Medi Assist

Employee Guide for MediAssist Portal

Copyright ©2022 | Medi Assist. All rights reserved.

Medi Assist Portal User Manual

@2020 Medi Assist

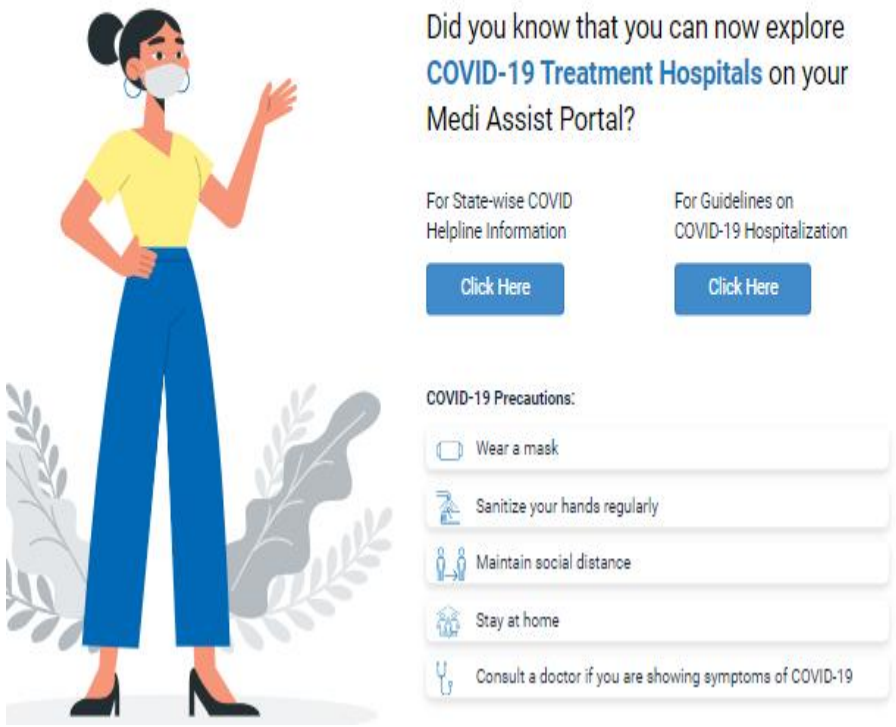
Login Page:

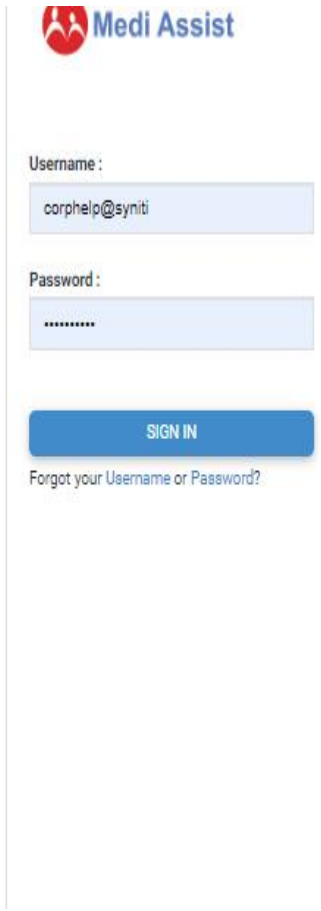
MediAssist Portal

Login Page

URL: https://portal.mediassist.in/Home.aspx

Login MediBuddy portal, with your corporate User Name & Password received from MediAssist

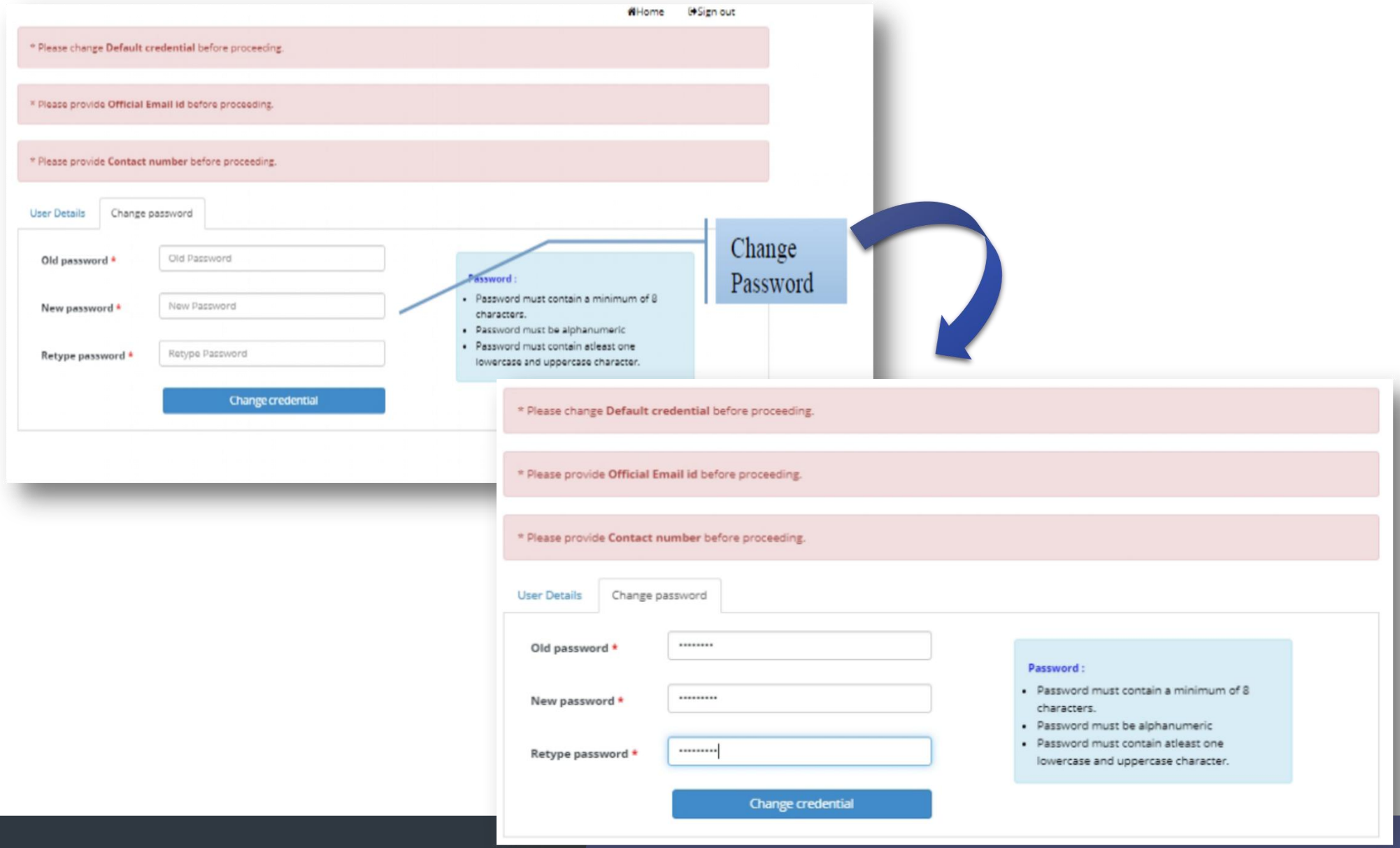




Password change & Profile Update:

MediAssist Portal Login> > Password Change

System will prompt to force change the password, update alternate email id & contact number. Once password is changed you will have to re-login with changed password.



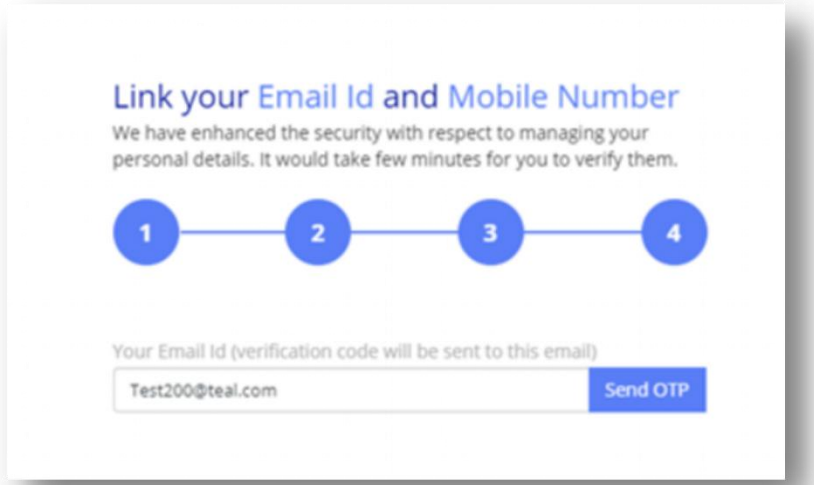
Medi Assist

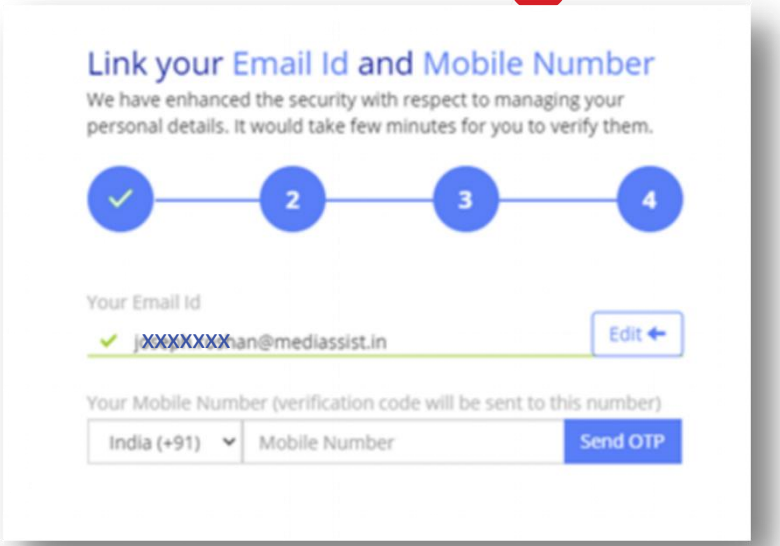
MediAssist Portal
Re-Login Process

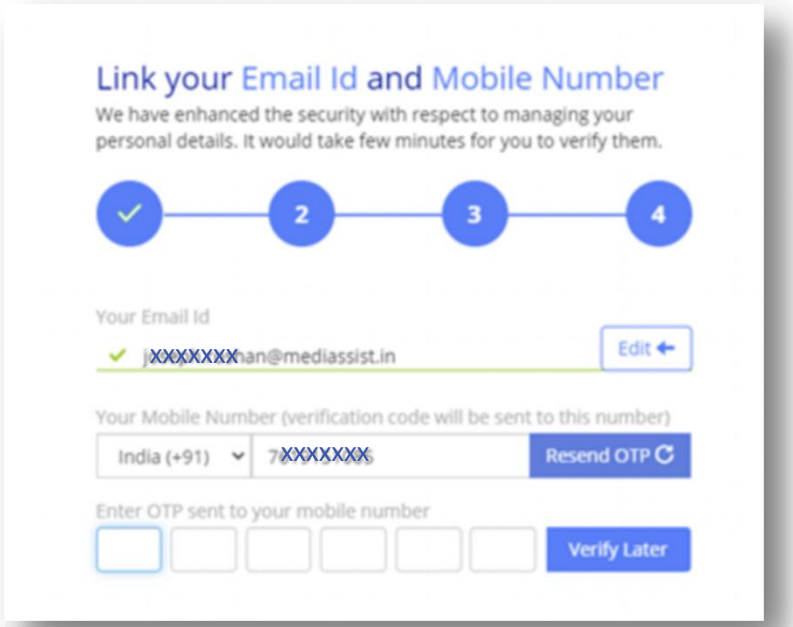
1. Re-login with changed password, link your email ID & Mobile number & This is one time activity. First key in your email ID , Receive OTP on email & Key it in & proceed.

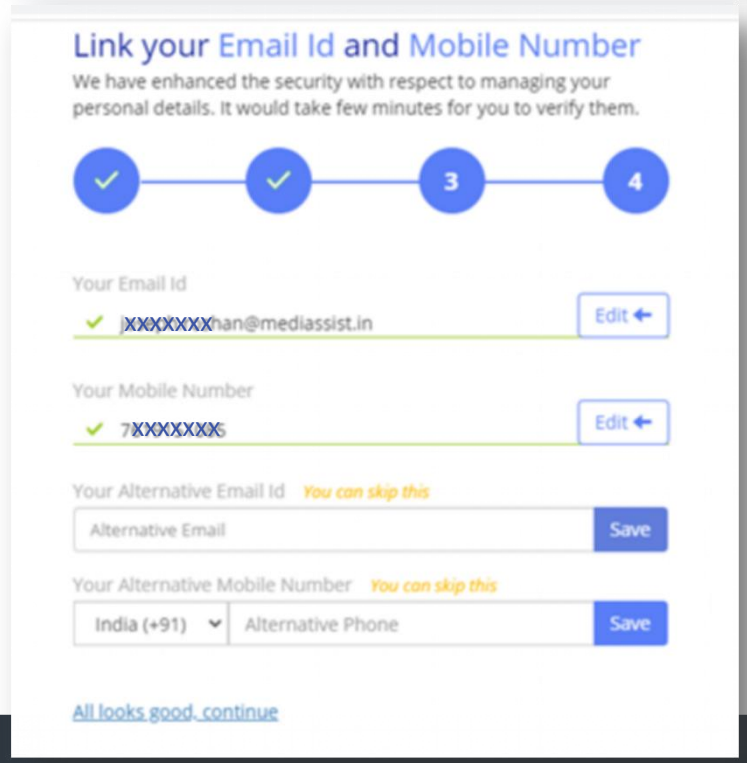
2 & 3. Key in your Mobile number, Receive 6 digit OTP & Key it in & proceed.

4. You may also link your alternative email ID & alternative mobile too, which is optional, click ' All looks good' to continue.





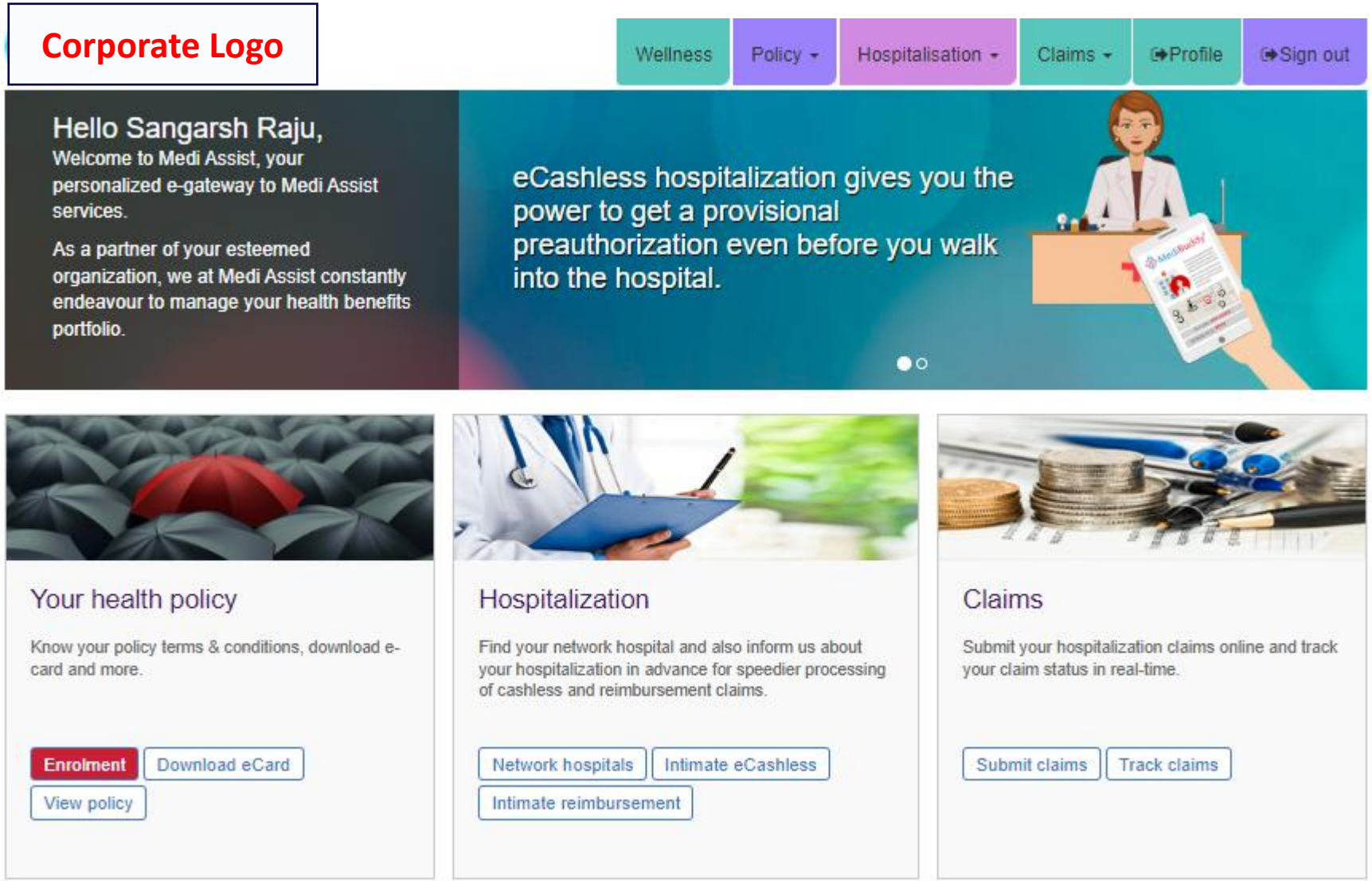




Portal Home Page:

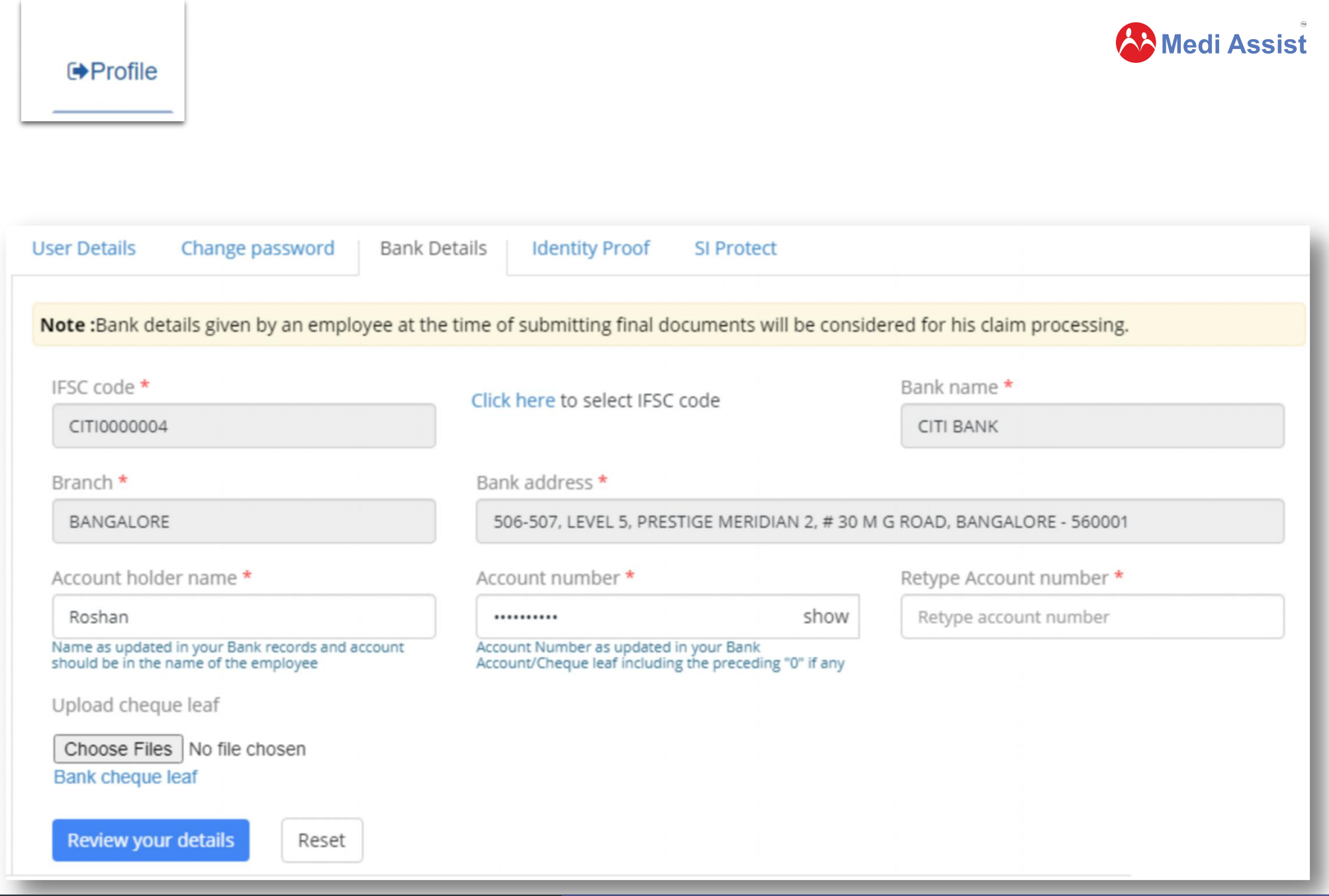
MediAssist Portal
Home Page

Home page allow you to view your Group Medi Claim Coverage & other opted Add-on plans coverage details



MediAssist Portal Profile Tools >> Bank Details

To update your bank details click on to ‘Bank Details’ tab and update all the relevant account details & upload supporting document, make sure details matches with uploaded cancelled cheque / Bank statement.

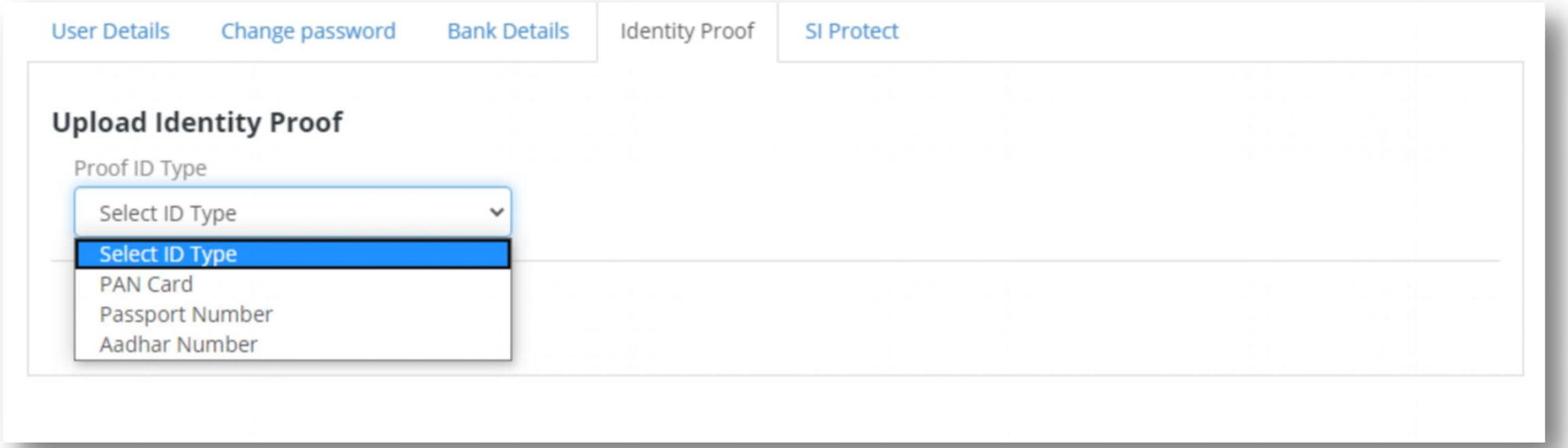


Profile

MediAssist Portal Profile Tools >>

Identity Proof

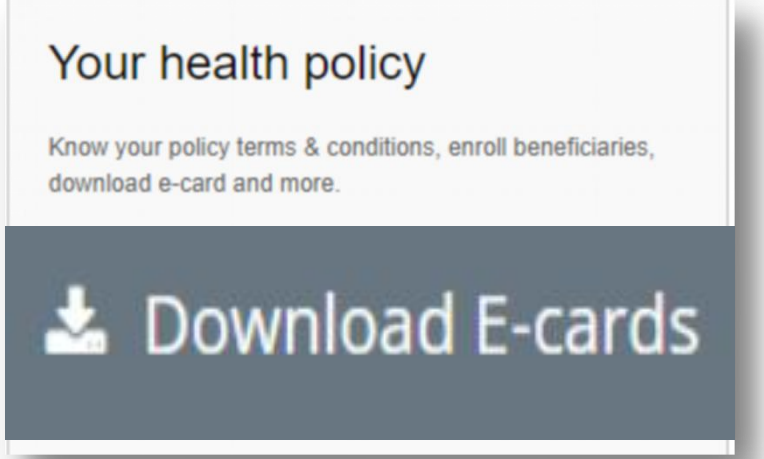
Upload anyone of your government identity proof like PAN Card, Passport copy or Aadhar card copy.

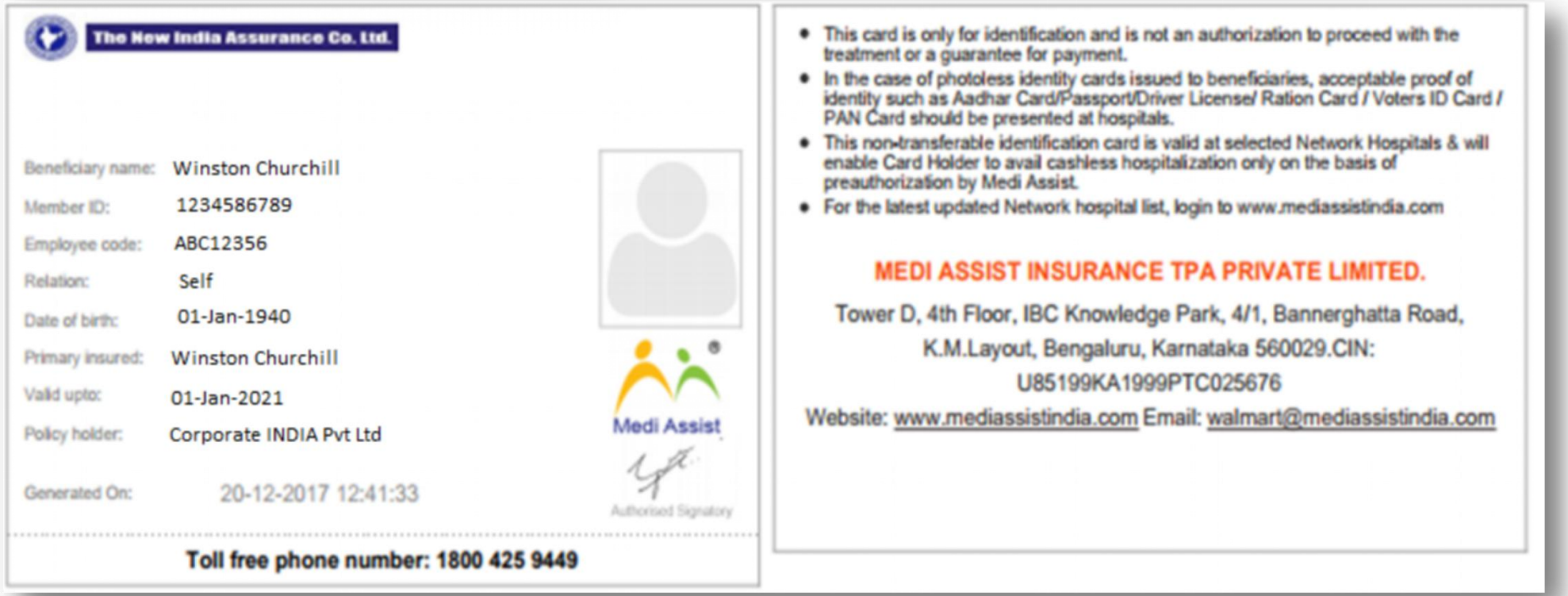


MediAssistPortal

E-Card

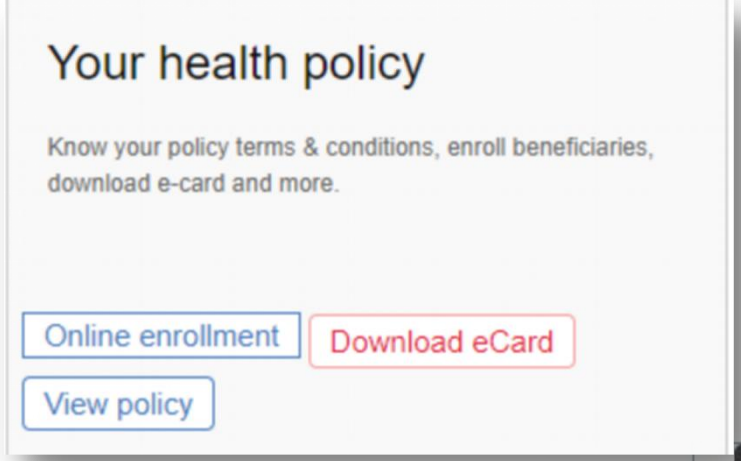
Download E-Cards – Allows you to download Yours & your family members Cards.





MediAssist Portal
Know your health cover

'Policy Details 'tab give access to your Group Mediclaim policy Coverage; information about your policy number, insurance company, Sum Insured details, dependents covered in the policy & also other details like Cashless & reimbursement process guide.



Group Mediclaim ›

Outpatient Care

GROUP MEDICLAIM

Insurance Company
The New India Assurance Co. Ltd

Policy Number
670500/48/20/00031_EX

Validity period
28-05-2020 To 27-05-2021

Claim Processes
Medi Assist Pre-Auth Form

Cashless
Planned eCashless
Reimbursement
Ready Reckoner
Group Mediclaim policy Benefits
OutPatient Care Policy Benefits

Policy Coverage

Balance sum insured : **Rs.5,00,000**

Family sum insured : **Rs. 5,00,000**

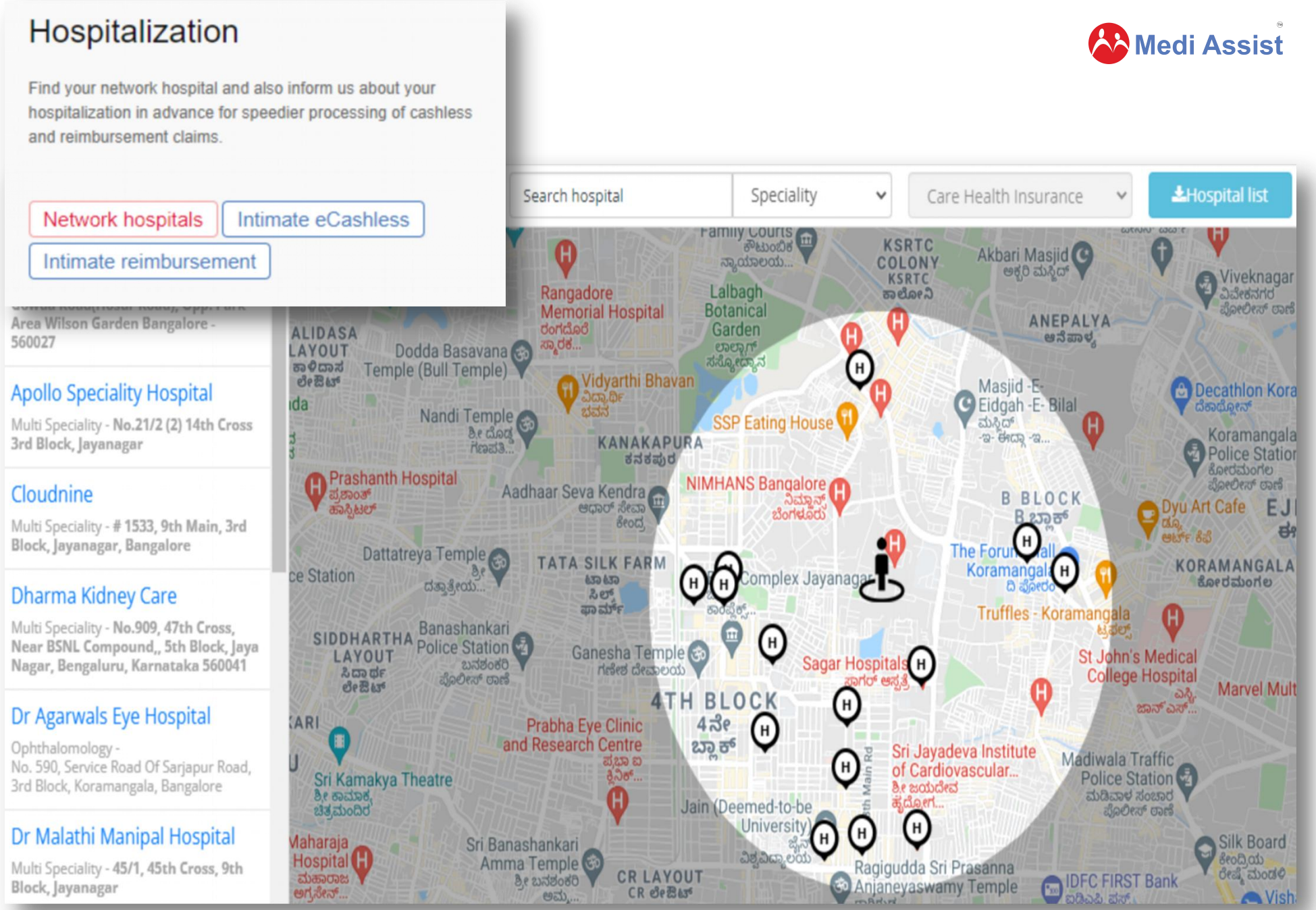
Beneficiary name	MA id	Date of birth	Relation	Effective from
Testex01	5052534929	12-Dec-1980	Self	28-May-2020

MediAssistPortal Search Hospitals

‘Network Hospitals’ tab search allows to search Network Hospital around you & also allow you search network hospital of desired location for cashless facility.

‘Intimate eCashless’ tab allows you to use eCashless facility.

‘Intimate reimbursement’ tab allows you to intimate reimbursement claims.

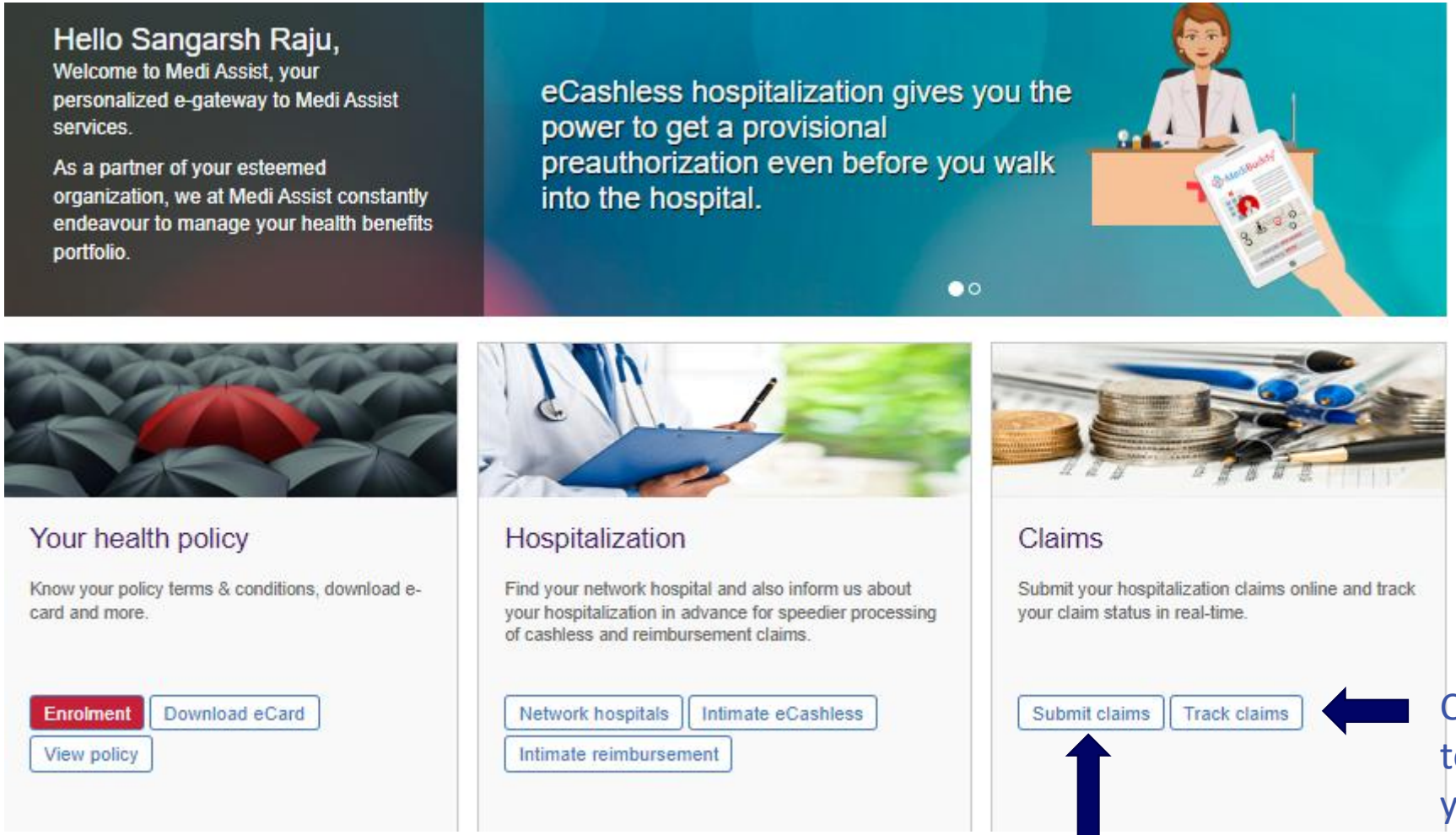


Online Claim Submission Process

MediAssistPorta l Submit Claim

'Hospitalization claim submission' tab allows you to submit your hospitalization claims pertains to your core benefit plan.

'



USER DETAILS: Fill in all *Mandatory Information under “Ri Intimation ” Tab

Medi Assist

Reimbursement Intimation

Patient Name
Meena Gaikwad

State
Select State

Relationship
Self

City

Ailment *
Ailment's brief description

Hospital Name *
Search Hospital..

Mobile Number
7702050398

Date Of admission *

Email ID *
meena@medibuddy.in

Date Of discharge

Amount (₹)
Please Enter Amount

Intimate

@2020 Medi Assist

Click Ok & Continue

Medi Assist

Claim Guidelines | Hospitalization Details | Add KYC | Declaration

1. Please retain a copy of all documents submitted to us for further reference.
2. Bank details are required to send your reimbursed amount. Please provide correct bank details to reduce delays.
3. Please retain POD copy of the courier for tracking your consignment in case of any delay etc.
4. Physical Documents submission is mandatory for claim processing. Kindly contact your HR or Helpdesk for submission
5. Please note that online submission of claim documents only registers the claim in the system and is the first step in the claims process. However, as per the mandate from IRDA and insurance company original documents/hard copies are required for complete processing of the claims.Would request you to forward the original documents as soon as possible for the completion of claims process.
6. Print out of the claim form has to be signed & submitted.
7. All financial documents like hospital main bill, main bill-break up, receipts/ advance paid receipts and any other bills are required in **original hard copy** to be submitted at the nearest help desk or to be couriered to Nearest Medi Assist office within 3-4 working days for the final settlement of the claim. Photocopy or duplicate copy of the financial documents will not be considered for processing.
8. Insert page numbers on all the document and Update total number on the first sheet.Documents should be numbered from last page to first page on top right hand side of document.

OK, I have read the guidelines [Continue]

@2020 Medi Assist

Select Patient input mail and mobile no

Claim Guidelines | Hospitalization Details | Add KYC | Declaration

Select Beneficiary

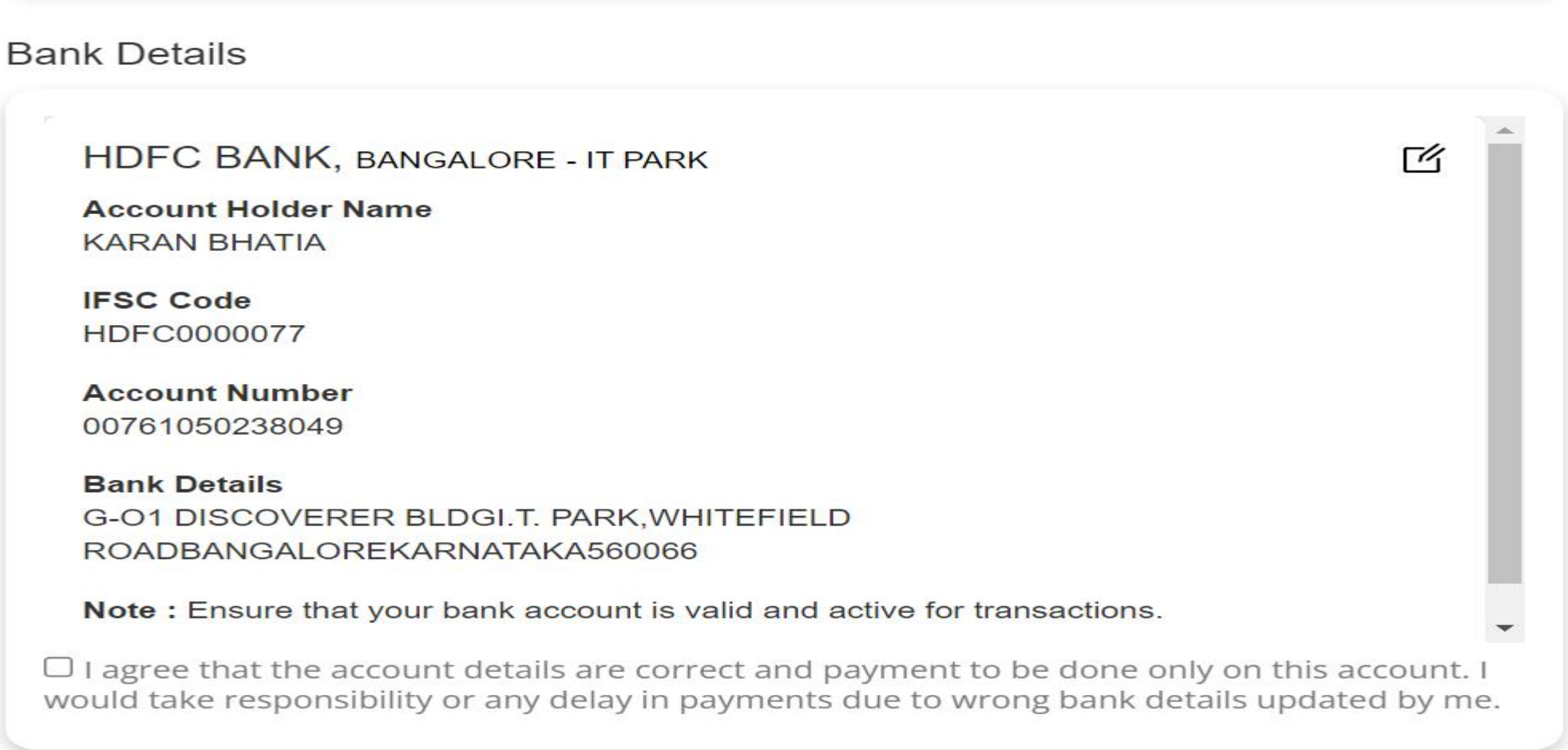
Contact Details All communications will be triggered to below given contact details

E-mail: kranthikiran.p@squarebserve.com

Mobile Number: 7702050398

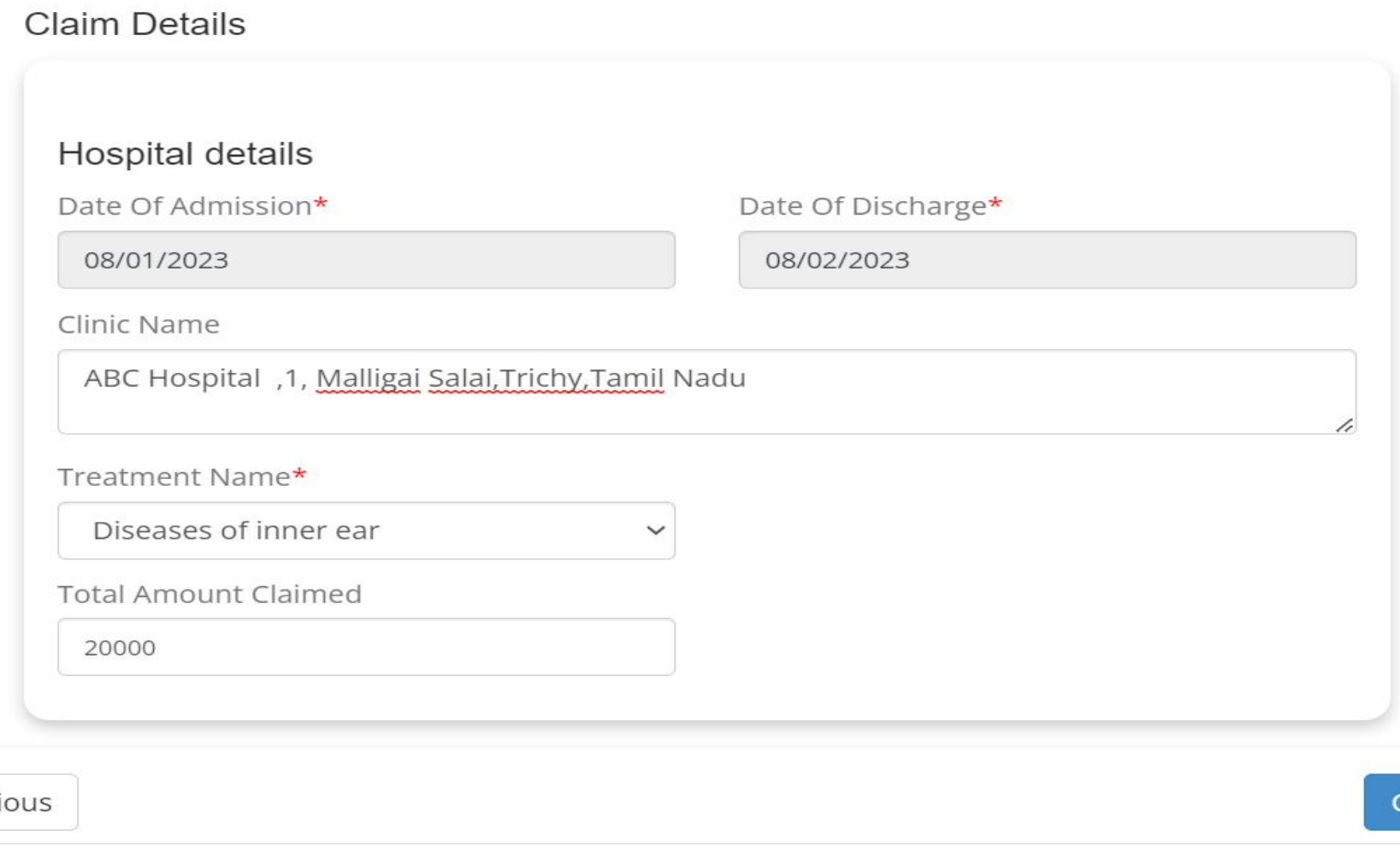
@2020 Medi Assist

Confirm Bank Details



@2020 Medi Assist

Submit Claim Details & Continue



@2020 Medi Assist

Claim Guidelines | Hospitalization Details | Add KYC | Declaration

Your KYC documents are under review. We will get back to you in case we find something missing.

Name	Document Type	Document Number	File Name	Remove File
	ID PROOF	**AHDPH4506L**	53325941-78e5-45c1-b3…	
	ADDRESS PROOF	**1234**	MBTC_KYC_AddressPro…	

Previous

Continue

@2020 Medi Assist

Check Claim Checklist

Claim Guidelines | Hospitalization Details | Add KYC | Declaration

Claim Document Checklist

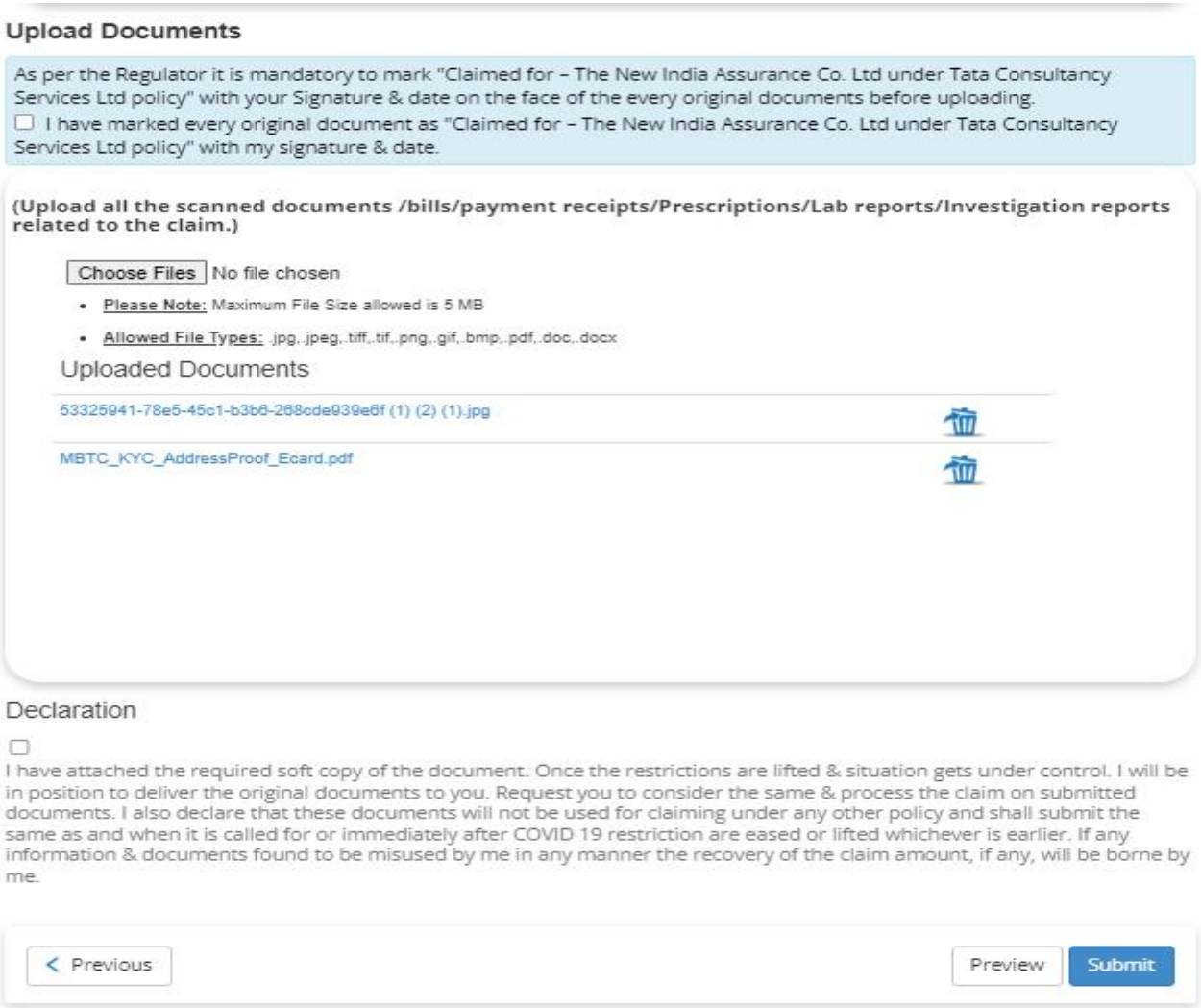
Other General Claims

1. Govt issued photo ID proof (PAN/Aadhaar/Passport/Voter ID/Driving License) of the patient and the employee* ☐
2. Detailed discharge summary with complete treatment, investigations, diagnosis, course in the hospital and discharge advice. ☐
3. Hospital main bill with complete breakup of the expenses incurred ☐
4. Pre-numbered cash paid receipts (amount receipt on the letterhead is not accepted) ☐
5. Lab investigation reports with mandatory prescription (with signature of the MD pathologist only) ** ☐
6. All medicine bills should be supported by valid prescription ☐
7. Proof of diagnosis: Investigations / X-RAY / CT / MRI, or any tests ☐
8. Accident case: MLC (Medico Legal certificate) at hospital or FIR ☐
9. Stickers and the invoice of implants / lens / stents used in surgeries ☐
10. Indoor Case Papers (ICP), hospital billing tariffs for non network hospitals ☐
11. Pre and post bill (only relevant to the admission claim) ☐
12. Any Other(Please Specify) ☐

Note:-
*PAN card and address proof of employee is mandatory for KYC process as per Insurer
** Mandated by the Supreme Court

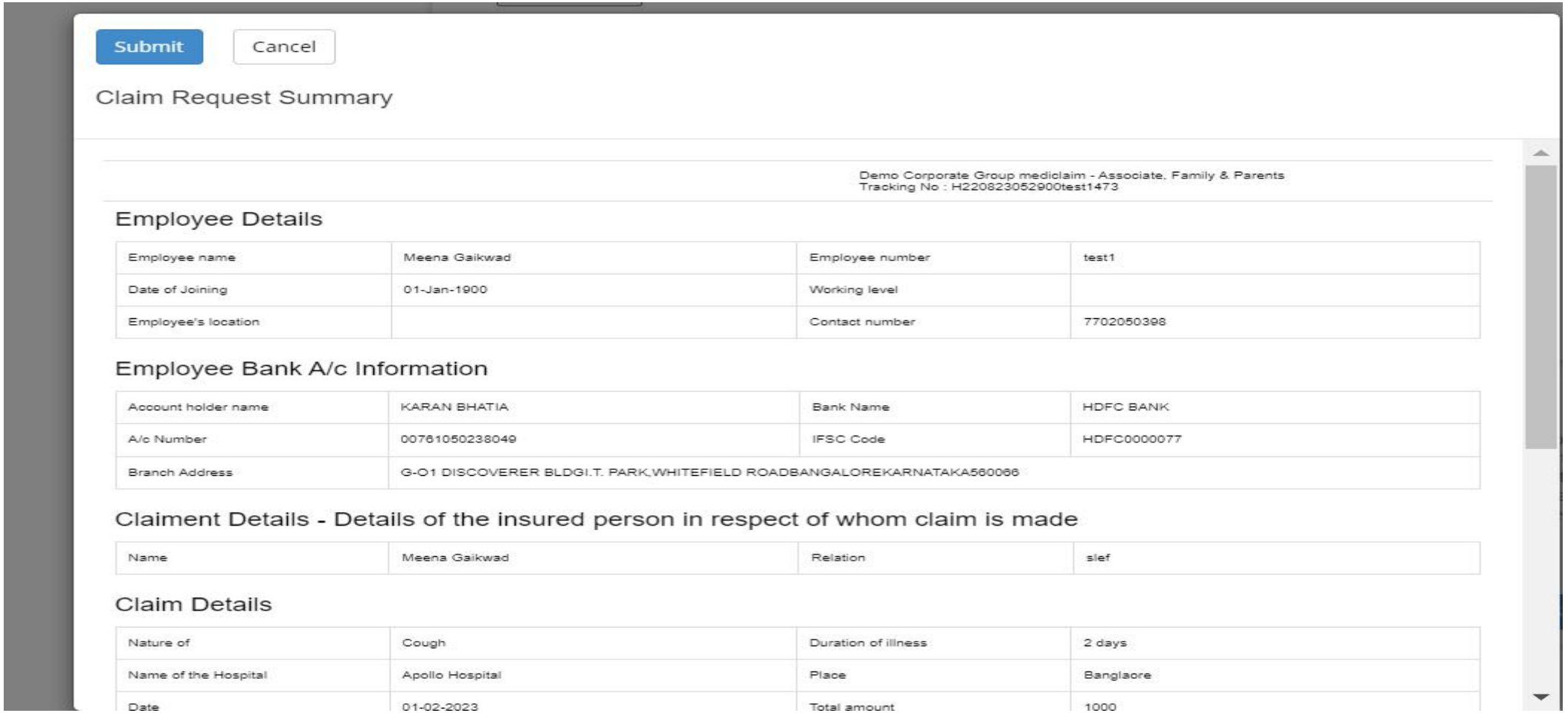
@2020 Medi Assist

Upload,Declare & Submit



@2020 Medi Assist

Claim Summery Sheet is Generated



Submit Cancel

Claim Request Summary

Demo Corporate Group mediclaim - Associate, Family & Parents
Tracking No : H220823052900test1473

Employee Details

Employee name	Meena Gaikwad	Employee number	test1
Date of Joining	01-Jan-1900	Working level	
Employee's location		Contact number	7702050398

Employee Bank A/c Information

Account holder name	KARAN BHATIA	Bank Name	HDFC BANK
A/c Number	00761050238049	IFSC Code	HDFC0000077
Branch Address	G-01 DISCOVERER BLDGI.T. PARK,WHITEFIELD ROADBANGALOREKARNATAKA560066		

Claiment Details - Details of the insured person in respect of whom claim is made

Name	Meena Gaikwad	Relation	slef

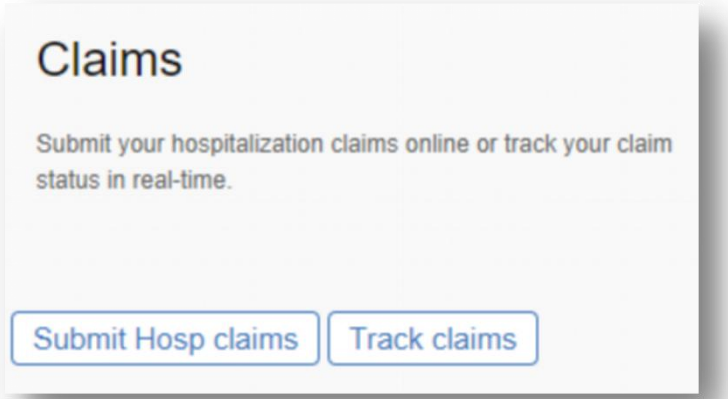
Claim Details

Nature of	Cough	Duration of illness	2 days
Name of the Hospital	Apollo Hospital	Place	Banglaore
Date	01-02-2023	Total amount	1000

@2020 Medi Assist

MediAssist Portal
Your Claims

'Track claims' tab allows you to track your reimbursement & cashless claim status.



Happy to partner!!!

Please submit original documents to below address.

Medi Assist TPA Pvt Ltd
58/1A, Singhasandra Village, Hosur Main Road, Begur Hobli,
Bangalore South Taluk - 560 068

www.mediassist.in

Disclaimer:

This document and information contained herein is owned by Medi Assist. The contents, information, trademarks, art work, text, video, audio, or picture (collectively hereinafter referred as "materials") are the proprietary material of Medi Assist and are protected by applicable laws, including logos, trademarks, copyrights laws and all ownership and other rights in relation to the contents of the material vest with Medi Assist. Data contained in this document serves informational purposes only. Some of the illustrations indicated in this document are only for informational purposes and may not have relation to Medi Assist's products or services. These materials are subject to change without notice. Any use of such materials, including any copying, reproduction, modification, sale, distribution, transmission, republication, downloading, display, posting, performance, or other exploitation thereof by any means or medium without the prior written permission of Medi Assist is strictly prohibited. Medi Assist does not advise or cause you to rely on the contents of the material and you are required to obtain separate and independent advise on the contents and any reliance on, application or use of the same. Failure to abide by this disclaimer may result in legal action. Medi Assist shall in no event be held liable to any party for any direct, indirect, implied, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of this material, which is provided as is, and without warranties.