



Date :28 Jun 2022

To,

The Administrator / Medical Superintendent,
Apollo Speciality Hospital,
Lake View Road, K K Nagar,
Hospital ID: (50081)
Rohini Id: 8900080213418

Dear Partner,

With reference to your request (28696559) for final cashless pre-authorization, we here by authorize INR **223355** against your final bill amount INR **273582**. The details of the pre-authorization are as follows:

Patient Details

Patient Name	Shanmuganathan K
Relation to Primary Beneficiary	Father
Age	57
Gender	M
Insurance Company	The New India Assurance Co. Ltd
Medi Assist ID	5058017805
Policy Holder	COGNIZANT TECHNOLOGY SOLUTIONS INDIA PVT. LTD
IP No.	
Policy No.	97000034210400000060_SEZ
Policy Period	01 Nov 2021 to 31 Oct 2022
Primary Beneficiary	Preetha S
Primary Beneficiary Employee ID	761092
Insurer Claim No	TP00397000022900026990
Insurer Member ID	MEMBER307602

Treatment Details

Provisional Diagnosis	Malignant neoplasm of tongue, unspecified
Expected Date Of Admission	21 Jun 2022
Treating Doctor	Dr. BALU MAHENDRA K
Procedure / Treatment Planned	Resection of oesophagus paediatric
Estimated Date of Discharge	27 Jun 2022
Room Category Occupied	ICU
Length Of Stay	6
Eligible Room Category	INTENSIVE CARE UNIT (ICU/ICCU/CICU/MICU/NICU/NSICU/SICU/PICU/HDU)

Authorization Details

#	Status	Received Date	Cumulative Amount	Cumulative Authorized
1	Pre-Auth Processed	16 Jun 2022 18:06	300000	153000
2	Pre-Auth Processed	27 Jun 2022 17:06	273582	223355

Total Authorized amount Rs 223355 (Two Lakh Twenty Three Thousand Three Hundred and Fifty Five).

Authorization Remarks :

Final approval given, discount amount should not be collected from patient, 15% copay applicable

Hospital Agreed Tariff :

I. Package Case	
Agreed Package Rate	NA
Package charges exclude cost towards implants/co-morbidity/extended stay	

II. Non Package Case		
Room Type	Room Rent	Nursing
NA	NA	NA

Consultation Visit Charges/ Surgeon's fee/ OT/ Anaesthetist : As per customary and reasonable charges

Authorization Summary

Total bill amount (INR)	273582
Other Deductions(INR)*	0
Copay (INR)	39416
Hospital Discount (INR)	10811
Deductibles (INR)	0
Total Authorized Amount(INR)	223355
Amount to be paid by Insured (INR)	39416

***Deduction Details**

S.no	Description	Bill Amount (INR)	Deducted Amount (INR)	Admissible Amount (INR)	Deduction Reason
No Non-Medical Expenses					

Terms and conditions for authorization

- Cashless authorization letter issued on the basis of information provided in pre authorization form. In case of misrepresentation/concealment of facts, any material difference/deviation/ discrepancy in information is observed in discharge summary / IPD records then cashless authorization stand null & void. At any point of claim processing Insurer or TPA reserves right to raise queries for any other document to ascertain the admissibility of claim.
- KYC (know your customer) details of proposer/employee/beneficiary are mandatory for claim payout above Rs.1 lakh.
- Network provider shall not collect any additional amount from the individual in excess of Agreed Package Rates except cost towards non admissible amounts (including additional charges due to opting higher room rent than eligibility/choosing separate line of treatment which is not envisaged/considered in Package)
- Network provider shall not make any recovery from the deposit amount collected from the insured except for the cost towards non admissible amounts (including additional charges due to opting higher room rent than eligibility/choosing separate line of treatment which is not envisaged/considered in Package)
- In the event of unauthorized recovery of any additional amount from the insured in excess of Agreed Package Rates, the authorized TPA/Insurance company reserves the right to recover the same or get the same refunded to the policy holder from the network provider and/or take necessary action as provided under the MOU.
- Where treatment / procedure to be carried out by a Doctor/Surgeon of insured's choice (not empaneled with the Hospital) network provider may give treatment after obtaining specific consent of the policyholder.
- Differential cost borne by the policyholder may be reimbursed by Insurer subject to terms and conditions of the policy.

DOCUMENTS TO BE PROVIDED BY THE HOSPITAL IN SUPPORT OF THE CLAIM

- Detailed discharge summary and all bills from the Hospital
- Cash memos from the Hospitals / Chemists supported by proper prescriptions
- Diagnostic Test Reports and Receipts supported by note from the attending Medical Practitioner / Surgeon recommending such diagnostic tests.
- Surgeon's Certificate stating nature of operation performed and Surgeon's Bill and Receipt.
- Certificates from attending Medical Practitioner / Surgeon giving patient's condition and advice on discharge
- Please send cashless documents to address mentioned in last page of letter. (Beneath signature)
- Final hospital bills should be issued in the name of The New India Assurance Co. Ltd as a payer for payment of cashless claims. This is a mandatory requirement for claim settlement.

Cashless Checklist

- Photo ID Card
- Address Proof
- Discharge Summary (Mandatory)
- Final Bill (Mandatory)

Also note that

- The following expenses will not be payable:
 - Expenses on investigations / diagnostic tests, etc. which are not related to the condition for which admission is sought
 - Expenses related to medicines/drugs incurred post discharge
 - Expenses not covered / not payable as per health insurance policy terms and conditions
- The following documents must be submitted in full within 7 days from date of discharge to enable settlement of claim:
 - Settlement of claim, failing which Authorization(s) issued for this hospitalization would be treated as void
 - Original cashless claim form in IRDAI format
 - Original bill in IRDAI format, duly signed by the patient / representative
 - Original discharge summary in IRDAI format, duly signed by the patient / representative
 - Break-up of the bill amount being claimed, including pharmacy, investigations, etc.
 - All original investigation reports and X ray films etc
 - Original letter/s of clarification provided during the authorization
 - Original sticker for all the implants & high value consumables
 - Attested copy of the receipt for the amount settled by the patient / representative.
 - Attested copy of the OT notes for surgical cases
 - Self-attested copy of photo id card of the patient is mandatory; any one of these documents will be accepted - (a) Driving Licence (b) PAN Card

- (c) Voter ID Card (d) School/College Id card for students (e) Passport (f) ID card issued by present employer
- If the bill amount exceeds INR 1 lakh, it is mandatory to collect the address proof of the Primary Beneficiary; any of these documents will be accepted - (a) Driving Licence (b) Passport (c) Voter ID Card (d) Aadhar Card

Please note that the amount authorised is provisional and is subject to change based on the final bill and discharge summary, and deduction of TDS, as applicable.

Note: As per Modified Guidelines on Standards and Benchmarks for Hospitals in the Provider Network issued by IRDAI vide Circular Ref: IRDA/HLT/REG/GDL/114/07/2018 dated 27th July 2018, your Hospital is mandatorily required to Register with ROHINI and obtain either Pre-entry level Certificate (or higher level of certificate) issued by NABH or State Level Certificate (or higher level of certificate) under NQAS, issued by National Health Systems Resources Centre (NHSRC) on or before July 26, 2019.

QUICK LINKS:

For partner hospital



View this claim on [IHX](#). Not on IHX yet? [Sign Up](#) now.

[View](#) important notes related to cashless claims


For member beneficiary

Pre- and post-hospitalization expenses? Raise a reimbursement claim on [MediBuddy](#).

Learn more about [common reasons for difference in claimed and approved amounts](#)

Get the MediBuddy app  

Warm Regards,



Medi Assist Insurance TPA Pvt. Ltd

CIN: U85199KA1999PTC025676.

Cashless Processing Centre

No. 252/2, Kodichikkanahalli Main Road,

Opposite Kailash Building,

Bommanahalli,

Bangalore - 560 068

Helpline: **080-22068666**.

Disclaimer: The TPA extends the cashless facility subject to the standard terms & conditions of the policy and the information provided in the cashless request form. We suggest that the patient continues with the treatment as advised by the treating doctor, irrespective of the pre-authorization/cashless facility.

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