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HEALTH  
INSURANCE

**BEST**

HEALTH INSURANCE  
COMPANY IN RURAL SECTOR

**CLAIMS  
SERVICE**

LEADER OF THE YEAR

INDIA INSURANCE SUMMIT & AWARDS 2024



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**Know Your Policy Better**

## Policy Terms and Conditions

### 1. Preamble:

The proposal and declaration given by the proposer and other documents if any shall form the basis of this Contract and is deemed to be incorporated herein. The two parties to this contract are the Policy Holder/Insured/Insured Persons (also referred as You) and Care Health Insurance Limited (also referred as Company/We/Us), and all the Provisions of Indian Contract Act, 1872, shall hold good in this regard. The references to the singular include references to the plural; references to the male include the references to the female; and references to any statutory enactment include subsequent changes to the same and vice versa. The sentence construction and wordings in the Policy documents should be taken in its true sense and should not be taken in a way so as to take advantage of the Company by filing a claim which deviates from the purpose of Insurance.

In return for premium paid, the Company will pay the Insured in case a valid claim is made:

In consideration of the premium paid by the Policy Holder, subject to the terms & conditions contained herein, the Company agrees to pay/indemnify the Insured Person(s), the amount of such expenses that are reasonably and necessarily incurred up to the limits specified against respective Benefit in any Policy Year.

For the purposes of interpretation and understanding of this Policy the Company has defined, below some of the important words used in this Policy. Words not defined below are to be construed in the usual English language meaning as contained in standard English language dictionaries. The words and expressions defined in the Insurance Act, IRDA Act, regulations notified by the Insurance Regulatory and Development Authority ("Authority") and circulars and guidelines issued by the Authority shall carry the meanings described therein. The terms and conditions, insurance coverage and exclusions, other benefits, various procedures and conditions which have been built in to the Policy are to be construed in accordance with the applicable provisions contained in the Policy.

The terms defined below have the meanings ascribed to them wherever they appear in this Policy and, where appropriate, references to the singular include references to the plural; references to the male include the female and references to any statutory enactment include

subsequent changes to the same and vice versa.

### 2. Definitions

#### 2.1 Standard Definitions:

**2.1.1 Accident/Accidental** is a sudden, unforeseen and involuntary event caused by external, visible and violent means.

**2.1.2 AYUSH Hospital** is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:

- (a) Central or State Government AYUSH Hospital or
- (b) Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
- (c) AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
  - i. Having at least 5 in-patient beds;
  - ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
  - iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
  - iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

**2.1.3 AYUSH Day Care Centre** means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such centre which is registered with the local authorities, wherever applicable, and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered

AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion:

- i. Having qualified registered AYUSH Medical Practitioner(s) in charge;
- ii. Having dedicated AYUSH therapy sections

	as required and/or has equipped operation theatre where surgical procedures are to be carried out;		charge;
	iii. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.		iii. has a fully equipped operation theatre of its own where surgical procedures are carried out;
2.1.4	<b>Any One Illness</b> (not applicable for Travel and Personal Accident Insurance) means a continuous period of Illness and it includes relapse within 45 days from the date of last consultation with the Hospital/nursing home where the treatment was taken.		iv. maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.
2.1.5	<b>Cashless Facility</b> means a facility extended by the Insurer to the Insured where the payments, of the costs of treatment undergone by the Insured in accordance with the Policy terms and conditions, are directly made to the Network Provider by the Insurer to the extent pre-authorization approved.	2.1.11	<b>Day Care Treatment</b> means medical treatment and/or a surgical procedure which is: <ul style="list-style-type: none"> <li>i. undertaken under general or local anesthesia in a Hospital/Day Care Center in less than 24 hours because of technological advancement, and</li> <li>ii. which would have otherwise required Hospitalization of more than 24 hours.</li> </ul> <p>Treatment normally taken on an out-patient basis is not included in the scope of this definition.</p> <p>Note: Day Care Treatment is listed as per the Annexure-1 to Policy Terms &amp; Conditions</p>
2.1.6	<b>Condition Precedent</b> means a Policy term or condition upon which the Company's liability under the Policy is conditional upon.		
2.1.7	<b>Congenital Anomaly</b> means a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position. <ul style="list-style-type: none"> <li>i. Internal Congenital Anomaly <p>Congenital Anomaly which is not in the visible and accessible parts of the body.</p> </li> <li>ii. External Congenital Anomaly <p>Congenital Anomaly which is in the visible and accessible parts of the body.</p> </li> </ul>	2.1.12	<b>Deductible</b> means a cost-sharing requirement under a health insurance policy that provides that the Company will not be liable for a specified rupee amount in case of indemnity policies and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the Sum Insured.
2.1.8	<b>Co-Payment</b> means a cost-sharing requirement under a health insurance policy that provides that the policyholder/insured will bear a specified percentage of the admissible claim amount. A co-payment does not reduce the Sum Insured.	2.1.13	<b>Dental Treatment</b> means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.
2.1.9	<b>Cumulative Bonus</b> shall mean any increase in the Sum Insured granted by the insurer without an associated increase in premium.	2.1.14	<b>Disclosure to Information Norm:</b> The Policy shall be void and all premium paid thereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.
2.1.10	<b>Day Care Centre</b> means any institution established for day care treatment of illness and/or injuries or a medical setup within a Hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified Medical Practitioner AND must comply with all minimum criterion as under— <ul style="list-style-type: none"> <li>i. has qualified nursing staff under its employment;</li> <li>ii. has qualified Medical Practitioner/s in</li> </ul>	2.1.15	<b>Domiciliary Hospitalization</b> means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a Hospital but is actually taken while confined at home under any of the following circumstances: <ul style="list-style-type: none"> <li>i. The condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or</li> <li>ii. The patient takes treatment at home on account of non-availability of room in a Hospital.</li> </ul>

2.1.16	<p><b>Emergency Care (Emergency)</b> means management for an Illness or Injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a Medical Practitioner to prevent death or serious long term impairment of the Insured Person's health.</p>	function and requires medical treatment.
2.1.17	<p><b>Grace Period</b> means the specified period of time, immediately following the premium due date during which premium payment can be made to renew or continue a policy in force without loss of continuity benefits pertaining to waiting periods and coverage of pre-existing diseases. Coverage need not be available during the period for which no premium is received. The grace period for payment of the premium for all types of insurance policies shall be: fifteen days where premium payment mode is monthly and thirty days in all other cases.</p> <p>Provided the insurers shall offer coverage during the grace period, if the premium is paid in instalments during the policy period.</p>	<p>(a) Acute condition - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/ illness/ injury which leads to full recovery</p> <p>(b) Chronic condition - A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics:</p> <ul style="list-style-type: none"> <li>(a) It needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests;</li> <li>(b) It needs ongoing or long-term control or relief of symptoms;</li> <li>(c) It requires rehabilitation for the patient or for the patient to be specially trained to cope with it;</li> <li>(d) It continues indefinitely;</li> <li>(e) It recurs or is likely to recur</li> </ul>
2.1.18	<p><b>Hospital</b> means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities under the C l i n i c a l Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:</p> <ul style="list-style-type: none"> <li>i. has qualified nursing staff under its employment round the clock;</li> <li>ii. has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;</li> <li>iii. has qualified Medical Practitioner(s) in charge round the clock;</li> <li>iv. has a fully equipped operation theatre of its own where surgical procedures are carried out;</li> <li>v. maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.</li> </ul>	<p>2.1.21 <b>Injury</b> means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.</p>
		<p>2.1.22 <b>In-patient Care</b> means treatment for which the Insured Person has to stay in a Hospital for more than 24 hours for a covered event.</p>
		<p>2.1.23 <b>Intensive Care Unit (ICU)</b> means an identified section, ward or wing of a Hospital which is under the constant supervision of a dedicated Medical Practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.</p>
		<p>2.1.24 <b>ICU (Intensive Care Unit) Charges</b> means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivists charges.</p>
2.1.19	<p><b>Hospitalization</b> (not applicable for Overseas Travel Insurance) means admission in a Hospital for a minimum period of 24 consecutive In-patient Care hours except for specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.</p>	<p>2.1.25 <b>Maternity expenses shall include—</b></p> <ul style="list-style-type: none"> <li>i. medical treatment expenses traceable to childbirth ( including complicated deliveries and caesarean sections incurred during hospitalization).</li> <li>ii. expenses towards lawful medical termination of pregnancy during the</li> </ul>
2.1.20	<p><b>Illness</b> means a sickness or a disease or a pathological condition leading to the impairment of normal physiological</p>	

	policy period.		
2.1.26	<b>Medical Advice</b> means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow-up prescription.	2.1.34	<b>Notification of Claim</b> means the process of intimating a Claim to the Insurer or TPA through any of the recognized modes of communication.
2.1.27	<b>Medical Expenses</b> means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other Hospitals or doctors in the same locality would have charged for the same medical treatment.	2.1.35	<b>OPD Treatment</b> means one in which the Insured Person visits a clinic/Hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured Person is not admitted as a day care or In-patient.
2.1.28	<b>Medical Practitioner</b> means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.	2.1.36	<b>Portability</b> means a facility provided to the health insurance policyholders (including all members under family cover), to transfer the credits gained for, pre-existing diseases and specific waiting periods from one insurer to another insurer.
2.1.29	<b>Medically Necessary</b> means any treatment, tests, medication, or stay in Hospital or part of a stay in Hospital which: <ul style="list-style-type: none"> <li>i. Is required for the medical management of the Illness or Injury suffered by the Insured Person;</li> <li>ii. Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;</li> <li>iii. Must have been prescribed by a Medical Practitioner;</li> <li>iv. Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.</li> </ul>	2.1.37	<b>Pre-existing Disease</b> means any condition, ailment, injury or disease <ul style="list-style-type: none"> <li>a. That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or</li> <li>b. For which medical advice or treatment was recommended by, or received from, a physician, not more than 36 months prior to the date of commencement of the policy.</li> </ul>
2.1.30	<b>Migration</b> means a facility provided to policyholders (including all members under family cover and group policies), to transfer the credits gained for pre-existing diseases and specific waiting periods from one health insurance policy to another with the same insurer.	2.1.38	<b>Pre-hospitalization Medical Expenses</b> means Medical Expenses incurred during pre-defined number of days preceding the hospitalization of the Insured Person, provided that: <ul style="list-style-type: none"> <li>i. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and</li> <li>ii. The In-patient Hospitalization claim for such Hospitalization is admissible by the Company.</li> </ul>
2.1.31	<b>Network Provider</b> means the Hospitals enlisted by an Insurer, TPA or jointly by an Insurer and TPA to provide medical services to an Insured by a Cashless Facility.	2.1.39	<b>Post-hospitalization Medical Expenses</b> means Medical Expenses incurred during pre-defined number of days immediately after the Insured Person is discharged from the Hospital provided that: <ul style="list-style-type: none"> <li>i. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required and</li> <li>ii. The Inpatient Hospitalization claim for such Hospitalization is admissible by the Company.</li> </ul>
2.1.32	<b>Newborn baby</b> means baby born during the Policy Period and is aged up to 90 days.	2.1.40	<b>Qualified Nurse</b> means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.
2.1.33	<b>Non-Network</b> means any hospital, day care centre or other provider that is not part of the network.		

- 2.1.41 Reasonable and Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the Illness/Injury involved.
- 2.1.42 Renewal** means the terms on which the contract of insurance can be renewed on mutual consent with a provision of Grace Period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods.
- 2.1.43 Room Rent** means the amount charged by a Hospital towards Room & Boarding expenses and shall include the associated medical expenses.
- 2.1.44 Subrogation** shall mean the right of the Insurer to assume the rights of the Insured Person to recover expenses paid out under the Policy that may be recovered from any other source.
- 2.1.45 Surgery/Surgical Procedure** means manual and/or operative procedure(s) required for treatment of an Illness or Injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a Hospital or a Day Care Centre by a Medical Practitioner.
- 2.1.46 Unproven/Experimental Treatment** means a treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.
- 2.1.47 AYUSH treatment** refers to the medical and / or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems.
- 2.1.48 Break in policy** means the period of gap that occurs at the end of the existing policy term/installment premium due date, when the premium due for renewal on a given policy or installment premium due is not paid on or before the premium renewal date or grace period.
- 2.1.49 Specific waiting period** means a period up to 36 months from the commencement of a health insurance policy during which period specified diseases/treatments (except due to an accident) are not covered. On completion of the period, diseases/treatments shall be covered provided the policy has been continuously renewed without any break.

## 2.2

### Specific Definitions:

- 2.2.1 Age** means the completed age of the Insured Person as on his last birthday.
- 2.2.2 Alternative treatments** are forms of treatments other than treatment "Allopathy" or "modern medicine" and includes Ayurveda, Unani, Sidha and Homeopathy in the Indian context.
- 2.2.3 Ambulance** means a road vehicle operated by a licensed/authorized service provider and equipped for the transport and paramedical treatment of the person requiring medical attention.
- 2.2.4 Annexure** means a document attached and marked as an Annexure to this Policy.
- 2.2.5 Associate Medical Expenses** means those Medical Expenses as listed below which vary in accordance with the Room Rent or Room Category applicable in a Hospital:
- (a) Room, boarding, nursing and operation theatre expenses as charged by the Hospital where the Insured Person availed medical treatment;
  - (b) Fees charged by surgeon, anesthetist, Medical Practitioner;
- Note: Associate Medical Expenses are not applied in respect of the hospitals which do not follow differential billing or for those expenses in respect of which differential billing is not adopted based on the room category.
- 2.2.6 Break in Policy** means the end of the existing policy period, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof.
- 2.2.7 Claim** means a demand made in accordance with the terms and conditions of the Policy for payment of the specified Benefits in respect of the Insured Person.
- 2.2.8 Company** means Care Health Insurance Limited.
- 2.2.9 Dependent Child** refers to a child (natural or legally adopted), who is financially dependent on the primary insured or proposer and does not have his/her independent sources of income.
- 2.2.10 Hazardous Activities** (Adventure sports) means any sport or activity, which is potentially dangerous to the Insured Person whether he is trained or not. Such sport/activity includes stunt activities of any kind, adventure racing, base jumping, biathlon, big game hunting, black water rafting, BMX stunt/ obstacle riding, bobsleighbing/ using skeletons, bouldering, boxing, canyoning, caving/ pot holing, cave tubing, rock climbing/ trekking/ mountaineering, cycle racing, cyclo cross, drag racing, endurance testing, hand gliding, harness

racing, hell skiing, high diving (above 5 meters), hunting, ice hockey, ice speedway, jousting, judo, karate, kendo, lugging, risky manual labor, marathon running, martial arts, micro – lighting, modern pentathlon, motor cycle racing, motor rallying, parachuting, paragliding/ parapenting, piloting aircraft, polo, power lifting, power boat racing, quad biking, river boarding, scuba diving, river bugging, rodeo, roller hockey, rugby, s k i acrobatics, ski doo, ski jumping, ski racing, sky diving, small bore target shooting, speed trials/ time trials, triathlon, water ski jumping, weight lifting or wrestling of any type.

- 2.2.11 Insured Person** means a person whose name specifically appears under Insured in the Policy Schedule and with respect to whom the premium has been received by the Company.
- 2.2.12 Mental Illness** means a substantial disorder of thinking, mood, perception, orientation or memory that grossly impairs judgment, behavior, capacity to recognize, reality or ability to meet the ordinary demands of life, mental conditions associated with the abuse of alcohol and drugs, but does not include mental retardation which is a condition of arrested or incomplete development of mind of a person, specially characterized by sub normality of intelligence
- 2.2.13 Policy** means these Policy terms and conditions and Annexures thereto, the Proposal Form, Policy Schedule and Optional Cover (if applicable) which form part of the Policy and shall be read together.
- 2.2.14 Policy Schedule** means the certificate attached to and forming part of this Policy.
- 2.2.15 Policyholder** means the person named in the Policy Schedule as the Policyholder.
- 2.2.16 Policy Period** means the period commencing from the Policy Period Start Date and ending on the Policy Period End Date as specified in the Policy Schedule.
- 2.2.17 Policy Period End Date** means the date on which the Policy expires, as specified in the Policy Schedule.
- 2.2.18 Policy Period Start Date** means the date on which the Policy commences, as specified in the Policy Schedule.
- 2.2.19 Policy Year** means a period of 12 consecutive months commencing from the Policy Period Start Date or any

anniversary thereof.

- 2.2.20 Rehabilitation** means assisting an Insured Person who, following a Medical Condition, requires assistance in physical, vocational, independent living and educational pursuits to restore him to the position in which he was in, prior to such medical condition occurring.
- 2.2.21 Sum Insured** means the amount specified in the Policy Schedule which represents the Company's maximum, total and cumulative liability for in respect of the Insured Person for any and all Claims incurred during the Policy Year. If the Policy Period is more than 12 months, then it is clarified that the Sum Insured shall be applied separately for each Policy Year in the Policy Period.

### 3. Benefits Covered Under The Policy

#### General Conditions applicable to all Benefits:

- (a) Benefits shall be available only if the Benefit is specified to be applicable in the Policy Schedule.
- (b) Admissibility of a Claim under Benefit 1 is a pre-condition to the admission of a Claim for Benefit 2 to Benefit 5. The event giving rise to a Claim under Benefit 1 should occur within the Policy Period for the Claim to be accepted under Benefit 1 to Benefit 5 (as applicable).
- (c) Any Claim made under Benefit 1 shall always be subject to Clause 6.1.5.
- (d) Any Claim paid under Benefit 1, Benefit 4 to Benefit 6, Benefit 8, Benefit 10 shall reduce the Sum Insured for that Policy Year and only the balance Sum Insured after payment of the Claim amounts admitted shall be available for all future Claims arising in that Policy Year.
- (e) The maximum, total and cumulative liability of the Company in respect of an Insured Person for any and all Claims arising under this Policy during the Policy Year shall not exceed the Sum Insured for that Insured Person as specified in the Policy Schedule. All Claims shall be payable subject to the terms, conditions and exclusions of the Policy and subject to availability of the Sum Insured.
- (f) Co-payment is applicable on all the Benefits / Optional Covers except Benefit 2, Benefit 3, Benefit 5, Benefit 7, Benefit 9, Optional Cover 2 & Optional Cover 3.
- (g) Deductible is applicable on all the Benefits except Benefit 7 & Benefit 9.

#### 3.1 Base Benefits

### 3.1.1 Benefit 1 : Hospitalization Expenses

If an Insured Person(s) is diagnosed with an Illness or suffers an Injury which requires the Insured Person to be admitted in a Hospital in India, which should be Medically Necessary, during the Policy Period and while the Policy is in force for:

- (a) **In-patient Care:** The Company will indemnify the Insured Person(s) for Medical Expenses incurred on Hospitalization up to the Sum Insured specified in the Schedule of Benefits provided that the Hospitalization is for a minimum period of 24 consecutive hours and was on the advice of a Medical Practitioner, and the Medical Expenses incurred are Reasonable and Customary Charges that were necessarily incurred.
- (b) **Day Care Treatment:** The Company will indemnify the Insured Person(s) for Medical Expenses incurred on Day Care Treatment up to the Sum Insured specified in the Schedule of Benefits provided that the period of treatment of the Insured Person in the Hospital/Day Care Center does not exceed 24 hours and the Day Care Treatment was taken on the advice of a Medical Practitioner, and the Medical Expenses incurred are Reasonable and Customary Charges that were necessarily incurred.
- (c) **Conditions applicable for payment of Medical Expenses under Benefit 1**
  - (i) **Room, boarding and nursing expenses as charged by the Hospital where the Insured Person availed medical treatment (Room Rent / Room Category):**

- I. If the Insured Person is admitted in a Hospital room where the Room Rent incurred or the Room Category is different than the eligible Room Rent or Room Category specified for the Insured Person in the Policy Schedule, then the Policyholder/ Insured Person shall bear the ratable proportion of the total Associate Medical Expenses (including applicable surcharge and taxes thereon) in the proportion of the difference between the Room Rent actually incurred and the Room Rent specified in the Policy Schedule or the Room Rent of the entitled Room Category to the Room Rent actually incurred.

The Room Rent/ Room Category applicable under this Policy is:

- II. Room Rent = 1% of Benefit 1 Sum Insured as specified in the Schedule of Benefits per day of Hospitalization.

The Room Categories available under this Policy are as follows. The Policy

Schedule will specify which Room Category is applicable for the Insured Person under the Policy:

- III. Room Category 1 = Twin Sharing Room.

For the purposes of this Clause only, Twin Sharing Room means a Hospital room where at least two patients are accommodated at the same time. Such room shall be the most basic and the most economical of all accommodations available as twin sharing rooms in that Hospital.

- IV. Room Category 2 = Single Private Room with A.C.

For the purpose of this Clause only, Single Private Room with A.C. means an air conditioned Hospital room where a single patient is accommodated and which has an attached toilet (lavatory and bath). Such room shall be the most basic and the most economical of all accommodations available as a single room in that Hospital.

- (ii) **Intensive Care Unit Charges (ICU Charges):**

The ICU Charges available under this Policy are as follows. The Policy Schedule will specify which ICU Charges are applicable for the Insured Person under the Policy:

- I. ICU Charges Option 1 = 2% of the Benefit 1 Sum Insured as specified in the Schedule of Benefits per day of Hospitalization.
- II. ICU Charges Option 2 = no limit.

- (iii) **Expenses incurred on treatment for Named Ailments/ Procedures**

I. The Company will indemnify the Insured Person for Expenses incurred in respect of the below mentioned Ailments / Procedures up to the amount specified against each and every Ailment / Procedure mentioned in the Policy Schedule in a Policy Year, provided that the treatment was taken on the advice of a Medical Practitioner.

- i. Treatment of Cataract
- ii. Treatment of Total Knee Replacement
- iii. Surgery for treatment of all types of Hernia
- iv. Hysterectomy
- v. Surgeries for Benign Prostate



- Hypertrophy (BPH)
- vi. Surgical treatment of stones of renal system
- vii. Treatment of Cerebrovascular and Cardiovascular disorders
- viii. Treatments/Surgeries for Cancer
- ix. Treatment of other renal complications and Disorders
- x. Treatment for breakage of bones

**(d) Advance Technology Methods:**

The Company will indemnify the Insured Person for the Hospitalization Expenses incurred for treatment taken through following advance technology methods:

- A. Uterine Artery Embolization and HIFU
- B. Balloon Sinuplasty
- C. Deep Brain stimulation
- D. Oral chemotherapy
- E. Immunotherapy- Monoclonal Antibody to be given as injection
- F. Intra vitreal injections
- G. Robotic surgeries
- H. Stereotactic radio surgeries
- I. Bronchical Thermoplasty
- J. Vaporisation of the prostate (Green laser treatment or holmium laser treatment)
- K. IONM - (Intra Operative Neuro Monitoring)
- L. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered

Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(a) and (b).

**3.1.2 Benefit 2 : Consumable Allowance**

- (a) The Company will pay the amount specified against this Benefit in the Schedule of Benefits for each continuous and completed period of 24 hours of Hospitalization of the Insured Person, provided that:
  - i. The Hospitalization is only for In-patient Care for the Insured Person; and
  - ii. The Company shall not be liable to make payment under this Benefit for the first 3 consecutive days of Hospitalization; and
  - iii. The Company shall not be liable to make payment under this Benefit for more than

7 consecutive days of Hospitalization for each period of Hospitalization arising from Any One Illness or Accident; and

- (b) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(b).

**3.1.3 Benefit 3 : Companion Benefit**

- (a) The Company will pay the amount specified against this Benefit in the Schedule of Benefits if the Insured Person has been Hospitalized for at least 10 consecutive days for Any One Illness or Accident provided that:
  - i. The Hospitalization is only for In-patient Care for the Insured Person; and
  - ii. The Company shall not be liable to make payment under this Benefit more than once in a Policy Year.

**3.1.4 Benefit 4 : Pre-hospitalization Medical Expenses and Post-hospitalization Medical Expenses**

- (a) The Company will indemnify the Medical Expenses up to the amount specified against this Benefit in the Schedule of Benefits provided that is incurred for the Insured Person:
  - i. As Pre-hospitalization Medical Expenses immediately prior to the date of the Insured Person's admission to the Hospital provided that the Company shall not be liable to make payment for any Pre-hospitalization Medical Expenses that were incurred before the Policy Start Date; and
  - ii. As Post-hospitalization Medical Expenses immediately following the date of the Insured Person's discharge from Hospital provided that the Company shall not be liable to make payment for any Post-hospitalization Medical Expenses that were incurred 30 days or more after the Policy End Date

Provided that the Medical Expenses relate to the Illness/Injury for which the Company has accepted the Insured Person's Claim.

- (b) If the provisions of Clause 6.1.6(d) is applicable to a Claim, then:
  - i. The date of admission to Hospital for the purpose of this Benefit shall be the date of the first admission to the Hospital for the Illness deemed to be Any One Illness; and
  - ii. The date of discharge from Hospital for the purpose of this Benefit shall be the last date of discharge from the Hospital in relation to the Illness deemed to be Any One Illness.
  - iii. The date of admission to Hospital for the purpose of this Benefit shall be the date of the first admission to the Hospital for the

Injury.

- iv. The date of discharge from Hospital for the purpose of this Benefit shall be the last date of discharge from the Hospital in relation to the Injury.
- (c) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(b).

### 3.1.5 Benefit 5 : Ambulance Cover

- (a) The Company will indemnify up to the amount specified against this Benefit in the Schedule of Benefits, for the Reasonable and Customary Charges necessarily incurred on availing Ambulance services offered by a Hospital or by an Ambulance service provider for the Insured Person's necessary transportation to the nearest Hospital following an Emergency provided that the necessity of the Ambulance transportation is certified by the treating Medical Practitioner.
- (b) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(a) and (b).

### 3.1.6 Benefit 6 : Domiciliary Hospitalization

- (a) The Company will indemnify for the Medical Expenses incurred for Domiciliary Hospitalization of the Insured Person up to 10% of the Sum Insured, provided that:
  - i. The Domiciliary Hospitalization continues for a period exceeding 3 consecutive days.
  - ii. The Medical Expenses are incurred during the Policy Year.
  - iii. The Medical Expenses are Reasonable and Customary Charges which are necessarily incurred.
  - iv. Any Medical Expenses incurred under Benefit 4 shall be payable under this Benefit.
  - v. Any Medical Expenses incurred for the treatment in relation to any of the following diseases shall not be payable under this Benefit :
    - I. Asthma;
    - II. Bronchitis;
    - III. Chronic Nephritis and Chronic Nephritic Syndrome;
    - IV. Diarrhoea and all types of Dysenteries including Gastro-enteritis;
    - V. Diabetes Mellitus and Insipidus;
    - VI. Epilepsy;
    - VII. Hypertension;
    - VIII. Influenza, cough or cold;

- IX. All Psychiatric or Psychosomatic Disorders;
- X. Pyrexia of unknown origin;
- XI. Tonsillitis and Upper Respiratory Tract Infection including Laryngitis and Pharyngitis;
- XII. Arthritis, Gout and Rheumatism.

- (b) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2 (b).

### 3.1.7 Benefit 7 : Recharge of Sum Insured

- (a) If a Claim is payable under the Policy, then the Company agrees to automatically make the reinstatement of up to the Sum Insured for that Policy Year only provided that:
  - i. The Recharge shall be utilized only after the Sum Insured has been completely exhausted in that Policy Year.
  - ii. A Claim will be admissible under the Recharge only if the Claim is admissible under the Benefit 1.
  - iii. The Recharge shall be available only for all future Claims and not in relation to any Illness or Injury for which a Claim has already been admitted for that Insured Person during that Policy Year.
  - iv. The total amount of Recharge shall not exceed the Sum Insured for that Policy Year.
  - v. Any unutilized Recharge cannot be carried forward to any subsequent Policy Year.
  - vi. If the Policy is issued on a Floater basis, then the Recharge will also be available only on Floater basis.
  - vii. For any single Claim during a Policy Year the maximum Claim amount payable shall be the Sum Insured.
  - viii. During a Policy Year, the aggregate Claim amount payable, subject to admissibility of the Claim, shall not exceed the sum of:
    - I The Sum Insured
    - II Recharge of Sum Insured
  - ix. The balance of the Recharge shall be available during the Policy Year till it is exhausted completely.
  - x. In case of Portability, the credit for Sum Insured would be available only to the extent of the sum insured of the expiring policy, including the Recharge.
  - xi. This Benefit is not applicable to Optional Covers.

- (b) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(a) and (b).

### 3.1.8 Benefit 8 : Dialysis Cover

- (a) The Company will indemnify for the Medical Expenses incurred on dialysis up to the amount per sitting specified in the Schedule of Benefits provided that:
- The Medical Expenses are incurred during the Policy Year;
  - We shall not be liable to make any payment in respect of Medical Expenses incurred on dialysis which relate to kidney disease which occurred and was diagnosed as a Chronic Condition prior to the Policy Start Date;
  - We shall not be liable to make any payment under this Benefit for more than 24 consecutive months.
- (b) Claims under this Benefit must be made in accordance with the procedure and other requirements in Clause 6.1.2(a) and (b).

### 3.1.9 Benefit 9 : Annual Health Check-up

- (a) On the Insured Person's request, the Company will arrange for the Insured Person's Annual Health Check-up for the list of medical tests specified below at its Network Provider or any other Service Providers empanelled with the Company to provide the services, in India, provided that:
- This Benefit shall be available only to those Insured Persons who are of Age 18 years or above on the Policy Period Start Date; and
  - If the Policy is a Floater policy then this Benefit shall not be available to any Insured Person who has been admitted under the Floater policy as a child of any other Insured Person; and
  - This Benefit shall be available only once during a Policy Year.
- (b) Medical Tests covered in the Annual Health Check-up are as follows :-

Medical Tests
Complete Blood Count with ESR
Urine Routine
Blood Group
Fasting Blood Sugar

Lipid Profile
Kidney Function Test
ECG

- (c) Claims under this Benefit must be made in accordance with the procedure and other requirements specified in Clause 6.1.2(a).

### 3.1.10 Benefit 10: AYUSH Treatments

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, up to the Sum Insured, as specified in the Policy Schedule, towards Medical Expenses incurred with respect to the Insured Person's medical treatment undergone at any AYUSH Hospitals or health care facilities for any of the listed AYUSH Treatments namely Ayurveda, Yoga and Naturopathy, Sidha , Unani and Homeopathy, subject to the conditions specified below:

- A Claim will be admissible under this Benefit only if the Claim is admissible under 'In-patient Care' of Benefit 1 (Hospitalization Expenses).
- Medical Treatment should be rendered from a registered Medical Practitioner who holds a valid practicing license in respect of such AYUSH treatments; and
- Such treatment taken is within the jurisdiction of India; and
- Clause 4.2 (i) (13) under Permanent Exclusions, is superseded to the extent covered under this Benefit.

### 3.2 Optional Covers:

The Policy provides the following Optional Covers which can be opted either at the inception of the policy or at the time of renewal. The Policy Schedule will specify the Optional Covers that are in force for the Insured Persons.

#### 3.2.1 Optional Cover 1 – Good Health+

- The Insured Person shall be entitled to avail up to 8 consultations with the Network Service Providers, up to the per consultation payable claim limit and the applicable Co-payment specified in the Policy Schedule.
- The Insured Person shall be able to avail discounts at the pharmacies of the Network Service Providers and wellness centers empanelled with the Company. For an updated list of the Network

Service Providers and wellness centres empanelled with the Company or the discounts available, please visit the Company's website.

**Network Service Provider** means any person, organization, institution that has been empanelled with the Company to provide Services specified under this Optional Cover to the Insured Person.

### 3.2.2 Optional Cover 2 – Home Care

- (a) The Company will indemnify the Insured Person for the expenses incurred up to up to the limit of Rs. 1,000 per day towards the hiring of a Qualified Nurse with the purpose of providing necessary care and convenience to the Insured Person to perform his necessary daily activities, which facilitate his necessary activities of daily living and are recommended and certified by a Medical Practitioner to be necessary in writing, provided that:
- The Company shall not be liable to make payment under this Benefit for the first day of hiring the Qualified Nurse in respect of an Illness/Injury;
  - The Company shall not be liable to make payment under this Benefit for more than 7 consecutive days arising from Any One Illness or Injury; and
  - The Company shall not be liable to make payment under this Benefit for more than 45 days per Policy Year per Insured Person.

### 3.2.3 Optional Cover 3 – Health Check+

- (a) Clause 3.1.9(b) of the Policy is deleted entirely and replaced with the following:

Medical Tests covered in the Annual Health Check-up are as follows if the Optional Cover is Diabetes Health Check – up in the Policy Schedule:-

Diabetes Health Check – up
Complete Blood Count with ESR
Urine RE
Blood Group
Fasting & PP Blood Sugar
TMT
Lipid Profile
Kidney Function test
Liver Function test
TSH
Medical Examination Report
HbA1C
Urine for Micro Albuminuria
Hbs Ag

Medical Tests covered in the Annual Health Check-up are as follows if the Optional Cover is Cardiac Health

Check – up in the Policy Schedule:-

Cardiac Health Check – up
Complete Blood Count with ESR
Urine RE
Blood Group
Fasting & PP Blood Sugar
TMT
Lipid Profile
Kidney Function test
Liver Function test
TSH
Medical Examination Report
Hbs Ag
Chest X Ray

## 4. Exclusions

### 4.1 Standard Exclusions:

#### i. Waiting Period:

##### (a) Pre-existing Disease – code – Excl01:

- Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first policy with insurer.
- In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.

- Coverage under the policy after the expiry of 24 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by Insurer

##### (b) Specific waiting period – code – Excl02

- Expenses related to the treatment of the

listed Conditions, surgeries/treatments shall be excluded until the expiry of 24 months of continuous coverage, as may be the case after the date of inception of the first policy with the Company. This exclusion shall not be applicable for claims arising due to an accident.

- ii. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- iii. If any of the specified disease/procedure falls under the waiting period specified for pre-Existing diseases, then the longer of the two waiting periods shall apply.
- iv. The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- v. If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- vi. **List of specific diseases/procedures:**
  - I Arthritis (if non-infective), Osteoarthritis and Osteoporosis, Gout, Rheumatism and Spinal Disorders, Joint Replacement Surgery;
  - II Surgical treatments for Benign ear, nose and throat (ENT) disorders and surgeries (including but not limited to Adenoidectomy, Mastoidectomy, Tonsillectomy and Tympanoplasty), Nasal Septum Deviation, Sinusitis and related disorders;
  - III Benign Prostatic Hypertrophy;
  - IV Cataract;
  - V Dilatation and Curettage;
  - VI Fissure / Fistula in anus, Hemorrhoids / Piles, Pilonidal Sinus, Ulcers of Gastro Intestinal tract;
  - VII Surgery of Genito urinary system unless necessitated by malignancy;
  - VIII All types of Hernia, Hydrocele;
  - IX Hysterectomy for menorrhagia or fibromyoma or prolapse of uterus unless necessitated by malignancy;
  - X Internal tumors, skin tumors, cysts, nodules, polyps including breast lumps (each of any kind) unless malignant;
  - XI Kidney Stone / Ureteric Stone / Lithotripsy / Gall Bladder Stone;
  - XII Myomectomy for fibroids;
  - XIII Varicose veins and varicose ulcers;

- XIV Pancreatitis;
- XV End stage liver disease;
- XVI Procedures for Retinal disorders;
- XVII Cerebrovascular accident;
- XVIII Renal Failure / End Stage Renal Disease;
- XIX Cardiomyopathies;
- XX Myocardial Infarction;
- XXI Heart Failure;
- XXII Arrhythmia / Heart blocks;
- XXIII All types of Cancer;
- XXIV Arthroscopic Knee Surgeries/ACL Reconstruction/Meniscal and Ligament Repair.

- vii. If an Insured Person is suffering from any of the above Illnesses, conditions or Pre-existing Diseases at the time of commencement of first policy with the Company, any Claim in respect of that Illness, condition or Pre-existing Disease shall not be covered until the completion of 24 months of continuous insurance coverage with the Company from the first Policy Period Start Date.

**(c) 30-Day waiting period – code – Excl03**

- (i) Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- (ii) This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- (iii) The referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.
- (d) The Waiting Periods as defined in Clauses 4.1(i)(a), 4.1(i) (b) and 4.1(i) (c) shall be applicable individually for each Insured Person and Claims shall be assessed accordingly.
- (e) If Coverage for Benefits (in case of change in Product Plan) or Optional Covers (if applicable) are added afresh at the time of renewal of this Policy, the Waiting Periods as defined above in Clauses 4.1(i)(a), 4.1(i) (b) and 4.1(i) (c) shall be applicable afresh to the newly added Benefits or Optional Covers (if applicable), from the time of such renewal.

**ii. Permanent Exclusions :**

- (a) Any Claim in respect of any Insured Person for, arising out of or directly or indirectly due to any

of the following shall not be admissible unless expressly stated to the contrary elsewhere in the Policy terms and conditions:

**1. Investigation & Evaluation: (Code-Excl04)**

- a) Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded.
- b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.

**2. Rest Cure, rehabilitation and respite care: (Code-Excl05)**

- a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

**3. Obesity/ Weight Control: (Code-Excl06)**

Expenses related to the surgical treatment of obesity that does not fulfill all the below conditions:

- 1) Surgery to be conducted is upon the advice of the Doctor
- 2) The surgery/Procedure conducted should be supported by clinical protocols
- 3) The member has to be 18 years of age or older and
- 4) Body Mass Index (BMI);
  - a) greater than or equal to 40 or
  - b) greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less Invasive methods of weight loss:

- i. Obesity-related cardiomyopathy
- ii. Coronary heart disease
- iii. Severe Sleep Apnea
- iv. Uncontrolled Type2 Diabetes

**4. Change-of-Gender treatments: (Code-Excl07)**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

**5. Cosmetic or plastic Surgery: (Code-Excl08)**

Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.

**6. Hazardous or Adventure sports: (Code-Excl09)**

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

**7. Breach of law: (Code-Excl10)**

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

**8. Excluded Providers: (Code-Excl11)**

Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.

Note: Refer Annexure – III of the Policy Terms & Conditions for list of excluded hospitals.

9. Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. **(Code- Excl12)**
  10. Treatments received in health spas, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. **(Code- Excl13)**
  11. Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure **(Code- Excl14)**
  12. **Refractive Error: (Code- Excl15)**  
Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptres.
  13. **Unproven Treatments: (Code- Excl16)**  
Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.
  14. **Sterility and Infertility: (Code- Excl17)**  
Expenses related to sterility and infertility. This includes:
    - (i) Any type of contraception, sterilization
    - (ii) Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
    - (iii) Gestational Surrogacy
    - (iv) Reversal of sterilization
  15. **Maternity: (Code Excl18)**
    - a. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
    - b. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.
- 4.2 Specific Exclusions:**
- i. **Permanent Exclusions :**
    1. Any condition or treatment as specified in Annexure – II.
    2. Any condition caused by or associated with any sexually transmitted disease except arising out of HIV.
  3. Treatment taken from anyone who is not a Medical Practitioner or from a Medical Practitioner who is practicing outside the discipline for which he is licensed or any kind of self-medication.
  4. Charges incurred in connection with cost of routine eye and ear examinations, dentures, artificial teeth and all other similar external appliances and / or devices whether for diagnosis or treatment.
  5. Expenses related to any kind of Advance Technology Methods other than mentioned in the Clause 3.1.1 (d).
  6. Any expenses incurred on prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, walkers, belts, collars, caps, splints, braces, stockings of any kind, diabetic footwear, glucometer/thermometer, crutches, ambulatory devices, instruments used in treatment of sleep apnea syndrome (C.P.A.P) or continuous ambulatory peritoneal dialysis (C.A.P.D.) and oxygen concentrator for asthmatic condition, cost of cochlear implants and related surgery.
  7. Screening, counseling or treatment of any external Congenital Anomaly or Illness or defects or anomalies or treatment relating to external birth defects.
  8. Treatment of mental retardation, arrested or incomplete development of mind of a person, subnormal intelligence or mental intellectual disability.
  9. Circumcision unless necessary for treatment of an Illness or as may be necessitated due to an Accident.
  10. All preventive care, vaccination, including inoculation and immunizations (except in case of post-bite treatment) and tonics.
  11. Expenses incurred for Artificial life maintenance, including life support machine use, post confirmation of vegetative state or brain dead by treating medical practitioner where such treatment will not result in recovery or restoration of the previous state of health under any circumstances.
  12. All expenses related to donor treatment, including surgery to remove organs from

- the donor, in case of transplant surgery.
13. Non-allopathic treatment.
  14. Any OPD Treatment.
  15. Treatment received outside India.
  16. War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.
  17. Act of self-destruction or self-inflicted Injury, attempted suicide or suicide while sane or insane.
  18. Any charges incurred to procure any medical certificate, treatment or Illness related documents pertaining to any period of Hospitalization or Illness.
  19. Personal comfort and convenience items or services including but not limited to T.V. (wherever specifically charged separately), charges for access to telephone and telephone calls (wherever specifically charged separately), foodstuffs (except patient's diet), cosmetics, hygiene articles, body or baby care products and bath additive, barber or beauty service, guest service as well as similar incidental services and supplies.
  20. Expenses related to any kind of RMO charges, service charge, surcharge, night charges levied by the Hospital under whatever head.
  21. Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:
    - I Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any Illness, incapacitating disablement or death.
    - II Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any Illness, incapacitating disablement or death.
    - III Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any Illness, incapacitating disablement or death.
- In addition to the foregoing, any loss, claim or expense of whatsoever nature directly or indirectly arising out of, contributed to, caused by, resulting from, or in connection with any action taken in controlling, preventing, suppressing, minimizing or in any way relating to the above shall also be excluded.
22. Impairment of an Insured Person's intellectual faculties by abuse of stimulants or depressants unless prescribed by a medical practitioner.
  23. Alopecia, wigs and/or toupee and all hair or hair fall treatment and products.
  24. Any treatment taken in a clinic, rest home, convalescent home for the addicted, detoxification center, sanatorium, home for the aged, remodeling clinic or similar institutions.
  25. Multifocal lens implantation for cataract.
  26. Remicade, Avastin or similar injectable treatment.
  27. If the Insured Person is suffering from or has been diagnosed with or has been treated for any of the following disorders prior to the first Policy Start Date, then costs of treatment related to or arising from the disorder whether directly or indirectly will be permanently excluded from coverage under the Policy:-
    - I Chronic Bronchitis;
    - II Esophageal Stricture or stenosis;
    - III Unoperated Varicose Veins;
    - IV Deep Vein Thrombosis (DVT);
    - V Spondyloarthropathies  
Spondylosis / Spondylitis / Spondylolisthesis);
    - VI Residual Poliomyelitis;
    - VII Avascular Necrosis, Idiopathic;
    - VIII Unoperated Hyperthyroidism;
    - IX Renal/Ureteric/Bladder Calculi;
    - X DUB/Endometriosis;
    - XI Unoperated Fibroid Uterus;
    - XII Retinal Detachment;



- XIII Otosclerosis;
- XIV Deafness;
- XV Blindness;
- XVI Any implant in the body.

- 28. Any Illness or Injury attributable to consumption, use, misuse or abuse of tobacco, intoxicating drugs, alcohol, hallucinogens, smoking.
- 29. Any treatment or part of treatment or any expenses incurred under this Policy that is not reasonable and customary and/or not medically necessary.

## 5. General Terms And Clauses

### 5.1 Standard General Terms & Clauses

#### 5.1.1 Disclosure of Information

The Policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact by the policyholder.

Note:

- i. "Material facts" for the purpose of this clause policy shall mean all relevant information sought by the Company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk.
- ii. In continuation to the above clause the Company may also adjust the scope of cover and / or the premium paid or payable, accordingly.

#### 5.1.2 Condition Precedent to Admission of Liability

The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

#### 5.1.3 Claim Settlement (provision for Penal Interest)

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from the date of Intimation on receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest from the date of intimation on to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest in any case not later than 15 days from the date of intimation on receipt of last necessary document. In such cases, the Company shall settle the claim within 45 days from the date of intimation on receipt of

last necessary document.

- iv. In case of delay beyond stipulated 45 days the company shall be liable to pay interest at a rate 2% above the bank rate from the date of intimation on to the date of payment of claim.

Bank rate shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.

### 5.1.4 Complete discharge

Any payment to the policyholder, Insured Person or his/ her nominees or his/ her legal representative or Assignee or to the Hospital, as the case may be, for any benefit under the Policy shall be valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

### 5.1.5 Multiple Policies

- i. In case of multiple policies taken by an insured during a period from the same or one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
- ii. Insured person having multiple policies shall also have the right to prefer claims under this policy for the amounts disallowed under any other policy/ policies, even if the sum insured is not exhausted. Then the Insurer shall independently settle the claim subject to the terms and conditions of this policy.
- iii. If the amount to be claimed exceeds the sum insured under a single policy, the insured person shall have the right to choose insurers from whom he/she wants to claim the balance amount.
- iv. Where an insured has policies from more than one insurer to cover the same risk on indemnity basis, the insured shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

### 5.1.6 Fraud

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s) / policyholder(s) who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent or the hospital/doctor/any other party acting on behalf of the insured person, with intent to deceive the insurer or to induce the insurer to issue an insurance Policy:-

- A. The suggestion, as a fact of that which is not true and which the Insured Person does not believe to be true;
- B. The active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- C. Any other act fitted to deceive; and
- D. Any such act or omission as the law specially declares to be fraudulent

The Company shall not repudiate the claim and / or forfeit the policy benefits on the ground of Fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer.

#### 5.1.7 Cancellation / Termination

- (a) The policyholder may cancel this policy by giving 7 days' written notice and on such an event, the Company shall refund proportionate premium for the unexpired policy period.
- (b) Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the Insured Person under the Policy.
- (c) If the risk under the Policy has already commenced, or only a part of the insurance coverage has commenced, and the option of Policy cancellation is exercised by the Policyholder, then the expenses such as pre-policy medical examination etc. incurred by the Company will also be deducted before refunding of premium.
- (d) The Company may cancel the Policy at any time on grounds of mis-representations, non disclosure of material facts, fraud by the Insured Person, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of mis-representations, non-disclosure of material facts or fraud.

#### Notes:

In case of demise of the Policyholder,

- (I) Where the Policy covers only the Policyholder, this Policy shall stand null and void from the date and time of demise of the Policyholder and the Company shall refund proportionate premium for unexpired Policy Period subject to no claim has been admitted or has been lodged or any benefit has been availed by the Insured Person under the Policy.

- (ii) Where the Policy covers other Insured Persons, this Policy shall continue till the end of Policy Period for the other Insured Persons. If the other Insured Persons wish to continue with the same Policy, the Company will renew the Policy subject to the appointment of a policyholder provided that:
  - I. Written notice in this regard is given to the Company before the Policy Period End Date; and
  - II. A person of Age 18 years or above, who satisfies the Company's criteria applies to become the Policyholder.

#### 5.1.8 Migration:

The insured person will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the policy atleast 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits as per IRDAI guidelines on migration

For Detailed Guidelines on Migration, kindly refer the link:

<https://www.careinsurance.com/other-disclosures.html>

#### 5.1.9 Portability:

The insured person will have the option to port the policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, at least 30 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits as per IRDAI guidelines on portability.

For Detailed Guidelines on Portability, kindly refer the link: <https://www.careinsurance.com/other-disclosures.html>

#### 5.1.10 Renewal of Policy

The policy shall ordinarily be renewable except on grounds of established fraud or non-disclosure or misrepresentation by the Insured Person.

- (a) Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- (b) Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- (c) At the end of the policy period, the policy shall terminate and can be renewed within the Grace

Period of 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period

- (d) No loading shall apply on renewals based on individual claims experience.

#### 5.1.11 Withdrawal of Policy

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- ii. Insured Person will have a one-time option to renew the existing product, if renewal falls within the 90 days from the date of withdrawal of the product or the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period, as per IRDAI guidelines, provide the policy has been maintained without a break

#### 5.1.12 Moratorium Period

After completion of five continuous years under the policy no look back to be applied. This period of five years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of five continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

#### 5.1.13 Possibility of Revision of Terms of the Policy Including the Premium Rates

The Company may revise or modify the terms of the policy including the premium rates. The insured person shall be notified before the changes are affected.

#### 5.1.14 Free Look Period

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The Insured Person shall be allowed free look period of 30 days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to

- a. A refund of the premium paid less any expenses incurred by the Company on medical examination of the insured person and the stamp duty charges or
- b. Where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or

- c. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period;

#### 5.1.15 Grievances

In case of any grievance the insured person may contact the company through

Website/link:

<https://www.careinsurance.com/customer-grievance-redressal.html>

Mobile App: Care Health - Customer App

Tollfree (WhatsApp Number): 8860402452

Courier: Any of Company's Branch Office or Corporate Office

Insured Person may also approach the grievance cell at any of the Company's branches with the details of grievance.

If Insured Person is not satisfied with the redressal of grievance through one of the above methods, Insured Person may contact the grievance officer at Branch Office or corporate office. For updated details of grievance officer, kindly refer the link <https://www.careinsurance.com/customer-grievance-redressal.html>

If Insured Person is not satisfied with the redressal of grievance through above methods, the Insured Person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017.

Grievance may also be lodged at IRDAI integrated Grievance Management System -

<https://bimabharosa.irdai.gov.in/>

Note: The Contact details of the Insurance Ombudsman offices have been provided as Annexure V.

#### 5.1.16 Nomination:

The policyholder is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made. In the event of death of the policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/Endorsement (if any)); and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

#### 5.2 Specific General Terms & Clauses

##### 5.2.1 Reasonable Care

Insured Persons shall take all reasonable steps to safeguard against any Illness or Injury that may give rise to a Claim.

##### 5.2.2 No constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder or Insured Person which is in possession of the Company other than that information expressly disclosed in the Proposal Form or otherwise in writing to the Company, shall not be held to be binding or prejudicially affect the Company.

### 5.2.3 Policy Disputes

Any and all disputes or differences under or in relation to the validity, construction, interpretation and effect to this Policy shall be determined by the Indian Courts and in accordance with Indian law.

### 5.2.4 Limitation of Liability

Any Claim under this Policy for which the notification or intimation of Claim is received 12 calendar months after the event or occurrence giving rise to the Claim shall not be admissible, unless the Policyholder proves to the Company's satisfaction that the delay in reporting of the Claim was for reasons beyond his control.

### 5.2.5 Communication

(a) Any communication meant for the Company must be in writing and be delivered to its address shown in the Policy Schedule. Any communication meant for the Policyholder will be sent by the Company to his last known address or the address as shown in the Policy Schedule.

(b) All notifications and declarations for the Company must be in writing and sent to the address specified in the Policy Schedule. Agents are not authorized to receive notices and declarations on the Company's behalf.

Notice and instructions will be deemed served 10 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

### 5.2.6 Alterations in the Policy

This Policy constitutes the complete contract of insurance. No change or alteration shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by a written endorsement signed and stamped by the Company. However, change or alteration with respect to increase/decrease of the Sum Insured shall be permissible only at the time of renewal of the Policy.

5.2.7 Out of all the details of the various Benefits provided in the Policy Terms and Conditions, only the details pertaining to Benefits chosen by policyholder as per Policy Schedule shall be considered relevant.

### 5.2.8 Electronic Transactions

The Policyholder and Insured Person agree to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, tele-service operations

(whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

## 6. Other Terms And Clauses

### 6.1 Claims Intimation, Assessment and Management

#### 6.1.1 Claims Intimation

(a) Upon the occurrence of any Illness or Injury that may give rise to a Claim under this Policy, then as a Condition Precedent to the Company's liability under the Policy, all of the following shall be undertaken:

(i) If any Illness is diagnosed or discovered or any Injury is suffered or any other contingency occurs which may result in a Claim under the Policy, the Company shall be notified with full particulars within 48 hours from the date of occurrence of event either at the Company's call center or in writing.

(ii) Claim must be filed within 15 days from the date of discharge from the hospital.

Note: 6.1.1 (a) (i) and 6.1.1 (a) (ii) are precedent to admission of liability under the policy.

(iii) The following details are to be given to the Company at the time of intimation of Claim:

I. Policy Number;

II. Name of the Policyholder;

III. Name of the Insured Person in respect of whom the Claim is being made;

IV. Nature of Illness or Injury;

V. Name and address of the attending Medical Practitioner and Hospital;

VI. Date of admission to Hospital or proposed date of admission to Hospital for planned Hospitalization;

VII. Any other necessary information, documentation or details requested by the Company.

(iv) In case of an Emergency Hospitalization, the Company shall be notified either at the Company's call center or in writing immediately and in any event within 48 hours of Hospitalization commencing or before the Insured Person's discharge from Hospital.

However, the Company will examine and relax the time limit mentioned in the above conditions depending upon the merits of case.

## 6.1.2 Claims Procedure

### (a) Cashless

For availing the Cashless Facility at a Network Provider, the following shall be carried out:-

- (i) Submit a pre-authorization form to the Company for approval. Only upon due approval from the Company, Cashless Facility can be availed at any Network Hospital.
- (ii) Present the health card provided by the Company under this Policy along with a valid photo identification
- (iii) document (Voter ID card / Driving License / Passport / PAN Card or any other identification documentation as approved by the Company).
- (iv) The Company will confirm in writing authorization or rejection of the request to avail Cashless Facility for the Insured Person's Hospitalization.
- (v) If the request for availing Cashless Facility is authorized by the Company, then payment for the Medical Expenses incurred in respect of the Insured Person shall not have to be made to the extent that such Medical Expenses are covered under this Policy and fall within the amount authorized in writing by the Company for availing Cashless Facility. All original bills and evidence of treatment for the Medical Expenses incurred in respect of the Hospitalization of the Insured Person and all other information and documentation specified at Clause 6.4 shall be submitted to the Network Provider immediately and in any event before the Insured Person's discharge from Hospital.
- (vi) If the Company does not authorize the Cashless Facility due to insufficient Sum Insured or if insufficient information is provided to the Company to determine the admissibility of the Claim, payment for the treatment will have to be made by the Policyholder or Insured Person to the Network Provider, following which a Claim for reimbursement may be made to the Company and the same will be considered by the Company subject to the Policy.
- (vii) It is agreed and understood that the Company may modify or add to the list of Network Providers or modify or restrict the extent of Cashless Facilities that may be availed at any particular Network

Provider. For an updated list of Network Providers and the extent of Cashless Facilities available at each Network Provider, the Policyholder or Insured Person may refer to the list of Network Providers available on the Company's website or at the call centre.

### (b) Re-imbursment

It is agreed and understood that in all cases where intimation of a Claim has been provided under this clause, all the information and documentation specified in Clause 6.1.4 below shall be submitted (at the Policyholder or Insured Person's expense) to the Company immediately and in any event within 15 days of Insured Person's discharge from Hospital. However the Company may examine and relax the time limits mentioned upon the merits of the case.

## 6.1.3 Policyholder's or Insured Person's duty at the time of Claim

- (a) It is agreed and understood that as a Condition Precedent for a Claim to be considered under this Policy:
  - (i) The Policyholder or Insured Person shall check the updated list of Network Provider before submission of a pre-authorization request for Cashless Facility.
  - (ii) All reasonable steps and measures must be taken to avoid or minimize the quantum of any Claim that may be made under this Policy.
  - (iii) Intimation of the Claim, notification of the Claim and submission or provision of all information and documentation shall be made promptly and in any event in accordance with the procedures and within the timeframes specified in Clause 6.1 of the Policy.
  - (iv) The Insured Person will, at the request of the Company, submit himself for a medical examination by the Company's nominated Medical Practitioner as often as the Company considers reasonable and necessary. The cost of such examination will be borne by the Company.
  - (v) The Company's Medical Practitioner and representatives shall be given access and co-operation to inspect the Insured Person's medical and Hospitalization records and to investigate the facts and examine the Insured Person.
  - (vi) The Company shall be provided with complete necessary documentation and information which the Company has requested to establish its liability for the Claim, its circumstances and its quantum.

## 6.1.4 Claim Documents

- (a) The following information and documentation shall be submitted in accordance with the procedures and within the timeframes specified in Clause 6.1 in respect of all Claims:

- (i) Duly completed and signed Claim form, in original;
- (ii) Medical Practitioner's referral letter advising Hospitalization;
- (iii) Medical Practitioner's prescription advising drugs/diagnostic tests/consultation;
- (iv) Original bills, receipts and discharge card from the Hospital/Medical Practitioner;
- (v) Original bills from pharmacy/chemists;
- (vi) Original pathological/diagnostic test reports/radiology reports and payment receipts;
- (vii) Indoor case papers;
- (viii) Original investigation test reports and payment receipts;
- (ix) Ambulance Receipt;
- (x) Any other document as required by the Company to assess the Claim.

- (b) The Company will only accept bills/invoices which are made in the Insured Person's name.

#### 6.1.5 Claim Assessment

- (a) All admissible Claims under this Policy shall be assessed by the Company in the following progressive order:
- (i) If a room accommodation has been opted for where the Room Rent or Room Category is higher than the eligible limit as applicable for that Insured Person as specified in the Policy Schedule, then, the Associate Medical Expenses payable shall be pro-rated as per the applicable limits in accordance with Clause 3.1.1© (i).
  - (ii) The Deductible shall be applied to the aggregate of all Claims that are either paid or payable under this Policy. The Company's liability to make payment shall commence only once the aggregate amount of all Claims payable or paid exceed the Deductible.
  - (iii) Co-payment shall then be applicable on the amount payable by the Company.
  - (iv) The balance amount, if any, subject to the applicability of sub-limits on Expenses in accordance with Clause 3.1.1© (iii), the Company's liability to make payment shall be limited to such extent as applicable and shall be the Claim payable.
- (b) The Claim amount assessed in Clause 6.1.5(a)

above would be deducted from the following amounts in the following progressive order:

- (i) Sum Insured;
- (ii) Recharge of Sum Insured (if applicable).

#### 6.1.6 Payment Terms

- (a) This Policy covers only medical treatment taken entirely within India. All payments under this Policy shall be made in Indian Rupees and within India.
- (b) The Company shall have no liability to make payment of a Claim under the Policy in respect of an Insured Person during the Policy Period, once the Sum of Sum Insured and Recharge of Sum Insured for that Insured Person is exhausted.
- (c) The Company shall settle or reject any Claim within 15 days of intimation on receipt of all the necessary documents/ information as required for settlement of such Claim and sought by the Company. The Company shall provide the Policyholder an offer of settlement of Claim and upon acceptance of such offer by the Policyholder the Company shall make payment within 7 days from the date of receipt of such acceptance.
- (d) If the Policyholder or Insured Person suffers a relapse within 45 days of the date of discharge from the Hospital for which a Claim has been made, then such relapse shall be deemed to be part of the same Claim.
- (e) For Claims for Cashless Facility, the payment shall be made to the Network Provider whose discharge would be complete and final.
- (f) For Claims for reimbursement, the Company will pay the Policyholder. In the event of death of the Policyholder, the Company will pay the nominee (as named in the Policy Schedule) and in case of no nominee, to the legal heirs or legal representatives of the Policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy.
- (g) The Policy covers Reasonable and Customary Charges incurred towards medical treatment taken or any other expenses triggers under any Benefit during the Policy Period.
- (h) Under this Policy, the Company's total, cumulative, maximum liability during the Policy Year is maximum up to the Sum Insured unless any additional Sum Insured available or accrued under any Benefit.
- (I) For diseases or conditions or procedure that have a specified sub-limit then all related expenses shall be covered up to the sub-limit specified for that disease or condition or procedure. In case there is a specified sub-limit then the Company's total, cumulative, maximum liability during the Policy Year is maximum up to the specified sub-limit subject

to the available Sum Insured in the Policy Year.

For example- if the Policy specifies a sub-limit of Rs. 50,000 for a particular disease then all expenses related to the treatment of that disease (including but not limited to pre-hospitalization, hospitalization and post hospitalization) will be covered up to Rs. 50,000, subject to Sum Insured availability in the Policy Year even if the overall Sum Insured is higher.

## **6.2 Special Conditions**

Special Conditions shall be applicable only if the Special Condition is specified to be applicable to the Insured Person in the Policy Schedule.

### **6.2.1 Special Condition 1 : Floater Cover**

- (a) The Company's maximum, total and cumulative liability, for any and all Claims incurred during the Policy Year in respect of all Insured Persons, shall not exceed the Sum Insured.
- (b) Definition 2.2.21 is deleted entirely and replaced with the following:

Sum Insured: The amount specified in the Policy Schedule which represents the Company's maximum, total and cumulative liability for all Insured Persons for any and all Claims incurred during the Policy Year. If the Policy Period is more than 12 months, then it is clarified that the Sum Insured shall be applied separately for each Policy Year in the Policy Period.

### **6.2.2 Special Condition 2 : Co-payment**

- (a) The Policyholder shall bear a Co-payment per Claim (as specified in the Policy Schedule) of the final amount admitted as payable by the Company in accordance with Clause 6.1.5 and the Company's liability shall be restricted to payment of the balance amount subject to the available Sum Insured.
- (b) The applicable Co-payment will increase by 10% per Claim in the Policy Year following the Insured Person (or eldest Insured Person in the case of a Floater cover) attaining Age 71. If an Insured Person (or eldest Insured Person in the case of a Floater cover) attains age 71 years during the Policy Period, additional 10% co-payment will be applicable to the Policy only at the time of subsequent renewal.
- (c) However, if the age of the Insured Person or eldest Insured Person (in case of Floater) at the time of issue of the first Policy with the Company is 70 years or below, then the Insured Person has an option to waive the condition for the additional 10% Co-payment upon payment of extra premium in this regard.
- (d) The Co-payment shall be applicable to each and every Claim made, for each Insured Person.

## Annexure 1 - List of Day Care Surgeries

1. **Cardiology Related:**
  1. CORONARY ANGIOGRAPHY
2. **Critical Care Related:**
  2. INSERT NON-TUNNEL CV CATH
  3. INSERT PICC CATH (PERIPHERALLY INSERTED CENTRAL CATHETER)
  4. REPLACE PICC CATH ( PERIPHERALLY INSERTED CENTRAL CATHETER)
  5. INSERTION CATHETER, INTRAANTERIOR
  6. INSERTION OF PORTACATH
3. **Dental Related:**
  7. SPLINTING OF AVULSED TEETH
  8. SUTURING LACERATED LIP
  9. SUTURING ORAL MUCOSA
  10. ORAL BIOPSY IN CASE OF ABNORMAL TISSUE PRESENTATION
  11. FNAC
  12. SMEAR FROM ORAL CAVITY
4. **ENT Related:**
  13. MYRINGOTOMY WITH GROMMET INSERTION
  14. TYMPANOPLASTY (CLOSURE OF AN EAR DRUM PERFORATION/RECONSTRUCTION OF THE AUDITORY OSSICLES)
  15. REMOVAL OF A TYMPANIC DRAIN
  16. KERATOSIS REMOVAL UNDER GA
  17. OPERATIONS ON THE TURBINATES (NASAL CONCHA)
  18. TYMPANOPLASTY (CLOSURE OF AN EAR DRUM PERFORATION/RECONSTRUCTION OF THE AUDITORY OSSICLES)
  19. REMOVAL OF KERATOSIS OBTURANS
  20. STAPEDOTOMY TO TREAT VARIOUS LESIONS IN MIDDLE EAR
  21. REVISION OF A STAPEDECTOMY
  22. OTHER OPERATIONS ON THE AUDITORY OSSICLES
  23. MYRINGOPLASTY (POST-AURA/ENDAURAL APPROACH AS WELL AS SIMPLE TYPE-I TYMPANOPLASTY)
  24. FENESTRATION OF THE INNER EAR
  25. REVISION OF A FENESTRATION OF THE INNER EAR
  26. PALATOPLASTY
  27. TRANSORAL INCISION AND DRAINAGE OF APHARYNGEAL ABSCESS
  28. TONSILLECTOMY WITHOUT
  - ADENOIDECTOMY
  29. TONSILLECTOMY WITH ADENOIDECTOMY
  30. EXCISION AND DESTRUCTION OF A LINGUAL TONSIL
  31. REVISION OF A TYMPANOPLASTY
  32. OTHER MICROSURGICAL OPERATIONS ON THE MIDDLE EAR
  33. INCISION OF THE MASTOID PROCESS AND MIDDLE EAR
  34. MASTOIDECTOMY
  35. RECONSTRUCTION OF THE MIDDLE EAR
  36. OTHER EXCISIONS OF THE MIDDLE AND INNER EAR
  37. INCISION (OPENING) AND DESTRUCTION (ELIMINATION) OF THE INNER EAR
  38. OTHER OPERATIONS ON THE MIDDLE AND INNER EAR
  39. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE NOSE
  40. OTHER OPERATIONS ON THE NOSE
  41. NASAL SINUS ASPIRATION
  42. FOREIGN BODY REMOVAL FROM NOSE
  43. OTHER OPERATIONS ON THE TONSILS AND ADENOIDS
  44. ADENOIDECTOMY
  45. LABYRINTHECTOMY FOR SEVERE VERTIGO
  46. STAPEDECTOMY UNDER GA
  47. STAPEDECTOMY UNDER LA
  48. TYMPANOPLASTY (TYPE IV)
  49. ENDOLYMPHATIC SAC SURGERY FOR MENIERE'S DISEASE
  50. TURBINECTOMY
  51. ENDOSCOPIC STAPEDECTOMY
  52. INCISION AND DRAINAGE OF PERICHONDRIITIS
  53. SEPTOPLASTY
  54. VESTIBULAR NERVE SECTION
  55. THYROPLASTY TYPE I
  56. PSEUDOCYST OF THE PINNA - EXCISION
  57. INCISION AND DRAINAGE - HAEMATOMA AURICLE
  58. TYMPANOPLASTY (TYPE II)
  59. REDUCTION OF FRACTURE OF NASAL BONE
  60. THYROPLASTY TYPE II



61. TRACHEOSTOMY
  62. EXCISION OF ANGIOMA SEPTUM
  63. TURBINOPLASTY
  64. INCISION & DRAINAGE OF RETRO PHARYNGEAL ABSCESS
  65. UVULO PALATOPHARYNGOPLASTY
  66. ADENOIDECTOMY WITH GROMMET INSERTION
  67. ADENOIDECTOMY WITHOUT GROMMET INSERTION
  68. VOCAL CORD LATERALISATION PROCEDURE
  69. INCISION & DRAINAGE OF PARA PHARYNGEAL ABSCESS
  70. TRACHEOPLASTY
5. **Gastroenterology Related:**
71. CHOLECYSTECTOMY AND CHOLEDOCHO-JEJUNOSTOMY / DUODENOSTOMY / GASTROSTOMY / EXPLORATION COMMON BILE DUCT
  72. ESOPHAGOSCOPY, GASTROSCOPY, DUODENOSCOPY WITH POLYPECTOMY / REMOVAL OF FOREIGN BODY / DIATHERMY OF BLEEDING LESIONS
  73. PANCREATIC PSEUDOCYST EUS & DRAINAGE
  74. RF ABLATION FOR BARRETT'S OESOPHAGUS
  75. ERCP AND PAPILLO TOMY
  76. ESOPHAGOSCOPE AND SCLEROSANT INJECTION
  77. EUS + SUBMUCOSAL RESECTION
  78. CONSTRUCTION OF GASTROSTOMY TUBE
  79. EUS + ASPIRATION PANCREATIC CYST
  80. SMALL BOWEL ENDOSCOPY (THERAPEUTIC)
  81. COLONOSCOPY, LESION REMOVAL
  82. ERCP
  83. COLONOSCOPY STENTING OF STRICTURE
  84. PERCUTANEOUS ENDOSCOPIC GASTROSTOMY
  85. EUS AND PANCREATIC PSEUDO CYST DRAINAGE
  86. ERCP AND CHOLEDOCHOSCOPY
  87. PROCTOSIGMOIDOSCOPY VOLVULUS DETORSION
  88. ERCP AND SPHINCTEROTOMY
  89. ESOPHAGEAL STENT PLACEMENT
  90. ERCP + PLACEMENT OF BILIARY STENTS
91. SIGMOIDOSCOPY W / STENT
  92. EUS + COELIAC NODE BIOPSY
  93. UGI SCOPY AND INJECTION OF ADRENALINE, SCLEROSANTS BLEEDING ULCERS
6. **General Surgery Related:**
94. INCISION OF A PILONIDAL SINUS / ABSCESS
  95. FISSURE IN ANO SPHINCTEROTOMY
  96. SURGICAL TREATMENT OF A VARICOCELE AND A HYDROCELE OF THE SPERMATIC CORD
  97. ORCHIDOPEXY
  98. ABDOMINAL EXPLORATION IN CRYPTORCHIDISM
  99. SURGICAL TREATMENT OF ANAL FISTULAS
  100. DIVISION OF THE ANAL SPHINCTER (SPHINCTEROTOMY)
  101. EPIDIDYMECTOMY
  102. INCISION OF THE BREAST ABSCESS
  103. OPERATIONS ON THE NIPPLE
  104. EXCISION OF SINGLE BREAST LUMP
  105. INCISION AND EXCISION OF TISSUE IN THE PERIANAL REGION
  106. SURGICAL TREATMENT OF HEMORRHOIDS
  107. OTHER OPERATIONS ON THE ANUS
  108. ULTRASOUND GUIDED ASPIRATIONS
  109. SCLEROTHERAPY, ETC.
  110. LAPAROTOMY FOR GRADING LYMPHOMA WITH SPLENECTOMY / LIVER / LYMPH NODE BIOPSY
  111. THERAPEUTIC LAPAROSCOPY WITH LASER
  112. APPENDICECTOMY WITH / WITHOUT DRAINAGE
  113. INFECTED KELOID EXCISION
  114. AXILLARY LYMPHADENECTOMY
  115. WOUND DEBRIDEMENT AND COVER
  116. ABSCESS-DECOMPRESSION
  117. CERVICAL LYMPHADENECTOMY
  118. INFECTED SEBACEOUS CYST
  119. INGUINAL LYMPHADENECTOMY
  120. INCISION AND DRAINAGE OF ABSCESS
  121. SUTURING OF LACERATIONS
  122. SCALP SUTURING

123. INFECTED LIPOMA EXCISION
124. MAXIMAL ANAL DILATATION
125. PILES
126. A) INJECTION SCLEROTHERAPY
127. B) PILES BANDING
128. LIVER ABSCESS- CATHETER DRAINAGE
129. FISSURE IN ANO- FISSURECTOMY
130. FIBROADENOMA BREAST EXCISION
131. OESOPHAGEAL VARICES SCLEROTHERAPY
132. ERCP - PANCREATIC DUCT STONE REMOVAL
133. PERIANAL ABSCESS I&D
134. PERIANAL HEMATOMA EVACUATION
135. UGI SCOPY AND POLYPECTOMY OESOPHAGUS
136. BREAST ABSCESS I&D
137. FEEDING GASTROSTOMY
138. OESOPHAGOSCOPY AND BIOPSY OF GROWTH OESOPHAGUS
139. ERCP - BILE DUCT STONE REMOVAL
140. ILEOSTOMY CLOSURE
141. COLONOSCOPY
142. POLYPECTOMY COLON
143. SPLENIC ABSCESES LAPAROSCOPIC DRAINAGE
144. UGI SCOPY AND POLYPECTOMY STOMACH
145. RIGID OESOPHAGOSCOPY FOR FB REMOVAL
146. FEEDING JEJUNOSTOMY
147. COLOSTOMY
148. ILEOSTOMY
149. COLOSTOMY CLOSURE
150. SUBMANDIBULAR SALIVARY DUCT STONE REMOVAL
151. PNEUMATIC REDUCTION OF INTUSSUSCEPTION
152. VARICOSE VEINS LEGS - INJECTION SCLEROTHERAPY
153. RIGID OESOPHAGOSCOPY FOR PLUMMER VINSON SYNDROME
154. PANCREATIC PSEUDOCYSTS ENDOSCOPIC DRAINAGE
155. ZADEK'S NAIL BED EXCISION
156. SUBCUTANEOUS MASTECTOMY

157. EXCISION OF RANULA UNDER GA
158. RIGID OESOPHAGOSCOPY FOR DILATION OF BENIGN STRICTURES
159. EVERSION OF SAC
160. UNILATERAL
161. ILATERAL
162. LORD'S PLICATION
163. JABOULAY'S PROCEDURE
164. SCROTOPLASTY
165. CIRCUMCISION FOR TRAUMA
166. MEATOPLASTY
167. INTERSPHINCTERIC ABSCESS INCISION AND DRAINAGE
168. PSOAS ABSCESS INCISION AND DRAINAGE
169. THYROID ABSCESS INCISION AND DRAINAGE
170. TIPS PROCEDURE FOR PORTAL HYPERTENSION
171. ESOPHAGEAL GROWTH STENT
172. PAIR PROCEDURE OF HYDATID CYST LIVER
173. TRUE CUT LIVER BIOPSY
174. PHOTODYNAMIC THERAPY OR ESOPHAGEAL TUMOUR AND LUNG TUMOUR
175. EXCISION OF CERVICAL RIB
176. LAPAROSCOPIC REDUCTION OF INTUSSUSCEPTION
177. MICRODOCECTOMY BREAST
178. SURGERY FOR FRACTURE PENIS
179. SENTINEL NODE BIOPSY
180. PARASTOMAL HERNIA
181. REVISION COLOSTOMY
182. PROLAPSED COLOSTOMY- CORRECTION
183. TESTICULAR BIOPSY
184. LAPAROSCOPIC CARDIOMYOTOMY (HELLERS)
185. SENTINEL NODE BIOPSY MALIGNANT MELANOMA
186. LAPAROSCOPIC PYLOROMYOTOMY (RAMSTEDT)

7.

#### **Gynecology Related:**

187. OPERATIONS ON BARTHOLIN'S GLANDS (CYST)
188. INCISION OF THE OVARY

189. INSUFFLATIONS OF THE FALLOPIAN TUBES
190. OTHER OPERATIONS ON THE FALLOPIAN TUBE
191. DILATATION OF THE CERVICAL CANAL
192. CONISATION OF THE UTERINE CERVIX
193. THERAPEUTIC CURETTAGE WITH COLPOSCOPY / BIOPSY / DIATHERMY / CRYOSURGERY
194. LASER THERAPY OF CERVIX FOR VARIOUS LESIONS OF UTERUS
195. OTHER OPERATIONS ON THE UTERINE CERVIX
196. INCISION OF THE UTERUS (HYSTERECTOMY)
197. LOCAL EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE VAGINA AND THE POUCH OF DOUGLAS
198. INCISION OF VAGINA
199. INCISION OF VULVA
200. CULDOTOMY
201. SALPINGO-OOPHORECTOMY VIA LAPAROTOMY
202. ENDOSCOPIC POLYPECTOMY
203. HYSTEROSCOPIC REMOVAL OF MYOMA
204. D&C
205. HYSTEROSCOPIC RESECTION OF SEPTUM
206. THERMAL CAUTERISATION OF CERVIX
207. MIRENA INSERTION
208. HYSTEROSCOPIC ADHESIOLYSIS
209. LEEP
210. CRYOCAUTERISATION OF CERVIX
211. POLYPECTOMY ENDOMETRIUM
212. HYSTEROSCOPIC RESECTION OF FIBROID
213. LLETZ
214. CONIZATION
215. POLYPECTOMY CERVIX
216. HYSTEROSCOPIC RESECTION OF ENDOMETRIAL POLYP
217. VULVAL WART EXCISION
218. LAPAROSCOPIC PARAOVARIAN CYST EXCISION
219. UTERINE ARTERY EMBOLIZATION
220. LAPAROSCOPIC CYSTECTOMY
221. HYMENECTOMY (IMPERFORATE HYMEN)
222. ENDOMETRIAL ABLATION

223. VAGINAL WALL CYST EXCISION
224. VULVAL CYST EXCISION
225. LAPAROSCOPIC PARATUBAL CYST EXCISION
226. REPAIR OF VAGINA (VAGINAL ATRESIA)
227. HYSTEROSCOPY, REMOVAL OF MYOMA
228. TURBT
229. URETEROCOELE REPAIR - CONGENITAL INTERNAL
230. VAGINAL MESH FOR POP
231. LAPAROSCOPIC MYOMECTOMY
232. SURGERY FOR SUI
233. REPAIR RECTO-VAGINA FISTULA
234. PELVIC FLOOR REPAIR (EXCLUDING FISTULA REPAIR)
235. URS + LL
236. LAPAROSCOPIC OOPHORECTOMY
237. NORMAL VAGINAL DELIVERY AND VARIANTS

#### 8. **Neurology Related:**

238. FACIAL NERVE PHYSIOTHERAPY
239. NERVE BIOPSY
240. MUSCLE BIOPSY
241. EPIDURAL STEROID INJECTION
242. GLYCEROL RHIZOTOMY
243. SPINAL CORD STIMULATION
244. MOTOR CORTEX STIMULATION
245. STEREOTACTIC RADIOSURGERY
246. PERCUTANEOUS CORDOTOMY
247. INTRATHECAL BACLOFEN THERAPY
248. ENTRAPMENT NEUROPATHY RELEASE
249. DIAGNOSTIC CEREBRAL ANGIOGRAPHY
250. VP SHUNT
251. VENTRICULOATRIAL SHUNT

#### 9. **Oncology Related:**

252. RADIO THERAPY FOR CANCER
253. CANCER CHEMOTHERAPY
254. IV PUSH CHEMOTHERAPY
255. HBI-HEMIBODY RADIO THERAPY
256. INFUSIONAL TARGETED THERAPY
257. SRT-STEREOTACTIC ARC THERAPY
258. SC ADMINISTRATION OF GROWTH FACTORS

259. CONTINUOUS INFUSIONAL CHEMOTHERAPY
  260. INFUSIONAL CHEMOTHERAPY
  261. CCRT-CONCURRENT CHEMO + RT
  262. 2D RADIOTHERAPY
  263. 3D CONFORMAL RADIOTHERAPY
  264. IGRT- IMAGE GUIDED RADIOTHERAPY
  265. IMRT- STEP & SHOOT
  266. INFUSIONAL BISPHOSPHONATES
  267. IMRT- DMLC
  268. ROTATIONAL ARC THERAPY
  269. TELE GAMMA THERAPY
  270. FSRT-FRACTIONATED SRT
  271. VMAT-VOLUMETRIC MODULATED ARC THERAPY
  272. SBRT- STEREOTACTIC BODY RADIOTHERAPY
  273. HELICAL TOMOTHERAPY
  274. SRS-STEREOTACTIC RADIOSURGERY
  275. X-KNIFE SRS
  276. GAMMA KNIFE SRS
  277. TBI- TOTAL BODY RADIOTHERAPY
  278. INTRALUMINAL BRACHYTHERAPY
  279. ELECTRON THERAPY
  280. TSET-TOTAL ELECTRON SKIN THERAPY
  281. EXTRACORPOREAL IRRADIATION OF BLOOD PRODUCTS
  282. TELECOBALT THERAPY
  283. TELECESIUM THERAPY
  284. EXTERNAL MOULD BRACHYTHERAPY
  285. INTERSTITIAL BRACHYTHERAPY
  286. INTRACAVITY BRACHYTHERAPY
  287. 3D BRACHYTHERAPY
  288. IMPLANT BRACHYTHERAPY
  289. INTRAVESICAL BRACHYTHERAPY
  290. ADJUVANT RADIOTHERAPY
  291. AFTER LOADING CATHETER BRACHYTHERAPY
  292. CONDITIONING RADIO THERAPY FOR BMT
  293. EXTRACORPOREAL IRRADIATION TO THE HOMOLOGOUS BONE GRAFTS
  294. RADICAL CHEMOTHERAPY
  295. NEOADJUVANT RADIOTHERAPY
  296. LDR BRACHYTHERAPY
  297. PALLIATIVE RADIOTHERAPY
  298. RADICAL RADIOTHERAPY
  299. PALLIATIVE CHEMOTHERAPY
  300. TEMPLATE BRACHYTHERAPY
  301. NEOADJUVANT CHEMOTHERAPY
  302. ADJUVANT CHEMOTHERAPY
  303. INDUCTION CHEMOTHERAPY
  304. CONSOLIDATION CHEMOTHERAPY
  305. MAINTENANCE CHEMOTHERAPY
  306. HDR BRACHYTHERAPY
- 10. Operations on the salivary glands & salivary ducts:**
307. INCISION AND LANCING OF A SALIVARY GLAND AND A SALIVARY DUCT
  308. EXCISION OF DISEASED TISSUE OF A SALIVARY GLAND AND A SALIVARY DUCT
  309. RESECTION OF A SALIVARY GLAND
  310. RECONSTRUCTION OF A SALIVARY GLAND AND A SALIVARY DUCT
  311. OTHER OPERATIONS ON THE SALIVARY GLANDS AND SALIVARY DUCTS
- 11. Operations on the skin & subcutaneous tissues:**
312. OTHER INCISIONS OF THE SKIN AND SUBCUTANEOUS TISSUES
  313. SURGICAL WOUND TOILET (WOUND DEBRIDEMENT) AND REMOVAL OF DISEASED TISSUE OF THE SKIN AND SUBCUTANEOUS TISSUES
  314. LOCAL EXCISION OF DISEASED TISSUE OF THE SKIN AND SUBCUTANEOUS TISSUES
  315. OTHER EXCISIONS OF THE SKIN AND SUBCUTANEOUS TISSUES
  316. SIMPLE RESTORATION OF SURFACE CONTINUITY OF THE SKIN AND SUBCUTANEOUS TISSUES
  317. FREE SKIN TRANSPLANTATION, DONOR SITE
  318. FREE SKIN TRANSPLANTATION, RECIPIENT SITE
  319. REVISION OF SKIN PLASTY
  320. OTHER RESTORATION AND RECONSTRUCTION OF THE SKIN AND SUBCUTANEOUS TISSUES.
  321. CHEMOSURGERY TO THE SKIN.
  322. DESTRUCTION OF DISEASED TISSUE IN THE SKIN AND SUBCUTANEOUS TISSUES

323. RECONSTRUCTION OF DEFORMITY / DEFECT IN NAIL BED
  324. EXCISION OF BURSI TIS
  325. TENNIS ELBOW RELEASE
- 12. Operations on the Tongue:**
326. INCISION, EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE TONGUE
  327. PARTIAL GLOSSECTOMY
  328. GLOSSECTOMY
  329. RECONSTRUCTION OF THE TONGUE
  330. OTHER OPERATIONS ON THE TONGUE
- 13. Ophthalmology Related:**
331. SURGERY FOR CATARACT
  332. INCISION OF TEAR GLANDS
  333. OTHER OPERATIONS ON THE TEAR DUCTS
  334. INCISION OF DISEASED EYELIDS
  335. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE EYELID
  336. OPERATIONS ON THE CANTHUS AND EPICANTHUS
  337. CORRECTIVE SURGERY FOR ENTROPION AND ECTROPION
  338. CORRECTIVE SURGERY FOR BLEPHAROPTOSIS
  339. REMOVAL OF A FOREIGN BODY FROM THE CONJUNCTIVA
  340. REMOVAL OF A FOREIGN BODY FROM THE CORNEA
  341. INCISION OF THE CORNEA
  342. OPERATIONS FOR PTERYGIUM
  343. OTHER OPERATIONS ON THE CORNEA
  344. REMOVAL OF A FOREIGN BODY FROM THE LENS OF THE EYE
  345. REMOVAL OF A FOREIGN BODY FROM THE POSTERIOR CHAMBER OF THE EYE
  346. REMOVAL OF A FOREIGN BODY FROM THE ORBIT AND EYEBALL
  347. CORRECTION OF EYELID PTOSIS BY LEVATOR PALPEBRAE SUPERIORIS RESECTION (BILATERAL)
  348. CORRECTION OF EYELID PTOSIS BY FASCIAL LATA GRAFT (BILATERAL)
  349. DIATHERMY / CRYOTHERAPY TO TREAT RETINAL TEAR
  350. ANTERIOR CHAMBER PARACENTESIS / CYCLODIATHERMY / CYCLOCRYOTHERAPY / GONIOTOMY / TRABECULOTOMY
- AND FILTERING AND ALLIED OPERATIONS TO TREAT GLAUCOMA
351. ENUCLEATION OF EYE WITHOUT IMPLANT
  352. DACRYOCYSTORHINOSTOMY FOR VARIOUS LESIONS OF LACRIMAL GLAND
  353. LASER PHOTOCOAGULATION TO TREAT RATINAL TEAR
  354. BIOPSY OF TEAR GLAND
  355. TREATMENT OF RETINAL LESION
- 14. Orthopedics Related:**
356. SURGERY FOR MENISCUS TEAR
  357. INCISION ON BONE, SEPTIC AND ASEPTIC
  358. CLOSED REDUCTION ON FRACTURE, LUXATION OR EPIPHYSEOLYSIS WITH OSTEOSYNTHESIS
  359. SUTURE AND OTHER OPERATIONS ON TENDONS AND TENDON SHEATH
  360. REDUCTION OF DISLOCATION UNDER GA
  361. ARTHROSCOPIC KNEE ASPIRATION
  362. SURGERY FOR LIGAMENT TEAR
  363. SURGERY FOR HEMOARTHROSIS / PYOARTHROSIS
  364. REMOVAL OF FRACTURE PINS / NAILS
  365. REMOVAL OF METAL WIRE
  366. CLOSED REDUCTION ON FRACTURE, LUXATION
  367. REDUCTION OF DISLOCATION UNDER GA
  368. EPIPHYSEOLYSIS WITH OSTEOSYNTHESIS
  369. EXCISION OF VARIOUS LESIONS IN COCCYX
  370. ARTHROSCOPIC REPAIR OF ACL TEAR KNEE
  371. CLOSED REDUCTION OF MINOR FRACTURES
  372. ARTHROSCOPIC REPAIR OF PCL TEAR KNEE
  373. TENDON SHORTENING
  374. ARTHROSCOPIC MENISCECTOMY - KNEE
  375. TREATMENT OF CLAVICLE DISLOCATION
  376. HAEMARTHROSIS KNEE - LAVAGE
  377. ABSCESS KNEE JOINT DRAINAGE
  378. CARPAL TUNNEL RELEASE
  379. CLOSED REDUCTION OF MINOR DISLOCATION
  380. REPAIR OF KNEE CAPTENDON

381. ORIF WITH K WIRE FIXATION- SMALL BONES  
 382. RELEASE OF MIDFOOT JOINT  
 383. ORIF WITH PLATING- SMALL LONG BONES  
 384. IMPLANT REMOVAL MINOR  
 385. K WIRE REMOVAL  
 386. POP APPLICATION  
 387. CLOSED REDUCTION AND EXTERNAL FIXATION  
 388. ARTHROTOMY HIP JOINT  
 389. SYME'S AMPUTATION  
 390. ARTHROPLASTY  
 391. PARTIAL REMOVAL OF RIB  
 392. TREATMENT OF SESAMOID BONE FRACTURE  
 393. SHOULDER ARTHROSCOPY / SURGERY  
 394. ELBOW ARTHROSCOPY  
 395. AMPUTATION OF METACARPAL BONE  
 396. RELEASE OF THUMB CONTRACTURE  
 397. INCISION OF FOOT FASCIA  
 398. CALCANEUM SPUR HYDROCORT INJECTION  
 399. GANGLION WRIST HYALASE INJECTION  
 400. PARTIAL REMOVAL OF METATARSAL  
 401. REPAIR / GRAFT OF FOOT TENDON  
 402. REVISION / REMOVAL OF KNEE CAP  
 403. AMPUTATION FOLLOW-UP SURGERY  
 404. EXPLORATION OF ANKLE JOINT  
 405. REMOVE / GRAFT LEG BONE LESION  
 406. REPAIR / GRAFT ACHILLES TENDON  
 407. REMOVE OF TISSUE EXPANDER  
 408. BIOPSY ELBOW JOINT LINING  
 409. REMOVAL OF WRIST PROSTHESIS  
 410. BIOPSY FINGER JOINT LINING  
 411. TENDON LENGTHENING  
 412. TREATMENT OF SHOULDER DISLOCATION  
 413. LENGTHENING OF HAND TENDON  
 414. REMOVAL OF ELBOW BURSA  
 415. FIXATION OF KNEE JOINT  
 416. TREATMENT OF FOOT DISLOCATION  
 417. SURGERY OF BUNION  
 418. INTRAARTICULAR STEROID INJECTION

419. TENDON TRANSFER PROCEDURE  
 420. REMOVAL OF KNEE CAP BURSA  
 421. TREATMENT OF FRACTURE OF ULNA  
 422. TREATMENT OF SCAPULA FRACTURE  
 423. REMOVAL OF TUMOR OF ARM/ ELBOW UNDER RA/GA  
 424. REPAIR OF RUPTURED TENDON  
 425. DECOMPRESS FOREARM SPACE  
 426. REVISION OF NECK MUSCLE (TORTICOLLIS RELEASE)  
 427. LENGTHENING OF THIGH TENDONS  
 428. TREATMENT FRACTURE OF RADIUS & ULNA  
 429. REPAIR OF KNEE JOINT

**15. Other operations on the mouth & face:**

430. EXTERNAL INCISION AND DRAINAGE IN THE REGION OF THE MOUTH, JAW AND FACE  
 431. INCISION OF THE HARD AND SOFT PALATE  
 432. EXCISION AND DESTRUCTION OF DISEASED HARD AND SOFT PALATE  
 433. INCISION, EXCISION AND DESTRUCTION IN THE MOUTH  
 434. OTHER OPERATIONS IN THE MOUTH

**16. Pediatric surgery Related:**

435. EXCISION OF FISTULA-IN-ANO  
 436. EXCISION JUVENILE POLYPS RECTUM  
 437. VAGINOPLASTY  
 438. DILATATION OF ACCIDENTAL CAUSTIC STRICTURE OESOPHAGEAL  
 439. PRESACRAL TERATOMAS EXCISION  
 440. REMOVAL OF VESICAL STONE  
 441. EXCISION SIGMOID POLYP  
 442. STERNOMASTOID TENOTOMY  
 443. INFANTILE HYPERTROPHIC PYLORIC STENOSIS PYLOROMYOTOMY  
 444. EXCISION OF SOFT TISSUE RHABDOMYOSARCOMA  
 445. MEDIASTINAL LYMPH NODE BIOPSY  
 446. HIGH ORCHIDECTOMY FOR TESTIS TUMOURS  
 447. EXCISION OF CERVICAL TERATOMA  
 448. RECTAL-MYOMECTOMY  
 449. RECTAL PROLAPSE (DELORME'S PROCEDURE)  
 450. DETORSION OF TORSION TESTIS

451. EUA+BIOPSY MULTIPLE FISTULAINANO
  452. CYSTIC HYGROMA - INJECTION TREATMENT
- 17. Plastic Surgery Related:**
453. CONSTRUCTION SKIN PEDICLE FLAP
  454. GLUTEAL PRESSURE ULCER-EXCISION
  455. MUSCLE-SKIN GRAFT, LEG
  456. REMOVAL OF BONE FOR GRAFT
  457. MUSCLE-SKIN GRAFT DUCT FISTULA
  458. REMOVAL CARTILAGE GRAFT
  459. MYOCUTANEOUS FLAP
  460. FIBRO MYOCUTANEOUS FLAP
  461. BREAST RECONSTRUCTION SURGERY AFTER MASTECTOMY
  462. SLING OPERATION FOR FACIAL PALSY
  463. SPLIT SKIN GRAFTING UNDER RA
  464. WOLFE SKIN GRAFT
  465. PLASTIC SURGERY TO THE FLOOR OF THE MOUTH UNDER GA
- 18. Thoracic surgery Related:**
466. THORACOSCOPY AND LUNG BIOPSY
  467. EXCISION OF CERVICAL SYMPATHETIC CHAIN THORACOSCOPIC
  468. LASER ABLATION OF BARRETT'S OESOPHAGUS
  469. PLEURODESIS
  470. THORACOSCOPY AND PLEURAL BIOPSY
  471. EBUS+BIOPSY
  472. THORACOSCOPY LIGATION THORACIC DUCT
  473. THORACOSCOPY ASSISTED EMPYAEMA DRAINAGE
- 19. Urology Related:**
474. HAEMODIALYSIS
  475. LITHOTRIPSY/NEPHROLITHOTOMY FOR RENAL CALCULUS
  476. EXCISION OF RENAL CYST
  477. DRAINAGE OF PYONEPHROSIS / PERINEPHRIC ABSCESS
  478. INCISION OF THE PROSTATE
  479. TRANSURETHRAL EXCISION AND DESTRUCTION OF PROSTATE TISSUE
  480. TRANSURETHRAL AND PERCUTANEOUS DESTRUCTION OF PROSTATE TISSUE
  481. OPEN SURGICAL EXCISION AND DESTRUCTION OF PROSTATE TISSUE
  482. RADICAL PROSTATOVESICULECTOMY
  483. OTHER EXCISION AND DESTRUCTION OF PROSTATE TISSUE
  484. OPERATIONS ON THE SEMINAL VESICLES
  485. INCISION AND EXCISION OF PERIPROSTATIC TISSUE
  486. OTHER OPERATIONS ON THE PROSTATE
  487. INCISION OF THE SCROTUM AND TUNICA VAGINALIS TESTIS
  488. OPERATION ON A TESTICULAR HYDROCELE
  489. EXCISION AND DESTRUCTION OF DISEASED SCROTAL TISSUE
  490. OTHER OPERATIONS ON THE SCROTUM AND TUNICA VAGINALIS TESTIS
  491. INCISION OF THE TESTES
  492. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE TESTES
  493. UNILATERAL ORCHIDECTOMY
  494. BILATERAL ORCHIDECTOMY
  495. SURGICAL REPOSITIONING OF AN ABDOMINAL TESTIS
  496. RECONSTRUCTION OF THE TESTIS
  497. IMPLANTATION, EXCHANGE AND REMOVAL OF A TESTICULAR PROSTHESIS
  498. OTHER OPERATIONS ON THE TESTIS
  499. EXCISION IN THE AREA OF THE EPIDIDYMIS
  500. OPERATIONS ON THE FORESKIN
  501. LOCAL EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE PENIS
  502. AMPUTATION OF THE PENIS
  503. OTHER OPERATIONS ON THE PENIS
  504. CYSTOSCOPICAL REMOVAL OF STONES
  505. CATHETERISATION OF BLADDER
  506. LITHOTRIPSY
  507. BIOPSY OF TEMPORAL ARTERY FOR VARIOUS LESIONS
  508. EXTERNAL ARTERIO-VEIN SHUNT
  509. AV FISTULA- WRIST
  510. URSL WITH STENTING
  511. URSL WITH LITHOTRIPSY
  512. CYSTOSCOPIC LITHOLAPAXY
  513. ESWL
  514. BLADDER NECK INCISION
  515. CYSTOSCOPY & BIOPSY

516. CYSTOSCOPY AND REMOVAL OF POLYP
517. SUPRAPUBIC CYSTOSTOMY
518. PERCUTANEOUS NEPHROSTOMY
519. CYSTOSCOPY AND "SLING" PROCEDURE.
520. TUNA-PROSTATE
521. EXCISION OF URETHRAL DIVERTICULUM
522. REMOVAL OF URETHRAL STONE
523. EXCISION OF URETHRAL PROLAPSE
524. MEGA-URETER RECONSTRUCTION
525. KIDNEY RENOSCOPY AND BIOPSY
526. URETER ENDOSCOPY AND TREATMENT
527. VESICO URETERIC REFLUX CORRECTION
528. SURGERY FOR PELVI URETERIC JUNCTION OBSTRUCTION
529. ANDERSON HYNES OPERATION
530. KIDNEY ENDOSCOPY AND BIOPSY
531. PARAPHIMOSIS SURGERY
532. INJURY PREPUCE- CIRCUMCISION
533. FRENULAR TEAR REPAIR
534. MEATOTOMY FOR MEATAL STENOSIS
535. SURGERY FOR FOURNIER'S GANGRENE SCROTUM
536. SURGERY FILARIAL SCROTUM
537. SURGERY FOR WATERING CAN PERINEUM
538. REPAIR OF PENILE TORSION
539. DRAINAGE OF PROSTATE ABSCESS
540. ORCHIECTOMY
541. CYSTOSCOPY AND REMOVAL OF FB



## Annexure II - List of Expenses Generally Excluded ("Non-medical") in Hospital Indemnity Policy

Sr. No.	List - I - Optional Item	Sr. No.	List - I - Optional Item
1	Baby Food	50	Ambulance Equipment
2	Baby Utilities Charges	51	Abdominal Binder
3	Beauty Services	52	Private Nurses Charges- Special Nursing Charges
4	Belts/ Braces	53	Sugar Free Tablets
5	Buds	54	Creams Powders Lotions (toiletries Are Not Payable, Only Prescribed Medical Pharmaceuticals Payable)
6	Cold Pack/hot Pack	55	Ecg Electrodes
7	Carry Bags	56	Gloves
8	Email / Internet Charges	57	Nebulisation Kit
9	Food Charges (other Than Patient's Diet Provided By Hospital)	58	Any Kit With No Details Mentioned [delivery Kit, Orthokit, Recovery Kit, Etc]
10	Leggings	59	Kidney Tray
11	Laundry Charges	60	Mask
12	Mineral Water	61	Ounce Glass
13	Sanitary Pad	62	Oxygen Mask
14	Telephone Charges	63	Pelvic Traction Belt
15	Guest Services	64	Pan Can
16	Crepe Bandage	65	Trolley Cover
17	Diaper Of Any Type	66	Urometer, Urine Jug
18	Eyelet Collar	67	Ambulance
19	Slings	68	Vasofix Safety
20	Blood Grouping And Cross Matching Of Donors Samples		
21	Service Charges Where Nursing Charge Also Charged		
22	Television Charges		
23	Surcharges		
24	Attendant Charges		
25	Extra Diet Of Patient (other Than That Which Forms Part Of Bed Charge)		
26	Birth Certificate		
27	Certificate Charges		
28	Courier Charges		
29	Conveyance Charges		
30	Medical Certificate		
31	Medical Records		
32	Photocopies Charges		
33	Mortuary Charges		
34	Walking Aids Charges		
35	Oxygen Cylinder (for Usage Outside The Hospital)		
36	Spacer		
37	Spirometre		
38	Nebulizer Kit		
39	Steam Inhaler		
40	Armsling		
41	Thermometer		
42	Cervical Collar		
43	Splint		
44	Diabetic Foot Wear		
45	Knee Braces (long/ Short/ Hinged)		
46	Knee Immobilizer/shoulder Immobilizer		
47	Lumbo Sacral Belt		
48	Nimbus Bed Or Water Or Air Bed Charges		
49	Ambulance Collar		

[illegible]

Sr. No.	List IV – Items that are to be subsumed into costs of treatment
1	Admission/registration Charges
2	Hospitalisation For Evaluation/ Diagnostic Purpose
3	Urine Container
4	Blood Reservation Charges And Ante Natal Booking Charges
5	Bipap Machine
6	Cpap/ Capd Equipments
7	Infusion Pump– Cost
8	Hydrogen Peroxide\spirit\ Disinfectants Etc
9	Nutrition Planning Charges - Dietician Charges- Diet Charges
10	HIV Kit
11	Antiseptic Mouthwash
12	Lozenges
13	Mouth Paint
14	Vaccination Charges
15	Alcohol Swabes
16	Scrub Solution/sterillium
17	Glucometer & Strips
18	Urine Bag

### Annexure III - List of Hospitals where Claim will not be admitted

S.No.	HOSPITAL NAME	ADDRESS	ZONE
1	Nulife Hospital and Maternity Centre	1616 Outram Lines, Kingsway Camp, Guru Teg Bahadur Nagar, New Delhi	North
2	Taneja Hospital	Q-Block, South City-2, Sohna Road, Main Sector-47, Preet Vihar, New Delhi	North
3	Shri Komal Hospital & Dr. Saxena's Nursing Home	Silver Plaza Complex, Opposite Rupali Cinema, Rander Road, Rewari, Haryana	North
4	Sona Devi Memorial Hospital & Trauma Centre	Sohna Road, Badshahpur, Badshahpur, Gurgaon, Haryana	North
5	Amar Hospital	Sector-70, S.A.S.Nagar, Mohali, Sector 70, Mohali, Punjab	North
6	Brij Medical Centre	Sec-6, Jain Narayan Vyas Colony, Kavi Nagar Industrial Area Sec.-17, Ghaziabad, U.P.	North
7	Famliy Medicare	A-55, Sector 61, Rajat Vihar Sector 62, Noida, U.P.	North
8	Jeevan Jyoti Hospital	162, Lowther Road, Bai Ka Bagh, Allahabad, U.P.	North
9	City Hospital & Trauma Centre	C-1, Cinder Dump Complex, Opposite Krishna Cinema Hall, Kanpur Road, Alambagh, Lucknow, U.P.	North
10	Dayal Maternity & Nursing Home	No.953/23, D.C.F.Chowk, DLF Colony, Rohtak, Haryana	North
11	Metas Adventist Hospital	No.24, Ring-Road, Athwalines, Surat, Gujarat	West
12	Surgicare Medical Centre	Sai Dwar Oberoi Complex, S.A.B.T.V. Lane Road, Lokhandwala, Andheri, Mumbai, Maharashtra	West
13	Paramount General Hospital & I.C.C.U.	42-1, Chettipalayam Road, Palladam, Andheri, Mumbai, Maharashtra	West
14	Gokul Hospital	Battan Lal Road, District Fatehgarh Sahib, Kandivali East, Mumbai, Maharashtra	West
15	Shree Sai Hospital	Gokul Nagri I, Thankur Complex, Western Express Highway, Kandivali East, Mumbai, Maharashtra	West
16	Shreedevi Hospital	Akash Arcade, Bhanu Nagar, Dr. Deepak Shetty Road, Kalyan D.C., Thane, Maharashtra	West
17	Saykhedkar Hospital And Research Centre Pvt. Ltd.	Trimurthy Chowk, Kamatwada Road, Cidco Colony, Nashik, Maharashtra	West
18	Arpan Hospital And Research Centre	No.151/2, Imli Bazar, Near Rajwada, Imli Bazar, Indore, Madhya Pradesh	West
19	Ramkrishna Care Hospital	Aurobindo Enclave, Pachpedhi Naka, Dhamtri Road, National Highway No 43, Raipur, Chhattisgarh	East
20	Gupta Multispeciality Hospital	Mezzanine Floor, Shakuntal B, Near Sanghvi Tower, Gujrat, Gas Circle, Adajan Road, Vivek Vihar, Delhi	North
21	R.K.Hospital	3C/59, BP, Near Metro Cinema, New Industrial Township 1, Faridabad, Haryana	North
22	Prakash Hospital	D -12, 12A, 12B, Noida, Sector 33, Noida, Uttar Pradesh	North
23	Aryan Hospital Pvt. Ltd.	Old Railway Road, Near New Colony, New Colony, Gurgaon, Haryana	North
24	Medilink Hospital Research Centre Pvt. Ltd.	Near Shyamal Char Rasta, 132, Ring Road, Satellite, Ahmedabad, Gujarat	West
25	Mohit Hospital	Khoya B-Wing, Near National Park, Borivali(E), Kandivali West, Mumbai, Maharashtra	West
26	Scope Hospital	628, Niti Khand-I, Indirapuram, Indirapuram, Ghaziabad, Uttar Pradesh	North
27	Agarwal Medical Centre	E-234, -, Greater Kailash 1, New Delhi	North
28	Oxygen Hospital	Bhiwani Stand, Durga Bhawan, Rohtak, Haryana	North
29	Prayag Hospital & Research Centre Pvt. Ltd.	J-206 A/1, Sector 41, Noida, Uttar Pradesh	North
30	Karnavati Superspeciality Hospital	Opposite Sajpur Tower, Naroda Road, Naroda Road, Ahmedabad, Gujarat	West
31	Palwal Hospital	Old G.T. Road, Near New Sohna Mod, Palwal, Haryana	North
32	B.K.S. Hospital	No.18, 1st Cross, Gandhi Nagar, Adyar, Bellary, Karnataka	South
33	East West Medical Centre	No.711, Sector 14, Sector 14, Gurgaon, Haryana	North
34	Jagtap Hospital	Anand Nagar, Singhgood Road, Anandnagar, Pune, Maharashtra	West
35	Dr. Malwankar's Romeen Nursing Home	No 14, Cunningham Road, Sheriffs Chamber, Vikhroli East, Mumbai, Maharashtra	West
36	Noble Medical Centre	C.K. Emerald No., N.S. Palya, Kaveriappa Industrial Area, Borivali West, Mumbai, Maharashtra	West
37	Rama Hospital	Sonepat Road, Bahalgarh, Bahalgarh, Sonapat, Haryana	North
38	S.B.Nursing Home & ICU	Lake Bloom 16 to 18 Opp. Solaris Estate, L.T. Gate No.6, Tunga Gaon, Powai, Mumbai, Maharashtra	West

S.No.	HOSPITAL NAME	ADDRESS	ZONE
39	Saraswati Hospital	103-106, Vrurel Appt., Opp. Navjivan Post Office, Ajwa Road, Malad West, Mumbai, Maharashtra	West
40	Shakuntla Hospital	3-B Tashkant Marg, Near St. Joseph Collage, Allahabad, Uttar Pradesh	North
41	Mahaveer Hospital & Trauma Centre	Plot No-25,B/H Old Mount Carmel School, Near Lokmat Square, Panki, Kanpur, Uttar Pradesh	North
42	Eashwar Lakshmi Hospital	Plot No. 9, Near Sub Registrar Office, Gandhi Nagar, Hyderabad, Andhra Pradesh	South
43	Amrapali Hospital	Plot No. NH-34,P-2, Omega -1, Greater Noida, Noida, Uttar Pradesh	North
44	Hardik Hospital	29C, Budh Bazar, Vikas Nagar, New Delhi, Delhi	North
45	Jabalpur Hospital & Research Centre Pvt. Ltd.	Russel Crossing, Naptier Town, Jabalpur, Madhya Pradesh	West
46	Panvel Hospital	Plot No. 260A, Uran Naka, Old Panvel, Navi Mumbai, Maharashtra	West
47	Santosh Hospital	L-629/631, Hapur Road, Shastri Nagar, Meerut, Uttar Pradesh	North
48	Sona Medical Centre	5/58, Near Police Station, Vikas Nagar, Lucknow, Uttar Pradesh	North
49	City Super Speciality Hospital	Near Mohan Petrol Pump, Gohana Road, Rohtak, Haryana	North
50	Navjeevan Hospital & Maternity Centre	753/21, Madanpuri Road, Near Pataudi Chowk, Gurgaon, Haryana	North
51	Abhishek Hospital	C-12, New Azad Nagar, Kanpur, Uttar Pradesh	North
52	Raj Nursing Home	23-A, Park Road, Allahabad, Uttar Pradesh	North
53	Sparsh Medicare and Trauma Centre	Shakti Khand - III/54 , Indirapuram, Ghaziabad, Uttar Pradesh	North
54	Saras Healthcare Pvt. Ltd.	K-112, SEC-12, Pratap Vihar, Ghaziabad, Uttar Pradesh	North
55	Getwell Soon Multispeciality Institute Pvt. Ltd.	S-19, Shalimar Garden Extn. , Near Dayanand Park, Sahibabad, Ghaziabad, Uttar Pradesh	North
56	Shivalik Medical Centre Pvt. Ltd.	A-93 , Sector 34, Noida, Uttar Pradesh	North
57	Aakanksha Hospital	126, Aaradhnanagar Soc., B/H. Bhulkabhavan School, Aanand-Mahal Rd., Adajan, Surat, Gujarat	West
58	Abhinav Hospital	Harsh Apartment, Nr Jamna Nagar Bus Stop, God Dod Road, Surat, Gujarat	West
59	Adhar Ortho Hospital	Dawer Chambers, Nr. Sub Jail, Ring Rd., Surat, Gujarat	West
60	Aris Care Hospital	A 223-224, Mansarovar Soc, 60 Feet , Godadara Road, Surat, Gujarat	West
61	Arzoo Hospital	Opp. L.B. Cinema, Bhatar Rd., Surat, Gujarat	West
62	Auc Hospital	B-44 Gujarat Housing Board ,Nandeshara, Surat, Gujarat	West
63	Dharamjivan General Hospital & Trauma Centre	Karmayogi - 1, Plot No. 20/21, Near Piyush Point, Pandesara, Surat, Gujarat	West
64	Dr. Santosh Basotia Hospital	Bhatar Road, Surat, Gujarat	West
65	God Father Hospital	344, Nandvan Soc., B/H. Matrushakti Soc., Puna Gam, Surat, Gujarat	West
66	Govind-Prabha Arogya Sankool	Opp. Ratna-Sagar Vidhyalaya, Kaji Medan, Gopipura, Surat, Gujarat	West
67	Hari Milan Hospital	L H Road, Surat, Gujarat	West
68	Jaldhi Ano-Rectal Hospital	103, Payal Apt., Nxt To Rander Zone Office, Tadwadi, Surat, Gujarat	West
69	Jeevan Path Gen. Hospital	2nd Floor, Dwarkesh Nagri, Nr. Laxmi Farsan, Sayan, Surat, Gujarat	West
70	Kalrav Children Hospital	Yashkamal Complex, Nr. Jivan Jyot, Udhna, Surat, Gujarat	West
71	Kanchan General Surgical Hospital	Plot No. 380, Ishwarnagar Soc, Bhamroli-Bhatar, Pandesara, Surat, Gujarat	West
72	Krishnavati General Hospital	Bamroli Road, Surat, Gujarat	West

S.No.	HOSPITAL NAME	ADDRESS	ZONE
73	Niramayam Hosptial & Prasutigruah	Shraddha Raw House, Near Natures Park, Surat, Gujarat	West
74	Patna Hospital	25, Ashapuri Soc - 2, Bamroli Road, Surat, Surat, Gujarat	West
75	Poshia Children Hospital	Harekrishan Shoping Complex 1St Floor, Varachha Road, Surat, Gujarat	West
76	R.D. Janseva Hospital	120 Feet Bamroli Road, Pandesara, Surat, Gujarat	West
77	Radha Hospital & Maternity Home	239/240 Bhagunagar Society, Opp Hans Society, L H Road, Varachha Road, Surat, Gujarat	West
78	Santosh Hospital	L H Road, Surat, Gujarat	West
79	Sparsh Multy Specality Hospital & Trauma Care Center	G.I.D.C Road, Nr Udhana Citizan Co-Op.Bank, Surat, Gujarat	West

**Notes:**

1. For an updated list of Hospitals, please visit the Company's website.
2. Only in case of a medical emergency, Claims would be payable if admitted in the above Hospitals on a reimbursement basis.

**Annexure IV - Benefit / Premium illustration**  
**Illustration No. 1**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
44	6,181	3,00,000	6,181	10%	5,563	3,00,000	12,351	NA	12,351	3,00,000
40	5,105	3,00,000	5,105	10%	4,595	3,00,000				
22	4,790	3,00,000	4,790	10%	4,311	3,00,000				
14	2,666	3,00,000	2,666	10%	2,399	3,00,000				
Total Premium for all members of family is Rs.18742, when each member is covered separately.			Total Premium for all members of family is Rs.16868 , when they are covered under a single policy				Total Premium when policy is opted on floater basis is Rs. 12351			
Sum Insured available for each individual is Rs.3,00,000			Sum Insured available for each family member is Rs.3,00,000				Sum Insured of Rs. 3,00,000 is available for entire family			

**Annexure IV - Benefit / Premium illustration**  
**Illustration No. 2**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
61	17,643	3,00,000	17,643	5%	16,761	3,00,000	29,279	NA	29,279	3,00,000
57	12,675	3,00,000	12,675	5%	12,041	3,00,000				
21	4,790	3,00,000	4,790	5%	4,551	3,00,000				
Total Premium for all members of family is Rs. 35,108, when each member is covered separately.			Total Premium for all members of family is Rs. 33,353, when they are covered under a single policy				Total Premium when policy is opted on floater basis is Rs. 29,279			
Sum Insured available for each individual is Rs. 3,00,000			Sum Insured available for each family member is Rs. 3,00,000				Sum Insured of Rs. 3,00,000 is available for entire family			



**Annexure IV - Benefit / Premium illustration**  
**Illustration No. 3**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
74	35,650	3,00,000	35,650	5%	33,868	3,00,000	55,624	NA	55,624	3,00,000
68	27,745	3,00,000	27,745	5%	26,358	3,00,000				
Total Premium for all members of family is Rs. 63,395 , when each member is covered separately.  Sum Insured available for each individual is Rs. 3,00,000			Total Premium for all members of family is Rs. 60,225 , when they are covered under a single policy  Sum Insured available for each family member is Rs. 3,00,000				Total Premium when policy is opted on floater basis is Rs. 55,624  Sum Insured of Rs. 3,00,000 is available for entire family			

**Notes:**

1. Premium rates (excl taxes) specified in above illustration shall be standard premium rates without considering any loading.
2. Premium shown is for Plan 1 with co-pay 20%/30%

## Annexure V - Office of the Ombudsman

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 E-mail : bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, BENGALURU - 560 078. Tel.: 080-22222049 / 22222048 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka
BHOPAL	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.)-462 003. Tel.: 0755-2769201 / 9202 , Fax : 0755-2769203 E-mail : bimalokpal.bhopal@cioins.co.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.: 0674 - 2596461 / 2596455, Fax : 0674-2596429 E-mail: bimalokpal.bhubaneswar@cioins.co.in	Orissa
CHANDIGARH	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.: 0172 - 2706196 / 2706468, Fax : 0172-2708274 E-mail: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
CHENNAI	Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI-600 018. Tel.: 044-24333668 / 24335284, Fax : 044-24333664 E-mail : bimalokpal.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry)
DELHI	Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.: 011 - 23232481 / 23213504 E-mail : bimalokpal.delhi@cioins.co.in	Delhi, Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh
GUWAHATI	Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.: 0361 - 2632204 / 2602205 E-mail : bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, Lane Opp. Saleem Function Palace, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel.: 040 - 23312122 E-mail : bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana and Yanam – a part of Territory of Pondicherry

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
JAIPUR	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel. : 0141-2740363 Email : Bimalokpal.jaipur@cioins.co.in	Rajasthan
ERNAKULAM	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, ERNAKULAM-682 015. Tel. : 0484-2358759/2359338, Fax : 0484-2359336 E-mail : bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe – a part of Pondicherry
KOLKATA	Insurance Ombudsman, Office of the Insurance Ombudsman, 4th Floor, Hindustan Bldg. Annexe, 4, C.R. Avenue, Kolkata – 700 072. Tel : 033-22124339/22124340, Fax : 033-22124341 E-mail : bimalokpal.kolkata@cioins.co.in	West Bengal, Andaman & Nicobar Islands, Sikkim
LUCKNOW	Insurance Ombudsman, Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-2, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel.: 0522 - 2231330 / 2231331, Fax : 0522-2231310 E-mail : bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gaziipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabimnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Insurance Ombudsman, Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054. Tel.: 022 - 69038821/23/24/25/26/27/28/29/30/31 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand
PUNE	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 2nd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

The updated details of Insurance Ombudsman are available on website of IRDAI: [www.irda.gov.in](http://www.irda.gov.in), on the website of General Insurance Council: [www.gicouncil.org.in](http://www.gicouncil.org.in), on the Company's website [www.careinsurance.com](http://www.careinsurance.com) or from any of the Company's offices. Address and contact number of Executive Council of Insurers –

Office of the 'Executive Council of Insurers'  
Secretary General/Secretary,  
3rd Floor, Jeevan Seva Annexe,  
S.V. Road, Santacruz(W),  
Mumbai - 400 054.  
Tel : 022-69038801/03/04/05/06/07/08/09  
Email - [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)



**Care Health Insurance Limited**

Registered Office: 5th Floor, 19 Chawla House, Nehru Place, New Delhi-110019

Correspondence Office: Vipul Tech Square, Tower C, 3<sup>rd</sup> Floor, Golf Course Road,  
Sector-43, Gurugram-122009 (Haryana)

CIN: U66000DL2007PLC161503 UIN: RHIHLIP21519V022021

**IRDAI Registration Number - 148**

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Care Health-  
Customer App



WhatsApp  
**8860402452**

**Self Help Portal:**

[www.careinsurance.com/self-help-portal.html](http://www.careinsurance.com/self-help-portal.html)

**Submit Your Queries/Requests:**

[www.careinsurance.com/contact-us.html](http://www.careinsurance.com/contact-us.html)