

ICICI Lombard Health Care Claim Form - Hospitalisation

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



	Overview Health Claim For	m - Hospitalization	
	Part A	To be filled	Required to
A1	Self Declaration		
A2	Self Declaration		
A3	Available in Policy Copy/ Employee details		
A4	Available in Policy Copy		
A5	Available in Discharge Summary	By insured/ insured	To track the policy and
A6	Self Declaration	relatives	other details of the insured
A7	Self Declaration		
A8	Available in Hospital Bills/ Self Declaration		
A9	Available in Hospital Bills		
A10	Checklist		
A11, Page end	Self declaration		
	Part B		
B1	Hospital Details		
B2	Doctor Details	To be filled by Hospital/	To track the hospital
B3	Patient details	Treating doctor	details and the treatment
B4	Treatment / Procedure Details		details related to the
B5	Required only for Retail/ Individual customers		patient admission
Page end	Hospital declaration		
	Part C		
C1	Patient's Name		
C2	Policy Number		
C3	Card No./UHID No.		For Electronic fund
C4	Group/ Company name	To be filled by Insured	transfer to the bank
C5	Claim number (if allotted)		account
C6	Mobile/ Contact no.		
C7	Provide any 1 document of proposer		
C8	As per bank pass book		
Page end	Account holder's signature		
Part D (Only fo	r Retail/ Individual customers if claiming >1 lakh rupees)		
D1	Patient's Name		
D2	Policy Number		
D3	Card No./UHID No.		
D4	Group/ Company name	To be filled by Insured	As per IRDA mandate
D5	Claim number (if allotted)		for claims > 1 lac
D6	Mobile/ Contact no.		
D7	KYC documents		
Page end	Claimant's signature		

	Documents Submitted			
S.No.	Document	Yes	No	Type of document
1.	Claim form duly filled	Y	N	Original
2.	Discharge Summary/ Daycare Summary	Y	N	Original
3.	Final Hospital Bill	Y	N	Original
4.	Payment Receipts	Y	N	Original
5.	Investigation Reports	Y	N	Original
6.	Pharmacy Bills	Y	N	Original
7.	Implant Sticker/ Invoice	Y	N	Original
8.	Doctor Prescriptions	Y	N	Photocopy
9.	Consultation Paper	Y	N	Photocopy
10.	Age Proof	Y	N	Photocopy
11.	Indoor Case Paper	Y	N	Photocopy
12.	EFT (Copy of cancelled cheque/ self attested ID poof/ Bank attested copy	VI	N. I	
	of passbook with IFSC code	<u>Y</u>	N	Photocopy
13.	KYC (Copy of ID proof, Residence proof, & 2 Passport size photos)	Y	N	Photocopy





ICICI Lombard Health Care Claim Form - Hospitalisation



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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→Health Claims & Wellness→Track your claims

TO BE FILLED IN CAPITAL LETTERS ONLY	be filled by Insured)	
	st Hospitalisation Expenses	Cashless Obtained: Yes No
A2. Details of the Insured person in respect of whom claim is made	· · · · · · · · · · · · · · · · · · ·	
Name of the Patient:		LAST
Card No./ UHID of the Patient:		
Gender: Male Female Date of Birth: D / _M	M/YYYY Completed	l age: Years Months
Occupation: Service Self Employed Homemaker Stu	dent Retired Other (Pleas	e specify)
Are you previously covered by any other Mediclaim/ Health Insur	ance: Yes UnoU. If yes, Company	name:
Current residential address:		
	J City:	
State:] Pin code:
Mobile noLandline no		
E-mail:	<u> </u>	
A3. For Group/ Corporate Policy	For Individual/ Retail Policy	(*Mandatory)
Member ID No./ Employee ID (Client ID):	*Claim Intimation Service Request	no.:
	Is this a renewal policy: Yes 🔝 No	
Group/ Company name:	If Yes, kindly mention your previous	s policy no.:
A4. Name of the Proposer*:		
Relationship with the Proposer*:		
Current Policy No.:	Card No./UHID:	
(*Policy Holder. For Retail policy, Proposer name required. For Corporate policy,	provide Employee name)	
A5. Nature of disease/illness contracted or injury suffered for whi		osis):
Name of hospital where admitted:		
Room category occupied: Day care Single occupancy Twi	in sharing 3 or more beds per room	Others
Date of Admission: D] D] / M] M] / Y] Y] Y] Time: H] H]:	•	
Date of injury sustained or disease/ Illness first detected:		
If Injury, give cause: Self inflicted Road traffic accident Sub-		Others
If Medico legal: Yes No Reported to police: Yes No		1
System of Medicine:		(yee, aepe)
A6. Are you covered under any Topup/Additional policy: Yes No_	If yes, provide policy no.	
A7. Currently covered by any other Mediclaim/ Health Insurance:		surance without break:
Have you been hospitalized in the last 4 years since inception of conti		
Have you lodged any claim against this particular admission date/ att	•	
Company name: Policy No.		_ Sum insured: <
A8. 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:	₹
vii Pro hoopitalization period	Total: viii. Post-hospitalization perio	d: Days
vii. Pre-hospitalization periodDays	viii. rust-nuspitalization peno	u Days

b) Claim for i. Domiciliary Hospitalization: Yes_ ii. Day care: Yes_ iii. Extended care/ Inpatient rehabilitation: Yes_ c) Details of lump sum/ cash benefit claimed: i. Hospital daily cash: ₹ iii. Critical illness: ₹ v. Pre/ Post hospitalizationlump sum benefit: ₹	No]] ii		₹ _ ₹ _			
A9. Details of the amount claimed			1				
Bill heads (as applicable)		Bill number	Bill date	Bills attached		Amount	1 1
Room rent			D D M M Y Y	Y N	₹		<u> </u>
Doctors consultation/ Visit charges	-4 - \			Y N	₹		<u> </u>
Investigation charges (Includes Radiology and Pathology repo	rts)			Y N	₹		<u> </u>
Surgeon and Asst. surgeon charges				Y N	₹		<u> </u>
Anesthetist charges & Operation theatre charges Equipment charges/ Procedure charges			D D M M Y Y	Y N	₹		<u> </u>
				Y N	₹		<u> </u>
Cost of implant (If any) Medicine charges (Includes ward and OT medicines and consuma	hloo)			Y N	₹		<u> </u>
Pharmacy charges	bies)			Y N	₹		<u> </u>
Taxes/ Surcharges/ Service charge				Y N	₹		<u> </u>
Miscellaneous/ Other charges				Y N	₹]]		<u>ر ر</u> ا ا
Pre hospitalization bills (If any)				Y N	₹]]	<u></u>	<u>ر ر</u>
Post hospitalization bills (If any)				Y	₹]]		<u>ر ر</u>
Discount provided by hospital (If any)				Y I NI	₹]]		
Total claimed amount (In ₹) (Total claimed amount should be equal	to the amo	unt in attached bill docur	nents)		₹		
A10. In support of the above claim, I enclose following do							RT C
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A10. In support of the above claim, I enclose following do Type of Document(s) - *Mandatory 1. Claim form duly filled and signed* 2. Discharge summary*	cuments	s in original (Please No Type of Doo 9. ICICI Lon 10. Implant r	indicate by ticking in cument(s) - As Appl abard GIC Authorisation name and invoice (if any	n the Yes/ No co icable Letter	olumn below	Yes	
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▲ Your Claim details are just an SMS away, Please SMS <KEYWORD> to 57 57 58

Dead Dorn Court was a con-	
Part - B (To be filled by Treating Doc	ctor/ Hospital only)
B1. 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.:
ROHINI ID: Type of Hospital: Netwo	
Registration No. with State Code: PAN: PAN: PAN: PAN: PAN: PAN: PAN: PAN	Number of Inpatient beds:
Facilities available in the hospital: OT: Y N ICU: Y N	
B2. Details of the attending Medical Practitioner/ Doctor/ Treating Physician or Su	ırgeon
Name:	
Qualification: Registration	no:
Telephone no.: Mobile no.:	
B3. Details of the patient admitted	
Name of the patient:	
IP Registration no.: Gender: M_F Age: N	Years Months Date of Birth: M M Y Y Y Y
	scharge: DD/MM/YYYY Time: HH: MM
Type of Admission: Emergency Planned Day Care	Maternity
	al Treatment
	::G P A L
Premature Baby: Yes No	.u r x t
	Dococcod
Status at time of discharge: Discharge to home Discharge to another hospital _	Deceased
Total claimed amount: ₹	
B4. 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: DD/MM/YYYY	
If Injury, give cause: Self inflicted Road traffic accident Substance abuse/A	Alcohol consumption Others
If Medico legal: Yes No Reported to police: Yes No MLC Report & Police	e 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)
B5. This section is mandatory only if your health policy is not provided by your e	employer
	mipro y or
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: DD/MM/YYYY	Doctor's Seal and Signature



Part - C - NEFT Form (For Direct Electronic Fund Transfer

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

C1. Patient's Name:			J	J_J_	J_J_]_].]_]_	J]_]_				_]_	JJ_	_]			
C2. Policy Number:		_ _ _]]]_]_		_ _		J]	_ _	J		_ _]				
C3. Card No./ UHID No.]_]_]_]_]_]_		_]_		J]_]_]		_]_	J	_]_			
C4. Group/Company Name (for Group/Corporate p	olicy holders): _]_]_]_]_	J_J_		_]_		J_]_]_	_]_	J		_]_	J				
C5. Claim Number (if allotted):			Ce	6. Mob	ile/ C	ontac	t No.:		J_]	_]_	J		_]_	J				
C7. Email:]_]_]_]_]_]_				J]				_]_	J	_]_			
C8. As per IRDA Circular No.: IRDA/F&A/C	IR/GLD/056	/02/201	4, Prop	oser's	s/ poli	cy ho	lder's	bank	acc	ount	deta	ails a	ire n	nand	atory	to pi	roce	ss th	10
claim through EFT.																			
Please provide ANY ONE of the below docu	ments of pr	oposer/	policy	holde	r-														
Please provide a self-attested copy of a	valid Identit	y proof o	f the Pr	opose	r/Polic	y hold	er (pro	vide any	of th	e ment	ioned	docur	nents	in Proc	of of Ide	ntity u	nder F	art-D)	,
Cancelled cheque copy																			
Bank attested copy of Passbook with IF	SC code																		
C9. Please provide the below details (all fie	lds are com	pulsory)																
Proposer (policy holder)/ Employee	name*(as	per bank re	ecords):	_							J_]_]]					
Proposer/ policy holder Bank account	ınt no.:		JJ_							J_	J_	J_	J	J_J		_]_			
Name of the bank:]_]_	JJ_					J_]_]_	_]_	J		_]_]	_]_			
Branch name:]	JJ_]_]_		_]_		J_]_]_	_]_	J		_]_	J				
Address of the bank:]]_]_]_]_		_]_		J]_]_	_]_	J		_]_	JJ_]		
									J										J
IFSC code no. of the bank:		J					(sho	uld be s	same	as per	the p	rovid	ed ch	eque le	eaflet)				
PAN no. of Proposer:]	_]_	J														
**		41 10																	

*Proposer/ Policy holder is the person who has paid premium for the policy.

For Retail policy, Name & Account details of Proposer required. For Corporate policy, Employee Name & Account details required.

${\bf Terms\ and\ Conditions\ for\ Payments\ through\ RTGS/\ NEFT}$

- 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.
- 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.
- 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 shank, 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.

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Part - D (Know Your Customer) KYC

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