Ayushman App
User Manual

National Health Authority

Document Release Note

Notice No. :   NA

Customer   : National Health Authority, India

Project   : PMJAY 2.0

Document Details

Name	Version Number	Description
User Manual	8.0	This document describes the processes and steps to use the Ayushman mobile application.

Revision Details

Action Taken (Add/Del/Change)	Previous Page Number	New Page Number	Revision Description
Add	1-15	1-17	Document Updated

Review By

Name of the Reviewer	Review Date	Description
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14 Aug 2023	Version 1	Document Created
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Table of Content

Abbreviations

Abbreviation	Expansion
AB-PMJAY	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
BIS	Beneficiary Identification System
NHA	National Health Authority
OTP	One Time Password
PDF	Portable Document Format
SHA	State Health Agency
UHC	Universal Health Coverage

1. Introduction

Ayushman Bharat, a flagship scheme of Government of India was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). Ayushman Bharat is an attempt to move from sectoral and segmented approach of health service delivery to a comprehensive need-based health care service. Ayushman Bharat aims to undertake path breaking interventions to holistically address health (covering prevention, promotion, and ambulatory care), at primary, secondary and tertiary level.

PM-JAY2.0 is a step towards this, it will replace the existing PM-JAY1.0. NHA has initiated PM-JAY2.0 to offer a single integrated platform which is robust, scalable and sustainable in the long term and can keep pace with the changing end user, business and technology requirements. The new system will provide an enriching experience to all stakeholders by improving efficiency in delivery of all services and enhance transparency.

2. Purpose

The Ayushman App ensures correct source of Potential Beneficiaries who can perform their e-KYC and ensure enrolment into PMJAY Scheme to get their Ayushman cards and avail subsequent health benefits from the scheme. This App also allows beneficiaries to download card, Linking of Aadhaar to already enrolled cards for seeding Aadhaar.

3. Scope of the Application

The Ayushman App is designed for Beneficiaries to enrol for Ayushman Card and for Operator to make Ayushman card for beneficiaries post e-KYC. The potential beneficiary for auto approval of card request based on match threshold score and in case of non-auto approval, the request forwards to respective authorities for further action and decision.

4. Features of Ayushman App

- Authentication of potential beneficiary
- e-KYC of beneficiary
- e-KYC of un-verified Operator
- Link Aadhaar for already enrolled beneficiary without Aadhaar
- Addition of new Family Member for already enrolled families
- Auto Approval of enrolment request based on matching score
- Download card if auto approved or once approved by ISA or SHA

5. Ayushman App Roles

Beneficiary	Citizen of India, who is potential / enrolled beneficiary to avail the benefits under PMJAY Scheme. Also, potential beneficiary performs following operations: ▪ Search beneficiary ▪ e-KYC ▪ Link Aadhaar ▪ Add family member ▪ Download Ayushman card PDF, share card on different App
Operator	Operators are preauthorized users of Ayushman App, authorized by State and are responsible for ▪ Search beneficiary ▪ e-KYC ▪ Link Aadhaar ▪ Add family member ▪ Download Ayushman card PDF, share card on different App ▪ Card delivery process execution post approval of enrolment process

6. Ayushman App Workflow
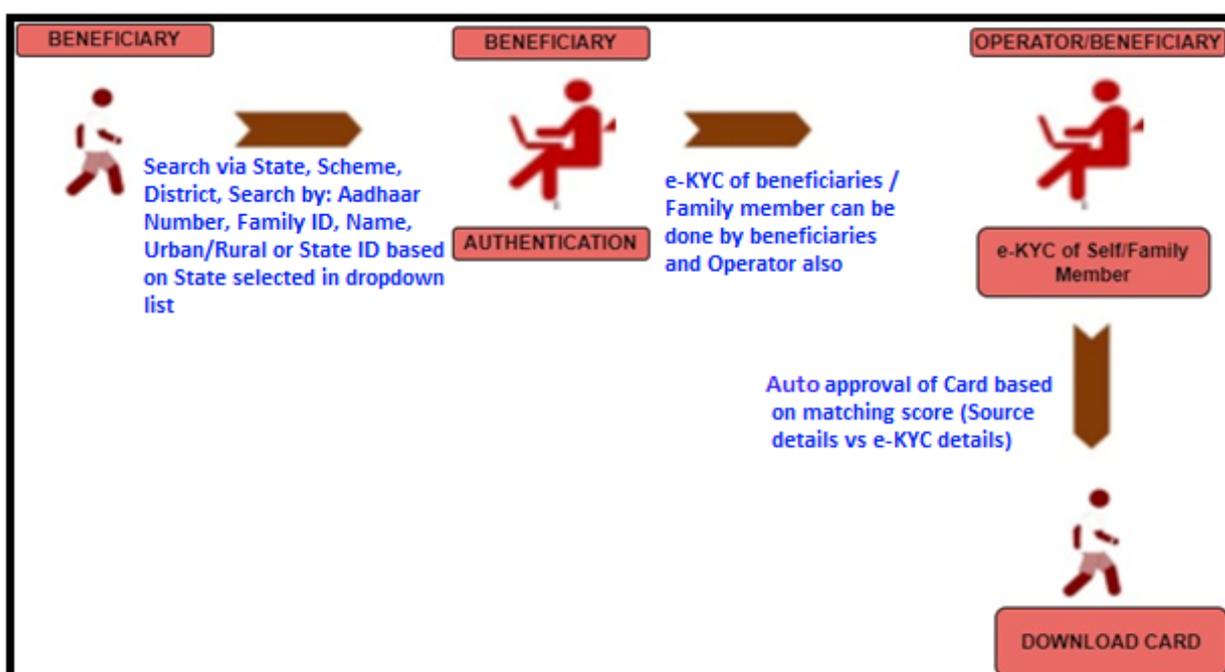
7. Login

Ayushman App allows Beneficiary and Operator to Login. This application provides interface where user can choose applicable option to access.

- Beneficiary
- Operator

Beneficiary: A user can login using with active mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP only. The user will have to enter an OTP followed by captcha. Upon which the login button gets enabled, as shown in Beneficiary login page screenshot below.

Operator: As a PMAM user, the Operator must have login details to access this App. If IDs already created, then PMAM user can directly Sign in the App as shown in Operator login page screenshot. And if not, then user will have to Sign-up to create a login, the user needs to get registered in UMP portal with required details. Once the login request is approved in User Management Portal, the user can be able to access the Ayushman App.

Login as PMAM using registered mobile number/user ID. Upon verification of the mobile number/user ID, the user will have a provision to authenticate using password/mobile OTP/Aadhaar OTP/Aadhaar fingerprint. If the authentication mode selected as 'password',the user will have a provision to enter his password followed by captcha. Upon which the login button gets enabled as shown in login page (PMAM) screenshot.

*URL: https://ump.pmjay.gov.in/signup

7.1. Beneficiary Login

First, the beneficiary will have to install **Ayushman App** from Google Play store

Once App installed in mobile phone then Start Ayushman App
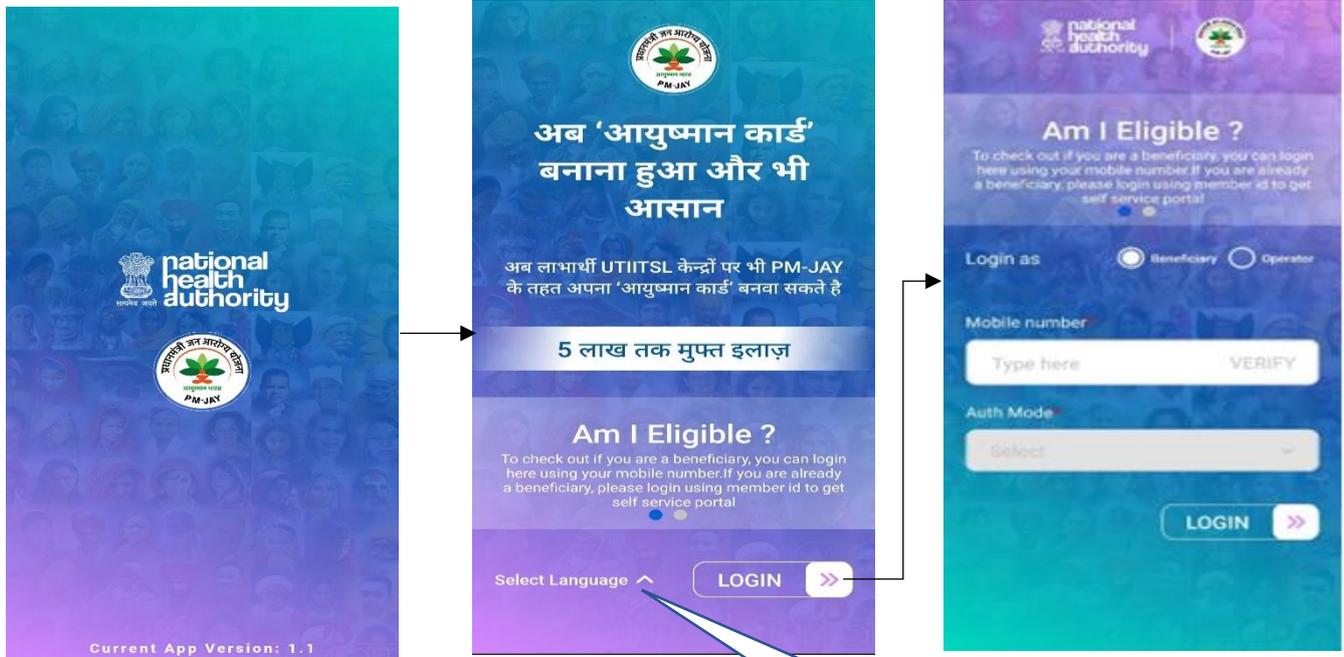
Ayushman App launch Screen   **Home Page**   Tap here to Change Language   **Login Screen**
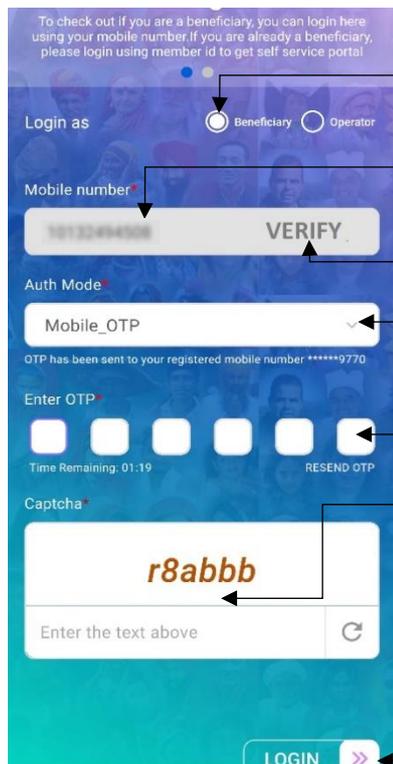
1. Choose Beneficiary.

2. Enter Mobile Number here.

3. Click "VERIFY" after enter mobile number.

4. Authentication Mode - Mobile_OTP.

5. Enter 6 digit OTP which is received on same mobile number.

6. Enter CAPTCHA number here which is displaying on screen.

7. Once filled all details select "LOGIN"

7.2. Operator Login

First, the Operator will have to install **Ayushman App** from Google Play store

Once App installed in mobile phone then Start Ayushman App
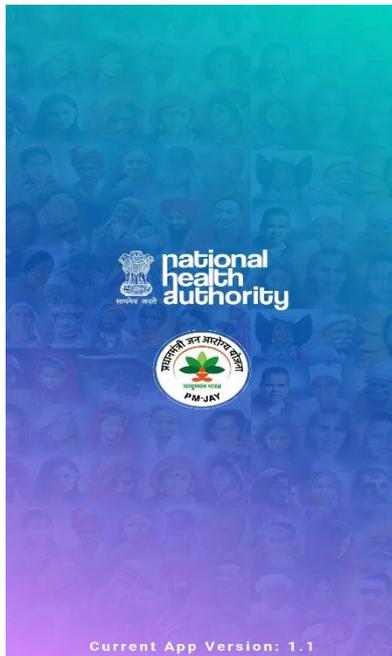
Ayushman App Launch Screen   **Home Page**
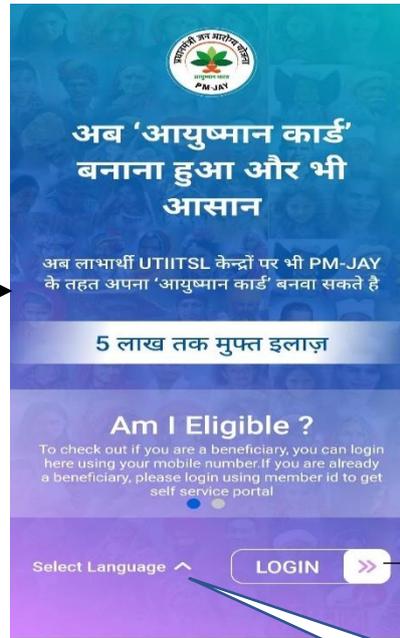
Tap here to Change Language
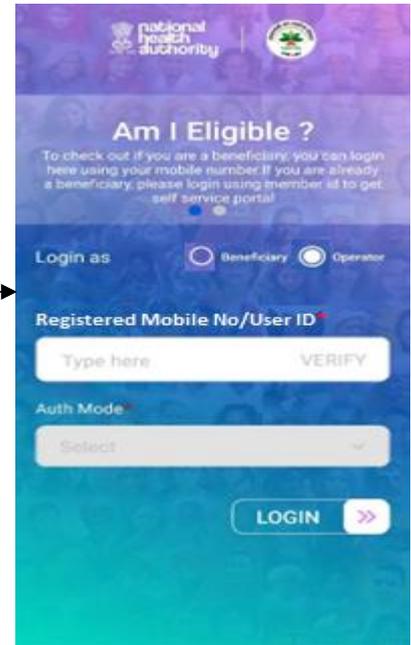
Login Screen
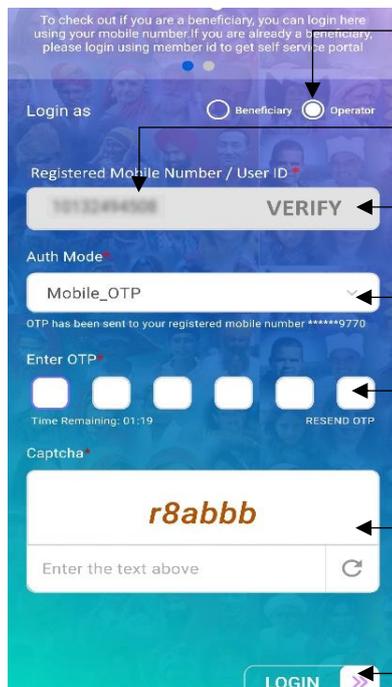
1. Choose Operator.

2. Enter Registered Mobile Number / User ID here.

3. Click "VERIFY".

4. Select Authantication Mode Password / Mobile_OTP / Aadhaar_OTP.

   Password
   Mobile_OTP
   Aadhaar_OTP

5. Enter 6 digit OTP which is received on same mobile number.

6. Enter CAPTCHA number here which is displaying on screen.

7. Once filled all details Select "LOGIN"

7.3. Operator e-KYC

The Operator will have to complete e-KYC to login in Ayushman App (if operator e-KYC is pending).
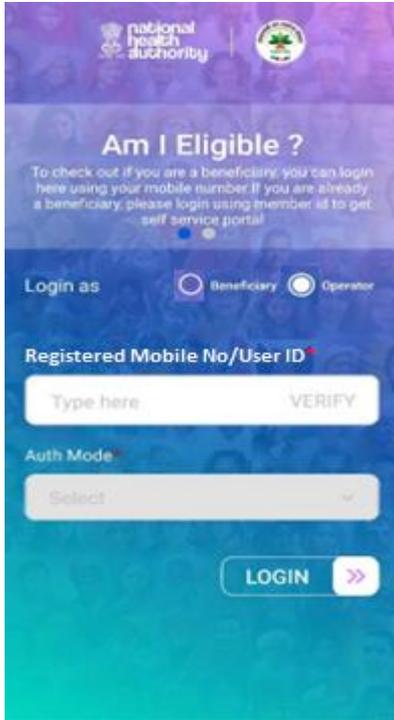
1- Select Operator
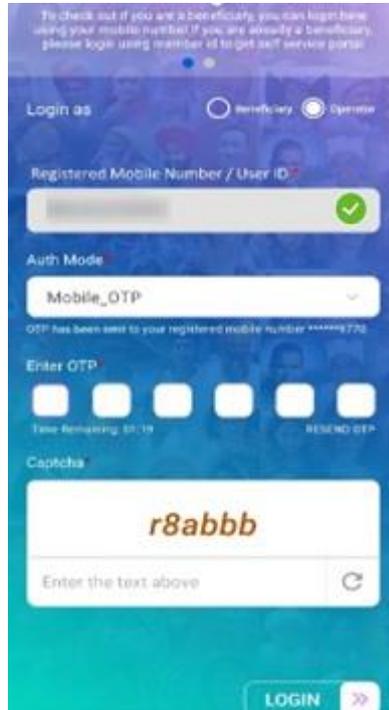
2- Verify Mobile and Enter OTP
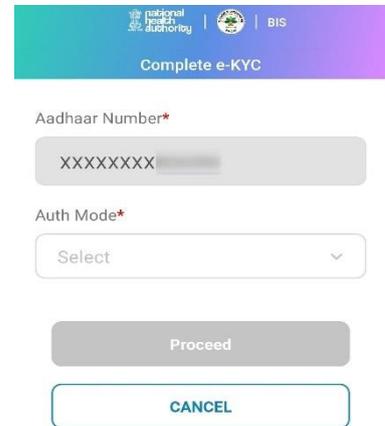
3. Select Auth Mode
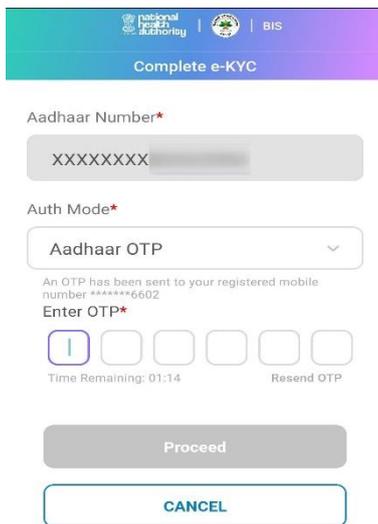
4- Enter OTP and Proceed
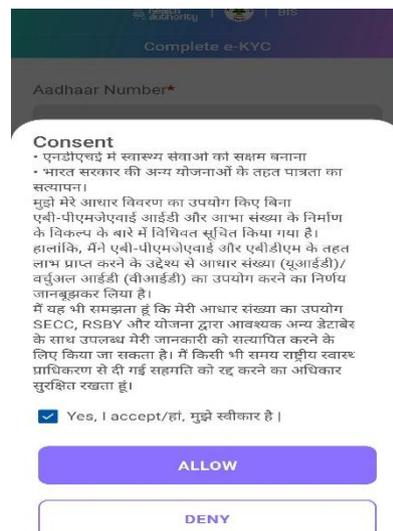
5- Accept Aadhar Consent
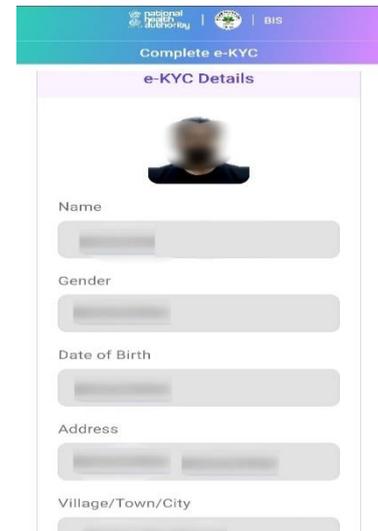
6. Check details
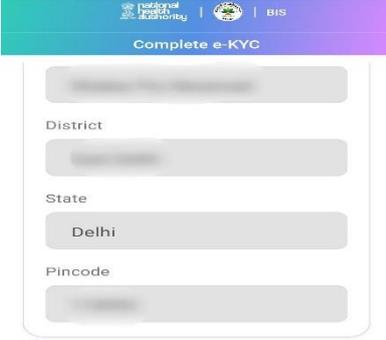
7- Verify and Proceed
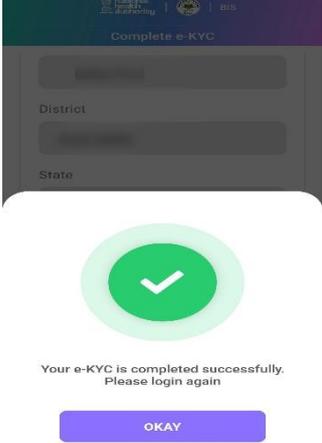
8- e-KYC Completed

7.4. Card Generate and e-KYC

1. Beneficiary / Operator can use one of the following modes (as applicable), once the User ID / Mobile number entered by them is Verified to Login post authentication as per screen below:
    a. Mobile OTP
    b. Aadhaar OTP (OTP on mobile number linked with Aadhaar)
    c. Password
    d. Captcha has to be entered along with the OTP / Password as applicable

1 – Beneficiary Login   **2 – Operator Login**

2. Once the user clicks on 'Login' button, "Search Beneficiary" page will be displayed to select the search criteria. The user needs to select State, Scheme, District fom available drop down. Post this selection , the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search critieria , user needs to input the Aadhaar Number, Family ID, Name, Rular and Urban based on user selection and click on 'Search' Button. In case of availability of records , which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member(s) as shown in below screen shot.
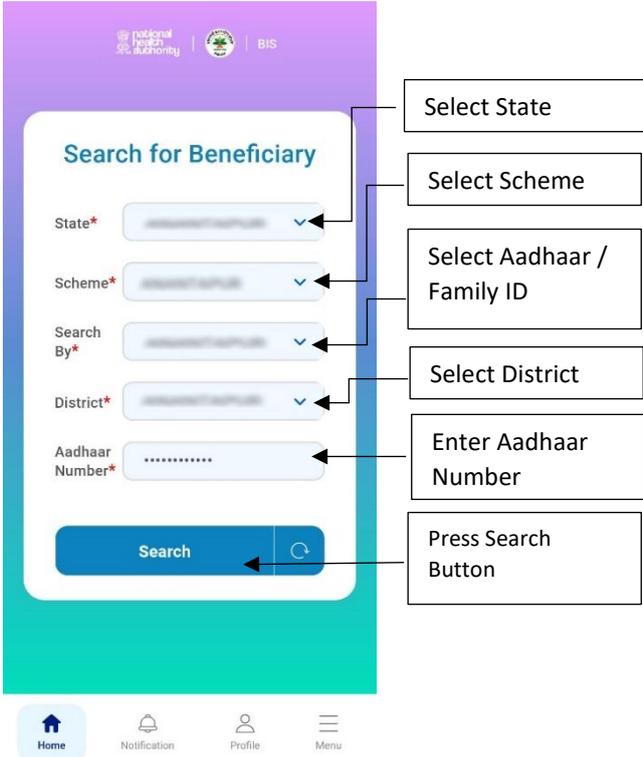
Select State

Select Scheme

Select Aadhaar / Family ID

Select District

Enter Aadhaar Number

Press Search Button

Select Identified Button to do e-KYC of beneficiary.

1 - Search Beneficiary

2 - Search Result

Choose Mode

3 - Beneficiary Detail

4 – e-KYC

5 - Beneficiary e-KYC

Select OTP

Select "VERIFY"

Enter 6 digit OTP received on registered mobile number.
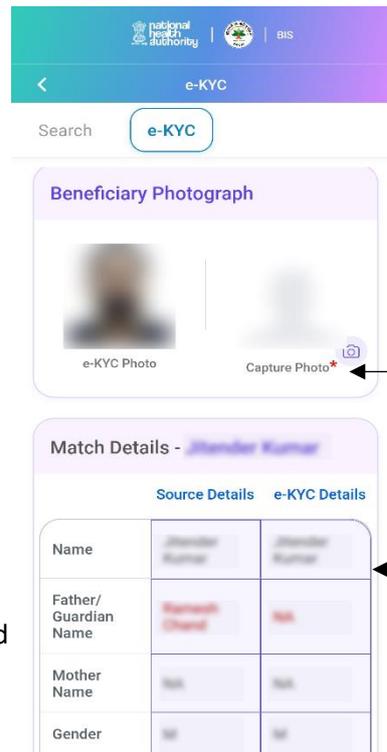
6 – Match e-KYC Details

Click on Camera Icon to capture photo

Match Your e-KYC details
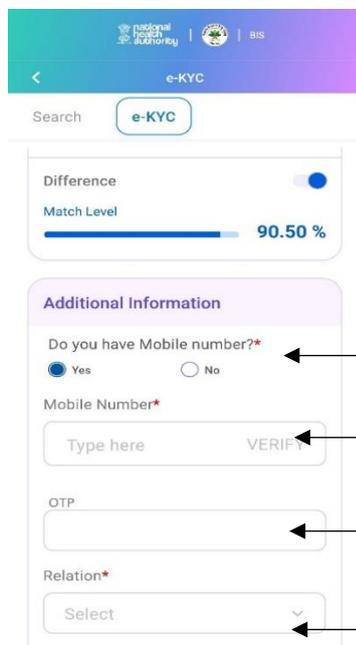
7 – Enter additional information

Select Yes

Enter Mobile no. and Click "VERIFY" Enter OTP received on mobile number

Select Relation

8 – Continued..

Enter Pincode

State will be selected default

Select District

Select Rural / Urban
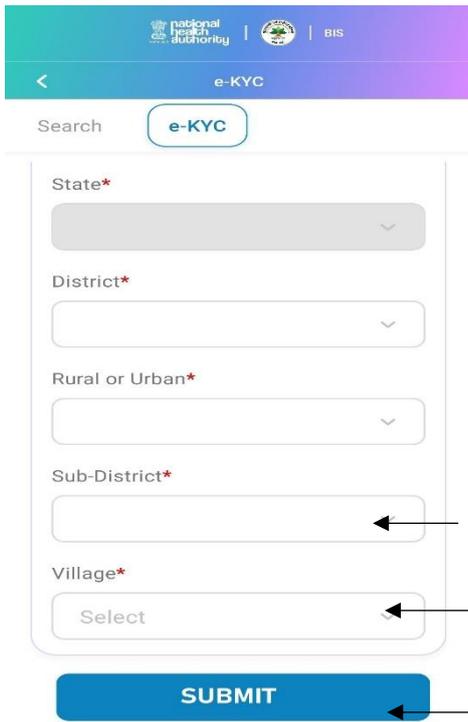
Select Sub-District

Select Village (if in case Urban select Town)

Click "SUBMIT"

9 – Submit e-KYC
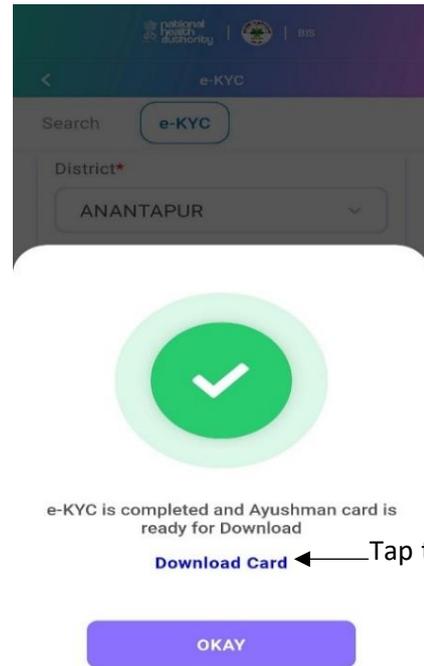
Tap to download Card

10 – Card Generated
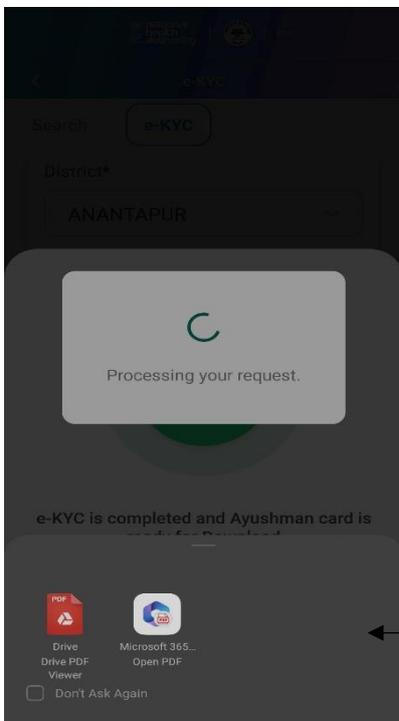
Select PDF to Download Card

11 – Card Downloaded

12 – View Card

3. Logged in Operator can view the Beneficiary and Beneficiary's family member details and perform Authentication for them using one of the four methods as shown in screen below:
   a. Authentication can be done via following 4 methods:
      i. Aadhaar OTP
      ii. Finger Print
      iii. IRIS Scan
      iv. Face Auth
4. Post Authentication Operator can perform the following actions:
   a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
   b. Link Aadhaar in case of Aadhaar not linked with approved Beneficiary or Family Member, whose card status is unidentified
   c. Add Family member in case of new member to be added to family.
5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary will get following options:
   a. e-KYC: user can proceed to download card if Auto Approved (refer screenshot-1) or await approval if match score below threshold for approval by competent authorities. And a request will be submitted with reference ID (refer screenshot -2).
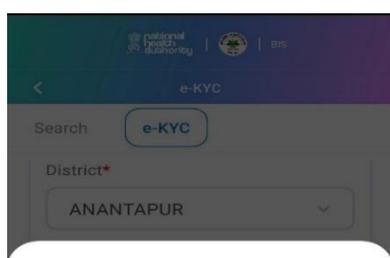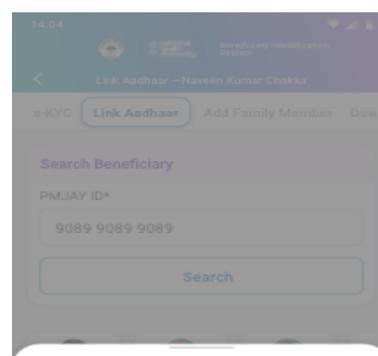

1. Card is Auto-Approved

2 – Non Auto-Approved

b. Link Aadhaar – card status will remain approved and Aadhaar details will be updated, whose card was genrated earlier without Aadhaar.

c. Add Family Member – eKYC of the newly added member would be shown as Pending or Approved based on match score crosses threshold or not. If Auto Approved, Operator can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities. And a request will be submit with reference ID (refer screenshot-3).

**3. Card is Auto-Approved**

7.5. Download Card as an Operator

All approved card for beneficiary's family can be downloaded multimple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.

After log-in from Beneficiaries or Operator, Search with Family ID/Aadhaar/name and Rural/Urban. Go to Download Card.
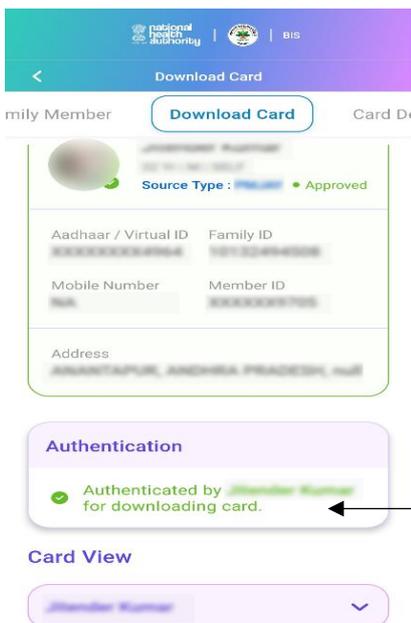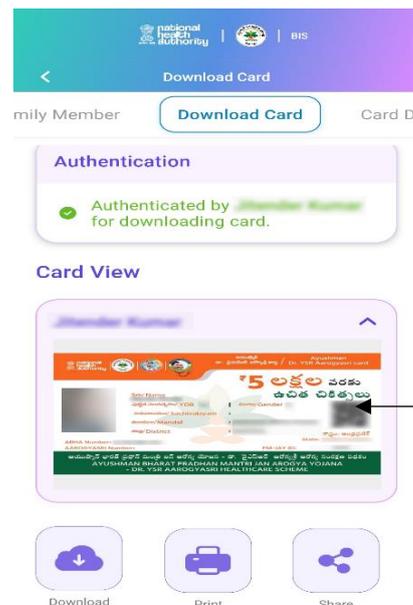

Enter Family ID
Select Search
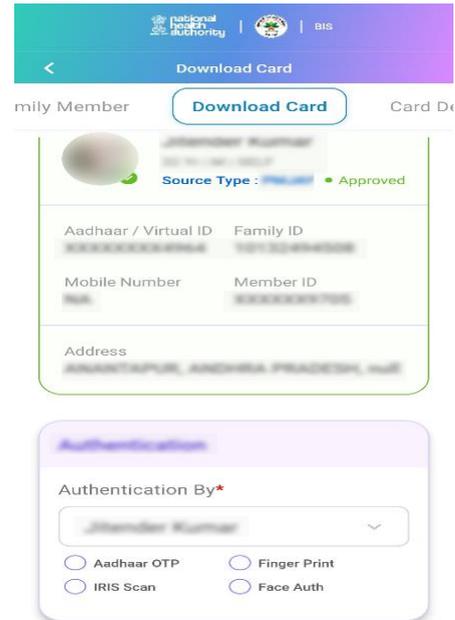
1. Card Downloaded

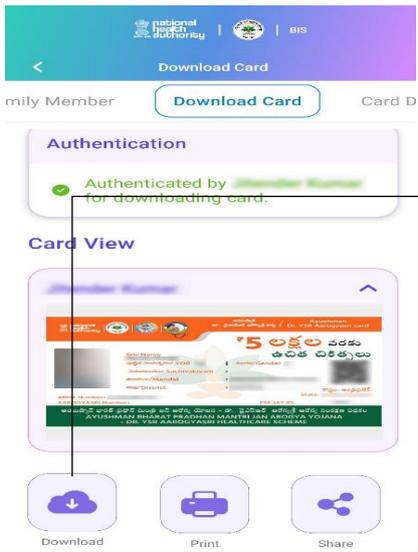**2 – Select beneficiary and complete Authentication (as shown earlier)**

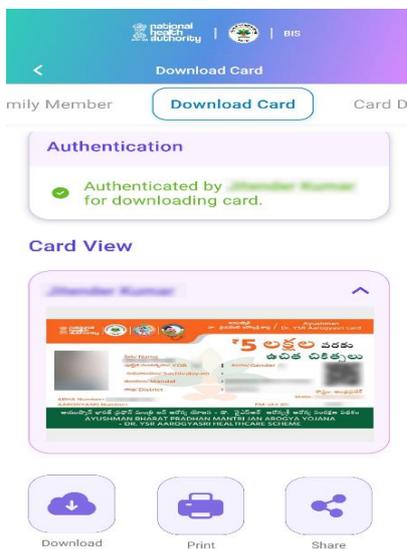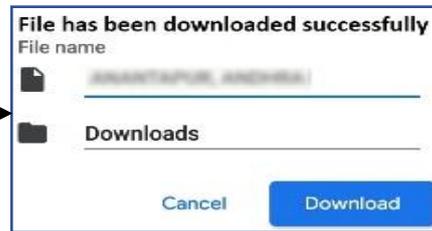After Successful Authentication
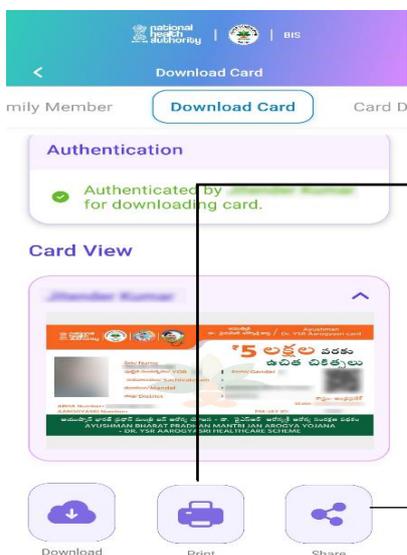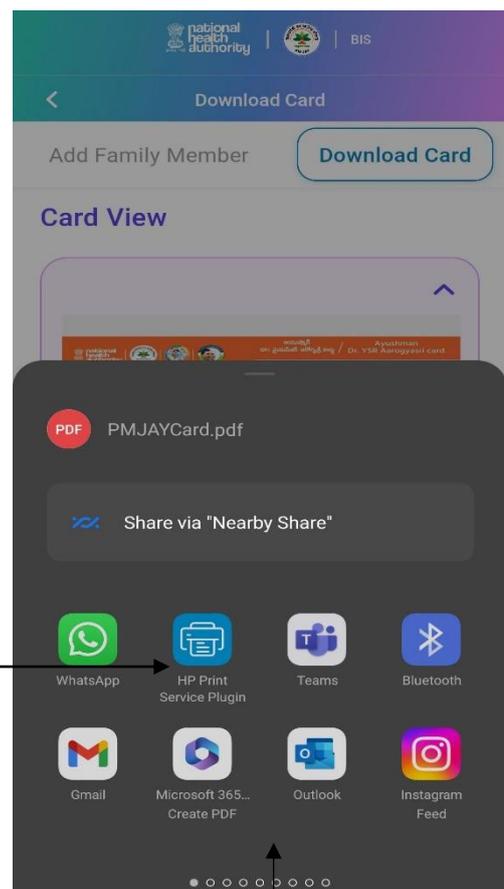
3. Successfully Authenticated

Card View

4. Download Card Screen

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1. Download Card

File has been downloaded successfully
File name
ANANTAPUR,ANDHRA...
Downloads

Cancel   Download

**2. Print and Share Card to other App**

7.6. Beneficiary Login

Login as Beneficiary using mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP that is valid for 10 minutes, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.

If mobile number is entered incorrectly, then the same can be entered again only after 3 minutes.
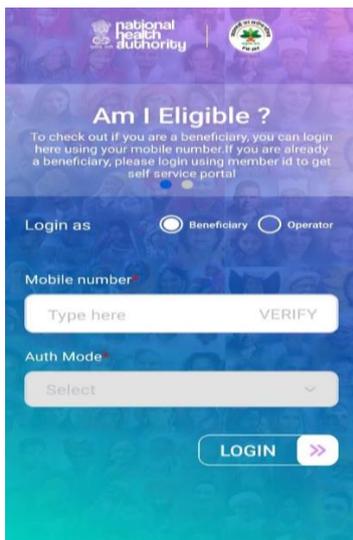
1. Once the user clicks on 'Login' button, a page will be displayed to select the search criteria. The user needs to select State, Scheme, District fom available drop down. Post this selection , the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search critieria , user needs to submit the Aadhaar Number , Family ID etc and click on 'Search' Button. In case of availability of records , which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member as show in below screenshot.
2. Logged in Beneficiary can view self and family member details and authenticate self using one of the four methods as shown in screen below:
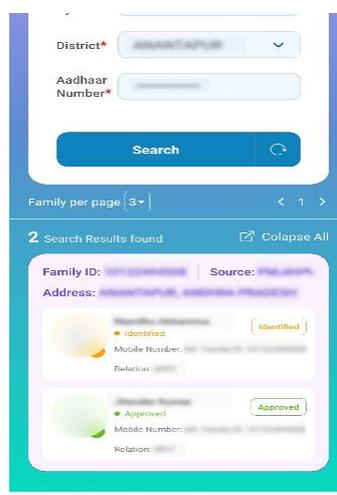
3. Post Authentication Beneficiary can perform the following actions:
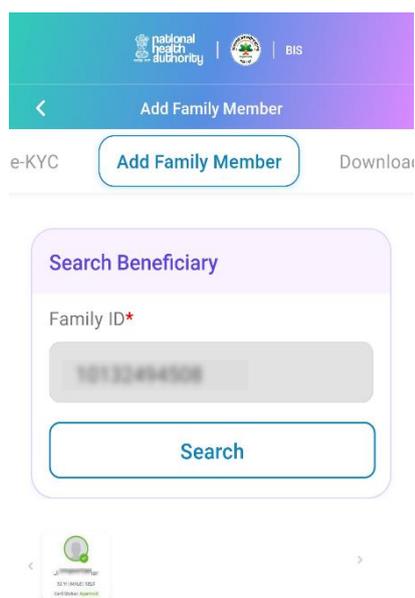   a. e-KYC can be done via following 4 methods:
        i. Aadhaar OTP
        ii. Finger Print , w
        iii. IRIS Scan
        iv. Face Auth
    b. Once eKYC is done successfully, Beneficiary can select add additional details with or without mobile as shown in screen below:
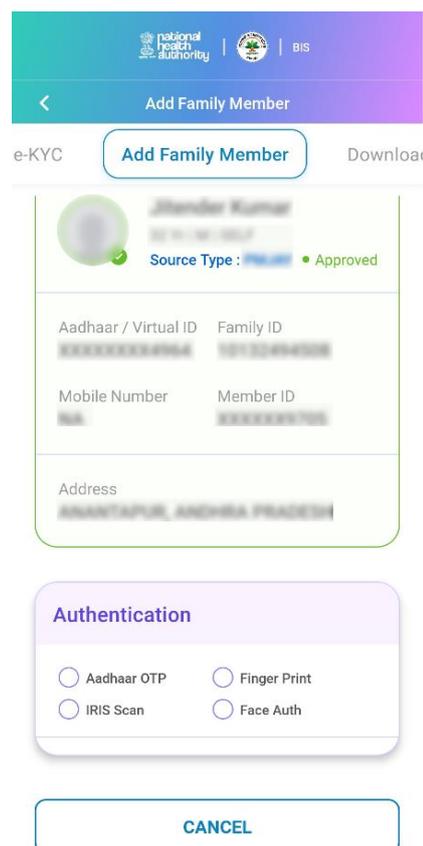
4. Post Authentication Beneficiary can perform the following actions:
    a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
    b. Link Aadhaar in case of approved Beneficiary but without Aadhaar, whose card status is unidentified
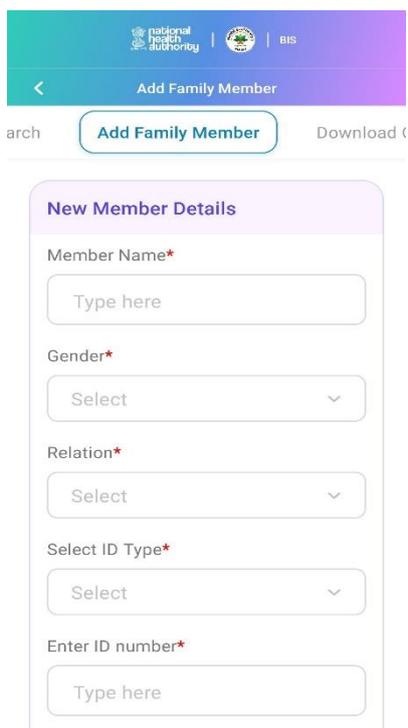   c. Add Family member in case of new member to be added to family.

1. Enter Fmaily ID and Search

2 – Complete Authentication (as shown earlier)

3. Enter New Member Details

4 – Upload supported Document and enter new member Aadhaar and Submit
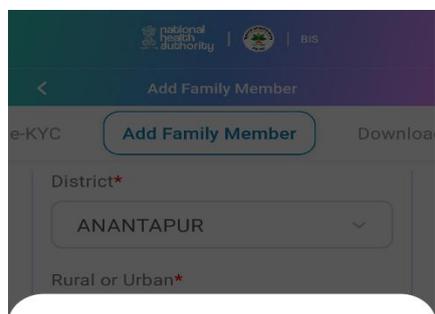
5 – Add new member request submited successfully

5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary will get following options:

   a. e-KYC: Can proceed to download card if Auto Approved or await approval if match is below Score for approval by competent authorities.

   b. Link Aadhaar: card status will remain approved and Aadhaar details will be updated, whose card was genrated earlier without Aadhaar.

   c. Add Family Member: e-KYC of the newly added member would be shown as Pending or Approved based on State Score match threshold. If Auto Approved, Beneficiary can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities

   d. All approved card for beneficiary's family can be downloaded multimple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.
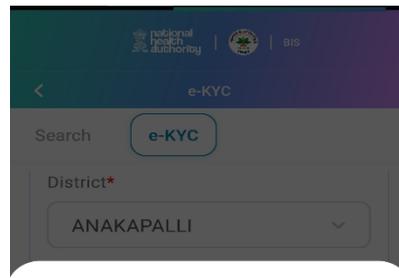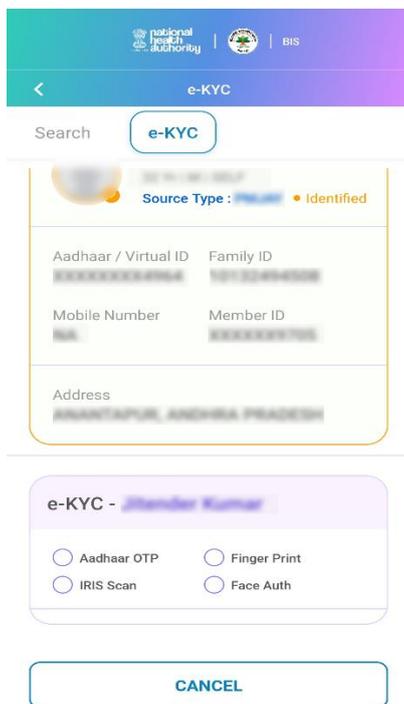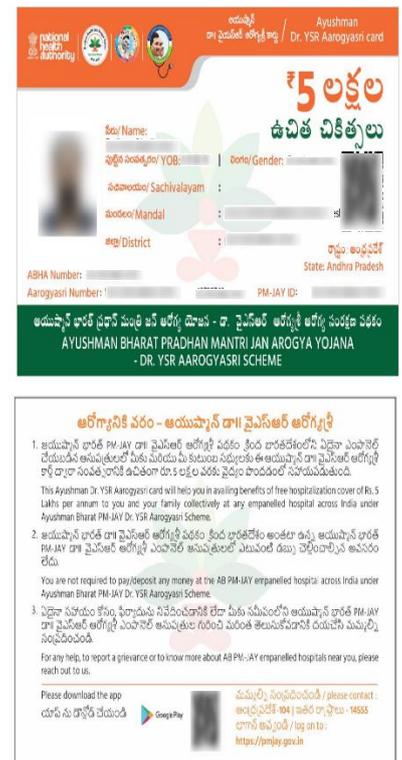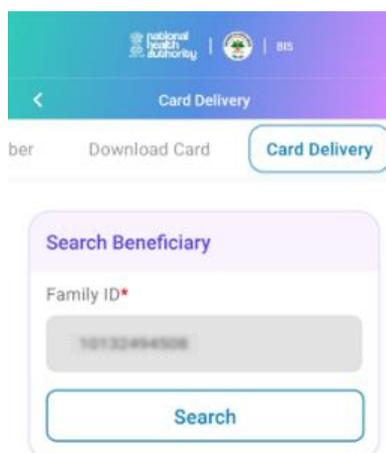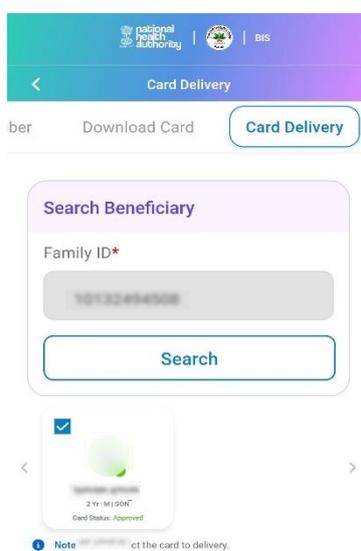
7.8. Card Delivery

Operator can use Card Delivery Tab post appropriate Beneficiary Authentication who is receiving card for self and /or his/her Family members using one of the four methods again as follows: (Screen Shot attached below)
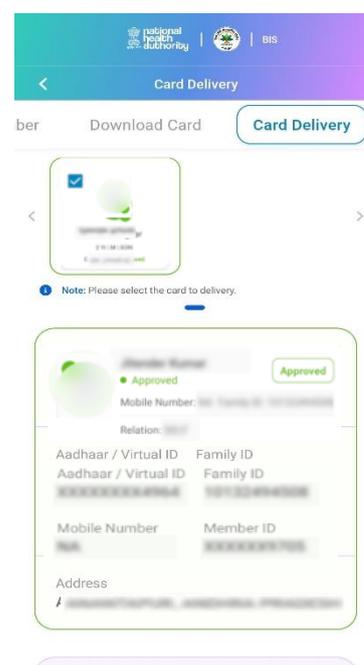
- e. Aadhaar OTP
- f. Finger Print
- g. IRIS Scan
- h. Face Auth

1- Search with Family ID   **2 – Select beneficiay who's card needs to deliver**   **3. Scroll down for Authentication**

4- Complete Authentication
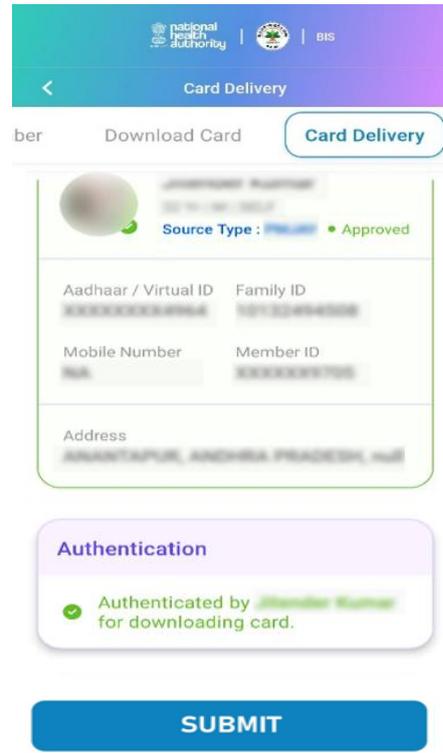
5– Submit after Authentication

Your Ayushman Card has been delivered.

OKAY

6. Scroll down for Authauntication

7.9. FAQ (Frequently Asked Question

1) **Who is eligible to avail the benefits of this Scheme?**

   All families listed in the SECC-2011 database and State scheme as per defined criteria will be covered.

2) **Do beneficiaries need to pay any fee for obtaining the card?**

   No need to pay any fee for obtaining the card. It's totaly free of cost.

3) **How many cards will be issued to a family?**

   Only one single card will be issued to every beneficiary of particular eligible family.

4) **What are the documents required at the time of Add family member?**

   Beneficiary will need to upload State specific documents like (Birth Certificate/Marriage Certificate/PM Letter/Ration Card/Government certified list of member).

5) **Can I add a member through the Ayushman App?**

   Yes, you can choose to add family member option in the Ayushman App.

6) **How do I login to the Ayushman App?**

   Beneficiary can login using mobile number and Operator can login using mobile number or User ID.

7) **Is there any restriction to family size for PMJAY?**

   No restriction on family size and age of members.

8) **What is feature available in Ayushman App?**

   Search beneficiary, e-KYC, link Aadhaar, add family member, Download Ayushman Card, Share Card on different App.

9) **How can I search for beneficiaries and family in Ayushman App?**

   As a Beneficiary / Operator searches the list of the available beneficiaries by details such as Family_ID, Aadhaar Number, Name, State ID, Rural / Urban under selected State and district.