Please return your completed claim form to:
ManipalCigna Health Insurance Company Limited (Formerly known as CignaTTK Health Insurance Company Limited)
Registered & Corporate Office: 401/402, Raheja Titanium, Western Express Highway, Goregaon (East), Mumbai - 400063.
IRDAI Registration No. 151. **Call** (Toll Free): 1800-102-4462 **Visit:** www.manipalcigna.com
E-mail: customercare@manipalcigna.com | **OR** Nearest ManipalCigna Branch.
CIN: U66000MH2012PLC227948
The issue of this Form is not to be taken as an admission of liability
(To be filled in Block Letters) - PARTA - To be filled by Insured

ManipalCigna Health Insurance

5 easy ways to speed up the claims process

1. Submit all original documents as per the checklist within 15 days of discharge from the hospital.
2. Make sure the form is complete and don't forget to sign.
3. Provide correct and accurate bank details with Cancelled cheque
4. For any assistance, please reach out to your health advisor or connect with our Health Relationship Manager.
5. Do not conceal or withhold any information with respect to your claim.

MANIPALCIGNA PROHEALTH CLAIM FORM A

SECTION I - TO BE COMPLETED BY INSURED PERSON/ CLAIMANT

A. DETAILS OF PRIMARY INSURED:

a. Policy Number:

b. Sl. No/Certificate No:

c. Company/ TPA ID No

d. Name: FIRST NAME MIDDLE NAME LASTNAME

e. Address:

City: State: Pin Code:

Phone No: Email ID:

B: DETAILS OF INSURANCE HISTORY:

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

b) Date of Commencement of First Insurance without Break: DD MM YYYY

c) If yes, Company Name:

Policy No.: Sum Insured (₹):

d) Have you been hospitalised in the last four years since inception of the contract? Yes ☐ No ☐ Date: DD MM YYYY

Diagnosis:

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

f) If yes, Company Name:

C. DETAILS OF INSURED PERSON HOSPITALISED:

a. Name:

b. Gender: Male ☐ Female ☐ Others ☐

c. Age: ☐ Years ☐ Months d. Date of Birth DD MM YYYY

e. Relationship to Primary Insured: ☐ Self ☐ Spouse ☐ Child ☐ Father ☐ Mother ☐ Other (Please specify)

f. Occupation: ☐ Service ☐ Self Employed ☐ Homemaker ☐ Student ☐ Retired ☐ Other (Please specify)

g. Address(If different from above):

City: State: Pin Code:

Phone No: Email ID:

D: DETAILS OF HOSPITALIZATION:

a) Name of the Hospital where admitted:

City: State: Pin Code:

b) Room Category Occupied: Day care Single occupancy Twin sharing 3 or more beds per room

c) Hospitalization due to: Injury Illness Maternity

d) Date of Injury / Date Disease first detected / Date of Delivery: D D M M Y Y Y Y

e) Date of Admission: D D M M Y Y Y Y f) Time: H H : M M

g) Date of Discharge: D D M M Y Y Y Y h) Time: H H : M M

i) If Injury, give Cause: Self Inflicted Road Traffic Accident Substance abuse/Alcohol Consumption

a. If Medico Legal: Yes No b. Reported to Police: Yes No c. MLC Report & Police FIR attached: Yes No

j) System of Medicine (Allopathic/ AYUSH):

E. DETAILS OF CLAIM:

a. Details of Treatment Expenses Claimed: **Amount (Rs.)**

i. Pre-Hospitalization Expenses:
ii. Hospitalization Expenses:
iii. Post-Hospitalization Expenses:
iv. Health Check up Cost:
v. Ambulance Charges:
vi. Others:
Total:
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:
ii. Surgical Cash:
iii. Critical illness Benefit:
iv. Convalescence:
v. Pre/Post-Hospitalization Lump sum Benefit:
vi. Others (code):
Total:

Claim Documents Submitted Check List:

Claim Form Duly Signed
Copy of the Claim Intimation, if any
Hospital Main Bill
Hospital Break up Bill
Hospital Bill Payment Receipt
Hospital Discharge Summary
Pharmacy Bill
Operation Theatre Notes
ECG
Doctor's request for Investigation
Investigation Reports (Including CT/MRI/USG/HPE)
Doctors Prescriptions
Others

F. DETAILS OF BILLS ENCLOSED:

Sl. No.	Bill No.	Date	Issued By	Towards	Nos.	Amount (₹)
1.		D D M M Y Y Y Y		Hospital Main Bill		
2.		D D M M Y Y Y Y		Pre-hospitalization Bills: Nos		
3.		D D M M Y Y Y Y		Post-hospitalization Bills: Nos		
4.		D D M M Y Y Y Y		Pharmacy Bills		
5.		D D M M Y Y Y Y				
6.		D D M M Y Y Y Y				
7.		D D M M Y Y Y Y				
8.		D D M M Y Y Y Y				
9.		D D M M Y Y Y Y				
10.		D D M M Y Y Y Y				
				Total Claimed Amount		

G. DETAILS OF PRIMARY INSURED'S BANK ACCOUNT:

a) PAN: __________ b) Account Number: __________

c) Bank name and Branch: __________

d) Cheque/DD Payable Details: __________

e) IFSC Code: __________

Please attach original cancelled Cheque of your bank account, with your name pre-printed on the cheque, for ensuring accuracy of name of the Bank, Branch name, Account number and IFSC code.

H: DECLARATION BY INSURED:

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 with respect to questions asked in relation to this claim, my right to claim reimbursement shall be forfeited. I also consent & 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 & that I will not be making any supplementary claim except the pre/post-hospitalization claim, if any.

Date: D D M M Y Y Y Y Place: __________ Signature of the Insured: __________

GUIDANCE FOR FILLING CLAIM FORM - PART A (To be filled in by the insured)

DATA ELEMENT	DESCRIPTION	FORMAT
SECTION A - DETAILS OF PRIMARY INSURED		
a) Policy No.	Enter the policy number	As allotted by the insurance company
b) SI. No/ Certificate No.	Enter the social insurance number or the certificate number of social health insurance scheme	As allotted by the organisation
c) Company TPA ID No.	Enter the TPA ID No	License number as allotted by IRDAI and printed in TPA documents.
d) Name	Enter the full name of the policyholder	Surname, First name, Middle name
e) 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) Date of Commencement of first Insurance without break	Enter the date of commencement of first insurance	Use dd-mm-yy format
c) Company Name	Enter the full name of the insurance company	Name of the organisation 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
d) Have you been Hospitalised in the last four years since inception of the contract?	Indicate whether hospitalised in the last four years	Tick Yes or No
Date	Enter the date of hospitalization	Use 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 full name of the insurance company	Name of the organisation in full
SECTION C - DETAILS OF INSURED PERSON HOSPITALISED		
a) Name	Enter the full name of the patient	Surname, First name, Middle name
b) Gender	Indicate Gender of the patient	Tick Male, Female or Others
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
h) Phone No	Enter the phone number of patient	Include STD code with telephone number
i) 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) Room category occupied	Indicate the room category occupied	Tick the right option
c) Hospitalization due to	Indicate reason of hospitalization	Tick the right option
d) Date of Injury/Date Disease first detected/ Date of Delivery	Enter the relevant date	Use dd-mm-yy format
e) Date of admission	Enter date of admission	Use dd-mm-yy format
f) Time	Enter time of admission	Use hh:mm format
g) Date of discharge	Enter date of discharge	Use dd-mm-yy format
h) Time	Enter time of discharge	Use hh:mm format
i) If Injury give cause	Indicate cause of injury	Tick the right option

ManipalCigna ProHealth Insurance | UIN: MCIHLIP25024V082425 | May 2024

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)
d) Claim Documents Submitted-Check List	Indicate which supporting documents are submitted	Tick the right option
SECTION F - DETAILS OF BILLS ENCLOSED		
Indicate which bills are enclosed with the amounts in rupees		
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/ organisation 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 (open text) and sign.		

CONSENT & AUTHORIZATION LETTER

This consent is being taken in order to expedite the claim adjudication process by the insurer/TPA

Date: - _____

To,

The Medical Superintendent / Insurance department

Name of Hospital: - _____

Address: - _____

_____

I Mr/Ms _____was under treatment at your esteemed hospital from DOA_____ to DOD_____ under IP No_____

I hereby consent & authorize ManipalCigna Health Insurance Company Limited / Authorized TPA and their authorized agencies, to seek necessary medical information / documents from the Hospital / Diagnostic Center/ Chemist / Medical Practitioner and obtain below mentioned documents

1. Indoor case papers
2. Discharge Summary
3. Previous & Follow-Up Consultation Notes
4. Treating doctor's statement
5. Tariff card
6. Final bill
7. Investigation reports
8. Any other information, if required

We look forward to your prompt action and kind co-operation.

The execution of this consent is of free and voluntary act, without any duress, coercion or undue influence exerted by or on behalf of ManipalCigna Health Insurance Company Limited.

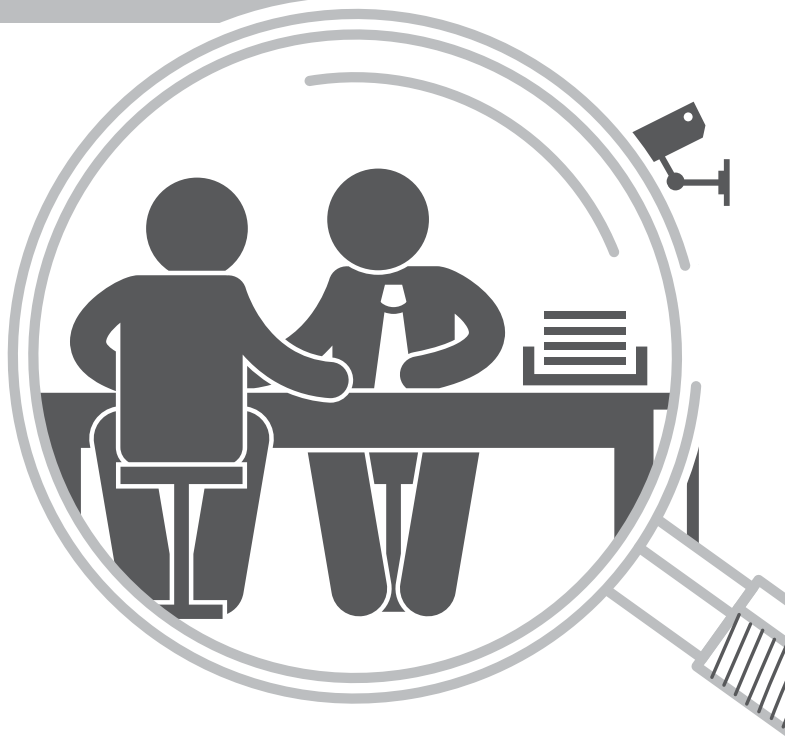
Yours Sincerely

Signature of Insured/ Proposer

ManipalCigna Health Insurance

Know Your Customer

Processing your claim smoothly and quickly is of importance to you as well as us. Help us remain as your trusted service partner by ensuring we have a copy of all your documents.



Mandatory KYC documents required

- Original cancelled Cheque with pre-printed name of the proposer
- For claims over 1 lakh
  - Color passport size photograph not older than 6 months
  - Copy of PAN card
  - Copy of address proof

Proof of Residence (Any one of below mentioned documents required)

- Driving license / Adhaar card
- Electricity bill / Ration card*
- Letter from any recognised public authority
- Current statement of bank account with details of permanent/ present residence address as stamped by bank*
- Current passbook with details of permanent/ present residence address (updated up to the previous month)*
- Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof
- Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract
- Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)

*Acceptable as Address proof and Identity proof if photograph of applicant is affixed

ManipalCigna ProHealth Insurance | UIN: MCIHLIP25024V082425 | May 2024