



[Intuit Sponsored Annual Health Checkup](#)

Under the Outpatient Department (OPD) Plan, Intuit provides a free yearly health examination for you and one registered dependent at a top hospitals and diagnostic centres. Policy period is 1 August to 31 July.

Frequently Asked Questions for Annual Health Check-up

1. How do I request an Annual Health Checkup?

You can request an Annual Health Checkup, by visiting connectandheal.com and clicking on “Intuit Sponsored Benefits” or the “Know your Benefits” tab on the Connect & Heal (CNH) homepage toolbar at the top of the page. Then click on “Use Benefit” under “Annual Health Checkup”.

2. How many Annual Health Checkups are available?

Annual Health Checkup is free for employees and one registered dependent covered on the Group Medical Insurance per fiscal year (August 1 to July 31). The Annual Health Checkup appointment date must be within the fiscal year. For any additional dependents, you will have to pay Connect and Heal directly.

Note: The free annual health checkup benefit is **not** applicable for parent-in-laws.

3. How much time does it take for Connect and Heal to confirm the Annual Health Checkup appointment?

Annual Health Checkup appointments must be made at least 2 working days in advance and are subject to availability. Connect and Heal confirms Annual Health Checkup appointments within 2 working days, subject to confirmation from the clinic / hospital / medical centre.

4. Where can I find the list of centres for in-clinic visit?

A list of available centres is available on the CNH booking portal. If you cannot find a location near you, CNH can assist to find a location near you. For assistance, email inuit.support@connectandheal.com or call CNH at ph: 0806808456.

5. What do I do once I reach the screening centre?

On arrival at the centre, please head to the registration desk with your confirmation letter, along with your Intuit employment ID card and Government photo ID proof. You will then be given a Case File by the centre.

6. How long will it take to complete the health checkup via a centre visit?

Completion of all tests can take around 5-6 hours. Please plan accordingly.

7. How does the home sample collection work?

Post completing your online appointment booking, a trained Phlebotomist will visit your home to draw your blood sample. Post collection the sample will be processed at an accredited laboratory closest to you. Note: Only pathology tests will be covered. Your results will be sent via your registered email ID and uploaded on your personal dashboard as part of your e-health record.

8. Will I need to show anything to the visiting Phlebotomist?

Yes, show your CNH confirmation email to the Phlebotomist who will be coming for the home sample pick up.

9. How long will it take to complete the health checkup via a home visit?

Home collections can take up to 15 – 20 minutes.

10. Are there any pre-screening instructions or precautions?

Yes, please review the important list of considerations below.

- Fasting for 10-12 hours is required before your blood collection. Kindly refrain from consuming food from 9.30pm the night before. Drinking of plain water is permitted.
- Restrict alcohol for at least 24 hours prior to your screening
- Take advice from your health care provider about the medications you are on. Few medications like corticosteroids, anti- psychotic medications and hormone pills can affect your test results.
- Do not exercise immediately before the tests. Relax and keep calm during the sample collection.
- It is advisable to wear loose fitting clothes while sample collection.
- Urine container for the collection of fresh urine sample will be given at the time of collection.
- For ladies, if you are menstruating on the day of your appointment, you will not be able to do your urine tests as the presence of blood in these tests would produce inaccurate results.
- If you are feeling unwell, kindly postpone your health screening to a later date as illness and certain medications (e.g. antibiotics) can affect your screening results.

11. How long will it take for my reports to be made available?

Reports are available the same day or within 24 to 48 hours, depending on the test. Reports will also be uploaded on your e-health record and sent via your registered email ID.

12. Can I cancel my appointment?

Yes, log in to the Connect and Heal portal by clicking on “Profile” and then “My Orders”. Alternatively, you can email Connect and Heal on intuit.support@connectandheal.com.

Note: Cancellations for appointments or tests paid for out-of-pocket will be refunded by Connect and Heal within 7 to 10 working days.

13. I would like to empanel my neighbourhood doctor - is this possible?

Yes, you can do so via the Connect & Heal Care app or on the main Connect & Heal page. Click “OPD/In Clinic Appointments”, then “See All” (located to the right of Nearby clinics), then “Suggest Clinic”. Complete the “Nominate your preferred Clinic or Doctor for Onboarding” section. Please note that once the CNH empanelment team confirms, you will get an update in 10 working days from the request date. Smaller clinics take up to 4 working days and larger chains can take up to 10 working days.