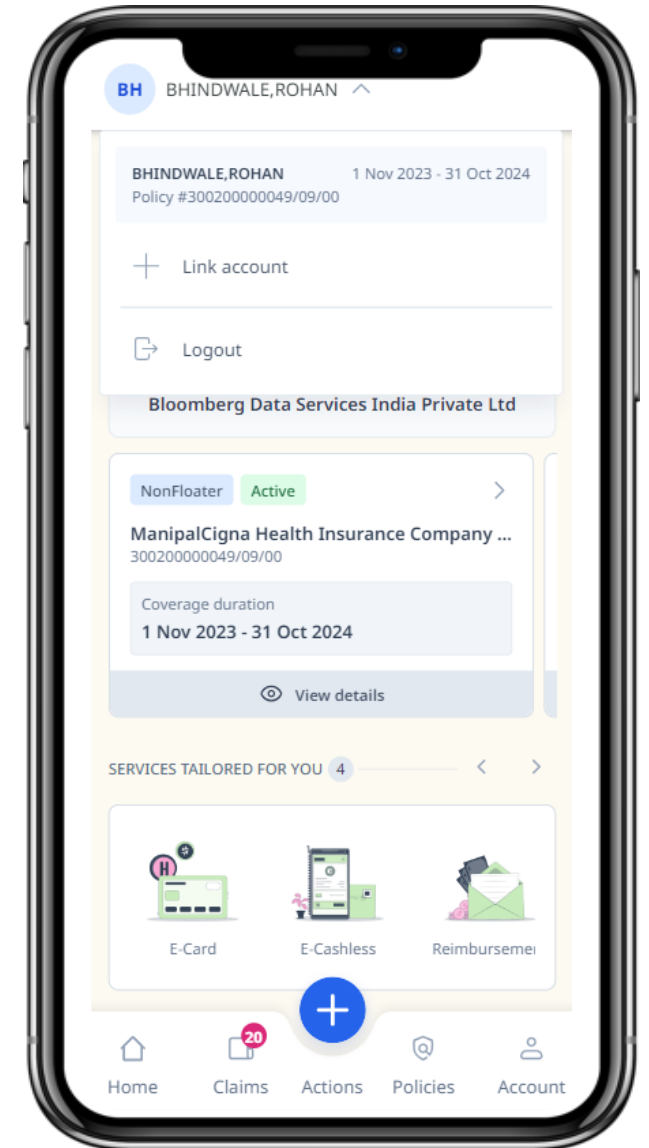
# Profile

## Set Up the Profile:

- To complete the profile setup, you need to verify both your email ID and phone number. This step is crucial to ensure the security and accuracy of your account.

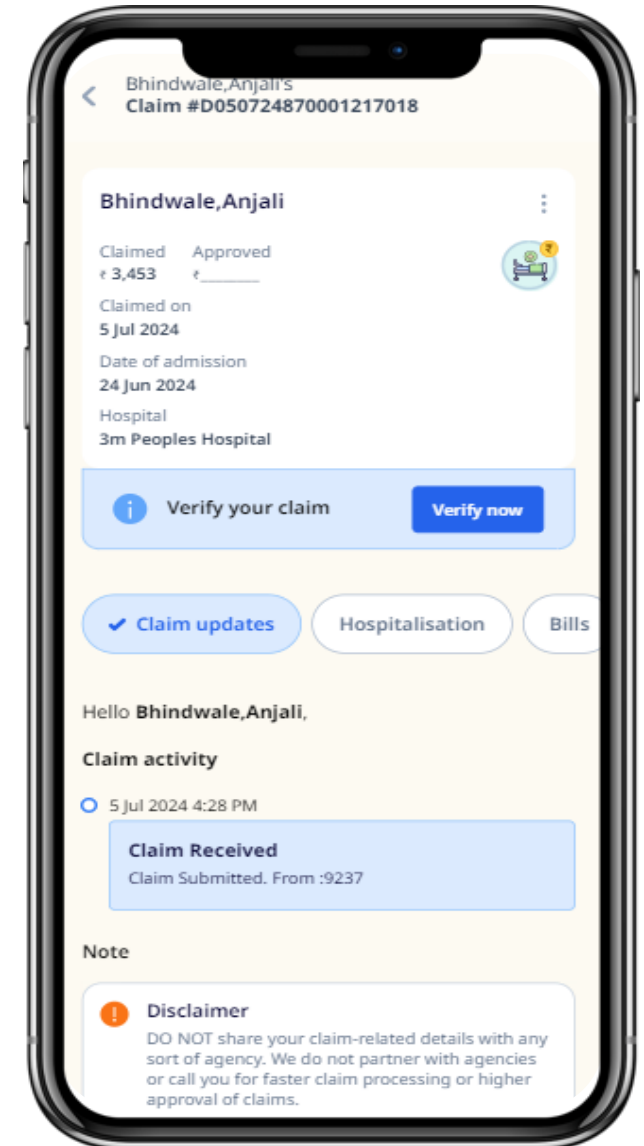
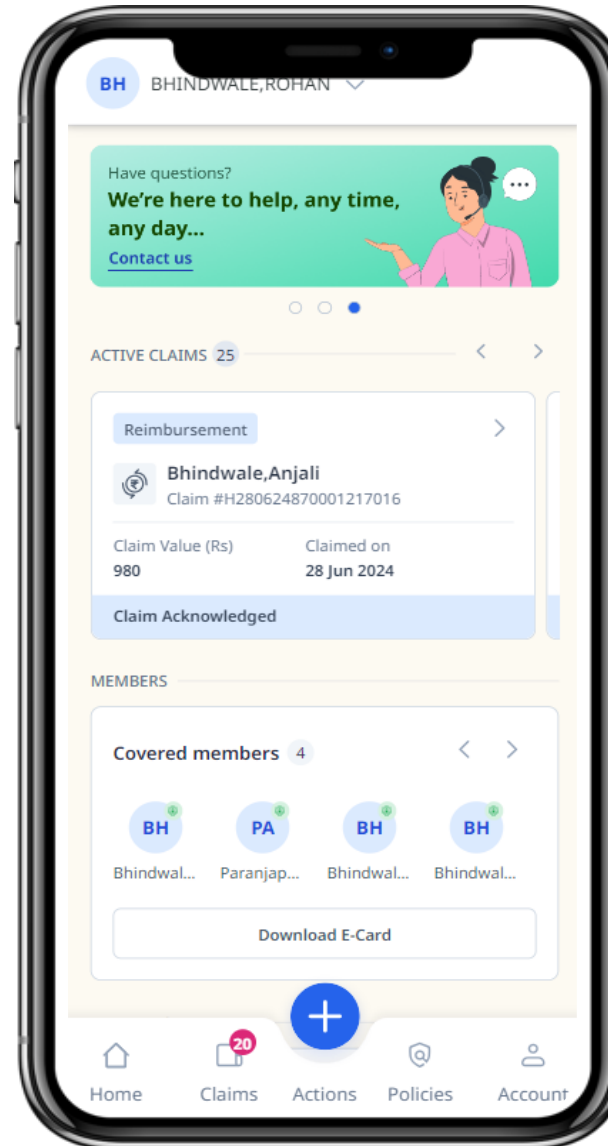
## Check Features by Clicking the Top Left Icon:

- **Active Policy:** View your current policy
- **Link Another Account:** Add or link another account if needed
- **Logout:** Sign out of your account



# Claims - Reimbursement

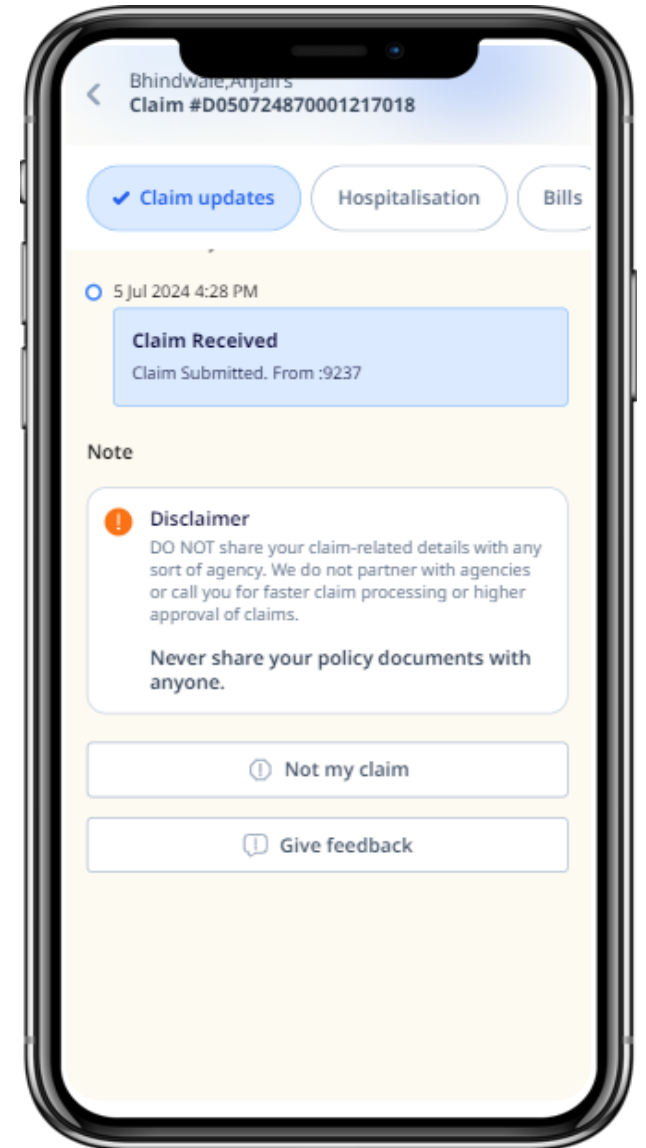
- **Claim Details:** View specifics like claim number and type.
- **Updates on Claims Status:** Check the latest status and progress of your claim.
- **Hospitalization Details:** See info on hospital stays linked to your claim.
- **Bills Details:** Access itemized bills and payment info.
- **Document Details:** Manage documents related to your claim, such as receipts and medical reports.



# Claims - Reimbursement

While viewing the claims, there are two other features at the end.

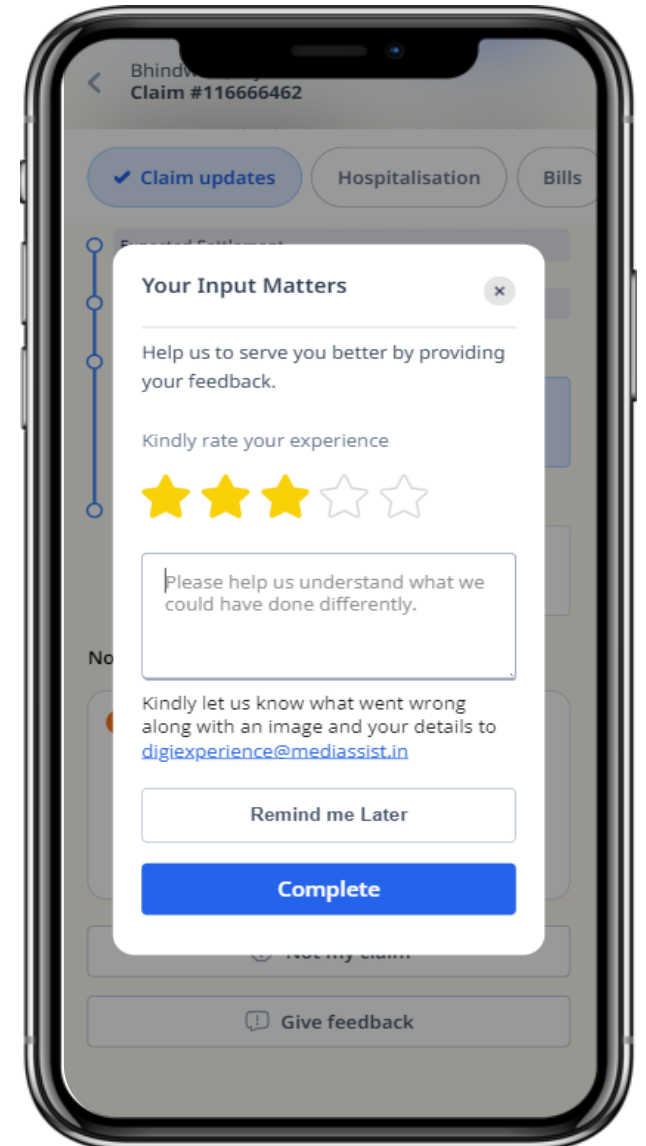
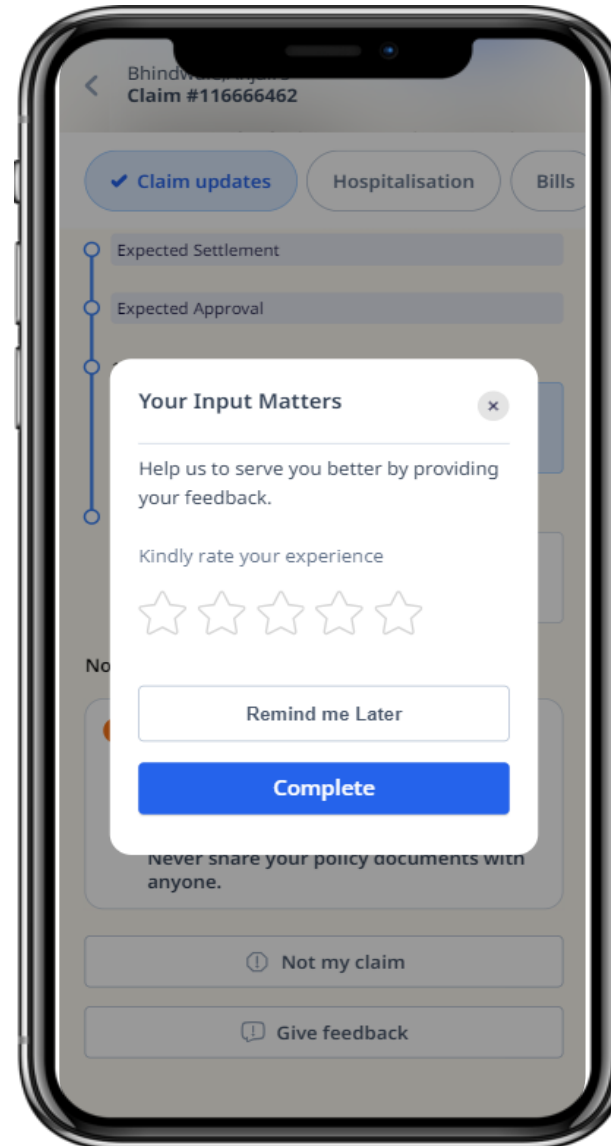
- **Not My Claim:** Use this feature to report a claim that you believe is fraudulent or not yours
- **Give Feedback:** Use this feature to provide feedback about your experience with the claims process



# Claims - Reimbursement

## To give the feedback & ratings

- Click on the the Give feedback bar.
- Click on the stars to give us rating.
- Add the detail comment in the comment box.
- Help us to know the areas where we can improve.



# Cashless Services



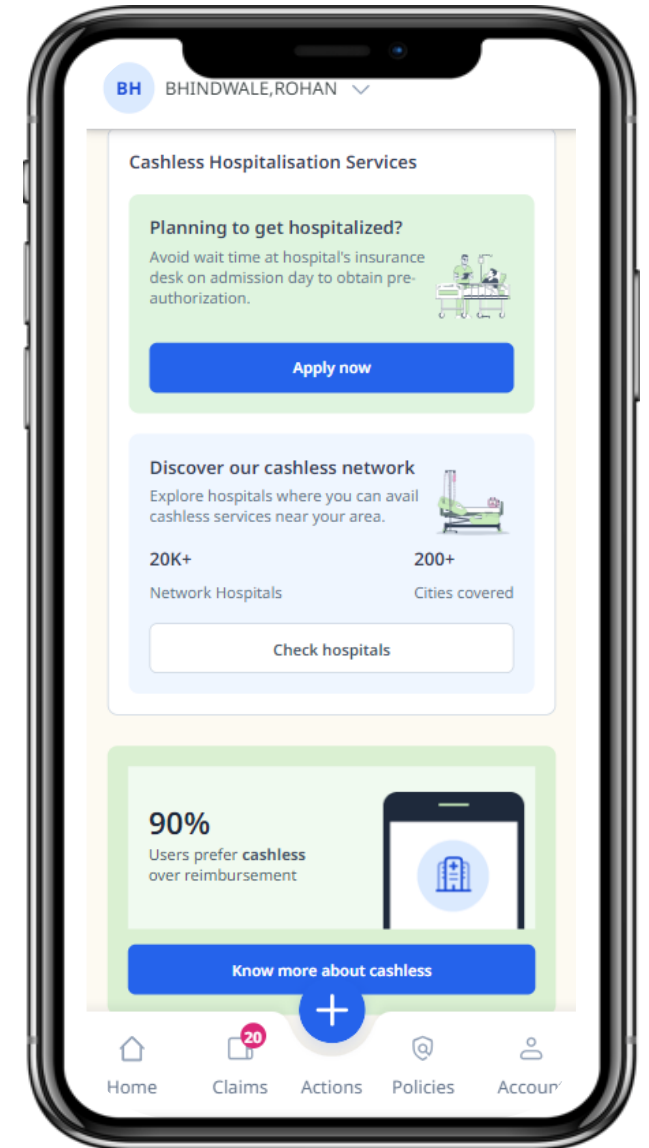
## To Avail Cashless Service:

### For Planned Hospitalization:

- Check the **"Planning to Get Hospitalized"** tab for information
- Click the **"Apply Now"** button to plan your hospitalization

### For Network Hospitals:

- Check the **"Discover Our Cashless Network"** tab for details
- Click the **"Check Hospitals"** button to find nearby network hospitals or view the list
- Click the **"Know More About Cashless"** button for additional information on cashless services

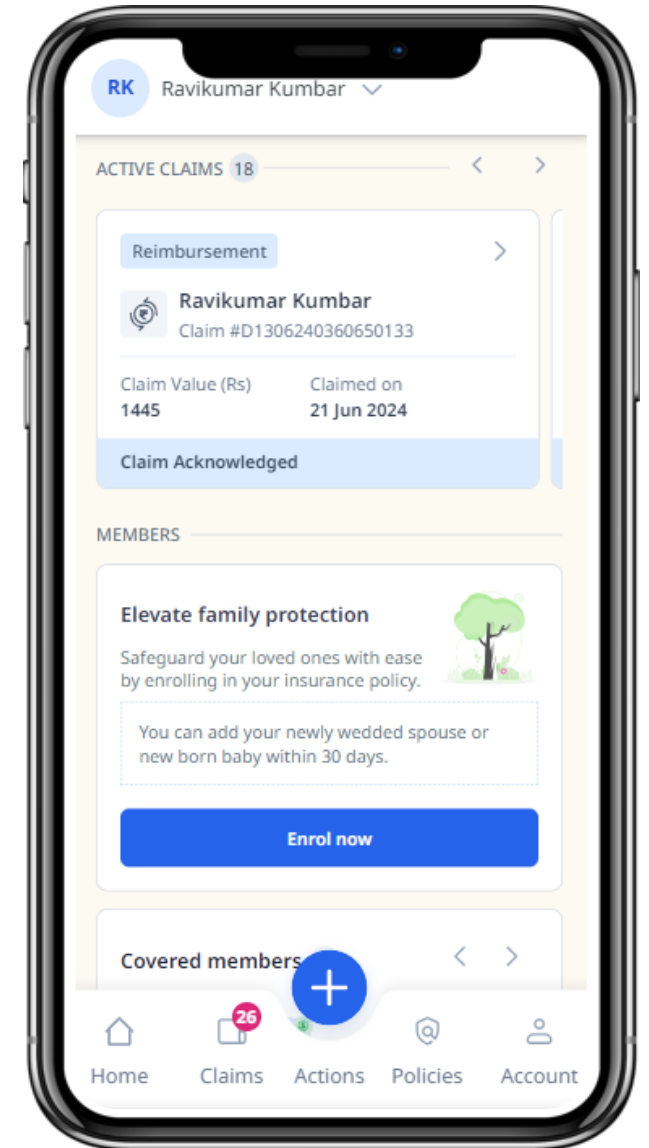


# Enrol Page - Corporate specific



## To Enrol Family Members:

- **Enrolment Window:** Enrol family members during the specified enrolment period set by your corporate or the policy
- **Enrol Now:** Click the "Enrol Now" button to start the online enrolment process



# Download Ecard

## To Download Your eCard:

### Homepage:

- Go to the "Covered Members" tab and click the "Download eCard" button

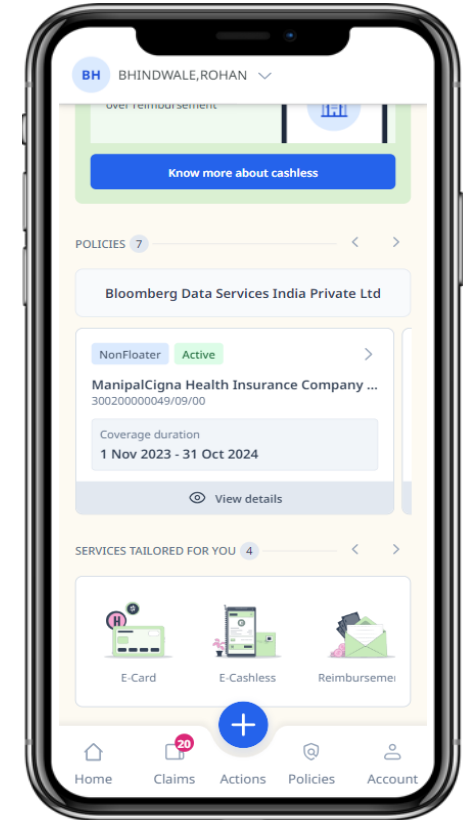
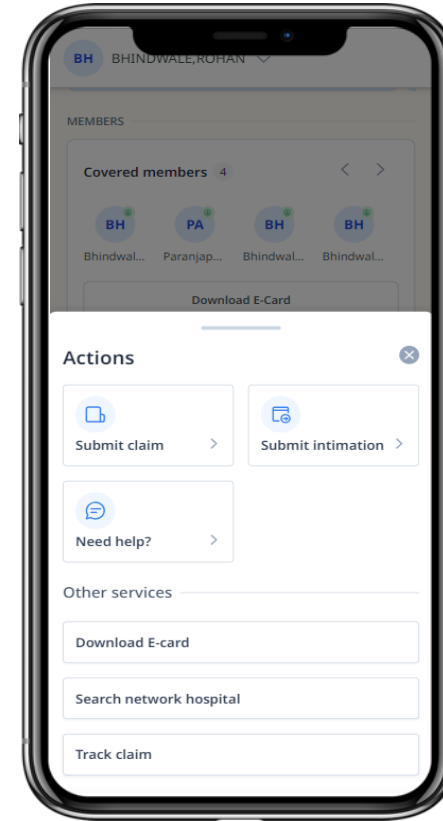
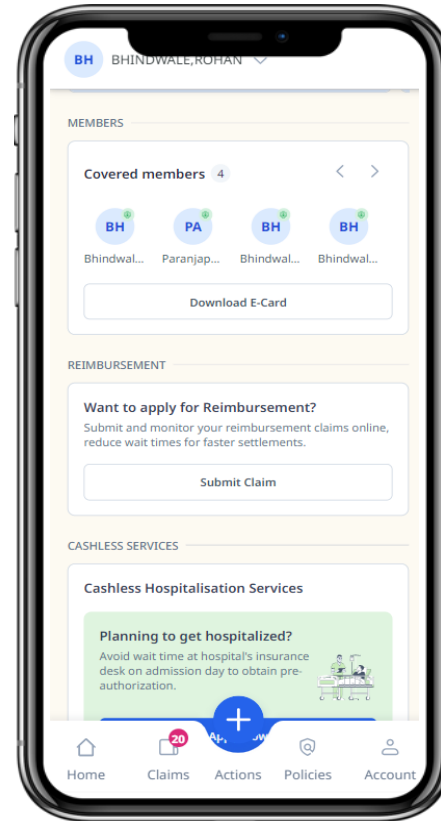
### Services Tab:

- Scroll to the bottom, find the "Services Tailored for You" section, and click the eCard icon

### Bottom Toolbar:

- Click the Action button in the bottom toolbar, then select the "Download eCard" tab

Each of these options will allow you to download your eCard.



# Policy Page

## To View Policy Details:

### Homepage:

- Go to the "Policies" tab on the homepage

### View Policy Details:

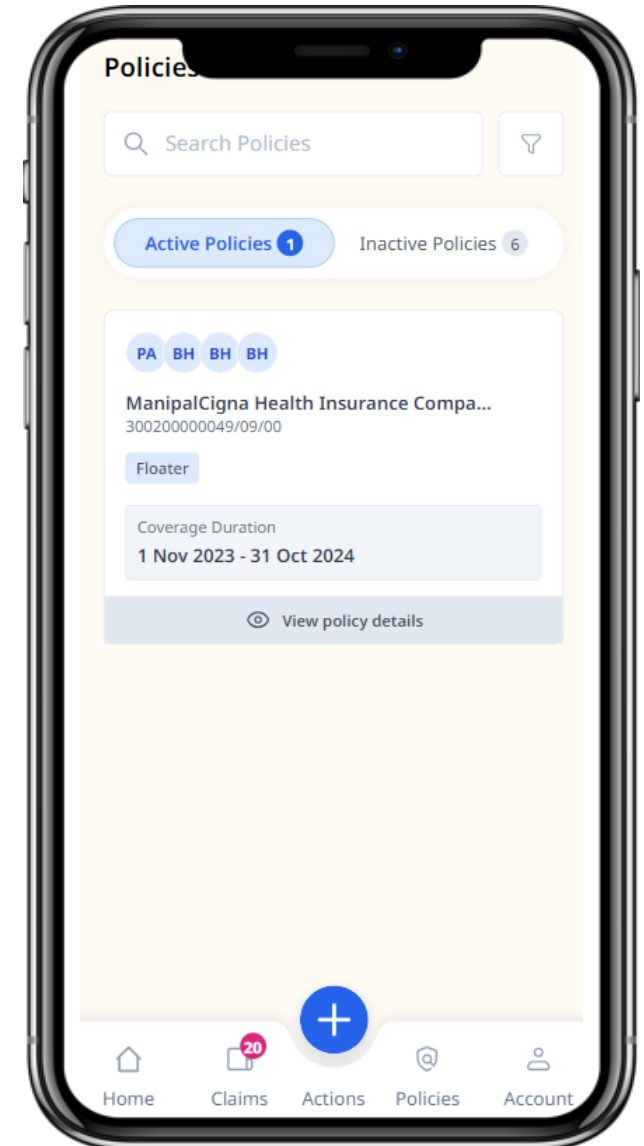
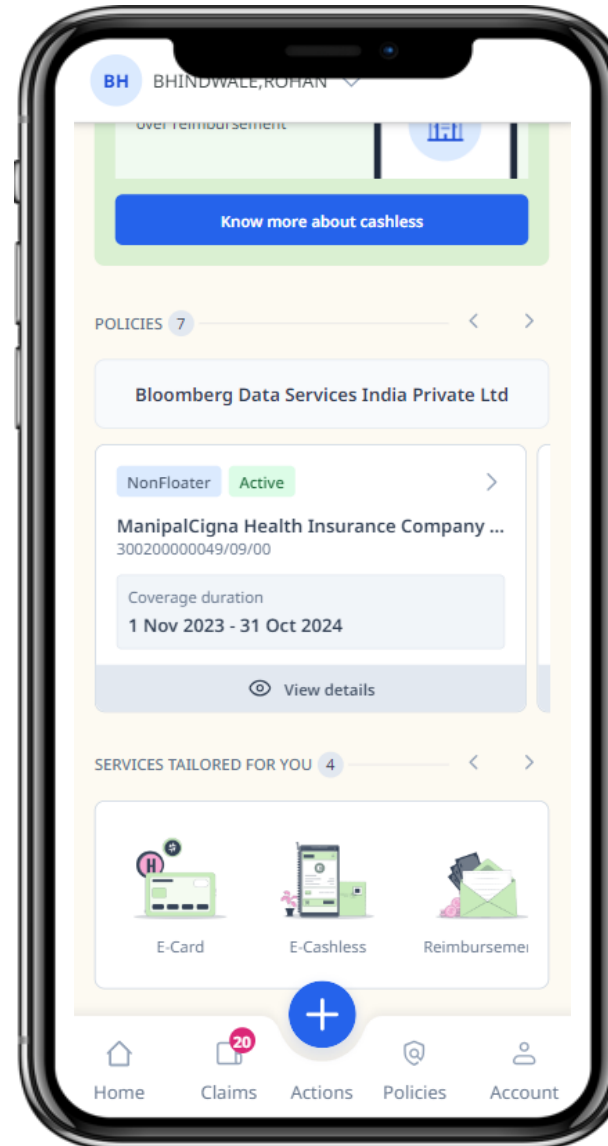
- Click the "View Details" button to see the details of a specific policy

### Active and Inactive Policies:

- Members can view both active and inactive policies

### Select a Policy:

- Click the "View Policy Details" button next to the policy you want to examine to view its details



# Claims

## To See Your Claim History:

### Access Toolbar:

- Go to the toolbar at the bottom of the screen

### Open Claims:

- Click on the **claims icon**

### Search Claims:

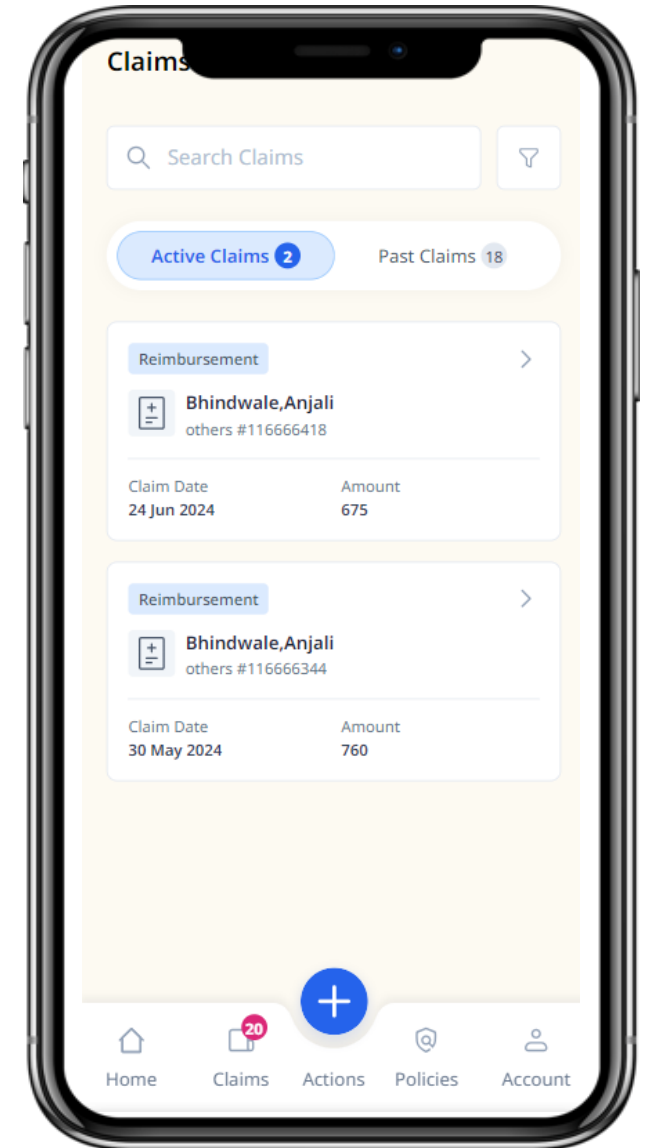
- Use the **search bar** to find specific claims

### View Claims:

- Check details for **active claims** and review your **past claims history**

### View Details:

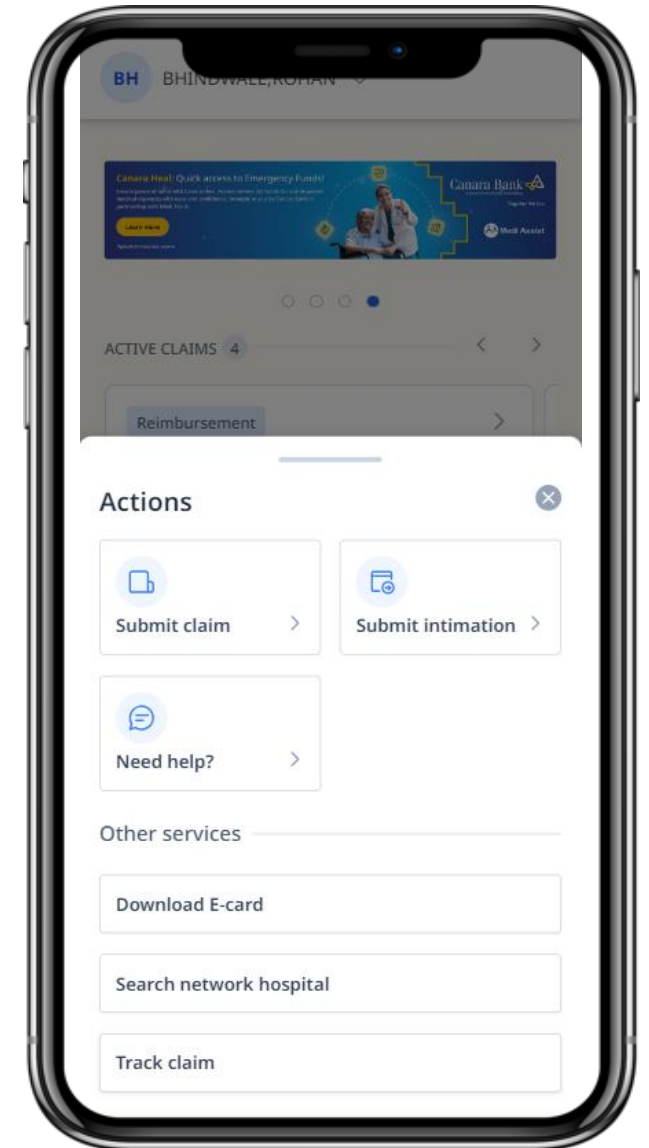
- Click on the **selected claim** tab to see detailed information



# Action Button

Through the Action Button at the Bottom Toolbar, Members Can:

- **Submit Claims:** File new claims for services
- **Submit Intimation:** Notify the provider about an upcoming hospitalization
- **Help Tab:** Access assistance and support for any issues or questions
- **Download eCard:** Get your electronic card for immediate use
- **Search Network Hospital:** Find hospitals within the network for cashless services
- **Track Claims:** Monitor the status and progress of your submitted claims



# Policies

## To View and Manage Policies:

### Open the Policies Section:

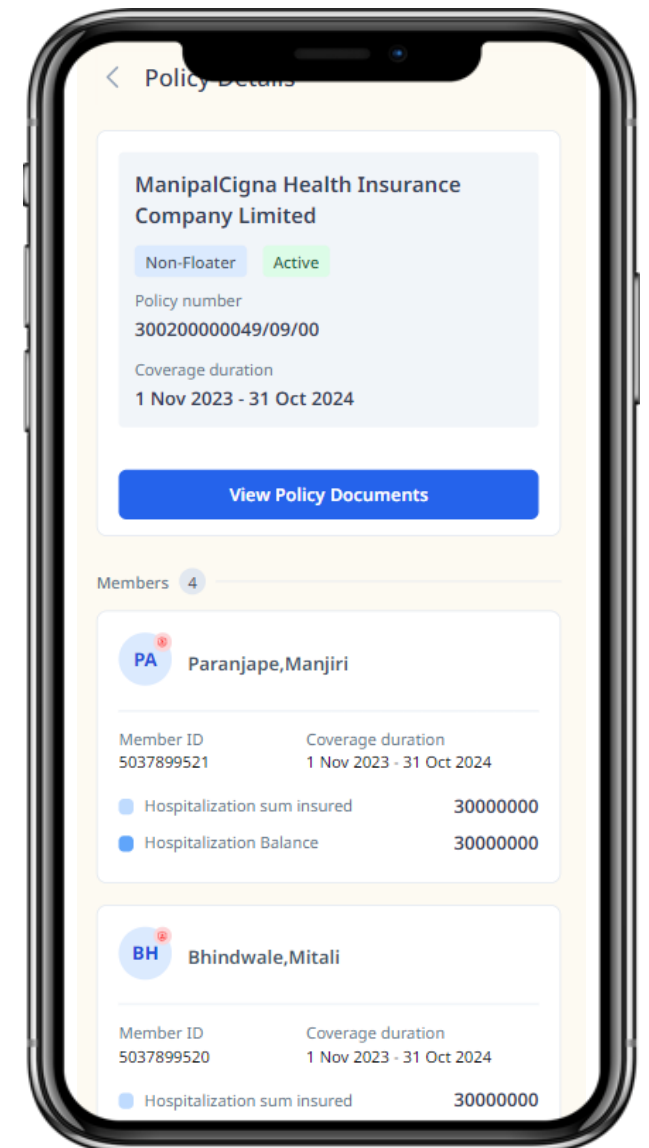
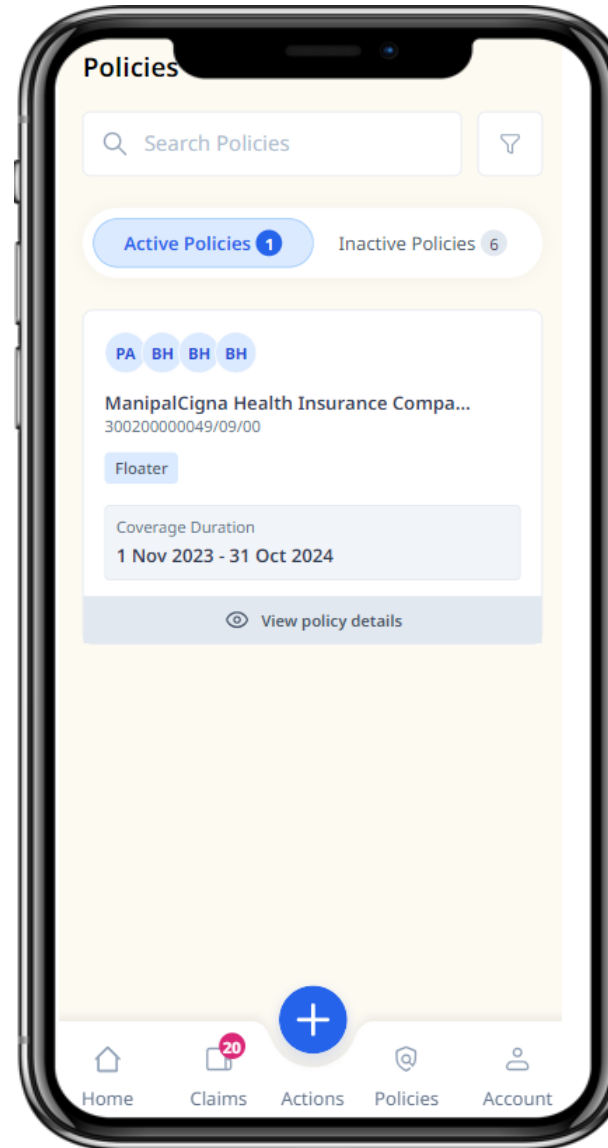
- Go to the bottom toolbar and click on the policies icon

### View Policies:

- Access and review your active policies and view the associated policy documents

### Check Policy Details:

- See the policy details and coverage information for self and family members



# Account

## To Manage Your Account:

### Click on the Account Icon:

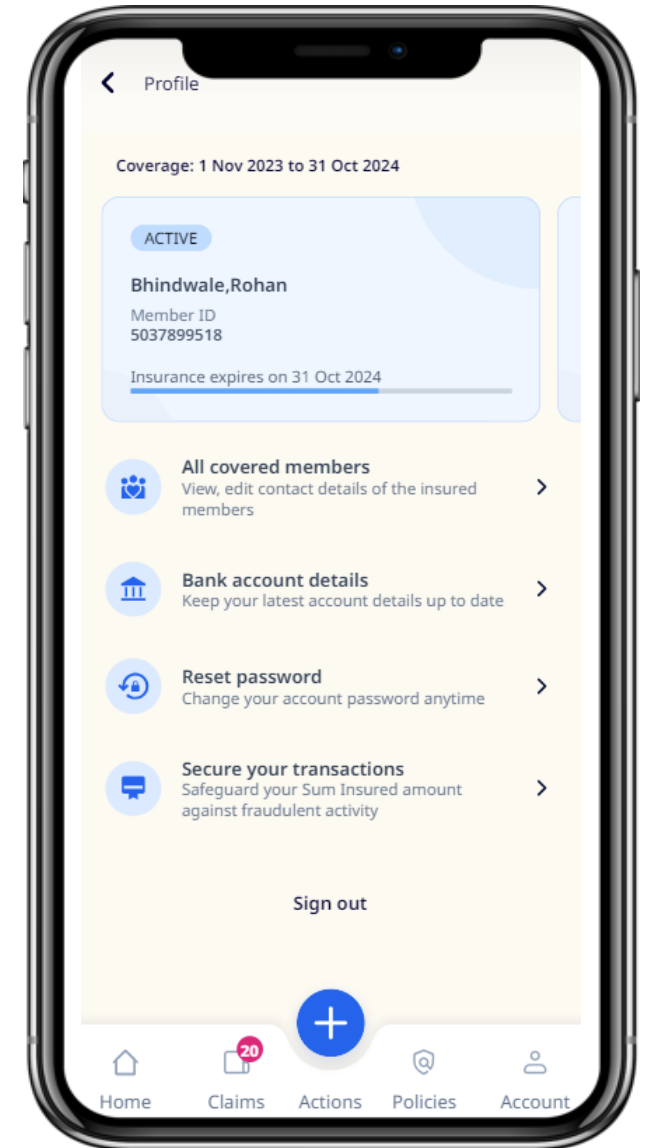
- Access the account management options by clicking on the account icon

### Available Options:

- **All Covered Members:** View details of all members covered under the policy
- **Bank Account Details:** Update or check your bank account information
- **Reset Password:** Change your account password if needed
- **Secure Your Transactions:** Enhance security of your transactions

### Sign Out:

- Log out of your account when you're finished



# Account - Dependant details

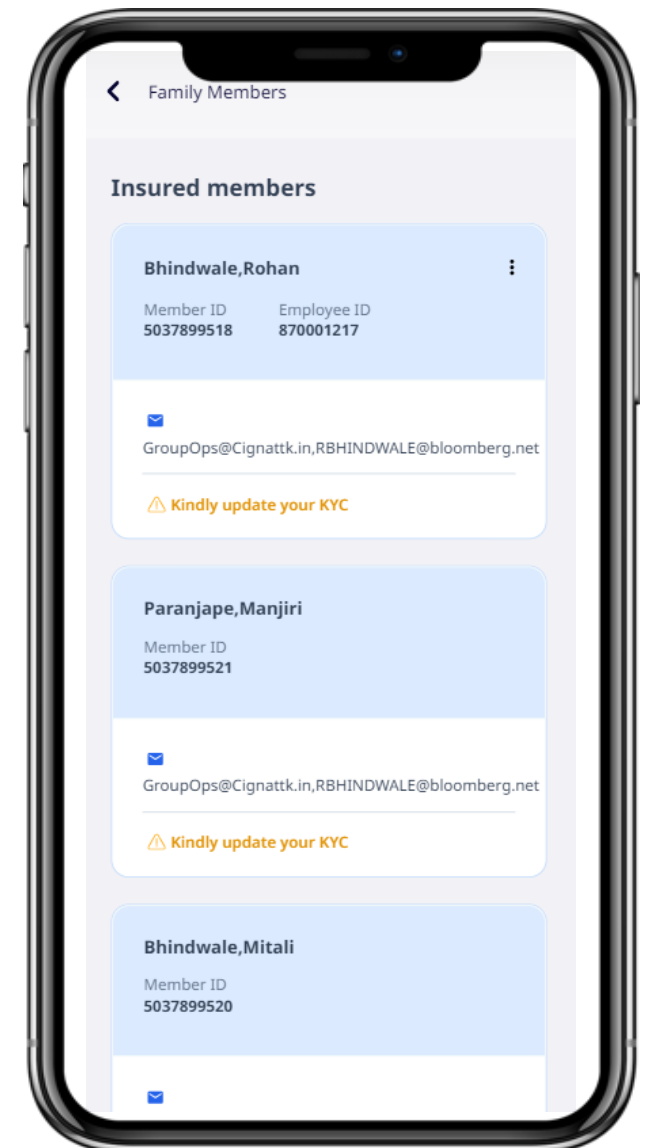
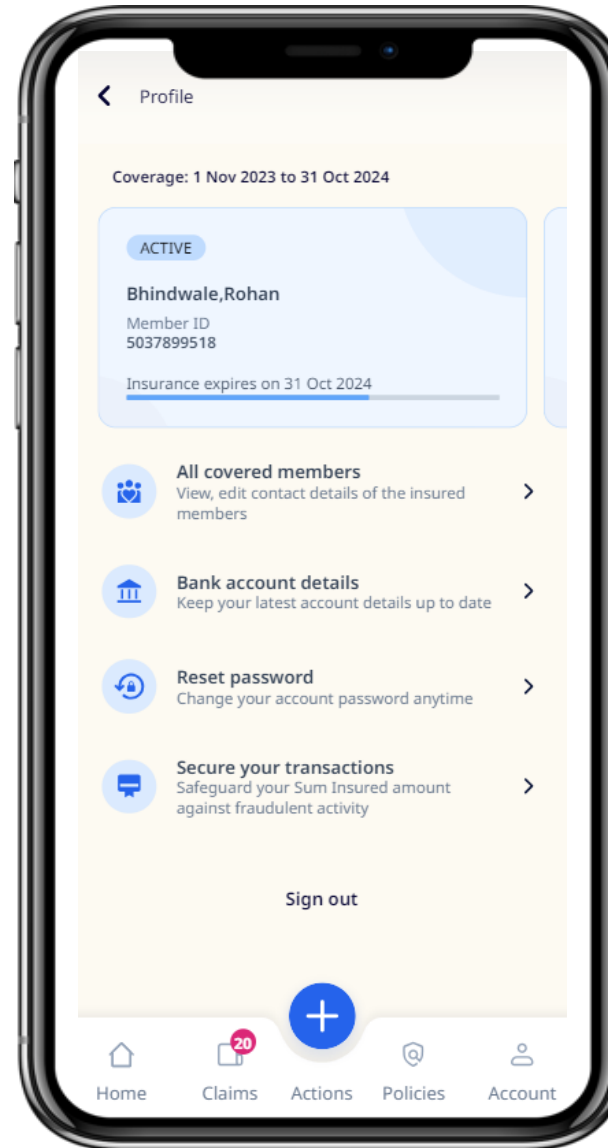
## To View All Covered Members:

### Click on the "All Covered Members" Tab:

- Select the tab labeled "All Covered Members"

### View Member Details:

- You can see detailed information about all individuals covered under the policy



# Account - Bank details

**To Update Your Account Information:**

**Access the Toolbar:**

- Go to the bottom toolbar

**Click on the Account Icon:**

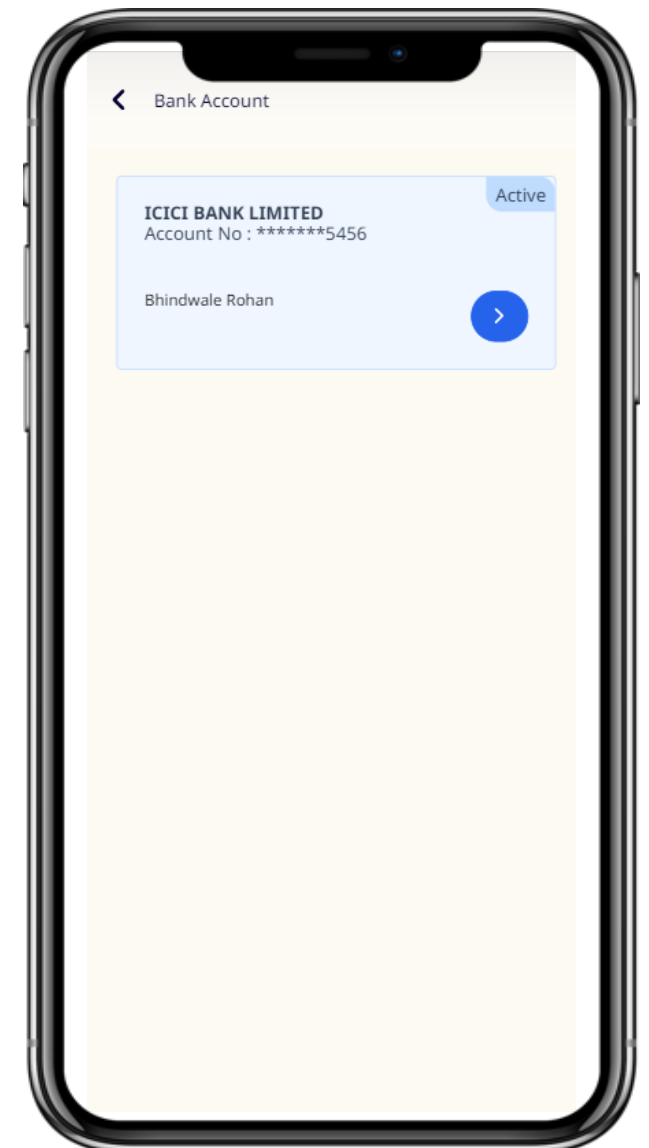
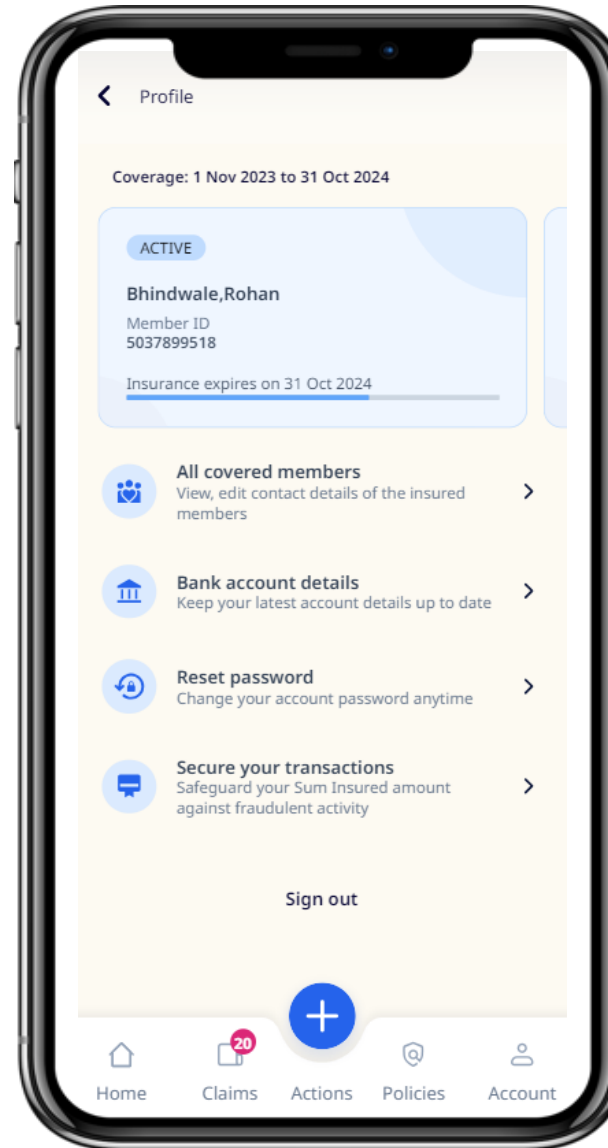
- Select the account icon to open account settings

**Update Bank Account Details:**

- Click on the "Bank Account Details" tab

**Edit and Save:**

- Update your bank account information and save the changes



# Account - Reset Password

## To Reset Your Password:

### Access the Toolbar:

- Click on the toolbar at the bottom of the screen

### Select the Reset Password Option:

- Click on the "Reset Password" tab

### Choose Verification Method:

- Select your preferred verification method (e.g., email, SMS)

### Generate OTP:

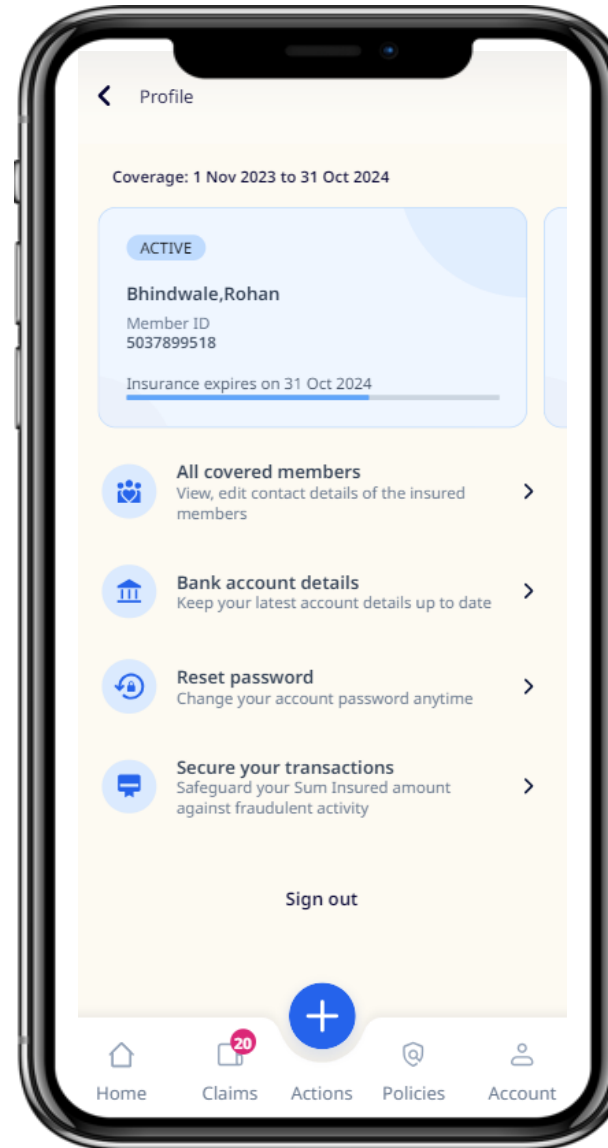
- Request an OTP (One-Time Password) to verify your identity

### Enter New Password:

- Fill in your new password and confirm it

### Save Changes:

- Save the new password to complete the reset process



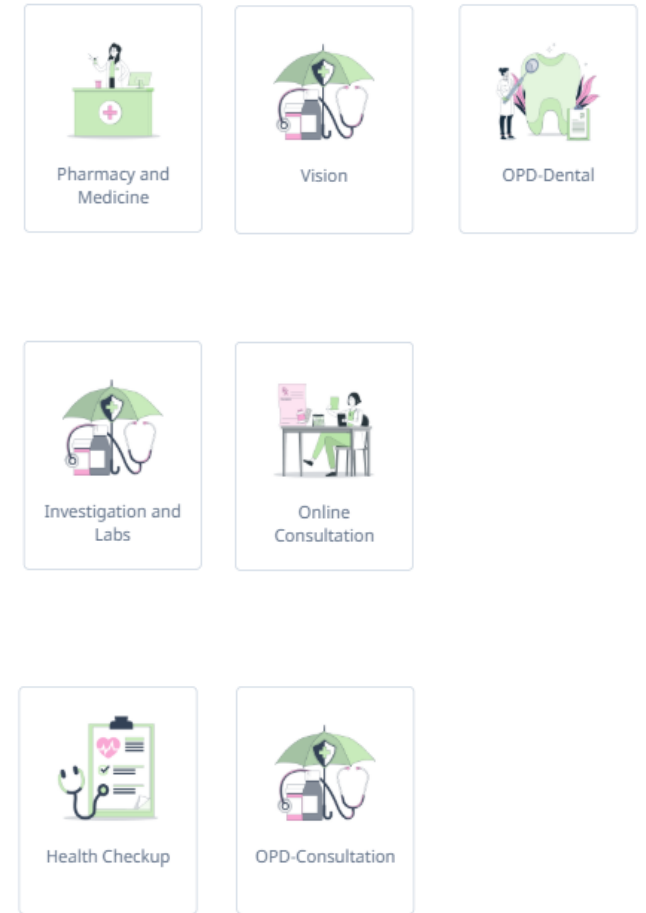
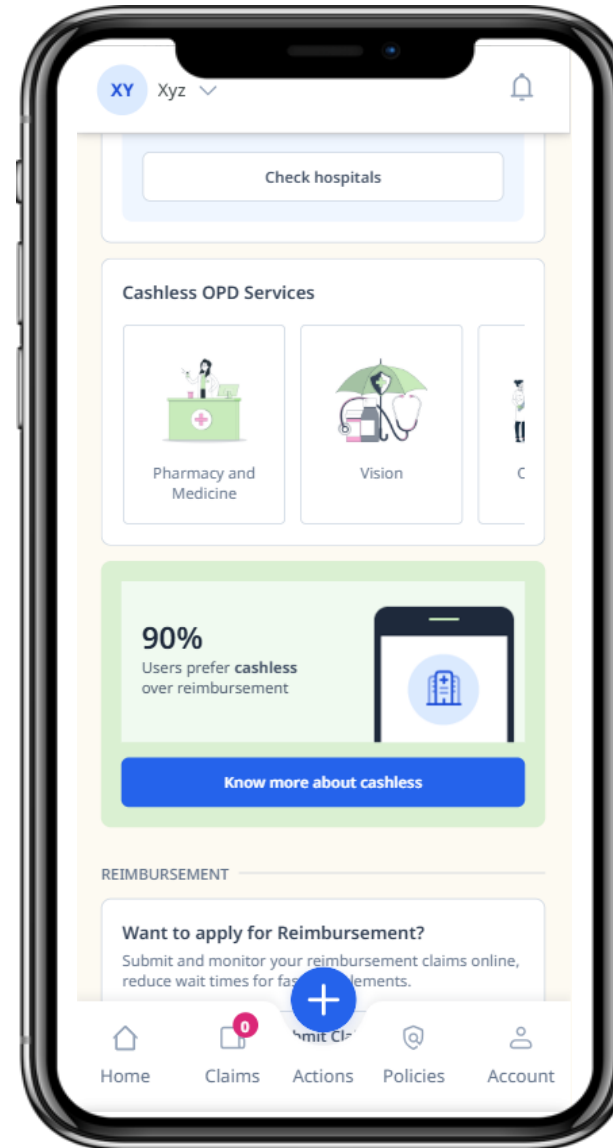
# OPD - Benefits

## How to Avail OPD Benefits:

### Click on the Service Buttons:

Select the appropriate service button from the list below:

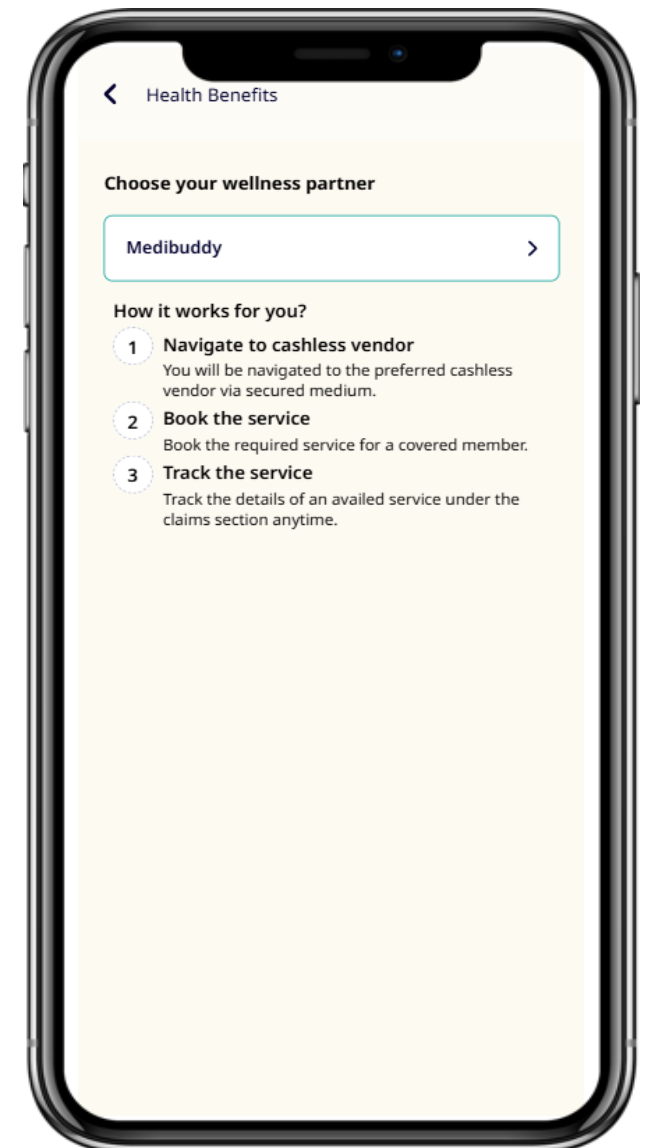
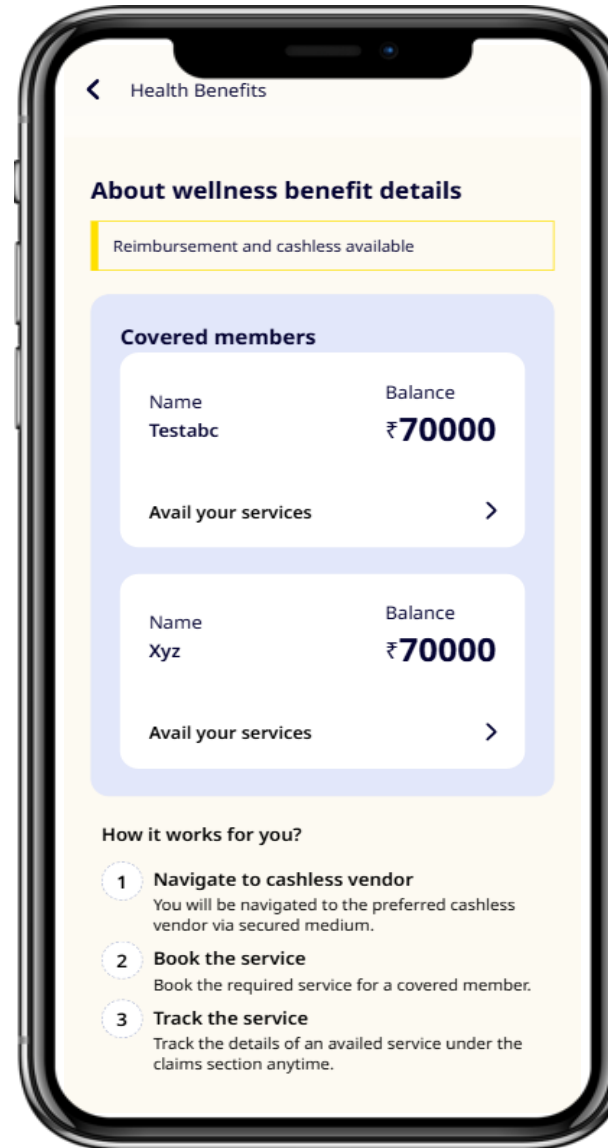
- Pharmacy & Medicine
- Vision
- OPD - Dental
- Investigation & Labs
- Online Consultation
- Health Check-up
- OPD - Consultation



# OPD

## How Members Can Avail Services:

- **Select the Service:** Choose the service you wish to avail.
- **Check OPD Balance:** Verify the OPD balance for the members covered under the policy.
- **Click on Member's Name:** Click the button next to the member who wants to avail the service.
- **Choose Wellness Partner:** Click on the Wellness Partner tab to be directed to available options.
- **Book and Track the Service:** Book the service, navigate to the cashless vendor, and track the booking status.



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# Thank You