

RE-IMBURSEMENT CLAIMS

Member intimates FHPL about the hospitalization

Prior to admission (if planned)

Within 48 hrs of admission in case of emergency

Mode of Intimation:

❖ Mail (In the specific format provided) –

To: intimation@fhpl.net
Cc: anindya.mondal@fhpl.net
Cc: arnabray@fhpl.net
Cc: satadrita.bose@fhpl.net

❖ Toll-free: 1800 425 40 33

❖ Website: www.fhpl.net/intimation

❖ SMS

❖ Fax: 033-24659377

❖ Landline No: 033-65503901 (Mon-Sat 9.30 am to 1.30 pm and 2pm to 5 pm)

Member takes necessary treatment at the hospital and pays the entire bill before discharge from the hospital.

Member submits the pre-hospitalization and hospitalization claim **within 30 days from the date of discharge** along with a claim form **at the DVC Helpdesk at DVC HQ.**

In case of any query the reply must be complied within 3 reminders, being sent in an interval of 7 days or the claim will be closed on the 7th day from the final reminder.

Member submits **post hospitalization bills** at designated FHPL helpdesk within **30 days** of expiry of the post hospitalization period/fitness whichever is earlier.

Rejection letter, if any, will be sent post confirmation by the insurer.

Member gets reimbursement of the post hospitalization bill amount, post verification as per policy conditions.

N.B.:

Member can check the claim status from the Ecard option.