ZURICH kotak
General Insurance

ZK - 24-25/v1

Health Insurance Policy Claim Form
Part - A

TO BE FILLED BY THE INSURED
The issue of this Form is not to be taken as an admission of liability

(To be filled in block letters)

DETAILS OF PRIMARY INSURED

a) Policy Number ____ b) Sl. No./Certificate No ____
c) Company / TPA ID No. ____
d) Name FIRST NAME MIDDLE NAME LAST NAME
e) Address ____
City ____ State ____ Pin Code ____
f) Phone No ____ g) Email ID ____

DETAILS OF INSURANCE HISTORY

a) Currently covered by any other Mediclaim / Health Insurance ☐ Yes ☐ No
b) Date of commencement of first Insurance without break DDMMYYYY
c) If Yes, Company Name ____ Policy No. ____ Sum Insured (₹) ____
d) Have you been hospitalised in the last four years since inception of the contract? ☐ Yes ☐ No Date DDMMYYYY
Diagnosis ____
e) Previously covered by any other Mediclaim / Health Insurance ☐ Yes ☐ No
f) If Yes, Company Name ____

DETAILS OF INSURED PERSON HOSPITALISED

a) Name FIRST NAME MIDDLE NAME LAST NAME
b) Gender ☐ Male ☐ Female ☐ Others c) Age (YEARS) / (MONTHS) d) Date of birth DDMMYYYY
e) Relationship to Primary Insured Self ☐ Spouse ☐ Child ☐ Father ☐ Mother ☐ Other ☐ (Please specify) _____
f) Occupation Service ☐ Self Employed ☐ Homemaker ☐ Student ☐ Retired ☐ Other ☐ (Please specify) _____
g) Address (If different from above) ____
City ____ State ____ Pin Code ____
h) Phone No ____ i) Email ID ____

DETAILS OF HOSPITALISATION

a) Name of the Hospital where Admitted ____
b) Room Category occupied Day care ☐ Single occupancy ☐ Twin sharing ☐ 3 or more beds per room ☐ ICU ☐
c) Hospitalisation due to Injury ☐ Illness ☐ Maternity ☐
d) Date of Injury/ Date Disease first detected / Date of Delivery DDMMYYYY e) Date of Admission DDMMYYYY f) Time HH:MM
g) Date of Discharge DDMMYYYY h) Time HH:MM
i) If Injury give cause Self Inflicted ☐ Road Traffic Accident ☐ Substance Abuse/ Alcohol Consumption ☐
i) If Medico legal ☐ Yes ☐ No ii) Reported to Police ☐ Yes ☐ No iii) MLC Report & Police FIR Attached ☐ Yes ☐ No
j) System of Medicine ____

DETAILS OF CLAIM

a) Details of Treatment Expenses Claimed

i) Pre-hospitalisation Expenses ₹ ii) Hospitalisation Expenses ₹

iii) Post hospitalisation Expenses ₹ iv) Health Check-up Cost ₹

v) Ambulance Charges ₹ vi) Others: (Code) ₹

Total: ₹

vii) Pre hospitalisation Period Days

viii) Post hospitalisation Period Days

b) Claim for Domiciliary Hospitalisation ☐ Yes ☐ No (if yes, provide details in Annexure)

c) Details of Lump Sum / Cash Benefit Claimed

i) Hospital Daily Cash ₹ ii) Surgical Cash ₹

iii) Critical Illness Benefit ₹ iv) Convalescence ₹

v) Pre / Post Hospitalisation Lumpsum benefit ₹ vi) Others ₹

Total: ₹

Claim Documents Submitted Check List:

- ☐ Claim Form Duly Signed
- ☐ Copy of the Claim Intimation, if any
- ☐ Hospital Main Bill
- ☐ Hospital Break-up Bill
- ☐ Hospital Bill Payment Receipt
- ☐ Hospital Discharge Summary
- ☐ Pharmacy Bill
- ☐ Operation Theatre Notes
- ☐ ECG
- ☐ Doctor's request for Investigation
- ☐ Investigation Reports (Including CT/MRI/USG/HPE)
- ☐ Doctor's Prescriptions
- ☐ Others

DETAILS OF BILLS ENCLOSED

Sl No	Bill No	Date	Issued by	Towards	Amount (₹)
1.		D D M M Y Y Y Y		Hospital Main Bill	
2.		D D M M Y Y Y Y		Pre-hospitalisation Bills:_____Nos	
3.		D D M M Y Y Y Y		Post-hospitalisation Bills:_____Nos	
4.		D D M M Y Y Y Y		Pharmacy Bills	
5.		D D M M Y Y Y Y			
6.		D D M M Y Y Y Y			
7.		D D M M Y Y Y Y			
8.		D D M M Y Y Y Y			
9.		D D M M Y Y Y Y			
10.		D D M M Y Y Y Y			

DETAILS OF PRIMARY INSURED'S BANK ACCOUNT

a) PAN b) Account Number

c) Bank Name and Branch

d) Cheque/DD Payable Details e) IFSC Code

DECLARATION BY INSURED

I hereby declare that the information furnished in this claim form is true & correct to the best of my knowledge and belief. If I have made any false or untrue statement, suppression or concealment of any material fact with respect to questions asked in relation to this claim, my right to claim reimbursement shall be forfeited. I also consent & authorize TPA / Insurance Company, to seek necessary medical information / documents from any hospital / Medical Practitioner who has attended on the person against whom this claim is made. I hereby declare that I have included all the bills / receipts for the purpose of this claim & that I will not be making any supplementary claim except the pre/post-hospitalisation claim, if any.

Date D D M M Y Y Y Y Place Signature of Insured

GUIDANCE FOR FILLING CLAIM FORM – PART A (To be filled in by the insured)		
SECTION A - DETAILS OF PRIMARY INSURED		
DATA ELEMENT	**DESCRIPTION**	**FORMAT**
a) Policy No.	Enter the policy number	As allotted by the insurance company
b) SI. No/ Certificate No.	Enter the Social Insurance number or the Certificate number of social health insurance scheme	As allotted by the Organization
c) Company TPA ID No.	Enter the TPA ID number	License number as allotted by IRDA and printed in TPA documents
d) Name	Enter the full name of the Policyholder	Surname, First name, Middle name
e) Address	Enter the full Postal Address	Include Street, City and Pin Code
SECTION B - DETAILS OF INSURANCE HISTORY		
a) Currently covered by any other Mediclaim / Health Insurance?	Indicate whether currently covered by another Mediclaim / Health Insurance	Tick Yes or No
b) Date of Commencement of First Insurance without Break	Enter the Date of Commencement of first insurance	Use dd-mm-yy format
c) Company Name	Enter the Full Name of the Insurance Company	Name of the Organization in full
Policy No.	Enter the Policy Number	As allotted by the Insurance Company
Sum Insured	Enter the Total Sum Insured as per the Policy	In Rupees
d) Have you been Hospitalised in the last four years since inception of the contract ?	Indicate whether Hospitalized in the last four years	Tick Yes or No
Date	Enter the Date of hospitalisation	Use mm-yy format
Diagnosis	Enter the Diagnosis Details	Open Text
e) Previously covered by any other Mediclaim / Health Insurance?	Indicate whether previously covered by another Mediclaim / Health Insurance	Tick Yes or No
f) Company Name	Enter the Full Name of the Insurance Company	Name of the Organization in full
SECTION C - DETAILS OF INSURED PERSON HOSPITALIZED		
a) Name	Enter the Full Name of the Patient	Surname, First Name, Middle Name
b) Gender	Indicate Gender of the Patient	Tick Male or Female
c) Age	Enter Age of the Patient	Number of Years and Months
d) Date of Birth	Enter Date of Birth of the Patient	Use dd-mm-yy format
e) Relationship to Primary Insured	Indicate Relationship of Patient with Policy holder	Tick the right option. If others, please specify
f) Occupation	Indicate Occupation of Patient	Tick the right option. If others, please specify
g) Address	Enter the Full Postal Address	Include Street, City and Pin Code
h) Phone No	Enter the Phone Number of Patient	Include STD code with telephone number
i) E-mail ID	Enter E-mail Address of Patient	Complete E-mail Address
SECTION D - DETAILS OF HOSPITALISATION		
a) Name of Hospital where Admitted	Enter the Name of Hospital	Name of Hospital in full
b) Room Category Occupied	Indicate the Room Category Occupied	Tick the right option
c) hospitalisation due to	Indicate Reason of hospitalisation	Tick the right option
d) Date of Injury / Date Disease First Detected / Date of Delivery	Enter the Relevant Date	Use dd-mm-yy format
e) Date of Admission	Enter Date of Admission	Use dd-mm-yy format
f) Time	Enter Time of Admission	Use hh:mm format
g) Date of Discharge	Enter Date of Discharge	Use dd-mm-yy format
h) Time	Enter Time of Discharge	Use hh:mm format
i) Total Days spent in ICU	Enter number of days	Use numerical format

j) If Injury, give cause	Indicate Cause of Injury	Tick the right option
If Medico Legal	Indicate whether Injury is Medico Legal	Tick Yes or No
Reported to Police	Indicate whether Police Report was filed	Tick Yes or No
MLC Report & Police FIR attached	Indicate whether MLC Report and Police FIR attached	Tick Yes or No
k) System of Medicine	Enter the System of Medicine followed in treating the Patient	Open Text
SECTION E - DETAILS OF CLAIM		
a) Details of Treatment Expenses	Enter the Amount claimed as Treatment Expenses	In Rupees (Do not enter paise values)
b) Claim for Domiciliary hospitalisation	Indicate whether Claim is for Domiciliary hospitalisation	Tick Yes or No
c) Details of Lump Sum / Cash Benefit claimed	Enter the Amount claimed as Lump Sum / Cash Benefit	In Rupees (Do not enter paise values)
d) Claim Documents Submitted - Check List	Indicate which supporting documents are submitted	Tick the right option
SECTION F - DETAILS OF BILLS ENCLOSED		
Indicate which bills are enclosed with the Amounts in Rupees		
SECTION G - DETAILS OF PRIMARY INSURED'S BANK ACCOUNT		
a) PAN	Enter the Permanent Account Number	As allotted by the Income Tax Department
b) Account Number	Enter the Bank Account Number	As allotted by the Bank
c) Bank Name and Branch	Enter the Bank Name along with the Branch	Name of the Bank in full
d) Cheque / DD Payable Details	Enter the Name of the Beneficiary, the Cheque / DD should be made out to	Name of the Individual / Organization in full
e) IFSC Code	Enter the IFSC Code of the Bank Branch	IFSC Code of the Bank Branch in full
SECTION H - DECLARATION BY THE INSURED		
Read Declaration carefully and mention date (in dd:mm:yy format), place (open text) and sign.		