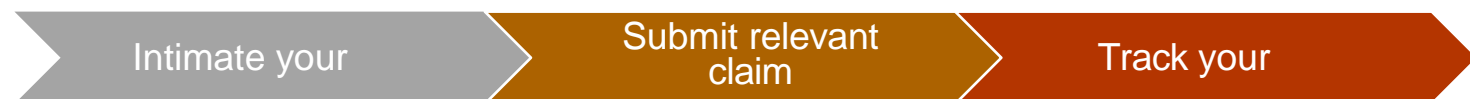


# COVID Kavach Claim Procedure:

We have appointed Family Health Plan Insurance TPA Limited as our claims servicing partner for this product.

In event of any hospitalization due to COVID 19, which may give rise to a claim under this policy you are suggested to follow the following process.



## A. Intimate your claim:

- The claim can be intimated to the Call Centre on (1800 266 3202)
- The claim can be also intimated through e mail to our Id (magmacrm@fhpl.net)
- Request to provide the policy details while intimating your claim.
- The date, time and cause of hospitalization have to be provided at the time of claim intimation.
- Request to intimate the claims as far as possible through our Call Centre for better controls.

## B. Submit required documents:

- All claim related documents along with original duly filled claim form part A and part B need to be submitted to us within 15 days from the date of discharge.
- All certificates, medical records, information and evidence from a hospital or medical practitioner or otherwise required by us shall be provided by you at your expense.
- On receipt of intimation from you regarding a claim under the policy, we are entitled to carry out investigation and ascertain details of your hospitalization event if required.

### List of documents required for settlement of claims: (to be couriered to TPA)

- ✓ Claim form Part A and B – Duly filled and signed
- ✓ Discharge card from the hospital.
- ✓ Govt. ID proof of insured and Beneficiary.
- ✓ Hospital bill, Payment receipts issued by hospital and other payment receipt.
- ✓ Investigation reports confirming COVID 19 and other investigation reports
- ✓ Indoor case papers – May be required in some cases (Self attested photocopies)
- ✓ Any other documents as requested by our claims team
- Alternatively all the scanned documents can also be send on mentioned e mail id for claim processing.

**Home Care Treatment:** In case home care treatment is availed, then insured is required to share expense details on account of treatment, claim will be adjudicated as per policy condition and same must be intimated on TPA toll free number.

Pls. Note: Please submit all the above mentioned documents, for us to decide on the admissibility of the claim. Please submit all the documents at the below address:

### Family Health Plan Insurance TPA Limited

Sriniyala – Cyber spazio  
suite, 101-102 Ground  
Floor, Road No 2, Banzara  
Hills, Hyderabad,  
Telangana -500 034.

## C. Track your claim:

- All the claims on the valid policies will be registered by the Call Centre and claim number will be communicated to the insured via SMS or E-mail.
- Customer can track his claim on the TPAs website on the below mentioned link web link [www.fhpl.net](http://www.fhpl.net) (Through claim tracker).
- You will receive updates on approval / rejection /payment of your claim via SMS and E-mail from us.

**D. Single Point of Contact (SPOC) for handling claims:**

For any queries related to claims please contact on given mail ID [satyansh.raj@magma-hdi.co.in](mailto:satyansh.raj@magma-hdi.co.in)