

Reimbursement Claim Process

Within 30 days after discharge, please lodge your claim with FHPL for processing. When lodging your claim with FHPL, please make sure that all the documents listed below are sent.

- Claim form duly signed by the insured.
- CKYC form with employee details.
- Copy of your E-card.
- Copy of cancelled cheque with printed name/ if name is not printed, then please provide passbook copy too as supporting documents.
- Copy of Govt. photo id proof of the patient like Aadhar card.
- Copy of corporate ID card.
- Hospital bills in original. For all consolidated amounts, the detailed breakup of the Final billed amount is required from the hospital.
- For medicines purchased outside, the bills should be accompanied by a prescription from the doctor.
- Original detailed discharge summary or Discharge card.
- All investigation reports in original including films.
- In case of surgical packages – detail breakup of the package.
- Pharmacy bills and breakup.
- Prescriptions against all Lab & Medicine Bills.
- Payment Receipt of the Final Bill.
- MLC Certificate from the hospital in the case of Road traffic accident. Or a certificate from the treating doctor mentioning that the patient was not under the influence of alcohol at the time of Accident.
- Attested Photocopy of indoor case papers with sign and stamp of the hospital.
- Copy of Hospital registration Certificate confirming No of Beds, reg. duration etc. in Reimbursement case.

Mandatory documents for reimbursement of pre/post claim. The documents should be submitted within 7 days from completion of post limit (60 days) period.

- Duly filled claim Form
- E-card of the patient
- 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 of employee.
- 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)

Intimation:- For reimbursement cases intimation should be given to FHPL on **intimation@fhpl.net** or **Genpact@fhpl.net** within 24 Hrs. of admission.

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.