



Corona Kavach Policy, Reliance General
Pre-Authorisation Form Part - C
Request for Cashless Hospitalisation for Health Insurance Policy

(To be filled in BLOCK LETTERS)

Go digital & use Reliance Provider Portal - https://provider.reliancegeneral.co.in/.
Adopt ease of sending pre-auth through provider portal. No hassle of filling up multiple pages of pre-auth form.

DETAILS OF THE THIRD PART ADMINISTRATOR/INSURER/HOSPITAL

1) Name of TPA/Insurance Company Reliance General Insurance Co. Ltd., RCare Health
2) Toll free Number 18003009 3) Toll Free Fax No. 180030103001
Name of Hospital Hospital ID
Hospital email ID ROHINI ID



Do Insurance Yourself
A Smart App by Reliance General Insurance
available on App Store Google play

Click and download: http://onelink.to/ep5mb4.
Single Mobile app for multiple transactions; it's easier to track the pre-auth status, submit pre-post claims through Self-i & much more.

TO BE FILLED BY INSURED/PATIENT

a) Name of the patient
b) Gender Male Female Third Gender c) Age years Months
d) Date of birth
e) Contact number:
f) Contact number of attending relative g) Insured Card ID number:
h) Policy number/Name of Corporate
i) Employee ID
j) Currently do you have any other Mediclaim /health insurance Yes No I). Insurer Company Name
ii). Give Details
k) Do you have a family Physician Yes No
l) Name of the Family Physician m) Contact number, if any
n) Current Address of insured patient:
o) Occupation of Insured patient

(Please complete Declaration of this form on page 3)

TO BE FILLED BY TREATING DOCTOR/HOSPITAL

a) Name of the treating Doctor
b) Contact number
c) Nature of Illness/Disease with presenting complaint
d) Relevant Critical Findings
e) Duration of the present ailment Days
i) Date of First consultation
ii) Past history of present ailment, if any

An ISO 9001:2015 Certified Company

Please courier documents to the below address:

RCare Health: Reliance General Insurance, No.1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire, Madhapur, Hyderabad 500081.
Email: rgicl.rcarehealth@relianceada.com.

Reliance General Insurance Company Limited. IRDAI Registration No. 103. Registered & Corporate Office: Reliance Centre, South Wing, 4th Floor, Santacruz (East), Off. Western Express Highway, Mumbai 400055. Corporate Identity No.U66603MH2000PLC128300. Website: www.reliancegeneral.co.in
Email: rgicl.rcarehealth@relianceada.com Helpline: 1800-3009 (Toll-Free) 022-41112600 (Paid) UIN:RELHLIP21092V012021. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.
RGI/MCOM/CO/CORONA-KAVACH -PRE AUTHORIZATION- CLAIM /Ver. 1.0/300720.

f) Provisional diagnosis _____ i) ICD 10 code _____

g) Proposed line of treatment _____

i) Medical Management ii) Surgical Management iii) Intensive care iv) Investigation

v) Non-allopathic treatment vi) Home care Treatment

h) If investigation/or Medical Management, provide details _____

i) Route of Drug Administration _____

J) If surgical, name of surgery _____ i) ICD 10 PCS code _____

J) If other treatment, provide details _____

k) How did injury occur _____

l) In case of accident _____

i) Is it RTA: Yes No ii) Date of Injury d / m / y y y y iii) Reported to Police Yes No

iv) FIR No _____ v) Injury /Disease caused due to substance abuse/alcohol consumption Yes No

vi) Test conducted to establish this (if yes, attach report) Yes No

m) In case of Maternity G P L A

i) expected date of Delivery _____

DETAILS OF PATIENT ADMITTED

a) Date of admission _____

b) Time of admission _____

c) Is this an emergency/planned hospitalization event Emergency Planned

Mandatory Past History of any chronic illness If yes (since month/year)

S.No	Documents	
1	Diabetes	M M Y Y
2	Heart disease	
3	Hypertension	
4	Hyperlipidemias	
5	Osteoarthritis	
6	Asthma./COPD/Bronchitis	
7	Cancer	
8	Alcohol/Drug abuse	
9	Any HIV/ or STD Related ailment	
10	Any other ailment, give details	



Do Insurance Yourself
A Smart App by Reliance General Insurance
available on

Click and download: <http://onelink.to/ep5mb4>.

Single Mobile app for multiple transactions; it's easier to track the pre-auth status, submit pre-post claims through Self-i & much more.

- d) Expected number of Days/stay in hospital Days
- e) Days in ICU Days
- f) Room Type
- g) Per day room rent+nursing and service charges+ patients diet ₹
- h) Expected cost of investigation +diagnostic ₹
- i) ICU charges ₹
- j) OT charges ₹
- k) Professional fees Surgeon +Anesthetist Fees + consultation Charges ₹
- l) Medicines + Consumables + Cost of Implants (if applicable please specify) ₹
- m) Home care Treatment expenses ₹
- n) Other hospital expenses if any ₹
- o) All-inclusive package charges if any applicable ₹
- p) **Sum Total expected cost of hospitalization** ₹

DECLARATION (Please read very carefully)

We confirm having read understood and agreed to the declarations on the reverse of this form

- a. Name of the treating doctor
- b. Qualification:
- c. Registration number with State code

Hospital Seal (Must include Hospital ID)

Patient/Insured Name and Sign

DECLARATION BY THE PATIENT / REPRESENTATIVE

- a. I agree to allow the hospital to submit all original documents pertaining to hospitalization to the Insurer/T.P.A after the discharge. I agree to sign on the Final Bill & the Discharge Summary, before my discharge.
- b. Payment to hospital is governed by the terms and conditions of the policy. In case the Insurer / TPA is not liable to settle the hospital bill, I undertake to settle the bill as per the terms and conditions of the policy.
- c. All non-medical expenses and expenses not relevant to current hospitalization and the amounts over & above the limit authorized by the Insurer/T.P.A not governed by the terms and conditions of the policy will be paid by me.
- d. I hereby declare to abide by the terms and conditions of the policy and if at any time the facts disclosed by me are found to be false or incorrect I forfeit my claim and agree to indemnify the Insurer / T.P.A
- e. I agree and understand that T.P.A is in no way warranting the service of the hospital & that the Insurer / TPA is in no way guaranteeing that the services provided by the hospital will be of a particular quality or standard.
- f. I hereby warrant the truth of the forgoing particulars in every respect and I agree that if I have made or shall make any false or untrue statement, suppression or concealment with respect to the claim, my right to claim reimbursement of the said expenses shall be absolutely forfeited.
- g. I/we hereby authorize RGICL/It's representatives to seek further information from myself/hospital/treating doctor/my workplace if deemed necessary by RGICL w.r.t. any information of my treatment/hospitalization/claim.

An ISO 9001:2015 Certified Company

Please courier documents to the below address:

RCare Health: Reliance General Insurance, No.1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire, Madhapur, Hyderabad 500081.
Email: rgicl.rcarehealth@relianceada.com.

Reliance General Insurance Company Limited. IRDAI Registration No. 103. Registered & Corporate Office: Reliance Centre, South Wing, 4th Floor, Santacruz (East), Off. Western Express Highway, Mumbai 400055. Corporate Identity No.U66603MH2000PLC128300. • Website: www.reliancegeneral.co.in
• Email: rgicl.rcarehealth@relianceada.com • Helpline: 1800-3009 (Toll-Free) 022-41112600 (Paid) • UIN:RELHLIP21092V012021. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.
RGI/MCOM/CO/CORONA-KAVACH -PRE AUTHORIZATION- CLAIM /Ver. 1.0/300720.

- h. I hereby understand that the documents have to be submitted to RCARE health directly and the TAT for claim would be considered from the date of submission of all required documents by RGICL at their claim servicing address as mentioned in the policy/certificate.
- I. I agree to indemnify the hospital against all expenses incurred on my behalf, which are not reimbursed by the Insurer/ TPA.
- j. I/We authorize Insurance Company/TPA to contact me/us through mobile/email for any update on this claim
- a) Patient's / Insured's Name _____
- b) Contact Number _____ c) E-mail Id (optional) _____
- d) Patient's / Insured's Signature _____ Date | d | d | m | m | y | y | y | y | Time _____

HOSPITAL DECLARATION

- We have no objection to any authorized TPA / Insurance Company official verifying documents pertaining to hospitalization.
- All valid original documents duly countersigned by the insured/patient as per the checklist below will be sent to TPA/ Insurance Company within 7 days of the patient's discharge.
- All non-medical expenses, OR expenses not relevant to hospitalization or illness, OR expenses disallowed in the Authorization Letter of the Insurance Company, OR arising out of incorrect information in the pre-authorisation form will be collected from the patient.
- We agree that TPA / Insurance Company will not be Liable to make the payment in the event of any discrepancy between the facts in this form and discharge summary or other documents.
- The patient declaration has been signed by the patient or by his representative in our presence.
- We agree to provide clarifications for the queries raised regarding this hospitalization and we take the sole responsibility for any delay in offering clarifications.
- We will abide by the terms and conditions agreed in the MOU.
- We confirm that no additional amount would be collected from the insured in excess of Agreed Package Rates except costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility choosing separate line of treatment which is not envisaged/ considered in package).
- We confirm that no recoveries would be made from the deposit amount collected from the Insured except for costs towards non-admissible amounts (including additional charges due to opting higher room rent than eligibility/ choosing separate line of treatment which is not envisaged/considered in package).
- In the event of unauthorized recovery of any additional amount from the Insured in excess of Agreed Package Rates, the authorized TPA / Insurance Company reserves the right to recover the same from us (the Network Provider) and/or take necessary action, as provided under the MoU or applicable laws.
- Any change in Diagnosis/Treatment plan should be intimated before discharge of patient.
- If clinical details provided are insufficient, Insurer/TPA may delay the authorization or denial for cashless access.
- As per IRDAI any claimed amount above 1 lac, Pan card of the Insured/Policy holder/Proposer is mandatory and below 1 lac, Photo identity proof is mandatory.

Hospital Seal _____ Doctor Signature _____

Date: | d | d | m | m | y | y | y | y | Time: _____

DOCUMENTS TO BE PROVIDED BY THE HOSPITAL IN SUPPORT OF THE CLAIM:

- Detailed discharge summary and all bills from the hospital
- Cash memos from the hospitals/chemists supported by proper prescription.
- Receipts and pathological test reports from pathologists, supported by note from the attending medical practitioner/surgeon recommending such pathological tests.
- Surgeon's certificate stating nature of operation performed and surgeon's bill and receipt.
- Certificates from attending medical practitioner/surgeon that the patient is fully cured.



Do Insurance Yourself
A Smart App by Reliance General Insurance
available on

Click and download: <http://onelink.to/ep5mb4>.

Single Mobile app for multiple transactions; it's easier to track the pre-auth status, submit pre-post claims through Self-i & much more.

Please courier documents to the below address:

RCare Health: Reliance General Insurance, No.1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire, Madhapur, Hyderabad 500081.
Email: rgicl.rcarehealth@relianceada.com.

An ISO 9001:2015 Certified Company

Reliance General Insurance Company Limited. IRDAI Registration No. 103. Registered & Corporate Office: Reliance Centre, South Wing, 4th Floor, Santacruz (East), Off. Western Express Highway, Mumbai 400055. Corporate Identity No.U66603MH2000PLC128300. • Website: www.reliancegeneral.co.in
• Email: rgicl.rcarehealth@relianceada.com • Helpline: 1800-3009 (Toll-Free) 022-41112600 (Paid) • UIN:RELHLIP21092V012021. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.
RGI/MCOM/CO/CORONA-KAVACH -PRE AUTHORIZATION- CLAIM /Ver. 1.0/300720.