

**Kotak Mahindra General Insurance Company Ltd.**  
**Registered Office:** 27 BKC, C 27, G Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051. Maharashtra, India.

23-24/v1

## Kotak Group Smart Cash Policy Wording

### Preamble

This is a contract of insurance between You and Us which is subject to the receipt of the premium in full and the terms, conditions and exclusions of this Policy. This Policy has been issued on the basis of the Disclosure to Information Norm, including the information provided by You, in respect of the Insured Persons in the Proposal Form. Please inform Us immediately of any change in the address, state of health or any other changes affecting You or any Insured Person.

### PART I

#### Definitions

For the purposes of this Policy, the terms specified below shall have the meaning set forth wherever appearing/specified in this Policy or related Endorsements:

Where the context so requires, references to the singular shall also include references to the plural and references to any gender shall include references to all genders. Further any references to statutory enactment include subsequent changes to the same.

#### Standard Definitions

<b>Accident</b>	means sudden, unforeseen and involuntary event caused by external, visible and violent means
<b>AYUSH Hospital</b>	is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following: a. Central or State Government AYUSH Hospital or b. Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or c. AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion: i. Having at least 5 in-patient beds; ii. Having qualified AYUSH Medical Practitioner in charge round the clock; iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out; iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
<b>AYUSH Day Care Centre</b>	means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health centre which is registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion: i. Having qualified registered AYUSH Medical Practitioner(s) in charge; ii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out; iii. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
<b>Any One Illness</b>	means continuous period of illness and includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment was taken
<b>Condition Precedent</b>	means a policy term or condition upon which the Insurer's liability under the policy is conditional upon
<b>Congenital Anomaly</b>	means a condition which is present since birth, and which is abnormal with reference to form, structure or position <b>a) Internal Congenital Anomaly</b> Congenital anomaly which is not in the visible and accessible parts of the body. <b>b) External Congenital Anomaly</b> Congenital anomaly which is in the visible and accessible parts of the body.
<b>Day Care Centre</b>	means any institution established for day care treatment of illness and/or injuries or a medical setup with a hospital and which has been registered with the local authorities, wherever applicable, and is under supervision of a registered and qualified medical practitioner AND must comply with all minimum criterion as under – i. has qualified nursing staff under its employment; ii. has qualified medical practitioner/s in charge; iii. has fully equipped operation theatre of its own where surgical procedures are carried out; iv. maintains daily records of patients and will make these accessible to the insurance company's authorized personnel
<b>Day Care Treatment</b>	means medical treatment, and/or surgical procedure which is: i. undertaken under General or Local Anaesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and ii. which would have otherwise required hospitalization of more than 24 hours Treatment normally taken on an out-patient basis is not included in the scope of this definition
<b>Deductible</b>	means a cost sharing requirement under a health insurance policy that provides that the insurer will not be liable for a specified rupee amount in case of indemnity policies and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the Sum Insured.
<b>Dental treatment</b>	means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery
<b>Disclosure to Information Norm</b>	The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact.

<b>Domiciliary Hospitalisation</b>	means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances: i. The condition of the patient is such that he/she is not in a condition to be removed to a hospital, or ii. The patient takes treatment at home on account of non-availability of room in a hospital.
<b>Emergency Care</b>	means management for an illness or injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the insured person's health
<b>Grace Period</b>	means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a Policy in force without loss of continuity benefits such as waiting periods and coverage of Pre-existing diseases. Coverage is not available for the period for which no premium is received.
<b>Hospital</b>	means any institution established for in-patient care and day care treatment of illness and / or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulations) Act 2010 or under enactments specified under the Schedule of Section 56(1) of the said Act Or complies with all minimum criteria as under: i. has qualified nursing staff under its employment round the clock; ii. has at least 10 inpatient beds, in towns having a population of less than 10,00,000 and at least 15 inpatient beds in all other places; iii. has qualified medical practitioner (s) in charge round the clock; iv. has a fully equipped operation theatre of its own where surgical procedures are carried out v. maintains daily records of patients and makes these accessible to the insurance company's authorized personnel
<b>Hospitalisation</b>	means admission in a Hospital for a minimum period of 24 consecutive 'In-patient Care' hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours
<b>Illness</b>	means a sickness or a disease or pathological condition leading to the impairment of normal physiological function and requires medical treatment a) Acute condition - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/Illness/injury which leads to full recovery. b) Chronic condition - A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics: 1. it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests 2. it needs ongoing or long-term control or relief of symptoms 3. it requires rehabilitation for the patient or for the patient to be specially trained to cope with it 4. it continues indefinitely 5. it recurs or is likely to recur
<b>Injury</b>	means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent, visible and evident means which is verified and certified by a Medical Practitioner
<b>Inpatient Care</b>	means treatment for which the insured person has to stay in a Hospital for more than 24 hours for a covered event
<b>Intensive Care Unit</b>	means an identified section, ward or wing of a hospital which is under the constant supervision of a dedicated medical practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.
<b>ICU Charges</b>	ICU (Intensive Care Unit) Charges means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
<b>Maternity Expenses</b>	Maternity Expenses means; a) medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization); b) expenses towards lawful medical termination of pregnancy during the policy period
<b>Medical Advice</b>	means any consultation or advice from a Medical Practitioner including the issuance of any prescription or follow-up prescription
<b>Medical Expenses</b>	means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.
<b>Medically Necessary Treatment</b>	means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which i. is required for the medical management of the illness or injury suffered by the insured; ii. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity; iii. must have been prescribed by a Medical Practitioner; iv. must conform to the professional standards widely accepted in international medical practice or by the medical community in India
<b>Medical Practitioner</b>	means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within its scope and jurisdiction of license The term Medical Practitioner would include physician, specialist, anaesthetist and surgeon but would exclude You and Your Immediate Family. "Immediate Family would comprise of Your spouse, children, brother(s), sister(s) and parent(s).
<b>Migration</b>	means, the right accorded to health insurance policyholders (including all members under family cover and members of group health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same insurer
<b>Network Provider</b>	means Hospitals or health care providers enlisted by an insurer, TPA or jointly by an Insurer and TPA to provide medical services to an insured by a cashless facility
<b>New Born Baby</b>	New born baby means baby born during the Policy Period and is aged upto 90 days.
<b>Non-Network Provider</b>	means any Hospital, day care centre or other provider that is not part of the network
<b>Notification of Claim</b>	means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication
<b>OPD Treatment</b>	means the one in which the Insured visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or in-patient.

<b>Portability</b>	means the right accorded to an individual health insurance policyholder (including all members under family cover), to transfer the credit gained for pre-existing conditions and time bound exclusions, from one insurer to another insurer
<b>Pre-existing Disease</b>	means any condition, ailment, injury or disease a) That is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the insurer or its reinstatement or b) For which medical advice or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy issued by the insurer or its reinstatement.
<b>Pre-Hospitalisation Medical Expenses</b>	means medical expenses incurred during predefined number of days preceding the hospitalization of the Insured Person, provided that: i. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and ii. The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.
<b>Post Hospitalisation Medical Expenses</b>	means medical expenses incurred during predefined number of days immediately after the insured person is discharged from the hospital provided that: i. Such Medical Expenses are for the same condition for which the insured person's hospitalization was required, and ii. The inpatient hospitalization claim for such hospitalization is admissible by the Insurance Company.
<b>Qualified Nurse</b>	means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India
<b>Reasonable &amp; Customary Charges</b>	means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved.
<b>Renewal</b>	means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods
<b>Surgery or Surgical Procedure</b>	means manual and / or operative procedure (s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief from suffering and prolongation of life, performed in a hospital or day care centre by a Medical Practitioner
<b>Unproven/Experimental Treatment</b>	means the treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven

### Specific Definitions

<b>Admission</b>	means the Insured Person's admission to a Hospital as an inpatient for the purpose of medical treatment of an Injury and/or Illness
<b>AYUSH Treatment</b>	refers to the medical and/ or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Sidha and Homeopathy systems
<b>Ambulance</b>	means a road vehicle operated by a healthcare/ ambulance service provider and equipped for the transport and paramedical treatment of the person requiring medical attention
<b>Bank</b>	means a banking company that is registered in India to transact the business of banking in India or overseas
<b>Certificate of Insurance</b>	means the certificate We issue to the Insured Person confirming the Insured Person's cover under the Policy
<b>Claim</b>	means a demand made by You for payment of any benefit under the Policy in respect of an Insured Person
<b>Credit Linked Policy</b>	means a policy in which the policy period can be extended upto the underlying credit period not exceeding five years
<b>Credit</b>	means the sum of money lent at interest or otherwise to the Insured Person by any Bank/Financial Institution as identified by the Account Number specified in the Policy Schedule/ Certificate of Insurance.
<b>Daily Cash Amount</b>	means the per day cash benefit opted for and specified in the Policy Schedule/Certificate of Insurance
<b>Emergency</b>	means a serious medical condition or symptom resulting from Injury or sickness which arises suddenly and unexpectedly, and requires immediate care and treatment by a Medical Practitioner, generally received within 24 hours of onset to avoid jeopardy to life or serious long term impairment of the Insured Person's health, until stabilisation at which time this medical condition or symptom is not considered an emergency anymore.
<b>Family Floater</b>	means a Policy described as such in the Policy Schedule where You and Your family members [as mentioned in Eligibility (Part III)] named in the Schedule are insured under this Policy as at the Policy Period Start Date The maximum number of days covered for a Family Floater means the number of days shown in the Schedule which represents Our maximum liability with respect to the number of days for any and all claims made by You and/or all of Your family members mentioned in the Policy Schedule during each Policy Period.
<b>Franchise</b>	means a cost sharing requirement under this policy that provides that the Company will not be liable for a specified number of days/hours (specified period) in case of hospital cash policies On completion of the specified period, the Insured Person is eligible for the benefits from the first day of hospitalisation.
<b>Financial Institution</b>	Shall have the same meaning assigned to the term under section 45 I of the Reserve Bank of India Act, 1934 and shall include a Non Banking Financial Company as defined under section 45 I of the Reserve Bank of India Act, 1934
<b>Instalment Premium</b>	Shall mean the defined proportion of the applicable annual premium with respect to the Insured Person(s) payable at regular frequency as defined in the Policy Schedule/Certificate of Insurance.
<b>Insured Person(s)</b>	means the person(s) named in the Policy Schedule/Certificate of Insurance, who is/are covered under this Policy, for whom the insurance is proposed and the appropriate premium received Insured Person will include Self (Group member) and/or the following relationships of the Group member: Lawfully wedded spouse (more than one wife)/ Partner (including same sex partners) and Live-in Partner, children (biological/ adopted/others), parents (biological/ foster), siblings (biological/ step), mother in-law, father in-law, son in-law, daughter in-law, brother in-law, sister in-law. For the purpose of this Policy, Partner/Live-in partner shall be taken as declared at the time of Start of the Policy Period and no change in the same would be accepted during a Policy Period. However, an Insured Person may request for change at the time of Renewal of the cover.
<b>Policy</b>	means these Policy wordings, the Policy Schedule/ Certificate of Insurance and any applicable endorsements or extensions attaching to or forming part thereof. The Policy contains details of the extent of cover available to You, what is excluded from the cover and the terms & conditions on which the Policy is issued to You.
<b>Policy Period</b>	means the period commencing from Policy start date and time as specified in Policy Schedule/ Certificate of Insurance and terminating at midnight on the Policy End Date as specified in Policy Schedule/ Certificate of Insurance

<b>Policy Schedule</b>	means the schedule attached to and forming part of this Policy mentioning the details of the Insured Persons, the Sum Insured, the period and the limits to which benefits under the Policy are subject to, including any Annexures and/or endorsements, made to or on it from time to time, and if more than one, then the latest in time.
<b>Policy Year</b>	means a period of twelve months beginning from the Policy Period Start Date and ending on the last day of such twelve-month period. For the purpose of subsequent years, "Policy Year" shall mean a period of twelve months beginning from the end of the previous Policy Year and lapsing on the last day of such twelve-month period, till the Policy Period End Date, as specified in the Policy Schedule/ Certificate of Insurance.
<b>Professional Sports</b>	means a sport, which would remunerate a player in excess of 50% of his or her annual income as a means of their livelihood
<b>Physical Separation</b>	means as regards the hand, actual separation at or above the wrists, and as regards the foot means actual separation at or above the ankle
<b>Scheduled Airline</b>	means civilian scheduled air carrier operating civilian flights, holding a certificate, license or similar authorization for civilian scheduled air carrier transport issued by the country of the aircraft's registry, and which in accordance therewith flies, maintains and publishes tariffs for regular passenger service between named cities at regular and specified times, on regular or chartered flights operated by such carrier.
<b>Sum Insured</b>	means the sum/amount shown in the Schedule which represents Our maximum liability for each Insured Person for any and all benefits claimed for during the Policy Period
<b>You/Your/Policyholder</b>	Means the policyholder/ Insured Persons named in the Policy Schedule or Certificate of Insurance
<b>We/ Our/Us</b>	means Kotak Mahindra General Insurance Company Limited

## PART II

### 1. BASE COVERS

The Benefits available under this Policy are described below. Benefits will be payable subject to the terms, conditions and exclusions of this Policy and subject to Deductible/ Franchise, if any and specified in respect of that Benefit and any limits applicable for the Insured Person as specified in the Policy Schedule/ Certificate of Insurance.

#### 1.1 HOSPITAL DAILY CASH BENEFIT

We will pay the Daily Cash Amount, subject to Deductible/ Franchise, as specified in the Policy Schedule/ Certificate of Insurance under this Benefit for each and every completed day of the Insured Person's Hospitalisation for Inpatient Care during this Policy Period.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/ per family as specified in the Policy Schedule/ Certificate of Insurance for this Cover.

In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

#### 1.2 ACCIDENT DAILY CASH BENEFIT

We will pay the Daily Cash Amount, subject to Deductible/ Franchise, as specified in the Policy Schedule/ Certificate of Insurance under this Benefit for each and every completed day of the Insured Person's Hospitalisation for Inpatient Care during this Policy Period provided that:

(a) The Hospitalisation is following an Injury due to an Accident during this Policy Period

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/ per family as specified in the Policy Schedule/ Certificate of Insurance for this Cover.

In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

#### 1.3 ICU DAILY CASH BENEFIT

We will pay the Daily Cash Amount, subject to Deductible/ Franchise, specified in the Policy Schedule/ Certificate of Insurance under this Benefit for each and every completed day of the Insured Person's Hospitalisation for Inpatient Care in an ICU during this Policy Period.

If only Base Cover 1.2 Accident Daily Cash Benefit is opted for along with this cover, payout under this benefit will be restricted to Hospitalisation in an ICU following an Injury due to an Accident.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/ per family as specified in the Policy Schedule/ Certificate of Insurance for this Cover.

In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

**You can opt for any one of the Base Covers or a combination of 2 Base Covers or all 3 Base Covers.**

### 2. OPTIONAL COVERS

The following covers are available under the Policy only if We have received the applicable premium due for that cover in full and the Policy

Schedule/ Certificate of Insurance specifies that the cover is in force for the Insured Person.

The Optional covers available are described below. Benefit/ reimbursement under the section will be payable as per the amount/Sum Insured shown in the Policy Schedule / Certificate of Insurance, subject to

- An event or occurrence described in such covers that occurs during the Policy Period.
- Availability of Daily Cash Amount and any limits applicable under the Product/ Covers in force for the Insured Person.
- The terms, conditions and exclusions of this Policy.

#### 2.1 CONVALESCENCE BENEFIT

We will pay the Sum Insured specified in the Policy Schedule/ Certificate of Insurance for this Benefit if the Insured Person is admitted in a Hospital for a minimum period as specified in the Policy Schedule/ Certificate of Insurance provided that:

- (a) We have accepted a Claim for the Base Cover under the Policy in respect of the same Hospitalisation;
- (b) We shall be liable to make payment under this cover in respect of an Insured Person only once during the Policy Year.
- (c) This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.2 COMPANION BENEFIT

We will pay the Daily Cash Amount, specified in the Policy Schedule/ Certificate of Insurance under this Benefit towards expenses incurred on one accompanying person at the Hospital/ Nursing Home for each and every completed day of the Insured Person's Hospitalisation during this Policy Period provided that:

- (a) We have accepted a Claim for the Base Cover under the Policy in respect of the same Hospitalisation;
- (b) In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/ per family as specified in the Policy Schedule/ Certificate of Insurance for this Cover.

Companion will include "Your spouse, children, siblings and parent(s)"

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.3 JOINT HOSPITALISATION

We will pay the Sum Insured specified in the Policy Schedule/ Certificate of Insurance under this Benefit if two or more Insured Persons (Insured Person and his Family members) under the same Policy are jointly hospitalized as an inpatient during the Policy Period provided that:

- (a) We have accepted a Claim for the Base Cover under the Policy in respect of the same Hospitalisation for any one Insured Person;
- (b) This benefit is payable on lump sum basis irrespective of number of insured persons jointly hospitalized under this Policy (individual/floater).

We shall be liable to make payment under this cover only once during the Policy Year.

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.4 Parent Accommodation

We will pay the Daily Cash Amount towards accommodation of parents of the Insured Person specified in the Policy Schedule for this Benefit for each and every completed day of the Insured Person's Hospitalization during this Policy Period provided that:

- We have accepted a Claim for the Base Cover under the Policy in respect of the same Hospitalisation;
- The Insured Person hospitalized is a Child aged 12 years or below.
- In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/per family as specified in the Policy Schedule/Certificate of Insurance for this Cover.

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.5 DAY CARE PROCEDURE BENEFIT

We will pay the Sum Insured specified in the of Policy Schedule/ Certificate Insurance for this Benefit if an Insured Person undergoes a Day Care Procedure as an inpatient for less than 24 hours in a Hospital or Day Care Centre during the Policy Period.

We will only pay for this Benefit for those Day Care Treatments which are listed in Annexure II of this Policy. The complete list of Day Care Treatments covered is also available on Our website [www.kotakgeneral.com].

We shall be liable to make payment under this cover in respect of an Insured Person only once during the Policy Year.

This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.6 SURGERY BENEFIT

We will pay the Sum Insured specified in the Policy Schedule/ Certificate of Insurance, for this Benefit in the event of Insured Person's Hospitalisation for Inpatient Care during the Policy Period if an Insured Person undergoes a Surgery/ Surgical Procedure.

We shall be liable to make payment under this cover in respect of an Insured Person only once during the Policy Year.

This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

The payment under the Surgery Benefit is payable in respect of those surgeries/ treatments which are not listed under Day Care Treatments in Annexure II of this Policy.

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

#### 2.7 ACCIDENTAL HOSPITALISATION BENEFIT

If an Insured Person suffers an Injury due to an Accident during the Policy Period that requires Inpatient Hospitalisation then, We shall reimburse the amount up to the limit specified against this benefit in the Policy Schedule / Certificate of Insurance, towards the Medical Expenses incurred in respect of a medical treatment or Surgery for the Injury sustained, provided that:

- The Hospitalisation is for a minimum and continuous period of 24 hours.
- the Hospitalisation is for Medically Necessary Treatment and follows the written advice of a Medical Practitioner;
- the Medical Expenses incurred are Reasonable and Customary Charges;
- All non-medical expenses listed in Annexure III of the Policy are not payable.

The payment under this benefit is over and above the Base Cover, subject to limits specified, if any.

This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

#### 2.8 BROKEN BONES

We will pay the amount as per percentage mentioned below in table

of the Sum Insured as specified in the Policy Schedule / Certificate of Insurance if an Insured Person sustains Broken Bones directly due to an Accident that occurs during this Policy Period and which results in conditions specified in the table below:

Sr. No.	Particulars	Percentage of Sum Insured payable
1	Fractures of the Skull:	
	a) Compound fracture with damage to the brain tissue	100%
	b) Compound fracture without damage to the brain tissue	75%
	c) All other fractures	50%
2	Fractures of hip or pelvis (excluding thigh or coccyx):	
	a) Multiple fractures (at least one compound & one complete)	100%
	b) All other compound fractures	50%
	c) Multiple fractures, at least one complete	30%
	d) All other fractures	20%
3	Fracture of thigh or heel:	
	a) Multiple fractures (at least one compound & one complete)	50%
	b) All other compound fractures	40%
	c) Multiple fractures, at least one complete	30%
	d) All other fractures	20%
4	Fracture of Lower Leg, Clavicle, Ankle, Elbow, Upper or Lower Arm (including wrist, but excluding Colles-type fracture):	
	a) Multiple fractures (at least one compound & one complete)	40%
	b) All other compound fractures	30%
	c) Multiple fractures, at least one complete	20%
	d) All other fractures	12%
5	Fractures of Lower Jaw:	
	a) Multiple fractures (at least one compound & one complete)	30%
	b) All other compound fractures	20%
	c) Multiple fractures, at least one complete	16%
	d) All other fractures	8%
6	Fractures of Shoulder Blade, Kneecap, Sternum, Hand (excluding fingers and wrist), Foot (excluding toes and heel):	
	a) All compound fractures	20%
	b) All other fractures	10%
7	Colles type fracture to the Lower Arm:	
	a) Compound	20%
	b) Other	10%
8	Fractures of Spinal Column (Vertebrae but excluding coccyx):	
	a) All compression fractures	50%
	b) All spinous, transverse process or pedicle fractures	30%
	c) All other vertebral fractures	20%
9	Fractures of Rib or Ribs, Cheekbone, Coccyx, Upper Jaw, Nose, Toe and toes, finger or fingers:	
	a) Multiple fractures (at least one compound & one complete)	16%
	b) All other compound fractures	12%
	c) Multiple fractures, at least one complete	8%
	d) All other fractures	4%

The Benefit specified above will be payable provided that:

- (a) Any Fracture which results due to any illness or disease (including malignancy) or due to osteoporosis shall not be payable under this benefit;
- (b) If an Insured Person suffers a Fracture not specified in the table above but the Fracture is due to an Injury that is suffered during the Policy Period solely and directly due to an Accident that occurs during the Policy Period, then Our medical advisors will determine the amount payable, if any
- (c) This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

Maximum amount payable in respect of multiple nature of fracture (more than 100%) would be restricted to Sum Insured opted by the Insured for this Benefit as mentioned in the Policy Schedule / Certificate of Insurance during the Policy Year.

## 2.9 Burns

We will pay the amount specified in the table below to the Insured Person up to the limit specified in the Policy Schedule / Certificate of Insurance if an Insured Person sustains burns directly due to an Accident that occurs during the Policy Period which results in conditions specified in the table below, provided that:

- (a) The burns are not self-inflicted by the Insured Person in any way; and
- (b) A Medical Practitioner has confirmed the diagnosis of the burn and the percentage of the surface area of the burn to Us in writing.
- (c) If the bodily injury results in more than one of the nature of burns specified below, We shall be liable to pay for only the highest benefit among all.
- (d) This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

Maximum amount payable in respect of multiple nature of disablement (more than 100%) would be restricted to Sum Insured opted by the Insured for this Benefit as mentioned in the Policy Schedule / Certificate of Insurance during the Policy Year.

Nature of Burns		Percentage of Sum Insured payable
<b>1.</b>	<b>Head</b>	
a.	Third degree burns of 8% or more of the total head surface area	100%
b.	Second degree burns of 8% or more of the total head surface area	50%
c.	Third degree burns of 5% or more, but less than 8% of the total head surface area	80%
d.	Second degree burns of 5% or more, but less than 8% of the total head surface area	40%
e.	Third degree burns of 2% or more, but less than 5% of the total head surface area	60%
f.	Second degree burns of 2% or more, but less than 5% of the total head surface area	30%
<b>2.</b>	<b>Rest of the body</b>	
a.	Third degree burns of 20% or more of the total body surface area	100%
b.	Second degree burns of 20% or more of the total body surface area	50%
c.	Third degree burns of 15% or more, but less than 20% of the total body surface area	80%
d.	Second degree burns of 15% or more, but less than 20% of the total body surface area	40%
e.	Third degree burns of 10% or more, but less than 15% of the total body surface area	60%
f.	Second degree burns of 10% or more, but less than 15% of the total body surface area	30%
g.	Third degree burns of 5% or more, but less than 10% of the total body surface area	20%
h.	Second degree burns of 5% or more, but less than 10% of the total body surface area	10%

## 2.10 MATERNITY BENEFIT

We will pay the Daily Cash Amount, specified in the Policy Schedule/ Certificate of Insurance under the Maternity Benefit for the delivery of the Insured Person's child (including cesarean section) or for the Medically necessary and lawful termination of pregnancy for each and every completed day of the Insured Person's Hospitalisation during this Policy Period subject to the following:

- (a) The treatment is taken as an In-patient in a Hospital
- (b) This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

Permanent Exclusion 4.5(o) of the Policy Wordings stands deleted to the extent of this Benefit only.

## 2.11 NEW BORN BABY BENEFIT

We will pay the Daily Cash Amount, specified in the Policy Schedule/ Certificate of Insurance under the New Born Baby Benefit for each and every completed day of the Hospitalisation of the Insured Person's New Born Baby during this Policy Period subject to the following:

- (a) The treatment is taken as an In-patient in a Hospital
- (b) This benefit is applicable on an individual basis irrespective of type of policy (Individual/ Floater).

You can cover the New Born Baby beyond 90 days on payment of requisite premium for the New Born Baby by way of an endorsement or at the next Renewal, whichever is earlier.

## 2.12 AYUSH TREATMENT BENEFIT

We will pay the Daily Cash Amount, subject to Deductible/ Franchise, as specified in the Policy Schedule/ Certificate of Insurance under this Benefit for each and every completed day of the Insured Person's Hospitalisation for AYUSH treatment during this Policy Period subject to the following:

- (a) The Insured Person is admitted in a Hospital (For AYUSH treatment) as an In-patient for AYUSH Treatment to be administered.
- (b) The AYUSH is administered by a medical Practitioner
- (c) In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/per family as specified in the Policy Schedule/Certificate of Insurance for this Cover.

Permanent Exclusion 4.5(cc) of the Policy Wordings stands deleted to the extent of this Benefit only.

## 2.13 WORLDWIDE COVER

We will pay the Daily Cash Amount, subject to Deductible/ Franchise, as specified in the Policy Schedule/ Certificate of Insurance under this Benefit for each and every completed day of the Insured Person's Hospitalisation during this Policy Period outside India subject to the following:

- (a) The Insured Person undergoes Medically Necessary treatment of an Illness or an Injury
- (b) In case of Individual Policy, the maximum number of days will be on individual basis and in case of Floater Policy the maximum number of days will be on floater basis.

We shall be liable to make payment only for the maximum number of days per policy year per Insured Person/per family as specified in the Policy Schedule/Certificate of Insurance for this Cover.

Permanent Exclusion 4.5(aa) of the Policy Wordings stands deleted to the extent of this Benefit only.

## 2.14 PERSONAL ACCIDENT BENEFIT

We will pay Sum Insured upto the limit specified in the Policy Schedule for the covers mentioned herein, subject to the following:

- (a) We shall be liable to make payment under this Cover only once in respect of any Insured Person across all Policy Periods;
- (b) This cover is applicable on an individual basis irrespective of type of policy (Individual/ Floater)
- (c) Notwithstanding any provision to the contrary in the Policy, this Cover will be applicable on a worldwide basis;

### 2.14.1 ACCIDENTAL DEATH

We will pay the Sum Insured upto the limit specified in the Policy Schedule if the Insured Person dies solely and directly due to an Injury sustained in an Accident which occurs

during the Policy Period, provided that the Insured Person's death occurs within 12 months from the date of that Accident.

Once a Claim has been accepted and paid under this Benefit then this Policy will automatically terminate in respect of that Insured Person only.

#### 2.14.2 PERMANENT TOTAL DISABLEMENT (PTD)

We will pay the Sum Insured upto the limit specified in the Policy Schedule if the Insured Person suffers Permanent Total Disablement of the nature specified below solely and directly due to an Accident which occurs during the Policy Period provided that the Permanent Total Disablement occurs within 12 months from the date of that Accident:

- Loss of Use of both eyes, or Physical Separation/ Loss of Use of two entire hands or two entire feet, or one entire hand and one entire foot, or of such Loss of Use of one eye and such Physical Separation/ Loss of Use of one entire hand or one entire foot.
- Physical Separation/ Loss of Use of two hands or two feet, or of one hand and one foot, or of Loss of Use of one eye and Loss of Use of one hand or one foot.
- If such Injury shall as a direct consequence thereof, permanently, and totally, disable the Insured Person from engaging in any employment or occupation of any description whatsoever.

Once a Claim has been accepted and paid under this Benefit then the Personal Accident Cover will automatically terminate in respect of that Insured Person only.

We shall not be liable to make any payment under of this Benefit directly or indirectly for, caused by, based upon, arising out of or howsoever attributable to any of the exclusions listed below:

- (i) Disease, Injury, death or disablement directly or indirectly due to war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other end's invasion, act of foreign enemy hostilities or civil commotion or rebellion, military, naval or air service or breach of law, hunting, steeple chasing, revolution, insurrection, mutiny.
- (ii) Any Injury present prior to the commencement of Policy Period, whether or not if the same has been treated, or for which Medical Advice, diagnosis, care or treatment has been sought before the commencement of this Policy. Any Illness, complication or ailment arising out of or connected to such Injury.
- (iii) Payment of compensation in respect of death, disablement (whether of a permanent nature or of a temporary nature), Injury, disease, Illness, Hospitalisation of Insured Person
  - (a) from intentional self-injury, suicide or attempted suicide;
  - (b) whilst under the influence of intoxicating liquor or drugs;
  - (c) whilst engaging in aviation or ballooning, or whilst mounting into, or dismounting from or traveling in any balloon or aircraft other than as a passenger (fare-paying or otherwise) in any Scheduled Airlines in the world, or engaging in any kind of adventure sports for personal gratification.  

[Standard type of aircraft means any aircraft duly licensed to carry passengers (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned or chartered or operated by a Scheduled Airline or whether such an aircraft has a single engine or multiengine;]
  - (d) directly or indirectly caused by venereal disease;
  - (e) arising or resulting from the Insured Person committing any breach of law
- (iv) Payment of compensation in respect of death, disablement (whether of a permanent nature or of a temporary nature), of Insured Person from participation in winter sports, skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing (where ropes or guides are customarily used), riding or driving in races or rallies using a motorized vehicle or bicycle, caving or pot-holing, hunting or equestrian activities, skin diving or other underwater activity, rafting or canoeing involving white water rapids, yachting or boating outside coastal waters (2 miles), participation in any

Professional Sports, any bodily contact sport or any other hazardous or potentially dangerous sport for which the Insured Person is untrained, unless specifically covered under the Policy.

- (v) Arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel. For the purpose of this exclusion, combustion shall include any self-sustaining process of nuclear fission or nuclear fusion.
- (vi) Nuclear weapon materials.
- (vii) Death, disablement (whether of a permanent nature or of a temporary nature), Injury, disease, Illness, Hospitalisation of Insured Person resulting directly or indirectly arising out of, contributed to or caused by, or resulting from or in connection with any act of Nuclear, Chemical, Biological Terrorism (as defined below) regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
  - (a) For the purpose of this exclusion "Nuclear, Chemical, Biological Terrorism" shall mean the use of any nuclear weapon or device or the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous Chemical agent and/or Biological agent (as defined hereunder) during the period of this insurance by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s), committed for political, religious or ideological purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.
  - (b) "Chemical" agent shall mean any compound, which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants, or material property.
  - (c) "Biological" agent shall mean any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesized toxins) which cause Illness and/or death in humans, animals or plants.

**The aforementioned exclusions are over and above the Permanent Exclusions 4.4 applicable to this cover 2.14**

#### 2.15 CRITICAL ILLNESS BENEFIT

If the Insured Person is first diagnosed to be suffering from any of the following Critical Illnesses during the Policy Period, We will pay Sum Insured upto the limit specified in the Policy Schedule for this Cover, subject to the following:

- (a) We shall not be liable to accept any Claim under this Cover if it pertains to any Critical Illness diagnosed within 90 days of the commencement of the first Policy Period of this Cover with Us;
- (b) We shall not be liable to make payment under this Cover for more than once in respect of any Insured Person across all Policy Periods;

Further,

- (a) This cover is applicable on an individual basis irrespective of type of policy (Individual/ Floater) and available for Insured Persons aged 18 years or above.
- (b) Once a Claim has been accepted and paid for any of the listed Critical Illness, this benefit shall cease in respect of that Insured Person, but shall continue to be in force for other Insured Persons.
- (c) Notwithstanding any provision to the contrary in the Policy, this Cover will be applicable on a worldwide basis;
- (d) In the event of a Claim arising under this Cover, We shall be given written notice of the Claim within 30 days from the date of the first diagnosis of the Critical Illness and We shall be provided the following information and documentation:
  - (i) The Claim documents stated in the Policy, provided that We will accept duly certified copies of the listed documents if the originals are required to be submitted to any other insurance company;
  - (ii) Written confirmation of the diagnosis of the Critical Illness from the treating Medical Practitioner;

"Critical Illness" for the purpose of this Cover is as mentioned below:

- First diagnosis of the below-mentioned Illnesses more specifically described below

1. Cancer of specified severity
2. Kidney failure requiring regular dialysis;
3. Multiple Sclerosis with persisting symptoms;
4. Motor Neurone Disease with Permanent Symptoms
5. Benign Brain Tumor
6. Primary (Idiopathic) Pulmonary Hypertension
7. End Stage Liver Failure
- Undergoing for the first time of the following surgical procedures, more specifically described below:
8. Major Organ / Bone Marrow Transplant;
9. Open heart replacement or repair of heart valves
10. Open chest CABG
11. Aorta Graft Surgery
- Occurrence for the first time of the following medical events more specifically described below:
12. Coma of Specified Severity
13. Stroke resulting in permanent symptoms;
14. Permanent Paralysis of Limbs;
15. Myocardial Infarction (First Heart Attack of specific severity.)
16. Third Degree Burns
17. Deafness
18. Loss of Speech

The Critical Illnesses and the conditions applicable to the same are more particularly described in Annexure IV.

#### 2.16 PRE-EXISTING DISEASE WAITING PERIOD WAIVER

Any claim arising out of, relating to or howsoever attributable to pre-existing diseases or any complication arising from the same will be covered from inception of the Policy or as per specifically opted waiting period as stated in the Policy Schedule/ Certificate of Insurance in which case the coverage will be applicable post the continuous coverage with Us

Exclusion No. 4.1 will not be applicable.

#### 2.17 30 days Waiting Period Waiver

This benefit provides for waiver of Exclusion No. 4.2 of the Policy and the coverage under the Policy will commence from day one of the Policy period without any waiting period.

#### 2.18 Specified disease/ procedure Waiting Period Waiver

This benefit provides for waiver of Exclusion No. 4.3 of the Policy and treatment in respect of diseases, illness, and injury as mentioned in Exclusion No. 4.3 of this Policy shall stand covered from day one of the Policy period without any waiting period.

#### 2.19 MATERNITY BENEFIT WAITING PERIOD WAIVER

This benefit provides for waiver of Exclusion No. 4.4 of the Policy in respect of Maternity Benefit claims, and coverage under the Policy for Maternity claims will commence from day one of the Policy period.

### 3 SPECIAL CONDITIONS APPLICABLE FOR CLAIMS

#### 3.1 DEDUCTIBLE/ FRANCHISE

In case the Policy covers Hospital Daily Cash Benefit, ICU Daily Cash Benefit and Accident Daily Cash Benefit, the Deductible/ Franchise will be applied only once on the entire duration of the stay in the hospital.

##### Illustration:

##### Scenario 1:

Maximum number of days: 30. The Insured Person stays in the Hospital for 10 days and Policy Deductible is 3 days. Out of the 10 days, first 4 days is Normal Room and remaining 6 days is ICU.

The Deductible will be applied for the first 3 days. The Insured will get the Hospital Daily Cash Benefit for the 4th day and for the remaining 6 days, he will get the ICU Daily Cash Benefit.

##### Scenario 2:

Maximum number of days: 30. The Insured Person stays in the Hospital for 10 days and Policy Deductible is 3 days. Out of the 10 days, first 4 days is ICU and remaining 6 days is Normal Room.

The Deductible will be applied for the first 3 days. The Insured will get the ICU Daily Cash Benefit for the 4th day and for the remaining 6 days, he will get the Hospital Daily Cash Benefit.

#### Scenario 3:

Maximum number of days: 30. The Insured Person stays in the Hospital for 10 days and Policy Franchise is 3 days. Out of the 10 days, first 4 days is ICU and remaining 6 days is Normal Room.

As the Franchise limit of first 3 days is crossed, the Insured will get the ICU Daily Cash Benefit for 4 days and for the remaining 6 days, he will get the Hospital Daily Cash Benefit.

#### 3.2 MAXIMUM PAYOUT

In case the Insured Person's Hospitalisation covers Hospital Daily Cash Benefit or ICU Daily Cash Benefit or Accident Daily Cash Benefit or combination of these, the highest of the Daily Cash Amount applicable will be paid in respect of each and every completed day depending on the type of Hospitalisation (Illness/ ICU/ Accident). There will be no cumulative payout under these 3 Benefits and only the highest of the payout applicable will be paid.

##### Illustration:

##### Scenario 1:

Maximum number of days: 30

Hospital Daily Cash Benefit – Rs. 1000 per day

ICU Daily Cash Benefit – Rs. 2000 per day

Policy Deductible – 1 day

The Insured Person gets hospitalised and stays in the Hospital for 10 days. Out of the 10 days, first 4 days is Normal Room and remaining 6 days is ICU.

In this case, the payout will be as follows:

	Total Number of Days	Total Payout
Hospital Daily Cash Benefit (after one day Deductible)	3 days	3 x 1000 per day = Rs. 3000
ICU Daily Cash Benefit (*)	6 days	6 x 2000 per day = Rs. 12000

Payable amount – Rs. 15000/-

(\*) The Insured is eligible for the higher payout of ICU Benefit in this scenario.

##### Scenario 2:

Maximum number of days: 30

Hospital Daily Cash Benefit – Rs. 1000 per day

Accident Daily Cash Benefit – Rs. 2000 per day

Policy Deductible – 1 day

The Insured Person gets hospitalised due to Accident and stays in the Hospital in a Normal Room for 10 days.

In this case, the payout will be as follows

	Total number of days	Total Payout
Accident Daily Cash Benefit (after e day Deductible)	9 days	9 * 2000 per day = Rs. 18000

Payable amount – Rs. 18000/-

As the Accident Daily Cash Payout is higher, only the higher payout is made in the above scenario.

##### Scenario 3:

Maximum number of days: 30

Hospital Daily Cash Benefit – Rs. 1000 per day

Accident Daily Cash Benefit – Rs. 2000 per day

ICU Daily Cash Benefit – Rs. 3000 per day

Policy Deductible – 1 day:

The Insured Person gets hospitalised due to Accident and stays in the Hospital in a Normal Room for first 4 days and ICU for next 6 days.

In this case, the payout will be as follows:

	Total number of days	Total Payout
Accident Daily Cash Benefit (after one day Deductible)	3 days	3 x 2000 per day = Rs. 6000
ICU Daily Cash Benefit	6 days	6 x 3000 per day = Rs. 18000



Payable amount – Rs. 24000/-

As the Accident Daily Cash Payout is higher, only the higher payout is made in the above scenario for first 4 days. ICU Daily Cash Benefit is also provided for the remaining 6 days

### 3.3 MAXIMUM COVERAGE LIMIT

- The maximum number of days coverage will be as mentioned in the Policy Schedule/ Certificate of Insurance per Insured Person/ per family. If all claims in a Policy Year do not meet the Maximum Coverage Limit, then it is agreed and understood that there will be no carry-over of days to the subsequent Policy Year or any future renewals of the Policy.
- In case the Policy covers Hospital Daily Cash Benefit or ICU Daily Cash Benefit or Accident Daily Cash Benefit or combination of these, the maximum number of days under each Benefit will be considered individually as mentioned in the Policy Schedule/ Certificate of Insurance.

#### Illustration:

Maximum number of days for Hospital Daily Cash: 30 days

Maximum number of days for ICU Daily Cash: 15 days

Hospital Daily Cash Benefit – Rs. 1000 per day

ICU Daily Cash Benefit – Rs. 2000 per day

Policy Deductible – 1 day

The Insured Person gets hospitalised and stays in the Hospital for 50 days. Out of the 50 days, first 20 days is in ICU and remaining 30 days is Normal Room.

In this case, the payout will be as follows:

	Total number of days	Total Payout
ICU Daily Cash Benefit (after one day Deductible)	15 days	15 x 2000 per day = Rs. 30000
Hospital Daily Cash Benefit (*)	29 days	29 x 1000 per day = Rs. 29000

Payable amount – Rs. 59000/-

(\*) The Insured is eligible for the Hospital Daily Cash payout in this scenario from the 16th day although the Insured is in ICU as the 15 days of ICU Benefit have been utilised. From the 16th day, Insured will get a Hospital Daily Cash Benefit upto the maximum number of days opted.

## 4. WHAT WE WILL NOT PAY (EXCLUSIONS APPLICABLE UNDER THE POLICY)

### Standard Exclusions

#### 4.1 Pre-Existing Diseases (Code – Excl01)

- Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 48 months of continuous coverage after the date of inception of the first policy with insurer.
- In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
- Coverage under the policy after the expiry of 48 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by Insurer.

#### 4.2 30 Days Waiting Period (Code – Excl03)

- Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

#### 4.3 Specified disease/ procedure waiting period (Code – Excl02)

- Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of 12 months of continuous coverage after the date of

inception of the first policy with us. This exclusion shall not be applicable for claims arising due to an accident.

- In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- If any of the specified disease/procedure falls under the waiting period specified for pre-Existing diseases, then the longer of the two waiting periods shall apply.
- The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- List of specific diseases/procedures
  - Cataract;
  - Benign Prostatic Hypertrophy;
  - Myomectomy, Hysterectomy unless because of malignancy;
  - All types of Hernia, Hydrocele;
  - Fissures and/or Fistula in anus, haemorrhoids/piles;
  - Arthritis, gout, rheumatism and spinal disorders;
  - Joint replacements unless due to Accident;
  - Sinusitis and related disorders;
  - Stones in the urinary and biliary systems;
  - Dilatation and curettage, Endometriosis;
  - All types of skin and internal tumors/ cysts/ nodules/ polyps of any kind including breast lumps unless malignant;
  - Dialysis required for chronic renal failure;
  - Tonsillitis, adenoids and sinuses;
  - Gastric and duodenal erosions and ulcers;
  - Deviated nasal septum;
  - Varicose Veins/ Varicose Ulcers.

### Specific Exclusions

#### 4.4 Maternity Benefit Waiting Period

Maternity Benefit will not be applicable during the first 9 months from the Policy Period Start Date. This exclusion does not apply to Renewals of the Policy with Us or to any Insured Person whose Policy has been accepted under the Portability Benefit under this Policy

#### 4.5 Permanent Exclusions

### Standard Exclusions

#### (a) Investigation & Evaluation (Code- Excl04)

- Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded.
- Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded

#### (b) Rest Cure, rehabilitation and respite care (Code – Excl05)

- Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

#### (c) Obesity/ Weight Control (Code – Excl06)

Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:

- Surgery to be conducted is upon the advice of the Doctor
- The surgery/Procedure conducted should be supported by clinical protocols
- The member has to be 18 years of age or older and
- Body Mass Index (BMI);
  - greater than or equal to 40 or

b) greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:

- i. Obesity-related cardiomyopathy
- ii. Coronary heart disease
- iii. Severe Sleep Apnea
- iv. Uncontrolled Type2 Diabetes

**(d) Change-of- Gender treatments (Code – Excl07)**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

**(e) Cosmetic or plastic Surgery (Code – Excl08)**

Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.

**(f) Hazardous or Adventure sports: (Code- Excl09)**

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

**(g) Breach of law (Code – Excl10)**

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

**(h) Excluded Providers: (Code- Excl11)**

Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.

**(i) Code- Excl12**

Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof

**(j) Code- Excl13**

Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons.

**(k) Code- Excl14**

Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure.

**(l) Refractive Error (Code- Excl15)**

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.

**(m) Unproven Treatments (Code – Excl16)**

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

**(n) Sterility and Infertility (Code- Excl17)**

Expenses related to sterility and infertility. This includes:

- i. Any type of contraception, sterilization
- ii. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
- iii. Gestational Surrogacy
- iv. Reversal of sterilization

**(o) Maternity (Code- Excl18)**

- i. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalisation) except ectopic pregnancy

- ii. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

**Specific Exclusions**

- (p) Costs of routine medical, eye or ear examinations preventive health check-ups, spectacles, laser surgery for correction of refractory errors, contact lenses, hearing aids, dentures or artificial teeth;
- (q) Any expenses incurred on prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, crutches, instruments used in treatment of sleep apnoea syndrome or continuous ambulatory peritoneal dialysis (C.A.P.D.) and oxygen concentrator for bronchial asthmatic condition, cost of cochlear implant(s) unless necessitated by an Accident or required intra-operatively;
- (r) Expenses incurred on all dental treatment unless necessitated due to an Accident and treated as an in-patient;
- (s) Any expenses incurred on personal comfort, cosmetics, convenience and hygiene related items and services;
- (t) Any acupressure, acupuncture, magnetic and such other therapies;
- (u) Circumcision unless necessary for treatment of an Illness or necessitated due to an Accident;
- (v) Vaccination or inoculation of any kind, unless it is post animal bite and treated as an in-patient;
- (w) Intentional self-injury (whether arising from an attempt to commit suicide or otherwise);
- (x) Treatment relating to Congenital external Anomalies;
- (y) any treatment related to sleep disorder or sleep apnoea syndrome, general debility, convalescence, run-down condition or rest cures;
- (z) Costs incurred for any health check-up or for the purpose of issuance of medical certificates and examinations required for employment or travel or any other such purpose;
- (aa) Any treatment taken outside India;
- (bb) Any treatment taken from anyone not falling within the scope of definition of Medical Practitioner. Any treatment charges or fees charged by any Medical Practitioner acting outside the scope of licence or registration granted to him by any medical council;
- (cc) AYUSH treatment
- (dd) Domiciliary Hospitalisation
- (ee) Any consequential or indirect loss arising out of or related to Hospitalization;
- (ff) Any Injury or Illness directly or indirectly caused by or arising from or attributable to war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, commotion, unrest, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority;
- (gg) Any Illness or Injury directly or indirectly caused by or contributed to by nuclear weapons/materials or contributed to by or arising from ionising radiation or contamination by radioactivity by any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
- (hh) Any OPD treatment will not be covered
- (ii) Medical supplies including elastic stockings, diabetic test strips, and similar products.
- (jj) Treatment and supplies for analysis and adjustments of spinal subluxation, diagnosis and treatment by manipulation of the skeletal structure; muscle stimulation by any means except treatment of fractures (excluding hairline fractures) and dislocations of the mandible and extremities.
- (kk) External Counter Pulsation (ECP), Enhanced External Counter Pulsation (EECP), Hyperbaric Oxygen Therapy will not be covered unless it forms a part of in-patient treatment in case of hospitalisation or part of discharge advice upto the Post hospitalisation period as specified in the policy Schedule/ Certificate of Insurance.
- (ll) Any physical, medical condition or treatment that is specifically excluded in the Policy Schedule under Important Conditions

**5. CLAIMS PROCESS**

## 5.1 Claim Administration

The fulfilment of the terms and conditions of this Policy (including payment of premium by the due dates mentioned in the Policy Schedule/ Certificate of Insurance) insofar as they relate to anything to be done or complied with by You or any Insured Person, including complying with the following in relation to claims, shall be Condition Precedent to admission of Our liability under this Policy:

- a) On the occurrence or discovery of any Illness or Injury that may give rise to a Claim under this Policy, the Claims Procedure set out below shall be followed;
- b) If requested by Us and at Our cost, We may conduct Medical examination by any Medical Practitioner for this purpose when and so often as We may reasonably require. Such medical examination will be carried out only in case of reimbursement claims with prior consent of the Insured Person and We/Our representatives must be permitted to inspect the medical and Hospitalisation records pertaining to the Insured Person's treatment and to investigate the facts surrounding the Claim;
- c) We/Our representatives must be given all reasonable co-operation in investigating the Claim in order to assess Our liability and quantum in respect of such Claim;
- d) If the Insured Person suffers a relapse within 45 days of the date of discharge from Hospital for a Claim that has been made, then such relapse shall be deemed to be part of the same Claim and all limits for Any One Illness under this Policy shall be applied as if they were part of a single claim.

## 5.2 Claims Intimation

In the event of a Hospitalization claim under the Policy, We must be notified either at Our call centre or in writing within 48 hours of the Hospitalization but not later than discharge from the Hospital. In case of an Accidental Death or Permanent Total Disablement/ Critical Illness claim under Benefit 2.14 and 2.15 of the Policy, We must be notified either at Our call centre or in writing within 10 days from the date of occurrence of the Accident.

We shall be provided the following necessary information and documentation in respect of the Claims is within 30 days of the Insured Person's occurred Injury/ Hospitalisation:

- (a) Policy Number
- (b) Name of the Policyholder
- (c) Name of the Insured Person in whose relation the Claim is being lodged
- (d) Nature of Accident (if Accident Case)
- (e) Name and address of the attending Medical Practitioner and Hospital (if Admission has taken place)
- (f) Date of Admission if applicable
- (g) Any other information, documentation as requested by Us

In Case of Claim Contact Us at:

Toll Free number: 1800 266 4545 (8AM to 8PM) or may write an e-mail at care@kotak.com

In the event of claims, please send the relevant documents to:

Claims Manager

Kotak Mahindra General Insurance Company Ltd.

8th Floor, Zone IV, Kotak Infiniti, Bldg. 21, Infinity IT Park,

Off WEH, Gen. AK Vaidya Marg, Dindoshi, Malad (E),

Mumbai - 400097. India.

If the Claim is not notified to Us within the time period specified above, then We shall be provided the reasons for the delay in writing. We will condone such delay on merits where the delay has been proved to be for reasons beyond the claimant's control.

## 5.3 Claims Documents

### a) Basic documents required for all Claims:

- (i) Applicable KYC documents along with latest photographs, Valid Photo ID, address proof, etc.
- (ii) Duly completed and signed Claim form in original as prescribed by Us.

### b) Benefit-wise Additional Documents:

Sr. No.	Name of the Cover	Documents
1.	Hospital Daily Cash Benefit	Hospital discharge card/ summary, copy of treatment papers, medical investigation reports and copy of hospital bill
2.	Accident Daily Cash Benefit	Hospital discharge card/ summary, copy of treatment papers, medical investigation reports and copy of hospital bill
3.	ICU Daily Cash Benefit	Hospital discharge card/ summary, copy of treatment papers, medical investigation reports and copy of hospital bill
4.	Convalescence Benefit	Hospital discharge card/ summary
5.	Companion Benefit	Hospital discharge card/ summary and document to confirm relationship with the Patient
6.	Joint Hospitalisation	Hospital discharge card/ summary of each Insured Person hospitalised
7.	Parent Accommodation	Copy of discharge card and document to confirm relationship with the Patient
8.	Day Care Procedure Benefit	Hospital discharge card/ summary, copy of treatment papers, medical investigation reports and copy of hospital bill
9.	Surgery Benefit	Hospital discharge card/ summary, copy of treatment papers, medical investigation reports and copy of hospital bill
10.	Accidental Hospitalisation Benefit	Medical investigation report, Original hospital bill & receipts and Treatment papers,, FIR (if done) or MLC (if conducted) for Accident cases
11.	Broken Bones	a. X-Ray/ MRI/ CT-Scan/ Radiology Films/ Reports confirming the extent of fracture, Copy of treatment papers
12.	Burns	Certificate from the treating doctor certifying the extent of burns injury, Copy of treatment papers

### c) In case of Accidental Death:

- (i) Original Death certificate issued by the office of Registrar of Birth & Deaths;
- (ii) Death summary issued by a Hospital;
- (iii) Post Mortem Report (if conducted);
- (iv) Copies of Medical records (if available), investigation reports (if available), if admitted to hospital
- (v) Identity proof of Nominee or Original Succession Certificate/Original Legal Heir Certificate or any other proof to the satisfaction of the Company for the purpose of a valid discharge in case nomination is not filed by deceased.

### d) Documents required in case of Permanent Total Disablement

- (i) Original treating Medical Practitioner's certificate describing the disablement;
- (ii) Original Discharge summary from the Hospital;
- (iii) Photograph of the Insured Person reflecting the disablement;
- (iv) Prescriptions and consultation papers of the treatment; Disability certificate issued by civil surgeon or equivalent appointed by the District/State or Government Board.
- (v) Copies of Medical records (if available), investigation reports (if available), if admitted to hospital.
- (vi) Any other medical, investigation reports, inpatient or consultation treatment papers, as applicable

#### e) Documents required in case of Critical Illness Claims

- (i) Duly completed claim form;
- (ii) Certificate from the attending Medical Practitioner of the Insured Person confirming, inter alia,
- (iii) Name of the Insured Person;
- (iv) Name, date of occurrence and medical details confirming the event giving rise to the Claim.
- (v) Written confirmation from the treating Medical Practitioner that the event giving rise to the Claim does not relate to any Pre-Existing Disease or any Illness or Injury which was diagnosed within the first 90 days of commencement of first Policy Period with Us.
- (vi) Original Policy document;
- (vii) Original Discharge Certificate/Death Summary/Card from the hospital/ Medical Practitioner;
- (viii) Original investigation test reports, indoor case papers;
- (ix) In the cases where Critical Illness arises due to an Accident, FIR copy or medico legal certificate (if done/conducted) will also be required wherever conducted. We may call for any additional necessary documents/information as required based on the circumstances of the claim.
- (x) Any other documents as may be required by Us.

#### Specific Documentation Required for each of the Critical Illnesses

Please note that the following are illustrative lists and we may seek additional documentation based on the facts and circumstances of the Claim and if done/conducted/available

##### 1) CANCER OF SPECIFIED SEVERITY

- i. Hospital Discharge Card photocopy
- ii. Hospital Bills photocopy
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Details of the treatment received by the Insured Person from the inception of the ailment.
- vi. Letter from treating consultant stating presenting complaints with duration and the past medical history.
- vii. Histopathology/Cytology/FNAC/Biopsy/Immunohistochemistry reports.
- viii. X-Ray / CT scan / MRI scan / USG / Radioisotope / Bone scan Reports.
- ix. Blood Tests.
- x. Any other specific investigation done to support the diagnosis like the Pap smear/ Mammography, etc.
- xi. Any other documents as may be required by Us.

##### 2) KIDNEY FAILURE REQUIRING REGULAR DIALYSIS

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Blood Tests- Renal Function Tests specifically: Serum Creatinine, Blood Urea Nitrogen, Serum Electrolytes done in the recent past (Not more than Two Week period from the date of intimation of Loss)
- vii. Dialysis Papers/Receipts done in recent past.
- viii. Renal scan
- ix. Letter from the nephrologists stating the diagnosis of End Stage Kidney Failure.
- x. Any other documents as may be required by Us.

##### 3) MULTIPLE SCLEROSIS WITH PERSISTING SYMPTOMS

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports

- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. MRI / CT Scan Report.
- vii. Electro-myogram report
- viii. Biopsy / Cytology Report
- ix. Specific Blood Tests: Creatinine Phosphokinase /Anti-nuclear antibodies, C- reactive protein /autoimmune work up
- x. Any other relevant Blood investigations.
- xi. Confirmation from the Central/State Government Hospital about diagnosis of Multiple Sclerosis and the duration of the same.
- xii. Any other documents as may be required by Us.

##### 4) MOTOR NEURONE DISEASE WITH PERMANENT SYMPTOMS

- i. Hospital Discharge Card photocopy (in case of Hospitalization)
- ii. Investigations Reports like Blood tests, EEG, Nerve Conduction test, etc
- iii. MRI / CT scan Reports or any other Imaging technique Used during the diagnosis and treatment
- iv. Electro-myogram Report
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Subsequent details of the Treatment, with the Consultation papers from the Treating Neurologist/ Physician stating the Neurological deficit and the degree/current status
- vii. Any other document as may be required by the company

##### 5) BENIGN BRAIN TUMOR

- i. Hospital Discharge Card photocopy
- ii. Hospital Bills photocopy
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Details of the treatment received by the Insured Person from the inception of the ailment.
- vi. Letter from treating consultant stating presenting complaints with duration and the past medical history.
- vii. Histopathology/Cytology/FNAC/Biopsy/Immunohistochemistry reports.
- viii. X-Ray / CT scan / MRI scan / USG / Radioisotope / Bone scan Reports.
- ix. Blood Tests.
- x. Neurological examination report by Neurologist
- xi. Any other documents as may be required by Us.

##### 6) PRIMARY (IDIOPATHIC) PULMONARY HYPERTENSION

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. MRI / CT Scan Report.
- vii. Echocardiography report
- viii. Computed tomography (CT), magnetic resonance imaging (MRI), and lung scanning
- ix. Pulmonary angiography
- x. Any other documents as may be required by Us.

##### 7) END STAGE LIVER FAILURE

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.

- vi. Ultrasound scan of liver
- vii. CT and/or MRI scan of the liver
- viii. X-ray and Liver function test
- ix. Biopsy / FNAC (where applicable)
- x. Any other documents as may be required by Us.

**8) MAJOR ORGAN / BONE MARROW TRANSPLANT**

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Scan / Histopathology / Cytology / FNAC / Biopsy report suggesting irreversible & non-compensatory changes of the particular organ. 8 Bone Marrow Biopsy Reports (Specifically In Case of Bone Marrow Transplant)
- vii. Letter from a specialist Doctor confirming the need of transplantation (Organs Specified are: Heart, lung, Liver, pancreas, kidney, bone marrow)
- viii. Any other documents as may be required by Us.

**9) OPEN HEART REPLACEMENT OR REPAIR OF HEART VALVES**

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. X-ray and 2D-Echocardiography Report.
- vii. Letter from the Cardiologist/Cardiothoracic Surgeon suggesting valve replacement with the type of valve to be used.
- viii. Any other documents as may be required by Us.

**10) OPEN CHEST CABG**

- i. Photocopy of Hospital Discharge Card
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. ECG at the time of detection of Coronary Artery Disease and Subsequent ECG's
- vii. Stress test/ Tread Mill Test
- viii. Letter from treating consultant suggesting Coronary Angiography and CABG
- ix. Coronary Angiography report / CT Angiography Report
- x. Cardiac Enzymes Tests: Troponin T/Troponin I, CPK / CPK-MB, SGOT/SGPT,
- xi. LDH/ Electrolytes
- xii. X-ray / 2D-Echocardiography Report
- xiii. Thallium Scan Report
- xiv. Any other documents as may be required by Us.

**11) AORTA GRAFT SURGERY**

- i. Photocopy of Hospital Discharge Card
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. ECG at the time of detection of Coronary Artery Disease and Subsequent ECG's
- vii. Stress test/ Tread Mill Test

- viii. Letter from treating consultant suggesting Coronary Angiography and CABG
- ix. Coronary Angiography report / CT Scan
- x. Cardiac Enzymes Tests: Troponin T/Troponin I, CPK / CPK-MB, SGOT/SGPT,
- xi. LDH/ Electrolytes
- xii. X-ray / 2D-Echocardiography Report
- xiii. Thallium Scan Report
- xiv. Bio-markers for Aortic dissection
- xv. Any other documents as may be required by Us.

**12) COMA OF SPECIFIED SEVERITY**

- i. Hospital Discharge Card photocopy
- ii. Investigations Reports like Blood tests, EEG, etc
- iii. MRI / CT scan Reports or any other Imaging technique Used during the diagnosis and treatment
- iv. Subsequent details of the Treatment, with the Consultation papers from the Treating Neurologist/ Physician stating the Glasgow coma scale grading.
- v. Indoor case papers and / or ICU case papers indicating the history, signs, symptoms, line of treatment and daily charts like TPR, etc
- vi. FIR / MLC / Panchnama for accident induced coma
- vii. Any other document as may be required by the company

**13) STROKE RESULTING IN PERMANENT SYMPTOMS**

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Subsequent details of the Treatment, with the Consultation papers from the Treating Neurologist/ Physician stating the Neurological deficit.
- vii. MRI / CT scan/ 2D Echocardiography Reports or any other Imaging technique Used during the diagnosis and treatment of the Stroke
- viii. Blood tests (Lipid profile/Random Blood Sugar / Prothrombin Time/APTT/ Bleeding Time/ Clotting Time/Homocystiene levels)
- ix. Any other documents as may be required by Us.

**14) PERMANENT PARALYSIS OF LIMBS**

- i. Hospital Discharge Card photocopy
- ii. Investigations Reports
- iii. MRI / CT scan Reports or any other Imaging technique Used during the diagnosis and treatment of the Stroke
- iv. Electro-myogram Report
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Subsequent details of the Treatment, with the Consultation papers from the Treating Neurologist/ Physician stating the Neurological deficit and the degree/current status and duration of the Paralysis.
- vii. Any other document as may be required by the company

**15) MYOCARDIAL INFARCTION-FIRST HEART ATTACK-OF SPECIFIC SEVERITY**

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Casualty Medical Officers/Emergency room papers with all details of Presenting Complaints and the Medical Examination by the attending physician.
- vi. Subsequent Consultation Papers with the treating Medical Practitioner and the treatment received
- vii. ECG on admission and subsequent ECG's

- viii. Stress test/Tread Mill Test
- ix. Cardiac Enzymes Tests: Troponin T/Troponin I, CPK / CPK-MB, SGOT/SGPT, LDH/ Electrolytes
- x. X-ray / 2D-Echocardiography Report
- xi. Thallium Scan Report
- xii. Any other documents as may be required by Us.

#### 16) THIRD DEGREE BURNS

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Photocopy of Pharmacy/Investigations Bills
- iv. Investigations Reports, treatment papers
- v. Certificate from the treating specialist Doctor indicating the classification / degree of burns
- vi. Following medico-legal documents if applicable
  - (i) FIR
  - (ii) Panchnama
  - (iii) Inquest Panchnama
  - (iv) Police Final Report/Charge Sheet (Based on FIR)
- vii. Any other documents as may be required by Us.

#### 17) DEAFNESS

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Pure tone testing report
- vii. Audiometry report
- viii. Confirmation of Diagnosis by ENT specialist along with duration
- ix. All treatment papers and medical investigation test reports
- x. Any other documents as may be required by Us.

#### 18) LOSS OF SPEECH

- i. Hospital Discharge Card photocopy
- ii. Photocopy of Hospital Bills.
- iii. Pharmacy/Investigations Bills
- iv. Investigations Reports
- v. Consultation Paper stating the presenting complaints with duration, past medical history with duration, treatment and medication advised.
- vi. Confirmation of Diagnosis by ENT specialist along with cause and duration
- vii. All treatment papers and medical investigation test reports
- viii. Any other documents as may be required by Us.

#### Note:

If the original documents mentioned above are submitted to any other insurance company, self-attested copies along with certificate from that Insurance Company to be submitted under this Policy.

### PART III

#### General Terms and Clauses

##### Standard General Terms and Clauses

#### 1. Disclosure of Information

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder. (Explanation: "Material facts" for the purpose of this policy shall mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk)

#### 2. Condition Precedent to Admission of Liability

The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

#### 3. Complete Discharge

Any payment to the policyholder, insured person or his/ her nominees or his/ her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

#### 4. Multiple Policies

- i. In case of multiple policies taken by an insured person during a period from one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
- ii. Insured person having multiple policies shall also have the right to prefer claims under this policy for the amounts disallowed under any other policy / policies even if the sum insured is not exhausted. Then the insurer shall independently settle the claim subject to the terms and conditions of this policy.
- iii. If the amount to be claimed exceeds the sum insured under a single policy, the insured person shall have the right to choose insurer from whom he/she wants to claim the balance amount.
- iv. Where an insured person has policies from more than one insurer to cover the same risk on indemnity basis, the insured person shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

#### 5. Fraud

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy and the premium paid shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the insured person or by his agent or the hospital/doctor/any other party acting on behalf of the insured person, with intent to deceive the insurer or to induce the insurer to issue an insurance policy:

- a) the suggestion, as a fact of that which is not true and which the insured person does not believe to be true;
- b) the active concealment of a fact by the insured person having knowledge or belief of the fact;
- c) any other act fitted to deceive; and
- d) any such act or omission as the law specially declares to be fraudulent

The Company shall not repudiate the claim and / or forfeit the policy benefits on the ground of Fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer.

#### 6. Cancellation

- i. The policyholder may cancel this policy by giving 15days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

For Policyholder's initiated cancellation, the Company would compute refund amount as pro-rata (for the unexpired duration) premium. This would further be deducted by 25% of computed refundable premium.

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy.

- ii. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

#### 7. Migration

The insured person will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the policy atleast 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses

under any health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

For Detailed Guidelines on Migration, kindly refer: IRDAI/HLT/REG/CIR/003/01/2020

#### 8. Free Look Period

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The insured person shall be allowed free look period of fifteen days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to

- i. a refund of the premium paid less any expenses incurred by the Company on medical examination of the insured person and the stamp duty charges or
- ii. where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or
- iii. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period;

#### 9. Renewal of Policy

The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the insured person.

- i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of at least 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

#### 10. Withdrawal of Policy

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- ii. Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period as per IRDAI guidelines, provided the policy has been maintained without a break.

#### 11. Premium Payment in Instalments

If the insured person has opted for Payment of Premium on an instalment basis i.e. Half Yearly, Quarterly or Monthly, as mentioned in the policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- i. Grace Period of 15 days would be given to pay the instalment premium due for the policy.
- ii. During such grace period, coverage will not be available from the due date of instalment premium till the date of receipt of premium by Company.
- iii. The insured person will get the accrued continuity benefit in respect of the "Waiting Periods", "Specific Waiting Periods" in the event of payment of premium within the stipulated grace Period.
- iv. No interest will be charged If the instalment premium is not paid on due date.
- v. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- vi. In the event of a claim, all subsequent premium instalments shall immediately become due and payable.
- vii. The company has the right to recover and deduct all the pending installments from the claim amount due under the policy.

#### 12. Moratorium Period

After completion of eight continuous years under the policy no look back to be applied. This period of eight years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of 8 continuous years

would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

#### 13. Nomination

The policyholder is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made. In the event of death of the policyholder, the Company will pay the nominee {as named in the Policy Schedule/Policy Certificate/Endorsement(if any)} and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

#### 14. Redressal of Grievance

In case of any grievance the insured person may contact the company through Website: [www.kotakgeneral.com](http://www.kotakgeneral.com)

Toll free: 18002664545

E-mail: [care@kotak.com](mailto:care@kotak.com)

Fax: 022-28401823

Courier: Kotak General Insurance 8th Floor, Zone IV, Building No.21, Infinity IT park, Off Western Express Highway, Goregaon, Mulund Link Road, Malad (E), Mumbai - 400097.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at [grievanceofficer@kotak.com](mailto:grievanceofficer@kotak.com).

For updated details of grievance officer, kindly refer the link: <https://www.kotakgeneral.com/customersupport/grievance-redressal-process>

For senior citizens, please contact the respective branch office of the Company or call at 18002664545 or may write an e- mail at [seniorcitizen@kotak.com](mailto:seniorcitizen@kotak.com)

If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017.

The details of the Insurance Ombudsman is available at: [https://www.kotakgeneral.com/customersupport/grievance\[1\]redressal-process](https://www.kotakgeneral.com/customersupport/grievance[1]redressal-process)

The updated details of Insurance Ombudsman offices are also available on the website of Council for Insurance Ombudsmen [www.cioins.co.in/ombudsman](http://www.cioins.co.in/ombudsman).

The details of the Insurance Ombudsman is available at Annexure I Grievance may also be lodged at IRDAI Integrated Grievance Management System <https://bimabharosa.irdai.gov.in/>

#### 15. Claim Settlement (Provision for Penal Interest)

- i. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due)

#### Specific Terms and Clauses

##### 1 Eligibility

Minimum Entry Age	1 day
Maximum Entry Age	No Limit

Insured Person will include Self (Group member) and the following relationships of the Group member: Lawfully wedded spouse (more than one wife)/ Partner (including same sex partners) and Live-in Partner, children (biological/ adopted/others), parents (biological/ foster), siblings (biological/ step), mother in-law, father in-law, son in-law, daughter in-law, brother in-law, sister in-law.

For the purpose of this Policy, Partner shall be taken as declared at the time of Start of the Policy Period and no change in the same would be accepted during a Policy Period. However, an Insured Person may request for change at the time of Renewal of the cover.

## 2. Material Change

Material information to be disclosed to Us includes every matter that You are aware of that relates to questions in the Proposal Form and which is relevant to Us in order to accept the risk and the terms of acceptance of the risk.

## 3. No constructive Notice

Any knowledge or information of any circumstances or condition in Your connection in possession of any of Our personnel and not specifically informed to Us by You shall not be held to bind or prejudicially affect Us notwithstanding subsequent acceptance of any premium.

## 4. Terms and condition of the Policy

The terms and conditions contained herein and in the Policy Schedule/ Certificate of Insurance of the Policy shall be deemed to form part of the Policy and shall be read together as one document.

## 5. Cause of Action/ Currency for payments

No Claims shall be payable under this Policy unless the cause of action arises in India, unless otherwise specifically provided in Policy. All Claims shall be payable in India and shall be in Indian Rupees only.

## 6. Policy Disputes

Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed by both You and Us to be adjudicated or interpreted in accordance with Indian law and only competent Courts of India shall have the exclusive jurisdiction to try all or any matters arising hereunder. The matter shall be determined or adjudicated in accordance with the law and practice of such Court.

## 7. Role of Group Administrator/ Policyholder

- a) The Policy holder should provide the complete list of members to Us at the time of policy issuance and renewal. Further intimation should be provided to Us on the entry and exit of the members at periodic intervals. Insurance will cease once the member leaves the group except when it is agreed in advance to continue the benefit even if the member leaves the group.
- b) In case of employer-employee policies, the employer may issue confirmation of insurance protection to the individual employees with clear reference to the Group Insurance policy and the benefits secured thereby.
- c) In case of such policies, claims of the individual employees may be processed through the employer
- d) In case of non-employer-employee policies, We shall generally issue the Certificate of Insurance. However, We may provide the facility to the Group Administrator to issue the Certificate of Insurance to the members.
- e) In case of such policies, the Group Administrator may facilitate the claims process for the members however the payment will be made only to the beneficiary which is the Insured Person

## 8. Special Provision for Insured Person who are Senior citizen

The premium charged for health Insurance products offered to Senior citizens shall be fair, justified, transparent and duly disclosed upfront. The insured shall be informed in writing of any underwriting loading charged over and above the premium and the specific consent of the policyholder for such loadings shall be obtained before issuance of policy.

## 9. Communications & Notices

Any communication, notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, or facsimile to:

In Your case, at Your last known address per Our records in respect of this Policy.

In Our case, at Our address specified in the Policy Schedule/ Certificate of Insurance.

No insurance agent, broker or any other person is authorised to receive any notice on Our behalf.

## 10. Customer Service

If at any time You require any clarification or assistance, You may contact Our offices at the address specified in the Policy Schedule/ Certificate of Insurance, during normal business hours or contact Our call centre.

## 11. Electronic Transactions

You agree to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

Sales through such electronic transactions shall ensure that all conditions of Section 41 of the Insurance Act, 1938 prescribed for the proposal form and all necessary disclosures on terms and conditions and exclusions are made known to the Insured. A voice recording in case of tele-sales or other evidence for sales through the World Wide Web shall be maintained and such consent will be subsequently validated/confirmed by the Insured.

## 12. Assignment Clause

An assignment of this policy of insurance, wholly or in part, whether with or without consideration, may be made only by an endorsement upon the policy itself or by a separate instrument, signed in either case by the assignor and attested by at least one witness, specifically setting forth the fact of transfer or assignment and the reasons thereof, the antecedents of the assignee and the terms on which the assignment is made. Such assignment shall be operative as against the Company effective from the date the Company receives a written notice of the assignment/request and endorses the same on the Policy.

The Company may, accept the assignment, or decline to act upon any endorsement, where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the policyholder or in public interest or is for the purpose of trading of insurance policy. However, by recording the assignment the Company does not express any opinion upon the validity nor accepts any responsibility on the assignment.

## 13. Automatic change in Coverage under the policy

The coverage for the Insured Person(s) shall automatically terminate in the case of any Insured Person's demise during the policy period/year:

Termination of cover takes place on account of death of the insured person and pro-rata refund of premium of deceased insured person is processed for the unexpired policy period, provided no claim has been made. However, the cover shall continue for the remaining Insured Persons till the end of Policy Period. The other insured persons may also apply to renew the policy. In case, the other insured person is minor, the policy shall be renewed only through any one of his/her natural guardian or guardian appointed by court. All relevant particulars in respect of such person (including his/her relationship with the insured person) must be submitted to the company along with the application.



## Annexure I Details of Insurance Ombudsman

Office Details	Jurisdiction of Office Union Territory, District
<b>Ahmedabad:</b> Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel.: 079 - 25501201/02/05/06; Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
<b>Bengaluru:</b> Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049; Email: bimalokpal.bengaluru@cioins.co.in	Karnataka.
<b>Bhopal:</b> Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202; Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh and Chattisgarh.
<b>Bhubaneswar:</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455; Email: bimalokpal.bhubaneswar@cioins.co.in	Orissa.
<b>Chandigarh:</b> Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468; Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
<b>Chennai:</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284, Fax: 044 - 24333664, Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
<b>Delhi:</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504; Email: bimalokpal.delhi@cioins.co.in	Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
<b>Guwahati:</b> Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205; Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
<b>Hyderabad:</b> Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122; Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
<b>Jaipur:</b> Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363; Email: bimalokpal.jaipur@cioins.co.in	Rajasthan.
<b>Ernakulam:</b> Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338; Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
<b>Kolkata:</b> Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340; Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
<b>Lucknow:</b> Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331; Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
<b>Mumbai:</b> Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31; Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).
<b>Noida:</b> Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253; Email: bimalokpal.noida@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamlia, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kansiramnagar, Saharanpur.
<b>Patna:</b> Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068; Email: bimalokpal.patna@cioins.co.in	Bihar and Jharkhand.
<b>Pune:</b> Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555; Email: bimalokpal.pune@cioins.co.in	Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

## Annexure II: List of Day Care Surgeries

Sr. No.	ENT	OPHTHALMOLOGY	
1	Stapedotomy	44	Incision of tear glands
2	Myringoplasty (Type I Tympanoplasty)	45	Other operation on the tear ducts
3	Revision stapedectomy	46	Incision of diseased eyelids
4	Labyrinthectomy for severe Vertigo	47	Excision and destruction of the diseased tissue of the eyelid
5	Stapedectomy under GA	48	Removal of foreign body from the lens of the eye
6	Ossiculoplasty	49	Corrective surgery of the entropion and ectropion
7	Myringotomy with Grommet Insertion	50	Operations for pterygium
8	Tympanoplasty (Type III)	51	Corrective surgery of blepharoptosis
9	Stapedectomy under LA	52	Removal of foreign body from conjunctiva
10	Revision of the fenestration of the inner ear	53	Biopsy of tear gland
11	Tympanoplasty (Type IV)	54	Removal of Foreign body from cornea
12	Endolymphatic Sac Surgery for Meniere's Disease	55	Incision of the cornea
13	Turbinectomy	56	Other operations on the cornea
14	Removal of Tympanic Drain under LA	57	Operation on the canthus and epicanthus
15	Endoscopic Stapedectomy	58	Removal of foreign body from the orbit and the eye ball
16	Fenestration of the inner ear	59	Surgery for cataract
17	Incision and drainage of perichondritis	60	Treatment of retinal lesion
18	Septoplasty	61	Removal of foreign body from the posterior chamber of the eye
19	Vestibular Nerve section	62	Glaucoma surgery
20	Thyroplasty Type I	<b>ONCOLOGY</b>	
21	Pseudocyst of the Pinna - Excision	63	IV Push Chemotherapy
22	Incision and drainage - Haematoma Auricle	64	HBI-Hemibody Radiotherapy
23	Tympanoplasty (Type II)	65	Infusional Targeted therapy
24	Reduction of fracture of Nasal Bone	66	SRT-Stereotactic Arc Therapy
25	Excision and destruction of lingual tonsils	67	SC administration of Growth Factors
26	Conchoplasty	68	Continuous Infusional Chemotherapy
27	Thyroplasty Type II	69	Infusional Chemotherapy
28	Tracheostomy	70	CCRT-Concurrent Chemo + Rt
29	Excision of Angioma Septum	71	2D Radiotherapy
30	Turbineoplasty	72	3D Conformal Radiotherapy
31	Incision & Drainage of Retro Pharyngeal Abscess	73	IGRT- Image Guided Radiotherapy
32	UvuloPalatoPharyngoPlasty	74	IMRT- Step & Shoot
33	Palatoplasty	75	Infusional Bisphosphonates
34	Tonsillectomy without adenoidectomy	76	IMRT- DMLC
35	Adenoidectomy with Grommet insertion	77	Rotational Arc Therapy
36	Adenoidectomy without Grommet insertion	78	Tele gamma therapy
37	Vocal Cord lateralisation Procedure	79	FSRT-Fractionated SRT
38	Incision & Drainage of Para Pharyngeal Abscess	80	VMAT-Volumetric Modulated Arc Therapy
39	Transoral incision and drainage of a pharyngeal abscess	81	SBRT-Stereotactic Body Radiotherapy
40	Tonsillectomy with adenoidectomy	82	Helical Tomotherapy
41	Tracheoplasty	83	SRS-Stereotactic Radiosurgery
42	Excision of Ranula under GA	84	X-Knife SRS
43	Meatoplasty	85	Gammaknife SRS

86	TBI- Total Body Radiotherapy	132	URSL with stenting
87	intraluminal Brachytherapy	133	URSL with lithotripsy
88	Electron Therapy	134	Cystoscopic Litholapaxy
89	TSET-Total Electron Skin Therapy	135	ESWL
90	Extracorporeal Irradiation of Blood Products	136	Haemodialysis
91	Telecobalt Therapy	137	Bladder Neck Incision
92	Telescesium Therapy	138	Cystoscopy & Biopsy
93	External mould Brachytherapy	139	Cystoscopy and removal of polyp
94	Interstitial Brachytherapy	140	Suprapubic cystostomy
95	Intracavity Brachytherapy	141	percutaneous nephrostomy
96	3D Brachytherapy	142	Cystoscopy and "SLING" procedure
97	Implant Brachytherapy	143	TUNA- prostate
98	Intravesical Brachytherapy	144	Excision of urethral diverticulum
99	Adjuvant Radiotherapy	145	Removal of urethral Stone
100	Afterloading Catheter Brachytherapy	146	Excision of urethral prolapse
101	Conditioning Radiotherapy for BMT	147	Mega-ureter reconstruction
102	Extracorporeal Irradiation to the Homologous Bone grafts	148	Kidney renoscopy and biopsy
103	Radical chemotherapy	149	Ureter endoscopy and treatment
104	Neoadjuvant radiotherapy	150	Vesico ureteric reflux correction
105	LDR Brachytherapy	151	Surgery for pelvi ureteric junction obstruction
106	Palliative Radiotherapy	152	Anderson hynes operation
107	Radical Radiotherapy	153	Kidney endoscopy and biopsy
108	Palliative chemotherapy	154	Paraphimosis surgery
109	Template Brachytherapy	155	Injury prepuce- circumcision
110	Neoadjuvant chemotherapy	156	Frenular tear repair
111	Adjuvant chemotherapy	157	Meatotomy for meatal stenosis
112	Induction chemotherapy	158	Surgery for fournier's gangrene scrotum
113	Consolidation chemotherapy	159	Surgery filarial scrotum
114	Maintenance chemotherapy	160	Surgery for watering can perineum
115	HDR Brachytherapy	161	Repair of penile torsion
116	Mediastinal lymph node biopsy	162	Drainage of prostate abscess
117	High Orchidectomy for testis tumours	163	Orchiectomy
<b>PLASTIC SURGERY</b>		164	Cystoscopy and removal of Fb
118	Construction skin pedicle flap	165	Surgery for SUI
119	Gluteal pressure ulcer-Excision	166	URS + LL
120	Muscle-skin graft, leg	<b>NEUROLOGY</b>	
121	Removal of bone for graft	167	Facial nerve physiotherapy
122	Muscle-skin graft duct fistula	168	Nerve biopsy
123	Removal cartilage graft	169	Muscle biopsy
124	Myocutaneous flap	170	Epidural steroid injection
125	Fibro myocutaneous flap	171	Glycerol rhizotomy
126	Breast reconstruction surgery after mastectomy	172	Spinal cord stimulation
127	Sling operation for facial palsy	173	Motor cortex stimulation
128	Split Skin Grafting under RA	174	Stereotactic Radiosurgery
129	Wolfe skin graft	175	Percutaneous Cordotomy
130	Plastic surgery to the floor of the mouth under GA	176	Intrathecal Baclofen therapy
<b>UROLOGY</b>		177	Entrapment neuropathy Release
131	AV fistula - wrist	178	Diagnostic cerebral angiography

179	VP shunt	223	liver Abscess- catheter drainage
180	Ventriculoatrial shunt	224	Fissure in Ano- fissurectomy
<b>THORACIC SURGERY</b>			
181	Thoracoscopy and Lung Biopsy	225	Fibroadenoma breast excision
182	Excision of cervical sympathetic Chain Thoracoscopic	226	Oesophageal varices Sclerotherapy
183	Laser Ablation of Barrett's oesophagus	227	ERCP - pancreatic duct stone removal
184	Pleurodesis	228	Perianal abscess I&D
185	Thoracoscopy and pleural biopsy	229	Perianal hematoma Evacuation
186	EBUS + Biopsy	230	Fissure in anosphincterotomy
187	Thoracoscopy ligation thoracic duct	231	UGI scopy and Polypectomy oesophagus
188	Thoracoscopy assisted empyema drainage	232	Breast abscess I& D
<b>GASTROENTEROLOGY</b>			
189	Pancreatic pseudocyst EUS & drainage	233	Feeding Gastrostomy
190	RF ablation for barrett's Oesophagus	234	Oesophagoscopy and biopsy of growth oesophagus
191	ERCP and papillotomy	235	UGI scopy and injection of adrenaline, sclerosants - bleeding ulcers
192	Esophagoscope and sclerosant injection	236	ERCP - Bile duct stone removal
193	EUS + submucosal resection	237	Ileostomy closure
194	Construction of gastrostomy tube	238	Colonoscopy
195	EUS + aspiration pancreatic cyst	239	Polypectomy colon
196	Small bowel endoscopy (therapeutic)	240	Splenic abscesses Laparoscopic Drainage
197	Colonoscopy ,lesion removal	241	UGI SCOPY and Polypectomy stomach
198	ERCP	242	Rigid Oesophagoscopy for FB removal
199	Colonoscopy stenting of stricture	243	Feeding Jejunostomy
200	Percutaneous Endoscopic Gastrostomy	244	Colostomy
201	EUS and pancreatic pseudo cyst drainage	245	Ileostomy
202	ERCP and choledochoscopy	246	colostomy closure
203	Proctosigmoidoscopy volvulus detorsion	247	Submandibular salivary duct stone removal
204	ERCP and sphincterotomy	248	Pneumatic reduction of intussusception
205	Esophageal stent placement	249	Varicose veins legs - Injection sclerotherapy
206	ERCP + placement of biliary stents	250	Rigid Oesophagoscopy for Plummer vinson syndrome
207	Sigmoidoscopy w / stent	251	Pancreatic Pseudocysts Endoscopic Drainage
208	EUS + coeliac node biopsy	252	ZADEK's Nail bed excision
<b>GENERAL SURGERY</b>			
209	Infected keloid excision	253	Subcutaneous mastectomy
210	Incision of a pilonidal sinus / abscess	254	Rigid Oesophagoscopy for dilation of benign Strictures
211	Axillary lymphadenectomy	255	Eversion of Sac a) Unilateral b) Bilateral
212	Wound debridement and Cover	256	Lord's plication
213	Abscess-Decompression	257	Jaboulay's Procedure
214	Cervical lymphadenectomy	258	Scrotoplasty
215	Infected sebaceous cyst	259	Surgical treatment of varicocele
216	Inguinal lymphadenectomy	260	Epididymectomy
217	Incision and drainage of Abscess	261	Circumcision for Trauma
218	Suturing of lacerations	262	Intersphincteric abscess incision and drainage
219	Scalp Suturing	263	Psoas Abscess Incision and Drainage
220	Infected lipoma excision	264	Thyroid abscess Incision and Drainage
221	Maximal anal dilatation	265	TIPS procedure for portal hypertension
222	Piles A) Injection Sclerotherapy B) Piles banding	266	Esophageal Growth stent
		267	PAIR Procedure of Hydatid Cyst liver
		268	Tru cut liver biopsy
		269	Photodynamic therapy or esophageal tumour and Lung tumour

270	Excision of Cervical RIB
271	laparoscopic reduction of intussusception
272	Microdochectomy breast
273	Surgery for fracture Penis
274	Sentinel node biopsy
275	Parastomal hernia
276	Revision colostomy
277	Prolapsed colostomy- Correction
278	Testicular biopsy
279	laparoscopic cardiomyotomy( Hellers)
280	Sentinel node biopsy malignant melanoma
281	laparoscopic pyloromyotomy( Ramstedt)
282	Keratosis removal under GA
283	Excision Sigmoid Polyp
284	Rectal-Myomectomy
285	Rectal prolapse (Delorme's procedure)
286	Orchidopexy for undescended testis
287	Detorsion of torsion Testis
288	lap.Abdominal exploration in cryptorchidism
289	EUA + biopsy multiple fistula in ano
290	Excision of fistula-in-ano
291	TURBT
<b>ORTHOPEDICS</b>	
292	Arthroscopic Repair of ACL tear knee
293	Closed reduction of minor Fractures
294	Arthroscopic repair of PCL tear knee
295	Tendon shortening
296	Arthroscopic Meniscectomy - Knee
297	Treatment of clavicle dislocation
298	Arthroscopic meniscus repair
299	Haemarthrosis knee- lavage
300	Abscess knee joint drainage
301	Carpal tunnel release
302	Closed reduction of minor dislocation
303	Repair of knee cap tendon
304	ORIF with K wire fixation- small bones
305	Release of midfoot joint
306	ORIF with plating- Small long bones
307	Implant removal minor
308	K wire removal
309	POP application
310	Closed reduction and external fixation
311	Arthrotomy Hip joint
312	Syme's amputation
313	Arthroplasty
314	Partial removal of rib
315	Treatment of sesamoid bone fracture
316	Shoulder arthroscopy / surgery

317	Elbow arthroscopy
318	Amputation of metacarpal bone
319	Release of thumb contracture
320	Incision of foot fascia
321	calcaneum spur hydrocort injection
322	Ganglion wrist hyalase injection
323	Partial removal of metatarsal
324	Partial removal of metatarsal
325	Revision/Removal of Knee cap
326	Amputation follow-up surgery
327	Exploration of ankle joint
328	Remove/graft leg bone lesion
329	Repair/graft achilles tendon
330	Remove of tissue expander
331	Biopsy elbow joint lining
332	Removal of wrist prosthesis
333	Biopsy finger joint lining
334	Tendon lengthening
335	Treatment of shoulder dislocation
336	Lengthening of hand tendon
337	Removal of elbow bursa
338	Fixation of knee joint
339	Treatment of foot dislocation
340	Surgery of bunion
341	Intra articular steroid injection
342	Tendon transfer procedure
343	Removal of knee cap bursa
344	Treatment of fracture of ulna
345	Treatment of scapula fracture
346	Removal of tumor of arm/ elbow under RA/GA
347	Repair of ruptured tendon
348	Decompress forearm space
349	Revision of neck muscle ( Torticollis release )
350	Lengthening of thigh tendons
351	Treatment fracture of radius & ulna
352	Repair of knee joint
<b>PAEDIATRIC SURGERY</b>	
353	Excision Juvenile polyps rectum
354	Vaginoplasty
355	Dilatation of accidental caustic stricture oesophagea
356	PresacralTeratomas Excision
357	Removal of vesical stone
358	SternomastoidTenotomy
359	Infantile Hypertrophic Pyloric Stenosis pyloromyotomy
360	Excision of soft tissue rhabdomyosarcoma
361	Excision of cervical teratoma
362	Cystic hygroma - Injection treatment

	<b>GYNAECOLOGY</b>
363	Hysteroscopic removal of myoma
364	D&C
365	Hysteroscopic resection of septum
366	thermal Cauterisation of Cervix
367	MIRENA insertion
368	Hysteroscopicadhesiolysis
369	LEEP
370	Cryocauterisation of Cervix
371	Polypectomy Endometrium
372	Hysteroscopic resection of fibroid
373	LLETZ
374	Conization
375	Polypectomy cervix
376	Hysteroscopic resection of endometrial polyp
377	Vulval wart excision
378	Laparoscopic paraovarian cyst excision
379	Uterine artery embolization
380	Bartholin Cyst excision
381	Laparoscopic cystectomy
382	Hymenectomy( imperforate Hymen)
383	Endometrial ablation
384	Vaginal wall cyst excision

385	Vulval cyst Excision
386	Laparoscopic paratubal cyst excision
387	Repair of vagina ( vaginal atresia )
388	Hysteroscopy, removal of myoma
389	Ureterocoele repair - congenital internal
390	Vaginal mesh For POP
391	Laparoscopic Myomectomy
392	Repair recto- vagina fistula
393	Pelvic floor repair( excluding Fistula repair)
394	Laparoscopic oophorectomy
<b>CRITICAL CARE</b>	
395	Insert non- tunnel CV cath
396	Insert PICC cath ( peripherally inserted central catheter )
397	Replace PICC cath ( peripherally inserted central catheter
398	Insertion catheter, intra anterior
399	Insertion of Portacath
<b>DENTAL</b>	
400	Splinting of avulsed teeth
401	Suturing lacerated lip
402	Suturing oral mucosa
403	Oral biopsy in case of abnormal tissue presentation
404	FNAC
405	Smear from oral cavity

## Annexure III - List I - List of non-medical expenses

Sr. No.	Items	Suggestions
1	Baby Food	Not Payable
2	Baby Utilities Charges	Not Payable
3	Beauty Services	Not Payable
4	Belts/ Braces	Payable for cases who have undergone surgery of Thoracic or Lumbar Spine.
5	Buds	Not Payable
6	Cold Pack/Hot Pack	Not Payable
7	Carry Bags	Not Payable
8	Email / Internet Charges	Not Payable
9	Food Charges (other than Patient's Diet Provided by Hospital)	Not Payable
10	Leggings	Payable in case of Bariatric and Varicose Vein Surgery
11	Laundry Charges	Not Payable
12	Mineral Water	Not Payable
13	Sanitary Pad	Not Payable
14	Telephone Charges	Not Payable
15	Guest Services	Not Payable
16	Crepe Bandage	Not Payable
17	Diaper Of Any Type	Not Payable
18	Eyelet Collar	Not Payable
19	Slings	Not Payable
20	Blood Grouping and Cross Matching of Donors Samples	Not Payable
21	Service Charges Where Nursing Charge Also Charged	Post Hospitalization Nursing Charges Not Payable
22	Television Charges	Not Payable
23	Surcharges	Not Payable
24	Attendant Charges	Not Payable
25	Extra Diet Of Patient (Other Than That Which Forms Part Of Bed Charge)	Not Payable
26	Birth Certificate	Not Payable
27	Certificate Charges	Not Payable
28	Courier Charges	Not Payable
29	Conveyance Charges	Not Payable
30	Medical Certificate	Not Payable
31	Medical Records	Not Payable
32	Photocopies Charges	Not Payable
33	Mortuary Charges	Payable Up to 24 Hrs, Shifting Charges Not Payable
34	Walking Aids Charges	Not Payable
35	Oxygen Cylinder (For Usage Outside The Hospital)	Not Payable
36	Spacer	Not Payable
37	Spirometre	Not Payable
38	Nebulizer Kit	Not Payable
39	Steam Inhaler	Not Payable
40	Armsling	Not Payable
41	Thermometer	Not Payable
42	Cervical Collar	Not Payable
43	Splint	Not Payable

44	Diabetic Foot Wear	Not Payable
45	Knee Braces (Long/ Short/ Hinged)	Not Payable
46	Knee Immobilizer/Shoulder Immobilizer	Not Payable
47	Lumbo Sacral Belt	Payable for cases who have undergone Surgery of Lumbar Spine
48	Nimbus Bed Or Water Or Air Bed Charges	Not Payable
49	Ambulance Collar	Not Payable
50	Ambulance Equipment	Not Payable
51	Abdominal Binder	Payable in case of post-surgery patients of Major Abdominal Surgery Including TAH, LSCS, Incisional Hernia Repair, Exploratory Laparotomy for Intestinal Obstruction, Liver Transplant Etc
52	Private Nurses Charges- Special Nursing Charges	Not Payable
53	Sugar Free Tablets	Not Payable
54	Creams Powders Lotions (Toiletries Are Not Payable, Only Prescribed Medical Pharmaceuticals Payable)	Not Payable
55	ECG Electrodes	Not Payable
56	Gloves	Sterilized Gloves Payable / Unsterilized Gloves not payable
57	Nebulisation Kit	Not Payable
58	Any Kit With No Details Mentioned [Delivery Kit, Orthokit, Recovery Kit, Etc]	Not Payable
59	Kidney Tray	Not Payable
60	Mask	Not Payable
61	Ounce Glass	Not Payable
62	Oxygen Mask	Not Payable
63	Pelvic Traction Belt	Payable in case of PIVD requiring traction
64	Pan Can	Not Payable
65	Trolley Cover	Not Payable
66	Urometer, Urine Jug	Not Payable
67	Ambulance	Payable - Ambulance from home to Hospital or inter-hospital shifts is Payable/ RTA - As Specific Requirement for critical injury is Payable
68	Vasofix Safety	Not Payable



## List II - Items that are to be subsumed into Room Charges

Sr. No.	Item
1	Baby Charges (Unless Specified/Indicated)
2	Hand Wash
3	Shoe Cover
4	Caps
5	Cradle Charges
6	Comb
7	Eau-De-Cologne / Room Freshners
8	Foot Cover
9	Gown
10	Slippers
11	Tissue Paper
12	Tooth Paste
13	Tooth Brush
14	Bed Pan
15	Face Mask
16	Flexi Mask
17	Hand Holder
18	Sputum Cup

19	Disinfectant Lotions
20	Luxury Tax
21	Hvac
22	House Keeping Charges
23	Air Conditioner Charges
24	Im Iv Injection Charges
25	Clean Sheet
26	Blanket/Warmer Blanket
27	Admission Kit
28	Diabetic Chart Charges
29	Documentation Charges / Administrative Expenses
30	Discharge Procedure Charges
31	Daily Chart Charges
32	Entrance Pass / Visitors Pass Charges
33	Expenses Related To Prescription On Discharge
34	File Opening Charges
35	Incidental Expenses / Misc. Charges (Not Explained)
36	Patient Identification Band / Name Tag
37	Pulseoxymeter Charges

## List III - Items that are to be subsumed into Procedure Charges

Sr. No.	Item
1	Hair Removal Cream
2	Disposables Razors Charges (For Site Preparations)
3	Eye Pad
4	Eye Sheild
5	Camera Cover
6	Dvd, Cd Charges
7	Gause Soft
8	Gauze
9	Ward And Theatre Booking Charges
10	Arthroscopy And Endoscopy Instruments
11	Microscope Cover

12	Surgical Blades, Harmonicscalpel,Shaver
13	Surgical Drill
14	Eye Kit
15	Eye Drape
16	X-Ray Film
17	Boyles Apparatus Charges
18	Cotton
19	Cotton Bandage
20	Surgical Tape
21	Apron
22	Torniquet
23	Orthobundle, Gynaec Bundle

## List IV - Items that are to be subsumed into costs of treatment

Sr. No.	Item
1	Admission/Registration Charges
2	Hospitalisation For Evaluation/ Diagnostic Purpose
3	Urine Container
4	Blood Reservation Charges And Ante Natal Booking Charges
5	Bipap Machine
6	Cpap/ Capd Equipments
7	Infusion Pump- Cost
8	Hydrogen Peroxide\Spirit\ Disinfectants Etc
9	Nutrition Planning Charges - Dietician Charges- Diet Charges

10	Hiv Kit
11	Antiseptic Mouthwash
12	Lozenges
13	Mouth Paint
14	Vaccination Charges
15	Alcohol Swabes
16	Scrub Solution/ Sterillium
17	Glucometer& Strips
18	Urine Bag

## Items for which optional cover may be offered - List I - Optional Items

Sr. No.	Items	Suggestions
1	Baby Food	Not Payable
2	Baby Utilities Charges	Not Payable
3	Beauty Services	Not Payable
4	Belts/ Braces	Essential and Should be Paid at least Specifically for Cases who have undergone surgery of Thoracic or Lumbar Spine.
5	Buds	Not Payable
6	Cold Pack/Hot Pack	Not Payable
7	Carry Bags	Not Payable
8	Email / Internet Charges	Not Payable
9	Food Charges (other than Patient's Diet Provided by Hospital)	Not Payable
10	Leggings	Essential in Bariatric and Varicose Vein Surgery and may be considered for at least these conditions where Surgery itself is Payable.
11	Laundry Charges	Not Payable
12	Mineral Water	Not Payable
13	Sanitary Pad	Not Payable
14	Telephone Charges	Not Payable
15	Guest Services	Not Payable
16	Crepe Bandage	Not Payable/ Payable by the Patient
17	Diaper Of Any Type	Not Payable
18	Eyelet Collar	Not Payable
19	Slings	Reasonable costs for one sling in case of Upper Arm Fractures may be considered
20	Blood Grouping and Cross Matching of Donors Samples	Part Of Cost Of Blood, Not Payable
21	Service Charges Where Nursing Charge Also Charged	Post Hospitalization Nursing Charges Not Payable
22	Television Charges	Payable Under Room Charges Not if separately levied
23	Surcharges	Part of Room Charge Not Payable Separately
24	Attendant Charges	Not Payable - Part of Room Charges
25	Extra Diet Of Patient (Other Than That Which Forms Part Of Bed Charge)	Not Payable. Patient Diet Provided by Hospital is Payable
26	Birth Certificate	Not Payable
27	Certificate Charges	Not Payable
28	Courier Charges	Not Payable
29	Conveyance Charges	Not Payable
30	Medical Certificate	Not Payable
31	Medical Records	Not Payable
32	Photocopies Charges	Not Payable
33	Mortuary Charges	Payable Up to 24 Hrs, Shifting Charges Not Payable
34	Walking Aids Charges	Not Payable
35	Oxygen Cylinder (For Usage Outside The Hospital)	Not Payable
36	Spacer	Not Payable
37	Spirometre	Not Payable
38	Nebulizer Kit	Not Payable
39	Steam Inhaler	Not Payable
40	Armsling	Not Payable

41	Thermometer	Not Payable (paid By Patient)
42	Cervical Collar	Not Payable
43	Splint	Not Payable
44	Diabetic Foot Wear	Not Payable
45	Knee Braces (Long/ Short/ Hinged)	Not Payable
46	Knee Immobilizer/Shoulder Immobilizer	Not Payable
47	Lumbo Sacral Belt	Essential and should be paid at least specifically for cases who have undergone Surgery of Lumbar Spine
48	Nimbus Bed Or Water Or Air Bed Charges	Payable for any ICU Patient requiring more than 3 Days in ICU; All Patients with Paraplegia/Quadriplegia for any reason and at Reasonable Cost of approximately Rs 200/Day
49	Ambulance Collar	Not Payable
50	Ambulance Equipment	Not Payable
51	Abdominal Binder	Essential and should be Paid at least in post-surgery patients of Major Abdominal Surgery Including TAH, LSCS, Incisional Hernia Repair, Exploratory Laparotomy for Intestinal Obstruction, Liver Transplant Etc
52	Private Nurses Charges- Special Nursing Charges	Post Hospitalization Nursing Charges Not Payable
53	Sugar Free Tablets	Payable -Sugar Free variants of admissible medicines are not Excluded
54	Creams Powders Lotions (Toiletries Are Not Payable, Only Prescribed Medical Pharmaceuticals Payable)	Payable when Prescribed
55	ECG Electrodes	Up to 5 Electrodes are Required for every case visiting OT or ICU. For longer stay in ICU, may Require a Change and at least one set every second day must be Payable.
56	Gloves	Sterilized Gloves Payable / Unsterilized Gloves not payable
57	Nebulisation Kit	If used during Hospitalization is Payable Reasonably
58	Any Kit With No Details Mentioned [Delivery Kit, Orthokit, Recovery Kit, Etc]	Not Payable
59	Kidney Tray	Not Payable
60	Mask	Not Payable
61	Ounce Glass	Not Payable
62	Oxygen Mask	Not Payable
63	Pelvic Traction Belt	Should be Payable in case of PIVD requiring traction as this is generally not reused
64	Pan Can	Not Payable
65	Trolley Cover	Not Payable
66	Urometer, Urine Jug	Not Payable
67	Ambulance	Payable - Ambulance from home to Hospital or inter-hospital shifts is Payable/ RTA - As Specific Requirement for critical injury is Payable
68	Vasofix Safety	Payable - Maximum of 3 in 48 Hrs and then 1 in 24 Hrs

## List II - Items that are to be subsumed into Room Charges

Sr. No.	Item
1	Baby Charges (Unless Specified/Indicated)
2	Hand Wash
3	Shoe Cover
4	Caps
5	Cradle Charges
6	Comb
7	Eau-De-Cologne / Room Freshners
8	Foot Cover
9	Gown
10	Slippers
11	Tissue Paper
12	Tooth Paste
13	Tooth Brush
14	Bed Pan
15	Face Mask
16	Flexi Mask
17	Hand Holder
18	Sputum Cup

19	Disinfectant Lotions
20	Luxury Tax
21	Hvac
22	House Keeping Charges
23	Air Conditioner Charges
24	Im Iv Injection Charges
25	Clean Sheet
26	Blanket/Warmer Blanket
27	Admission Kit
28	Diabetic Chart Charges
29	Documentation Charges / Administrative Expenses
30	Discharge Procedure Charges
31	Daily Chart Charges
32	Entrance Pass / Visitors Pass Charges
33	Expenses Related To Prescription On Discharge
34	File Opening Charges
35	Incidental Expenses / Misc. Charges (Not Explained)
36	Patient Identification Band / Name Tag
37	Pulseoxymeter Charges

## List III - Items that are to be subsumed into Procedure Charges

Sr. No.	Item
1	Hair Removal Cream
2	Disposables Razors Charges (For Site Preparations)
3	Eye Pad
4	Eye Sheild
5	Camera Cover
6	Dvd, Cd Charges
7	Gause Soft
8	Gauze
9	Ward And Theatre Booking Charges
10	Arthroscopy And Endoscopy Instruments
11	Microscope Cover

12	Surgical Blades, Harmonicscalpel,Shaver
13	Surgical Drill
14	Eye Kit
15	Eye Drape
16	X-Ray Film
17	Boyles Apparatus Charges
18	Cotton
19	Cotton Bandage
20	Surgical Tape
21	Apron
22	Torniquet
23	Orthobundle, Gynaec Bundle

## List IV - Items that are to be subsumed into costs of treatment

Sr. No.	Item
1	Admission/Registration Charges
2	Hospitalisation For Evaluation/ Diagnostic Purpose
3	Urine Container
4	Blood Reservation Charges And Ante Natal Booking Charges
5	Bipap Machine
6	Cpap/ Capd Equipments
7	Infusion Pump– Cost
8	Hydrogen Peroxide\Spirit\ Disinfectants Etc
9	Nutrition Planning Charges - Dietician Charges- Diet Charges

10	Hiv Kit
11	Antiseptic Mouthwash
12	Lozenges
13	Mouth Paint
14	Vaccination Charges
15	Alcohol Swabes
16	Scrub Solution/ Sterillium
17	Glucometer& Strips
18	Urine Bag

## Standard Definitions

### 1) CANCER OF SPECIFIED SEVERITY

- I. A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukemia, lymphoma and sarcoma.
- II. The following are excluded –
  - I. All tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.
  - ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
  - iii. Malignant melanoma that has not caused invasion beyond the epidermis;
  - iv. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
  - v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
  - vi. Chronic lymphocytic leukaemia less than RAI stage 3
  - vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
  - viii. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;

### 2) OPEN CHEST CABG

- I. The actual undergoing of heart surgery to correct blockage or narrowing in one or more coronary artery(s), by coronary artery bypass grafting done via a sternotomy (cutting through the breast bone) or minimally invasive keyhole coronary artery bypass procedures. The diagnosis must be supported by a coronary angiography and the realization of surgery has to be confirmed by a cardiologist.
- II. The following are excluded:
  - I. Angioplasty and/or any other intra-arterial procedures

### 3) Myocardial Infarction (First Heart Attack Of Specific Severity)

- I. The first occurrence of heart attack or myocardial infarction, which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be evidenced by all of the following criteria:
  - i. A history of typical clinical symptoms consistent with the diagnosis of acute myocardial infarction (For e.g. typical chest pain)
  - ii. New characteristic electrocardiogram changes
  - iii. Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.
- II. The following are excluded:
  - i. Other acute Coronary Syndromes
  - ii. Any type of angina pectoris
  - iii. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure

### 4) KIDNEY FAILURE REQUIRING REGULAR DIALYSIS

- I. End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

### 5) MAJOR ORGAN /BONE MARROW TRANSPLANT

- I. The actual undergoing of a transplant of:
  - i. One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage

failure of the relevant organ, or

- ii. Human bone marrow using haematopoietic stem cells. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.
- II. The following are excluded:
  - i. Other stem-cell transplants
  - ii. Where only islets of langerhans are transplanted

### 6) STROKE RESULTING IN PERMANENT SYMPTOMS

- I. Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source. Diagnosis has to be confirmed by a specialist medical practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence of permanent neurological deficit lasting for at least 3 months has to be produced.
- II. The following are excluded:
  - i. Transient ischemic attacks (TIA)
  - ii. Traumatic injury of the brain
  - iii. Vascular disease affecting only the eye or optic nerve or vestibular functions.

### 7) PERMANENT PARALYSIS OF LIMBS

- I. Total and irreversible loss of use of two or more limbs as a result of injury or disease of the brain or spinal cord. A specialist medical practitioner must be of the opinion that the paralysis will be permanent with no hope of recovery and must be present for more than 3 months.

### 8) OPEN HEART REPLACEMENT OR REPAIR OF HEART VALVES

- I. The actual undergoing of open-heart valve surgery is to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease affected cardiac valve(s). The diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist medical practitioner. Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.

### 9) COMA OF SPECIFIED SEVERITY

- I. A state of unconsciousness with no reaction or response to external stimuli or internal needs. This diagnosis must be supported by evidence of all of the following:
  - i. No response to external stimuli continuously for at least 96 hours;
  - ii. life support measures are necessary to sustain life; and
  - iii. permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.
- II. The condition has to be confirmed by a specialist medical practitioner. Coma resulting directly from alcohol or drug abuse is excluded.

### 10) MOTOR NEURONE DISEASE WITH PERMANENT SYMPTOMS

- I. Motor neuron disease diagnosed by a specialist medical practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 months.

### 11) MULTIPLE SCLEROSIS WITH PERSISTING SYMPTOMS

- I. The unequivocal diagnosis of Definite Multiple Sclerosis confirmed and evidenced by all of the following:
  - i. investigations including typical MRI findings which unequivocally confirm the diagnosis to be multiple sclerosis and
  - ii. there must be current clinical impairment of motor or sensory function, which must have persisted for a continuous period of at least 6 months.
- II. Neurological damage due to SLE is excluded.

## 12) BENIGN BRAIN TUMOR

- I. Benign brain tumor is defined as a life threatening, non-cancerous tumor in the brain, cranial nerves or meninges within the skull. The presence of the underlying tumor must be confirmed by imaging studies such as CT scan or MRI.
- II. This brain tumor must result in at least one of the following and must be confirmed by the relevant medical specialist.
  - i. Permanent Neurological deficit with persisting clinical symptoms for a continuous period of at least 90 consecutive days or
  - ii. Undergone surgical resection or radiation therapy to treat the brain tumor.
- III. The following conditions are excluded:  
Cysts, Granulomas, malformations in the arteries or veins of the brain, hematomas, abscesses, pituitary tumors, tumors of skull bones and tumors of the spinal cord.

## 13) THIRD DEGREE BURNS

- I. There must be third-degree burns with scarring that cover at least 20% of the body's surface area. The diagnosis must confirm the total area involved using standardized, clinically accepted, body surface area charts covering 20% of the body surface area.

## 14) PRIMARY (IDIOPATHIC) PULMONARY HYPERTENSION

- I. An unequivocal diagnosis of Primary (Idiopathic) Pulmonary Hypertension by a Cardiologist or specialist in respiratory medicine with evidence of right ventricular enlargement and the pulmonary artery pressure above 30 mm of Hg on Cardiac Cauterization. There must be permanent irreversible physical impairment to the degree of at least Class IV of the New York Heart Association Classification of cardiac impairment.
- II. The NYHA Classification of Cardiac Impairment are as follows:
  - i. Class III: Marked limitation of physical activity. Comfortable at rest, but less than ordinary activity causes symptoms.
  - ii. Class IV: Unable to engage in any physical activity without discomfort.Symptoms may be present even at rest.
- III. Pulmonary hypertension associated with lung disease, chronic hypoventilation, pulmonary thromboembolic disease, drugs and toxins, diseases of the left side of the heart, congenital heart disease and any secondary cause are specifically excluded.

## 15) END STAGE LIVER FAILURE

- I. Permanent and irreversible failure of liver function that has resulted in all three of the following:
  - i. Permanent jaundice; and
  - ii. Ascites; and
  - iii. Hepatic encephalopathy.
- II. Liver failure secondary to drug or alcohol abuse is excluded.

## 16) DEAFNESS

- I. Total and irreversible loss of hearing in both ears as a result of illness or accident. This diagnosis must be supported by pure tone audiogram test and certified by an Ear, Nose and Throat (ENT) specialist. Total means "the loss of hearing to the extent that the loss is greater than 90decibels across all frequencies of hearing" in both ears.

## 17) LOSS OF SPEECH

- I. Total and irrecoverable loss of the ability to speak as a result of injury or disease to the vocal cords. The inability to speak must be established for a continuous period of 12 months. This diagnosis must be supported by medical evidence furnished by an Ear, Nose, Throat (ENT) specialist.

### Specific Definitions

## 18) AORTA GRAFT SURGERY

The actual undergoing of major Surgery to repair or correct aneurysm, narrowing, obstruction or dissection of the Aorta through surgical opening of the chest or abdomen. For the purpose of this cover the definition of "Aorta" shall mean the thoracic and abdominal aorta but not its branches.

- (i) The following conditions are excluded:
  - a. Surgery performed using only minimally invasive or intra-arterial techniques.
  - b. Angioplasty and all other intra-arterial, catheter based techniques, "keyhole" or laser procedures.
- (ii) The diagnosis to be evidenced by any two of the following:
  - a. Computerized tomography (CT) scan
  - b. Magnetic Resonance Imaging (MRI) scan
  - c. Echocardiography (an ultrasound of the heart)
  - d. Angiography (Injecting X ray dye)
  - e. Abdominal ultrasound