

Mobile App Related FAQs

1. How to download “Niva Bupa Niva Bupa Health App”?



Scan QR code to download the “Niva Bupa Health App”

2. Process for “First time login” & Registration?

- Download the app by searching for “Niva Bupa Health App” in the app store or scanning the over “QR Code”
- Click “Begin your Health Journey” 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 “Mobile App Policy View”

3. Why is the App showing Policy not found message?

- App allows a login if your mobile number is associated with an active policy.
- In other words, you will be able to log in & see your policy details during the policy period only.
- You will not be able to log in if-
 - Your policy has expired
 - Your policy is going to start after a few days
 - Mobile Number is not linked against the policy
- Policy details would be available in the App post-policy issuance.

4. My policy is issued still I am unable to register in “Niva Bupa Health App”.

Please try to log in with the mobile number associated with the policy.

If you have more than one member in the policy, then kindly get the different mobile numbers updated against each member by following the below process-

- Login in mobile app with new number or number you wish to update/change.
- Click on “Send OTP”.
- Kindly complete the OTP verification.
- Enter the “registered mobile number” associated with the policy.
- Select the policy & member against the policy whose number needs to be updated.
- Click on update Mobile Number.
- Your request will be successfully processed.

Also, you can visit the “Customer Service” section of the website nivabupa.com & go to the “Update policy details” option to update your mobile number.

5. How to add new policy after “Mobile App Registration”?

- Login in “Niva Bupa Health App” with MPIN or Face ID(iOS Users) or Touch ID(Android users)
- Go to “My Policy Tab” on Home Page.
- Select the option to “Add a new policy”.
- Verify the policy by entering the Insured Member’s DOB.
- Policy will be added to “Niva Bupa App”.

6. How to re-set MPIN?

- Click on “Forgot MPIN” on top right of Mobile App Screen.
- Click on “Send OTP”.
- OTP will be triggered on “Registered Mobile Number”.
- Create new MPIN.
- MPIN will be successful changed.

7. How to Access & share “Health Card” in App?

- Login in “Niva Bupa Health App” with MPIN or Face ID(iOS Users) or Touch ID(Android users)
- Go to “Health Card” Icon
- Click on Health Card
- Click on share icon.

8. How to “Download policy kit” from Niva Bupa Health App?

- Login in “Niva Bupa Niva Bupa Health App” with MPIN or Face ID(iOS Users) or Touch ID(Android users)
- Go to “My Policy” tab on Home Page
- Click on Policy Tab
- Select “Download Policy Kit”
- The policy kit will be downloaded.

9. How to “Download tax receipt” from Niva Bupa Health App?

- Login in “Niva Bupa Health App” with MPIN or Face ID(iOS Users) or Touch ID(Android users)
- Go to “My Policy” tab on Home Page
- Click on Policy Tab
- Select “Download Tax Receipt”
- The policy kit will be downloaded.

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 -

- Policy holder must install Niva Bupa Health app & register the Policy on App.
- Make sure that the Niva Bupa Health App is synced with Google Fit app (Android User) or Apple Fit App(iOS User)

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.

Note - Live healthy benefit is only applicable for Eligible products

11. How to link “Google Fit” App or “Apple Health” with Niva Bupa App?

For Android users:

- Install Google fit app & Niva Bupa Health App (Register yourself on Niva Bupa Niva Bupa Health App)
- To link Niva Bupa 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 users:

- 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.”
- Use to “Reconnect Tab” on Home Page for Android User (For Reassure policy only)
- Reconnect tab is only for Changing Email ID if Gmail ID is changed in Google Fit App.
- Also, email ID registered with Google fit should be same as Niva Bupa Niva Bupa Health App for syncing steps.
- Changing email ID may also cause steps loss.

12. How to “Book Annual Health Check Up” via “Niva Bupa Health App”?

- Login in “Niva Bupa Health App” with MPIN or Face ID(iOS Users) or Touch ID(Android users)
- To book AHC, please select the Policy/ Add Policy in Niva Bupa App eligible for AHC benefits as per Product Eligibility.
- To check the policy selected, view it on the top left side of the Mobile App Screen.
- Go to the “Health Check-up” icon on Home Page under the “Our Health & Wellness offerings” section.
- Click on the “Annual Health Check-ups” or “Regular for Health Check-ups” option.
- Select the member for which you want to book the test.
- Select the City & Pin code.
- Select the relevant Test/ Package you wish to add.
- Place the order

Important notes related to Live Healthy Benefit

(Applicable for Reassure, Reassure 2.0 & Aspire)

- 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.
- 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.
- We do not sync the manually added steps in our app.