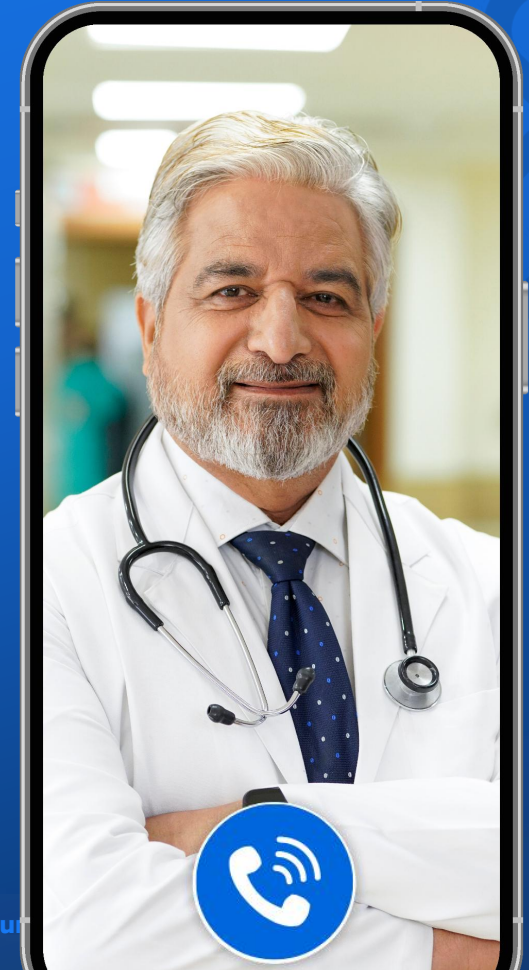




**Adobe: OPD Benefits**

**Cashless : MediBuddy Web / App**

**Reimbursement : MediBuddy Web/ App**





## OPD Benefits : Outpatient Benefits

All employees are eligible for OPD wallet of 15000 Rs, which can be used for :

- **Prescribed Lab test**
- **Prescribed Pharmacy**
- **Hospital Consultation**
- **Prescribed Dental Care**
- **Prescribed Vision Services**
- **Prescribed Vaccination**

**Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.**



# User Guide

## User Manual

### Mediuddy Portal

- Account Setp
- Service wise Portal flow

### Reimbursement Process

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Account Set-up Via Mediassist Portal



The screenshot shows the Medi Assist portal homepage. At the top, there is a navigation bar with the Medi Assist logo on the left and links for Home, Policies, Claims, All services (with a dropdown arrow), Help, and Account on the right. A notification bell icon and a user profile icon labeled 'TE' are also present. Below the navigation bar, there is a 'Welcome Test!' banner. The main content area is divided into several sections: 1. 'Enrollment benefits' section with two bullet points: 'Enroll to secure health insurance benefits for yourself and your family' and 'Ensure uninterrupted access to cashless treatments and claims support'. A blue 'Enroll now' button is located below these points. 2. 'Need hospitalisation support? We're here to help.' section with a sub-section 'Find a network hospital' and a blue button labeled 'Find a network hospital'. 3. 'Topics' section on the right, featuring three cards: 'Introducing Medi Assist's new Avatar MAVEN' with a cartoon character and text 'A trusted companion who handles requests, remove obstacles, provides seamless support, ensure effortless experience.'; 'Uncover Your Coverage Dive into Your Policy Details' with an 'Insurance Policy' document icon and a 'Read more' link; and 'Simplifying Hospitalisation Experience Hassle-Free Cashless Hospitalization' with a smartphone icon.

## Step 1 : Login Via MediAssist Portal

Click to the URL  
<https://portal.mediassist.in/Home.aspx?ssosrc=adobe sso>

Click on OPD Cashless

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgeries

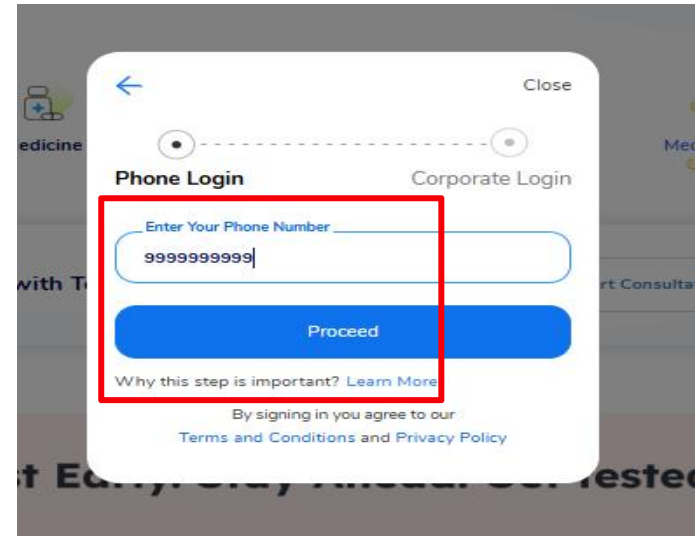
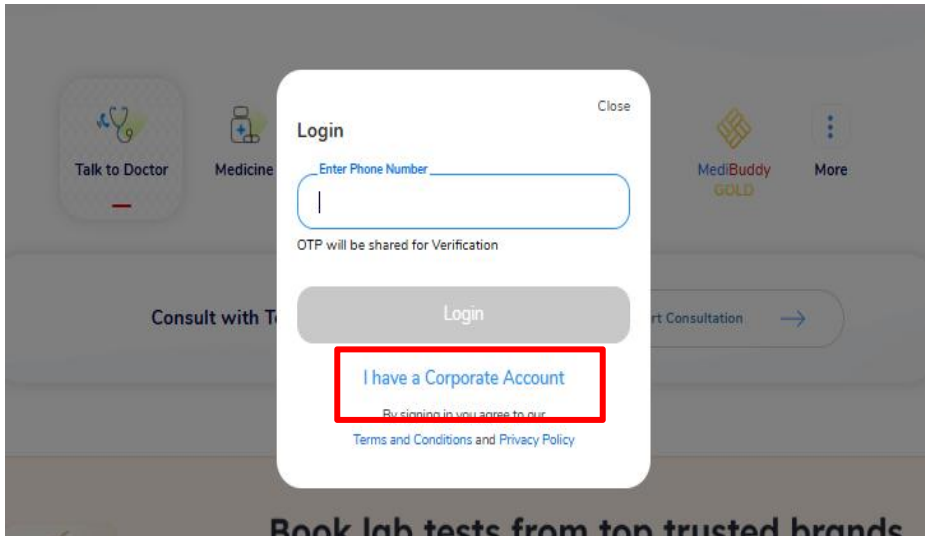
# Account Set-up in MediBuddy Portal

Step 1 : Enter Desktop URL: <https://www.medibuddy.in>

Step 2 : Click on Login

Step 3 : Choose “I have a corporate account”

Step 4 : Mention Contact details and OTP

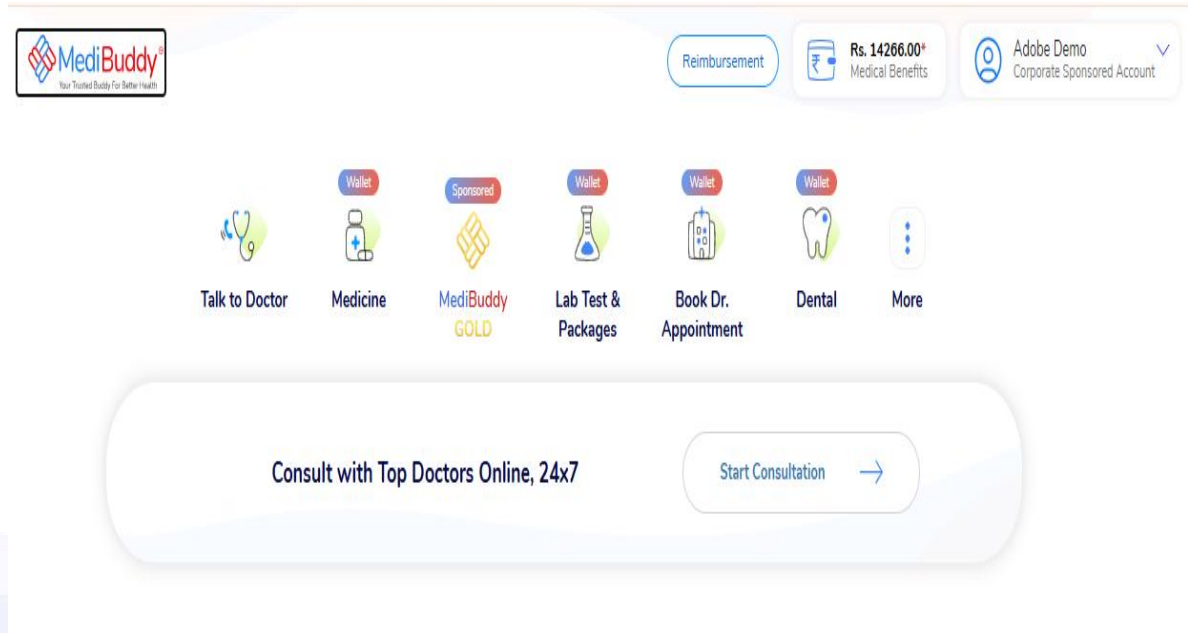
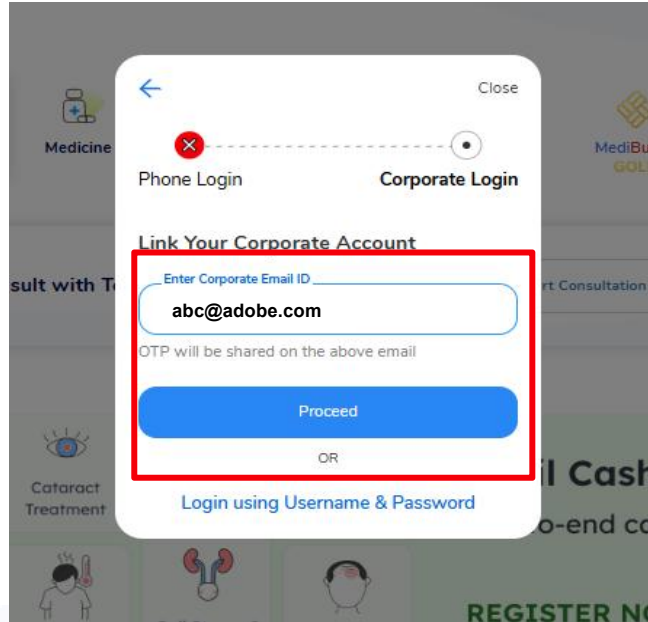


Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Account Set-up in MediBuddy Portal cont.

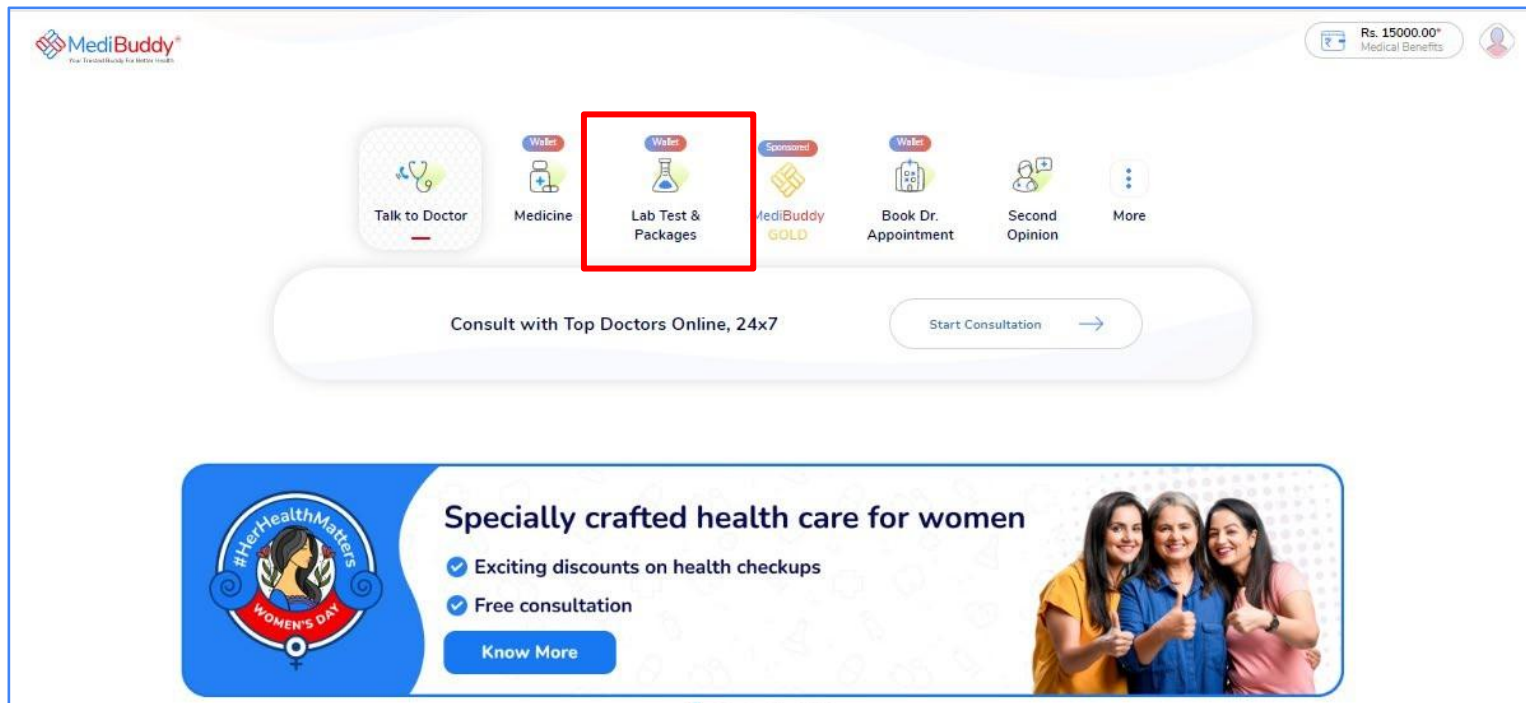
- Step 5 : Confirm OTP and verify
- Step 6 : Enter Corporate mail-id and Click “Proceed”
- Step 7 : Enter OTP sent to email-id
- Step 8 : Click Verify

## MediBuddy Landing Page



# OPD Cashless Process Flow

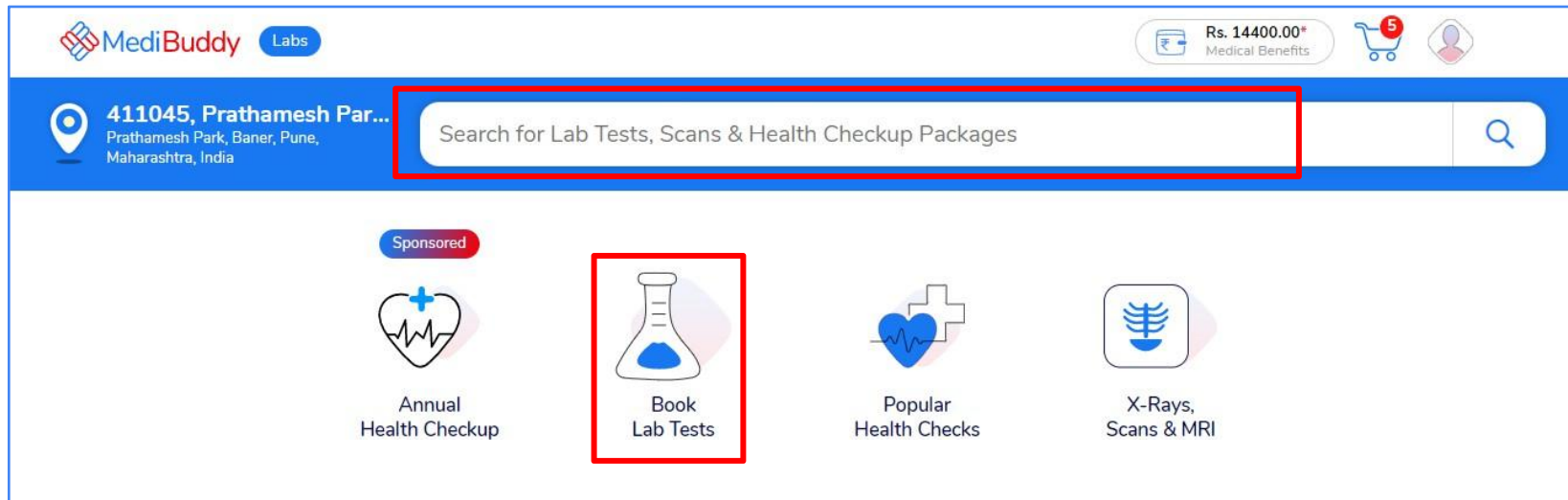
# Prescribed Lab Test : Cashless Process Flow



Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

[Doctor Consultations](#) ❖ [Lab Tests](#) ❖ [Medicines](#) ❖ [Surgeries](#)

# Prescribed Lab Test : Cashless Process Flow

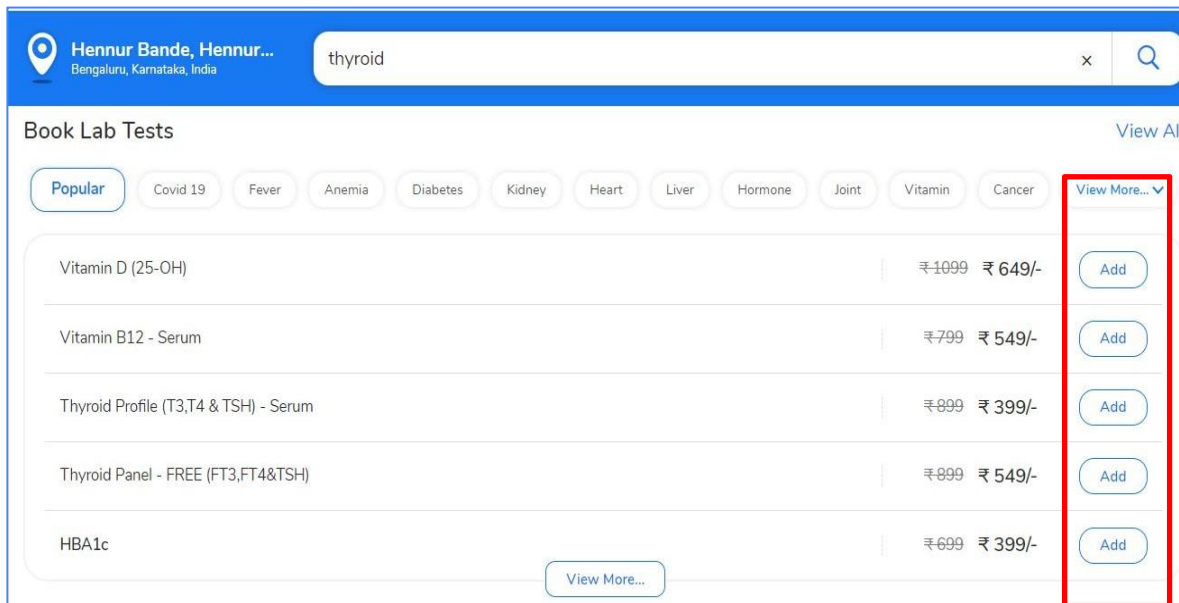


The screenshot displays the MediBuddy Labs interface. At the top left, the MediBuddy logo and 'Labs' tab are visible. On the top right, there is a medical benefits icon showing 'Rs. 14400.00\*', a shopping cart with '5' items, and a user profile icon. Below the header, the location is set to '411045, Prathamesh Par... Prathamesh Park, Baner, Pune, Maharashtra, India'. A search bar is highlighted with a red box, containing the text 'Search for Lab Tests, Scans & Health Checkup Packages'. Below the search bar, there are four service cards: 'Annual Health Checkup' (with a heart icon), 'Book Lab Tests' (with a flask icon and highlighted by a red box), 'Popular Health Checks' (with a heart and cross icon), and 'X-Rays, Scans & MRI' (with a scan icon). A 'Sponsored' badge is present above the 'Book Lab Tests' card.

- Click on **'Book Lab Test'**
- Change the location by updating the pin-code
- Search the test with keywords/select the test from the list

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Lab Test : Cashless Process Flow



The screenshot shows the 'Book Lab Tests' interface on the MediBuddy app. The user is located at 'Hennur Bande, Hennur...' in Bengaluru, Karnataka, India. The search term 'thyroid' is entered in the search bar. Below the search bar, there are several filter buttons: Popular, Covid 19, Fever, Anemia, Diabetes, Kidney, Heart, Liver, Hormone, Joint, Vitamin, Cancer, and a 'View More...' dropdown menu. The main content area displays a list of lab tests with their respective prices and 'Add' buttons. The 'Add' buttons for the first five tests are highlighted with a red box.

Lab Test	Original Price	Discounted Price	Action
Vitamin D (25-OH)	₹1099	₹ 649/-	Add
Vitamin B12 - Serum	₹799	₹ 549/-	Add
Thyroid Profile (T3,T4 & TSH) - Serum	₹899	₹ 399/-	Add
Thyroid Panel - FREE (FT3,FT4&TSH)	₹899	₹ 549/-	Add
HBA1c	₹699	₹ 399/-	Add

- Click on 'Add' to select your preferred lab test(s)

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Lab Test : Cashless Process Flow



← Checkout Home  
rohan iksha society, Bengaluru, Kamataka, India

Address Date & Time Add Family Payment

Phebo will visit at this address Change Address

**Home**  
rohan iksha society, Bengaluru, Kamataka, India

Updates/Reports will be sent on

Phone\* 9818388834 Email ID\* ID2@testadobe.com

1 Lab Tests

Dummy Employee

Thyroid Profile (T3,T4 & TSH) - ₹ 399/-  
Serum

Total ₹ 399.00/

**Continue**

Address Date & Time Add Family Payment

Select Date

01 Feb Wednesday Booking closed 02 Feb Thursday Available 03 Feb Friday Available 04 Feb Saturday Available 05 Feb Sunday Available 06 Feb Monday Available

Select Time Slot

Morning Slots (AM)

06:00 AM - 07:00 AM 07:00 AM - 08:00 AM 08:00 AM - 09:00 AM 09:00 AM - 10:00 AM 10:00 AM - 11:00 AM 11:00 AM - 12:00 PM

Afternoon Slots (PM)

12:00 PM - 01:00 PM 01:00 PM - 02:00 PM

1 Lab Tests

Dummy Employee

Thyroid Profile (T3,T4 & TSH) - ₹ 399/-  
Serum

Total ₹ 399.00/-

**Confirm (06 Feb, Mon, 8:00 AM)**

- For **Home** sample collection – Update home address
- For **Center** visit – Select medical center
- Add requested details and click on **‘Continue’**
- Select **‘Date and Time’** – Click on **‘Confirm’**

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Lab Test : Cashless Process Flow



Address ..... Date & Time ..... Add Family ..... **Payment**

**Appointment Details** Home Sample Collection

Members

**Dummy Employee**

Mon, 6 Feb 08:00 AM - 09:00 AM  
rohan iksha society, Bengaluru, Karnataka, India,  
8050683325

1 Member  
1 Lab Tests

**Payment Details**

Apply Coupon Code & Offers

MRP Total ₹ 899.00/-  
Lab Discount - ₹ 500.00/-  
Medical Benefits Available Balance ₹ 14400 - ₹ 399/-

Payable Amount : ₹ 0.00/-

Pay ₹ 399.00/- via wallet

- Update the information and proceed to pay via wallet
- You have successfully booked your lab test(s)
- Click on 'Track orders' to view the status

MediBuddy

**Order Confirmation**

**Booking Successful!**  
1 Members ( 1 Lab Test)

Track Order Close

**Appointment Details**

Home Sample Collection

Mon, 6 Feb 8:00 AM - 9:00 AM rohan iksha society, Bengaluru, Karnataka, India, 560105, Bengaluru

**Order Details**

Order ID : 36329114 Ordered on : 1 Feb, 2023

Dummy Employee  
Thyroid Profile (T3,T4 & TSH) - Serum ₹ 399/-

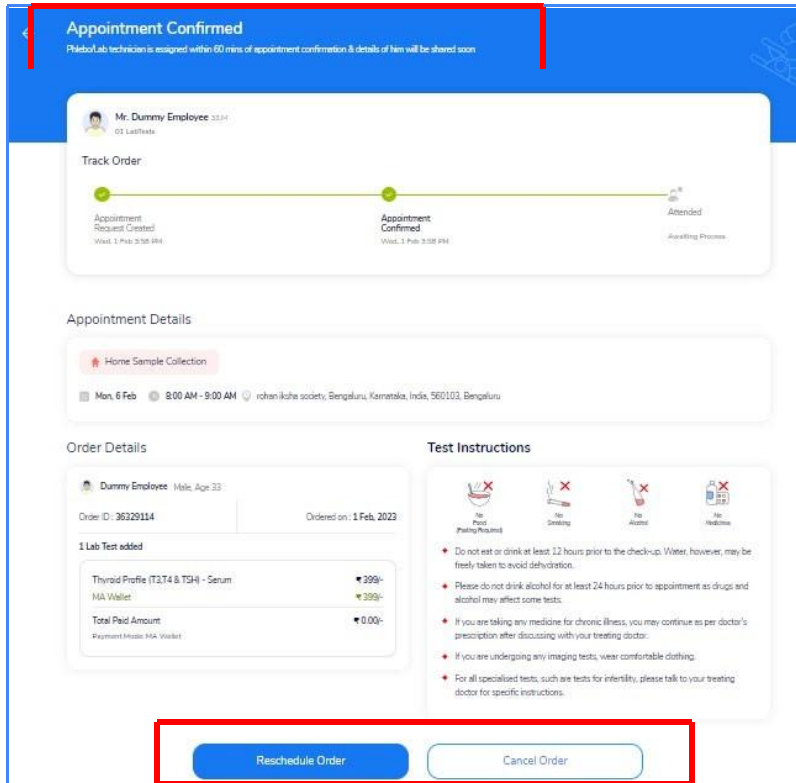
MSA Wallet  
Online Doctor Consultation ₹ 0/-  
**Total Paid Amount** ₹ 0.00/-

**Test Instructions**

- Do not eat or drink at least 12 hours prior to the check-up. Water, however, may be freely taken to avoid dehydration.
- Please do not drink alcohol for at least 24 hours prior to appointment as drugs and alcohol may affect your tests.
- If you are taking any medicine for chronic illness, you may continue as per doctor's prescription after discussing with your treating doctor.
- If you are undergoing any imaging tests, wear comfortable clothing.
- For all specialized tests, such as tests for infectious, please talk to your treating doctor for specific instructions.

Kindly Note : Effective 1 April 2026, MediBuddy will manage both OPD reimbursement & OPD cashless services.

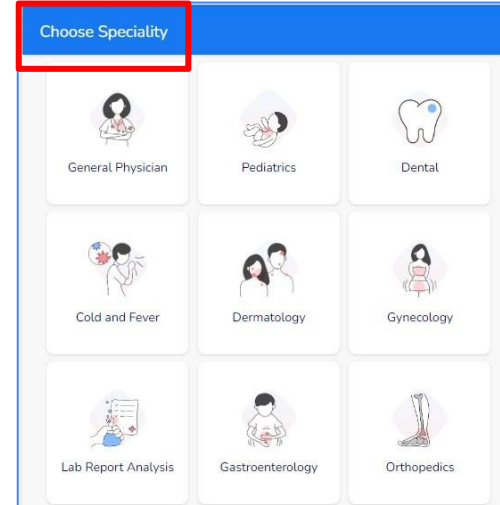
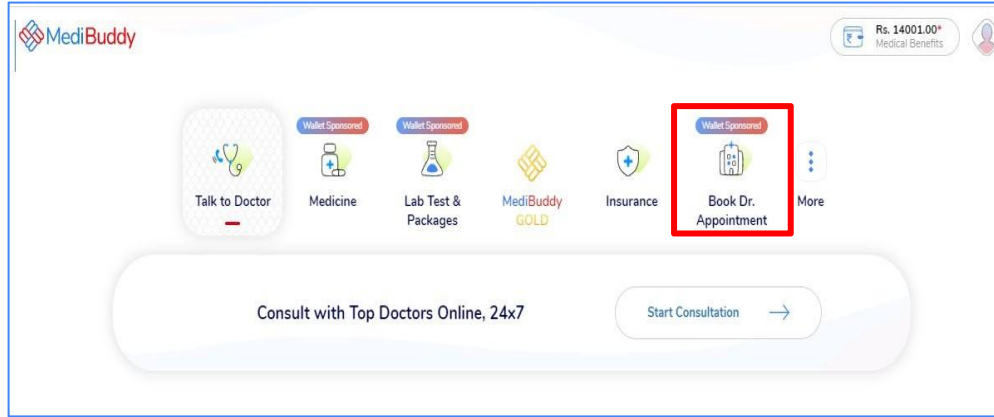
# Prescribed Lab Test : Cashless Process Flow



- Reschedule or Cancel the appointment at the appointment confirmation page
- Post Cancellation OPD wallet will be restored between 24-48hrs
- Employees will receive an SMS and email notification about the new appointment or cancellation.
- Upon confirmation, an email with the subject 'Your Appointment Confirmation Letter' will be sent.
- Please bring a copy of this letter along with a government-issued ID (Aadhaar Card, Voter ID, Driving License, etc.) to the center on the appointment date.

Kindly Note : Effective 1 April 2026, MediBuddy will manage both OPD reimbursement & OPD cashless services.

# OPD Consultation : Cashless Process Flow



- Select 'Book Dr. Appointment'
- Select the specialist from the drop down/search for the specialist in the search box

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgeries

# OPD Consultation : Cashless Process Flow



Search Doctors

**Gynecology** General Physician Pediatrics Dental Cold and Fever

**Gynaecologist**

**Dr. Sonal Kumta**  
MBBS-General Medicine, MD-Obstetrics & Gynaecology  
18 years English

Fortis Hospitals Ltd  
Mulund (W) Consultation fees **₹1300**

Next available at  
10:00 AM- 3 Feb, Fri **Book Visit**

**Gynaecologist**

**Dr. Shraddha Prabhu**  
MBBS-General Medicine, MS-Obstetrics & Gynaecology  
10 years English

Kokan Hospital  
Andheri (E) Consultation fees **₹1000**

Next available at  
12:00 PM- 3 Feb, Fri **Book Visit**

Book Appointment at Clinic/Hospital

**Dr. Sonal Kumta**  
MBBS-General Medicine, MD-Obstetrics & Gynaecology  
Gynaecologist

Fortis Hospitals Ltd

Select Date

3 Feb Fri Available	4 Feb Sat Available	5 Feb Sun Unavailable	6 Feb Mon Available	7 Feb Tue Available	8 Feb Wed Available
---------------------------	---------------------------	-----------------------------	---------------------------	---------------------------	---------------------------

Select Time Slot

10:00 AM to 10:30 AM	10:30 AM to 11:00 AM
11:00 AM to 11:30 AM	<b>11:30 AM to 12:00 PM</b>
12:00 PM to 12:30 PM	12:30 PM to 1:00 PM

**Confirm (7 Feb, Tue 11:30 AM to 12:00 PM)**

← Add Patient Details

Booking Details

Dr. Sonal Kumta  
MBBS-General Medicine, MD-Obstetrics & Gynaecology  
Gynaecologist  
Fortis Hospitals Ltd  
7 Feb 11:30 AM to 12:00 PM

Whom are you booking for?

Select Relationship\*

Other **Self** Spouse

Enter Patient Name\*  
Dummy Employee

Date of birth\*  
09-04-1989

You will be contacted on

Mobile\*  
8050683325

Email Address\*  
ID2@testadobe.com

Total Price  
Rs. 1300 **Proceed**

- Select the specialist
- Select the date and time for visit
- Click **'Confirm'** to proceed with the appointment


Kindly Note : Effective 1 April 2026, MediBuddy will manage both OPD reimbursement & OPD cashless services.

**Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgeries**


# OPD Consultation : Cashless Process Flow

← Payment Details

**Booking Details**

 Dr. Sonal Kumta  
MBBS-General Medicine, MD-Obstetrics & Gynaecology  
Gynaecologist  
Fortis Hospitals Ltd  
7 Feb 11:30 AM to 12:00 PM

**Payment Details**

 Apply Coupon [Offers >](#)

MRP Total ₹1300

Insurance Wallet Available Balance ₹15000 - ₹1300

[Change Wallet](#)

You can utilise upto ₹1300 from your Insurance Wallet on this transaction, payment for any further treatment would depend on your company's wellness policy.


Payable Amount ₹0

Total Payable ₹0 [Confirm](#)

✓


Confirmed


Appointment ID - 36329336

 Dr. Sonal Kumta  
MBBS-General Medicine, MD-Obstetrics & Gynaecology  
Gynaecologist  
Fortis Hospitals Ltd  
7 Feb 11:30 AM to 12:00 PM

We received your request.

Our support team will confirm the time slot & will reach out to you on

 8050683325

 ID2@testadobe.com

[Track Appointment](#)

- Update the details and click on 'Confirm'
- Amount payable would be deducted from the sponsored wallet
- Click on 'Track appointment' to reschedule/cancel

Kindly Note : Effective 1 April 2026, MediBuddy will manage both OPD reimbursement & OPD cashless services.

# OPD Consultation : Cashless Process Flow



## Order details

Consultation - Appointment Cancelled

Order ID: 36329336

Order placed on

01 Feb 2023

Dr. Sonal Kumta

Gynaecologist

Fortis Hospital

Mulund-Goregaon Link Road

Appointment

For: Dummy Employee

Date & time : 07 Feb - 11:30 AM

Order Price	₹ 1300
Medical Benefits	₹ 1300

[Go to your orders](#)

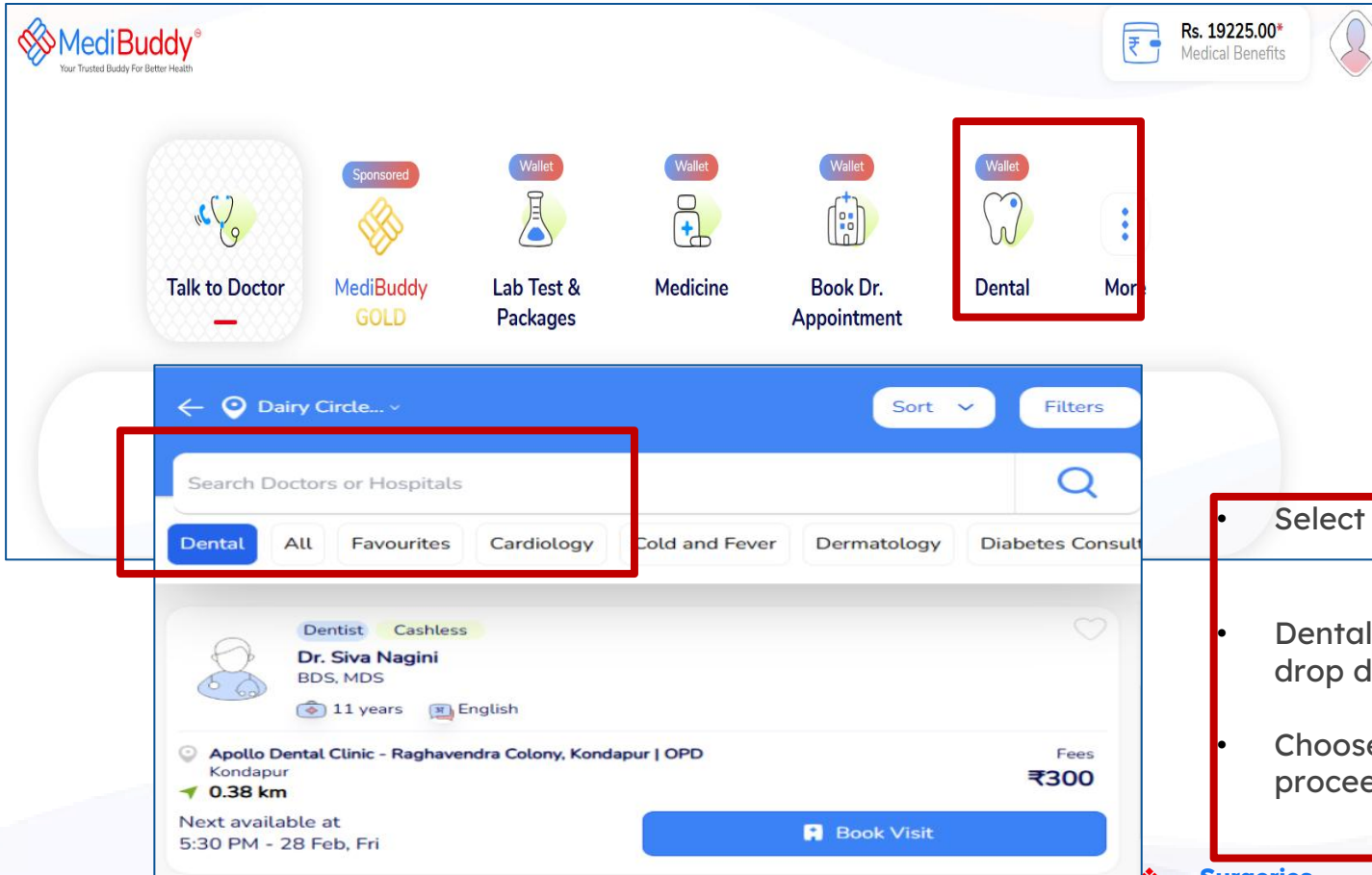
[Receipt Download](#)

- You will receive an order confirmation once your booking is made, along with an email containing the appointment details.
- A final confirmation email will be sent 48 hours before the appointment.
- Additionally, an SMS with the appointment details will be sent.

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

[Doctor Consultations](#) ❖ [Lab Tests](#) ❖ [Medicines](#) ❖ [Surgeries](#)

# Dental Care : Cashless Process Flow




The screenshot shows the MediBuddy app interface. At the top, there is a header with the MediBuddy logo and tagline "Your Trusted Buddy For Better Health". On the right, there is a medical benefits icon showing "Rs. 19225.00\* Medical Benefits" and a user profile icon. Below the header, there is a row of service cards: "Talk to Doctor", "MediBuddy GOLD" (Sponsored), "Lab Test & Packages" (Wallet), "Medicine" (Wallet), "Book Dr. Appointment" (Wallet), "Dental" (Wallet), and "More" (Wallet). The "Dental" card is highlighted with a red box. Below this row, there is a search bar with the text "Search Doctors or Hospitals" and a magnifying glass icon. Below the search bar, there is a dropdown menu with options: "Dental", "All", "Favourites", "Cardiology", "Cold and Fever", "Dermatology", and "Diabetes Consultation". The "Dental" option is selected and highlighted with a red box. Below the dropdown menu, there is a list of search results. The first result is for "Dr. Siva Nagini", a Dentist with Cashless service, BDS, MDS, 11 years of experience, and English speaking. The location is "Apollo Dental Clinic - Raghavendra Colony, Kondapur | OPD, Kondapur", 0.38 km away. The fees are ₹300. The next available time is "5:30 PM - 28 Feb, Fri". A "Book Visit" button is visible at the bottom of the result card.

- Select the 'Dental' Icon
- Dental network will appear in drop down
- Choose nearest dentist and proceed for booking

# Dental Care : Cashless Process Flow



Book Appointment at Clinic/Hospital

 **Dr.Narena**  
BDS-Dental  
Dentist

Mathrusree Dental Clinic

Select Date

3 Feb Fri Available	4 Feb Sat Available	5 Feb Sun Unavailable	6 Feb Mon Available	7 Feb Tue Available	8 Feb Wed Available	9 Feb Thu Available
---------------------------	---------------------------	-----------------------------	---------------------------	---------------------------	---------------------------	---------------------------


Select Time Slot

10:00 AM to 10:30 AM	10:30 AM to 11:00 AM
11:00 AM to 11:30 AM	11:30 AM to 12:00 PM
12:00 PM to 12:30 PM	<b>12:30 PM to 1:00 PM</b>
1:00 PM to 1:30 PM	1:30 PM to 2:00 PM
2:00 PM to 2:30 PM	2:30 PM to 3:00 PM

**Confirm (7 Feb, Tue 12:30 PM to 1:00 PM)**

← Add Patient Details

Booking Details

 **Dr.Narena**  
BDS-Dental  
Dentist  
Mathrusree Dental Clinic  
7 Feb 12:30 PM to 1:00 PM

Whom are you booking for?

Select Relationship\*

Other **Self** Spouse

Enter Patient Name\*  
Dummy Employee

Date of birth\*  
09-04-1989

You will be contacted on

Mobile\*  
8050683329

Email Address\*  
ID2@testadobe.com

Total Price  
Rs. 300


**Proceed**

- The dentist list will be displayed and can be filtered by age, gender, location, medical center, etc
- Click ‘**Confirm**’ to proceed
- Update the booking details and click ‘**Continue Booking**’

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Dental Care : Cashless Process Flow

### Booking Details

 Dr. Narena  
BDS-Dental  
Dentist  
Mathrushree Dental Clinic  
7 Feb 12:30 PM to 1:00 PM

### Payment Details

[Apply Coupon](#) [Offers >](#)

MRP Total ₹300

Insurance Wallet  
Available Balance ₹15000  
[Change Wallet](#)


You can utilise upto ₹300 from your Insurance Wallet on this transaction, payment for any further treatment would depend on your company's wellness policy.

Payable Amount ₹0

Total Payable ₹0 [Confirm](#)

### Confirmed

Appointment ID - 36329543

 Dr. Narena  
BDS-Dental  
Dentist  
Mathrushree Dental Clinic  
7 Feb 12:30 PM to 1:00 PM

We received your request.  
Our support team will confirm the time slot & will reach out to you on

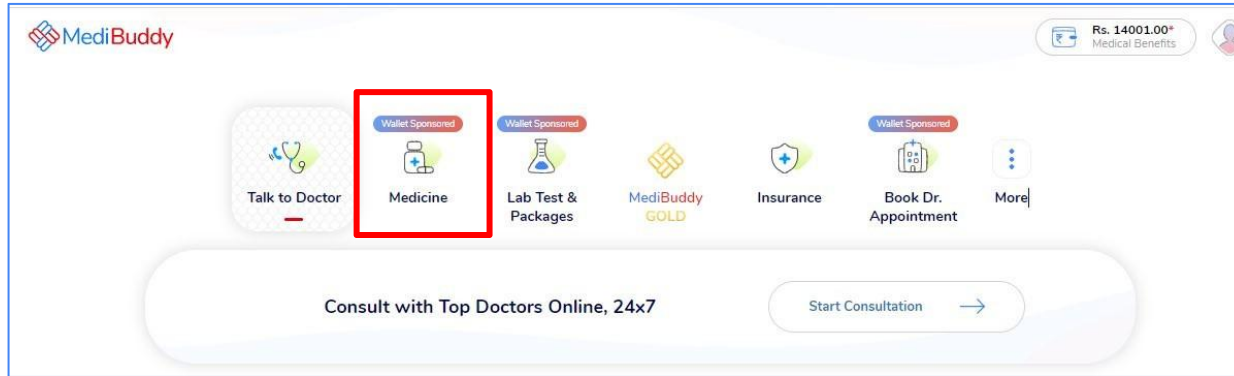
📞 8050683325  
✉️ ID2@testadobe.com

[Track Appointment](#)

- Amount payable would get deducted from sponsored wallet
- Any amount exceeding the limit can be paid online via Net Banking, UPI, or Debit/Credit Card to complete the order
- You will receive an order confirmation after the payment is made
- An email with appointment details will be sent, and the final confirmation email will be sent 48 hours prior to the appointment
- An SMS with appointment details will also be triggered, with the final confirmation email sent 48 hours before the appointment

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Medicine : Cashless Process Flow



- Click on **Medicine**
- Select location
- Enter Pin-code and click on search icon

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

**Doctor Consultations** ❖ **Lab Tests** ❖ **Medicines** ❖ **Surgeries**

# Prescribed Medicine : Cashless Process Flow



The screenshot shows the MediBuddy app interface. At the top, there's a location dropdown set to 'Bengaluru 560001' and a search bar. Below this is a large blue button labeled 'Upload Prescription and Order pharmacy' with an upload icon and the text 'Upload Prescription'. Underneath the button, it says 'Upload only .jpg, .png or .pdf files, size limit is 15 MB'. To the right, there's a section titled 'Your selected location 560001 has' with two options: 'Home delivery 72 to 96 hours delivery (Upto 15% Off)' and 'Store pickup available Order will be ready for pickup in 5 hours (Upto 10% Off)'. At the bottom, there's a 'How to Order through Prescription' flowchart with four steps: 1. Upload prescription for a new order, 2. Fill user information, delivery address and confirm your order, 3. We will reach out to you regarding your order, 4. Have our pharmacy partner(s) Deliver your medicines.

**Valid Prescription Sample**

**Dr. Singh, MBBS, MD**  
Name of Clinic / Name of Hospital  
Address of Clinic / Address of Hospital  
Regd. No.....

Name of Patient ..... Date of Consultation .....  
Address of Patient ..... Age ..... Sex .....

**Rx**

**Azithromycin 500 MG**      **Once a day**  
**Montelukast 5 MG**        **Twice a day**

**- FOR 5 DAYS**

*Signature*

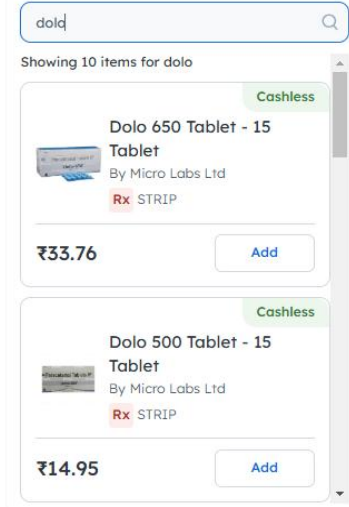
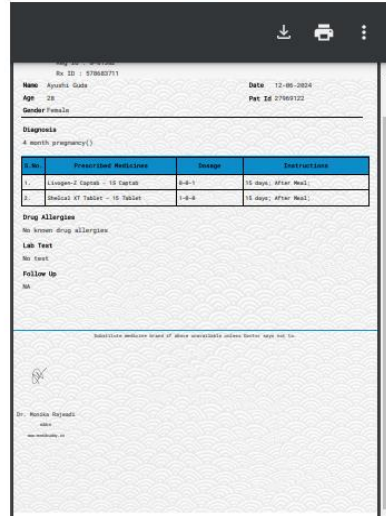
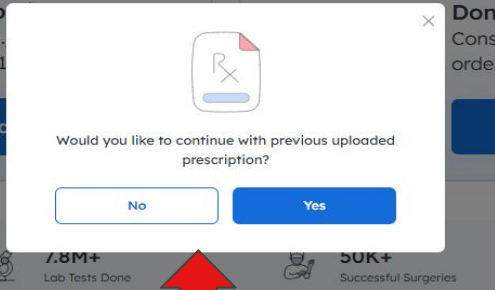
The screenshot shows a Windows file explorer window titled 'Open' with the path 'This PC > Downloads'. The file list shows several files, with 'IMG-20210204-WA0008' selected. The file details are: Name: IMG-20210204-WA0008, Date modified: 07-02-2021 6:56 PM, Type: JPG File, Size: 97 KB. The 'File name' field at the bottom contains 'IMG-20210204-WA0008' and the file type is set to 'All Files'. There are 'Open' and 'Cancel' buttons at the bottom right.

NOTE: Valid prescription contains:

1. Date of consultation
2. Patient's name and address.
3. Patient's date of birth or Age
4. Doctor name, address, registration number.
5. Medicine name.
6. Medicine strength.
7. Dosage form.
8. Quantity prescribed.
9. Sample Attached for refer.

• Select prescription and proceed

# Prescribed Medicine : Cashless Process Flow



Add medicine to cart as mentioned in prescription (Rx)

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

## Items Summary (1)



**Dolo 650 Tablet - 15 Tablet**

Rx STRIP

₹33.76

[Remove](#)

Cashless

1

## Delivery Choice



**Home delivery**  
24 to 48 hours



**Store Pickup**  
6 to 48 hours

**Deliver To Home**

[Change](#)

ABC, Bhavani Nagar, S.G. Palya, Bengaluru,  
Karnataka

## Bill Breakdown

Total MRP ₹33.76

Estimated Total ⓘ ₹33.76

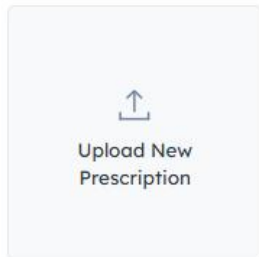
[Checkout](#)

1. Choose : Home Delivery OR Store pick-up option
2. Click 'Checkout'

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Medicine : Cashless Process Flow

## Prescription \*



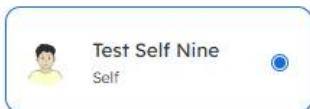
## Bill Breakdown

Total MRP	₹33.76
Estimated Total ⓘ	₹33.76

Checkout

## Who is it for? \*

Add +



## Mobile Number \*

+91

## E-mail ID \*

## Kindly Select

1. Beneficiary
1. Mobile Number
1. Email-ID
1. Click on Check-out

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Cross check order summary: verify medicine, quantity, beneficiary details, home address, valid Rx



Address

Patient Details

Order Review

### Order Summary 1 items



Dolo 650 Tablet - 15 Tablet

Rx STRIP Qty - 1

Cashless

₹33.76



Deliver To Home - Test Self Nine

ABC Bhavani Nagar, S.G. Palya, Bengaluru, Karnataka ,Bengaluru ,560029



Prescription file(s) attached



### Bill Breakdown

Total MRP	₹33.76
Coupon Discount	<a href="#">Apply Coupon</a>
Delivery Charges	FREE
Total Amount	₹33.76

CorpWallet Available balance: ₹1000 -₹33.76

Payable Amount ₹0.00

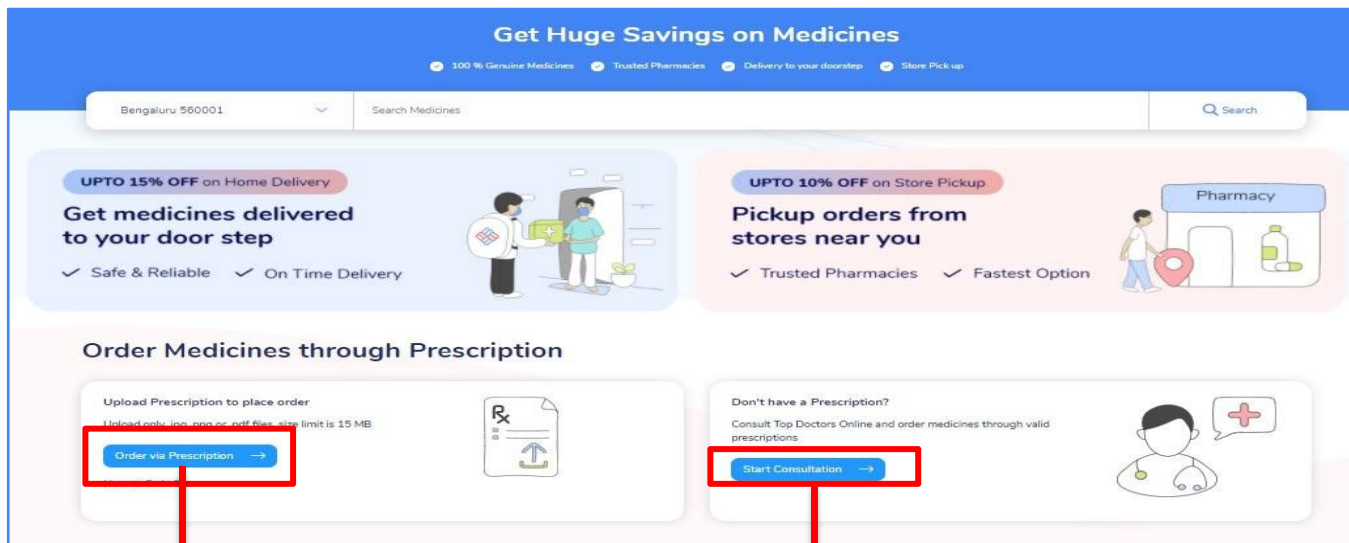
Pay ₹33.76 from Wallet

Payment related queries or concerns? Please check your [covered benefits here](#), you can also reach us [here](#) for any queries.

Paid amount will be deducted from wallet

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Prescribed Medicine : Cashless Process Flow



The screenshot displays the MediBuddy website interface. At the top, a blue banner reads "Get Huge Savings on Medicines" with sub-points: "100% Genuine Medicines", "Trusted Pharmacies", "Delivery to your doorstep", and "Store Pick up". Below this is a search bar with the location "Bengaluru 560001" and a "Search Medicines" field. Two promotional banners are shown: "UPTO 15% OFF on Home Delivery" with the text "Get medicines delivered to your door step" and "Safe & Reliable" / "On Time Delivery"; and "UPTO 10% OFF on Store Pickup" with the text "Pickup orders from stores near you" and "Trusted Pharmacies" / "Fastest Option". The main section is titled "Order Medicines through Prescription" and contains two options: "Upload Prescription to place order" with a file upload icon and a red box around the "Order via Prescription" button; and "Don't have a Prescription?" with a doctor icon and a red box around the "Start Consultation" button. Red arrows point from these buttons to the bullet points below.

- Upload your scanned RX or Prescription
- Refer to the online doctor consultation guide

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# Vision Care : Cashless Process Flow



Reimbursement



Step 1 : Click on Vision care icon

Consult with Top Doctors Online, 24x7

Start Consultation →

Lab tests at 30% 100% cashless

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgery Care

# Vision Care : Cashless Process Flow

## Create Order Request

### Select Beneficiary \*



**Sponsored**

**Test One Self**  
Self | 19

ⓘ Ensure the prescription matches the beneficiary. Need one? Get a free check-up at a partner store.

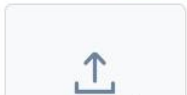
### Partners \*

SPECMAKERS   VisionExpress

### Mode of Purchase \*

Store Pickup  Online

### Upload a [valid prescription](#) \*



### Frame It. Claim It. Love It. with Lenskart

Cashless

- Buy 1 Get 1 Free
- Free Gold Max Membership
- 10% Cash-back on 1st Order
- Delivery to 96% Pin-codes & 2000+ Pickup Stores



T&C Apply

### My Policy Details

Step 2 : Fill the asked details

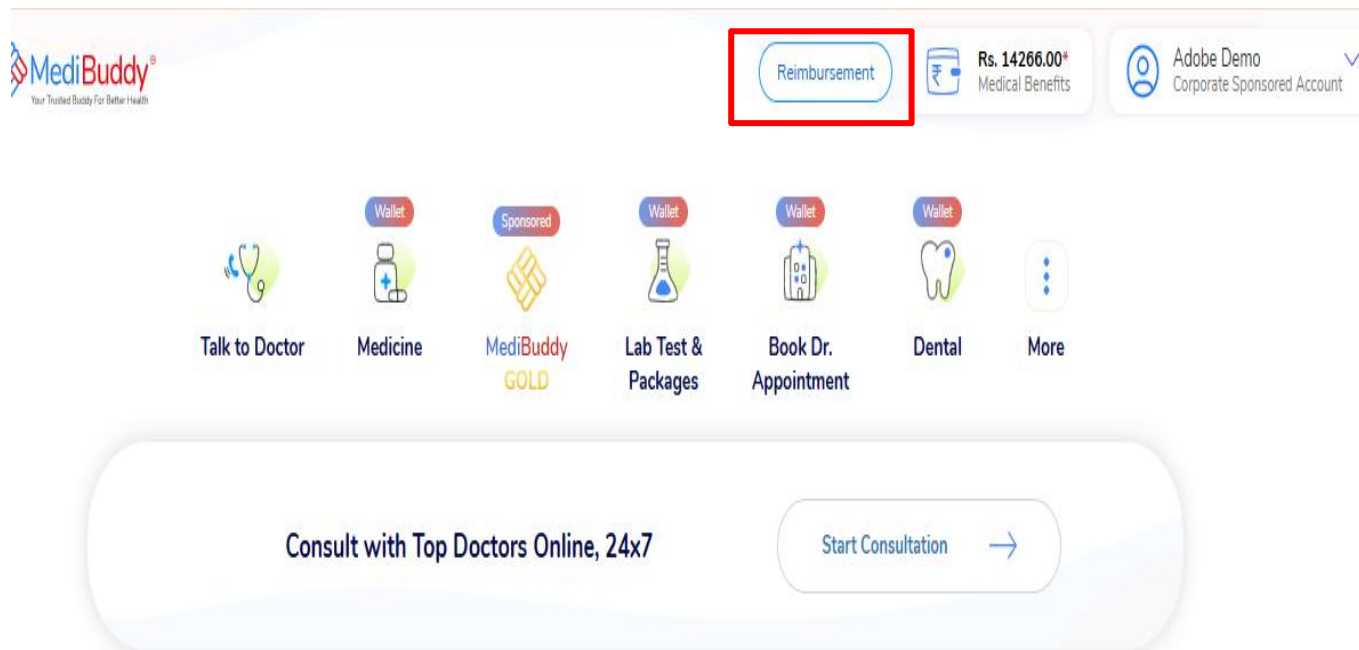
Step 3 : Employee can choose store pick-up & online mode

Step 4 : Wallet will be deducted once order is placed

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

# OPD : Reimbursement

# Reimbursement Process Flow



Click On Reimbursement

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgeries

# Reimbursement Process Flow



## Reimbursement Overview

Adobe Demo

Create Claim

### Your Reimbursement Records now Digitized!

ZERO wait for Reimbursements

REORDER NOW >



### Book In Clinic Consultations from Top Doctors Near You

- Verified and trusted doctors
- Near by your location



### Book Lab tests from Diagnostic Centers Near You

- Book tests from your home
- Select your preferred lab centers



## OPD Benefits

Eligible Limit  
₹15000.00

Reimbursed/In Process  
₹0.00

Cashless Utilisation  
₹734.00

Current Wallet Balance  
₹14266.00

## Category Wise Benefits

Category	Eligible Limit	Available Limit
Prescribed Diagnostics(Lab Test)	₹15000	₹14266
Vaccination	₹15000	₹14266
Vision	₹15000	₹14266
Inclinic Doctor Consultation	₹15000	₹14266
Pharmacy - Prescribed	₹15000	₹14266

- Click On Create Claim for reimbursement Claim creation
- This is a floater policy with 15000 Sum Insured
- Reimbursement Covers - Lab test, Vaccination, Vision, OPD consultation, Dental and Pharmacy
- No Sublimit and No co-pay is applied

# Reimbursement Process Flow

Click On Create Claim, add Bank Account details, upload Check Leaf

### Bank Account Details


Please ensure the following with respect to the bank account details:

1. The bank details should only belong to the employee and not any of his dependents
2. The bank account proof (passbook/statement/cheque book) should have Bank Account Holder Name, IFSC Code and Bank Account number mandatorily.

Enter Account No.	Re-enter Account No.
Bank Name	IFSC code
Branch Name	Account Holder Name

**Upload Document**

*i* Check leaf/ Bank passbook's front page

  
Upload Document

SAVE

# Reimbursement Process Flow



## Select Beneficiary



Test Self  
Self

*Ensure the prescription/invoice matches the beneficiary.*

## Bank Details

Add Account

**Test** Verified

Account Holder : Test  
Account Number : 98765  
IFSC Code : SBIN0001234  
Branch : delhi

- Choose Beneficiary
- Verify Bank Details
- Click on Save & Continue

CANCEL

SAVE & CONTINUE

# Reimbursement Process Flow



## Select Bill Type

Bill Type \*

Prescribed Diagnostics(Lab Test)

Vaccination

Vision

Inclinic Doctor Consultation

Pharmacy - Prescribed

Dental

BACK

SAVE & CONTINUE

Choose Bill Type : Dental/ Pharmacy/ Lab test etc as per the category of submission

## Select Bill Type

Bill Type \*

Pharmacy - Prescribed

## Bill Details

ⓘ Only fields marked with \* are mandatory

Pharmacy Pincode \*

Pharmacy Name \*

Pharmacy Address

Select Illness Type \*

Bill Number \*

Bill Date \*

Bill Amount \*

Submit Relevant information wrt particular service availed

Bill Date \*



Bill Amount \*

**Note:**

1. Bills should be in original and pre-numbered from the doctor's official receipt book. Receipts must mandatorily include pre-printed doctor's information and receipt number. Blank document with the doctor's signature/- stamp and letterhead bills are not acceptable
2. A prescription must contain doctor's name, doctor's registered number, doctor's degree, patient name, date of appointment, signature and seal to be valid

**Upload Documents**

Upload only jpg, png or pdf files. Size limit is 50MB

Bill Invoice(s)

Upload

Prescription(s)

Upload

LabReport(s)

Upload

BACK

SAVE &amp; CONTINUE

Upload : Bill Invoices, Prescription &  
Lab report



User Details



Bill Details

**Claim Details**

Bill Type	Bill No.	Bill Date	Bill Amount		
	123	2026-03-27	₹1230	Edit	Delete

**Declaration**

- I confirm that all the information provided is true and correct. In case details/documents are found to be incorrect or missing, I understand that the reimbursement may get delayed or even cancelled.


SUBMIT CLAIM

Provide Declaration and Submit Claim





Your Claim 1868228026 has been successfully Raised

 **Raise any claim related queries**

For speedy resolution to any doubts/concerns/queries related to your existing OPD claims, please write to our email id [outpatient@medibuddy.in](mailto:outpatient@medibuddy.in). Our tech team will check at the earliest and get your issue resolved

Claim is successfully submitted, Claim id is generation

For any concern you can rise to [outpatient@medibuddy.in](mailto:outpatient@medibuddy.in)

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

[Doctor Consultations](#) ❖ [Lab Tests](#) ❖ [Medicines](#) ❖ [Surgeries](#)

# Reimbursement Process Flow



Summary

Track Claims

## Reimbursement Overview

Adobe Demo

Create Claim

### Get Medicines Delivered to your Doorstep

- Order medicines online
- No need to submit proof/docs



### Book Lab tests from Diagnostic Centers Near You

- Book tests from your home
- Select your preferred lab centers



### Book In Clinic Consultations from Top Doctors Near You

- Verified and trusted doctors
- Near by your location



## All Claims

Claim ID.	Patient Name	Status	Claimed	Approved	Created On
<a href="#">1868228026</a>	Test Self	Submitted <a href="#">View Claim &gt;</a>	₹1230.00	₹0.00	28 Mar 2026   05:36 PM
<a href="#">1448710559</a>	Test Self	Submitted <a href="#">View Claim &gt;</a>	₹10.00	₹0.00	28 Mar 2026   01:12 PM
<a href="#">1092218068</a>	Test Self	Submitted <a href="#">View Claim &gt;</a>	₹10.00	₹0.00	27 Mar 2026   10:40 PM
<a href="#">1655432496</a>	Test Self	Submitted <a href="#">View Claim &gt;</a>	₹1300.00	₹0.00	27 Mar 2026   07:19 PM
<a href="#">1974410471</a>	Test Self	Under Process <a href="#">View Claim &gt;</a>	₹16000.00	₹0.00	27 Mar 2026   06:16 PM

### Need help with Claim?

If you have any questions or concerns about your OPD claims, just drop us an email at [outpatient@medibuddy.in](mailto:outpatient@medibuddy.in). Our support team will get back to you as soon as possible to help you out.


Click on Track Claims to see all generated claims

Click on View Claims to see claim status, approved amount and settlement details

Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.

Doctor Consultations ❖ Lab Tests ❖ Medicines ❖ Surgeries

# Reimbursement Process Flow

  
**Claim ID:** [Redacted]  
Created on 20-Dec-2025

**Claim Partially Approved**  
A part of your claim has been approved. Check the details for the approved amount.

### Claim Details

Claim id:	[Redacted]	Patient Name:	[Redacted]
Employee id:	67852	Relationship:	Self
UTR Number:	N/A	Claim Amount:	₹7362.00
Claim Status:	Partially Approved	Approved Amount:	₹5600.00

### Bill Details

Bill No:	[Redacted]	Bill Date:	2025-12-10
Bill Type:	Dental	Hospital Name:	[Redacted]
Bill Amount:	₹7362.00	Approved Amount:	₹5600.00
Remarks:	Others - Rest Of Bill Fall Under Pharmacy And Consultation		

### Claim Documents

Bank Cheque Leaf [View Document](#)

Claim Document 1 (Current) [View Document](#)

**Check Claim ID**

Check Bills details

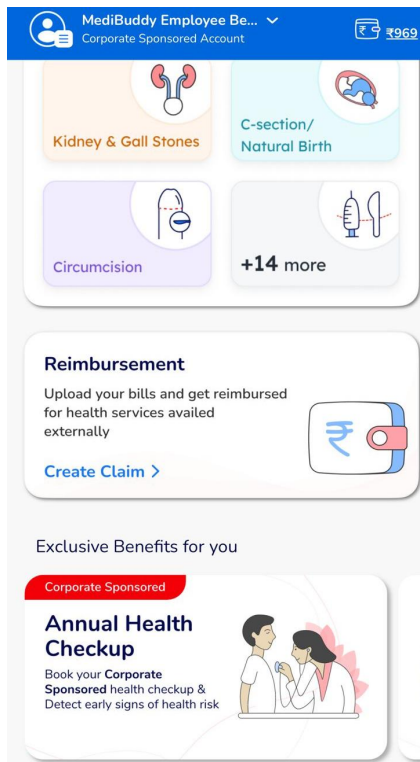
claim category, amount and approved amount

Rejection Comments - Please check for Rejection claims

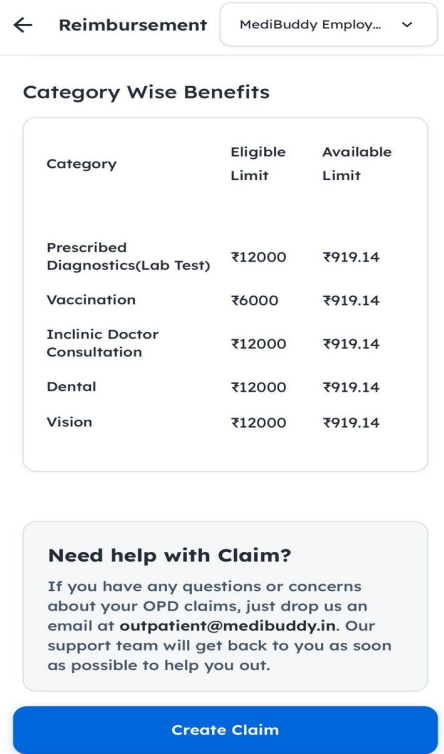
**Kindly Note : Effective 1 April 2026, Medibuddy will manage both OPD reimbursement & OPD cashless services.**



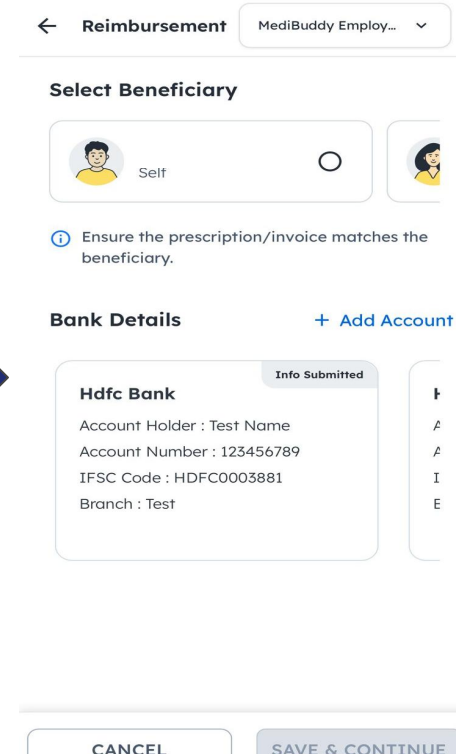
# Reimbursement - Mobile Application Flow



**Step 1 -**  
Click on Reimbursement Tile



**Step 2 -**  
See your limits & create claim



**Step 3 -**  
Opt beneficiaries and upload bank details

# Reimbursement - Mobile Application Flow

← Reimbursement MediBuddy Employ... ▾

**Select Bill Type**

Bill Type \*

Health Check

Prescribed Diagnostics(Lab Test)

Vaccination

Inclinic Doctor Consultation

Dental

Vision

BACK SAVE & CONTINUE

**Step 4 -  
Select the bill type**



← Reimbursement MediBuddy Employ... ▾

**Select Bill Type**

Bill Type \*

Prescribed Diagnostics(Lab Test) ▾

**Bill Details**

Select ailment \* ▾

Lab Centre Pin Code \*

Lab Centre Name \*

Lab Centre Address \*

Prescribed Doctor's Name \*

Prescribed Doctor's Registered Numb...

Bill Number \*

BACK SAVE & CONTINUE

**Step 5 -  
Enter the bill details**



← Reimbursement MediBuddy Employ... ▾

... A prescription must contain doctor's name, doctor's registered number, doctor's degree, patient name, date of appointment, signature and seal to be valid

**Upload Documents**

Upload only jpg, png or pdf files. Size limit is 50MB

Bill Invoice(s) [Upload](#)

Prescription(s) [Upload](#)

Your personal health data is 100% safe and secure. It can never be shared without your permission

BACK SAVE & CONTINUE

**Step 6 -  
Upload the bills**

# Reimbursement - Mobile Application Flow

← Reimbursement MediBuddy Employ... ▾

### Claim Details

Bill No: #Test  
Prescribed Diagnostics(Lab Test)

Bill Date: 2026-01-01  
Bill Amount: ₹100

[Edit](#) [Delete](#)

### Declaration

I confirm that all the information provided is true and correct. In case details/documents are found to be incorrect or missing, I understand that the reimbursement may get delayed or even cancelled.

**SUBMIT CLAIM**

**Step 7 -  
Submit your claim**



← Reimbursement MediBuddy Employ... ▾

✕

**Your Claim 1748754446 has been successfully Raised**

**Raise any claim related queries**  
For speedy resolution to any doubts/concerns/queries related to your existing O.P.D claims,

**Step 8 -  
Claim ID gets generated**



Summary **Track Claims**

**No More Reimbursements!** New  
Order cashless with digitized reimbursement records

[REORDER NOW >](#)

**All Claims**

Claim ID. ⓘ	Patient Name	Status
<a href="#">1748754446</a>	Rahul Pokhriyal	Submitted <a href="#">View Claim</a>
<a href="#">1382704058</a>	Rahul Pokhriyal	Payment Settled <a href="#">View Claim</a>
<a href="#">1685433202</a>	Rahul Pokhriyal	Payment Settled

**Create Claim**

**Step 9 -  
Track your claims**



# THANK YOU

Scan QR to download  
the MediBuddy app