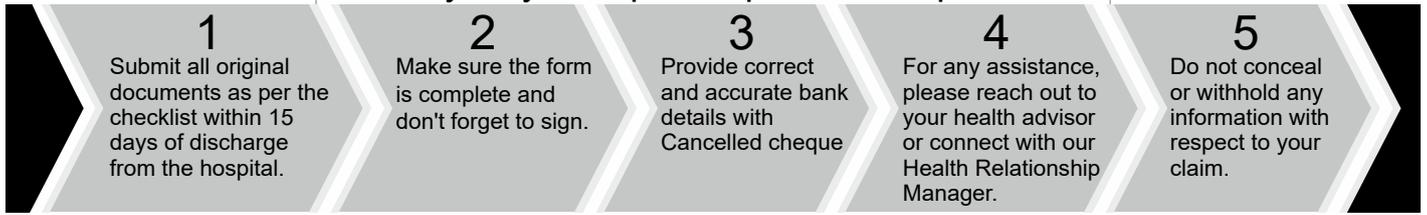


5 easy ways to speed up the claim process



MANIPALCIGNA PROHEALTH PRIME CLAIM FORM A

SECTION I - TO BE COMPLETED BY INSURED PERSON/ CLAIMANT

A. DETAILS OF PRIMARY INSURED:

a. Policy Number:

b. Sl. No/Certificate No:

c. Company/ TPA ID No

d. Name: FIRST NAME MIDDLE NAME LAST NAME

e. Address:

City: State: Pin Code:

Phone No: Email ID:

B: DETAILS OF INSURANCE HISTORY:

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

b) Date of Commencement of First Insurance without Break: DD MM YY YY

c) If yes, Company Name:

Policy No.: Sum Insured (₹):

d) Have you been hospitalised in the last four years since inception of the contract? Yes No Date: DD MM YY YY

Diagnosis:

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

f) If yes, Company Name:

C. DETAILS OF INSURED PERSON HOSPITALISED:

a. Name:

b. Gender: Male Female Others

c. Age: Years Months d. Date of Birth DD MM YY YY

e. Relationship to Primary Insured: Self Spouse Child Father Mother Other (Please specify)

f. Occupation: Service Self Employed Homemaker Student Retired Other (Please specify)

g. Address(If different from above):

City: State: Pin Code:

Phone No: Email ID:

D: DETAILS OF HOSPITALIZATION:

a) Name of the Hospital where admitted:

City: State: Pin Code:

b) Room Category Occupied: Day care Single occupancy Twin sharing 3 or more beds per room

c) Hospitalization due to: Injury Illness Maternity

d) Date of Injury / Date Disease first detected / Date of Delivery:

e) Date of Admission: f) Time: :

g) Date of Discharge: h) Time: :

i) If Injury, give Cause: Self Inflicted Road Traffic Accident Substance abuse/Alcohol Consumption

a. If Medico Legal: Yes No b. Reported to Police: Yes No c. MLC Report & Police FIR attached: Yes No

j) System of Medicine (Allopathic/ AYUSH):

E. DETAILS OF CLAIM:

| | | | |
|--|----------------------|----------------------|--|
| a. Details of Treatment Expenses Claimed: | | Amount (Rs.) | |
| i. Pre-Hospitalization Expenses: | <input type="text"/> | <input type="text"/> | |
| ii. Hospitalization Expenses: | <input type="text"/> | <input type="text"/> | |
| iii. Post-Hospitalization Expenses: | <input type="text"/> | <input type="text"/> | |
| iv. Health Check up Cost: | <input type="text"/> | <input type="text"/> | |
| v. Ambulance Charges: | <input type="text"/> | <input type="text"/> | |
| vi. Others: | <input type="text"/> | <input type="text"/> | |
| Total: | <input type="text"/> | <input type="text"/> | |
| vii. Pre-Hospitalization Period: Days | <input type="text"/> | <input type="text"/> | |
| viii. Post-Hospitalization Period: Days | <input type="text"/> | <input type="text"/> | |

| |
|---|
| b. Claim for Domiciliary Hospitalization: Yes <input type="checkbox"/> No <input type="checkbox"/> |
| c. Details of Lump sum/ Cash Benefit Claimed: |
| i. Hospital Daily Cash: <input type="text"/> |
| ii. Surgical Cash: <input type="text"/> |
| iii. Critical illness Benefit: <input type="text"/> |
| iv. Convalescence: <input type="text"/> |
| v. Pre/Post-Hospitalization Lump sum Benefit: <input type="text"/> |
| vi. Others (code): <input type="text"/> |
| Total: <input type="text"/> |

| | |
|--|--------------------------|
| Claim Documents Submitted Check List: | |
| Claim Form Duly Signed | <input type="checkbox"/> |
| Copy of the Claim Intimation, if any | <input type="checkbox"/> |
| Hospital Main Bill | <input type="checkbox"/> |
| Hospital Break up Bill | <input type="checkbox"/> |
| Hospital Bill Payment Receipt | <input type="checkbox"/> |
| Hospital Discharge Summary | <input type="checkbox"/> |

| | |
|--|--------------------------|
| Pharmacy Bill | <input type="checkbox"/> |
| Operation Theatre Notes | <input type="checkbox"/> |
| ECG | <input type="checkbox"/> |
| Doctor's request for Investigation | <input type="checkbox"/> |
| Investigation Reports (Including CT/MRI/USG/HPE) | <input type="checkbox"/> |
| Doctors Prescriptions | <input type="checkbox"/> |
| Others | <input type="checkbox"/> |

F. DETAILS OF BILLS ENCLOSED:

| Sl. No. | Bill No. | Date | Issued By | Towards | Nos. | Amount (₹) |
|---------|----------|----------------------|-----------|-----------------------------|------|------------|
| 1. | | <input type="text"/> | | Hospital Main Bill | | |
| 2. | | <input type="text"/> | | Pre-hospitalization Bills: | Nos | |
| 3. | | <input type="text"/> | | Post-hospitalization Bills: | Nos | |
| 4. | | <input type="text"/> | | Pharmacy Bills | | |
| 5. | | <input type="text"/> | | | | |
| 6. | | <input type="text"/> | | | | |
| 7. | | <input type="text"/> | | | | |
| 8. | | <input type="text"/> | | | | |
| 9. | | <input type="text"/> | | | | |
| 10. | | <input type="text"/> | | | | |
| | | | | Total Claimed Amount | | |

G. DETAILS OF PRIMARY INSURED'S BANK ACCOUNT:

| | | | |
|-------------------------------|----------------------|--------------------|----------------------|
| a) PAN: | <input type="text"/> | b) Account Number: | <input type="text"/> |
| c) Bank name and Branch: | <input type="text"/> | | |
| d) Cheque/DD Payable Details: | <input type="text"/> | | |
| e) IFSC Code: | <input type="text"/> | | |

Please attach original cancelled Cheque of your bank account, with your name pre-printed on the cheque, for ensuring accuracy of name of the Bank, Branch name, Account number and IFSC code.

H: DECLARATION BY INSURED:

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 TPA / 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.

| | | | | | |
|-------|----------------------|--------|----------------------|---------------------------|----------------------|
| Date: | <input type="text"/> | Place: | <input type="text"/> | Signature of the Insured: | <input type="text"/> |
|-------|----------------------|--------|----------------------|---------------------------|----------------------|

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) SI. No/ Certificate No. | Enter the social insurance number or the certificate number of social health insurance scheme | As allotted by the organisation |
| c) Company TPA ID No. | Enter the TPA ID No | License number as allotted by IRDAI 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 organisation 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 hospitalised 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 organisation 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, Female or Others |
| 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 to 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) Phone No | 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 HOSPITALIZATION | | |
| 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 |

| | | |
|---|--|--|
| If 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 |
| SECTION F - DETAILS OF BILLS ENCLOSED | | |
| Indicate which bills are enclosed with the amounts in rupees | | |
| SECTION G - DETAILS OF PRIMARY INSURED'S 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/ organisation 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. | | |

CONSENT & AUTHORIZATION LETTER

This consent is being taken in order to expedite the claim adjudication process by the insurer/TPA

Date: - _____

To,

The Medical Superintendent / Insurance department

Name of Hospital: - _____

Address: - _____

I Mr/Ms _____ was under treatment at your esteemed hospital from DOA _____ to DOD _____ under

IP No _____

I hereby consent & authorize ManipalCigna Health Insurance Company Limited / Authorized TPA and their authorized agencies, to seek necessary medical information / documents from the Hospital / Diagnostic Center/ Chemist / Medical Practitioner and obtain below mentioned documents

1. Indoor case papers
2. Discharge Summary
3. Previous & Follow-Up Consultation Notes
4. Treating doctor's statement
5. Tariff card
6. Final bill
7. Investigation reports
8. Any other information, if required

We look forward to your prompt action and kind co-operation.

The execution of this consent is of free and voluntary act, without any duress, coercion or undue influence exerted by or on behalf of ManipalCigna Health Insurance Company Limited.

Yours Sincerely

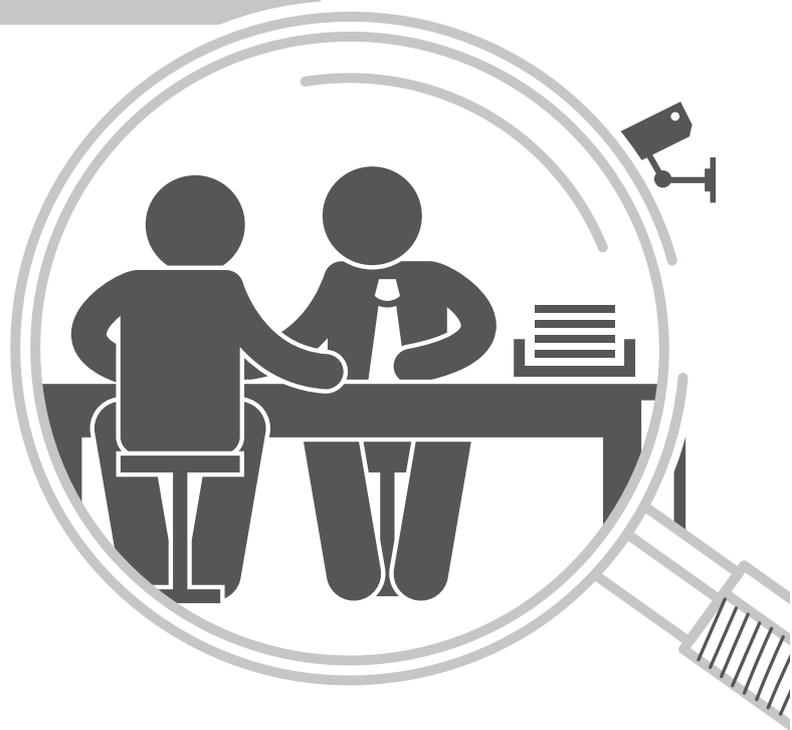
Signature of Insured/ Proposer

Know Your Customer

Processing your claim smoothly and quickly is of importance to you as well as us. Help us remain as your trusted service partner by ensuring we have a copy of all your documents.

Mandatory KYC documents required

- Original cancelled Cheque with pre-printed name of the proposer
- For claims over 1 lakh
 - Color passport size photograph not older than 6 months
 - Copy of PAN card
 - Copy of address proof



Proof of Residence (Any one of below mentioned documents required)

- Driving license / Adhaar card
- Electricity bill / Ration card*
- Letter from any recognised public authority
- Current statement of bank account with details of permanent/ present residence address as stamped by bank*
- Current passbook with details of permanent/ present residence address (updated up to the previous month)*
- Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof
- Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract
- Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)

*Acceptable as Address proof and Identity proof if photograph of applicant is affixed

SECTION C: DETAILS OF AILMENT DIAGNOSED (PRIMARY)

c) Pre-authorisation obtained: Yes No d) Pre-authorisation No.:

e) If authorisation by network hospital not obtained, give reason: _____

f) Hospitalisation 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. If 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 - CHECK LIST (ONLY FILL IN CASE OF NON-NETWORK HOSPITAL)

| | |
|--|--|
| <input type="checkbox"/> Claim Form duly filled and signed | <input type="checkbox"/> Investigation reports |
| <input type="checkbox"/> Original Pre-authorisation request | <input type="checkbox"/> CT/MR/USG/HPE investigation reports |
| <input type="checkbox"/> Copy of the Pre-authorisation approval letter | <input type="checkbox"/> Doctor's reference slip for investigation |
| <input type="checkbox"/> Copy of photo ID card of patient verified by hospital | <input type="checkbox"/> ECG |
| <input type="checkbox"/> Hospital Discharge summary | <input type="checkbox"/> Pharmacy bills |
| <input type="checkbox"/> Operation Theatre notes | <input type="checkbox"/> MLC report & Police FIR |
| <input type="checkbox"/> Hospital main bill | <input type="checkbox"/> Original death summary from hospital where applicable |
| <input type="checkbox"/> Hospital break-up Bill | <input type="checkbox"/> Any other, please specify _____ |

SECTION E: ADDITIONAL 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) Phone No. c) Registration No. with State Code:

d) Hospital PAN: e) Number 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: (PLEASE READ VERY CAREFULLY)

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:

Place:

Signature and Seal of the Hospital Authority:

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 | Enter the name of the 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) Phone No. | Enter the phone number of doctor | Include STD code with telephone number |
| SECTION B - DETAILS OF THE 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 or Others |
| d) Age | Enter age of the patient | Number of years and months |
| e) Date of Birth | Enter date of admission | 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) Pre-authorisation obtained | Indicate whether pre-authorisation obtained | Tick Yes or No |
| d) Pre-authorisation Number | Enter pre-authorisation number | As allotted by TPA |
| e) If authorisation by network hospital not obtained, give reason | Enter reason for not obtaining pre-authorisation number | Open text |

| | | |
|--|--|---------------------------------|
| f) Hospitalisation due to injury | Indicate if hospitalisation 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 - CLAIM DOCUMENTS SUBMITTED-CHECK LIST

Indicate which supporting documents are submitted

SECTION E - DETAILS IN CASE OF NON NETWORK HOSPITAL

| | | |
|---|---|--|
| a) Address | Enter the full postal address | Include Street, City and Pin Code |
| b) Phone No. | Enter the phone number of hospital | Include STD code with telephone |
| 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

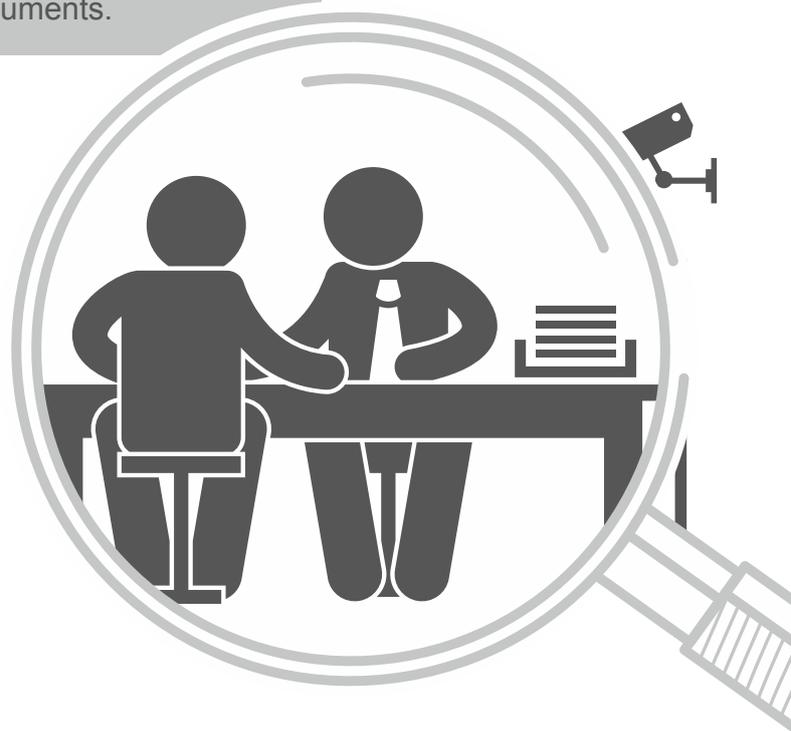
Read declaration carefully and mention date (in dd:mm:yy format), place (open text) and sign and stamp

Know Your Customer

Processing your claim smoothly and quickly is of importance to you as well as us. Help us remain as your trusted service partner by ensuring we have a copy of all your documents.

ID proof (Any one of below mentioned documents required)

- Passport*
- PAN Card
- Voter's Identity card
- Driving license
- Letter issued by Unique Identification Authority of India containing details of name, address and Aadhar number
- Job card issued by NREGA duly signed by an officer of the State Government
- Color passport size photograph not older than 6 months



Proof of Residence (Any one of below mentioned documents required)

- Electricity bill / Ration card*
- Letter from any recognized public authority
- Current statement of bank account with details of permanent/ present residence address as stamped by bank*
- Current passbook with details of permanent/ present residence address (updated up to the previous month)*
- Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof
- Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract
- Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)

*Acceptable as Address proof and Identity proof if photograph of applicant is affixed

Request you to provide declaration for crediting claim amount in your (proposer) account provided during policy issuance. YES NO

We shall use below mentioned information from the policy for payment of your claim:

- Account Number
- Bank Name
- Payee Name
- IFSC code
- Branch Name