

➤ Reimbursement Process

Process Type- Offline

You will take the treatment in network/non-network hospital.

Post taking treatment from **Network/non-network hospital**, you need to submit all the hard copies of original documents as per the checklist attached at undersigned address or FHPL nearby branch within the 30 days of discharge.

We would suggest you retain a photocopy of all your claim documents sent to FHPL for your record purpose as well. Please do share POD/Courier details in the mail once the documents are sent to FHPL.

Note- Please also check the decline hospital list against below mentioned link- blacklisted hospital claim will be not entertained. ([BlacklistHospitals.pdf](#) (adityabirlacapital.com))

To check the network hospital list, request you to please visit our website https://www.fhpl.net/#/hospital_networks & follow below steps.

- * Select Hospital Networks/**decline**
- * In Step one, please select FHPL Network Hospitals/ decline
- * In step two, please select Insurance Company that is Aditya Birla Health Insurance Company
- * Then State & City.
- * In last if you wish to search any hospital then type name & click on show info or just required whole list then do not type any name.

➤ Pre-Post Reimbursement Process

Mandatory documents for reimbursement of pre/post claim.

These are medical costs incurred before and after hospitalization for 30 & 60 days respectively.

You need to submit all the hard copies of original documents as per the checklist attached at undersigned address, The documents should be submitted within 7 days from completion of post limit (60 days) period

- Duly filled claim Form Part A only.
- E-card of the patient and CKYC (Employee details).
- Any valid photo Id of the patient (photocopy copy) like Aadhar card, Voter ID, DL etc.
- Company ID of the employee (photocopy copy) and Name Printed Cancelled cheque.
- All Investigation Report (if any for pre-post period).
- All consultation Receipt if any with prescriptions of the doctor for same date. (Original Copy).
- All the medicine bills with prescription of doctor (original).

We would suggest you retain a photocopy of all your claim documents sent to FHPL for your record purpose as well.

Please do share POD details over the mail once the documents are sent to FHPL. (Genpact@fhpl.net)

Branch Name	Address
Gurgaon	Contact Number- (Ajit) 9910770043; (Shashank) 9212256980 Family Health Plan Insurance TPA Ltd Plot No. 276 Udyog Vihar Phase-IV Gurugram -122016
Hyderabad	Contact Number- (Sanjeev) 9885576707 Family Health Plan Insurance TPA Ltd., Srinilaya - Cyber Spazio Suite # 101,102,109 &110 Ground Floor RD No: 2 Banjara Hills Hyderabad - 500 034,
Bangalore	Contact Number- (Veerendra) 9964810560 Family Health Plan Insurance TPA Limited Ground Floor, Corporate Miller, Thimmaiah Road, Govinda Chetty Colony, Vasanth Nagar, Bengaluru, Karnataka 560051
Mumbai	Contact Number- Sushma (7777049410) Family Health Plan Insurance TPA Limited Neelkanth Corporate Park, Office No. 813/814/815, 8th Floor, Kiroli Road, Opp. Vidyavihar Railway station (West), Mumbai-400 086.
Chennai	Contact Number- (Srinivasan. K) 9087288000 Family Health Plan Insurance (TPA) Limited 3rd Floor, Spero Primus, 7A –South Phase, SIDCO INDUSTRIAL ESTATE, Guindy, Chennai - 32.
Pune	Contact Number- (Amit Kamble) 9049170009 Family Health Plan Insurance TPA Limited Office Number: 501 - 506, Sky Max Tower, Near Datta Mandir Chowk, Viman Nagar Pune, Maharashtra – 411014
Kolkata	Contact Number- 8336967057 Family Health Plan Insurance TPA Ltd 3A, Shakespeare Sarani, Corporate House 7th Floor, Beside A.C. Market. Kolkata – 700 071.

Process Type – Online

<https://m.fhpl.net/Account/LogOn>

Post taking treatment from **Network/non-network hospital**, you need to upload all the soft copies of original documents as per the checklist attached at undersigned address or FHPL nearby branch within the 30 days of discharge for main reimbursement claim and for pre -post documents should be submitted within 7 days from completion of post limit (60 days) period.

Note- Please mentioned “**CLAIMED WITH ABHI**” on each and every page before uploading over the portal. Please refer the soft copy claim submission manual for your reference.

Requesting you to please refer the FAQ’s uploaded on G- social for complete policy T&C and SPOC person details.

Note- Checklist shared by FHPL is dynamic, hence any further documents can be asked by insurer on case-to-case basis.