

# **Z**ealver

**Care, when its needed the most**



[www.zealver.life](http://www.zealver.life)



**Zealver**

# Zealver Pregnancy Care Program User Guide





# Overview

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USER JOURNEY

REGISTRATION PROCESS

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# Pregnancy Care FEATURES


**Proactive outbound health check-in calls (9 calls) from a Pregnancy Nutritionist to members**  
for Weight Management and Dietary Advice



**Proactive outbound health check-in calls from a Gynecologist**  
4 (1 per trimester and 1 postnatal care planning call)



**Prenatal Yoga Sessions (2 sessions/month)**  
Virtually organised pre-natal yoga sessions for pregnancy care



**Engagement health tips and newsletters on various health and fitness subjects for members**  
Curated health tips, advice, and guidance content for moms-to-be and their families, written by our inhouse experts for Pregnancy care and shared with planholders twice a month.




**Discounts on medicine purchases from preferred partners\***  
Members receive 10-20%\* discounts on medications, promoting better treatment adherence and overall well-being. Discounts vary by service and location.




**Zealver Health Assistance desk (concierge)**  
Any additional health services like Medicine purchasing, Home Care services, Nurse at home, Specialist appointments, other additional test booking (beyond the plan construct) can be arranged through the concierge and paid separately by the member.




**24/7 Customer support**  
Any additional health services like: Medicine purchasing, Home Care services, Nurse at home, Specialist Appointments, other additional tests booking (beyond the plan construct) can be arranged through the concierge and paid for separately




**Zealver Companion**  
A dedicate companion cum case manager to assist and guide members throughout their Pregnancy care plan so they make the best of the benefits offered




**Proactive outbound health check-in call from a Paediatrician (1 Teleconsultation)**



**Proactive outbound health check-in call from a Lactation Counsellor (1 Teleconsultation)**



**Unlimited incoming call access to General Physicians 24x7 for members**  
Help and advice at members' convenience



**Storage of electronic health records (EHR) facility and Health risk assessment tool**  
All health records, including reports from tests and consultations, will be uploaded to parents' personal EHR portal. Employees and parents will be easily notified via WhatsApp when new reports are available



**Unlimited access to specialised counselors for prenatal and maternity counseling to support overall mental wellbeing**  
Unlimited consultations access to specialized counselors trained specifically for.

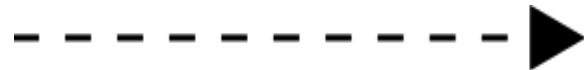






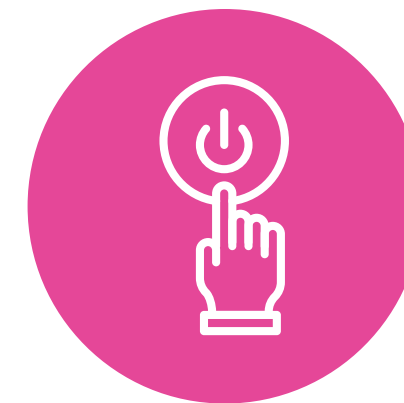
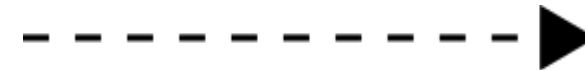
### 1. Introductory Email

Zealver team will send an introductory mail to all the enrolled plan holders with a **registration link** to register their member



### 2. EHR account Generation

Based on the registered details, a **Member Portal** is created for storage of medical records



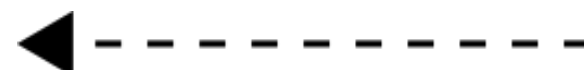
### 3. Service Activation

The Member Portal link of the portal is sent via Email and WhatsApp to every registered member with their login credentials



### 4. Tele-Consultation

**Proactive outbound health check-in calls from doctors** are initiated to every registered member. Members can also call on the helpline to book an appointment with the doctor



### 5. Other services

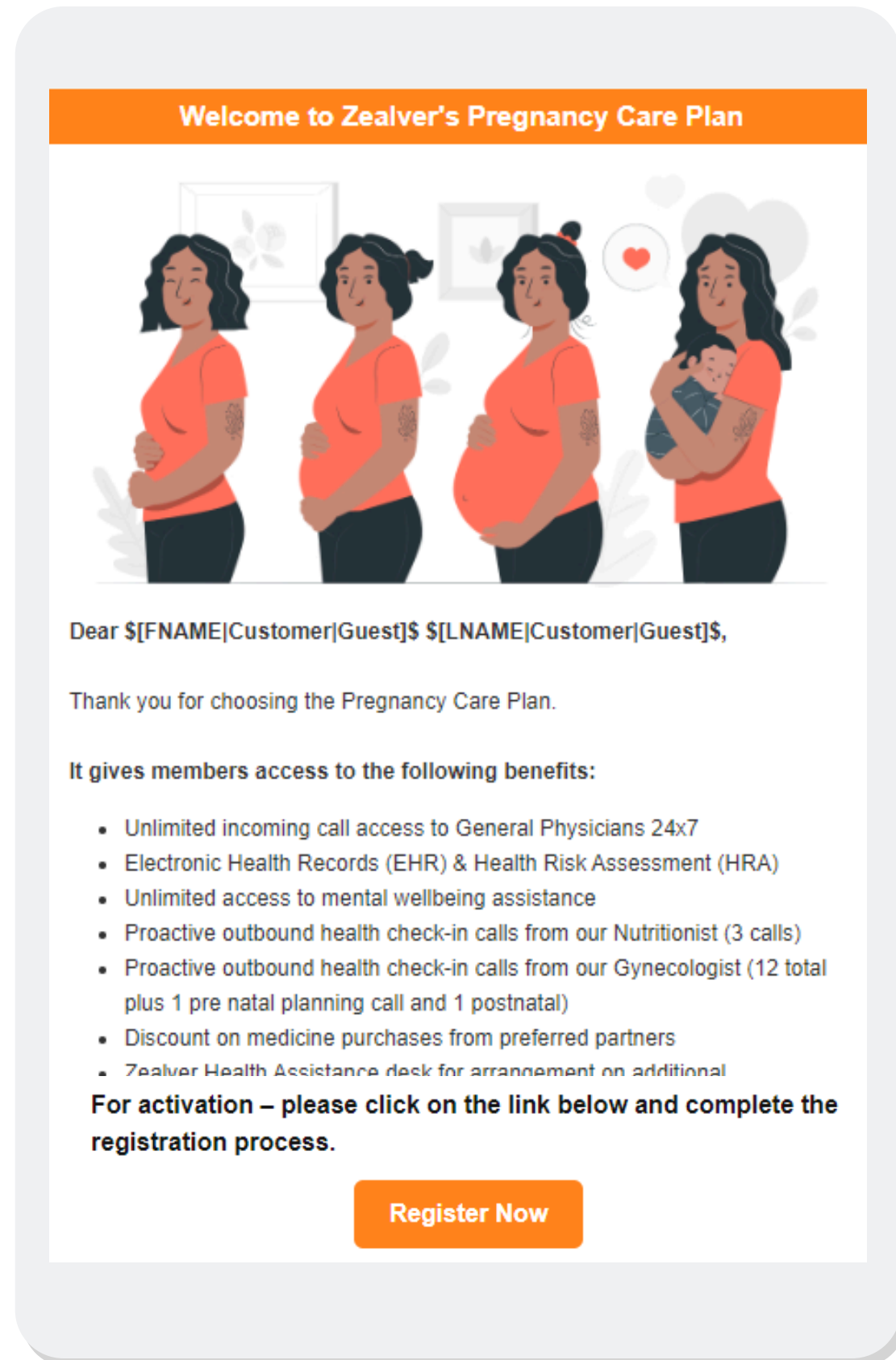
Our **helpline is available 24x7** for nutritionist consult health assistance desk, and any other queries

## Step 1

- The Zealver team sends a **welcome mailer** to the employees (Zealver Plan Holders) to register their members (spouses) on the launch date.
- Zealver Plan Holder to click on the **Register Now** button and fill in their member details.
- The welcome mailer also has the User guide attached.
- **Link:** [Registration form](#)

**The registration forms are personalized for each employee and auto-populated with the employee details.**

**IMPORTANT:** THIS EMAIL MAY GO TO YOUR SPAM/JUNK FOLDER. IN THAT POSSIBLE EVENT, MARK US AS "NOT JUNK/SPAM" OR "REPORT NOT SPAM" AND MOVE THIS EMAIL TO YOUR INBOX.





**S&P Global**

**Zealver Registration Form – S&P Pregnancy Care (2024-25)**

Zealver Plan Holder Name\*  
  
Enter a value for this field.  
Please fill in your name as per company records.

Zealver Plan Holder's Employee ID\*

Zealver Plan Holder's Mobile Number\*  
  
Enter 10 digit mobile number

Zealver Plan Holder's Email Address\*  
  
\*\*Please enter your official email address.

Name of the Member \*

<input type="text"/>	<input type="text"/>
<small>First Name</small>	<small>Last Name</small>

Relation with the Member \*

Self

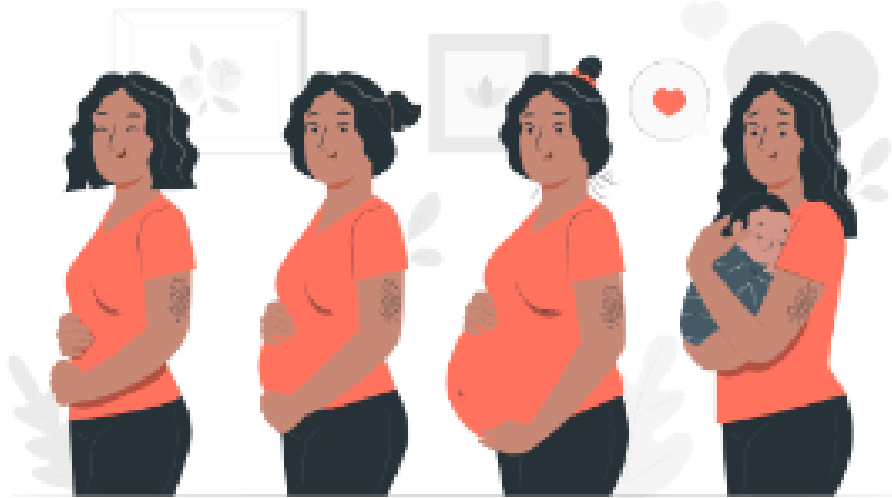
Spouse

## Step 2

# Member Registration Form

Fill in the registration form with information about yourself (if you are the member) or of the person whom you need to register.

## Pregnancy Care Programme | Service Activation



Dear \${FNAME|Customer|Guest}\$

You have successfully registered your spouse for our Pregnancy Care programme.

You can now avail all our benefits offered under this plan.

**Step 1:** Please click [here](#) and use the login credentials provided below to sign in to the personal Electronic Health Record portal of the member.

**Username:** \${UD:USERNAME|USERNAME|}\$

**Password:** \${UD:PASSWORD|PASSWORD|}\$

**Step 2:** Agree to the Terms & Conditions of the EHR after logging in, to activate the account

**Step 3:** Download/Refer to the attached Pregnancy Care Programme User Guide that will guide you through the features.

[Download User Guide](#)

**Zealver**

support@zealver.life | 020-71531330

## Step 3

# Service Activation Communication send to member and employee

- After successfully registering, the member and employee will receive a service activation email with login credentials. The email will have link to the Personal Electronic Health Portal created for members.
- The same details will be shared on WhatsApp.
- Link: [Member Portal](#)

### Test Credentials:

Username: MU-A01-BBB2525

Password: MU-A01-BBB2525



**UNLIMITED INCOMING CALL ACCESS  
TO GENERAL PHYSICIANS 24\*7**

**How does it work?**

Members need to call on the Zealver Helpline,  
**Dial 020 -71531330** and **press "1"** on the IVR for  
Doctor Consultation.

**Doctor calls back** to the member within the defined TAT.

Calls are **available 24/7** for non-emergency situations.



## UNLIMITED ACCESS TO MENTAL WELLBEING ASSISTANCE FOR MEMBERS

### How does it work?

Member needs to call on the Zealver Helpline, **Dial 020 - 71531330** and **press "3"** on the IVR to place a request for appointment with the counsellor.

Our **customer support team calls back** the member and books the appointment as per the slots available and members availability.

## PROACTIVE OUTBOUND HEALTH CHECK-IN CALLS FROM NUTRITIONIST (9 CALLS / 1 CALL EVERY MONTH DURING PREGNANCY PERIOD)

### How does it work?

Members will get their **first check in call** from a nutritionist **within 1 week** from the receipt of this service activation email.

Our Nutritionist will call each registered member **once every month for 9 months** during pregnancy to check on their health and help build healthy eating habits and a diet plan. Relevant notes from consultations will automatically be updated in the member's Electronic health records account which can be viewed by logging into the portal.

These **consultations are available in English, Hindi, and Marathi.**

If another language is preferred, members can call the helpline or write to [support@zealver.life](mailto:support@zealver.life) and the support team will take up requests on a case-to-case basis.



## PROACTIVE OUTBOUND HEALTH CHECK-IN CALLS FROM SPECIALIZED DOCTORS AND EXPERTS

The members will get their **first check in call** from a specialized doctor & expert **within 1 week** from the receipt of this service activation email.

The relevant notes from the consultations will be updated in the Electronic health records which can be viewed by logging into the portal. The regular contact by gynecologist is intended to ensure that the members can be consulted regarding their ongoing health conditions, symptoms, medication and their interaction and to follow the advise as recommended by the doctor.

## ACCESS TO INFORMATION NEWSLETTER, HEALTH TIPS, ADVICE AND GUIDANCE CONTENT

Some of our additional benefits include access to curated newsletters, interactive health tips, health-oriented webinars fortnightly.

For **more details** on the program, please refer to the **Employee Benefit Manual**. These benefits are only applicable to the employees who have enrolled in the plan

## DISCOUNTS ON MEDICINE PURCHASES FROM PREFERRED PARTNER

### How does it work?

The discount percentage ranges between 10-20%\* and is determined by the specific service and location chosen.

To avail the services, **call 020 - 71531330, press "3"** on the IVR, and provide the details of the services required.

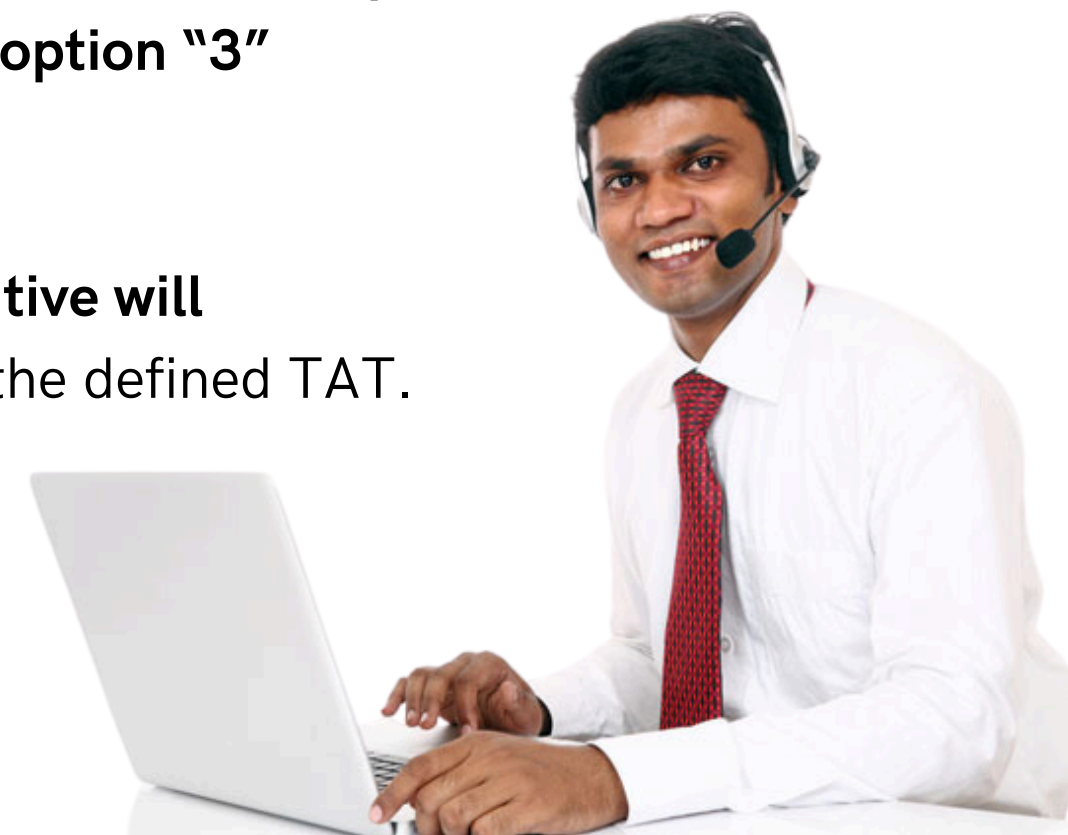
These are only applicable to the employees who have enrolled in the plan.

## ZEALVER HEALTH ASSISTANCE DESK

Any Additional health services like medicine purchasing, Home care nurses, Nurse at home, Specialist appointment, other additional test booking (beyond the plan construct) can be availed at discounted rates and paid separately.

To avail this service, you can call on the **Helpline Number 020 - 71531330 and select option "3"** from the IVR.

Our **customer support executive will get in touch with you** within the defined TAT.



## DEDICATED ZEALVER HELPDESK/CUSTOMER SUPPORT SPECIFIC TO THE PREGNANCY CARE PLAN 24/7

### How does it work?

You can request a callback from our customer support desk by calling the same **Helpline number 020-71531330** and **selecting option "3"** from the IVR.

Alternatively, you can **send an email to [support@zealver.life](mailto:support@zealver.life)** and our customer support executive will get in touch with you within the defined TAT.

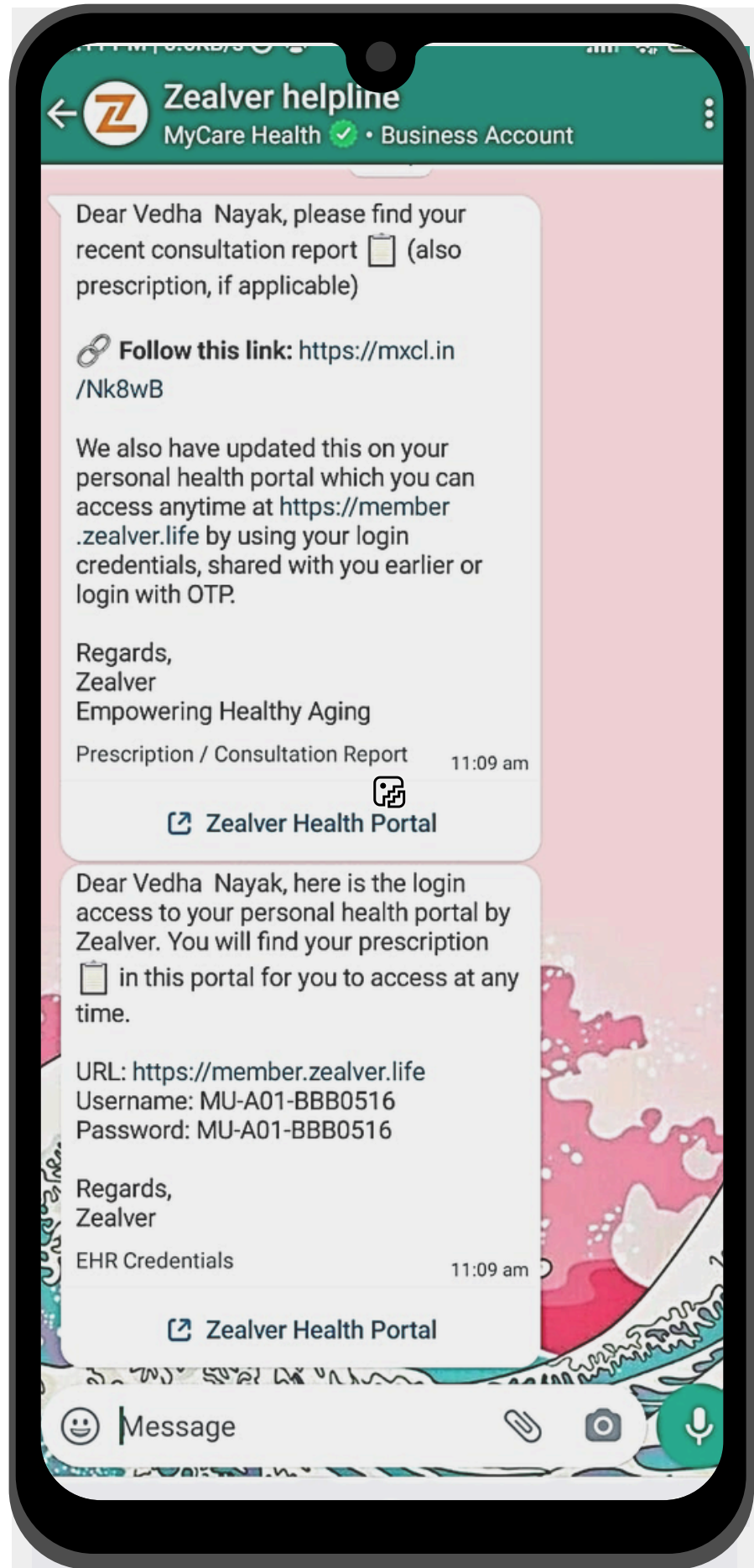
## ZEALVER COMPANION FOR PERSONALIZED SUPPORT THROUGHOUT THE YEAR

### How does it work?

The Zealver Companion serves as a devoted health coach, guiding members (telephonically) at every step throughout the course of their plan.

They offer continuous support, helping the members fully utilize the benefits of the plan to effectively manage their health and wellness. Additionally, they provide regular updates to the plan holder, ensuring they stay informed about their members' health progress and status.

**Zealver companion proactively calls the members once every month.**



# Whatsapp Communication/Notifications

WhatsApp notifications are available for the following interfaces.

- Service Activation Messages
- Scheduling Appointments with Doctors/Experts
- Notifications for Prescription and Consultation Completion

**Please note that these notifications are for one-way communication.**

**For any Questions/Queries?**

Email us at: [support@zealver.life](mailto:support@zealver.life)

Contact our helpline: 020-71531330



## AVAILABILITY OF MULTI-LINGUAL DOCTORS/EXPERTS

We offer consultations with **General Physician** in a wide array of languages, including English, Hindi, Marathi, Kannada, Telugu, Tamil, and Malayalam.

This reflects our commitment to serving the healthcare needs of people from various regions and linguistic backgrounds across the entire nation.

### How it works?

Reach out to the help desk ([support@zealver.life](mailto:support@zealver.life)) or 02071531330 for scheduling the appointment or placing a request.

## VIDEO CONSULTATION

This feature allows doctors and members to connect through video, providing a more interactive and personalized healthcare experience.



INITIATED BY YOU

24 X 7 Helpline

Members can call the helpline from their mobile, select assistance options, and request a callback.

Zealver's customer support team calls back promptly.

Member Portal

Members can access assessment reports, consultation reports, and prescriptions on their portal. They can also securely store old medical records and input vitals for monitoring.

INITIATED BY US

Proactive Call By Zealver Team

**Customer Service Team:**  
For Consultation Appointments

**Zealver Companion:**  
For Motivation to stay healthy and follow up on the Action Plan

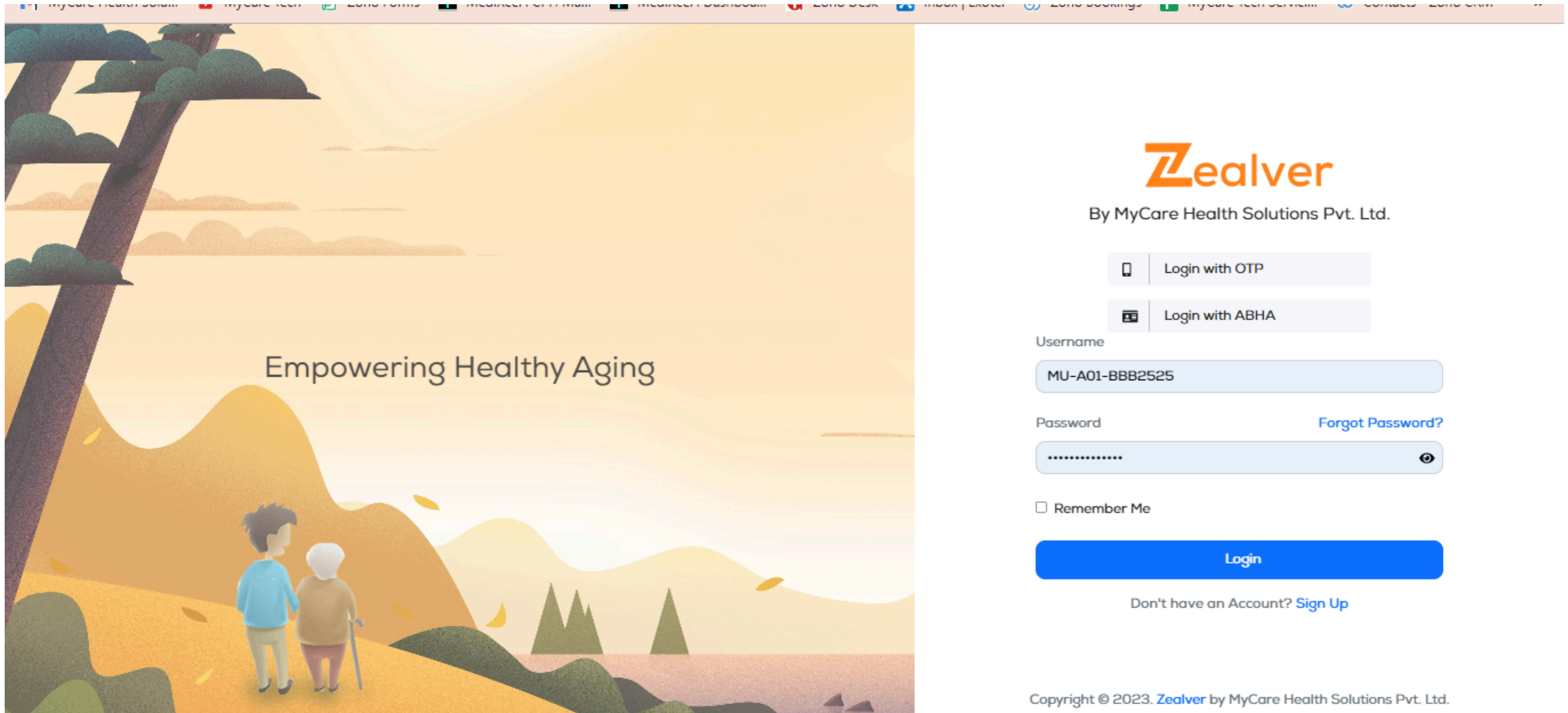
**Physicians:**  
For Routine Medical Consultations

Member Portal

New reports or prescriptions on the member portal trigger email & and WhatsApp notifications.

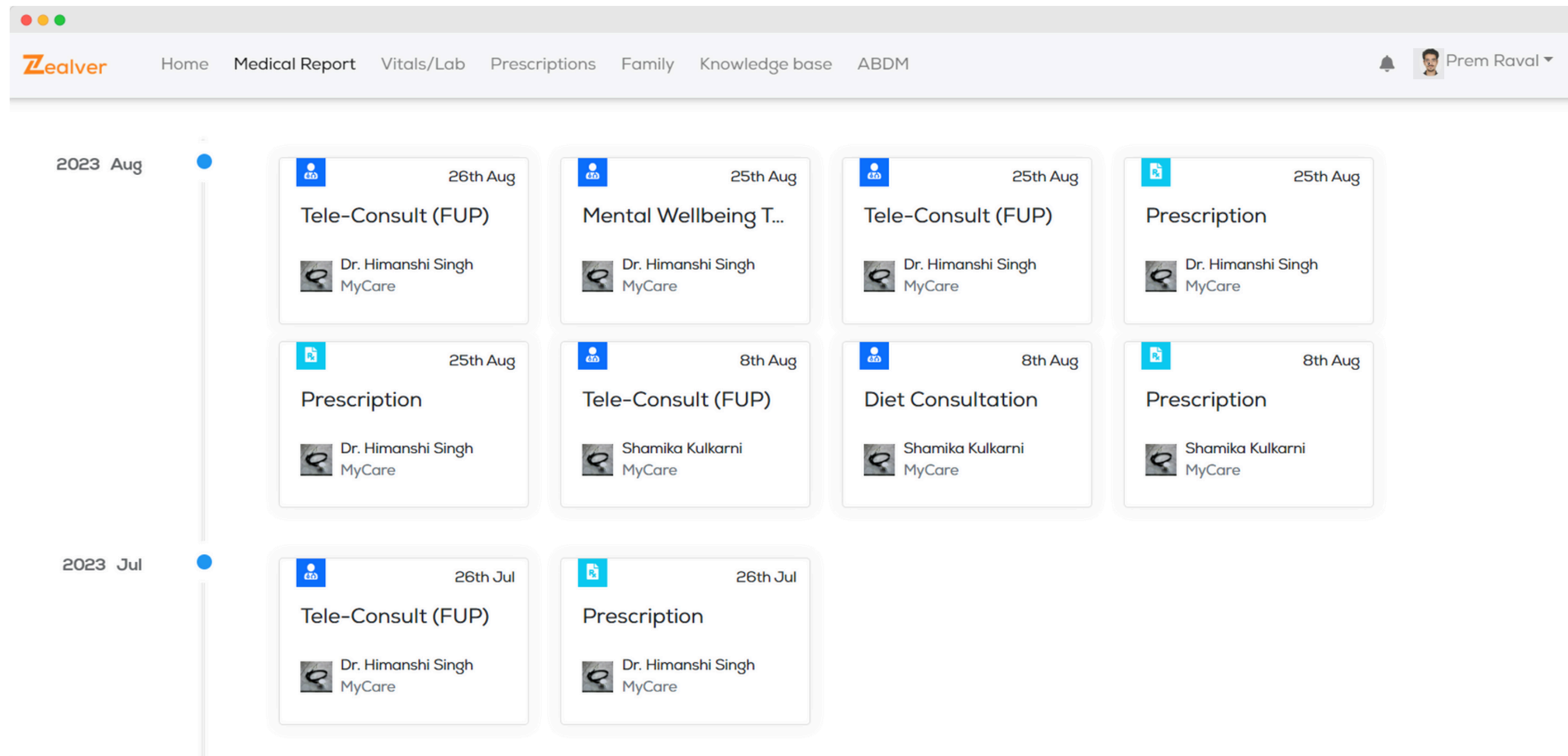
# Member Portal

Members can login with the credentials provided in the service activation email to access the portal.



# Medical Reports

- All the medical reports can be access here.
- Switch between options for types, doctors and source of the reports.
- Click on Types to see the available categories
- Click "Doctor" to view the reports by doctors
- Click "Add" to append any additional medical reports at your own convenience.
- To add medical records: Enter the report type, title, date, consultation type, facility type clinic and doctor details along with description to save it to your records. Attach the report and click on "Submit".
- Toggle between card view and list view of the records





# Prescriptions

- View all the medicines prescribed over a period of time
- Click on any card to view the details
- Medicine information will be available to see
- To download, click on "Prescription Card"

The screenshot displays the 'Medicine Records' section of the Zealver application. At the top, there is a navigation bar with the Zealver logo and menu items: Home, Medical Report, Vitals/Lab, Prescriptions (active), Family, Knowledge base, and ABDM. A user profile for 'Prem Raval' is visible in the top right corner. Below the navigation bar, the title 'Medicine Records' is followed by a filter '( All )' and a window management icon. A search bar labeled 'Search here...' and a date range selector 'Start Date → End Date' are positioned above the list. The list shows a calendar view for '2023 Jun' with a blue dot indicating the current date. The prescriptions are listed in a grid:

Medicine Name	Date	Period	Icon
Amlodipine Amlon...	14th Jun	14th Jun, 23 - 30th Jun, 2...	Blue pill icon
Alsartan Losartan...	14th Jun	14th Jun, 23 - 30th Jun, 2...	Red minus icon
ACE- Proxyvon Ac...	15th Jun	15th Jun, 23 - 15th Jun, 2...	Blue pill icon
vitamin D and cal...	15th Jun	15th Jun, 23 - 15th Jun, 2...	Blue pill icon
Telma Telmisartan...	15th Jun	15th Jun, 23 - 15th Jun, 2...	Red minus icon
Ketaconazole Ket...	15th Jun	Apply at night before goin... 15th Jun, 23 - 15th Jun, 2...	Blue minus icon

# Escalation & Support

✉ [support@zealver.life](mailto:support@zealver.life)

☎ 020-71531330



# Service Timelines

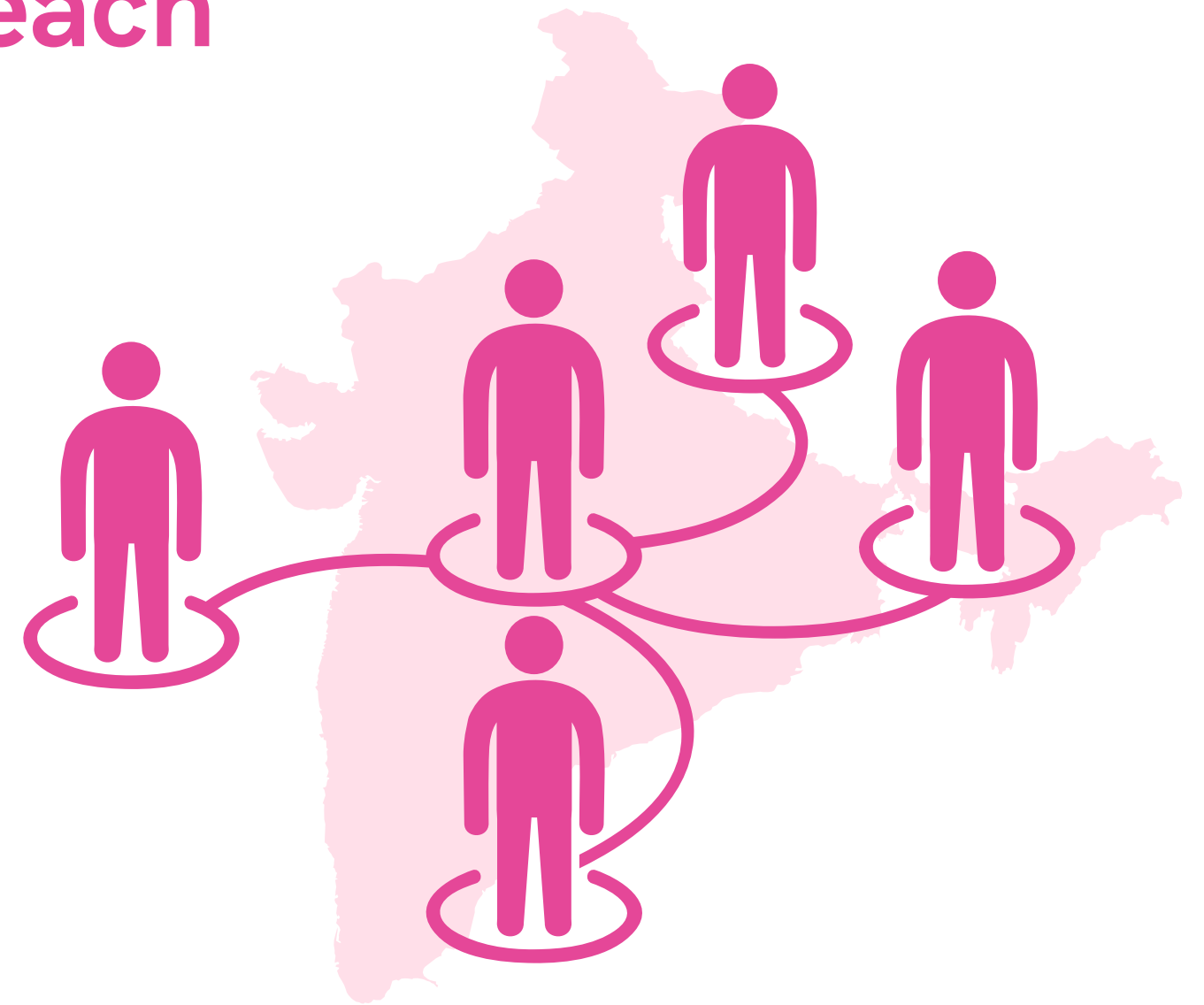
TAT DETAILS

Sr No	Services Offered	TAT
1	Registration Link Send to Employees	On the pre-decided date of Launch
2	Service Activation Mail	Is send to the employees within 2 working days once employee has registered their member
3	Monthly Utilization Report	Is send to the client spoc by 5th of every month
4	Incoming Calls Request to Consult a doctor	Doctor calls back the member within 30 min.
5	Mental Well Being Consult Request	Customer support team calls the member within 30 minutes to schedule an appointment. Accordingly the counsellor calls the member on the scheduled date and time
6	Health Assistance Services Request	Customer support team calls up the member within 30 minutes to confirm the request and within 48 hrs Vendor spoc coordinates with the member to complete the service requested
7	Customer Support	Customer support team calls back within 30 minutes from the time a request is placed at any time of the day (24x7)
8	Whatsapp Prescription	Immediately once the doctor finalises the consultation notes

# Zealver's PAN India Network Reach

Link to our

[\*Pan India Network reach\*](#) < click here  
to check serviceability



Please note that if there is any employee whose location is not mentioned, they are more than welcome to put in a special request to us or the Marsh team (with their exact address and pin code) and we will surely check for feasibility and come back to them. Most requests usually go through.



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