



REQUEST FOR CASHLESS HOSPITALISATION FOR HEALTH INSURANCE
POLICY PART — C (Revised)

(TO BE FILLED IN BLOCK
LETTERS)

DETAILS OF THE THIRD PARTY ADMINISTRATOR/ INSURER/ HOSPITAL:

- a. Name of TPA/Insurance company: _____
- b. Toll free phone number: _____
- c. Toll free fax: _____
- d. Name of Hospital:
 - i. Address -----
 - ii. Rohini ID -----
 - iii. E-mail ID -----

TO BE FILLED BY INSURED/PATIENT

- A. Name of the Patient: -----
- B. Gender: Male Female Third Gender
- C. Age: (Years) / (Month)
- D. Date of Birth: (DD/MM/YYYY)
- E. Contact number: -----
- F. Contact number of attending Relative: -----
- G. Insured Card ID number: -----
- H. Policy number/Name of Corporate. -----
- I. Employee ID: -----
- J. Currently do you have any other mediclaim /health insurance: Yes No
 - i. Company Name : -----
 - ii. Given Details: -----
- K: Do you have a family Physician: Yes No
- L: Name of the Family Physician: M: Contact number, if any: -----
- N: Current Address of Insured Patient: -----
- O: Occupation of Insured Patient: -----

(PLEASE COMPLETE DECLARATION OF THIS FORM)

TO BE FILLED BY TREATING DOCTOR/HOSPITAL

A: Name of the treating Doctor: -----

B: Contact number: -----

C: Nature of Illness/Disease with presenting complaint: -----

D: Relevant Critical Findings: -----

E: Duration of the present ailment -----Days

i. Date of First consultation: DD/MM/YYYY

ii. Past history of present ailment, if any -----

F: Provisional diagnosis: -----

i. ICD 10 code -----

G: Proposed line of treatment:

i. Medical Management ()

ii. Surgical Management ()

iii. Intensive care ()

iv. Investigation ()

v. Non-allopathic treatment ()

H: If investigation and/or Medical Management provide details -----

i. Route of Drug Administration -----

I: If surgical, name of surgery -----

i. ICD 10 PCS code -----

J: If other treatment, provide details -----

K: How did injury occur -----

L: In case of accident

i. Is it RTA: Yes No

ii. Date Of Injury: DD/MM/YYYY

iii. Report to Police Yes No

iv. FIR NO -----

v. Injury / Disease caused due to substance abuse/alcohol consumption Yes No

vi. Test conducted to establish this (if yes, attach report Yes No

M. In Case of Maternity G P L A

i. Expected date of Delivery DD/MM/YYYY

DETAILS OF PATIENT ADMITTED

- A. Date of admission (DD/MM/YYYY)
- B. Time of admission (HH:MM)
- C. Is this an emergency/planned hospitalization event: Emergency Planned
- D. Mandatory Past History of any chronic illness If yes (Since month/year)
- i. Diabetes -----
 - ii. Heart disease -----
 - iii. Hypertension -----
 - iv. Hyperlipidemias -----
 - v. Osteoarthritis -----
 - vi. Asthma/COPD/Bronchitis -----
 - vii. Cancer -----
 - viii. Alcohol/Drug abuse -----
 - ix. Any HIV/ or STD Related ailment -----
 - x. Any other ailment, give details -----
- E. Expected number of Days/stay in hospital ----- Days
- F. Days in ICU ----- Days
- G. Room Type
- H. Per day room rent + nursing and service charges+ patients diet -----
- I. Expected cost of investigation + diagnostic -----
- J. ICU charges -----
- K. OT charges -----
- L. Professional fees Surgeon + Anaesthetist Fees + consultation Charges: -----
- M. Medicines + Consumables + Cost of Implants (if applicable please specify) -----
- N. Other hospital expenses if any -----
- O. All-inclusive package charges if any applicable -----
- P. Sum Total expected cost of hospitalization -----

DECLARATION
(Please read very carefully)

We confirm having read understood and agreed to the Declarations of this form

- a. Name of the treating doctor
- b. Qualification:
- c. Registration number with State code

Hospital Seal
(Must include Hospital ID)

Patient/Insured Name and Sign

DECLARATION BY THE PATIENT / REPRESENTATIVE

- a) I agree to allow the hospital to submit all original documents pertaining to hospitalization to the Insurer/T.P.A after the discharge. I agree to sign on the Final Bill & the Discharge Summary, before my discharge.
- b) Payment to hospital is governed by the terms and conditions of the policy. In case the Insurer / TPA is not liable to settle the hospital bill, I undertake to settle the bill as per the terms and conditions of the policy.
- c) All non-medical expenses and expenses not relevant to current hospitalization and the amounts over & above the limit authorized by the Insurer/T.P.A not governed by the terms and conditions of the policy will be paid by me.
- d) I hereby declare to abide by the terms and conditions of the policy and if at any time the facts disclosed by me are found to be false or incorrect I forfeit my claim and agree to indemnify the Insurer / T.P.A
- e) I agree and understand that T.P.A is in no way warranting the service of the hospital & that the Insurer / TPA is in no way guaranteeing that the services provided by the hospital will be of a particular quality or standard.
- f) I hereby warrant the truth of the forgoing particulars in every respect and I agree that if I have made or shall make any false or untrue statement, suppression or concealment with respect to the claim, my right to claim reimbursement of the said expenses shall be absolutely forfeited.
- g) I agree to indemnify the hospital against all expenses incurred on my behalf, which are not reimbursed by the Insurer / TPA.
- h) "I/We authorize Insurance Company/TPA to contact me/us through mobile/email for any update on this claim".

a) Patient's / Insured's Name: -----

b) Contact number: ----- e-mail Id (optional) -----

d) Patient's / Insured's Signature: -----

Date: ----- Time: -----

HOSPITAL DECLARATION

- a) We have no objection to any authorized TPA / Insurance Company official verifying documents pertaining to hospitalization.
- b) All valid original documents duly countersigned by the insured / patient as per the checklist below will be sent to TPA / Insurance Company within 7 days of the patient's discharge.
- c) We agree that TPA / Insurance Company will not be liable to make the payment in the event of any discrepancy between the facts in this form and discharge summary or other documents.
- d) The patient declaration has been signed by the patient or by his representative in our presence.
- e) We agree to provide clarifications for the queries raised regarding this hospitalization and we take the sole responsibility for any delay in offering clarifications.
- f) We will abide by the terms and conditions agreed in the MOU.

- g) We confirm that no additional amount would be collected from the insured in excess of Agreed Package Rates except costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility. choosing separate line of treatment which is not envisaged/considered in package).

- h) We confirm that no recoveries would be made from the deposit amount collected from the Insured except for costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility/ choosing separate line of treatment which is not envisaged/considered in package).

- i) In the event of unauthorized recovery of any additional amount from the Insured in excess of Agreed Package Rates, the authorized TPA / Insurance Company reserves the right to recover the same from us (the Network Provider) and/or take necessary action, as provided under the MoU or applicable laws.

Hospital Seal

Doctor's Signature

Date:

Time:



**Cashless Authorization Letter
(Part-D)**

Claim Number(Please quote this number for all further correspondence)

Date DD/MM/YYYY

ABC Hospital	Name of Insurance Company	:	
	Name of TPA	:	
Address	Proposer Name	:	
.....	Patient's Member	:	
.....	ID/TPA/Insurer Id of Patient	:	
	Relation with Proposer	:	
Rohini Id:			

Dear Sir/Madam,

This has reference to the pre-authorization request submitted on We hereby authorize cashless facility as per details mentioned below:

Patient Name :	Age:	Gender :	
Policy Number:	Expected Date of Admission:		
Policy Period :	Expected Date of Discharge:		
Room Category:	Estimate length of Stay :		
Eligible Room:			
Category as per T&C of Policy Contract:			
Provisional Diagnosis :	Proposed Line of Treatment :		

Authorization Details:-

Date & Time	Reference number	Amount	Status
dd/mm/yyyy - hh:mm			
dd/mm/yyyy - hh:mm			

Total Authorized Amount:- Rs(In Words)

Authorization Remarks:

.....

Hospital Agreed Tariff:

1. Package Case
 - i. Agreed Package Rate

2. Non-package Case

- i. Room Rent/day
- ii. ICU Rent/day.....
- iii. Nursing Charges/day.....
- iv. Consultant visit Charges / day
- v. Surgeon's Fes/OT/Anaesthetist.....
- vi. Others(specify)

Authorization Summary

Total Bill Amount	:	(INR)
* Other Deductions	:	(INR) (At time of Final Authorization)
Discount	:	(INR) (At time of Final Authorization)
Co-Pay	:	(INR)
Deductibles	:	(INR)
Total Authorized Amount	:	(INR)
Amount to be Paid by Insured	:	(INR) (At time of Final Authorization)

Other Deduction Details:

S.No.	Description	Bill Amount	Deducted Amount	Admissible Amount	Deduction Reason

Terms & Conditions of Authorization:

- 1.Cashless Authorization letter issued on the basis of information provided in Pre- Authorization form. In case misrepresentation/concealment of the facts, any material difference/ deviation/ discrepancy in information is observed in discharge summary/ IPD records then cashless authorization shall stand null & void. At any point of claim processing Insurer or TPA reserves right to raise queries for any other document to ascertain admissibility of claim.
- 2.KYC (Know your customer) details of proposer/employee/Beneficiary are mandatory for claim payout above Rs 1 lakh.
- 3.Network provider shall not collect any additional amount from the individual in excess of Agreed Package Rates except costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility/ choosing separate line of treatment which is not envisaged/considered in package).
- 4.Network Provider shall not make any recovery from the deposit amount collected from the Insured except for costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility/ choosing separate line of treatment which is not envisaged/considered in package).

- :

5. In the event of unauthorized recovery of any additional amount from the Insured in excess of Agreed Package Rates, the Authorized TPA / Insurance Company reserves the right to recover the same or get the same refunded to the policyholder from the Network Provider and/or take necessary action, as provided under the MoU.
6. Where a treatment/procedure is to be carried out by a doctor/surgeon of insured's choice (not empaneled with the Hospital), Network Provider may give treatment after obtaining specific consent of policyholder.
7. Differential Costs borne by policyholder may be reimbursed by insurers subject to the terms and conditions of the Policy.

DOCUMENTS TO BE PROVIDED BY THE HOSPITAL IN SUPPORT OF THE CLAIM

1. Detailed Discharge Summary and all Bills from the hospital
2. Cash Memos from the Hospitals / Chemists supported by proper prescription.
3. Diagnostic Test Reports and Receipts supported by note from the attending Medical Practitioner / Surgeon
Recommending such Diagnostic supported by note from the attending Medical Practitioner / Surgeon recommending such diagnostic tests.
4. Surgeon's Certificate stating nature of operation performed and Surgeon's Bill and Receipt.
5. Certificates from attending Medical Practitioner / Surgeon giving patient's condition and advice on discharge.
6. Original Claim Form B duly Signed
7. PPN Declaration letter form duly signed
8. Pre-Auth Form Part –C & D in Original.

The Hospital is requested to submit the claim within 7 days from the date of discharge or else it will be deemed as this Authorization Letter has not been used & company holds no responsibility for payments from insurance company.

Name of the Product and UIN No : - Important Policy terms & conditions sub-limits/co-pay/deductible etc)

**Authorized signatory :
(Insurer/TPA)**

Address:

BREACH CANDY HOSPITAL TRUST

CONSENT FORM - CASHLESS CLAIM

List of Documents to be carry with the pre-authorization Form

- 1) Fully Filled pre-authorization form (provided by the hospital).
- 2) Pan card & Adhaar card of the Patient.
- 3) Relevant Investigation Reports.
- 4) Valid Insurance ID.
- 5) Cancelled Cheque of Patient Account.

Highlights:

- For all planned cases the pre-authorization form has to be processed a week prior to hospitalization. For emergency admissions the pre-authorization form has to be submitted to the TPA desk within 24 hours of hospitalization.
- In the absence of a valid initial authorization letter, the patient will be admitted as a Cash patient and will be required to pay the requisite deposit on admission as per the protocol.
- At the time of submission of the pre-authorization form the patient has to pay Rs. 30,000/- as a deposit towards admission. This deposit is adjustable/refundable depending upon the final bill and the final approval amount of the patient.
- If a TPA inpatient undergoes an additional procedure which is not mentioned in the Preauthorisation form then the additional documents will be processed by the TPA desk. If the approval is not received before the surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit.
- In case of an Emergency/Unplanned surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit within 24 hours of the surgery.
- On the day of discharge once all required documents are sent to the Insurance Co. / TPA, it takes up to 4 hrs. for the approval to come. Patient can be physically discharged only after final approval is received by the hospital.
- At the time of discharge the hospital will retain 5% of the Final Approval amount as a Security deposit which will be refunded to the patient after the final settlement from the Insurance Company, the duration of which is variable (minimum is 45 days).

Consent:

I declare that I have been explained all the above mentioned points and I agree to the same.

Patient Name : _____ BH No. : _____

Name of Person Submitting Claim Documents : _____

Signature of Person Submitting Claim Documents : _____

Date : _____

For Office Use Only

Received by : _____

Date & Time : _____

BREACH CANDY HOSPITAL TRUST

IMPORTANT INFORMATION REGARDING YOUR CASHLESS CLAIM

1. For all planned cases the pre-authorization form has to be processed a week prior to hospitalization. For emergency admissions the pre-authorization form has to be submitted to the TPA desk within 24 hours of hospitalization.
2. Admission will be on the basis of the authorization letter received from the TPA/Insurance Company which is only a provisional authorization. Please show a copy of this letter on the Admission Desk at the hospital at the time of Admission.
3. In the absence of a valid initial authorization letter, the patient will be admitted as a Cash patient and will be required to pay the requisite deposit on admission as per the protocol.
4. If any query is raised before or during the hospitalization which requires to furnish additional information of the Medical condition of the patient then the clarification will be provided by the Consultant/Surgeon and may be delayed depending upon the availability of the Consultant/Surgeon.
5. If the query requires to provide any details which are non-medical in nature the TPA desk will reply to them as soon as possible which may require help from the patient relative.
6. At the time of submission of the pre-authorization form the patient has to pay Rs. 30,000/- as a deposit towards admission. This deposit is adjustable/refundable depending upon the final bill and the final approval of the patient.
7. In a single hospitalization one can avail cashless only with one TPA/Insurance Company, if the patient has more than one policy they can avail the reimbursement facility. Please contact the TPA Desk for further details.
8. For knowing the coverage of any particular (Medical/Surgical) condition under your Policy, please read the T & C of your policy document or speak to your agent.
9. For Room Eligibility of the patient please contact your agent for criterion of admission as per the policy of the patient.
10. If a TPA inpatient undergoes an additional procedure which is not mentioned in the Preauthorisation form then the additional documents will be processed by the TPA desk. If the approval is not received before the surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit.
11. In case of an Emergency/Unplanned surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit within 24 hours of the surgery.
12. On the day of discharge once we send all required documents to Insurance Co. / TPA, it takes up to 4 hrs. for approval to come. The patient can be physically discharged only after approval comes as per the policy.
13. Half day charges will be levied for patients if the discharge process is initiated between 11.00 am to 1.00 pm. All discharges processed after 1.00 pm will attract full day charges.
14. The original reports and bill will be handed over to the TPA/Insurance Company for processing of the claim. A copy of all the reports will be available at the reports counter, 7 days after the discharge.
15. A copy of the Discharge Summary will be provided to the patient at the time of discharge.
16. At the time of discharge the hospital will retain 5% of the Final Approval amount as a Security deposit which will be refunded to the patient after the final settlement from the Insurance Company, the duration of which is variable(minimum is 45 days).
17. Any deductions toward non-medical items, exclusions, class based billing etc. will have to be borne by the patient (this will not be adjusted against the security deposit).
18. Please submit a cancelled cheque to get the refund into your account directly.
19. In case of denial of the cashless claim (due to withdrawal or rejection of the claim) during the hospitalization or at the time of discharge the patient will be treated as a cash patient and will be expected to clear the entire bill of the hospital and proceed for the reimbursement process.
20. Only approval letters received on the Email or the Portal will be considered valid.
21. There may be a delay in receiving the approval on Public Holidays or Sundays.

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