

CASHLESS PROCESS AT NETWORK HOSPITAL

Cashless facility can be availed at the Vidal Health TPA Network Hospitals.

Documents required for issuing Cashless Authorisation Letter:

- Duly filled, signed & stamped pre Authorisation Form from the Hospital.
- Investigation Reports & Previous Consultation Papers (if any).
- Photo ID proof
- Health ID Number / Policy number/ Employee Number (Please mention on the AL form & provide a copy of Health ID Card).

Procedure to be followed for availing Cashless facility:

- Choose network Hospital from updated Vidal Health TPA network list of hospital on the website.
- Show TPA ID card along with valid Photo identity card and collect Pre-Authorization form from the hospital.
- Insurance coordinator in the Network Hospital will give assistance during Hospitalization.
- Fill up personal details and the rest to be filled up by the hospital treating doctor along with contact number.
- Hospital will send the fax/e-mail to TPA.
- The TPA shall process the claim as per policy terms and conditions and send an approval letter to the hospital.
- Get admitted, take treatment and get discharged without payment of bill except for non- payable items.
- Please ensure claim form is filled and duly signed and final bill is signed, before discharge.
- An SMS will be sent to the insured by TPA.

Payment will be made to the Hospital/Nursing Home directly by TPA.

If the claim amount exceeds the Sum Assured (Rs.4 lacs/Rs.3 lacs) the employee may claim the excess amount from the **Corporate Buffer**.