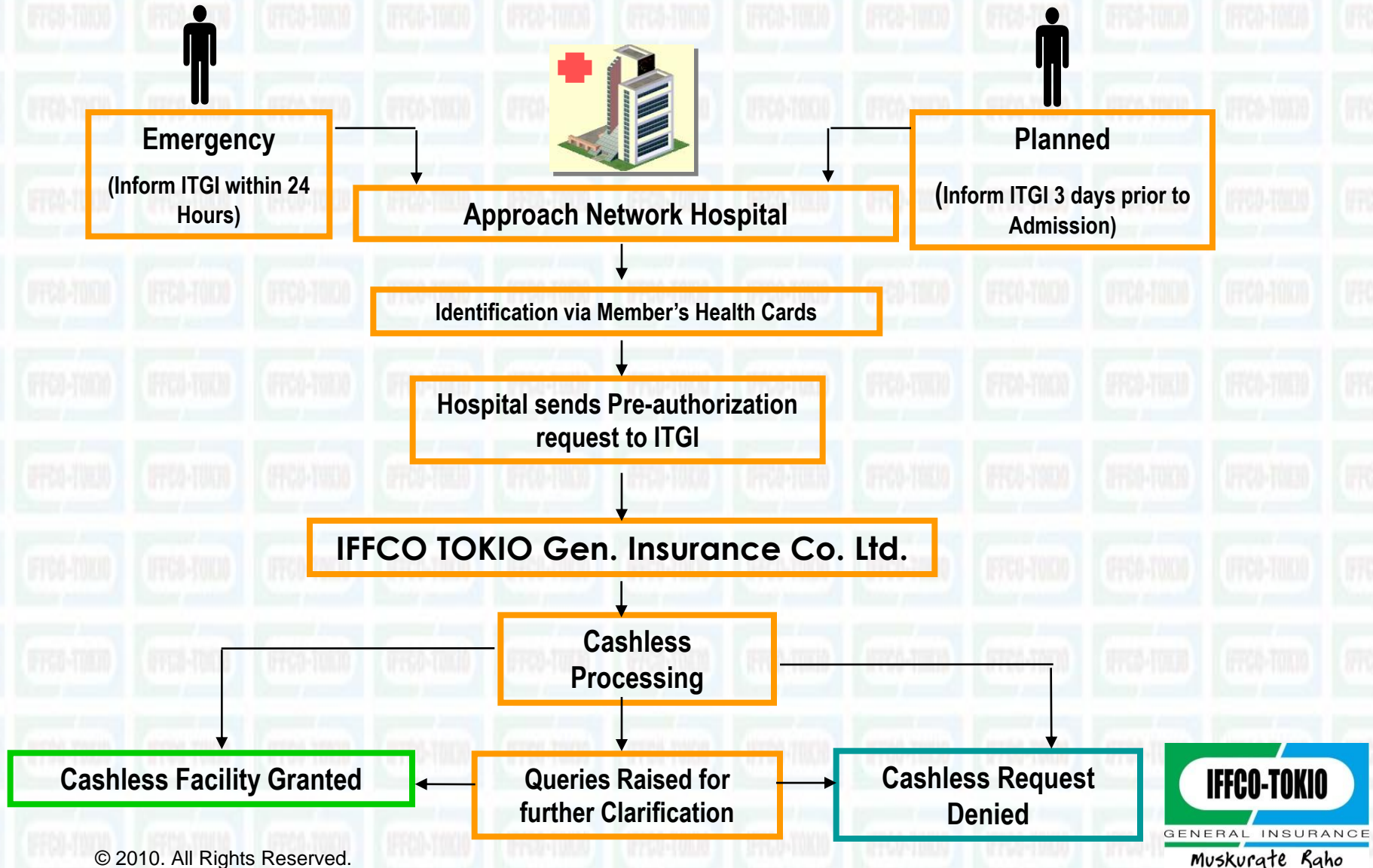


IFFCO – TOKIO (ITGI) GROUP MEDICLAIM INSURANCE POLICY

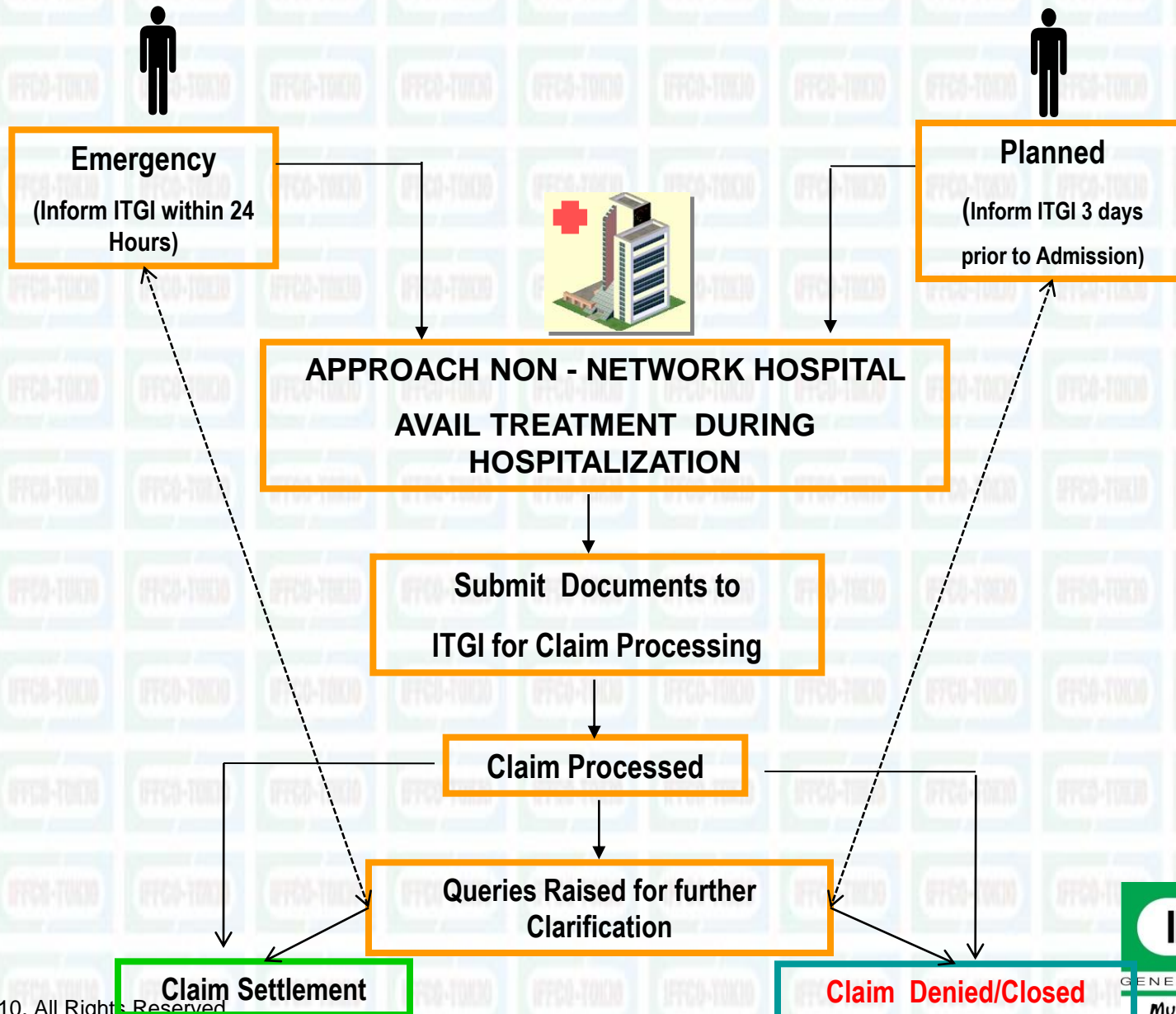
- Large Network of more than 3200 hospitals.
- Online portal to check claim/Cashless status / E-Card printing (anytime, anywhere access).
- Link - <http://www.iffcotokio.co.in/health-claims.html>
- SMS and Email Gateways to update the Insured at every stage
- 24 / 7 Call Center - 1800-103-5499
- Direct access to Cashless team from 9.00 AM to 9.00 PM
- Direct servicing by Insurer without intermediaries.
- Structured follow-up for deficient claims – Auto Reminders and Tel cons

	Committed TAT	Actual Average TAT	Remarks
Cashless	4 Hrs	2.30 Hrs	From the time last requirement received
Claims	14 Days	13 Days	From the time last requirement received
ID Cards	7 Days	7 Days	From the time Data received from P400

How to avail cashless services...



Reimbursement Process





Insured Log - in

Please enter your Log-in Name and Password to access MEDEZEE

You have successfully logged out.

Login Name

Password

[Reset Password](#)

Click Here to Bookmark This page log-in Support

This application is optimized for



[Click here to download it now](#)

Specific limitations found on other browsers are known to impede the performance of this application.

For Insured: Please use your memberId as username



Login details are given in the help icon

Insured Log - in

Please enter your Log-in Name and Password to access MEDEZEE 

Your password has expired. Please select a new password.
Password must be six characters or more
with at least one alphanumeric combination and no spaces

Please Enter New Password

Confirm New Password

[Reset Password](#)

 [Click Here to Bookmark This page](#)  [log-in Support](#)

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Specific limitations found on other browsers
are known to impede the performance of this application.

FaceSheet for T. Malliga .

Print

Member Information

T. Malliga .

ID No : 12-00048360-05
Age & Relation : 46 Yr - Mother
Policy No : 52223747
Valid From : 23/05/12 To 22/05/13
Emp No. : 25
Emp Name : Manickam.T .
Group : Hanil Tubes India Pvt.Ltd.



Click here to print the e-card

Print Card

Update Profile

Provision to update e-mail id & mobile number

- This e-card is issued for identification purpose and is not a guarantee of cashless hospitalization.
- Possession of this e-card alone does not entail any automated benefits. The claim will be processed as per your Policy Terms, Conditions and validity.
- This e-card has to be presented to network service Provider at Time of admission. If card is a non-photo one, you are required to produce an alternate photo-ID proof with this e-card
- Pre-authorization from IFFCO TOKIO is necessary for availing cashless hospitalization.
- For more details, refer to the guide book provided or
- Call as on: 1800 103 5499 (toll free) / 01244285499 (chargeable)
- Fax as on: +91-1244722010
- E-Mail us at: healthclaims@iffcotokio.co.in
- Visit us at: www.iffcotokio.co.in to buy products online, for more information and for updated hospital network list

Eligibility Details:

Member :Eligible in Hanil Tubes India Pvt.Ltd.- Plan on 21/03/2013

General Information

Member : T. Malliga .
TPA ID : 12-00048360-05
Address : B-75, Sipcot Industrial Park,Irungattukottai, Sriperumpudur, **Email :**
Location : CHENNAI--602117 **DOB :** 05/06/1965

Mobile : Occupation:

Member's Recent Policy

Chennai SBU()
Group (91/GMI-M/12/52223747) - 12-00048360-05(100000.00) ✓

Policy Information

Insurer: Chennai SBU
 Policy No : 91/GMI-M/12/52223747
 Policy Period : 23/05/2012 - 22/05/2013

Member Effective Period : 23/05/2012 - 22/05/2013
 Plan Name: GMI

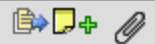
Coverage Information

Sum Insured: 100000.00
 Available Sum Insured: 27672.00
 Recieve Premium: 0.00
 Cumulative Bonus:
 64VB Yes

Corporate Details

Corporate Name : Hanil Tubes India Pvt.Ltd.
 Designation: Level 1
 Date Of Join : 01/01/1900
 Emp No: 25

Supporting Details



Notes:

You do not have sufficient permissions to view this information.

Update Member Information - Windows I...

http://125.21.166.13/MedezeeUAT/insured/AddMember

Member Information

Email : xyz@gmail.com

Mobile Number : 98100000

Please wait Update in Progress...

Internet | Protected Mode: On | 100%

Print Card

Update Member Information



IFFCO-TOKIO
Health Insurance

- This e-card is issued for identification purpose and is not a guarantee of cashless hospitalization.
- Possession of this e-card alone does not entail any automated benefits. The claim will be processed as per your Policy Terms, Conditions and validity.
- This e-card has to be presented to network service Provider at Time of admission. If your e-card is a non-photo one, you are required to produce an alternate photo-ID proof along with this e-card
- Pre-authorization from IFFCO TOKIO is necessary for availing cashless hospitalization.
- For more details, refer to the guide book provided or
- Call as on: 1800 103 5499 (toll free) / 01244285499 (chargeable)
- Fax as on: +91-1244722010
- E-Mail us at: healthclaims@iffcotokio.co.in
- Visit us at: www.iffcotokio.co.in to buy products online, for more information and for updated hospital network list

Eligibility Details:

Member :Eligible in IMI on 24/09/2012

General Information

Member : Ravi Srivastava
 TPA ID : 12-00061141-00
 Address : 122/45 Email : abc@xyz.com
 Location : delhi--110005 DOB : 01/09/1980
 Mobile : 999999999 Occupation:

Member's Recent Policy

Gurgaon SBU(IFFCO-Tokio General Insurance)
 Individual (25/IMI/12/52464646) - 12-00061141-00(500000.00) ✓

Policy Information

Insurer: Gurgaon SBU
 Policy No : 25/IMI/12/52464646
 Policy Period : 24/09/2012 - 23/09/2013
 Member Effective Period : 24/09/2012 - 23/09/2013
 Plan Name: HR_500000

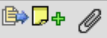
Corporate Details

Corporate Name : N/A
 Designation:
 Date Of Join : 01/01/1900
 Emp No:

Coverage Information

Sum Insured: 500000.00
 Available Sum Insured: 500000.00
 Recieve Premium: 5000.00
 Cumulative Bonus:

Supporting Details



Notes:
 You do not have sufficient permissions to view this information.

Policy Attribute Details

Benefit Details

Dental

- Financial Details
- Diagnosis Limit Details

Domiciliary

- Diagnosis Exclusion Details

general

- Financial Details
- Diagnosis Exclusion Details



March 21, 2013

DOWNLOAD to EXCEL

Policy Lookup

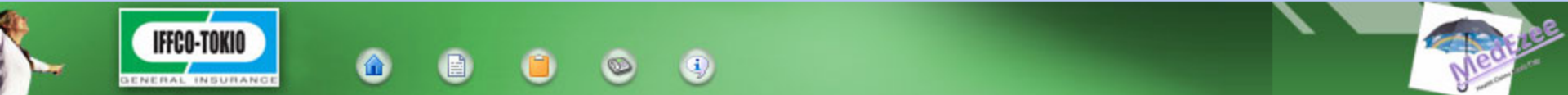
Regular Search

Search for Members by First Name, Last Name, Plan, Policy No, Corporate, Address, City, State, Telephone and Pincode

 Search

	First Name	Last Name	Member ID	Plan	Policy No	Corporate	Birth Date	Sex	Effective Date	End Effective Date	Age at Policy
--	------------	-----------	-----------	------	-----------	-----------	------------	-----	----------------	--------------------	---------------

Please enter search criteria to find a member.



March 21, 2013

FaceSheet for T. Malliga . >>

DOWNLOAD to EXCEL

Policy Lookup

Regular Search

Search for Members by First Name, Last Name, Plan, Policy No, Corporate, Address, City, State, Telephone and Pincode

12-00048360-05

Search

Show

	First Name	Last Name	Member ID	Plan	Policy No	Corporate	Birth Date	Sex	Effective Date	End Effective Date	Age at Policy	
	T. Malliga	.	12-00048360-05	UIAP2010092400000001	91/GMI-M/12/52223747		05/06/1965	F	23/05/2012	22/05/2013	48	

Showing 20 records per page

Records 1-1 of 1

Page 1 of 1

ufficient permissions to view this information.

Details

Click on "+" sign to view the benefit details

- + Financial Details
- + Diagnosis Limit Details

- + Diagnosis Exclusion Details

- + Financial Details
- + Diagnosis Exclusion Details
- + Service Exclusion Details
- + Network Selection Details
- + Terms

on

- Financial Details

- ▶ Maximum Limit of indemnity on ICU per day is 2.5% of sum insured
Benefit Limit is defined per **Day** upto a max of 2.5% of of **Sum Insured Based**
This limit is defined per each member
- ▶ 1 Max. Limit of indemnity on Room and Boarding without Nursing Charges is 1% of SI
Benefit Limit is defined per **Day** upto a max of 1% of of **Sum Insured Based**
This limit is defined per each member
- ▶ 6 Per day room limit for hospitalization in Metro cities
Benefit Limit is defined per **Day** upto a max of whichever is lower between 1000 of **Sum Insured Based**
This limit is defined per each member

- + Service Exclusion Details
- + Time Period
- + Others

- + Financial Details

Name	TPA Name	Policy Number	Sum Insured	Inception Date	From Date	To Date	Premium	Other Details	Log Details
		25/IMI/12/52464646	500000.00	24/09/2012 00:00:00	24/09/2012 00:00:00	23/09/2013 00:00:00	5000.00	0	
Name	TPA Name	Policy Number	Sum Insured	Inception Date	From Date	To Date	Premium	Other Details	Log Details

errors on page.

Internet | Protected Mode: On

100%

13:38
24-09-2012

ICD9	Description	Most Recent Encounter	First Encounter	First Physician	Most Recent Physician
No records found for the member.					

Auth/Claim Incident History

Search Claim History by Date, Physician, Location: Recent Claims | All Claims

Date of Admission	Claim No	Billed Amount	Net Amount	Status	Name of the Hospital	Diagnosis	Policy No	Date Approved
26/09/2012	20129246540.C10	0.0000	63236.0000	Claim Approved - Claim P	Dr Rabindran's Health Ca...	K46.9 / Unspecified abdo...	91/GMI-M/12/91/GMI-M/12/	06/12/20
25/09/2012	20129246540.A10	15000.0000	10000.0000	Auth Cancelled	Dr Rabindran's Health Ca...	K46.9 / Unspecified abdo...	91/GMI-M/12/91/GMI-M/12/	04/10/20
25/09/2012	20129246540.A20	15000.0000	15000.0000	Auth Cancelled	Dr Rabindran's Health Ca...	K46.9 / Unspecified abdo...	91/GMI-M/12/91/GMI-M/12/	04/10/20
25/09/2012	20129246540.A30	84968.0000	68497.0000	Auth Cancelled	Dr Rabindran's Health Ca...	K46.9 / Unspecified abdo...	91/GMI-M/12/91/GMI-M/12/	05/10/20

Lab

Diagnosis	Lab	RX Period	Approved Amount	Claim Amount	Claim P
No records found for the member.					

Medication List

Search Medication by Date, Brand name, Generic Name: Recent Medications | All Medications

Diagnosis	Drug Name	RX Period	Approved Amount	Claimed Amount	Claim P
No records found for the member.					

Optical List

Search Medication by Date, Brand name, Generic Name: Recent Optical Lists | All Optical Lists

Search Medication by Date, Brand name, Generic Name: Recent Medications | All Medications

Diagnosis	Drug Name	RX Period	Approved Amount	Claimed Amount	Claim Paid
No records found for the member.					

Optical List

Search Medication by Date, Brand name, Generic Name: Recent Optical Lists | All Optical Lists

Service	RX Period	Approved Amount	Claimed Amount	Claim Paid
No records found for the member.				

Dental List

Search Medication by Date, Brand name, Generic Name: Recent Dental Lists | All Dental Lists

Service	RX Period	Approved Amount	Claimed Amount	Claim Paid
No records found for the member.				

Inquiry List

Search Inquiry by MemberName, Queue, SubQueue: Recent Inquiry | All Inquiry

[Add Inquiry](#)

InquiryCode	Inquirer	Regarding	Queue	Priority	Inquired date	Expected date	Representative	Status
No records found for the member.								

Document Upload

Received Files

Category	Title
No records found.	

Sent Files

Document Type	Title	Status	Consignment/Tracking No
Member card	Member Card - 11-00005239-02	Document Print	
Card dispatch upload	Card Dispatch	Document Storage	
Card dispatch upload	Card Dispatch	Document Storage	Z39789634

Details

Dispatch Date:
 Received Date:
 Address: ,
 .
 MOD:
 Courier/Company: DTDC

Dispatch details are visible in the insured face sheet

Escalation Matrix

Call Centre 1800-103-5499

For External Users like Brokers, Agents, Clients

CLIENT RELATED ISSUES	Level 1		Level 2		
	Contact No.	E-Mail ID	Name	Contact No.	E-Mail ID
Cashless	0124-4722022	Cashless@iffcotokio.co.in	Dr. D.P Lamba	0124-4722030	DP.Lamba@iffcotokio.co.in
Claims	0124-4722132	Healthclaims@iffcotokio.co.in	Mr. Sumit Johar	0124-4722053	sumit.johar@iffcotokio.co.in
CRM	0124-4722153	Healthcrm@iffcotokio.co.in	Ms. Sunita	0124-4722122	sunita@iffcotokio.co.in
Enrollment	0124-4722114	Healthenrollment@iffcotokio.co.in	Ms. Sunita	0124-4722122	sunita@iffcotokio.co.in
MIS	0124-4722152	Healthmis@iffcotokio.co.in	Dr. Suresh Keshan	0124-4722054	suresh.keshan@iffcotokio.co.in