

STEPS FOR ACCESSING THE E- CARDS (will be operational when policy gets enrolled)

Web link: <https://www.fhpl.net/FhplLogins/Ecard/>

Provide corporate id (will be provided)

Provide individual Log in id in User Name,

Provide password

You will find members detail ---> click members you will get the e-cards/claim status/claim form/check list.

CASHLESS HOSPITALISATIONS IN NETWORK HOSPITALS

PLANNED ADMISSION

Member intimates FHPL by approaching the hospital insurance/TPA desk 7 - 10 days prior to admission. The Pre authorization request sent by the hospital can be considered as intimation.

EMERGENCY ADMISSION

Member to approach the hospital insurance/TPA desk within 24 hours of admission and intimate for availing cashless service.

Network hospital sends Admission request note/Preauthorization request form to FHPL for processing. FHPL reverts back depending on the case (approval/query/denial) within 30 minutes of receipt of complete information and other formalities.

Member gets treatment and gets discharged and signs the final bill paying the balance amount under inadmissible head (***the entire amount in case of any denial***).

Network hospital sends final hospitalization bill to FHPL office for settlement.

Mandatory documents to be submitted by the member to the hospital while applying for cashless.

FHPL Card /COMPANY ID CARD till the time FHPL card is issued

Photo Id proof (any)

Doctor's advice for admission (planned cases)

Emergency Note (emergency admission)

All investigation reports related to the ailment for which hospitalization is required.

Any other additional information if required