



## Frequently Ask Questions (FAQs) – vHealth Services



### CORPORATE OFFICE:

Vakrangee Corporate House

Plot No. 93, Road No. 16, M.I.D.C., Marol, Andheri (East), Mumbai – 400093, Maharashtra

## vHealth Services

**1. Question:** Is there any age limit for availing vHealth membership?

**Answer:** Primary member should be of minimum 18 years. There is no age limit for second member.

**2. Question:** Customer plan is successful but ekit is not yet received by customer?

**Answer: Option 1** – Request you to call Centre (1800-103-4466) and check the email address registered. Confirm the spelling of the email address. And request them to re-send the E-Kit to register email address.

**-Also, E-kit is sent via whats app & SMS link on the number registered against the membership, you can check and access from these options.**

**Option 2** – After calling the call centre, if customer has still not received the E-kit, please write an email to [hardikv@vakrangee.in](mailto:hardikv@vakrangee.in) and mention the customer's name and other details in below mentioned format

| Transaction Number* | Name of customer | Date of Transaction | Plan Purchased | Mobile Number |
|---------------------|------------------|---------------------|----------------|---------------|
| 53984               | Hardik Vora      | 10-07-2021          | Variant 4      | 9833120000    |

*\*Five digit Transaction Number is available in vkms*

*\* If transaction number is mentioned other details are optional to mention*

**3. Question:** My Amount is debited but Status is shown as Partner Response /Rejected?

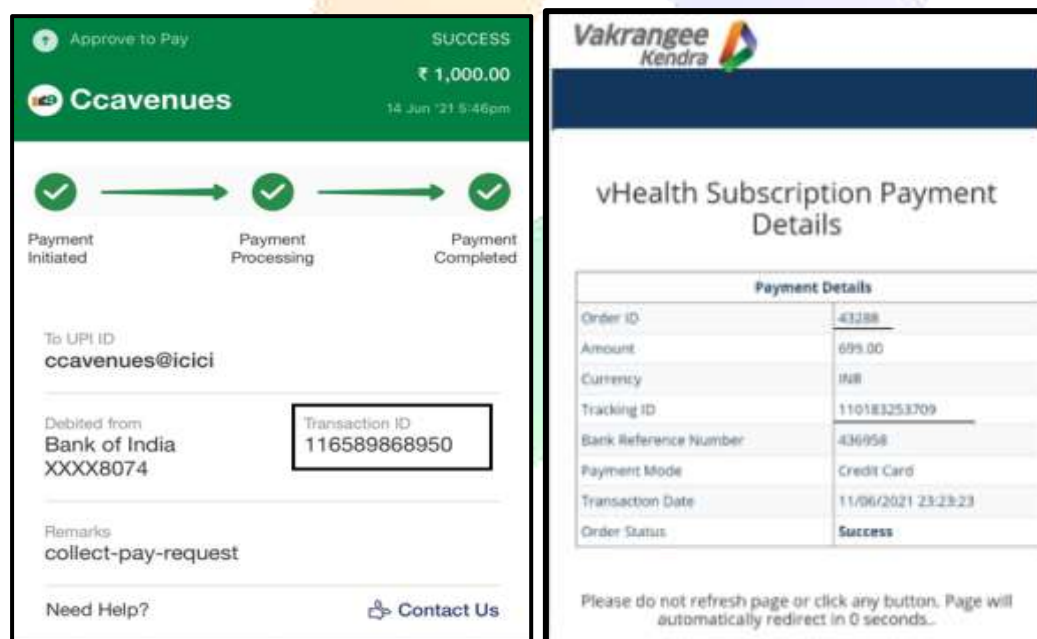
**Answer: Option 1** – Request you to please wait for 24 hours, you will get eKit automatically from vHealth on your registered email ID as well as your registered mobile number via WhatsApp.

**Option 2** – If your case is still not moved to success in 24 hours, please write an email to [hardikv@vakrangee.in](mailto:hardikv@vakrangee.in) and mention the customer's name and transaction (five digit) number:-

#### 4. Question: My Amount is debited but it is not reflecting in VKMS Report?

**Answer:** Request you to please wait for 48 hours, you will get eKit automatically from vHealth on your registered email ID as well as your registered mobile number via WhatsApp. If still not received, then please write an email to [hardikv@vakrangee.in](mailto:hardikv@vakrangee.in) and mention the customer's details in the format attached or share the screen shot of the payment made

#### Sample screenshot



#### Sample Of details to mail

| Transaction ID* | Name of customer | Date of Transaction | Plan Purchased | Mobile Number |
|-----------------|------------------|---------------------|----------------|---------------|
| 11353984234     | Hardik Vora      | 10-07-2021          | Variant 4      | 9833214678    |

**5. Question:** What is the timing and Toll-Free Number of customer care center of vHealth?

**Answer:** vHealth customer care number is 18001034466 and they are available 24 hours, seven days a week.

**6. Question:** How do I receive details of membership as well as online pharmacy voucher?

**Answer:** vHealth will send you e-kit on your email ID/ Whats app Number / SMS link of E-kit which contains details of your membership, online pharmacy voucher, blood test voucher and diet consultation voucher (if applicable).

**7. Question:** If I forgot to enter email ID during enrollment of vHealth membership, how can it be added?

**Answer:** Please call vHealth customer care (18001034466 available 24 hours) to add your email ID and please ask them to send e-kit and all the voucher details on your email ID.

**8. Question:** During enrollment if I forget to add second member details than how can I add the second member details?

**Answer:** You can call vHealth customer care number (18001034466 available 24 hours) and ask them to add the second member details.

**9. Question:** Is there any waiting period for availing blood test facility or online voucher benefit?

**Answer:** No, there is no waiting period. Customer can avail all the benefit instantly after activation of vHealth plan.

**10.Question:** How can I avail the facility if I forgot vHealth Membership details and do not have voucher details too?

**Answer:** Please call vHealth customer care number (18001034466 available 24 hours) from your registered mobile number and they will resend you all the details.

**11.Question:** What is the process of availing the facility of Tele/Video consultation?

**Answer:** vHealth doctors are available for Tele/Video consultation available 24 hours on customer care number 18001034466, seven days a week. **It is advisable to call on customer care number in-case of appointment needed on emergency as there is more waiting if you book through the vHealth application.**

**12.Question:** Can I get the Tele-consultation facility in regional language?

**Answer:**

**Step 1:** You can speak in English and Hindi language with vHealth Customer Centre. Further, you can ask the customer representative to arrange for regional language doctor for consultation.

**Step 2:** You can speak in below language for Tele-consultation facility:

- English
- Hindi
- Telugu
- Bengali
- Marathi
- Punjabi
- Gujarati
- Malayalam
- Oriya

**13. Question:** Is there any facility to speak to a female doctor for female customers?

**Answer:** Yes, if female customers wish to speak to female doctors, then can request in the customer care number 18001034466.

**14.Question:** How many types of blood test facility I can avail?

**Answer:** There 61 parameters of blood test with your selected plan. For more details, please refer below table.

| Sr No. | 61 Tests           | Parameter |
|--------|--------------------|-----------|
| 1      | Thyroid Profile    | 3         |
| 2      | Diabetic Screen    | 2         |
| 3      | Iron Deficiency    | 3         |
| 4      | Liver Profile      | 11        |
| 5      | Lipid/ Cholesterol | 8         |
| 6      | Kidney Profile     | 5         |
| 7      | Complete Hemogram  | 28        |
| 8      | Homocysteine       | 1         |

| Complete Hemogram     | Tests                                    | Nos |
|-----------------------|--|-----|
| Lipid Profile         | Total Cholesterol                        | 8   |
|                       | HDL Cholesterol                          |     |
|                       | Non - HDL Cholesterol                    |     |
|                       | Triglycerides                            |     |
|                       | LDL Cholesterol                          |     |
|                       | VLDL Cholesterol                         |     |
|                       | TC / HDL Cholesterol ratio               |     |
|                       | LDL / HDL ratio                          |     |
| Liver Profile         | Bilirubin (Total)                        | 11  |
|                       | Bilirubin (Direct)                       |     |
|                       | Bilirubin (Indirect)                     |     |
|                       | SGOT (AST)                               |     |
|                       | SGPT (ALT)                               |     |
|                       | Alkaline Phosphatase                     |     |
|                       | Gamma Glutamyl Transferase               |     |
|                       | Serum Albumin                            |     |
|                       | Serum Globulin                           |     |
|                       | Protein - Total                          |     |
|                       | Serum Albumin / Globulin                 |     |
| Renal Profile         | Calcium                                  | 5   |
|                       | Uric Acid                                |     |
|                       | Blood Urea Nitrogen                      |     |
|                       | Serum Creatinine                         |     |
|                       | BUN/Creatinine ratio                     |     |
| Iron Deficiency       | Serum Iron                               | 3   |
|                       | Total Iron Binding Capacity              |     |
|                       | % Transferrin Saturation                 |     |
| Thyroid Function      | Total Triiodothyronine (T3)              | 3   |
|                       | Total Thyroxine                          |     |
|                       | Thyroid Stimulating Hormone              |     |
| Diabetic Screen       | HbA1c                                    | 2   |
|                       | Average Blood Glucose                    |     |
|                       | Total Leucocytes Count                   | 28  |
|                       | Neutrophils                              |     |
|                       | Lymphocyte Percentage                    |     |
|                       | Monocytes                                |     |
|                       | Eosinophils                              |     |
|                       | Basophils                                |     |
|                       | Immature Granulocyte Percentage(Ig%)     |     |
|                       | Neutrophils - Absolute Count             |     |
|                       | Lymphocytes - Absolute Count             |     |
|                       | Monocytes - Absolute Count               |     |
| Complete Hemogram     | Basophils - Absolute Count               | 28  |
|                       | Eosinophils - Absolute Count             |     |
|                       | Immature Granulocytes(Ig)                |     |
|                       | Total Rbc                                |     |
|                       | Nucleated Red Blood Cells                |     |
|                       | Hemoglobin                               |     |
|                       | Hematocrit(Pcv)                          |     |
|                       | Mean Corpuscular Volume(Mcv)             |     |
|                       | Mean Corpuscular Hemoglobin(Mch)         |     |
|                       | Mean Corp.Hemo.Conc(Mche)                |     |
|                       | Red Cell Distribution Width - Sd(Rdw-Sd) |     |
|                       | Red Cell Distribution Width (Rdw-Cv)     |     |
|                       | Platelet Distribution Width(Pdw)         |     |
|                       | Mean Platelet Volume(Mpv)                |     |
|                       | Platelet Count                           |     |
|                       | Platelet To Large Cell Ratio(Plcr)       |     |
|                       | Plateletcrit(Pct)                        |     |
|                       | % Nucleated Red Blood Cells (% NRBC)     |     |
| Vitamins              | Vitamin D Total                          | 1   |
| Package A Total Tests |  | 61  |



**15.Question:** How can I arrange blood test facility?

**Answer:**

- **Option 1:** Please call on vHealth Customer number 18001034466 available 24 hours (from your registered mobile number) for arranging for blood test facility.
- Please do not directly visit any lab without appointment with vHealth customer care number 18001034466.
- **Option 2:** Please download vHealth app and book appointment for blood test facility. (login into the app using mobile no entered while taking the plan)

**16.Question:** How I can know that my location Pin code is available for free home blood test facility?

**Answer:** Please call vHealth customer call center 18001034466 to know about your nearest lab for blood collection. Additionally, you can also refer below the link for list of Pin code where free home blood test facility is available - <https://vkms.vakrangee.in/Downloads/D ? =List%20of%20Blood%20Collection%20Pin%20Codes.xlsx>

**17.Question:** What should be done if my location Pin Code is not available for free home blood test facility?

**Answer:** Please call vHealth customer call center 18001034466 to know about your nearest lab for blood collection. If the blood collection lab is not available at your location or is far away from your location, you can do the following:

- **Option 1:** vHealth team can send their blood collection representative at Vakrangee Kendra if there are more than 25 samples to be collected. This facility can be availed by giving prior intimation to vHealth team for group blood collection.
- **Option 2:** In some cases where vHealth is not able to arrange any kind of blood collection facility, customer can be asked by vHealth to visit nearest local blood test lab and do the testing of respective 31/61 parameters. The total billing upto Rs. 1200 can be reimbursed by vHealth.



**18.Question:** How can I get the list of vHealth network partner (hospitals & Diagnostic Centers) where discount facility is available?

**Answer:** Please refer the link below for the list of vHealth network partner (hospitals & Diagnostic Centers) where you can avail the discount up to 20% - <https://vkms.vakrangee.in/Downloads/D ? =List%20of%20Hospitals.xlsx>

**Please call on customer care number of Vhealth to get nearest list of hospitals and Vhealth team will also help to book appointment with any one of their health partner.**

Please note the list can be updated any time based on the changes of agreement with the health partners.

**Incase you want to avail upto 20% discount at any of the Network Partners please inform them before the billing about your vHealth membership details.** Network Partner list includes the diagnostic centres, OPD centres, Dental Clinics and Hospitals.

**19.Question:** How can I get the list of Pin Codes where delivery of medicine can happen through Netmeds

**Answer:** Please refer the below link which has the list of Pin Codes where Netmeds does the delivery.

<https://vkms.vakrangee.in/Downloads/D ? =List%20of%20Blood%20Collect>

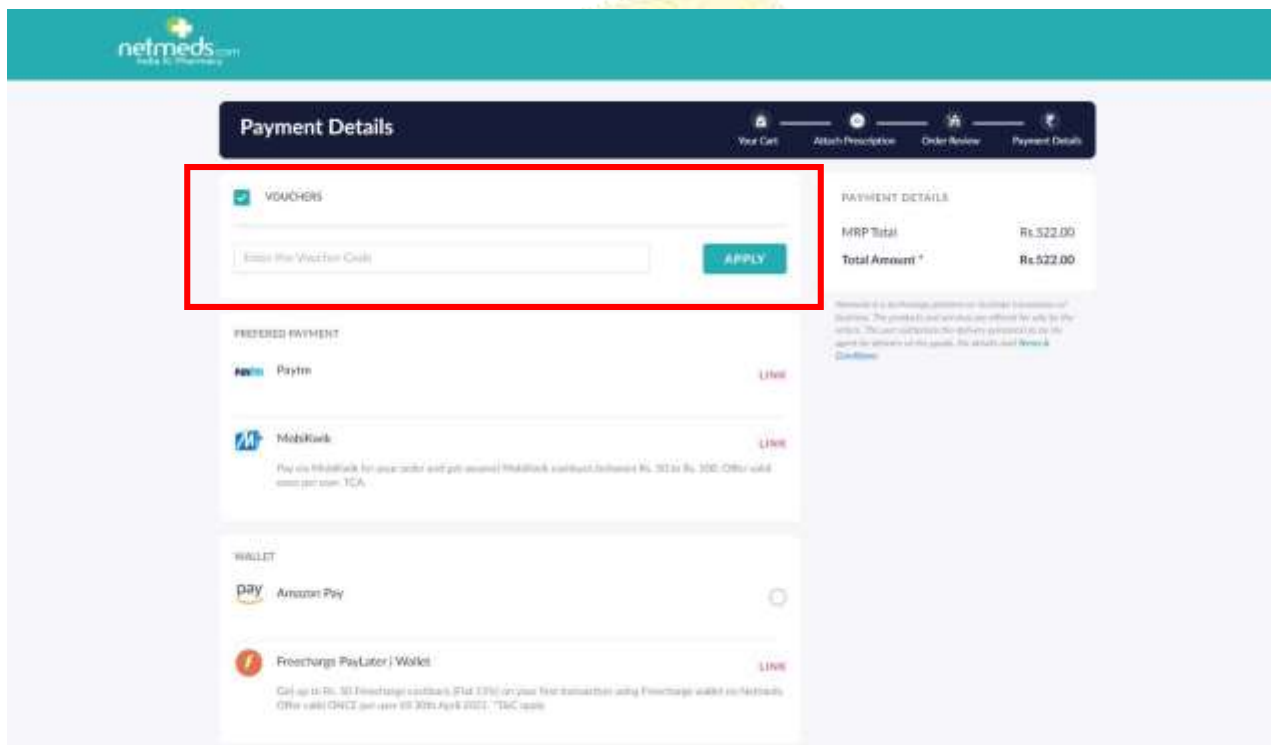
**20.Question:** How can I avail benefit of online pharmacy (Netmeds) Voucher? How can I avail free shipment for all the orders on (Netmeds).

**Answer:** To redeem the online pharmacy (Netmeds) voucher please follow the below steps:

**Step 1:** You will have to visit Netmeds website i.e. [www.netmeds.com](http://www.netmeds.com) or download Netmeds application (app) on your mobile phone (download the app using this below link)

[https://play.google.com/store/apps/details?id=com.NetmedsMarketplace.Netmeds&hl=en\\_IN&gl=US](https://play.google.com/store/apps/details?id=com.NetmedsMarketplace.Netmeds&hl=en_IN&gl=US)

- **Step 2:** You will have to sign up on Netmeds website or Mobile App. To Sign up please follow below steps.
  - You can Sign-up by using your mobile number or by using your email account.
- **Step 3:** After selecting medicines you can apply voucher in the “**Payment Details**” page. Please don’t use Voucher Code as Promo Code. Voucher code has to be inserted at the time of Payment only. Please refer the below screenshot.



**21.Question:** How much amount can be utilized in single voucher?

**Answer:** You can utilize Rs. 1000 in one order. By applying two vouchers, one by one voucher in netmeds.

**22.Question:** How can I buy medicine on Netmeds website if I do not have doctor prescription?

**Answer:** Prescription is not mandatory for all medicines. On some of the specific medicines the prescription is mandatory and without

prescription you cannot order those medicines.

- Step 1: If you are having the prescription, you can upload the same while ordering the medicines.
- Step 2: If you are not having the prescription than you can select the doctor on call option on Netmeds website while ordering the medicine. Netmeds in-house doctor will contact you within 24 hours to confirm all the medicines and once the order is confirmed by doctor your order will be placed.
- You can place order on behalf of the customer and order the medicine at your kendra- **Avoid bulk ordering of medicine.**
- Netmeds team may ask you to connect with the end customer in case there is no prescription given.

**23.Question:** Can I buy product other than medicine on Netmeds?

**Answer:** Yes. You can buy few OTC Medicine product( *Example crocin*) available on Netmeds website.

**24.Question:** Can I use my Voucher in smaller amount less than Rs. 500

**Answer:** No, one time you have to utilize full amount of Rs 500.

- If your bill amount is Rs. 490/- and you redeemed one voucher of Rs. 500 then you will not be returned Rs. 10.

**25.Question:** Which payment option to select when cart value is more than voucher amount?

**Answer: a)** If your Cart value of products is more than Rs.500, and you are applying only one voucher select any option from – **Credit card/Debit card, Net banking, wallet, UPI**

**b.)** If your Cart value of products is more than Rs.1000, and you are applying two voucher select any option from – **Credit card/Debit card, Net banking, wallet, UPI.**

**26.Question:** How can I get the list of Pin Codes where delivery of medicine can happen through EasyMedico

**Answer:** Please refer the below link which has the list of Pin Codes where EasyMedico does the delivery.

[https://vakrangee.in/links/Pincode Easy Medico.xlsx](https://vakrangee.in/links/Pincode_Easy_Medico.xlsx)

**27.Question:** How can I avail benefit of online pharmacy (EasyMedico)Voucher? How can I avail free shipment for all the orders on (EasyMedico).

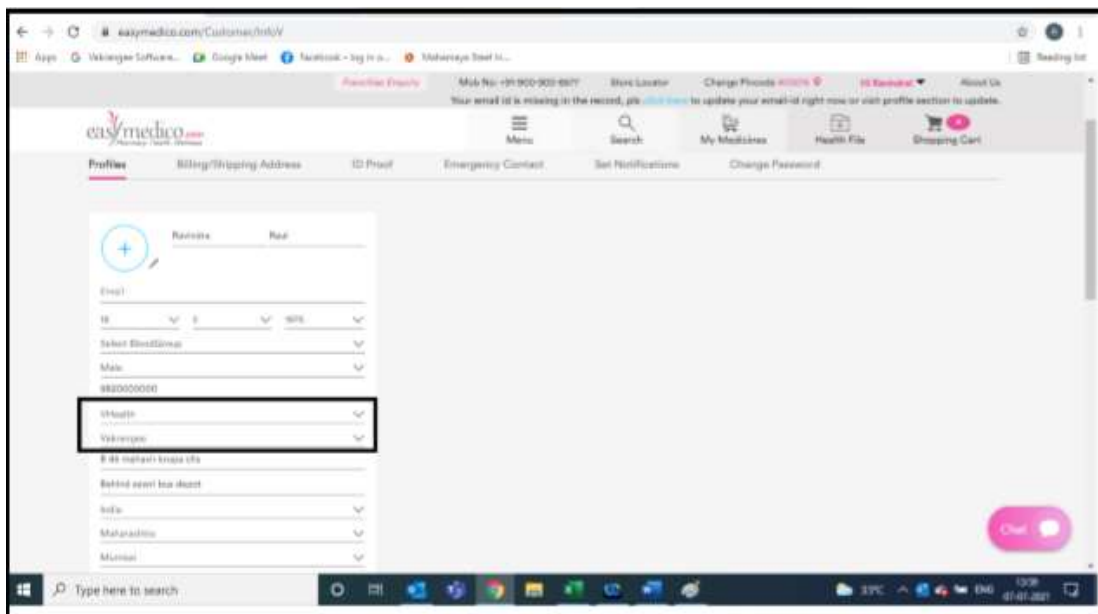
**Answer:** To redeem the online pharmacy (EasyMedico) voucher please follow the below steps:

**Step 1:** You will have to visit EasyMedico website i.e., [www.easymedico.com](http://www.easymedico.com) or download EasyMedico application (app) on your mobile phone (download the app using this below link)

[https://play.google.com/store/apps/details?id=com.app.easymedico&hl=en\\_IN&gl=US](https://play.google.com/store/apps/details?id=com.app.easymedico&hl=en_IN&gl=US)

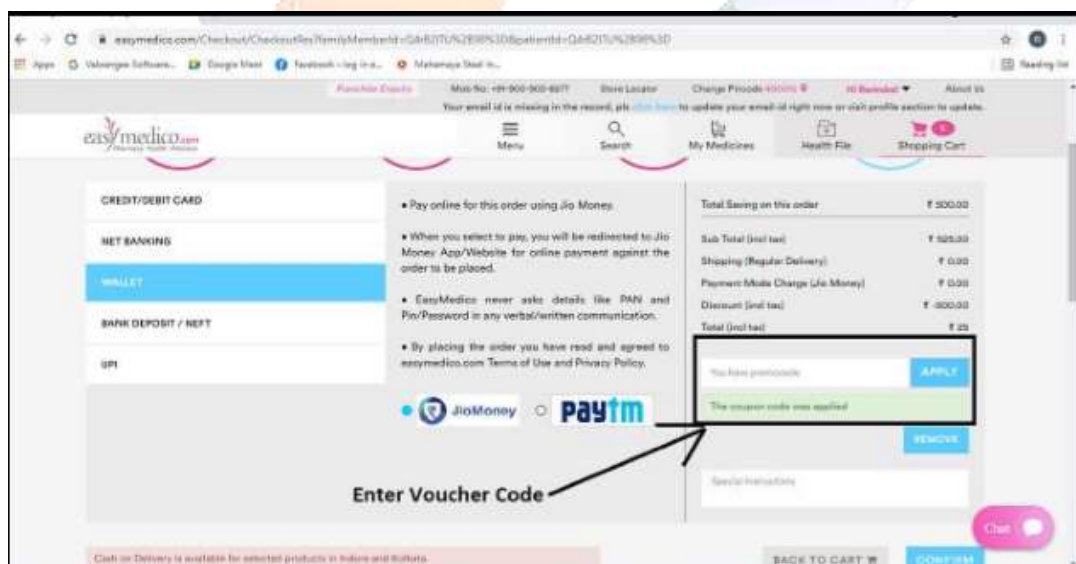
**Step 2:** You will have to sign up on EasyMedico website or Mobile App. To Sign up please follow below steps. You can Sign-up by using your mobile number.

**Step 3:** After creating account and login please select on your name and go to edit profile, select “**vHealth**” as referral code and select “**Vakrangee**” as Sub referral code for all orders free of shipping charges.



**28.Question:** How to apply Easymedico voucher for payment?

**Answer:** After selecting medicines or Other OTC products you can apply voucher in the promo code option. If your amount is higher than voucher amount, then select any payment mode and confirm the order.



**29.Question:** How much amount can be utilized in single voucher?

**Answer:** You can utilize RS 500 in one order. Soon we are working on utilization of 2 vouchers (Worth Rs 1000/- in single order)

**30.Question:** How can I buy medicine on EasyMedico website if I do not have doctor prescription?

**Answer:** Prescription is required for all medicines. However, u can upload all earlier online prescription or any local doctor prescription and complete the order. Doctor on call is not currently available but option will be available soon. Non pharmacy product doesn't need any prescription

**31.Question:** Can I buy product other than medicine on EasyMedico?

**Answer:** Yes. (You can buy any OTC products from non-Pharmacy >> Top Products >> OTC Top products) available on EasyMedico website.







**Thank You**

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