

Magma General Insurance Limited: Cashless process

OneHealth

Disclaimer B

For Availing Cashless Facility (Procedure for Domestic Claims)

1. Cashless facility can be availed only at Our Network Providers. The complete list of Network Provider is available on our Website or our “Magma APP” available on Google Playstore or Apple Appstore.
2. Customer has to download e-card from our APP or customer portal available on our website at <https://magmahealth.magmainsurance.com>
3. Customer has to show the e-card at TPA / Insurance helpdesk at our network hospitals and fill in a cashless authorization form available at the insurance helpdesk.
4. All cashless requests must be communicated to FHPL TPA within 72 hours of hospitalization.
5. Network Hospital will then forward the cashless request form to our network TPA.
6. Network TPA will assess the cashless request and will approve, reject or seek additional information from the hospital/ customer to establish admissibility of the cashless request.
7. Once the cashless request is approved/ rejected the customer will receive a mail and SMS on this registered e-mail id and mobile number respectively.
8. Simultaneously a cashless Authorization letter will be sent to the hospital and the customer for all cashless approved requests.
9. For any queries regarding cashless requests customers can call our customer helpline number 1800 266 3202. Please keep your policy number and member id ready while calling our customer care number, this will help us address your queries faster.

TPA details –

- 1. TPA Name – Family Health Plan Insurance TPA Limited**
- 2. TPA Address –**

Magma Health claims Hub – Family Health Plan Insurance TPA Limited,
Srinilaya - Cyber Spazio Suite,
101, 102, Ground Floor, Road Number 2,



Banjara Hills, Hyderabad,
Telangana - 500034

