

# Third party administration services

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Helping your employees  
With compassion every  
step of the way



Process guideline and FAQs for COVID-19



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# Do's & Don'ts – COVID - 19



Do's	Don'ts
Frequently wash your hands with soap and water or use alcohol-based hand rub	Touching surfaces usually used by public (Railing, seats, etc.)
Cover your nose and mouth with handkerchief or tissue while sneezing and coughing	Touch your eyes, nose and mouth
Throw used tissues into closed bins immediately after use	Spit in public
Maintain a safe distance of at least 1 meter from others	Disposal of used napkin or tissue paper in open areas
Wear Mask	Have a close contact with anyone, if you're experiencing cough and fever
Avoid participating in large gatherings	Hugging or shaking hands while greeting
Seek immediate medical care if you have fever, cough or difficulty breathing	Taking medicines without consulting doctor

# COVID Helpline & Contact Details

Help for General  
COVID Queries

- Call Center – 1800-209-8884

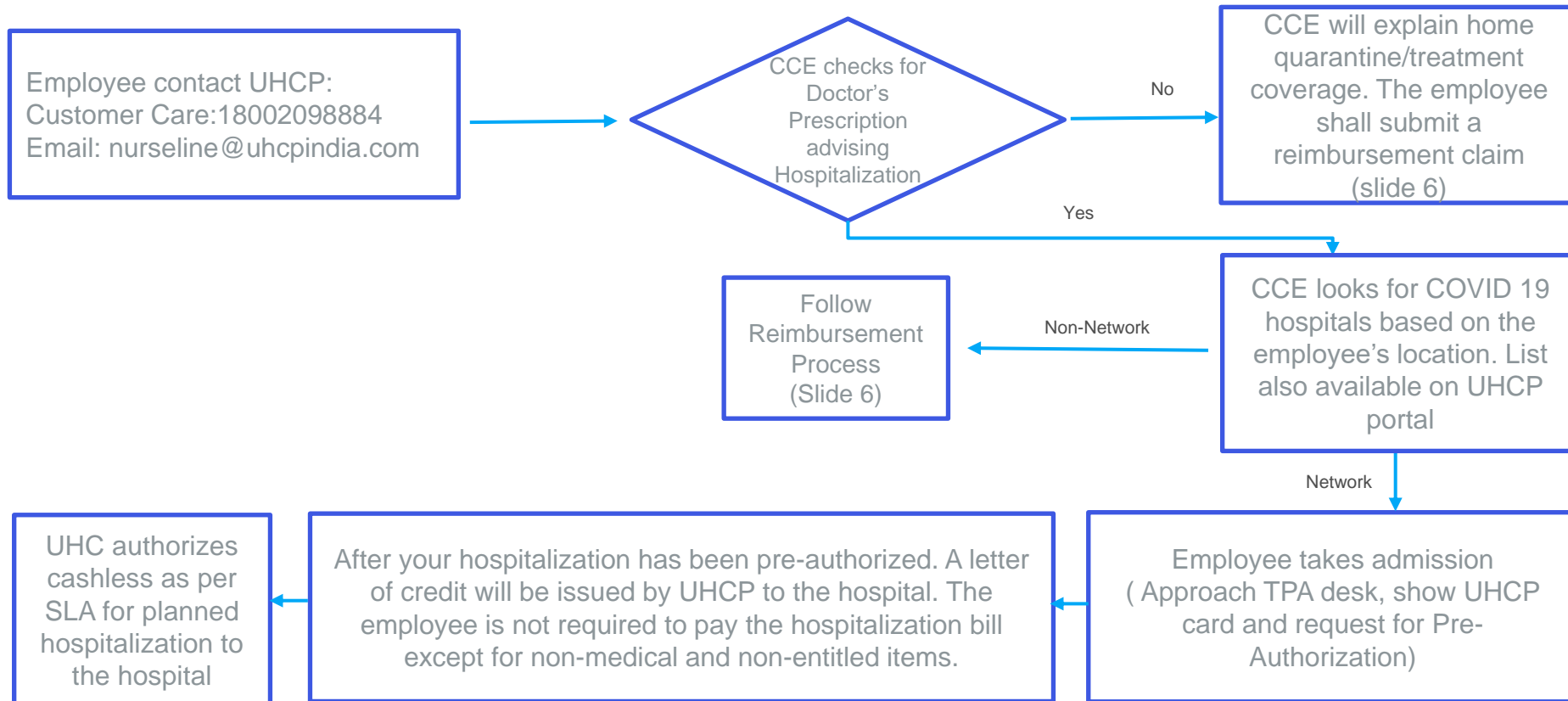
Help for COVID  
+ve cases

- Nurseline – 1800-209-8444

Escalation

SPOC	Mobile No.	eMail ID	Shift Timing
Mr. Kirtideep Hada	7746058986	<a href="mailto:kirtideep.hada@uhcpin&lt;br/&gt;dia.com">kirtideep.hada@uhcpin dia.com</a>	0900-1700 Hrs.
Mr. Kamal Agnihotri	9811252352	<a href="mailto:kamal.agnihotri@uhcpi&lt;br/&gt;ndia.com">kamal.agnihotri@uhcpi ndia.com</a>	1700-0100 Hrs.

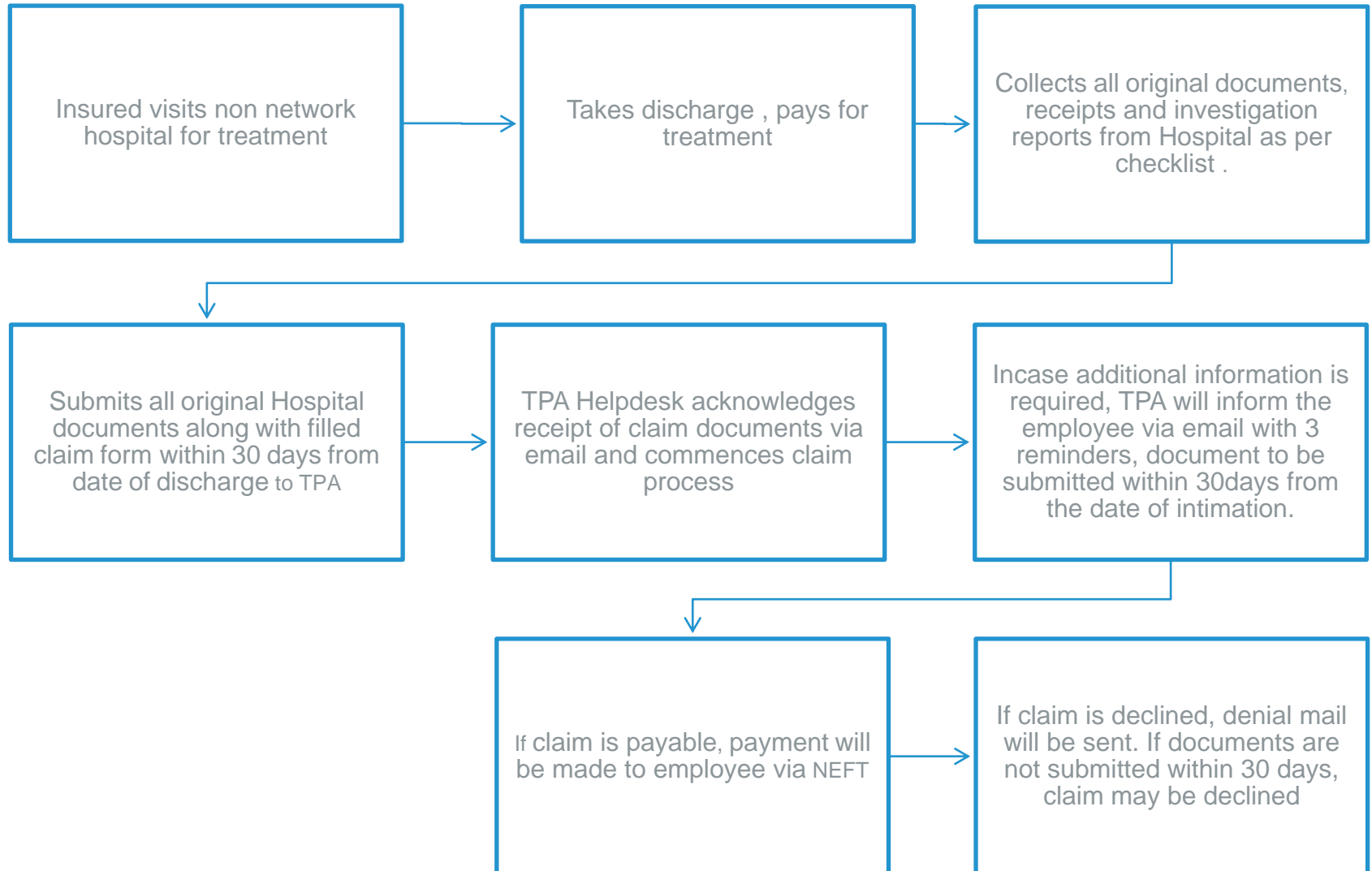
# Cashless Process – COVID +ve



## Note:

- In case employee request for assistance to check for availability of beds or admission, turnaround time for these response could range from 2-6 hours
- Certain hospitals may prefer immediate payments and may not support cashless hospitalisations during this time. In this case, a reimbursement claim can be made at a later stage by the employee.
- Shifting of patients from government to private hospitals is regulated and is under discretion of local governing authorities.

# Reimbursement Claim Process Flow



# 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 Doctor's 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.

# Checklist for Reimbursement Claim



- 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

## Important Points

- Claim reimbursements basis online submission of claims and soft copies is only during the pandemic, you have to agree to the below disclaimer while making an online claim

*“I declare that these documents will not be used for claiming under any other program or and I shall submit the same in original as and when it is called for. I will retain all the original hospitalization and treatment related documents (bills, receipts, discharge notes, test reports, prescriptions, all hospitalization documents, etc) safely with me. If any information and documentation is found to be misused by me in any manner, the recovery of the claim amount, if any, will be borne by me”*

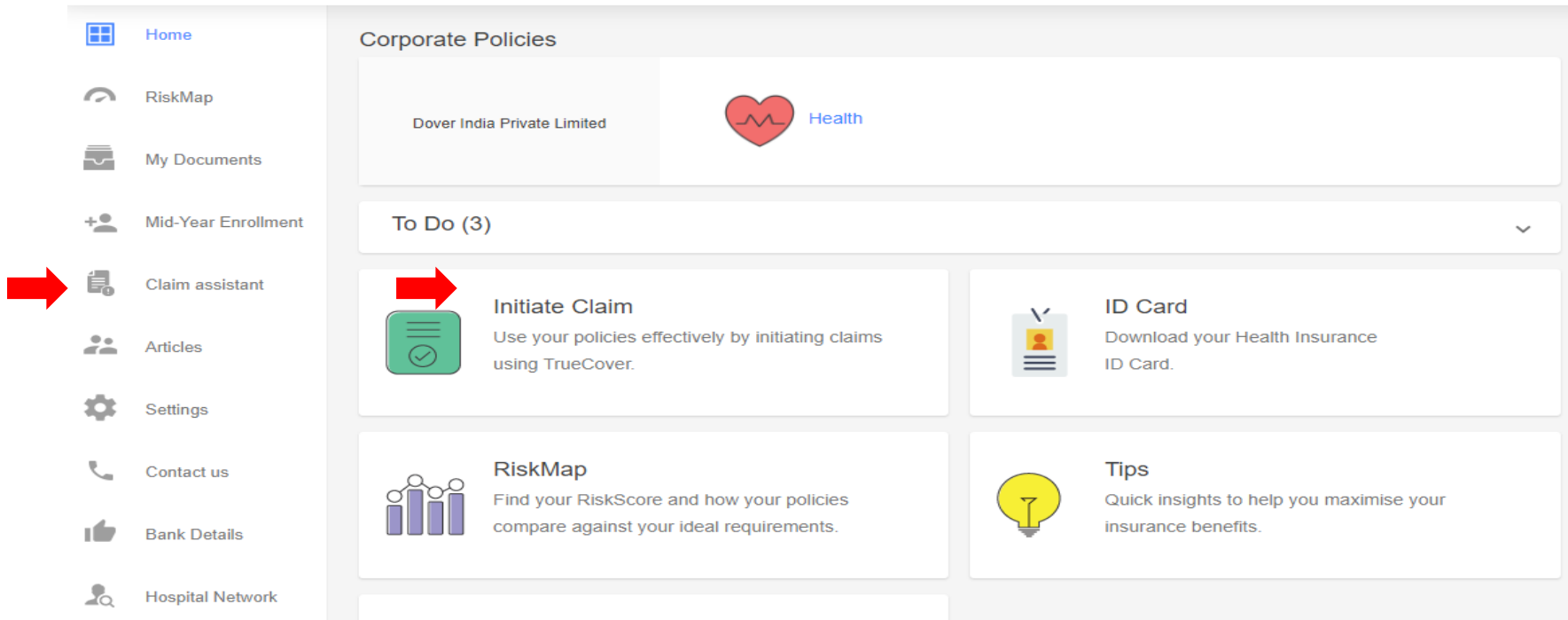
- By default all claim documents must be couriered in original to the UHCP head office, as soon as possible

**The Empire Business Centre  
Office#1731, 1732 and 1733, 17th Floor  
The Empire Tower – Cloud City Campus  
Reliable Tech Park Airoli  
Navi Mumbai - 400708**



# Reimbursement Claim Submission

- Go to UHCP Portal – **Insert SSO link**
- Click on 'Claim Assistant' tab or 'Initiate Claim' tab



Home

RiskMap

My Documents

Mid-Year Enrollment

Claim assistant

Articles

Settings

Contact us

Bank Details


Hospital Network

### Corporate Policies

Dover India Private Limited


Health

#### To Do (3)




#### Initiate Claim

Use your policies effectively by initiating claims using TrueCover.




#### ID Card

Download your Health Insurance ID Card.



#### RiskMap

Find your RiskScore and how your policies compare against your ideal requirements.

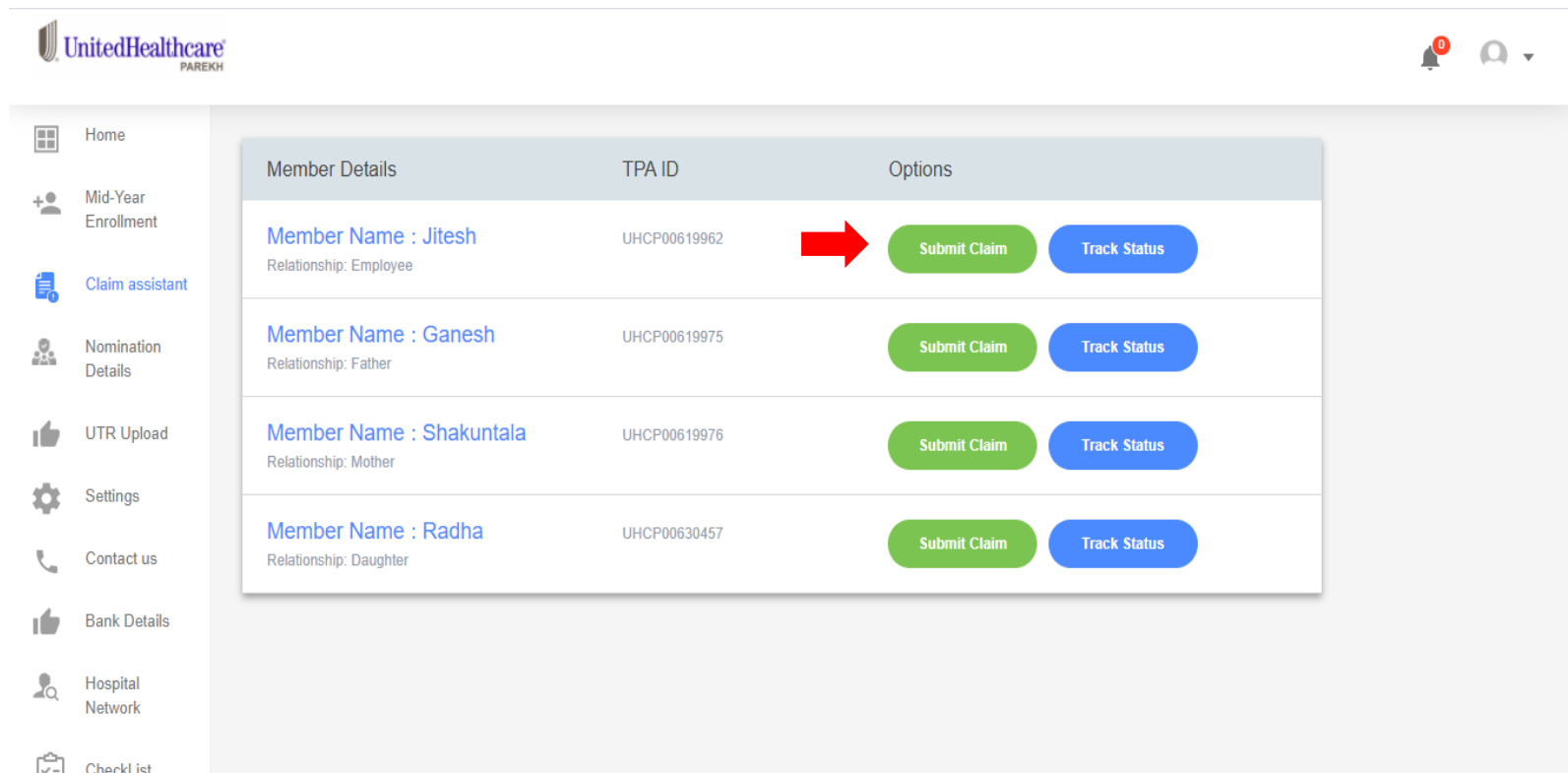


#### Tips

Quick insights to help you maximise your insurance benefits.

# Reimbursement Claim Submission – Cont.

- Click on “Submit Claims” tab against the name of the member, in the below example the claim is being made for the employee
- Once submit the claim you can you track the same by clicking on ‘Track Status’



The screenshot displays the UnitedHealthcare PAREKH portal interface. On the left is a navigation menu with options: Home, Mid-Year Enrollment, Claim assistant, Nomination Details, UTR Upload, Settings, Contact us, Bank Details, Hospital Network, and Check list. The main content area shows a table of member details with columns for Member Details, TPA ID, and Options. A red arrow points to the 'Submit Claim' button for the first member, Jitesh.

Member Details	TPA ID	Options
Member Name : Jitesh Relationship: Employee	UHCP00619962	<a href="#">Submit Claim</a> <a href="#">Track Status</a>
Member Name : Ganesh Relationship: Father	UHCP00619975	<a href="#">Submit Claim</a> <a href="#">Track Status</a>
Member Name : Shakuntala Relationship: Mother	UHCP00619976	<a href="#">Submit Claim</a> <a href="#">Track Status</a>
Member Name : Radha Relationship: Daughter	UHCP00630457	<a href="#">Submit Claim</a> <a href="#">Track Status</a>

# Reimbursement Claim Submission – Cont.



- Kindly fill up the form and submit claim,
- Please refer to the [claim checklist](#) before uploading documents
- Once you submit the claim you will get an acknowledgement email from UHCP

UnitedHealthcare  
PAREKH

Claim assistant

Nomination Details

UTR Upload

Settings

Contact us

Bank Details

Hospital Network

CheckList

Checklist ⓘ

OPD Checklist ⓘ

Member Details	TPA ID
Member Name : Jitesh Relationship: Employee	UHCP00619962

Select Claim Type \*

Select Hospital

Date Of Admission \*

Enter date of admission

Date Of Discharge \*

Enter date of discharge

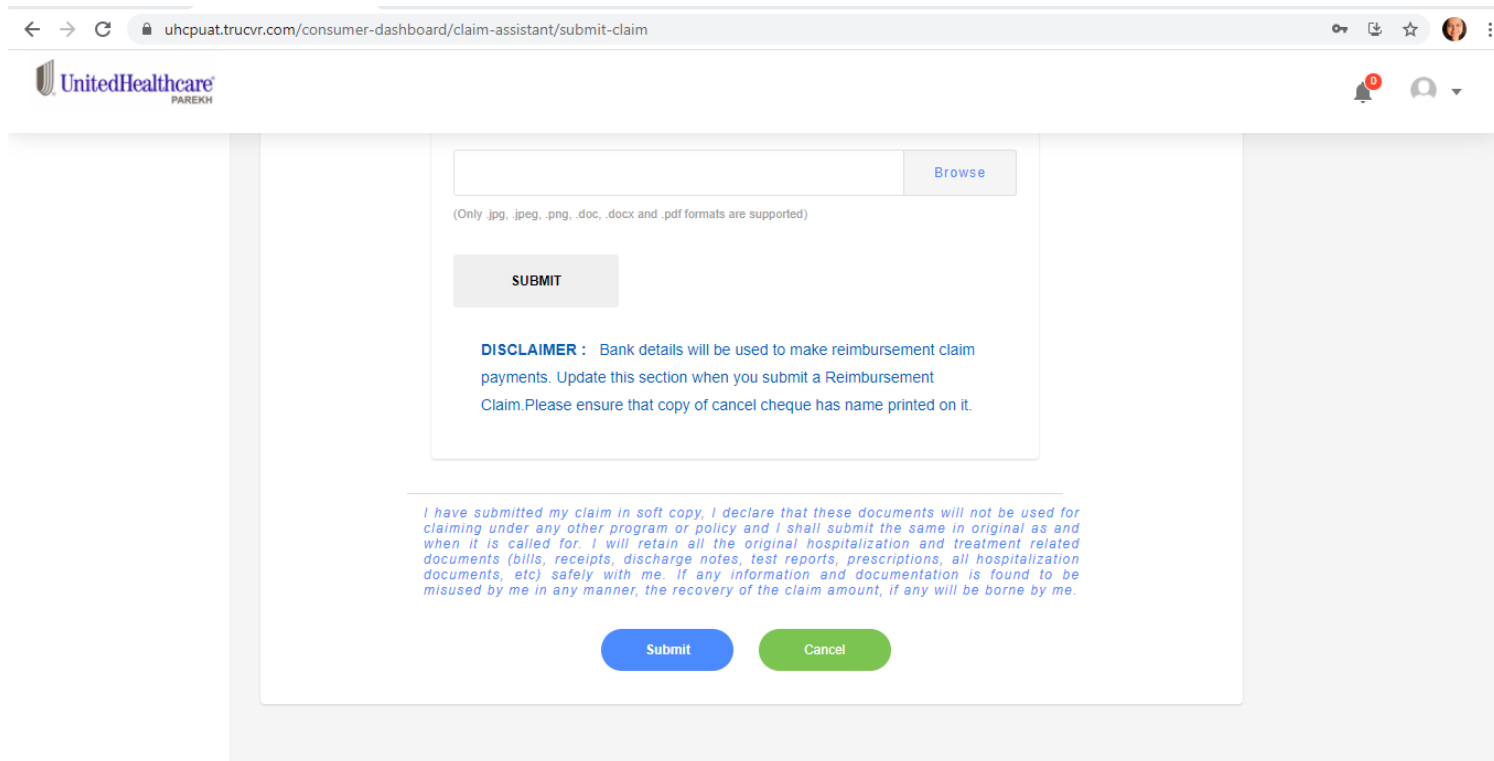
# Reimbursement Claim Submission – Cont.



- Select the type of claim
  - Intimate – For claim intimation, when you go into a non-network hospital, please do so within 7 days of admission
  - Pre/Post – These are for claims associated with the reimbursement claim, prior to admission (30 days) & post discharge (60 days)
  - Reimbursement – Select this to make a claim post discharge, this will require you to attach documents along with the claim
- Select the Hospital name
- Enter Date of Admission and Date of Discharge
- Upload documents – Please select the document type and upload
- YOU can also view all uploaded documents; they will start appearing in the ‘Select document’ tab next to the ‘Upload Document’ tab
- Upload your bank account details, for claim reimbursement along with a cancelled cheque copy
- Submit the claim, you will now be able to track the progress of your claim, refer slide 10

The screenshot shows a web form for submitting a reimbursement claim. It includes the following sections:

- Select Claim Type \***: A dropdown menu with options: Intimate - Inform about hospitalization to the TPA & insurance company, Reimbursement - Claim Hospitalisation more than 24 hours or Day Care procedures, Pre-Post - For expenses incurred before or after hospitalization, and OPD - Expenses incurred for out patient services.
- Date Of Admission \*** and **Date Of Discharge \***: Two date input fields with calendar icons.
- Select Hospital**: A dropdown menu listing various hospitals such as Manipal North Side Hospital, Dr. Malathi Manipal Hospital, Manipal Hospitals Jaipur Pvt Ltd, Dr. Damani's Nursing Home, Virmani Hospital, Mani Super Speciality Hospital & Research Institut, and New Leelamani Hospital, Kannur.
- Bank Account**: Two input fields for **Payee Name \*** (containing 'adob40042') and **Account Number \*** (containing '\*\*\*\*\*'). Both fields have red error messages below them: 'Please enter a valid name' and 'Please enter a valid account Code'.



uhcpuat.trucvr.com/consumer-dashboard/claim-assistant/submit-claim

UnitedHealthcare  
PAREKH

Browse

(Only .jpg, .jpeg, .png, .doc, .docx and .pdf formats are supported)

SUBMIT

**DISCLAIMER :** Bank details will be used to make reimbursement claim payments. Update this section when you submit a Reimbursement Claim. Please ensure that copy of cancel cheque has name printed on it.

*I have submitted my claim in soft copy, I declare that these documents will not be used for claiming under any other program or policy and I shall submit the same in original as and when it is called for. I will retain all the original hospitalization and treatment related documents (bills, receipts, discharge notes, test reports, prescriptions, all hospitalization documents, etc) safely with me. If any information and documentation is found to be misused by me in any manner, the recovery of the claim amount, if any will be borne by me.*

Submit Cancel

- For all online claims, you have to agree to the following disclaimer

*I have submitted my claim in soft copy, I declare that these documents will not be used for claiming under any other program or policy and I shall submit the same in original as and when it is called for. I will retain all the original hospitalization and treatment related documents (bills, receipts, discharge notes, test reports, prescriptions, all hospitalization documents, etc) safely with me. If any information and documentation is found to be misused by me in any manner, the recovery of the claim amount, if any will be borne by me.*

# **FAQ – COVID 19**

## Do I need to consult a doctor at COVID-19 designated treatment hospital, only?

Yes. Once you take all necessary precautions, you should reach out to the nearest COVID-19 hospital from the list for further treatment and next steps.

## Where do I find the list of hospitals designated to treat COVID-19 cases?

- The list is inserted here, it is a dynamic list and updated frequently. Please do login to the UHCP portal for the updated list.
- The list is only indicative and not exhaustive and may change as per Government policies
- For generic queries, please call UHCP helpline on [1800-209-8884](tel:1800-209-8884)



COVID-19  
Hospitals

## For admission at the hospital, can I reach the hospital directly based on the information provided?

Yes, you can. However, it would be best if you can enquire about the availability of beds at the hospital and other services before reaching the hospital. This will help in avoiding wait time at the hospital. For information on admission, please reach out to UHCP's Nurseline at [1800-209-8444](tel:1800-209-8444) for COVID-19 cases. The agent will guide you through the available options and the process of hospitalization.

## **In case of hospitalization requirement, how should one go about it?**

If you have been receiving treatment from local authorities or any other institution, you may continue the same. Once informed, UHCP will try to arrange an admission within 2-6 hours from the time of request (If the request is received in first half of the day). For all requests coming in the second half, beds can be arranged for the next day. Bed availability is generally post lunch, after hospital has discharged existing patients on that day.

## **What are the details to be provided when I call the UHCP COVID-19 helpline?**

The helpline can be reached for general queries relating to COVID-19 for any help required on treatment details in case of COVID-19 +ve cases.

For General Queries, you will be required to share your employee ID and if needed, your contact details.

If the call is regarding a confirmed COVID-19 case or regarding treatment details, along with the employee ID and contact details, you will be asked to share the COVID-19+ve test report and your current location.

## **Can I avail cashless facility for COVID-19 related treatments?**

The cashless facility may be availed if the hospital is covered under the UHCP cashless network. However, it is recommended that you connect with the hospital for confirmation.



## **Can I claim for COVID-19 related expenses under Health Insurance Scheme?**

Yes. Post discharge from the hospital, you can register your claims through the UHCP portal, [SSO link](#)

## **What is the provision/process if I want to shift the patient to another hospital?**

You can reach the UHCP nurseline on [1800-209-8444](tel:1800-209-8444) for assistance. Team will check the availability of the beds and connect back to you with an update. Until then, we suggest you continue with the ongoing treatment. The above arrangement varies from State to State as the guidelines are different in each state and are dynamic.

## **What is basis for confirming disease COVID 19?**

Positive report confirming COVID 19 from Government Hospital Lab or Lab authorized to conduct COVID 19 Test.

## **Are expenses incurred during quarantine period covered?**

Quarantine is a restriction on the movement of those who may have been exposed to a communicable disease but do not have a confirmed medical diagnosis. Treatment availed by the Insured Person at home for Covid-19 on positive diagnosis of Covid-19 in a Government authorized diagnostic Centre, which in normal course would require care and treatment at a hospital but is actually taken at home maximum up to 14 days per incident. This guideline is liable to be reviewed subsequently.

## **Are test charges reimbursable?**

Ministry of Health and Family welfare has defined protocol for testing, the charges incurred in line with Govt. defined protocols are reimbursable only if followed by the hospitalization and Home Quarantine on advice of a competent doctor to treat COVID' 19 cases.

## **Are expenses incurred during isolation period covered?**

Medical Expenses incurred during Isolation for Insured person tested Positive for COVID' 19 in a hospital or ward or a place notified by the appropriate government authority as a place of Isolation for patients with contagious or infectious diseases are covered under the policy.

## **In case of isolation, is the daily cash allowance payable?**

Daily cash Allowance is an optional cover and is payable in case of Isolation as per policy terms and condition and sub-limits if it is opted for under the policy. However, it is not payable in case of Quarantine.

## **In case one family member found positive, will we cover testing charges of other family members?**

No, testing charges are reimbursable only in hospitalization cases for any Insured Person covered under the policy.

*Note: The guidelines and FAQs could change or withdraw basis the directions from relevant authorities/government without any notice. Applicable for Adobe employees and members covered in the group mediclaim policy only.*