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Claim Form

1. Please contact your designated TPA at least 7 days prior to an event which might give rise to a claim. For any emergency situations, kindly contact our TPA within 24 hours of the event. Our TPA can be contacted through:

24 x 7 toll free line at: 1-800-425-4033

E-mail at: info@tpa1.net

For all: 060-225-6800

Post/ Courier to: Claims Department, Family Health Plan Ltd, Sakinaka - Cyber Space, Suite No. 103, 102, 101 & 100, Ground Floor, Road No. 2, Badliya Hills, Hyderabad-500034

Please use the Claim Information Form available at our website for submission of a claim.

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Easy Health
Claim Procedure

ApolloMunich
HEALTH INSURANCE

10th Floor, Building No. 10, Tower B, DLF City Phase II, DLF Cyber City Gurgaon G20002

Please review your Easy Health policy and familiarize yourself with the benefits available and the exclusions. To help us to provide you with fast and efficient service, We kindly ask you to note the following:

- We recommend that you keep copies of all documents submitted to the TPA or Apollo Munich Health Insurance Co. Ltd.
- Please quote your member ID/policy number in all your correspondence.

Claim Procedure for Hospitalization related benefits
What do I do in case of a claim or any assistance?

Intimation & Assistance	Procedures for Reimbursement of Medical Expenses	Procedures for all Cashless Facility
<p>Please contact your designated TPA at least 7 days prior to an event which might give rise to a claim. For any emergency situations, kindly contact our TPA within 24 hours of the event. Our TPA can be contacted through:</p> <p>24 x 7 toll free line at: 1-800-425-4033</p> <p>E-mail at: info@tpa1.net</p> <p>For all: 060-225-6800</p> <p>Post/ Courier to: Claims Department, Family Health Plan Ltd, Sakinaka - Cyber Space, Suite No. 103, 102, 101 & 100, Ground Floor, Road No. 2, Badliya Hills, Hyderabad-500034</p> <p>Please use the Claim Information Form available at our website for submission of a claim.</p>	<p>Our TPA must be informed no later than 7 days of completion of such treatment, consultation or procedure.</p> <p>Please send the duly signed claim form and all the information/documents mentioned therein to your designated TPA within 15 days of the occurrence of the incident.</p> <p>Please refer to Claim Form for complete documentation.</p> <p>If there is any deficiency in the documents/ information submitted by you, the TPA will send the deficiency letter within 7 days of receipt of the claim documents.</p> <p>On receipt of the complete set of claim documents, your designated TPA will send the cheque for the admissible amount, along with a settlement statement within 15 days.</p> <p>The cheque will be sent in the name of the proposer.</p> <p>Note: Payment will only be made for items covered under your policy and upon the limits thereof.</p>	<p>For any emergency hospitalization, your designated TPA must be informed no later than 24 hours after hospitalization.</p> <p>For any planned hospitalization, kindly seek written authorization from your designated TPA about 48 hours prior to the hospitalization.</p> <p>TPA will check your coverage as per the eligibility and send an authorization letter to the provider in case there is any deficiency in the documents sent, the same shall be communicated to the hospital within 4 hours of receipt of documents.</p> <p>Please pay the non-medical and expenses not covered to the hospital prior to the discharge.</p> <p>In case the admission/ treatment is not covered under the policy a rejection letter would be sent to the provider within 4 hours.</p> <p>Note:</p> <ul style="list-style-type: none"> Inpatient services is entitled for cashless only in our empanelled hospitals. Please refer to the list of empanelled hospitals on our website or the list provided in the guideline or welcome kit. Rejection of cashless in no way indicates rejection of the claim.

Claim Procedure for Hospitalization related benefits
What do I do in case of a claim or any assistance?

Intimation & Assistance	Claim Procedure
<p>Please contact your designated TPA within 14 days of diagnosis of first occurrence of Critical Illness.</p> <p>Your TPA can be contacted through:</p> <p>24 x 7 toll free line at: 1-800-425-4033</p> <p>E-mail at: info@tpa1.net</p> <p>For all: 060-225-6800</p> <p>Post/ Courier to: Claims Department, Family Health Plan Ltd, Sakinaka - Cyber Space, Suite No. 103, 102, 101 & 100, Ground Floor, Road No. 2, Badliya Hills, Hyderabad-500034</p> <p>Please use the Claim Information Form available at our website for submission of a claim.</p>	<p>Critical Illness</p> <ul style="list-style-type: none"> You must intimate Your TPA within 4 days of diagnosis of first occurrence of Critical Illness. You must submit a duly filled claim form along with specified documents within 45 days of completion of survival period for the Critical Illness against which the claim is made. If there is any deficiency in the documents/information submitted by You, Your TPA will send the deficiency letter within 7 days of receipt of the claim documents. Any additional information requested must be submitted within 15 days of TPA request. On receipt of the complete set of claim documents, TPA will send the cheque for the admissible amount, along with a settlement statement within 15 days. <p>Expenses</p> <ul style="list-style-type: none"> Please submit duly filled claim form along with the copy of all medical reports including investigation reports and discharge summary if any) at any of TPA Branch Office. You need to select Our Panel Doctor from whom you would prefer to take the opinion. (Please refer Our Website or call at 24x7 toll free line to obtain the list of Our Panel Doctor) On receipt of the complete set of documents TPA will forward the same to the concerned doctor. The 2 Cheques will be forwarded to the member within 7 working days of the receipt of the complete set of documents.

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