

Mobile App related FAQs

1. How to download “Niva Bupa Health App”



Scan QR code to download the app

2. Process for First Time Login & Registration.

- Download the app by searching for “Niva Bupa Health” in the app store or scanning the over QR Code
- Click “Begin” on Welcome screen
- Enter registered mobile number
- Enter 6 digit OTP
- Enter DOB and proceed
- Create M- PIN or set fingerprint
- Confirm M-PIN
- You will be on home screen of policy.

3. How to download & share Health Card.

- Go to “Health Card” Icon <add text for where this icon can be found>
- Click on Health Card
- Click on share icon.

4. Process to Add/ Link another policy.

Adding a secondary policy and managing in health app if already logged in with primary policy:

- Go to “Add a new policy” in Service Tab
- Select option to “Add a new policy”.
- Answer the questions appearing on screen – In name field: Don’t enter middle name, only enter first name & last name.
- The policy will be linked on mobile app.

5. Process to Add/ Link renewed policy

- Go to “Add a new policy” in Service Tab
- Select “link renewed policy”.
- The renewed policy will be linked on mobile app

6. Process to Add/ link parent/ family member’s policy

- Go to “Add a new policy”
- Select Link parent/ family member’s policy
- Enter policy no. & DOB – DOB of insured member of the particular policy.
- A verification link will be sent on registered email ID. Verify it.
- The policy will be linked on mobile app.

7. How to update/endorse email ID linked with policy within the app?

- Go to “Modify your Policy” in Service Tab
- Click on edit button in Policy Details Page
- Enter email ID (would like to update)
- Press on save
- Email ID will be updated successfully and email will be sent on new email ID

8. How to “Email policy kit” from health app?

- Go to Policy Documents
- Select “Email Policy Kit” from Dropdown
- The policy kit will be sent on registered email ID.

9. How to “Email tax receipt” from health app?

- Go to Policy Documents
- Select “Email Tax Receipt” from Dropdown
- The policy kit will be sent on registered email ID.

10. How to get Live Healthy benefit?

Live Healthy benefit is a discount that you can avail on renewal of your policy. This Live Healthy benefit is considered basis the total number of steps taken during policy period.

Please note that the following conditions must be met -

1. Policy holder must install Niva Bupa Health app & register the Policy on App.
2. Make sure that the Niva Bupa Health app is synced with Google Fit app or Apple Health app

Niva Bupa Health app will now start capturing your daily steps logged. Basis this, the accumulated health points and eligible discount on renewal will be highlighted on the app.

11. How to Book Annual Health Check Up?

- Go to “Book a Test” icon on Home Page under “Health & Wellness” section
- Click on “Book Annual Health Check-up” option
- Select the member for which you want to book the test
- Select relevant tests from the list
- Place the order

12. How to Sync steps with Niva Bupa app?

For Android uses-

- Install Google fit app & Niva Bupa Health app (Register yourself on Niva Bupa health app)
- To link Niva Bupa health app with Google Fit, Click on “Connect now” on Niva Bupa Health App
- While connecting, our app will ask for a Gmail account.
- Select the same Gmail ID used with Google fit account.

For iOS User- Click on Connect Now button on Home Screen of Niva Bupa app. Allow all the permission access for Apple Health Kit to connect and sync the steps.

Note:

- ❖ Steps and discount data shown on Mobile App is for the logged-in member. Total policy discount may vary depending on steps taken by all member of the policy.
- ❖ Steps taken in the last 90 days of the policy period are accounted at the time of next renewal as per the policy T&C. Steps and discount data shown on Mobile App is for the logged-in member.”

Important notes related to Live Healthy Benefit (Applicable for Reassure policies only)

- ❖ 1 health point is earned on achieving 1000 steps.
- ❖ The customer is supposed to use same Gmail ID to connect with Google fit on customer app that is used to register with Google fit app.
- ❖ It is mandate to have Apple Health Kit in iOS and Google fit for android to sync the steps with Niva Bupa Health app.
- ❖ It’s mandatory to have the contact number on member level to login on application and avail Live Healthy benefits in Reassure product for both Adult insured members.
- ❖ For Live Healthy benefit, eligible Insured Persons are defined as:

Floater policy: All members except son or daughter under a Family Floater policy and above 18 years of age

Individual policy: Any member at least 18 years of age

- ❖ Please do not login in more than one device with same member details else it may cause steps loss. Also, email ID registered with Google fit should be same as Niva Bupa health app for syncing steps. Changing email ID may also cause steps loss.
- ❖ For all login related issues, always check with the customer the mobile number through which the customer or insured members are trying to login and for which member the error persists, sharing mobile number and relevant screenshot and details with us in first go is important to provide a quick solution.
- ❖ We do not sync the manually added steps in our app.