

# TPA/Insurance Preauthorisation Process

**Step 1:** Please refer to our website <https://www.hindujahospital.com/for-patients/medical-insurance-tpa.html> for all the information related to cashless processing or reimbursement.

**Step 2:** Collect the pre-authorization forms pertaining to your TPA + TPA Checklist + TPA undertaking form from OPD Customer care help desk/ Doctor's secretaries / West block help desk or download all these forms from <https://www.hindujahospital.com/for-patients/medical-insurance-tpa.html>. Pls. present your Health Insurance card for the staff to assist you appropriately.

**Step 3:** Form Filling - Your **pre-authorization form** will have two sections-

- General details on the health insurance policy - to be filled in by you (the TPA Help Desk will assist you in case you have any difficulty).
- The treatment recommended for you-to be filled in and duly signed by the doctor who is treating you (Do not attempt to fill this section, contact the TPA Help Desk in case of any difficulty).

**TPA Checklist + TPA undertaking forms** are self explanatory.

**Step 4:** Return the completed form (filled and signed), along with the copies of the document mentioned in TPA check list to the TPA Help Desk/ ELSE make a single pdf file of all your documents (as per TPA checklist) and email to [tpacell@hindujahospital.com](mailto:tpacell@hindujahospital.com), with subject as '**Patient's name, HH Number and mobile number**'. The personnel at the desk will verify the form for its completeness and let you know in case of any discrepancy.

**Step 5:** Once the form is completely filled, the TPA Help Desk will upload the documents on the portal and transmit to the office of your TPA.

**Step 6:** The TPA Help Desk will revert to you with the approval/ denial status and also the status of approval is updated on registered mobile number, as well as on the display screen available near the TPA Help desk in the ground floor lobby.

**Step 7:** At the time of admission, you shall be required to pay differential amount of admission deposit and TPA approval. The differential amount would be refunded on discharge after receiving the final approval as per the final bill. A TPA deposit payment of ₹.7500/- has to be paid on admission, which shall be refunded post discharge, subject to completion of all formalities and payment received by the hospital, and may take 45-90 days.

Kindly contact the **customer care help desk** on the ground floor between  
8:00 AM to 8:00 PM for any further information

## Medical Insurance & TPA Services

### Pre-admission and Admission Requirements:

In case of a planned admission, you would have first consulted a doctor who in turn would have advised you on the probable date of hospitalization. In such a case, you must apply for approval of the estimated hospital expenses directly by your TPA at least 5 days prior to the date of hospitalization.

In case you have not applied for pre-authorization sufficiently in advance or if the doctor treating you advises you to get hospitalized immediately after the consultation, our Hospital TPA Help Desk (Phone: 022-24460649 / 24447543) will assist you through the pre-authorization procedure. Normal working hours are from 8 am to 8 pm, Monday to Saturday and on Sunday / Hospital Holidays from 9 am to 5 pm.

However, the Corporate/TPA Help Desk is only a facilitator and can in no way influence the decision on the approval. Your TPA may not grant approval due to any of the following reasons:

- If the ailment for which you are hospitalized is not covered in your policy.
- If the information contained in pre-authorization form is insufficient to approve the request, though most of the time the TPA will request the hospital if additional information is needed.
- If you have exhausted the sum assured for that year.

### Empanelled TPAs and Insurance (as of April 2026 and subject to updates)

- Ericson Insurance TPA Pvt. Ltd.
- Family Health Plan Insurance TPA Ltd.
- HEALTHINDIA Insurance TPA Services Pvt. Ltd.
- Health Assist Insurance TPA Pvt. Ltd.
- Heritage Health Insurance TPA Pvt. Ltd.
- MDIndia Health Insurance TPA Pvt. Ltd.
- Medi Assist Insurance TPA Pvt. Ltd.
- Magma General Insurance Co. Ltd.
- Paramount Health Services & Insurance TPA Pvt. Ltd.
- Vidal Health Insurance TPA Pvt. Ltd.
- Vipul MedCorp Insurance TPA Pvt. Ltd.
- Volo Health Insurance TPA Pvt. Ltd.
- Aditya Birla Health Insurance Co. Ltd.
- Bajaj General Insurance Ltd.
- Care Health Insurance Ltd.
- Chola MS General Insurance Co. Ltd.
- Generali Central Insurance Co. Ltd.
- Go Digit General Insurance Ltd.
- HDFC ERGO General Insurance Co. Ltd.
- ICICI Lombard General Insurance Co. Ltd.
- ICICI Prudential Life Insurance Co. Ltd.
- IndusInd General Insurance Co. Ltd.
- IFFCO-Tokio General Insurance Co. Ltd.
- Manipal Cigna Health Insurance Co. Ltd.
- Navi General Insurance Co. Ltd.
- Niva Bupa Health Insurance Co. Ltd.
- SBI General Insurance Co. Ltd.
- Star Health and Allied Insurance Co. Ltd.
- Tata AIG General Insurance Co. Ltd.
- Zuno General Insurance Ltd.
- Zurich Kotak General Insurance Company (India) Ltd.