

# PLAN YOUR HOSPITALIZATION TO MAKE IT CASHLESS..

## Enjoy Green Channel Admission and Faster Preauthorization

*You know how convenient cashless hospitalization can be. While one cannot control emergencies, you can certainly plan all other in-patient procedures to ensure a cashless and hassle-free experience.*



- 1. You send us claim intimation 48hrs ahead of hospitalization**

MediBuddy: [Claim Intimation Before Hospitalization](#) tile

SMS: [CLAIM INT](#) to +91 96631 49992

Email: [Infosys@mediassistindia.com](mailto:Infosys@mediassistindia.com)

Toll-Free Number: 1800 419 9596

Download MediBuddy app by giving a Missed call on: 1800-572-9792

You receive claims intimation number



- 2. MA executive helps you choose your preferred network hospital**

Information about location, available packages and indicative tariffs at various hospitals helps you make your choice.



- 3. On the day of admission, you present your MA e-card, photo id and claims intimation at the hospital**

**Track your claim in real time**

MediBuddy: Click the [Claim](#) tile

SMS: <<[CLAIMS](#) (Claim Numbers) >> to +91 96631 49992

Visit: [track.medibuddy.in](http://track.medibuddy.in)

Cashless hospitalization is available only at network hospitals.



- 4. MA team processes your request for pre-authorization**

MA raises Information Request (IR) if additional information is required to process your request.



- 5A. Cashless**

Your hospitalization is cashless if the pre-authorization request is approved. All domiciliary charge can be settled through a reimbursement claim.

Your hospital sends the discharge summary and final bills to Medi Assist for settlement.



- 5B. Reimbursement**

You bear the medical expenses and raise a reimbursement claim after discharge if the pre-authorization is not approved or if you choose to be treated in a non-network hospital.



- 6. Your claim is settled**

You log into Medi Assist Online Portal and upload your documents online. You send all documents in original to Medi Assist. Your claim is settled via NEFT into your bank account.

Hospitals can send your pre-authorization request online using the MediBuddy + hospital portal or send an email to our dedicated mail id, [cashless@mediassistindia.com](mailto:cashless@mediassistindia.com). Have you downloaded the MediBuddy app yet? Get it now!

