2. B. Emergency Hospitalization & Process

Step 1 Get Admitted

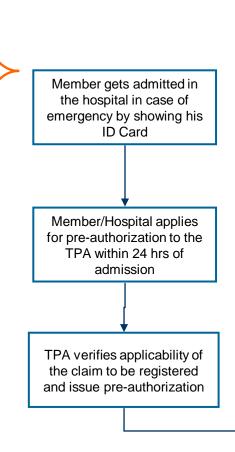
In cases of emergency, the member should get admitted in the nearest network hospital by showing their ID card.

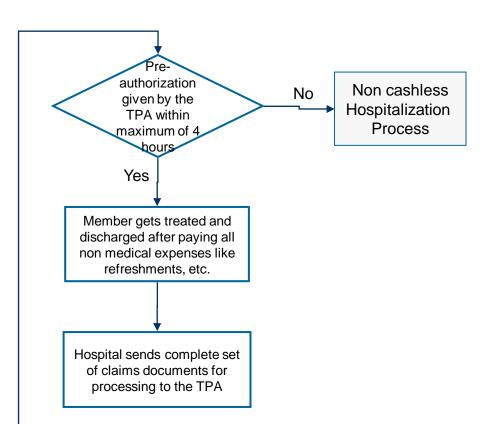
Step 2 Pre-Authorization by hospital

Relatives of admitted member should inform the call center within 24 hours about the hospitalization & Seek pre authorization. The preauthorization letter would be directly given to the hospital. In case of denial member would be informed directly

Step 3 Treatment & Discharge

After your hospitalization has been pre-authorized the employee is not required to pay the hospitalization bill in case of a network hospital. The bill will be sent directly to, and settled by TPA





2. B. Emergency Hospitalisation

- ➤In a medical emergency you are advised to approach nearest Network Hospital with your ID Card/Mediclaim Health Card.
- The TPA will verify the coverage and if covered, issue the authority letter to network hospital
- ➤If you are in non network hospital you may pay the expenses and claim reimbursement based on the coverage
- The Network hospital will discharge you without payment of the bills on the basis of A/L issued to them. If the bill amount exceeds the authorized amount, you will have to pay such amount to hospital which could be considered for reimbursement.
- The Network hospital will not give you the Original Bill, Discharge Card, Investigation Reports, etc. (as they have to send these to reliance) you may ask for Xerox copies of the same.