



HEALTH INSURANCE CLAIM PROCESS

INSURER: ORIENTAL INSURANCE COMPANY LTD

FOR CASHLESS

- CASHLESS FACILITY CAN BE GIVEN ONLY IN NETWORK HOSPITALS, YOU CAN VIEW THE HOSPITAL NETWORK LIST FROM SAFEWAY PORTAL, SAFEWAY IS THE TPA (THIRD PARTY ADMINISTRATOR) <https://www.safewaytpa.in>
- HOSPITAL INSURANCE DESK WILL RAISE THE REQUEST FOR CASHLESS TO TPA, YOU JUST NEED TO PROVIDE SAFEWAY TPA CARD ALONG WITH THE UNIVERSITY ID CARD COPY.



FOR REIMBURSEMENT

- IF ADMITTED IN NON NETWORK HOSPITAL, YOU CAN CLAIM UNDER REIMBURSEMENT, ONLY CONDITION IS HOSPITAL SHOULD HAVE REGISTRATION CERTIFICATE WITH MINIMUM 15 BEDS. CLAIMS DOCUMENTS NEED TO HANDOVER TO SAFEWAY WITHIN 7 DAYS FROM THE DATE OF DISCHARGE.



NEED TO SUBMIT THE BELOW MANDATORY DOCUMENTS TO CLAIM UNDER REIMBURSEMENT

- DULY FILLED CLAIM FORM, YOU CAN DOWNLOAD CLAIM FORM FROM SAFEWAY PORTAL
- DOCTOR'S FIRST PRESCRIPTION/CASUALTY CARD/OPD ADVISING HOSPITALIZATION.
- ORIGINAL HOSPITAL FINAL BILL WITH BILL BREAK-UP & PAYMENT RECEIPTS (WITH HOSPITAL SEAL AND SIGN)
- ORIGINAL DISCHARGE SUMMARY/CARD (WITH HOSPITAL SEAL AND SIGN)
- ALL ORIGINAL INVESTIGATION REPORTS (SHOULD BE ATTESTED BY PATHOLOGIST OR RADIOLOGIST OR SIMILAR DESIGNATION)
- CHEMIST AND OTHER INVESTIGATION BILLS SUPPORTED WITH DOCTOR'S PRESCRIPTION
- IMPLANT INVOICE AND STICKERS IF ANY
- MLC/FIR COPY IN CASE OF AN ACCIDENT
- GOVT ID PROOF
- CANCELLED CHEQUE LEAF WITH ACCOUNT HOLDER NAME PRINTED ON IT
- TPA MAY ASK FOR ADDITIONAL DOCUMENTS IF REQUIRED



FOR ANY FURTHER ASSISTANCE YOU CAN REACH US ON

SAFEWAY TPA ESCALATION MATRIX			
LEVEL	CONTACT PERSON	EMAIL ID	CONTACT NO
1	MS.ASWINI	CORPDESK.HYD@SAFEWAYTPA.IN	9205544291
2	MR.JUDE MICHAEL	HYD.SUPPORT@SAFEWAYTPA.IN	6281001200

EMEDLIFE BROKERS ESCALATION MATRIX			
LEVEL	CONTACT PERSON	EMAIL ID	CONTACT NO
1	MR.VIJAY	VIJAY_HAKILE@EMEDLIFE.IN	8929919331
2	MR.SANTHOSH	SANTHOSH_S@EMEDLIFE.IN	7893207375

NOTE: YOU CAN TRACK THE CLAIMS STATUS USING THE SAFEWAY TPA APP, YOU CAN DOWNLOAD IT FROM PLAY STORE, FOR QUERIES YOU CAN CONTACT HELPDESK PERSON **MR. PRASHANTH-8523050107**