

Re-imburement Hospitalization Process Things you MUST Know



Re-imburement Process

To register and processing the claim you need to submit mentioned documents

Claim Form - This is document requesting the Insurance Company for direct payment for the medical treatment or services that you have already obtained.

Health ID card of patient - This is a FGH unique code for each member.

First Prescription / Consultation Letter - These are consultant's first notes. It documents the symptoms or complaints or mentions the onset of the illness.

Hospital Discharge Card - Original Discharge summary issued by the hospital where the treatment has been taken.

Original Hospital Final Bill with serial number and hospital seal-signature along with Original Hospital payment receipt issued with serial number.

Original bills and Receipts of amount paid to Laboratory/Diagnostic Centre and All Investigation Report.

Please submit the claim documents within 30 days from the date of Discharge.

How can you share your documents?

If you are a corporate company insured customer, please follow the below steps.

You may upload the documents on the FG Portal Using below URL.

<https://healthbuzzportal.futuregenerali.in/> for login credential you may write an email to fg.health@futuregenerali.in).

Note: For corporate customer email claim submission will not be accepted.

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If you are an individual policy insured customer, please follow below steps.

You can share all hospital treatment soft copies of the documents on our email id

(fgf.health@futuregenerali.com).

Or you can share your all hospital treatment hard copies on given address.

(Future Generali India Insurance Company Limited, Office no.3, 03rd floor, “A Building, G-O Square, Near Mankar Chowk, Aundh Hinjewadi Link Road, Wakad, Pune-411057)

When will you get an update on your claim?

It will take 14 working days to review and to take appropriate action on your claim.

Please note if you are taking treatment in non-network hospital below points need to be taken care.

- Please ensure the hospital where you are taking treatment has minimum 15 inpatient beds and is not a day care center only.
- Please ensure the hospital is registered with the local authorities under Clinical Establishments (Registration and Regulation) Act, 2010 and has a valid Hospital Registration Certificate. (Please collect the certificate along with claim documents at the time of discharge)
- Please ensure hospital has qualified medical practitioner(s) MBBS in charge round the clock
- Please ensure that the hospital has a defined / published tariff or schedule of charges, and they bill you according to tariff/schedule only. (Please collect a copy of hospital tariff along with claim documents at the time of discharge)

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- Please ensure that the Hospital maintains all Inpatient Medical and Billing records and the same needs to be made readily available for claim verification purpose, if required.

(Please collect the discharge summary, indoor case papers, investigation reports, final hospital bill and pre numbered paid receipt along with other documents at the time of discharge).

Please ensure that you are not taking the treatment in a Blacklisted/Suspected Hospital of Future Generali. (List of blacklisted/suspected hospitals is available on our website - <https://general.futuregenerali.in/network-hospitals>

Important Note: In case you have any queries please write to us at fgf@futuregenerali.in. For any emergencies related to cashless hospitalizations, please contact us at 1800 103 8889 / 1800 209 1016. Kindly note that the toll-free numbers should be used for cashless hospitalizations only. Routine queries should be sent by e-mail only so that we can save lives and attend to urgent issues at the toll-free numbers.