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Medi Assist Insurance TPA Pvt. Ltd



Date: 18 Sep 2024

To,

The Administrator / Medical Superintendent, Medway Hospitals, No.15, Ranganathan Road, Poonthottam, Hospital ID (386284) Rohini Id. 8900080589117

Dear Partner,

With reference to your request (124527317) for final cashless pre-authorization, we here by authorize INR 68250 against your final bill amount INR 72000. The details of the pre-authorization are as follows:

Oviya P

Patient Details

Patient Name

Relation to Primary Beneficiary	Self
Age	26
Gender	F
Insurance Company	The New India Assurance Co. Ltd
Medi Assist ID	4026289983
Policy Holder	Tata Consultancy Services Ltd
IP No.	
Policy No.	92000034240400000025
Policy/Plan Period	01 Apr 2024 to 31 Mar 2025

Primary Beneficiary Oviya I

Insurer Claim No TP00392000024901661580

Insurer Member ID MEMBER955191

Treatment Details

Provisional Diagnosis	Encounter for cesarean delivery without indication
Expected/Actual Date Of Admission	15 Sep 2024
Treating Doctor	AZHAGAMUTHU MANIKAMALAM
Procedure / Treatment Planned	Caesarean section (LSCS)
Estimated/Actual Date of Discharge	18 Sep 2024
Room Category Occupied	Single private room
Length Of Stay	3
Eligible Room Category	Sharing Ward (Semiprivate / Multibed Ward)

Total Authorized amount Rs 68250 (Sixty Eight Thousand Two Hundred and Fifty).

Authorization Remarks :

Approved as per agreed package and as per policy T&C. Patient has opted a higher room category than the eligibility hence, package deduction is valid.

Note: If Top Up is available and applicable, as per policy conditions, Top Up claims will be processed and additional amounts will be approved along with base amount as per your benefit.

Authorization Summary

Total bill amount (INR)	72000
Other Deductions(INR)*	3750
Deductibles (INR)	0
Total Authorized Amount(INR)	68250
Amount to be paid by Insured (INR)	3750

Terms and conditions for authorization:

Cashless authorization letter issued on the basis of information provided in pre authorization form. In case of misrepresentation/concealment of facts, any material difference/deviation/ discrepancy in information is observed in discharge summary / IPD records then cashless authorization stands null & void. At any point of claim processing Insurer or TPA reserves the right to raise queries for any other document to ascertain the admissibility of claim.
 KYC (know your customer) details of proposer/employee/beneficiary are mandatory for claim payout above Rs.1 lakh.
 Network provider shall not collect any additional amount from the individual in excess of Agreed Package Rates except cost towards non admissible amounts (including additional charges due to opting higher room rent than eligibility/choosing separate line of treatment which is not envisaged/copsidered in Package).

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Network provider shall not make any recovery from the deposit amount collected from the insured except for the cost towards non admissible amounts (including additional charges due to opting higher room rent than eligibility/choosing separate line of treatment which is not envisaged/considered in

In the event of unauthorized recovery of any additional amount from the insured in excess of Agreed Package Rates, the authorized TPA/Insurance company reserves the right to recover the same or get the same refunded to the policy holder from the network provider and/or take necessary action as provided under the MOU. Where treatment / procedure to be carried out by a Doctor/Surgeon of insured's choice (not empaneted with the Hospital) network provider may give

treatment after obtaining specific consent of the policyholder.

Expenses on investigations / diagnostic tests, etc. which are not related to the condition for which admission is sought are not admissible.

Expenses are excluded which are not covered / not payable as per health insurance policy terms and conditions are not admissible Expenses related to medicines/drugs incurred post discharge and Differential cost borne by the policyholder may be reimbursed by Insurer subject to terms and conditions of the policy

The following documents must be submitted in full within 7 days from date of discharge to enable settlement of claim:

Original cashless claim form in IRDAI format Government ID proof and Medi Assist ID card of the patient along with KYC form Detailed discharge summary with Main hospital bill along with Break-up of the bill amount being claimed 3.

Cash memos from the Hospitals / Chemists supported by proper prescriptions
Diagnostic Test Reports, X-ray films, and Receipts supported by note from the attending Medical Practitioner / Surgeon recommending such diagnostic 5.

Original sticker for all the implants & high value consumables
Surgeon's Certificate stating the nature of operation performed and Surgeon's Bill and Receipt
Certificates from attending Medical Practitioner / Surgeon giving patient's condition and advice on discharge
Copy of the receipt for the amount settled by the patient / representative 7. 8.

Final hospital bills should be issued in the name of The New India Assurance Co. Ltd as a payer for payment of cashless claims. This is a mandatory 10. requirement for claim settlement.

Please send cashless documents to the address mentioned in the last page of the letter. (Beneath signature)

Note: As per Modified Guidelines on Standards and Benchmarks for Hospitals in the Provider Network issued by IRDAI vide Circular Ref IRDA/HLT/REG/GDL/114/07/2018 dated 27th July 2018, your Hospital is mandatorily required to Register with ROHINI and obtain either Pre-entry level Certificate (or higher level of certificate) issued by NABH or State Level Certificate (or higher level of certificate) under NQAS, issued by National Health Systems Resources Centre (NHSRC) on or before July 26, 2019.

QUICK LINKS:

For partner hospital

View this claim on IHX. Not on IHX yet? Sign Up now.

Warm Regards,

Medi Assist Insurance TPA Pvt. Ltd CIN: U85199KA1999PTC025676 Cashless Processing Centre #58/1A, Singhasandra Hosur Main Road, Begur Post

Bangalore PIN - 560068 Helpline: 0120-6937324

Disclaimer: The TPA extends the cashless facility subject to the standard terms & conditions of the policy and the information provided in the cashless request from. We suppost that the patient continues with the treatment as advised by the treating doctor, irrespective of the pre-authorization/cashless facility.

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