PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Mobile App – Paramount TPA

Name	Mobile App
App Name	Paramount TPA
Product	mW!se
Ownership	PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.
Version	3.9

Description:

Paramount Health Services TPA Pvt. Ltd. has launched its mobile app for Android devices.
This app can be downloaded and installed from Google Play.

Prerequisites for Registration Process:

Date of Birth has to be updated / present in PHS system (Policy enrollment information). Without this user cannot proceed with self-registration. Keeping confidentiality and customer data security, self-registration process is mandatory.

How do I register myself for Paramount TPA mobile app?

Registration Methods:

1. One time Self-registration:

> You can use Sign In option for self-registration. However below listed possible difficulties may arise in self-registration process.

#	Difficulty nature	Work around	User Type
1	Date of Birth is not updated / present with PHS	Connect to your HRD to get it updated	Corporate Employee
2	Date of Birth wrongly updated with PHS	Connect to your HRD to get it corrected	Corporate Employee
3	Date of Birth is not updated / present with PHS	Reach us on contact.phs@paramounttpa.com	Individual Policy Holder
4	Date of Birth wrongly updated with PHS	Reach us on contact.phs@paramounttpa.com	Individual Policy Holder

How to get this app in your android mobile?

Steps:

1. Go to Play Store in your Android Device.

2. Search by "Paramount TPA" in app store.

3. Click on install.

4. Follow user registration process.

5. Corporate Employee - [Group Mediclaim Policy]

   Employee No + Group Code + Date of Birth of Employee in DD-MM-YYYY Format only.

7. After successful registration, 6 digit MPIN will be shared on user's registered mobile number by auto SMS .

8. (In case mobile number is not registered yet, the App will prompt user to update the mobile number)

9. You can login to PHS Mobile app using MPIN received on your mobile.

10. It is a onetime login process until user clears his/her mobile data / cache for Paramount TPA app. If does not then for all subsequent access to this app, credentials are not required even if restart his mobile or kill app from mobile memory or from running processes.

11. In case any login / registration problem user write Paramount on contact.phs@paramounttpa.com

12. While writing mail on contact.phs@paramounttpa.com, kindly quote your "Employee No and Group Code" and Mobile type e.g. "Android" in subject line.

13. In case any issue with internal options available such as enrollment information, claim details etc. you can write to Paramount on contact.phs@paramounttpa.com

FAQs

1. How do I get E-card?

A : After successful login to mWise, you can get all covered family members e-card by clicking on E-card tile. Similarly you can get individual family member e-card under enrollment details section where e-card link is available for downloading against each covered family member's record.

2. What is the use of Upload Documents tile?

A: On clicking Upload Documents tile, user gets an access provision to upload deficiency related documents as well as canceled cheque for NEFT.

3. What is the use of 'Hospital Near Me' tile?

A: On clicking Hospital Near Me tile, user will get an access to network hospital list within 20 km from user's geographical location.

4. How can I get query letter regarding my ongoing claim?

A: Query letter is available under claim details section against the claim. You will have to click on View Letters button against the claim in order to view the query letter raised by Paramount TPA.

5. What is 'Ride there with Uber'?

A: We've provided an add on facility under Hospital Near Me section to book a cab via Uber. They are not Paramount TPA's business partner, so Paramount TPA is not liable for any issue occurs with Uber while/after booking a cab through the option 'Ride there with Uber'

6. Can I change my MPIN?
A: No. MPIN can't be changed. If you forgot MPIN then you can receive it using 'Forgot MPIN' link.

7. Is mWise app available for Iphones?
A: Yes. mWise app can be downloaded from App Store by searching 'mWise' .

8. Is registration process for mWise same for android and iOS versions?
A: Yes. It is same.

9. How can I update my mobile no for mWise?
A: You can send a mail request to app.phs@paramounttpa.com for updating mobile no in Paramount TPA's system.

10. Is fingerprint based authentication available?
A: Yes. Fingerprint based authentication is available in android version of mWise for handsets having supporting hardware for taking fingerprint for authentication.

3