

# Third party administration services

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Helping your employees  
With compassion every  
step of the way



Making a claim – Ready Reckoner



- Claim Process

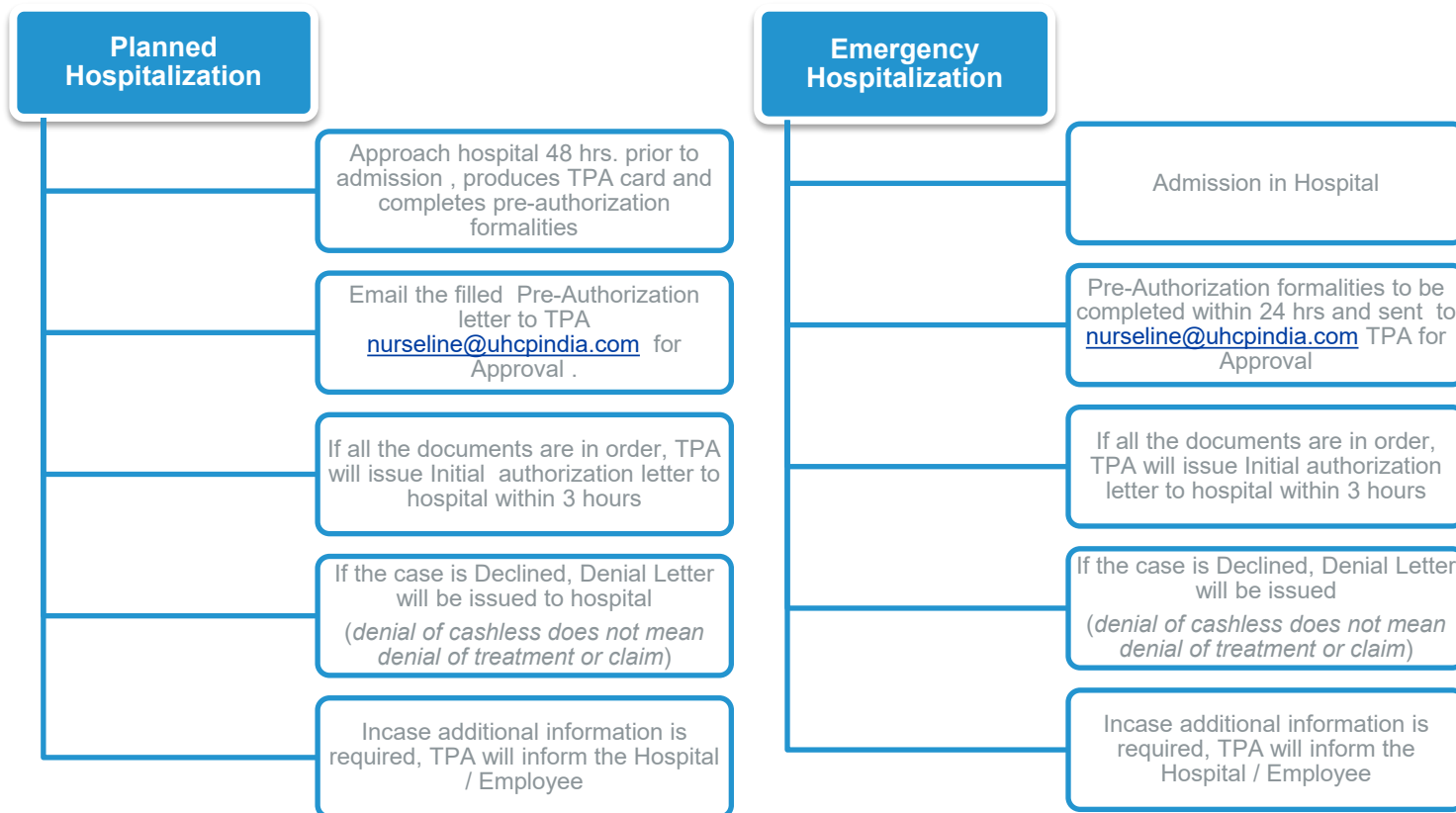
- Cashless Hospitalization Slide 5
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- Reimbursement claim submission online Slide 9
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# Cashless Hospitalization

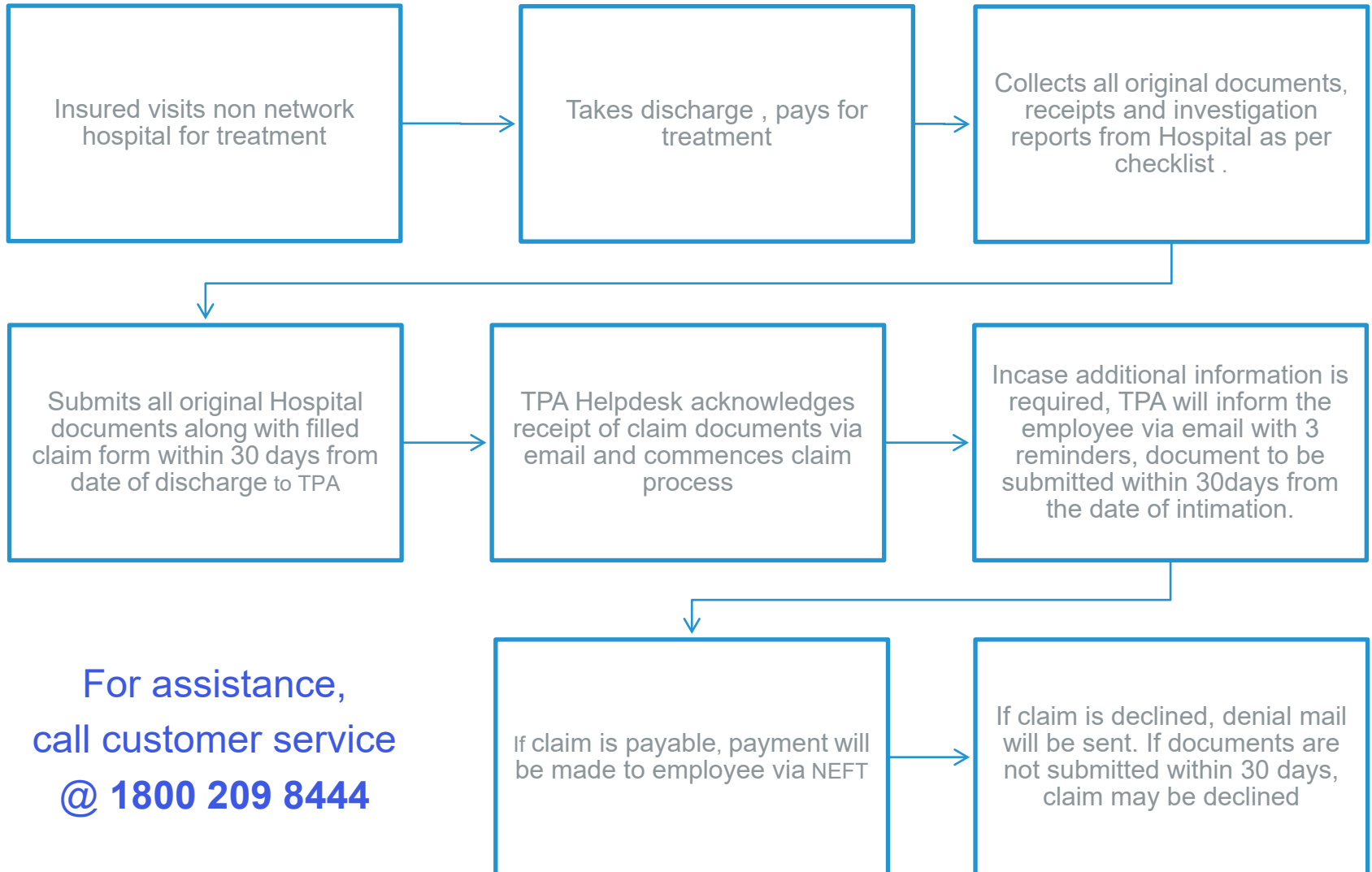


How cashless benefits to you?  
Hassle free process with minimum documentation  
Treatment at discounted rates negotiated by UHCP and Insurer  
Pay only for non-medical expenses and policy exclusions

For Cashless Hospitalization call  
Nurseline @ **1800 209 8444**



# 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

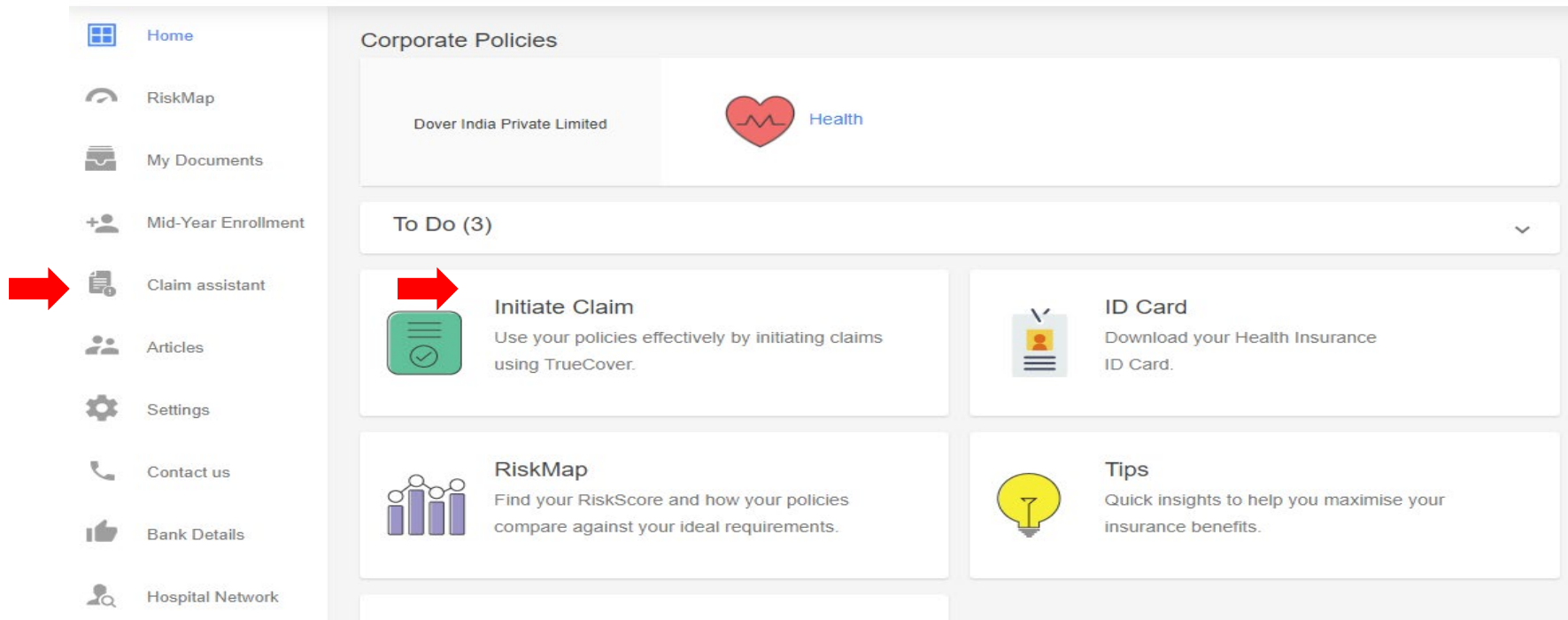
*“I declare that these documents will not be used for claiming under any other program or and I shall submit the same in original as and when it is called for. I will retain all the original hospitalization and treatment related documents (bills, receipts, discharge notes, test reports, prescriptions, 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.

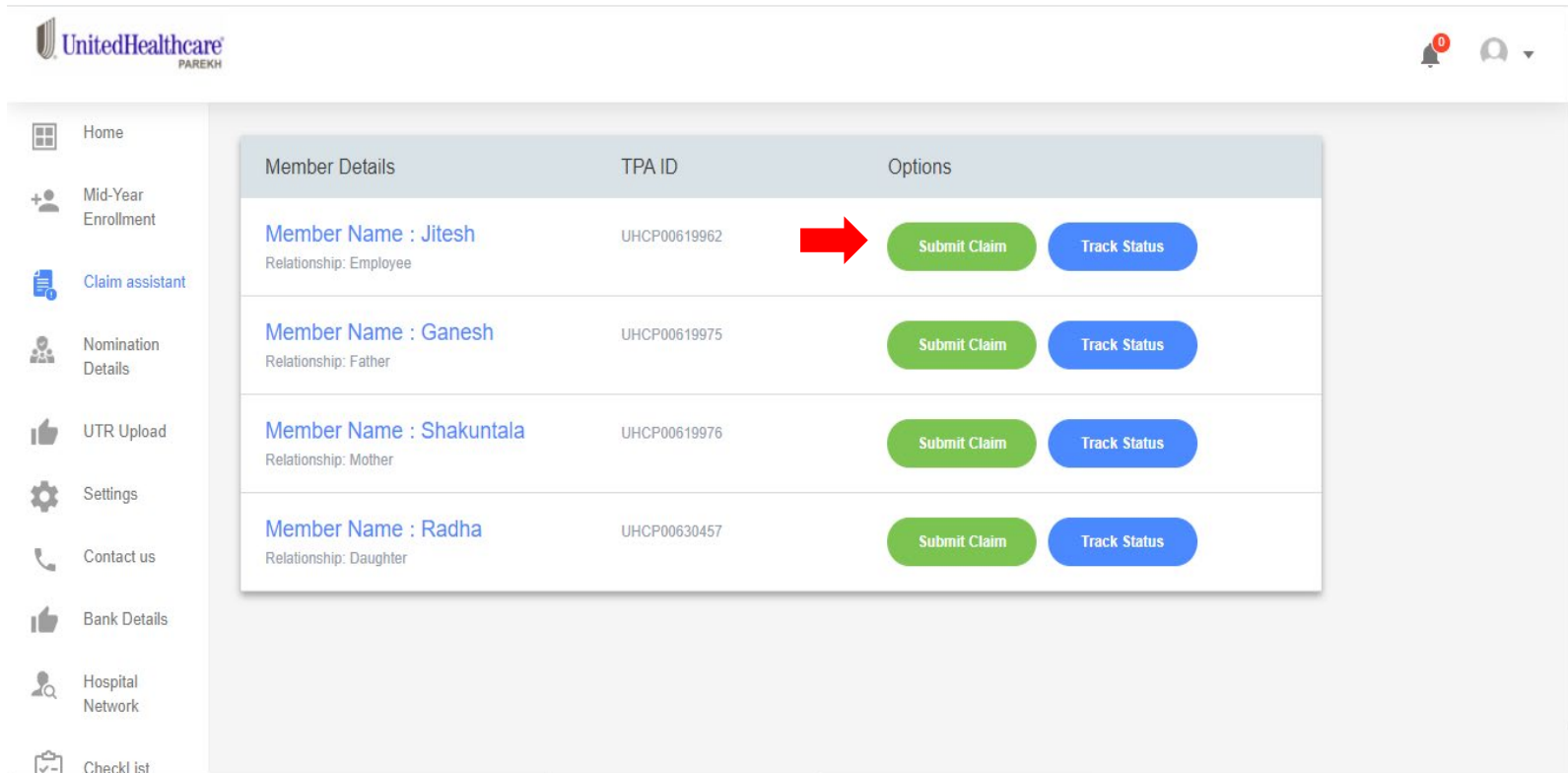
**ID Card**  
Download your Health Insurance ID Card.

**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 claim status will also be shared via SMS and email



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 Checkl ist. The main content area shows a table with the following data:

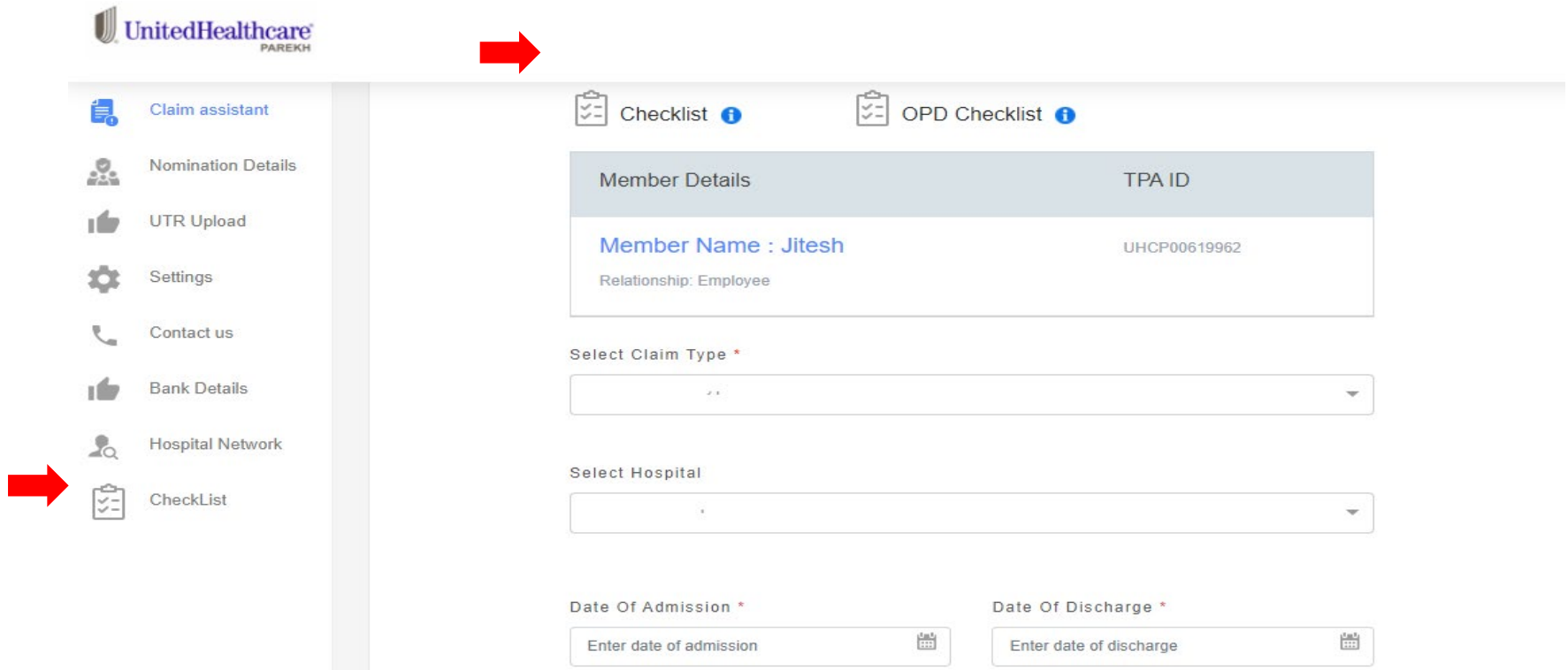
| Member Details                                   | TPA ID       | Options   |
|--|--------------|---|
| Member Name : Jitesh<br>Relationship: Employee   | UHCP00619962 |       |
| Member Name : Ganesh<br>Relationship: Father     | UHCP00619975 |       |
| Member Name : Shakuntala<br>Relationship: Mother | UHCP00619976 |       |
| Member Name : Radha<br>Relationship: Daughter    | UHCP00630457 |   |

A red arrow points to the 'Submit Claim' button for the first member, Jitesh.



# Reimbursement Claim Submission – Cont.

- Kindly fill up the form and submit claim,
- Please refer to the [claim checklist](#) before uploading documents
- Other claim related documents like pre-authorization form, claimform and guide to fill the claim form available under the checklist tab on the left panel
- Once you submit the claim you will get an acknowledgement email from UHCP

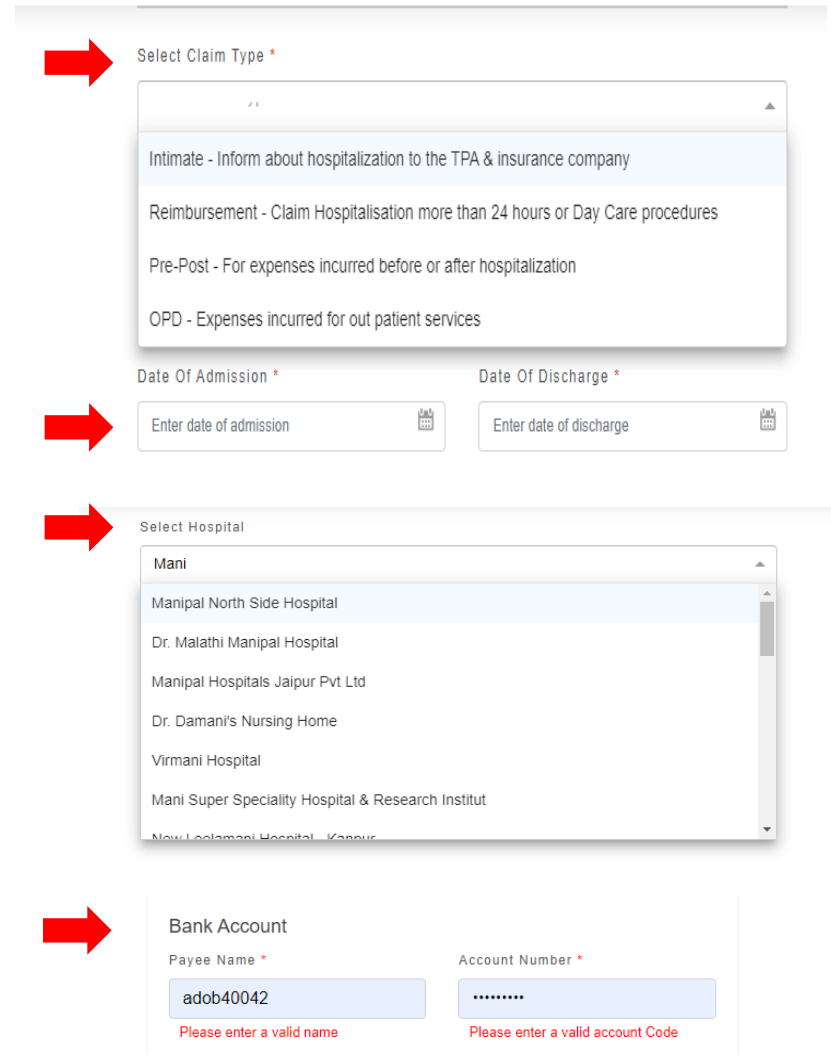


The screenshot displays the UnitedHealthcare PAREKH portal interface. On the left, a navigation menu includes options like 'Claim assistant', 'Nomination Details', 'UTR Upload', 'Settings', 'Contact us', 'Bank Details', 'Hospital Network', and 'CheckList'. A red arrow points to the 'CheckList' option. The main content area shows the 'Checklist' tab selected, with a sub-tab for 'OPD Checklist'. The form contains the following fields:

- Member Details** (TPA ID): Member Name : Jitesh, Relationship: Employee, TPA ID: UHCP00619962
- Select Claim Type \***: A dropdown menu.
- Select Hospital**: A dropdown menu.
- Date Of Admission \***: A date input field with the placeholder 'Enter date of admission' and a calendar icon.
- Date Of Discharge \***: A date input field with the placeholder 'Enter date of discharge' and a calendar icon.

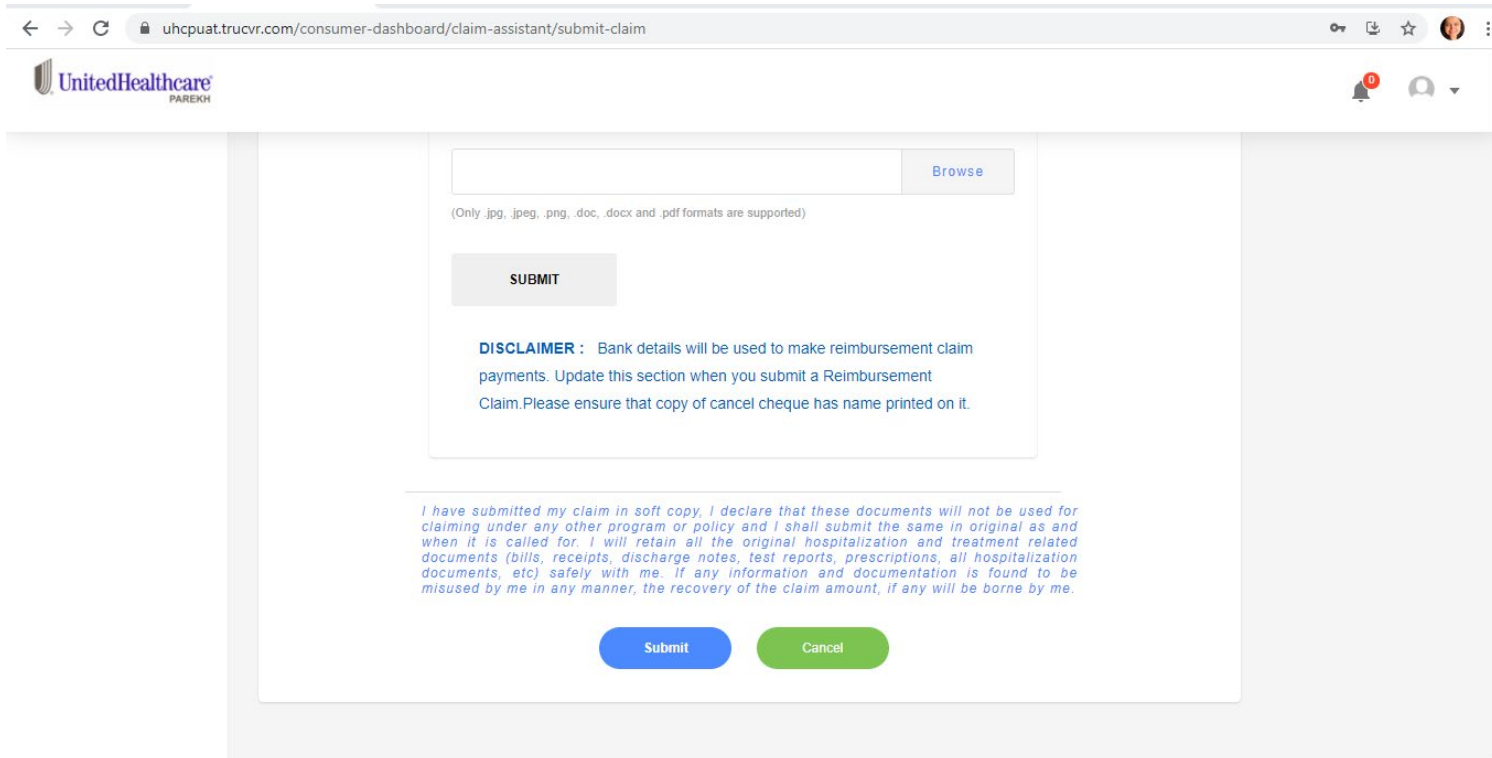
# Reimbursement Claim Submission – Cont.

- 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 8



The screenshot shows a web form for submitting a reimbursement claim. Red arrows point to the following fields:

- 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 \***: A date input field with a calendar icon, containing the text "Enter date of admission".
- Date Of Discharge \***: A date input field with a calendar icon, containing the text "Enter date of discharge".
- Select Hospital**: A dropdown menu with a list of hospitals including Mani, 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. The first is labeled "Payee Name \*" and contains "adob40042" with a red error message "Please enter a valid name". The second is labeled "Account Number \*" and contains "\*\*\*\*\*" with a red error message "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.*