



Mobile App – Paramount TPA

Name	Mobile App
App Name	Paramount TPA
Product	mWise
Ownership	PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.
Version	2.0

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 **New User** 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



- Individual policy holders need to email their contact details on contact.phs@paramounttpa.com with following format.

Information Type
Policy Number
PHS ID
Policy Holder Name (Proposer)
Date Of Birth in (DD/MM/YYYY) format
Mobile Number
Email ID

How to get this app in your android mobile?

Steps:

- Go to Play Store in your Android Device.
- Search by “**Paramount TPA**” in app store.
- Click on install.
- Follow user registration process with either of below option
- Corporate Employee - [Group Medicalim Policy]
PHS ID and Insurance Company
OR
Employee No + Group Code + Insurance Company
- Individual Policy Holder
PHS ID and Insurance Company
OR
Policy Number and Insurance Company
- After successful registration, login credentials will be shared on user’s registered mobile number and email id by auto SMS and email respectively.
- You can login to PHS Mobile app using credentials received on your mobile & email.



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9. 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.

10. In case any **login / registration** problem user can use Raise Query Option available on main screen of Mobile app or can write Paramount on app.query@paramounttpa.com

11. While writing mail on app.query@paramounttpa.com, kindly quote your "PHS ID" and Mobile type e.g. "Android/iPhone" in subject line.

12. In case any issue with internal options available such as enrollment information, claim details etc. same Raise Query Option can be used with selecting appropriate service option from list or can write Paramount on contact.phs@paramounttpa.com