



National Insurance Company Limited **(A Govt. of India Undertaking)**

CIN - U10200WB1906GOI001713

IRDA Regn. No. - 58

National Mediclaim Policy

- Call us at : (033) 2283 1705/ 1706
- Call us at : 1800 120 1430 (Toll free)
- Fax : (033) 2283 1712
- Mail us at: website.administrator@nic.co.in
- Write to us at : Head Office
 3 Middleton Street
 Kolkata
 West Bengal
 Pin code: 700071
- Visit us at : www.nationalinsuranceindia.com
- Buy online policy at : <http://niconline.in>

Table of Contents

Clause No.	Clause Name	Page No.
1	Recital clause	1
2	Operative clause	1
	Coverage	1
2.1	Room charges	1
2.2	Medical practitioner's fees	1
2.3	Others	1
	Ayurveda and Homeopathy	1
2.4	Good health incentives	2
2.4.1	Cumulative bonus(CB)	2
2.4.2	Health checkup	2
3	Definition	2
3.1	Accident	2
3.2	Alternative treatment	2
3.3	Any one illness	2
3.4	Break in policy	2
3.5	Cashless facility	2
3.6	Contract	2
3.7	Congenital anomaly	2
3.8	Day Care Centre	2
3.9	Day Care Treatment	2
3.10	Grace period	2
3.11	Hospital	2
3.12	Hospitalisation	3
3.13	I D card	3
3.14	In-patient	3
3.15	Insured person	3
3.16	Intensive Care Unit	3
3.17	Medically necessary	3
3.18	Medical Expenses	3
3.19	Medical practitioner	3
3.20	Network provider	3
3.21	Out Patient Department (OPD) treatment	3
3.22	Policy period	3
3.23	Preferred provider network (PPN)	3
3.24	Pre hospitalisation	3
3.25	Post hospitalisation	3
3.26	Pre existing disease	4
3.27	Portability	4
3.28	Qualified nurse	4
3.29	Reasonable and Customary charges	4
3.30	Sum insured	4
3.31	Surgery	4
3.32	Third Party Administrator (TPA)	4
3.33	Unproven/ Experimental treatment	4
3.34	Waiting period	4
4	Exclusions	4
4.1	Pre-existing diseases	4
4.2	First 30 days waiting period	4
4.3	Specific waiting period	4
4.4	HIV, AIDS, STD	5
4.5	General debility, congenital external anomaly	5
4.6	Sterility, infertility, assisted conception	5
4.7	Pregnancy	5
4.8	Refractive error	5
4.9	Obesity	5
4.10	Psychiatric disorder, intentional self inflicted injury	5
4.11	Genetic disorders/stem cell implantation/surgery	5
4.12	Circumcision	5
4.13	Vaccination or inoculation.	5

4.14	Cosmetic, plastic surgery, sex change, hormone replacement	5
4.15	Massages, spa, steam bath, naturopathy, experimental treatment	5
4.16	Dental treatment	5
4.17	Vitamins, tonics	6
4.18	Out Patient Department treatment	6
4.19	Diagnosis and evaluation that can be carried out as outpatient procedure	6
4.20	Treatment in convalescent home, nature clinic	6
4.21	Drug/alcohol abuse	6
4.22	Stay in hospital which is not medically necessary	6
4.23	Spectacles, contact lens, hearing aid, cochlear implants	6
4.24	Equipments	6
4.25	Expenses non related to the diagnosis and treatment of illness/ injury	6
4.26	Items of personal comfort	6
4.27	Service charge/ registration fee	6
4.28	Home visit charges	6
4.29	Treatment not related to illness	6
4.30	Risky avocations	6
4.31	War group perils	6
5	Conditions	6
5.1	Disclosure to information norm	6
5.2	Condition precedent to admission of liability	6
5.3	Communication	6
5.4	Physical Examination	7
5.5	Claim Procedure	7
5.5.1	Claim intimation	7
5.5.2	Process for Cashless claims	7
5.5.3	Procedure for reimbursement of claims	7
5.5.4	Documents	7
5.5.5	Claim settlement	8
5.5.6	Services offered by a TPA	8
5.6	Payment of claim	8
5.7	Territorial limit	8
5.8	Medical expenses incurred under two policy period	8
5.9	Contribution	8
5.10	Subrogation	8
5.11	Fraud	8
5.12	Cancellation	8
5.13	Territorial jurisdiction	8
5.14	Arbitration	8
5.15	Disclaimer	9
5.16	Renewal of policy	9
5.17	Enhancement of sum insured	9
5.18	Adjustment of premium for Overseas Mediclaim Policy (OMP)	9
5.19	Portability	9
5.20	Withdrawal of Product	9
5.21	Revision of terms of the policy including the premium rates	9
5.22	Free look period	9
5.23	IRDA Regulation	9
6	Redressal of grievance	9
	Office of the Insurance Ombudsman	10
Appendix I	Day Care Procedure	
Appendix II	List of Expenses Generally Excluded	

Issuing Office

National Mediclaim Policy

1 Recital clause

Whereas the insured person designated in the schedule hereto has by a proposal and declaration, dated as stated in the schedule, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to National Insurance Company Ltd., (herein after called the company) for the insurance herein after set forth in respect of person(s) named in the schedule hereto (herein after called the insured person) and has paid premium as consideration for such insurance.

2 Operative clause

Now the policy witnesses that, subject to the terms, definition, exclusions and conditions contained herein or endorsed or otherwise expressed hereon, the company undertakes that if during the policy period stated in the schedule or during the continuance of the policy by renewal, any insured person shall contract any disease or suffer any illness (herein after called disease) or sustain any bodily injury due to an accident (herein after called injury) and if such disease or injury shall require any such insured person, upon the advice of a duly qualified medical practitioner to be hospitalised for treatment at any hospital/nursing home (herein after called hospital) in India as an inpatient, the company will pay to the hospital or reimburse the insured person, the amount of such expenses described below, reasonably, customarily and necessarily incurred in respect thereof by or on behalf of such insured person but not exceeding the sum insured for the insured person in respect of all such claims, during the policy period.

Coverage

<p>2.1 Room charges Room, boarding including nursing care, RMO charges, administration charges for IV fluids/blood transfusion/injection.</p> <p>Room charges Limit: 1% of sum insured per day subject to maximum of ₹5,000. If admitted in intensive care unit (ICU) - 2% of sum insured per day subject to maximum of ₹10,000.</p>	<p>Maximum limit under Section 2.1 for any one illness - 25% of sum insured</p>
<p>2.2 Medical practitioner's fees Surgeon, anaesthetist, medical practitioner, consultants, specialist's fees.</p>	<p>Maximum limit under Section 2.2 for any one illness -25% of sum insured</p>
<p>2.3 Others</p> <ol style="list-style-type: none"> Anaesthesia, blood, oxygen, operation theatre charges Surgical appliances Medicines, drugs Diagnostic test Pacemaker, artificial limbs, stent and implant Dialysis Chemotherapy Radiotherapy Hospitalisation expense for organ donor's treatment during the course of organ transplant provided that <ol style="list-style-type: none"> The donation conforms to The Transplantation of Human Organs Act 1994 and the organ is for the use of the insured person The insured person has been medically advised to undergo an organ transplant Reimbursement of ambulance charges - 1% of sum insured subject to a maximum of ₹2,000/- in a policy period 	<p>Maximum limit under Section 2.3 for any one illness- 50% of sum insured</p>
<p>Ayurveda and Homeopathy Expenses incurred for Ayurveda and Homeopathy treatment are admissible up to 20% of the sum insured for any one illness.</p>	
<p>Sub limit (as mentioned in 2.1, 2.2, and 2.3) will not apply in case of</p> <ol style="list-style-type: none"> Hospitalisation in a preferred provider network (PPN) Ayurveda and Homeopathy treatment 	
<p>2.4 Good health incentives</p>	

2.4.1 Cumulative bonus(CB)

Sum insured (excluding CB) will be increased by 5% in respect of each claim free policy period (no claims are reported), provided the policy is continuously renewed with the company without a break subject to maximum of 50% of the sum insured (excluding CB) under the current policy period.

In case of claim under the policy in respect of insured person who has earned the CB, the increased percentage (CB) will be reduced by 5% of sum insured (excluding CB) on the next renewal. However sum insured (excluding CB) will be maintained and not be reduced.

2.4.2 Health checkup

Expenses of health checkup will be reimbursed once at the end of a block of four continuous policy periods provided no claims are reported during the block and the policy has been continuously renewed with the company without a break. Expenses payable is a maximum of 1% of the average sum insured (excluding CB) of the block. Claim for health checkup benefits may be lodged at least 45 days before the expiry of the fifth policy period.

3 Definition

3.1 Accident means a sudden, unforeseen and involuntary event caused by external, visible and violent means.

3.2 Alternative treatment means forms of treatments other than "Allopathy" or "modern medicine" and includes Ayurveda, Unani, Sidha and Homeopathy in the Indian context.

3.3 Any one illness means continuous period of illness and it includes relapse within 45 days from the date of last consultation with the hospital/nursing home where treatment has been taken.

3.4 Break in policy occurs at the end of the existing policy period when the premium due on a given policy is not paid on or before the renewal date or within 30 days of grace period.

3.5 Cashless facility means a facility extended by the company to the insured person where the payment of the cost of treatment undergone by the insured person in accordance with the policy terms and conditions, is directly made to the network provider by the company to the extent of pre-authorization approval

3.6 Contract means the prospectus, proposal, policy, policy schedule, and declaration given by the insured person. Any alteration in the contract can be made with the mutual consent of the insured person and the company only by a duly signed and sealed endorsement.

3.7 Congenital anomaly means a condition which is present since birth, and which is abnormal with reference to form, structure or position.

- i. **Internal congenital anomaly** means congenital anomaly which is not in the visible and accessible parts of the body
- ii. **External congenital anomaly** means congenital anomaly which is in the visible and accessible parts of the body

3.8 Day Care Centre 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 criteria as under:

- i. has qualified nursing staff under its employment;
- ii. has qualified medical practitioner (s) in charge;
- iii. has a fully equipped operation theatre of its own where surgical procedures are carried out
- iv. maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.

3.9 Day Care Treatment means medical treatment, and/or surgical procedure which is:

- i. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and
- ii. which would have otherwise required a hospitalization of more than 24 hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition.

3.10 Grace period means 30 days immediately following the premium due date during which a payment can be made to renew or continue the policy in force without loss of continuity benefits such as waiting period and coverage of pre-existing disease. Coverage is not available for the period for which no premium is received.

3.11 Hospital 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 Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under Schedule of Section 56(1) of the said Act, OR complies with all minimum criteria as under:

- i. has qualified nursing staff under its employment round the clock;
- ii. has at least 10 inpatient beds, in those towns having a population of less than 10,00,000 and 15 inpatient beds in all other places;
- iii. has qualified medical practitioner (s) in charge round the clock;

- iv. has a fully equipped operation theatre of its own where surgical procedures are carried out
 - v. maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.
- Hospital shall not include an establishment which is a rest home or convalescent home for the addicted, detoxification centre, sanatorium, home for the aged, mentally disturbed, remodeling clinic or similar institution.

3.12 Hospitalisation means admission in a hospital as an inpatient for a minimum period of 24 consecutive hours except for specified procedure/ treatment, where such admission could be for a period of less than 24 consecutive hours.

Relaxation to 24 hours minimum duration for hospitalisation is allowed in

- i. Day care procedures/surgeries (as listed in Appendix -I) where such treatment is taken by an insured person in a hospital/day care centre (but not the outpatient department of a hospital).
- ii. Any other surgeries/procedures (not listed in Appendix -I) which due to advancement of medical science require hospitalisation for less than 24 hours and for which prior approval from company/TPA is mandatory.

3.13 ID card means the card issued to the insured person by the TPA for availing cashless facility in the network provider.

3.14 In-patient means an insured person who is admitted in hospital upon the written advice of a duly qualified medical practitioner for more than 24 continuous hours, for the treatment of covered disease/ injury during the policy period.

3.15 Insured person means person(s) named in the schedule of the policy.

3.16 Intensive Care Unit 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.

3.17 Medically necessary means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which

- i. is required for the medical management of the illness or injury suffered by the insured person;
- ii. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- iii. must have been prescribed by a medical practitioner;
- iv. must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

3.18 Medical Expenses means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of disease/ injury 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

3.19 Medical practitioner 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 the licence.

3.20 Network provider means hospitals or health care providers enlisted by the company or by a TPA and the company together to provide medical services to an insured person on payment by a cashless facility.

3.21 Out Patient Department (OPD) treatment means treatment 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 and the insured person is not admitted as a day care patient or in-patient.

3.22 Policy period means period of one year as mentioned in the schedule for which the policy is issued.

3.23 Preferred provider network (PPN) means a network of hospitals which have agreed to a cashless packaged pricing for certain procedures for the insured person. The list is available with the company/TPA and subject to amendment from time to time. Reimbursement of expenses incurred in PPN for the procedures (as listed under PPN package) shall be subject to the rates applicable to PPN package pricing.

3.24 Pre hospitalisation means medical expenses incurred 30 days immediately before the insured person is hospitalised, provided that:

- i. such medical expenses are incurred for the same condition for which the insured person's hospitalisation was required, and
- ii. the in-patient hospitalisation claim for such hospitalisation is admissible by the insurance company

Pre hospitalisation will be considered as part of hospitalisation claim.

3.25 Post hospitalisation means medical expenses incurred 60 days immediately after the insured person is discharged from hospital, provided that:

- i. such medical expenses are incurred for the same condition for which the insured person's hospitalisation was required, and
- ii. the in-patient hospitalisation claim for such hospitalisation is admissible by the insurance company

Post hospitalisation will be considered as part of hospitalisation claim.

3.26 Pre-existing disease means any condition, ailment or injury or related condition(s) for which the insured person had signs or symptoms and/or was diagnosed and/or received medical advice/ treatment within 48 months prior to the first policy issued by the company.

3.27 Portability means transfer by an individual health insurance policy holder (including family cover) of the credit gained for pre-existing conditions and time bound exclusions if the policy holder chooses to switch from one insurer to another.

3.28 Qualified nurse means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

3.29 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.

3.30 Sum insured means the sum insured and the cumulative bonus accrued in respect of each insured person as mentioned in the schedule. The sum insured represents maximum liability for each insured person for any and all benefits claimed during the policy period. Health checkup expenses are payable over and above the sum insured, wherever applicable.

3.31 Surgery 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 day care centre by a medical practitioner.

3.32 Third Party Administrator (TPA) means any entity, licenced under the IRDA (Third Party Administrators - Health Services) Regulations, 2001 by the Authority, and is engaged, for a fee by the company for the purpose of providing health services.

3.33 Unproven/ Experimental treatment means treatment, including drug experimental therapy, which is not based on established medical practice in India, is experimental or unproven.

3.34 Waiting period means a period from the inception of the first policy during which specified diseases/treatment is not covered. On completion of the period, diseases/treatment will be covered provided the policy has been continuously renewed without any break.

4 Exclusions

The company shall not be liable to make any payment under the policy in respect of any expenses incurred in connection with or in respect of:

4.1 Pre-existing diseases

All pre-existing diseases when the cover incepts for the first time until 48 months of continuous coverage has elapsed. Any complication arising from pre-existing ailment/disease/injuries will be considered as a part of the pre existing health condition or disease.

To illustrate if a person is suffering from either hypertension or diabetes or both at the time of taking the policy, then policy shall be subject to following exclusions.

Diabetes	Hypertension	Diabetes and Hypertension
Diabetic Retinopathy	Coronary Artery Disease	Diabetic Retinopathy
Diabetic Nephropathy	Cerebro Vascular Accident	Diabetic Nephropathy
Diabetic Foot/wound	Hypertensive Nephropathy	Diabetic Foot/wound
Diabetic Angiopathy	Internal Bleeding/ Haemorrhage	Diabetic Angiopathy
Diabetic Neuropathy		Diabetic Neuropathy
Hyper/Hypoglycemic shock		Hyper/Hypoglycemic shock
Coronary Artery Disease		Coronary Artery Disease
		Cerebro Vascular Accident
		Hypertensive Nephropathy
		Internal Bleeding/ Haemorrhage

4.2 First 30 days waiting period

Any disease contracted by the insured person during the first 30 days from the inception of the first policy. This shall not apply in case the insured person is hospitalised for injuries, suffered in an accident which occurred after inception of the first policy.

4.3 Specific waiting period

Following diseases/treatment are subject to a waiting period mentioned below.

- i. **One year waiting period**
 - a. Benign ENT disorders
 - b. Tonsillectomy/Adenoidectomy/Mastoidectomy/Tympanoplasty
- ii. **Two years waiting period**
 - a. Cataract
 - b. Benign prostatic hypertrophy
 - c. Hernia
 - d. Hydrocele
 - e. Congenital internal disease
 - f. Fissure/Fistula in anus
 - g. Piles (Haemorrhoids)
 - h. Sinusitis and related disorders
 - i. Polycystic ovarian disease
 - j. Non-infective arthritis
 - k. Pilonidal sinus
 - l. Gout and Rheumatism
 - m. Hypertension and related complications
 - n. Diabetes and related complications
 - o. Calculus diseases
 - p. Surgery of gall bladder and bile duct excluding malignancy
 - q. Surgery of genito-urinary system excluding malignancy
 - r. Surgery for prolapsed intervertebral disc unless arising from accident
 - s. Surgery of varicose vein
 - t. Hysterectomy
- iii. **Four years waiting period**
 - a. Treatment for joint replacement due to degenerative conditions
 - b. Age related osteoarthritis and osteoporosis

4.4 HIV, AIDS, STD

Any condition directly or indirectly caused to or associated with Human Immunodeficiency Virus (HIV), Acquired Immunodeficiency Syndrome (AIDS), complications of AIDS and other Sexually Transmitted Diseases (STD).

4.5 General debility, congenital external anomaly

General debility, run down condition or rest cure, congenital external disease or defects or anomaly.

4.6 Sterility, infertility, assisted conception

Sterility, infertility/sub fertility, assisted conception procedures.

4.7 Pregnancy

Treatment arising from or traceable to pregnancy/childbirth including caesarean section, miscarriage, surrogate or vicarious pregnancy, abortion or complications thereof including changes in chronic conditions arising out of pregnancy other than ectopic pregnancy which may be established by medical reports.

4.8 Refractive error

Surgery for correction of eye sight due to refractive error.

4.9 Obesity

Treatment for obesity or condition arising there from (including morbid obesity) and any other weight control and management program/services/supplies or treatment.

4.10 Psychiatric disorder, intentional self inflicted injury

Treatment for all psychiatric and psychosomatic disorders/diseases, intentional self-inflicted injury, attempted suicide.

4.11 Genetic disorders, stem cell surgery

4.12 Circumcision unless necessary for treatment of a disease (if not excluded otherwise) or necessitated due to an accident.

4.13 Vaccination or inoculation unless forming part of treatment and requires hospitalisation.

4.14 Cosmetic, plastic surgery, sex change, hormone replacement

Cosmetic or aesthetic treatment of any description, change of life or sex change operation, hormone replacement therapy. Expenses for plastic surgery other than as may be necessitated due to illness/ disease/ injury.

4.15 Massages, spa, steam bath, naturopathy, experimental treatment

Massages, spa, steam bath, shirodhara, udhwarthanam, abhyangam, kayasekham and similar treatment.

Expenses for naturopathy, experimental medicine/treatment, unproven procedure/treatment, alternative treatments (other than ayurveda and homeopathy), acupuncture, acupressure, magneto-therapy and similar treatment.

4.16 Dental treatment

Dental treatment unless arising due to an accident.

4.17 Vitamins, tonics

Vitamins and tonics unless forming part of treatment for illness/disease/injury as certified by the attending medical practitioner.

4.18 Out Patient Department treatment (OPD treatment)

4.19 Diagnostic and evaluation purpose where such diagnosis and evaluation can be carried out as outpatient procedure and the condition of the patient does not require hospitalisation.

4.20 Treatment in convalescent home, nature clinic

Treatment in convalescent home/hospital, health hydro/nature care clinic and similar establishments.

4.21 Drug/alcohol abuse

Treatment arising out of illness/disease/injury due to misuse or abuse of drugs/alcohol or use of intoxicating substances.

4.22 Stay in hospital which is not medically necessary.

4.23 Spectacles, contact lens, hearing aid, cochlear implants.

4.24 Equipments

External/durable medical/non-medical equipments/instruments of any kind used for diagnosis/ treatment including CPAP, CAPD, infusion pump, ambulatory devices like walker, crutches, belts, collars, caps, splints, slings, braces, stockings, diabetic foot-wear, glucometer, thermometer, similar related items (as listed in Appendix II) and any medical equipment which could be used at home subsequently.

4.25 Irrelevant investigations/treatment, drugs/treatment not supported by a prescription, private nursing charges, referral fee to family physician, outstation doctor/surgeon/consultants' fees and similar expenses (as listed in Appendix II).

4.26 Items of personal comfort

Items of personal comfort and convenience (as listed in Appendix II) including telephone, television, aya, barber, beauty services, diet charges, baby food, cosmetics, napkins, toiletries, guest services.

4.27 Service charge/ registration fee

Any kind of service charges including surcharges, admission fees, registration charges and similar charges (as listed in Appendix II) levied by the hospital.

4.28 Home visit charges

Home visit charges during pre and post hospitalisation period of doctor, attendant and nurse.

4.29 Treatment not related to illness

Treatment which the insured person was on before hospitalisation for the illness/disease/injury, different from the one for which hospitalisation claim has been made.

4.30 Risky avocations

Treatment for any illness/disease/injury arising from scuba diving, motor racing, parachuting, hang gliding, rock or mountain climbing and similar activities.

4.31 War group perils

Injury or disease directly or indirectly caused by or arising from or attributable to war invasion act of foreign enemy, warlike operations (whether war be declared or not) and injury or disease directly or indirectly caused by or contributed to by nuclear weapons/materials.

5 Conditions

5.1 Disclosure to information norm

The policy shall be void and all premium paid hereon shall be forfeited to the company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

5.2 Condition precedent to admission of liability

The due observance and fulfillment of the terms and conditions of the policy, by the insured person, shall be a condition precedent to any liability of the company to make any payment under the policy.

5.3 Communication

- i. All communication should be in writing.
- ii. For claim serviced by TPA, ID card, PPN/network provider related issues to be communicated to the TPA at the address mentioned in the schedule. For claim serviced by the company, the policy related issues, change in address to be communicated to the policy issuing office at the address mentioned in the schedule.
- iii. The company or TPA will communicate to the insured person at the address mentioned in the schedule.

5.4 Physical examination

Any medical practitioner authorised by the company shall be allowed to examine the insured person in case of any alleged injury or disease requiring hospitalisation when and as often as the same may reasonably be required on behalf of the company.

5.5 Claim Procedure

5.5.1 Claim intimation

In case of a claim, the insured person/insured person's representative shall intimate the TPA (if claim is processed by TPA)/company (if claim is processed by the company) in writing by letter, e-mail, fax providing all relevant information relating to claim including plan of treatment, policy number etc. within the prescribed time limit.

Claim intimation in case of Cashless facility	TPA must be informed:
In case of planned hospitalisation	At least 72 hours prior to the insured person's admission to network provider/PPN
In case of emergency hospitalisation	Within 24 hours of the insured person's admission to network provider/PPN

Claim intimation in case of Reimbursement	Company/TPA must be informed:
In case of planned hospitalisation	At least 72 hours prior to the insured person's admission to hospital
In case of emergency hospitalisation	Within 72 hours of the insured person's admission to hospital

5.5.2 Procedure for Cashless claims

- Treatment may be taken in a network provider/PPN and is subject to pre authorization by the TPA.
- Cashless request form available with the network provider/PPN and TPA shall be completed and sent to the TPA for authorization.
- The TPA upon getting cashless request form and related medical information from the insured person/ network provider/PPN will issue pre-authorization letter to the hospital after verification.
- At the time of discharge, the insured person has to verify and sign the discharge papers, pay for non-medical and inadmissible expenses.
- The TPA reserves the right to deny pre-authorization in case the insured person is unable to provide the relevant medical details.
- In case of denial of cashless access, the insured person may obtain the treatment as per treating doctor's advice and submit the claim documents to the TPA for reimbursement.

5.5.3 Procedure for reimbursement of claims

For reimbursement of claims the insured person may submit the necessary documents to TPA/company within the prescribed time limit.

5.5.4 Documents

The claim is to be supported with the following documents and submitted within the prescribed time limit.

- Completed claim form
- Original bills, payment receipts, medical history of the patient recorded, discharge certificate/ summary from the hospital etc.
- Original cash-memo from the hospital (s)/chemist (s) supported by proper prescription
- Original payment receipt, investigation test reports etc. supported by the prescription from attending medical practitioner
- Attending medical practitioner's certificate regarding diagnosis and bill receipts etc.
- Surgeon's original certificate stating diagnosis and nature of operation performed along with bills/receipts etc.
- Any other document required by company/TPA

Note

In the event of a claim lodged as per clause 5.9 of the policy and the original documents having been submitted to the other insurer, the company may accept the documents listed under clause 5.5.4 of the policy and claim settlement advice duly certified by the other insurer subject to satisfaction of the company.

Type of claim	Time limit for submission of documents to company/TPA
Reimbursement of hospitalisation and pre hospitalisation expenses	Within 15 days of date of discharge from hospital
Reimbursement of post hospitalisation expenses	Within 15 days from completion of post hospitalisation treatment
Reimbursement of health checkup expenses (as per Good health incentives 2.4.2. of the policy)	At least 45 days before the expiry of the fifth policy period.

5.5.5 Claim Settlement

- i. On receipt of the final document(s) or investigation report (if any), as the case may be, the company shall within a period of 30 days offer a settlement of the claim to the insured person.
- ii. If the company, for any reasons, decides to reject a claim under the policy, shall communicate to the insured person in writing and within a period of 30 days from the receipt of the final document(s) or investigation report (if any), as the case may be.
- iii. Upon acceptance of an offer of settlement as stated above by the insured person, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the company.
- iv. In the cases of delay in the payment, the company shall pay interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed.

5.5.6 Services offered by a TPA

The services offered by a TPA shall not include

- i. Claim settlement and rejection with respect to the policy; However, TPA may handle claims admission and recommend to the company for the payment of the claim settlement
- ii. Any services directly to the insured person or to any other person unless such service is in accordance with the terms and conditions of the Agreement entered into with the company.

Waiver

Time limit for claim intimation and submission of documents may be waived in cases where it is proved to the satisfaction of the company, that the circumstances under which insured person was placed, it was not possible to intimate the claim/submit the documents within the prescribed time limit.

5.6 Payment of claim

All claims under the policy shall be payable in Indian currency only.

5.7 Territorial Limit

All medical treatment for the purpose of this insurance will have to be taken in India only.

5.8 Medical expenses incurred under two policy periods

If the claim falls within two policy periods, the claims shall be paid taking into consideration the available sum insured in the two policy periods, including the deductibles for each policy period. Such eligible claim amount to be payable to the insured person shall be reduced to the extent of premium to be received for the renewal/due date of premium of health insurance policy, if not received earlier.

5.9 Contribution

In the event of a claim arising under the policy, there is in existence any other policy (other than cancer insurance policy in collaboration with Indian Cancer Society) effected by the insured person or on behalf of insured person which covers any claim in whole or in part made under the policy then the company will pay or contribute not more than its rateable proportion of the claim.

5.10 Subrogation

In the event of a claim paid under the policy, it is the right of the company to assume the rights of the insured person to recover expenses paid that may be recovered from any other source.

5.11 Fraud

The company shall not be liable to make any payment under the policy in respect of any claim if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the insured person or by any other person acting on his behalf.

5.12 Cancellation

The company may at any time cancel the policy (on grounds of fraud, moral hazard or misrepresentation or noncooperation) by sending the insured person 30 (thirty) days notice by registered letter at insured person's last known address and in such event the company will not allow any refund.

The insured person may at any time cancel the policy and in such an event the company shall allow refund of premium at company's short period rate mentioned below provided no claim occurred up to the date of cancellation.

Period of risk	Rate of premium to be charged
Up to 1 month	1/4 of the annual rate
Up to 3 months	1/2 of the annual rate
Up to 6 months	3/4 of the annual rate
Exceeding 6 months	Full annual rate

5.13 Territorial jurisdiction

All disputes or differences under or in relation to the policy shall be determined by the Indian court and according to Indian law.

5.14 Arbitration

- i. If any dispute or difference shall arise as to the quantum to be paid under the policy, (liability being otherwise admitted) such difference shall independently of all other questions, be referred to the decision of a sole arbitrator to be appointed in writing by the parties here to or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
- ii. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the company has disputed or not accepted liability under or in respect of the policy.
- iii. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon the policy that award by such arbitrator/arbitrators of the amount of expenses shall be first obtained.

5.15 Disclaimer

If the company shall disclaim liability to the insured person for any claim hereunder and if the insured person shall not within 12 calendar months from the date of receipt of the notice of such disclaimer notify the company in writing that he does not accept such disclaimer and intends to recover his claim from the company, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

5.16 Renewal of policy

The policy may be renewed by mutual consent. The company is not bound to give notice that it is due for renewal. Renewal of the policy cannot be denied other than on grounds of fraud, moral hazard or misrepresentation or noncooperation. In the event of break in the policy a grace period of 30 days is allowed.

5.17 Enhancement of sum insured

Sum insured under the policy can be enhanced only at the time of renewal. Sum insured can be enhanced up to ₹5,00,000, subject to discretion of the company. The waiting period and conditions as mentioned under exclusions 4.1, 4.2 and 4.3 will apply to incremental portion of the sum insured.

5.18 Adjustment of premium for Overseas Mediclaim Policy (OMP)

If during the policy period the insured person is also covered under an Overseas Mediclaim Policy (OMP) of any non life insurance company, the policy will be inoperative in respect of the insured persons for the number of days the OMP is in force and proportionate premium for the number of days the OMP was in force shall be adjusted in the renewal premium. The insured person must inform the company in writing before leaving India and may submit an application, stating the details of visit(s) abroad, along with copies of the OMP, within 7 days of return from abroad or expiry of the policy, whichever is earlier.

5.19 Portability

In the event of the insured person porting to any other insurer, insured person must apply with details of the policy and claims to the insurer where the insured person wants to port, at least 45 days before the date of expiry of the policy.

Portability shall be allowed in the following cases:

- i. All individual health insurance policies issued by non-life insurance companies including family floater policies.
- ii. Individual members, including the family members covered under any group health insurance policy of a non-life insurance company shall have the right to migrate from such a group policy to an individual health insurance policy or a family floater policy with the same insurer. One year thereafter, the insured person shall be accorded the right to port to another non-life insurance company.

5.20 Withdrawal of Product

In case the policy is withdrawn in future, the company will provide the option to the insured person to switch over to a similar policy at terms and premium applicable to the new policy.

5.21 Revision of terms of the policy including the premium rates

The company, in future, may revise the terms of the policy including the premium rates.

5.22 Free look period

The insured person will be allowed a period of 15 days from date of receipt of policy to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured person has not made any claim during the free look period, the insured person shall be entitled to-

- i. 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
- ii. 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 on cover

5.23 IRDA Regulation

This policy is subject to IRDA (Health Insurance) Regulation 2013 and Guidelines on Standardization in Health Insurance amended from time to time.

6 Redressal of grievance

In case of any grievance relating to servicing the policy, the insured person may submit in writing to the policy issuing office or regional office for redressal. If the grievance remains unaddressed, insured person may contact Customer Relationship Management Dept., National Insurance Company Limited, Chhabildas towers, 6A, Middleton Street, Kolkata - 700071. If the insured person is not satisfied, the grievance may be referred to “Health Insurance Management Dept.”, National Insurance Company Limited, 3 Middleton Street, Kolkata - 700071.

The insured person can also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The contact details of the Insurance Ombudsman offices are as below-

Areas of Jurisdiction	Insurance Ombudsman, Office of the Insurance Ombudsman
Gujarat , UT of Dadra and Nagar Haveli, Daman and Diu	2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, Ahmedabad-380 014. Tel.:- 079-27546840 Fax : 079-27546142 Email: ins.omb@rediffmail.com
Madhya Pradesh and Chhattisgarh	Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, Bhopal (M.P.)-462 023. Tel.:- 0755-2569201 Fax : 0755-2769203 Email:bimalokpalbhopal@airtelmail.in
Orissa	62, Forest Park, Bhubaneshwar-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email:ioobbsr@dataone.in
Punjab , Haryana, Himachal Pradesh, Jammu and Kashmir , UT of Chandigarh	S.C.O. No.101-103, 2nd Floor, Batra Building.Sector 17-D, Chandigarh-160 017. Tel.:- 0172-2706468 Fax : 0172-2708274 Email:ombchd@yahoo.co.in
Tamil Nadu, UT–Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, Chennai - 600 018. Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email:insombud@md4.vsnl.net.in
Delhi and Rajasthan	2/2A,Universal Insurance Bldg. Asaf Ali Road, New Delhi- 110 002. Tel.:- 011-23239633 Fax : 011-23230858 Email:iobdelraj@rediffmail.com
Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	“Jeevan Nivesh”, 5 th Floor, Near Panbazar Overbridge, S.S.Road, Guwahati - 781001 (ASSAM). Tel.:- 0361-2132204/5 Fax : 0361-273293 Email:ombudsmanghy@rediffmail.com
Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry	6-2-46,1 st Floor, Moin Court, A.C.Guards, Lakdi-Ka-Pool, Hyderabad-500 004. Tel : 040-65504123 Fax: 040-23376599 Email: insombudhyd@gmail.com
Kerala , UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard,M.G. Road, Ernakulam -682015. Tel : 0484-2358759 Fax : 0484-2359336 Email:iokochi@asianetindia.com
West Bengal, Bihar, Jharkhand and UT of Andaman and Nicobar Islands, Sikkim	4th Floor, Hindusthan Bldg. Annexe, 4, C.R.Avenue, Kolkata – 700 072. Tel: 033 22124346/(40) Fax: 033 22124341 Email:iombsbpa@bsnl.in
Uttar Pradesh and Uttaranchal	Jeevan Bhawan, Phase-2, 6 th Floor, Nawal Kishore Road, Hazaratganj, Lucknow-226 001. Tel : 0522 -2231331 Fax : 0522-2231310 Email:insombudsman@rediffmail.com
Maharashtra , Goa	3rd Floor, Jeevan Seva Annexe, S.V.Road, Santacruz(W), Mumbai- 400 054. Tel : 022-26106928 Fax : 022-26106052 Email:ombudsmanmumbai@gmail.com

**Insurance is the subject matter of solicitation
Please preserve the policy for all future reference.**

Day care procedure

Microsurgical operations on the middle ear

1. Stapedotomy
2. Stapedectomy
3. Revision of a stapedectomy
4. Other operations on the auditory ossicles
5. Myringoplasty (Type -I Tympanoplasty)
6. Tympanoplasty (closure of an eardrum perforation/reconstruction of the auditory ossicles)
7. Revision of a tympanoplasty
8. Other microsurgical operations on the middle ear

Other operations on the middle and internal ear

9. Myringotomy
10. Removal of a tympanic drain
11. Incision of the mastoid process and middle ear
12. Mastoidectomy
13. Reconstruction of the middle ear
14. Other excisions of the middle and inner ear
15. Fenestration of the inner ear
16. Revision of a fenestration of the inner ear
17. Incision (opening) and destruction (elimination) of the inner ear
18. Other operations on the middle and inner ear

Operations on the nose and the nasal sinuses

19. Excision and destruction of diseased tissue of the nose
20. Operations on the turbinates (nasal concha)
21. Other operations on the nose
22. Nasal sinus aspiration

Operations on the eyes

23. Incision of tear glands
24. Other operations on the tear ducts
25. Incision of diseased eyelids
26. Excision and destruction of diseased tissue of the eyelid
27. Operations on the canthus and epicanthus
28. Corrective surgery for entropion and ectropion
29. Corrective surgery for blepharoptosis
30. Removal of a foreign body from the conjunctiva
31. Removal of a foreign body from the cornea
32. Incision of the cornea
33. Operations for pterygium
34. Other operations on the cornea
35. Removal of a foreign body from the lens of the eye
36. Removal of a foreign body from the posterior chamber of the eye
37. Removal of a foreign body from the orbit and eyeball
38. Operation of cataract

Operations on the skin and subcutaneous tissues

39. Incision of a pilonidal sinus
40. Other incisions of the skin and subcutaneous tissues
41. Surgical wound toilet (wound debridement) and removal of diseased tissue of the skin and subcutaneous tissues
42. Local excision of diseased tissue of the skin and subcutaneous tissues
43. Other excisions of the skin and subcutaneous tissues
44. Simple restoration of surface continuity of the skin and subcutaneous tissues
45. Free skin transplantation, donor site
46. Free skin transplantation, recipient site
47. Revision of skin plasty
48. Other restoration and reconstruction of the skin and subcutaneous tissues
49. Chemosurgery to the skin
50. Destruction of diseased tissue in the skin and subcutaneous tissues

Operations on the tongue

51. Incision, excision and destruction of diseased tissue of the tongue
52. Partial glossectomy
53. Glossectomy
54. Reconstruction of the tongue
55. Other operations on the tongue

Operations on the salivary glands and salivary ducts

56. Incision and lancing of a salivary gland and a salivary duct
57. Excision of diseased tissue of a salivary gland and a salivary duct

58. Resection of a salivary gland
59. Reconstruction of a salivary gland and a salivary duct
60. Other operations on the salivary glands and salivary ducts

Other operations on the mouth and face

61. External incision and drainage in the region of the mouth, jaw and face
62. Incision of the hard and soft palate
63. Excision and destruction of diseased hard and soft palate
64. Incision, excision and destruction in the mouth
65. Plastic surgery to the floor of the mouth
66. Palatoplasty
67. Other operations in the mouth

Operations on the tonsils and adenoids

68. Transoral incision and drainage of a pharyngeal abscess
69. Tonsillectomy without adenoidectomy
70. Tonsillectomy with adenoidectomy
71. Excision and destruction of a lingual tonsil
72. Other operations on the tonsils and adenoids

Trauma surgery and orthopaedics

73. Incision on bone, septic and aseptic
74. Closed reduction on fracture, luxation or epiphyseolysis with osteosynthesis
75. Suture and other operations on tendons and tendon sheath
76. Reduction of dislocation under GA
77. Arthroscopic knee aspiration

Operations on the breast

78. Incision of the breast
79. Operations on the nipple

Operations on the digestive tract

80. Incision and excision of tissue in the perianal region
81. Surgical treatment of anal fistulas
82. Surgical treatment of haemorrhoids
83. Division of the anal sphincter (sphincterotomy)
84. Other operations on the anus
85. Ultrasound guided aspirations
86. Sclerotherapy etc.

Operations on the female sexual organs

87. Incision of the ovary
88. Insufflation of the Fallopian tubes
89. Other operations on the Fallopian tube
90. Dilatation of the cervical canal
91. Conisation of the uterine cervix
92. Other operations on the uterine cervix
93. Incision of the uterus (hysterotomy)
94. Therapeutic curettage
95. Culdotomy
96. Incision of the vagina
97. Local excision and destruction of diseased tissue of the vagina and the pouch of Douglas
98. Incision of the vulva
99. Operations on Bartholin's glands (cyst)

Operations on the prostate and seminal vesicles

100. Incision of the prostate
101. Transurethral excision and destruction of prostate tissue
102. Transurethral and percutaneous destruction of prostate tissue
103. Open surgical excision and destruction of prostate tissue
104. Radical prostatovesiculectomy
105. Other excision and destruction of prostate tissue
106. Operations on the seminal vesicles
107. Incision and excision of periprostatic tissue
108. Other operations on the prostate

Operations on the scrotum and tunica vaginalis testis

109. Incision of the scrotum and tunica vaginalis testis
110. Operation on a testicular hydrocele
111. Excision and destruction of diseased scrotal tissue
112. Plastic reconstruction of the scrotum and tunica vaginalis testis
113. Other operations on the scrotum and tunica vaginalis testis

Operations on the testes

114. Incision of the testes
115. Excision and destruction of diseased tissue of the testes

- 116. Unilateral orchidectomy
- 117. Bilateral orchidectomy
- 118. Orchidopexy
- 119. Abdominal exploration in cryptorchidism
- 120. Surgical repositioning of an abdominal testis
- 121. Reconstruction of the testis
- 122. Implantation, exchange and removal of a testicular prosthesis
- 123. Other operations on the testis

Operations on the spermatic cord, epididymis and ductus deferens

- 124. Surgical treatment of a varicocele and a hydrocele of the spermatic cord
- 125. Excision in the area of the epididymis
- 126. Epididymectomy
- 127. Reconstruction of the spermatic cord
- 128. Reconstruction of the ductus deferens and epididymis
- 129. Other operations on the spermatic cord,

epididymis and ductus deferens

Operations on the penis

- 130. Operations on the foreskin
- 131. Local excision and destruction of diseased tissue of the penis
- 132. Amputation of the penis
- 133. Plastic reconstruction of the penis
- 134. Other operations on the penis

Operations on the urinary system

- 135. Cystoscopic removal of stones

Other Operations

- 136. Lithotripsy
- 137. Coronary angiography
- 138. Hemodialysis
- 139. Radiotherapy for Cancer
- 140. Cancer Chemotherapy

Note:

- i. Day care treatment will include above day care procedures
- ii. Any surgery/procedure (not listed above) which due to advancement of medical science requires hospitalisation for less than 24 hours will require prior approval from company/TPA.
- iii. The standard exclusions and waiting periods are applicable to all of the above day care procedures / surgeries depending on the medical condition / disease under treatment. Only 24 hours hospitalisation is not mandatory.

List of Expenses Generally Excluded

List of Expenses Generally Excluded ("Non-Medical") in Hospital Indemnity Policy -	
TOILETRIES/ COSMETICS/ PERSONAL COMFORT OR CONVENIENCE ITEMS	
HAIR REMOVAL CREAM	Not Payable
BABY CHARGES (UNLESS SPECIFIED/INDICATED)	Not Payable
BABY FOOD	Not Payable
BABY UTILITES CHARGES	Not Payable
BABY SET	Not Payable
BABY BOTTLES	Not Payable
BRUSH	Not Payable
COSY TOWEL	Not Payable
HAND WASH	Not Payable
MOISTURISER PASTE BRUSH	Not Payable
POWDER	Not Payable
RAZOR	Payable
SHOE COVER	Not Payable
BEAUTY SERVICES	Not Payable
BELTS/ BRACES	Essential and should be paid at least specifically for cases who have undergone surgery of thoracic or lumbar spine
BUDS	Not Payable
BARBER CHARGES	Not Payable
CAPS	Not Payable
COLD PACK/HOT PACK	Not Payable
CARRY BAGS	Not Payable
CRADLE CHARGES	Not Payable
COMB	Not Payable
DISPOSABLES RAZORS CHARGES (for site preparations)	Payable
EAU-DE-COLOGNE / ROOM FRESHNERS	Not Payable
EYE PAD	Not Payable
EYE SHEILD	Not Payable
EMAIL / INTERNET CHARGES	Not Payable
FOOD CHARGES (OTHER THAN PATIENT's DIET PROVIDED BY HOSPITAL)	Not Payable
FOOT COVER	Not Payable
GOWN	Not Payable
LEGGINGS	Essential in bariatric and varicose vein surgery and may be considered for at least these conditions where surgery itself is payable.
LAUNDRY CHARGES	Not Payable
MINERAL WATER	Not Payable
OIL CHARGES	Not Payable
SANITARY PAD	Not Payable
SLIPPERS	Not Payable
TELEPHONE CHARGES	Not Payable
TISSUE PAPER	Not Payable
TOOTH PASTE	Not Payable
TOOTH BRUSH	Not Payable
GUEST SERVICES	Not Payable
BED PAN	Not Payable
BED UNDER PAD CHARGES	Not Payable
CAMERA COVER	Not Payable
CLINIPLAST	Not Payable
CREPE BANDAGE	Not Payable/ Payable by the patient
CURAPORE	Not Payable
DIAPER OF ANY TYPE	Not Payable
DVD, CD CHARGES	Not Payable (However if CD is specifically sought by Insurer/TPA then payable)

EYELET COLLAR	Not Payable
FACE MASK	Not Payable
FLEXI MASK	Not Payable
GAUSE SOFT	Not Payable
GAUZE	Not Payable
HAND HOLDER	Not Payable
HANSAPLAST/ ADHESIVE BANDAGES	Not Payable
INFANT FOOD	Not Payable
SLINGS	Reasonable costs for one sling in case of upper arm fractures may be considered
ITEMS SPECIFICALLY EXCLUDED IN THE POLICIES	
WEIGHT CONTROL PROGRAMS/ SUPPLIES/ SERVICES	Exclusion in policy unless otherwise specified
COST OF SPECTACLES/ CONTACT LENSES/ HEARING AIDS ETC.,	Exclusion in policy unless otherwise specified
DENTAL TREATMENT EXPENSES THAT DO NOT REQUIRE HOSPITALISATION	Exclusion in policy unless otherwise specified
HORMONE REPLACEMENT THERAPY	Exclusion in policy unless otherwise specified
HOME VISIT CHARGES	Exclusion in policy unless otherwise specified
INFERTILITY/ SUBFERTILITY/ ASSISTED CONCEPTION PROCEDURE	Exclusion in policy unless otherwise specified
OBESITY (INCLUDING MORBID OBESITY) TREATMENT IF EXCLUDED IN POLICY	Exclusion in policy unless otherwise specified
PSYCHIATRIC & PSYCHOSOMATIC DISORDERS	Exclusion in policy unless otherwise specified
CORRECTIVE SURGERY FOR REFRACTIVE ERROR	Exclusion in policy unless otherwise specified
TREATMENT OF SEXUALLY TRANSMITTED DISEASES	Exclusion in policy unless otherwise specified
DONOR SCREENING CHARGES	Exclusion in policy unless otherwise specified
ADMISSION/REGISTRATION CHARGES	Exclusion in policy unless otherwise specified
HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE	Exclusion in policy unless otherwise specified
EXPENSES FOR INVESTIGATION/ TREATMENT IRRELEVANT TO THE DISEASE FOR WHICH ADMITTED OR DIAGNOSED	Not Payable - Exclusion in policy unless otherwise specified
ANY EXPENSES WHEN THE PATIENT IS DIAGNOSED WITH RETRO VIRUS + OR SUFFERING FROM /HIV/ AIDS ETC IS DETECTED/ DIRECTLY OR INDIRECTLY	Not payable as per HIV/AIDS exclusion
STEM CELL IMPLANTATION/ SURGERY AND STORAGE	Not Payable except Bone Marrow Transplantation where covered by policy
ITEMS WHICH FORM PART OF HOSPITAL SERVICES WHERE SEPARATE CONSUMABLES ARE NOT PAYABLE BUT THE SERVICE IS	
WARD AND THEATRE BOOKING CHARGES	Payable under OT Charges, not payable separately
ARTHROSCOPY & ENDOSCOPY INSTRUMENTS	Rental charged by the hospital payable. Purchase of

	Instruments not payable.
MICROSCOPE COVER	Payable under OT Charges, not payable separately
SURGICAL BLADES,HARMONIC SCALPEL,SHAVER	Payable under OT Charges, not payable separately
SURGICAL DRILL	Payable under OT Charges, not payable separately
EYE KIT	Payable under OT Charges, not payable separately
EYE DRAPE	Payable under OT Charges, not payable separately
X-RAY FILM	Payable under Radiology Charges, not as consumable
SPUTUM CUP	Payable under Investigation Charges, not as consumable
BOYLES APPARATUS CHARGES	Part of OT Charges, not separately
BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	Part of Cost of Blood, not payable
ANTISEPTIC OR DISINFECTANT LOTIONS	Not Payable-Part of Dressing Charges
BAND AIDS, BANDAGES, STERILE INJECTIONS, NEEDLES, SYRINGES	Not Payable - Part of Dressing charges
COTTON	Not Payable-Part of Dressing Charges
COTTON BANDAGE	Not Payable- Part of Dressing Charges
MICROPORE/ SURGICAL TAPE	Not Payable-Payable by the patient when prescribed, otherwise included as Dressing Charges
BLADE	Not Payable
APRON	Not Payable -Part of Hospital Services/ Disposable linen to be part of OT/ICU charges
TORNIQUET	Not Payable (service is charged by hospitals, consumables cannot be separately charged)
ORTHOBUNDLE, GYNAEC BUNDLE	Part of Dressing Charges
URINE CONTAINER	Not Payable
ELEMENTS OF ROOM CHARGE	
LUXURY TAX	Actual tax levied by government is payable. Part of room charge for sub limits
HVAC	Part of room charge not payable separately
HOUSE KEEPING CHARGES	Part of room charge not payable separately
SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	Part of room charge not payable separately
TELEVISION & AIR CONDITIONER CHARGES	Payable under room charges not if separately levied
SURCHARGES	Part of Room Charge, Not payable separately
ATTENDANT CHARGES	Not Payable - Part of Room Charges
IM IV INJECTION CHARGES	Part of nursing charges, not payable
CLEAN SHEET	Part of Laundry/Housekeeping not payable separately
EXTRA DIET OF PATIENT(OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Patient Diet provided by hospital is payable

BLANKET/WARMER BLANKET	Not Payable- part of room charges
ADMINISTRATIVE OR NON-MEDICAL CHARGES	
ADMISSION KIT	Not Payable
BIRTH CERTIFICATE	Not Payable
BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES	Not Payable
CERTIFICATE CHARGES	Not Payable
COURIER CHARGES	Not Payable
CONVENYANCE CHARGES	Not Payable
DIABETIC CHART CHARGES	Not Payable
DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES	Not Payable
DISCHARGE PROCEDURE CHARGES	Not Payable
DAILY CHART CHARGES	Not Payable
ENTRANCE PASS / VISITORS PASS CHARGES	Not Payable
EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE	To be claimed by patient under Post Hosp where admissible
FILE OPENING CHARGES	Not Payable
INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)	Not Payable
MEDICAL CERTIFICATE	Not Payable
MAINTAINANCE CHARGES	Not Payable
MEDICAL RECORDS	Not Payable
PREPARATION CHARGES	Not Payable
PHOTOCOPIES CHARGES	Not Payable
PATIENT IDENTIFICATION BAND / NAME TAG	Not Payable
WASHING CHARGES	Not Payable
MEDICINE BOX	Not Payable
MORTUARY CHARGES	Payable upto 24 hrs, shifting charges not payable
MEDICO LEGAL CASE CHARGES (MLC CHARGES)	Not Payable
EXTERNAL DURABLE DEVICES	
WALKING AIDS CHARGES	Not Payable
BIPAP MACHINE	Not Payable
COMMODE	Not Payable
CPAP/ CAPD EQUIPMENTS	Device not payable
INFUSION PUMP - COST	Device not payable
OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
PULSEOXYMETER CHARGES	Device not payable
SPACER	Not Payable
SPIROMETRE	Device not payable
SPO2 PROBE	Not Payable
NEBULIZER KIT	Not Payable
STEAM INHALER	Not Payable
ARMSLING	Not Payable
THERMOMETER	Not Payable (paid by patient)
CERVICAL COLLAR	Not Payable
SPLINT	Not Payable
DIABETIC FOOT WEAR	Not Payable
KNEE BRACES (LONG/ SHORT/ HINGED)	Not Payable
KNEE IMMOBILIZER/SHOULDER IMMOBILIZER	Not Payable
LUMBO SACRAL BELT	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
NIMBUS BED OR WATER OR AIR BED CHARGES	Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia/quadriplegia for any reason and at reasonable cost of approximately Rs 200/ day

AMBULANCE COLLAR	Not Payable
AMBULANCE EQUIPMENT	Not Payable
MICROSHEILD	Not Payable
ABDOMINAL BINDER	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
ITEMS PAYABLE IF SUPPORTED BY A PRESCRIPTION	
BETADINE \ HYDROGEN PEROXIDE\SPIRIT\DETTOL\SAVLON\ DISINFECTANTS ETC	May be payable when prescribed for patient, not payable for hospital use in OT or ward or for dressings in hospital
PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES	Post hospitalization nursing charges not Payable
NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES	Patient Diet provided by hospital is payable
SUGAR FREE TABLETS	Payable -Sugar free variants of admissible medicines are not excluded
CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)	Payable when prescribed
DIGESTION GELS	Payable when prescribed
ECG ELECTRODES	Upto 5 electrodes are required for every case visiting OT or ICU. For longer stay in ICU, may require a change and at least one set every second day must be payable.
GLOVES	Sterilized Gloves payable / unsterilized gloves not payable
HIV KIT	Payable - payable Pre operative screening
LISTERINE/ ANTISEPTIC MOUTHWASH	Payable when prescribed
LOZENGES	Payable when prescribed
MOUTH PAINT	Payable when prescribed
NEBULISATION KIT	If used during hospitalization is payable reasonably
NOVARAPID	Payable when prescribed
VOLINI GEL/ ANALGESIC GEL	Payable when prescribed
ZYTEE GEL	Payable when prescribed
VACCINATION CHARGES	Routine Vaccination

	not Payable / Post Bite Vaccination Payable
PART OF HOSPITAL'S OWN COSTS AND NOT PAYABLE	
AHD	Not Payable - Part of Hospital's internal Cost
ALCOHOL SWABES	Not Payable - Part of Hospital's internal Cost
SCRUB SOLUTION/STERILLIUM	Not Payable - Part of Hospital's internal Cost
OTHERS	
VACCINE CHARGES FOR BABY	Not Payable
AESTHETIC TREATMENT / SURGERY	Not Payable
TPA CHARGES	Not Payable
VISCO BELT CHARGES	Not Payable
ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]	Not Payable
EXAMINATION GLOVES	Not payable
KIDNEY TRAY	Not Payable
MASK	Not Payable
OUNCE GLASS	Not Payable
OUTSTATION CONSULTANT'S/ SURGEON'S FEES	Not payable, except for telemedicine consultations where covered by policy
OXYGEN MASK	Not Payable
PAPER GLOVES	Not Payable
PELVIC TRACTION BELT	Should be payable in case of PIVD requiring traction as this is generally not reused
REFERAL DOCTOR'S FEES	Not Payable
ACCU CHECK (Glucometry/ Strips)	Not payable pre hospitilisation or post hospitalisation / Reports and Charts required/ Device not payable
PAN CAN	Not Payable
SOFNET	Not Payable
TROLLY COVER	Not Payable
UROMETER, URINE JUG	Not Payable
AMBULANCE	Payable-Ambulance from home to hospital or interhospital shifts is payable/ RTA as specific requirement is payable
TEGADERM / VASOFIX SAFETY	Payable - maximum of 3 in 48 hrs and then 1 in 24 hrs
URINE BAG	Payable where medically necessary till a reasonable cost - maximum 1 per 24 hrs
SOFTOVAC	Not Payable
STOCKINGS	Essential for case like CABG etc. where it should be paid.

The list is dynamic and as per the standard list of excluded expenses stipulated by IRDA.