
Third Party Administration Services



Making a claim – Ready Reckoner

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- **Claim Process**

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Cashless Hospitalization

How cashless benefits to you?

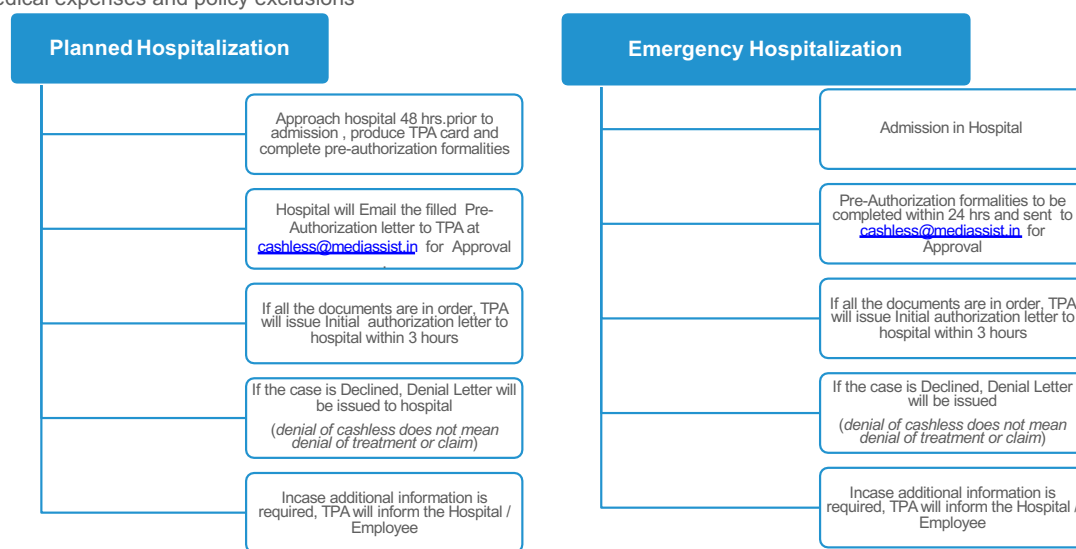
Hassle free process with minimum documentation

Treatment at discounted rates negotiated by Medi Assist and Insurer

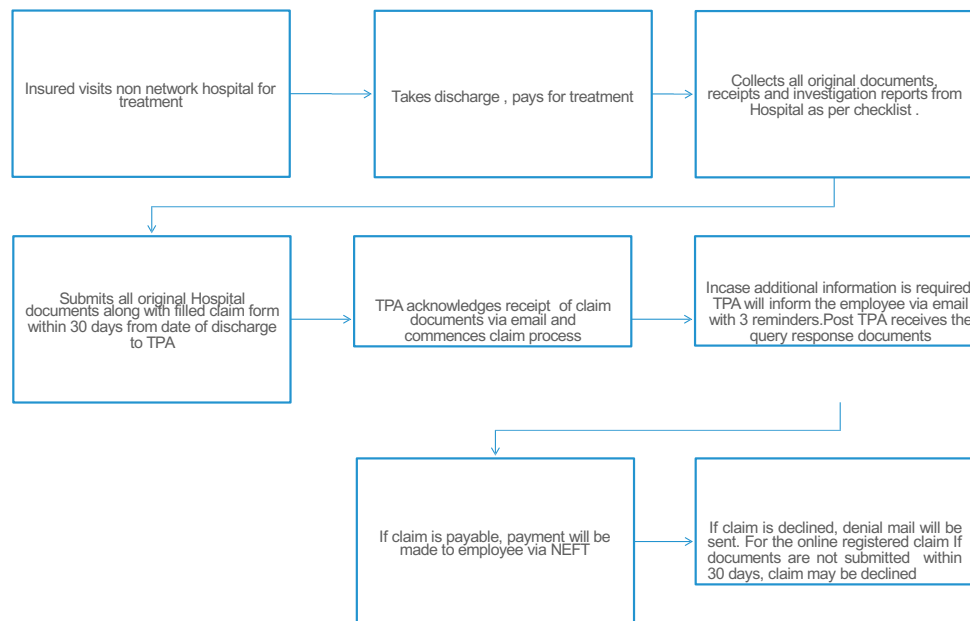
Pay only for non-medical expenses and policy exclusions

For Cashless Hospitalization call

Nurseline @ **1800 210 0404**



Reimbursement Claim Process Flow



Checklist for Reimbursement Claim

- Collect all the documents in **ORIGINAL** from the hospital and submit it to TPA for reimbursement claims
 - Duly filled claim forms with Signature (Part A by employee, Part B by Hospital) is required for Reimbursement claims
 - **For OPD offline Claim submission**– 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 of non-network hospital TPA may require registration copy of hospital and Doctor's registration number
 - 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

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

For OPD Claims, now it is not mandatory to submit the physical copies but the same need to be submitted only incase Insurance company/TPA asks for it

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, as soon as possible

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	91-93648-97990
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	Satyam Bhalla	adobe.nda@marsh.com	91-86557-50082
Escalation 1	Naresh Kumar	Naresh.kumar@marsh.com	91-72900-37939

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	Satyam Bhalla	adobe.nda@marsh.com	91-86557-50082	
Bangalore	Madhusudan G	adobe.blr@marsh.com	91-89768-35512	
Escalation 1	Naresh Kumar	Naresh.kumar@marsh.com	91-72900-37939	
Escalation 2	Rachit Baijal	rachit.baijal@marsh.com	91-72900-89449	

Thank You