Broad Guidelines for Claim Process

1. Please ensure Claim form is completely filled, signed and **submitted in original.**
2. Please provide at least **two contactable mobile numbers and e-mail id** for further communication related to your claim.
3. Indicative list of claim documents has been provided in the Claim Form under Section E. **Please ensure all the documents are submitted in original for smooth processing of claim.**
4. **Claim processing will be delayed in absence of original documents.**
5. **Claim payments are made only through Online Bank Transfers.** Please submit the Bank Account details along with a cancelled cheque. The bank accounts details need to be mentioned in Section G of the Claim Form.

In addition to above, if the claim amount is more than Rs 1 Lakh then following additional documents are required:

6. Pan Card of the Employee.

Claim documents needs to be send on below address: -

Care Health Insurance-Claims Department
Unit No. 604 - 607, 6th Floor, Tower C, Unitech Cyber Park,
Sector-39, Gurugram -122001 (Haryana)

Now, track your claim status with ease

ONLINE : Please visit below link and enter your Client ID and Policy Number
www.Carehealthinsurance.com/claim_search.php **Center/Claim Search/Enter Client ID and Policy No.**

SMS : Simply SMS your claim reference number in the message format CLAIM <space> CLAIM NUMBER to 77158-77158
Example: To check claim status of claim reference number 11223344, simply SMS CLAIM 11223344 to 77158-77158

Brief description of the key documents required along with the claim form

1. Indoor Case Papers - This document is prepared by hospital on daily basis which maintains daily doctor notes, nursing notes, patient progress details and having patient condition summary from the date of admission till discharge.
2. Hospital Discharge Summary - Summary of hospitalization period including - Admission date, discharge date, diagnosis, line of treatment given to patient during hospitalization and further advice on discharge.
3. Payment Receipts - Receipts of payment done to hospital authorities towards all bills, investigation reports or any other procedure done.
4. Consultation Papers - Written prescription of the Medical Practitioner with whom patient has consulted.
5. **NEFT (Net Electronic Fund Transfer) – We require original cancelled cheque of the policyholder and relevant details to be mandatorily filled under Sector-G of claim form.**

Terms and Conditions for Payments through RTGS/NEFT

1. The details provided by the policyholder in the mandate form shall be considered as final and Care Health Insurance Company Limited shall not be responsible for cross verifying of any of the details provided therein.
2. The policy holder agrees that transaction through RTGS/NEFT facility may attract inward RTGS/NEFT charges, which if levied by the policyholder's bank shall be borne by the policy holder only.
3. Submission of documents or bank details or any other information does not in any way, shape or form, imply or express or suggest admission of liability by the company.
4. I/We further undertake to refund any excess amount whether demanded by Care Health Insurance Company Limited or not, which has been credited in excess to my account at any time due to any reason within 7 days of such receipt of such communication from Care Health Insurance Company Limited of such excess credit or such information of excess credit coming to the knowledge of the policy holder through any other source.
5. The policyholder agrees that under RTGS/NEFT facility, there may be risk of non-payment in the policyholder accounts number on the day of the credit of payments due to change in the applicable regulations pertaining to RTGS/NEFT facility or due to any other reasons without any fault/inaction/failure on part of Care Health Insurance Company Limited or any factor beyond the control of Care Health Insurance Company Limited.

Care Health Insurance Limited (Formerly known as Religare Health Insurance Company Limited)
Registered Office: 5th Floor, 19 Chawla House,Nehru Place, New Delhi-110019 Corresp. Office: Unit No. 604 - 607, 6th Floor, Tower C, Unitech Cyber Park, Sector-39, Gurugram -122001 (Haryana) Website: www.carehealthinsurance.com E-mail: customerfirst@careinsurance.com Call us: 1800-102-4488 | 1800-102-6655
CIN: U66000DL2007PLC161503 UIN: RHITIOP20134V031920 IRDA Registration No. - 148

Claim Form - 'EXPLORE'

Part A

1. To be filled in by the Insured.
2. The issue of this Form is not to be taken as an admission of liability.
3. To be filled in block letters.

Section A - Details of Primary Insured

a) Policy No. :

b) SL No./Certificate No.: c) Company/TPA ID No.:

d) Name :
(Surname) (First Name) (Middle Name)

e) Address :

City :

State : Pin Code :

Landline : - Mobile :

E-mail :

Section B - Details of Insurance History

a) Currently covered by any other Mediclaim/Health Insurance : Yes No

b) Date of commencement of first insurance without break : / / (DD/MM/YYYY)

c) If yes, Company Name :

Policy Number : Sum Insured (Rs.):

d) Have you ever been hospitalized in the last 4 years since inception of the contract? Yes No

- Date : / / (DD/MM/YYYY)
- Diagnosis : _____

e) Previously covered by any other Mediclaim/Health Insurance : Yes No

f) If yes, Company Name :

Section C - Details of Insured Person Hospitalised

Title : Mr. Ms.

a) Name :
(Surname) (First Name) (Middle Name)

b) Gender : M F c) Age : / (YY/MM) d) Date of Birth : / /

e) Relationship with Primary Insured : Self Spouse Child Father Mother
Others (Please Specify) _____

f) Occupation : Service Self Employed Homemaker Retired Student Others (Please Specify) _____

g) Address : (if different from above)

City :

State : Pin Code :

h) Landline : - Mobile :

i) E-mail :

Section D - Details of Hospitalisation

a) Name of Hospital where Admitted :

b) Room Category occupied : ☐ Day Care ☐ Single Occupancy ☐ Twin Sharing ☐ 3 or more beds per room

c) Hospitalisation due to : ☐ Injury ☐ Illness ☐ Maternity

d) Date of Injury/Date Disease first detected/Date of Delivery : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY)

e) Date of Admission : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY) f) Time of Admission : ☐☐ : ☐☐ (HH:MM)

g) Date of Discharge : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY) h) Time of Discharge : ☐☐ : ☐☐ (HH:MM)

i) If Injury, give cause : ☐ Self Inflicted ☐ Road Traffic Accident ☐ Substance Abuse/Alcohol Consumption

i) Medico Legal : ☐ Yes ☐ No ii) Reported to Police : ☐ Yes ☐ No

iii) MLC Report & Police FIR attached : ☐ Yes ☐ No j) System of Medicine : _____

Section E - Details of Claim

Claim made for :

Benefit	Yes / No	Benefit	Yes / No
Hospitalization Expenses In-patient Care Out-patient Care		Hijack Distress Allowance	
Daily Allowance		Repatriation of Mortal Remains	
Compassionate Visit		Trip Cancellation & Trip Interruption	
Return of Minor Child		Trip Delay	
Up-gradation to Business Class		Loss of Checked-in Baggage	
Dental Expenses		Delay of Checked-in Baggage	
Personal Accident		Loss of Passport and /or International Driving License	
Common Carrier Accidental Death		Personal Liability	
Missed Flight Connection			
Optional Benefits			
Life Threatening Condition due to PED		Adventure Sports Cover	
Medical Expenses due to Accident only		Refund of Visa fee (if visa Rejected)	
Optional Package			
Loss of Laptop/Tablet, Hand Baggage and Personal Belongings		Bounced Booking - Hotel/Common Carrier	
Home to Home Cover			

a) Details of the treatment expenses claimed

(i) Hospitalization Expenses : Rs. ☐☐☐☐☐☐☐

(ii) Ambulance Charges : Rs. ☐☐☐☐☐☐☐

(iii) Others (code) : Rs ☐☐☐☐☐☐☐

Total : Rs ☐☐☐☐☐☐☐

b) Details of Lump sum/cash benefit claimed:

(i) Hospital Daily Cash : Rs ☐☐☐☐☐☐☐

(ii) Others : Rs ☐☐☐☐☐☐☐

(ii) Toltal : Rs ☐☐☐☐☐☐☐

c) Claim Documents Submitted- Check List:

(i)	Claim Form Duly signed ☐	(ii)	Copy of the claim intimation, if any ☐	(iii)	Hospital Main Bill ☐
(iv)	Hospital Break-up Bill ☐	(v)	Hospital Bill Payment Receipt ☐	(vi)	Hospital Discharge Summary ☐
(vii)	Pharmacy Bill ☐	(viii)	Operation Theatre Notes ☐	(ix)	ECG ☐
(x)	Doctor's request for investigation ☐	(xi)	Investigation Reports (Including CT I MRI / USG / HPE) ☐	(xii)	Doctor's Prescriptions ☐
(xiii)	Passport Copy ☐	(xiv)	Others ☐		

d) Additional Details for Compassionate Visit & Return of Minor Child

(i) Cause of the Illness/Injury : _____

(ii) Was the Illness/incident caused/aggravated due to a pre-existing condition? ☐ Yes ☐ No

Please give details : _____

(iii) Nature of treatment : _____

(iv) Treating Doctor's opinion on how many more days the patient will need to be hospitalized : ☐☐☐

(v) Treating Doctor's opinion on why the patient cannot be sent back to Country of Residence of the Insured Person for further treatment :

_____

(vi) Treating Doctor's opinion on need for an attendant : _____

(vii) Name of the Attendant/Staff : _____

(viii) Name of the Child who shall return : _____

(ix) Details of Journey from : _____ to _____

(x) Date of Journey : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY) (xi) Total Expenses : _____

(xii) Documents to be submitted for any claim under Compassionate Visit:

1) A certificate from the Medical Practitioner recommending the presence in the form of special assistance to be rendered by an additional member during the entire period of Hospitalization. The certificate shall also specify the minimum period of Hospitalization.

2) Discharge summary of the Hospital furnishing details including the date of admission and date of discharge.

3) Original ticket with invoice used for the travel by the Immediate Family Member.

4) Copy of passport of Immediate Family Member with entry and exit stamp.

(xiii) Documents to be submitted for any claim under Return of minor Child:

1) A certificate from the Medical Practitioner specifying the minimum period of Hospitalization.

2) Discharge summary of the Hospital furnishing details including the date of admission and date of discharge.

3) Original ticket used for the return travel of the children to the Country of Residence.

4) Copy of passport of the children with entry and exit stamp.

e) Additional Details for Up-gradation to Business Class

(i) Details of Journey from : _____ To _____

(ii) Date of Journey : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY) (iii) Total Expenses : _____

(iv) Documents to be submitted for any claim under Up-gradation to Business Class:

1) A certificate from the Medical Practitioner specifying the minimum period of Hospitalization.

2) Discharge summary of the Hospital furnishing details including the date of admission and date of discharge.

3) Copy of the economy class air ticket issued by the Common Carrier indicating the cost the ticket and receipt for the refund of the fare of the Common Carrier and the cancellation charges retained.

4) Boarding pass and copy of business class ticket confirming the return journey and the cost of ticket.

f) Additional Details for Personal Accident & Common Carrier Accidental Death

(i) Cause of Accident : _____

(ii) Nature of Loss : _____ (iii) Place of Loss : _____

(iv) Name of the Common Carrier :

(v) Common Carrier No. :

(vi) Documents to be submitted for any claim under Personal Accident:

1) Medical reports giving the details of the Accident, nature of the Injury, the extent of disability (if applicable) and the details of treatment provided.

2) Death certificate (if applicable)

3) Postmortem report, if conducted

4) Police report

5) Medical Practitioner's certificate in case of Injury stating the reasons for and the extent of the Injury.

(vii) Documents to be submitted for any claim under Common Carrier Accidental Death:

1) Medical reports giving the details of the Accident and nature of Injury.

2) Death certificate

3) Postmortem report, if conducted

4) Police report

5) Valid ticket or certificate from the Common Carrier establishing the Insured Person's bonafide travel in the affected Common Carrier at the time of the Accident.

g) Additional Details for Medical Evacuation

(i) Reason for Medical Evacuation : _____

(ii) Medical Evacuation from : / / (DD/MM/YYYY) to / /

(iv) Total Expenses : _____

(v) Documents to be submitted for any claim under Benefit 9:

1) Medical reports and transportation details issued by the evacuation agency, prescriptions and medical report by the attending Medical Practitioner furnishing the name of the Insured Person and details of treatment rendered along with the statement confirming the necessity of evacuation.

2) Documentary proof for all expenses incurred towards the Medical Evacuation.

h) Additional Details for Repatriation of Mortal remains

(i) Cause of Death : _____

(ii) Date of Death : / / (DD/MM/YYYY) (iii) Place of Death : _____

(iv) Transportation from : _____ to _____

(v) Total Expenses : _____

(vi) Documents to be submitted for any claim under Benefit 10 :

1) Copy of the death certificate providing details of the place, date, time, and the circumstances and cause of death.

2) Copy of the postmortem certificate, if conducted;

3) Documentary proof for expenses incurred towards disposal of the mortal remains.

4) In case of transportation of the body of the deceased to the Country of Residence or Place of Residence, the receipt for expenses incurred towards preparation and packing of the mortal remains of the deceased and also for the transportation of the mortal remains of the deceased.

I) Additional Details for Trip Cancellation or Interruption

(i) Reason for Trip Cancellation or Interruption

a) Immediate Family Member dies or is Hospitalized : b) Insured Person is hospitalized :

c) Earthquake, storm, flood, inundation, cyclone or tempest: d) Terrorism :

(ii) Name of the Common Carrier :

(iii) Common Carrier No. :

(iv) Scheduled Arrival Date : / / (DD/MM/YYYY) Time : : (HH:MM)

(v) Scheduled Departure Date : / / (DD/MM/YYYY) Time : : (HH:MM)

(vi) Name of the Common Carrier :

(vii) Common Carrier No. :

(viii) Actual Arrival Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ __ __ (HH:MM)

(ix) Actual Departure Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ __ __ (HH:MM)

(x) Description of Incident : ____

(xi) Details of Expenses

Booking Reference No.	Expense Details	Booking Amount	Refund Amount	Expenses incurred (in ₹)

(xii) Total Expenses : ______________________

(xiii) Documents to be submitted for any claim under this Benefit:

1) Confirmation in writing of cancellation of the journey from the Common Carrier detailing the circumstances of cancellation.

2) Ticket/boarding pass issued by the Common Carrier indicating the cost of ticket and receipt for the refund of the fare of the Common Carrier towards the cancelled portion of the journey indicating cancellation charges retained by the Common Carrier.

3) Boarding pass in original for return journey from the place of cancellation to the Country of Residence which indicates the cost of the tickets together with the receipts for the refunds obtained towards the unfulfilled portion of the journey.

4) A declaration from the Insured Person furnishing the circumstances that compelled him/her to cancel the journey.

5) Medical evidence as may be required in case of the cancellation of the journey arising out of personal contingencies of the Insured Person or his/her Immediate Family Member.

6) Receipt for the refund of the fare of the Common Carrier towards the cancelled portion of the journey indicating the cancellation charges retained.

j) Additional Details for trip Delay

(i) Name of the Common Carrier : ______________________

(ii) Common Carrier No. : ______________________

(iii) Scheduled Arrival Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ : __ __ (HH:MM)

(iv) Scheduled Departure Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ : __ __ (HH:MM)

(v) Name of the Common Carrier : ______________________

(vi) Common Carrier No. : ______________________

(vii) Actual Arrival Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ : __ __ (HH:MM)

(viii) Actual Departure Date : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) Time : __ __ : __ __ (HH:MM)

Documents to be submitted for any claim under this Benefit:

1. Security-stamped boarding pass for the flight which got delayed
2. Letter from the Common carrier stating reason and duration of Delay
3. Passport Copy with Entry and Exit Stamp

k) Additional Details for Loss of checked-in Baggage & Delay of Check-in Baggage

(i) Name of the Common Carrier : ______________________

(ii) Common Carrier No. : ______________________

(iii) In case of Loss of Baggage

a) Date of Loss : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) (b) Place of Loss : ______________________

(iv) In case of Delay

a) Date of Arrival : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY) (b) Time of Arrival : __ __ : __ __ (HH:MM)

c) Place of Origin : ______________________ (d) Port of disembarkation : ______________________

e) Date of Baggage retrieval : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY)

f) Time of Baggage retrieval : __ __ / __ __ / __ __ __ __ (DD/MM/YYYY)

(v) Documents to be submitted for any claim under Loss of checked-in Baggage:

1) Property irregularity report issued by the appropriate authority.

2) Voucher of the Common Carrier for the compensation paid for the non-delivery/short delivery of the Checked-In Baggage.

3) Copies of correspondence exchanged, if any, with the Common Carrier in connection with the non-delivery/short delivery of the Checked-In Baggage.

4) Final communication from the common carrier/airlines confirming the checked-in baggage to be lost or untraceable.

5) Proof of ownership and cost for any item which is above INR 5000/-

(vi) Documents to be submitted for any claim under Delay of Check-in Baggage

1) Property irregularity report issued by the appropriate authority stating the scheduled time of delivery and actual time of delivery of the Checked-In Baggage..

2) Voucher of the Common Carrier for the compensation paid for the delay in delivery of the Checked-In Baggage.

3) Copies of correspondence exchanged, if any, with the Common Carrier in connection with the delay in delivery of the Checked-In Baggage.

l) Additional Details for loss of Passport / International Driving License & Personal Liability

(i) Date of Loss : ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY)

(ii) Place of Loss : ☐☐☐☐☐☐☐☐☐☐

(iii) Details of Loss : _____

_____

(iv) Total Expenses : ☐☐☐☐☐☐☐☐☐☐

(v) Documents to be submitted for any claim under Loss of Passport/ International Driving License:

1. Copy of the police report

2. Details of the attempts made to trace the passport

3. Original receipt for payment of charges to the authorities for obtaining a new or duplicate passport/IDL

4. Copy of lost passport or IDL

5. Copy of new/duplicate passport/IDL

(vi) Documents to be submitted for any claim under Personal Liability:

1. Statement of Claim furnishing particulars of the event leading to the liability such as the court order;

2. Photocopy of the police report (wherever reported).

m) Additional Details for Hijack Distress Allowance

Name of Common Carrier : _____

Port of Hijack : _____

Port of release : _____

Date of Hijack (DD/MM/YYYY) : From ☐☐ / ☐☐ / ☐☐☐☐ To ☐☐ / ☐☐ / ☐☐☐☐

Time of Hijack (HH/MM) : From ☐☐ / ☐☐ / To ☐☐ / ☐☐ /

Documents to be submitted for any claim under this Benefit:

1 Security stamped boarding pass for the flight which got hijacked

2 Any Government notification confirming the hijack of the said Common Carrier.

n) Additional Details for Missed Flight Connection

Name of Connecting Common Carrier : _____

Connecting Common Carrier route : From _____ To: _____

Scheduled departure : Date ☐☐ / ☐☐ / ☐☐☐☐ (DD/MM/YYYY) To ☐☐ / ☐☐ (HHMM)

Documents to be submitted for any claim under this Benefit:

1 Written confirmation from the carrier of the number of hours of delay, and any compensation received towards the delay.

2 Details of Alternate travel arrangements offered by the carrier, however not accepted with reason of not acceptance.

o) Additional Details for Refund of Visa Fee

(ii) Name of the Country for which Visa applied :

(iii) Visa Application Date :

(vi) Scheduled Date of Travel :

Documents to be submitted for any claim under this Benefit:

1 Written copy of the rejection reason from the embassy

2 Passport copy of the Insured

3 Copy of confirmed ticket

p) Additional Details for Loss Of Laptop/Tablet/Hand Baggage/Personal Belongings

1 Loss date :_____

2 Reason for loss :_____

3 Details of expenses incurred : _____

4 Total expenses : _____

Documents to be submitted for any claim under this Benefit:

1 FIR copy of the lost item/(s)

2 Original bill or bill copy (if original bill not available)for Laptop/Tablet or Proof of purchase of the lost item/(s)

3 Passport and Visa copy with entry and exit stamp

4 Letter defining incidence of theft

q) Additional Details for Bounced Booking-Hotel/Common Carrier

(i) Name of Common Carrier /Hotel : _____

(ii) Scheduled departure : Date / / (DD/MM/YYYY) Time / (HH/MM)

(iii) Scheduled arrival : Date / / (DD/MM/YYYY) Time / (HH/MM)

(iv) Common Carrier route : From: _____ To: _____

(v) Details of incident : _____

(vi) Total expenses : _____

Documents to be submitted for any claim under this Benefit:

1 Written confirmation from the Common Carrier/accommodation provider/ticket provider stating the reason and date for the service cancellation.

2 Any Receipts of refunds or travel vouchers provided in lieu of the original booking being dishonored.

3 Bills and payment receipts for alternate tickets/accommodation bookings

Section F - Details of Bills Enclosed

S No.	Bill No.	Date	Issued by	Towards	Amount (INR)
1		(DD/MM/YYYY)		Hospital Main Bill	
2		(DD/MM/YYYY)		OPD Expenses	
3		(DD/MM/YYYY)			
4		(DD/MM/YYYY)		Pharmacy bills	
5		(DD/MM/YYYY)			
6		(DD/MM/YYYY)			
7		(DD/MM/YYYY)			
8		(DD/MM/YYYY)			
9		(DD/MM/YYYY)			
10		(DD/MM/YYYY)			

Section G - Details of Primary Insured's Bank Account

a) PAN :

b) Account Number :

c) Bank Name & Branch :

d) Cheque/DD payable details :

e) IFSC Code :

Section H - Declaration by the Insured

a) I hereby declare that the information furnished in this claim form is true & correct to the best of my knowledge and belief. If I have made any false or untrue statement, suppression or concealment of any material fact with respect to questions asked in relation to this claim, my right to claim reimbursement shall be forfeited. I also consent & authorize assistant service provider/insurance company, to seek necessary medical information/documents from any hospital/ Medical Practitioner who has attended on the person against whom this claim is made. I hereby declare that I have included all the bills/receipts for the purpose of this claim & that I will not be making any supplementary claim except the pre/post-hospitalization claim, if any.

b. I hereby authorize the Company or its Assistance Service Provider to conduct Autopsy / Post Mortem for the Insured Person, wherever required.

c. I hereby authorize the physician or hospital or police authorities or governmental agency or any other institute to provide to Care Health Insurance Company Limited, or its offices or legal advisers or any investigative agency or their representative acting on its behalf, information regarding the deceased's state of health, employment, finances or insurance, advice, treatment provided to the deceased or any information that may be required concerning the health of the deceased including information relating to mental illness, use of drugs, use of alcohol. A copy of this authorization shall be considered as effective and valid as the original.

d. The details of all persons having an interest in the property in respect of which the claim is being made are provided as per the proposal form or by way of an endorsement in the policy. Furthermore, save and except as provided or disclosed in this claim form, no claim made hereunder (or the same/ similar claim) has been made or lodged with any other insurance company.

e. If I/ We have given/ made any false or fraudulent statement/ information, or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void and that I/ We shall not be entitled to all/any rights to recover thereunder in respect of any or all claims, past, present or future.

f. The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the Company of the claim and the Company reserves the right to process or reject or require further/additional information and documents in respect of the claim.

g. I do hereby authorize International Subrogation Management (ISM) to inquire and obtain any information regarding my accident. Further, Care Health Insurance is hereby authorized to release any and all information, including copies of pertinent documents, which ISM may deem necessary in order to satisfy their inquiry, If during the investigation, ISM has identified a potential recovery source, allowing to recover paid benefits, ISM is authorized to release any all records they deem necessary in order to pursue the recovery.

h. The company can, while assessing the claim, call for the additional documents which the Company deems fit for assessment of the claim.

Date : / / (DD/MM/YYYY)

Signature of the Insured : _____

Place : _____

Guidance For Filling Claim Form- Part A (To be filled in by the insured)

Data Element	Description	Format
Section A - Details of Primary Insured		
a) Policy No.	Enter the policy number	As allotted by the insurance company
b) Sl. No/ Certificate No.	Enter the social insurance number or the certificate number of social health insurance scheme	As allotted by the organization
c) Company TPA ID No.	Enter the TPA ID No.	License number as allotted by IRDA and printed in TPA documents
d) Name	Enter the full name of the policyholder	Surname, First name, Middle name
e) Address	Enter the full postal address	Include Street, City and Pin Code
Section B - Details of Insurance History		
a) Currently covered by any other Mediclaim/Health Insurance?	Indicate whether currently covered by another Mediclaim/Health Insurance	Tick Yes or No
b) Date of Commencement of first Insurance without break	Enter the date of commencement of first insurance	Use dd-mm-yy format
c) Company Name	Enter the full name of the insurance company	Name of the organization in full
Policy No.	Enter the policy number	As allotted by the insurance company
Sum Insured	Enter the total sum insured as per the policy	In rupees
d) Have you been Hospitalised in the last four years since inception of the contract?	Indicate whether hospitalized in the last four years	Tick Yes or No
Date	Enter the date of hospitalization	Use mm-yy format
Diagnosis	Enter the diagnosis details	Open Text
e) Previously Covered by any other Mediclaim/Health Insurance?	Indicate whether previously covered by another Mediclaim/Health Insurance	Tick Yes or No
f) Company Name	Enter the full name of the insurance company	Name of the organization in full
Section C - Details of Insured Person Hospitalised		
a) Name	Enter the full name of the patient	Surname, First name, Middle name
b) Gender	Indicate Gender of the patient	Tick Male or Female
c) Age	Enter age of the patient	Number of years and months
d) Date of Birth	Enter Date of Birth of patient	Use dd-mm-yy format
e) Relationship with primary Insured	Indicate relationship of patient with policyholder	Tick the right option. If others, please specify
f) Occupation	Indicate occupation of patient	Tick the right option. If others, please specify
g) Address	Enter the full postal address	Include Street, City and Pin Code
h) Landline	Enter the phone number of patient	Include STD code with telephone number
i) E-mail ID	Enter e-mail address of patient	Complete e-mail address
Section D - Details of Hospitalisation		
a) Name of Hospital where admitted	Enter the name of hospital	Name of hospital in full
b) Room category occupied	Indicate the room category occupied	Tick the right option
c) Hospitalization due to	Indicate reason of hospitalization	Tick the right option
d) Date of Injury/Date Disease first detected/ Date of Delivery	Enter the relevant date	Use dd-mm-yy format
e) Date of admission	Enter date of admission	Use dd-mm-yy format
f) Time	Enter time of admission	Use hh:mm format
g) Date of discharge	Enter date of discharge	Use dd-mm-yy format
h) Time	Enter time of discharge	Use hh:mm format
i) If Injury give cause	Indicate cause of injury	Tick the right option
Medico legal	Indicate whether injury is medico legal	Tick Yes or No
Reported to Police	Indicate whether police report was filed	Tick Yes or No
MLC Report & Police FIR attached	Indicate whether MLC report and Police FIR attached	Tick Yes or No
j) System of Medicine	Enter the system of medicine followed in treating the patient	Open Text
Section E - Details of Claim		
a) Details of Treatment Expenses	Enter the amount claimed as treatment expenses	In rupees (Do not enter paise values)
b) Claim for Domiciliary Hospitalization	Indicate whether claim is for domiciliary hospitalization	Tick Yes or No
c) Details of Lump sum/cash benefit claimed	Enter the amount claimed as lump sum/cash benefit	In rupees (Do not enter paise values)
d) Claim Documents Submitted-Check List	Indicate which supporting documents are submitted	Tick the right option
e) Additional Details for Benefit 3 & Benefit 4		
(i) Cause of the Illness/Injury	Enter the cause of Illness/Injury	Open Text
(ii) Was the Illness/incident caused/ aggravated due to a pre-existing condition?	Indicate whether due to a pre-existing condition	Tick the right option
Give details	Enter the details of the pre-existing condition	Open Text
(iii) Nature of treatment	Enter the nature of treatment	Open Text

Data Element	Description	Format
(iv) Treating Doctor's opinion on how many more days the patient will need to be hospitalized	Enter the number of days	In Days
(v) Treating Doctor's opinion on why the patient cannot be sent back to Country of Residence of the Insured Person for further treatment	Enter Treating Doctor's opinion	Open Text
(vi) Treating Doctor's opinion on need for an attendant	Enter Treating Doctor's opinion	Open Text
(vii) Name of the Attendant/Staff	Enter the Name of the Attendant/Staff	Name of the Attendant/Staff
(viii) Name of the Child who shall return	Enter the Name of the Child who shall return	Name of the Child who shall return
(ix) Details of Journey	Enter the Details of Journey	Open Text
(x) Date of Journey	Enter the relevant date	Use dd-mm-yy format
(xi) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)
(xii) Documents to be submitted for any claim under Benefit 3		
(xiii) Documents to be submitted for any claim under Benefit 4		
f) Additional Details for Benefit 5		
(i) Details of Journey	Enter the Details of Journey	Open Text
(ii) Date of Journey	Enter the relevant date	Use dd-mm-yy format
(iii) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)
(iv) Documents to be submitted for any claim under Benefit 5		
g) Additional Details for Benefit 7 & Benefit 8		
(i) Cause of Accident	Enter the cause of accident	Open Text
(ii) Nature of Loss	Enter the Nature of Loss	Open Text
(iii) Place of Loss	Enter the Place of Loss	Place of Loss
(iv) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(v) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(vi) Documents to be submitted for any claim under Benefit 7		
(vii) Documents to be submitted for any claim under Benefit 8		
h) Additional Details for Benefit 9		
(i) Reason for Medical Evacuation	Enter the Reason for Medical Evacuation	Open Text
(ii) Medical Evacuation	Enter the relevant dates	Use dd-mm-yy format
(iii) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)
(iv) Documents to be submitted for any claim under Benefit 9		
i) Additional Details for Benefit 10		
(i) Cause of Death	Enter the Cause of Death	Open Text
(ii) Date of Death	Enter the relevant date	Use dd-mm-yy format
(iii) Place of Death	Enter the Place of Death	Place of Death
(iv) Transportation	Enter the Transportation details	Transportation details
(v) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)
(vi) Documents to be submitted for any claim under Benefit 10		
j) Additional Details for Benefit 11		
(i) Reason for Trip Cancellation or Interruption	Indicate the reason	Open Text
(ii) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(iii) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(iv) Scheduled Arrival Date	Enter the relevant date	Use dd-mm-yy format
(v) Scheduled Departure Date	Enter the relevant date	Use dd-mm-yy format
(vi) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(vii) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(viii) Actual Arrival Date & Time	Enter the relevant date & time	Use dd-mm-yy format
(ix) Actual Departure Date& Time	Enter the relevant date & time	Use dd-mm-yy format
(x) Description of Incident	Enter the Description of Incident	Open Text
(xi) Details of Expenses		
Booking Reference No.	Enter the Booking Reference No.	As allotted by the Airline/Hotel/etc.
Expense details	Enter the expenses details	Open Text
Booking Amount	Enter the Booking Amount	In rupees (Do not enter paise values)
Refund Amount	Enter the Refund Amount	In rupees (Do not enter paise values)
Expenses incurred	Enter the expenses incurred	In rupees (Do not enter paise values)
(xii) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)

Data Element	Description	Format
(xiii) Documents to be submitted for any claim under Benefit 11		
k) Additional Details for Benefit 12		
(i) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(ii) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(iii) Scheduled Arrival Date & Time	Enter the relevant date & time	Use dd-mm-yy format
(iv) Scheduled Departure Date & Time	Enter the relevant date & time	Use dd-mm-yy format
(v) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(vi) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(vii) Actual Arrival Date & Time	Enter the relevant date & time	Use dd-mm-yy format
(viii) Actual Departure Date & Time	Enter the relevant date & time	Use dd-mm-yy format
l) Additional Details for Benefit 13 & Benefit 14		
(i) Name of the Common Carrier	Enter the Name of the Common Carrier	Name of the Common Carrier
(ii) Common Carrier No.	Enter the Common Carrier No.	Common Carrier No.
(iii) In case of Loss of Baggage		
a. Date of Loss	Enter the relevant date	Use dd-mm-yy format
b. Place of Loss	Enter the place of loss	Place of Loss
(iv) In case of Delay		
a. Date of Arrival	Enter the relevant date	Use dd-mm-yy format
b. Time of Arrival	Enter the relevant time	Use hh:mm format
c. Place of origin	Enter the Place of origin	Place of origin
d. Port of disembarkation	Enter the Port of disembarkation	Port of disembarkation
e. Date of baggage retrieval	Enter the relevant date	Use dd-mm-yy format
f. Time of baggage retrieval	Enter the relevant time	Use hh:mm format
(v) Documents to be submitted for any claim under Benefit 13		
(vi) Documents to be submitted for any claim under Benefit 14		
m) Additional Details for Benefit 15 & Benefit 16		
(i) Date of Loss	Enter the relevant date	Use dd-mm-yy format
(ii) Place of Loss	Enter the place of loss	Place of loss
(iii) Details of Loss	Enter the details of loss	Open Text
(iv) Total Expenses	Enter the amount claimed as total expenses	In rupees (Do not enter paise values)
(v) Documents to be submitted for any claim under Benefit 15		
(vi) Documents to be submitted for any claim under Benefit 16		
Section F - Details of Bill Enclosed		
Indicate which bills are enclosed with the amounts in rupees		
Section G - Details of Primary Insuredís Bank Account		
a) PAN	Enter the permanent account number	As allotted by the Income Tax department
b) Account Number	Enter the bank account number	As allotted by the bank
c) Bank Name and Branch	Enter the bank name along with the branch	Name of the Bank in full
d) Cheque/DD payable details	Enter the name of the beneficiary the cheque/ DD should be made out to	Name of the individual/organization in full
e) IFSC Code	Enter the IFSC code of the bank branch	IFSC code of the bank branch in full
Section H - Declaration by the Insured		
Read declaration carefully and mention date (in dd:mm:yy format), place (open text) and sign.		

Claim Form - 'EXPLORE'

Part B

1. To be filled in by the hospital.
2. The issue of this Form is not to be taken as an admission of liability.
3. Please include the original pre-authorization request form in lieu of PART A.
4. To be filled in block letters.

Section A - Details of Hospital

a) Name of the Hospital :

b) Hospital ID :

c) Type of Hospital : ☐ Network ☐ Non-network (if non network fill section E)

d) Name of the treating doctor :

(Surname) (First Name) (Middle Name)

e) Qualification :

f) Registration No. with State Code :

g) Contact No. :

Section B - Details of the Patient Admitted

a) Name of the Patient:

(Surname) (First Name) (Middle Name)

b) IP Registration No. :

c) Gender : ☐ M ☐ F d) Age : / (YY/MM) e) Date of Birth : / /

f) Date of Admission : / / (DD/MM/YYYY) g) Time of Admission : : (HH:MM)

h) Date of Discharge : / / (DD/MM/YYYY) i) Time of Discharge : : (HH:MM)

j) Type of Admission : ☐ Emergency ☐ Planned ☐ Day Care ☐ Maternity

k) If Maternity,

(i) Date of Delivery : / / (DD/MM/YYYY) (ii) Gravida Status : ____________

l) Status at the time of discharge : ☐ Discharge to home ☐ Discharge to another hospital ☐ Deceased

m) Total Claimed Amount :

Section C - Details of Ailment Diagnosed (Primary)

a) (i) Primary Diagnosis : ICD 10 Code : Description : ____________

(ii) Additional Diagnosis : ICD 10 Code : Description : ____________

(iii) Co-morbidities : ICD 10 Code : Description : ____________

(iv) Co-morbidities : ICD 10 Code : Description : ____________

b) (i) Procedure 1 : ICD 10 PCS : Description : ____________

(ii) Procedure 2 : ICD 10 PCS : Description : ____________

(iii) Procedure 3 : ICD 10 PCS : Description : ____________

(iv) Details of Procedure : ____________

c) Present ailment is a complication of PED : ☐ Yes ☐ No

If yes, specify details : ____________

d) Pre-authorization obtained : ☐ Yes ☐ No

e) Pre-authorization no. :

f) If authorization by network hospital not obtained, give reason : ____________

____

g) Hospitalization due to Injury : ☐ Yes ☐ No

(i) If yes, give cause : ☐ Self inflicted ☐ Road Traffic Accident ☐ Substance Abuse/Alcohol Consumption

(ii) If Injury due to Substance abuse/Alcohol consumption, Test conducted to establish this : ☐ Yes ☐ No
(If yes, attach reports)

(iii) Medico Legal : ☐ Yes ☐ No

(iv) Reported to Police : ☐ Yes ☐ No

(v) FIR No. :

(vi) If not reported to Police, give reason : _____

Section D - Claim Documents Submitted - Checklist

(i)	Duly signed Claim Form : ☐	(ii)	Original Pre-authorization request : ☐
(iii)	Copy of Pre-authorization approval letter : ☐	(iv)	Copy of photo ID card of patient verified by hospital : ☐
(v)	Hospital Discharge Summary : ☐	(vi)	Operation Theatre notes : ☐
(vii)	Hospital Main Bill : ☐	(viii)	Hospital Break-up Bill : ☐
(ix)	Investigation Reports : ☐	(x)	CT/ MRI/ USG /HPE investigation reports : ☐
(xi)	Doctor's reference slip for investigation : ☐	(xii)	ECG : ☐
(xiii)	Pharmacy Bills : ☐	(xiv)	MLC report & Police FIR : ☐
(xv)	Original death summary from hospital where applicable : ☐	(xvi)	Any other, please specify_____ : ☐

Section E - Details in case of Non-Network Hospital (Only fill in case of non-network hospital)

a) Address of the Hospital :

City :

State : Pin Code :

b) Contact No. : -

c) Registration No. with State Code :

d) Hospital PAN : e) No. of inpatient beds :

f) Facilities available in the hospital : (i) OT : ☐ Yes ☐ No (ii) ICU : ☐ Yes ☐ No

(iii) Others : _____

Section F - Declaration by the Hospital

We hereby declare that the information furnished in this Claim Form is true & correct to the best of our knowledge and belief. If we have made any false or untrue statement, suppression or concealment of any material fact, our right to claim under this claim shall be forfeited.

Date : / / (DD/MM/YYYY) Signature & Seal of the Hospital Authority : _____

Place : _____

Guidance For Filling Claim Form- Part B (To be filled in by the hospital)

Data Element	Description	Format
Section A - Details of Hospital		
a) Name of Hospital	Enter the name of hospital	Name of hospital in full
b) Hospital ID	Enter ID number of hospital	As allocated by the TPA
c) Type of Hospital	Indicate whether In network or non-network hospital	Tick the right option
d) Name of treating doctor	Name of treating doctor	Name of doctor in full
e) Qualification	Enter the qualifications of the treating doctor	Abbreviations of educational qualifications
f) Registration No. with State Code	Enter the registration number of the doctor along with the state Code	As allocated by the Medical Council of India
g) Contact No.	Enter the phone number of doctor	Include STD code with telephone number
Section B - Details of Patient Admitted		
a) Name of Patient	Enter the name of hospital	Name of hospital in full
b) IP Registration Number	Enter insurance provider registration number	As allotted by the insurance provider
c) Gender	Indicate Gender of the patient	Tick Male or Female
d) Age	Enter age of the patient	Number of years and months
e) Date of Birth	Enter Date of Birth of patient	Use dd-mm-yy format
f) Date of admission	Enter date of admission	Use dd-mm-yy format
g) Time	Enter time of admission	Use hh:mm format
h) Date of discharge	Enter date of discharge	Use dd-mm-yy format
i) Time	Enter time of discharge	Use hh:mm format
j) Type of Admission	Indicate type of admission of patient	Tick the right option
k) If Maternity		
Date of Delivery	Enter Date of Delivery if maternity	Use dd-mm-yy format
Gravida Status	Enter Gravida status if maternity	Use standard format
l) Status at time of discharge	Indicate status of patient at time of discharge	Tick the right option
m) Total claimed amount	Indicate the total claimed amount	In rupees (Do not enter paise values)
Section C - Details of Ailment Diagnosed (Primary)		
a) ICD 10 Code		
Primary Diagnosis	Enter the ICD 10 Code and description of the primary Diagnosis	Standard Format and Open text
Additional Diagnosis	Enter the ICD 10 Code and description of the additional Diagnosis	Standard Format and Open text
Co-morbidities	Enter the ICD 10 Code and description of the co-morbidities	Standard Format and Open text
b) ICD 10 PCS		
Procedure 1	Enter the ICD 10 PCS and description of the first procedure	Standard Format and Open text
Procedure 2	Enter the ICD 10 PCS and description of the second procedure	Standard Format and Open text
Procedure 3	Enter the ICD 10 PCS and description of the third procedure	Standard Format and Open text
Details of Procedure	Enter the details of the procedure	Open text
c) PED	Indicate whether present ailment is a combination of PED	Tick Yes or No
If yes, specify details	Enter the details of PED	Open text
d) Pre-authorization obtained	Indicate whether pre-authorization obtained	Tick Yes or No
e) Pre-authorization Number	Enter pre-authorization number	As allotted by TPA
f) If authorization by network hospital not obtained, give reason	Enter reason for not obtaining pre-authorization number	Open text
g) Hospitalization due to injury	Indicate if hospitalization is due to injury	Tick Yes or No
Cause	Indicate cause of injury	Tick the right option
If injury due to substance abuse/alcohol consumption, test conducted to establish this	Indicate whether test conducted	Tick Yes or No
Medico Legal	Indicate whether injury is medico legal	Tick Yes or No
Reported To Police	Indicate whether police report was filed	Tick Yes or No
FIR No.	Enter first information report number	As issued by police authorities
If not reported to police, give reason	Enter reason for not reporting to police	Open text
Section D - Claims Document Submitted Checklist		
Indicate which supporting documents are submitted		

Data Element	Description	Format
Section E - Details in case of Non-Network Hospital		
a) Address	Enter the full postal address	Include Street, City and Pin Code
b) Contact No.	Enter the phone number of hospital	Include STD code with telephone number
c) Registration No. with State Code	Enter the registration number of the doctor along with the state Code	As allocated by the Medical Council of India
d) Hospital PAN	Enter the permanent account number	As allotted by the Income Tax department
e) Number of Inpatient beds	Enter the number of inpatient beds	Digits
f) Facilities available in the hospital	Indicate facilities available in the hospital	Tick the right option. If others, please specify
Section F - Declaration by the Hospital		
Read declaration carefully and mention date (in dd:mm:yy format), place (open text) and sign and stamp		