

Claims Process – Cashless & Reimbursement



**ADITYA BIRLA
CAPITAL**

PROTECTING INVESTING FINANCING ADVISING

Mandatory in all claims

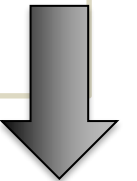
- ✓ Pre- authorization form
- ✓ KYC documents- KYC form / Aadhaar card + PAN card
- ✓ Final bill
- ✓ Discharge summary

Likely to be mandatory

- ✓ Initial assessment sheet
- ✓ Positive investigation reports
- ✓ Declarations and MLC (in case of accidental cases)

Subjectively necessary

- ✓ ICPs | OT notes
- ✓ Investigation reports
- ✓ Past relevant documents
- ✓ Declarations
- ✓ Running bill | Case summaries (mostly in case of interim)



Cashless - Claim process

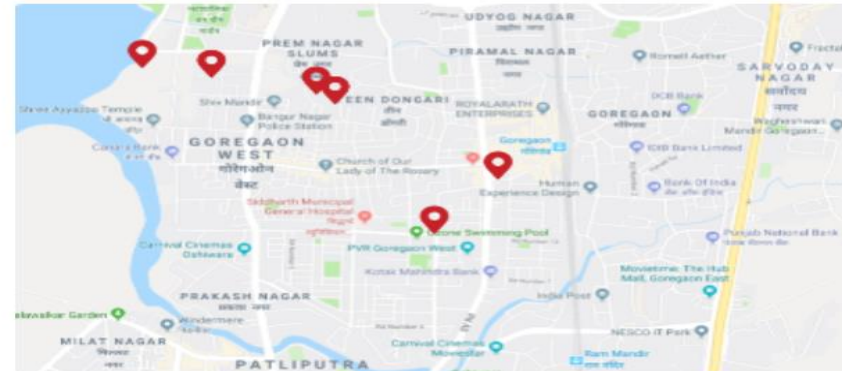
STEP 1- Find a cashless hospital



STEP 1:

Locate a cashless network hospital of your choice

Cashless claims are available at our 5900+ network hospitals. Visit our network hospitals for a stress-free experience, be it for an emergency hospitalization or a planned one.



Check hospital near you-

<https://www.adityabirlacapital.com/healthinsurance/locate-care/hospital-listing>

STEP 2- Verification



STEP 2:

Verify patient identity

When you reach the hospital, show your Aditya Birla Health Insurance Policy Cashless Card or share your policy number. Also share a valid ID proof such as PAN card, Passport, Voter ID, etc.



Your Cashless Card or
Policy Number

+



Any Identity/address
proof

Find a Cashless Hospital Verification **Submit Request Form** Claim Settlement

Fill the request form at the hospital or online

HEALTH INSURANCE		 PREMIUMS INVESTMENTS FINANCIALS ADITYA	
Active Health Preauthorization Form (Request For Cashless Hospitalisation For Medical Insurance Policy)			
(Details of the Third Party Administrator (To be filled in block letters)			
a.	Name of TPA Insurance company:		
b.	Toll free phone number:		
c.	Toll free FAX:		
TO BE FILLED BY THE INSURED PERSON			
a.	Name of the Patient:		
b.	Gender: ☐ Male ☐ Female	c. Age: Years Months	
d.	Date of birth:		
e.	Contact number:		
f.	Contact number of attending relative:		
g.	Insured card ID number:		
h.	Policy number/ Name of corporate:		
i.	Employee ID:		

<https://www.adityabirlacapital.com/healthinsurance/cashless-claims>

STEP 3- Submit request form

To speed this process up, you can also download the form right here and keep it duly filled and ready to submit to the hospital.

Download the Pre Authorization Form >

For planned hospitalization: Submit the form at least 3 days before getting admitted

For emergency hospitalization: Submit the form within 48 hours of getting admitted

STEP 4- Claim settlement



STEP 4:

Allow your claim to process

Once we receive your documents, we will review them as per the terms and conditions. Once all formalities are completed, we will process the claim with the hospital.

Track claim

- 1 Claim Initiated
- 2 Claim Under Review
- 3 Claim Settled

Track your claim here-

<https://www.adityabirlacapital.com/healthinsurance/login>

Mandatory in all claims

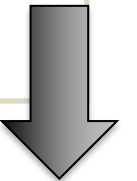
- ✓ Claim form A and B
- ✓ KYC documents- KYC form / Aadhaar card + PAN card
- ✓ Final bill + Paid Receipt
- ✓ Discharge summary
- ✓ Investigations supporting diagnosis
- ✓ NEFT policy holder (Death claims Nominee)

Likely to be mandatory

- ✓ Initial assessment sheet
- ✓ Positive investigation reports
- ✓ Declarations and MLC (in case of accidental cases)

Subjectively necessary

- ✓ ICPs | OT notes
- ✓ Investigation reports
- ✓ Past relevant documents
- ✓ Declarations



STEP 1- Intimate Us

- Inform us of hospitalization
- In case of emergency hospitalization, inform us within 48 hours of being admitted.
- For planned hospitalization inform us 3 days before you are admitted.
- Once admitted, make the payments, directly to the hospital, as per the hospital's standard process, unless a pre-authorization has been issued by us

Notify us by

Logging in with us- <https://www.adityabirlacapital.com/healthinsurance/login>

Connect with us for help with Claims



Active Health App
Download the App >



Join us on WhatsApp
Connect WhatsApp >



Drop an Email
Mail Us >



Call us on Tollfree
1800-270-7000 >

STEP 2- Submit your documents

- Collect all the relevant documents mentioned in <https://www.adityabirlacapital.com/healthinsurance/downloads>
- Submit the original documents from the hospital to us within 30 days of your discharge, at the address given below or at our nearby branch

- Address

15th floor, G Corp Tech Park,
Ghodbunder Road, next to Hypercity MALL,
Sai Nagar, Anand Nagar, Thane west,
Thane, Maharashtra 400601

STEP 3- Claim reimbursement

Allow your claims to process

- Once we receive your documents, we will review them as per the terms and conditions.
- Once all formalities are completed, we will process the claim

- Covered on reimbursement basis only.
- To be processed only if the main In-patient hospitalization claim has been approved/settled by us.
- Expenses related to same condition for which hospitalization was required will only be covered.
- Post hospitalization documents need to be submitted within 30 days from last document irrespective to post limit.
- Covered as per limits as specified in the COI/policy wordings.

WhatsApp Distributor BOT - 8097407637



HEALTH INSURANCE

Check your Claim status

