SOP for Downloading E-card and Claiming Health Insurance

DTU has taken Group Mediclaim policy for its enrolled students from M/s Universal Sompo General Insurance through their intermediary M/s Anand Rathi Insurance Brokers Ltd. Students may collect their physical insurance cards from their respective department's office.

01. To download e-cards visit https://mdindiaonline.com/E-Cardrequest.aspx and follow the steps mentioned below:

   Step 1 - Select IC Name > Universal Sompo General Insurance Co. Ltd.
   Step 2 - Select Type of Policy > Corporate
   Step 3 - Enter Policy Number (2839/70366805/00/000)
   Step 4 - Enter MIDID
   Step 5 - Enter ID

(Students may find their MIDID, ID, Reimbursement Claim Forms alongwith a list of Empanelled Hospitals on official website of Delhi Technological University i.e. dtu.ac.in)

02. To claim insurance follow the steps mentioned below:

   **Cashless**
   - Insured to approach MID Network (https://mdindiaonline.com/ProviderList.aspx) hospital with doctor prescription and MIDID card.
   - Hospital will send Pre-Authorization request letter to MID for Cashless Authorization.
   - Our respective Doctor assesses the pre-authorization request based on eligibility.
   - Query if any, is sent to hospital. Insured is also informed on phone/SMS/Email.
   - Authorization is given.
   - Insured to pay for all non-Medical/Covered services like, registration fees, Attendant Charges, telephone bills etc.
   - Take payment receipt of amount paid to hospital.
   - Insured to verify and sign hospital bill and claim form and leave all original documents at hospital.
   - Xerox of relevant documents can be taken by the patient.

   **(Reimbursement)**
   - IRDA Claim Form duly filled and Signed by the Insured/Student must be submitted to TPA within stipulated time.
   - ECS/NEFT details of Proposer along with Cancelled Cheque / photocopy of Bank Pass Book with bank stamp along with IFSC Code Details in clear readable hard copy of Cancelled Cheque
   - Valid Photo ID Proof of insured/patient.
   - Valid and duly attested Hospital Registration Certificate photocopy. (For Non Network)
   - KYC Details like Pan Card etc. to be submitted
   - Indoor Case Papers Photocopies to be submitted.
   - All Original bills, all Paid Receipts and discharge certificate / card from the Hospital.
   - All documents pertaining to the illness, starting from the date it was first detected, i.e. [doctor consultations reports / history in details with relevant dates.]
   - MLC/FIR/Post Mortem Report. (if applicable)
   - All documents must be self-attested or attested by insured

03. Contact persons:

   1. Ms. Urvashi : 9175455443 (delhicorp@mdindia.com)
   2. Mr. Devendra Singh : 9713660245 (devendrasingh1@rathi.com)
   3. Ms. Shaifali Goyal : 8800283339 (shaifaligoyal@rathi.com)

Dr. Anil Kumar
Dy. Registrar (Gen. Admin.)

Copy to:

1. PA to Registrar for kind information of Registrar DTU, please.
2. All Deans/HoDs with a request to apprise all the students.
3. Dean Student Welfare for kind information.
4. Chief Hostel Warden with a request to apprise all the hostellers.
5. All Notice Boards
6. All hostels
7. Guard file