

Third party administration services

Helping your employees
With compassion every
step of the way



Making a claim – Ready Reckoner

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Cashless Hospitalization

How cashless benefits to you?

Hassle free process with minimum documentation

Treatment at discounted rates negotiated by Medi Assist and

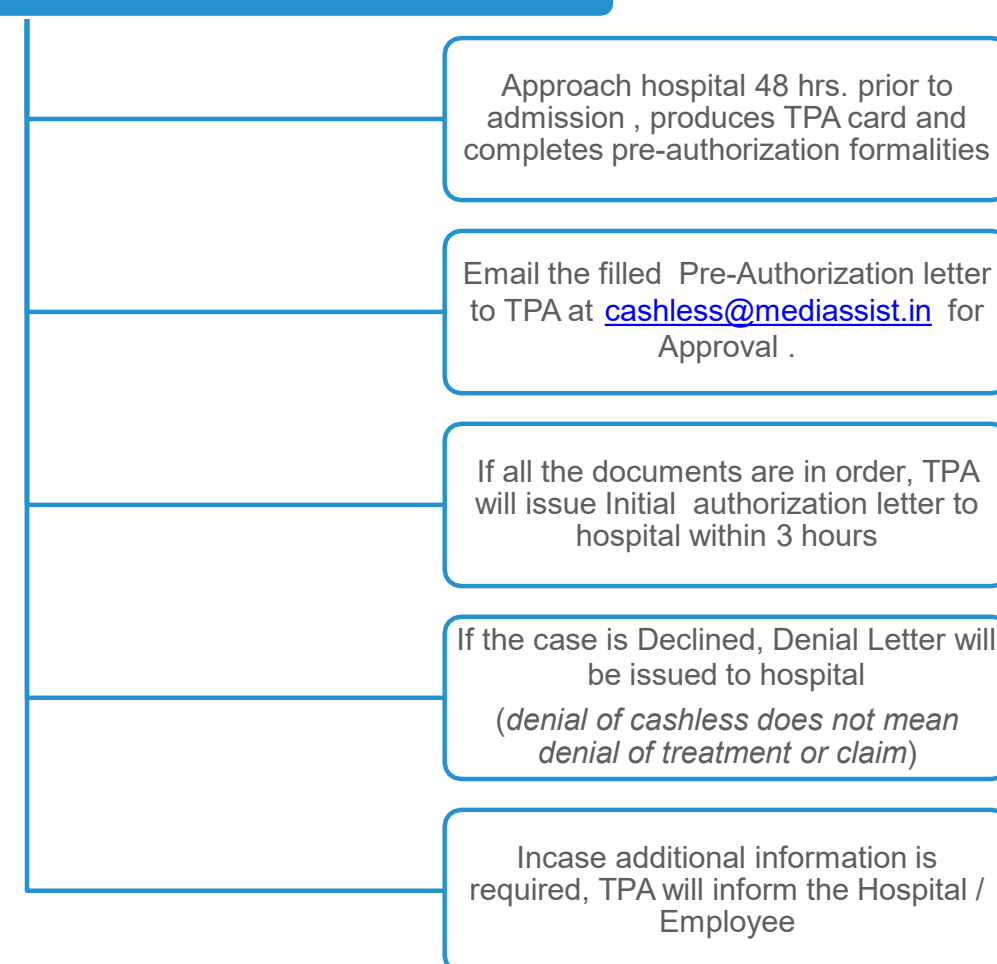
Insurer

Pay only for non-medical expenses and policy exclusions

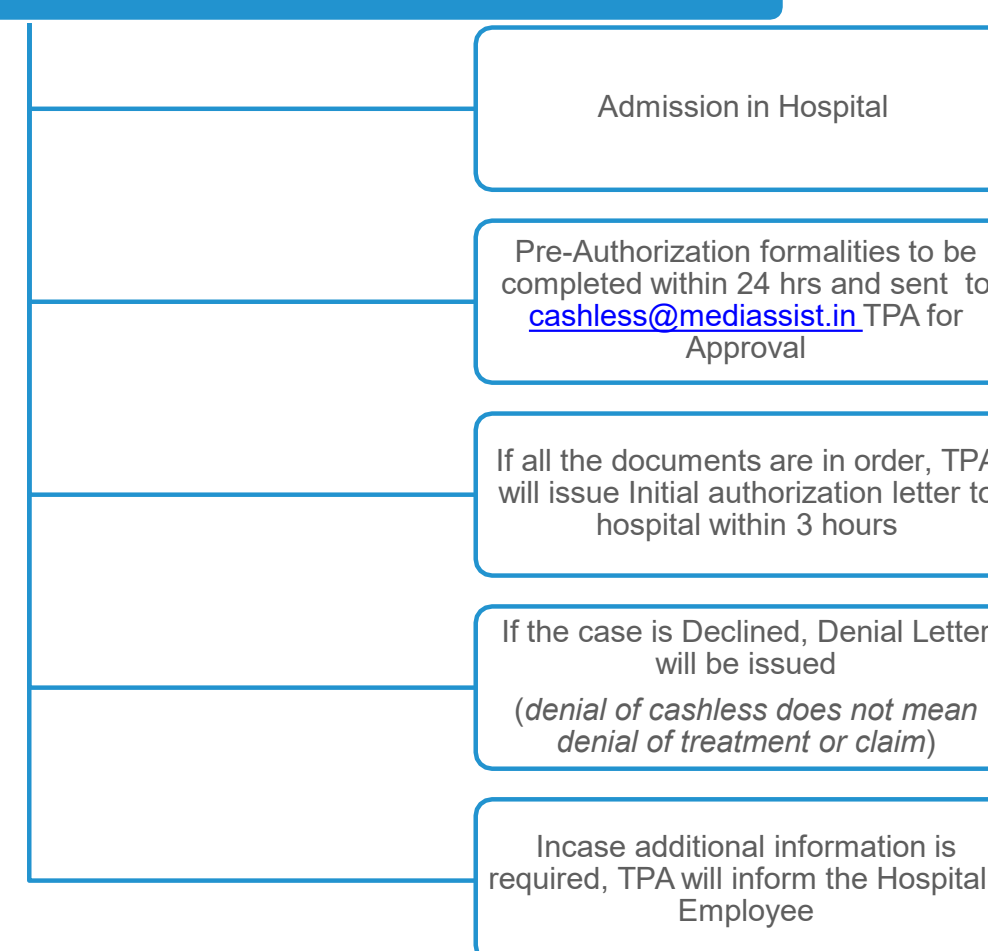
For Cashless Hospitalization call

Nurseline @ **1800 210 0404**

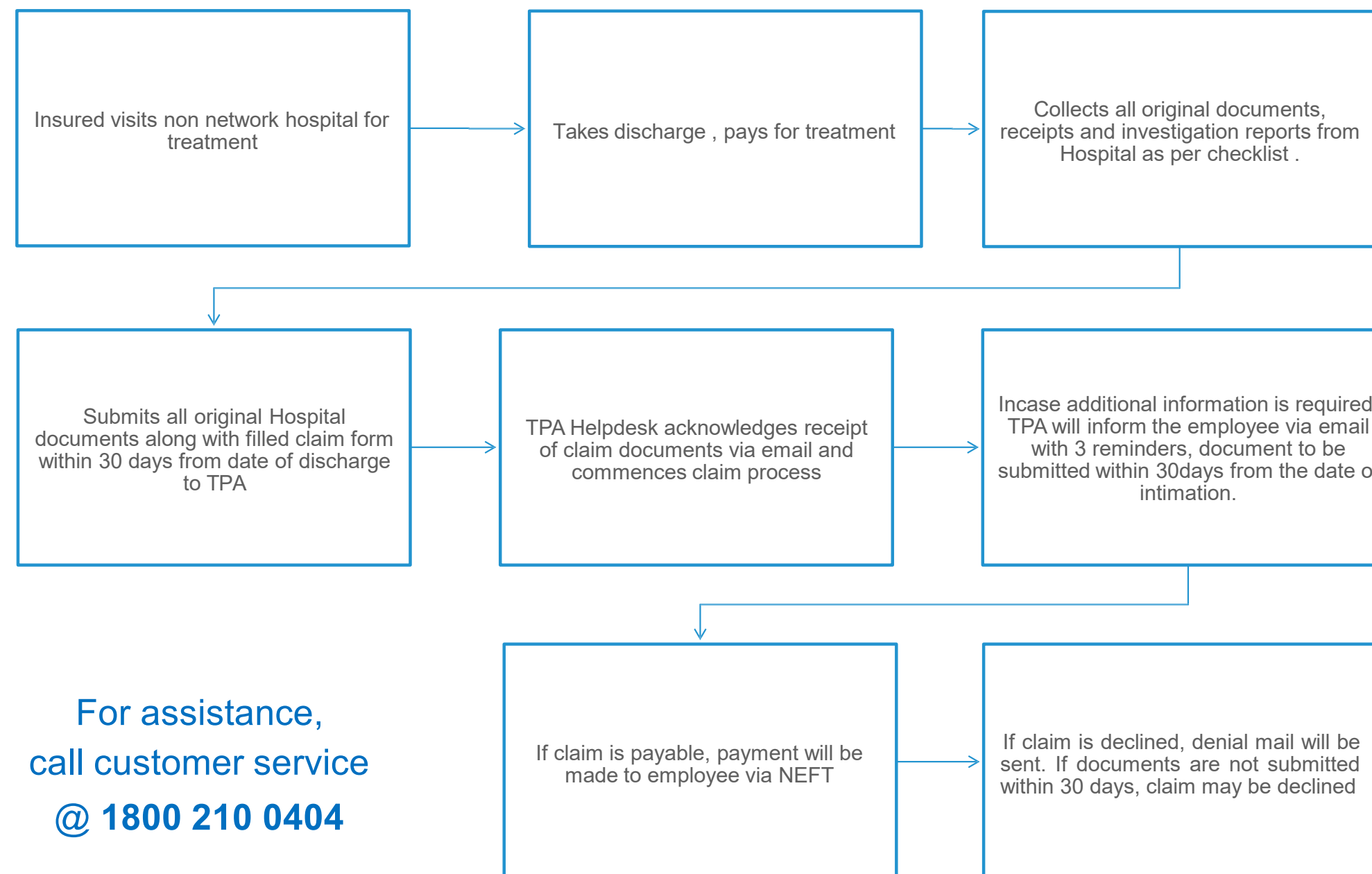
Planned Hospitalization



Emergency Hospitalization



Reimbursement Claim Process Flow



For assistance,
call customer service
@ **1800 210 0404**

Checklist for Reimbursement Claim

- Collect all the documents in **ORIGINAL** from the hospital and submit it to TPA for reimbursement List of documents to be submitted to TPA
 - Completed Claim forms with Signature (Part A by employee, Part B by Hospital)
 - Hospital bills in original (with bill no; signed and stamped by the hospital) with all charges itemized and the original receipts
 - Original Discharge Summary / Card (with details of complaint and treatment availed)
 - Attending doctors' bills and receipts and certificate regarding diagnosis (if separate from hospital bill)
 - Original reports or attested copies of Bills and Receipts for Medicines, Investigations along with Doctors prescription in Original and Laboratory
 - Doctors Prescription, Pre – Post Hospitalization bills (in original).
 - Original Bills of surgical appliances if purchased by you.
 - Follow-up advice or letter for line of treatment after discharge from hospital, from Doctor
 - 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.
 - Photocopies of Indoor Case Sheet (wherever applicable) etc., attested by the hospital
 - Government Photo ID proof of the claimant (patient)
 - PAN & Aadhaar card copy of the employee
 - Cancelled cheque
-

Reimbursement Claim Submission

IMPORTANT NOTE – Employees can upload **reimbursement claims / pre-post claims** online at Medi Assist portal.

For In-patient reimbursement claims / pre-post claims, by default all claim documents must be couriered in original to the **Medi Assist TPA** at below offices based on employee's location otherwise the claim will be on hold for settlement as it's mandatory as well.

Attention To:- The Claims Department Medi Assist TPA
1st Floor, G M Tower, D-7, sector-3,
Noida - 201 301

Or

Attention To:- The Claims Department Medi Assist TPA
58/1A, Singhasandra Village, Hosur Main Road,
Begur Hobli, Bangalore South Taluk,
Karnataka - 560 068

Escalation Matrix

| For Enrollment related queries | | | |
|--------------------------------|-----------------|--|----------------|
| Location | SPOC Name | Email id | Contact Number |
| MEDI ASSIST SPOC Noida | Kamal Agnihotri | kamal.agnihotri@mediassist.in | 91-98112-52352 |
| MEDI ASSIST SPOC Bangalore | Nandita Singh | nandita.singh@mediassist.in | 91-90356-71699 |

| For escalation in relation to Enrollment queries | | | |
|--|---------------|--|----------------|
| Location | SPOC Name | Email id | Contact Number |
| Noida | Naresh Kumar | adobe.nda@marsh.com | 91-72900-37939 |
| | Satyam Bhalla | | 91-86557-50082 |
| Escalation 1 | Rachit Baijal | rachit.baijal@marsh.com | 91-72900-89449 |

| General Queries round the year -- Managed by Medi Assist | | | |
|--|-------------|--|---------------------|
| Toll Free No. | 18002100404 | Timings 9.30 a.m. to 6 p.m. Monday to Saturday | For General Queries |
| | | All days 24/7 | For Emergency |

| Claims Management round the year | | | | |
|----------------------------------|---------------|--|----------------|--|
| Location | SPOC Name | Email id | Contact Number | Timings 9.30 a.m. to 6 p.m. Monday to Friday but in case of emergency we are reachable all 7 days. |
| Noida | Naresh Kumar | adobe.nda@marsh.com | 91-72900-37939 | |
| | Satyam Bhalla | | 91-86557-50082 | |
| Bangalore | Madhusudan G | adobe.blr@marsh.com | 91-89768-35512 | |
| Escalation 1 | Rachit Baijal | rachit.baijal@marsh.com | 91-72900-89449 | |

Thank You
