
**Medi Assist
Administration
Services**

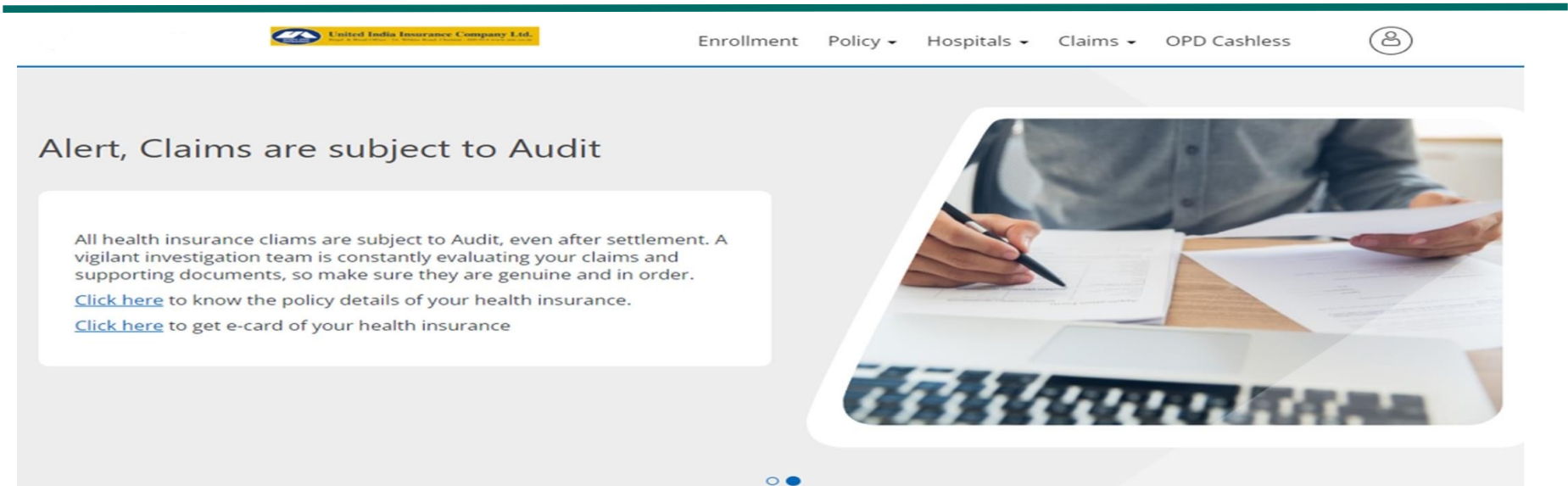
Enrolment & Portal Guide



Content

- [Login Page](#) Slide 3
 - [Enrolment Page](#) Slide 4
 - [Enrolment Steps](#) Slide 5-12
 - [Payment of Top-up Premium](#) Slide 10
 - [UTR Upload](#) Slide 11
 - [GPA Nominations](#) Slide 12
 - [Enrolment Confirmation](#) Slide 13
 - [Mid Term Inclusion](#) Slide 14
 - [80D Certificate](#) Slide 15
 - [Print e-Cards](#) Slide 16
 - [Network Hospital](#) Slide 17
 - [OPD Cashless & Reimbursement](#) Slide 18
 - [Important Documents](#) Slide 19
 - [Escalation Matrix](#) Slide 20
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Login Page



The screenshot shows the top navigation bar of the Medi Assist portal. On the left, there is a logo for United India Insurance Company Ltd. with the text "United India Insurance Company Ltd." and "Health Insurance". To the right of the logo are navigation links: "Enrollment", "Policy", "Hospitals", "Claims", and "OPD Cashless". Further right is a user profile icon. Below the navigation bar is a main content area with a grey background. On the left, there is a white box with the heading "Alert, Claims are subject to Audit" and a paragraph of text. On the right, there is a large image showing a person's hands writing on a document at a desk with a laptop keyboard in the foreground.

United India Insurance Company Ltd.
Health Insurance

Enrollment Policy Hospitals Claims OPD Cashless

Alert, Claims are subject to Audit

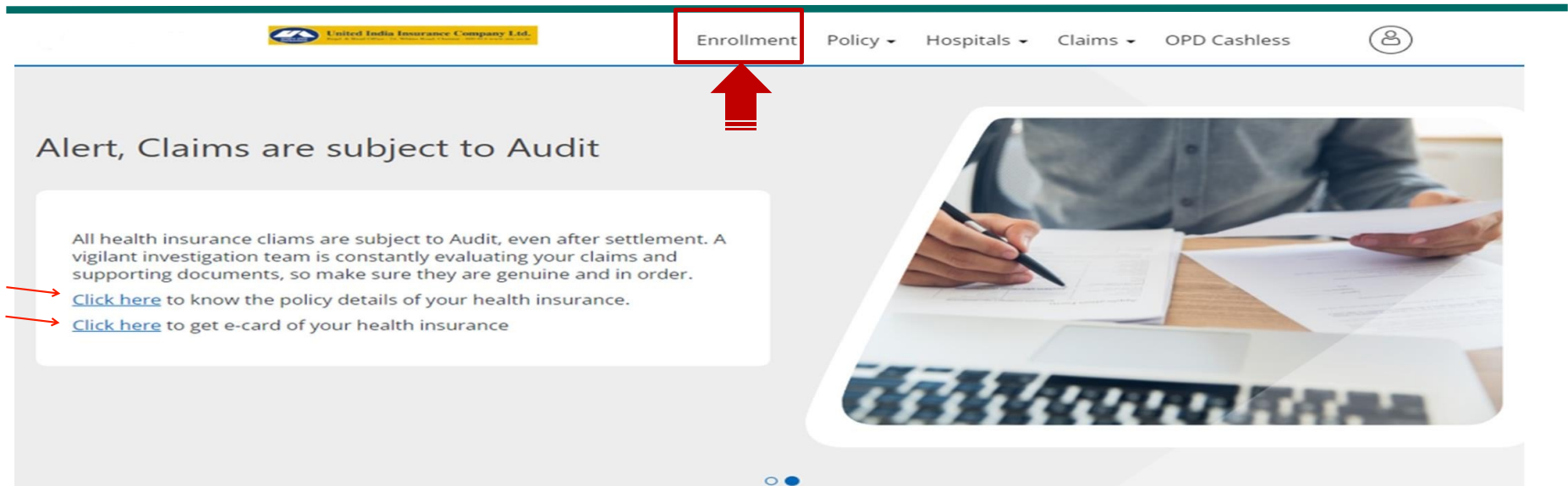
All health insurance claims are subject to Audit, even after settlement. A vigilant investigation team is constantly evaluating your claims and supporting documents, so make sure they are genuine and in order.

[Click here](#) to know the policy details of your health insurance.


[Click here](#) to get e-card of your health insurance

Access the Medi Assist Portal on— <https://portal.mediassist.in/Home.aspx?ssosrc=adobesso>

Enrolment Page



United India Insurance Company Ltd.

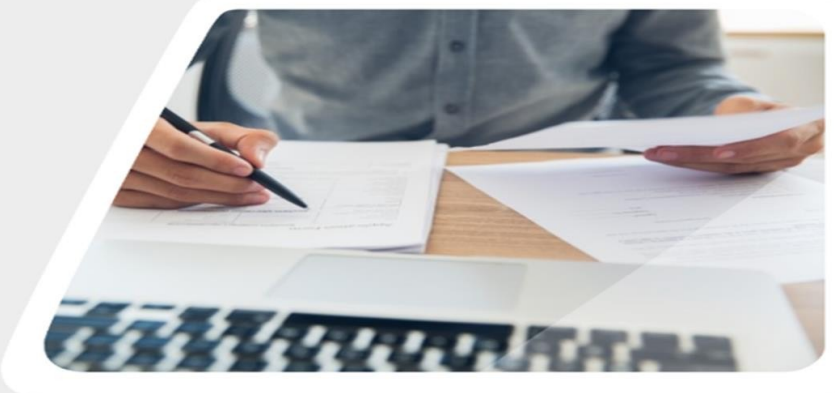
Enrollment Policy ▾ Hospitals ▾ Claims ▾ OPD Cashless 

Alert, Claims are subject to Audit

All health insurance claims are subject to Audit, even after settlement. A vigilant investigation team is constantly evaluating your claims and supporting documents, so make sure they are genuine and in order.

[Click here](#) to know the policy details of your health insurance.

[Click here](#) to get e-card of your health insurance



Click on the enrolment tab

Step 1 of Enrolment -Provide details for self

Congratulations Test1_adobe, you and your family members are being offered family health insurance coverage.

Dependent 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 Permanent disability are covered with no age limit. The process to add permanent disabled child is by dropping an email with disability certificate to adobe.nda@marsh.com with subject line "submission of child disability certificate(Empl



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

Employee ID

Test1_adobe

Date of Hire

01 Jan 2022

Gender

Male

Official Email Id

Test_adobe@gmail.com

Marital Status

Married

Marriage Date

18 Mar 2025


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 on this page

Step 2 of Enrolment- Addition of dependents

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

- Please [click here](#) to view the GMC policy.
- Please [click here](#) to view the FAQs.
- Please [click here](#) to view the Top Up Health



Base coverage

1 2 3 4 5 6

Add a Beneficiary +

Test1_adobe
Self, M, 28 years (01 Jan 1997)

Kiran
Son, Male, 9 years (15 Oct 2015)

Anita
Mother, Female, 55 years (01 Apr 1970)

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 dependents for ₹ 7,00,000

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

Base coverage

Add a Beneficiary

 **Test1_adobe**
Self, M, 28 years (01 Jan 1997)

 **Kiran**
Son, Male, 9 years (15 Oct 2015)

 **Anita**
Mother, Female, 55 years (01 Apr 1970)

- If you wish to make any 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	₹ 2,00,000	₹ 5,446
Modular Plan Cover	0	₹ 0
Total premium:		₹ 5,446

Note : All premiums are inclusive of GST.

Please Note:

- Enrolment window is open from 1st Apr 2025 - 18th Apr 2025 for policy period 1st April, 2025 – 31st March, 2026.
- Employees who will avail Top-up policy with Modular Plan (Silver Or Gold) will have to do the payment within the enrollment window period i.e. 1st Apr 2025 - 18th Apr 2025. Payment has to be done directly to the UIIC account through NEFT/ QR code mode and

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I don't want Top-up Insurance Policy

I want Top-up policy for employee, Spouse/Same Gender Partner & children

Sum Insured	Premium
200000	5446

Modular Plan	Premium
--Not Required--	0

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
- Understand your enrolment options and please make your choice accordingly

Step 3-Opting for a modular plan

HEALTH INSURANCE TOP-UP

	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 2,00,000	₹ 5,446
Modular Plan Cover	Gold	₹ 8,364
Total premium:		₹ 13,810

Note : All premiums are inclusive of GST.

Please Note:

- Enrolment window is open from 1st Apr 2025 - 18th Apr 2025 for policy period 1st April, 2025 – 31st March, 2026.
- Employees who will avail Top-up policy with Modular Plan (Silver Or Gold) will have to do the payment within the enrollment window period i.e. 1st Apr 2025 - 18th Apr 2025. 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

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

Sum Insured: 200000 Premium: 5446

Modular Plan: Gold Premium: 8364

Plan Benefits :

- Additional OPD Sum Insured of INR 5000 (Over & Above of INR 15000)
- Additional INR 50000 for Cancer Treatments: Hormonal/Adjuvant/Immune modulators(over & above of INR 500000 from base policy)
- Additional INR 50000 for Oral Chemotherapy (over & above 20% from base policy)
- Homeopathy & Ayurvedic covered subject to doctor's prescription and relevant docs on IPD basis

- You may choose an appropriate Modular add on top up plan on this page by selecting the drop down under Modular plan
- 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
- The enhanced benefits by opting modular plan(Silver or Gold) are also visible below the modular plan tab after the plan is selected

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	₹ 2,00,000	₹ 5,682
Modular Plan Cover	Gold	₹ 13,942
Total premium:		₹ 19,624

Note : All premiums are inclusive of GST.



Please Note:

- Please [click here](#) for top-up and/or modular plan premium payment via the payment gateway.
- Please [click here](#) for the NEFT details.

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.**

"If you are making a premium payment by scanning the QR code, please provide the 12 digit "UPI transaction ID" in the transaction details box".

Kindly upload Premium Payment Transaction Bank Details here.

Bank Name

ICICI Bank

NEFT / IMPS Number/ UPI Transaction Number

pay_QBlexRam2JRTa2

- 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 can be via NEFT/QR Code/Credit Card
- Total Premium to be paid by employee is available on the left side of page

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	₹ 2,00,000	₹ 5,682
Modular Plan Cover	Gold	₹ 13,942
Total premium:		₹ 19,624

Note : All premiums are inclusive of GST.

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Top up/Modular Add on Top Up Plans, kindly upload the transaction details.
 "If you are making a premium payment by scanning the QR code, please provide the 12 digit "UPI transaction ID" in the transaction details box".

Kindly upload Premium Payment Transaction Bank Details here.

Bank Name

NEFT / IMPS Number/ UPI Transaction Number

Transaction Date

Upload Payment Screenshot

Please upload only image/pdf file.

Previous
Next

- **Mandatory Step** to update screenshot of the premium paid to the insurer
- Please upload only image/PDF file
- Once you pay the premium you must update the transaction details
- 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	₹ 2,00,000	₹ 5,682
Modular Plan Cover	Gold	₹ 13,942
Total premium:		₹ 19,624

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GPA Nomination Details

Relation	Name	Date Of Birth	% of share	Action
Son	Arun	23 Feb 2025	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 while adding the Nominees.
- 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 Medclaim insurance (GMC) premium summary


	Sum Insured	Premium
Base policy	₹ 7,00,000	₹ 0
Voluntary Top-up Cover	₹ 2,00,000	₹ 5,446
Modular Plan Cover	Gold	₹ 8,364
Total premium:		₹ 13,810

Note : All premiums are inclusive of GST.


1 2 3 4 5 6

- 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




Test1_adobe
Self , DOB: 01 Jan 1997



Test_Spouse_1
Spouse , DOB: 01 Jun 1990

GPA Nomination Details



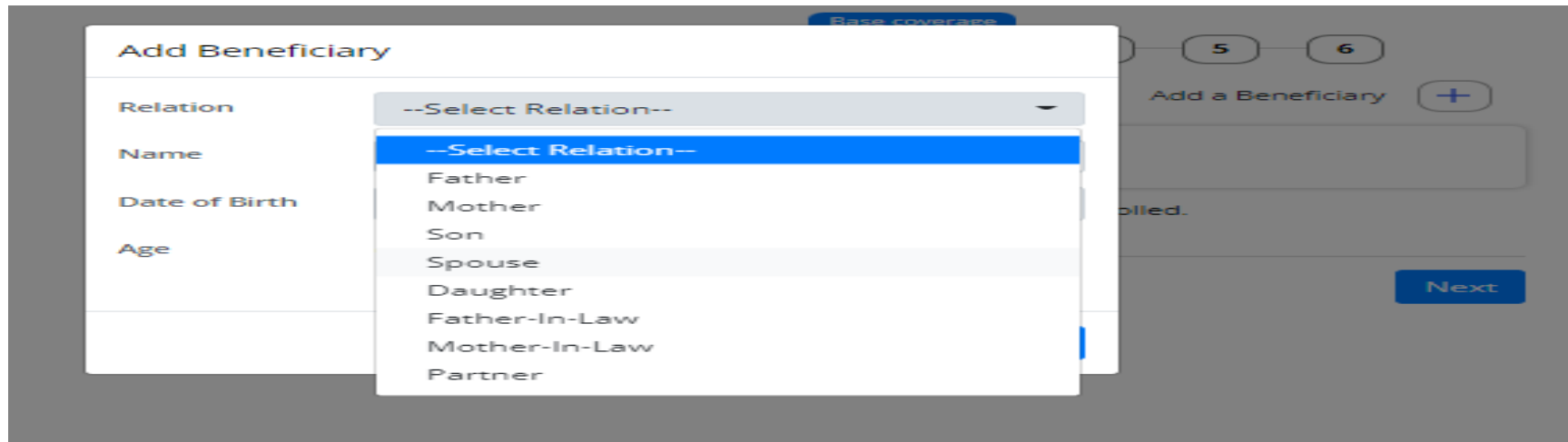
Aasdfhjk
Son , DOB: 23 Feb 2025 ,
Percentage: 100

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 shows a web form titled "Add Beneficiary". The form has several input fields: "Relation", "Name", "Date of Birth", and "Age". A dropdown menu is open over the "Relation" field, displaying a list of relationship options: "--Select Relation--", "Father", "Mother", "Son", "Spouse", "Daughter", "Father-In-Law", "Mother-In-Law", and "Partner". The background of the form is dimmed, showing a progress indicator with steps 5 and 6, and a "Next" button.

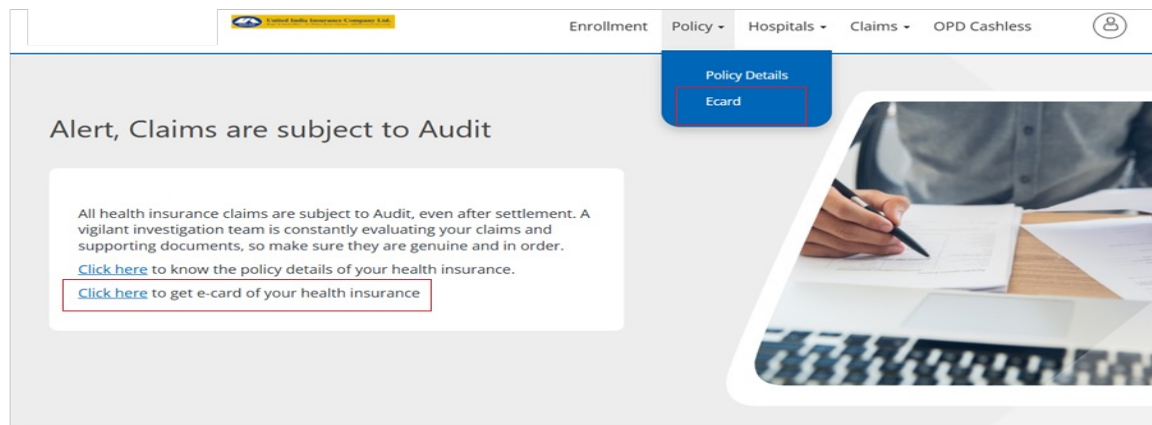
- Mid-term addition(spouse by marriage & baby by birth or adoption) can be done by employee within 45 days of the event (i.e. marriage or birth/adoption)
- Parents can enroll the adopted child only after receiving the legal decree from court
- Employees will have to select the relationship from **Add a beneficiary button**

80D Certificate Download



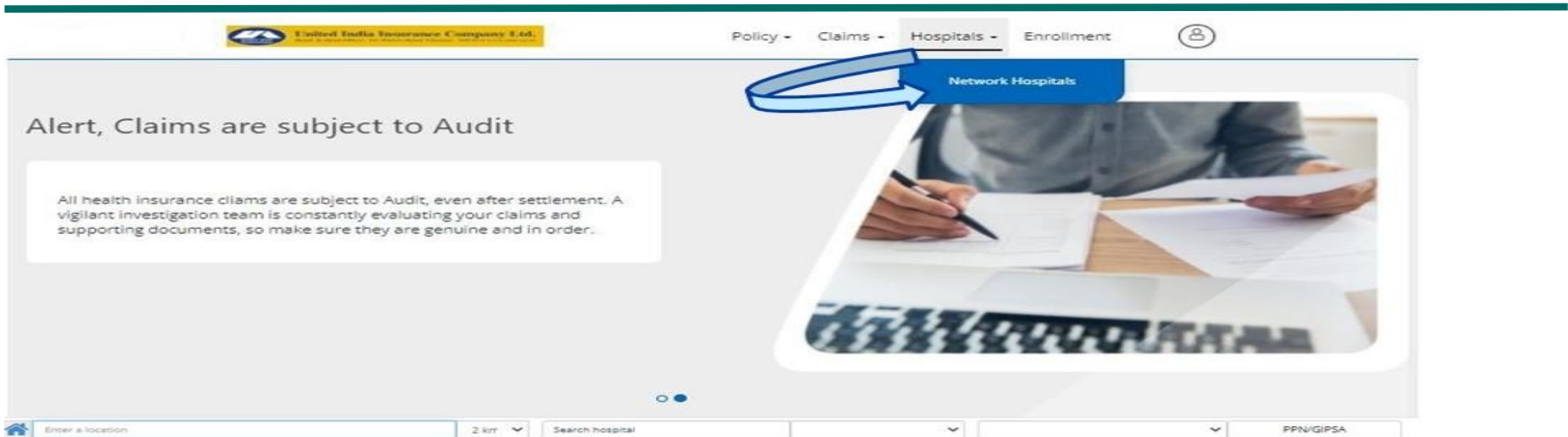
- As soon as the Insurer issues endorsement against the Top-up / Modular add on top up plan bought by you, the Insurer will be releasing the 80D certificates
- These certificates **will be enabled ONLY post insurer endorsement in Enrolment Step-1**
- This may take up to 45-60 days from the enrolment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

Print e-cards



- You will receive email communication on the enrolment from ["automailer@mediassist.in"](mailto:automailer@mediassist.in)
- You can download your E cards here, by clicking on the Ecard option under Policy Tab Or as per above link highlighted on home page.

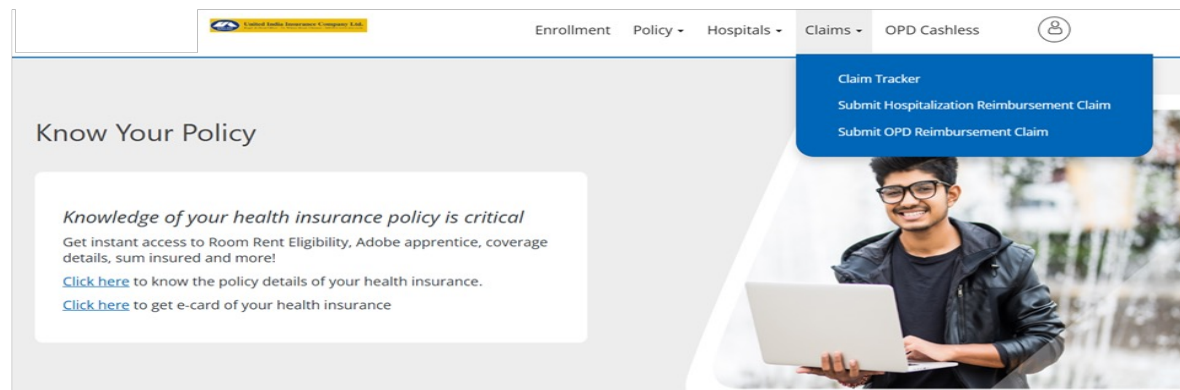
Network Hospitals



The screenshot displays the Medi Assist web portal interface. At the top, there is a navigation bar with tabs for 'Policy', 'Claims', 'Hospitals', and 'Enrollment'. The 'Hospitals' tab is active, and a sub-menu is open, highlighting 'Network Hospitals' with a blue arrow. Below the navigation bar, there is a main content area with a grey background. On the left, there is a section titled 'Alert, Claims are subject to Audit' with a white box containing text: 'All health insurance claims are subject to Audit, even after settlement. A vigilant investigation team is constantly evaluating your claims and supporting documents, so make sure they are genuine and in order.' On the right, there is a large image of a person's hands writing on a document at a desk. At the bottom of the page, there is a search bar with the text 'Enter a location', a dropdown menu showing '2 km', a search button labeled 'Search hospital', and a dropdown menu showing 'PPN/GIPSA'.

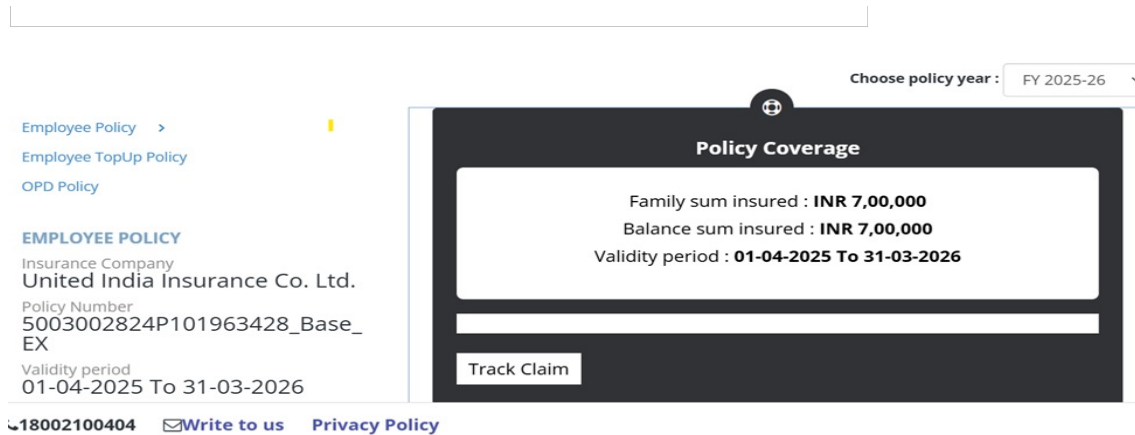
- You can search for network hospitals under the 'Hospitals' tab
- GIPSA hospitals are tagged, GIPSA PPN is a special network of hospitals where the Insurance company has negotiated and better rates for various procedures

OPD Cashless & Reimbursement



- You can avail the OPD Cashless through our Medibuddy partner under 'OPD Cashless' tab. For more details on cashless OPD, you can refer to the insurance FAQs
- You may also submit online OPD claim for reimbursement under "submit OPD Reimbursement claim" Tab and Hospitalisation and pre-post Hospitalisation reimbursement claim under the "Submit Hospitalisation Reimbursement claim" tab.
- Physical documents are not required for OPD Reimbursement claims. Although, it is not mandatory to submit the physical copies but the same need to be submitted only incase Insurance company/TPA asks for it.

Important Documents



The screenshot displays the 'Policy Coverage' details for an Employee Policy. At the top right, there is a dropdown menu for 'Choose policy year' set to 'FY 2025-26'. The main content area is divided into two columns. The left column contains a navigation menu with 'Employee Policy' selected, and 'Employee TopUp Policy' and 'OPD Policy' listed below. Under the 'EMPLOYEE POLICY' heading, the following details are provided: Insurance Company: United India Insurance Co. Ltd.; Policy Number: 5003002824P101963428_Base_EX; and Validity period: 01-04-2025 To 31-03-2026. The right column features a dark grey box with the title 'Policy Coverage' and a white box containing the following information: Family sum insured : INR 7,00,000; Balance sum insured : INR 7,00,000; and Validity period : 01-04-2025 To 31-03-2026. Below this information is a white button labeled 'Track Claim'. At the bottom left of the page, there is a footer with the number '18002100404', a 'Write to us' link, and a 'Privacy Policy' link.

Choose policy year : FY 2025-26

Employee Policy >
Employee TopUp Policy
OPD Policy

EMPLOYEE POLICY
Insurance Company
United India Insurance Co. Ltd.
Policy Number
5003002824P101963428_Base_EX
Validity period
01-04-2025 To 31-03-2026

Policy Coverage

Family sum insured : **INR 7,00,000**
Balance sum insured : **INR 7,00,000**
Validity period : **01-04-2025 To 31-03-2026**

Track Claim

18002100404 Write to us Privacy Policy

- Click on 'Policy' tab and go to policy details
- Various insurance related documents are available on this page

Escalation Matrix

For Enrollment related queries			
Location	SPOC Name	Email id	Contact Number
MEDI ASSIST SPOC Noida	Kamal Agnihotri	kamal.agnihotri@mediassist.in	91-93648-97990
MEDI ASSIST SPOC Bangalore	Nandita Singh	nandita.singh@mediassist.in	91-90356-71699

For escalation in relation to Enrollment queries			
Location	SPOC Name	Email id	Contact Number
Noida	Satyam Bhalla	adobe.nda@marsh.com	91-86557-50082
Escalation 1	Naresh Kumar	Naresh.kumar@marsh.com	91-72900-37939

General Queries round the year -- Managed by Medi Assist			
Toll Free No.	18002100404	Timings 9.30 a.m. to 6 p.m. Monday to Saturday	For General Queries
		All days 24/7	For Emergency

Claims Management round the year				
Location	SPOC Name	Email id	Contact Number	Timings 9.30 a.m. to 6 p.m. Monday to Friday but in case of emergency we are reachable all 7 days.
Noida	Satyam Bhalla	adobe.nda@marsh.com	91-86557-50082	
Bangalore	Madhusudan G	adobe.blr@marsh.com	91-89768-35512	
Escalation 1	Naresh Kumar	Naresh.kumar@marsh.com	91-72900-37939	
Escalation 2	Rachit Baijal	rachit.baijal@marsh.com	91-72900-89449	

Thank You