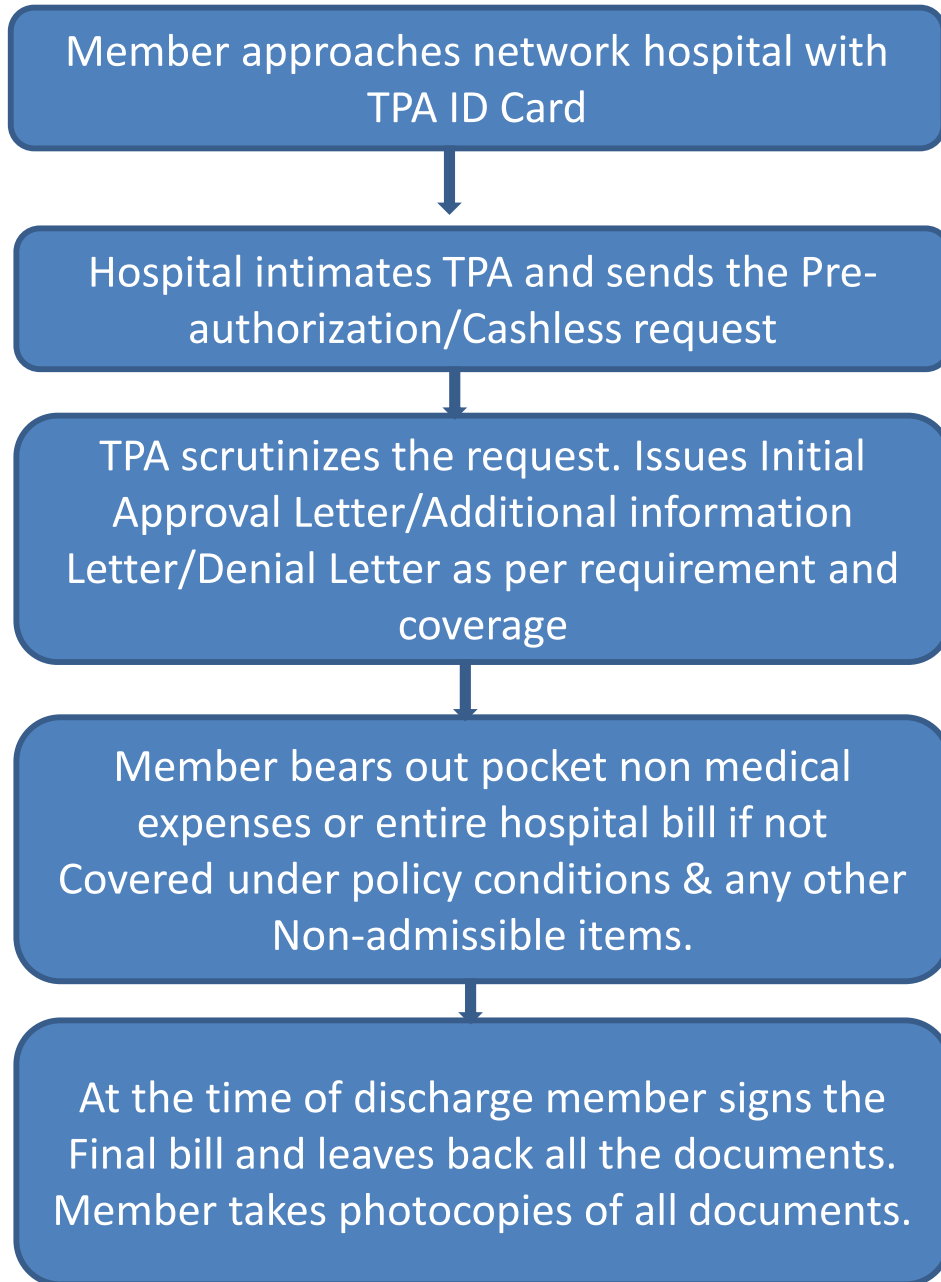


***Welcome
Persistent Employees***

Mediclaim Claim Procedure

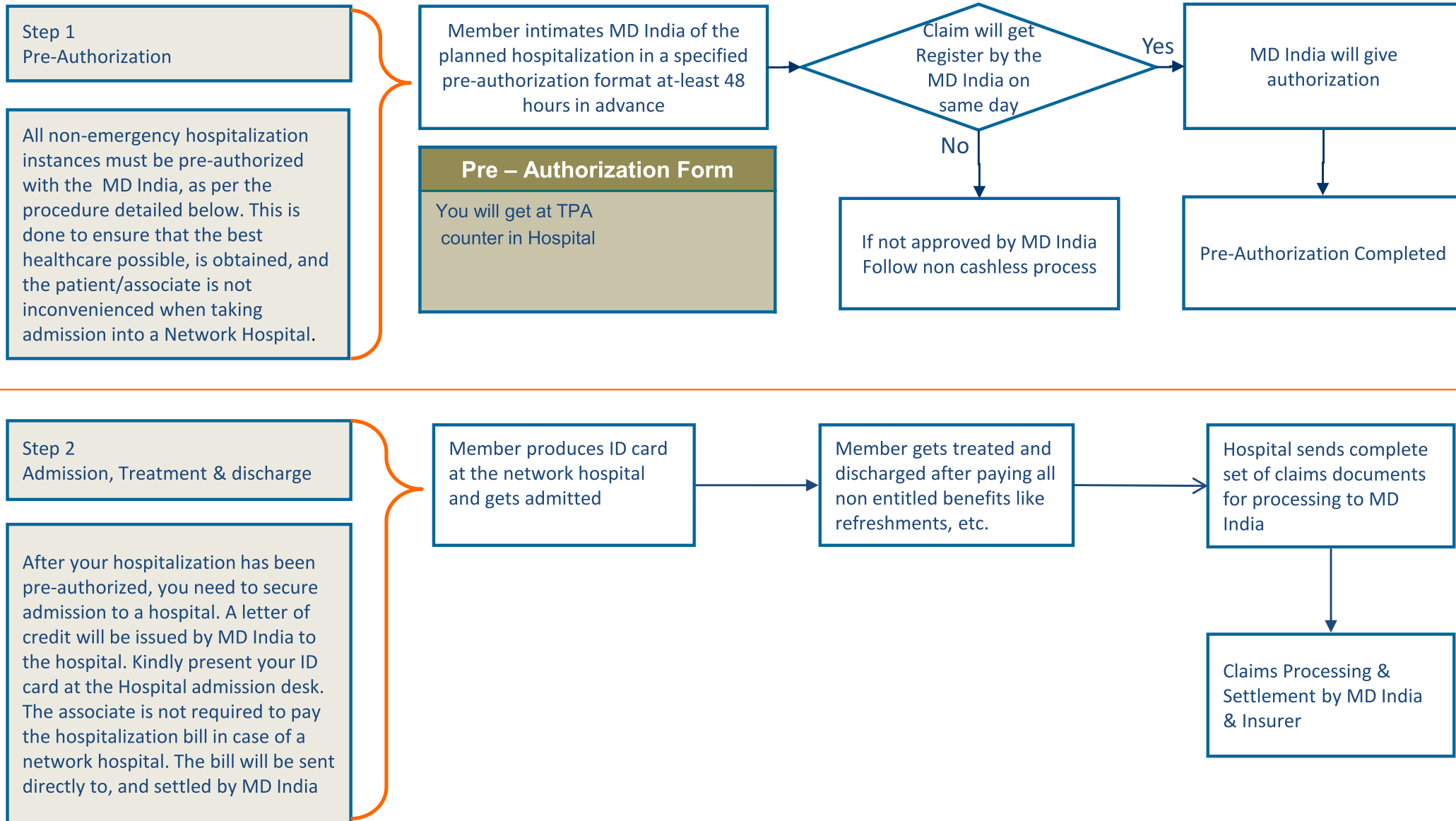
Cashless Flow Chart



- Cashless can be availed in the listed network hospitals
- Please notify the hospital that your TPA is MDIndia.
- Kindly provide your MDID / MDI E Cards to the TPA Insurance Desk/Hosp. Desk for Insurance process.
- Employee pays the expenses if hospitalization not covered under policy conditions & non-medical expenses
- At the time of discharge employee signs the Final bill and leaves back all the original documents
- Retain the photo copies of all the original documents(if required for personal reasons) before leaving the hospital
- Collect all original receipts of all payments/deposits done to hospital, medicines purchased from outside the hospital along with prescriptions

- Minimum TAT is 2-3 Hours and in emergencies 2 hours, incomplete information can delay the process
- Incase of planned hospitalization intimation at least 4-7 days before date of admission and incase of emergency within 24 of admission.
- The denial of authorization for cashless access does not mean denial of treatment and does not in any way prevent you from seeking necessary medical attention or hospitalization

Cashless Flow Chart



Note : Visit www.mdindiaonline.com/providerList.aspx For Updated Hospital Network Across India

Reimbursement Claims Flow Chart

Intimate to TPA within 24 Hrs after admission to the Hospital. Pay the Hospital bill

Complete the claim form. Attach all the original documents & submit the same to the Persistent Office SPOC

The complete set of documents is to be forwarded to the MDIndia within **30** days from DOD

In case of further clarifications, MDIndia will contact Employee

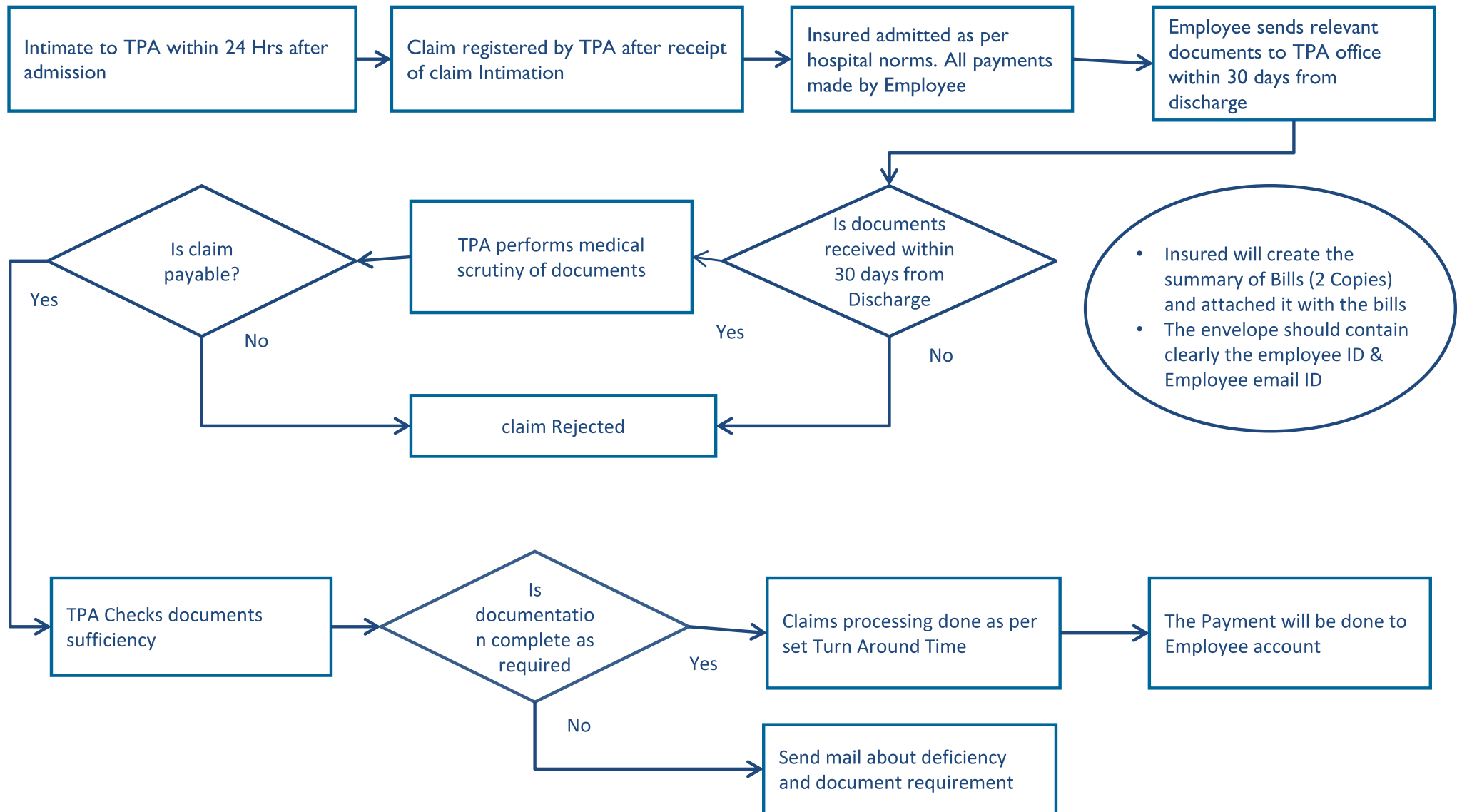
TPA will lodge a claim with the Insurance Company after verifying the documents

If the claim is payable, NEFT will be forwarded to the Employee Account.

Following Documents require –

- ☐ Signed Claim Form with Summary of all Expenses.
- ☐ Personalized cancel cheque of Employee
- ☐ Original Final Hospital Bill along with Payment Receipt
- ☐ Hospital Room Rent tariff chart if patient admitted in above than Private AC room rent category. (Applicable for Mumbai, Delhi, Bangalore, Hyderabad location hospitals.)
- ☐ Original Discharge Summary / Card/ Death Summary in case of Death.
- ☐ All Investigation Reports supporting to Diagnosis.
- ☐ Original Bills & Receipts for investigations done outside hospital
- ☐ Doctors Prescription (in original)
- ☐ Original Bills of medicines and surgical appliances if purchased
- ☐ Hospital registration certificate/ registration number on claim form. If Registration is not there then declaration from hospital stating no's of beds in the hospital, 24hrs Nursing staff, Fully Equipped Operation Theater & Qualified Doctors in the hospital.
- ☐ Medico Legal Certificate (MLC) & FIR both are mandatory in case of road traffic accident.
- ☐ If Implants used during surgery, require invoice with barcode sticker.
- ☐ For Cataract claim Barcode sticker of lens is required.
- ☐ Reimbursement claim should be submitted within 30 days from Date of Discharge.

Reimbursement Claim Flow Chart



Communication Details



Claim Documents Submission –

- ☐ Upload all documents on MDIndia Web Portal . Please login to <https://persistent.mdindia.com/loginpage.aspx>
- ☐ Submit all claim documents to Persistent Office SPOC as per below location

MDIndia Health Insurance TPA Private Limited - Communication Matrix

Persistent Office SPOC – Location	Name	Contact Number	Email Id
TOLL Free Number		1800-266-0669	
Pune – Erandwane	Karuna Budgude	9325856674	karuna_budgude@persistent.com
Pune – Hinjewadi	Abhijeet Pawar	7875553901	abhijeet_pawar5@persistent.com
Nagpur	Ruchi Mandal	7249291148	persistent@mdindia.com
Hyderabad	Arun Kumar	7391042262	persistent@mdindia.com
Noida	Ravi Ranjan	7391059765	persistent@mdindia.com
Bangalore	Dhanashekhar	7391059597	persistent@mdindia.com
Goa	Tejal Rane	9325708751	persistent@mdindia.com
Escalation 1	Shekhar Talekar	9156475991	stalekar@mdindia.com
Escalation 2	Amit Kulkarni	7391059747	akulkarni@mdindia.com
Escalation 3	Benjamin George	8482859200	bgeorge@mdindia.com

Wish You A Healthy And Happy Future !

