

## Reimbursement Claim Process

Within 7 days after discharge, please lodge your claim with Health Serve (TPA) for processing. When lodging your claim with Health Serve-TPA, **please ensure that all the documents listed below are sent:**

- **Claim Form** duly signed by the insured.
- Claim Form - (available on Health Serve - TPA)
- **Copy of your E-Card** of Medical Insurance.
- **Copy of Govt. Photo Id Proof** of the patient (PAN/ Driving License/ Passport/ Voter Id)
- **Copy of Corporate ID Card**
- **Hospital bills in original.** For all consolidated amounts, the detailed breakup of the billed amount is required from the hospital.
- For **medicines purchased** outside, the bills should be accompanied by a prescription from the doctor.
- **Discharge Summary** or card in original.
- All **Investigation Reports** in original.
- Original detailed discharge summary.
- In case of **Surgical Packages** - detail breakup of the package.
- **Pharmacy bills** and breakup.
- **Prescriptions** if any.
- **Payment Receipt** of the Final Bill
- **MLC Certificate** from the hospital in the case of Road Traffic Accident. Or a certificate from the treating doctor mentioning that the patient was not under the influence of alcohol at the time of Accident.
- Attested **Photocopy of Indoor Case** papers with sign and stamp of the hospital.