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

BRIEF INTRODUCTION

Enhanced "E-card Portal" for Group Mediclaim 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 Health E-card Portal.
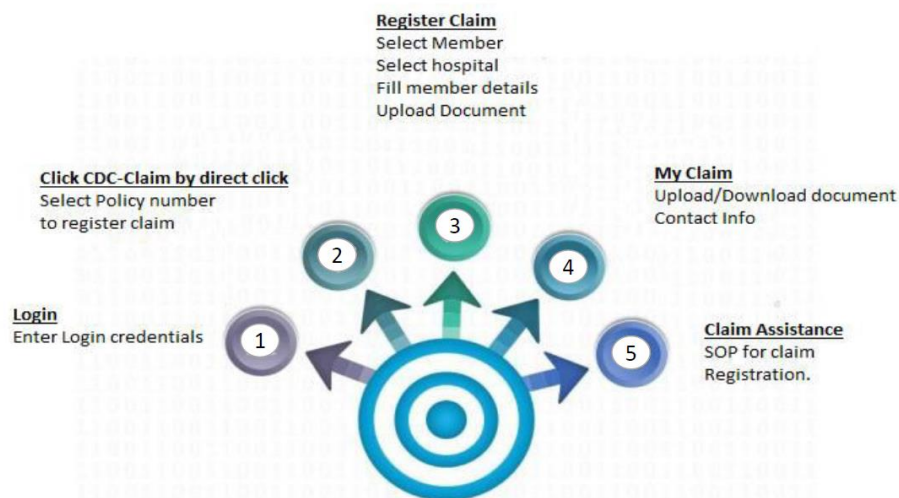
PURPOSE

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.
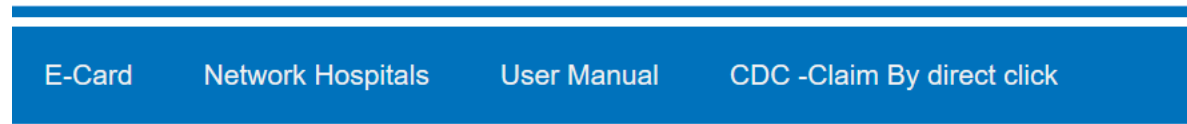
BENEFIT AND FEATURES

❖ 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
❖ Track your claim status

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

Register Claim
Select Member
Select hospital
Fill member details
Upload Document

Click CDC-Claim by direct click
Select Policy number
to register claim

My Claim
Upload/Download document
Contact Info

Login
Enter Login credentials

Claim Assistance
SOP for claim
Registration.

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Step 1: Login in to [E-card](#) portal

Step 2: Click on CDC – Claim by Direct Click

E-Card	Network Hospitals	User Manual	CDC -Claim By direct click

Step 3: Click on Register Claim

Claim by direct click - CDC

Register Claim
Register your claim

My Claims
Manage & track your claim ease

Step 4: Select for appropriate claim based on policy type – BASE POLICY

Policy Types

Base Policy

Women Policy

Critical (CI) Policy

Step 5: Register claim

Member Information	
Employee Name	
Company Employee Id	
Email	
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/Qut No.	
Address	

Beneficiary	Relation	Date of Birth	Age	Gender	Floater/ Standard SI	ID Card No.	Member Status
	Self			Male	1000000		Active Register Claim
	Father			Male	1000000		Active Register Claim
	Mother			Female	1000000		Active Register Claim

Step 6: 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

Step 7: 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.

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

Step 8: Claim Number

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

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.

Important Step:

- The duly filled claim form (word document) also carrying the Self Declaration, needs to be uploaded under the option **Claim Form / NEFT Mandate**
- The supporting documents such as Discharge Summary, Final Hospital Bill / Paid receipt, Investigation Report and Any other hospitalization Document must be uploaded under the respective "Upload File" option
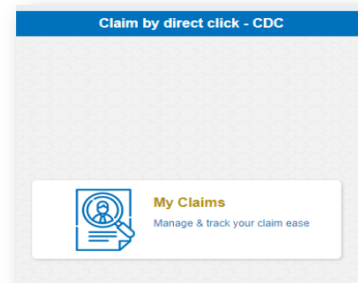
To Track Your Claim:

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