

Group Medical – Claims Document Check List & Attachments

Document Required (All in ORIGINAL)

1. Signed Claim form (KYC form is mandatory for claims above INR 100,000)
2. Main Hospital bills in original (with bill no; signed and stamped by the hospital) with all charges itemized and the original receipts
3. Discharge Card (original)
4. Attending doctors' bills and receipts and certificate regarding diagnosis (if separate from hospital bill)
5. Original reports or attested copies of Bills and Receipts for Medicines, Investigations along with Doctors prescription in Original and Laboratory
6. Follow-up advice or letter for line of treatment after discharge from hospital, from Doctor
7. Break up with details of Pharmacy items, Materials, Investigations even though it is there in the main bill
8. In case the hospital is not registered, please get a letter on the Hospital letterhead mentioning the number of beds and availability of doctors and nurses round the clock
9. In non-network hospitalization, please get the hospital and doctor's registration number in Hospital letterhead and get the same signed and stamped by the hospital
10. In case of accidents, please note FIR or MLC (medico legal certificate) is mandatory

Note: Kindly retain photo copies of all the documents. KYC – Government issued Photo ID and Address proof
The above is an indicative list and additional documents can be requested for to process a claim.

Group Medical – Cashless Hospitalization



Planned Hospitalization

Approach hospital 48 hrs. prior to admission , produces TPA card and completes pre-authorization formalities

Faxes Pre-Authorization letter to TPA for Approval

If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours

If the case is Declined, Denial Letter will be issued to hospital (denial of cashless does not mean denial of treatment or claim)

Incase additional information is required, TPA will inform the Hospital / Employee



Emergency Hospitalization

Admission in Hospital

Pre-Authorization formalities to be completed within 24 hrs and sent to TPA for Approval

If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours

If the case is Declined, Denial Letter will be issued (denial of cashless does not mean denial of treatment or claim)

Incase additional information is required, TPA will inform the Hospital / Employee

Group Medical – Reimbursement

