

# SOP for CDC – Claim by direct click option on E-card Module

## BRIEF INTRODUCTION

*Enhanced “E-card Portal” for Group Medclaim Customers with provision to register their claims with CDC (Claim By Direct Click) option.*

*We are pleased to introduce CDC – (Claim by Direct Click) option on web platform via E-card Portal.*

## PURPOSE

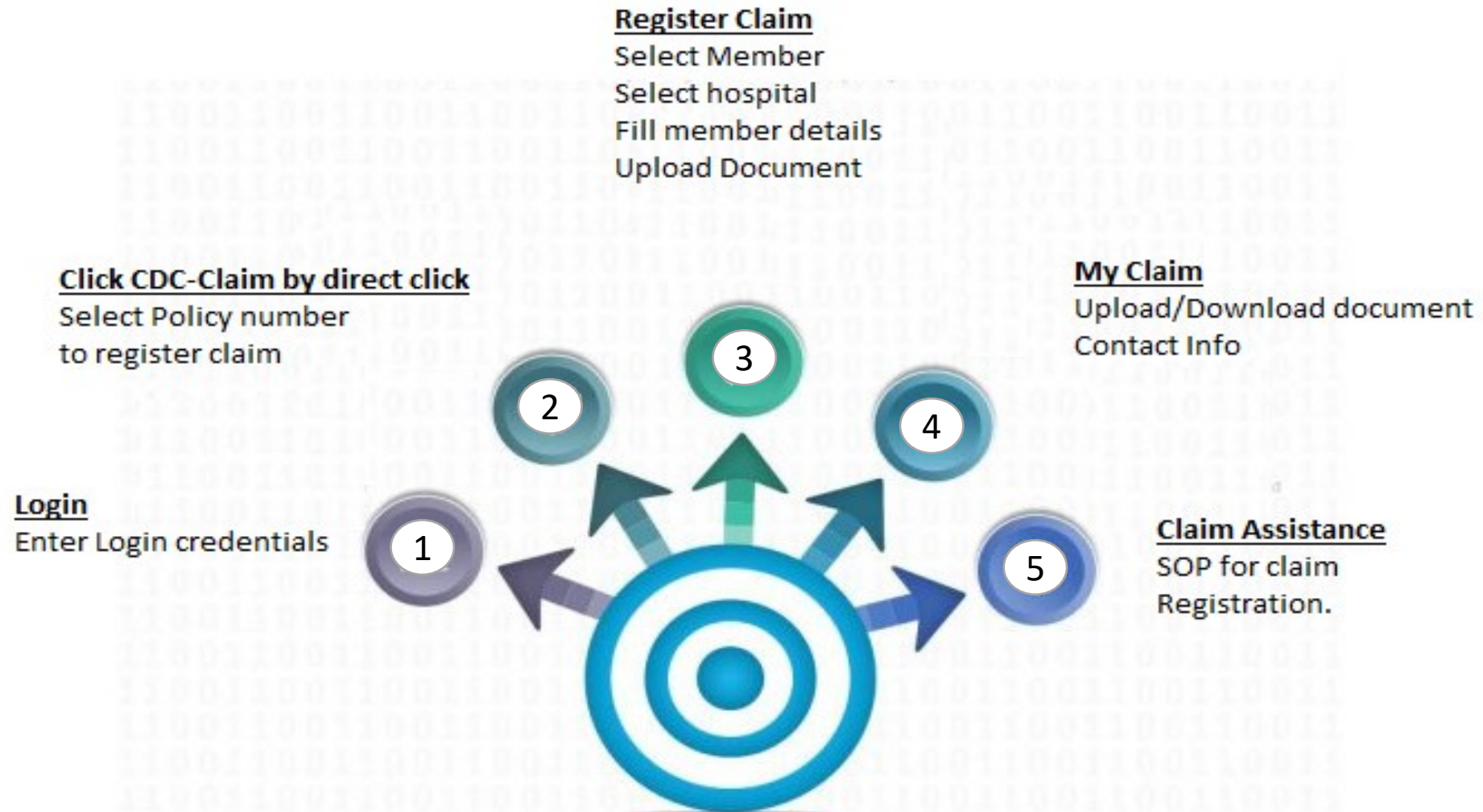
*We at Bajaj Allianz Always Strive to add innovations in our process to provide Best of the service to our valued customers.*

*Purpose of this initiative to bring complete transparency and faster claim processing and settlement experience for our customers.*

## BENEFIT AND FEATURES

- ❖ *Increase in utilization rate of “Health E-card portal & CDC function”*
- ❖ *Option for auto registration of claims*
- ❖ *Ease of processing for Group Mediclaim customers*
- ❖ *Virtually and Quick Claim processing*
- ❖ *Cost saver in terms of courier charges*
- ❖ *Helping to reduce overall documents submission TAT*
- ❖ *Claim submission upto the sum insured in your policy. (Exclusively for Deloitte Professionals)*  
*(Do mention “Claimed with Bajaj Allianz General Insurance Co Ltd” in bold letters on all claim documents before scanning/clicking pictures of the claim documents).*
- ❖ *Track your claim status online*

**CDC – Health (Claim by Direct Click) is available in our BAGIC on “E-card Module”.**



[here](#)

**Step 1. Login in to E-card Portal**

[https://ecard.bajajallianz.com/hCard/Health\\_Ecard/hlth\\_cardlogin.jsp](https://ecard.bajajallianz.com/hCard/Health_Ecard/hlth_cardlogin.jsp)

**Step 2. Click to CDC – Claim By direct click**

924677

Enter Text:

Log in

Forgot Password

E-Card

Network Hospitals

User Manual

Claim Assistance

CDC -Claim By direct click

Health Screening

Dear Test4

Welcome to the Bajaj E-Card module

Through this E-Card module you can now:

1. Enroll your dependents and opt for voluntary plans
2. Download your e cards
3. Look for network hospitals
4. Download claim forms
5. Submit / check status of your claims


Important to note before you proceed:

1. Option to enroll/modify dependents, opt-in for voluntary plans like enhancement of Sum Insured.
2. You can enhance your coverage only during renewal / upon joining Deloitte and once you opt-in for enhancement, you can reduce / opt-out only after completing two policy years. However, professionals who opted for base cover enhancement in the policy year 2021-22, can request for a lower buy-up option/roll back to base cover now through October 20, 2023 by writing to [helpdesk\\_ccm@bajajallianz.co.in](mailto:helpdesk_ccm@bajajallianz.co.in)
3. Voluntary Women's add-on cover are available only during policy renewal or at the time of joining Deloitte. Voluntary Critical Illness can be opted now during the renewal window or at any time during the year as well.
4. Any new dependants inclusion due to change in life event such as marriage and new child

### Step 3. Register Your claim


*Click on “Register claim Tab” to submit your reimbursement claim documents*

[E-Card](#) [Network Hospitals](#) [User Manual](#) [Claim Assistance](#) [CDC -Claim By direct click](#)




BAJAJ Allianz  
Caringly yours

Welcome testabc4@deloitte.com | Friday 09 August, 2024. [Home](#) [Logout](#) [Change Password](#)



**Register Claim**  
Register your claim



**My Claims**  
Manage & track your claim ease

## Register claim

Select Policy number to Register your claim

First select member to Register claim, click to "Register claim" Tab.

Under Select hospital  
\* Enter State name  
\* Enter City name  
\* Select Hospital

Fill Member details:-  
In this tab user need to be enter all member details for further communication

Once all details submit claim get register. Then user need to upload all claim related document

**1.**

**Select Member Details**

**2.**

**Select Hospital**

**3.**

**Fill Member Details**


**4.**

**Upload Document**



#### 4-A). *Select Member details*

*First user have to select Member details to register your claim*

Member Information		
Employee Name	John Doe	
Company Employee Id	123456789	
Email	john.doe@company.com	
Mobile	9999999999	
Designation	Manager	
Policy Type	Floater	
Policy Period	01-Sep-2020 to 31-Aug-2021	

Employer Detail	
Name	Deloitte Support Services India Private Limited
Pol/Quat No.	
Address	

Beneficiary	Relation	Date of Birth	Age	Gender	Floater/ Standard SI	ID Card No.	Member Status
Sri Muralidharan Senthil Kumar	Self	07-09-2006	18	Male	1000000	SDS-07-09-2006	Active <button>Register Claim</button>
K. Subramanian Kondaiah	Father	07-09-1967	57	Male	1000000	SDS-07-09-1967	Active <button>Register Claim</button>
P. Jayalakshmi	Mother	10-05-1943	81	Female	1000000	SDS-10-05-1943	Active <button>Register Claim</button>

4-B). Select Hospital

Post selection of patient’s name, customer needs to search and select hospital’s name from the given list where the hospitalization was happened.

Enter State Name >> Select City Name >> Select Hospital

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Allianz

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Home

Logout

Change Password

Select Member details

Select Hospital

Enter State Name	<div>MAHARASHTRA</div>	MAHARASHTRA
Enter City Name	<div>MUMBAI</div>	MUMBAI
Select Hospital	<div>Sanjeevan Hospital - Kharghar</div>	Plot No F -41, Sector - 12, Opp. State Bank Of Hyderabad, Kharghar,, -, MUMBAI, MAHARASHTRA, Pin-410210 //

Reset

Proceed



**4-C). Fill member necessary details**

Once hospital is selected through given list, insured would be guided to page wherein he will have to punch-in additional information e-mail ID, phone number, date of admission, date of discharge, etc.

Select Member details

Select Hospital

Fill Member Details

Enter Email ID.\*

Date of Discharge\*

Mobile No.\*

Diagnosis\*

Date of Admission\*

Estimated Expenses\*

bsduty.mazumdar@deloitte.com

03-Aug-2024

8788004249

Cataract, unspecified

01-Aug-2024

2300

☒ I agree to the Terms and Condition

Reset

Proceed

Online Ecard Claim

I hereby request Bajaj Allianz General Insurance Company Ltd [BAGIC] to kindly accept the scan copies attached/sent by me as basis for settling my claim. I also hereby declare and undertake that (i) I am in possession of all the original documents of scan copies with me and I shall safely preserve the same with me and as and when BAGIC require the originals of all the scan copies sent by me to BAGIC, I shall immediately submit the same to BAGIC without any objection of whatsoever and (ii) I also hereby agree and undertake that if BAGIC finds that the scan copies submitted by me are in any way found to be not genuine treatment/diagnosis documents, then I shall be solely responsible for the same for all the legal actions/proceedings which BAGIC may take.

Ok

Below would be the confirmatory page, wherein customer will go through the terms and conditions and agree for the same.

#### 4-D). Claim Number:

*Post clicks on Proceed and Accepting Terms & Conditions, Claim gets registered instantly and Claim Number gets available on screen*

Register Claim - Upload Document

1

Select Member details

2

Select Hospital

3

Fill Member Details

4

Upload document

Your Claim Information

Claim Number OC-18-1002-8403-000203 has been registered, If claimed amount is below 20000 then please write on the bill **Claimed from Bajaj Allianz general Insurance Co Ltd** before upload.

Claim Form / NEFT Mandate	Upload File
Discharge Summary	Upload File
Final Hospital Bill / Paid Receipt	Upload File
Investigation Report	Upload File
Any Other Hospitalization Document	Upload File

*Claim reference number will get generated.*

*As next step, insured needs upload all claim related documents.*

*After uploading of documents, claim will be lined up in health claim processing module for further processing.*

#### 4-E). Important Points to be noted before uploading documents:

All claim documents to be numbered and also attach a summary of the bills being uploaded.

Once done scan the documents and upload the same.

Claim settlement through scan copies up to your Sum Insured.

Phone No. 020-40553333/24053333

**RECEIPT**

Receipt Date : 05/02/2017      Receipt Time : 07:32 PM      PRN No. : 170201134  
Patient Name : Mrs. Kadam Amruta Sharad      Age : 24 Yrs.  
Patient Type : Casualty      Sex : Female

Department	Bill No.	Req No.	Particulars	Amount
Pathology	142102	114393	HAEMOGRAM	200.00
		114393	RAPID MALARIA TEST	350.00
		114393	URINE ROUTINE	100.00
		114393	CULTURE AND SENSITIVITY REPORT - URINE	250.00
<b>Net Amount (₹)</b>				<b>1000.00</b>
<b>Credit Card Amount (₹)</b>		<b>1000.00</b>		
Type	Bank Name	Branch Name	Chq/ECS./Card N Date	Amount Batch No.
Credit Card	HDFC BANK	-pune	2227 05/02/2017	1,000.00 0195
Amount In Words : ₹ 1000.00 One Thousand Only				

Claim From Bajaj Allianz General Insurance com.

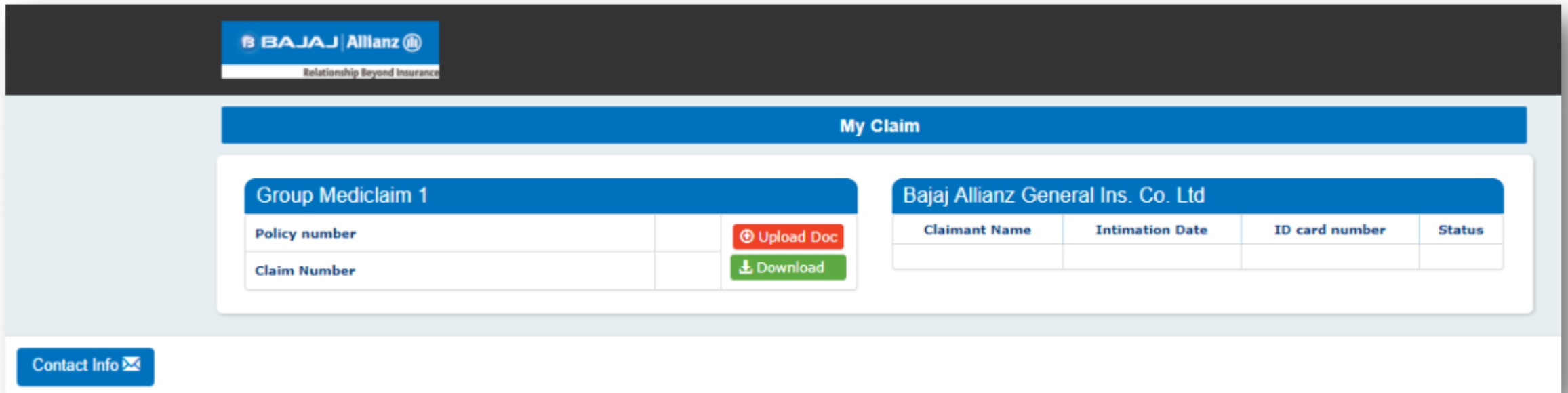
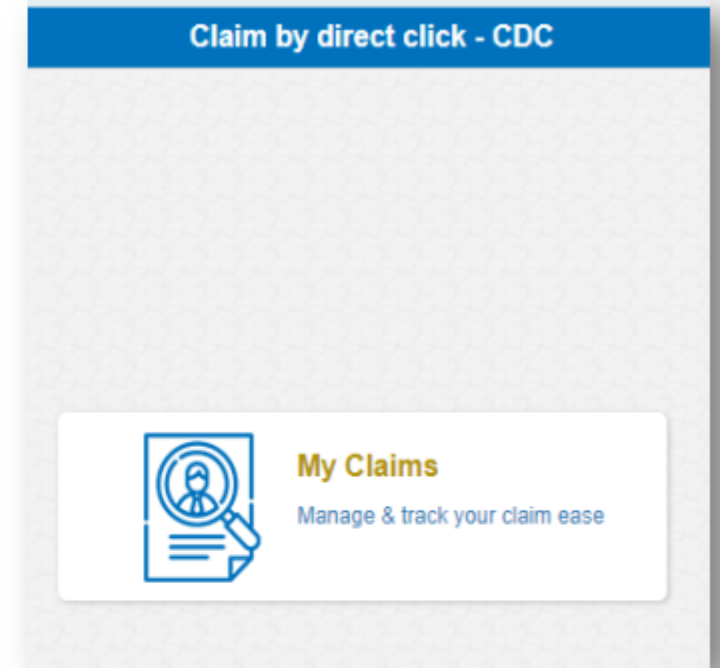
Signature  
Deepak Gavade

### 5). Track Your Claim

*After registration of claim, customer can be track the status of their claim for further correspondence.*

*For deficient documentation customer can Upload/Download the documents itself.*

**Main screen of CDC >> My Claims**



***THANK YOU***