ICICI Lombard Health Care Claim Form - Hospitalisation

(Issuance of this form is not to be taken as an admission of liability)

ALL CLAIM SETTLEMENTS SHOULD BE MADE THROUGH NEFT (AS PER IRDA CIRCULAR), PLEASE PROVIDE YOUR BANK ACCOUNT DETAILS. REFER TO PART C.

Do You Know

- ★ Non-submission of original bills and receipts is the main reason for delay in claim settlements. Please provide the originals & mandatory documents
- ★ To receive update on your claim status, provide your mobile no. & E-mail ID
- ★ You can track your claim status at: www.icicilombard.com→Claims & wellness→IL Health care→Claims corner→Track your claims

Part - A (To be filled by Insured)

TO BE FILLED IN CAPITAL LETTERS ONLY

1. **Type of Claim :** Main Hospitalisation Expenses ☐ Pre & Post Hospitalisation Expenses ☐ Cashless Obtained: Yes ☐ No ☐
2. **Name of the Proposer*:**
   Relationship with the Proposer*: (* Proposer is the person who has paid premium for the policy)
   Current Policy No.:
   Card No./ UHID:

3. For **Group/ Corporate** Policy	For **Individual/ Retail** Policy (*Mandatory*)
Member ID No./ Employee ID (Client ID):	*Claim Intimation Service Request no.:
Group/ Company name:	Is this a renewal policy: Yes ☐ No ☐
	If Yes, kindly mention your previous policy no.:

4. **Details of the Insured person in respect of whom claim is made: (patient details)**
   Name of Insured: FIRST MIDDLE LAST
   Gender: Male ☐ Female ☐ Date of Birth: D D / M M / Y Y Y Y Completed age: Years ☐☐ Months ☐☐
   Occupation: Service ☐ Self Employed ☐ Homemaker ☐ Student ☐ Retired ☐ Other ☐ (Please specify)_____
   Are you previously covered by any other Mediclaim/ Health Insurance: Yes ☐ No ☐. If yes, Company name: _____
   Current residential address:
   City:
   State: Pin code:
   Mobile no. Landline no.
   E-mail:
5. **Nature of disease/ illness contracted or injury suffered for which Insured was hospitalized (Diagnosis):** _____
   Name of hospital where admitted:
   Room category occupied: Day care ☐ Single occupancy ☐ Twin sharing ☐ 3 or more beds per room ☐ Others _____
   Date of Admission: D D / M M / Y Y Y Y Time: H H : M M Date of Discharge: D D / M M / Y Y Y Y Time: H H : M M
   Date of injury sustained or disease/ Illness first detected: D D / M M / Y Y Y Y
   If Injury, give cause: Self inflicted ☐ Road traffic accident ☐ Substance abuse/ Alcohol consumption ☐ Others _____
   If Medico legal: Yes ☐ No ☐ Reported to police: Yes ☐ No ☐ MLC Report & Police FIR attached: Yes ☐ No ☐ (If yes, attach report)
   System of Medicine: _____
6. **Are you covered under any Topup/Additional policy :** Yes ☐ No ☐ If yes, provide policy no._____
7. **Currently covered by any other Mediclaim/ Health Insurance:** Y N Date of commencement of first Insurance without break: D D M M Y Y
   Have you been hospitalized in the last 4 years since inception of contract: Y N Date: D D / M M / Y Y Y Y Dignosis: _____
   Have you lodged any claim against this particular admission date/ attached bills with any other Insurance company: If yes, attach settlement letter,
   Company name: _____ Policy No. _____ Sum Insured: ₹
8. **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 _____ : ₹
      Total: ₹
      vii. Pre-hospitalization period ☐☐☐ Days viii. Post-hospitalization period: ☐☐☐ Days

क्लेम फॉर्म हिन्दी के लिए कृपया हमारी वेबसाइट पर जाँच कीजिए : www.icicilombard.com

Claim documents to be dispatched to: ICICI Lombard Healthcare, ICICI Bank Tower, Plot No. 12, Financial District, Nanakram Guda, Gachibowli, Hyderabad-500032

b) Claim for

i. Domiciliary Hospitalization: Yes ☐ No ☐ (If yes, provide details in annexure)

ii. Day care: Yes ☐ No ☐

iii. Extended care/ Inpatient rehabilitation: Yes ☐ No ☐

c) Details of lump sum/ cash benefit claimed:

i. Hospital daily cash: ₹ ☐☐☐☐☐☐☐ ii. Surgical cash: ₹ ☐☐☐☐☐☐☐

iii. Critical illness: ₹ ☐☐☐☐☐☐☐ iv. Convalescence: ₹ ☐☐☐☐☐☐☐

v. Pre/ Post hospitalizationlump sum benefit: ₹ ☐☐☐☐☐☐☐ vi. Others: _____ ₹ ☐☐☐☐☐☐☐

9. Details of the amount claimed

Bill heads (as applicable)	**Bill number**	**Bill date**	**Bills attached**	**Amount**
Room rent		D D M M Y Y	Y N	₹
Doctors consultation/ Visit charges		D D M M Y Y	Y N	₹
Investigation charges (Includes Radiology and Pathology reports)		D D M M Y Y	Y N	₹
Surgeon and Asst. surgeon charges		D D M M Y Y	Y N	₹
Anesthetist charges & Operation theatre charges		D D M M Y Y	Y N	₹
Equipment charges/ Procedure charges		D D M M Y Y	Y N	₹
Cost of implant (If any)		D D M M Y Y	Y N	₹
Medicine charges (Includes ward and OT medicines and consumables)		D D M M Y Y	Y N	₹
Pharmacy charges		D D M M Y Y	Y N	₹
Taxes/ Surcharges/ Service charge		D D M M Y Y	Y N	₹
Miscellaneous/ Other charges		D D M M Y Y	Y N	₹
Pre hospitalization bills (If any)		D D M M Y Y	Y N	₹
Post hospitalization bills (If any)		D D M M Y Y	Y N	₹
Discount provided by hospital (If any)		D D M M Y Y	Y N	₹
Total claimed amount (In ₹) (Total claimed amount should be equal to the amount in attached bill documents)				₹

MANDATORY: ALL CLAIM SETTLEMENTS SHOULD BE MADE THROUGH NEFT (AS PER IRDA CIRCULAR), PLEASE PROVIDE YOUR BANK ACCOUNT DETAILS. REFER TO PART C.

10. In support of the above claim, I enclose following documents in original (Please indicate by ticking in the **Yes/ No** column below)

Type of Document(s) - *Mandatory	**Yes**	**No**	**Type of Document(s) - As Applicable**	**Yes**	**No**
1. Claim form duly filled and signed*	Y	N	9. ICICI Lombard GIC Authorisation Letter	Y	N
2. Discharge summary*	Y	N	10. Implant name and invoice (if any) with implant sticker	Y	N
3. Hospital bills, Final/ main hospital bill and other bills (if any)*	Y	N	11. Indoor Case Papers	Y	N
4. Hospital payment receipt & other receipts supporting bills*	Y	N	12. Prescription papers/ Consultation papers	Y	N
5. Investigation reports* (Including ECG/ CT/ MRI/ USG/ HPE)	Y	N	13. Others (details) _____	Y	N
6. Medicine/ Pharmacy bills with doctors prescription*	Y	N	_____		
7. Age proof (Driving License/ PAN card/ Passport/ Aadhar copy)*	Y	N			
8. Part - C (For EFT/RTGS/ NEFT)*	Y		14. Part - D (KYC documents required if total claimed amt. is > ₹1 lakh)	Y	N

***Mandatory.**

Please attach all the documents as per above serial number. Films like x-ray film, CT Scan film, MRI Scan film, etc. are not required. Provide reports only

Declaration by the Insured:

I hereby declare that the information furnished in this claim form is true and 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 and 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 and that I will not be making any supplementary claim except the pre/ post-hospitalization claim, if any.

Date: D D / M M / Y Y Y Y Place: _____ Insured's Signature: _____

क्लेम फॉर्म हिन्दी के लिए कृपया हमारी वेबसाइट पर जाँच कीजिए : www.icicilombard.com

Claim documents to be dispatched to: ICICI Lombard Healthcare, ICICI Bank Tower, Plot No. 12, Financial District, Nanakram Guda, Gachibowli, Hyderabad-500032

Your Claim details are just an SMS away, Please SMS <KEYWORD> to 57 57 58

• Cashless Status: <KEYWORD> is "ILHC AL <12-digit-AL-No.>" • Claim Status: <KEYWORD> is "ILHC CL <12-digit-CL-No.>" • Payment details: <KEYWORD> is "ILHC PAY <12-digit-Claim-No.>"

(AL No. & CL No. is the one you have received on your mobile no. after intimating us)

To view real time claim status, please click: https://www.icicilombard.com/IL-Health-Care/Customer/ClaimStatus

Part - B (To be filled by Treating Doctor/ Hospital only)

1. Details of the Hospital/ Nursing home in which treatment was taken

Name of the Hospital/ Nursing home:

Address:

City: State:

Pincode: Telephone no.: Mobile no.:

Hospital ID: Type of Hospital: Network ☐ Non Network ☐. If Non Network, provide below details

Registration No. with State Code: PAN Number of Inpatient beds:

Facilities available in the hospital: OT: Y N ICU: Y N

2. Details of the attending Medical Practitioner/ Doctor/ Treating Physician or Surgeon

Name:

Qualification: Registration no:

Telephone no.: Mobile no.:

3. Details of the patient admitted

Name of the patient:

IP Registration no.: Gender: M F Age: Years Months Date of Birth: D D M M Y Y Y Y

Date of Admission: D D / M M / Y Y Y Y Time: H H : M M Date of Discharge: D D / M M / Y Y Y Y Time: H H : M M

Type of Admission: Emergency ☐ Planned ☐ Day Care ☐ Maternity ☐

Type of Treatment: Surgical Procedure ☐ Multiple Surgical Procedure ☐ Medical Treatment ☐

If Maternity, Date of Delivery: D D / M M / Y Y Y Y Gravida Status: G ☐ P ☐ A ☐ L ☐

Premature Baby: Yes ☐ No ☐

Status at time of discharge: Discharge to home ☐ Discharge to another hospital ☐ Deceased ☐

Total claimed amount: ₹

4. Details of the procedure

Pre-authorization obtained: Yes ☐ No ☐ If yes, Pre-authorization No.:

If authorization by network hospital not obtained, give reason:

Date of injury sustained or disease/ illness first detected: D D / M M / Y Y Y Y

If Injury, give cause: Self inflicted ☐ Road traffic accident ☐ Substance abuse/Alcohol consumption ☐ Others

If Medico legal: Yes ☐ No ☐ Reported to police: Yes ☐ No ☐ MLC Report & Police FIR attached: Yes ☐ No ☐ (If yes, attach report)

FIR no. If not reported to Police, give reason:

If injury due to substance abuse/alcohol consumption, test conducted to establish this: Yes ☐ No ☐ (If yes, attach report)

5. This section is mandatory only **if your health policy is not provided by your employer**

A) Diagnosis (ICD 10 Code primary & additional dignosis)	
i) Primary diagnosis (with ICD 10 code)	
ii) Additional diagnosis (with ICD 10 code)	
iii) Procedure diagnosis (with ICD 10 PCS code)	
B) Nature of surgery/ treatment given for present ailment	
C) Date of first consultation (Prior to hospitalization)	
D) Presenting complaints of the patient during admission	
E) Past medical history of the patient along with duration of illness (If yes, attach first & all past consultation paper)	
F) Was the patient under influence of alcohol during admission	
G) Whether the present treatment ailment is a complication of pre-existing disease ?	
i) If yes, please specify the disease (or) complication of any previous surgery done ?	
ii) If yes, please specify the details	
H) Whether the disease/ disorder is congenital in nature ?	
I) Number of in-patient beds in the hospital (including ICU)	

Declaration by the hospital

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.

Registration No. of Hospital
(Rubber stamp of the hospital)

Date: D D / M M / Y Y Y Y

Doctor's Seal and Signature

As per the policy Terms and Conditions, the Company reserves its right to have the Insured examined by a doctor appointed by it for verification of diagnosis.

ICICI Lombard GENERAL INSURANCE

Part - C- EFT (For Direct Fund Transfer/ Electronic Fund Transfer)

ALL CLAIM SETTLEMENTS SHOULD BE MADE THROUGH NEFT (AS PER IRDA CIRCULAR), PLEASE PROVIDE YOUR BANK ACCOUNT DETAILS.

CLAIM DETAILS

Patient's Name: (in respect of whom claim is made):

Policy Number:

Card No./ UHID No.:

Group/Company Name (for Group/Corporate policy holders):

Claim Number (if allotted): Mobile/ Contact No.:

As per IRDA Circular No.: IRDA/F&A/CIR/GLD/056/02/2014, Proposer's/ policy holder's bank account details are mandatory to process the claim through EFT.

Please provide ANY ONE of the below documents of proposer/ policy holder-

- ☐ Please provide a self-attested copy of a valid Identity proof of the Proposer/Policy holder (provide any of the mentioned documents in Proof of Identity under Part-D)
- ☐ Cancelled cheque copy
- ☐ Bank attested copy of Passbook with IFSC code

Please provide the below details (all fields are compulsory)

BANK DETAILS

- Proposer/ policy holder name*(as per bank records):
- Proposer/ policy holder Bank account no.:
- Name of the bank:
- Branch name:
- Address of the bank:
- IFSC code no. of the bank: (should be same as per the provided cheque leaflet)

***Proposer/ policy holder is the person who has paid premium for the policy. All the above details and document(s) should be of Proposer/ policy holder only.**

Terms and Conditions for Payments through RTGS/ NEFT

1. The details provided by the Proposers/ policy holder in the Mandate Form shall be considered as final and ICICI Lombard General Insurance Company Ltd. shall not be responsible for cross verification of any of the details provided therein.
2. The RTGS/ NEFT facility shall be effective for the respective Proposer(s)/ policy holder within 15 days of the receipt of the Mandate Form by ICICI Lombard General Insurance Company Ltd. and/ or within such period as may be reasonably required by ICICI Lombard General Insurance Company Ltd. to activate the RTGS/ NEFT facility.
3. The Proposer/ policy holder agrees that under the RTGS/ NEFT facility, there may be a risk of non-payment in the Proposer/ policy holder Accounts No. on the day of the credit of payments due to change in the applicable regulations pertaining to RTGS/ NEFT facility or due to any other reasons without any fault/ inaction/ failure on part of ICICI Lombard General Insurance Company or any factor beyond the control of ICICI Lombard General Insurance Company Limited.
4. The Proposer/ policy holder agrees to indemnify, without delay or demur, ICICI Lombard General Insurance Company Ltd. and its agents and keep ICICI Lombard General Insurance Company Ltd. and its agent indemnified harmless at all times from and against any and all claims, damages, losses, costs, and expenses (including attorney's fees) which ICICI Lombard General Insurance Company Ltd. may suffer or incur, directly or indirectly, arising from or in connection with, amongst other things, either of the aforesaid reasons stated in above clauses.
5. ICICI Lombard General Insurance Company Ltd. May sub-contract and employ agents to carry out any of its obligations under the RTGS/ NEFT facility. The Proposer/ policy holder may discontinue or terminate the use of RTGS/ NEFT facility by giving a minimum of 15 days prior written notice to ICICI Lombard General Insurance Company Ltd. The notice of, such termination should be given to ICICI Lombard only at its corporate address and be addressed at ICICI Lombard GIC Ltd., ICICI Lombard House (Old Tata Press Building), 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400025.
6. A confirmation of the receipt of termination notice given by the Proposer/ policy holder will be acknowledged through a confirmation letter by ICICI Lombard General Insurance Company Ltd. In no case can the Proposer/ policy holder construe his termination notice as effective unless a confirmation has been provided by ICICI Lombard to the Proposer/ policy holder stating the date of receipt of such communication by the Proposer/ policy holder.
7. The Proposer/ policy holder agrees that transaction(s) through RTGS/ NEFT facility may attract inward RTGS/ NEFT charges, which if levied by the Proposer's/ policy holder's bank, shall be borne by the Proposer/ policy holder only.
8. ICICI Lombard has the absolute discretion to amend or supplement any Terms and Condition stated herein at any time and will endeavor to give prior notice of ten days for such changes wherever feasible for the Terms and Conditions to be applicable. By using the new services, or at the completion of such period, whichever is earlier, the Proposer/ policy holder shall be deemed to have accepted the changed Terms and Conditions.
9. Submission of documents or bank details or any other information does not in any way, shape or form, imply or express or suggest admission of liability by the company.
10. Notices under these Terms and Conditions may be given in writing by delivering them by hand or e-mail or on ICICI Lombard General Insurance Company Ltd. website www.icicilombard.com or by sending them by post to the last address of the Proposer/ policy holder.
11. These Terms and Conditions will be governed by the laws of India and any legal action or proceedings arising out of these Terms and Conditions shall be initiated in the courts or tribunals at Mumbai in India.
12. I/We further undertake to refund any excess amount whether demanded by ICICI Lombard General Insurance Company Ltd. or not, which has been credited in excess to my account at any time due to any reason within 7 days of such receipt of such communication from ICICI Lombard of such excess credit or such information of excess credit coming to the knowledge of the Proposer/ policy holder through any other source.
13. I/We agree that my/ our claim payment will be credited from the date ICICI Lombard General Insurance Company Ltd. gets confirmation from its bankers, This facility will continue unless it is revoked by any party and any issuance of relevant credit instruction from ICICI Lombard General Insurance Company Ltd. to its bankers will be valid till such instruction is complete irrespective of the fact that the notice period has expired provided such a credit request has been made by ICICI Lombard General Insurance Company Ltd. before the expiry of the notice period of the Proposer/ policy holder.

Account holder's Signature

ICICI Lombard GENERAL INSURANCE

Part - D (Know Your Customer) KYC

KYC is required only **for** Individual/ Retail **policy holders if the total claimed amount exceeds ₹ 100,000.**

Patient's Name: (in respect of whom claim is made):

Policy Number:

Card No./ UHID No.

Group/Company Name (for Group/Corporate policy holders):

Claim Number (if allotted) Mobile/ Contact No

The below KYC documents are mandatory as per AML guidelines by IRDA

1. ☐ Two passport size photos of Proposer (stick in the space provided below)
2. ☐ One photocopy of proof of identity of Proposer (any 1 in the below list)
3. ☐ One photocopy of proof of residence of Proposer (any 1 in the below list)

Proof of Identity (Any one of below mentioned documents required)	Proof of Residence (Any one of below mentioned documents required)
☐ Passport	☐ Electricity bill
☐ PAN card	☐ Ration card
☐ Voter's Identity card	☐ Letter from any recognized public authority
☐ Driving license	☐ Current statement of bank account with details of permanent/ present residence address (as downloaded)
☐ Personal identification and certification of the employees of the insurer for identity of the prospective policyholder.	☐ Current passbook with details of permanent/present residence address (updated upto the previous month)
☐ Letter issued by Unique Identification Authority of India containing details of name, address and Aadhar number.	☐ Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof.
☐ Job card issued by NREGA duly signed by an officer of the State Government	☐ Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract
☐ Letter from a recognized Public Authority (as defined under Section 2 (h) of the Right to Information Act, 2005) or Public Servant (as defined in Section 2(c) of the 'The Prevention of Corruption Act, 1988') verifying the identity and residence of the customer	☐ Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)

Proofs of (both) Identity and Residence

- ☐ Passport
- ☐ Written confirmation from the banks where the prospect is a customer, regarding identification and proof of residence.
- ☐ Current passbook with details of present/ permanent residence address (updated to the previous month)
- ☐ Current statement of Bank account with details of present/ permanent residence address (as downloaded)

Stick Proposer's Photographs

Stick Proposer's Photograph

Stick Proposer's Photograph

Claimant's Signature

ICICI Lombard GENERAL INSURANCE

Mailing Address: ICICI Lombard Healthcare, ICICI Bank Tower, Plot No. 12, Financial District, Nanakram Guda, Gachibowli, Hyderabad-500032
Registered Office Address: ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400 025.
Visit us at: www.icicilombard.com. • **E-Mail us at:** ihealthcare@icicilombard.com. • **Toll Free Number:** 1800 2666. • **Toll Free Fax Number:** 1800-209-8880
IRDA Registration No. 115

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