MAGMA
General Insurance Limited

ON REQUEST CASHLESS PROCESS FOR GROUP POLICY HOLDERS

We are glad to inform our customers that in yet another effort to provide better access under our Health Insurance Policy, we are launching 'On-Request Cashless'

Presently Cashless Facility is being offered only to Hospitals available on the TPA's website for Magma's Network. But from now on, Cashless Facility would be even extended to Hospitals that are not part of our Network. The provision of Cashless Facility to Hospitals outside Magma's Network is subject to the following conditions:

Pre-requisites for On-Request Cashless:

- Planned Admission: Intimation on TPA's toll free number, at least 48 hours before hospitalization.
- Emergency Admission: Intimation on TPA's toll free number, within 48 hours of hospitalization.

Steps to avail On-Request Cashless:

1. Search for your preferred Non-Network Hospital on TPA's website.
2. To intimate, call at TPA's Toll Free number
3. Group policy holders should intimate to the respective TPA's toll free number mentioned on Ecard/ health card.
4. Provide the following information on your call to the TPA team:
    - Policy number
    - Contact number
    - Date of Admission
    - Hospital name, Hospital address, Hospital Contact person, Hospital contact number, Hospital email id
5. After submitting the details, the respective TPA will contact the hospital to facilitate 'On-Request Cashless' in non-network hospital
6. Post confirmation from the hospital, TPA team will inform the customer of the successful arrangement for cashless services at the non-network hospital
7. Once the pre-authorization request is received from the non-network hospital following the current standard process, claim admissibility will be communicated to the customer, as per policy terms & conditions

Important points:

- The Hospital where the treatment is to be taken should meet the requirements of the Policy and the Company's internal guidelines.
- Cashless Facility would be available only if the treatment is admissible under the terms of the Policy.
- The Request for Cashless Facility *(click this link for the Prescribed Form)* should be completed and signed by the Insured Person and the Hospital and submitted with all the requisite documents including a copy of the Insured Person's Identification as per the current standard process.
- The company reserves the right to reject the request for Cashless Facility. If Cashless facility is denied, the Customer may submit the claim papers on completion of treatment, and admissibility of the claim would be subject to the terms of the Policy.
- In case of any query please reach out to respective TPA's toll free number.