

TPA/Insurance Preauthorization Process

- Step 1:** Please refer to our website <https://khar.hindujahospital.com/medical-insurance-tpa/> for all the information related to cashless processing or reimbursement.
- Step 2:** Collect the pre-authorization forms pertaining to your TPA + TPA Checklist + TPA undertaking form from OPD Customer care help desk/ Doctor's secretaries / West block help desk or download all these forms from <https://khar.hindujahospital.com/medical-insurance-tpa/>. Pls. present your Health Insurance card for the staff to assist you appropriately.
- Step 3:** Form Filling - Your pre-authorization form will have two sections-
- A) General details on the health insurance policy - to be filled in by you (the TPA Help Desk will assist you in case you have any difficulty).
 - B) The treatment recommended for you-to be filled in and duly signed by the doctor who is treating you (Do not attempt to fill this section, contact the TPA Help Desk in case of any difficulty). TPA Checklist + TPA undertaking forms are self-explanatory.
- Step 4:** Return the completed form (filled and signed), along with the copies of the document mentioned in TPA check list to the TPA Help Desk/ ELSE make a **single pdf file** of all your documents (as per TPA checklist) and email to tpacell.khar@hindujahospital.com, with subject as **'Patient's name, HH Number and mobile number'**. The personnel at the desk will verify the form for its completeness and let you know in case of any discrepancy.
- Step 5:** Once the form is completely filled, the TPA Help Desk will upload the documents on the portal and transmit to the office of your TPA.
- Step 6:** The TPA Desk will revert to you with the approval/ denial status and also the status of approval is updated on registered mobile number.
- Step 7:** At the time of admission, you shall be required to pay differential amount of admission deposit and TPA approval. The differential amount would be refunded on discharge after receiving the final approval as per the final bill. A TPA deposit payment of 10,000/- has to be paid on admission, which shall be refunded post discharge, subject to completion of all formalities and payment received by the hospital, and may take 45-90 days.
- Kindly contact the TPA desk on the ground floor between 9:00 AM to 8:00 PM for any further information. On Sunday and public holiday you can contact admission desk.

Pre-admission and Admission Requirements:

In case of a planned admission, you would have first consulted a doctor who in turn would have advised you on the probable date of hospitalization. In such a case, you must apply for approval of the estimated hospital expenses directly by your TPA at least 5 days prior to the date of hospitalization.

In case you have not applied for pre-authorization sufficiently in advance or if the doctor treating you advises you to get hospitalized immediately after the consultation, our OPD Customer care help desk/ Doctor's secretaries / West block help desk Hospital TPA Help Desk (Phone: 022-24460649 / 24447543) will assist you through the pre-authorization procedure. Normal working hours are from 09:00 am to 08:00 pm, Monday to Saturday. However, the Corporate/TPA Help Desk is only a facilitator and can in no way influence the decision on the approval. Your TPA may not grant approval due to any of the following reasons:

If the ailment for which you are hospitalized is not covered in your policy.

If the information contained in pre-authorization form is insufficient to approve the request, though most of the time the TPA will request the hospital if additional information is needed.

If you have exhausted the sum assured for that year.

Empanelled TPAs and Insurance: (As of September 2023 and is subject to updation)

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CORPORATE TIE-UPS

- AMERICAN SCHOOL OF BOMBAY
- BRITISH DEPUTY HIGH COMMISSION, MUMBAI
- USA CONSULATE GENERAL
- AIRPORTS AUTHORITY OF INDIA
- HINDUSTAN PETROLEUM CORPORATION LIMITED
- ADITYA BIRLA MANAGEMENT CORPORATION PVT. LTD.
- GHARDA CHEMICALS LIMITED
- HINDUSTAN UNILEVER LTD.
- ICICI BANK LTD
- INTERNATIONAL SOS SERVICES (INDIA) PVT. LTD.
- LARSEN & TOUBRO LIMITED
- MAHINDRA & MAHINDRA LTD.
- RELIANCE INDUSTRIES LIMITED
- THE GREAT EASTERN SHIPPING CO. LTD.
- ASIA RESCUE AND MEDICAL SERVICES PVT. LTD.
- MEERA RESCUE SERVICES PVT. LTD.
- TATA MOTORS LTD
- RESERVE BANK OF INDIA
- JINDAL DRILLING INDUSTRIES LTD
- SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA (SIDBI)
- THE LEELA HOTEL
- INDIAN OIL CORPORATION LTD.
- BHARAT PETROLEUM CORPORATION LIMITED (BPCL)
- NATIONAL HIGH SPEED RAIL CORPORATION LIMITED (NHSRCL)
- NABARD
- PAWAN HANS LTD.
- MUMBAI RAILWAY VIKAS CORPORATION LTD.
- GRID CONTROLLER OF INDIA

EMPANELLED INSURANCE COMPANIES

- HDFC ERGO GENERAL INSURANCE COMPANY LTD. (FORMERLY KNOWN AS APOLLO MUNICH HEALTH INSURANCE CO. LTD. & HDFC ERGO HEALTH INSURANCE LIMITED)
- FUTURE GENERAL INDIA INSURANCE COMPANY LTD.
- ICICI LOMBARD GENERAL INSURANCE CO. LTD.
- ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED
- IFFCO TOKIO GENERAL INSURANCE COMPANY LTD
- NIVA BUPA HEALTH INSURANCE COMPANY LTD

- RELIANCE GENERAL INSURANCE COMPANY LIMITED (FORMERLY KNOWN AS RELIANCE HEALTH INSURANCE)
- CARE HEALTH INSURANCE LIMITED (FORMERLY KNOWN AS RELIGARE HEALTH INSURANCE COMPANY LIMITED)
- STAR HEALTH INSURANCE
- LIBERTY GENERAL INSURANCE
- EDELWEISS GENERAL INSURANCE COMPANY LIMITED
- MAGMA HDI GENERAL INSURANCE COMPANY
- SBI GENERAL INSURANCE COMPANY LIMITED
- MANIPAL CIGNA HEALTH INSURANCE COMPANY LIMITED.
- GO DIGIT GENERAL INSURANCE LIMITED
- NAVI GENERAL INSURANCE
- TATA AIG GENERAL INSURANCE

EMPANELLED INSURANCE TPAS

- FAMILY HEALTH PLAN (TPA) LTD.
- HEALTH INDIA TPA SERVICES PVT. LTD.
- HERITAGE HEALTH PVT LTD
- MD INDIA HEALTHCARE SERVICES PVT. LTD.
- MEDI ASSIST INDIA PVT. LTD.
- MEDSAVE HEALTHCARE (TPA) LTD.
- PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.
- PARAMOUNT HEALTHCARE MANAGEMENT PVT. LTD
- PARK MEDICLAIM TPA PVT LTD
- MEDVANTAGE INSURANCE TPA (FORMERLY KNOWN AS UNITEDHEALTHCARE PAREKH INSURANCE TPA PRIVATE LIMITED)
- VIDAL HEALTH TPA PRIVATE LIMITED
- VIPUL MEDCORP TPA PVT. LTD.
- HEALTH INSURANCE TPA OF INDIA LTD
- ERICSON INSURANCE TPA PVT. LTD
- HEALTH ASSIST INSURANCE TPA PVT. LTD. (FORMERLY KNOWN AS SAFEWAY INSURANCE TPA PVT LTD.)
- VOLO HEALTH INSURANCE TPA PVT. LTD (FORMERLY KNOWN AS EAST WEST ASSIST INSURANCE TPA PVT. LTD)

Our empaneled TPA's and Insurance companies may change periodically. Please contact TPA desk for update