



**Zealver**

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# PREGNANCY CARE FAQs

**ZEALVER**



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

Q

1. What are proactive health check-in calls by a Gynecologist?

A

- Our Gynecologist will call each registered member once every three months to check about their health conditions. 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 gynaecologist 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

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2. What are proactive health check-in calls by a Nutritionist?

A

- 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.

Q

3. How do I access unlimited calls from General Physicians ?

A

- 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.

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4. How do I access a Mental wellbeing counsellor ?

A

- 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.

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5. How can I avail discounts on medicine purchases?

A

- Member to call on the zealver helpline number 020 – 71531330 and press 3 on the IVR, and our Customer Support Executive will call back and assist the member in availing discounts on medicines.

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6. What is stored in the Electronic Health Record (EHR) portal?

A

- It stores members’ health records, prescriptions, consultations with doctors, diagnostic reports, vitals, lab parameters, appointment details, recommendations and provides a health-related searchable knowledge base.

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7. How can I access additional health services through Zealver and what all services are included?

A

- Member to call on 020 – 71531330, select option 3, to request for services such as medicine purchasing, home care nurses, specialist appointments, and more.

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8. In which languages, can I request MBBS doctor calls?

A

- Tele-consultation calls by the MBBS Doctors are provided in English, Hindi, Marathi, Kanada, Telugu, Tamil and Malayalam. 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.

Q

9. Who is a Zealver companion?

A

- 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

Q

10. How do I know whether an address is serviceable or not?

A

- You can use our [serviceability tracker](#) to check if your pin code or city is serviceable or not.
- If the pin code is not serviceable in the service tracker, please call or write to our customer support team with your pin code. The team will come back to you with the feasibility of the creation of a network in your area. Most requests usually go through.

Q

11. What percentage of discounts can I get and how?

A

- 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.

Q

12. What additional benefits are offered by Zealver?

A

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

Q

13. What are proactive health check-in calls by a Paediatrician?

A

- Our Paediatrician will call each registered member once during the plan to check their child/children's health. Relevant notes from the consultations will automatically be updated in the member's Electronic Health Records (EHR), accessible via the portal.
- These consultations are available in English, Hindi, and Marathi. For other language preferences, members can contact the helpline or email [support@zealver.life](mailto:support@zealver.life), and the support team will address the requests on a case-by-case basis.

Q

14. What are proactive health check-in calls by a Lactation Counsellor?

A

- Our Lactation Counsellor will call each registered member once during the plan to provide lactation counseling. Relevant notes from the consultations will automatically be updated in the member's Electronic Health Records (EHR), accessible via the portal.
- These consultations are available in English, Hindi, and Marathi. For other language preferences, members can contact the helpline or email [support@zealver.life](mailto:support@zealver.life), and the support team will address the requests on a case-by-case basis.

**For more details,**

- Contact our Helpline: 020-71531330
- Email us at: [support@zealver.life](mailto:support@zealver.life)
- Learn more: [www.zealver.life](http://www.zealver.life)

