





# A Guide to Raise Domiciliary Claims

Domiciliary treatment covers all illnesses (subject to policy terms and conditions) that do not require hospitalisation. These include treatments taken either from a physician or at the OPD in a hospital.

## Steps to Raise Domiciliary Claims

-  Log into MediBuddy. Select '**Domiciliary Claims**' under Claims tab and enter the details of your treatment. This includes Beneficiary Details, Claim Details, and declaration of claim submission.
-  Select the '**Bill Type**' under the 'Add bill' section and fill in the below details. You also have an option to add multiple bills if required. A. Doctor Prescription: Registration number and Clinic address details are mandatory. B. Pharma bills: Location and GST/ DL details are mandatory. C. Investigation bills: Bill number and Address details are mandatory. D. Dental related bills: Clinic name and Doctor details are mandatory.
-  Scan and upload your documents online for faster processing of your claim. Retain the original documents / photocopies for your reference.
-  Submit / courier all hard copies of original documents along with the claim form to the address specified in the contact matrix.



## A Checklist of Documents

### Claim Form

Duly filled and signed claim form as generated through the portal. Staple the claim form along with supporting documents. In case of multiple claims, staple them separately.



### Hospital Bills and Receipts

- 1.** Original pre-numbered bills/receipts from the doctor's official receipt book that must mandatorily include pre-printed doctor's information, contact details and receipt number. Doctor consultation bills on their letterheads are not acceptable even though it is stamped.
- 2.** All original investigations bills and reports along with doctor's advice / prescription (wherever applicable) pertaining to the ailment/treatment.
- 3.** Original medical bills or receipts along with prescriptions for the medicines purchased from authentic / licensed pharmacies and bills should mandatorily carry a GSTIN and DL number.
- 4.** Doctor's prescription should carry following information:
  - Beneficiary details.
  - Disease name (diagnosis) and duration.
  - Doctor registration number, clinic / hospital address and contact details.

### For Dental Procedures

- 1.** Bills or receipts for expenses incurred for extraction, fillings, medicines, consultants' fees, and X-rays. Apart from the mentioned treatments, no other treatments are payable under Domiciliary dental coverage.
- 2.** X-ray film (pre / post treatment ) and day-to-day case summary in the case of a root canal or other dental treatment wherein multiple visits or sittings are being carried out.

- Note:**
- Prescriptions for unvarying medication for chronic ailment without a validity date will be considered valid only for 6 months.
  - Health check-up and maternity related claims are not admissible under OPD benefit.
  - Guarantee that patient records and bill copies are maintained at the hospital / pharmacy for future verification purposes. Absence of the same will lead to denial of claim.
  - Cross-pathy treatments are not admissible.