

Bharti AXA -Group / Retail Cashless Claim Provider payment on Scan Documents

A special process is designed for network provider payment for Cashless claims on the basis of scanned documents submitted by Network Providers to TPA in order.

This will help us to provide uninterrupted service to Cashless customers during any unforeseen event due to COVID 19 situation only.

Steps for uploading cashless claim documents using provider login:-

1. This process shall be applicable for all preauthorization requests submitted by the Network provider and approved by the TPA
2. Network Provider will initiate the process of claim documents submission in electronic format through Provider login/portal/ fax/email or other digital mode
3. Network provider shall submit the declaration form (Annexure I) duly signed & stamped stating that they will not share the original documents with the insured and submit the same documents only to TPA post restoration of normalcy.
4. Declaration form to be submitted before the discharge of Insured from the hospital
5. Post receipt of declaration form and submission of all the required documents, TPA shall process the claim as per the terms and conditions of the Policy.

Self-Certification E-mail/Digital Form

I <Proprietor>, _____ of <
Hospital Name > _____ with Govt. Id <Id details &
Number> _____ resident of _____

Under my personal responsibility DECLARE:

1. That, I <Proprietor> am submitting via my registered email id or provider portal, all claim related documents in electronic format toThird Party Administrator (hereby referred as TPA) with each and every page self-attested and cross verified.
2. Further, I <Proprietor> will not hand over original documents to the Insured and will submit at the earliest the ORIGINAL physical copies of all documents as provided to TPA for claim processing post restoration of normalcy.

3. That, TPA on behalf of Bharti Axa general Insurance Company Limited (hereby referred as BAGI) can initiates recovery of claim amount if there is non-submission of original documents within 15 days from the date of restoration of normalcy.
4. That, If claim is in any respect fraudulent, or if any false statement or declaration is made or used in support thereof, or if any fraudulent means or devices are used by myself / or anyone acting on my behalf to obtain any benefits under the Policy, TPA can reclaim all benefits paid in respect of a claim which is fraudulent as mentioned above under this condition.