Medi Assist

Third party
administration
services

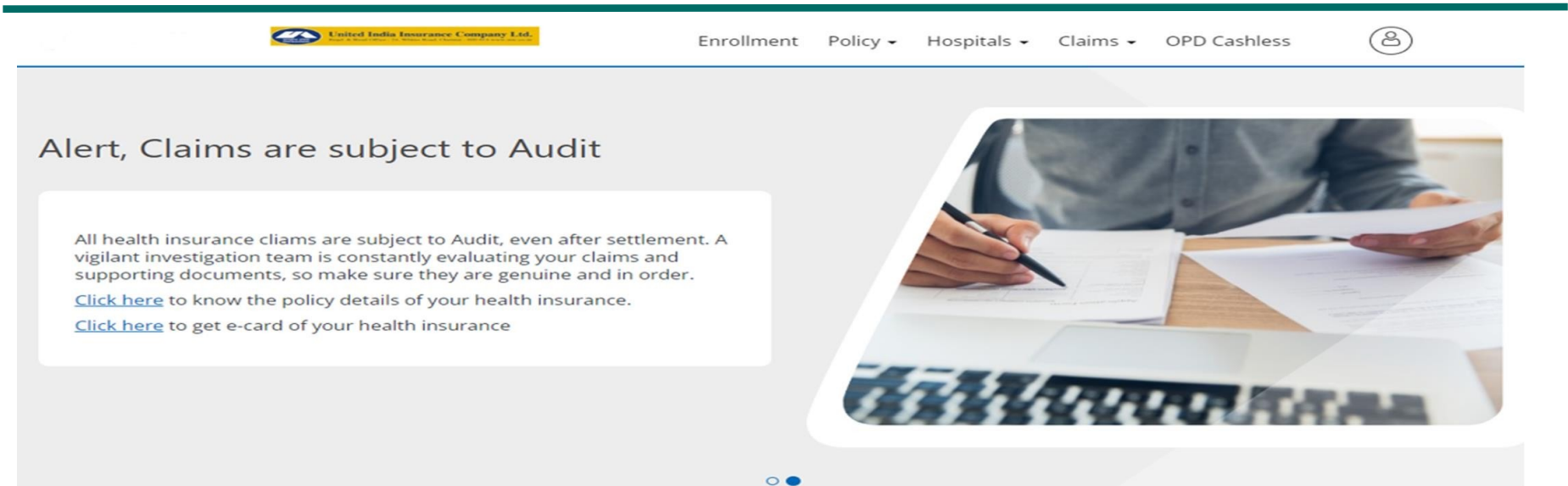**Enrolment & Portal Guide**

Content

Manish Sharma & Dated 12th June'23
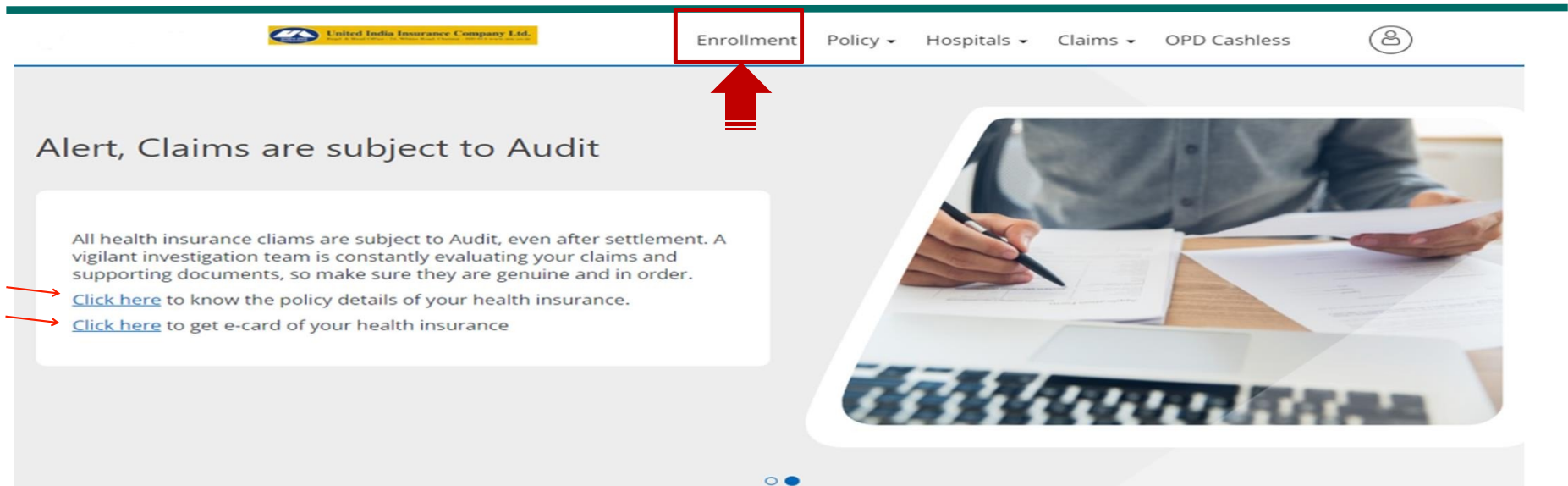
Login Page

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

Enrolment Page

Click on the enrolment tab

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

Test2_5148

Date of Hire   **Gender**

01 Jun 2022   Male

Offical Email Id

Test2_5148@adobe.com

Marital Status   **Marriage Date**

Married   date of marriage

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.

Base coverage
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

Add Beneficiary

Relation	--Select Relation-- ▼
Name	--Select Relation--
Date of Birth	Father
Age	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.

Base coverage

1 — 2 — 3 — 4 — 5 — 6

Add a Beneficiary ⊕

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

Kavita
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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

- 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 enrollment 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

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

Plan Benefits :
- Additional coverage of INR 50000 for Maternity (over & above 1lakh 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.

- 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

Medi Assist

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.

Bank Detail

1 — 2 — 3 — 4 — 5 — 6

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.

Bank Detail
(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
Choose File No file chosen
Please upload only image/pdf file.

Previous   Next

- **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

- 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

- 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.**
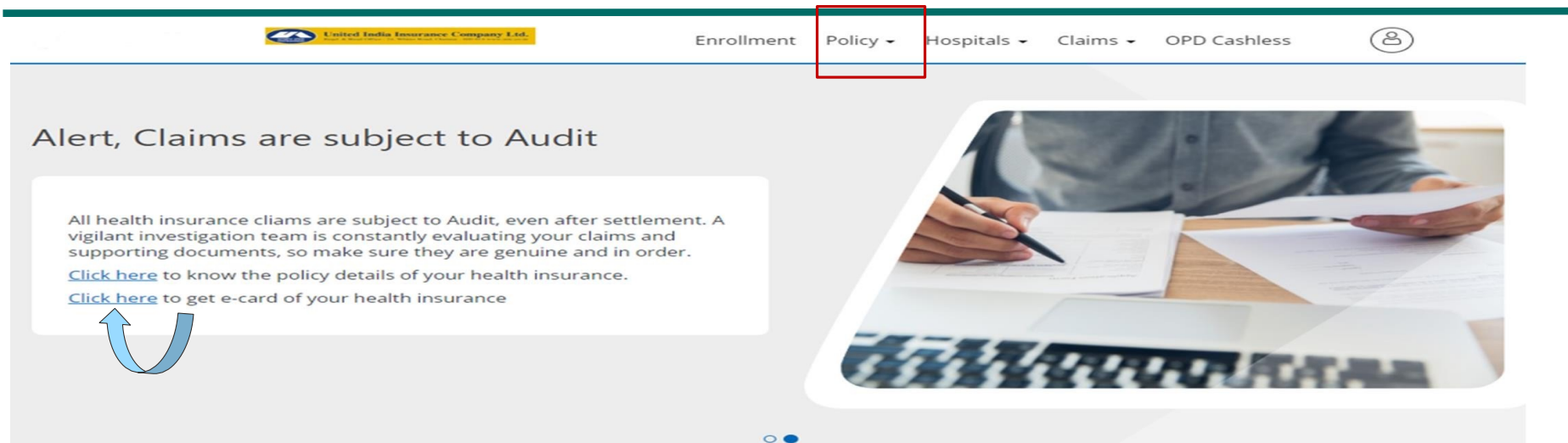
Mid-term Inclusion of dependents

- 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**
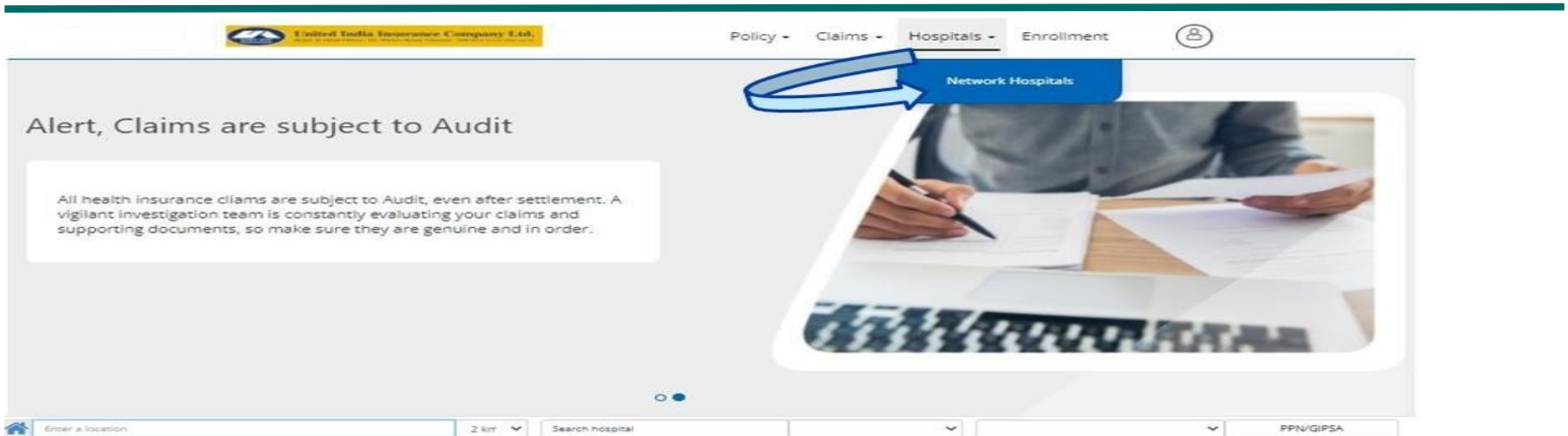- This may take up to 45-60 days from the enrolment window closure date.

Print e-cards

You will get email communication on the enrolment confirmation and welcome mailer from **"automailer@mediassist.in"**

You can print your ID cards here, by clicking on the Ecard option under Policy Tab Or as per above link highlighted on home page.
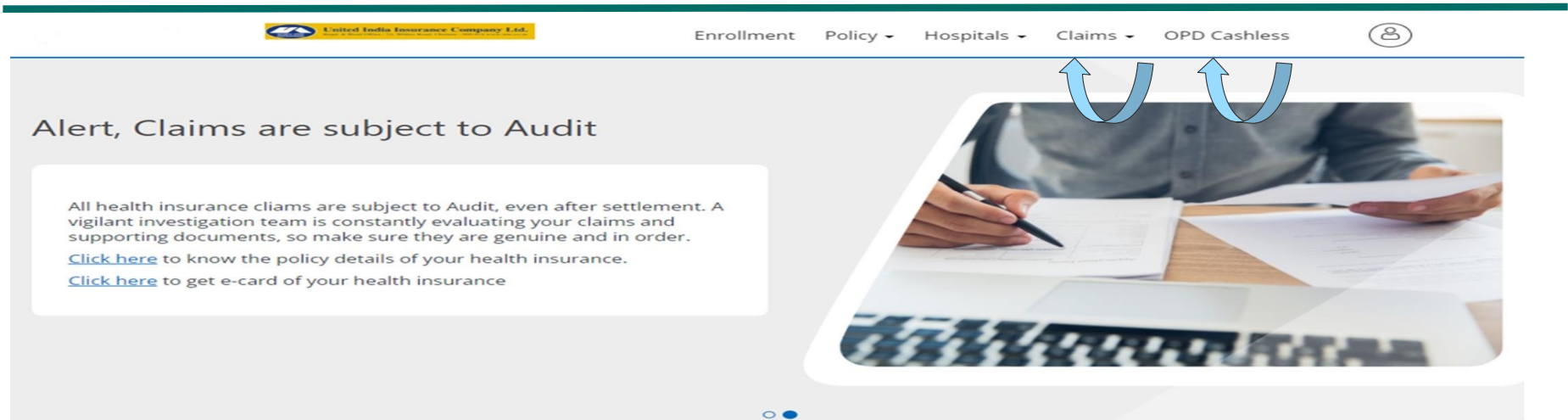
Network Hospitals

- 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 better rates for various procedures

OPD Cashless & Reimbursement
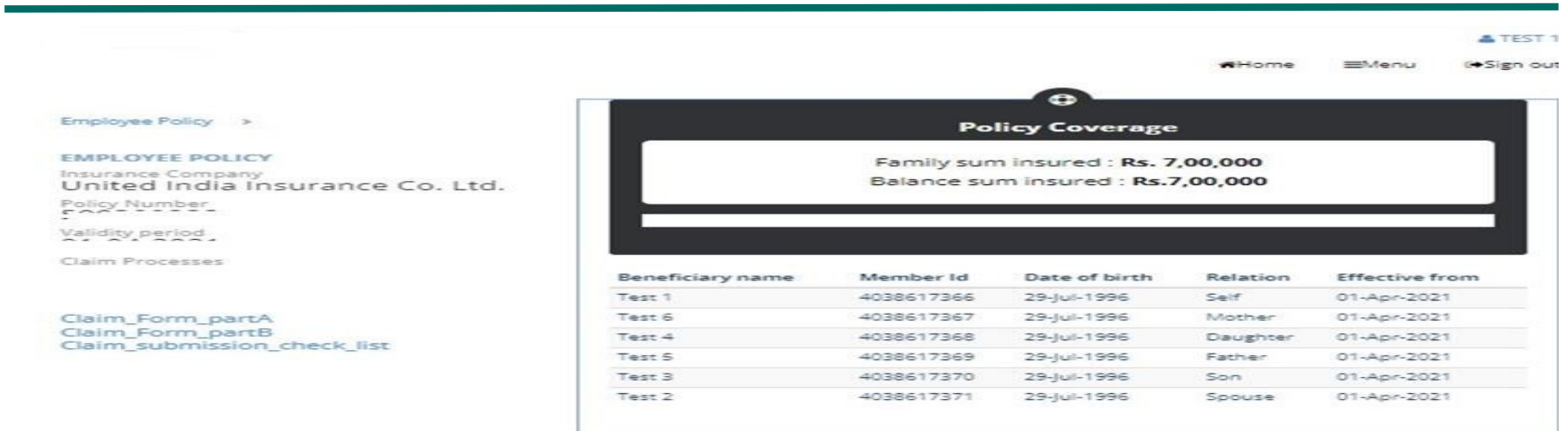
- You can avail the OPD Cashless through our Medibuddy partner under 'OPD Cashless' tab. For more details on cashless OPD, you can refer to the insurance FAQs
- You may also submit online OPD claim for reimbursement under " Claims" tab.
- **NEW FEATURE –** There is physical documents waiver only for OPD Reimbursement claims with immediate effect. Now it is not mandatory to submit the physical copies but the same need to be submitted only incase Insurance company/TPA asks for it. With this initiative, we aim to speed up the claim process and make the process comfortable for you at the same time.

Important Documents

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	adobe.noida@Mediassist.in	91-98112-52352
MEDI ASSIST SPOC Bangalore	Nandita Singh	adobe.bangalore@Mediassist.in	91-9035671699

For escalation in relation to Enrollment queries			
Location	**SPOC Name**	**Email id**	**Contact Number**
Noida	Naresh Kumar	adobe.nda@marsh.com	91-72900-37939
Escalation 1	Rachit Baijal	rachit.baijal@marsh.com	91-72900-89449

General Queries round the year -- Managed by UHC			
Toll Free No.	18002100404	Timings 9.30 a.m. to 6 p.m. Monday to Saturday	For General Queries
		All days 24/7	ONLY 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	Naresh Kumar	adobe.nda@marsh.com	91-72900-37939	
Bangalore	Madhusudan G	adobe.blr@marsh.com	91-89768-35512	
Escalation 1	Rachit Baijal	rachit.baijal@marsh.com	91-72900-89449	

Thank You