



**National Insurance Company Limited**  
Regd. Office 3, Middleton Street, Post Box 9229, Kolkata 700 071  
CIN - U10200WB1906GOI001713 IRDA Regn. No. - 58

## **VIDYARTHI Mediclaim for Student Policy**

### **Recital clause**

Whereas the insured person designated in the schedule hereto has by a proposal and declaration, dated as stated in the schedule, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to National Insurance Company Ltd., (herein after called the company) for the insurance herein after set forth in respect of insured person(s) named in the schedule hereto (herein after called the insured person) and has paid premium as consideration for such insurance.

### **Section-I - Hospitalisation expenses of the student**

#### **1 Operative clause**

Now the policy witnesses that, subject to the terms, definition, exclusions and conditions contained herein or endorsed or otherwise expressed hereon, the company undertakes that if during the policy period stated in the schedule or during the continuance of the policy by renewal, any insured person shall suffer from any illness or disease (hereinafter called disease) or sustain any bodily injury due to an accident (hereinafter called injury) and if such disease or injury shall require any such insured person upon the advice of a duly qualified medical practitioner to be hospitalised for treatment at any nursing home/ hospital (herein after called hospital) in India as an in-patient, the company shall pay to the hospital or reimburse the Insured person the amount of such reasonable, customary and medically necessary expenses described below, incurred in respect thereof by or on behalf of such insured person but not exceeding the sum insured for the insured person in respect of all such claims, during the policy period.

#### **Coverage**

**1.1** Room charges, Intensive Care Unit charges

**1.2** Nursing expenses by qualified nurse

**1.3** Surgeon, anesthetist, medical practitioner, consultants, specialist's fees

**1.4** Anesthesia, blood, oxygen, OT charges, surgical appliances (any disposable surgical consumables subject to upper limit of 10% of Sum insured), medicines & drugs, diagnostic material & X-ray, dialysis, chemotherapy, radiotherapy, cost of pacemaker, artificial limbs, cost of stents & implants, expenses for organ donor's treatment.

#### **2.1 Cumulative bonus/ Discount in premium**

At the time of renewal, cumulative bonus allowed shall be an amount equal to 5% (five percent) of sum insured (excluding CB) of the expiring policy in respect of an insured person, provided no claims were reported under the expiring policy.

In the event of a claim being reported under the expiring policy the cumulative bonus with respect to the insured person shall be reduced by an amount equal to 5% (five percent) of sum insured (excluding CB) of the expiring policy.

Cumulative bonus shall be aggregated over the years and available, subject to maximum of 50% (fifty percent) of the sum insured (excluding CB) of the expiring policy.

Insured person has the option either to avail cumulative bonus or claim 5% discount in renewal premium in respect of each claim free year of insurance subject to maximum of 10 (ten) claim free years of insurance.

### **3 Definition**

**3.1 Accident** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.

**3.2 Any one illness** means continuous period of illness and it includes relapse within 45 (forty five) days from the date of last consultation with the Hospital where treatment has been taken.

**3.3 Cashless facility** means a facility extended to the insured person where the payment of the cost of treatment undergone by the insured person in accordance with the policy terms and conditions, is directly made to the network provider by the company to the extent of pre-authorization approval

**3.4. Condition precedent** means a policy term or condition upon which the company's liability under the policy is conditional upon.

**3.5 Congenital anomaly** means a condition which is present since birth, and which is abnormal with reference to form, structure or position.

i. **Internal congenital anomaly** means congenital anomaly which is not on the visible and accessible parts of the body

ii. **External congenital anomaly** means congenital anomaly which is on the visible and accessible parts of the body

**3.6 Contribution** means the right of an company to call upon other insurers, liable to the same insured, to share the cost of an indemnity claim on a ratable proportion.

**3.7 Day care treatment** means medical treatment, and/or surgical procedure which is:

- i. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 (twenty four) hrs because of technological advancement, and
- ii. which would have otherwise required a hospitalisation of more than 24 (twenty four) hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition.

**3.8 Dental treatment** means a treatment carried out by a dental practitioner including examinations, fillings (where appropriate), crowns, extractions and surgery excluding any form of cosmetic surgery/implants.

**3.9 Grace period** means 30 (thirty) days immediately following the premium due date during which a payment can be made to renew or continue the policy in force without loss of continuity benefits such as waiting period and coverage of pre-existing disease. Coverage is not available for the period for which no premium is received.

**3.10 Hospital** means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- i. has qualified nursing staff under its employment round-the-clock;
- ii. has at least 10 (ten) in-patient beds in towns having a population of less than 1000000 (ten lacs) and at least 15 (fifteen) in-patient beds in all other places;
- iii. has qualified medical practitioner(s) in charge round-the-clock;
- iv. has a fully equipped operation theatre of its own where surgical procedures are carried out;
- v. maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

**3.11 Hospitalisation** means admission in a hospital as an in-patient for a minimum period of 24 (twenty four) consecutive hours. However, this time limit is not applied to specific treatments i.e. day care treatment for stitching of wound/s, close reduction/s and application of POP casts, dialysis, chemotherapy, radiotherapy, arthroscopy, eye surgery, ENT surgery, laparoscopic surgery, angiography, endoscopy, lithotripsy (kidney stone removal), dilatation and curettage (D & C), tonsillectomy taken in the hospital and the insured person is discharged on the same day. The treatment will be considered to be taken under Hospitalisation benefit.

This condition will also not apply in case of stay in hospital of less than 24 (twenty four) hours provided:

- (a) the treatment is such that it necessitates hospitalisation and the procedure involved specialized infrastructural facilities available in hospitals and
- (b) due to technological advances hospitalisation is required for less than 24 (twenty four) hours only.

**3.12 Illness** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.

- i. **Acute condition** means a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/ illness/ injury which leads to full recovery.
- ii. **Chronic condition** means a disease, illness, or injury that has one or more of the following characteristics
  - a) it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests
  - b) it needs ongoing or long-term control or relief of symptoms
  - c) it requires your rehabilitation or for you to be specially trained to cope with it
  - d) it continues indefinitely
  - e) it comes back or is likely to come back.

**3.13 In-patient** means an insured person who is admitted in hospital upon the written advice of a duly qualified medical practitioner for more than 24 (twenty four) continuous hours, for the treatment of covered disease/ injury during the policy period.

**3.14 Intensive care unit** means an identified section, ward or wing of a hospital which is under the constant supervision of a dedicated medical practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.

**3.15 Medical advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

**3.16 Medical practitioner** means a person who holds a valid registration from the medical council of any state or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of the licence.

**3.17 Network provider** means hospitals or health care providers enlisted by an insurer or by a TPA and insurer together to provide medical services to an insured person on payment by a cashless facility.

**3.18 Non- network** means any hospital, day care centre or other provider that is not part of the network.

**3.19 Notification of claim** means the process of notifying a claim to the company or TPA by specifying the timelines as well as the address / telephone number to which it should be notified.

**3.20 Out-patient treatment** means treatment in which the insured person visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a medical practitioner and the insured person is not admitted as a day care patient or in-patient.

**3.21 Policy period** means period of one year as mentioned in the schedule for which the policy is issued.

**3.22 Portability** means transfer by an individual health insurance policy holder (including family cover) of the credit gained for pre-existing conditions and time bound exclusions if the policy holder chooses to switch from one insurer to another.

**3.23 Preferred provider network (PPN)** means a network of hospitals which have agreed to a cashless packaged pricing for certain procedures for the insured person. The list is available with the company/TPA and subject to amendment from time to time. Reimbursement of expenses incurred in PPN for the procedures (as listed under PPN package) shall be subject to the rates applicable to PPN package pricing.

**3.24 Pre hospitalisation** means medical expenses incurred 30 (thirty) days immediately before the insured person is hospitalisation, provided that:

- i. such medical expenses are incurred for the same condition for which the insured person's hospitalisation was required, and
- ii. the in-patient hospitalisation claim for such hospitalisation is admissible by the company

Pre hospitalisation will be considered as part of hospitalisation claim.

**3.25 Post hospitalisation** means medical expenses incurred 60 (sixty) days immediately after the insured person is discharged from hospital, provided that:

- i. such medical expenses are incurred for the same condition for which the insured person's hospitalisation was required, and
- ii. the in-patient hospitalisation claim for such hospitalisation is admissible by the company

Post hospitalisation will be considered as part of hospitalisation claim.

**3.26 Pre-existing disease** means any condition, ailment or injury or related condition(s) for which the insured person had signs or symptoms and/or was diagnosed and/or received medical advice/ treatment within 48 (forty eight) months prior to the first policy issued by the company.

**3.27 Reasonable and customary charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved.

**3.28 Room rent** means the amount charged by a hospital for the occupancy of a bed on per day (24 hours) basis and shall include associated medical expenses.

**3.29 Sum insured** means the sum insured (excluding CB) as mentioned in the schedule against Section I.

**3.30 Surgery** means manual and / or operative procedure (s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a hospital or day care centre by a medical practitioner.

**3.31 TPA** means any entity, licensed under the IRDA (Third Party Administrators - Health Services) Regulations, 2001 by the Authority, and is engaged, for a fee by the company for the purpose of providing health services.

**3.32 Qualified nurse** means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

**3.33 Waiting period** means a period from the inception of the first policy during which specified diseases/treatment is not covered. On completion of the period, diseases/treatment will be covered provided the policy has been continuously renewed without any break.

#### **4 Exclusions**

The company shall not be liable to make any payment under this policy in respect of any expenses whatsoever incurred by any person in connection with or in respect of:

##### **4.1 Pre-existing disease**

All pre-existing diseases. Such diseases shall be covered after the policy has been continuously in force for 36 (thirty six) months. Any complication arising from pre-existing disease shall be considered as a part of the pre existing disease.

##### **4.2 First 30 days waiting period**

Any disease contracted by the insured person during the first 30 (thirty) days of continuous coverage from the inception of the policy. This shall not apply in case the insured person is hospitalised for injuries, suffered in an accident which occurred after inception of the policy.

##### **4.3 Two years waiting period**

- |                                 |  |
|---------------------------------|--|
| a. Cataract                     | i. CSOM (Chronic Suppurative Otitis Media)   |
| b. Benign prostatic hypertrophy | j. Benign lumps/growths in any part of the body  |
| c. Hernia                       | k. Pilonidal sinus   |
| d. Hydrocele                    | l. Calculus diseases   |
| e. Internal congenital anomaly  | m. Hysterectomy for menorrhagia or fibromyoma  |
| f. Fissure/Fistula in anus      | n. Joints replacements of any kind unless arising out of accident                          |
| g. Piles (Haemorrhoids)         | o. Surgical treatment of tonsils, adenoids and deviated nasal septum and related disorders |
| h. Sinusitis                    |  |

If these diseases are pre-existing at the time of proposal, they will be covered only after 36 (thirty six) months of continuous coverage as mentioned in 4.1 above.

##### **4.4 HIV, AIDS**

Expenses arising out of any condition directly or indirectly caused to or associated with Human T-Cell Lymphotropic Virus Type III (HTLV-III) or Lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or variations Deficiency Syndrome or any Syndrome or condition of a similar kind commonly referred to as AIDS.

##### **4.5 Convalescence, general debility, 'run down' condition or rest cure.**

##### **4.6 Sterility, venereal disease.**

##### **4.7 Maternity**

Treatment arising from or traceable to pregnancy childbirth including caesarean section.

##### **4.8 Intentional self-injury, drug/alcohol abuse**

Intentional self-injury and use of intoxicating drugs / alcohol, rehabilitation therapy in any form.

##### **4.9 Congenital external disease or defects or anomalies**

##### **4.10 Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident.**

##### **4.11 Vaccination or inoculation.**

##### **4.12 Cosmetic, plastic surgery, change of life**

Change of life or cosmetic or aesthetic treatment of any description, plastic surgery other than as may be necessitated due to an accident or as part of any illness.

##### **4.13 Naturopathy treatment**

##### **4.14 Dental treatment**

Any dental treatment or surgery which is a corrective, cosmetic or aesthetic procedure, including wear and tear, unless arising from accidental injury and which requires hospitalisation for treatment.

##### **4.15 Vitamins and tonics**

Expenses on vitamins and tonics unless forming part of treatment for injury or disease as certified by the attending physician.

##### **4.16 Hospitalisation for the purpose of diagnosis and evaluation**

Charges incurred at Hospital primarily for diagnostic, X-Ray or laboratory examinations or other diagnostic studies not consistent with nor incidental to the diagnosis and treatment of positive existence or presence of any ailment, sickness or injury for which confinement is required at a Hospital.

**4.17 Spectacles and contact lenses hearing aids.**

**4.18 Nuclear weapons/ materials**

Injury or disease directly or indirectly caused by or contributed to by nuclear weapons/ materials.

**4.19 War group perils**

Injury or disease directly or indirectly caused by or arising from or attributable to War Invasion, Act of Foreign Enemy, Warlike operations (whether war be declared or not).

**5 Conditions**

**5.1 Physical examination**

Any medical practitioner authorised by the company shall be allowed to examine the insured person in case of any alleged injury or disease requiring hospitalisation when and as often as the same may reasonably be required on behalf of the company.

**5.2 Contribution**

In the case of a claim arising under the policy, there is in existence any other policy (other than cancer insurance policy in collaboration with Indian Cancer Society) effected by the insured person or on behalf of insured person which covers any claim in whole or in part made under the policy then the insured person has the option to select the policy under which the claim is to be settled. If the claimed amount, after considering the applicable co payment, exceeds the sum insured under any one policy then the company shall pay or contribute not more than its rateable proportion of the claim.

**5.3 Territorial limit**

All medical treatment for the purpose of this insurance will have to be taken in India only.

**5.4 Claim procedure**

Claims under Section I of the policy will be serviced by TPA.

Claim will be paid to the guardian.

**5.4.1 Notification of claim**

In case of a claim, the insured person/insured person’s representative shall intimate the TPA in writing by letter, e-mail, fax providing all relevant information relating to claim including plan of treatment, policy number etc. within the prescribed time limit.

<b>Claim notification in case of cashless facility</b>	<b>TPA must be informed:</b>
In case of planned hospitalisation	At least 72 (seventy two) hours prior to the insured person’s admission to network provider/PPN
In case of emergency hospitalisation	Within 24 (twenty four) hours of the insured person’s admission to network provider/PPN

<b>Claim notification in case of reimbursement</b>	<b>TPA must be informed:</b>
In case of planned hospitalisation	At least 72 (seventy two) hours prior to the insured person’s admission to hospital
In case of emergency hospitalisation	Within 24 (twenty four) hours of the insured person’s admission to hospital

**5.4.2 Procedure for cashless claims**

- i. Treatment may be taken in a network provider/PPN and is subject to pre authorization by the TPA.
- ii. Cashless request form available with the network provider/PPN and TPA shall be completed and sent to the TPA for authorization.
- iii. The TPA upon getting cashless request form and related medical information from the insured person/ network provider/PPN will issue pre-authorization letter to the hospital after verification.
- iv. At the time of discharge, the insured person has to verify and sign the discharge papers, pay for non-medical and inadmissible expenses.
- v. The TPA reserves the right to deny pre-authorization in case the insured person is unable to provide the relevant medical details.
- vi. In case of denial of cashless access, the insured person may obtain the treatment as per treating doctor’s advice and submit the claim documents to the TPA for reimbursement.

### 5.4.3 Procedure for reimbursement of claims

For reimbursement of claims the insured person may submit the necessary documents to TPA within the prescribed time limit.

### 5.4.4 Documents

The claim is to be supported with the following documents and submitted within the prescribed time limit.

- i. Completed claim form
- ii. Original bills, payment receipts, medical history of the patient recorded, discharge certificate/ summary from the hospital etc.
- iii. Original cash-memo from the hospital (s)/chemist (s) supported by proper prescription
- iv. Original payment receipt, investigation test reports etc. supported by the prescription from attending medical practitioner
- v. Attending medical practitioner's certificate regarding diagnosis and bill receipts etc.
- vi. Surgeon's original certificate stating diagnosis and nature of operation performed along with bills/receipts etc.
- vii. Any other document required by company/TPA

### Note

In the event of a claim lodged as per clause 5.2 of the policy and the original documents having been submitted to the other insurer, the company may accept the documents listed under clause 5.4.4 of the policy and claim settlement advice duly certified by the other insurer subject to satisfaction of the company.

Type of claim	Time limit for submission of documents to TPA
Reimbursement of hospitalisation and pre hospitalisation expenses	Within 15 (fifteen) days of date of discharge from hospital
Reimbursement of post hospitalisation expenses	Within 15 (fifteen) days from completion of post hospitalisation treatment

### 5.4.5 Claim settlement

- i. On receipt of the final document(s) or investigation report (if any), as the case may be, the company shall within a period of 30 (thirty) days offer a settlement of the claim to the insured person.
- ii. If the company, for any reasons, decides to reject a claim under the policy, shall communicate to the insured person in writing and within a period of 30 (thirty) days from the receipt of the final document(s) or investigation report (if any), as the case may be.
- iii. Upon acceptance of an offer of settlement as stated above by the insured person, the payment of the amount due shall be made within 7 (seven) days from the date of acceptance of the offer by the company.
- iv. In the cases of delay in the payment, the company shall pay interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is paid.

### 5.4.6 Services offered by a TPA

The TPA shall render health care services covered under the policy like issuance of ID cards & guide book, hospitalization & pre-authorization services, call centre, acceptance of claim related documents, claim processing and other related services

The services offered by a TPA shall not include

- i. Claim settlement and rejection with respect to the policy; However, TPA may handle claims admission and recommend to the company for the payment of the claim settlement
- ii. Any services directly to the insured person or to any other person unless such service is in accordance with the terms and conditions of the Agreement entered into with the company.

### Waiver

Time limit for claim notification and submission of documents may be waived in cases where it is proved to the satisfaction of the company, that the circumstances under which insured person was placed, it was not possible to intimate the claim/submit the documents within the prescribed time limit.

### 5.5 Medical expenses incurred under two policy periods

If the claim falls within two policy periods, the claims shall be paid taking into consideration the available sum insured in the two policy periods, including the deductibles for each policy period. Such eligible claim amount to be payable to the insured person shall be reduced to the extent of premium to be received for the renewal/due date of premium of health insurance policy, if not received earlier.

### 5.6 Portability

In the event of the insured person porting to any other insurer, insured person must apply with details of the policy and claims to the company where the insured person wants to port, at least 45 (forty five) days before the date of expiry of the policy.

Portability shall be allowed in the following cases:

- i. All individual health insurance policies issued by non-life insurance companies including family floater policies.

- ii. Individual members, including the family members covered under any group health insurance policy of a non-life insurance company shall have the right to migrate from such a group policy to an individual health insurance policy or a family floater policy with the same insurer. One year thereafter, the insured person shall be accorded the right to port to another non-life insurance company

## **Section-II – Personal Accident of the guardian and Section-III – Personal Accident of the student**

### **1 Personal accident cover**

Now the policy witnesses that, subject to the terms, definition, exclusions and conditions contained herein or endorsed or otherwise expressed hereon, the company undertakes that if during the policy period stated in the schedule or during the continuance of the policy by renewal the insured person shall sustain any bodily injury resulting solely and directly from accident then the company shall pay to the insured person the sum hereinafter set forth that is to say

**1.1** If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured persons the Capital Sum Insured stated in the Schedule.

**1.2** If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of sight of both eyes or total and irrecoverable loss of use of two hands or two feet, or of one hand and one foot or of such loss of sight of one eye and such loss of use of one hand or one foot, the capital sum insured stated in the schedule hereto.

**1.3** If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of sight of one eye or total and irrecoverable loss of use of a hand or foot, fifty percent to the capital sum insured stated in the schedule hereto.

**1.4** If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of permanently totally and absolutely disabling the Insured persons from engaging in being occupied with or giving attention to any employment or occupation of any description whatsoever the Sum Insured stated in the Schedule.

### **1.2 Additional cover for Section I and Section II**

**Transportation cost** of insured's dead body (death due to accident only) to the place of residence subject to a maximum of 2% of the Capital Sum Insured or ₹1,000/- (one thousand) whichever is lower. This cover is applicable both for Section II & III.

## **2 Definitions**

**2.1 Capital sum insured** means the sum insured as mentioned in the schedule against Section II and Section III of the policy. The sum insured represents maximum liability for each insured person, for any and all benefits claimed during the policy period.

**2.2 Standard type of aircraft** means any aircraft duly licensed to carry passengers (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned OR chartered OR operated by a regular airline OR whether such an aircraft has a single engine or multiple engines.

## **3 Exclusions**

The company shall not be liable to make any payment under this policy in respect of any expenses whatsoever incurred by any person in connection with or in respect of:

**3.1** Compensation under more than one of the aforesaid sub-clauses 1.1, 1.2, 1.3 or 1.4 in respect of the same injury or disablement under Section II and Section III of the policy.

**3.1** Any payment in excess of Capital Sum Insured under Section II and Section III of the Policy during any one period of Insurance.

**3.3** Any payment in respect of injury or disablement directly or indirectly arising out of or contributed to be or traceable to any disability existing on the date of issue of this policy.

**3.4** Any payment in respect of death of the insured (a) from intentional self injury, suicide or attempted suicide (b) whilst under influence of intoxicating liquor or drugs (c) whilst engaging in Aviation or Ballooning, whilst Mounting into, Dismounting from or Travelling in any aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world (d) directly or indirectly caused by venereal disease or insanity, (e) arising or resulting from the insured committing any breach of the law with criminal intent.

**3.5** Any payment in respect of death of the insured due to or arising out of directly or indirectly connected with or traceable to war, invasion, Act of foreign enemy, Hostilities (Whether war be declared or not) Civil War, Rebellion, Revolution, Insurrection, Mutiny, Military or Usurped Power, Seizure, Capture, Arrests, restraints and Detainment of all kings, princes and people of whatsoever nation, condition or quality.

**3.6** Any payment in respect of death of the insured:



**a** Directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.

**b** Directly or indirectly caused by or contributed to by or arising from nuclear weapon material.

**3.7** Any payment in respect of death or disablement resulting directly or indirectly caused by or contributed to by or aggravated to prolonged by childbirth or pregnancy or in consequence thereof.

#### **4. Claim procedure**

Claims under Section II and Section II of the policy will be serviced by the company.

##### **4.1 Notification of claim**

Upon the happening of any event which may give rise to a claim under this policy written notice with full particulars must be given to the company within 72 (seventy two) hrs of occurrence of the accident. Written notice also of the death must, unless reasonable cause is shown, be so given before interment/ cremation and in any case, within one calendar month (30 days), after the death.

##### **4.2 Documents**

Documents to be submitted within 14 (fourteen) days from the date of notification:

- a. FIR
- b. Death Certificate
- c. Post Mortem Certificate, if required
- d. Any other Documents required by Company

#### **Conditions applicable to Section-I, Section-II & Section-III:**

##### **1 Disclosure of information**

The policy shall be void and all premium paid hereon shall be forfeited to the company, in the event of mis-representation, mis-description or non-disclosure of any material fact.

##### **2 Condition precedent to admission of liability**

The due observance and fulfillment of the terms and conditions of the policy, by the insured person, shall be a condition precedent to any liability of the company to make any payment under the policy.

##### **3 Communication**

- i. All communication should be in writing.
- ii. For claim serviced by TPA, ID card, PPN/network provider related issues to be communicated to the TPA at the address mentioned in the schedule. For claim serviced by the company, the policy related issues, change in address to be communicated to the policy issuing office at the address mentioned in the schedule.
- iii. The company or TPA will communicate to the insured person at the address mentioned in the schedule.

##### **4 Payment of premium**

The Policy will commence from the date and time the premium is received by the company and issue a receipt for the same by a duly authorized official of company. The due payment of premium and the observance and fulfillment of the terms, provisions, conditions and endorsements of this Policy by the Insured Persons in so far as they relate to anything to be done or complied with by the Insured Person shall be a condition precedent to any liability of the Company to make any payment under this policy. No waiver of any terms, provisions, conditions and endorsements of this policy shall be valid unless made in writing and signed by an authorized official of the Company.

##### **5 Payment of claim**

All claims under this policy shall be payable in Indian currency through NEFT/ RTGS only.

##### **6 Territorial limit**

All medical treatment for the purpose of this insurance will have to be taken in India only.

##### **7 Fraud**

The company shall not be liable to make any payment under the policy in respect of any claim if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the insured person or by any other person acting on his behalf.

##### **8 Cancellation**

The company may at any time cancel the policy (on grounds of fraud, moral hazard, misrepresentation or noncooperation) by sending the insured person 30 (thirty) days notice by registered letter at insured person's last known address and in such event the company shall not allow any refund.



The insured person may at any time cancel the policy and in such an event the company shall allow refund of premium after charging premium at company's short period rate mentioned below provided no claim occurred up to the date of cancellation.

Period of Risk	Rate of premium to be charged
Up to 1 month	1/4 <sup>th</sup> of the annual rate
Up to 3 month	1/2 of the annual rate
Up to 6 month	3/4 <sup>th</sup> of the annual rate
Exceeding 6 month	Full annual rate

**9** The Company shall not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or other dealings with or relating to this policy but the receipt of the insured or his legal personal representative(s) shall in all cases be an effective discharge to the Company.

#### **10 Disclaimer**

It is also hereby further expressly agreed and declared that if the Company/TPA shall disclaim liability to the insured for any claim hereunder and such claims shall not within 12 (twelve) calendar months from the date of such disclaimer have been made the subject matter of a suit in court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

#### **11 Territorial jurisdiction**

All disputes or differences under or in relation to the policy shall be determined by the Indian court and according to Indian law.

#### **12 Arbitration**

If any dispute or difference shall arise as to the quantum to be paid under the policy (Liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties or if they cannot agree upon a single arbitrator within 30 (thirty) days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute / difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under/in accordance with the provisions of the Arbitration and Conciliation Act 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided if the Company has disputed or not accepted liability under or in respect of this Policy.

It is hereby expressly stipulated and declared that it shall be condition precedent to any right of action or suit upon this Policy that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.

#### **13 Renewal**

The policy may be renewed by mutual consent. The company is not bound to give notice that it is due for renewal. Renewal of the policy cannot be denied other than on grounds of fraud, moral hazard, misrepresentation or noncooperation. In the event of break in the policy a grace period of 30 (thirty) days is allowed. Coverage is not available during the grace period.

#### **14 Withdrawal of product**

In case the policy is withdrawn in future, the company shall provide the option to the insured person to switch over to a similar policy at terms and premium applicable to the new policy.

#### **15 Revision of terms of the policy including the premium rates**

The company, in future, may revise or modify the terms of the policy including the premium rates based on experience. The insured person will be notified three months before the changes are effected.

#### **16 Free look period**

The insured person is allowed a period of 15 (fifteen) days from date of receipt of policy to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured person has exercised the option of free look period and has not made any claim during the free look period, the insured person shall be entitled to-

- i. a refund of the premium paid less any expenses incurred by the company on medical examination of the insured person and the stamp duty charges; or
- ii. where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period on cover

The free look provision is not applicable to renewal of the policy.

#### **17 Nomination**

The insured is mandatorily required at the inception of the Policy to make a nomination for the purpose of payment of claims under the policy in the event of death.

Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made.

In case of any insured person other than the insured under the policy, for the purpose of payment of claims in the event of death, the default nominee would be the insured.

No assignment of this policy or the benefits there under shall be permitted.

### **17 Redressal of grievance**

In case of any grievance relating to servicing the policy, the insured person may submit in writing to the policy issuing office or regional office for redressal. If the grievance remains unaddressed, insured person may contact Customer Relationship Management Dept., National Insurance Company Limited, Chhabildas towers, 6A, Middleton Street, Kolkata - 700071.

If the insured person is not satisfied, the grievance may be referred to "Health Insurance Management Dept.", National Insurance Company Limited, 3 Middleton Street, Kolkata - 700071.

The insured person may also approach the office of Insurance Ombudsman of the respective area/ region for redressal of grievance.

## List of Expenses Generally Excluded

List of Expenses Generally Excluded ("Non-Medical") in Hospital Indemnity Policy -	
<b>TOILETRIES/ COSMETICS/ PERSONAL COMFORT OR CONVENIENCE ITEMS</b>	
HAIR REMOVAL CREAM	Not Payable
BABY CHARGES (UNLESS SPECIFIED/INDICATED)	Not Payable
BABY FOOD	Not Payable
BABY UTILITES CHARGES	Not Payable
BABY SET	Not Payable
BABY BOTTLES	Not Payable
BRUSH	Not Payable
COSY TOWEL	Not Payable
HAND WASH	Not Payable
MOISTURISER PASTE BRUSH	Not Payable
POWDER	Not Payable
RAZOR	Payable
SHOE COVER	Not Payable
BEAUTY SERVICES	Not Payable
BELTS/ BRACES	Essential and should be paid at least specifically for cases who have undergone surgery of thoracic or lumbar spine
BUDS	Not Payable
BARBER CHARGES	Not Payable
CAPS	Not Payable
COLD PACK/HOT PACK	Not Payable
CARRY BAGS	Not Payable
CRADLE CHARGES	Not Payable
COMB	Not Payable
DISPOSABLES RAZORS CHARGES ( for site preparations)	Payable
EAU-DE-COLOGNE / ROOM FRESHNERS	Not Payable
EYE PAD	Not Payable
EYE SHEILD	Not Payable
EMAIL / INTERNET CHARGES	Not Payable
FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)	Not Payable
FOOT COVER	Not Payable
GOWN	Not Payable
LEGGINGS	Essential in bariatric and varicose vein surgery and may be considered for at least these conditions where surgery itself is payable.
LAUNDRY CHARGES	Not Payable
MINERAL WATER	Not Payable
OIL CHARGES	Not Payable
SANITARY PAD	Not Payable
SLIPPERS	Not Payable
TELEPHONE CHARGES	Not Payable
TISSUE PAPER	Not Payable
TOOTH PASTE	Not Payable
TOOTH BRUSH	Not Payable
GUEST SERVICES	Not Payable
BED PAN	Not Payable
BED UNDER PAD CHARGES	Not Payable
CAMERA COVER	Not Payable
CLINIPLAST	Not Payable
CREPE BANDAGE	Not Payable/ Payable by the patient
CURAPORE	Not Payable
DIAPER OF ANY TYPE	Not Payable
DVD, CD CHARGES	Not Payable ( However if CD is specifically sought by Insurer/TPA then

	payable)
EYELET COLLAR	Not Payable
FACE MASK	Not Payable
FLEXI MASK	Not Payable
GAUSE SOFT	Not Payable
GAUZE	Not Payable
HAND HOLDER	Not Payable
HANSAPLAST/ ADHESIVE BANDAGES	Not Payable
INFANT FOOD	Not Payable
SLINGS	Reasonable costs for one sling in case of upper arm fractures may be considered
<b>ITEMS SPECIFICALLY EXCLUDED IN THE POLICIES</b>	
WEIGHT CONTROL PROGRAMS/ SUPPLIES/ SERVICES	Exclusion in policy unless otherwise specified
COST OF SPECTACLES/ CONTACT LENSES/ HEARING AIDS ETC.,	Exclusion in policy unless otherwise specified
DENTAL TREATMENT EXPENSES THAT DO NOT REQUIRE HOSPITALISATION	Exclusion in policy unless otherwise specified
HORMONE REPLACEMENT THERAPY	Exclusion in policy unless otherwise specified
HOME VISIT CHARGES	Exclusion in policy unless otherwise specified
INFERTILITY/ SUBFERTILITY/ ASSISTED CONCEPTION PROCEDURE	Exclusion in policy unless otherwise specified
OBESITY (INCLUDING MORBID OBESITY) TREATMENT IF EXCLUDED IN POLICY	Exclusion in policy unless otherwise specified
PSYCHIATRIC & PSYCHOSOMATIC DISORDERS	Exclusion in policy unless otherwise specified
CORRECTIVE SURGERY FOR REFRACTIVE ERROR	Exclusion in policy unless otherwise specified
TREATMENT OF SEXUALLY TRANSMITTED DISEASES	Exclusion in policy unless otherwise specified
DONOR SCREENING CHARGES	Exclusion in policy unless otherwise specified
ADMISSION/REGISTRATION CHARGES	Exclusion in policy unless otherwise specified
HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE	Exclusion in policy unless otherwise specified
EXPENSES FOR INVESTIGATION/ TREATMENT IRRELEVANT TO THE DISEASE FOR WHICH ADMITTED OR DIAGNOSED	Not Payable - Exclusion in policy unless otherwise specified
ANY EXPENSES WHEN THE PATIENT IS DIAGNOSED WITH RETRO VIRUS + OR SUFFERING FROM /HIV/ AIDS ETC IS DETECTED/ DIRECTLY OR INDIRECTLY	Not payable as per HIV/AIDS exclusion
STEM CELL IMPLANTATION/ SURGERY AND STORAGE	Not Payable except Bone Marrow Transplantation where covered by policy
<b>ITEMS WHICH FORM PART OF HOSPITAL SERVICES WHERE SEPARATE CONSUMABLES ARE NOT PAYABLE BUT THE SERVICE IS</b>	
WARD AND THEATRE BOOKING CHARGES	Payable under OT Charges, not payable separately
ARTHROSCOPY & ENDOSCOPY INSTRUMENTS	Rental charged by the hospital payable. Purchase of Instruments not payable.
MICROSCOPE COVER	Payable under OT Charges, not payable separately
SURGICAL BLADES,HARMONIC SCALPEL,SHAVER	Payable under OT Charges, not payable separately
SURGICAL DRILL	Payable under OT Charges, not payable separately

EYE KIT	Payable under OT Charges, not payable separately
EYE DRAPE	Payable under OT Charges, not payable separately
X-RAY FILM	Payable under Radiology Charges, not as consumable
SPUTUM CUP	Payable under Investigation Charges, not as consumable
BOYLES APPARATUS CHARGES	Part of OT Charges, not separately
BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	Part of Cost of Blood, not payable
ANTISEPTIC OR DISINFECTANT LOTIONS	Not Payable-Part of Dressing Charges
BAND AIDS, BANDAGES, STERILE INJECTIONS, NEEDLES, SYRINGES	Not Payable - Part of Dressing charges
COTTON	Not Payable-Part of Dressing Charges
COTTON BANDAGE	Not Payable- Part of Dressing Charges
MICROPOROUS/ SURGICAL TAPE	Not Payable-Payable by the patient when prescribed, otherwise included as Dressing Charges
BLADE	Not Payable
APRON	Not Payable -Part of Hospital Services/ Disposable linen to be part of OT/ICU charges
TORNIQUET	Not Payable (service is charged by hospitals, consumables cannot be separately charged)
ORTHOBUNDLE, GYNAEC BUNDLE	Part of Dressing Charges
URINE CONTAINER	Not Payable
<b>ELEMENTS OF ROOM CHARGE</b>	
LUXURY TAX	Actual tax levied by government is payable. Part of room charge for sub limits
HVAC	Part of room charge not payable separately
HOUSE KEEPING CHARGES	Part of room charge not payable separately
SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	Part of room charge not payable separately
TELEVISION & AIR CONDITIONER CHARGES	Payable under room charges not if separately levied
SURCHARGES	Part of Room Charge, Not payable separately
ATTENDANT CHARGES	Not Payable - Part of Room Charges
IM IV INJECTION CHARGES	Part of nursing charges, not payable
CLEAN SHEET	Part of Laundry/Housekeeping not payable separately
EXTRA DIET OF PATIENT(OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Patient Diet provided by hospital is payable
BLANKET/WARMER BLANKET	Not Payable- part of room charges
<b>ADMINISTRATIVE OR NON-MEDICAL CHARGES</b>	
ADMISSION KIT	Not Payable
BIRTH CERTIFICATE	Not Payable
BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES	Not Payable
CERTIFICATE CHARGES	Not Payable
COURIER CHARGES	Not Payable
CONVENYANCE CHARGES	Not Payable

DIABETIC CHART CHARGES	Not Payable
DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES	Not Payable
DISCHARGE PROCEDURE CHARGES	Not Payable
DAILY CHART CHARGES	Not Payable
ENTRANCE PASS / VISITORS PASS CHARGES	Not Payable
EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE	To be claimed by patient under Post Hosp where admissible
FILE OPENING CHARGES	Not Payable
INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)	Not Payable
MEDICAL CERTIFICATE	Not Payable
MAINTAINANCE CHARGES	Not Payable
MEDICAL RECORDS	Not Payable
PREPARATION CHARGES	Not Payable
PHOTOCOPIES CHARGES	Not Payable
PATIENT IDENTIFICATION BAND / NAME TAG	Not Payable
WASHING CHARGES	Not Payable
MEDICINE BOX	Not Payable
MORTUARY CHARGES	Payable upto 24 hrs, shifting charges not payable
MEDICO LEGAL CASE CHARGES (MLC CHARGES)	Not Payable
<b>EXTERNAL DURABLE DEVICES</b>	
WALKING AIDS CHARGES	Not Payable
BIPAP MACHINE	Not Payable
COMMODORE	Not Payable
CPAP/ CAPD EQUIPMENTS	Device not payable
INFUSION PUMP - COST	Device not payable
OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
PULSEOXIMETER CHARGES	Device not payable
SPACER	Not Payable
SPIROMETRE	Device not payable
SPO2 PROBE	Not Payable
NEBULIZER KIT	Not Payable
STEAM INHALER	Not Payable
ARMSLING	Not Payable
THERMOMETER	Not Payable (paid by patient)
CERVICAL COLLAR	Not Payable
SPLINT	Not Payable
DIABETIC FOOT WEAR	Not Payable
KNEE BRACES ( LONG/ SHORT/ HINGED)	Not Payable
KNEE IMMOBILIZER/SHOULDER IMMOBILIZER	Not Payable
LUMBO SACRAL BELT	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
NIMBUS BED OR WATER OR AIR BED CHARGES	Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia/quadruplegia for any reason and at reasonable cost of approximately Rs 200/ day
AMBULANCE COLLAR	Not Payable
AMBULANCE EQUIPMENT	Not Payable
MICROSHEILD	Not Payable
ABDOMINAL BINDER	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
<b>ITEMS PAYABLE IF SUPPORTED BY A PRESCRIPTION</b>	
BETADINE \ HYDROGEN PEROXIDE \ SPIRIT \ DETTOL \ SAVLON \ DISINFECTANTS ETC	May be payable when prescribed for patient, not payable for hospital use in OT or ward or for

	<b>dressings in hospital</b>
PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES	<b>Post hospitalization nursing charges not Payable</b>
NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES	<b>Patient Diet provided by hospital is payable</b>
SUGAR FREE TABLETS	<b>Payable -Sugar free variants of admissible medicines are not excluded</b>
CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)	<b>Payable when prescribed</b>
DIGESTION GELS	<b>Payable when prescribed</b>
ECG ELECTRODES	<b>Upto 5 electrodes are required for every case visiting OT or ICU. For longer stay in ICU, may require a change and at least one set every second day must be payable.</b>
GLOVES	<b>Sterilized Gloves payable / unsterilized gloves not payable</b>
HIV KIT	<b>Payable - payable Pre operative screening</b>
LISTERINE/ ANTISEPTIC MOUTHWASH	<b>Payable when prescribed</b>
LOZENGES	<b>Payable when prescribed</b>
MOUTH PAINT	<b>Payable when prescribed</b>
NEBULISATION KIT	<b>If used during hospitalization is payable reasonably</b>
NOVARAPID	<b>Payable when prescribed</b>
VOLINI GEL/ ANALGESIC GEL	<b>Payable when prescribed</b>
ZYTEE GEL	<b>Payable when prescribed</b>
VACCINATION CHARGES	<b>Routine Vaccination not Payable / Post Bite Vaccination Payable</b>
<b>PART OF HOSPITAL'S OWN COSTS AND NOT PAYABLE</b>	
AHD	<b>Not Payable - Part of Hospital's internal Cost</b>
ALCOHOL SWABES	<b>Not Payable - Part of Hospital's internal Cost</b>
SCRUB SOLUTION/STERILLIUM	<b>Not Payable - Part of</b>

	<b>Hospital's internal Cost</b>
<b>OTHERS</b>	
VACCINE CHARGES FOR BABY	<b>Not Payable</b>
AESTHETIC TREATMENT / SURGERY	<b>Not Payable</b>
TPA CHARGES	<b>Not Payable</b>
VISCO BELT CHARGES	<b>Not Payable</b>
ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]	<b>Not Payable</b>
EXAMINATION GLOVES	<b>Not payable</b>
KIDNEY TRAY	<b>Not Payable</b>
MASK	<b>Not Payable</b>
OUNCE GLASS	<b>Not Payable</b>
OUTSTATION CONSULTANTS/ SURGEON'S FEES	<b>Not payable, except for telemedicine consultations where covered by policy</b>
OXYGEN MASK	<b>Not Payable</b>
PAPER GLOVES	<b>Not Payable</b>
PELVIC TRACTION BELT	<b>Should be payable in case of PIVD requiring traction as this is generally not reused</b>
REFERAL DOCTOR'S FEES	<b>Not Payable</b>
ACCU CHECK ( Glucometry/ Strips)	<b>Not payable pre hospitalisation or post hospitalisation / Reports and Charts required/ Device not payable</b>
PAN CAN	<b>Not Payable</b>
SOFNET	<b>Not Payable</b>
TROLLY COVER	<b>Not Payable</b>
UROMETER, URINE JUG	<b>Not Payable</b>
AMBULANCE	<b>Not payable</b>
TEGADERM / VASOFIX SAFETY	<b>Payable - maximum of 3 in 48 hrs and then 1 in 24 hrs</b>
URINE BAG	<b>Payable where medically necessary till a reasonable cost - maximum 1 per 24 hrs</b>
SOFTOVAC	<b>Not Payable</b>
STOCKINGS	<b>Essential for case like CABG etc. where it should be paid.</b>

The list is dynamic and as per the standard list of excluded expenses stipulated by IRDA.