



Silver Years – Senior Care Plan (Offered in partnership with Zealver)

Section A: For Adobe Employees

Q1: What is the Silver Years – Senior Care Plan ?

A1: The Silver Years Plan is a preventive healthcare program created to support Adobe employees in managing health and wellness for their parents/in-laws and other dependents. It provides easy access to a wide range of healthcare services including:

- Unlimited doctor consultations (tele-consultations and home visits where applicable)
- Annual and preventive lab tests
- Health assessments such as Fall Risk Assessment (FRA) and 3-Senses check-up
- Mental Well-being
- Access to wellness activities like yoga and health webinars
- 24/7 support desk for healthcare guidance

Q2: Who can buy this plan?

A2: Any Adobe employee can buy the plan for himself/herself or for his/her parents/in-laws.

Q3: How can an employee register their parents or in-laws for the plan?

A3: To register, an employee must complete the subscription form and make the payment through the Zealver website (<https://www.zealver.life/corporate-signup/>). Once payment is successful, the employee will receive a payment receipt and confirmation email.

Q4: What is the process to purchase a Silver Years plan?

A4: The steps to purchase a plan are outlined below in detail:

Step 1: Employee/User to visit Zealver website (<https://zealver.life>) and select 'Corporate Sign up' from the dropdown of login button.

Step 2: The User lands on this page: <https://www.zealver.life/corporate-login/>

Step 3: The User needs to enter their respective corporate credentials. For Adobe:

- Adobe email id: xxxxxx@adobe.com
- Enter 4 digit OTP received in email inbox (To validate entry for security purpose)



Step 4: User is auto-redirected to the Adobe Plans Page, linked as: <https://www.zealver.life/adobe/>

Step 5: User explores the Adobe Plans Web Page, User chooses their choice of Plan from the 4 options available. (A,B,C,D)

Step 6: User Clicks on "Buy Now" CTA

Step 7: User is taken to the registration form, with the link as follows, depending on their choice of Plan, sharing only for record, no action required:

Step 7: User fills the form

Step 8: User adds payee & beneficiary details

Step 9: The User makes the payment as per the amount provided

Step 10: Upon successful registration, three emails are triggered:

- Email 1: Email to Member upon successful form filling (With Attached Invoice)
- Email 2: Email to Internal Team upon New Member onboarding (With attached form filled).
- Email 3: Payment Confirmation by RazorPay

Step 11: After the successful registration the member will receive the service activation email from Zealver team within 48-72 hrs. The service activation email contains the Unique login credentials for the registered member. Member can access the Health portal account using these credentials and entering Username and password through 'Member login' button on the web page.

Q5: How will an employee get access to the plan's services?

A5: Within 48–72 working hours of payment, the employee will receive a Service Activation Email. This email will include:

- Unique login credentials for the Zealver portal for the registered member/s.
- A user guide explaining step-by-step instructions on how to use the services.

Q6: Can the plan be transferred to someone else?

A6: No. The plan is non-transferable. It can only be used by the Adobe employee or the parents/in-laws registered at the time of purchase.

Q7: How can an employee check if their city is serviceable?



A7: Zealver services are available in most major cities across India. To check availability, an employee can visit the [Serviceability Tracker](#) and enter their area pin code. If the pin code is listed, the employee can access all plan services. If the pin code is not listed, the employee may still contact the Zealver support team. In many cases, Zealver explores creating a network in your area to extend coverage.

Q8: What are the available options under the Silver Years – Senior Care Program?

A8:

Zealver Elder Care Plan Construct 2025 - Marsh					
		PREMIUM PLAN OPTION A	PREMIUM PLAN OPTION B	PREMIUM PLAN OPTION C	3 SENSES OPTION D
A. VIRTUAL TELECONSULTATION FEATURES:					
1	Proactive outbound health check-in calls from Doctors and Geriatricians to elder parents - 6	Y	Y	Y	Y
2	24/7 Telephonic Access to General Physicians	Y	Y	Y	Y
3	Mental Well-being Assistance	Y	Y	Y	Y
4	Zealver Companion Calls	Y	Y	Y	Y
5	Nutrition and diet coaching sessions for parents	N	N	N	Y
B. HOME VISITS AND PHYSICAL TOUCHPOINTS:					
6	One Home visit by an MBBS General Physician on an appointment basis per year	N	N	Y	N
7	Periodic physical check-ins by a Zealver Caregiver (home visit) – 3 visits/year	N	Y	N	N
8	Fall Risk Assessment & Musculoskeletal Evaluation	Y	Y	Y	Y
9	Basic Blood Tests (Home visit)	Y	Y	Y	N
10	Advance Blood Test (Home Visit)	N	N	N	Y
10	Exclusive Repeat Blood Tests	Y	Y	Y	Y
11	3senses assessments	N	N	N	Y
12	One Ambulance Service Per Year	Y	Y	Y	Y
C. ONLINE SUPPORT & ADDITIONAL CONVENIENCE:					
13	Electronic Health Records (EHR) Portal	Y	Y	Y	Y
14	Personalized Health Insights & Action Plan	Y	Y	Y	Y
15	Health Concierge Services	Y	Y	Y	Y
16	Dedicated Customer support 24/7	Y	Y	Y	Y
D. HEALTH ENGAGEMENT & WELLNESS ACTIVITIES:					
17	Engagement health tips and newsletters for seniors	Y	Y	Y	Y
18	2 Webinars per month by Doctors and Specialists on Seniors health and online community building	Y	Y	Y	Y
19	Daily online yoga sessions for seniors throughout the year	Y	Y	Y	Y
Commercial Per Parent Per Person		INR 4235+GST	INR 4675+GST	INR 6050+GST	INR 10770+GST

Section B: For Registered Members (Parents/In-laws)

Q1: What happens during the Welcome Call?

A1: Within 48-72 working hours of plan activation, Zealver's support team will call the registered member (self/parent/in-laws). During this call:

- The plan benefits and inclusions are explained in detail.



- The members are guided on how to use the Zealver portal.
- The member can schedule their **first doctor consultation** directly on the call.

Q2: What happens during the first doctor consultation?

A2: The first consultation with a General Physician (via tele-consultation) includes:

- A **detailed health assessment**, including medical history, past illnesses, lifestyle habits, and current concerns.
- Filling out the **Health Risk Assessment (HRA) form** to create a baseline health record.
- Advice and recommendations for improving health and managing risks. Prescriptions, if needed.
- All notes and records are updated in the Zealver portal for future access.

Q3: How to connect with a doctor anytime?

A3: Members can reach a doctor 24/7 in three simple steps:

1. Call the Zealver Helpline at **020-71531330**.
2. Press "1" on the IVR for Doctor Consultation.
3. A doctor will call you back within the defined turnaround time (usually within 30 minutes).

This service is for all non-emergency health needs. For emergencies, please contact local emergency services immediately.

Q4: Where can the health records be seen?

A4: All health records of the members are securely stored in the Zealver Electronic Health Record (EHR) portal. These include prescriptions, consultation notes, diagnostic reports, and lab results. The member can access the records anytime using the login credentials provided in the Service Activation Email.

Q5: What happens during a doctor's home visit?

A5: When a General Physician visits your home, they will:

- Conduct a detailed medical check-up.
- Check vital parameters like blood pressure, heart rate, oxygen levels, etc.
- Review your health status and provide medical advice.
- Prescribe medications or recommend further tests if needed.
- Update all notes directly in your EHR portal.

Q6: Who is a Caregiver and what do they do?



A6: A Caregiver is a trained healthcare professional who provides in-home support to members. Their role includes checking basic vitals such as blood pressure, temperature, and pulse, monitoring the member's overall health status, and assisting in coordination with doctors for ongoing care.

Q7: What if a serious health issue is detected?

A7: If a serious health concern is identified during any test, consultation, or check-up, Zealver immediately informs the employee. The healthcare team explains the condition in clear terms and advises on the next steps, which may include referral to a specialist, additional diagnostic tests, or urgent treatment. Zealver ensures timely support and seamless coordination to manage the situation effectively

Q8: How does Zealver ensure the security of an employee's health information?

A8: All personal health information of an employee is kept highly secure. Zealver's system is HIPAA compliant, ABDM enabled, and follows strict data protection rules to prevent any unauthorized access.

Q9: When can a registered member consult a doctor?

A9: A member can consult a doctor at any time, as consultations are available 24/7. The member can request a consultation by calling the helpline, and a doctor will return the call within 30 minutes.

Q10: What services can a registered member book?

A10: A registered member can book a wide range of services, including:

- Routine and preventive blood tests
- Physiotherapy assessments
- Fall Risk Assessment (FRA)
- 3-Senses check-up (vision, hearing, and balance)
- Psychological evaluation sessions
- Concierge services for health-related support
- Ambulance service (first 10 km in a basic ambulance is free)

All services can be booked either through the helpline or by writing to support@zealver.life.

Q11: What discounts are available to members?

A11: Members are eligible for discounts ranging from 10% to 20% on selected services. The exact discount depends on the service type and the location. To avail these discounts, a member can call Zealver and share the details of the required service.

Q12: What extra benefits are included for members?

A12: In addition to medical services, members also receive the following benefits:

- Monthly newsletters



- Practical health tips
- Online wellness webinars
- Yoga and mindfulness sessions

Invitations and links for these sessions are shared directly with members on WhatsApp for easy access.

Q13: What happens if a member misses a scheduled consultation or test?

A13: If a member is unable to attend a scheduled service, they should inform Zealver support. The support team will assist in rescheduling the service.

Q14: When can a member start using the plan services?

A14: A member can begin using the services as soon as they receive the Service Activation Email. This email is typically sent within 48-72 working hours after payment is completed.

Q15: What is the escalation matrix that can be referred to in case of service issues?

A15: The department-wise escalation matrix is as below -

Sr.NO	Department	Escalation 1st Level	Email ID	Escalation 2nd Level	Email ID
1	Business Development	Ms Priyanka Dasari	priyanka.dasari@zealver.life	Ms Sasha Sood	sasha.sood@zealver.life
2	Operations	Ms Deepa Lokkuntala	deepa.lokkuntala@zealver.life	Dr Archana Kori	archana.kori@zealver.life
3	Customer Support	Customer Support Team	support@zealver.life	Mr Rahul Asade	rahul.asade@zealver.life
4	Network	Ms Mayuri Nage	mayuri.nage@zealver.life	Mr Vasudev Kelkar	vasudev.kelkar@zealver.life