



Cashless Claims

To avail cashless hospitalization treatment at network hospitals -

- **Step 1:** SAFEWAY will provide the list of network hospitals offering cashless facility for treatment.
- **Step 2:** The claimant needs to produce the SAFEWAY Health card at the hospital along with employee card.
- **Step 3:** Hospital sends Pre-authorization Request with the treatment details; past history and clinical notes along with estimate of hospitalization expense to SAFEWAY local office.
- **Step 4:** SAFEWAY issues a letter authorizing treatment to the Hospital the approved amount up to the Sum Insured limits.

Cont.....



Cashless

- **Step 5:** In case the treatment is taken at other non network centers, the Insured is reimbursed the cost of treatment, subject to the provisions of the Policy on the basis of Admit Card/Discharge Card, Diagnostic Reports and Bills/Prescriptions.

Do's



Pre - authorization form from the Insurance helpdesk 3 - 4 days prior to the admission for planned hospitalization should be obtained.

The treating doctor should fill the Pre - authorization form.

The pre - authorization approval at the Insurance helpdesk should be checked out within 24hrs.

Cashless treatment at the hospital can be availed after receipt of written authorization from TPA for the covered.

At the time of discharge leave all the entire original documents and signed claim form with the hospital.

In case of clarifications, the TPA office must be contacted

Payment to the hospital for the expenditure over and above the TPA- approved limit, or for treatments not covered under the package, must be made by the policyholder at his cost.

Don'ts



Admission at the hospital merely for investigation, evaluation or health check ups- will not be approved by TPA.

Do not insist on admission on cashless basis at the Hospital without obtaining the pre -authorization approval from TPA.

Don't carry back any original documents at the time of discharge from the hospital, if the TPA approves your cashless claim.



Re-imburement Process

- **Step 1:** Please immediately intimate SAFEWAY TPA Services about the claim. Claim intimation can be done by the following methods.
- Inform the Call Centre at **Toll Free No: 1800-102-5671 / 41425671** And intimate the claim to support@safewaymediclaim.com, info@safewaymediclaim.com, & query@safewaymediclaim.com
- **Step 2:** At the time of intimation, the customer should provide the following
 - a. SAFEWAY ID card No/ copy of ID Card with Mobile No & E-Mail
 - b. Date of Hospitalization
 - c. Ailment
 - d. Approximate Date of Discharge
 - e. Approximate Date of Claim submission.
- **Step 3:** Download the Claim Form & Medical Certificate Form from our website www.safewaymediclaim.com and fill all columns. The Medical Certificate Form will be filled by the treating doctor.
- **Step 4:** Submit filled and signed Claim and Medical Certificate Forms with your “ HR Desk ”.

Cont.....



Re-imburement

- **Step 5:** SAFEWAY will assess the validity of the claim based on the documents submitted, validate the policy, validate the treatment undergone and settle the claim within the claim settlement parameters. In case of claim is not adhering with parameters, the case would be rejected.
- **Step 6:** SAFEWAY will correspond with you within 7 days of Claim receipt -
- **Step 7:**
 - **Event of Settlement:** Please sign the Discharge Voucher and send it back to SAFEWAY.
 - **Event of Shortfall:** Please forward the requested documents for settlement of claim to SAFEWAY.
 - **Event of Disallowance:** Please forward the necessary documentation not submitted before to process disallowance and for addendum settlement.

Re-imbusement



Documents to be submitted

- First Prescription /consultation note from the doctor.
- Copy of Safeway ID card along with copy of any valid Photo ID of pateint.
- The Claim for duly signed by the claimant
- The original Discharge Summary
- The Original Hospital Bill along with breakup
- The Payment Receipt
- All Original Laboratory & Diagnostic test Reports , e.g X-Ray, ECG, USG, MRI Scans
- If You have purchased medicines in cash (not included in main bill or outside from hospital) , please enclose a prescription from the doctor and the supporting medicines bill from the chemist.
- Consultation Bill along with supporting consultation letters
- If you have paid cash for diagnostic or radiology tests and it has not been reflected, In the hospital bill, please enclose a prescription from the doctor advising the tests, the actual test reports and the bill from the diagnostic centre for the tests

Note : This is the summary of document not a comprehensive policy document.