

BAJAJ ALLIANZ GENERAL INSURANCE is the Institute's Health Insurance Policy provider for the period from June 2024 to June 2025. Policy number for the same is OG-25-1101-8403-00000026.

Following is the step-by-step guidance on how to avail different services offered by the Insurance Company.

### **1. SELF SERVICE APP REGISTRATION**

Majority of the services of BAJAJ ALLIANZ GENERAL INSURANCE can be availed through their Self-Service App which is available on both Apple App Store and Google Play Store. Link for downloading the app is given below.

Apple App Store - <https://apps.apple.com/in/app/caringly-yours/id982500448>

Google Play Store - <https://play.google.com/store/apps/details?id=com.ba.cp.controller>

Alternatively, you can scan the below QR code from your phone's scanner and download the app.



#### **Some of the key features of the app are: -**

- Download E-Cards for self and family
- Register a claim online (Claim of up to INR 20,000 will be settled through app itself. No hard copy of bills or reports is required to be submitted anywhere)
- Policy Details
- Claim Form/Reimbursement Form Download
- Hospital Locator (To locate list of hospitals empaneled with BAJAJ along with list of blacklisted hospitals)

#### **Steps to register on App are as below: -**

- Download the app (Link shared above)
- Enter your mobile number for registration. Please enter mobile number carefully as the same would be needed for future correspondence
- An OTP to verify your mobile number will be generated. enter the OTP and it will prompt you to fill further details (**Your Name and Email ID**)

- Once you have entered these details, your insurance portal will be activated. Post that, you need to register yourself for the current active Group Insurance Policy. Steps for the same are given below
- Click on **ADD POLICY**
- On top of the page, you will see 2 options. RETAIL POLICY and GROUP HEALTH. Please click on **GROUP HEALTH**.
- Enter your **EMPLOYEE CODE** (without prefixing it with 0. For example, if your employee code is 600, please enter 600 instead of 0600 or 00600, or if your employee code is 70, please enter 70 instead of 070 or 0070)
- Enter your Health ID Card No. Your Health ID Card number is [GMC-25110130026- \(your employee code\)](#). For example, if your employee code is 600, then your Health ID Card Number is [GMC-25110130026-600](#) or if your employee code is 70, then your Health ID Card Number is [GMC-25110130026-70](#).
- You will get a prompt that **YOUR POLICY HAS BEEN SUCCESSFULLY ADDED**

### **DOWNLOADING HEALTH INSURANCE ID CARDS (E-CARDS)**

Post successful registration on the app, you can download your E-Cards from the app. Steps for the same are as below

- Click on the MENU section of the app (Top Left Corner)
- Click on **MANAGE POLICY**
- Click on **MY E-CARDS**
- You can see all the family members covered under the policy with their E-Card number and Policy number here

**Although we have shared the details with the Insurance Company as per the google form filled by you and we have also cross-checked data from our end for any deviations, still in case there are some deviations in the details, please intimate me and I'll get the same rectified.**

### **CLAIM REIMBURSEMENT/CASHLESS TREATMENT PROCESS**

The Insurance benefits from BAJAJ can be availed either through **CASHLESS TREATMENT** process or **CLAIM SETTLEMENT** process.

The Process for the same is defined below.

**CASHLESS TREATMENT** - Cashless facility at the time of hospitalisation can be availed in the hospitals which are empanelled with BAJAJ ALLIANZ INSURANCE network. You can find the list of hospitals which are empanelled with BAJAJ ALLIANZ INSURANCE for cashless treatment from this link -

<https://www.bajajallianz.com/branch-locator.html>. Please note that cashless facility at the time of hospitalisation is available only in the hospitals mentioned in this list. To avail the same, all you need to do is approach the Insurance desk at the hospital at the time of admission along with your Health ID Card, and apply for the cashless treatment. BAJAJ ALLIANZ INSURANCE has a facility of Inhouse TPA in these hospitals, they will facilitate your request and will get the necessary approvals.

**CLAIM REIMBURSEMENT** - In case you opt for a treatment in a non-network hospital which is not mentioned in the above list and which is not included in the LIST OF BLACKLISTED HOSPITALS (Attached below), you can apply for the claim reimbursement post treatment. You need to intimate the Insurance Company and the HR before/at the time of hospitalisation in this case. Please drop an email on below 5 email IDs along with Patient Details, Health ID Card number, hospital name and medical issue for which admission is required.

- admin-hr@iiitd.ac.in
- Alankrit.Shrotria@bajajallianz.co.in
- Sujeet.Singh@bajajallianz.co.in
- bagichelp@bajajallianz.co.in

#### **POST DISCHARGE PROCESS-**

**IN CASE CLAIM AMOUNT IS UPTO INR 20,000** - claim bills upto INR 20,000 can be settled through the app itself. You need to register your claim through the app, upload all the necessary documents required along with a scanned copy of bills and reports and it will be settled through the app. A claim ID will be generated and you can track the same through the app itself.

**IN CASE CLAIM AMOUNT IS MORE THAN INR 20,000** - In that case, original copy of bills and reports would be required for settlement. The process for the same is mentioned below.

- Call the customer care helpline number of BAJAJ (1800-209-5858) and get a Claim ID generated for reimbursement.
- Fill the CLAIM REIMBURSEMENT form (Attached with this email), you can also find this form on their website.
- Attach all the documents with the form (Patient's Health ID card, Aadhar Card, NEFT Form where transfer is to be made (Attached with this email), all original bills in support of claim amount, reports, discharge summary, Claim ID generated by customer care helpline) , put these documents in an envelope and send it to the HR division. We will forward the documents to the Insurance Company. Please make sure to submit these documents within 4-5 days of discharge of the patient and keep a copy of all these documents with you for future correspondence.

**Although, to avoid the hassle of Claim Reimbursement process, it is highly recommended to please opt for CASHLESS TREATMENT in network hospitals as mentioned above.**

BAJAJ ALLIANZ INSURANCE is also having a whatsapp chat enabled customer service. To avail support through whatsapp, you need to save their Whatsapp support number in your phone and simply send a HI on whatsapp and chat support will be activated with a number of options. The phone number for the same is **+91 7507245858**.

Would request you to please go through the process carefully so that you are well equipped with all the information at the time of need.

**Also, in case of new addition during the term (Marriage/Child birth/Child adoption etc), it is mandatory to inform the insurance company within 2 weeks for addition. Hence please inform us within 1 week so that we have sufficient time (4-5 working days) for coordinating with insurance team and get it done at the earliest.**

**Below are the documents for your convenience: -**

- [Digitization of health claims](#)
- [List of blacklisted hospitals](#) (this list keeps on updating, hence you can visit BAJAJ's website or app for real time information on this list)
- [Policy benefit chart](#)
- [Bank details form \(NEFT form\) in case of claims](#)
- [list of non-admissible expenses](#)
- [Claim reimbursement form](#)

You can connect with customer care service of BAJAJ ALLIANZ for further understanding of the Policy at **1800-209-5858**.