

MAX BUPA CLAIMS PROCESS

KEY FEATURES

In-house claim settlement by qualified doctors.¹

30-min cashless claim processing.²

Pre-negotiated treatment charges with network hospitals are disclosed upfront.³

Additional treatment discounts at network hospitals are clearly mentioned in the discharge statement to the customer.⁴

CLAIM PROCESS

Cashless Claims

Get admitted to any one of our network hospitals. For a list of our network hospitals, visit www.maxbupa.com

The Network Hospital will check your identity for validation and submit the pre-authorization request form to us. In case of claim amount more than 1 lac, please submit KYC documents (Age, ID, Address Proof and recent passport size photo)

We will settle the claim as per policy terms & conditions with the hospital after completion of all formalities



STEP 1



STEP 2

Use your Max Bupa Health Card or share your policy number and Passport / PAN Card / Voter's ID for identification purpose



STEP 3

We will review and provide our decision to the Network Hospital by fax and E-mail and also send a text message and an E-mail conveying our decision to you. We will respond to your request within 30 minutes* (Either Approve, Query or Reject as per Terms and Conditions)



STEP 4



STEP 5

Reimbursement Claims

In case of hospitalization, notify us within 48 hours of your admission. After getting admitted pay directly to the hospital

Send the original documents and completely filled and signed claim form to us along with your valid ID proof, address proof, PAN Card/Form-60, age proof, recent photo and cancelled cheque. The claim form is available on our website www.maxbupa.com and in your policy document as well

If approved, we will settle the claim (as per policy terms & conditions) and reimburse the approved amount



STEP 1



STEP 2

On discharge, please ensure you collect all relevant documents, invoices, medical reports and discharge certificate from the Hospital in originals



We will review your claim request and accordingly approve, query and accordingly revert (as per policy terms and conditions)



STEP 4



STEP 5

Disclaimer: Insurance is the subject matter of solicitation | Max Bupa Health Insurance Co. Ltd. IRDAI Reg. No. 145. 'Max', 'Max logo', 'Bupa' and HEARTBEAT logo are owned by Max and Bupa and used under license by us. Reg. Off.: Max House, 1 Dr. Jha Marg, Okhla, New Delhi - 110020; For more details on T&C, read sales brochure carefully before concluding a sale. CIN NO. U66000DL2008PLC182918. UIN No. : MB/SS/CA/2018-19/234. Website: www.maxbupa.com. Fax: + 91 11 30902010. Customer Helpline No.: 1860-3010-3333. Bajaj Finance Limited (Registration No. CA1010) is a corporate agent of Max Bupa Health Insurance Company Limited and the insurance products underwritten by Max Bupa Health Insurance Company Limited. ¹Max Bupa processes claim settlement in-house without TPA involvement. ²Max Bupa processes pre-auth within 30 min for all active policies, subject to receiving all documents and information(s) up to Max Bupa's satisfaction. The above commitment doesn't include pre-authorization settlement at the time of discharge or system outage. ³ Standard Tariffs are levied by Hospitals for Max Bupa customers (if applicable) are clearly stated in the invoice. ⁴ The treatment charges are levied by hospitals & discounts (if applicable) are mentioned clearly stated in the invoice.