

## NON-NETWORK HOSPITALISATION - PROCESS FLOWCHART

The checklists for submission of claims are as under:

- Duly filled and signed Claim form, including the NEFT form for Electronic Funds Transfer.
- Original Discharge Summary / Card detailing complaints and treatment.
- Original Death Summary (if applicable).
- Original Final Hospital bill with an itemized break-up.
- Numbered Paid Receipts from the hospital (Advance & Final).
- Pharmacy bills accompanied by supporting prescriptions.
- Original Investigation Bills/Receipts with original or hospital-attested reports.
- Attested photocopies of Indoor Case Sheets (where applicable).
- Self-attested ID proof of the patient/claimant.
- PAN Card and Aadhaar card copies of the employee.
- A cancelled cheque with your name printed on it. (if your name is not printed, please provide a copy of your Bank Passbook or a Bank Statement showing the account holder's name and IFSC).

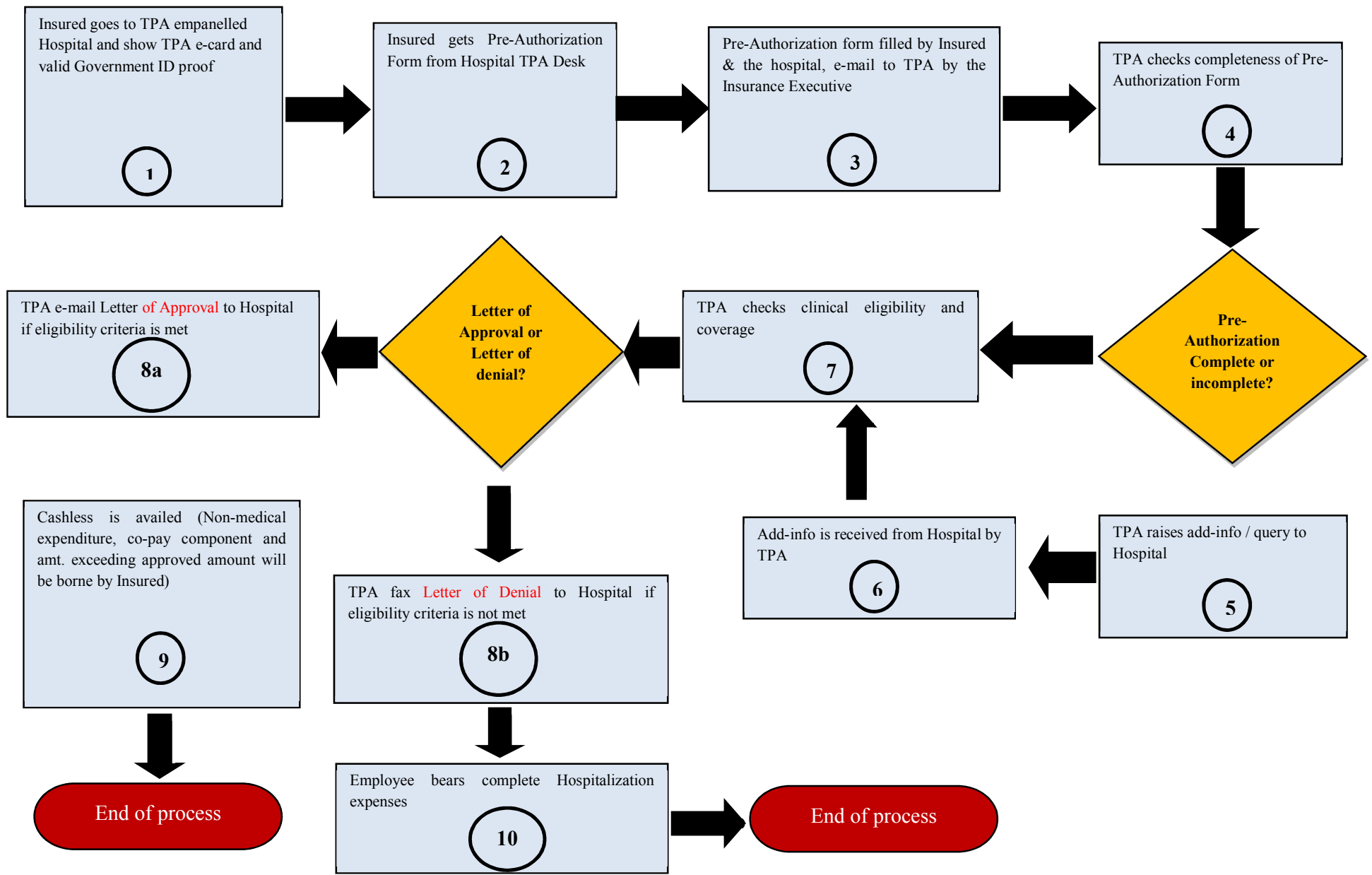
**Special Requirements: Accidents/Poisoning:**

A copy of the MLC (Medico Legal Certificate) or FIR is mandatory. Please note that claims may be impacted if the employee was under the influence of alcohol at the time of the incident.

Implants: For surgeries such as Cataract, Heart Valve, CABG, or Knee Replacement, please include the vendor bill for the prosthetic device along with the sticker.

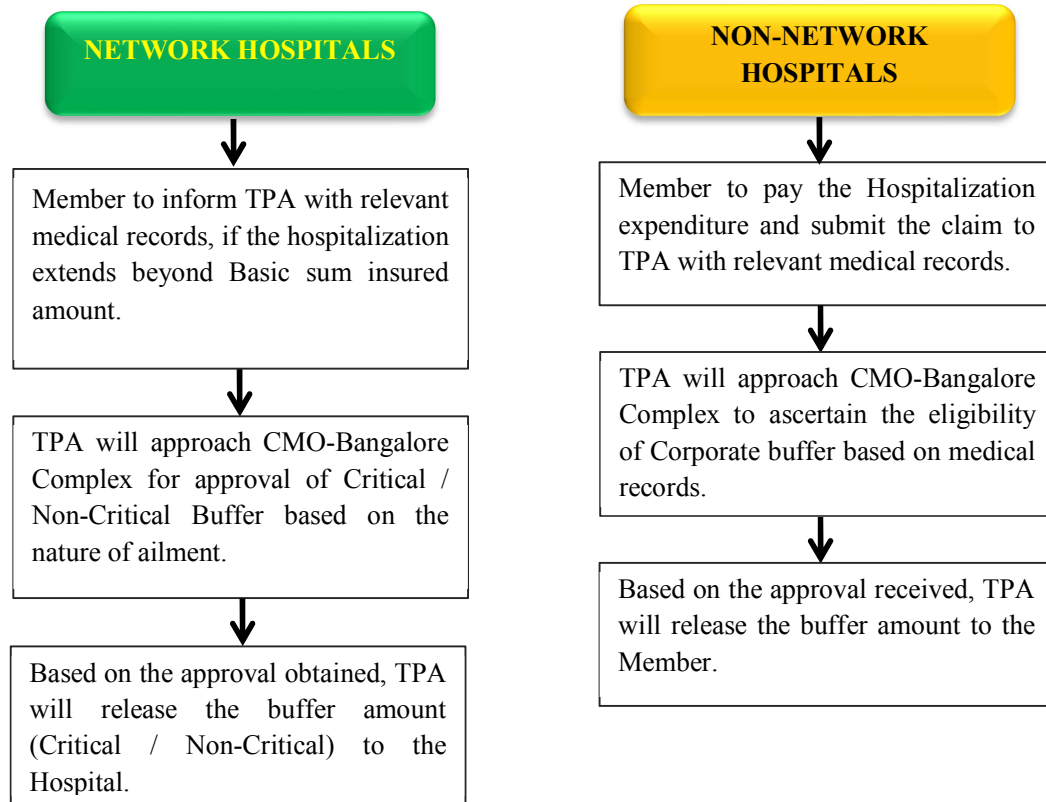
Important Notes: Please retain copies of all submitted documents and the courier POD for tracking purposes. This list is indicative; our Document Recovery Team may contact you if the insurance company requires additional information.

You can track your claim status online at <https://mediassisttpa.in/> using your credentials.



**NETWORK (CASHLESS) HOSPITALISATION PROCESS FLOWCHART**

**PROCEDURE FOR AVAILING CORPORATE BUFFER IN NETWORK AND NON-NETWORK HOSPITALS**



**\*TPA-Third Party Administrator (M/s. Medi Assist Insurance)**