

ON-REQUEST CASHLESS PROCESS FOR GROUP POLICYHOLDERS.

We are glad to inform our customers that in yet another effort to provide better access under our Health Insurance Policy, we are launching ‘On-Request Cashless’

Presently cashless facility is being offered only to Hospitals available on the TPA’s website for Magma HDI’s Network. But from now on, the cashless facility will be even extended to Hospitals that are not part of our network. The provision of cashless facility to hospitals outside Magma HDI’s Network is subject to the following conditions:

Pre-requisites for On-Request Cashless:

- Planned Admission: Intimation on TPA’s toll-free number, at least 48 hours before hospitalization.
- Emergency Admission: Intimation on TPA’s toll-free number, within 48 hours of hospitalization.

Steps to avail of On-Request Cashless:

1. Search for your preferred Non-Network Hospital on TPA’s website.
2. To intimate, call at TPA’s Toll-Free number.
3. Group policyholders should intimate the respective TPA’s toll-free number mentioned on Ecard/ health card.
4. Provide the following information on your call to the TPA team:
 - Policy number
 - Contact number
 - Date of Admission
 - Hospital name, Hospital address, Hospital Contact person, Hospital contact number, Hospital email id
5. After submitting the details, the respective TPA will contact the hospital to facilitate ‘On-Request Cashless’ in a non-network hospital.
6. Post confirmation from the hospital, the TPA team will inform the customer of the successful arrangement for cashless services at the non-network hospital.
7. Once the pre-authorization request is received from the non-network hospital following the current standard process, claim admissibility will be communicated to the customer, as per policy terms and conditions.

Important points:

- The Hospital where the treatment is to be taken should meet the requirements of the Policy and the Company’s internal guidelines.
- Cashless Facility would be available only if the treatment is admissible under the terms of the Policy.
- The Request for cashless facility ([click this link for the prescribed form](#)) should be completed and signed by the Insured Person and the Hospital and submitted with all the requisite documents including a copy of the Insured Person’s Identification as per the current standard process.

- The company reserves the right to reject the request for a cashless facility. If the cashless facility is denied, the customer may submit the claim papers upon completion of treatment, and admissibility of the claim would be subject to the terms of the Policy.
- In case of any query please reach out to respective TPA's toll free number.