

Annual Cashless Preventive Health Check

Frequently Asked Questions

Q1. I am an HCLT employee, what is my eligibility for Annual Cashless Preventive Health Check?

Ans. You and your family of up to 7 members including Parents, Parent-in-Laws, Spouse, and children & Siblings (18 to 25 years of age) are eligible for Cashless preventive Health check provided by HCL Healthcare.

Q2. I am from DPO division of HCLT, what is my eligibility for Annual Cashless Preventive Health Check?

- a. If you belong to new vista locations i.e., Vijayawada, Lucknow, Madurai, and Nagpur then you and your family up to 7 members including., Parents, Parent-in-Laws, Spouse, and children & Sibling (18 to 25 years of age) are eligible for Cashless preventive Health check provided by HCL Healthcare.
- b. If you belong to non-new vista location and band E0 to E3, then based on your HCL provided corporate insurance coverage only the employee is eligible for preventive health check.
- c. If you belong to non-new vista location and band E4 & above, then you and your family up to 7 members including, Parents, Parent-in-Laws, Spouse, and children & Sibling (18 to 25 years of age) are eligible for Cashless preventive Health check provided by HCL Healthcare

Q3. I am an HCL employee from other group companies. What is my eligibility for Cashless Preventive Health Check?

Ans. You & your family members (above age 18 yrs) registered under HCL provided corporate insurance are eligible for Cashless preventive health check.

Q4. What is the test panel of Cashless preventive health check?

Ans. Click here https://healthyhcl.in/doc/New_Test_Panel.pdf to access the test panel

Q5. What are the modes available to avail preventive health check?

Ans. You can avail health check at:

- a. HCL Healthcare Clinics
- b. Home Sample Collection
- c. Designated Partner Diagnostic Centre (After booking through HCL Healthcare)

Q6. How to avail Preventive Health Check?

Ans. For HCLT employees, please find below the steps to avail health check:

- a. Register for health check – <https://app.hclhealthcare.in/ehc/register.php>

- b. After Registration, share your preferred date for appointment – <https://app.hclhealthcare.in/ehc/selfAppointment.php>
- c. Share your documents (Employee id card & Govt. id card) – <https://app.hclhealthcare.in/ehc/uploadDocuments.php>
- d. Respond to calls by our support team to confirm your booking
- e. In case you miss receiving calls from HCL Healthcare, please connect with us at 1800-103-7070
- f. Or chat with us on WhatsApp at 9311667775

For HCL employees from other group companies, please find below the steps to avail health check:

- a. Register for health check –
- b. After Registration, share your preferred date for appointment – <https://app.hclhealthcare.in/ehc/selfAppointment.php>
- c. Share your documents (Employee id card, Govt. id card & Corporate insurance card) – <https://app.hclhealthcare.in/ehc/uploadDocuments.php>
- d. Respond to the call from our team to confirm your booking
- e. In case you miss receiving calls from HCL Healthcare, please connect with us at 1800-103-7070
- f. Or chat with us on WhatsApp at 9311667775

Q7. What is the insurance cycle for employees and dependents to avail preventive health check?

Ans. Insurance cycle for employees starts from 1st Oct and ends on 30th Sep and for dependents the cycle starts from 1st Jan – 31st Dec. It is an annual preventive health check service that can be availed only once a year.

Q8. Who pays for employee and dependents preventive health check?

Ans. Employee's health check is partially funded by insurance company and rest is sponsored by HCL. *Your dependent's health check is also sponsored by HCL.*

Q9. Do the preventive health check charges have implication on my taxable income?

Ans. Amount sponsored by HCL is added as a perquisite in your package which will be taxable as per your tax slab.

Q10. Why should I share documents including employee id card and identity card?

Ans. Your health check is partially funded by your insurance company that requires requested documents for verification.

Q11. What if I didn't receive a call after self-registration?

Ans. Our team calls within 24 hours of self-registration through a landline number.

In case, you have not received or missed a call, you can reach out to us at 1800-103-7070 or chat with our team on WhatsApp at 9311667775.

Q12. How can I reschedule my preventive health check appointment?

Ans. You can call us at 1800-103-7070 or chat with our team on WhatsApp 9311667775 by writing “Hi” to reschedule your appointment.

Q13. Can I add additional lab or Diagnostic tests while taking Cashless preventive health check?

Ans. Yes, you can add more lab and diagnostic tests on paid basis. Additional tests are available at highly subsidised price for HCL employees.

To avail, additional test, please call us at 7217890075 or chat with our team on WhatsApp 9311667775 by writing “Hi” to reschedule your appointment.

Q14. When will I get my lab report?

Ans. You will receive your reports within 48 to 72 hours of blood collection.

Q15. How will I receive my reports?

Ans. You will receive lab reports through a link on SMS, WhatsApp and registered email. Apart from that, you can also access it on our patient portal.

Q16. How can I access patient portal?

Please visit <https://hclhealthcare.karexpert.com/account-management/login>

- a. Click on Login with OTP
- b. Enter your registered Mobile Number
- c. Select “First Name” from option
- d. Enter your first name and click next
- e. Enter the OTP receive on Mobile number or Email id

Q17. Where do I get my reports in patient Portal?

Ans. Once you login to the Patient Portal, click on Medical Records & access your reports in the Patient Documents and Diagnostic Reports tab.

Q18. What are the modes of availing doctor consultation?

Ans. You can avail it at HCL Healthcare Clinic or through Tele-consult (Audio/Video).

Q19. How can I book a doctor consultation?

Ans. If it is not already booked, then you will receive a call from our team within 24 to 48 hours of successful blood sample collection to book your doctor consultation.

You can also share your preferred date and time with us at

<https://app.hclhealthcare.in/ehc/selfAppointmentPhase3.php> link

Or you can call us at 18001037070 or chat with our team on WhatsApp 9311667775 to book your doctor consultation.

Q20. I had a booking for health check at home, but no one turned up to collect blood sample?

Ans. In case of no response to the service request, please connect with us at 18001037070 or chat with our team on WhatsApp 9311667775, we shall take appropriate action and reschedule your appointment.

Q21. I had a doctor consultation booking, however didn't receive any call?

Ans. In case of no response to the service request, please connect with us at 18001037070 or chat with our team on WhatsApp 9311667775, we shall take appropriate action and reschedule your appointment.

Q22. How will I receive my prescription?

Ans. You will receive your prescription on your registered mobile number on WhatsApp and registered email id.

You can also access the prescription on patient portal. To know how to access patient portal, please refer question number 12.

Q23. I have not received my prescription/diet chart after doctor consultation?

Ans. If you have not received your prescription/diet chart, please connect with our team on WhatsApp at 9311667775 by typing "Hi" on it.

Q24. I want to share feedback regarding the services?

Ans. You will receive an email and a WhatsApp message to share your feedback on our services.

In case, you have not received it, you can write to us at customerexperience@hcl.com

Diagnostic Partner

Frequently Asked Questions

Q25. Which are the partner lab & diagnostic centers of HCL Healthcare?

Ans. Please find below the list of Diagnostic centers:

1. SRL Diagnostic Centre
2. Aarthi Scans
3. Medall Diagnostics
4. Lucid
5. Xpress Clinic

Q26. What all services can I avail at Partner Lab & Diagnostics centers?

Ans. You can avail the diagnostic services which are part of your package & also available at the selected partner center. You need to confirm these tests from our customer support team at 1800-103-7070.

The Doctor consultation is provided by HCL Healthcare post your health check is complete.

Q27. How can I avail service at Partner Lab & Diagnostics center?

Ans. Please follow the steps mentioned in question no. 1 and kindly opt for the select diagnostic center from the list while raising the request for appointment.

Alternatively, you may speak with our Customer Care team on 1800-103-7070.

Q28. What documents are required to avail health check at Partner Diagnostics centers?

Ans. Soft copy of appointment confirmation on email, Employee ID copy along with government approved Photo ID.

Q29. Can I change my Partner's Diagnostics center after booking the appointment?

Ans. You need to contact HCL Healthcare Helpline number 1800-103-7070 or chat with our team on WhatsApp 9311667775 to make any change in your booking.

Q30. Can I choose to visit Partner's Diagnostics center on a different day from my booking date?

Ans. You need to contact HCL Healthcare Helpline number 1800-103-7070 or chat with our team on WhatsApp 9311667775 to make any change in your booking.

Q31. How can I get my reports after visiting to Partner's Diagnostics center?

Ans. You will get the soft copy of the report on your registered email id. You can also access the report through patient portal or collect the hard copy of reports from Partner's Diagnostics center.

Q32. Where can I reach out in case of any issue at Partner Diagnostics center?

Ans. You may reach out to HCL Healthcare Helpline 1800-103-7070.

Q33. Do I need to call Partner Diagnostics center to check my booking?

Ans. Yes, we suggest that you confirm your booking at the partner diagnostic center 24 hours prior to your booking. In case of any concern, please reach out to us at 1800-103-7070.