

Frequently Asked Questions (FAQs)

1. How to avail wellness OPD benefit?

On Issuance of policy, customer will receive SMS and email with below link.

Click on this link - <https://onelink.to/f8qaqz>

- There will be a banner with text “Access your OPD benefits now” and you will be redirected to your plan benefits.

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

- 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.

General

What should I do if the app is not working properly?

If you experience technical issues:

- Try clearing the cache or restarting the app.
- If the problem continues, raise a support ticket within the app or contact customer support at 022-61676633 (Mon–Sat, 8:30 AM–8:00 PM, excluding bank holidays).

Teleconsultation (General Physicians)

How do I book a teleconsultation?

1. Select the Tele-Consultation option in the app.
2. Choose your preferred specialty (General Physician).
3. Select an available doctor for a callback within 2.5 hours, or opt for an immediate consultation with the next available doctor (within 4 minutes)
4. You will receive a call on your registered mobile number.
5. Post-consultation, a prescription will be uploaded to your account.

Alternatively, clients who prefer not to log in through the app can simply call +91 9228137723 from their registered mobile number during working hours to speak directly with a doctor.

How can I download my prescription?

Navigate to:

- Tele Consultation > Records
- Select Doctor Name > Advice > Download

How long does it take to connect with a doctor?

You may choose an in-network doctor for a scheduled callback or use the 'Consult Now' option for an immediate response within 4 minutes.

What if I miss the doctor's call?

The doctor will retry within 15–30 minutes. If two attempts are missed, the appointment is marked incomplete. You may cancel and rebook at any time.

Will I receive a valid prescription after the call?

Yes, a valid prescription will be shared with you in your profile section.

Can I choose my preferred doctor?

Yes. You can select from available doctors based on language or preference when scheduling the consultation.

Lab Tests & Scans

How do I book a lab test or scan?

1. Select Lab Tests & Scans from the app.
2. Choose your required test(s) or packages.
3. Select a preferred diagnostic lab or hospital from the list.
4. Pick your desired date and time from the available slots and verify the patient's mobile number.

5. Visit the diagnostic centre at the scheduled time with valid ID proof.
6. Reports will be available within 48 hours via your registered email or in-app download.

Is a prescription required to book a lab test?

No, a prescription is not mandatory, but consulting a doctor is recommended.

Can I choose my preferred testing centre?

Yes, you may select any listed in-network centre.

Medicines

How do I order medicines?

1. Select Medicines on the app homepage.
2. Choose your preferred pharmacy partner.
3. Upload a valid prescription and enter your delivery information.
4. After submission, you will receive a confirmation prompt.
5. The pharmacy will contact you within 1 business day to confirm order details and share the billing amount.
6. After confirmation, your order will be dispatched. You can track the order through the app or website.

Note:

- Minimum Order Value: ₹150
- Delivery Charges: ₹40 for orders below ₹150; free delivery for orders above ₹150.

Is a prescription required for ordering medicines?

Yes, a valid prescription is mandatory for all medicine orders. You can obtain one through a teleconsultation if needed.

What is the return policy?

Medicines can only be returned in cases of order mismatch or if the items are expired.

Account & Profile Management

How can I update my profile information?

Basic profile details can be edited under the Profile section in the app. For further changes, contact customer support at 022-61676633 (Mon–Sat, 8:30 AM–8:00 PM, excluding bank holidays).

How do I add family members to my plan?

If you have a family plan, swipe right on the homepage card to add member details. Assistance is available via the support team.

How do I change my password?

Tap on Profile > Change Password to update.

I entered incorrect personal details. How can I correct them?

Minor details can be edited under Profile. For other corrections, contact customer service.

Booking Process & Notifications

What is the process for booking an appointment?

1. Select your preferred doctor, date, and time.
2. The team verifies availability and infrastructure with the provider.
3. The appointment is confirmed or alternative options are suggested.
4. The user attends the service (tele/video/physical).
5. Reports, if generated, are shared via email.

How will I be notified about appointments?

You will receive updates via:

- The My Appointments section in the app
- SMS and email notifications for each step (request, confirmation, completion)

Purchasing, Activation & Payment

How is my plan activated after purchase?

Upon successful purchase, your plan is automatically activated. Login credentials are sent via SMS and email.

What information is required for activation?

Name, mobile number, email, gender, date of birth, and product details are collected during purchase.

What payment options are available?

Payments can be made via:

- Net Banking
- Credit/Debit Cards (PayU, Paytm)
- Cheque

How will I know if my payment was successful?

You will receive confirmation from your bank and also via SMS/email from the platform.

Will I receive proof of payment?

Yes, confirmations are sent via SMS and email.

I did not receive login credentials. What should I do?

Contact customer support. Your transaction will be verified, and access credentials will be reissued if required.

Other Questions

How can I book a service—online or offline?

You can use your service credits in two ways:

- Offline: Call or email customer support for assistance
- Online: Book directly through the app or website

I was asked to pay while booking a specialist service or home visit. Why?

This may happen if the selected service is not part of your current plan. Please contact support for clarification.

Are teleconsultation services available 24x7?

Teleconsultations can be booked through support from 8:00 AM–8:00 PM (Mon–Sat). On the platform, you can request appointments at any time and receive confirmation within 2 hours.

Is customer support available 24x7?

Support is available from 8:00 AM to 8:00 PM, Monday to Saturday.

Can I book a lab test with a prescription from an external doctor?

Yes, external prescriptions are accepted. However, the test must be conducted at an in-network lab.