

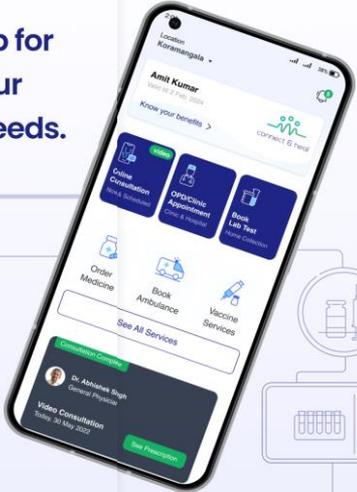
**Experience 360°  
care,  
wherever you are**

**S&P Global -  
User Guide**



 connect & heal

**One app for all your health needs.**



Order Medicine  
Book Ambulance  
Vaccine Services  
See All Services

Video Consultation  
Dr. Abhinav Singh  
General Physician  
Book Now

**Get health tests done at accredited labs**



Basic Health Checkup  
15 tests included  
Rs 1400 (Rs 2000)

Liver Profile  
4 tests included  
Rs 1200

**Consult best specialists anywhere, anytime**



Dr. Krishnakant Reddy  
General Physician

Chat Upload Flip Menu Video

**Reliable and timely emergency response**



To book an ambulance  
**91118 91118**

Call Now

**Avail cashless service at premium clinics and labs**



Clinics & Hospitals

19 Specialities

Manipal Hospital  
Old Airport Road  
2 km away

Choose by Speciality

- Coronavirus
- Gynaecology
- General Physician
- Dermatology
- Oncology
- Paediatrics
- Sex-Kit

Onsite Clinics | Preventive Screenings | OPD consults | Pharmacy | Diagnostics | Emergency Response | Telemedicine



**Objective:** To help provide smooth annual health check up for all

## Health Check Offerings

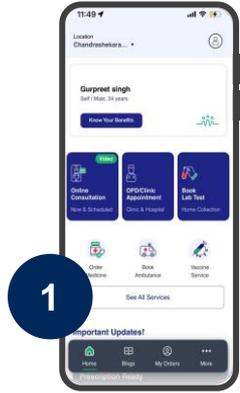
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Comprehensive age and gender-dedicated AHC packages for employees, Reimbursable within your benefit policy

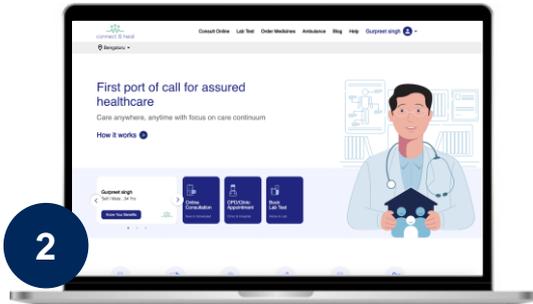
## Value Add ons

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Discounted health checks for dependents on a self-paid basis.



CNH CARE App  
iOS and Playstore



[Web Dashboard](#)



WhatsApp Bot  
91118 91118

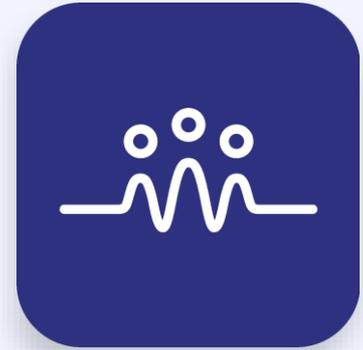


Medical Helpline  
91118 91118

Scan QR Code, download  
CNH Care App



# Web App User Guide



Click on the URL [www.connectandheal.com](http://www.connectandheal.com) and get to the login page.  
Enter your official email ID

Call us +91 91118 91118 Email [hello@connectandheal.com](mailto:hello@connectandheal.com)

 Connect & Heal Services ▾ Explore ▾

Login

HEALTHCARE WITH A HEART

## First port of call for your family's health needs

Experience healthcare that leaves you feeling supported and cared for.

Get Care Now



Please enter your details to start

Email Id

Mobile

Enter your registered email id

you@example.com

By submitting the above information, you agree to our [Terms & Conditions](#) and [Privacy Policy](#).

- You are agreeing to receive communication reminding you about your account, corporate benefits, and updates about the Connect and Heal programs.

Continue

Are you an Employer? [Click Here](#)

# Please enter the one time password (OTP) shared on your official email ID

## Email Id Verification

Please enter the verification code send to  
test\_1205@cnh-mailtrap.com

Enter 6 Digit OTP

 - 

Wait 18 Secs: To Request new OTP

Continue



## First port of call for assured healthcare



Thank you for using CNH Care. Please find your OTP below.

**OTP: 264232**

Please note this code can only be used once. Kindly contact our customer care team at +91 9111891118 in case you did not attempt this request.

Thank you for choosing us as your primary care partner.

CNH Virtual Care Team

# User Dashboard

 Connect & Heal

 Gurugram ▾

 Testing 93 ▾

Know your benefits >

S&P Global



Consult a doctor  
within 90 seconds

Consult Now



Your Health Records

View

## Our Services



Online  
Consultation



In-Clinic  
Consultation



Lab Tests



Medicine  
Delivery



Vaccination



Ambulance



Hospital  
Assistance

- Click on Know your Benefits Tab to Get Started

# You will be redirected to Select Your Preventive Health Check

## Package Benefits : S&P Global Health Care Program

Eligibility : [E](#) ⓘ

Covered Members : [Testing 93](#)

**Employee Preventive Screening 30 -40 (F)**

Curated preventive screening for employees. Package designed for Female between the ages 30 to 40

Expires on 31 Mar 2025

Used **0** Limit **5 Times**

Available: **5 Times**

[View Utilisations](#) [Use Benefit](#)

Eligibility : [S,C,P,I,S/O](#) ⓘ

Covered Members : [3 Members](#) ⓘ

**Family Preventive Screening (Below 30)**

Curated preventive screening for your loved ones for general wellbeing. Ideal for ages 30 and below

Expires on 31 Mar 2025

[View Utilisations](#) [Use Benefit](#)

Eligibility : [S,C,P,I,S/O](#) ⓘ

Covered Members : [test brother](#)

**Family Preventive Screening 30 -40 (M)**

Curated preventive screening for your loved ones for general wellbeing. Package designed for men between the ages 30 to 40

Expires on 31 Mar 2025

[View Utilisations](#) [Use Benefit](#)

Eligibility : [S,C,P,I,S/O](#) ⓘ

Covered Members : [2 Members](#) ⓘ

**Family Preventive Screening (Above 40 Female)**

Curated preventive screening for your loved ones. Covering all key parameters of their health. Ideal for female above 40

Expires on 31 Mar 2025

[View Utilisations](#) [Use Benefit](#)

- Packages are customized to your eligibility and gender
- Click on it to proceed with booking
- Note: The selected preventive health check can be reimbursed within your OPD Wallet .

# View the Test List & Click Book Now to Get Started

Online Consultation   In-Clinic Consultation   Lab Tests   Medicine Delivery   Vaccination   Ambulance   Hospital Assistance



**₹5900**

## Preventive Health Screening 30 – 40 Years, Female

78 tests included

Reimbursable within your benefit policy

[Book Now](#)

### Test Details

- CBC including Hb%**  
19 tests included
- Complete Physical Examination (Height, Weight, BP, BMI)**  
4 tests included
- Lipid Profile**  
5 tests included
- Liver Function Test**  
6 tests included
- Renal Profile**  
4 tests included
- Thyroid Profile**

### Description

Preventive health screening. The preventive health screening can be reimbursed through your OPD wallet via Mfine. Please check your benefits portal for further information.

### Preparation

- \* Fasting for 10-12 hours is required before your blood collection. Kindly refrain from consuming food from 9:30pm the night before. Drinking of plain water is permitted.
- \* Restrict alcohol for at least 24 hours prior to your screening.
- \* Take advice from your health care provider about the medications you are on. Few medications like corticosteroids, anti-psychotic medications and hormone pills can affect your test results.
- \* Do not exercise immediately before the tests. Relax and keep calm during the sample collection
- \* It is advisable to wear loose fitting clothes while sample collection
- \* Urine container for the collection of fresh urine sample will be given at the time of collection
- \* For ladies, if you are menstruating on the day of your appointment, you will not be able to do your urine tests as the presence of blood in these tests would produce inaccurate

- Review your packages and preparation requirements
- Click “Book Now” to proceed

# Items in Cart



Gurugram ▾

Testing 93 ▾



Online Consultation

In-Clinic Consultation

Lab Tests

Medicine Delivery

Vaccination

Ambulance

Hospital Assistance

Search and add tests, panels and profiles



## Preventive Health Screening 30 – 40 Years, Female

Preventive health screening. The preventive health screening can be reimbursed through your OPD wallet via MFin. Please check your benefits portal for further information.

### Member Name

Testing 93 (f)

[Next](#)

# Choose the nearest centre

 Connect & Heal

Gurugram Testing 93

Online Consultation In-Clinic Consultation **Lab Tests** Medicine Delivery Vaccination Ambulance Hospital Assistance

### Select Lab

**Filters**

**Availability**

All Home Collection

**Lab Visit**

**Distance (Availability In Km)** 50

5 10 15 20 25 30 35 40 45 50

**Orbit Healthcare And Diagnostic Centre-Old Railway Road** ★ 4.1

325/7L, OPP. GUPTA MEDICOSE, OLD RAILWAY ROAD, GURGAON, HARYANA 100 km

All Tests available

Select Lab

**Metropolis Healthcare-Gurgaon** ★ 4.5

SCO-30, SEC-15, PART-II, GURGAON, HARYANA-122001 2.00 km

All Tests available

Select Lab

**Medanta-Medicity** ★ 3.8

CH BAKTAWAR SINGH RD, MEDICITY, ISLAMPUR COLONY, SECTOR 38, GURUGRAM, HARYANA 122001 3.00 km

All Tests available

Select Lab

**Modern Diagnostic & Research Center-Sector 44** ★ 4.1

PLOT NO-S, ARYA SAMAJ RD, INSTITUTIONAL AREA, SECTOR 44, GURUGRAM, HARYANA 122002 4.00 km

All Tests available

Select Lab

# Select your preferred slots

 Connect & Heal 📍 Gurugram ▾ 👤 Testing 93 ▾ 🔍

Online Consultation   In-Clinic Consultation   Lab Tests   Medicine Delivery   Vaccination   Ambulance   Hospital Assistance

**Orbit Healthcare And Diagnostic Centre–Old Railway Road**  
325/11, OPP. GUPTA MEDICOSE, OLD RAILWAY ROAD, GURGAON, HARYANA 1.00 km

### Select Lab Visit

**Preventive Health Screening 30 - 40 Years, Female**  
Preventive health screening. The preventive health screening can be reimbursed through your OPD wallet via MFine. Please check your benefits portal for further information.

**Member Name**  
Testing 93 (f)

Select Slot

Lab Visit

< Mon 18 Nov Tue 19 Nov Wed 20 Nov Thu 21 Nov >

2 slots   2 slots   2 slots   2 slot

09:00 - 09:30   09:30 - 10:00

- Once you have selected your preferred locations, you can select the slot

# Validate your Order



 Gurugram ▾
  Testing 93 ▾
 

[Online Consultation](#)
[In-Clinic Consultation](#)
[Lab Tests](#)
[Medicine Delivery](#)
[Vaccination](#)
[Ambulance](#)
[Hospital Assistance](#)

## Lab Collection

Test can only be completed at the lab

### Orbit Healthcare And Diagnostic Centre–Old Railway Road

325/11, OPP. GUPTA MEDICOSE, OLD RAILWAY ROAD, GURGAON, HARYANA 1.00 km



Appointment Time

18 Nov 2024 at 09:00 - 09:30

### Preventive Health Screening 30 - 40 Years, Female

Member Name

Testing 93 (f)

 Report will be shared in 24 hours after sample collection

## Payment Details

Enter coupon code

Apply

Package Benefit

## Payment Summary

Preventive Health Screening 30 - 40 Years, Female ₹5900  
Testing 93

Paid using Package Benefit -₹2

Total Payable ₹5898

Place Order & Pay

- Once you have selected your slot, you will be prompted to place your order
- You will be redirected to a payment gateway to complete the payment.
- This can be reimbursed as part of your OPD benefits. You can claim via Mfine portal, for more details please connect with TPA SPOCS.

# Once booked you will receive an an automated acknowledgement in your email : Please note this is not a confirmation of your appointment, you will receive that separately

Booking ID - 75769 - Your In-Clinic Health Check Booking Request.

Wellness by Connect and Heal  
to me

Sun, Sep 27, 10:29 PM (23 hours ago)

---

Dear Elwin Singh,

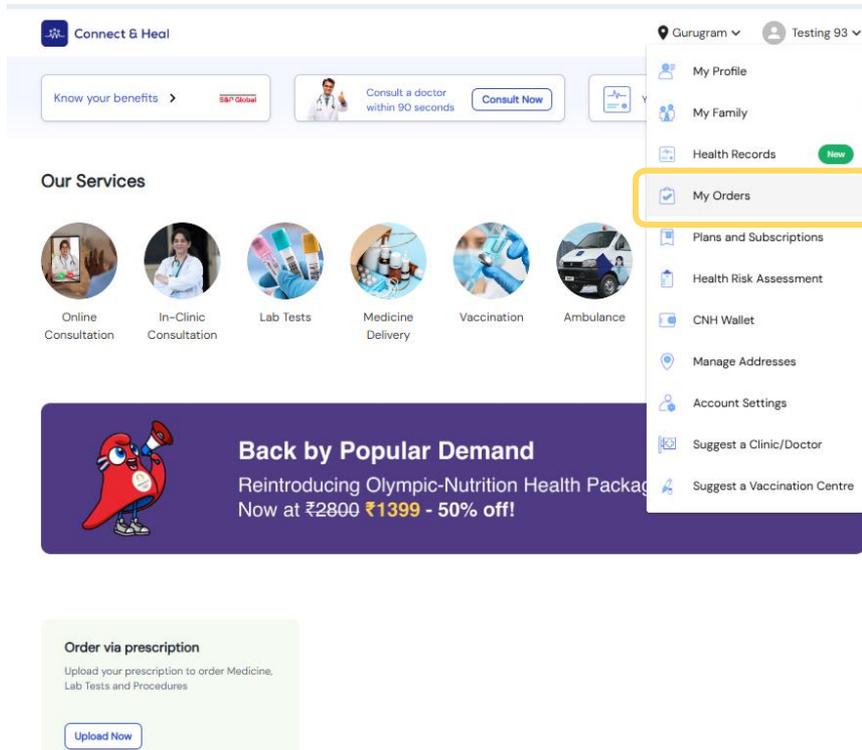
You've successfully registered for your eClerx Services Ltd eClerx Health Check Up Package 1 - Above 35 years (Clinic Visit).

We have received the following request for your In-Clinic appointment:

**Booking ID: 75769**

Name	Elwin Singh
Company Id	1234567
Your Applicable Package	<input type="text"/>
Package Details	<p><b>Pathology Screening :</b> Telephonic Doctor Consultation, Health Risk Assessment, Complete Blood Count, Urine Routine, ESR, Total Cholesterol, GOTP, SGOT, SGPT, Total Protein, Creatinine, Uric Acid, Serum, Blood Urea Nitrogen (BUN), HbA1C, TSH, Pap Smear (for Females), PSA for Male, HBsAg - Hepatitis B Surface Antigen Screening, HDL, LDL, VLDL, Triglycerides, T3, T4, Haemoglobin</p> <p><b>Other Screenings :</b> Physical Examination (Height, Weight, BMI, Vision, BP), Chest X Ray, Basic Eye Examination, ECG, Pulmonary Function Test, Tele-Dietician Consultation</p>
In-Clinic Preferred Appointment Date 1	05/10/2020 09:00 am
In-Clinic Preferred	06/10/2020 09:30 am

## How to Cancel/Reschedule or view my reports?



The screenshot shows the Connect & Heal mobile app interface. At the top, there's a header with the app name and location (Gurugram) and testing status (Testing 93). Below the header, there are several service cards: 'Know your benefits', 'Consult a doctor within 90 seconds', and 'Consult Now'. The 'Our Services' section features icons for Online Consultation, In-Clinic Consultation, Lab Tests, Medicine Delivery, Vaccination, and Ambulance. A prominent purple banner advertises a 'Back by Popular Demand' offer for an Olympic-Nutrition Health Package, now at ₹1399 (50% off from ₹2800). At the bottom, there's a section for 'Order via prescription' with an 'Upload Now' button. A dropdown menu is open on the right side, listing various user options: My Profile, My Family, Health Records (with a 'New' badge), My Orders (highlighted with a yellow box), Plans and Subscriptions, Health Risk Assessment, CNH Wallet, Manage Addresses, Account Settings, Suggest a Clinic/Doctor, and Suggest a Vaccination Centre.

- Should you need to cancel / reschedule your appointment – Feel free to do so by navigating to ‘My Orders’ and changing your appointment accordingly.
- You will also be able to see your reports here once the health check is completed

# Post appointment you can view your reports under “My orders”

## Order Details

Order Id: 6HCCURFUDNCRC

Booking Date: 09 Mar 2023

## Home Collection

### Lab for Home Collection-Bangalore

CNH VIRTUAL LAB-Bangalore,Bangalore



Appointment Id  
YEECN53P7AJUD



Appointment Time  
3/4/2023, 7:00:00 AM



Address - Home Collection  
151, Yankees building, Bengaluru,  
Karnataka, 560001



Appointment Type  
Home Collection



### Order Completed

Congratulations, your order is completed.

## Elder Care Package

### Patient Names

Parent Testing 13 (Female)

## Reports

Report0

## Payment Details

Your reports will be uploaded & be made available under “My Orders” within 48-72 hours post appointment

# How to book for dependents

Gurugram

Search for Tests, Profiles, Packages...



## Corporate Health Packages

For you and your family

Powered By

 S&P Global

Testing 93

Spouse Testing 93

Child Testing 93

Parent Testing 93

test brother

Lavanshi



### Preventive Screening (Above 40 Female)

80 Tests Included

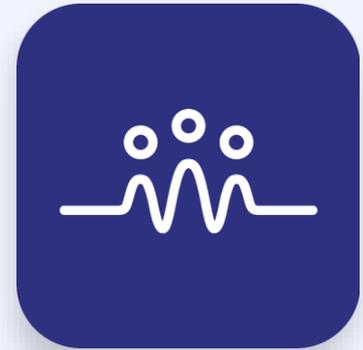
Lab visit

Reimbursable within your benefit policy

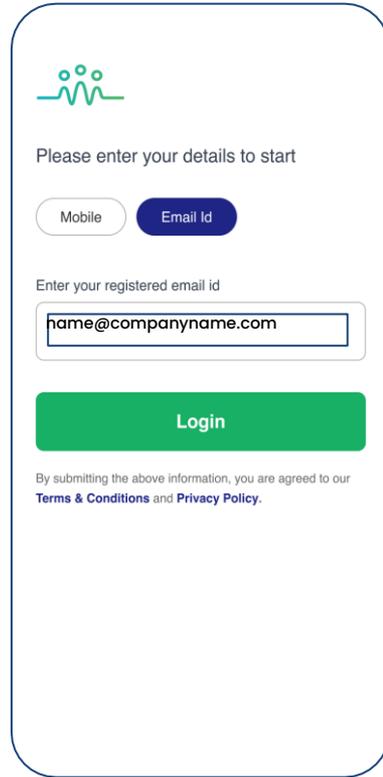
See Details

- Select the package you would like to book for your dependents based on age and gender
- All dependent packages are on self pay basis

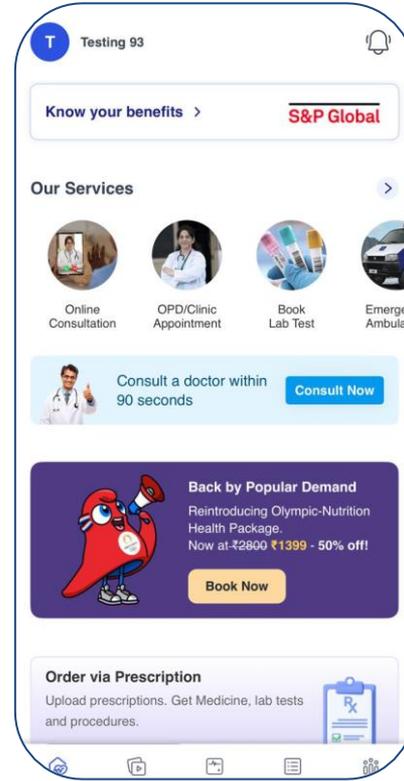
# Mobile App User Guide



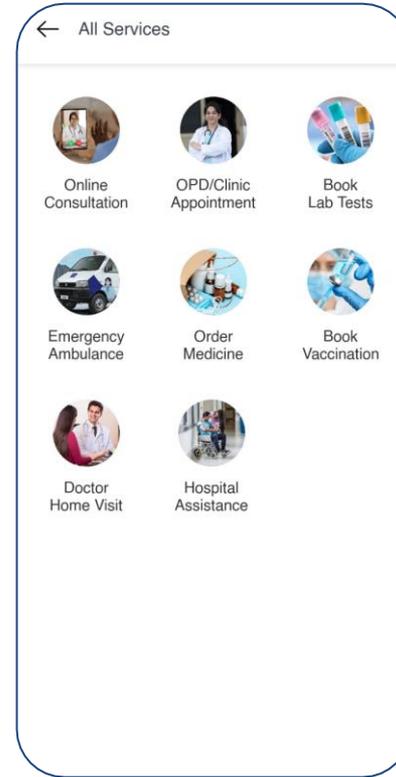
# Getting Started



Login with your official Email ID



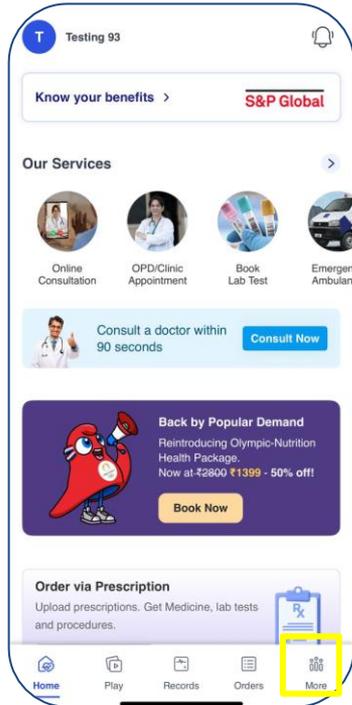
Home Screen



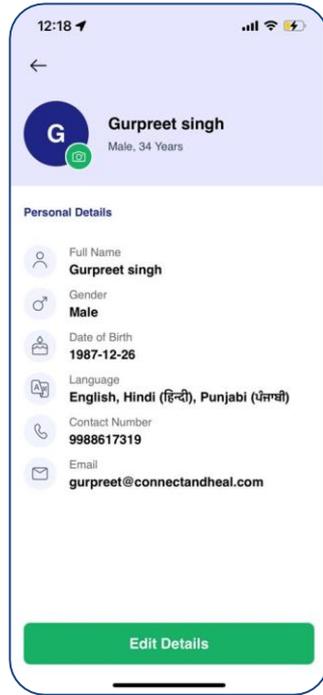
Services

- Download CNH CARE App iOS and Playstore
- Login with your official Email ID
- Enter OTP received on your official email

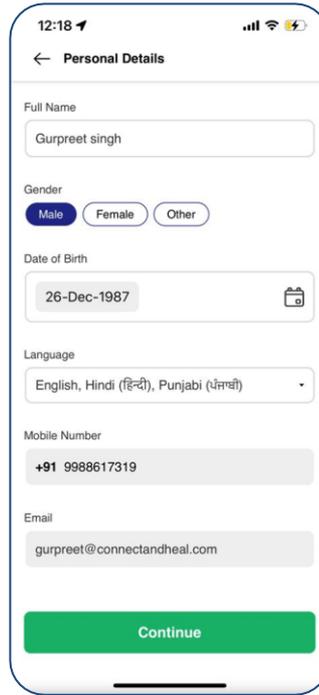
# Profile Update – Update Personal Details



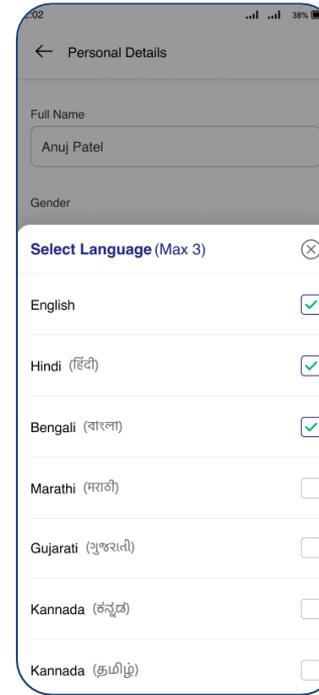
Click on "Profile"



"Edit Details"



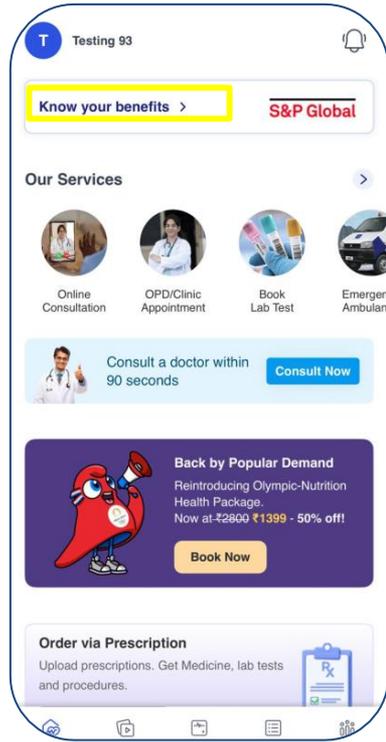
Enter Details



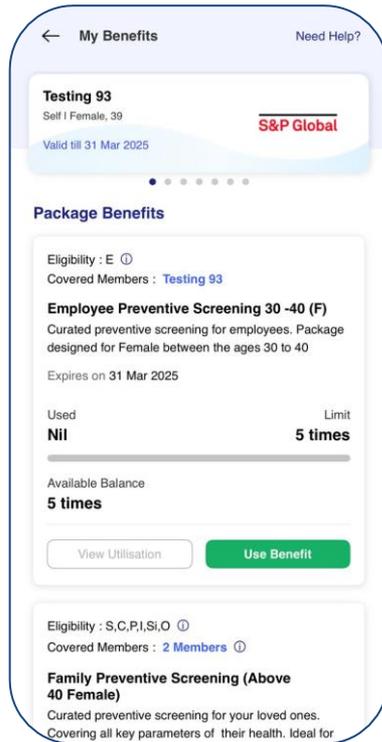
Choose Language and Save

- Update contact & address details if required
- Choose the preferred languages
- Save the details

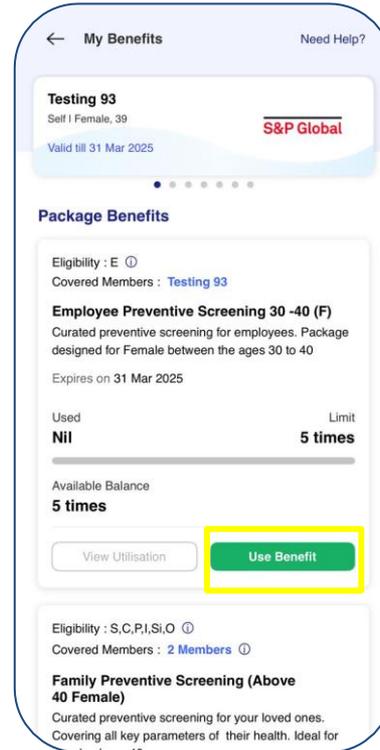
# Book Annual Health Check



Click on  
"Know your Benefits"



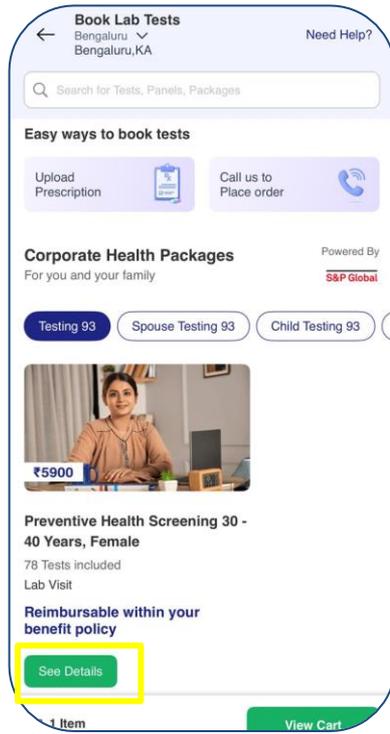
Review your benefits



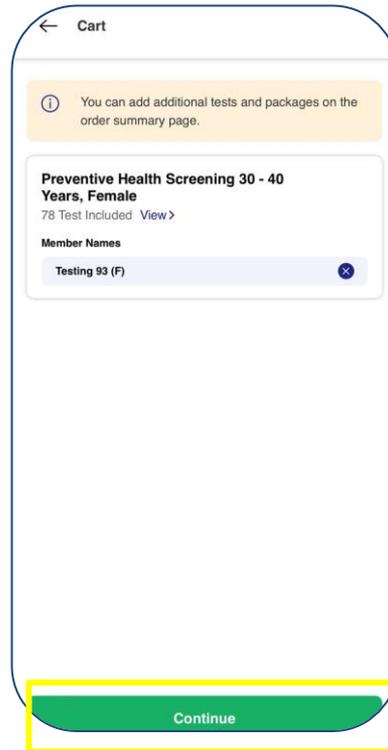
To use the benefits, click on  
"Use Benefit"

- Your active benefits will appear within Know Your Benefits
- Click on Use Benefit to start using your benefits

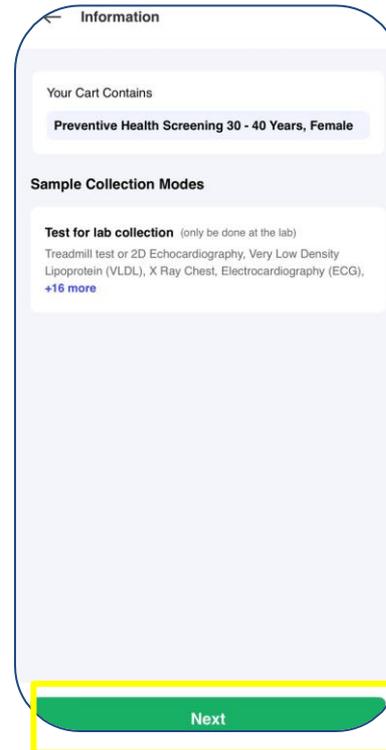
# Book Annual Health Check



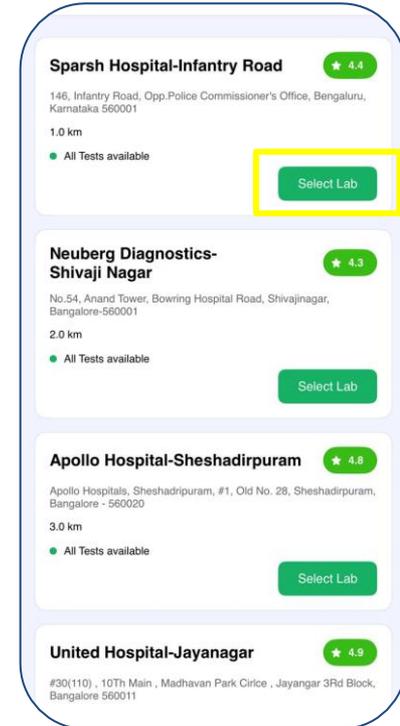
Click "See Details"



Click "Continue"

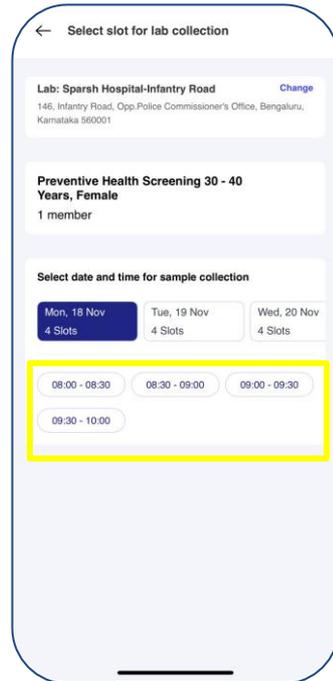


Click "Next"

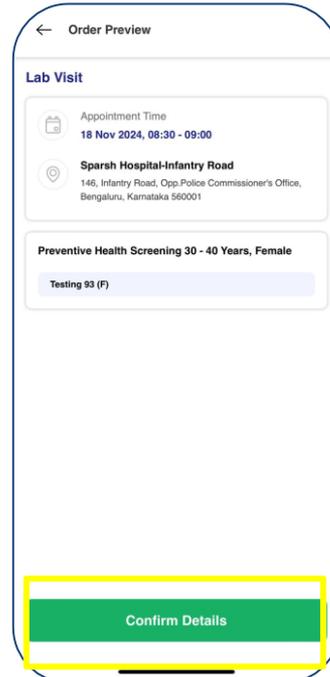


Choose a desired center

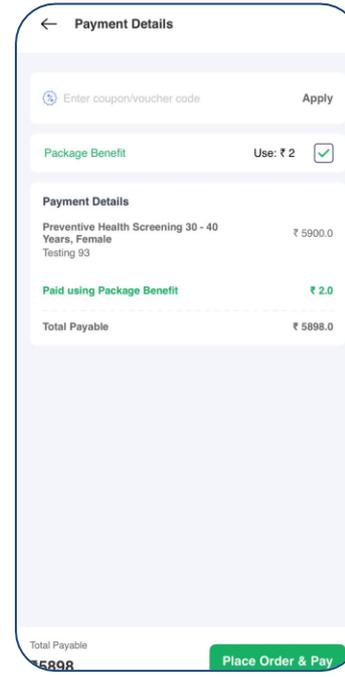
# Annual Health Check



Confirm the date and Time

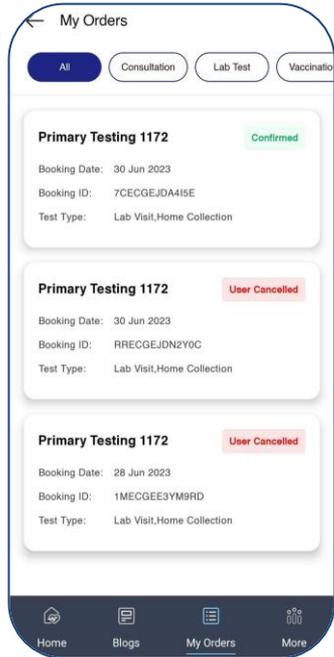


Order Summary



- Get Booking confirmation within 48 hours from the time of booking (Note - In case of weekend/ public holidays it may take some extra time for booking confirmation).
- Appointment confirmation will be send on official email and available on CNH app/web
- Post health check reports available in app under Order Summary and on registered email

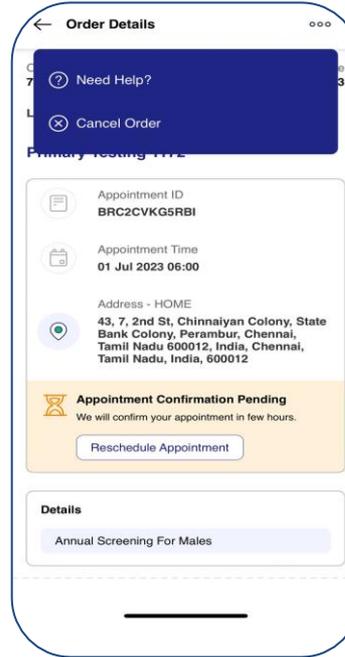
# How to check my orders?



“Click on “My Orders”  
to check your order  
Summary and



Click on Reschedule  
Appointment



Click on 3 dots on the  
left hand menu to  
Cancel

- You can reschedule the appointment up to the day prior to the appointment (rescheduling allowed maximum 3 times)
- If you are cancelling the appointment (self paid) booking, the refund will automatically be processed and credited to original payment source within 7 working days

# FAQs



### **What is the difference between the health check options I can book?**

You will be eligible to book your health screening based on your age group and gender. The comprehensive package covers both pathology and radiology tests. You can choose to complete your health check fully at a lab selecting the “Lab” option of completing your blood sample collection and non-pathology tests at the center.

### **Can I book the appointment for my dependents?**

Yes, you can book the health screening for your family members at the discounted rate. To complete the booking, please select the Discounted package to begin.

### **How can I make payment for my dependent appointments?**

You may register for your dependents health check on a self pay basis to avail the discounted health check rate. Upon booking, you will be navigated to a payment gateway to complete the payment. You can reimburse and claims as part of your OPD benefits. You can claim via Mfine portal, for more details please connect with TPA SPOCS.

### **My dependents are in a different location to me, can I still register an appointment for them?**

Yes, you can book the health screening for your family members at the discounted rate. To complete the booking, please select the Discounted package to begin.

## **How many days in advance should i raise the request?**

The appointment request should be raised at least two working days before the required date. But it is advisable of in-clinic screenings to raise the request a week in advance as appointment may be confirmed subject to availability of slots at the Preferred Screening Center. In-clinic appointment slots tend to be available from 8.30 AM to 10.30 AM due to fasting requirements and availability of Doctors/Specialists

## **Which location do I need to visit for undergoing the health check for In-Clinic?**

We provide a range of Health Screening Location Options, please feel free to choose the center most convenient to you. The entire list will be made available on our booking portal. If you cannot find a location near you, our team will assist to find a location near you within 10 working days

## **Are there any pre-screening precautions that I should take?**

- Fasting for 10-12 hours is required before your blood collection. Kindly refrain from consuming food from 9.30pm the night before. Drinking of plain water is permitted.
- Restrict alcohol for at least 24 hours prior to your screening
- Take advice from your health care provider about the medications you are on. Few medications like corticosteroids, antipsychotic medications and hormone pills can affect your test results.
- Do not exercise immediately before the tests. Relax and keep calm during the sample collection
- It is advisable to wear loose fitting clothes while sample collection
- If you are feeling unwell, kindly postpone your health screening to a later date as illness and certain medications (e.g. antibiotics) can affect your screening results

## **How long it will take to complete the health check via a Center Visit?**

Completion of all tests in-clinic would take around 5-6 hours. We thus suggest planning your schedule accordingly.

## **What do I do once I reach the screening center?**

On arrival at the center, please head to the registration desk with your confirmation letter. You will be then given a Case File by the center. For any issues at all, kindly call us at 91118 91118

## **How long will it take for my reports to be made available?**

Reports are available within 24 to 48 hours and will be uploaded on your e-health record and sent via your registered email ID.

## **Can I cancel my appointment?**

Should you need to cancel your appointment, kindly do so by logging in on our portal canceling the appointment from the “My Orders” cards within the dashboard . Alternatively, can also email us on [spglobal.support@connectandheal.com](mailto:spglobal.support@connectandheal.com) or call **91118 91118**. Any payments received will be refunded in 7 – 10 days.

## **Can I consult a Doctor as a part of my health check?**

Yes, the Doctor Consultation facility is in your health package as part of post tele-medicine consult. However, you can always book via your personal health dashboard or by requesting a consult by calling us at 91118 91118

## **If I have to speak or write to someone to get my concerns resolved, whom should I contact?**

Email us at [spglobal.support@connectandheal.com](mailto:spglobal.support@connectandheal.com) or call 91118 91118 to speak with our customer care representatives

# How to get help?

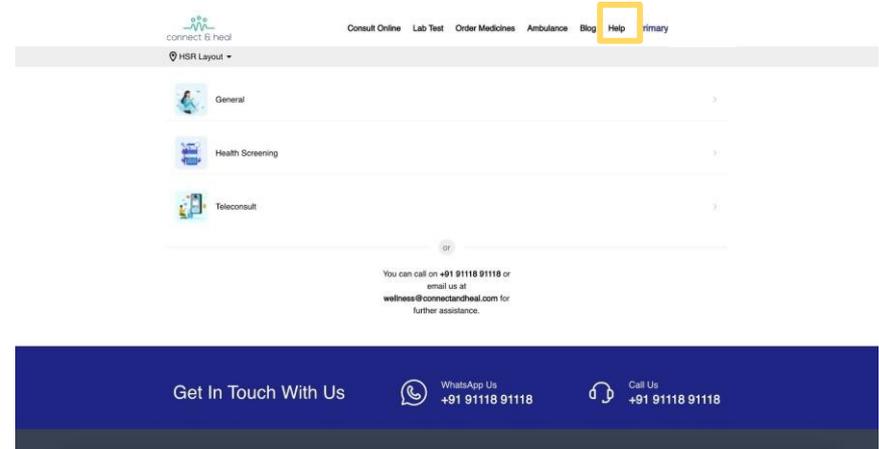
## Medical Helpline

91118 91118

## Dedicated Email Support

Level 1: [spglobal.support@connectandheal.com](mailto:spglobal.support@connectandheal.com)

Level 2: [spglobal.kam@connectandheal.com](mailto:spglobal.kam@connectandheal.com)



**Consent** : The CNH Services are offered as an opt-in benefit by your Employer, it is your personal choice whether to take up any of the programs under the policy provided and you do so at your own risk. The services are provided by CNH Care as a service provider and not your employer and are subject to the CNH Care's terms of service and privacy policy, which you should review carefully.

Your Employer is not responsible or accountable for any liabilities arising out of the services, diagnosis or assessment of medical condition/ treatment by the external consultant or medical practitioner referred by such external consultant or any other services provided by CNH.

For any queries regarding the Reimbursement claim process  
please connect with below TPA SPOCS.

Location wise SPOCS from HealthIndia TPA for GMC (IPD and OPD) claims related assistance			
Location	Contact Person	Contact No.	Email Id
Location	Contact Person	Contact No.	Email Id
SPOC - Delhi NCR	Mr. Subrata Roy	7208934210	<a href="mailto:delhicrm.spglobal@healthindiatpa.com">delhicrm.spglobal@healthindiatpa.com</a>
SPOC 2 - Delhi NCR	Ms. Sonam Katiyar	8433734099	<a href="mailto:spglobalsupport@healthindiatpa.com">spglobalsupport@healthindiatpa.com</a>
Escalation - Delhi NCR	Mr Ankit Thakur	7208978368	<a href="mailto:ankit.thakur@healthindiatpa.com">ankit.thakur@healthindiatpa.com</a>
SPOC - Bangaluru	Ms. Shweta Singh	8976949779	<a href="mailto:blr.crm@healthindiatpa.com">blr.crm@healthindiatpa.com</a>
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