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During unprecedented and unfortunate times, you need to be prepared for everything that might come your way. Keep the following information handy in your time of need.

Cashless Hospitalization Procedure

- Always keep the Ecard & Govt ID proof of the patient who is getting admitted handy.
- For planned hospitalization, approach the hospital minimum 48 hours prior to admission, present the E-card and complete the pre-authorization formalities.
- Approach the hospital insurance desk and request for a cashless form.
- Fill the form & submit it at the hospital insurance desk.
- For any delays/issues, please reach your Insurance SPOC.

Claims Reimbursement Procedure

- Claim intimation should be done within 24 hours. To intimate claim write to nandesh.sreevelu@mediassist.in along with your employee ID, corporate name, date of birth & ailment).
- Documents required:
 - Original discharge summary/card & in-patient report.
 - Original final bill with itemized break-up.
 - Original cash paid receipts.
 - Original investigation reports.
 - Cancelled personalized cheque.
 - E-Card, Govt photo ID of patient, and copy of the Employee ID card.
- All your original reports should have the seal & sign of the hospital where the patient was admitted.
- Ensure that the invoice/bill has a Bill number.
- Medical reports and bills must have patient name and date of birth as per Government ID proof.
- Retain photocopies of all your reports with you for your records.

CLAIMS

DO's



Enroll your dependents immediately on receiving the enrolment mail.



Preserve your E-Card to access anytime and ensure all details match as per government ID Proof.



Pick a hospital room as per your room rent eligibility in your policy to save yourself from out of pocket expenses and proportionate deductions.



Insist the hospital to provide a complete set of documents along with **Original seal & signature** at time of discharge.



Preserve all the original receipts softcopy/photocopy that you paid by cash/card.



Stay aware of the restrictions and limits on various expenses relating to hospitalization as per your policy terms and conditions.



Reach out to your TPA and check on the package rates in case of any ambiguity.



Stay aware of the policy terms and conditions. You can refer to these in the **Benefits manual** on the MediBuddy Portal.

DON'Ts



Do not share your sum insured details with the hospital.



Do not occupy hospital rooms above your eligibility as it will trigger proportionate deductions.



Avoid a hospital which is not registered with Medi Assist or has less than 15 beds capacity.



Do not leave any bill/receipts uncollected from the hospital.

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