

**Magma HDI GIC Ltd: Cashless process
(Group Health Insurance)**

For Availing Cashless Facility

1. Cashless facility can be availed only at respective TPA Network Providers. The complete list of Network providers is available on TPA website.
2. Customer has to show the e-card at TPA / Insurance helpdesk at TPA network hospitals and fill a cashless authorization form available at the insurance help desk of Hospital.
3. All cashless requests must be communicated to the respective TPA within 72 hours of hospitalization.
4. Network Hospital will then forward the cashless request form to respective TPA
5. TPA will assess the cashless request and will approve, reject or seek additional information from the hospital / customer to establish admissibility of the cashless request
6. Once the cashless request is approved / rejected the customer will receive a mail and SMS on this registered e-mail id and mobile number respectively.
7. Simultaneously a cashless Authorization letter will be sent to the hospital.
8. For any queries regarding cashless requests customers can call on TPA customer helpline number / TPA toll free number. Please keep your policy number and member id ready while calling TPA customer care number, this will help us address your queries faster.