



**Internal Covid Support Helpdesk (ICSH)**

<b>Covid Helpdesk Number</b>	<b>: 08035021701 (Calling only)</b>
<b>Timing</b>	<b>: 24 hours</b>
<b>Service Available</b>	<b>: All 7 days</b>
<b>Eligibility to avail ICSH Service</b>	<b>: Employee and dependents</b>
<b>Email ID</b>	<b>: <a href="mailto:support@rigvedtech.com">support@rigvedtech.com</a></b>

***Activities Handled by Covid Helpdesk:***

1) **Q** - What activities can the Covid Helpdesk support me on?

**Answer:** The helpdesk will:

- Guide you on and facilitate the registration with any local authorities (i.e. BMC, BBMC, TMC, etc.)
- Coordinate for RTPCR tests.
- Coordinate on Ambulance Service.
- Coordinate on calling hospitals to check availability for beds or ICU. This service will be on best effort basis based on response from and availability of hospitals.
- Coordinate on availability of isolation centers on best effort basis based on the response from the isolation center.
- Coordinate on oxygen units on best effort basis based on availability.
- Provide you access to the group Doctor on call (in house Doctor) for any advice you may require.

Please note that the above-mentioned services are on best effort basis and cannot be guaranteed.

***Employee's obligations:***

2) **Q**- What are employee's obligations pertaining to Covid -19?

**Answer:**

- You must inform the Human Resources Business Partner, if have been tested positive for Covid - 19 **even if you do not require their support. Employees who are not positive but in quarantine must also inform the Human**



**Resources Business Partner immediately. This is to help HR consolidate the number of cases and follow through any contact tracing.**

- You must be willing to share personal data to the helpdesk (which is a third party agency resource) as required for the support and provide consent to the helpdesk (which is a third party agency resource) to use data as may be required to provide the service.
- The employee has to keep in mind that the service is best effort and cannot be guaranteed.

3) Q- What information do I need to share with the Covid Helpdesk for booking a hospital / ambulance / RT PCR test / ICU set up at home?

You should share **patient's information** (as available) with the helpdesk representative in below format:

**Answer:**

- Name of the Employee
- UID/ Employee code of the employee
- Name of the person for whom support required
- Relationship with the employee
- Gender
- Age
- Area/Location
- Present Symptoms
- Since How Many Days
- SPO2 & Oxygen Levels
- Comorbidities or Existing Medical Condition (Diabetes/Asthma/Blood Pressure, etc.)
- Date when Tested Covid Positive
- If Patient is on Oxygen Support
- Vaccinated (Yes/No)
- Aadhaar Number
- Aadhaar Card Photo
- Covid Report Photo
- Searching Hospital Bed Since
- List of Hospitals visited
- Hospital Preference (Government/Private/Any)
- Primary Point of Contact Name/ Relation & Number
- SRF ID
- BU Number



4) **Q** - What all details should I keep handy before I call the helpdesk?

**Answer:** Refer the template in Answer for Question No 3 for the details you should have ready before you call the helpdesk.

5) **Q** - If I have a preferred hospital for admission or a preferred testing center for my RT PCR test, do I communicate it to the Covid Helpdesk?

**Answer:** Employees can share their preferences with respect to hospitals and testing centers. However, as the services offered by the helpdesk are on best effort basis hence availability of hospital, beds or testing slots at the preferred facilities cannot be guaranteed.

6) **Q** - Will the helpdesk share the numbers of Service provider (RTPCR Test / Ambulance) with me?

**Answer:** Yes, the Helpdesk will share with you the name and details of the service provider.

7) **Q** - Will the helpdesk book an Ambulance / Hospital bed on my behalf basis the details provided?

**Answer:** The helpdesk will help booking an ambulance and coordinate on calling hospitals to check availability for beds or ICU. This service will be on best effort basis based on response from and availability of hospitals.

8) **Q** - Whom should I contact if the service (Ambulance) has not reached yet?

**Answer:** For real time update please contact the Ambulance service provider, details of which will be provided by the helpdesk.

***Scope of coverage/Applicability:***

9) **Q** - My neighbor has tested positive for Covid 19 and requires hospitalization- can the Covid Helpdesk support me here?

**Answer:** The scope of the helpdesk service will be for employee and defined dependents – i.e. parents, in laws, spouse and children & siblings. This service



cannot be availed for employee's friends, neighbors, extended family or anyone apart from the defined dependents mentioned above.

**Location:**

10) **Q** - I am based out of Mumbai as my work location, but am currently in Surat (my hometown). Can I reach out to the Covid Helpdesk for support in Surat (my hometown)?

**Answer:** Yes, the service can be availed by you .The service is applicable for pan India locations by all the permanent employees whose contractual work location is as below:

**Mumbai, Delhi NCR, Chennai, Pune, Bangalore, Kolkata, Ahmedabad, Hyderabad**

11) **Q** - What is the network coverage for this service? Is it pan India and even international locations?

**Answer:** The scope of the service is limited to India only. The support covers all cities and towns pan India.

12) **Q** - Will the helpline be able to assist family members who are not present with me in the same city?

**Answer:** The helpline number will assist your defined dependents (as per the scope mentioned in the email) based out of other locations (other than your contractual location) in case the city is covered under our current network.

***Who can call the helpdesk?***

13) **Q** - If I (employee) am unwell, can my family member call up the Covid Helpdesk on my behalf to seek support?

**Answer:** Yes, if an employee is unwell or unable to liaise with the helpdesk then the employee's guardians or immediate family members can liaise with the Covid Helpdesk on employees

behalf. However, helpdesk will require UID number / Employee code (For Sharekhan employees )/ Mobile number (provided for office records) and Entity of the employee to track the employment details of the respective employee. Therefore UID number / Employee code (For sharekhan Employees)/ Mobile number (provided for office records) with the company and the Entity should be known to the Employee's guardian /family member before liaising with the helpdesk.



14)Q - What are the languages that the Covid helpdesk can support/communicate on?

**Answer:** The helpdesk can support on English, Hindi, Marathi & Tamil languages. If there is a case which requires to communicate in a local language which cannot be supported by the Helpdesk at that moment, then in such circumstances the helpdesk will connect the caller to the respective employee's HRBP who will try to arrange for a language support.

15)Q - What are the working hours of the Covid Helpdesk?

**Answer:** The helpdesk service will be available all 7 days a week, for 24 hrs.

***Services NOT rendered by help desk:***

***Payment***

16)Q - Can the Covid Helpdesk support in the hospital discharge formalities (for example interacting with TPA, settling of bills etc.)?

**Answer:** No, the helpdesk will neither liaise with insurance companies nor facilitate any insurance claims at the time of admission or prior to or post admission, nor advance any payment/cash or any transactions to the ambulance or the hospital for admissions.

17)Q - Can the helpdesk make any payment on my behalf?

**Answer:** No, the helpdesk will not undertake any payments or make any payments on your behalf.

18)Q - Can I avail any additional support from the helpdesk by offering to pay for their services in my individual capacity?

**Answer:** No, the helpdesk has been set up by the organization with a defined scope and any employee should seek out no other additional service.

***Vaccination***

19)Q - Will the helpdesk be able to support me in finding a slot for vaccination?

**Answer:** No, the helpdesk will not co-ordinate for any vaccination related queries.



20)Q - Can the helpline help coordinate to procure medicines?

**Answer:** No, the Helpdesk will not be able to assist in procuring medicines as concerned authorities regulate the distribution of some of the medicines.

21)Q - Can the Helpdesk assist/coordinate in the necessary fumigation (pertaining to COVID) at my home?

**Answer:** The Helpdesk will not be able to assist with the fumigation services.

***Medical Advice /Counselling:***

22)Q - Can I reach out to the helpdesk for medical advice/opinion?

**Answer:** No, medical experts do not operate the helpdesk. However, one can seek helpdesk assistance to receive the contact details of the Doctor on call (in house Doctor) for any medical advice you may require.

23)Q - Does the Helpdesk coordinate counselling service as well?

**Answer:** The Helpdesk will not be able to support you with the coordination related to counselling service. As you may be aware, the Company had launched Employee Assistance Program (EAP) in 2020. The EAP facilitates access to a confidential counselling service, via our counselling partner 1-1 help to the employee and under three dependent family members (Spouse, children, and parents/parents-in-laws).

Link to register for counselling [www.1to1help.net](http://www.1to1help.net)

Toll free number: 1800-270-1790

***Information Access:***

24)Q - Who all will have access to the information shared by me with the helpdesk team?

**Answer:** The covid helpdesk team will have access to the information shared by you and may share it with service provide (hospital/Ambulance / Testing centres) and to your HR team on a need basis. The employee calling the helpdesk , must be willing to share personal data to the helpdesk (which is a third party agency resource) as required for the support and provide consent to the helpdesk (which is a third party agency resource)to use data as may be required to provide the service.



***Point of contact:***

25)Q - Who will be my 1<sup>st</sup> point of contact –HRBP/Helpdesk

**Answer:** The HR Business Partner will be your first point of contact. The Covid Helpdesk will support on coordination on various aspects that may be required when you or your family members need support owing to Covid19. Your HRBP will always remain available to support you to the best that they can.

26)Q - In case the Helpdesk number is not reachable, is there any alternate number that can be reached on?

**Answer:** In case the Helpdesk number is not available, please contact your HRBP.

27)Q - Is there a limit to the number of times I can contact the helpdesk?

**Answer:** No, there is no limit to the number of times you can reach out to the helpdesk to seek assistance. However, we request you to gather all information about the person awaiting support before calling the helpdesk. (Refer the template of information in Q.No.2)

***Reimbursements & Mediclaim information:***

28)Q - Will I get reimbursement of the expense incurred on Ambulance and RTPCR test?

**Answer:**

1) In case you are undergoing an RTPCR test since you are a first level contact in **Office**, please refer to the **following COVID Advisory update April** shared earlier for reimbursement details :

- “First degree contact with COVID positive person not living in **same house**: immediate quarantine and quarantine to continue for 14 days from last contact or COVID test to be done. If the COVID test is negative, the staff to keep their manager and HR informed. In this case, the cost of test to be borne by the staff.
- First degree contact with COVID positive person in **office**: Immediate quarantine. Continue quarantine for 14 days from last contact or COVID tests to be done. If the COVID test is negative, the staff can confirm to their Manager and HR. In this case, cost of test will be reimbursed by BNP Paribas.
- Contact tracing in office will be done through HR and will be based on 1st degree contact with employee who tested positive. The contact should have been up to 7 calendar days prior to developing symptoms or test result whichever is earlier.



2) Only in case of Hospitalization, it will be reimbursed, as per the Medclaim policy of your entity.

For more details you can contact

- **Branch/SIPL/IH/IF/WM**  
**Medicclaim Helpdesk:** [india.medicclaim.helpdesk@asia.bnpparibas.com](mailto:india.medicclaim.helpdesk@asia.bnpparibas.com)
- **ISPL, GSO:** [ihealthcare@icicilombard.com](mailto:ihealthcare@icicilombard.com) for any queries/concerns pertaining to medical insurance, keeping [Luis.Lobo@willistowerswatson.com](mailto:Luis.Lobo@willistowerswatson.com) & [dhanraj.patekar@icicilombard.com](mailto:dhanraj.patekar@icicilombard.com) in cc
- **SHAREKHAN:** Employees to drop a mail to [sharekhan@ericsontpa.com](mailto:sharekhan@ericsontpa.com) & [rajesh.shinde@sharekhan.com](mailto:rajesh.shinde@sharekhan.com) in cc for any queries on medicclaim insurance.

29) **Q** - Can the helpline take the home care pre approval from ICICI on my behalf (may be Branch specific)?

**Answer:** The Helpdesk is not in a position to assist with coordinate with the insurance company on your behalf even for home care pre-approval.

30) **Q** - I do not have my health insurance details. Can the helpline send it to me?

**Answer:** No. You can reach out to Medicclaim Helpdesk of your respective entity to get the details of your health insurance card/membership number. You could also reach out to the SPOCs from ICICI Lombard and Willis Towers Watson (Insurance Broker) for any kind of insurance related assistance.

The Medicclaim Helpdesk can assist you with their coordinates.

- **Branch/SIPL/IH/IF/WM**                      **Medicclaim**                      **Helpdesk:**  
[india.medicclaim.helpdesk@asia.bnpparibas.com](mailto:india.medicclaim.helpdesk@asia.bnpparibas.com)
- **ISPL ,GSO:** Employees to drop a line to [ihealthcare@icicilombard.com](mailto:ihealthcare@icicilombard.com) for any queries/concerns pertaining to medical insurance, keeping [Luis.Lobo@willistowerswatson.com](mailto:Luis.Lobo@willistowerswatson.com) & [dhanraj.patekar@icicilombard.com](mailto:dhanraj.patekar@icicilombard.com) in cc
- **SHAREKHAN:** Employees to drop a mail to [sharekhan@ericsontpa.com](mailto:sharekhan@ericsontpa.com) & [rajesh.shinde@sharekhan.com](mailto:rajesh.shinde@sharekhan.com) in cc for any queries on medicclaim insurance.





31)Q - Can the helpline check if the selected/available hospital is offering cashless facility?

**Answer:** The Helpdesk can coordinate on calling hospitals to check availability for beds or ICU. This service will be on best effort basis, based on response from and availability of hospitals. However, matters pertaining to insurance will have to be directly coordinated by the employee.