

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, 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 OPD Customer care help desk/ Doctor's secretaries / West block help desk Hospital TPA Help Desk (Phone: 022-24460649 / 24447543) will assist you through the pre-authorization procedure. Normal working hours are from 08:00 am to 08:00 pm, Monday to Saturday and on Sunday / Hospital Holidays from 09:00 am to 05:00 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 September 2023 and is subject to updation)

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| • Aditya Birla Health Insurance Co. Ltd. | • ICICI Prudential Life Insurance Company |
| • Apollo Munich Health Insurance Co. Ltd. | • IFFCO TOKKIO General Insurance Co. Ltd. |
| • Bajaj Allianz General Insurance | • ManipalCigna Health Insurance Co. Ltd. |
| • Care Health Insurance Co. Ltd | • MD India Healthcare |
| • Cholamandalam General Insurance Co. Ltd. | • Medi Assist India Pvt. Ltd. |
| • East West Assist Insurance TPA | • Niva Bhupa Health Insurance Co. Ltd. |
| • Ericson Insurance TPA Pvt. Ltd. | • Paramount Health Services Pvt. Ltd. |
| • Family Health Plan (TPA) Ltd. | • Reliance General Insurance |
| • Future Generali India Insurance Co. Ltd. | • SBI General Insurance Co. Ltd. |
| • HDFC ERGO General Insurance Co. Ltd. | • Star Health and Allied Insurance Co. Ltd. |
| • Health India TPA Service Pvt. Ltd. | • United Healthcare India (Private) Ltd. |
| • Heritage Health Insurance TPA Pvt. Ltd. | • Vipul Medcorp TPA Pvt. Ltd. |
| • ICICI Lombard General Insurance Co. Ltd. | • Vidal Health TPA Services Ltd. |

Our empanelled TPA's and Insurance companies may change periodically. Please contact TPA desk for update.