Claim intimation submission process

➢ **How do I initiate a Medical claim?**
For personal health insurance policies, an advance claim intimation helps our TPA and insurer to prepare to receive our employees' impending claim. Please visit MediAssist Medibuddy Portal Link available on MyFLEX Page.

➢ **What documents are required to raise a claim or during the process?**
Below is the document checklist that employees should keep handy for claim submission:

- ✓ Hospital final bill with item- and amount-wise breakup.
- ✓ Pre-numbered receipts for all payments made.
- ✓ Discharge summary and investigation reports.
- ✓ Medicine bills with prescriptions.
- ✓ Copy of Medi Assist ID / photo ID.
- ✓ Cancelled cheque leaf
- ✓ Implant sticker and purchase invoice (if applicable)
- ✓ Medico-legal certificate / FIR / diagnosis report (if applicable) - 18002081038
- ✓ Signed claim form specifying total number of documents
- ✓ All documents to be numbered from the last page to first page

➢ **Do I need to submit original documents?**
Mediassist will start processing employees' claim based on the online submission made, however, claims can be settled only upon receipt and verification of original documents by Mediassist. Employees can submit original documents by:

- **Direct courier:** Employees will have to take a print of the bar-coded claim form which will be auto-generated upon online submission of medical claim on MediBuddy. This form to your claim submission docket and use this bar-code to track your documents as they make their way to your Medi Assist servicing branch.

- **Help Desk** - Hand over your Original Documents to your location specific Helpdesk or Marsh SPOC. Do remember to keep a copy of all documents with you.

- **Upload missing documents (if notified) -** Medi Assist starts processing your claim based on your online submission. In case of any missing document, the same should be done online before proceeding with the physical submission of your claim. This saves a lot of the time that would otherwise be spent on obtaining the missing documents separately, keeping the entire claim processing on hold.

➢ **How can I track my claim?**
After complete document submission, employees can track the status of your claim from MediBuddy portal under section :