PARAMOUNT HEALTH SERVICES & INSURANCE TPA PRIVATE LIMITED (IRDA License No. 006)

[formerly known as PARAMOUNT HEALTH SERVICES (TPA) PVT.LTD]

Plot no.A-442, Road No-28,M.I.D.0 Industrial Area, Wagale Estate, Ram Nagar, Vitthal Rukmani Mandir, Thane (W), Mumbai, Pin Code — 400 604

CLAIM ACKNOWLEDGMENT SHEET

Name of Insurer :		**PHS ID :**	
Insured Name :		**Employee No :**	
Patient Name :		**Mobile No :**	
Policy No :		**Phone (STD) :**	
Name of Corporate:			
Type of Claim (To be ticked) :	Main Hospitalisation / Pre-Post Hospitalisation / OPD Claim / Deficiency Retrieval / Critical Illness / Cash Benefit	**E-Mail ID of primary insured :**	

CLAIM DOCUMENT CHECK LIST

Sr. No	Description	Document Status(Y/N)	Remarks
1	IRDA Claim Form duly signed by the Insured & Hospital		
	Part-A: Duly signed by the insured with Claimed amount ,Mobile number & Email ID along with PHS ID		
	Part-B: Duly signed and stamped by hospital		
	Declaration form duly signed & stamped by the hospital in case treatment taken is under PPN/GIPSA hospitals.		
1.a	Policy Declaration Form duly signed by the Insured & Hospital hospitals.		
2	In case of No Intimation / Delay Intimation & Delay in submission of claim, a letter from insured is required stating reason for the same.		
3	Original Cancelled Cheque Leaf of Employee/Proposer with the Name of the AccountHolder Printed on the Cheque Leaf.		
4	ID Proof of Employee / Primary Insured- Any of one (Passport,Voter ID, Driving License, Or any Government Approved ID) . If Claim is above 1 lakh- PAN is mandatory with address Proof		
5	ID Proof of Patient- Any of one (Passport,Voter ID, Driving License, Or any Government Approved ID)		
6	Original detailed Discharge Summary as per IRDA Format / Day care summary from the hospital (in case of Day Care Treatment) / Death Summary (in Case of Death Claim)		
6.a	Copy of the Legal heir certificate (if the claim is for the death of the principle insured)		
6.b	Copy of Post Mortem Report & Death Certificate (In Accidental Death cases)		
7	Policy Copy (**if individual policy)**		
8	64VB Compliance Certificate (**If individual policy)**		
9	Original Final Hospital bill with cost wise breakup of each Item		
10	Original Payment Receipt of Main Hospital bill (both Deposit / Refund)		
10.a	Receipt Of Payments made at the Hospital by Credit Card : Please attach the Xerox Copy of the Credit Card Payment Slip as received from the Vendor		
11	Original copy of Implant Invoice along with Payment Receipts & Implant Labels / Stickers for Stents/ Mesh/ IOL		
12	Original bills, original Payment Receipts and investigation / Laboratory Reports		
13	Original medicine bills specifying Patient Name and date of purchase along with supporting Prescriptions.		
14	Original copy of First Consultation letter and subsequent Prescriptions.		
15	Hospital Registration certificate issued by Competent authority as per Indian nursing council Act 1947 (If hospital not falls in GIPSA/PPN)		
16	**OTHER DOCUMENTS**		
16.a	Original copy of Obstetric history (Gravida, Para, Living children, Abortions) from treating doctor. (Maternity Claim)		
16.b	Original Sonography Report in case of Maternity Claim		
16.c	Original A-Scan Report along with IOL Sticker and Tax paid invoice in case of Cataract Claim		
16.d	Copy of the First Information Report (FIR) from Police Department / Copy of the Medico-Legal Certificate (MLC) in case of Road Traffic Accident (RTA)		
16.e	A medical certificate from a doctor not less qualified than MD/MS confirming the diagnosis of critical illness along with the Investigation reports/Other related documents reflecting the critical illness diagnosis. (Critical Illness Cases)		
16.f	In case of claims where the insured has submitted documents to another insurance cofTPA, he needs to submit attested Photocopies of all the documents along with detailed claim settlement letter from the TPA and any unpaid bills and receipt for the same in originals.		

Claims Submitted by : Insured / Corporate / Agent / Broker / Insurer / Hospital

Claim Submitted by:		**Mobile No.**	
Date of Claim Submission:	DD /MM/YYYY HH:MM	**PHS Executive Name:**	
Claim Submitted at:	PHS - (Location) / Help Des!	**Signature:**	

Important Points to Remember:-

1. Please mark either **V** **or** x against respective check box
2. Date of File Received will be considered as next working day for Claim Files picked up at Help Desk
3. Claim Need to be Submitted within 7 Working Days from Date of Discharge from Hospital
4. The above list of documents is indicative. In case of any other document requirement as specified by the Insurance Company, our document recovery team will contact you on receipt of your claim documents by us
5. Please visit us at www.paramounttpa.com to check Online Claim Status or download Paramount Mobile App
6. Member is advised to keep photocopies of all the papers since Insurer requires all the above documents in original. Documents once submitted will not returned unless approved & agreed by Insurer
7. Corrections in any documents are not allowed, otherwise it will not be entertained during adjudication.

IFFCO-TOKIO General Insurance Company Limited

IFFCO-TOKIO GENERAL INSURANCE
Muskurate Raho

CLAIM FORM - PART A

TO BE FILLED IN BY THE INSURED

The issue of this Form is not to be taken as an admission of liability
(To be filled in block letters)

DETAILS OF PRIMARY INSURED

a) Policy No.		b) SI. No./Certificate No.	
c) Company/TPA ID No.			
d) Name			
e) Address			
City			
State		Pin Code	
Ph. No.		Email ID	

DETAILS OF INSURANCE HISTORY

a) Currently covered by any other Mediclaim/Health Insurance			Yes		No
b) If yes, Company Name					
Policy No.		Sum Insured (₹)			
c) Date of commencement of first Insurance without break	DD / MM / YYYY	(Copies of Policies to be attached)			
d) Have you been hospitalized in the last 4 years? (since inception of the contract)	Yes	No	Date	DD / MM / YYYY	
	Diagnosis				
e) Have you been covered by any other Mediclaim/Health Insurance in last 4 years			Yes		No
f) If yes, Company Name					

DETAILS OF INSURED PERSON HOSPITALIZED

a) Name									
b) Gender	Male		Female		c) Age	years		months	
d) Date of Birth	DD / MM / YYYY								
e) Relationship to Primary insured	Self		Spouse		Child		Father		Mother
	Other		(Please Specify)						
f) Occupation	Service		Self Employee		Homemaker		Student		Retired
	Other		(Please Specify)						
Address (if different from above)									
City									
State							Pin Code		
Ph. No.							Email ID		

DETAILS OF HOSPITALIZATION

a) Name of Hospital where Admitted							
b) Room Category occupied	Day Care		Single occupancy		Twin sharing		3 or more beds per room
c) Hospitalization due to	Injury		Illness		Maternity		
d) Date of Injury/Date of Disease first detected/Date of Delivery						DD / MM / YYYY	
e) Date of Admission	DD / MM / YYYY	f) Time	HH	MM	g) Date of Discharge	DD / MM / YYYY	h) Time HH MM
i) If injury give cause	Self inflicted		Road Traffic Accident				
Substance Abuse/Alcohol consumption			i. if Medico legal		Yes		No
ii. Reported to police	Yes		No		iii. MLC Report & Police FIR attached	Yes	No
j) System of Medicine							
k) Date of Surgery	DD / MM / YYYY		l) Claim Intimated		Yes		No
i. Intimated to whom	SBU		Intermediaries		Call Centre		Health Claims Team
ii. Intimation No. & date						DD / MM / YYYY	
iii. If not Intimated, reason?							

DETAILS OF CLAIM

a) Details of the treatment expenses claimed				
i. Pre-hospitalization Expenses	₹	ii. Hospitalization Expenses	₹	
iii. Post-hospitalization expenses	₹	iv. Health-Check up Cost	₹	
v. Ambulance Charges	₹	vi. Others (code)	₹	
vii. Pre-hospitalization period	days	**Total**	₹	
		viii. Post hospitalization period	days	
b) Claim for Domiciliary Hospitalization	Yes ☐ No ☐	(If yes, provide details in annexure)		
c) Details of Lump sum/cash benefit claimed				
i. Hospital Daily Cash	₹	ii. Surgical Cash	₹	
iii. Critical Illness Benefit	₹	iv. Convalescence	₹	
v. Pre/Post hospitalization Lump sum benefit	₹	vi. Others	₹	
		Total	₹	

Claim Documents Submitted - Check List			
Claim Form Duly signed	☐	Operation Theatre Notes	☐
Copy of the claim intimation	☐	ECG	☐
Hospital Main Bill	☐	Doctor's request for investigation	☐
Hospital Break - up Bill	☐	Investigation Reports (CT/MRI/USG/HPE)	☐
Hospital Bill Payment Receipt	☐	Doctor's Prescriptions	☐
Hospital Discharge Summary	☐	Pre-Hosp. Bills	☐
Pharmacy Bill	☐	Post-Hosp. Bills	☐
		Others	☐

DETAILS OF BILLS ENCLOSED

Sl. No.	Bill No.	Date	Issued by	Towards (Hospitalization/Pre-hospitalization/ Post-hospitalization	Amount (₹)
1		DD / MM / YYYY			
2		DD / MM / YYYY			
3		DD / MM / YYYY			
4		DD / MM / YYYY			
5		DD / MM / YYYY			
6		DD / MM / YYYY			
7		DD / MM / YYYY			
8		DD / MM / YYYY			
9		DD / MM / YYYY			
10		DD / MM / YYYY			

Do you want to opt for Automatic Reinstatement of Sum Insured in the event of a claim? If, Yes, applicable premium at short period rates would be deducted from the claim amount due to you. This reinstated sum will not be available for the same hospitalization. It will be available for treatment (other than certain chronic diseases) including the same illness or disease but separate independent case of hospitalization which are not case of relapse within 45 days of first hospitalization. Please contact the agent/our office for further details: Yes ☐ No ☐

DETAILS OF PRIMARY INSURED'S BANK ACCOUNT (Please submit a cancelled cheque copy for NEFT)

a) PAN		b) Account Number	
c) Bank Name and Branch			
d) Cheque/DD Payable details		e) IFSC Code	

DECLARATION BY THE INSURED

I hereby declare that the information furnished in this claim form is true & correct to the best of my knowledge and belief. If I have made any false or untrue statement, suppression or concealment of any material fact with respect to questions asked in relation to this claim, my right to claim reimbursement shall be forfeited. I also consent & authorize TPA/Insurance company, to seek necessary medical information/documents from any hospital/Medical Practitioner who has attended on the person against whom this claim is made. I hereby declare that I have included all the bills/ receipts for the purpose of this claim & that I will not be making any supplementary claim except the pre/post-hospitalization claim, if any.

Place: _____ Date: DD/MM/YYYY

Signature of the Insured

Important:

1. Please submit copy of valid Photo ID.
2. For claimed amount above 1 lac, it is mandatory to submit the KYC (Know your customer) form.

CLAIM FORM - PART B

TO BE FILLED IN BY THE HOSPITAL

The issue of this Form is not to be taken as an admission of liability
(To be filled in block letters)

Please include the original preauthorization request form in lieu of PART A

DETAILS OF HOSPITAL					
a)	Name of the Hospital				
b)	Hospital ID		c) Type of Hospital	Network	Non Network	(If non network fill section E)
d)	Name of the treating doctor				
e)	Qualification		f) Registration No. with State Code		g) Ph No.	

DETAILS OF THE PATIENT ADMITTED									
a)	Name of the Patient								
b)	IP Registration Number		c) Gender	Male		Female		d) Age	Years		Months	
e)	Date of birth	DD / MM / YYYY	f) Date of Admission	DD / MM / YYYY		g) Time	HH	MM
h)	Date of Discharge	DD / MM / YYYY	i) Time	HH	MM			
j)	Type of Admission	Emergency		Planned		Day Care		Maternity	
k)	If Maternity	i. Date of Delivery	DD / MM / YYYY	ii. Gravida Status				
l)	Status at time of discharge	Discharge to home		Discharge to another hospital		Deceased		
m)	Total Claimed Amount	₹						

DETAILS OF AILMENT DIAGNOSED (PRIMARY)			
a)		ICD 10 Codes	Description
	i. Primary Diagnosis		
	ii. Additional Diagnosis		
	iii. Co-morbidities		
	iv. Co-morbidities		
b)		ICD 10 Codes	Description
	i. Procedure 1		
	ii. Procedure 2		
	iii. Procedure 3		
	iv. Details of Procedure		

c)	Present ailment is a complication of PED?	Yes		No		(If Yes, specify details)	
d)	Pre-authorization obtained	Yes		No			
e)	Pre-authorization Number						
f)	If authorization by network hospital not obtained, give reason						
g)	Hospitalization due to Injury	Yes		No		i. If Yes, give cause	Self-inflicted		Road Traffic Accident	
	Substance abuse/alcohol consumption		ii. If Injury due to Substance abuse/alcohol consumption. Test Conducted to establish this		Yes		No		(If Yes, attach reports)
	iii. If Medico legal	Yes		No		iv. Reported to Police	Yes		No		v. FIR No.	
	vi. If not reported to police give reason											

CLAIM DOCUMENTS SUBMITTED - CHECK LIST					
Claim Form duly signed		Operation Theatre notes		Doctor's reference slip for investigation	
Original Pre-authorization request		Hospital main bill		ECG	
Copy of the Pre-authorization approval letter		Hospital break-up bill		Pharmacy bills	
Copy of photo ID card of patient verified by hospital		Investigation reports		MLC report & Police FIR	
Hospital Discharge summary		CT/MR/USG/HPE investigation reports		Original death summary from hospital where applicable	
Any other, please specify					

ADDITIONAL DETAILS IN CASE OF NON NETWORK HOSPITAL (Only fill in case of non-network hospital)																														
a)	Address of the Hospital																													
	City																													
	State																						Pin Code							
b)	Phone No.											c) Registration No.																		
	Date of Registration	DD / MM / YYYY										Expiry date of Registration															DD / MM / YYYY				
	Name of the Registering Authority																													
d)	PAN													e) Number of Inpatient beds																
f)	Facilities available in the hospital											i. OT		Yes		No		ii. ICU		Yes		No								
	iii. Others																													

DECLARATION BY THE HOSPITAL (PLEASE READ VERY CAREFULLY)

We hereby declare that the information furnished in this Claim Form is true & correct to the best of our knowledge and belief. If we have made any false or untrue statement, suppression or concealment of any material fact, our right to claim under this claim shall be forfeited. The signature of the insured is taken on this form after Claim Form B is fully filled up by us.

Hospital have required infrastructure to fulfill the hospital definition as per IRDA guideline, which is reproduced below:

- Has at least 10 inpatient beds, in those towns having a population of less than 10,00,000 and 15 inpatient beds in all other places
- Has fully qualified nursing staff under its employment round the clock
- Has fully qualified doctor(s) in charge round the clock
- Has a fully equipped operation theatre of its own where surgical procedures are carried out.
- Maintains daily Medical records of patients and will make these accessible to the Company's authorized personnel.

Place: _____ **Date:** DD/MM/YYYY **Signature of Insured/Claimant** **Signature and Seal of the Hospital Authority**

Paramount Health
Your link to good health

POLICY DECLARATION FORM

Date:……

Name of the Hospital :……

Address:……

PATIENT NAME (BLOCK LETTERS):…… AGE/SEX :……

Mobile No of Patient:……

Date of Admission:…… Date of Discharge:……

Undertaking by the Patient regarding Heath Insurance Policy
(स्वास्थ्य बीमा पॉलिसी के संबंध में रोगी द्वारा शपथ-पत्र))

☐ I declare that I do not have any health insurance policy.
(मैं घोषणा (खुलासा) करता हूं कि मेरे पास कोई भी स्वास्थ्य बीमा पॉलिसी नहीं है।

Signature: …… (हस्ताक्षर)
Name of the Patient/Patient's attendant (मरीज का नाम)

☐ I declare that I have health insurance policy.
(मैं घोषणा (खुलासा) करता हूं कि मेरे पास एक स्वास्थ्य बीमा पॉलिसी है।

Signature: …… (हस्ताक्षर)
Name of the Patient/Patient's attendant (मरीज का नाम)

Based on patient undertaking hospital declare that patient: (रोगी के उपक्रम के आधार पर हम उस रोगी की घोषणा करते हैं)

- Does not have insurance coverage hence we will bill the patient as per our rack rates. We may or may not consider discount for all such undertakings. (स्वास्थ्य बीमा कवरेज नहीं है इसलिए हम मरीज को अपनी रैक दरों के अनुसार बिल देंगे। हम ऐसे सभी उपक्रमों के लिए छूट पर विचार कर भी सकते हैं और नहीं भी।)

- Patient has health insurance coverage but out of own free will is opting for reimbursement/ cash paying mode. . As insured is already covered under TPA servicing for which we are network provider, hence we agree to bill this patient as per PHS or insurer agreed rate list (whichever is less). The benefit of discount as per MOU will also be given to this patient. (रोगी के पास स्वास्थ्य बीमा कवरेज है लेकिन वह अपनी मर्जी से रीइंबससमेंट/नकद भुगतान मोड का विकल्प चुन रहा है। . चूँकि बीमित व्यक्ति पहले से ही टीपीए सर्विसिंग के अंतर्गत कवर है जिसके लिए हम नेटवर्क प्रदाता हैं, इसलिए हम इस मरीज को पीएचएस या बीमाकर्ता द्वारा सहमत दर सूची (जो भी कम हो) के अनुसार बिल देने के लिए सहमत हैं। एमओयू के अनुसार छूट का लाभ भी इस मरीज को दिया जायेगा.)

Signature: ……

Name of the Hospital Representative & Hospital Seal