

Medical Reimbursement FAQ's:

1) What are the steps/ procedures to be followed to claim my medical reimbursement on www.hrworkwaysindia.com?

1. Logon to www.hrworkwaysindia.com, using your 10 digit pin and password
2. Click on "My Transactions" tab
3. Select the link "Claim Reimbursement"
4. Check the box next to Medical
5. Click on "Details" button on the right hand side
6. Enter your claim amount against the pay component in the column “Enter Current Claims”. Ensure that your claim amount is not exceeding the amount reflecting under the ‘Available Till Date’ column.
7. Click on “Save” Button - At this stage you can make modifications. Vouchers that are only ‘Saved’ will not be processed for payment .
8. Then click on "Print" button, a voucher will get generated. Take the print out of that voucher and sign it.
9. Click on Upload Reimbursement Images/Image Upload.
10. Select Voucher ID from the Drop Down .
11. Upload the Zip file with Scan copies consisting the scanned copies of the Medical Bills along with the signed voucher.

2) Can I know medical reimbursement link dates?

Medical reimbursement link will be enabled from 2nd & 15th of the every month

3) What are the documents to be submitted for Medical Reimbursement?

Scan Voucher Form.

Scan Medical bills .

Doctor Prescriptions (In case of Dental bills, Spectacles)

4) What kind of bills considered towards Medical Reimbursement?

The expenses made towards any diagnosis tests for example X-ray, scanning, Doctor Consultation fees and medicine purchase are considered.

5) What kind of bills are not considered towards Medical Reimbursement?

Expenses incurred towards Cosmetics/ baby care products/ slim products will not be considered.

Purchase of machines like blood pressure kit, diabetes/ sugar level checking kit etc.

6) Can I claim Medical Reimbursement towards Hospital charges (bed charges)?

No.

7) Can I claim Medical Reimbursement for the expenses incurred on Dental Treatment?

Yes, the bills should be submitted along with the doctor prescriptions.

8) Can I submit the photocopies of the bills to claim the Reimbursements?

No, only the originals bills are considered to claim Medical Reimbursement.

9) Can I claim Medical Reimbursement by submitting optical bills?

You may submit the optical bills. However, only the charges incurred towards lens/glass are considered. Frame charges are not considered. Doctors prescription need to be submitted along with the bills.

10) Can I claim Medical reimbursement for dependants?

Medical Reimbursement can be claimed for Self, Spouse, Children and dependant parents and siblings.

11) Can I claim Medical Reimbursement for Medical expenses spent for My In-laws.

Medical Reimbursement cannot be claimed for In-laws.

12) Under Medical Reimbursements, I am able to submit only 20 bills.

The (www.hrworkwaysindia.com) is designed in such a way that you can claim Medical Reimbursement only for 20 bills per voucher. In case of more than 20 bills, need to create one more voucher and submit both the voucher and bills in single Zip file.

13) How to create another voucher when there are more than 20 bills

First enter the details for the first 20 bills, save and generate a voucher ID. Follow the same procedure for the rest of the bills to create another voucher ID. Take the print out of both the vouchers and submit along with the bills in single zip file.

Steps/ Procedure to create New Voucher:

1. Please log into www.hrworkwaysindia.com using you pin and password.
2. Click My Transaction on the left side of the portal.
3. Click on Claim reimbursement.
4. Check the box next to Medical, and enter the bill details and enter the claim amounts and click on save button and once, clicked the new voucher ID will get generated.

14) How to reprint a Voucher?

You can reprint only the vouchers which are saved on the portal. To reprint the voucher you are required to use the "Voucher Reprint" button which is on the claims Reimbursement page.

Steps/ Procedure to re-print the Voucher

1. Please log into www.hrworkwaysindia.com using you pin and password.
2. Click My Transaction on the left side of the portal.
3. Click on Claim reimbursement.
4. Click on Voucher Re-print button.
5. Select the drop down menu and you select the voucher id, once selected you may view the generated voucher you need to click on print icon button.

15) Where to view the Reimbursements rejection reasons?

The rejection reasons can be viewed under the link "My Reports"--> "Claims History" on the portal.

16) When I can view the status of my claims?

The status of the claims can be viewed post the update of monthly payslips and IT Sheets on HRWorkways (usually on or after 2nd of the month).

17) Reimbursement amount is paid separately or along with monthly salary?

The approved Reimbursement amount will be processed and paid along with Monthly Salary.

18) Is there any way I can know whether the claims are approved/ rejected?

Approval/rejection status of claims will be uploaded on the Portal once the Salary is credited.

19) I have submitted the claims before said cut-off date, I request you to provide the status of the submitted claims.

The submitted bills will be received only a few days before the Payroll process. Hence, the status cannot be shared in between. Approval/rejection status of claims will be uploaded on the Portal once the Salary is credited.

20) Why my claims details are not updated on the link "Reimbursement History"?

The claims Reimbursement status will get updated on the portal only once the Reimbursement cycle is processed and completed. The status can be viewed on portal by first week of the next month.

21) Will I get any notification on my claim status?

There will not be any intimation/ notifications sent to employees with regards to claims status. The status can be viewed on portal by first week of the next month.

22) When will the Medical Reimbursement claims submitted in April '14 get processed and paid?

The bills submitted till 10th of the month will be considered for process. However, the bills submitted after the cut-off date (i.e, after 10th) will be considered for the subsequent month's payroll.

23) What does "Claims under Process" means?

The Claims which are raised on the portal will show as "Claims under Process" till the completion of that particular quarterly Reimbursement cycle.

24) Can I submit the Medical bills on monthly basis?

Yes, the bills can be submitted on monthly basis.

25) Is there any option to edit the bill details?

Once the Claim details are saved and if the voucher id is generated you will be unable to change or edit the details.

26) A duplicate voucher id is created, how do I delete it?

You will be unable to delete the generated voucher id on claim reimbursement link. You need to write a mail to infohos@aonhewitt.com requesting for deletion of claims with the voucher id and employee id.

27) Within how many days the voucher can be deleted?

The Voucher will be deleted within 48hrs, once the request is received from employee to delete the voucher.

29) I'm not able to view Medical Reimbursement option on portal?

If Basic salary is <=Rs.6750, you will not be eligible for Medical Reimbursement.

30) I have joined Organization in June, and My Medical Reimbursement eligibility amount is shown less on portal?

The Medical Reimbursement eligibility will be prorated from the Date of Joining.

31) Can I claim my entire eligibility amount in one shot?

Yes, you can; however, the bills should be pertaining to current FY (i.e., 1st April 2015 onwards).

32) For the previous FY the cut-off date to submit the Medical Reimbursement bills was on 10th March, can I submit the bills dated after 10th March in the current Financial Year?

As per the company policy, bills dated prior to 1st April will not be considered for reimbursement. Hence, there is no option to claim the reimbursement for the bills dated between 10th and 31st March.

33) How to submit the Medical Reimbursement claims as I am serving my notice period and I don't have access to log on to the portal?

You may submit your Medical Reimbursement by submitting the required documents to Oracle Payroll Department, and this will be processed and paid along with your Full & Final settlement.

34) What happens if I have not claimed the Medical Reimbursement amount for the entire FY?

The unclaimed Medical Reimbursement amount will be paid at the end of FY (i.e., March) as taxable.

35) Can I claim TTK bills for Medical Reimbursement?

No. However, you can produce TTK bills by submitting the acknowledgement / receipts to TTK along with Original medical bills for reimbursement.

36) Unfortunately, I dropped the TTK bills in the Reimbursement drop box, can I get back the bills, As I need to claim for TTK Insurance?

The TTK bills submitted for Medical Reimbursement will be returned to Oracle Payroll Department post the Reimbursement cycle (subject to the receipt of TTK bills at Aon Hewitt's end)

37) I was out of town or due to oversight I forgot to create voucher claim on portal can I submit the hard copy?

The manually filled hard copy claim will not be accepted. Employees are requested to generate the voucher on www.hrworkwaysindia.com, and need to submit the claim sheet along with Original bills.

38) Is Medical reimbursement eligibility is calculated basis the Financial Year or Calendar Year?

Medical reimbursement eligibility is calculated basis the Financial Year i.e., April - March.

39) On what basis are claims Medical Reimbursement rejected?

All bills for reimbursement components will be validated on the following basis:

Medical Reimbursement	
1	Bill should be in the name of the employee or dependants
2	Bill date should be within the FY. Only bills pertaining to the period Apr to Mar of the current FY will be allowed.
3	Bills for purchase of Medicine, Doctor's consultation, Clinical tests etc., are accepted
4	Original bills to be submitted along with the web claim form. Photo copies of bills will be rejected and reason for the rejections will be updated on the web portal
5	Overwritten / tampered bills will be rejected. Reasons for the rejections will be updated on the web portal
6	Doctor's prescription for dental and optical. Optical bills require the split of lens and frame. Reimbursement only for Lens.
7	In event of mismatch in Total as per the claim form & Bills submitted – Payment will be made based on actual bills received or claim amount whichever is less
8	Cosmetic items in medical bills will be disallowed

40. Can I resubmit a rejected claim?

Rejected claims can be submitted again if the reason given for rejection was ‘Insufficient Supporting documents’.

41. Should I mention the Employee Id and company name on each bill?

Yes, employee need to mention his Employee Id. on all the bills and the bills should be pasted on a white paper and to be attached to the web medical claim form , in order to avoid the scenario of losing of bills.

42. Can I claim for Hearing Aid machine ?

Yes, you can claim for hearing aid machine under medical reimbursement.