

# NAMMA HEALTH

## Corporate Membership Card – Terms & Conditions

Issued Under: **Namma Health Healthcare Access Membership Program**

Operated By: **Vinayaka Health Tech Ventures**

Bengaluru, Karnataka, India

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### 1. Program Overview

Namma Health Corporate Membership is a **healthcare access facilitation program** designed to help employees access healthcare services from a network of independent healthcare providers at negotiated or discounted rates.

The program enables coordination support for appointments, diagnostics, consultations, and healthcare service navigation through empanelled partner providers.

Corporate membership benefits are available only to **registered employees enrolled by the corporate client.**

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### 2. Nature of the Program

Namma Health operates **only as a healthcare coordination and access facilitation platform.**

Namma Health **does not operate as:**

- A hospital
- A clinic
- A medical service provider
- A diagnostic center
- A pharmacy
- An insurance company
- A Third-Party Administrator (TPA)

Namma Health **does not provide medical treatment or clinical services directly.**

All healthcare services are delivered **solely by independent third-party healthcare providers.**

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### 3. Membership Eligibility

Corporate Membership benefits are available only to:

- Employees officially enrolled by the corporate organization
- Employees issued with a valid Namma Health Membership ID
- Employees whose membership is currently active

Family members or dependents are **not covered unless explicitly enrolled under an approved plan.**

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### 4. Membership Card Usage

The Namma Health Membership Card:

- Is **valid only for the registered employee**
- Must be presented when availing partner services
- Must be verified by the Namma Health coordination team before service access

The card **does not function as:**

- A payment card
- An insurance card
- A cashless hospitalization card
- A government health card

It only serves as **identification for the Namma Health membership program.**

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## 5. Mandatory Prior Coordination

To access membership benefits, employees must:

1. Contact Namma Health before visiting a partner provider
2. Obtain appointment coordination through Namma Health support
3. Use the registered Membership ID for verification

Walk-in visits **without prior coordination may not be eligible for membership benefits.**

Discount eligibility is subject to **provider approval and appointment coordination.**

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## 6. Partner Healthcare Network

Healthcare services under the program are provided by **independent third-party providers**, including:

- Hospitals
- Clinics
- Diagnostic laboratories
- Imaging centers
- Pharmacies
- Health screening providers
- Wellness service providers

Each partner provider operates independently and maintains its own:

- Pricing policies
- Treatment protocols
- Billing systems
- Service availability

Namma Health does **not control provider operations or pricing.**

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## 7. Discounts and Pricing

Membership benefits include **discounted access to healthcare services**, subject to partner provider policies.

Important conditions:

- Discounts are **not fixed percentages**
- Discounts may vary by provider and service type
- Discounts may change without prior notice
- Not all services are eligible for discounts

The **final billing amount is determined solely by the healthcare provider.**

Namma Health does **not influence final medical billing decisions.**

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## 8. Payment for Services

All payments for healthcare services must be made **directly to the service provider.**

Namma Health does **not collect or process payments** for medical services unless specifically stated for coordination or booking services.

The company is **not responsible for provider billing disputes.**

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## 9. Emergency Medical Situations

Namma Health **does not provide emergency medical services.**

In case of a medical emergency, employees must **directly contact:**

- The nearest hospital
- Emergency ambulance services
- Local emergency medical responders

Namma Health may assist in **suggesting nearby hospitals upon request**, but this assistance is purely informational and facilitative.

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## 10. Non-Transferability

The membership card is **strictly non-transferable.**

Employees must not:

- Share the membership card
- Allow others to use their Membership ID
- Attempt to access benefits for non-registered individuals

Misuse may result in:

- Immediate suspension of the membership
  - Corporate membership cancellation
  - Permanent disqualification from the program
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## 11. Membership Validity

Corporate membership is valid for the period specified in the corporate agreement.

Membership automatically expires upon:

- Completion of the membership period
- Employee leaving the organization
- Corporate contract termination

Renewal of membership is subject to corporate agreement terms.

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## 12. Suspension or Termination

Namma Health reserves the right to suspend or terminate membership in cases including:

- Misuse of benefits
- Fraudulent activity
- Violation of program rules
- Unauthorized sharing of membership ID
- Corporate contract termination

Membership fees are **non-refundable once activated**.

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## 13. Limitation of Liability

Namma Health acts **only as a coordination and access platform**.

The company shall **not be liable for**:

- Medical treatment outcomes
- Clinical decisions
- Diagnostic errors
- Surgical complications
- Hospital negligence
- Service delays
- Billing disputes
- Provider refusal of service

All medical decisions remain **solely between the employee and the healthcare provider**.

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## 14. Data Privacy

Employee data may be collected for:

- Membership administration
- Appointment coordination
- Healthcare provider referrals
- Communication regarding services

Information may be shared with partner providers **only when necessary to facilitate services**.

Namma Health will handle data in accordance with **applicable laws in India**.

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## 15. Modification of Program

Namma Health reserves the right to:

- Update membership policies
- Modify partner networks
- Change benefit structures
- Revise program rules

Updates may occur **without prior notice**.

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## 16. Governing Law

This program shall be governed by the **laws of India**.

Any disputes arising from the membership program shall fall under the jurisdiction of the **courts of Bengaluru, Karnataka**.

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## Official Contact Information

### Namma Health

Healthcare Access Membership Program

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