

PUNYASHLOK AHILYADEVI HOLKAR
HEAD & NECK CANCER INSTITUTE
OF INDIA

Cashless patients documents checklist, guidelines and consent form

Name of the patient:		
Consultant:		
If Patient admitted - IP no:	DOA:	Bed no:
TPA/ Medclaim Company Name:		

Checklist for pre-authorized form processing

1	Pre-auth form filled correctly with all the details
2	Copy of the Policy Card, policy details issued by the TPA / Insurance Company
3	Copy of ID proof – Aadhaar/PAN card/Passport/Driving License
4	Doctor's Consultation & supportive Investigations reports
5	Patient's/ proposer's recent photograph (if applicable)
6	Copy of Employee's Company ID card (if available)
7	Policy amount: Valid up to:

Documents required for refund process - ECS transfer

1	Cancelled cheque or Passbook first page (of beneficiary)
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NOTE: The hospital will act only as a FACILITATOR, and in no way undertake responsibility for getting approvals from TPA/ Insurance Company.

A. Pre-authorization Form submission

1. For unplanned/emergency admissions, pre-authorization form should be submitted within 24 hours of admission.
2. For planned admissions, Pre-authorization forms may be submitted a week prior to admission.
3. Submission of all documents (as per the checklist provided) is mandatory.
4. Acceptance of pre-authorization form does NOT mean acceptance of cashless facility.
5. If the policy has expired OR is in the renewal period, the cashless process is not applicable.

B. Payments

1. Admission deposit is compulsory and as per class opted for admission. It is calculated at 20% of the estimate. This is retained by the hospital and is set off against deduction towards inadmissible charges.
2. Till the approval is officially received from the TPA, the patient will be treated as a paying patient.

3. In case the SUM INSURED IS EXHAUSTED, the patient will have to pay the difference between the sum approved and the final hospital bill.
4. In case the patient opts to stay in a higher than eligible class, he will have to pay the proportionate incremental charges as per his policy terms on all charges except drugs & consumables.
5. In case of delay in getting approval for enhancement from the TPA, the patient will have to pay the difference between the enhanced bill and the latest approval.
6. If for whatever reason the Cashless claim is denied/rejected by the TPA, the patient will automatically become a Paying Patient and will have to pay the entire amount at the time of discharge.

C. Discharge Process

1. Discharge approval from the TPA Company may take up to 6hrs or more after submitting the final bill.
2. Any delay by the TPA Company to give approval will not be considered as a valid reason for non-payment of all applicable charges.

D. Payments after final approval

1. All amounts NOT SANCTIONED by the TPA Company in the final approval will have to be paid.
2. 10% of the Sanctioned Amount will be charged as SECURITY DEPOSIT which will be refunded after receipt of payment from the TPA/Mediclaim Company.
3. The security deposit is reviewed based on final sanction amount and the admission deposit made at the time of admission and based on the difference if any. You will be required to pay further shortfall if any, or will be entitled to a refund.
4. In case of further deductions in the final claim settlement the SECURITY DEPOSIT amount will be adjusted towards this deduction.
5. Irrespective of the above, if the SECURITY DEPOSIT falls short of the settlement amount, the patient will need to pay the difference amount within 7 DAYS of intimation from the hospital.

I, the undersigned, _____(patient/relative) have read/been explained in a language I understand-the above terms and conditions in detail, and I agree to the same for availing CASHLESS facility at Punyashlok Ahilyadevi Holkar Head & Neck Cancer Institute of India.

Relation: _____

Mobile no: _____

Date: _____

(Signature of patient/relative)