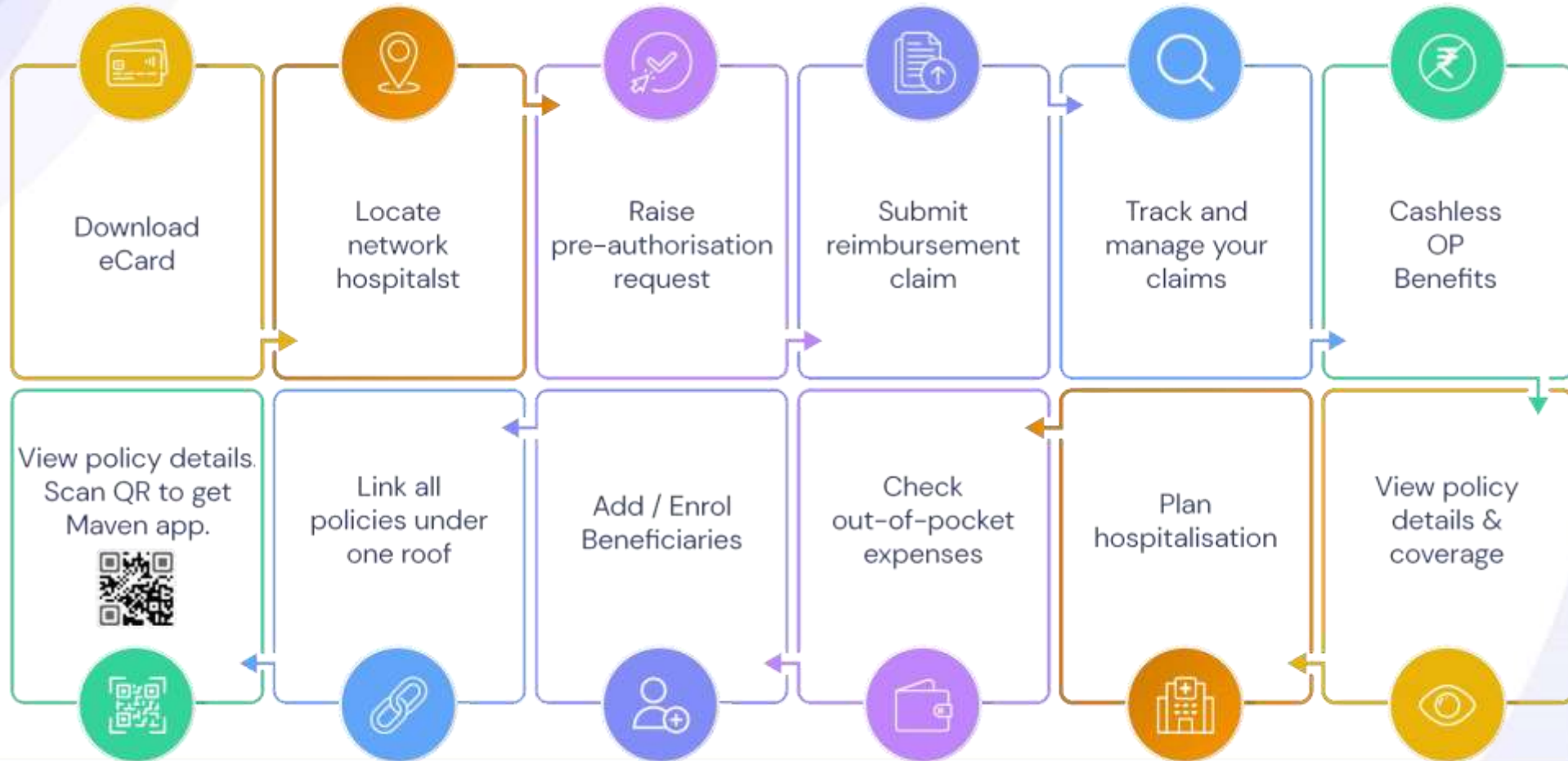




# Introduction to MAven web

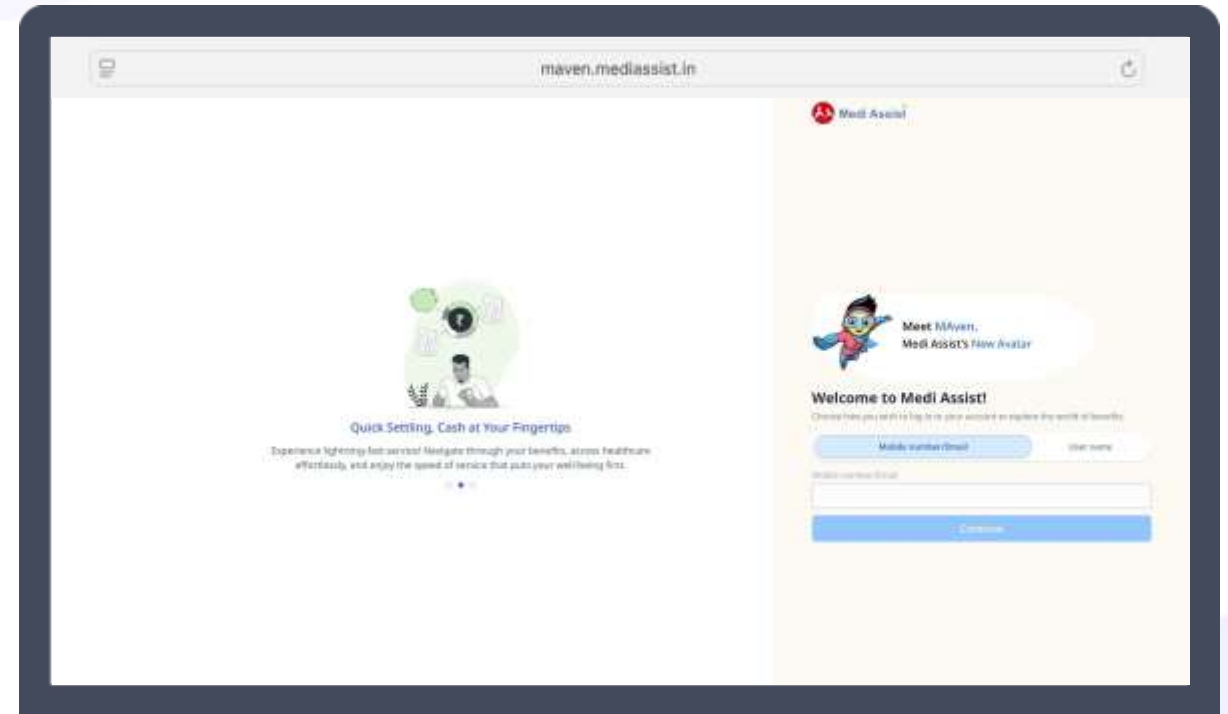
MAven Web is a secure, user-friendly platform that simplifies healthcare benefits by giving users easy access to policies, claims, and a range of health services in one place. Features like



# How to access health benefits through MAven Portal?

**Login Page URL** or Scan the below code to access the MAven web portal.

- <https://maven.mediasist.in>
- Login MAven Portal, with your corporate **User Name & Password** received received from Corporate



# MAven Web Walkthrough

# Home Page

On the Homepage, you will be able to access;

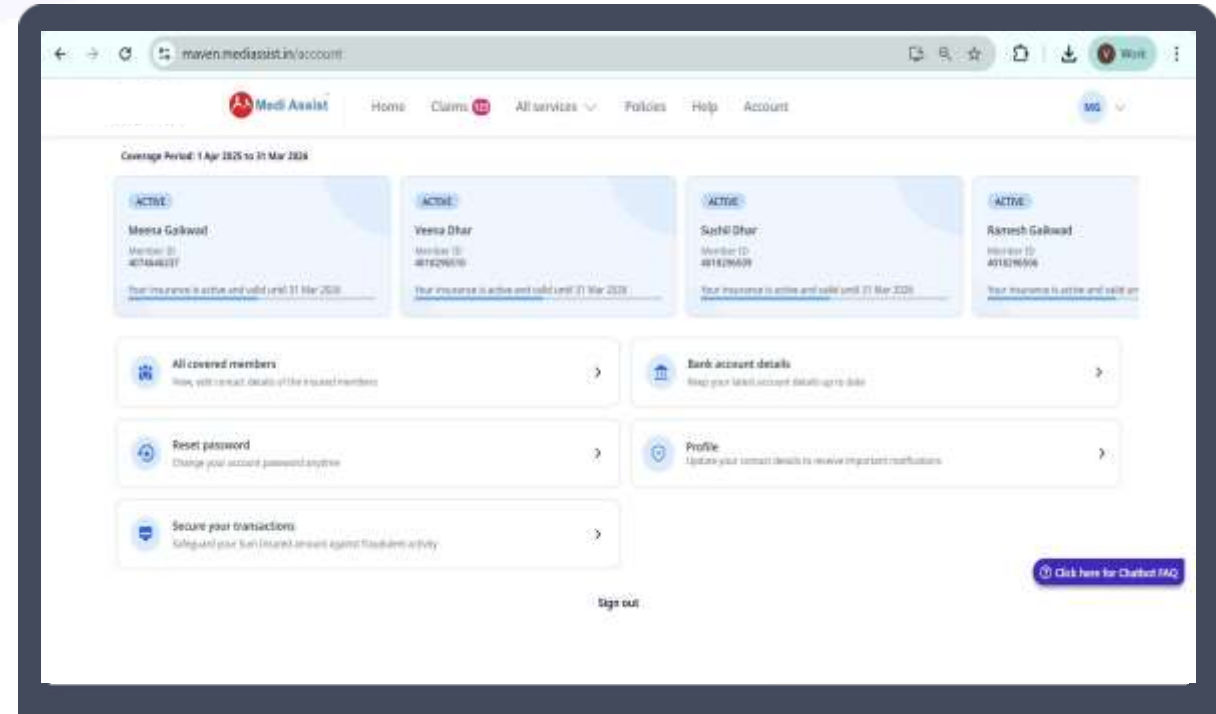
- **Account:** Manage your personal and policy details.
- **Active claims:** Check your claim progress and status details.
- **expense estimator:** Calculate out-of-pocket expenses and estimate the additional cost.
- **Your policy details:** Check your and your family's policy details.
- **Download eCard:** Instant eCard access and download anywhere, anytime.
- **Reimbursement Claim:** Submit your reimbursement documents through our portal, and check the real-time status.
- **Locate network hospitals:** Search for nearby network hospitals through our extensive network and Pre-Authorise for non-network hospitals.
- **Member Details:** easily access and update your membership information.

# Account / Profile Setup or Update

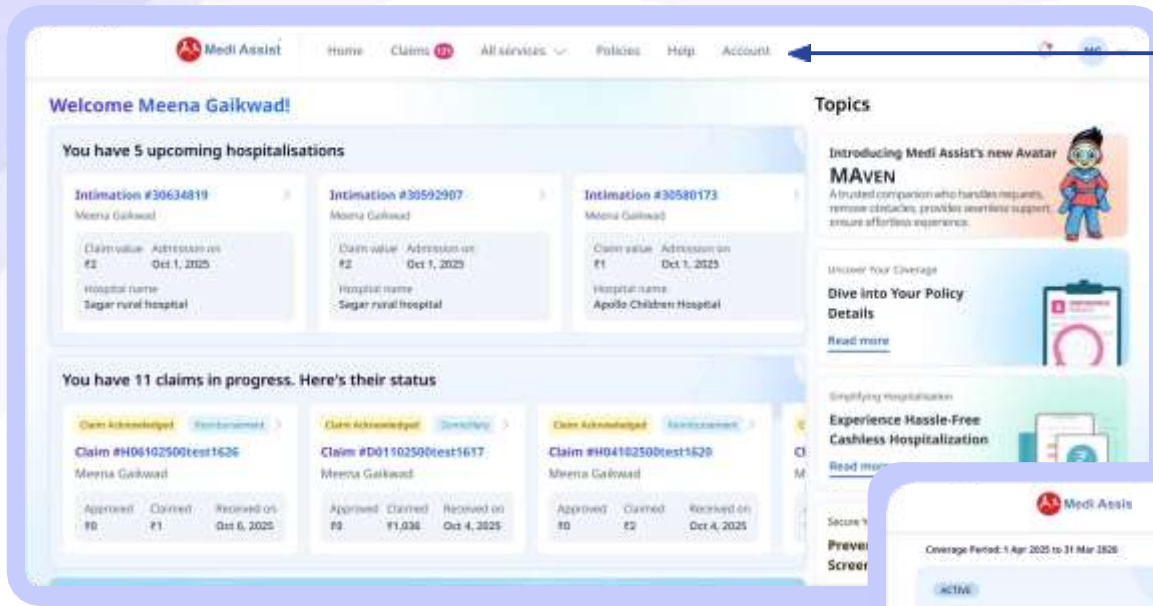
# Profile Set-up

Setting up your profile is a crucial step. To complete your profile setup, you need to verify your primary contact number and email address.

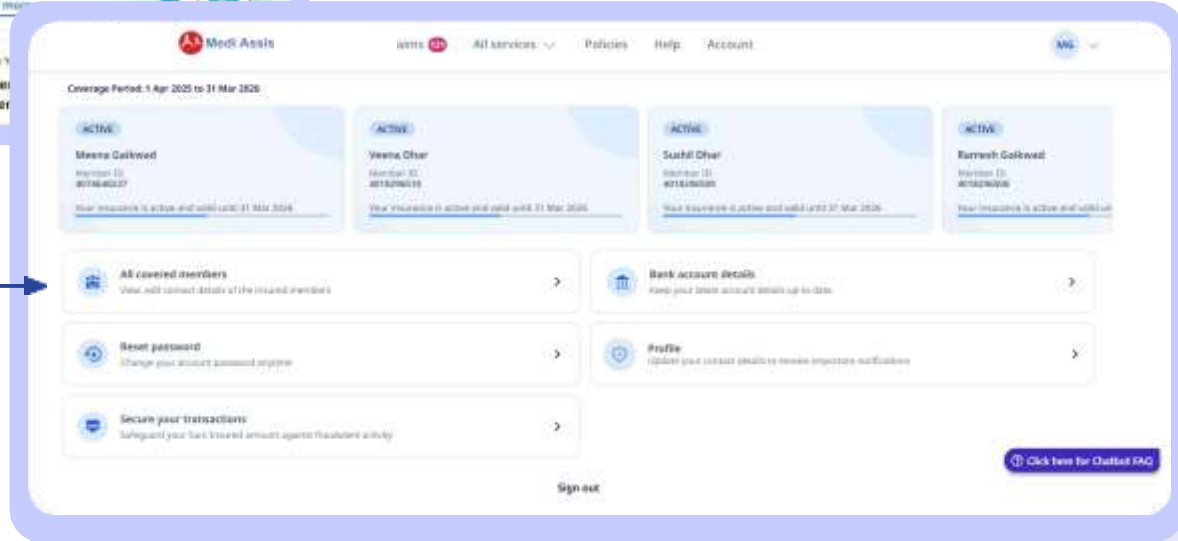
- Verify your contact number and email ID for security purposes.
- Add an active member details to the policy.
- You need to add the Bank account details.
- Update your profile with your contact mobile number and email ID to get updates on important notifications.



# How to Update Profile or Account Details in MAven Portal?



Click on Account



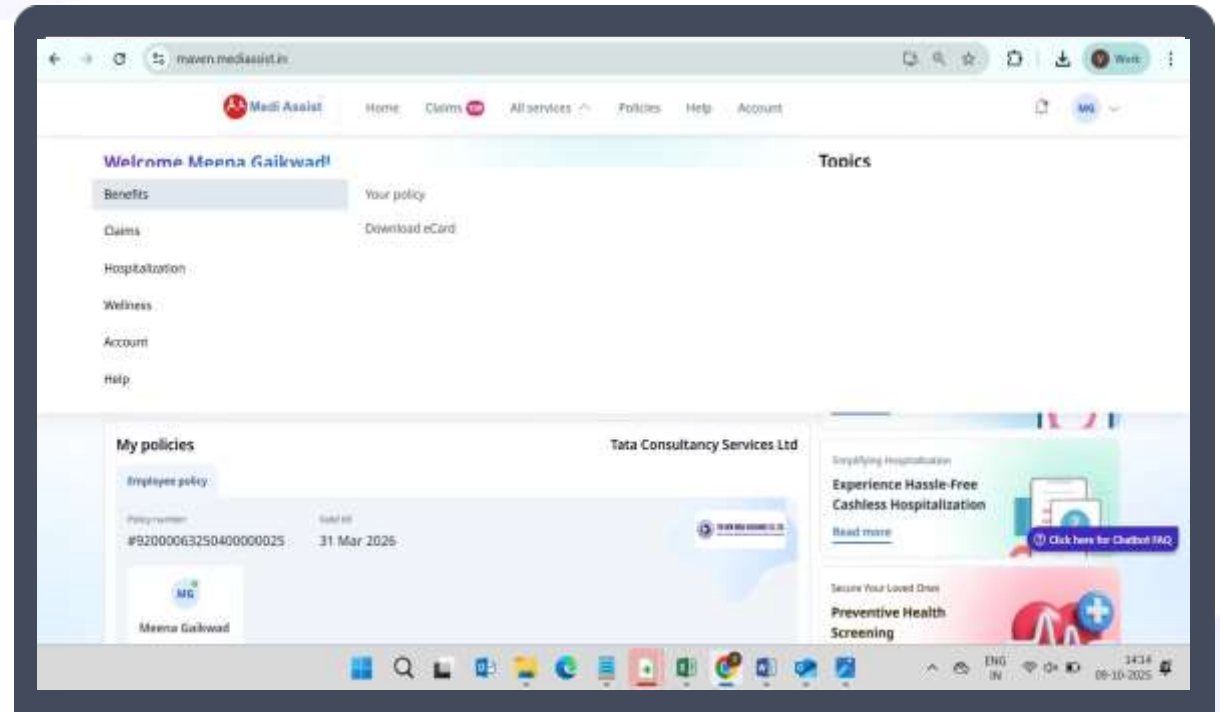
Click here to update email id & contact details

# All Services

# All Services

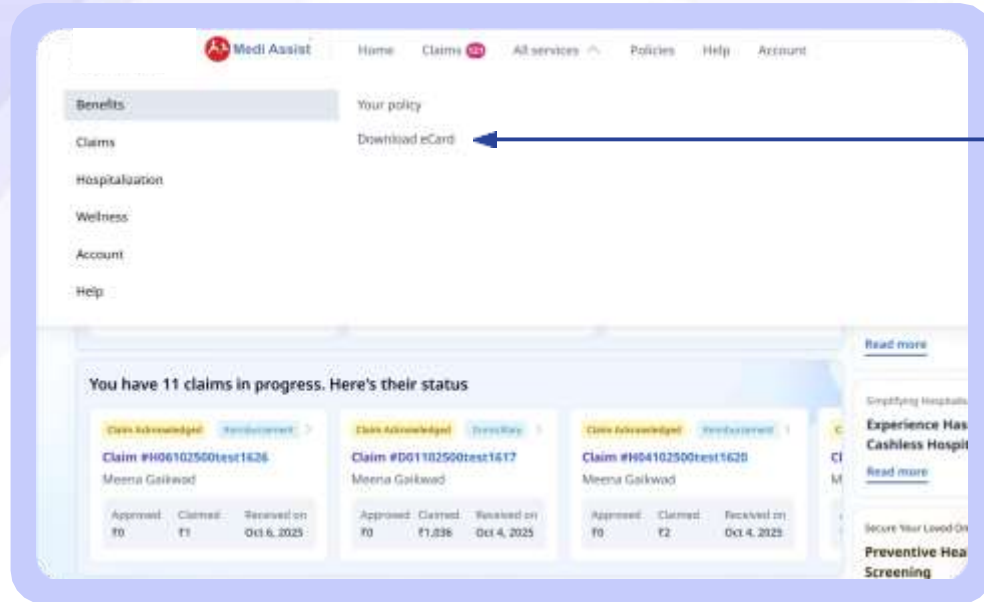
Under this navigation, you will be able to access;

- Benefits
- Claims
- Hospitalisation
- Wellness
- Account Help



# All Services > Benefits

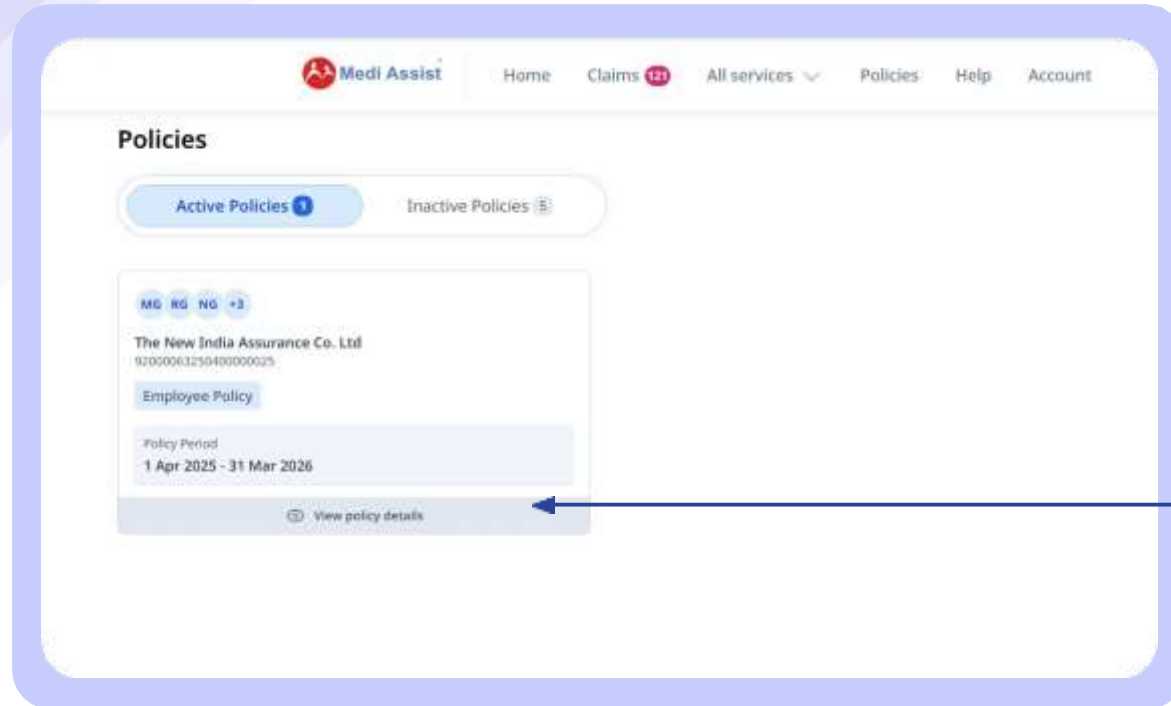
# How to download e-card



Click here to download e-card



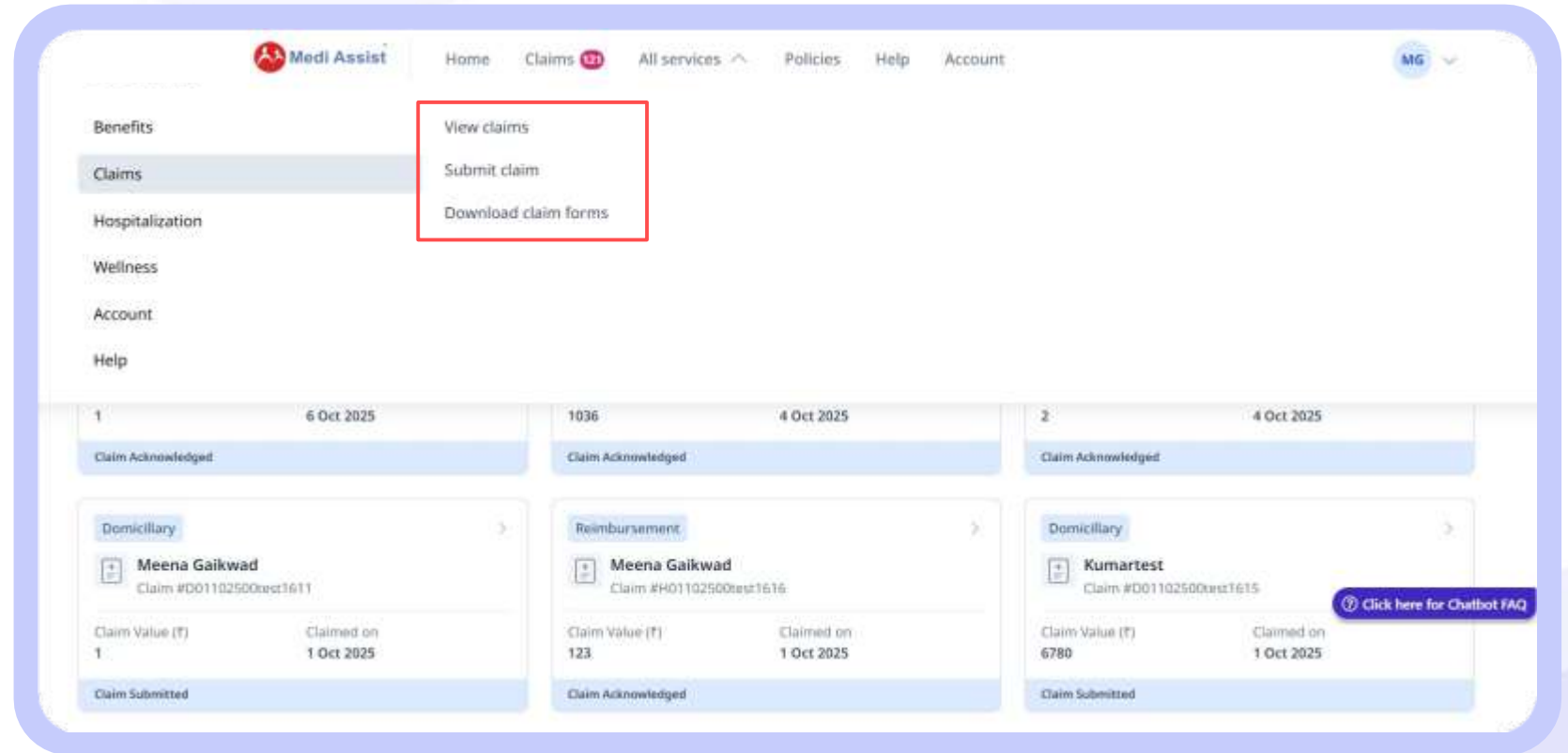
# How to View Policy and Other Beneficiary Details?



Click here to view the policy details

# All Services > Claims

- **Claim Details:** View all details of your claims, including claim ID, category, and submission date.
- **Submit a Claim**
- **Download Claim Forms**



The screenshot shows the Medi Assist web portal. The navigation bar includes 'Home', 'Claims' (with a notification badge), 'All services', 'Policies', 'Help', and 'Account'. A user profile 'MG' is visible in the top right. A sidebar on the left lists 'Benefits', 'Claims', 'Hospitalization', 'Wellness', 'Account', and 'Help'. A dropdown menu under 'Claims' is open, showing 'View claims', 'Submit claim', and 'Download claim forms'. The main content area displays a table of claims with columns for ID, date, and status. Below the table are three claim detail cards for 'Meena Gaikwad' and 'Kumartest', each showing claim ID, value, and date. A 'Click here for Chatbot FAQ' button is located in the bottom right of the claim cards.

ID	Date	Status
1	6 Oct 2025	Claim Acknowledged
1036	4 Oct 2025	Claim Acknowledged
2	4 Oct 2025	Claim Acknowledged

Name	Category	Claim ID	Claim Value (₹)	Claimed on	Status
Meena Gaikwad	Domiciliary	#D01102500wst1611	1	1 Oct 2025	Claim Submitted
Meena Gaikwad	Reimbursement	#H01102500wst1616	123	1 Oct 2025	Claim Acknowledged
Kumartest	Domiciliary	#D01102500wst1615	6780	1 Oct 2025	Claim Submitted

# How to Submit Claim?

The screenshot shows the Medi Assist user interface. At the top, there is a navigation bar with 'Home', 'Claims 121', 'All services', 'Policies', 'Help', and 'Account'. On the left, a sidebar lists 'Benefits', 'Claims', 'Hospitalization', 'Wellness', 'Account', and 'Help'. The 'Claims' section is active, showing options for 'View claims', 'Submit claim' (highlighted with a red box), and 'Download claim forms'. Below this, a section titled 'You have 11 claims in progress. Here's their status' displays three claim cards for Meena Gaikwad. Each card shows 'Claim Acknowledged' status and a table with columns for 'Approved', 'Claimed', and 'Received on'.

Approved	Claimed	Received on
₹0	₹1	Oct 6, 2025

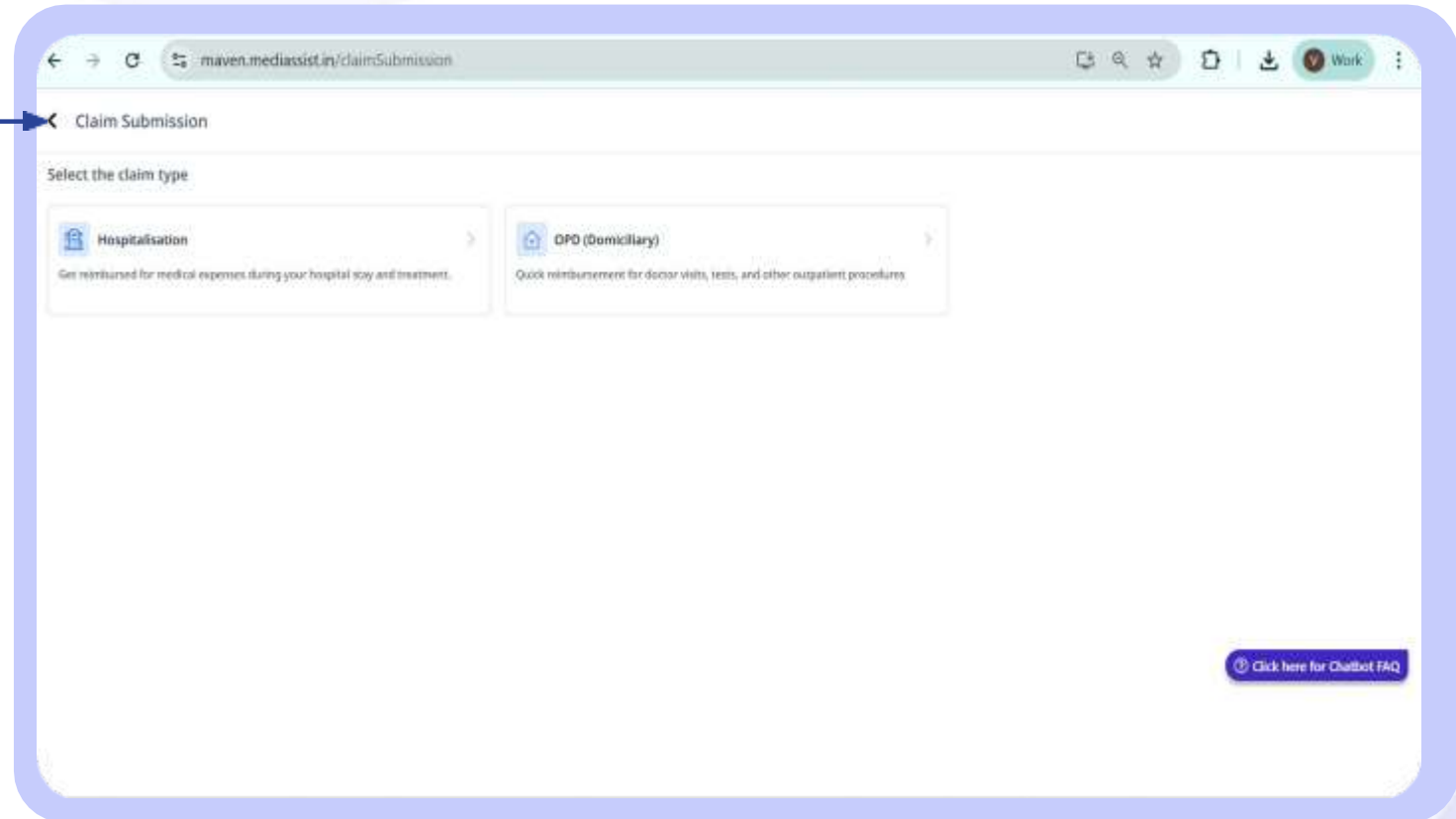
Approved	Claimed	Received on
₹0	₹1,036	Oct 4, 2025

Approved	Claimed	Received on
₹0	₹2	Oct 4, 2025

**Under All Services, Select claims, click to submit claim to proceed with reimbursement claim**

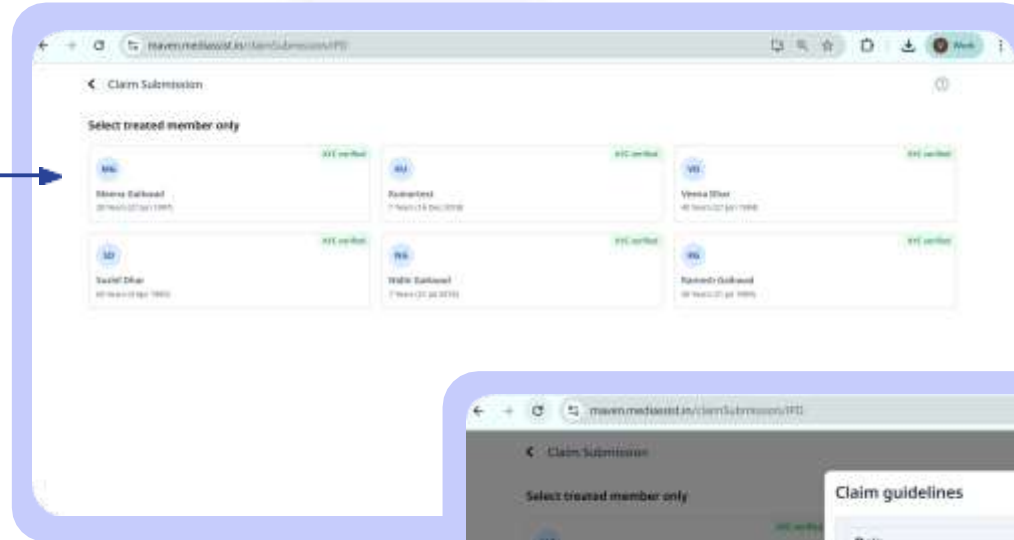
# How to Submit Claim?

Select Claim type to initiate claim submission process.



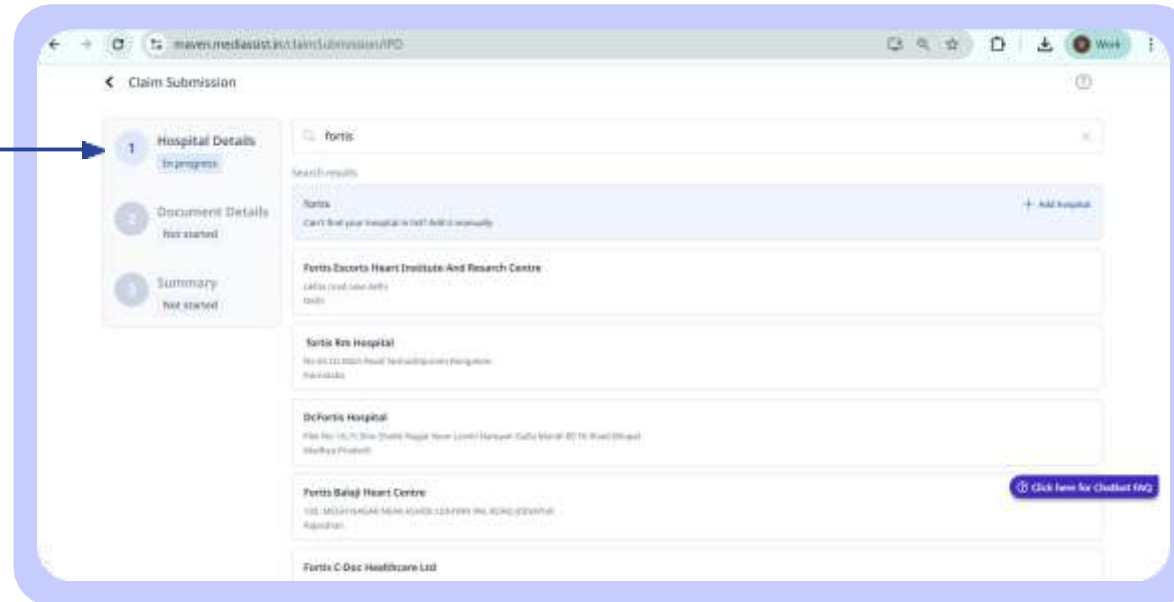
# Submit Claim - Step 1

Select the member name and accept the claim guidelines to proceed ahead.



# Submit Claim - Step 2

Select or Add  
the Network  
Hospital



# Submit Claim - Step 3

**Add Date the Admission, Date of Discharge & Total Cost of Hospitalisation**

The screenshot shows a web browser window with the URL `inaven.mediasist.it/claimSubmission/FE`. The page title is 'Claim Submission'. On the left, there is a sidebar menu with the following items: 'Hospital Details' (highlighted with a blue bar), 'Bank Details', 'Document Details', and 'Summary'. The main content area shows a list of hospitals with a search bar and a 'Notes' section. A modal window titled 'Hospital Details' is open in the foreground, containing the following fields: 'Date of admission' (with a date picker set to 07/10/2025), 'Date of discharge' (with a date picker set to 09/10/2025), and 'Total cost of hospitalisation \*' (with a text input field containing 10000). The modal has 'Back' and 'Confirm' buttons at the bottom. A blue button labeled 'Click here for Outbox FAQ' is visible in the bottom right corner of the main content area.

# Submit Claim - Step 4

Select or update the bank account details in which reimbursed amount will get processed

Claim Submission

1 Hospital Details  
Completed

2 Bank details  
In progress

3 Document Details  
Not started

4 Summary  
Not started

Select Bank account  
Account you used last time

AXIS BANK  
\*\*\*\*\*1122

Account name: Meena  
IFSC code: UTIB0000008

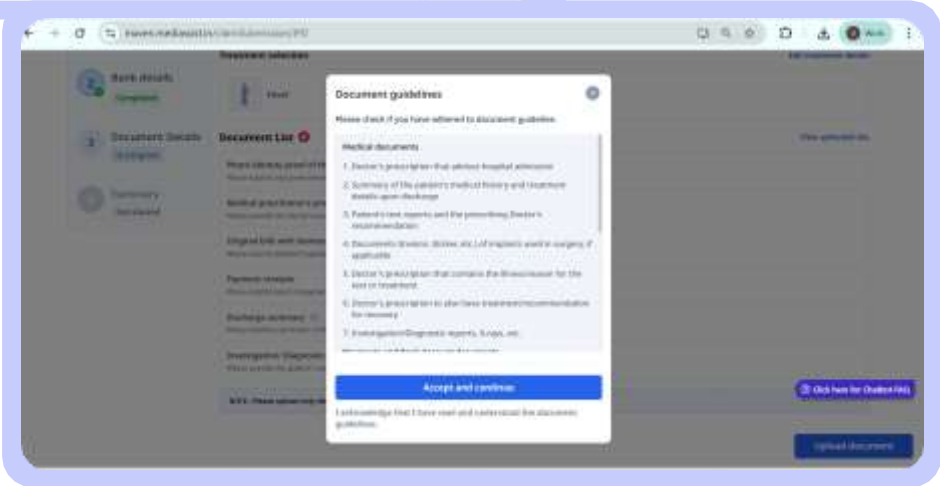
I confirm the above bank account belongs to me and the details are correct. I agree to take responsibility if correct details provided by me result to:  
1. Payment being made to a wrong account.  
2. Delay in payment.

Proceed

[Click here for Chatbot FAQ](#)

# Submit Claim - Step 5

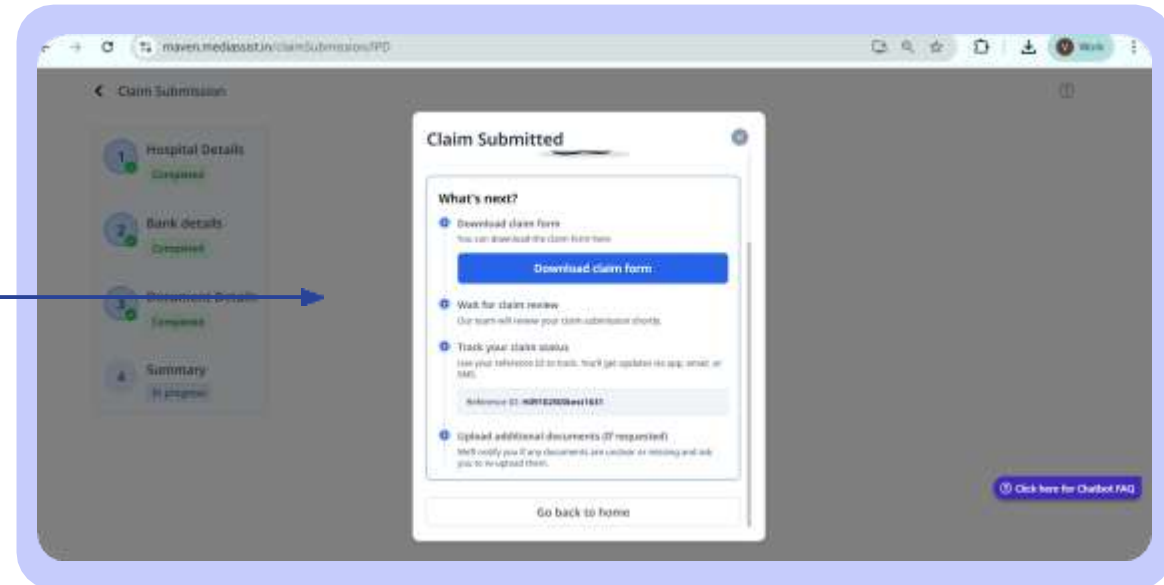
- Select the treatment for which claim is getting proceed
- Submit all the necessary documents
- Click on Accept & continue to proceed with claim submission





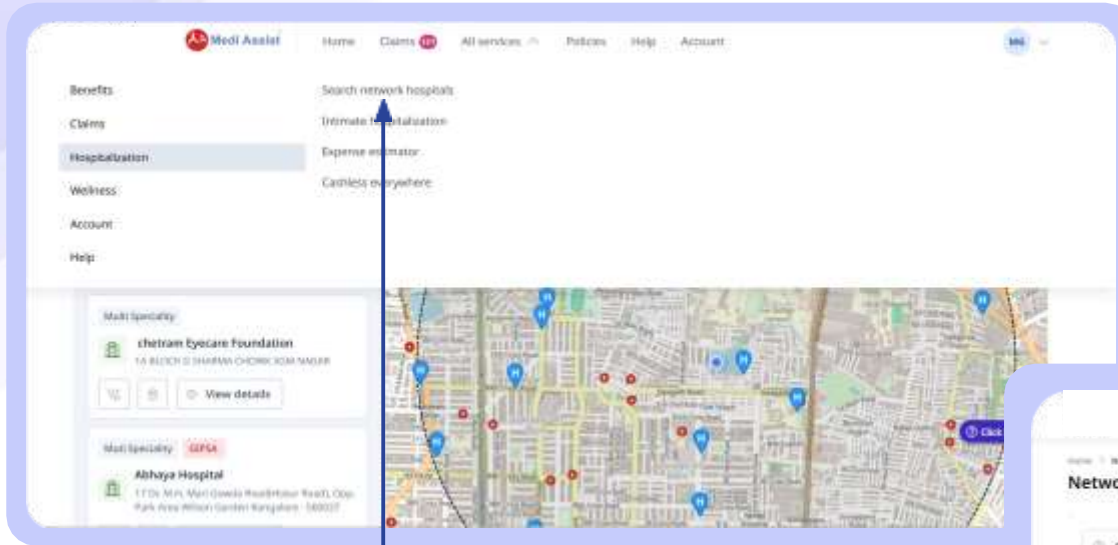
# Submit Claim - Step 7

After click on submit, you will be able to see pop up window which will help you with Claim reference ID and also you can download claim form.

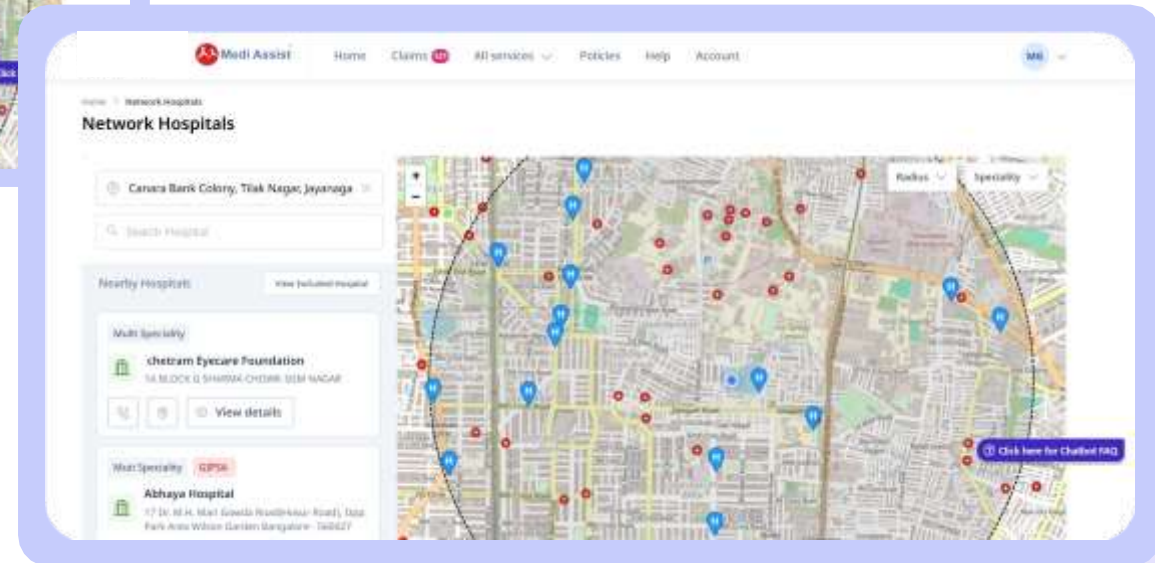


# All Services > Hospitalisation

# How to search for Network Hospital

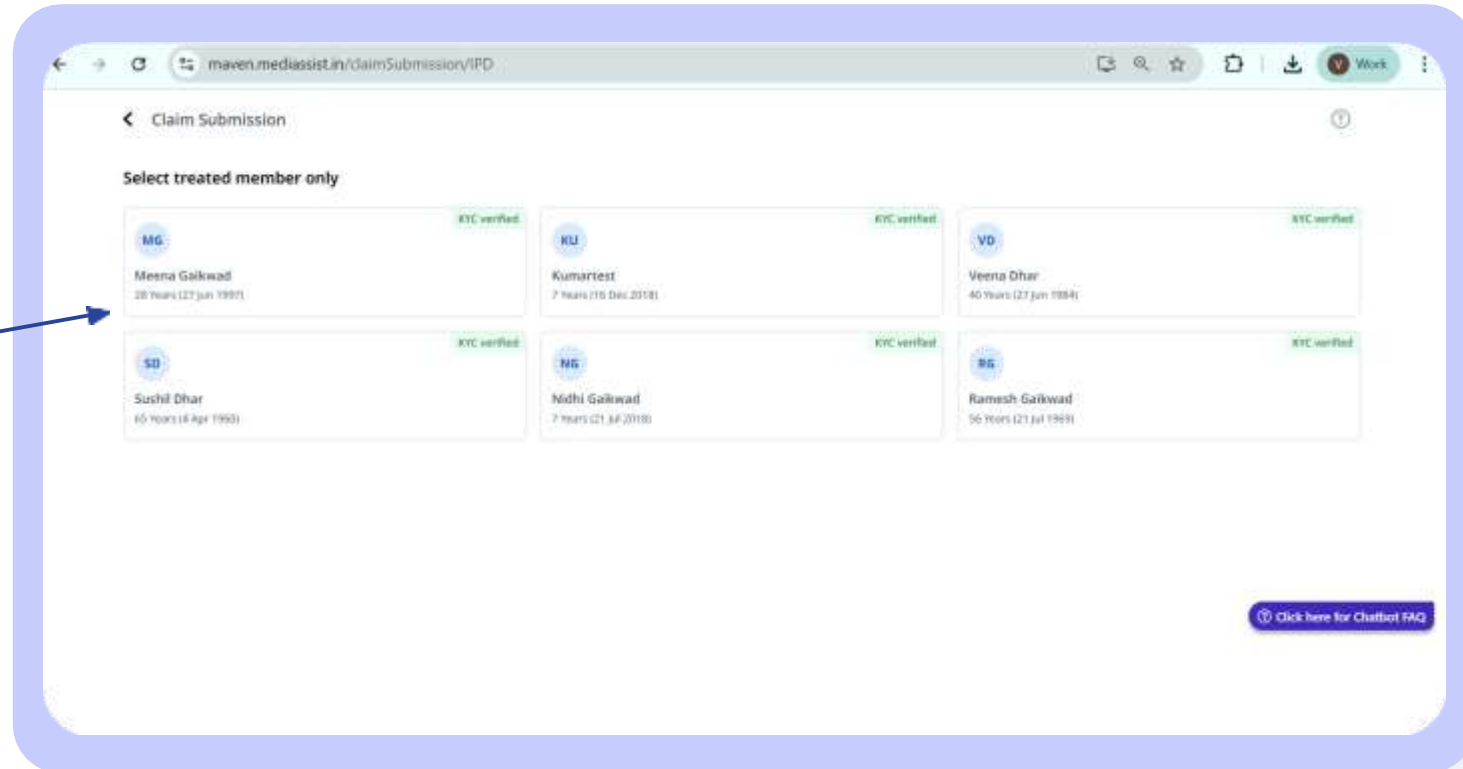


**Click on the hospitalisation to access Network Hospital**



# How to Intimate Hospitalisation?

Select the member name who is going to be hospitalised



# Intimate Hospitalisation Process

**After Selecting the member or beneficiary,**

- **Select the treatment for which the patient is getting hospitalised**
- **Select the Network hospital**
- **Click on the confirm option after verifying your registered contact number or email id.**

The screenshot shows the 'Submit Intimation' form with a progress indicator on the left. The steps are: 1. Member Details (Completed), 2. Treatment Details (Completed), 3. Hospital Details (Completed), and 4. Summary (In progress). The 'Hospital Selection' field is active, showing 'Esmond Hospital 01 4300'. Below it, there is a section for 'Upload Documents (Optional)' with a list of required documents: 1. Latest Investigation reports of your diagnosis, 2. Last Doctor Consultation note / Doctor's letter for Hospitalisation, 3. Corporate ID Card and any government ID proof, and 4. Other Medical Documents, Medical History, Investigation reports, Scan report. A 'Submit Intimation' button is visible at the bottom right.

The screenshot shows the 'Submit Intimation' form with a 'Verify contact' modal open. The modal prompts the user to 'Please confirm the contact address on which you would like to receive updates.' It contains input fields for 'Phone number' (with a masked value '9999999999') and 'Email ID' (with a masked value '\*\*\*\*\*@\*\*\*\*\*.in'). There are 'Cancel' and 'Confirm' buttons at the bottom of the modal. The background form is dimmed.

# Intimate Hospitalisation Process

**After submitting the hospitalisation details, you have successfully intimated your hospitalisation and also you will be see the out-of-pocket expenses for the defined hospitalisation.**

The screenshot displays the 'Intimation Received' page in a web browser. The page title is 'Intimation Received'. It features a 'Customize Hospitalization' section with a sub-header 'You can change the hospitalization parameters and check the out-of-pocket expenses.' Below this, there is a 'Room Types' section with a 'Day Care' button. The main content area includes a greeting 'Hello, Meena Galkwad' and a confirmation message: 'We have successfully created an intimation on your behalf and your Intimation ID is 30722140.' A 'Fever' section shows a date of 'Oct 20 2025' and 'Fortis Health Care Limited'. A blue information box states: 'The estimate is intended to help you prepare for out-of-pocket expenses. It is based on past claim simulations and may vary significantly depending on the actual treatment, complications, and additional services.' The 'Out of pocket expenses' section includes a progress bar and a table:

Category	Amount
Out of pocket expenses	₹12,210
Amount Covered by Insurance	₹87,790
Estimated Hospital Bill	₹100,000

Below the table, there is a 'Deductions' section with a sub-header 'Items and Expenses not covered, ₹12,210'. It includes a note: 'Certain items and services in your hospital bill, such as consumables, administrative charges, non-prescription drugs, etc., are not covered by your insurance policy.' A 'Click here for Chatbot FAQ' button is located at the bottom right.

**A digital guide to help you predict the hospitalisation expenditure, including out-of-pocket expenses, enables members to make better decisions while planning hospitalisations**



# How to Check Out-Of-expenses or expense estimator?

- Select the Beneficiary or Member
- Select the treatment for which you want to have the expenses calculated
- Add the Network Hospital
- Verify all the details and click to submit option

The top screenshot shows the 'Expense Estimator' interface. On the left, a progress bar indicates the current step: 1. Member Details (In progress), 2. Treatment Details (Not started), 3. Hospital Details (Not started), and 4. Summary (Not started). On the right, under 'Select a member', there are six member cards with their names and IDs: Mono Gakwal, Kmarted, Veno Bhar, Sushil Bhar, NBD Gakwal, and Babesh Gakwal. A 'Click here for ChatBot FAQ' button is at the bottom right.

The bottom screenshot shows the 'Expense Estimator' interface after several steps are completed. The progress bar shows: 1. Member Details (Completed), 2. Treatment Details (Completed), 3. Hospital Details (Completed), and 4. Summary (In progress). The form fields include: 'Select a member' (with an 'Edit details' link), 'Treatment Selection' (with a dropdown menu showing 'Fever' and an 'Edit details' link), 'Hospital Selection' (with an 'Edit details' link), and a message: 'The estimator has pre-selected a hospital for your convenience. Click 'Add' to explore and choose other hospitals if needed.' Below this is a table for 'Hospital Selection' with columns for 'Hospital Name', 'Date of admission', 'Date of discharge', 'Room type', and 'Estimated Hospital Bill'. The table contains one row: 'Municipal Hospital', '09 Oct 2025', '09 Oct 2025', 'Day Care', and '29645'. A 'Click here for ChatBot FAQ' button is at the bottom right. At the very bottom, there is a 'Submit' button and the text 'Expense Estimator Calculate potential expenses you might encounter.'

# Out-Of-expenses or expense estimator Process

After verifying your details, you will be able to see the total expenses cost to you for the selected treatment.

The screenshot shows the 'Expense Estimator' web application. The user is 'Meena Gaikwad' and the condition is 'Fever'. The date is 'Oct 09 2025' and the hospital is 'Manipal Hospital'. The interface displays a progress bar for 'Out of pocket expenses' and a summary table. A red box highlights the 'Estimated Hospital Bill' value of ₹29,645. A blue arrow points from the text box on the left to this value. Other values shown include 'Out of pocket expenses ₹3,260', 'Amount Covered by Insurance ₹24,160', and 'Discount ₹2,223'. There are also sections for 'Items and Expenses not covered' (₹3,260) and 'Preferred network discount' (₹2,223).

Category	Amount
Out of pocket expenses	₹3,260
Amount Covered by Insurance	₹24,160
Discount	₹2,223
<b>Estimated Hospital Bill</b>	<b>₹29,645</b>

# Thank You

