

Important Communication - Last Date for Claim Submission: January 31, 2022

Dear IBMers,

We hereby bring it to your attention regards to 2021 year end closure, time to submit claims as per the timeline indicated below for hospitalization expenses you or your dependents may have incurred during the current year i.e., from January 1st 2021 to December 31st 2021.

Note: Kindly adhere to the timelines given below for the year 2021 claim submissions, beyond these proposed dates no exceptions or late submissions will not be considered for processing.

Claim type	Claim to reach MediAssist on or before
Hospitalization Claims for all admissions till December 31, 2021	31-Jan-22
Domiciliary Claims till December 31, 2021	
Pre hospitalization Claims till December 31, 2021	

Claim type	Claim to reach MediAssist on or before
Post Hospitalization Claims pertaining to the admissions till December 31, 2021	31-Mar-22

- For Post hospitalization claims/expenses employees are requested to intimate Mediassist on or before 31st Dec 2021.
- ❖ [The claim submission deadline of 31st January 2022 is applicable for COVID19 vaccine and rider claims.](#)

Note - These timelines apply even for all IBM employees including FTH employees to be considered.

Points to Adhere:

1. Steps to register a claim:

- ❖ Prior to claim submissions, please go through the [Group Hospitalization Insurance Policy](#) to familiarize you with the policy terms & conditions related to Group Hospitalization Insurance.
- ❖ Please ensure claim intimations to mediassist can be shared through email at ibmintimation@mediassistindia.com.
- ❖ Upon intimation to mediassist claim will be registered and an acknowledgment with a ticket number will be sent to your registered email id.
- ❖ Please attach the Mediassist acknowledgement along with claim documents while submitting the claim through portal.
- ❖ In case of any shortfall requirement is raised by Mediassist, kindly ensure the required information is submitted on or before the timeline communicated by Mediassist.

Note: In case, if missed to submit the documents within 3 shortfall reminders, the claim will be closed and will not be processed further.

2. Kindly use the below Intimation Format while sending the email to Mediassist:

Claim Type - Hospitalization / DOMICILIARY /PRE and POST claim	Details
Employee ID	
Employee Name	
Medi Assist ID number	
Claimant Name	
Date of Admission	
Date of Discharge	
Hospital Name	
Claimed amount	
Remarks (If any)	

3. You can submit the claim documents by:

- ❖ Online
- ❖ Couriering the documents to Medi Assist, Bangalore at the address given below:

*Medi Assist India TPA Pvt Ltd
Tower D, 4th Floor
IBC Knowledge Park
4/1 Bannerghatta Road
Bangalore – 560 029*

Note: owing to COVID all reimbursement claims are processed basis soft copy documents submitted online in Medibuddy portal by 31 Jan 2022

4. Online claim submission:

- ❖ Log in to the MediBuddy portal (<https://portal.medibuddy.in>) using your user ID & password
- ❖ Refer the tutorial uploaded on the following path: Claims → Forms and Guidelines → Online claim submission tutorial

All People Managers are requested to kindly cooperate in informing your team members on this important communication, if one does not have access to IBM email or is on long leave.

For further assistance, you may send your queries to ibmcare@mediassistindia.com or call the exclusive help line number 8884388455/080-46855351.