

Group Health Policy Claims Process

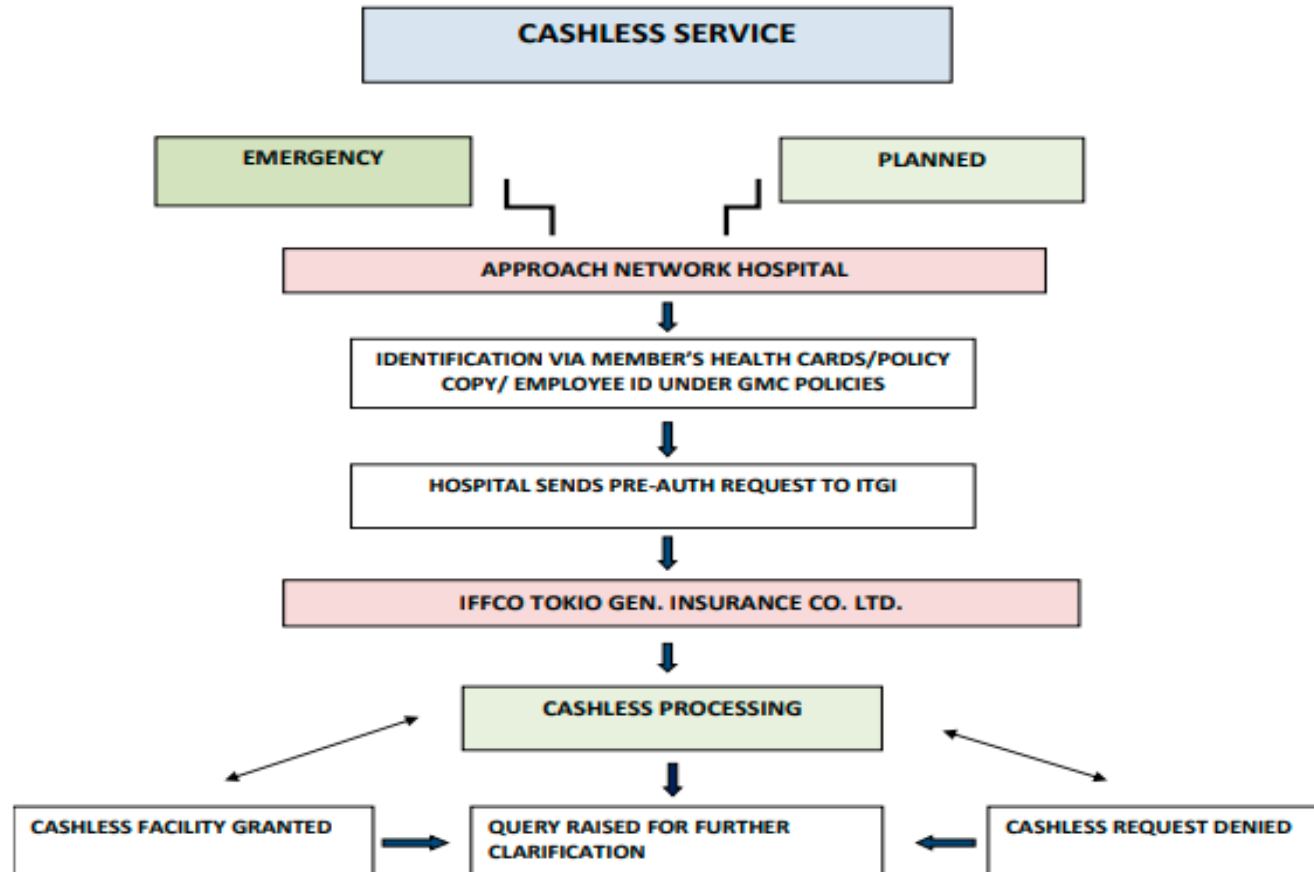


Cashless Claims

- ▶ Group Member have to approach nearest Network Hospital to avail Cashless Facility
- ▶ Contact Details and E-Mail ID for claim intimation are

Contact Details	
Call Center Toll Free No	1800-103-5499
Call Center chargeable no	0124-4285499
Fax no	0124-4722010
Email ID	healthclaims@iffcotokio.co.in
Grievance Redressal details	grievance@iffcotokio.co.in

Process of Cashless Claims



Reimbursement Claims

- ▶ The insured person submits the entire set of documents after discharge as per the policy requirement in HR Department or at the claims processing location-

Claims Service Centre

IFFCO Tokio General Insurance Co Ltd

Plot No. 214 Zone I, M P Nagar Bhopal

- ▶ In order to avail reimbursement, claim intimation about the admission needs to be given by following methods:
 - ❖ Call centre- 18001035499
 - ❖ Via Email- HEALTHCLAIMS@IFFCOTOKIO.CO.IN /Netlink HR Team

Reimbursement Claims-Documents

- ▶ The following documents are required in order to make a reimbursement claim:
 - Duly filled, signed claim form.
 - Medical Certificate/ Form which is signed by the treating doctor.
 - Discharge summary or card (original), availed from the hospital.
 - All bills and receipts (original).
 - Prescription and cash memos from pharmacies/ the hospital.
 - KYC details
 - NEFT details
 - Investigation report.
 - If it is an accident case, then the FIR or Medico Legal Certificate (MLC) is required.
 - Any other claim document which may be required to process the claim

Escalation Matrix

Process	Name/SPOC	Email	Phone
Cashless			
1st Escalation	Cashless	cashless@iffcotokio.co.in	0124-4722020/22/23
2nd Escalation	Mr Arshad Khan	cashless@iffcotokio.co.in	9654005945
3rd Escalation	Dr Pradeep	pradeep1.sharma@iffcotokio.co.in	9599054906
Process	Name/SPOC	Email	Phone
Reimbursement			
1st Escalation	Dr Aditya Gulati	Aditya.Gulati@iffcotokio.co.in	8448008625
2nd Escalation	Mr Manoj Pandey	Manoj.Pandey@iffcotokio.co.in	9599924084
3rd Escalation	Mr Yogesh Kumar	Yogeshkumar@iffcotokio.co.in	8527592919

Thank You!!

Assuring Best Services