

PRE-AUTHORIZATION REQUEST FORM

Please use Reliance Provider Portal to communicate with us - <https://provider.reliancegeneral.co.in/>

Part 1 Insured Details	Insured Name: _____		Claim No _____	
	Mobile No.: _____		Policy No.: _____	
	E-mail Id _____			
	If Group Policy, Company Name: _____		Employee id _____	
	PAN No. _____			
	Source of Funds ☐ Business ☐ Profession ☐ Salary ☐ Agricultural Income ☐ Savings ☐ Others			
	Monthly Income: ☐ Upto ₹ 20,000 ☐ ₹ 20,001 to ₹ 50,000 ☐ ₹ 50,001 to ₹ 1,00,000 ☐ ₹ 1,00,001 and above			
	Agent/Sub Agent Name _____			
Agent Mobile No. _____		Agent Email ID _____		

Part 2 Patient Details	Patient Name: _____			
	Patient UHID _____		Age: _____ yrs DOB: <u>dd/mm/yy</u> Gender: ☐ Male ☐ Female	
	Patient Mobile No.: _____		Patient Email id: _____	
	Relation with insured: ☐ Self ☐ Spouse ☐ Mother ☐ Father ☐ Son ☐ Daughter ☐ Others _____			
	Address: _____			
	City: _____ Pin Code _____			
	Attendant Name: _____			
	Attendant Mobile no.: _____		Attendant email id _____	

Part 3 Service Provider Details	Hospital Name: <u>JINKUSHAL CARDIAC CARE & SUPERSPECIALITY HOSPITAL</u>		Hospital Code: _____	
	Hospital Address: <u>ROSA VISTA 2ND FLOOR G.B.ROAD THANE</u>			
	City: <u>T H A N E</u>		Pin Code <u>4 0 0 6 0 7</u>	
	Contact Details (Hospital Employee)			
	Name: _____		Treating Doctor Detail	
	Telephone no./Mobile no. _____		Name: Dr. _____	
	Fax No.: _____		Qualification: _____	
	E-mail Id _____		Registration No.: _____	
		Mobile No.: _____		

Part 4 Case Information (filled by treating doctor)	Presenting Complaint _____			
	Duration _____		Date of first onset/Consult _____	
	H/O of past illness related to present complaint _____			
	Relevant Clinical findings _____			
	Investigation findings _____			
	Provisional Diagnosis _____		Past Medical History	
	Treatment Plan : ☐ Medical ☐ Surgical		Duration/Details	
	In case of Maternity		HTN ☐ Y ☐ N _____	
	Obstetric History G____ P____ L____ A____		IHD/CAD ☐ Y ☐ N _____	
	LMP_____ EDD._____		Diabetes ☐ Y ☐ N _____	
	In case to Injury/RTA/Self Injury		Asthma/COPD/TB ☐ Y ☐ N _____	
	Under Influence of Alcohol/Drug abuse ☐ Yes ☐ No		Paralysis/CVA/Epilepsy ☐ Y ☐ N _____	
Attached Copy of ☐ MLC ☐ FIR ☐ PI		Arthritis ☐ Y ☐ N _____		
MLC/FIR Number: _____ Place: _____		Cancer/Tumor/Cyst ☐ Y ☐ N _____		
		STD/HIV ☐ Y ☐ N _____		
		Alcohol/Drug abuse ☐ Y ☐ N _____		
		Psychiatric condition ☐ Y ☐ N _____		
		Others ☐ Y ☐ N _____		

An ISO 9001:2015 Certified Company

RCare Health: Reliance General Insurance, No.1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire, Madhapur, Hyderabad 500081.

IRDAI Registration No. 103, Reliance General Insurance Company Limited, Registered & Corporate Office: Reliance Centre, South Wing, 4th Floor, Santacruz (East), Off. Western Express Highway, Mumbai 400055.. Corporate Identity Number U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License. RGI/MCOM/CO/MI-14/PRE-AUTHORIZATION REQUEST FORM /VER. 1.6/290520.

Part 5 Billing details (filled by hospital)	Room Type: ☐ Single AC ☐ Single NON AC ☐ Twin Sharing AC ☐ Twin Sharing NON AC ☐ Multi-bed ☐ Others	If Package not applicable,
	Hospital Room Name.: _____	Room Rent + Nursing Charges _____
	Type of Admission: ☐ Planned ☐ Emergency	Surgeon/Assistant Surgeon Charges _____
	Expected DOA: <u>dd/mm/yy</u> Length of Stay: _____ Days	Anesthesia/Anesthetist Charges _____
	Package Rate: ☐ Yes ☐ No	Operation theatre Charges _____
	If Yes, Package Charges _____	Doctor's Visit Charges _____
	Implant Charges _____	Investigation Charges _____
	Remarks (if Any) _____	Pharmacy Charges _____
	_____	Implant Cost(if any) _____
	_____	Total Cost of Hospitalization _____

Please note: In case the Health Gain Policy under which the cashless claim is being lodged has been taken on installment basis then in the event of cashless claim being admissible, the company will deduct the balance installments due if any, from the claim approved amount and pay the balance due to the Policyholder. In the event of the claim assessed amount being lower than the Balance installment due then the Policyholder is liable to pay the balance premium installments due immediately by cheque or DD, failing which the said Claim would be treated as inadmissible and the Policy shall stand cancelled immediately and no liability shall be admissible under the Policy for any Claims liability in future or in period elapsed.

Consent by the Patient/Insured/Beneficiary: I/We understand that Cashless facility is not automatically guaranteed by RGICL. I/We have no objection to RGICL RCare Health Officials visiting the Hospital/Nursing Home to check the details of treatment and are authorized to collect documents pertaining to my treatment from the Hospital/Nursing Home.

I/We have provided the necessary information accurately to the best of my/our knowledge. I/We agree to pay the cost of the hospitalization, if authorization given by RGICL RCare Health becomes null and void, due to wrong and incorrect information.

Patient Signature: _____

Treating Doctor's Signature: _____

Date & Place: dd/mm/yy _____

Stamp of Hospital: _____

Declaration	I hereby agree, affirm and declare that, the statements/information given/stated by me/us in this claim form is true, correct and complete. No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been with held or not disclosed. If I have given/made any false or fraudulent statement/information, or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void & that I shall not be entitled to all/any rights to recover there under in respect of any or all claims, past, present or future. The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the Company of the claim and the Company reserves the right to process or reject or require further/additional information in respect of the claim.	
	I hereby provide my consent and authorize Reliance General Insurance Company Ltd to seek any medical information from any hospital/Medical Practitioner who has at any time attended on the insured person.	
	Place: _____ Date: <u>dd/mm/yy</u> _____	_____ (Signature of Claimant)

IMPORTANT INFORMATION FOR HOSPITALS:

1. The Pre-authorization Request Form should be filled with due care including the unique number received by the Insured/member/beneficiary. All columns are required to be filled in block letters.
2. Completed Pre-authorization Request Form should be faxed to RCare-Health on 1800 3010 3001, or emailed at rgicl.rcarehealth@relianceada.com by the provider hospital. It should reach us at least 4 days prior to likely date of admission. In case of emergency admission Pre-Authorisation Request Form should be sent within 4 hours of admission.
3. Authorisation may be denied if complete information is not provided or queries are not replied to.
4. Discrepancy in the information provided by the hospital records found at the time of claim may render the authorisation given null and void and the amount claimed by the hospital would have to be settled by the Insured to the hospital.
5. Any changes in Diagnosis/Treatment plan should be intimated before discharge of the patient.
6. All queries raised by us need to be replied at the earliest & maximum within 24hrs.
7. Request for authorisation/enhancement will not be entertained after discharges of the patient.
8. We shall share the authorization denial letter to the concerned hospital within 24 hours of complete and correct information being provided.
9. If clinical details provided are insufficient, there may be a delay in the authorisation or denial for cashless.
10. As per IRDAI any claimed amount above 1lac, copy of PAN card/form 60 of the insured/Policy holder/Proposer is mandatory and for below 1lac, Photo identity proof (For eg- Aadhar card, Driving license, Election card, Passport etc) is mandatory.

Email: rgicl.rcarehealth@relianceada.com, Help line: 1800 3009 (Toll free) (022) 4890 3009 (Paid) **022 - 39898282 (Charges Apply)**
Fax No.: 180030103001 (Toll free)

IRDAI Registration No. 103. UIN of Reliance HealthGain Policy: UIN: RELHLIP13001V011213

UIN of Reliance HealthWise Policy : UIN: RELHLIP06001V010506

UIN of Group Mediclaim: UIN: RELHLGP02001V010102