



Process for Health Insurance Claim by Direct Click (CDC)

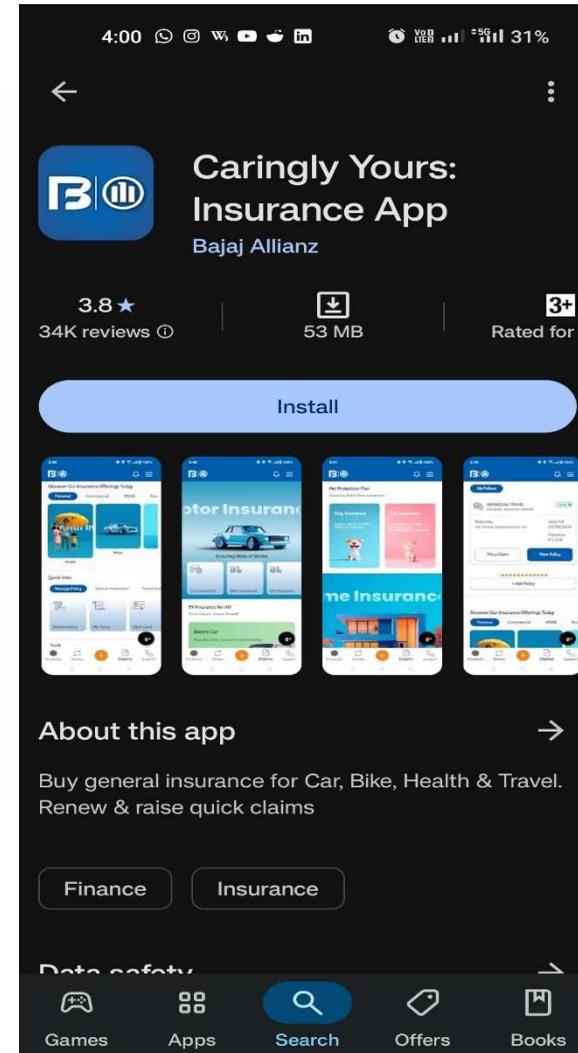
Through Bajaj Allianz's Insurance Wallet you can now easily make health claims which are under or up to Rs. 20000. It is a simple claim process which enables you to raise claim requests easily on your terms. To help you navigate through the app, we have jot down the steps below and explained the process step by step.





Download Caringly Yours Mobile App from Play store

Go Digital, Download Caringly Yours App





Sign in with mobile number

You will receive an OTP in your registered mobile number (Whatsapp)

4:01 [social icons] [signal icons] 30%

B | Allianz

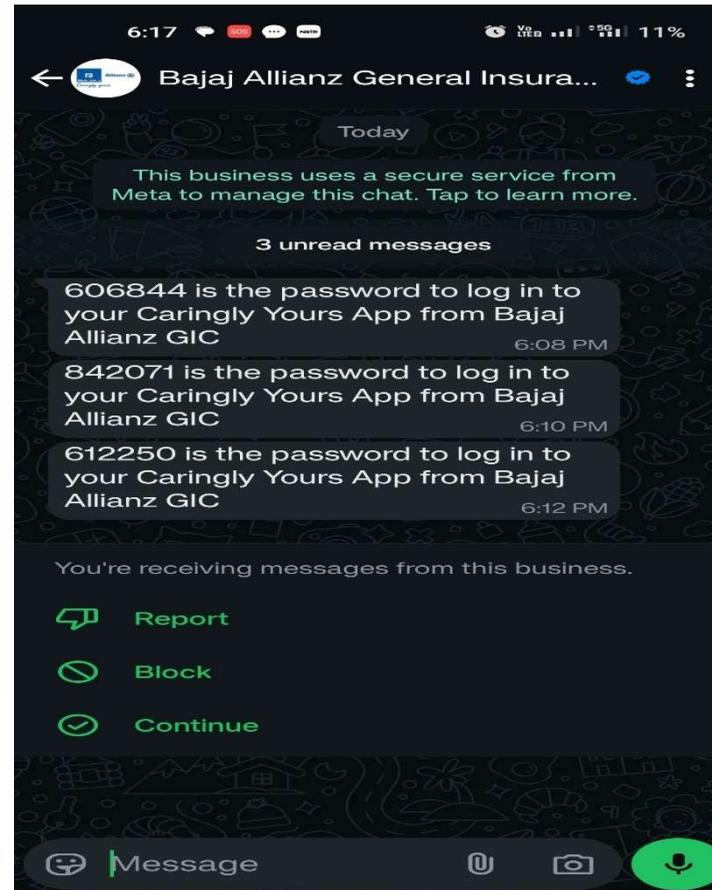
Sign In

Mobile Number

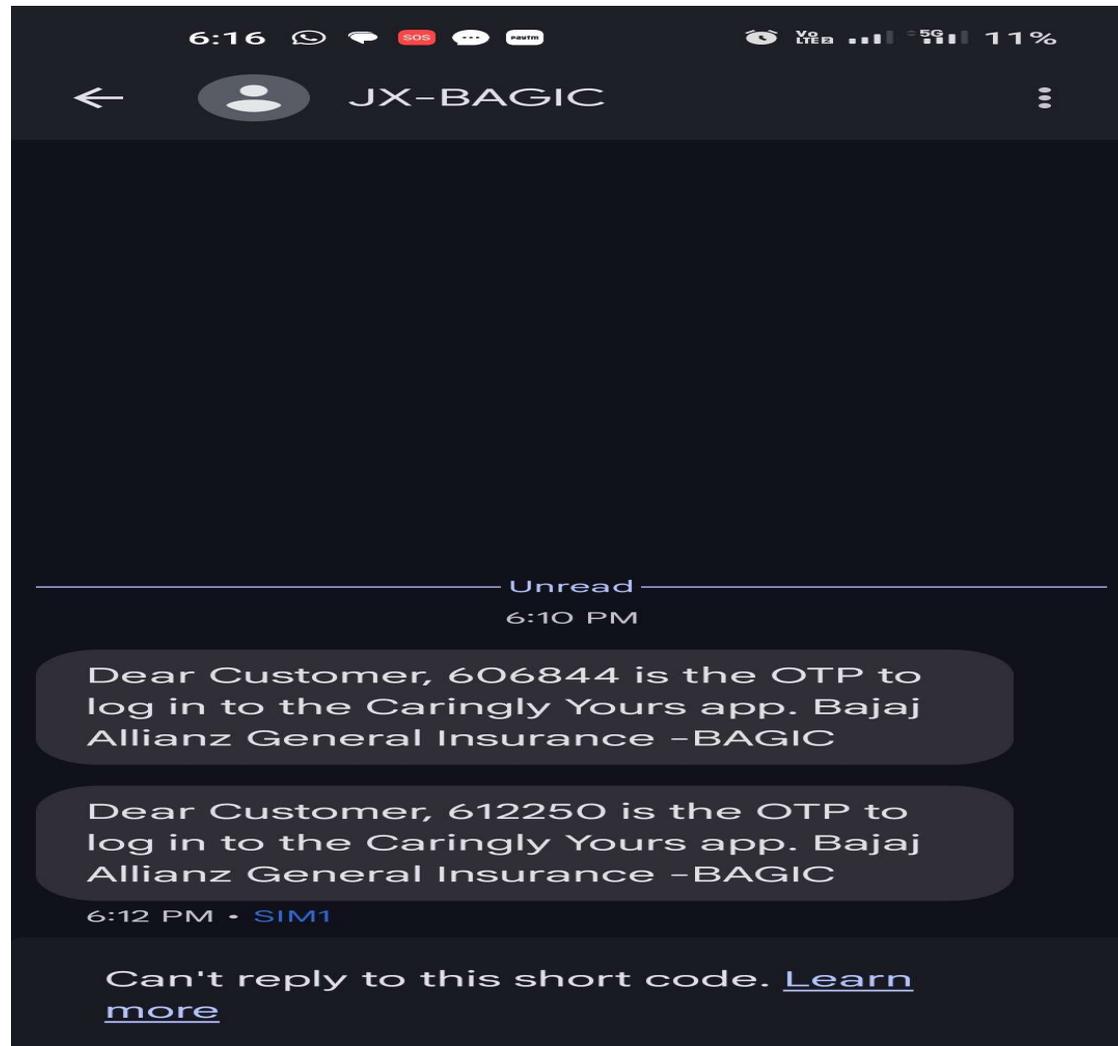
I agree to the data privacy policy
 Keep me posted on whatsapp

[Terms and Conditions](#)

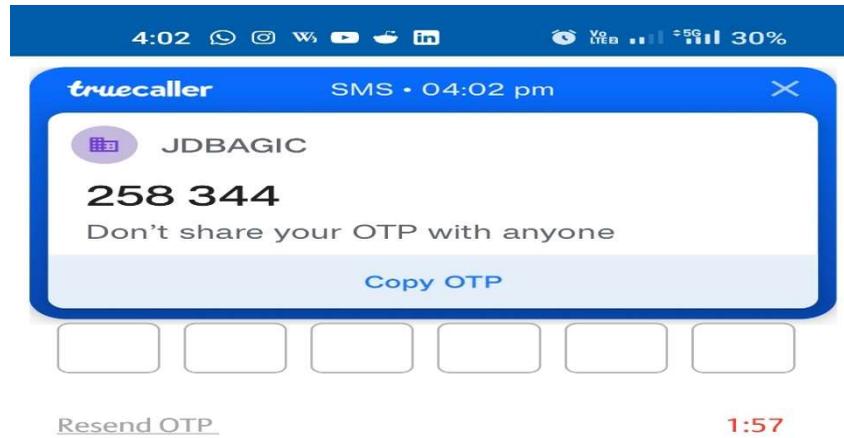
Send OTP



You will receive an OTP in your registered mobile number (Text Message)



Need to enter received OTP & Verify



Verify

If Mobile number is not registered



SKIP

Almost there !

Update your profile for personalized experience

Mobile Number

9404242042

✓ Verified

Name

Manav A

Email

manov597@gmail.com

PROCEED

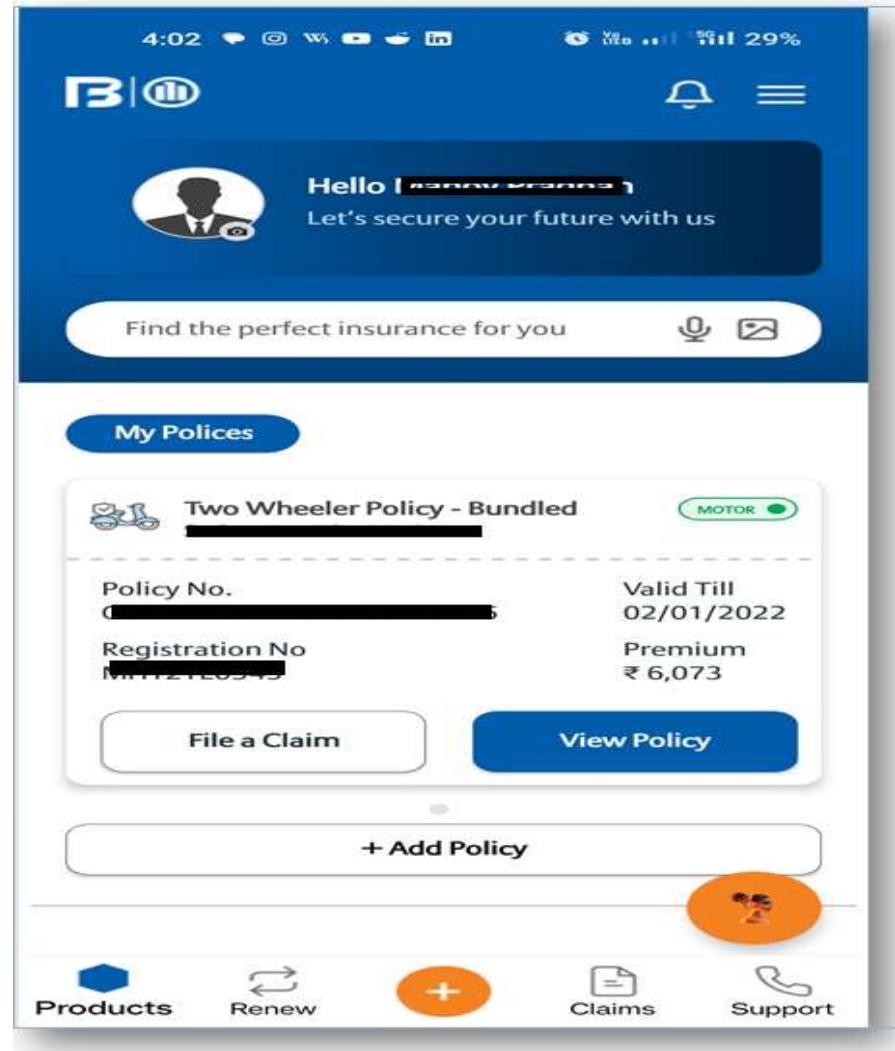


[Legal/Privacy Policy](#)

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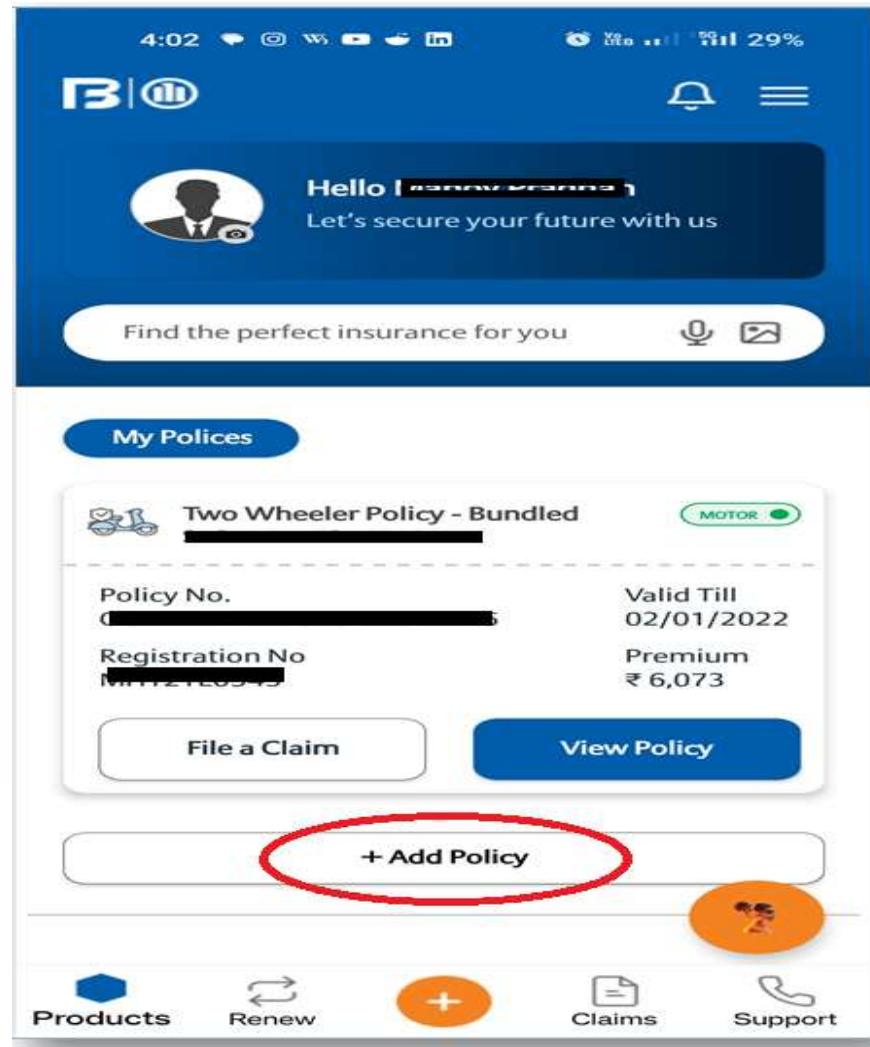


Home screen of Caringly Yours application





Click on add policy





Add Policy Screen- Retail

Add Policy Details

Retail Policy | Group Health

Policy Number *

Premium Amount (Incl. GST)*

Mobile Number *

Email ID *

Reset | **Submit**

Add Policy Screen – Group Health

New Policy

Add New Policy | **Group Health**

Employee Code *

Health ID Card No *

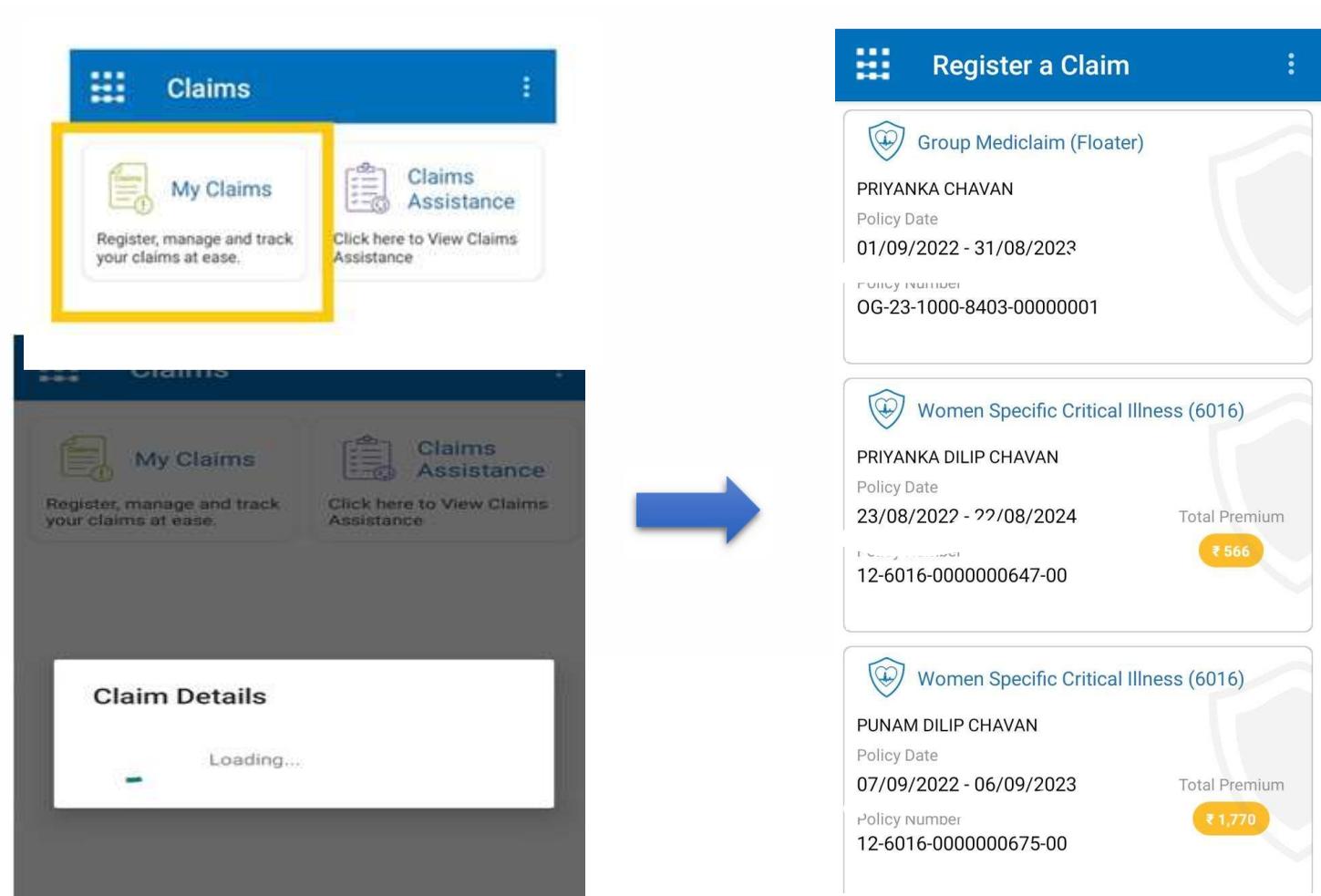
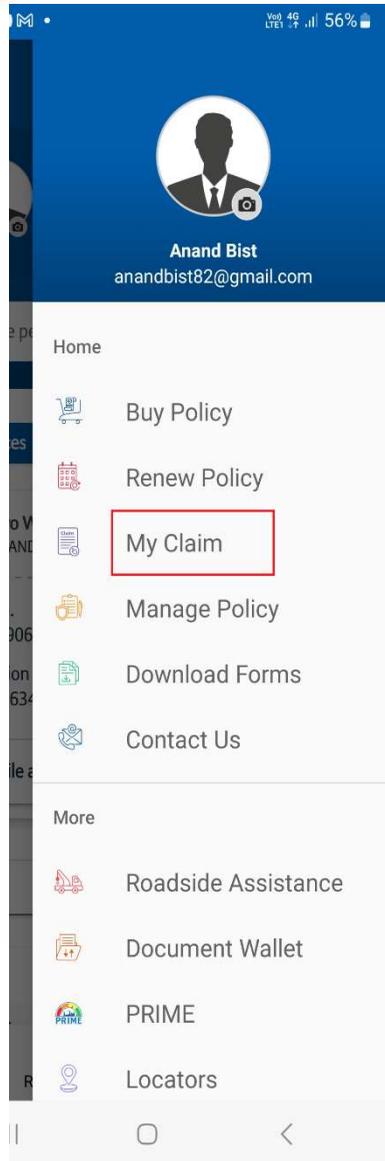
Reset | **Submit**

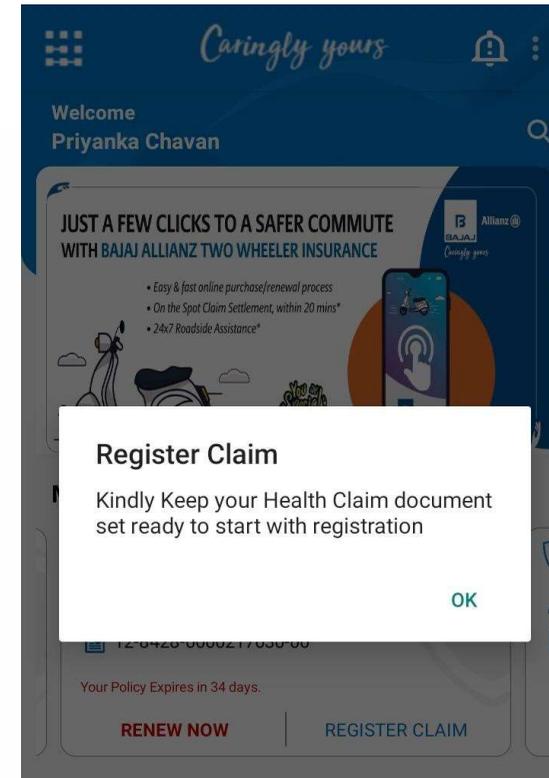
- **As, client tab on Add Policy he/she needs to enter necessary details as shown and then tab on Submit**



Claim Registration Process

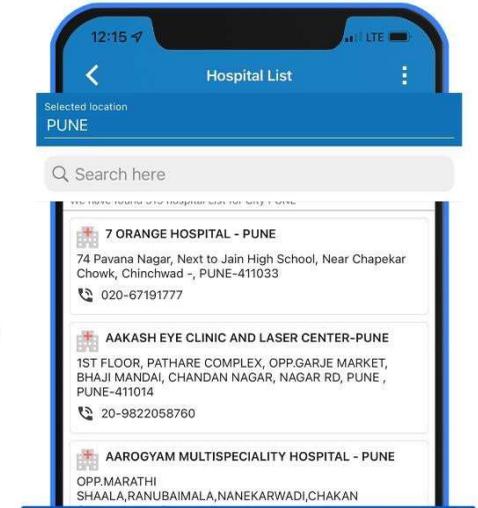
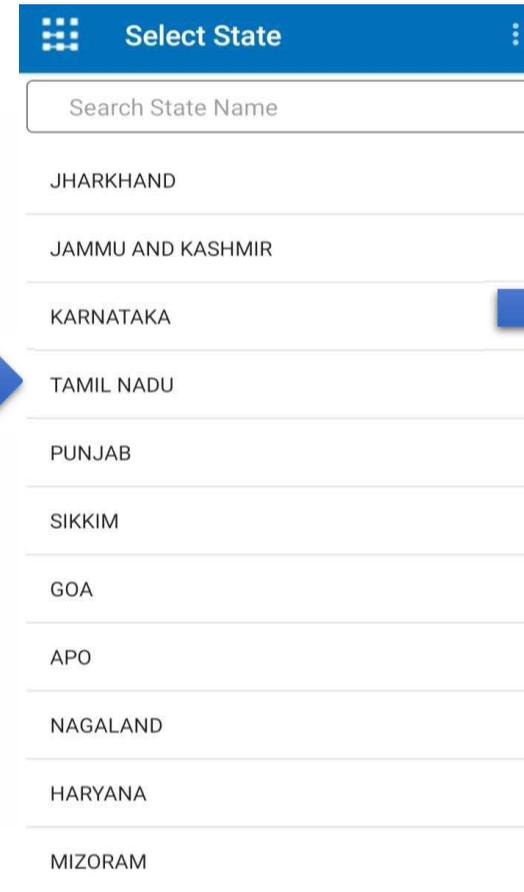
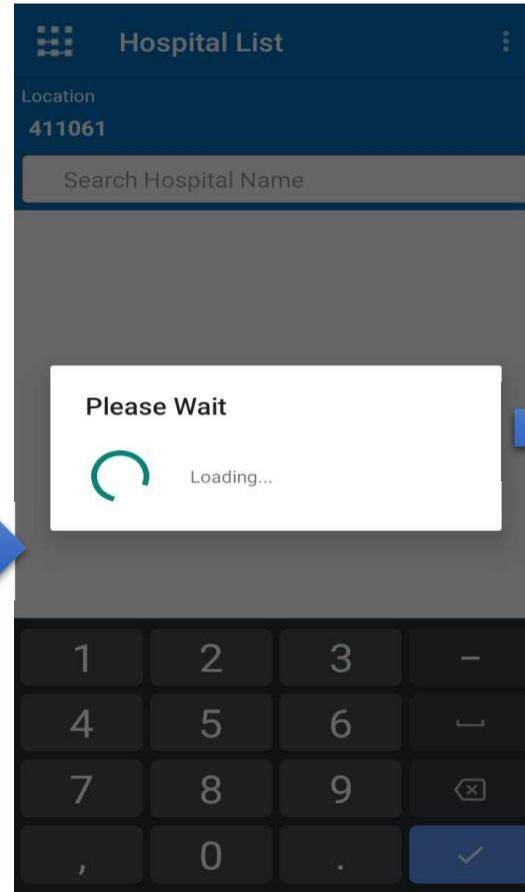
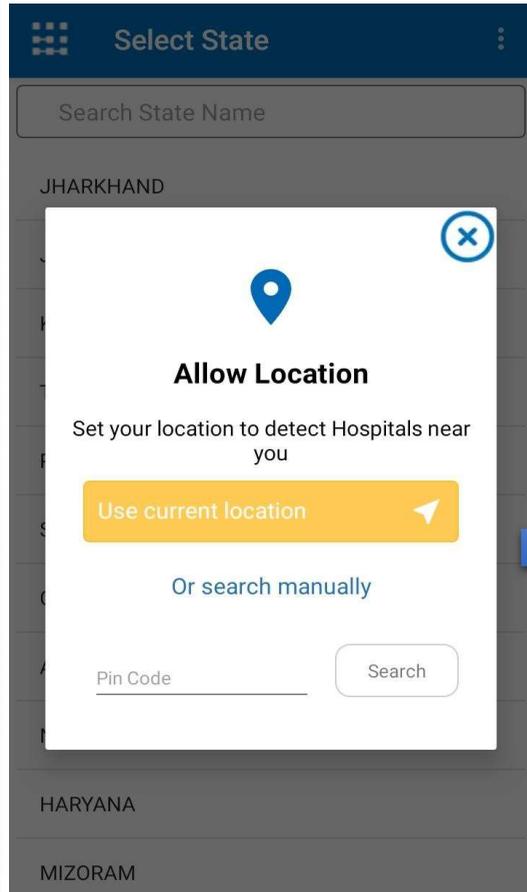
Go to “My Claims” and select the policy and the member details under “Register a claim”.





On selecting Register Claim option on home screen clients will be redirected on the next screen for selecting the member name against whom claim needs to be registered.



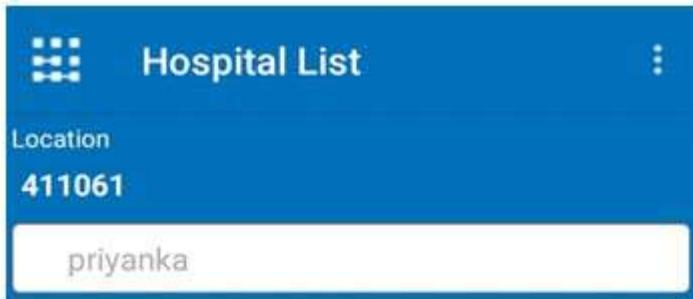


Hospital Locator
View hospitals nearby based on your current location.

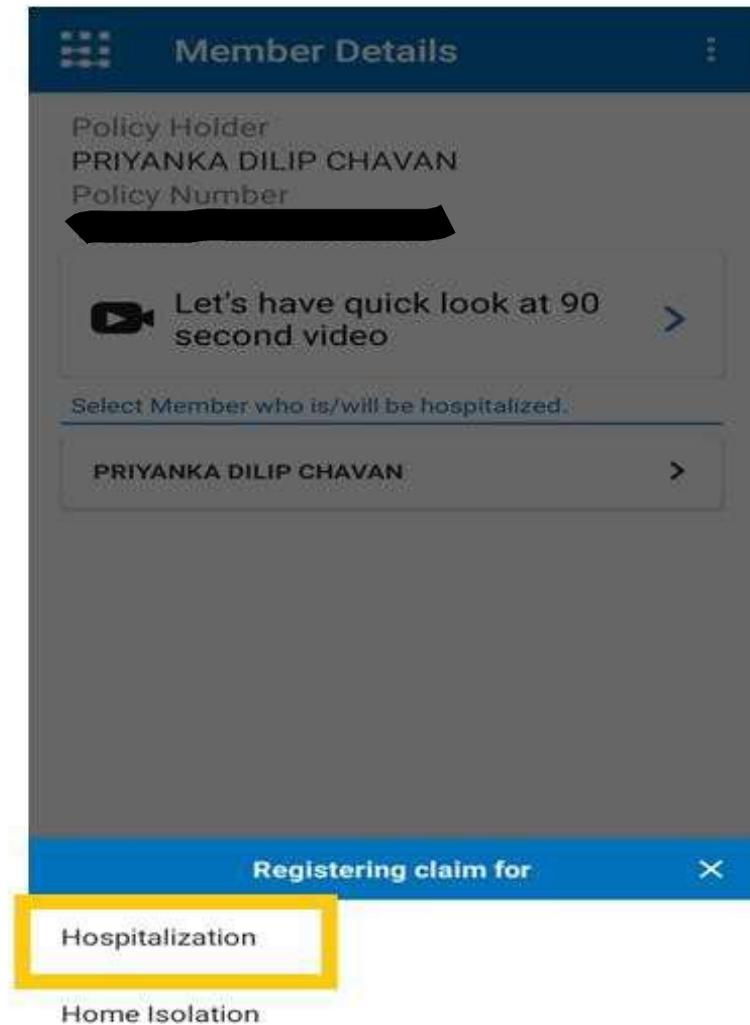
After selecting the insured, search Hospital via pin-code OR select the state, city and hospital



In case hospital is not in list, need to click on below option



Searched Hospital is not in the List ?



After selecting hospital, Click on Hospitalization

Once hospital selection is completed, need to enter all mandatory details & below would be the confirmatory page, wherein customer will go through the terms and conditions and agree for the same

Hospitalization Details

priyanka.chavan03@bajajallianz.co.in

Mobile No *
7248960851

Date Of Admission *

Date Of Discharge *

Diagnosis *

Claim Amount *
₹

Room Type *

Treating Doctor's Name *

[Read Terms and Conditions](#)

PROCEED



Insurance Wallet

I hereby request Bajaj Allianz General Insurance Company Ltd [BAGIC] to kindly accept the scan copies attached/sent by me as basis for settling my claim. I also hereby declare and undertake that (i) I am in possession of all the original documents of scan copies with me and I shall safely preserve the same with me and as and when BAGIC require the originals of all the scan copies sent by me to BAGIC, I shall immediately submit the same to BAGIC without any objection of whatsoever and (ii) I also hereby agree and undertake that if BAGIC finds that the scan copies submitted by me are in any way found to be not genuine treatment/diagnosis documents, then I shall be solely responsible for the same for all the legal actions/proceedings which BAGIC may take

OK



Health policy Registration

18-Jan-2017

Diagnosis *
fever

Estimated Expenses *
5000

[Read Term and Condition](#)

PROCEED

Claim Document Upload screen – Click on Get Started Tab

← Document Upload

Please Note :
Make sure all uploaded images are clear
Upload document in the section to which they are related

Steps for Uploading Health Claim Documents

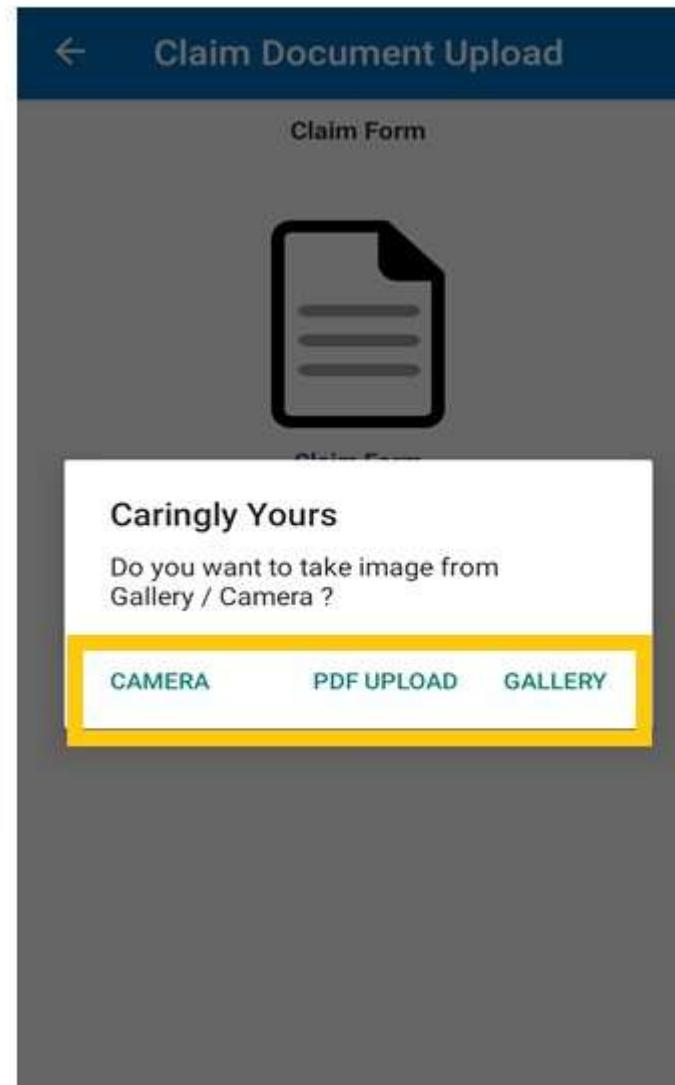
Please arrange your documents in the following steps for a more efficient flow

- Step 1: Claim Form *
- Step 2: Address Proof *
- Step 3: Death Certificate *
- Step 4: Burial Certificate *
- Step 5:  *
- Step 6: Post Mortem Report *
- Step 7: Viscera Report *
- Step 8: KYC (Approved amount more than 1 Lac) *
- Step 9: NEFT Details *

GET STARTED



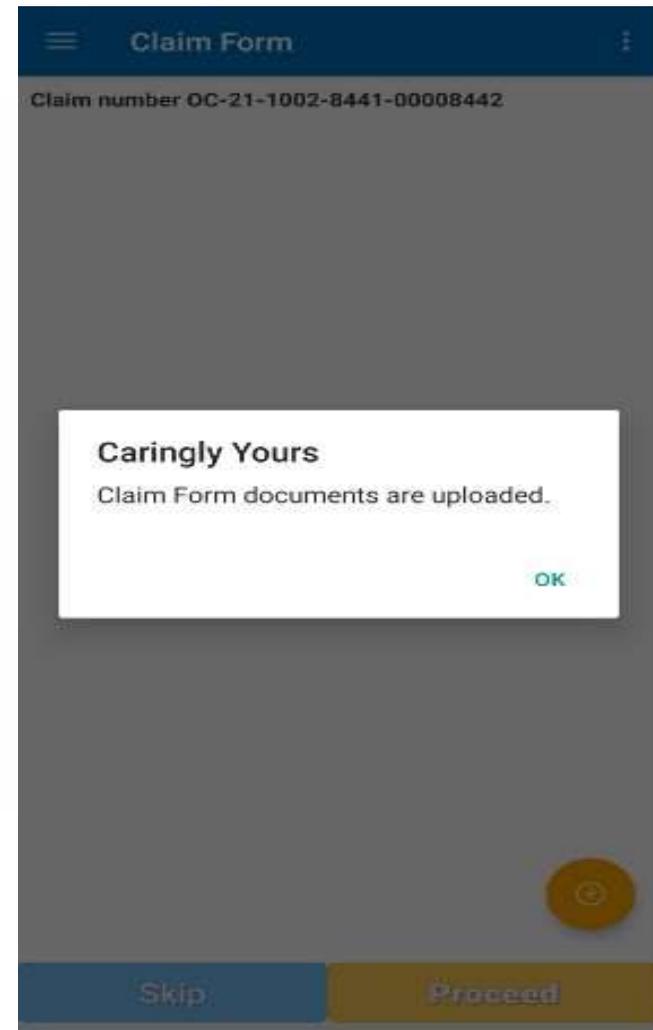
Need to select Documents uploading format



- Before capturing the snap of all the documents & bills client needs to write **“Claimed with Bajaj Allianz General Insurance Co Ltd”** with a pen.



Claim Form





Discharge Summary

Caringly yours

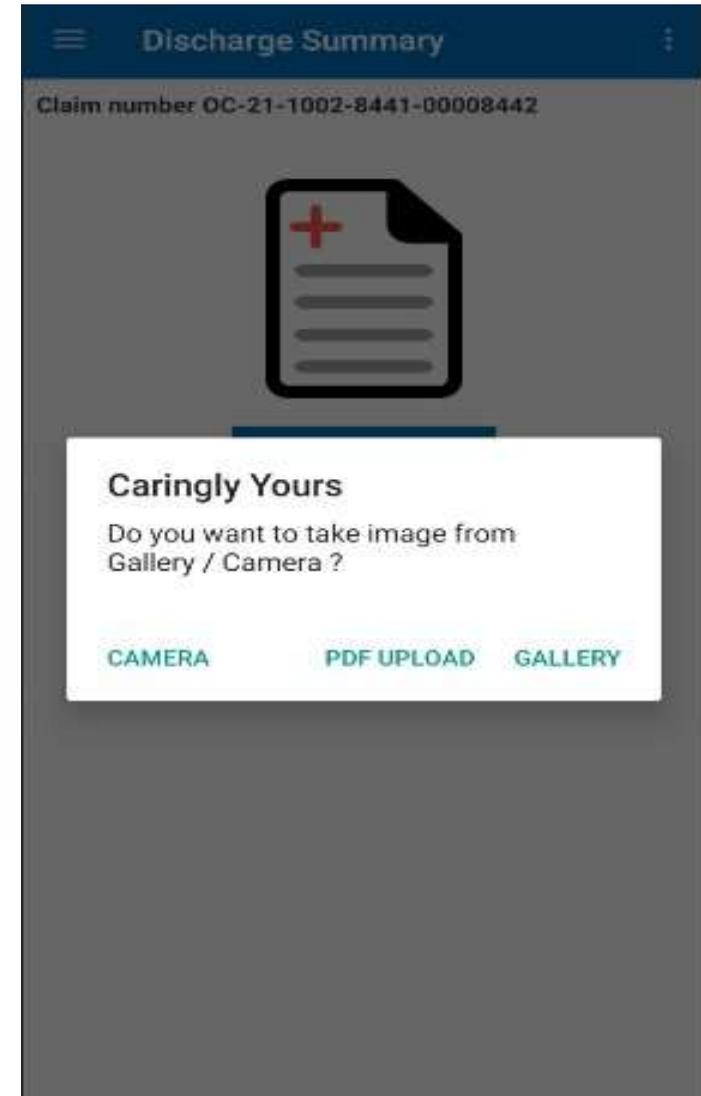


Claim number OC-21-1002-8441-00008442



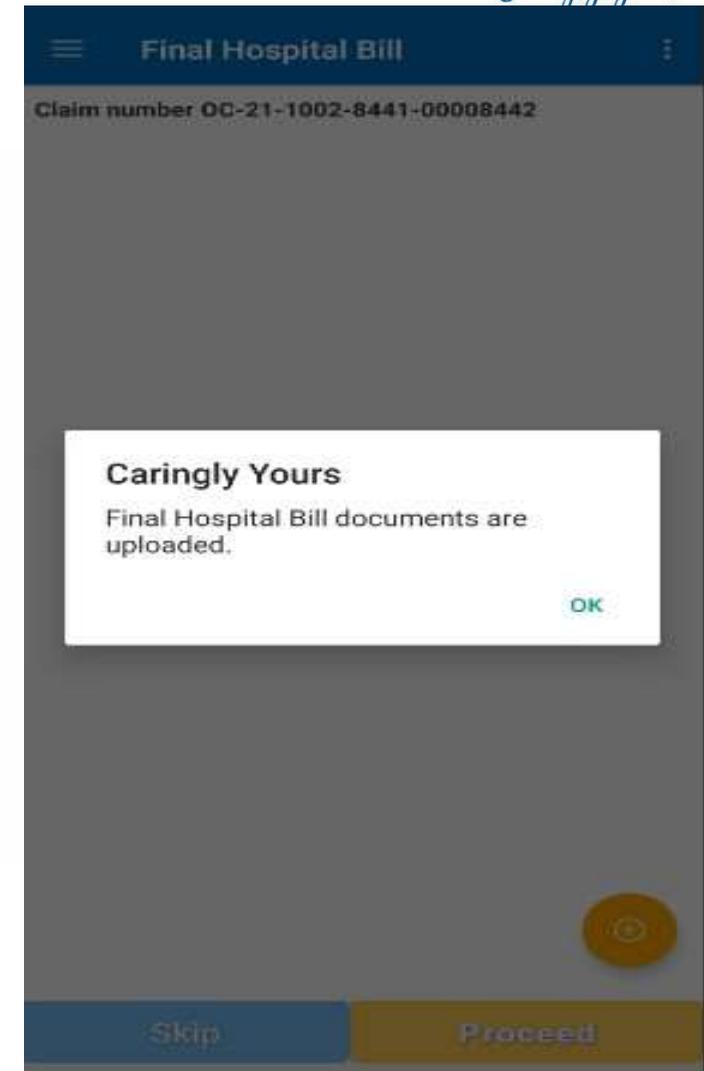
Add Images

Skip >



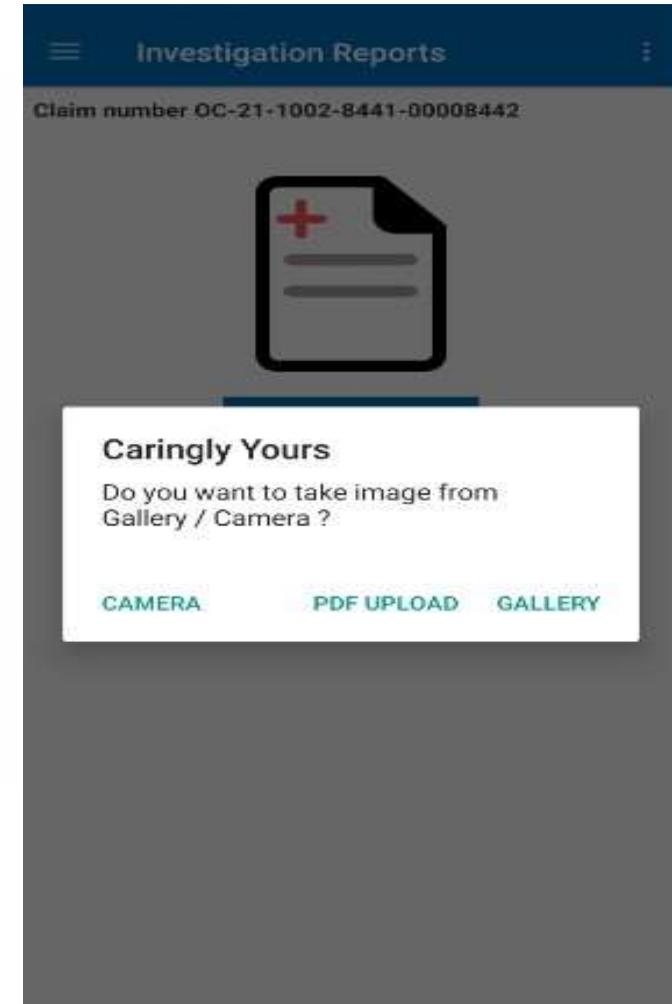


Final Hospital Bill





Investigation Report





Document Submitted Acknowledgment

 Documents Uploaded 



Documents submitted successfully

You can view the status of your claims under [MY Claim](#) section in app

Home



Once the claim registration process is completed, the claim will be registered and you will get Claim Number via SMS on the registered Mobile Number (As Above)



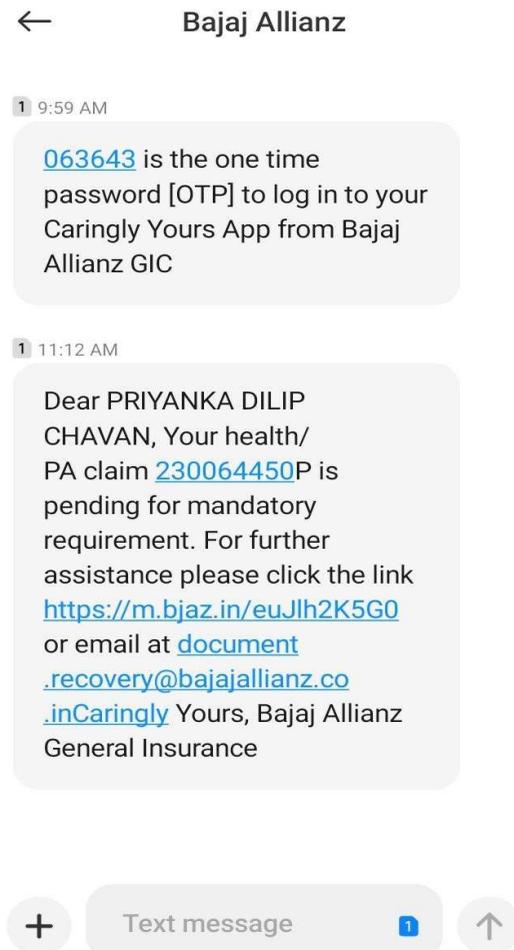


Deficient Claim Documents Upload Process



If the deficiency has been raised for additional documents you will get below SMS

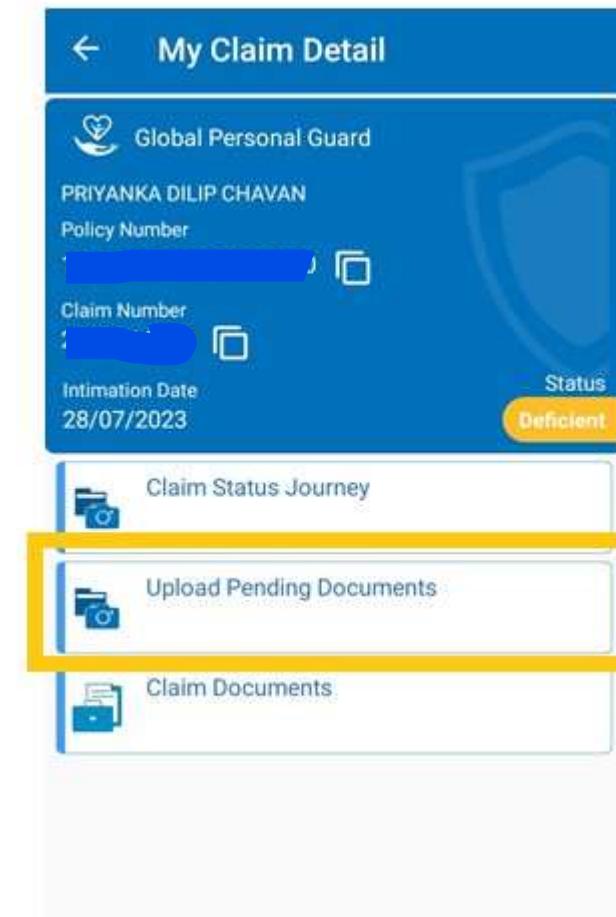
On Caringly Yours application claim status will be deficient



After clicking on deficient status, App will redirect to “My Claim Detail” Page



Click on “Uploading Pending Documents” for uploading the deficiency Documents





← Document Upload

Claim number 230064450P

Your claim is awaiting for below listed additional document for further decision. Kindly upload for quick process.

Please Note :
Make sure all uploaded images are clear
Upload document in the section to which they are related

Steps for Uploading Health Claim Documents

Please arrange your documents in the following steps for a more efficient flow

Step 1:  *

Step 2: KYC (Approved amount more than 1 Lac) *

Step 3: NEFT Details *

GET STARTED

Click on "Get Started"



Document Submitted Acknowledgment

☰ Documents Uploaded ☰



Documents submitted successfully

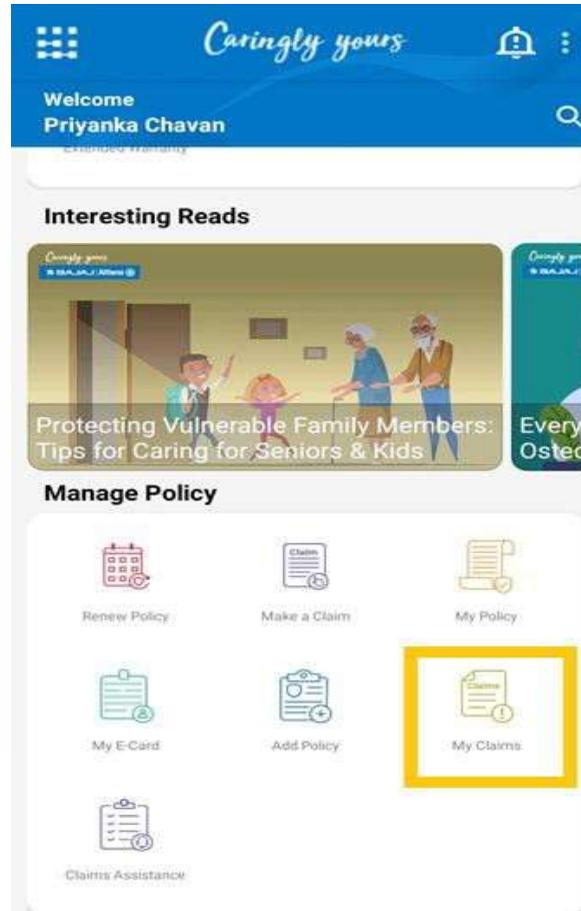
You can view the status of your claims under [MY Claim](#) section in app

Home



Track Your Claim

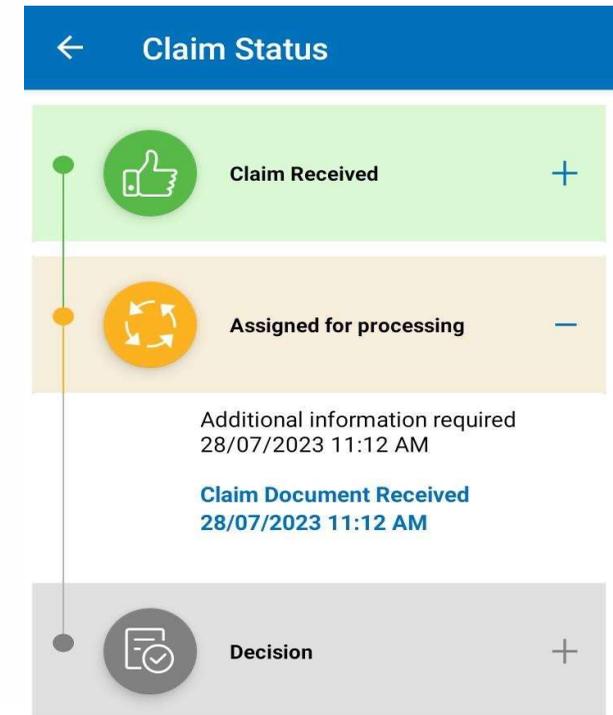
Post claim registered, customer can track the status of their claim for further correspondence



Need to click on “My Claims”



Need to click on “Status”



“ Claim Status”