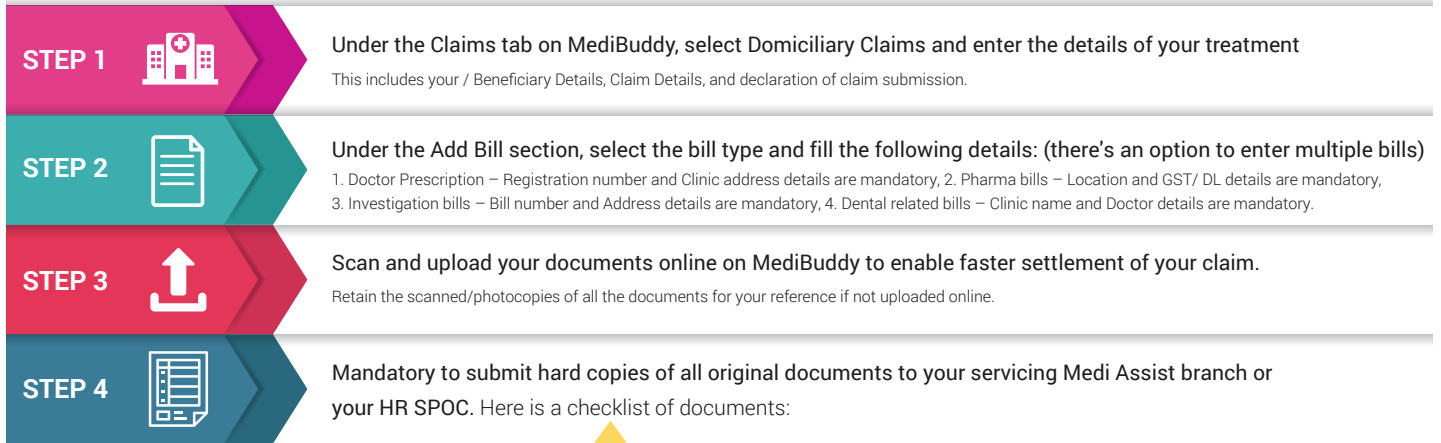


Guidelines for Raising Domiciliary Claims



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

4 Simple Steps for Raising Domiciliary Claims



- ✓ 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).
- ✓ Doctor's prescription with the nature and duration of illness on doctor's letterhead. No payment details should be mentioned in this document.
- ✓ All original investigations bills & reports (wherever applicable) pertaining to the ailment/treatment which includes pre/post-hospitalization expenses.
- ✓ All original investigations bills and reports (wherever applicable) pertaining to the ailment/treatment which includes pre/post-hospitalization expenses to be submitted in original. Investigation bills to carry GSTIN Number.
- ✓ Original pre-numbered bill/receipt from the doctor's official receipt book. Receipts must mandatorily include pre-printed doctor's information and receipt number. Blank document with the doctor's signature/- stamp and letterhead bills are not acceptable.
Note: The bills or receipts produced should be within the policy period.
- ✓ Original medical bills or receipt along with prescriptions for the medicines purchased from the pharmacy. Pharmacy bill should carry GSTIN number as mandatory.
Note: Prescriptions without a validity date will be considered valid only for 6 month.
- ✓ In case of dental procedures, the following are the following additional documents are mandatory:
 - 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).
 - X-ray film (if any) and day-to-day case summary in the case of a root canal or other dental treatment where multiple visits or sittings are being carried out.

Important Notes:

- All domiciliary claims should be raised within 90 days from the date of expense / Bill Date.
- The 90 days' timeline does NOT apply to expenses incurred during the last quarter of the financial year; such claims should be registered as per the year-end deadlines communicated from time to time on Ultimatix.
- All pharmacy and investigation bills should mandatorily carry GSTIN number. Bills without GSTIN number will not be paid.
- All original investigations bills and reports (wherever applicable) pertaining to the ailment/treatment which includes pre/post-hospitalization expenses to be submitted in original. Investigation bills to carry GSTIN Number.
- It is mandatory for doctor prescription to carry the doctor's registration number.
- Prescriptions without a validity date will be considered valid only for 6 month.
- There are certain exclusions in the HIS policy for which NO benefits are payable.
- The list of exclusions enumerated in the policy document is only indicative and not exhaustive.

Maternity and related expenses

- Apart from delivery charges, no other charges including medicine expenses, doctor's consultation fees, routine check-ups and diagnostic tests during the maternity period are payable under HIS.
- Delivery charges are admissible only under Hospitalisation category up to the policy defined limit which is inclusive of pre- & post-hospitalisation expenses incurred 30 days pre & post-delivery.

Note: These guidelines should be read in conjunction with the policy document and for more details on the policy; you may refer the policy document on Health Insurance Scheme, available at: [Ultimatix > News > Global HR > My HR on KNOWMAX > India > Health Safety & Wellness > Health & Insurance](#)

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