

Param Seva: A Service that Stands by Seniors

An elder care service, covering health, emergencies, daily engagement and 24/7 concierge support to enrich every aspect of senior living.



Benefits



**24x7 Concierge
Service – 9599188002**
(WhatsApp and Call)



**Engagement and
Support Services – 8800183199**



**Emergency Support
Services – 8800699599**





Benefits

1. 24x7 Concierge Service – 9599188002 (WhatsApp and Call)

Our round-the-clock concierge service ensures seniors always have someone to reach out to. Whether it's booking appointments, arranging daily needs, or answering queries, help is just a call or WhatsApp message away, anytime, day or night.

2. Engagement & Support Services – 8800183199

Staying active and connected is key to joyful senior living. Through this helpline, seniors can access guidance, participate in activities, and regular support to keep them engaged, informed, and connected.

3. Emergency Support Services – 8800699599

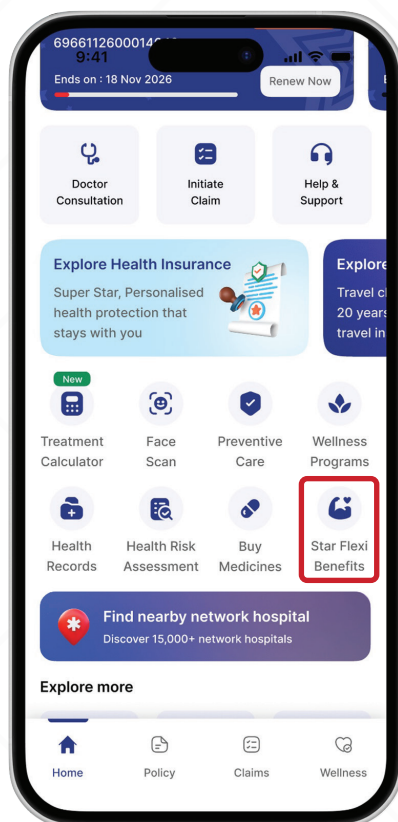
In times of crisis, immediate assistance can make all the difference. This dedicated number ensures seniors get swift, reliable help in emergencies, offering peace of mind to them and their families.



How to Get Started

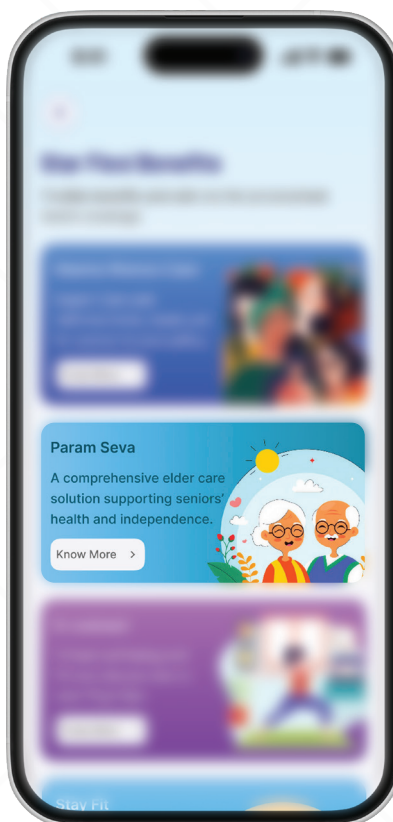
STEP 01

Click on
Star Flexi Benefits



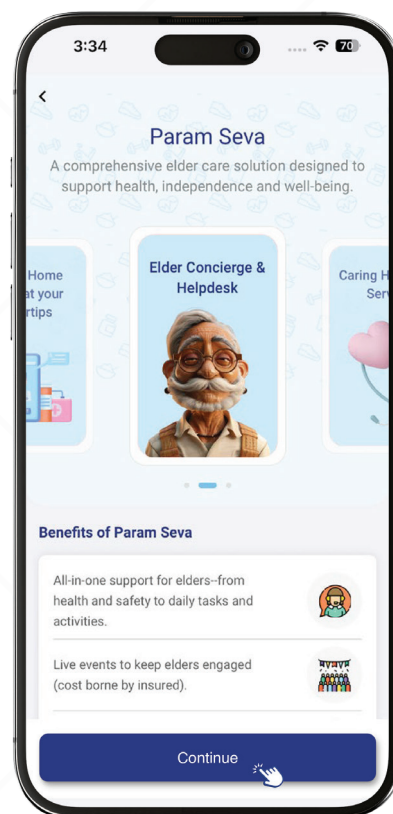
STEP 02

Click on
Param Seva



STEP 03

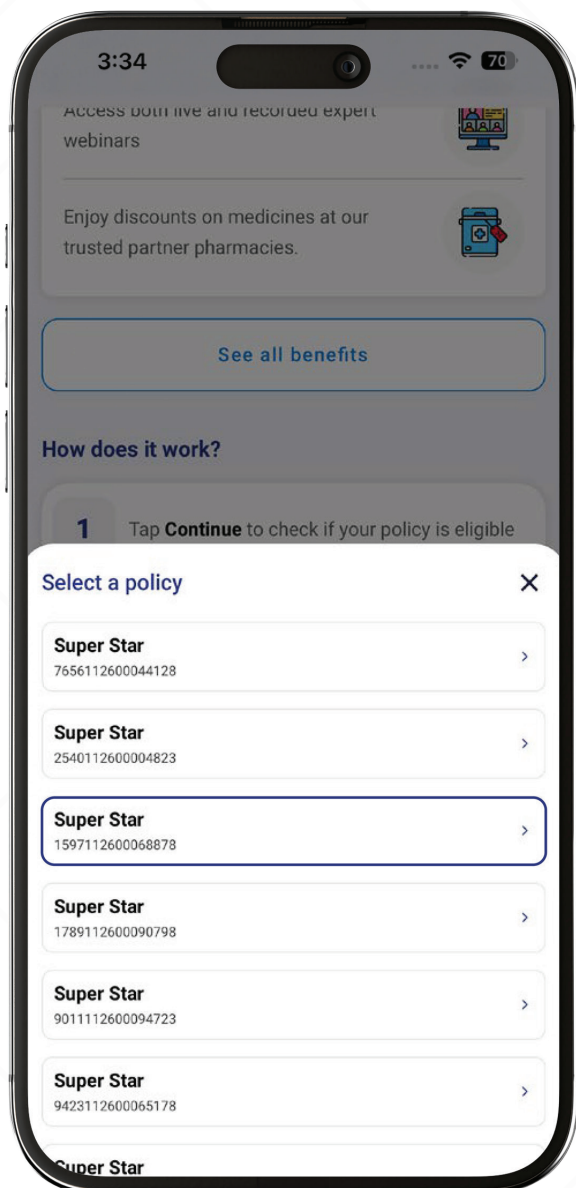
Click on
Continue





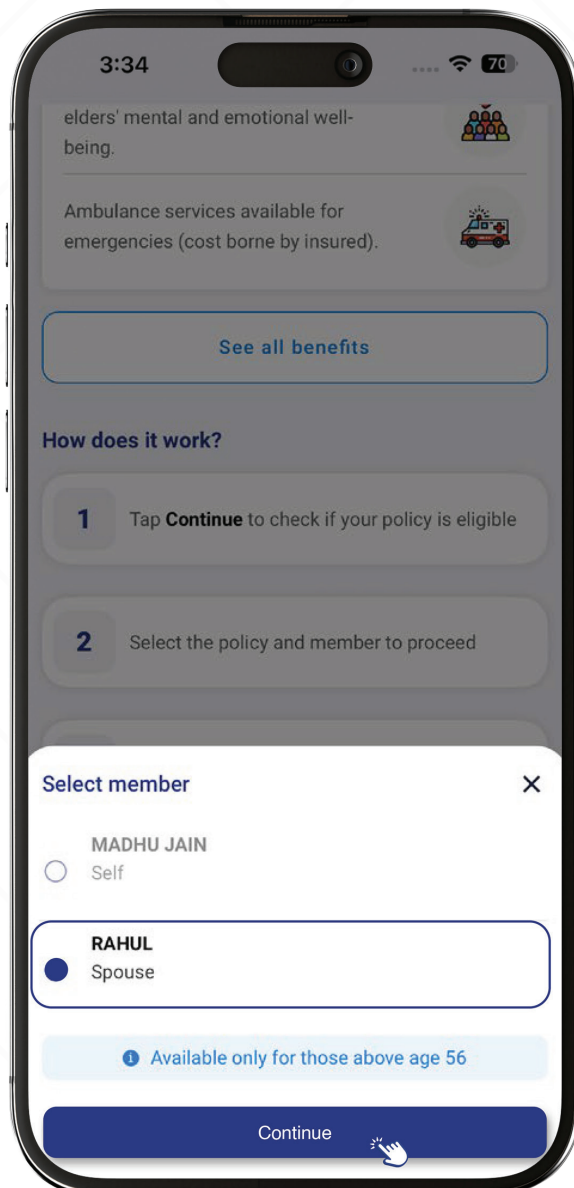
STEP 04

Select Eligible Policy



STEP 05

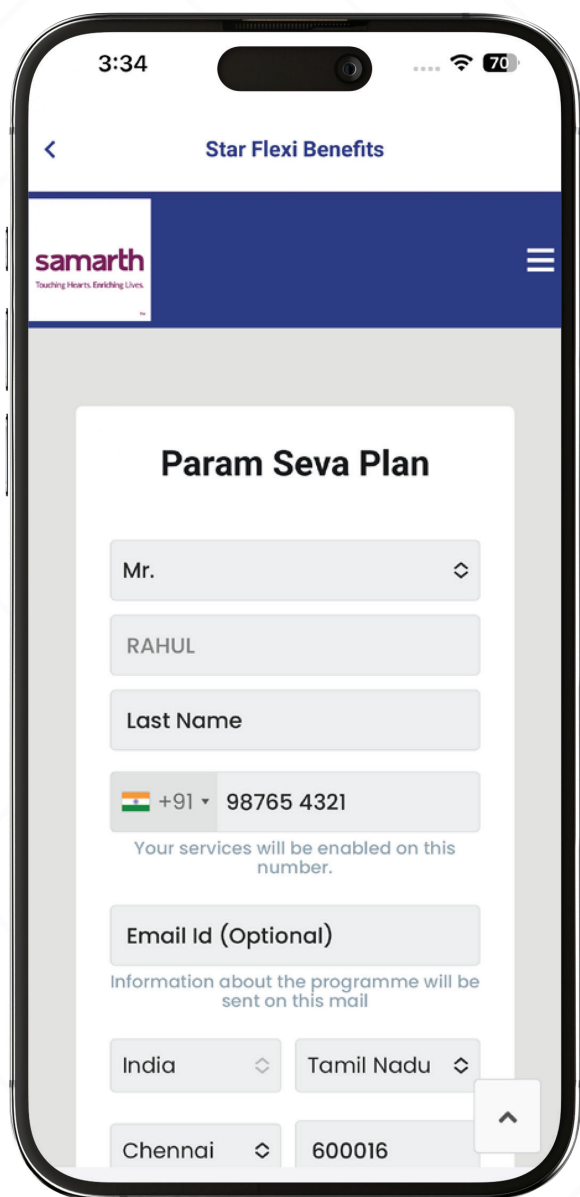
Select Member





STEP 06

Fill Personal
Details



3:34

Star Flexi Benefits

samarth
Touching Hearts. Enriching Lives.

Param Seva Plan

Mr.

RAHUL

Last Name

+91 98765 4321

Your services will be enabled on this number.

Email Id (Optional)

Information about the programme will be sent on this mail

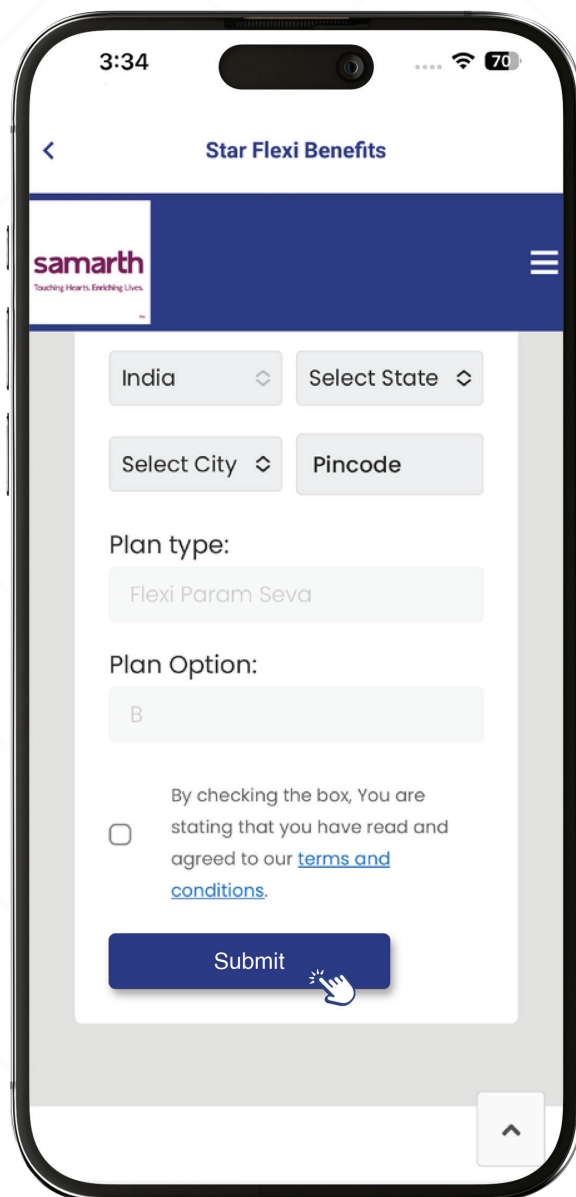
India Tamil Nadu

Chennai 600016



STEP 07

Click on
Submit



3:34

Star Flexi Benefits

samarth
Touching Hearts. Enriching Lives.

India Select State

Select City Pincode

Plan type:
Flexi Param Seva

Plan Option:
B

☐ By checking the box, You are stating that you have read and agreed to our [terms and conditions](#).

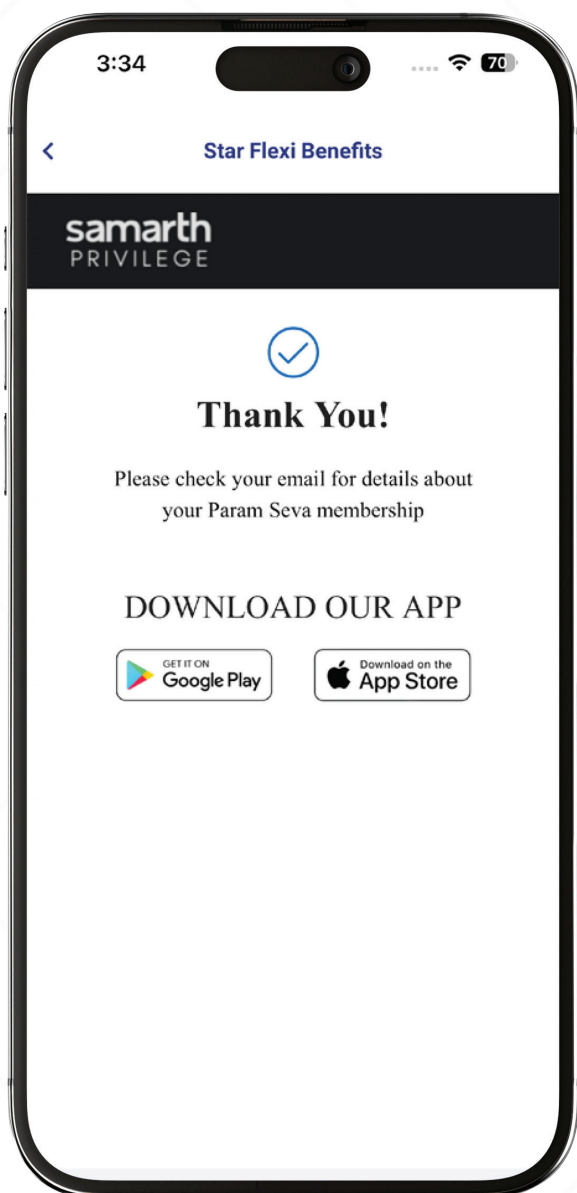
Submit 





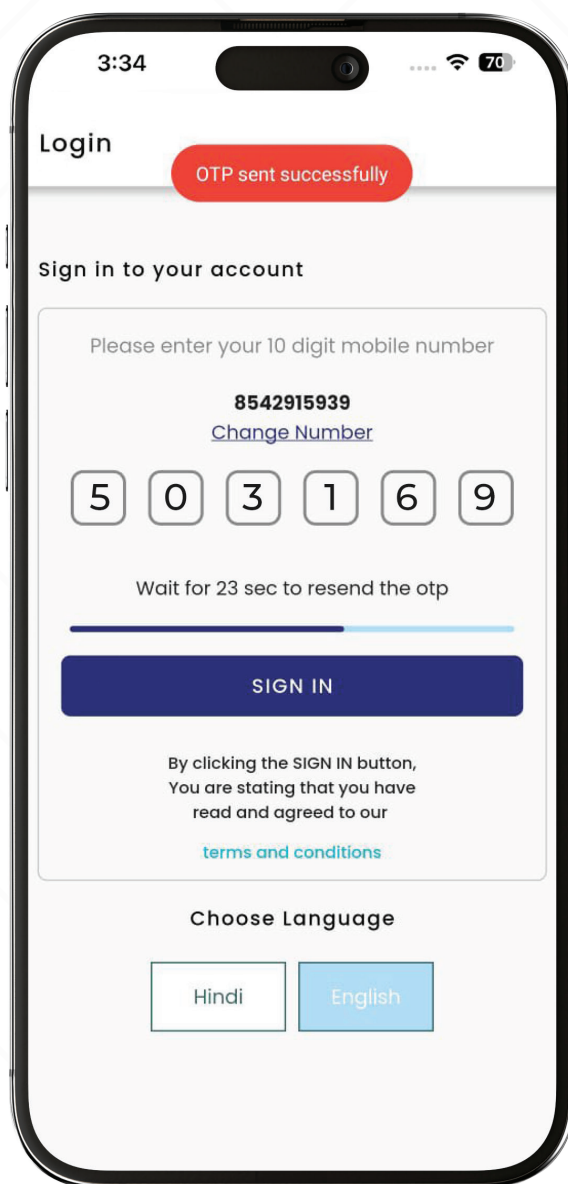
STEP 08

Download Samarth App



STEP 09

Validate Your Mobile No. Via OTP





STEP 10: Avail Services



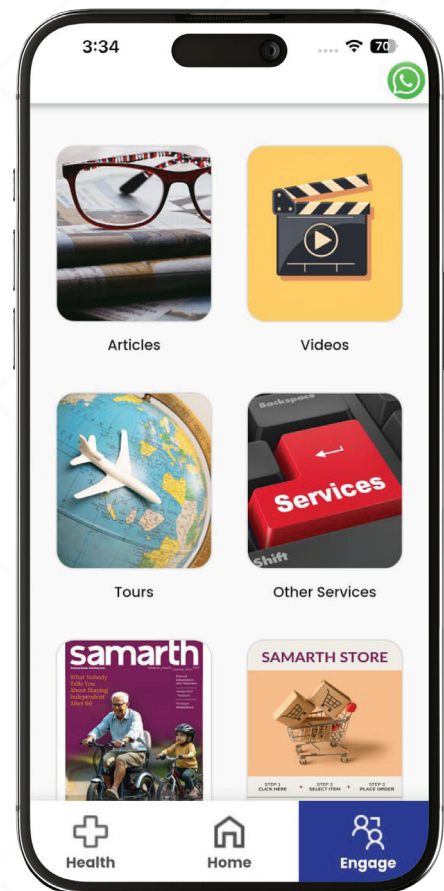
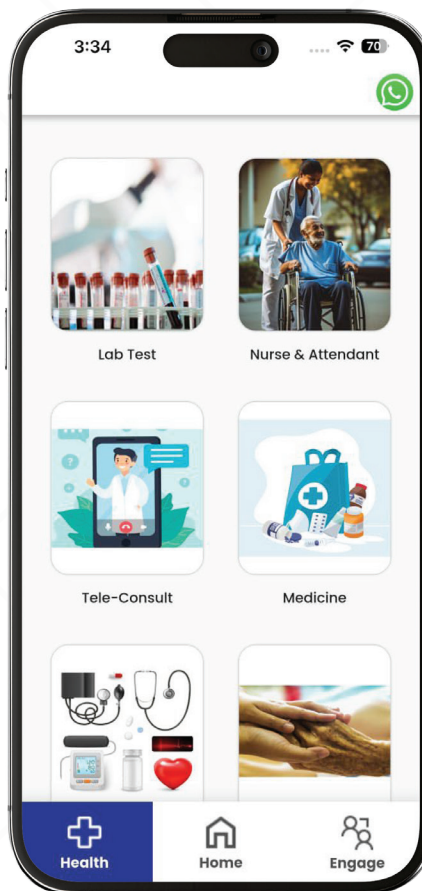
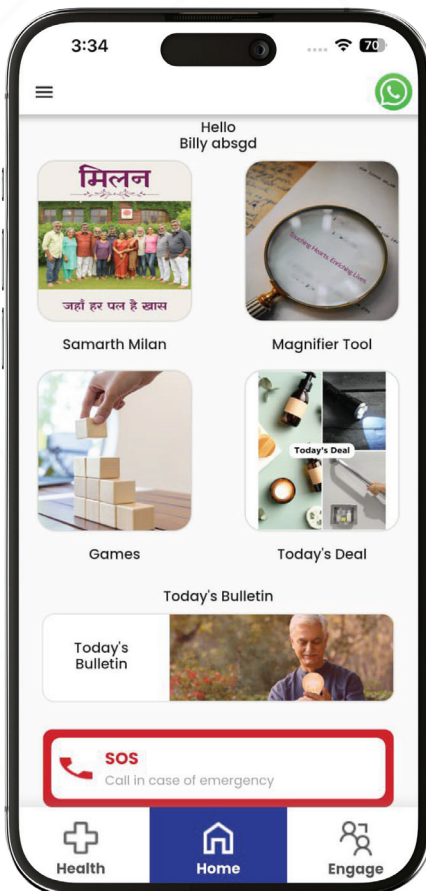
Home page

Health Services

Avail Health Services like ordering medicines, booking consultation, etc

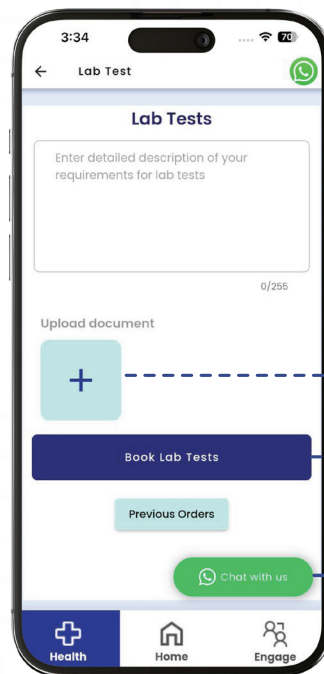
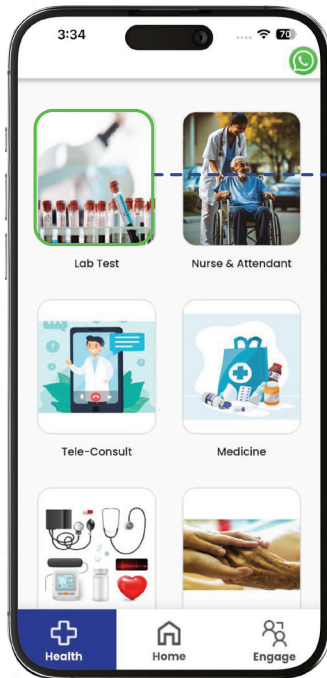
Engage

Read articles, watch videos, book tours etc.





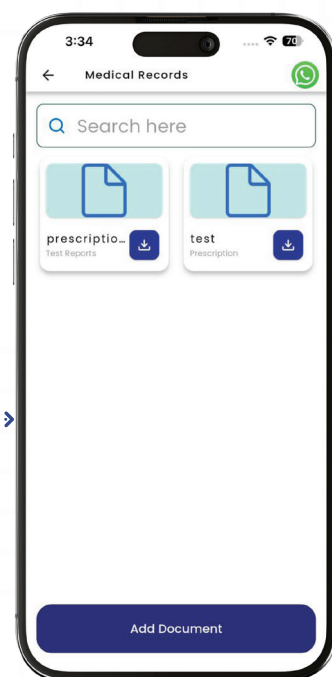
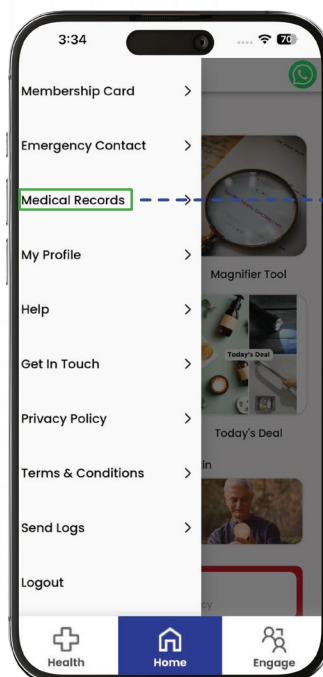
Book Health Services



Request will be sent to the Samarth Backend Team

Services can also be requested through WhatsApp

Access Medical Health Records





Coverage	Features	Plan A	Plan B	Plan C
Engagement				
Elder App	A comprehensive service designed to support elders in every aspect of their lives. From managing emergencies and healthcare needs to participating in daily live engaging events and receiving concierge support for daily errands & host of other services	Yes	Yes	Yes
Live Events	Engage elders with a variety of live events, including health and wellbeing sessions, karaoke, tambola, and educational content, all designed to promote social connection and vitality. (Event cost to be borne by insured)	Access	Access	Access
Care Manager	Providing personalized Geriatric telephonic assistance for both social and clinical needs	Once/ 2 month	Once/month	Twice/month
Health Camps/ Offline Events	Engage Elders in offline community events for enhancing mental and psychological wellbeing of members. (Event cost to be borne by insured)	NA	Access	Access
Community Sessions	Online group sessions with Doctor, Geriatric care	NA	Yes	Yes
Emergency				
24 X 7 Emergency Coordination:	Enabling ambulance availability in case of emergency for hospital drop. (Cost to be borne by insured for Ambulance services)	Access	Access	Access
Doctor on Call	Connect with doctors online instantly in case of health needs. (Cost to be borne by insured)	Access	Access	Access
Convenience				
Elder Helpdesk	Elder Concierge Service: Unlimited access to Omni channel conceirge service 24*7 for seamless support from medicine delivery, lab tests, hospital visits, home services, booking holiday tours, tech assistance etc	Yes	Yes	Yes
	Companion support for elders for all their needs, like going to hospital along with them & running errands etc (Cost to be borne by insured)	NA	Access	Access
	Special Discounts –	Yes	Yes	Yes
	1. upto 18% off on medicine orders			
	2. upto 40% off on diagnostic services			
	3. upto 25% off on physiotherapy sessions			
	4. upto 25% off on nursing services			
	5. upto 10% off on travel services			
Virtual Home Elderization/ Safety Guidance	Our experts provide tailored guidance online on how to make your home safer, help reduce risk of falls, improve accessibility and thereby enabling senior's independence	Yes	Yes	Yes





Coverage	Features	Plan A	Plan B	Plan C
Other services	Following services can be availed through our empanelled service provider (specialized for geriatric care). Cost of the services to be borne by Insured.	Access	Access (Upto 10% Discount)	Access (Upto 25% Discount)
	1. Doctor/Nurse visit at home			
	2. Psychological counselling			
	3. Facilitation of lifestyle management program via diet, exercise and reading material, for medical conditions like Diabetes, Hypertension, Obesity, Arthritis, hyperlipidaemia			
	4. Home Fumigation			
	5. Specially curated tours			
Healthcare				
Electronic Health Records	1.Elder Health Profile – Bring all your personal doctors, hospital registrations and health insurance details online in one place	Yes	Yes	Yes
	2.Digital Health Records – Store all diagnostics, lab reports & vitals online	Yes	Yes	Yes
Specialist Teleconsultations	Get expert medical advice from specialists through virtual platform to expertly manage chronic conditions, and enhance your health, right from the comfort of home.	Access	Access (Upto 10% Discount)	4 consults / policy year
Geriatric Assessment/Heath Profiling	Customized for Elderly- Either a Cognitive assessment with online Psychologist or Preventive health risk profiling with online Doctor followed by lifestyle/health recommendations	NA	Once in a policy year	Once in a policy year
Geriatric Attendant Care	Insured can request for an attendant care at home in case of doctor recommendation post hospitalization (within 10 days from valid in patient claim of Star policy).	Access	Access	4 Sessions/ policy year
Geriatric Ergonomic program	Insured can request for a ergonomic program in case recommended by the Doctor, Post hospitalization (within 30 days from valid in patient claim of Star policy). The recovery program will be done through movement therapy specialist.	Access	Access (Upto 10% Discount)	Access (Upto 20% Discount)





Terms & Conditions (T&C):

- A. "Access" in above table stands for Insured Person can avail services under respective plan on pay per use basis i.e. cost to be borne by the Insured Person.
- B. An initial waiting period of 30 days is applicable from the first time of opting this cover.
- C. The above services shall be available to all Insured Person(s) aged 56 years and above.
- D. The benefits and services within this cover shall be applicable as per the plan opted and as specified in the Policy Schedule.
- F. This cover can be availed through Star health mobile application or other digital platforms.
- G. Choosing the services under this cover is purely upon the Insured Person's own discretion and at its own risk.
- H. The Insured Person should seek assistance from a health care professional when interpreting and applying them to the Insured Person's individual circumstances. If the Insured Person has any concerns about His/ Her health, He/ She may consult His/ Her general practitioner.
- I. The benefits specified under this cover are applicable for each of the Insured Persons individually.



Star Health and Allied Insurance Co Ltd. Registered Office: No. 1, New Tank Street, Valluvar Kottam High Road, Nungambakkam, Chennai - 600 034. Corporate Office: No. 148, Acropolis, Dr. Radha Krishnan Salai, Mylapore, Chennai - 600004. | IRDAI Registration No.: 129. CIN No.: L66010TN2005PLC056649. | Toll-Free Number -1800-425-2255/1800-102-4477. | For more details of the product, please read the sales brochure/prospectus carefully before concluding sales. TRA's Brand Trust Report 2025. TRA Research Pvt. Ltd. is an independent brand insights and research advisory firm. SHAI/2025-26/ONLINE/ENG 545

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