

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 Health E-card Portal.

PURPOSE

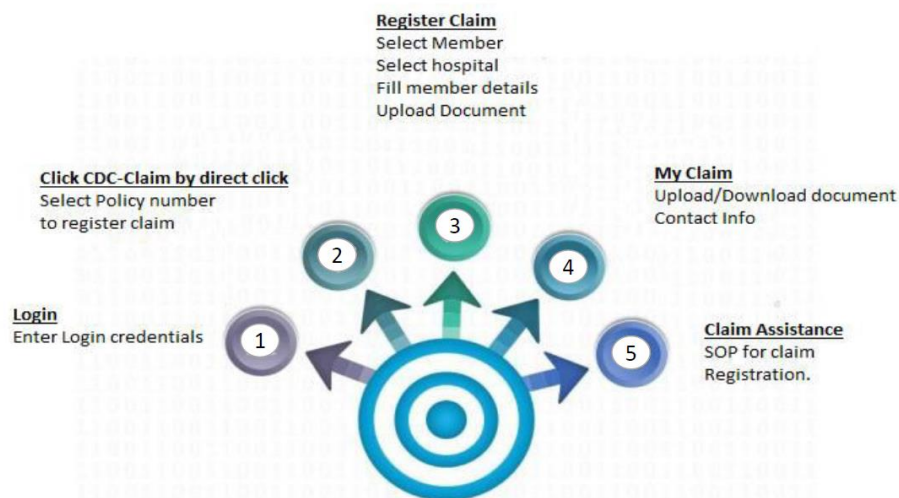
We at Bajaj Allianz Always Strive to add innovations in our process to provide Best of the service to our valued customers.

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

BENEFIT AND FEATURES

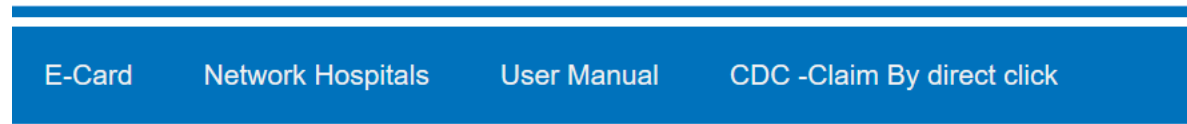
- ❖ Increase in utilization rate of “health E-Card portal & CDC function
- ❖ Option for auto registration of claims
- ❖ Ease of processing for Group Medclaim customers
- ❖ Virtually and Quick Claim processing
- ❖ Cost saver in terms of courier charges
- ❖ Helping to reduce overall documents submission TAT
- ❖ Track your claim status

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



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

Step 2: Click on CDC – Claim by Direct Click



Step 3: Click on Register Claim



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



Step 5: Register claim



Member Information				Employer Detail			
Employee Name	[Redacted]			Name	Deloitte Support Services India Private Limited		
Company Employee Id	[Redacted]			Pol/Qut No.	[Redacted]		
Email	[Redacted]			Address	[Redacted]		
Mobile	9999999999						
Designation	Manager						
Policy Type	Floater						
Policy Period	01-Sep-2020 to 31-Aug-2021						

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

The screenshot shows a web form titled "Register Claim - Register Health claim". At the top, there are two steps: "1 Select Member details" and "2 Select Hospital", with step 2 being the active one. Below the steps, there are three input fields: "Enter State Name", "Enter City Name", and "Select Hospital". Each field has a corresponding text input box. At the bottom of the form, there are two buttons: "Reset" and "Proceed".

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.

The screenshot shows a web form titled "Register Claim - Fill Member details". At the top, there are three steps: "1 Select Member details", "2 Select Hospital", and "3 Fill Member Details", with step 3 being the active one. Below the steps, there are six input fields arranged in two rows. The first row contains "Enter Email ID.*", "Mobile No.*", and "Date of Admission*". The second row contains "Date of Discharge*", "Diagnosis*", and "Estimated Expenses*". Each field has a corresponding text input box. At the bottom of the form, there is a checkbox labeled "Read Terms and Condition" and two buttons: "Reset" and "Proceed".

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

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.

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

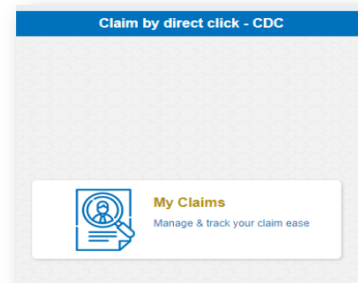
To Track Your Claim:

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



BAJAJ Allianz
Relationship Beyond Insurance

My Claim

Group Mediclaim 1

Policy number	Upload Doc
Claim Number	Download

Bajaj Allianz General Ins. Co. Ltd

Claimant Name	Intimation Date	ID card number	Status

Contact Info