

Cashless claim procedure for customers to be followed during hospitalization

Cashless Claim:

- Approach the insurance desk at a network hospital. Intimation can be given either through contacting us at 1800 425 2255 / 1800 102 4477 or e-mail us at support@starhealth.in
- Show your Star Health ID card for identification purpose at the hospital reception.
- Submit to the hospital Pre-admission investigations and Doctor's consultation papers
- **Network hospitals** will verify your identity and submit duly filled pre - authorization form with Star Health
- Our doctors verify all the submitted documents before processing the claim as per terms and conditions.
- An assigned field doctor may visit the patient at the hospital if required.
- After discharge, the hospital will send the claim documents to the company and the authorized amount will be settled directly to the hospital.

Note: Non-Payable items would be at the insured's own cost

a) In case of planned hospitalization:

- Please contact the toll-free help line: **1800 425 2255 / 1800 102 4477**
- The hospital will send the duly filled pre-authorization form through hospital portal to Star Health Claim dept.
- Please carry your ID card.

b) Procedures to be followed in case of emergency hospitalization:

- In case of Emergency like accident or sudden bout of illness may that requires immediate admission to the hospital

(i) After the patient is rushed to the hospital and avails treatment.

- Upon receiving intimation from the insured/insured's attender, they are contacted by the network hospital
- Customer Care will verify the validity and coverage of the policy
- A field visit doctor is deputed to visit the patient at the hospital if required.
- Our medical team will process the cashless request for the insured person subject to policy terms and conditions.