

Aditya Birla Health Insurance - Group Activ Health Plan TAT for cashless and reimbursement

Claims		
Pre-Auth and Cashless		
Initial / Enhancement Approval or Query	Within 2 Hours	From receipt of Documents from Hospital
Final Approval	Within 2 Hours	From receipt of complete Discharge Documents from Hospital
Pre-Auth Denial	Within 2 Hours	From receipt of complete Discharge Documents from Hospital
Reimbursement		
Acknowledgement & Registration of the Claim Documents	2 Working Days	From receipt of documents or intimation from Insured
Deficiency to be raised for short fall of claim documents (if any)	3 Working Days	From receipt of Initial documents or intimation
First, Second & Final Reminders	10 Days interval	From 1st Query generation date
Closure / Repudiation for non-receipt of claim documents	45 Working Days	7 Days after final reminder
Acknowledgement for receipt of Deficiency or any documents	2 Working Days	From receipt of Deficiency or any documents
Re-deficiency (if New Queries arises from the submitted documents)	3 Working Days	From receipt of Deficiency or any documents
Claim Payment to Insured	7 Working Days	From receipt of complete set of claim documents
Reimbursement Claim Repudiation	7 Working Days	From receipt of complete set of claim documents
Claims Investigation	15 Working Days	From date of assigning the claim for investigation.