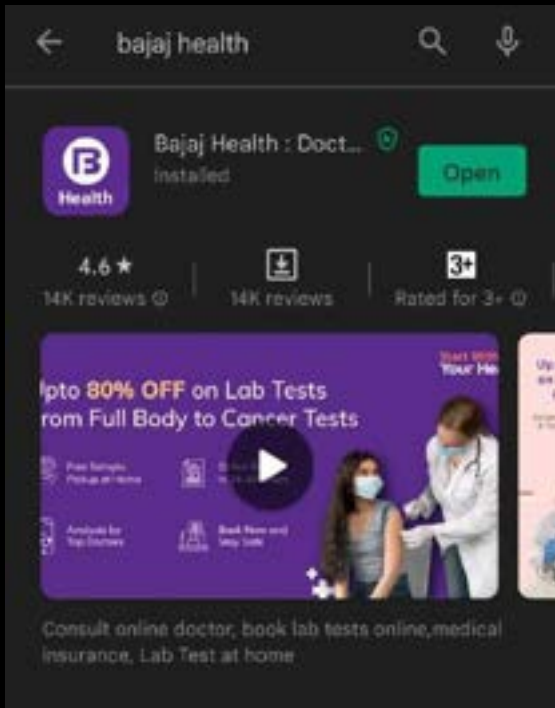




Bajaj Finserv Health-Utilization Journey and benefits

App installation page
on Play store



Step 1

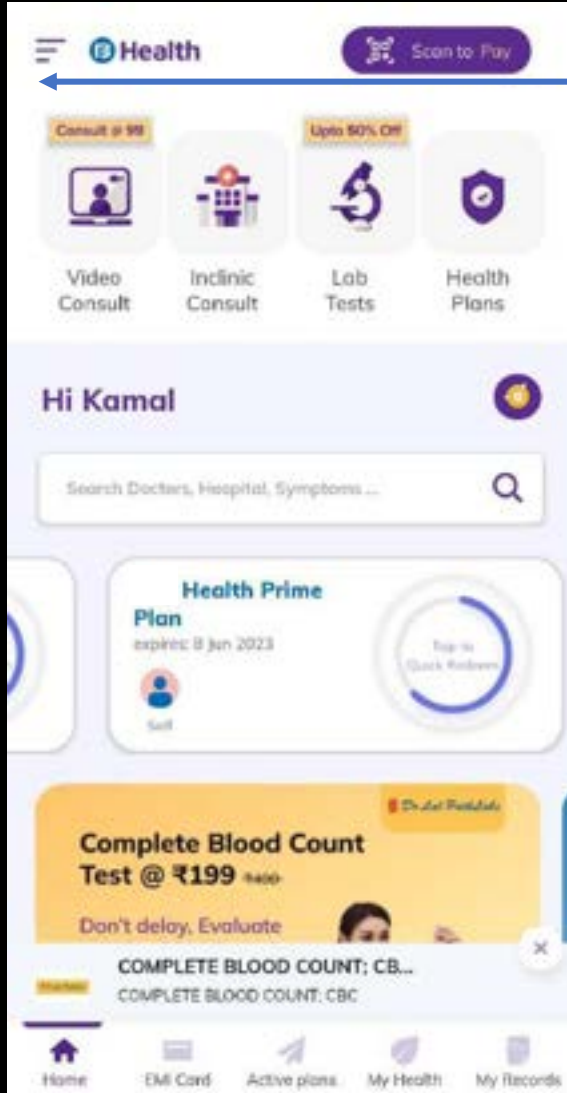
1. Search for Bajaj Health on Appstore
2. Click on Install.
3. Post installation, click on open to launch the app



- App's welcome page will open

The Bajaj Health logo, consisting of a stylized 'B' in a circle followed by the word 'Health'.

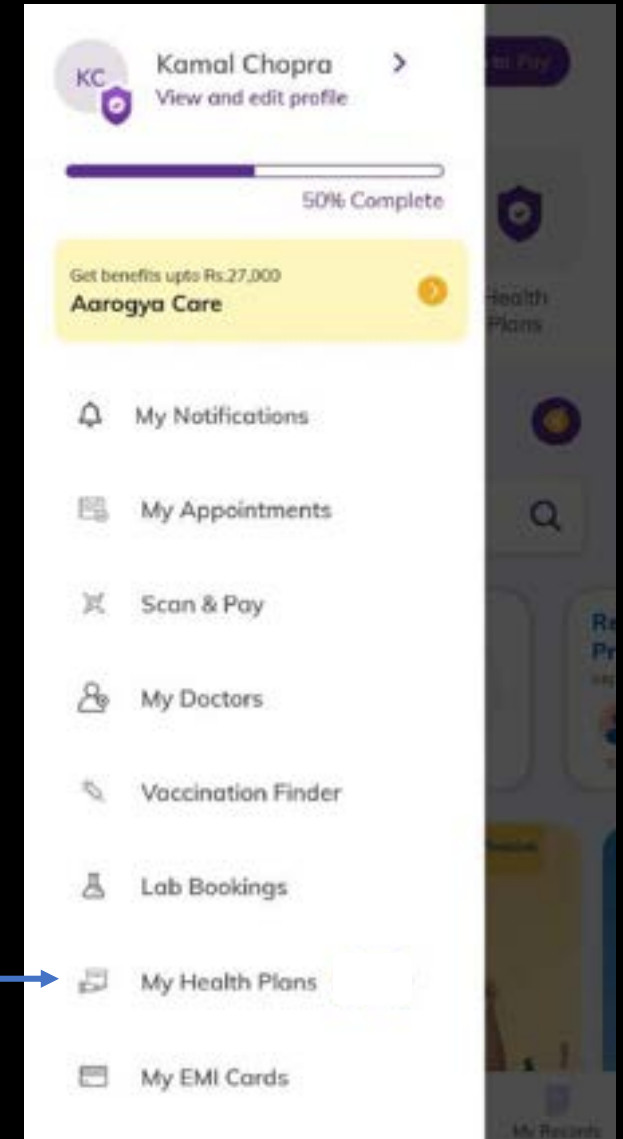
App's home screen



Step 2

- Post login, customer will be redirected to app's home screen
- Click on the 3 lines at the top left corner

App's side menu screen

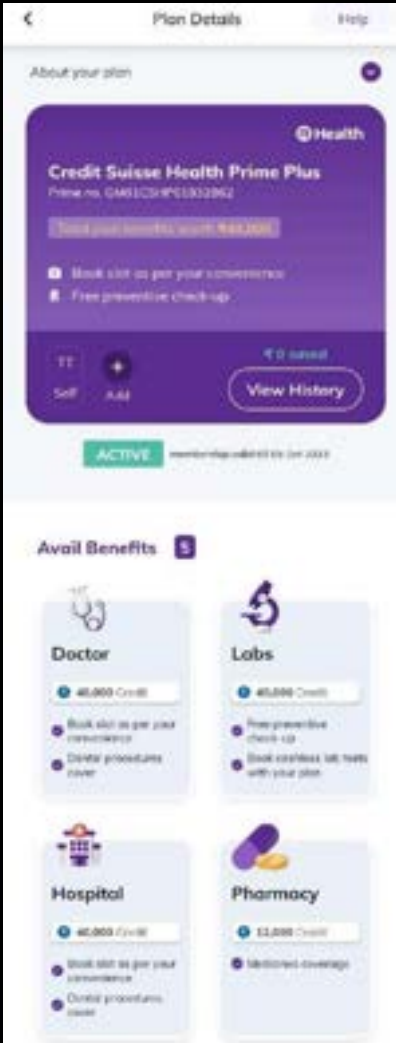


Step 3

Click on ' My Health Plans'

My Active plans screen

Plan benefit details card



Benefits Screen



Service-Doctors

- Video Consultation
- In-Clinic Consultation
- Insta Consultation
- Visit Partner Hospital

Tele-(Insta/Video consultation/Consult later)

- Book Video Consultation

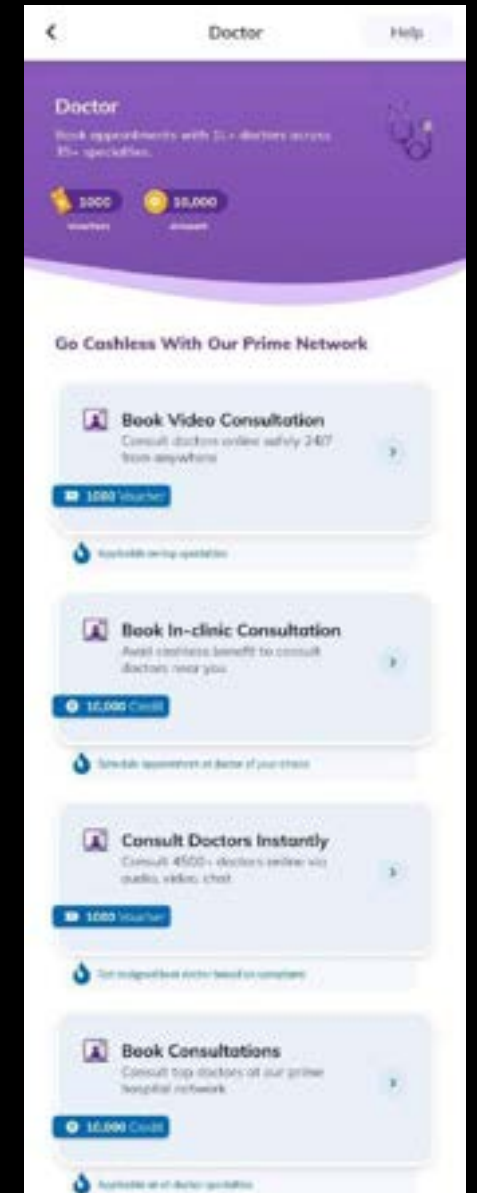


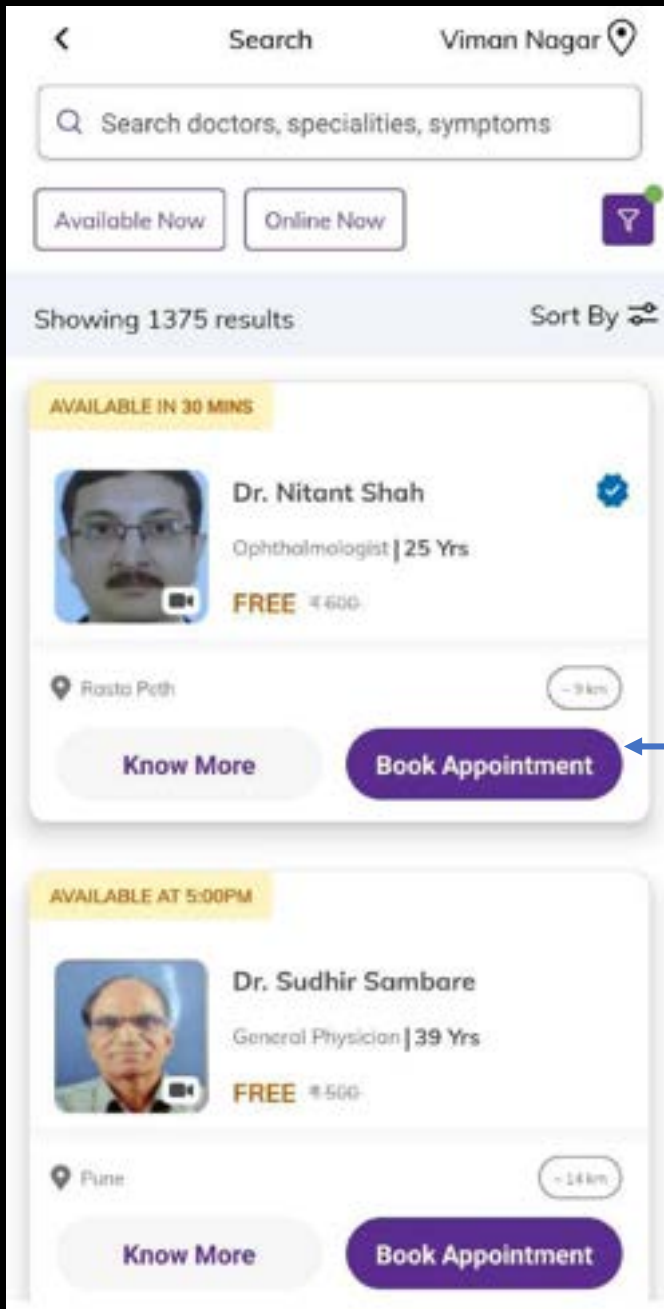
Step 1

- Click on Doctors

Step 2

- Click on the Book Video Consultation option (User can schedule video consultation)

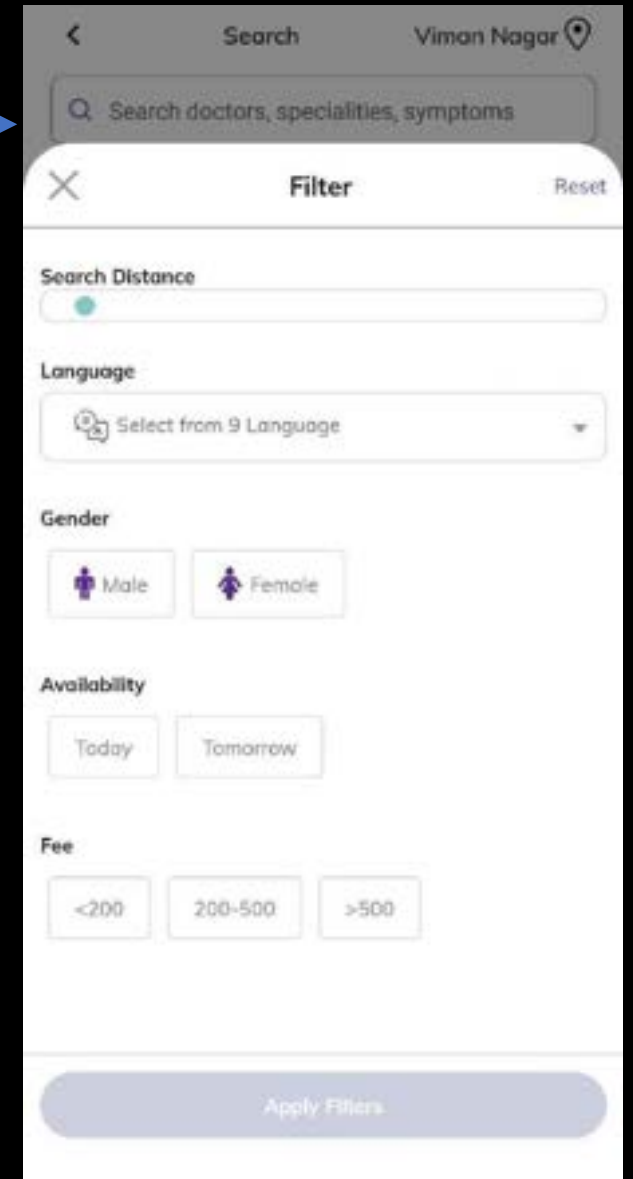




• Filter icon

Step 3

• Click on the Book appointment



Step 4

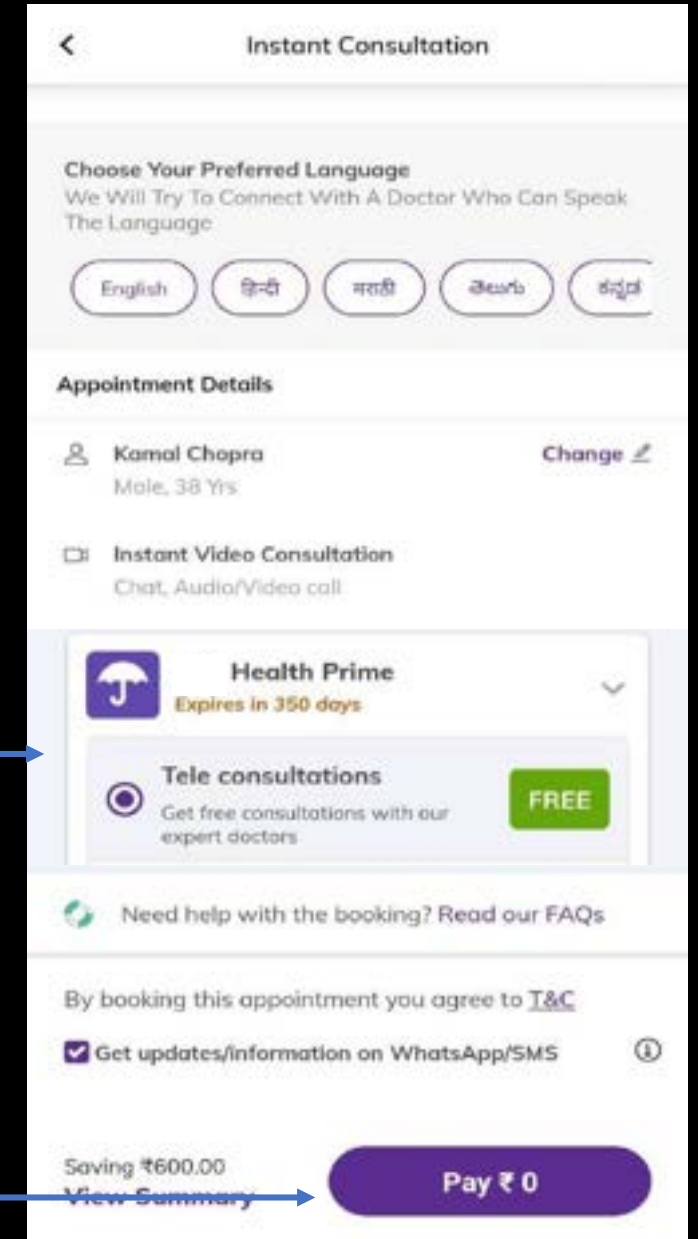
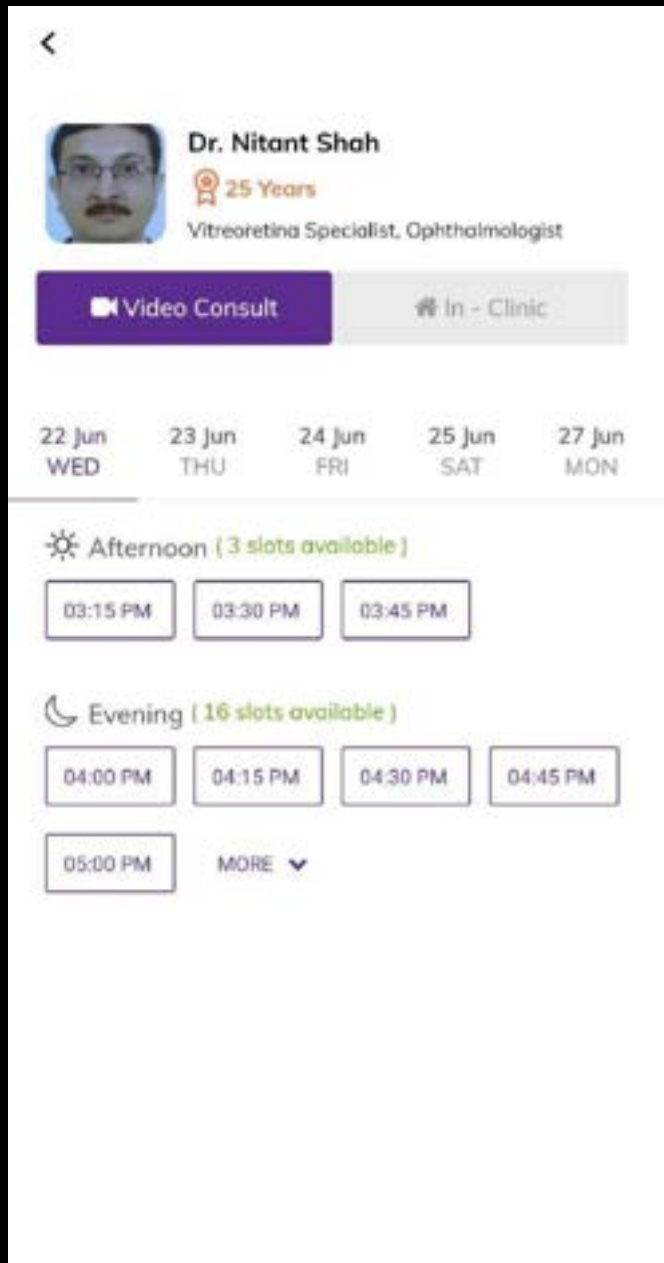
- Select the Date and Time slot
- User can select between Video consult and In-Clinic appointments as well.
- User can book an appointment up to 7 days

Step 5

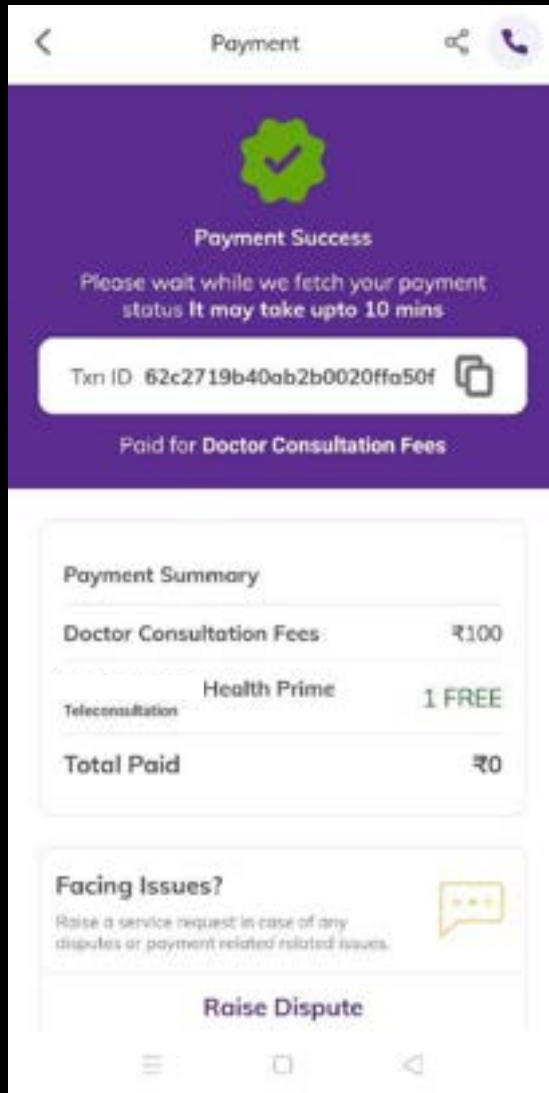
- Confirm your appointment details and select your plan benefit. Customers to click on the plan benefit coupon to avail of free consultations.

Step 6

- Click on pay to confirm the appointment



Payment Success Screen



Booking confirmation text message



Book In-Clinic
Consultation

- Book In-clinic Consultation

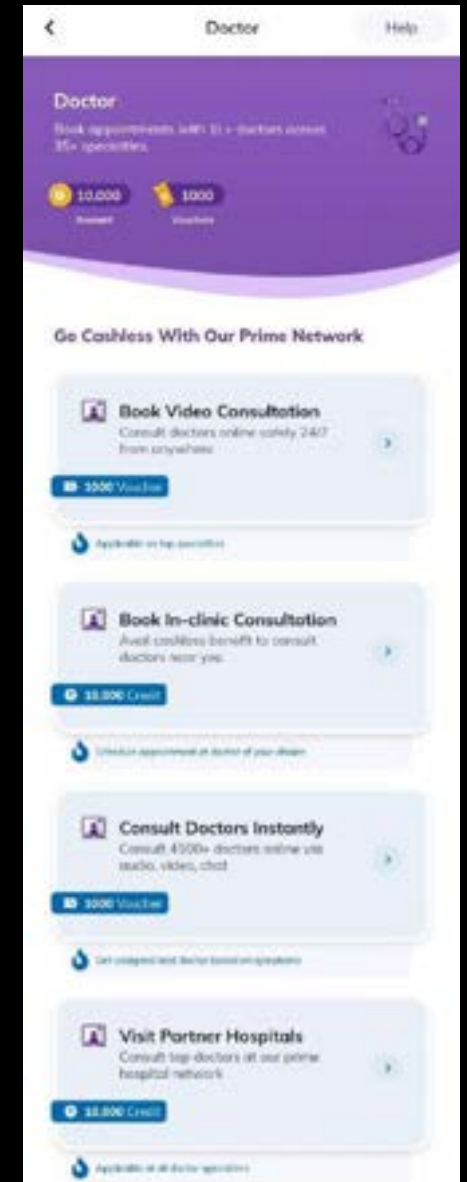


Step 1

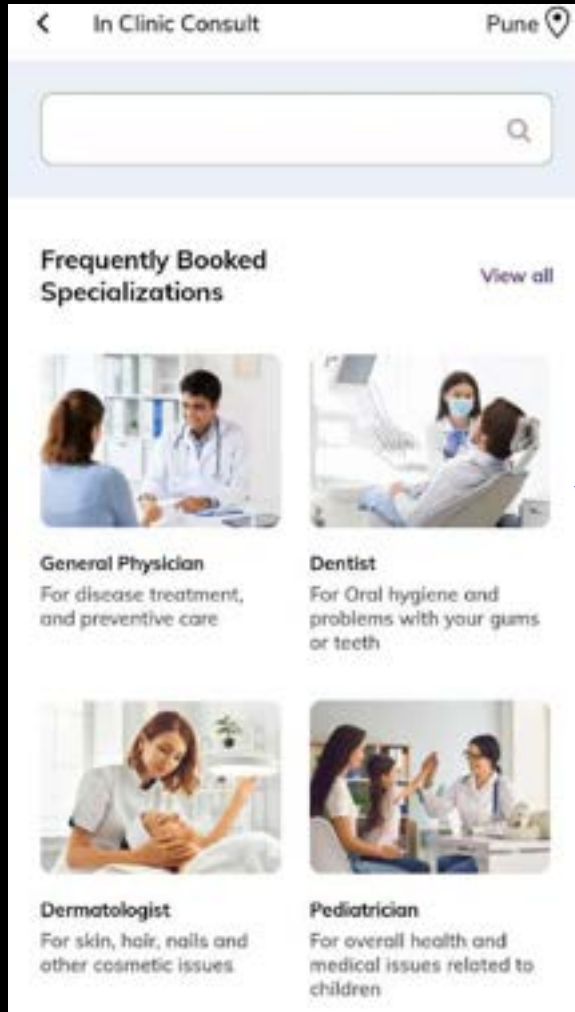
- Click on Doctors

Step 2

- Click on the In-clinic Consultation option



In-clinic consult Journey

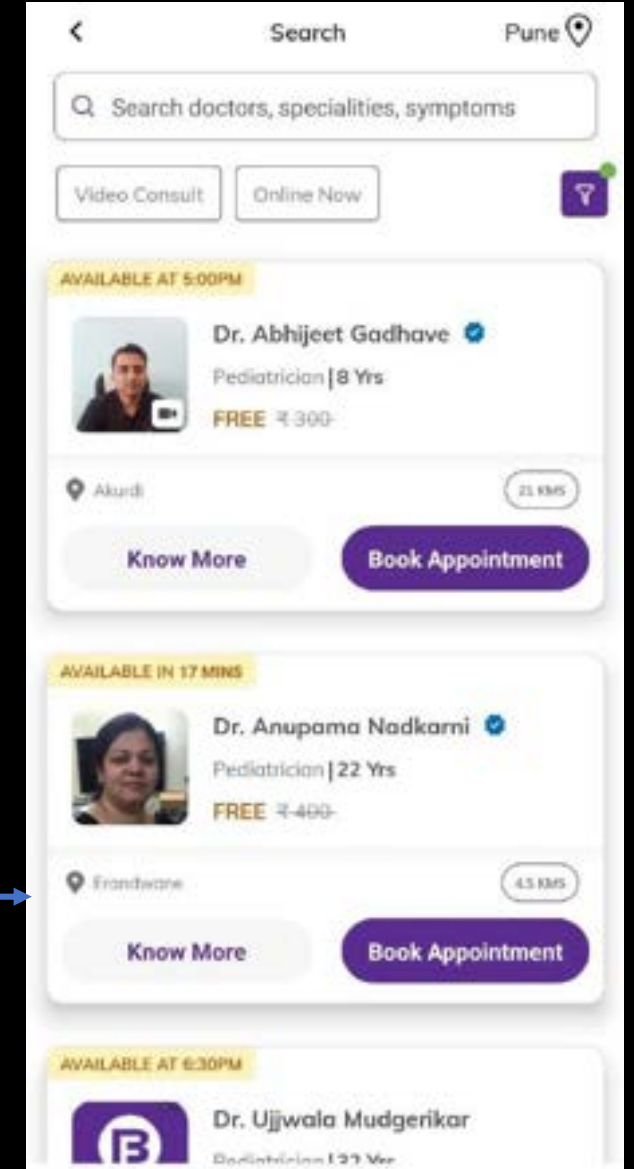


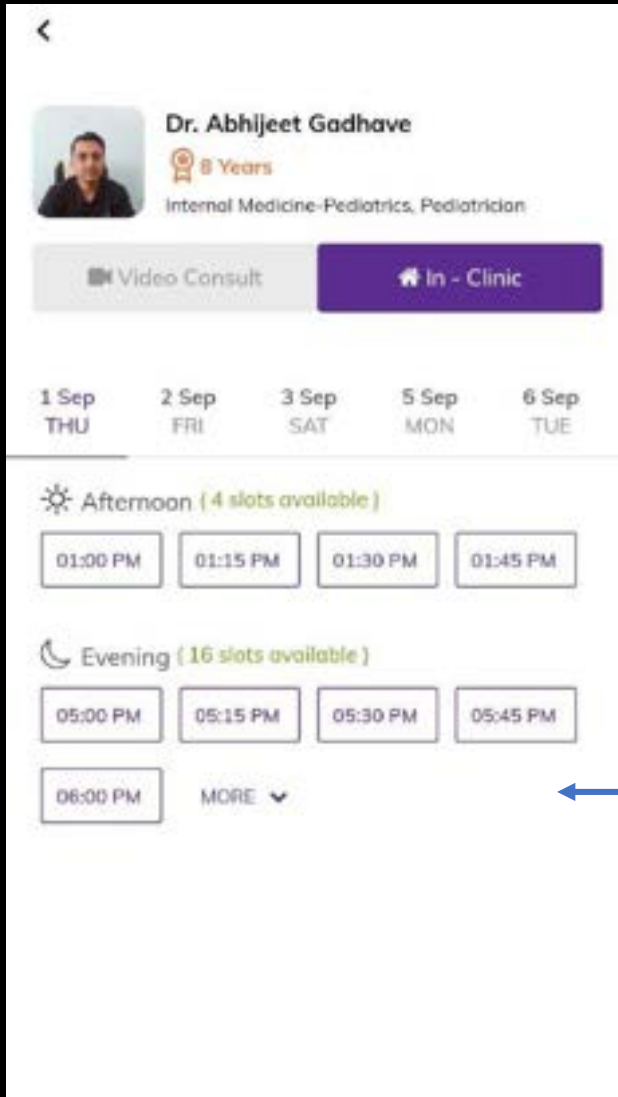
Step 3

- Select the specialization or you can search for the name of the doctor via search bar

Step 4

- Select the doctor of your choice and click on the Book appointment option





Step 5

- Select the Date and Time slot
- Employee can select among Video consult and In-Clinic appointment as well.

Payment Success Screen

Step 6

- Confirm your appointment details and select your plan benefit. Customers to click on Apply benefits and coupons option, select the plan to avail of Free Consultation, and click on Apply.

Dr. Abhijeet Gadhave
6 Years
Internal Medicine-Pediatrics, Pediatrician

Appointment Details

Shreyash Wyawahare
Male, 25 yrs [Change](#)

05:45 PM
Thursday, 01 September 2022

Inclinic Consultation
Chirya Childrens Clinic, Akurdi Market, Dattawadi, Akurdi, Pimpri chinchwad, Akurdi

Apply benefits & Coupons
Get upto 25% off

Safety measures followed by Clinic

- Mask mandatory
- Sanitization of the culture
- Social distance maintained
- Temperature check

☐ Pay at Clinic
Pay using Bajaj Finserv Health Pay QR code or pay in cash
[Know More](#)

[Need help with the booking? Read our FAQs](#)

By booking this appointment you agree to [T&C](#)

☒ Get updates/information on WhatsApp/SMS

Saving ₹2.00
[View Summary](#)

Proceed to Pay

Step 7

- Click on pay to confirm the appointment

Health Plans

Outpatient Medical Cover
Expires in 362 days [Apply](#)

Master Wellness Benefits
Get comprehensive health coverage worth Rs. 40000 **₹ 16000**

Payment Success!

₹300
Doctor Consultation Fees

Paid to Abhijeet Gadhave
September 1st, 2022, 12:32:51 pm

Yaay! You saved ₹300
on this transaction!

Payment Details

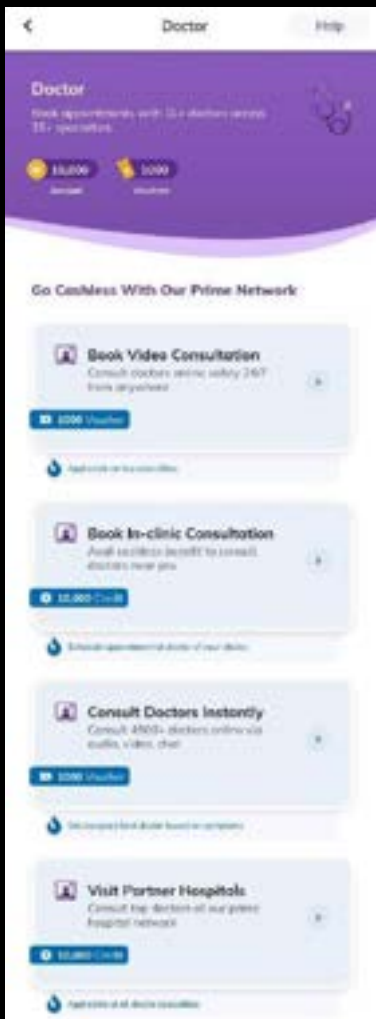
Paid using COUPON	₹300
BFHL Demo Plan	-₹300

Txn ID

Done

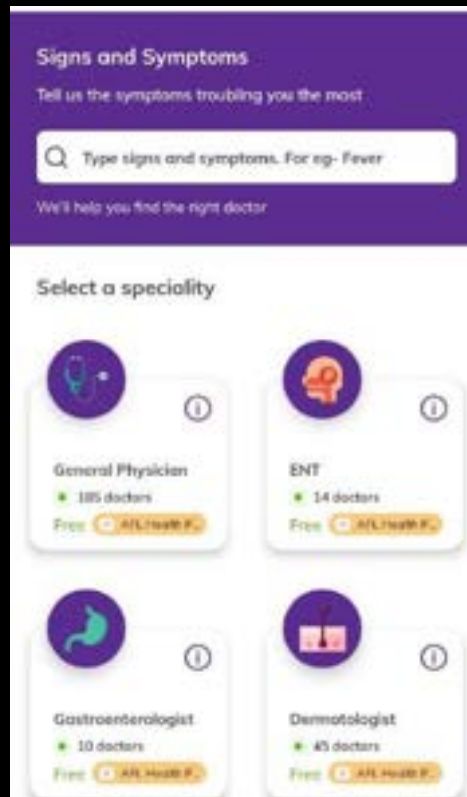
Book Insta Consultation

- Book Doctors Instantly journey



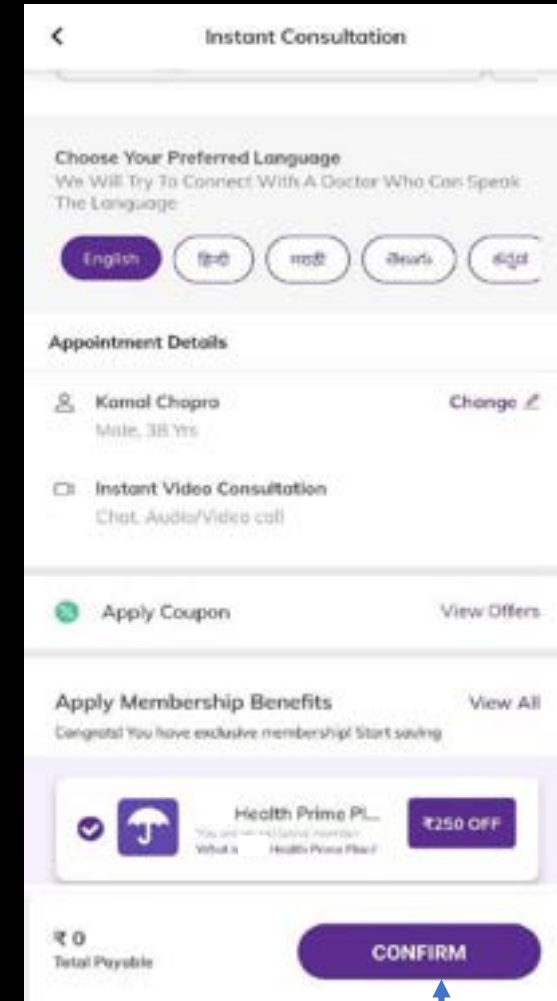
Step 1

- Click on the Book Doctors Instantly video consultation




Step 2

- Select by speciality or by symptoms




Step 3

- Confirm your appointment details and apply your membership benefit and confirm




General Physician


Pay & connect with an experienced specialist doctor instantly



Get immediate consultation




Specialist Doctors



Digital Prescription

Appointment Details



Teetmayur Talwekar

Male, 25 Yrs

Change

Instant Video Consultation

Chat, Audio/Video call


Apply Coupon

View Offers

Apply Membership Benefits

View All

Congrats! You have exclusive membership! Start saving



Health Prime Plan

View Details

₹250 OFF

Payment Details

Consultation Fee	₹ 250
AFL Health Prime Plan	- ₹ 250
Remove	
Total Amount	₹ 0

Congrats! You saved ₹250 on this appointment

Need help with booking? Read our FAQs

By booking this appointment you agree to T&C

☐
Get updates on Whatsapp

₹ 0


Total Payable

CONFIRM

Confirmation Screen

Please hold

Looking for the best doctor for your concern...



0:28s

Please do not close this page

Visit Partner Hospital

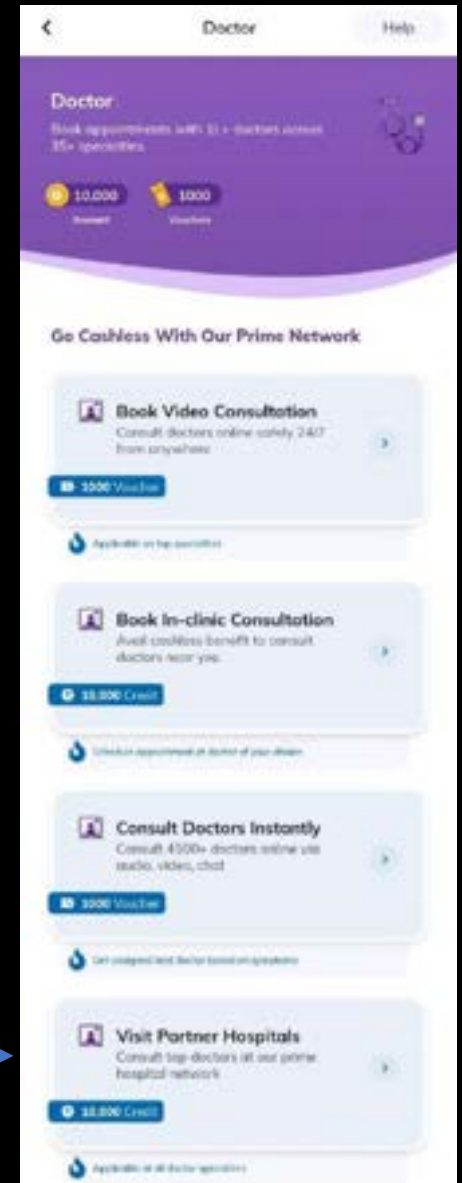
- Book Video Consultation

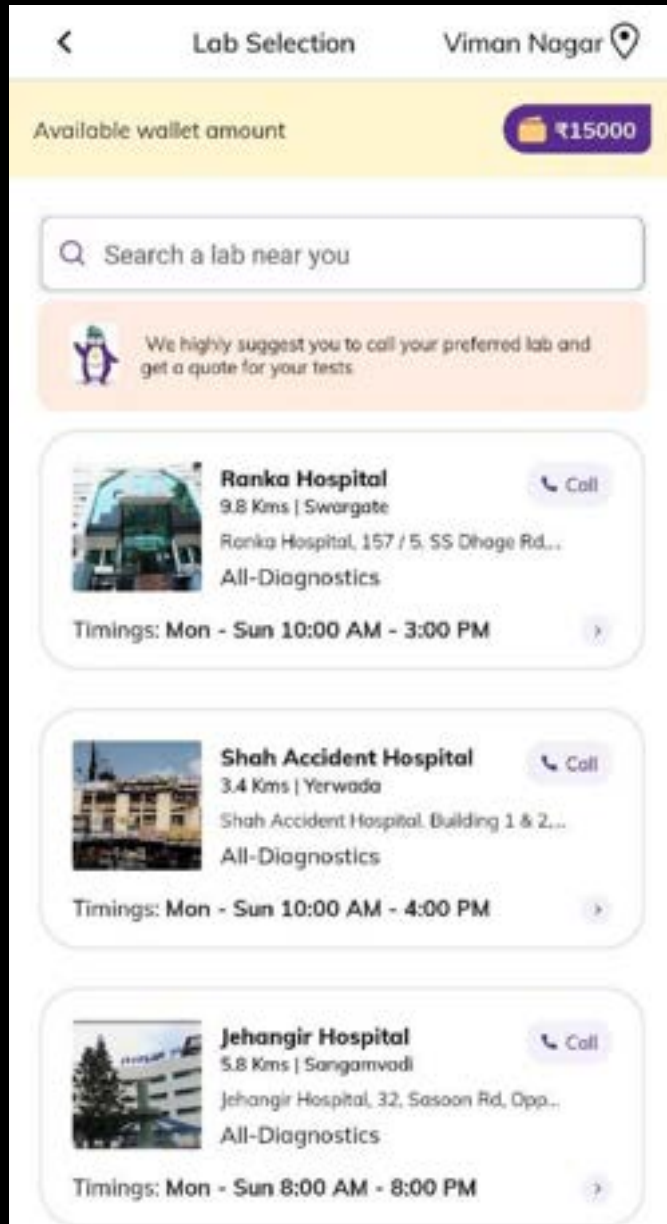
Step 1

- Click on Doctors

Step 2

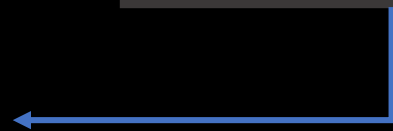
- Click on Visit Partner Hospital option





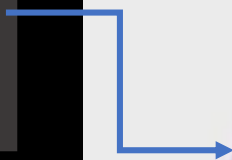
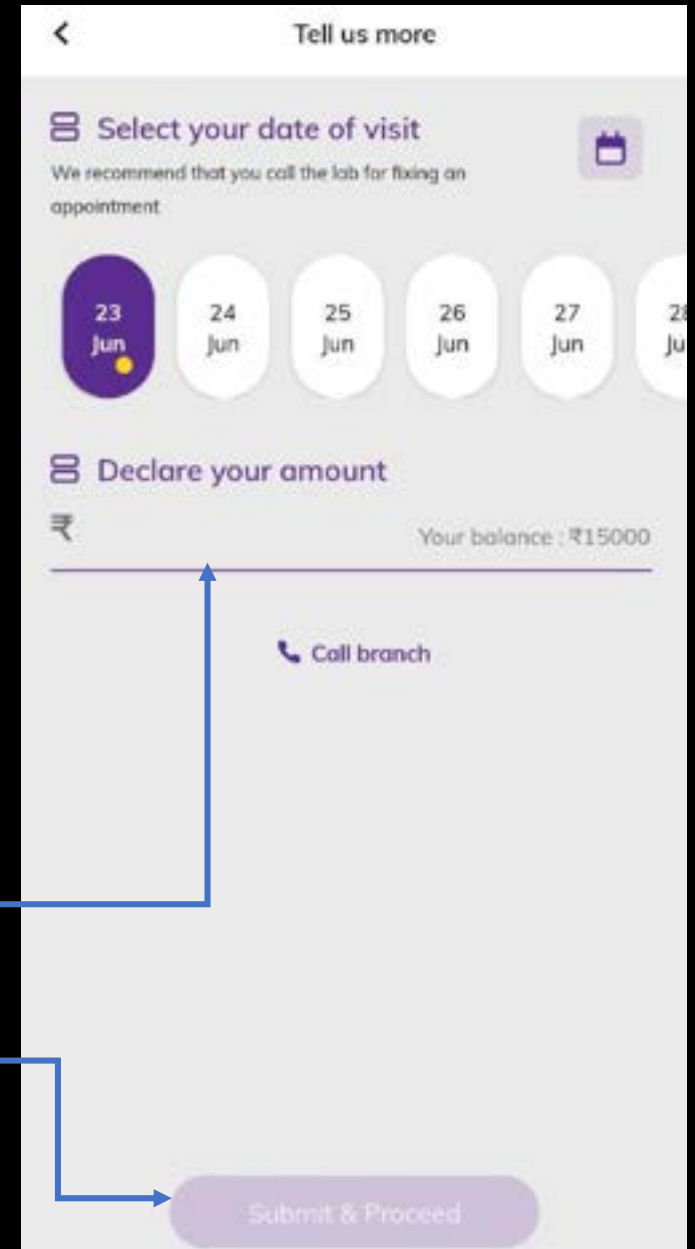
Step 3

- Select the Hospital from the list of providers



Step 4

- Select the convenient date and declare the amount
- For amount, please contact the respective provider and get the quote of the consultation fees
- Click on submit and proceed



- Review Voucher details page

- Voucher generation and text message

Step 5

- Verify your details and click on 'Generate My Voucher'

Review Voucher details

Patient Name ✓
Testmayur Talwekar

Provider Details ✓

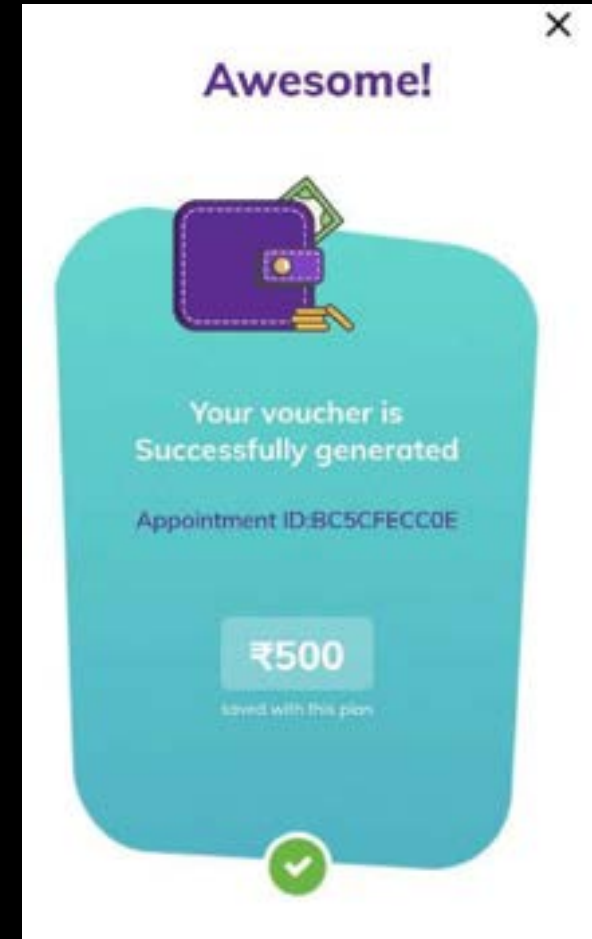
Time Hospital Test Test Test Test Test Test Change
Mon - Sat 11:00 AM - 2:00 PM
1.8 Kms | Mantri Building, A wing, 3rd Floor

Date/ Time of visit ✓
05 July 2022, Tuesday Change

Declared Amount ✓
500 Change

☐ Get updates/information on WhatsApp/SMS ⓘ

Generate My Voucher



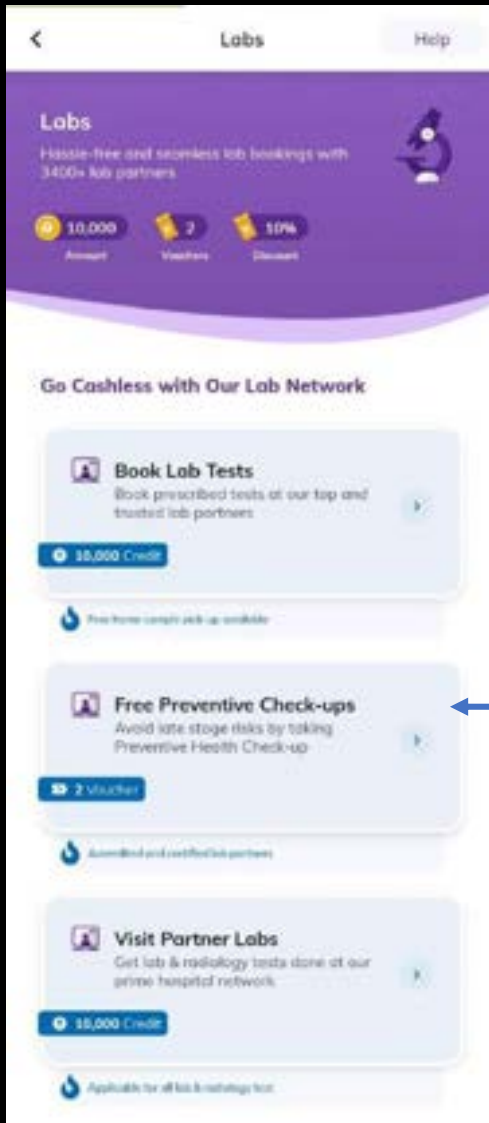
Dear Testmayur Talwekar,
Your booking for Wellness Benefits on 7/4/2022 is confirmed. Click here <http://nc3.in/gJLFyT> to know the details of your appointment. Please show this code BH-22696 when you reach the registration desk.
Thank you
Regards, Bajaj Finserv Health

Service-Labs

- Free Preventive Health Check-ups
- Book Lab Tests
- Visit Partner Hospitals

Preventive Health Check-up Journey

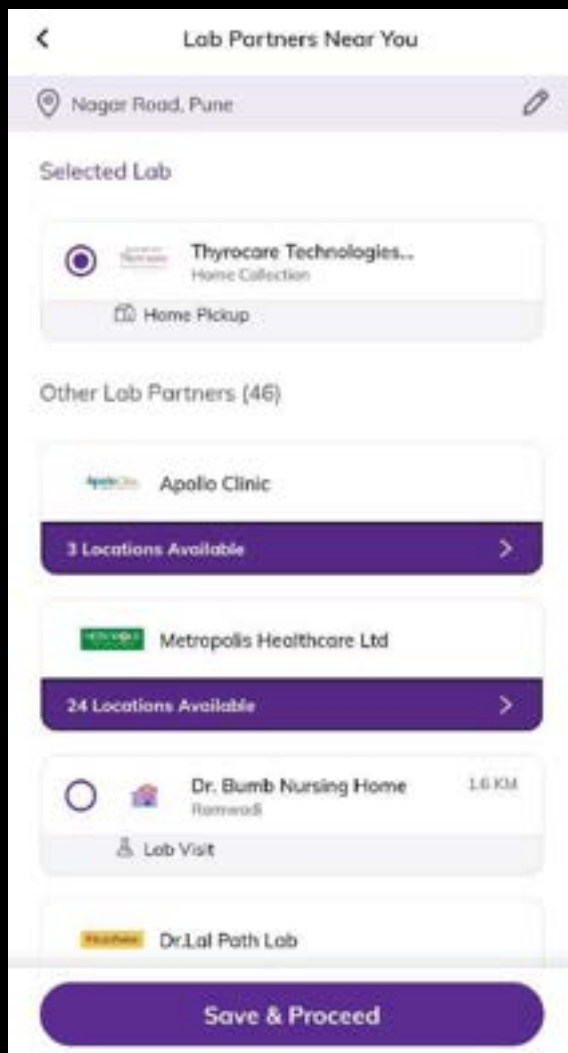
- Preventive Health Check up benefit



Step 1

- Click on Free Preventive Health Check-up

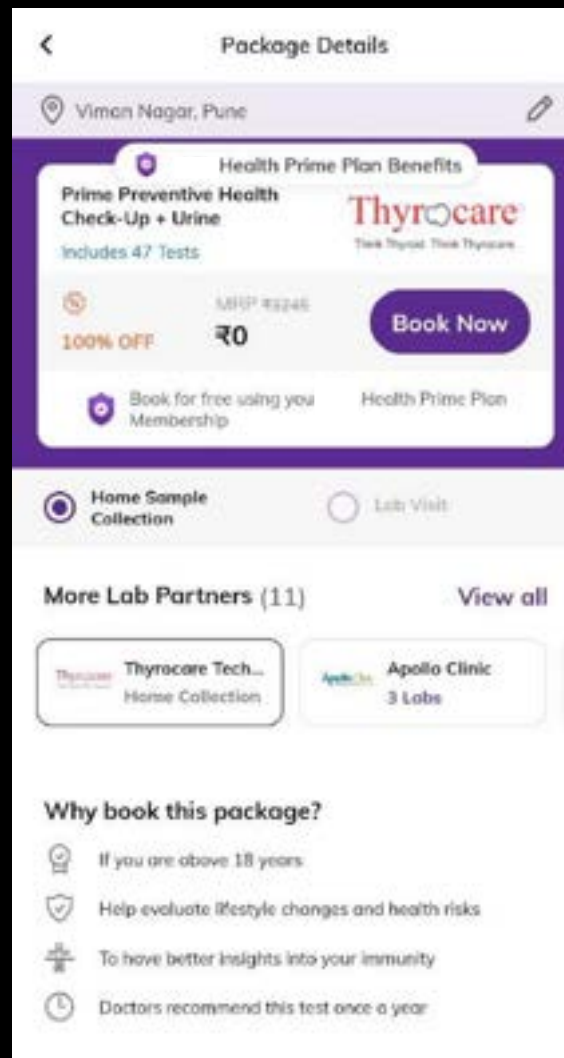
- Lab partners screen



Step 2

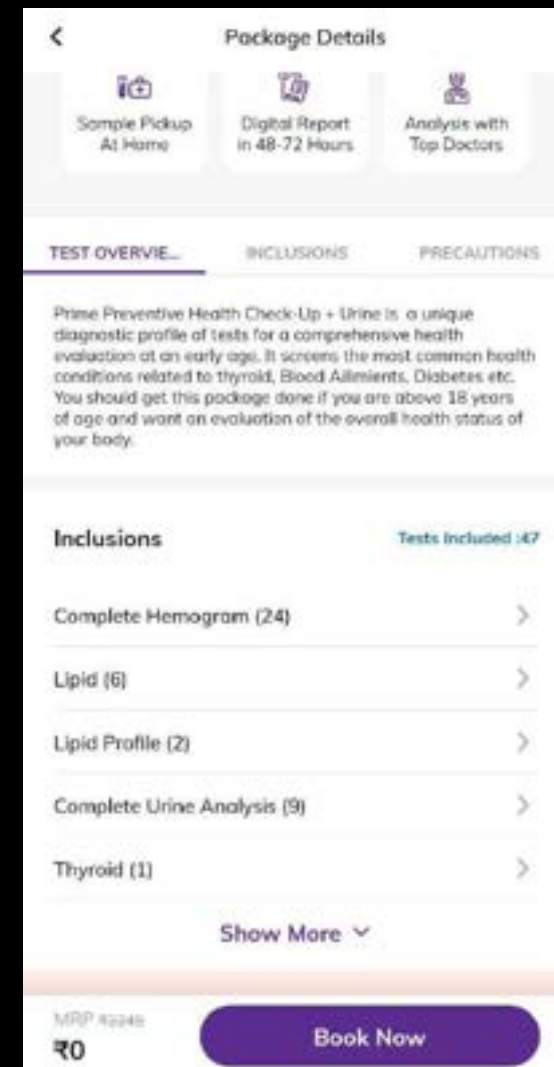
- Set Location, Select from the available lab partners and click on Save and Proceed

- Package Details screen



Step 3

- After selecting the lab partner, click on book now



Confirmation Screen

Booking Details

Prime Preventive Health Check-Up + Urine ⓘ

Apollo Clinic MRP ₹3245
₹0

☐ Home Sample Collection ☒ Lab Visit

Selected Patients (1) ⓘ Add New

You can select upto 1 members.

☒ Testmayur Talwekar
Male, 25 years

Contact Details

xyz@gmail.com

+918087785233

Viman Nagar ⓘ
Niyati Millennium, Viman Nagar Rd, Clover Park, Viman Nagar, P... ~0.38 KM ⓘ

Save & Proceed

Step 4

- Fill in the required details and click on Save and Proceed

Step 5

- Select the desired date and time slot

Schedule Lab Visit

Prime Preventive Health Check-Up + Urine ⓘ

Apollo Clinic MRP ₹3245
₹0

Niyati Millennium, Viman Nagar Rd, Clover Park, Viman Nagar, Pune, Maharashtra 411014, India

Select Date

Today, 04 Jul Thu, 07 Jul ⓘ Fri, 08 Jul

Select a Time

08:00 AM - 10:00 AM ⓘ

10:00 AM - 12:00 PM

12:00 PM - 02:00 PM

Save & Proceed

Order Summary Screen

Order Summary

Contact Information [Change](#)
+918087785233
xyt@gmail.com

Lab Address [Change](#)
Viman Nagar
Niyati Millennium, Viman Nagar Rd, Clover Park, Viman Nagar, Pune, Maharashtra 411014, India
-0.38 KM

Slot Selection [View All](#)
Thu 07, Jul Fri 08, Jul Sat 09, Jul
08:00 AM - 10:00 AM 10:00 AM - 12:00 PM

Membership Benefits [Change Plan](#)
Health Prime Plan
₹3245 OFF

Payment Details
MRP Total ₹3245
Discount @100% -₹3245
Total to Pay ₹0
☒ Get updates on Whatsapp / SMS

[Confirm Booking](#)

Step 4

- Confirm the order summary and click on 'Confirm Booking'

Confirmation screen

Appointment Details

Sat, 16 Jul 2022 5:00 AM - 6:00 AM

Thyrocare Prime Preventive Health Check-Up +... Confirmed

Vivek S, Male, 30 Yrs

Home View Invoice ✓
Sample Collection ₹0

Booking Activity

13th July 2022, 4:44 PM

Collection Details Confirmed

Home Collection
Aloysius Soares Marg, Barla, Basant Garden
Chembur, Mumbai, Maharashtra 400071, India

Provider Order ID: VLCF32C0
Date: 16th July, 2022
Time: 5:00 AM - 6:00 AM

[Reschedule >](#) [Cancel >](#)

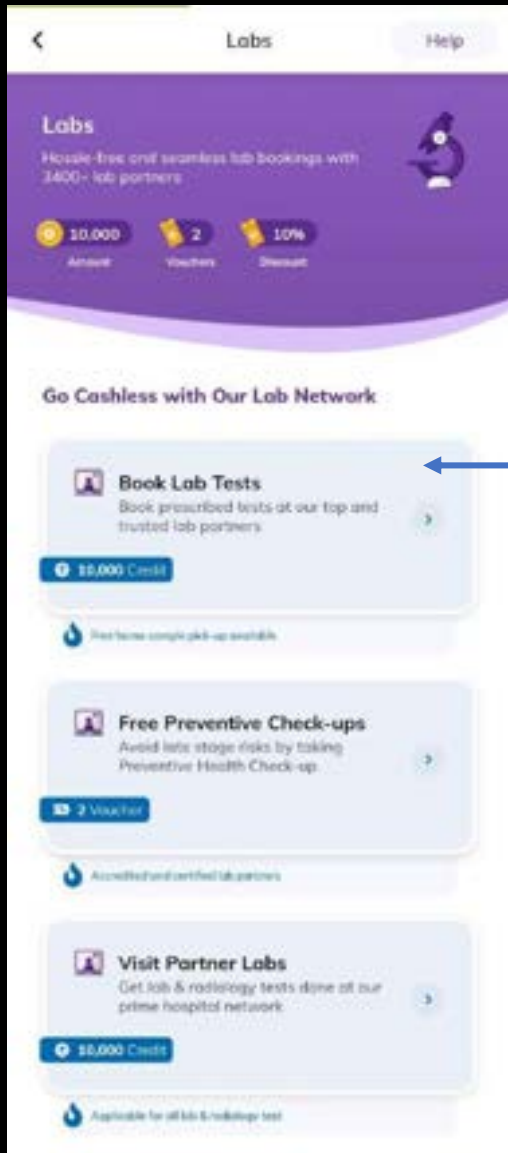
Booking Confirmed

Thyrocare Technologies Limited Labs Confirmed The Booking

[Invoice Receipt](#)

Book Lab Tests

- Book Lab Tests

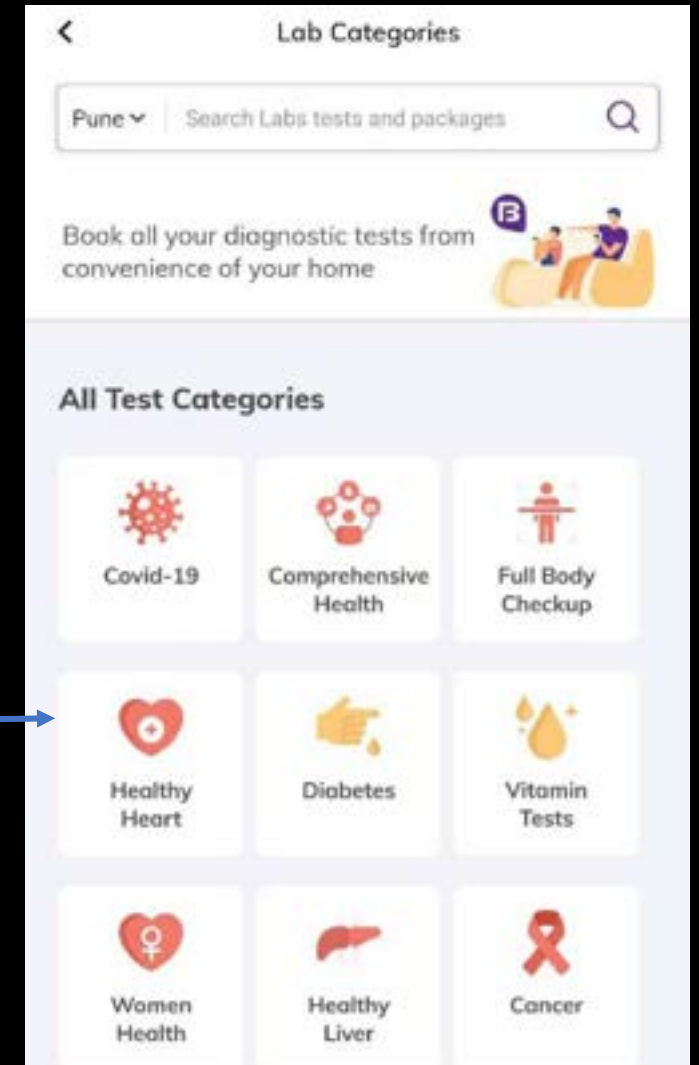


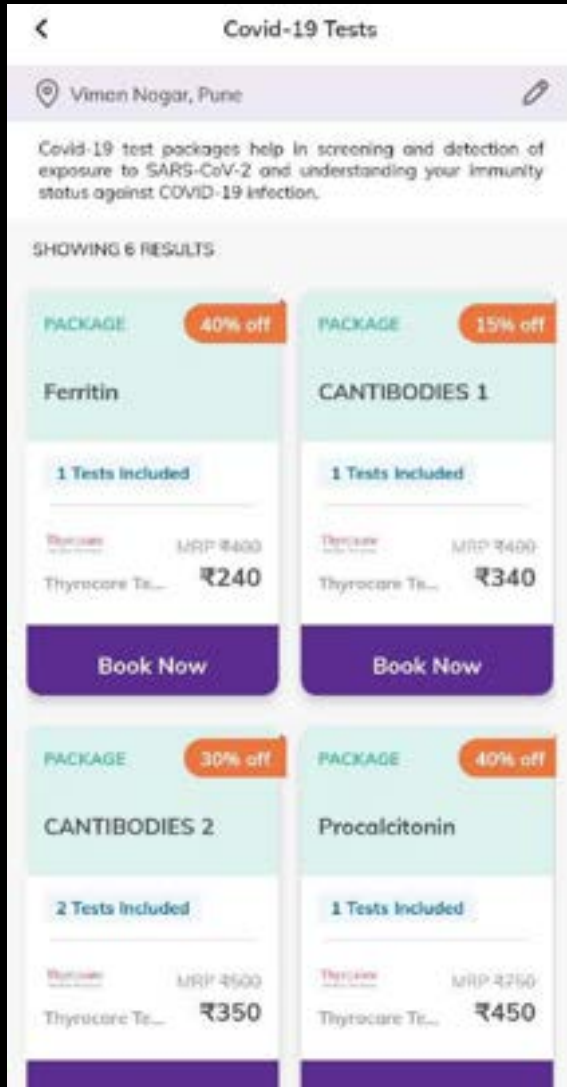
Step 1

- Click on Book Lab Tests

Step 2

- Select any test from the list of test categories listed



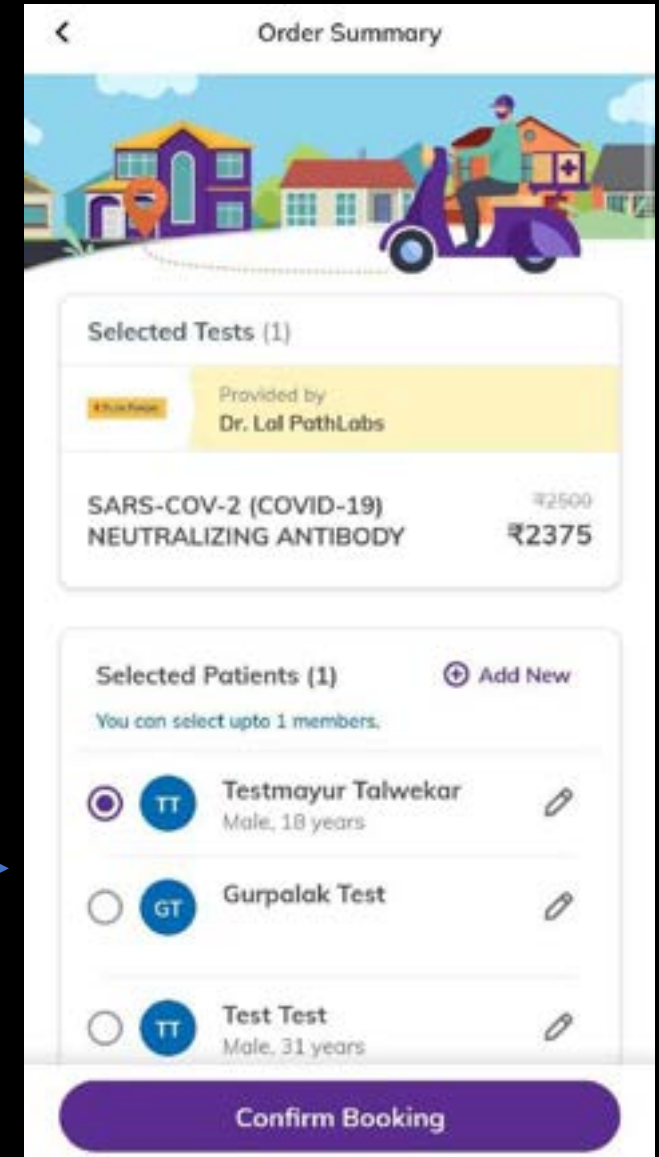


Step 3

- Click on the desired test package you would like to avail and click 'Book Now'

Step 4

- Confirm your details



Schedule Lab Visit

Prime Preventive Health Check-Up + Urine ⓘ

Apollo Clinic MRP ₹3245
₹0

Niyati Millennium, Viman Nagar Rd, Clover Park,
Viman Nagar, Pune, Maharashtra 411014, India

Select Date

Today, 04 Jul Thu, 07 Jul ✓ Fri, 08 Jul

Select a Time

08:00 AM - 10:00 AM ✓

10:00 AM - 12:00 PM

12:00 PM - 02:00 PM

Save & Proceed

Step 5

- Select the date and time slot

Step 6

- Select the member for whom you would like to do the lab test and click on confirm the booking

Order Summary

Selected Tests (1)

Provided by Dr. Lal PathLabs

SARS-COV-2 (COVID-19) NEUTRALIZING ANTIBODY ₹2500
₹2375

Selected Patients (1) ⓘ Add New

You can select upto 1 members.

☒ TT Testmayur Talwekar Male, 18 years ⓘ

☐ GT Gurpalak Test ⓘ

☐ TT Test Test Male, 31 years ⓘ

Confirm Booking

Order Summary Screen

Order Summary

Contact Information [Change](#)
+918087785233
xyt@gmail.com

Lab Address [Change](#)
Viman Nagar
Niyati Millennium, Viman Nagar Rd, Clover
Park, Viman Nagar, Pune, Maharashtra
411014, India
-0.38 KM

Slot Selection [View All](#)
Thu 07, Jul Fri 08, Jul Sat 09, Jul
08:00 AM - 10:00 AM 10:00 AM - 12:00 PM

Membership Benefits [Change Plan](#)
Health Prime Plan [View Details](#) ₹3245 OFF

Payment Details
MRP Total ₹3245
Discount @100% -₹3245
Total to Pay ₹0
☒ Get updates on Whatsapp / SMS

[Confirm Booking](#)

Step 7

- Confirm the order summary and click on 'Confirm Booking'

Confirmation screen

Appointment Details

Sat, 16 Jul 2022 5:00 AM - 6:00 AM

Thyrocare Prime Preventive Health Check-Up +... Confirmed

Vivek S, Male, 30 Yrs

Home View Invoice ✓
Sample Collection ₹0

Booking Activity

13th July 2022, 4:44 PM

Collection Details Confirmed

Home Collection
Aloysius Soares Marg, Barla, Basant Garden
Chembur, Mumbai, Maharashtra 400071, India

Provider Order ID: VLCF32C0
Date: 16th July, 2022
Time: 5:00 AM - 6:00 AM

[Reschedule >](#) [Cancel >](#)

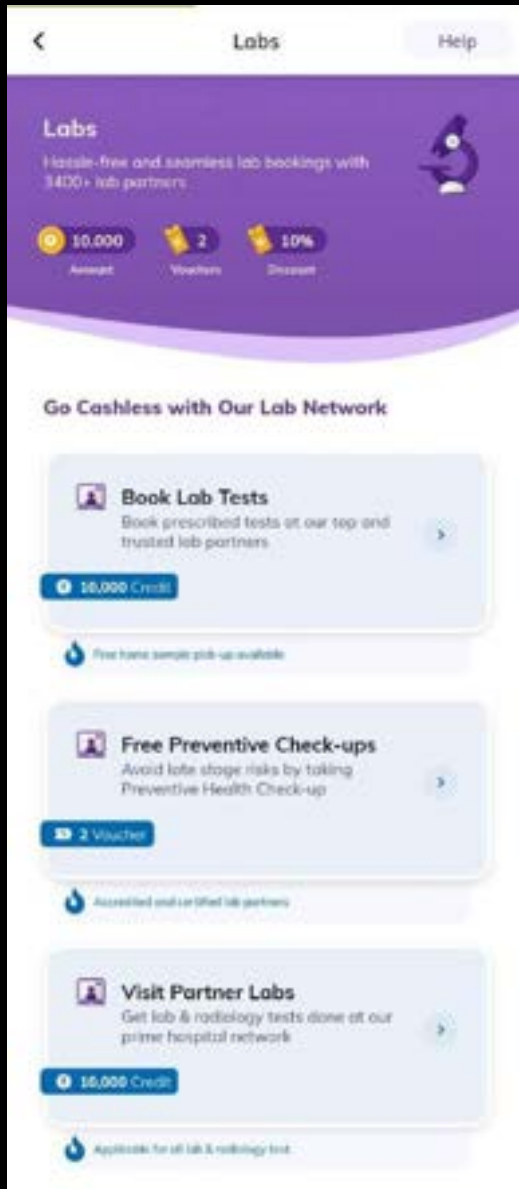
Booking Confirmed

Thyrocare Technologies Limited Labs Confirmed
The Booking

[Invoice Receipt](#)

Visit Partner Labs

Labs



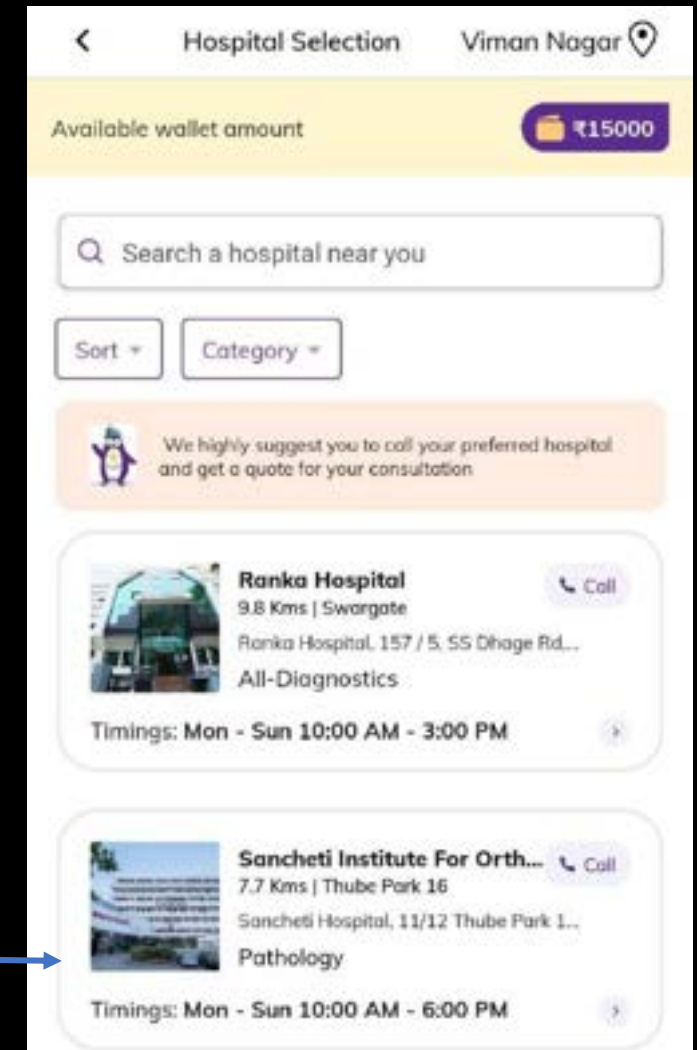
Step 1

- Click on Visit Partner Labs

Step 2

- Select the desired provider from the network

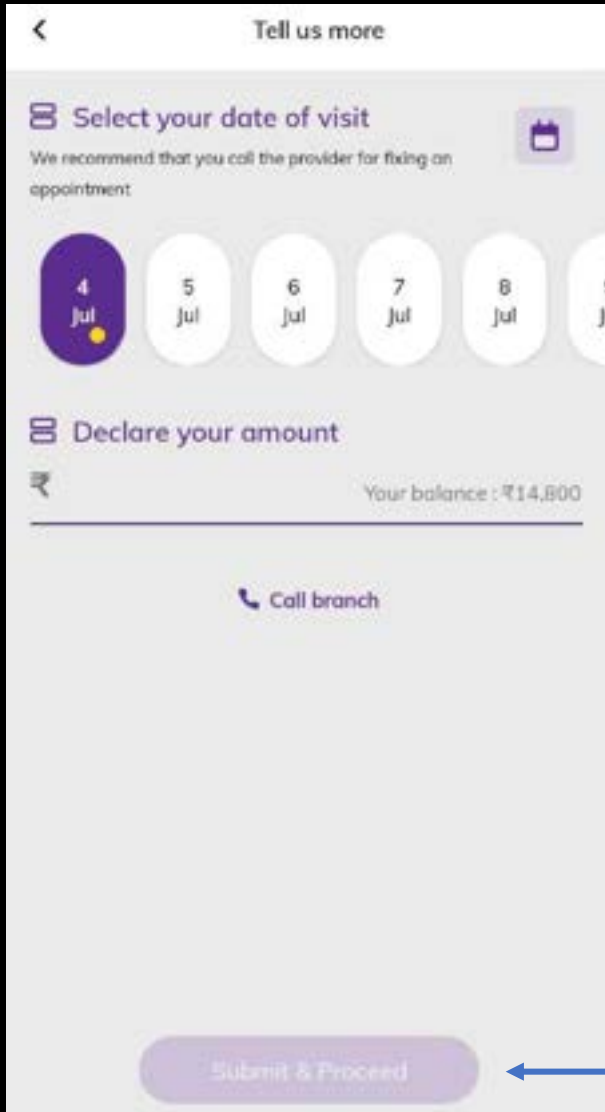
Hospital/Lab Selection page



- Appointment booking screen

Step 3

- Select the date and declare the amount.
- For amount, please contact the respective provider and get the quote of the consultation fees



The screenshot shows the 'Appointment booking screen' with a title bar 'Tell us more'. Below the title bar, there is a section 'Select your date of visit' with a subtext 'We recommend that you call the provider for fixing an appointment'. Below this, there are date buttons for 4 Jul, 5 Jul, 6 Jul, 7 Jul, 8 Jul, and 9 Jul. The 4 Jul button is selected. Below the date buttons, there is a section 'Declare your amount' with a subtext 'Your balance : ₹14,800'. Below this, there is a 'Call branch' button. At the bottom, there is a 'Submit & Proceed' button.

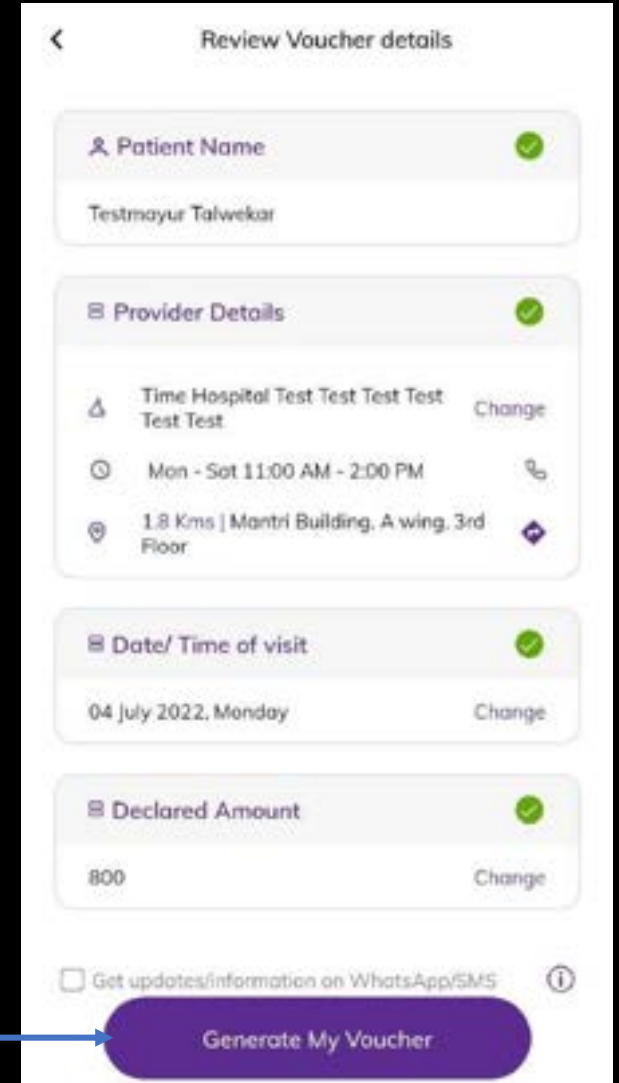
Step 4

- Click on Submit and Proceed

Step 5

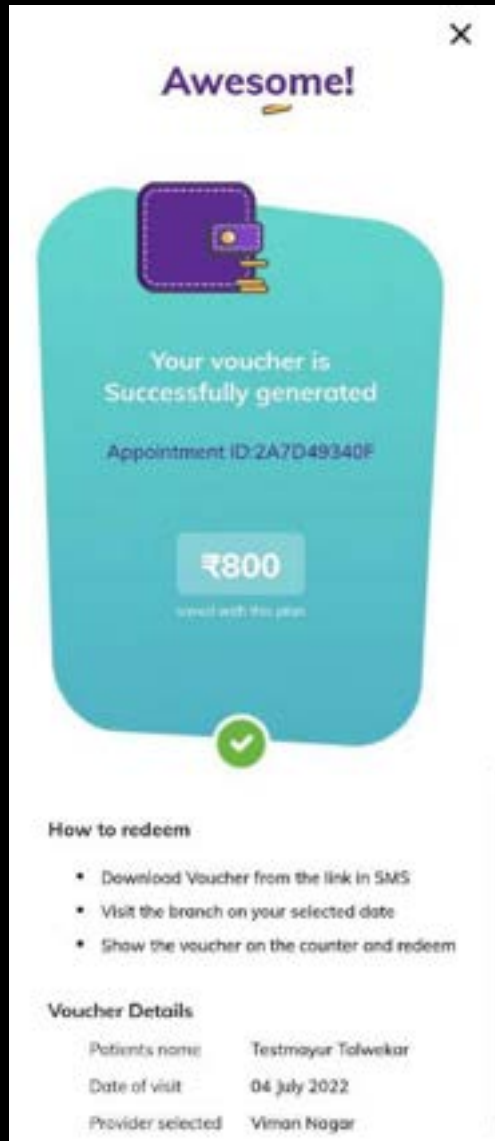
- Review your details and click on 'Generate My Voucher'

- Review voucher details screen



The screenshot shows the 'Review Voucher details' screen. It contains several sections: 'Patient Name' with the value 'Testmayur Talwekar' and a green checkmark; 'Provider Details' with a green checkmark, containing 'Time Hospital Test Test Test Test Test Test' with a 'Change' link, 'Mon - Sat 11:00 AM - 2:00 PM' with a 'Change' link, and '1.8 Kms | Mantri Building, A wing, 3rd Floor' with a location icon; 'Date/ Time of visit' with the value '04 July 2022, Monday' and a 'Change' link; 'Declared Amount' with the value '800' and a 'Change' link; and a checkbox 'Get updates/information on WhatsApp/SMS' with an information icon. At the bottom, there is a 'Generate My Voucher' button.

- Voucher generation screen



- Text Message-booking for wellness benefit

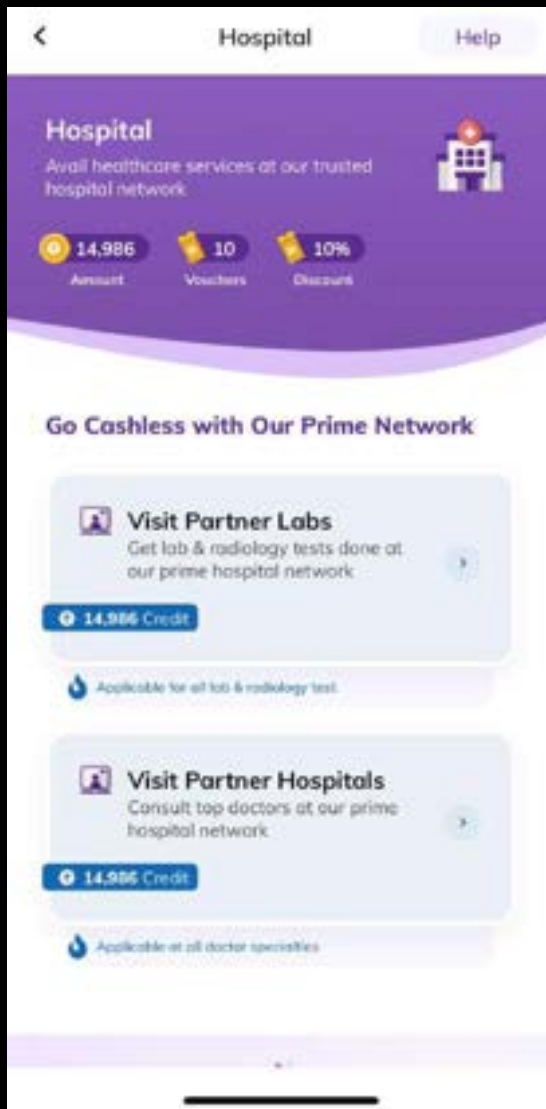
Dear Testmayur Talwekar,
 Your booking for Wellness Benefits on 7/4/2022 is confirmed. Click here <http://nc3.in/gJELFyT> to know the details of your appointment. Please show this code BH-22696 when you reach the registration desk.
 Thank you
 Regards, Bajaj Finserv Health

Service-Hospitals

- Visit Partner Hospitals
- Visit Partner Labs

Visit Partner Lab

Hospitals



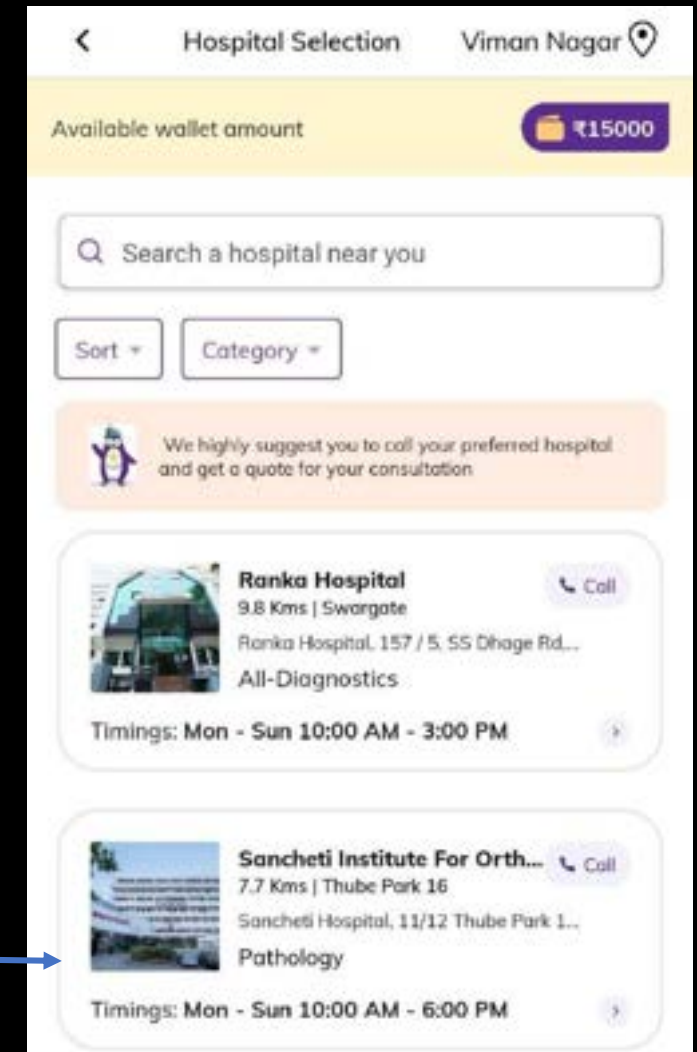
Step 1

- Click on Visit Partner Labs

Step 2

- Select the desired provider from the network

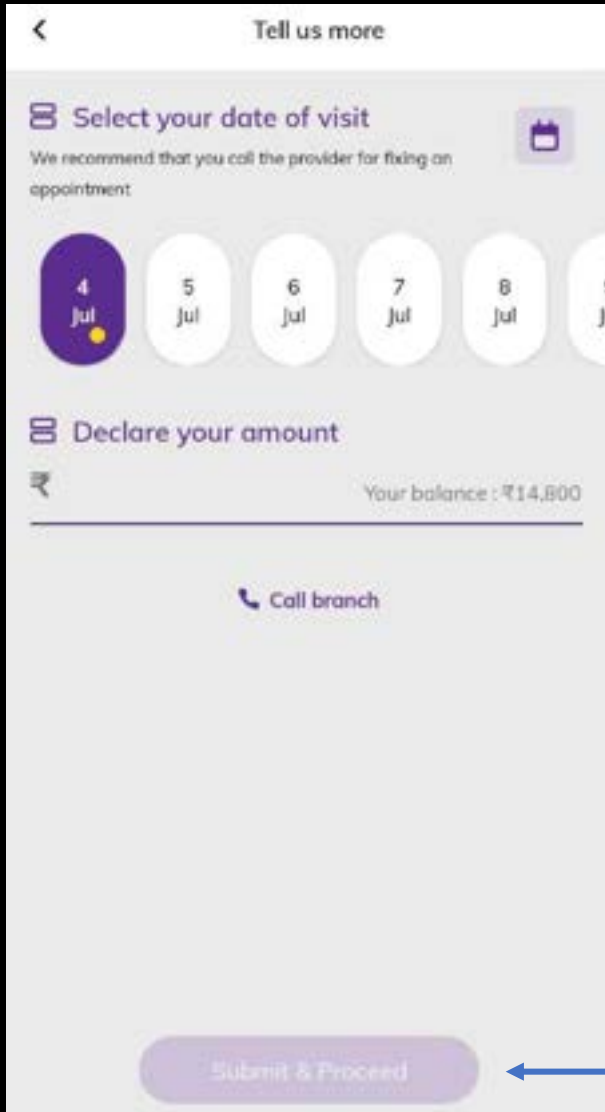
Hospital/Lab Selection page



- Appointment booking screen

Step 3

- Select the date and declare the amount.
- For the amount, please contact the respective provider and get the quote of the test fees



The screenshot shows the 'Appointment booking screen' with a header 'Tell us more'. It features a section 'Select your date of visit' with a calendar view showing dates from 4 Jul to 9 Jul. Below this is a 'Declare your amount' section with a currency symbol (₹) and a text input field. A 'Call branch' button is visible. At the bottom, there is a 'Submit & Proceed' button. A blue arrow points from the '4 Jul' date selection to the Step 3 instruction box.

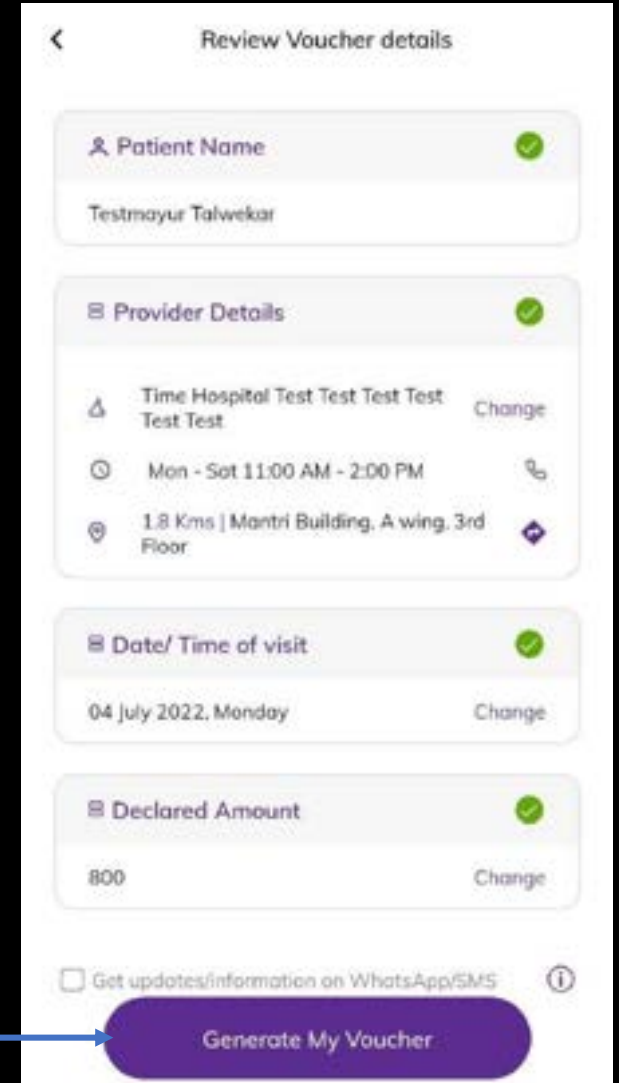
Step 4

- Click on Submit and Proceed

Step 5

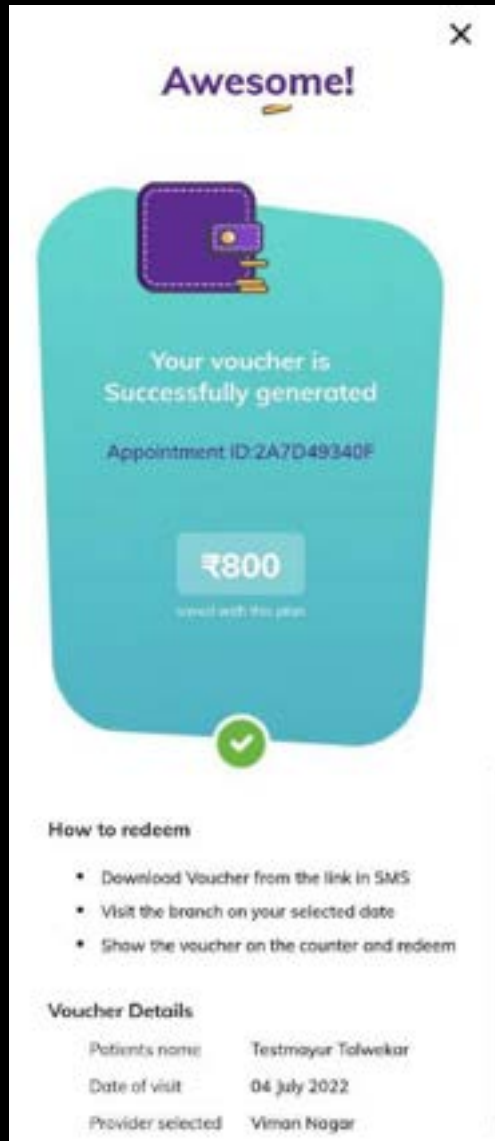
- Review your details and click on 'Generate My Voucher'

- Review voucher details screen



The screenshot shows the 'Review Voucher details' screen. It contains several sections: 'Patient Name' (Testmayur Talwekar), 'Provider Details' (Time Hospital Test Test Test Test, Mon - Sat 11:00 AM - 2:00 PM, 1.8 Kms | Mantri Building, A wing, 3rd Floor), 'Date/ Time of visit' (04 July 2022, Monday), and 'Declared Amount' (800). Each section has a green checkmark icon. At the bottom, there is a checkbox for 'Get updates/information on WhatsApp/SMS' and a 'Generate My Voucher' button. A blue arrow points from the 'Generate My Voucher' button to the Step 5 instruction box.

- Voucher generation screen

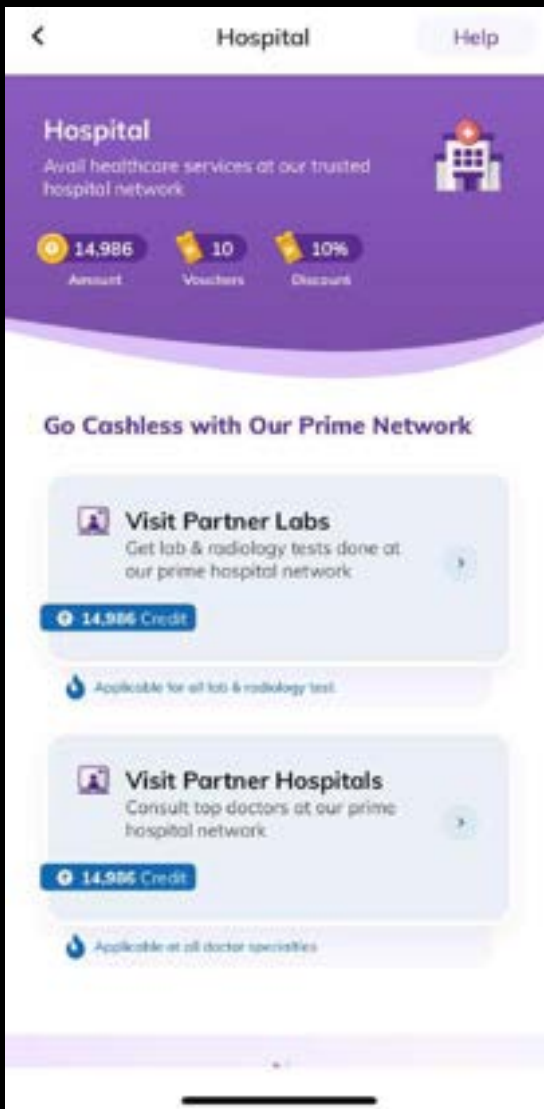


- Text Message-booking for wellness benefit

Dear Testmayur Talwekar,
Your booking for Wellness Benefits on 7/4/2022 is confirmed. Click here <http://nc3.in/gJELFyT> to know the details of your appointment. Please show this code BH-22696 when you reach the registration desk.
Thank you
Regards, Bajaj Finserv Health

Visit Partner Hospital

Hospitals



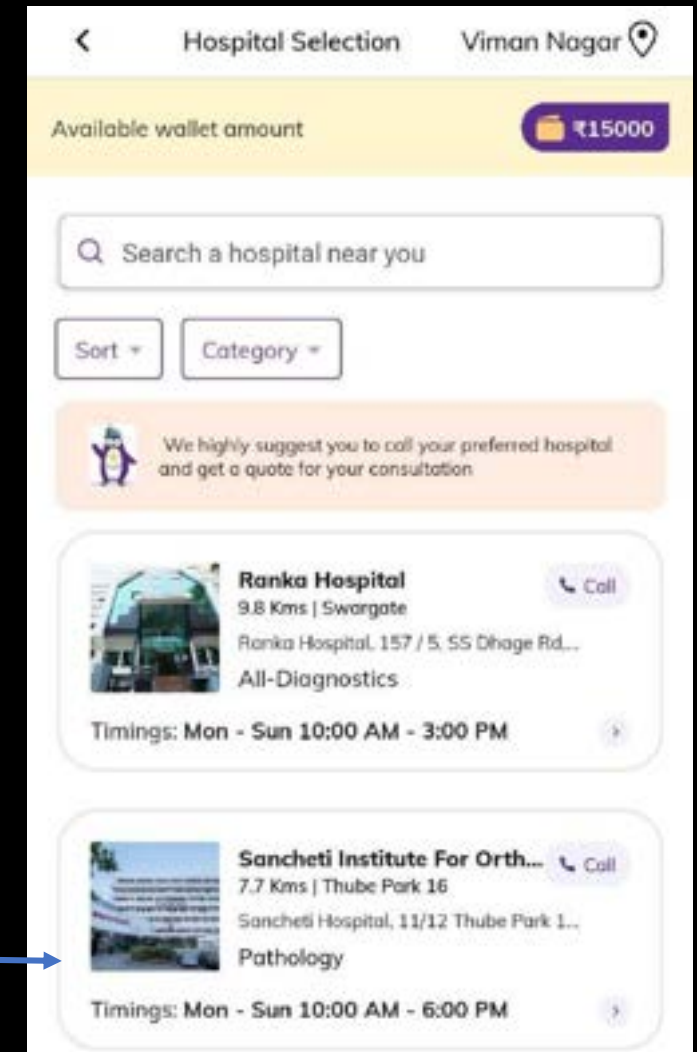
Step 1

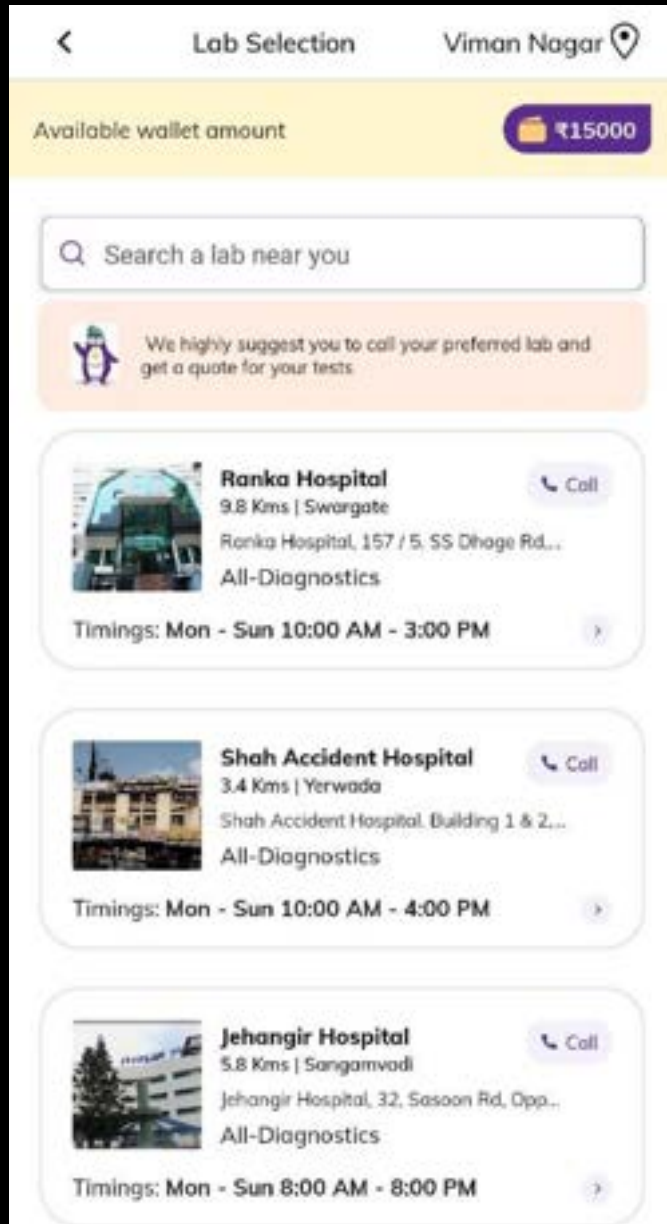
- Click on Visit Partner Hospital

Step 2

- Select the desired provider from the network

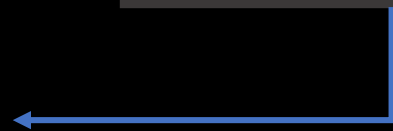
Hospital Selection page





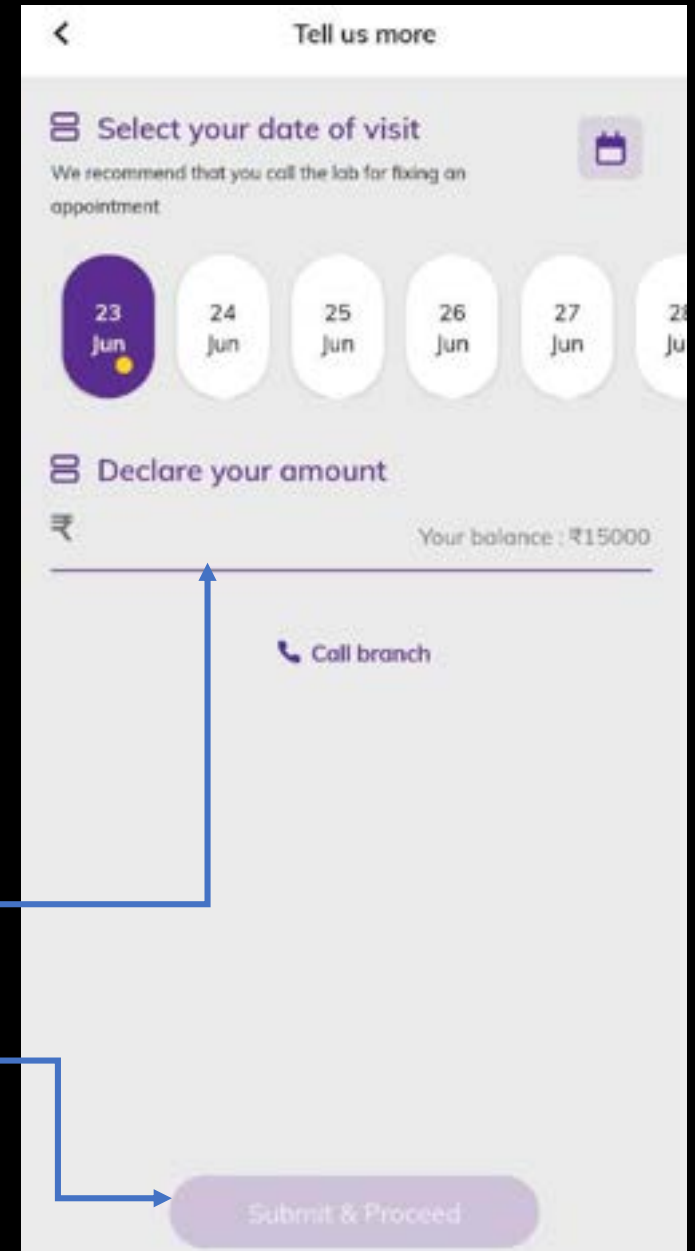
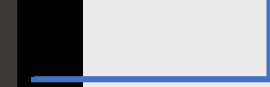
Step 3

- Select the Hospital from the list of providers



Step 4

- Select the convenient date and declare the amount
- For amount, please contact the respective provider and get the quote of the consultation fees
- Click on submit and proceed



- Review Voucher details page

- Voucher generation and text message

Step 5

- Verify your details and click on 'Generate My Voucher'

Review Voucher details

☒ Patient Name Testmayur Talwekar

☒ Provider Details

☒ Time Hospital Test Test Test Test Test Test Change

☒ Mon - Sat 11:00 AM - 2:00 PM Change

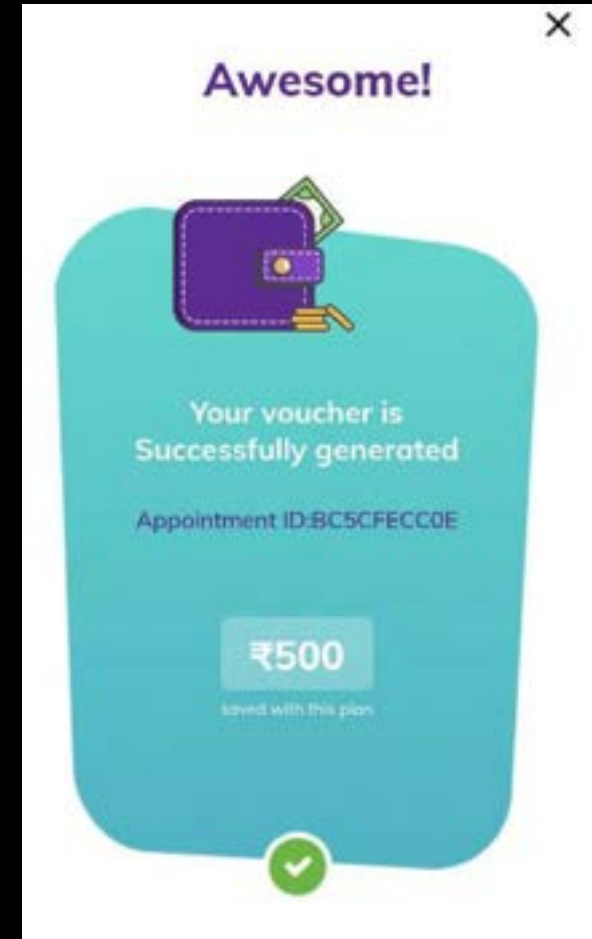
☒ 1.8 Kms | Mantri Building, A wing, 3rd Floor Change

☒ Date/ Time of visit 05 July 2022, Tuesday Change

☒ Declared Amount 500 Change

☐ Get updates/information on WhatsApp/SMS ?

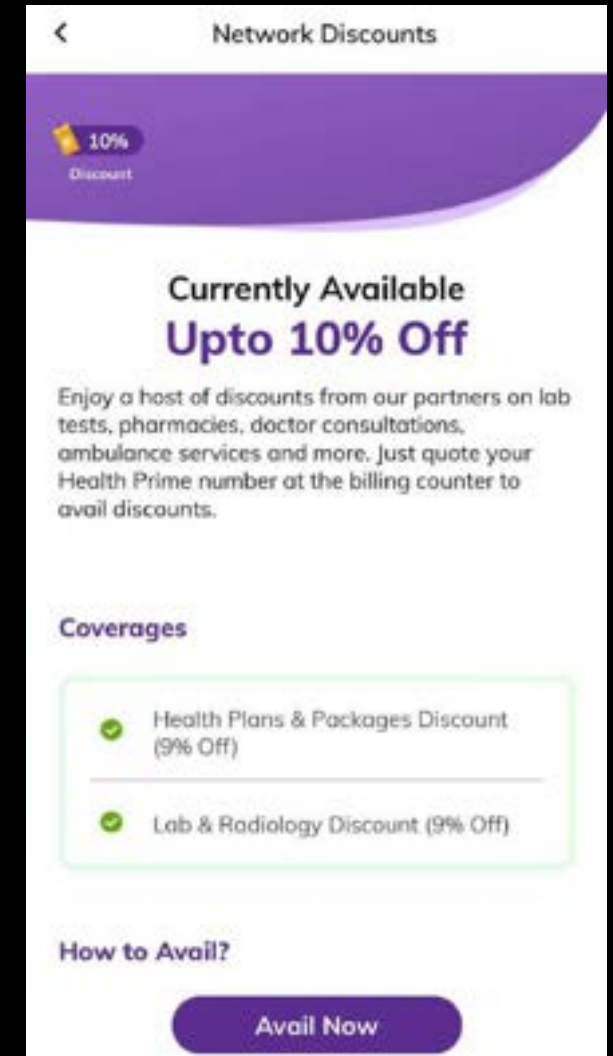
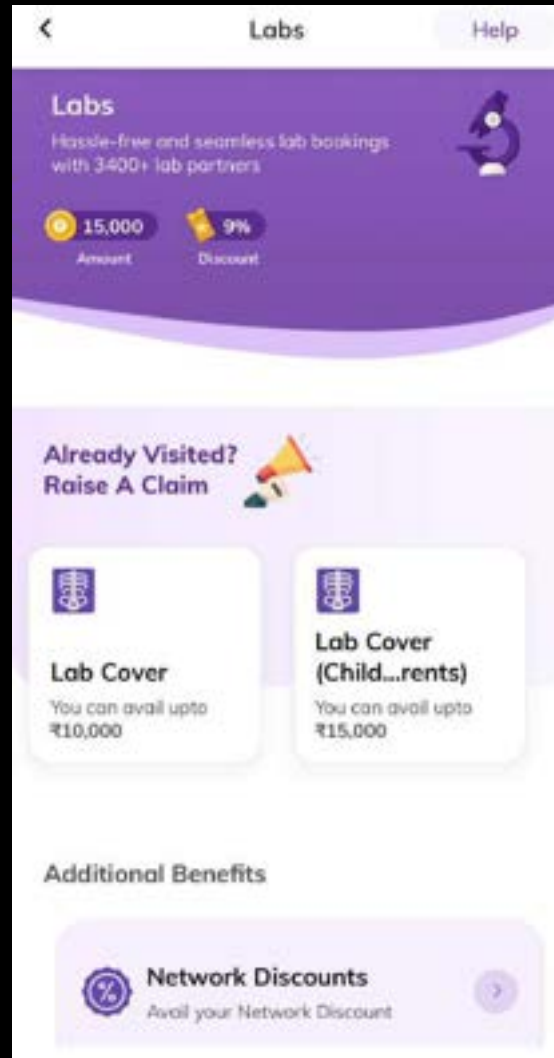
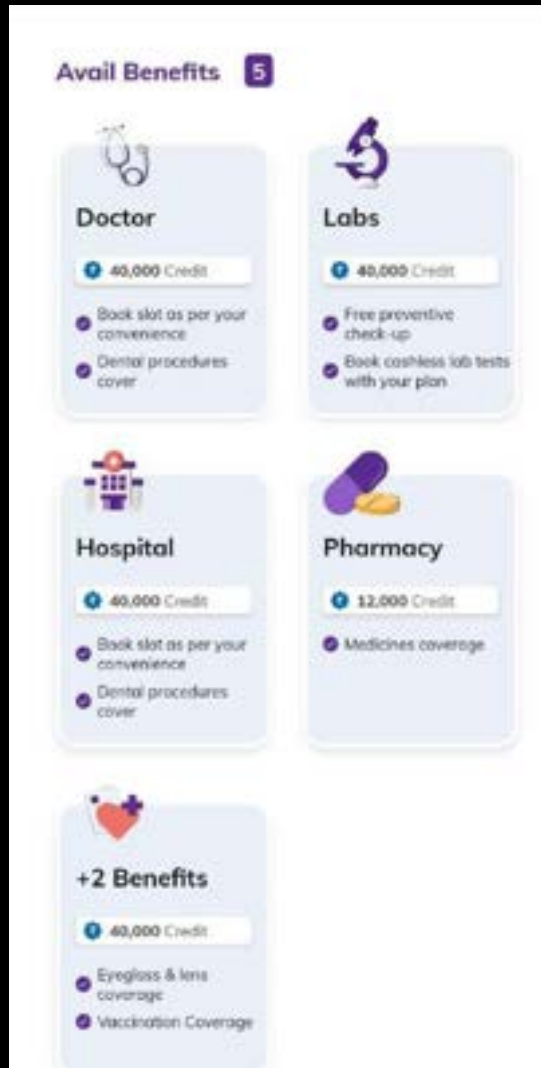
Generate My Voucher



Dear Testmayur Talwekar,
Your booking for Wellness Benefits on 7/4/2022 is confirmed. Click here <http://nc3.in/gJLFyT> to know the details of your appointment. Please show this code BH-22696 when you reach the registration desk.
Thank you
Regards, Bajaj Finserv Health

Network Discount

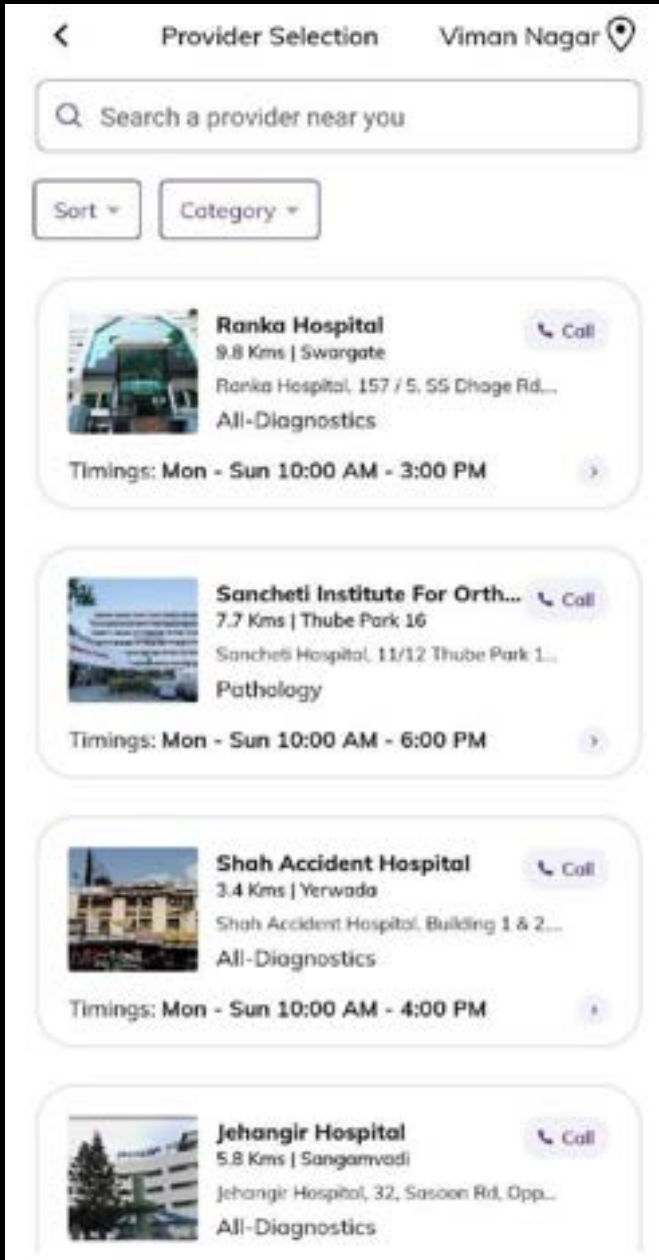
Network Discounts -Discounts



Step 1 • Click on Labs or the service for which you would like to avail discount

Step 2 • Scroll down to Additional benefits and click on Network Discounts

Step 3 • Click on Avail Now

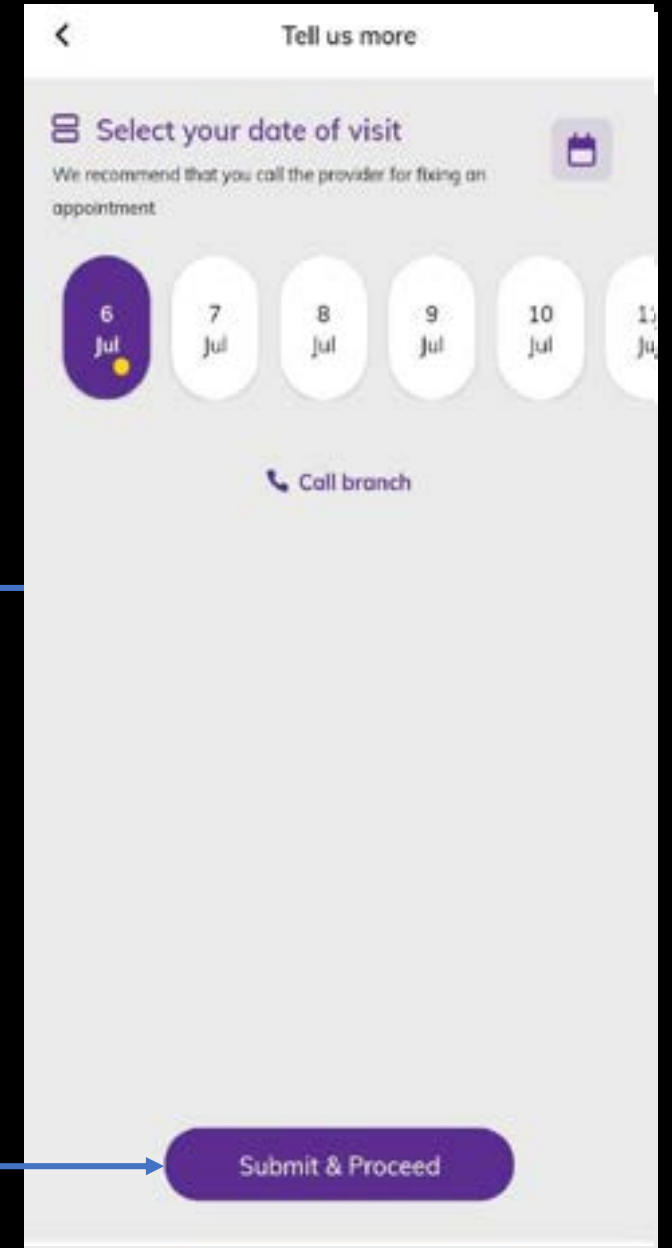


Step 4

- Select provider from the list

Step 5

- Select a convenient date.
- Click on submit and proceed



- Review Voucher details page

- Voucher generation and text message

Step 5

- Click on Generate My Voucher

Review Voucher details

☒ Patient Name Testmayur Talwekar

☒ Provider Details

☒ Time Hospital Test Test Test Test Test Test Change

☒ Mon - Sat 11:00 AM - 2:00 PM Change

☒ 1.8 Kms | Mantri Building, A wing, 3rd Floor Change

☒ Consultation Type Dental Discounts Change

☒ Date/ Time of visit 06 July 2022, Wednesday Change

☐ Get updates/information on WhatsApp/SMS ?

Generate My Voucher

Awesome!

Your voucher is Successfully generated

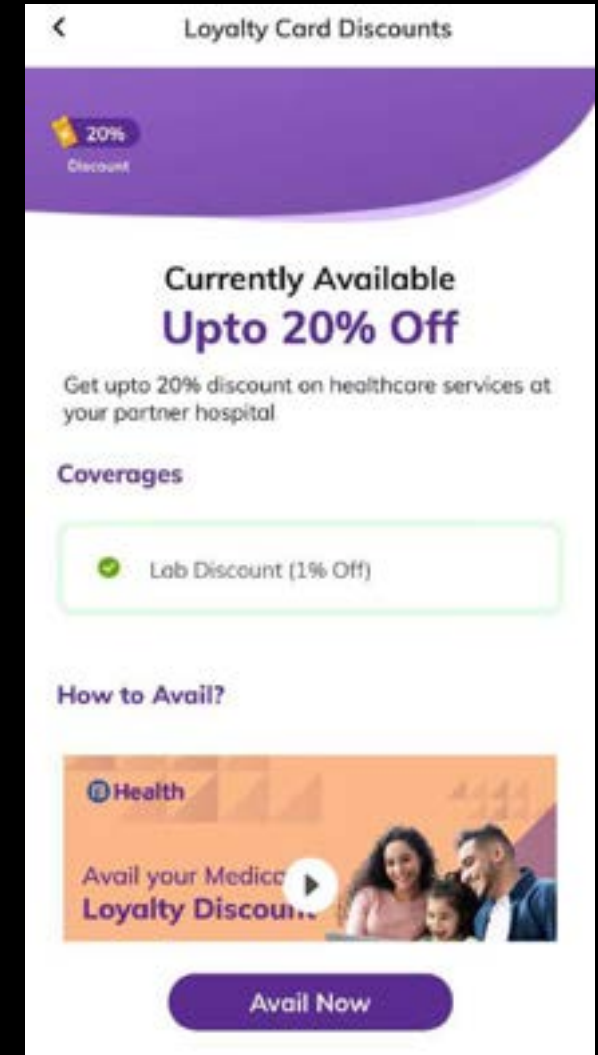
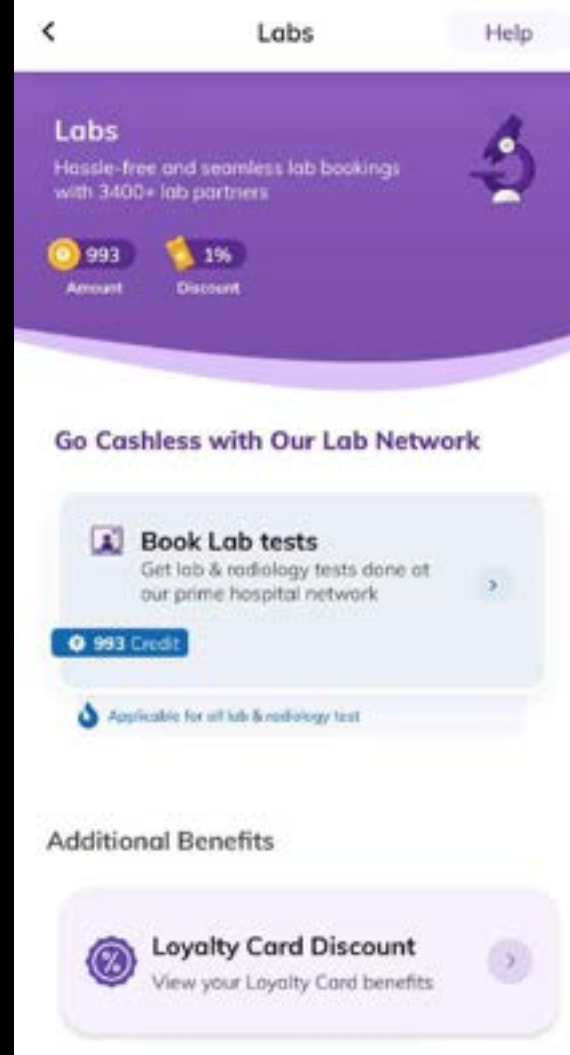
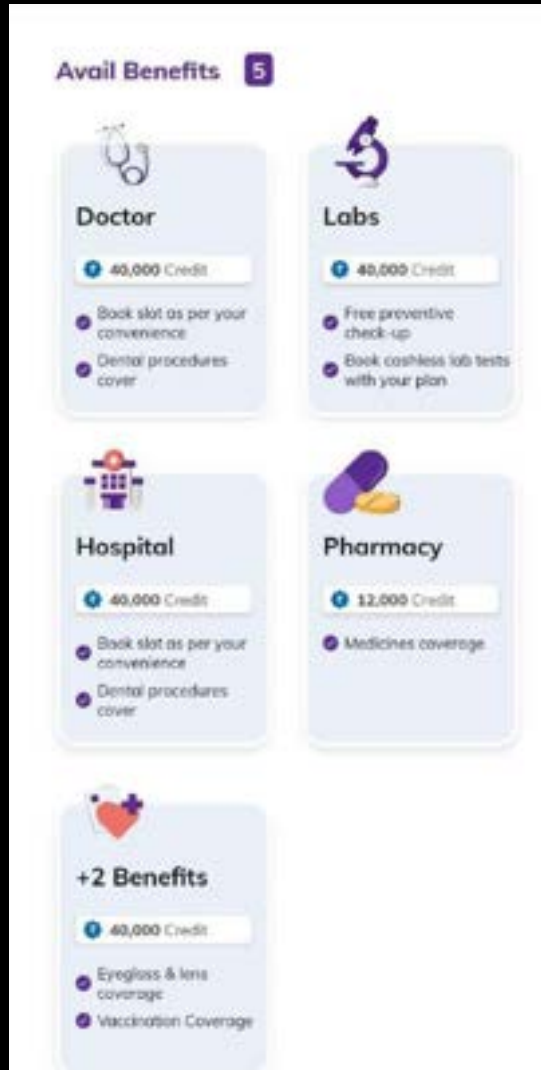
Appointment ID:127CB045FE

How to redeem

- Schedule an appointment with provider on selected date
- Visit the provider on the selected date
- Quote your Voucher ID received on SMS and avail discount

Loyalty Card Discount

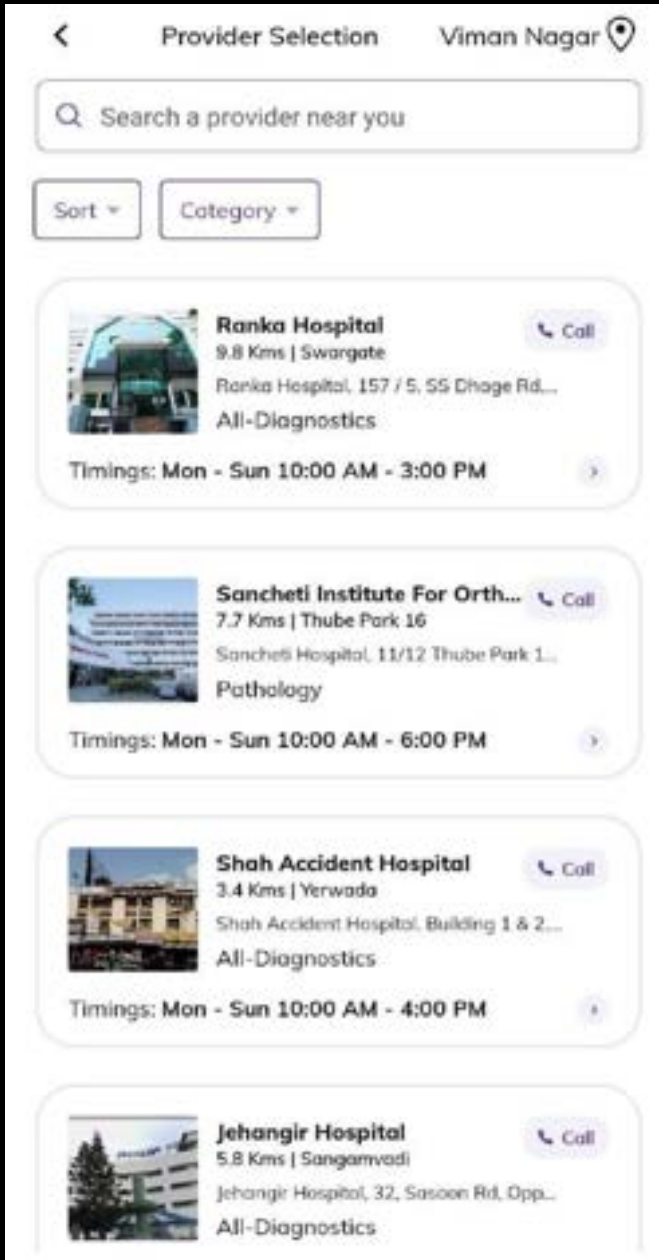
Network Discounts -Discounts



Step 1 • Click on Labs or the service for which you would like to avail discount

Step 2 • Scroll down to Additional benefits and click on Loyalty Card Discounts

Step 3 • Click on Avail Now

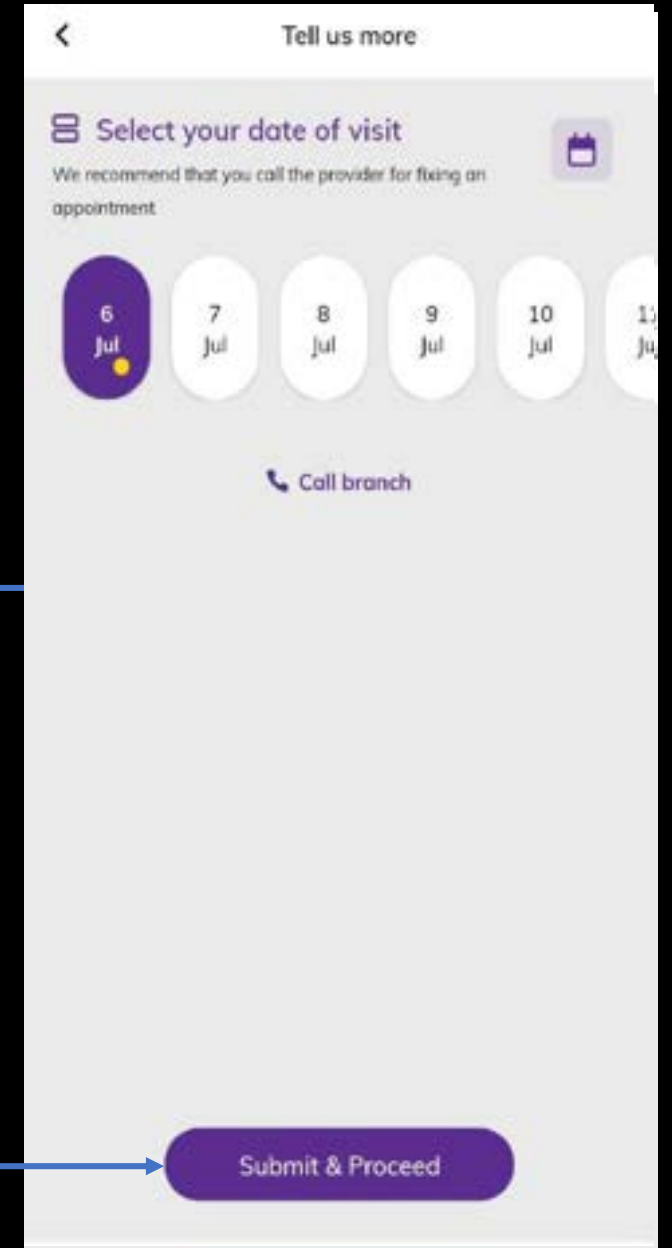


Step 4

- Select provider from the list

Step 5

- Select a convenient date
- Click on submit and proceed



- Review Voucher details page

- Voucher generation and text message

Step 5

- Click on Generate My Voucher

Review Voucher details

☒ Patient Name Testmayur Talwekar

☒ Provider Details

☐ Time Hospital Test Test Test Test Test Test Change

☐ Mon - Sat 11:00 AM - 2:00 PM Change

☐ 1.8 Kms | Mantri Building, A wing, 3rd Floor Change

☒ Consultation Type Dental Discounts Change

☒ Date/ Time of visit 06 July 2022, Wednesday Change

☐ Get updates/information on WhatsApp/SMS ?

Generate My Voucher

Awesome!

Your voucher is Successfully generated

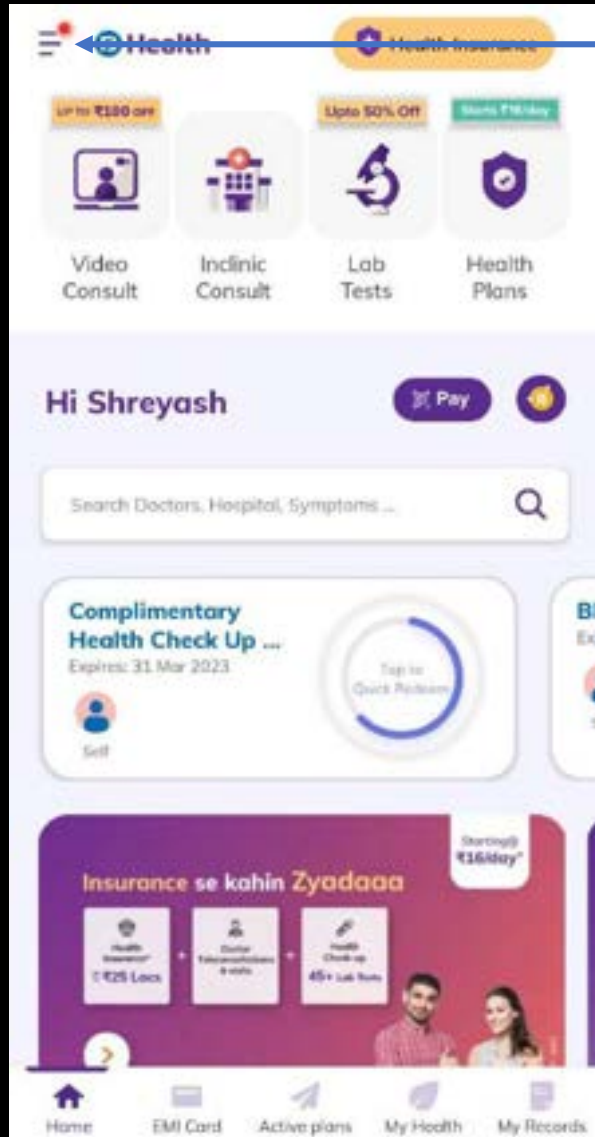
Appointment ID:127CB045FE

How to redeem

- Schedule an appointment with provider on selected date
- Visit the provider on the selected date
- Quote your Voucher ID received on SMS and avail discount

How to check previous
appointments(Doctor and Lab)

App's home screen



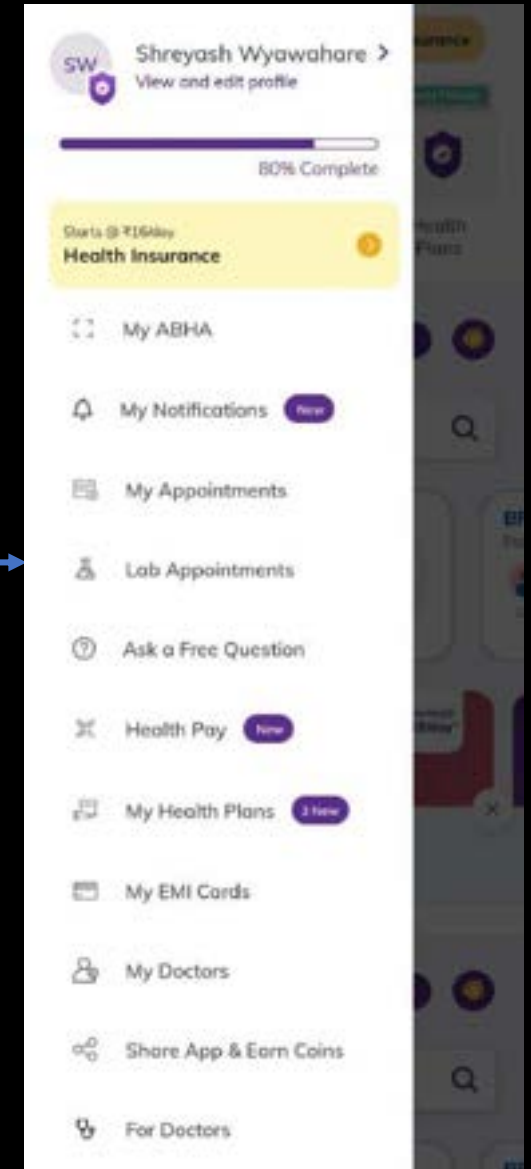
Step 1

Click on the 3 lines at the top left corner

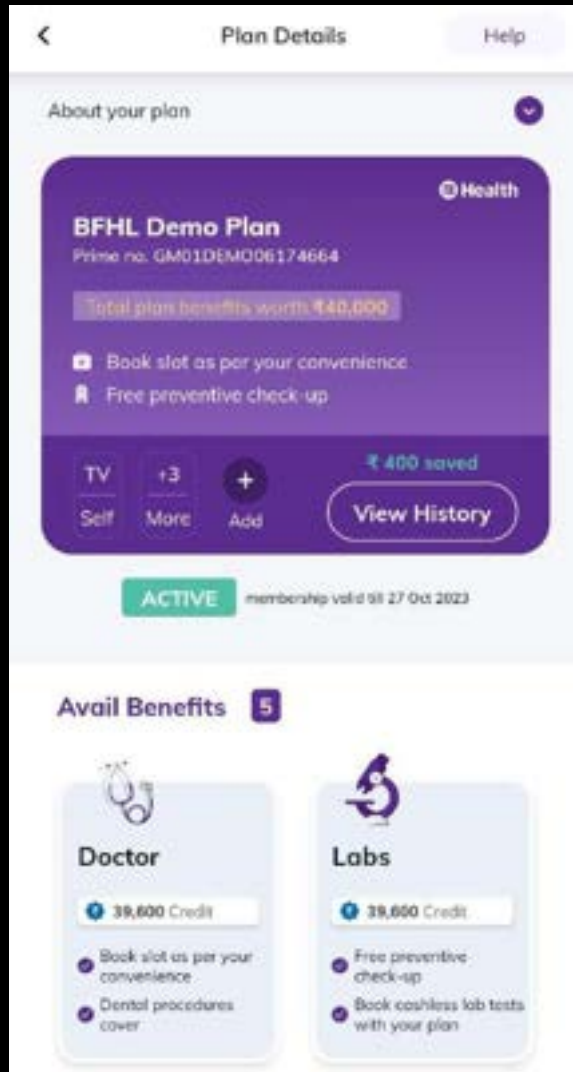
Step 2

Click on My appointments to check Doctor appointments and Lab Appointments for Lab Appointments

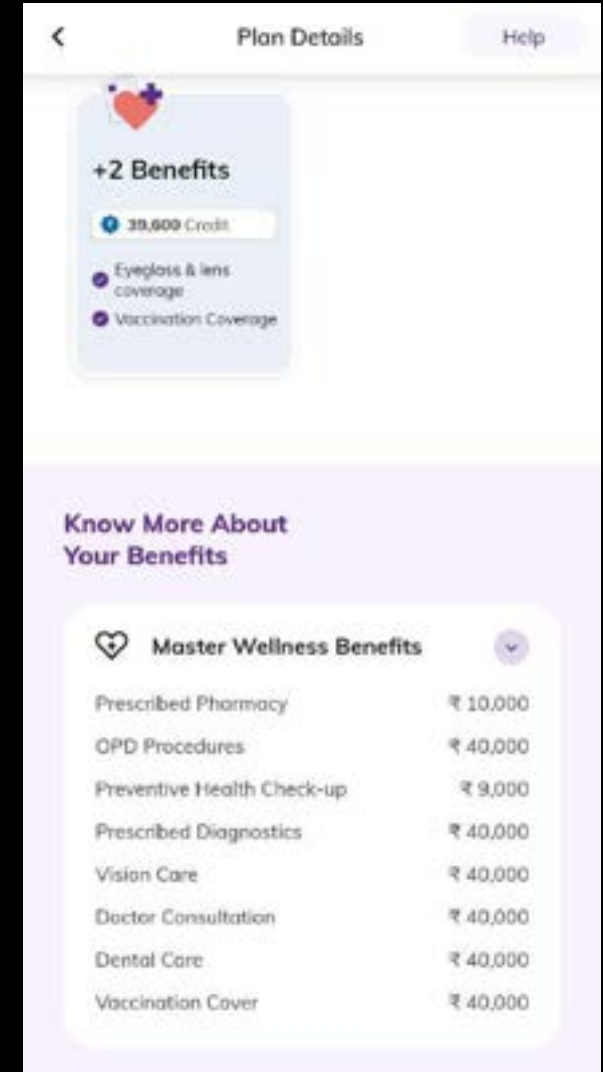
App's side menu screen



How to check the plan benefits



Visit your Plan details page and scroll down to
Know More About Your Benefits

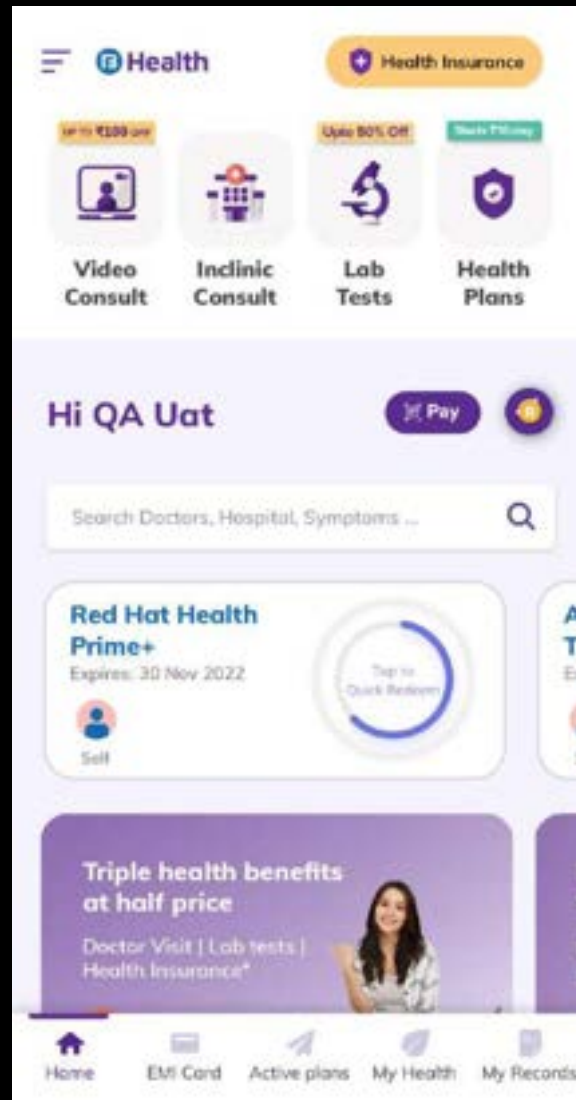


Click on the benefit to view a detailed
break-up of benefits

How to submit a reimbursement claim?

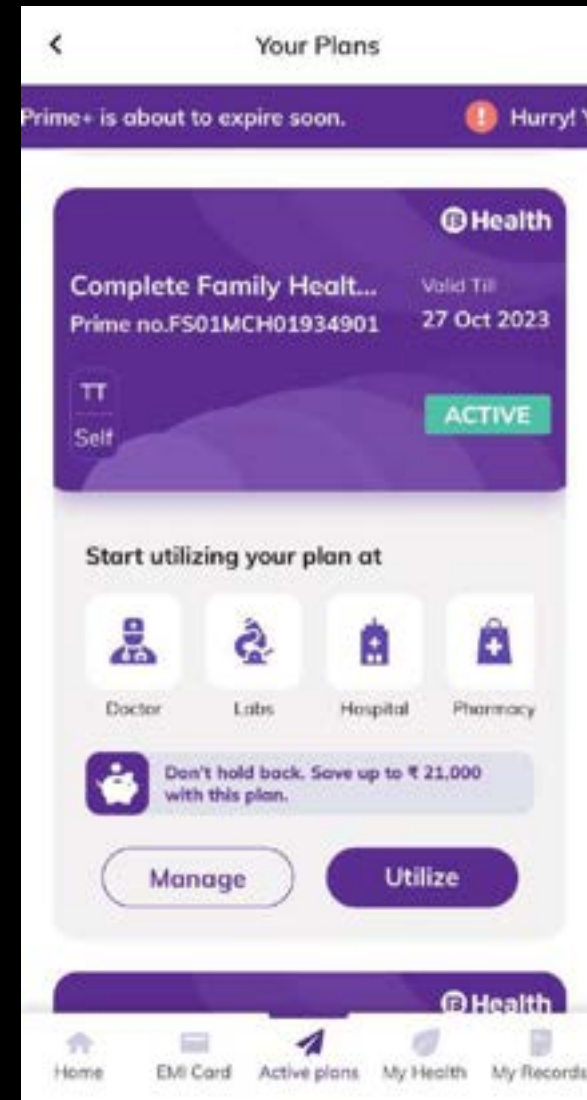
Step 1

Click on 'Active Plans' on the centre bottom of the homepage



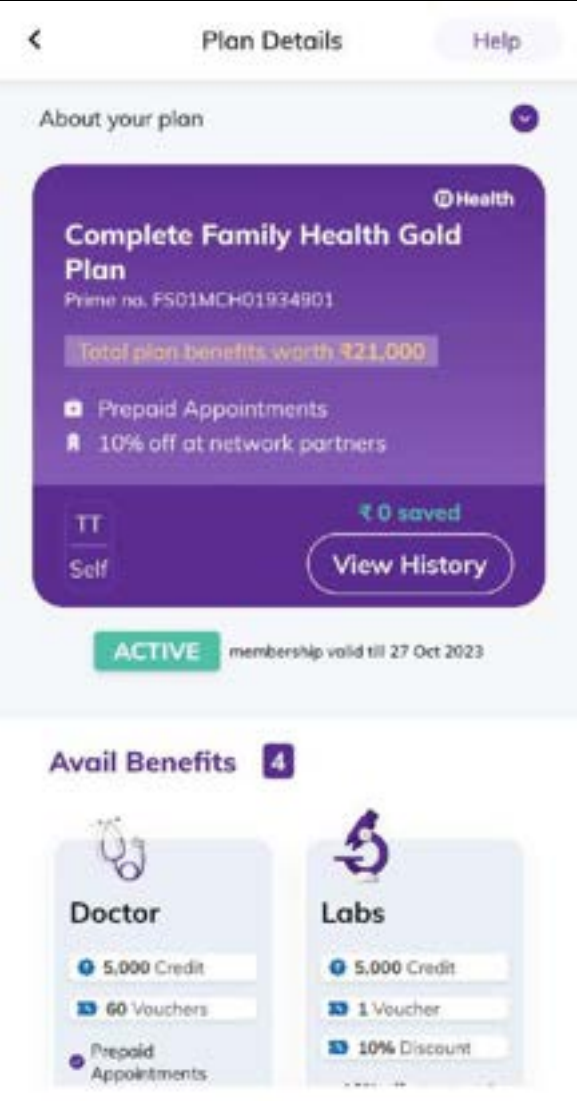
Step 2

Click on 'Utilize' to view your product details



Step 3

Scroll down to select the service type and view your benefits



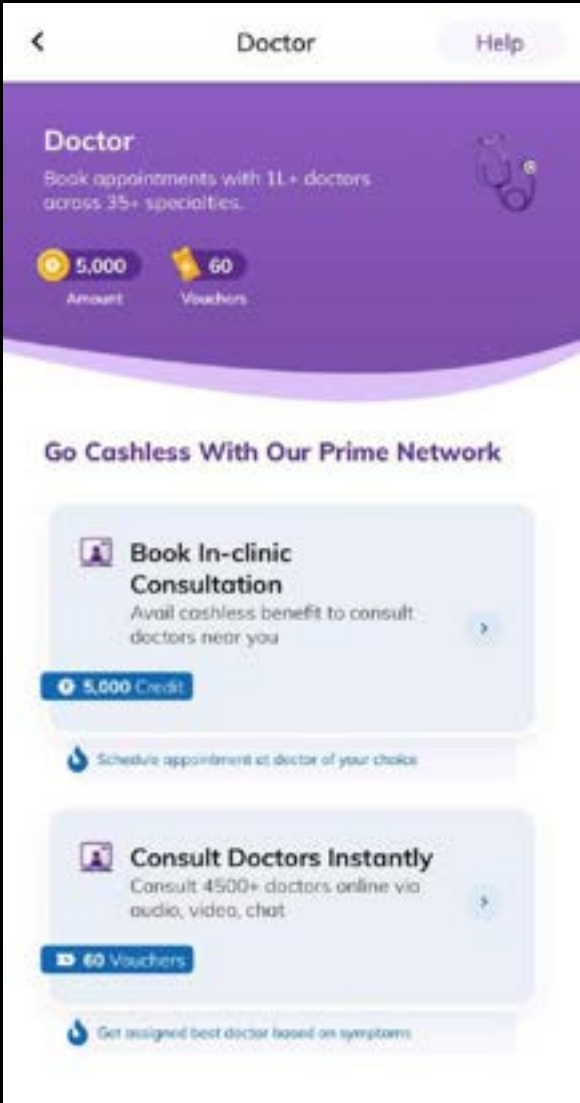
Step 4

Click on your respective service type to view your benefits available in that service type



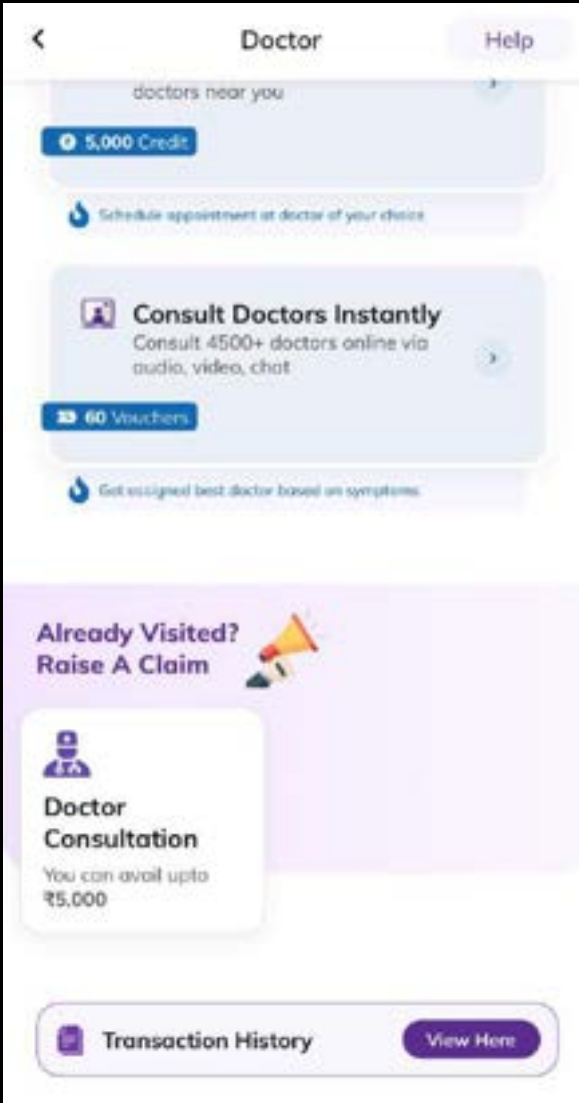
Step 5

Scroll down to select the type of sub-service you want to raise a claim for



Step 6

Select your sub-service type , for ex "Doctor Consultation"



Step 7

Scroll down to view the coverages and guidelines of your sub-service selected



Step 8

Click on the purple CTA to raise a claim

Step 9

Enter your primary details and click on next

₹ Invoice Amount

₹ 100

📅 Date of Invoice

10 Nov, 2022

⌚ Your invoice date should be atleast 30 days after plan purchase [Know More](#)

👤 Doctor's Name

Test

"Test" Testing Tested

q w e r t y u i o p

a s d f g h j k l

⬆ z x c v b n m ⬅

123 😊 space done

🌐 🎤

5,000 Available Amount

Please help us with your primary details

👤 Select Patient

Testdivya Test

₹ Invoice Amount

₹ 100

📅 Date of Invoice

10 Nov, 2022

⌚ Your invoice date should be atleast 30 days after plan purchase [Know More](#)

Back Next

Step 10

Upload your required documents (Please read the guidelines before you upload the document) & click on next

5,000

Available Amount

Please help us with a few details

Invoice*

+

Upload

File size should be less than 5MB
File Type- jpg, png, pdf

Prescription*

+

Upload

File size should be less than 5MB
File Type- jpg, png, pdf

Back

Next

5,000

Available Amount

Please help us with a few details

A valid invoice contains

Patient Name

Invoice Number

Invoice Amount

Invoice Date

Provider Name

"computer generated" or signed&stamped

Additional Details

The invoice should be itemized

Bill should be itemized / bifurcated . Separate items should have their respective amounts mentioned clearly.

We accept handwritten invoices

Your invoice can be handwritten , however it should be duly signed and stamped.

Upload

Invoice*

Show Less

50489AAA...741611.jpg

716.70 KB

9B150E3B...7B6BDC.jpg

736.90 KB

+ Add More Files

Prescription*

Show Less

9F0F47F3-...846AF1.jpg

731.55 KB

66EE6273-...48EA2.jpg

731.83 KB

+ Add More Files

Back

Next

Step 11

Enter your preferred payment method (UPI ID or Bank Account Details) & click on next

5,000

Available Amount

X

Select your preferred payment method

UPI ID

7047350748317@paytm

Save payment details for further transactions

Bank Transfer

Back

Next

Step 12

View a summary of all the details and click on submit

5,000

Available Amount

X

Confirm your details before submission

Primary Details

Patient Name

Testdivya Test

Claim Amount

Rs 100

Date of Consultation

10 Nov. 2022

Documents Uploaded

Invoice(s)

2 Invoice for this claim

Prescription(s)

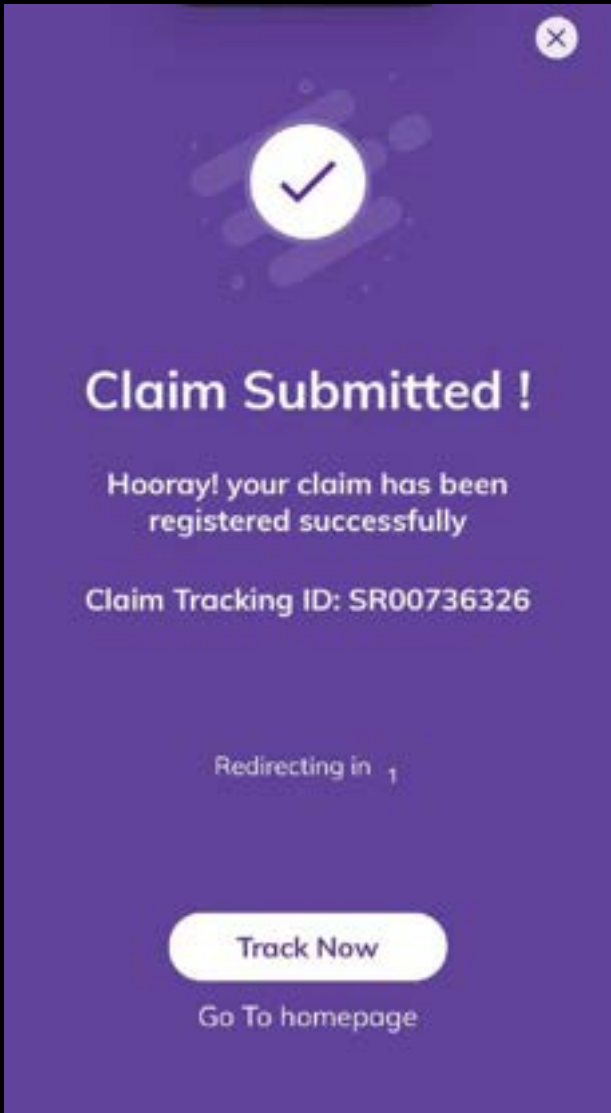
2 prescription for this claim

Back

Submit

Step 13

The success screen will load . Keep a note of your Claim Tracking ID which is the unique identifier of your claim



Step 14

The screen will automatically take you to the transaction detail or you can click on 'Track Now' CTA to view your transaction detail

