



b) Please tick the applicable Optional Cover claimed under Hospitalization Cover:

- i) Hospital Cash YES  NO  <Please provide details> \_\_\_\_\_
- ii) Preventive Health Check Up YES  NO  <Please provide details> \_\_\_\_\_
- iii) Restore Benefit YES  NO  <Please provide details> \_\_\_\_\_
- iv) Alternative Treatment YES  NO  <Please provide details> \_\_\_\_\_

Claim Documents Submitted Check List: Hospitalization Claim		Check list of additional documents for Critical Illness claims
<input type="checkbox"/> Duly filled and signed Claim Form	<input type="checkbox"/> Copy of intimation letter,if any	<input type="checkbox"/> Medical certificate confirming the diagnosis of Critical Illness
<input type="checkbox"/> Hospital Main Bill	<input type="checkbox"/> Hospital bill break up	<input type="checkbox"/> Certificate from attending Medical Practitioner confirming the duration of illness
<input type="checkbox"/> Hospital Bill Payment Receipt	<input type="checkbox"/> Hospital Discharge summary	<input type="checkbox"/> First consultation letter and subsequent prescriptions
<input type="checkbox"/> Pharmacy Bill	<input type="checkbox"/> Operation theatre notes	<input type="checkbox"/> Indoor case papers if applicable
<input type="checkbox"/> Investigation / diagnostic Reports with bills and payment receipt	<input type="checkbox"/> Doctors request for investigations	<input type="checkbox"/> FIR copy or medico legal certificate(wherever applicable)
<input type="checkbox"/> ECG	<input type="checkbox"/> Prescriptions	<input type="checkbox"/> Photo ID and Age proof
<input type="checkbox"/> Copy of the Network Provider's Registration Certificate	<input type="checkbox"/> MLC/FIR copy of applicable	<input type="checkbox"/> Death Summary with Death Certificate (In death claims only)
<input type="checkbox"/> KYC Documents	<input type="checkbox"/> implant stickers for all implants used during surgeries	<input type="checkbox"/> Invoice for Vaccination and payment receipt

**SECTION – F DETAILS OF BILLS ENCLOSED**

S no	Bill No	Date	Issued By	Towards	Amount (Rs)

**SECTION – G DETAILS OF PRIMARY INSURED'S BANK ACCOUNT**

- a) PAN
- b) Account Number
- c) Bank Name/ Branch
- d) Payable details:  Cheque  DD
- e) IFSC Code
- e) \*please attach a cancelled cheque pertaining to the same
- f) MICR No

**Note:**  
 It is agreed that the Policyholder/Claimant will intimate in writing to HDFC ERGO General Insurance Co. Ltd. about any change in bank account details.  
 In an event Insured person bears expenses for treatment please provide account details of Insured Persons in the above format along with proof of incurring such expenses.

### SECTION H – DECLARATION BY THE 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: \_\_\_\_\_ Place \_\_\_\_\_ Signature of Insured \_\_\_\_\_

### CLAIM FORM – PART B TO BE FILLED IN BY THE HOSPITAL

The issue of this Form is not to be taken as an admission of liability Please include the original pre-authorization request form in lieu of PART A

### SECTION A – DETAILS OF HOSPITAL

a) Name of the Hospital where treated \_\_\_\_\_

b) Hospital ID \_\_\_\_\_ c) Type of Hospital \_\_\_\_\_

Network \_\_\_\_\_ Non Network ( If non network fill section E) \_\_\_\_\_

d) Name of the treating Doctor \_\_\_\_\_ e) Qualification \_\_\_\_\_

f) Registration No with state Code \_\_\_\_\_

g) Phone No: \_\_\_\_\_

### SECTION B – DETAILS OF PATIENT ADMITTED

a) Name of the patient \_\_\_\_\_

b) IP Registration Number \_\_\_\_\_ c) Gender  Male  Female

d) Age \_\_\_\_\_ e) Date of Birth \_\_\_\_\_

f) Date of Admission \_\_\_\_\_ h) Date of Discharge \_\_\_\_\_

i) Time of Discharge \_\_\_\_\_ j) Type of Admission  Emergency  Planned  Daycare  Maternity

k) If Maternity i) Date of Delivery \_\_\_\_\_ ii) Gravida Status \_\_\_\_\_

l) Status at time of discharge  Discharged to Home  Discharged to another Hospital  Deceased Total Claimed Amount \_\_\_\_\_

### SECTION C – DETAILS OF AILMENTS DIAGNISED (PRIMARY)

a) ICD 10 Codes	Primary Diagnosis	Additional Diagnosis	Co-morbidities
Details of Procedure/s done			
b) ICD 10 PCS	Procedure 1	Procedure 2	Procedure 3
i) Pre-authorization obtained	<input type="checkbox"/> YES <input type="checkbox"/> NO		j) Pre-authorization No
f) If authorization by network hospital not obtained, give reason			
g) Hospitalisation due to Injury	<input type="checkbox"/> YES <input type="checkbox"/> NO		i) If yes, give cause
Self inflicted?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Road Traffic Accident YES <input type="checkbox"/> NO <input type="checkbox"/>	Substance Abuse /Alcohol Consumption YES <input type="checkbox"/> NO <input type="checkbox"/>

ii) If Injury due to Substance abuse / alcohol consumption, Test Conducted to establish this:	<input type="checkbox"/> YES <input type="checkbox"/> NO ( If yes, attach reports	iii) Medico Legal	<input type="checkbox"/> YES <input type="checkbox"/> NO
iv) Reported to Police	<input type="checkbox"/> YES <input type="checkbox"/> NO	v) FIR No	
vi) If not reported to Police give reasons			

### SECTION D – CLAIM DOCUMENTS SUBMITTED – CHECKLIST

Claim form duly filled and signed	Investigation reports
Pre authorization Request	CT/MRI/USG/HPE investigation Report
Copy of Pre-authorization approval Letter	Doctor's reference slip for Investigation
Copy of photo ID card of patient verified by Hospital	ECG
Hospital Discharge Summary	Pharmacy Bills
Operation Theatre Notes	MLC Report & Police FIR
Hospital Main Bill	Death summary from hospital where applicable
Hospital break up Bill	Any other, PI specify

### SECTION E – DETAILS IN CASE OF NON NETWORK HOSPITAL

Address of the Hospital

b) Phone NO:  c) Registration no with State Cod

d) Hospital PAN  e) No of In-patient Beds

f) Facilities available in Hospital OT  YES  NO ICU  YES  NO Others \_\_\_\_\_

### SECTION F – DECLARATION BY 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:

Place:

Signature and seal of the Hospital Authority

### LIST OF ENCLOSURES FOR SUBMISSION OF CLAIM

**Note:**

- When bills, receipts, prescriptions, reports and other documents are submitted to the other insurer or to the reimbursement provider, verified photocopies attested by such other organization/provider have to be submitted.
- If bills, receipts, prescriptions, reports and other documents are submitted to Us and Insured Person requires same for claiming from other organization/provider, then on request from the Insured Person We will provide attested copies of the bills and other documents submitted by the Insured Person.
- If below mentioned documents are not provided in full or are insufficient for Us to consider the claim, then We may request additional information or documentation.

**List of Documents for Reimbursement Claims:**

- Completely filled claim form, duly signed (by claimant/proposer) and stamped (by hospital).
- Photo ID & Age Proof
- Copy of claim intimation letter / reference of Claim Intimation Number in the absence of main claim documents
- Copy of the Hospital's Registration Certificate/Hospital Registration number in case of hospitalization in any non network hospital of HDFC ERGO GIC or certificate from hospital authorities providing facilities available including number of beds.
- Discharge Card / Day Care Summary / Transfer Summary

- Final hospital bill with all deposit and final payment receipt and refund receipt(s), if advance amount refunded
- Invoice with payment receipt and implant stickers for all implants used during surgeries e.g. lens sticker and invoice in cataract Surgery, stent invoice and sticker in Angioplasty Surgery.
- All previous consultation papers indicating history and treatment details for current illness and advice for current hospitalization.
- All diagnostic reports (including imaging and laboratory) along with prescription by Medical Practitioner and invoice / bill with receipt from diagnostic centre
- All medicine / pharmacy bills along with prescription by Medical Practitioner
- MLC / FIR Copy – in Accidental cases only
- History of alcohol consumption or any intoxication certified by first treating doctor in case of accidental cases.
- Copy of Death Summary and copy of Death Certificate (in death claims only)
- Pre and Post-Operative Imaging reports
- Copy of indoor case papers with nursing sheet detailing medical history of the patient, treatment details, and patient's progress (to be submitted wherever required by the insurer).
- Invoice for Vaccination and payment receipt
- KYC documents (in all claims above Rs 1 lakh) - (Ration Card/ Driving License/ Aadhar Card/ Passport /any other Government authorized identity proof of the Proposer carrying name, photograph & address) and duly filled KYC form with 1 signed across passport size coloured photograph of the Proposer. \*\*\*
- Duly filled NEFT form with cancelled blank cheque (with IFSC code, A/C number, and name mentioned on cheque leaf)
- Settlement letter(s), copy(-ies) of payment receipts, and entire certified copy of paid claims in case of partial claim settlement from other insurer.

\*\*\* In case of death of proposer, the same document requirement would be for nominee/legal heir of proposer (NOC in favour of 1 or more than 1 undisputedly selected legal heir(s) by remaining legal heir(s).

#### **In-patient Treatment /Day Care Procedures**

- Duly filled and signed Claim Form.
- Photocopy of ID card / Photocopy of current year policy.
- Detailed Discharge Summary with date of admission & discharge, clinical history, past history / procedure details/ Day care summary from the hospital.
- Consolidated hospital bill with break up of each Item, duly signed by the insured.
- Payment Receipt of the hospital bill.
- First Consultation letter and subsequent Prescriptions.
- Bills, payment receipts and Reports for investigation.
- Medicine bills and receipts with corresponding Prescriptions.
- Invoice/Sticker of implants/bills for Implants (viz. Stent /PHS Mesh/ IOL etc.) with payment receipts.

#### **Road Traffic Accident**

In addition to the In-patient Treatment documents:

- Copy of the First Information Report from Police Department / Copy of the Medico-Legal Certificate.

##### In Non Medico legal cases

- Treating Doctor's Certificate giving details of injuries (How, when and where injury sustained)

##### In Accidental Death cases

- Copy of Post Mortem Report & Death Certificate ( If conducted)

#### **Pre and Post-hospitalization**

- Duly filled and signed Claim Form.
- Photocopy of ID card / Photocopy of current year policy.
- Medicine bills, payment receipt with prescriptions.
- Investigations bills, payment receipt with prescriptions and report.
- Consultation documents and bills, payment receipt with prescription.
- Copy of the Discharge Summary of the main claim.(except for out patient dental claim)

#### **Organ Donation/Transplantation**

In addition to the documents of general hospitalization

- Organ Function test / blood test proving organ failure.
- Treatment Certificate issued by the Transplant Surgeon of the hospital concerned.

**Ambulance Benefit**

- Duly filled and signed Claim Form.
- Photocopy of ID card / Photocopy of current year policy.
- Bill with Payment Receipt.
- Treating Doctor's consultation prescription indicating Emergency Hospitalization.

**Hospital Cash Benefit**

- Duly filled and signed Claim Form.
- Discharge card / day care summary / transfer summary
- Final Hospital Bill
- Previous consultation papers indicating history and treatment details for current ailment.
- Diagnostic test reports (including imaging and laboratory) along with the Medical prescription & copy of invoice / bill and receipt from the diagnostic centre.
- MLC / FIR copy – in Accidental cases only
- Death summary & death certificate (in death claims only)

**Preventive Health Check up**

- Duly filled and signed Claim Form.
- Health check up test reports
- Bill and receipt from the diagnostic centre.

**For Death Cases**

In addition to the In-patient Treatment documents:

- Death Summary from the hospital.
- Copy of the Death certificate from treating doctor or the hospital authority.
- Copy of the Legal heir certificate, if the claim is for the death of the principle insured.
- Bank Account Details of nominee/legal heir with a copy of cancelled cheque

<b>Customer Identification Procedure (as per KYC norms of IRDAI)</b>	
Please submit the following documents in case of claim amount exceeds Rs. 100,000	
Legal name and any other names used (Any one of the mentioned documents)	Passport/ PAN Card/ Voter's Identity Card/ Driving License/ Letter from a recognized public authority or public servant verifying the identity and residence of the customer
Proof of Residence (Any one of the mentioned documents)	Telephone bill/ Bank account statement/ Letter from any recognized public authority/ Electricity bill/ Ration card