

### Cashless Everywhere

We are glad to inform our customers that in yet another effort to provide better access under our Health Insurance Policy, we are launching Cashless Everywhere.

Presently Cashless Facility is being offered only to Hospitals in our Company's Network. But from now on, Cashless Facility would be extended to even Hospitals which are not in the Company's Network. The provision of Cashless Facility to Hospitals outside the Company's Network is subject to the following conditions:

1. For Planned Admission, the Company should receive the Intimation about the Planned Admission at least 48 hours prior to the proposed date of admission. The Intimation should be sent by email to concerned TPA as mentioned in your health card.

TPA Name	Email id	Contact number	Postal address
Paramount Health Services & Insurance TPA Pvt Ltd	<a href="mailto:al.request@paramounttpa.com">al.request@paramounttpa.com</a>	02268342424	Mumbai - Plot No. A-442, Road No. 28, Ram Nagar, M.I.D.C. Industrial Area, Wagle Estate, Thane West Pin Code - 400604
Family Health Plan Insurance TPA Limited	<a href="mailto:anywhereshless@fhpl.net">anywhereshless@fhpl.net</a>	18005993588	Family Health Plan Insurance TPA Limited, Ground floor, Srinilaya-cyber spazio, Road no.2 Banjara Hills, Hyderabad-500034, Telangana, India.
Mediassist TPA	<a href="mailto:cashless@mediassist.in">cashless@mediassist.in</a>	04068178555	Tower D, 4th Floor, IBC Knowledge Park, 4/1 Bannerghatta Road, Bangalore - 560 029

2. For Emergency Admission, the Company should receive the Request for Cashless Facility in the Prescribed Form at least within 48 hours after the time of admission.
3. The Hospital where the treatment is to be taken should meet the requirements of the Policy and the Company's internal guidelines.
4. Cashless Facility would be available only if the treatment is found admissible under the terms of the Policy.
5. The Request for Cashless Facility (**Cashless Authorization Letter**, Path – Footer – Support – Service Document List) 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.
6. The Request for Cashless Facility should be sent by email to the respective TPA email id.
7. Hospitals which are not in the Company's Network should provide the **Letter of Consent to extend Cashless Facility**, Path – Footer – Support – Service Document List.

8. Company reserves the right to reject the request for Cashless Facility. If Cashless facility is denied, the Customer may submit the papers on completion of treatment, and admissibility of the claim would be subject to the terms of the Policy.
9. In case of any query please contact at KGI Toll free number – 18002664545 or write to us at [care@kotak.com](mailto:care@kotak.com)