

Guidelines to the Cashless Request Process

The eCashless Request procedure for a planned hospitalization is detailed below:

Step I: Enter the UHC India website address – www.uhcindia.com

Step II: Click on the eCashless Request online form

Step III: Enter your valid user name & password (generated at the time of enrollment)

Step IV: Fill in all details in the 4 steps provided in the form

Step 1- Your personal details- in case you need to make any changes you can edit.

Step 2 - Pertains to the ailment you are seeking hospitalization for, select a hospital/ provider.

***Please Note-** Significance of hospital ID number- Please enter this in the field- 'Hospitalization ID' This ID generated by the hospital will be unique to your case and will help us follow up for necessary information and relevant documents pertaining to your hospitalization*

Step 3-Case specific details – specific details on who is getting hospitalized & details on the relative/ caretaker.

Step 4- Documents that need to be scanned & attached- here in case the documents are with you, you need to scan and upload it here alternately you need to fax the documents to UHCI. In case you have met the doctor at a private nursing home, you need to collect all reports/ documents and ensure the documents are sent to the hospital/ fax/ upload the documents to UHCI.

Step V- On submission please fill in the feedback format. Once you submit the form, the hospital will fill all the necessary information.

Step VI- The hospital will verify the form for its completeness and UHCI will let you know in case of any discrepancy

Step VII- In case of incomplete data/ information/ reports, the form will be sent back to you. Kindly arrange for the necessary reports/ information/ data and submit again

Step VIII- The hospital after verifying complete information submits the form to UHC India

Step IX- UHC India will scrutinize the form and once the form is complete in all respects, give an approval/ denial based on your policy details

Step X - UHC India will revert to you on the approval status

The Cashless Request procedure for an Emergency hospitalization is detailed below:

Step I- Rush the patient to the hospital

Step II- Patient avails the treatment

Step III- Family contacts the TPA helpline

Family submits the cashless form to UHC India with Doctors comments. The form is available with all network hospitals.

Step IV- UHC India faxes the cashless approval/ denial within 2-3 hours

Step V- On discharge, if cashless is approved UHC India settles bill with the hospital;

If cashless was denied, avail the hospitalization, at the time of discharge settle your bills, you are advised to file your claim for reimbursement and UHC India will settle the claim as per your policy terms and conditions.