

Care Plan

FAQs

Q1. What is a Care Plan?

Ans. The aim of the Care Plan is to empower you to manage your chronic health condition as well as improve overall well-being. These Care Plans are carefully designed and benchmarked against various stringent clinical improvement criteria to help you monitor and take control of your health. The plans include various bio parameters and diagnostic tests along with regular handholding via a team of doctors, nutrition and wellness coaches and fitness experts at regular intervals.

Q2. What comes under Chronic conditions?

Ans. NCDs (Non-communicable diseases) like Pre-diabetes, Diabetes, Hypertension, Obesity, Cardiovascular & Gynaecological issues are chronic conditions that can be monitored, maintained, and brought to a healthier state with the help of HCL Healthcare's Care Plan programs.

Q3. Who all can avail the Care Plan?

The following members are eligible for the Care Plan:

- All HCL Employees and their dependents on India Payroll.
- HCL Tech Employees on Onshore Payroll: Dependents only (Living in India).
- Employees on DPO payroll: Employees with band E4 and above and their dependent.

Q4. Who all from my family are eligible for enrolling into Care Plan?

Ans. Your dependents-inclusive of Spouse, parents, in-laws, kids above 18 years, siblings above 18 years and below 25 years of age.

Q5. What are the different types of Care Plan?

There are Primarily 4 types of Care Plan –

- **Supreme Health Care Plan**
Eligibility – If you have an existing health issue or you are diagnosed with a probability of heart disease during your health check and diagnosis.
- **Prime Health Care Plan**
Eligibility (Prediabetes present (with HbA1c = 5.7-6.4)
- **Calorie Fit Care Plan**
Eligibility Obesity present (If your body mass index (Weight & Height ratio) is greater than 25)
- **Pro-Health Care Plan**
If you require continuous care after completing your care plans tenure, you can enrol for Pro-Health care plan after prescription from our doctors.

- **Women Centric Care Plans**
 - Women's Wellness Programme – For all ages
 - Mom Care Programme (For Moms of children 0 to 2 years)

Q6. What is the time period of the Care Plans?

- Supreme Health Care Plan (4 Months)
- Prime Health Care Plan (4 Months)
- Calorie Fit Care Plan (4 Months)
- Pro Health Care Plan (4 Months)
- Women's Wellness Programme (6 Months)
- Mom Care Programme (6 Months)

Q7. Where can I get the pre-read of Care Plans?

For supreme health Care Plan-

<https://healthyhcl.in/wp-content/uploads/2022/09/Supreme-Health-Flyer-1.pdf>

For Prime Health Care Plan-

<https://healthyhcl.in/wp-content/uploads/2022/09/Prime-Health-Flyer-1.pdf>

For Pro Health Care Plan-

<https://healthyhcl.in/wp-content/uploads/2022/09/Pro-health-care-plan-flyer-1.pdf>

For Calorie Fit Care Plan-

<https://healthyhcl.in/wp-content/uploads/2022/09/Calorie-Fit-Flyer-1.pdf>

For Women Health Programme-

<https://healthyhcl.in/wp-content/uploads/2023/04/Womens-Wellness-Program-Brochure156728f52935b9967c8ab0196cbdd5c4a1f3d5445d263a514646243a1a9f33ab.pdf>

For Mom Care Programme-

<https://healthyhcl.in/wp-content/uploads/2022/09/Mom-care-1.pdf>

For more details about the Care Plan, you can visit our website,

<https://healthyhcl.in/managed-care-plans/>

Q8. How can one get enrolled into a Care Plan?

Ans. The employees and family members can get enrolled into a Care Plan only on doctor's recommendation after availing your Health Check & doctor consultation from HCL Healthcare.

To avail Health Check from HCL Healthcare, you can:

- Call our Customer Care number – 1800-103-7070
- Write us at customerexperience@hcl.com
- Chat with our team on WhatsApp at 9311667775

Q9. Do I need to pay anything if I enrol me or my family into any Care Plan?

Ans. No, it is a company sponsored plan. However, as this will be an additional perquisite, there will be tax implication for availing these benefits as per the applicable tax slab.

For any queries, you can reach out to us by:

- Call our Care Plan Customer Care number – 9599105133
- Write us at careplan@hcl.com
- Chat with our team on WhatsApp at 9311667775

Q10. I had taken Health Check 3 months back and now I want to avail Care Plan. How can I avail it?

Ans. If your health check reports are between 1 -3 months, then you can avail the Care Plan services post your Doctor's Consultation as doctor will be prescribing the required Care Plan.

If the reports are older than 3 months, then you need to get the health check done again or see a doctor who will recommend for some relevant tests if needed before prescribing a Care Plan.

Q11. Who is a Care Coordinator?

Ans. Care Coordinators are the Executives who will be tagged with a Care Plan customer and will assist them in booking their health care appointments at frequent intervals with their clinical stakeholders to ensure that the service consumption (Consults/In-clinic vitals/Lab test) is 100%.

Q12. How can I reach out to my Care Coordinator & Dietician?

You can reach out to us by:

- Chat directly with your assigned Care Coordinator and Dietician on WhatsApp at 9311667775
- Call our Care Plan Customer Care number – 9599105133
- Write us at careplan@hcl.com
- Direct Chat with them on MS Teams

Q13. Can I continue my Care Plan after completing the mentioned Care Plan period?

Ans. You can continue with a Pro Health Care Plan if required post your current Care Plan, that too will be suggested by the doctor.

Q14. Can I continue my Care Plan even if I leave my current employer?

Ans. Yes, you can but the services will be on self-paid basis.

Q15. How can I give feedback about my Care Plan?

Ans. You will receive a message and email monthly to share your feedback on our services. You will also receive option to give feedback whenever you will avail any service in care plan like lab test, doctor/dietician consult. Apart from that, you can send your feedback on careplan@hcl.com.

Q16. When will I get my lab report?

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

Q17. 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.

Q18. How can I access patient portal?

- Please visit <https://hclhealthcare.karexpert.com/account-management/login>
- Click on Login with OTP
- Enter your registered Mobile Number
- Select "First Name" from option
- Enter your first name and click next
- Enter the OTP receive on Mobile number or Email id

You can also watch video of patient portal guide to know more - <https://www.youtube.com/watch?v=1ub2yPtE43c>

Q19. 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.

Q20. What are the modes of availing doctor consultation?

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

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 9599105133 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. Do I need to pay for extra tests if prescribed?

Ans. No, you need to pay for extra tests only if the prices of tests cross allocated buffer budget in the plans for complimentary tests.