MAGMA
General Insurance Limited

ON REQUEST CASHLESS PROCESS FOR RETAIL POLICYHOLDERS

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 in 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 to Magma at 1800 266 3202, at least 48 hours before hospitalization
- Emergency Admission: Intimation to Magma at 1800 266 3202, within 48 hours of hospitalization

Steps to avail On-Request Cashless:

1. Search for your preferred Non-Network Hospital on Magma website at https://www.magmainsurance.com/documents/5553002/0/List%20of%20Nonnetwork%20hospital.pdf/df6ed795-a41e-5816-dd91-637504cb72bc
2. To intimate, call at Magma Toll Free number 1800 266 3202 between 10am to 8pm on all days
   - Select language → Claims (option 1) → Claim registration (option 1) → Health (option 2) → On-Request Cashless (Option 3)
3. Provide the following information on your call to us:
   i. Policy number
   ii. Contact number
   iii. Date of Admission
   iv. Hospital name, Hospital address, Hospital Contact person, Hospital contact number, Hospital email id
4. The Hospital where the treatment is to be taken should meet the requirements of the Policy and the Company's internal guidelines.
5. Cashless Facility would be available only if the treatment is admissible under the terms of the Policy.
6. 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.
7. 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.
8. In case of any query please contact at 1800 266 3202