

REQUEST FOR CASHLESS HOSPITALISATION



SURAKSHA AUR BHAROSA DONO

PART C (Revised)

E-MAIL ID.: CASHLESS.HEALTH@SBIGENERAL.IN

(TO BE FILLED IN BLOCK LETTERS)

Hospital ID:

Name of the Hospital:

Hospital Location: Hospital ID:

Hospital email ID: ROHINID:

DETAILS OF CLAIMS ADMINISTRATOR

a) Name of Insurer:

b) Email ID:

c) Toll Free no.:

TO BE FILLED BY INSURED/PATIENT

a) Name of the patient :

b) Gender: Male Female Third Gender c) Contact No.:

d) Alternate Contact: e) Age: years months

f) Date of Birth: g) Insurer ID Card No.:

h) Policy number / Name of corporate: i) Employee ID:

j) Currently do you have any other medical claim / health insurance: Yes No

j1. Insurer name:

j2. Give details:

k) Do you have family physician, if yes: Name:

k1. Contact no.:

l) Occupation of insured patient :

m) Address of insured patient :

TO BE FILLED BY THE TREATING DOCTOR / HOSPITAL

a) Name of the treating doctor :

b) Contact no.:

c) Name of illness / disease with presenting complaints:

d) Relevant clinical findings:

e) Duration of the present ailment: Days e.1. Date of first consultation

e.2. Duration of the present ailment:

f) Provisional diagnosis:

f.1. ICD 10 Code:

g) Proposed line of treatment: Medical Management Surgical Management Intensive Care
 Investigation Non-allopathic treatment

h) If investigation and/or medical management, provide details:

h.1. Route of drug administration: IV Oral Other

l) If surgical, name of surgery:

i.1. ICD 10 PCS Code:

j) If other treatments, provide details:

k) How did injury occur:

l) In case of accident:

i) Is it RTA: Yes No ii) Date of Injury:

iii) Reported to Policy: Yes No iv) FIR no.:

v) Injury / disease caused due to substance abuse/alcohol consumption: Yes No

vi) Test conducted to establish this, if yes attach report: Yes No

m) In case of Maternity: G P L A n) Expected date of delivery:

DETAILS OF PATIENT ADMITTED

a) Date of admission: b) Time of admission:

c) This is An emergency / A planned hospitalization event

d) Date of admission: Days e) Days in ICU: Days f) Room Type:

p. Mandatory past history of any chronic illness. If yes (since month/ year)

g) Per Day Room Rent+Nursing & Service charges+ Patient's Diet :	Rs <input type="text"/>	<input type="checkbox"/> 1) Diabetes <input type="text"/>
h) Expected cost for investigation + diagnostics:	Rs <input type="text"/>	<input type="checkbox"/> 2) Heart Disease <input type="text"/>
i) ICU Charges:	Rs <input type="text"/>	<input type="checkbox"/> 3) Hypertension <input type="text"/>
j) OT Charges:	Rs <input type="text"/>	<input type="checkbox"/> 4) Hyperlipidemias <input type="text"/>
k) Professional fees Surgeon + Anesthetist fees + Consultation charges:	Rs <input type="text"/>	<input type="checkbox"/> 5) Osteoarthritis <input type="text"/>
l) Medicines + Consumables cost of Implants: (specify if applicable):	Rs <input type="text"/>	<input type="checkbox"/> 6) Asthma / COPD / Bronchitis <input type="text"/>
m) Other hospital expenses if any	Rs <input type="text"/>	<input type="checkbox"/> 7) Cancer <input type="text"/>
n) All inclusive package charges if any applicable :	Rs <input type="text"/>	<input type="checkbox"/> 8) Alcohol or drug abuse <input type="text"/>
o) Sum Total expected cost of hospitalization	Rs <input type="text"/>	<input type="checkbox"/> 9) Any HIV or STD / Related Ailments <input type="text"/>

DECLARATION (PLEASE READ VERY CAREFULLY)

We confirm having read understood and agreed to the declaration of this form

a) Name of the treating doctor:

b) Qualification: c) Registration no. with State code:

DECLARATION BY THE PATIENT / REPRESENTATIVE

- I agree to allow the hospital to submit all original documents pertaining to hospitalization to the Insurer/TPA after the discharge. I agree to sign on the Final Bill & the Discharge Summary, before my discharge.
- Payment to hospital is governed by the terms and conditions of the policy. In case the insurer / TPA is not liable to settle the hospital bill, I undertake to settle the bill as per the terms and conditions of the policy.
- All non-medical expenses and expenses not relevant to current hospitalization and the amounts over & above the limit authorized by the Insurer/TPA not governed by the terms and conditions of the policy will be paid by me.
- I hereby declare to abide by the terms and conditions of the policy and if at any time the facts disclosed by me are found to be false or incorrect I forfeit my claim and agree to indemnify the insurer / TPA.
- I agree and understand that TPA is in no way warranting the service of the hospital & that the Insurer / TPA is in no way guaranteeing that the services provided by the hospital will be of a particular quality or standard.

f. I hereby warrant the truth of the forgoing particulars in every respect and I agree that if I have made or shall make any false or untrue statement, suppression or concealment with respect to the claim, my right to claim reimbursement of the said expenses shall be absolutely forfeited.

g. I agree to indemnify the hospital against all expenses incurred on my behalf, which are not reimbursed by the Insurer/TPA.

h. I/We authorize Insurance Company/TPA to contact me/us through mobile/email for any update on this claim.

a. Patient's / Insured's Name:

b. Contact Number:

c. Email ID: (Optional)

Patient's / Insured's Signature

Date of admission:

Time:

HOSPITAL DECLARATION

- a. We have no objection to any authorized TPA/Insurance Company official verifying documents pertaining to hospitalization.
- b. All valid original documents duly countersigned by the insured / patient as per the checklist below will be sent to TPA/Insurance Company within 7 days of the patient's discharge.
- c. We agree that TPA / Insurance Company will not be liable to make the payment in the event of any discrepancy between the facts in this form and discharge summary or other documents.
- d. The patient declaration has been signed by the patient or by his representative in our presence.
- e. We agree to provide clarifications for the queries raised regarding this hospitalization and we take the sole responsibility for any delay in offering clarifications.
- f. We will abide by the terms and conditions agreed in the MOU.
- g. We confirm that no additional amount would be collect from the insured in excess of Agreed Package Rates except costs 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 package).
- h. We confirm that no recoveries would be made from the deposit amount collected from the Insured except for costs 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 package).
- i. 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 from us (the Network Provider) and,/or take necessary action, as provided under the MOU or applicable laws.

DOCUMENTS TO BE PROVIDED BY THE HOSPITAL IN SUPPORT OF THE CLAIM

- 1. Detailed Discharge Summary and all Bills from the hospital.
- 2. Cash Memos from the Hospitals / Chemists supported by proper prescription.
- 3. Receipts and Pathological Test Reports from Pathologists, Supported by note from the attending Medical Practitioner/Surgeon recommending such pathological Tests.
- 4. Surgeon's Certificate stating nature of Operation performed and Surgeon's Bill and Receipt.
- 5. Certificates from attending Medical Practitioner/Surgeon that the patient is fully cured.

Date of admission:

Time:

Hospital Seal

Doctor's Signature



Important Instructions:

- A) Fields marked with '**' are mandatory fields.
- B) Self-Certification of documents is mandatory.
- C) Please fill the form in English and in BLOCK letters.
- D) Please fill the date in DD-MM-YYYY format.
- E) Please read section wise detailed guidelines / instructions at the end.
- F) List of State / U.T code as per Indian Motor Vehicle Act, 1988 is available at the end.
- G) List of two character ISO 3166 country codes is available at the end.
- H) KYC number of applicant is mandatory for update application.
- I) For particular section update, please tick (✓) in the box available before the section number and strike off the sections not required to be updated.

For office use only Application Type* New Update Account Type* Normal Small
 (To be filled by financial institution) KYC Number (Mandatory for KYC update request)

1. PERSONAL DETAILS (Please refer instruction **A** at the end)

	Prefix	First Name	Middle Name	Last Name
<input type="checkbox"/> Name* (Same as ID proof)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Maiden Name (If any*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Father / Spouse Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mother Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth*	<input type="text"/> DD - <input type="text"/> MM - <input type="text"/> YYYY			
Gender*	<input type="checkbox"/> M- Male	<input type="checkbox"/> F- Female	<input type="checkbox"/> T-Transgender	
Marital Status*	<input type="checkbox"/> Married	<input type="checkbox"/> Unmarried	<input type="checkbox"/> Others	
Nationality*	<input type="checkbox"/> IN- Indian	<input type="checkbox"/> Others (ISO 3166 Country Code <input type="text"/>)		
Residential Status*	<input type="checkbox"/> Resident Individual	<input type="checkbox"/> Non Resident Indian		
	<input type="checkbox"/> Foreign National	<input type="checkbox"/> Person of Indian Origin		
Occupation Type*	<input type="checkbox"/> S-Service (<input type="checkbox"/> Private Sector <input type="checkbox"/> Public Sector <input type="checkbox"/> Government Sector) <input type="checkbox"/> O-Others (<input type="checkbox"/> Professional <input type="checkbox"/> Self Employed <input type="checkbox"/> Retired <input type="checkbox"/> Housewife <input type="checkbox"/> Student) <input type="checkbox"/> B-Business <input type="checkbox"/> X- Not Categorised			

PHOTO

Signature / Thumb Impression

2. TICK IF APPLICABLE RESIDENCE FOR TAX PURPOSES IN JURISDICTION(S) OUTSIDE INDIA (Please refer instruction **B** at the end)

ADDITIONAL DETAILS REQUIRED* (Mandatory only if section 2 is ticked)

ISO 3166 Country Code of Jurisdiction of Residence*

Tax Identification Number or equivalent (If issued by jurisdiction)*

Place / City of Birth* ISO 3166 Country Code of Birth*

3. PROOF OF IDENTITY (PoI)* (Please refer instruction **C** at the end)

(Certified copy of any one of the following Proof of Identity [PoI] needs to be submitted)

<input type="checkbox"/> A- Passport Number	<input type="text"/>	Passport Expiry Date	<input type="text"/> DD - <input type="text"/> MM - <input type="text"/> YYYY
<input type="checkbox"/> B- Voter ID Card	<input type="text"/>		
<input type="checkbox"/> C- PAN Card	<input type="text"/>		
<input type="checkbox"/> D- Driving Licence	<input type="text"/>	Driving Licence Expiry Date	<input type="text"/> DD - <input type="text"/> MM - <input type="text"/> YYYY
<input type="checkbox"/> E- UID (Aadhaar)	<input type="text"/>		
<input type="checkbox"/> F- NREGA Job Card	<input type="text"/>		
<input type="checkbox"/> Z- Others (any document notified by the central government)	<input type="text"/>	Identification Number	<input type="text"/>

4. PROOF OF ADDRESS (PoA)*

4.1 CURRENT / PERMANENT / OVERSEAS ADDRESS DETAILS (Please see instruction **D** at the end)

(Certified copy of any one of the following Proof of Address [PoA] needs to be submitted)

Address Type*	<input type="checkbox"/> Residential / Business	<input type="checkbox"/> Residential	<input type="checkbox"/> Business	<input type="checkbox"/> Registered Office	<input type="checkbox"/> Unspecified
Proof of Address*	<input type="checkbox"/> Passport	<input type="checkbox"/> Driving Licence	<input type="checkbox"/> UID (Aadhaar)		
	<input type="checkbox"/> Voter Identity Card	<input type="checkbox"/> NREGA Job Card	<input type="checkbox"/> Others <input type="text"/> please specify <input type="text"/>		

Address

Line 1*

Line 2

Line 3

State / U.T Code* Pin / Post Code* City / Town / Village*

ISO 3166 Country Code*

4.2 CORRESPONDENCE / LOCAL ADDRESS DETAILS * (Please see instruction E at the end)

Same as Current / Permanent / Overseas Address details (In case of multiple correspondence / local addresses, please fill 'Annexure A1')

Line 1* [Grid]
Line 2 [Grid]
Line 3 [Grid] City / Town / Village* [Grid]
State / U.T Code* [Grid] Pin / Post Code* [Grid] ISO 3166 Country Code* [Grid]

4.3 ADDRESS IN THE JURISDICTION DETAILS WHERE APPLICANT IS RESIDENT OUTSIDE INDIA FOR TAX PURPOSES* (Applicable if section 2 is ticked)

Same as Current / Permanent / Overseas Address details Same as Correspondence / Local Address details

Line 1* [Grid]
Line 2 [Grid]
Line 3 [Grid] City / Town / Village* [Grid]
State* [Grid] ZIP / Post Code* [Grid] ISO 3166 Country Code* [Grid]

5. CONTACT DETAILS (All communications will be sent on provided Mobile no. / Email-ID) (Please refer instruction F at the end)

Tel. (Off) [Grid] Tel. (Res) [Grid] Mobile [Grid]
FAX [Grid] Email ID [Grid]

6. DETAILS OF RELATED PERSON (In case of additional related persons, please fill 'Annexure B1') (please refer instruction G at the end)

Addition of Related Person Deletion of Related Person KYC Number of Related Person (if available*) [Grid]

Related Person Type* Guardian of Minor Nominee Assignee Authorized Representative Beneficial Owner Beneficiary
Prefix First Name Middle Name Last Name
Name* [Grid]
(If KYC number and name are provided, below details of section 6 are optional)

PROOF OF IDENTITY [PoI] OF RELATED PERSON* (Please see instruction (H) at the end)

A- Passport Number [Grid] Passport Expiry Date [Grid]
 B- Voter ID Card [Grid]
 C- PAN Card [Grid]
 D- Driving Licence [Grid] Driving Licence Expiry Date [Grid]
 E- UID (Aadhaar) [Grid]
 F- NREGA Job Card [Grid]
 Z- Others (any document notified by the central government) [Grid] Identification Number [Grid]

7. REMARKS (If any)

[Grid]

8. APPLICANT DECLARATION

- I hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I/we am/are aware that I/we may be held liable for it.
My personal / KYC details may be shared with Central KYC Registry
I hereby consent to receiving information from Central KYC Registry through SMS/Email on the above registered number/email address

Date : [Grid] Place : [Grid]

[Signature / Thumb Impression]
Signature / Thumb Impression of Applicant

9. ATTESTATION / FOR OFFICE USE ONLY

Documents Received Self-Certified True Copies Notary Risk Category High Medium Low

IN PERSON VERIFICATION CARRIED OUT BY

Identity Verification Done Date [Grid]
Emp. Name [Grid]
Emp. Code [Grid]
Emp. Designation [Grid]
Emp. Branch [Grid]

[Employee Signature]

INSTITUTION DETAILS

Name [Grid]
Code [Grid]

[Institution Stamp]

BREACH CANDY HOSPITAL TRUST

CONSENT FORM - CASHLESS CLAIM

List of Documents to be carry with the pre-authorization Form

- 1) Fully Filled pre-authorization form (provided by the hospital).
- 2) Pan card & Adhaar card of the Patient.
- 3) Pan card & Adhaar Card of Primary Insured.
- 4) Relevant Investigation Reports.
- 5) Valid Insurance ID.
- 6) Cancelled Cheque of Patient Account.

Highlights:

- For all planned cases the pre-authorization form has to be processed a week prior to hospitalization. For emergency admissions the pre-authorization form has to be submitted to the TPA desk within 24 hours of hospitalization.
- In the absence of a valid initial authorization letter, the patient will be admitted as a Cash patient and will be required to pay the requisite deposit on admission as per the protocol.
- At the time of submission of the pre-authorization form the patient has to pay Rs. 30,000/- as a deposit towards admission. This deposit is adjustable/refundable depending upon the final bill and the final approval amount of the patient.
- If a TPA inpatient undergoes an additional procedure which is not mentioned in the Preauthorisation form then the additional documents will be processed by the TPA desk. If the approval is not received before the surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit.
- In case of an Emergency/Unplanned surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit within 24 hours of the surgery.
- On the day of discharge once all required documents are sent to the Insurance Co. /TPA, it takes up to 4hrs. for the approval to come. Patient can be physically discharged only after final approval is received by the hospital.
- At the time of discharge the hospital will retain 5% of the Final Approval amount as a Security deposit which will be refunded to the patient after the final settlement from the Insurance Company, the duration of which is variable (minimum is 45 days).

Consent :

I am fully aware of the details mentioned in the co-morbidities/pre-existing illness/past history diseases section of my insurance claim form filled in by me. If there is any difference in the information filled in the claim form as against the past history filled in the Initial Assessment form at the time of admission then the hospital shall not be liable for any issues with regards to getting the approval from the insurance. I will not hold hospital responsible if the Insurance/TPA denies the entire claim for this reason and I shall settle the entire bill.

I declare that I have been explained all the above mentioned points and I agree to the same.

Patient Name : _____ BH No. _____ DOA : _____

Name & Signature of person submitting Claim Documents : _____

Date : _____

For Office Use Only

Received by : _____

Date & Time : _____

BREACH CANDY HOSPITAL TRUST

IMPORTANT INFORMATION REGARDING YOUR CASHLESS CLAIM

1. For all planned cases the pre-authorization form has to be processed a week prior to hospitalization. For emergency admissions the pre-authorization form has to be submitted to the TPA desk within 24 hours of hospitalization.
2. Admission will be on the basis of the authorization letter received from the TPA/Insurance Company which is only a provisional authorization. Please show a copy of this letter on the Admission Desk at the hospital at the time of Admission.
3. In the absence of a valid initial authorization letter, the patient will be admitted as a Cash patient and will be required to pay the requisite deposit on admission as per the protocol.
4. If any query is raised before or during the hospitalization which requires to furnish additional information of the Medical condition of the patient then the clarification will be provided by the Consultant/Surgeon and may be delayed depending upon the availability of the Consultant/Surgeon.
5. If the query requires to provide any details which are non-medical in nature the TPA desk will reply to them as soon as possible which may require help from the patient relative.
6. At the time of submission of the pre-authorization form the patient has to pay Rs. 30,000/- as a deposit towards admission. This deposit is adjustable/refundable depending upon the final bill and the final approval of the patient.
7. In a single hospitalization one can avail cashless only with one TPA/Insurance Company, if the patient has more than one policy they can avail the reimbursement facility. Please contact the TPA Desk for further details.
8. For knowing the coverage of any particular (Medical/Surgical) condition under your Policy, please read the T & C of your policy document or speak to your agent.
9. For Room Eligibility of the patient please contact your agent for criterion of admission as per the policy of the patient.
10. If a TPA inpatient undergoes an additional procedure which is not mentioned in the Preauthorisation form then the additional documents will be processed by the TPA desk. If the approval is not received before the surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit.
11. In case of an Emergency/Unplanned surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit within 24 hours of the surgery.
12. On the day of discharge once we send all required documents to Insurance Co. / TPA, it takes up to 4 hrs. for approval to come. The patient can be physically discharged only after approval comes as per the policy.
13. Half day charges will be levied for patients if the discharge process is initiated between 11.00 am to 1.00 pm. All discharges processed after 1.00 pm will attract full day charges.
14. The original reports and bill will be handed over to the TPA/Insurance Company for processing of the claim. A copy of all the reports will be available at the reports counter, 7 days after the discharge.
15. A copy of the Discharge Summary will be provided to the patient at the time of discharge.
16. At the time of discharge the hospital will retain 5% of the Final Approval amount as a Security deposit which will be refunded to the patient after the final settlement from the Insurance Company, the duration of which is variable (minimum is 45 days).
17. Any deductions toward non-medical items, exclusions, class based billing etc. will have to be borne by the patient (this will not be adjusted against the security deposit).
18. Please submit a cancelled cheque to get the refund into your account directly.
19. In case of denial of the cashless claim (due to withdrawal or rejection of the claim) during the hospitalization or at the time of discharge the patient will be treated as a cash patient and will be expected to clear the entire bill of the hospital and proceed for the reimbursement process.
20. Only approval letters received on the Email or the Portal will be considered valid.
21. There may be a delay in receiving the approval on Public Holidays or Sundays.

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- 4) Relevant Investigation Reports.
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Highlights:

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- In the absence of a valid initial authorization letter, the patient will be admitted as a Cash patient and will be required to pay the requisite deposit on admission as per the protocol.
- At the time of submission of the pre-authorization form the patient has to pay Rs. 30,000/- as a deposit towards admission. This deposit is adjustable/refundable depending upon the final bill and the final approval amount of the patient.
- If a TPA inpatient undergoes an additional procedure which is not mentioned in the Preauthorisation form then the additional documents will be processed by the TPA desk. If the approval is not received before the surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit.
- In case of an Emergency/Unplanned surgery the patient will be treated as a Cash patient & 90% of the estimated amount needs to be paid as a deposit within 24 hours of the surgery.
- On the day of discharge once all required documents are sent to the Insurance Co. / TPA, it takes up to 4 hrs. for the approval to come. Patient can be physically discharged only after final approval is received by the hospital.
- At the time of discharge the hospital will retain 5% of the Final Approval amount as a Security deposit which will be refunded to the patient after the final settlement from the Insurance Company, the duration of which is variable (minimum is 45 days).