

## Third party administration services

Helping your employees  
With compassion every  
step of the way



**Making a claim – Ready Reckoner**

## Content

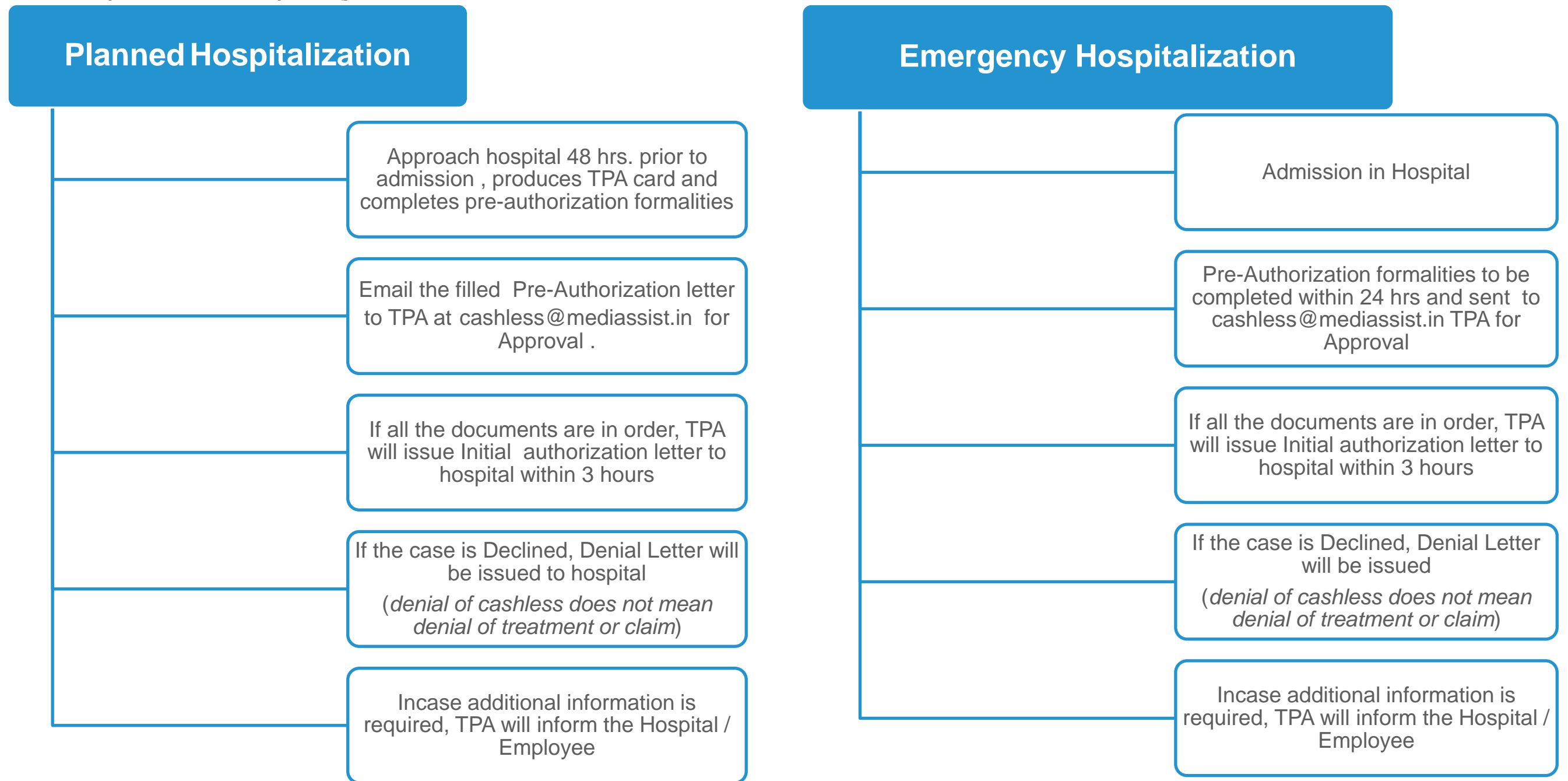
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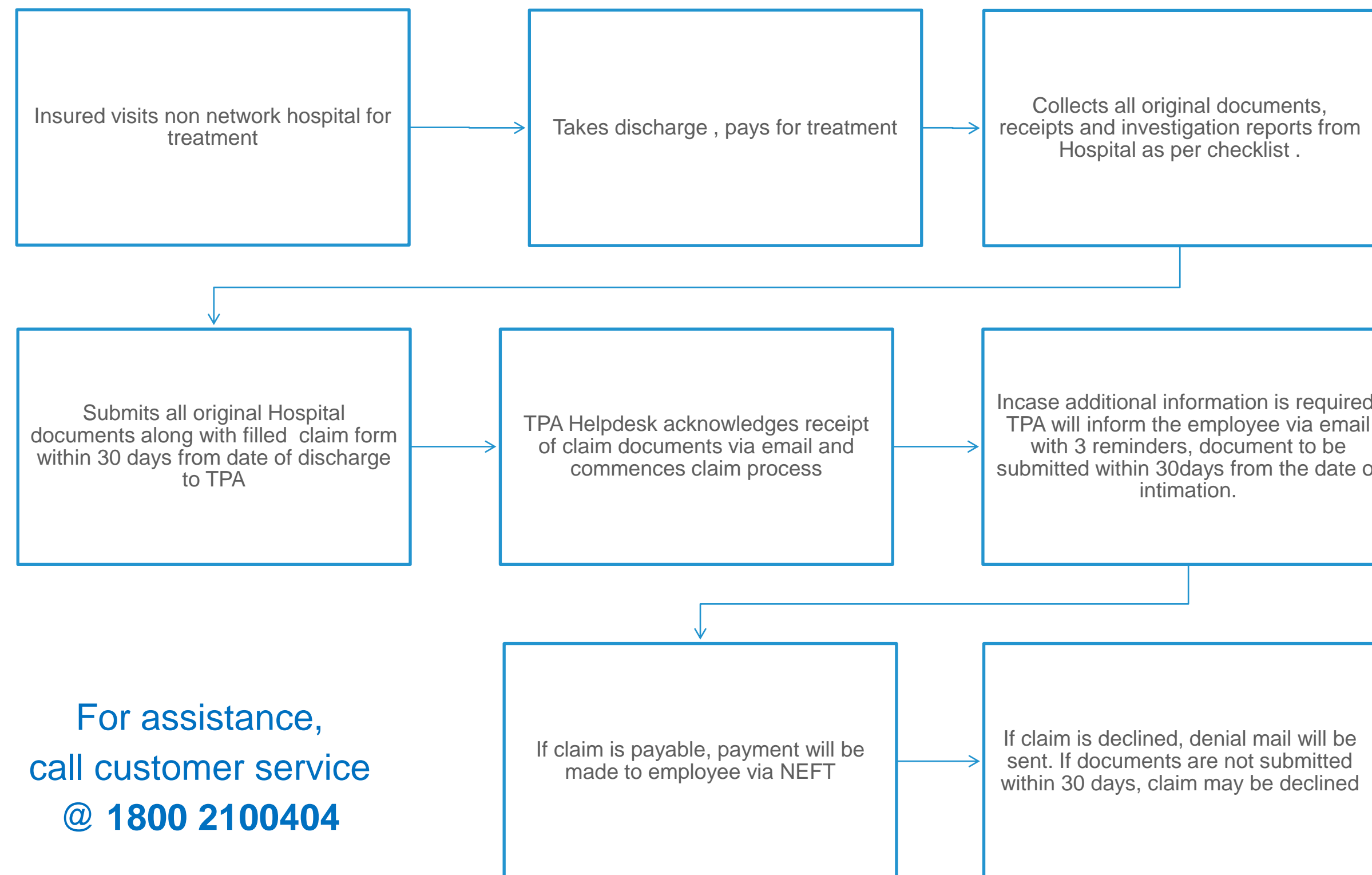
# Cashless Hospitalization

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 2100404**



# Reimbursement Claim Process Flow



# Checklist for Reimbursement Claim

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- 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)
  - **For OPD Claim** – Only Claim Form Part A is required to fill with relevant parts like ‘Details of primary insured’, ‘Details of claim’ and ‘Details of bills enclosed’. All other parts are not relevant for OPD.
  - 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
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# Reimbursement Claim Submission

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**IMPORTANT NOTE –** Employees can ONLY upload OPD claims online at Medi Assist portal and then all claim documents in original must be submitted in OPD claim drop box which is available at Adobe's Noida & Bangalore office locations. Originals to be submitted within 30 days of upload online. In case, employee fails to submit the docs. within the stipulated time, he/she will be liable to refund the amount to the insurance company.

For In-patient (IPD)/Pre-Post claim's reimbursement, during the pandemic the insurance company had instructed us to process the reimbursement claims basis scanned copies of the medical documents and the same had been followed by us. Since the situation is back to normal and courier/parcel and postal agencies have resumed their services, UIIC (insurer) has now instructed us to process the claims only on receipt of the original documents from the claimant. We shall be stopping claim processing on soft copies with immediate effect. Claims will be processed only on physical documents. We will not be able to keep both the modes open.

By default all claim documents must be couriered in original to the Medi Assist TPA's below offices based on employee's location, as soon as possible

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

Or

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

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## Escalation Matrix

For Enrollment related queries			
Location	SPOC Name	Email id	Contact Number
MEDI ASSIST SPOC Noida	Kamal Agnihotri	<a href="mailto:kamal.agnihotri@mediassist.in">kamal.agnihotri@mediassist.in</a>	91-98112-52352
MEDI ASSIST SPOC Bangalore	Nandita Singh	<a href="mailto:nandita.singh@mediassist.in">nandita.singh@mediassist.in</a>	91-90356-71699
Escalation 1	Sruthakirthy	<a href="mailto:Sruthakirthy.k@mediassist.in">Sruthakirthy.k@mediassist.in</a>	91-76193-89017

For escalation in relation to Enrollment queries			
Location	SPOC Name	Email id	Contact Number
Noida	Naresh Kumar	<a href="mailto:ebssupport@marsh.com">ebssupport@marsh.com</a>	91-72900-37939
Bangalore	Madhusudan G		91-89768-35512
Escalation 1	Rachit Baijal	<a href="mailto:rachit.baijal@marsh.com">rachit.baijal@marsh.com</a>	91-72900-89449

General Queries round the year -- Managed by MediAssist			
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	<a href="mailto:adobe.nda@marsh.com">adobe.nda@marsh.com</a>	91-72900-37939	
Bangalore	Madhusudan G	<a href="mailto:adobe.blr@marsh.com">adobe.blr@marsh.com</a>	91-89768-35512	
Escalation 1	Rachit Baijal	<a href="mailto:rachit.baijal@marsh.com">rachit.baijal@marsh.com</a>	91-72900-89449	

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# Thank You

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