

**MSEB HCL GMC POLICY NO: 163600/48/17/07839**  
**REIMBURSEMENT CLAIMS MANDATORY DOCUMENTS & PROCESS**

**NOTIFICATION OF CLAIM:**

**Immediate notice of claim with particulars** as below to be given by email or in writing to the TPA Office / Nodal Officer:

- 1) MD ID Card Number and Employee Code (CPF No or SAP Code)
- 2) Name of Insured Person in respect of whom claim is made
- 3) Nature of disease/Injury with Date & Time of Admission
- 4) Name and Address of the attending Medical Practitioner/Hospital/Nursing Home etc.

Email ID: [msebmedicclaim@mdindia.com](mailto:msebmedicclaim@mdindia.com)

Subject Line: Claim Intimation: Emp Code/MDID Number: and Patient Name

Such notice should be given **within 48 hours of admission** but before discharge from Hospital/ Nursing Home.

**CLAIM DOCUMENTS SUBMISSION CHECK LIST:**

Complete Claim File in originals, along with claim form and documents serially listed as below should be submitted to the Company / TPA within 15 days of discharge from the Hospital / Nursing Home:

- 1) ECS/NEFT details of Employee along with Cancelled Cheque / Photocopy of Nationalized Bank Pass Book along with IFSC Code Details in clear readable copy.
- 2) Claim Intimation Submitted Copy
- 3) IRDAI MSEB HCL GMC Claim Form duly filled and Signed by the Insured
- 4) Valid Photo ID Proof of insured patient and Employee ID Card Photo Copy
- 5) Valid and duly attested Hospital Registration Certificate photocopy.
- 6) For Claim Lodged Amounts Above Rs 1 Lacs – a) KYC Details like Pan Card etc. to be submitted b) Indoor Case Papers Photocopies to be submitted.
- 7) No Objection Letter Signed by Insured for Investigation and Collection of Medical Records from the Hospital as per the format.
- 4) Original bills, all Paid Receipts and discharge certificate / card from the Hospital.
- 5) All documents pertaining to the Illness, starting from the date it was first detected, i.e doctor consultations reports / history in details with relevant dates.
- 6) Medical history of the patient recorded by the Hospital.
- 7) Original Cash-memo from the Hospital (s)/chemist (s) supported by proper prescription.
- 8) Original receipt, pathological and other test reports from a pathologist/radiologist including film etc. supported by the note from attending Medical Practitioner/Surgeon demanding such tests.
- 9) Original attending Consultants/Anaesthetists/Specialist certificates regarding diagnosis and bills / receipts etc.
- 10) Surgeon's original certificate stating diagnosis and nature of operation performed along with bills / receipts etc.
- 11) MLC/FIR/Post Mortem Report, (if applicable)
- 12) Disability certificate, Death certificate (if applicable)
- 13) Documents in respect of organ donation claim, shall be in accordance with the extant Act, Central/State Rules/regulations, as applicable, in respect of transplantation of human organs
- 14) Any other information or additional documents as required by TPA/Company.

**• All documents must be duly signed by the Insured Person/Employee**

• In case of Post Hospitalisation treatment (limited to 60 days) all supporting claim papers / documents as listed above should also be submitted within 15 days from completion of such treatment (up to 60 days or actual period whichever is less) to the T.P.A Office or Nodal Officer.