STAR Health Insurance
Personal & Caring
The Health Insurance Specialist
IRDAI Reg. No: 129

STAR HEALTH AND ALLIED INSURANCE COMPANY LIMITED

Regd & Corporate Office: 1, New Tank Street, Valluvar Kottam High Road, Nungambakkam, Chennai - 600034
Toll free Phone No: 1800 425 2255 Toll free Fax No: 1800 425 5522, website: www.starhealth.in

CLAIM FORM - PART A

TO BE FILLED BY THE INSURED

Issue of this form is not to be taken as admission of liability

(To be filled in block letters)

DETAILS OF PRIMARY INSURED (SECTION A)

a) Policy No: ..... (b) Claim Intimation No:

c) SI No / Certificate No: ..... (d) Company ID No: .....

e) Name: .....

f) Address: .....

..... City: .....

State: ..... Pin Code .....

Email ID: ..... Phone No .....

DETAILS OF INSURANCE HISTORY (SECTION B)

a) Currently covered by any other Mediclaim / Health insurance: Yes ☐ No ☐

b) If yes, Company Name: .....

Policy No: ..... Sum Insured (Rs): .....

c) Date of commencement of first insurance without break: D D M M Y Y (Copies of policies to be attached)

d) Have you been hospitalized in the last 4 years: Yes ☐ No ☐

If yes, Date: D D M M Y Y Diagnosis .....

e) Previously covered by any other Mediclaim / Health insurance: Yes ☐ No ☐

f) If yes, Company Name: .....

DETAILS OF INSURED PERSON HOSPITALIZED (SECTION C)

a) Name: .....

b) Gender: Male ☐ Female ☐ (c) Age: Years Y Y Months M M d) Date of Birth: D D M M Y Y

e) Relationship to Primary Insured: Self ☐ Spouse ☐ Child ☐ Father ☐ Mother ☐

Others ☐ (Please Specify) .....

f) Occupation: Homemaker ☐ Self Employed ☐ Service ☐ Student ☐ Retired ☐

Others ☐ (Please specify) .....

g) Address (If different from above) : .....

.....City: .....

State :..... Pin Code :.....

Email ID :..... Phone No :.....

DETAILS OF HOSPITALIZATION (SECTION D)

a) Name of Hospital where admitted : .....

..... No of IP beds.....

b) Date of Admission: D D M M Y Y c) Time H H M M

d) Date of discharge: D D M M Y Y e) Time H H M M

f) Room category occupied: Day care ☐ Single Occupancy ☐ Twin Sharing ☐ 3 or more beds per room ☐

g) Hospitalization due to: Injury ☐ Illness ☐ Maternity ☐

h) Date of injury / Date Disease first detected /Date of delivery: D D M M Y Y

i) If Injury, give cause: Self Inflicted ☐ Road traffic Accident ☐ Substance Abuse/ Alcohol Consumption ☐

(i) If Medico legal: Yes ☐ No ☐ (ii) Reported to Police: Yes ☐ No ☐

(iii) MLC Report & Police FIR attached: Yes ☐ No ☐

j) System of Medicine: Allopathic ☐ Ayurvedic ☐ Homeopathic ☐ Others.....

DETAILS OF CLAIM (SECTION E)

a) Details of the treatment expenses claimed

i) Pre-hospitalization Expenses: Rs.....

ii) Hospitalization Expenses: Rs.....

iii) Post-hospitalization Expenses: Rs.....

iv) Health-Checkup Cost: Rs.....

v) Ambulance charges: Rs.....

vi)Others (code): .....

Total : Rs.....

(vii) Pre-hospitalization period: Days.....

(viii) Post-hospitalization period Days.....

b) Claim for Domiciliary Hospitalization:

Yes ☐ No ☐

c) Details of Lump sum / cash benefit claimed:

i) Hospital Daily Cash: Rs.....

ii) Surgical Cash: Rs.....

iii) Critical Illness benefit : Rs.....

iv) Convalescence: Rs.....

v) Pre/Post Hospitalization lump sum benefit: Rs.....

vi) Others (code): Rs.....

Total : Rs.....

NB:- PLEASE FURNISH BILL DETAILS IN ANNEXURE-3

CLAIM DOCUMENTS SUBMITTED - CHECK LIST (SECTION F)

- ☐ Claim Form duly signed
- ☐ Hospital Discharge Summary
- ☐ Hospital Main Bill
- ☐ Hospital Break-up Bill
- ☐ Pharmacy Bills
- ☐ Hospital Bill Payment Receipt
- ☐ Operation Theatre Notes
- ☐ Doctor's request for investigation
- ☐ Investigation reports (Including CT/MRI/USG/HPE)
- ☐ ECG / X - Rays
- ☐ Doctor' s Prescription
- ☐ Others

DETAILS OF PRIMARY INSURED'S BANK ACCOUNT (SECTION G)

a) PAN : ..... b) Bank Account No:.....

c) Bank Name & Branch:.....

.....

d) Cheque / DD Payable details.....e) IFSC Code:.....

DECLARATION BY THE INSURED (SECTION H)

I hereby declare that the information furnished in this claim form is true & correct to the best of my knowledge and belief. If I have made any false or untrue statement, suppression or concealment of any material fact, my right to claim reimbursement shall be forfeited. I also consent and authorize TPA / Insurance company, to seek necessary medical information / documents from any hospital / medical practitioner who has attended on the person against whom this claim is made. I hereby declare that I have included all the bills / receipts for the purpose of this claim and that I will not be making any supplementary claim except the pre / post-hospitalization claim, if any

Date: D D M M Y Y

Place: ..... Signature of the insured.....

GUIDANCE FOR FILLING CLAIM FORM-PART A		
DATA ELEMENT	**DESCRIPTION**	**FORMAT**
SECTION A - DETAILS OF PRIMARY INSURED		
a) Policy No.	Enter the policy number	As allotted by the insurance company
b) Claim intimation No.	Enter claim intimation No.	As allotted by the organization
c) Sl. No./Certificate No.	Enter the social insurance number or the certificate number of social health insurance scheme	As allotted by the organization
d) Company TPA ID No.	Enter the TPA ID No.	License number as allotted by IRDA and printed in TPA documents
e) Name	Enter the full name of the policy holder	Surname, First name, Middle name
f) Address	Enter the full postal address	Include Street, City and Pin Code
SECTION B - DETAILS OF INSURANCE HISTORY		
a) Currently covered by any other Mediclaim / Health Insurance ?	Indicate whether currently covered by another Mediclaim / Health Insurance	Tick Yes or No
b) Company Name	Enter full name of the insurance company	Name of the organization in full
Policy No.	Enter the policy number	As allotted by the insurance company
Sum Insured	Enter the total sum insured as per the policy	In rupees
c) Date of Commencement of first Insurance without break	Enter the date of commencement of first insurance	Use dd-mm-yy format
d) Have you been hospitalized in the last 4 years	Indicate whether hospitalized in the last 4 years	Tick Yes or No
Date	Enter the date of hospitalization	Use dd-mm-yy format
Diagnosis	Enter the diagnosis details	Open Text
e) Previously Covered by any other Mediclaim / Health Insurance ?	Indicate whether previously covered by another Mediclaim / Health Insurance	Tick Yes or No
f) Company Name	Enter the name of the insurance company	Name of the organization in full
SECTION C - DETAILS OF INSURED PERSON HOSPITALIZED		
a) Name	Enter the full name of the patient	Surname, First name, Middle name
b) Gender	Indicate Gender of the patient	Tick Male or Female
c) Age	Enter age of the patient	Number of years and months
d) Date of Birth	Enter Date of Birth of patient	Use dd-mm-yy format
e) Relationship to primary Insured	Indicate relationship of patient with policyholder	Tick the right option. If others, please specify
f) Occupation	Indicate occupation of patient	Tick the right option. If others, please specify
g) Address	Enter the full postal address	Include Street, City and Pin Code
Phone No	Enter the phone number of patient	Include STD code with telephone number
E-mail ID	Enter e-mail address of patient	Complete e-mail address
SECTION D - DETAILS OF HOSPITALIZATION		
a) Name of Hospital where admitted	Enter the name of hospital	Name of hospital in full
b) Date of admission	Enter date of admission	Use dd-mm-yy format
c) Time	Enter time of admission	Use hh-mm format
d) Date of discharge	Enter date of discharge	Use dd-mm-yy format
e) Time	Enter time of discharge	Use hh-mm format
f) Room category occupied	Indicate the room category occupied	Tick the right option
g) Hospitalization due to	Indicate reason of hospitalization	Tick the right option
h) Date of Injury / Date Disease first detected / Date of Delivery	Enter the relevant date	Use dd-mm-yy format
i) If injury give cause	Indicate cause of injury	Tick the right option
If Medico legal	Indicate whether injury is medico legal	Tick Yes or No
Reported to Police	Indicate whether police report was filed	Tick Yes or No
MLC Report & Police FIR attached	Indicate whether MLC report and Police FIR attached	Tick Yes or No
j) System of Medicine	Enter the system of medicine followed in treating the patient	Open Text
SECTION E - DETAILS OF CLAIM		
a) Details of Treatment Expenses	Enter the amount claimed as treatment expenses	In rupees (Do not enter paise values)
b) Claim for Domiciliary Hospitalization	Indicate whether claim is for domiciliary hospitalization	Tick Yes or No
c) Details of Lump sum / cash benefit claimed	Enter the amount claimed as lump sum / cash benefit	In rupees (Do not enter paise values)
NB :- Please furnish the details of all bills claimed on the attached format {Annexure -3}		
SECTION F - CLAIM DOCUMENTS SUBMITTED-CHECK LIST		
Claim Documents Submitted - Check List	Indicate which supporting documents are submitted	Tick the right option
SECTION G - DETAILS OF PRIMARY INSURED'S BANK ACCOUNT		
a) PAN	Enter the permanent account number	As allotted by the Income Tax department
b) Account Number	Enter the bank account number	As allotted by the bank
c) Bank Name and Branch	Enter the bank name along with the branch	Name of the Bank in full
d) Cheque / DD payable details	Enter the name of the beneficiary the Cheque / DD should be made out to	Name of the individual / organization in full
e) IFSC Code	Enter the IFSC code of the bank branch	IFSC code of the bank branch in full
SECTION H - DECLARATION BY THE INSURED		
Read declaration carefully and mention date (in dd : mm : yy format), place and sign		

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CLAIM FORM - PART - B

TO BE FILLED BY THE HOSPITAL

Issue of this form is not to be taken as admission of liability (To be filled in block letters)

DETAILS OF THE HOSPITAL (SECTION A)

a) Name of the Hospital.....

b) Hospital ID.....c) Type of hospital: Network ☐ Non network ☐ (If non network fill section E)

d) Name of the treating doctor.....

e) Qualification..... f) Registration No. with State code:.....

g) Phone No..... Email ID:.....

DETAILS OF THE PATIENT ADMITTED (SECTION B)

a) Name of the patient.....

b) IP Registration number.....c) Gender: Male ☐ Female ☐

d) Age: Years [Y Y] Months [M M] e) Date of birth : [D D] [M M] [Y Y]

f) Date of Admission: [D D] [M M] [Y Y] g) Time : [H H] : [M M]

h) Date of Discharge : [D D] [M M] [Y Y] i) Time : [H H] : [M M]

j) Type of Admission : Emergency ☐ Planned ☐ Day care ☐ Maternity ☐

k) If maternity, (i) Date of delivery [D D] [M M] [Y Y] (ii) Gravida Status.....

l) Status at time of Discharge : Discharge to Home ☐ Discharge to another Hospital ☐ Deceased ☐

DETAILS OF AILMENT DIAGNOSED (PRIMARY) (SECTION C)

a) ICD 10 Codes	Description
(i) Primary Diagnosis :	
(ii) Additional Diagnosis :	
(iii) Co-morbidities :	
(iv) Co-morbidities :	

b) ICD 10 PCS	Description
(i) Procedure 1 :	
(ii) Procedure 2 :	
(iii) Procedure 3 :	

(iv) Details of Procedure :.....

c) Date of First Consultation for the diagnosed illness : D D M M Y Y

d) Present ailment is a complication of PED ? Yes ☐ No ☐ (If yes, Specify details).....

e) Pre-authorization obtained : Yes ☐ No ☐ f) Pre-authorization number:.....

g) If network hospital, reason for not obtaining authorization :.....

h) Hospitalization due to Injury : Yes ☐ No ☐

(i) If yes, give cause : Self inflicted ☐ Road traffic accident ☐ Substance abuse/alcohol consumption ☐

(ii) If injury due to substance abuse/alcohol consumption, Test conducted to establish this: Y/N ☐ (If yes, attached reports)

(iii) If Medico legal : Yes ☐ No ☐ (iv) Reported to Police : Yes ☐ No ☐

(v) FIR No :..... (vi) If not reported to police, give reason.....

CLAIM DOCUMENTS SUBMITTED-CHECK LIST (SECTION D)

- ☐ Claim form duly signed
- ☐ Original Pre-authorization request
- ☐ Copy of the Pre-authorization approval letter
- ☐ Copy of photo ID card of patient verified by hospital
- ☐ Hospital Discharge summary
- ☐ Hospital main bill
- ☐ Hospital break-up bill
- ☐ Operation Theatre notes
- ☐ Investigation reports
- ☐ Doctor's reference slip for investigation
- ☐ CT/MRI/USG/HPE investigation reports
- ☐ ECG
- ☐ Pharmacy bills
- ☐ MLC report & Police FIR
- ☐ Original death summary from hospital where applicable
- ☐ Any other, please specify

DETAILS TO BE FILLED INCASE OF NON-NETWORK HOSPITAL ONLY (SECTION E)

a) Address of the hospital.....

.....

City..... State.....

Pin Code..... b) Phone No.....

c) Registration No..... d) PAN..... e) No. of IP Beds.....

f) Facilities available in the hospital (i) OT : Yes ☐ No ☐ (ii) ICU : Yes ☐ No ☐

(iii) Others :.....

DECLARATION BY THE INSURED (PLEASE READ VERY CAREFULLY) (SECTION F)

I hereby declare that the information furnished in this claim form is true and correct to the best of my knowledge and belief. If I have made any false or untrue statement, suppression or concealment of any material fact, my right to claim reimbursement shall be forfeited. I also consent and authorize TPA / Insurance Company to seek necessary medical information / documents from the hospital / Medical Practitioner who has attended on the person against whom this claim is made. I hereby declare that I have included all the bills / receipts for the purpose of this claim and that I will not be making any supplementary claim except the pre / post hospitalization claim,if any.

Date D D M M Y Y

Place.....

Signature of the Insured .....

DECLARATION BY THE HOSPITAL (PLEASE READ VERY CAREFULLY) (SECTION G)

We hereby declare that the information furnished in this claim form is true and correct to the best of our knowledge and belief. If we made any false or untrue statement, suppression or concealment of any material fact, the right to claim for the treatment shall be forfeited. The signature of insured is taken on this form after Claim Form B is fully filled up by us.

Date D D M M Y Y

Place.....

Signature and seal:

(i) Treating doctor .....

(ii) Hospital Authority .....

Not to be Faxed/Scanned

GUIDANCE FOR FILLING CLAIM FORM-PART B		
DATA ELEMENT	**DESCRIPTION**	**FORMAT**
SECTION A - DETAILS OF HOSPITAL		
a) Name of Hospital	Enter the name of hospital	Name of hospital in full
b) Hospital ID	Enter ID number of hospital	As allocated by the TPA
c) Type of Hospital	Indicate whether in network or non-network hospital	Tick the right option
d) Name of treating doctor	Enter the name of the treating doctor	Name of doctor in full
e) Qualification	Enter the qualifications of the treating doctor	Abbreviations of educational qualifications
f) Registration No. with State Code	Enter the registration number of the doctor along with the state code	As allocated by the Medical Council of India
g) Phone No.	Enter the phone number of doctor	Include STD code with telephone number
SECTION B - DETAILS OF THE PATIENT ADMITTED		
a) Name of Patient	Enter the name of hospital	Name of hospital in full
b) IP Registration Number	Enter insurance provider registration number	As allotted by the insurance provider
c) Gender	Indicate Gender of the patient	Tick Male or Female
d) Age	Enter age of the patient	Number of years and months
e) Date of Birth	Enter date of birth of patient	Use dd-mm-yy format
f) Date of Admission	Enter date of admission	Use dd-mm-yy format
g) Time	Enter time of admission	Use hh:mm format
h) Date of discharge	Enter date of discharge	Use dd-mm-yy format
i) Time	Enter time of discharge	Use hh:mm format
j) Type of Admission	Indicate type of admission of patient	Tick the right option
k) If Maternity		
Date of Delivery	Enter date of Delivery if maternity	Use dd-mm-yy format
Gravida Status	Enter Gravida status if maternity	Use standard format
l) Status at time of discharge	Indicate status of patient at time of discharge	Tick the right option
SECTION C - DETAILS OF AILMENT DIAGNOSED (PRIMARY)		
a) ICD 10 Code		
Primary Diagnosis	Enter the ICD 10 Code and description of the primary diagnosis	Standard Format and Open text
Additional Diagnosis	Enter the ICD 10 Code and description of the additional diagnosis	Standard Format and Open text
Co-morbidities	Enter the ICD 10 Code and description of the co-morbidities	Standard Format and Open text
b) ICD 10 PCS		
Procedure 1	Enter the ICD 10 PCS and description of the first procedure	Standard Format and Open text
Procedure 2	Enter the ICD 10 PCS and description of the second procedure	Standard Format and Open text
Procedure 3	Enter the ICD 10 PCS and description of the third procedure	Standard Format and Open text
Details of Procedure	Enter the details of the procedure	Open text
c) Date of first consultation for the diagnosed illness	Enter the first consultation date for the diagnosed illness	Use dd-mm-yy format
d) Present ailment is a Complication of PED	Indicate whether present ailment is a complication of some pre-existing disease	Tick Yes or No
e) Pre-authorization obtained	Indicate whether pre-authorization obtained	Tick Yes or No
f) Pre-authorization Number	Enter pre-authorization number	As allotted by TPA
g) If network hospital, reason for not obtaining authorization	Enter reason for not obtaining pre-authorization number	Open text
h) Hospitalization due to injury	Indicate if hospitalization is due to injury	Tick Yes or No
Cause	Indicate cause of injury	Tick the right option
If injury due to substance abuse/alcohol consumption, test conducted to establish this	Indicate whether test conducted	Tick Yes or No
Medico Legal	Indicate whether injury is medico legal	Tick Yes or No
Reported To Police	Indicate whether police report was filed	Tick Yes or No
FIR No.	Enter first information report number	As issued by police authorities
If not reported to police, give reason	Enter the reason for not reporting to police	Open Text
SECTION D - CLAIM DOCUMENTS SUBMITTED-CHECK LIST		
Indicate which supporting documents are submitted		
SECTION E - DETAILS TO BE FILLED IN CASE OF NON-NETWORK HOSPITAL ONLY		
a) Address	Enter the full postal address	Include Street, City and Pin Code
b) Phone No.	Enter the phone number of hospital	Include STD code with telephone number
c) Registration No.	Enter the registration number of patient	As allocated by the Hospital
d) PAN	Enter the permanent account number	As allotted by the Income Tax department
e) Number of Inpatient Beds	Enter the number of inpatient beds	Digits
f) Facilities available in the hospital	Indicate facilities available in the hospital	Tick the right option. If others, please specify
SECTION F - DECLARATION BY THE INSURED		
Read declaration carefully and mention date (in dd-mm-yy format), place and sign.		
SECTION G - DECLARATION BY THE HOSPITAL		
Read declaration carefully and mention date (in dd-mm-yy format), place and sign (Treating Doctor, Hospital authority) and stamp		

Annexure -3

STAR Health Insurance
Personal & Caring
The Health Insurance Specialist
IRDAI Reg. No: 129

Star Health and Allied Insurance Co. Ltd

Claim No .....Policy No: .....

Patient Name: .....

DETAILS OF BILLS CLAIMED

SI NO	BILL NO	BILL DATE	TOWARDS HOSPITALIZATION / PRE / POST	AMOUNT
			Hospital Main Bill	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
			TOTAL CLAIMED AMOUNT:	

NB: - 1. Please attach original pre and post hospitalization bills (if any)
2. For Lab, Investigations, X- rays, ECG, and Scans, please submit the films and reports. Or else, the amount claimed will not be allowed

Date .....

Signature of the Insured .....

FOR OFFICE USE :-