



Universal Sampo General Insurance Company Ltd

In House Health Claims Management

Service Overview

Member
Enrollment &
Card Issuance

Cashless
Management

Reimbursement
Claims

Customer
Support
Services

Grievance
Management

Claims Payment

Provider
Management

MIS



Cashless Process

Follow below steps to avail Cashless facility through our In house Health Claims Management:

Step I: Call our Health Helpline 1800 200 4030 and Intimate your Claim within 24 hrs in case of emergency admission and 48 hrs prior to hospitalization in case of planned admission.

Step II: Visit Network hospital and show your Health Serve Card issued by the company along with Valid Photo ID proof and get 'Cashless Request Form' from Insurance helpdesk of the hospital.

Step III: Fill your details in the 'Cashless Request Form' & submit it to the Hospital Insurance helpdesk.

Step IV: Hospital verifies the patient details and sends duly filled Cashless Request Form by Email (healthserve@universalsompo.com).

Step V: Universal Sompo – Health will review and judge the admissibility of the Cashless Request as per Policy Terms & Conditions and the same will be communicated to you and hospital. You will be required to pay for expenses that are not payable as per the terms and condition of the policy.



Claim Reimbursement Process

Follow below steps to avail reimbursement facility through our In house Health Claims Management:

Step I: Call our Health Helpline 1800 200 4030 or email at healthserve@universalsampo.com and inform about your Claim within 24 hrs in case of emergency admission and 48 hrs prior to hospitalization in case of planned admission.

Step II: Visit hospital and undergo your treatment. Settle your hospitalization bill and collect all original documents after discharge from hospital.

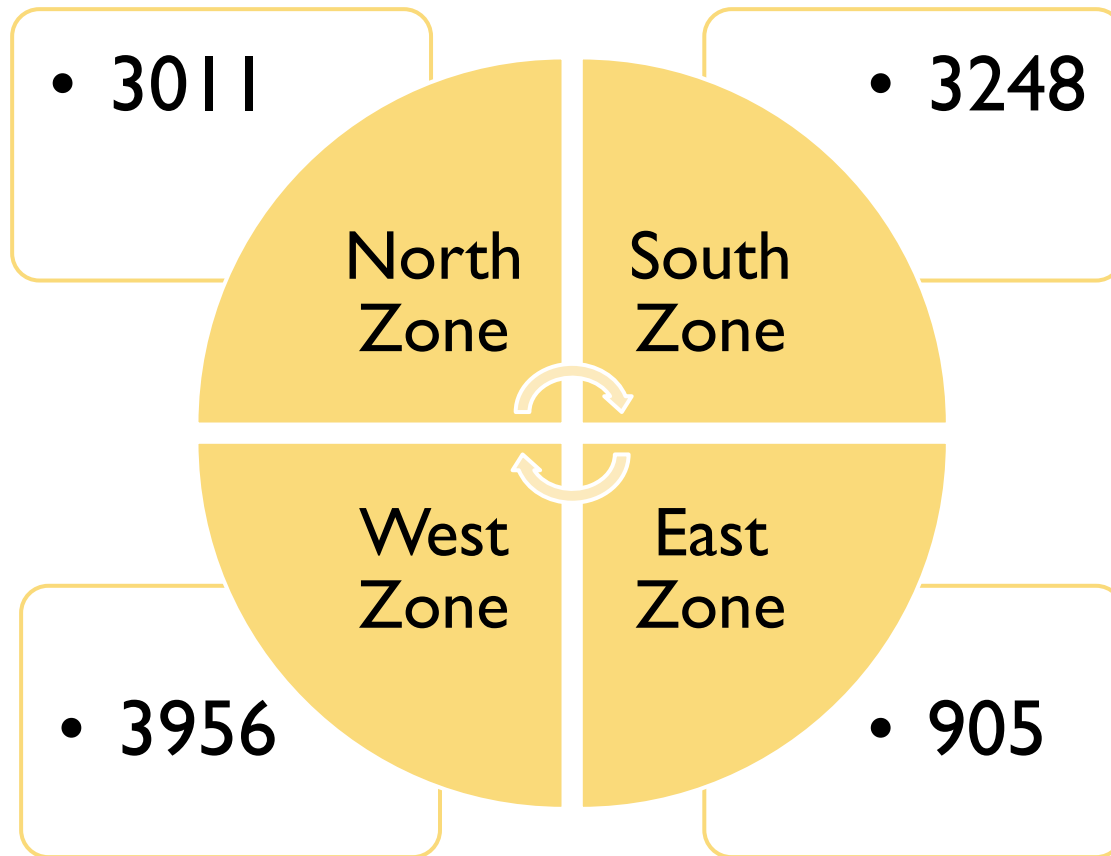
Step III: Fill in Reimbursement Claim Form and submit all original documents to our below mention office for reimbursement.

Universal Sampo General Insurance Company Limited,
Health Claims Management Office,
1st Floor Plot No. C-56 A/13,
Sector - 62, Noida,
Uttar Pradesh -201309

Step IV: On receipt of document your claim will processed as per Terms & Conditions of policy and the same will be communicated to you.



Demographic Pan India Presence- Network Hospitals – 11120



Service Level

- ▶ **Card Issuance**
 - ▶ E Cards 48 hrs
- ▶ **Customer Query response** 24 hrs
- ▶ **Claim Payment** 48 hrs
- ▶ **Cashless Authorization Response Time** 90 mins
- ▶ **Claims Settlement TAT** 7 days



Grievance Redressal

Contd..

▶ Step I - Contact us

Toll Free Number	EMail	Write to us
1800-200-4030/ 1800-22-4030 (24/7 Assistance Services)	contactus@universalso mpo.com	Customer Service Universal Sompo General Insurance Co.Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane - Belapur Rd, Airoli, Navi Mumbai, Maharashtra 400708



Grievance Redressal

- ▶ Step II- If the resolution you received, does not meet your expectations, you can directly write to our Grievance Id. After examining the matter, the final response would be conveyed within 15 working days from the date of receipt of your complaint on this e-mail id.

Email ID: grievance@universalsompo.com

Drop In Your Concern:

Grievance cell

Universal Sampo General Insurance Co.Ltd, Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane - Belapur Rd, Airoli, Navi Mumbai, Maharashtra 400708

Visit Branch Grievance Redressal Officer (GRO)

Walk-into any of our nearest branches and request to meet the GRO.

- ▶ We will acknowledge receipt of your concern within 3 business days.
 - ▶ Within 2 weeks of receiving your grievance, we will respond to you with the best resolution.
 - ▶ We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of our response.
-



Communication for Student Insurance Scheme Management



- ▶ Welcome Mailers communication to all students on their registered email ID & Mobile number
 - ▶ Instant availability of Ecard
 - ▶ SMS & Mailers at each stage of claim with updated status & claim letters.
 - ▶ Link on SMS to download Ecard/ Claim letters on mobile
 - ▶ Access to stakeholders to download Ecard & claim letters through Web Portal
-

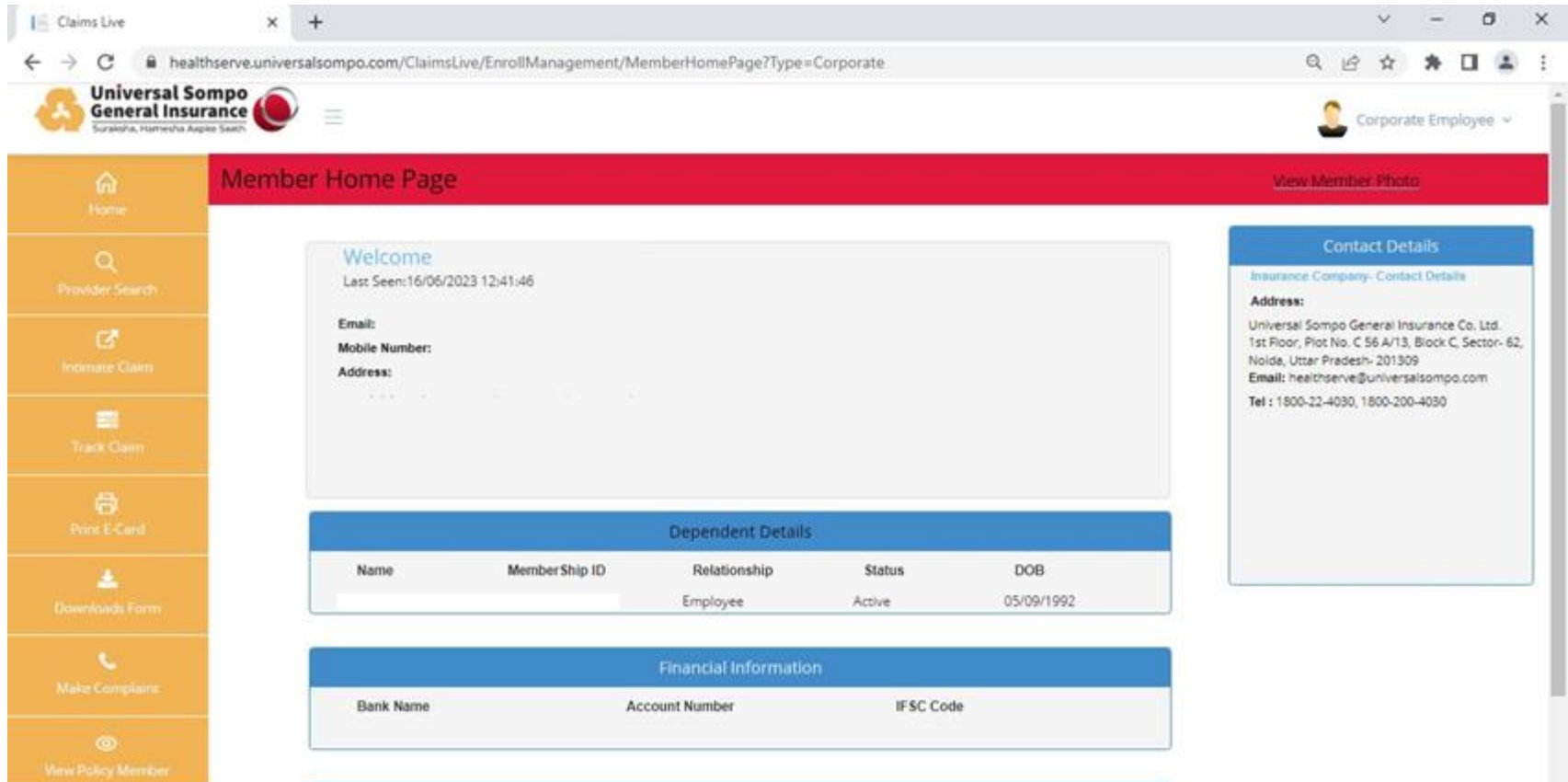


Features of Health Serve Web Portal

- ▶ **Web Portal Access to download Ecard**
- ▶ Option to track claim status & download claim communication letters
- ▶ Search Network Hospital List
- ▶ Option to Intimate claim online
- ▶ **Download Forms**
 - ▶ Reimbursement claim form
 - ▶ Claim Intimation form
 - ▶ NEFT form etc
- ▶ Document Submission Checklist



Web Portal Welcome Screen



Claims Live

healthserve.universalsompo.com/ClaimsLive/EnrollManagement/MemberHomePage?Type=Corporate

Universal Sampo General Insurance
Suraksha, Hamesha Aapke Saath

Corporate Employee

Member Home Page [View Member Photo](#)

Welcome
Last Seen: 16/06/2023 12:41:46

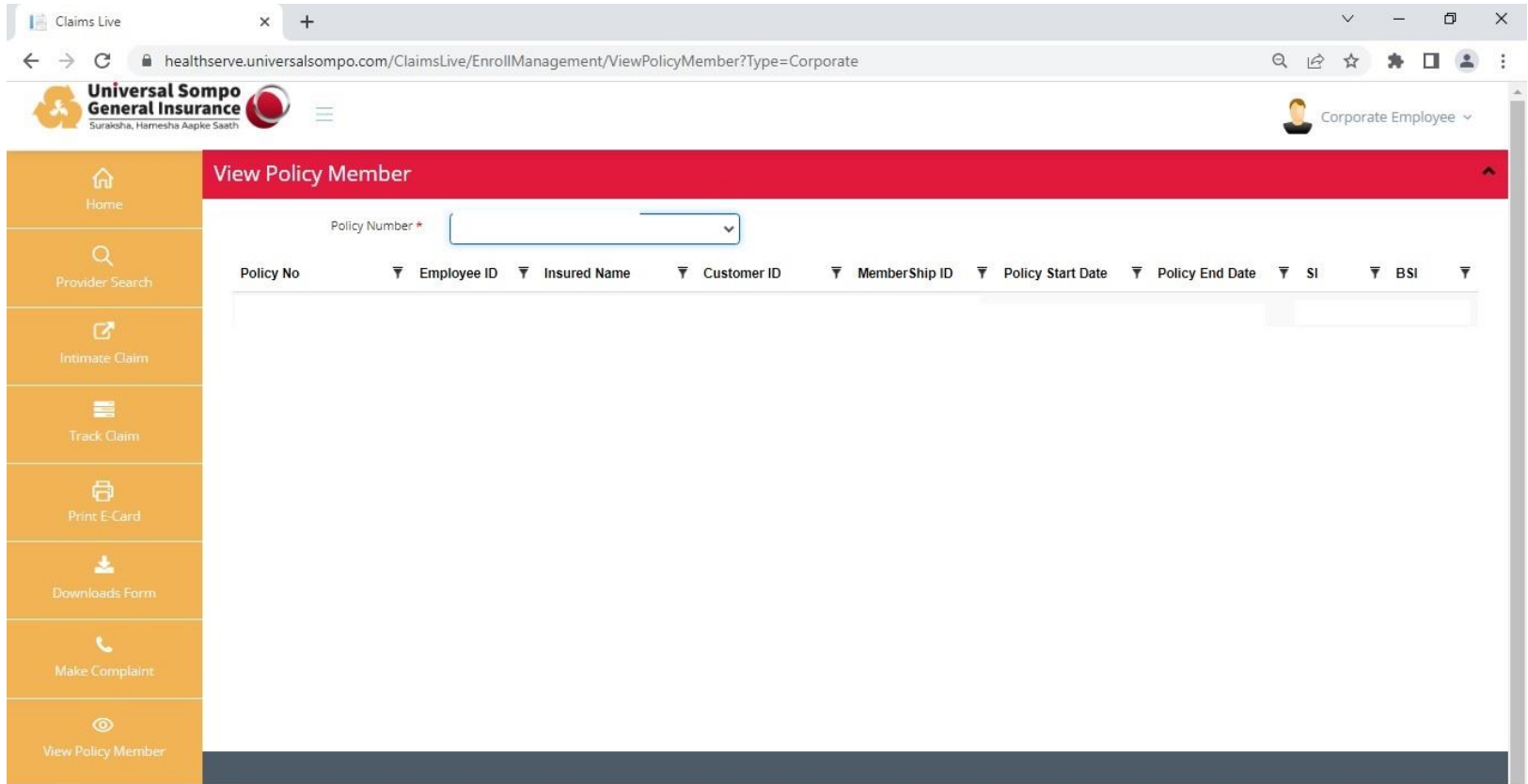
Email:
Mobile Number:
Address:

Contact Details
Insurance Company - Contact Details
Address:
Universal Sampo General Insurance Co. Ltd.
1st Floor, Plot No. C 56 A/13, Block C, Sector- 62,
Noida, Uttar Pradesh- 201309
Email: healthserve@universalsompo.com
Tel : 1800-22-4030, 1800-200-4030

Name	Member Ship ID	Relationship	Status	DOB
		Employee	Active	05/09/1992

Bank Name	Account Number	IF SC Code

Member Profile



The screenshot displays a web browser window with the following elements:

- Browser Tab:** Claims Live
- Address Bar:** healthserve.universalsampo.com/ClaimsLive/EnrollManagement/ViewPolicyMember?Type=Corporate
- Page Header:** Universal Sampo General Insurance logo and tagline "Suraksha, Hamesha Aapke Saath" on the left; a user profile icon and "Corporate Employee" dropdown on the right.
- Left Navigation Menu:** A vertical orange sidebar with icons and labels for: Home, Provider Search, Intimate Claim, Track Claim, Print E-Card, Downloads Form, Make Complaint, and View Policy Member (which is highlighted).
- Main Content Area:** A red header bar reads "View Policy Member". Below it is a search field labeled "Policy Number *". A table with the following columns is visible: Policy No, Employee ID, Insured Name, Customer ID, MemberShip ID, Policy Start Date, Policy End Date, SI, and BSI. The table body is currently empty.



View E-Card

Claims Live

healthserve.universalsompo.com/ClaimsLive/EnrollManagement/GenerateECard?Type=Corporate

Universal Sampo General Insurance Suraksha, Hamesha Aapke Saath

Corporate Employee

Print E-Card

Download your E Health Card with your personal and health policy details over it. A copy of this card should be submitted at the time of filling a claim or presented to the hospital in the case of emergency to avail the cashless benefit to the health insurance policy by the policy holder.

Policy Number *

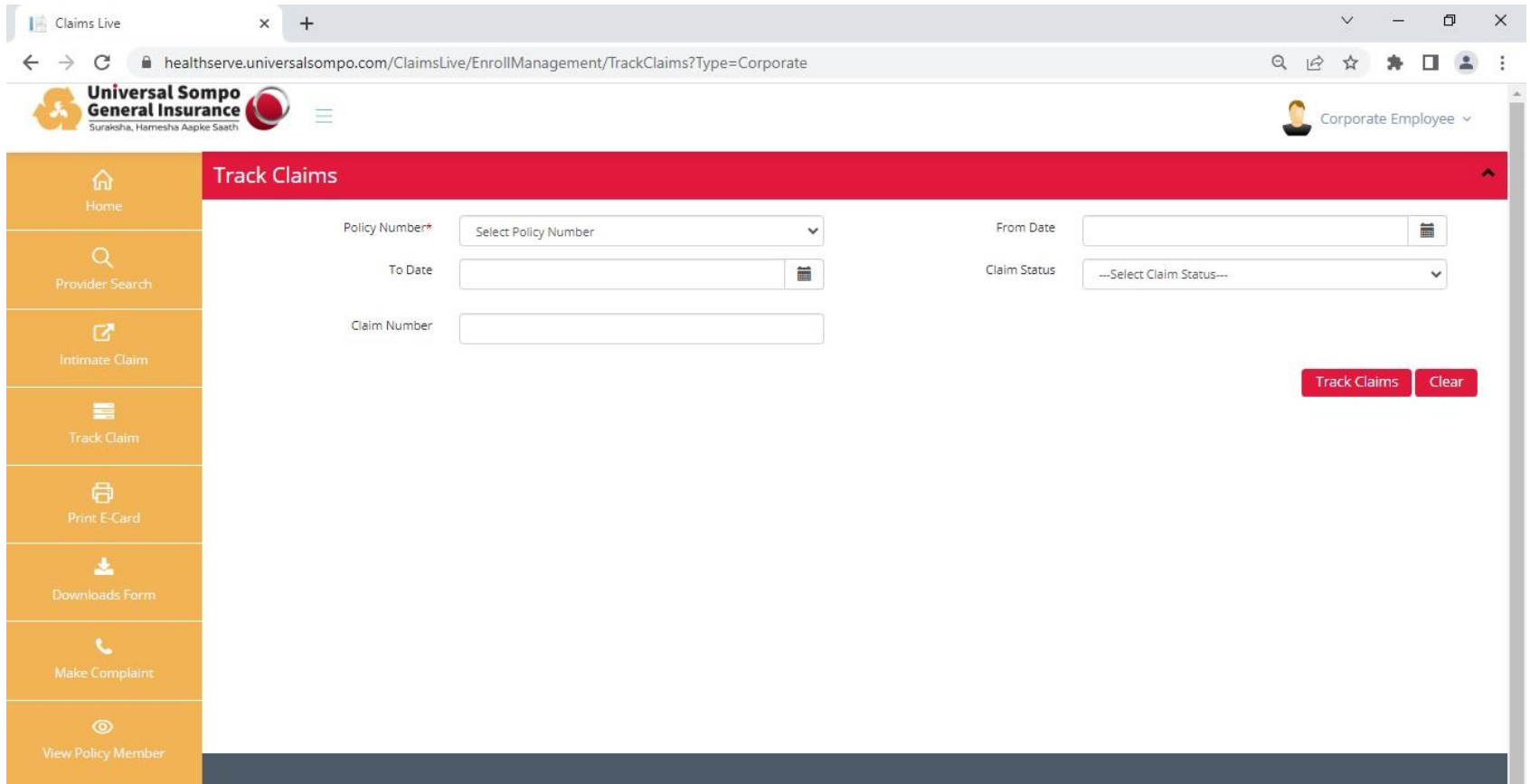
Select All	Insured Name	Gender	DOB	Employee No	UHID	No of times Card Generated
<input type="checkbox"/>						1

Email

[View Print](#) [Email](#)

- Home
- Provider Search
- Intimate Claim
- Track Claim
- Print E-Card
- Downloads Form
- Make Complaint
- View Policy Member

Track Claim

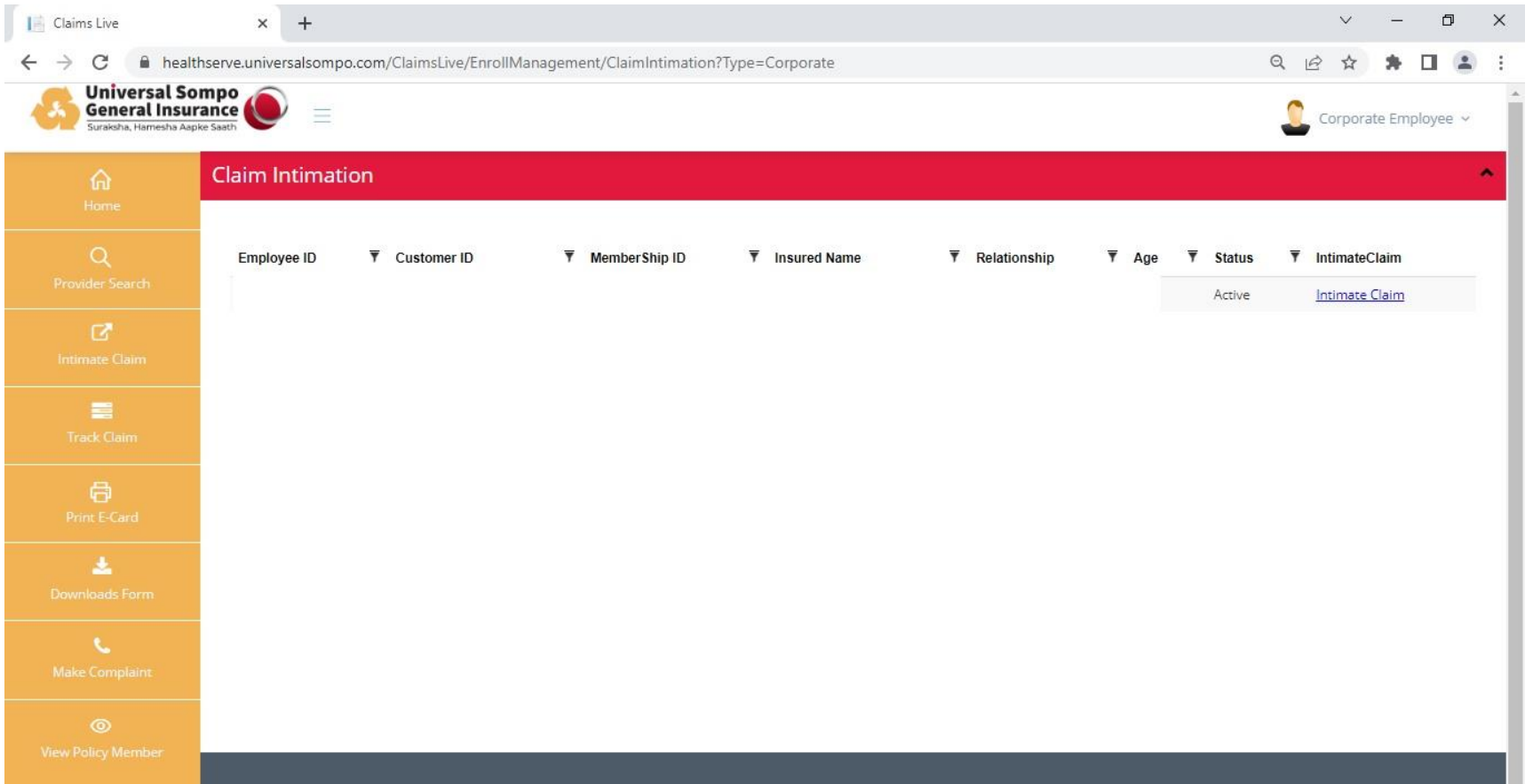


The screenshot shows a web browser window with the URL `healthserve.universalsompo.com/ClaimsLive/EnrollManagement/TrackClaims?Type=Corporate`. The page features a navigation sidebar on the left with orange buttons for Home, Provider Search, Intimate Claim, Track Claim, Print E-Card, Downloads: Form, Make Complaint, and View Policy Member. The main content area is titled "Track Claims" and contains a search form with the following fields:

- Policy Number*: Select Policy Number (dropdown menu)
- To Date: [Text input field with calendar icon]
- Claim Number: [Text input field]
- From Date: [Text input field with calendar icon]
- Claim Status: --Select Claim Status-- (dropdown menu)

At the bottom right of the form, there are two red buttons: "Track Claims" and "Clear".

Claim Intimation

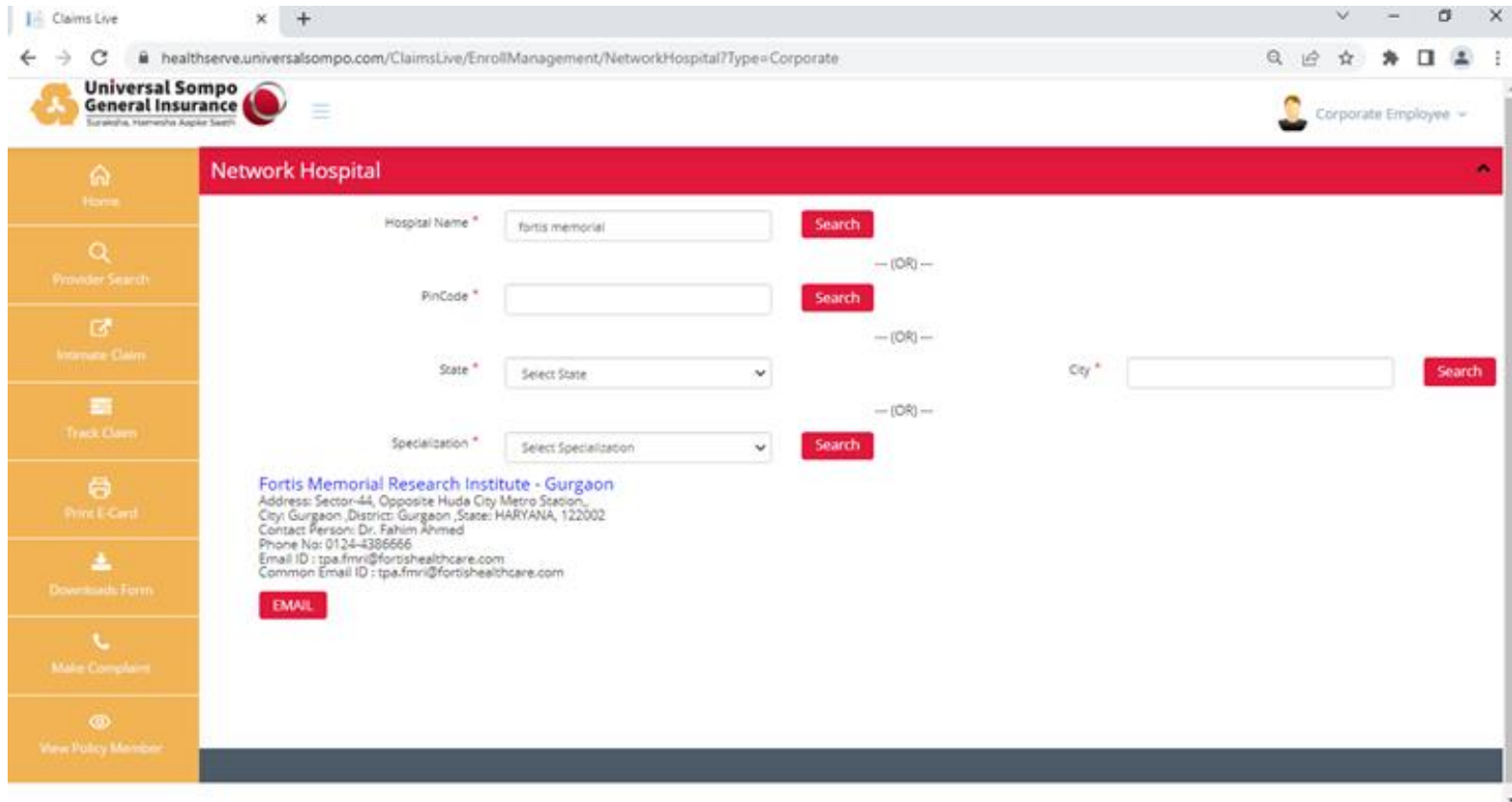


The screenshot shows a web browser window with the URL `healthserve.universalsompo.com/ClaimsLive/EnrollManagement/ClaimIntimation?Type=Corporate`. The page features a navigation sidebar on the left with options: Home, Provider Search, Intimate Claim, Track Claim, Print E-Card, Downloads Form, Make Complaint, and View Policy Member. The main content area is titled "Claim Intimation" and displays a table with columns: Employee ID, Customer ID, MemberShip ID, Insured Name, Relationship, Age, Status, and IntimateClaim. The "IntimateClaim" column contains two entries: "Active" and a link labeled "Intimate Claim".

Employee ID	Customer ID	MemberShip ID	Insured Name	Relationship	Age	Status	IntimateClaim
						Active	Intimate Claim



Search Network Hospital



Claims Live

healthserve.universalsompo.com/ClaimsLive/EnrollManagement/NetworkHospital?Type=Corporate

Universal Sampo General Insurance
Suraksha, Hamesha Aapke Saath

Corporate Employee

Network Hospital

Hospital Name * fortis memorial

-- (OR) --

PinCode *

-- (OR) --

State *

-- (OR) --

City *

-- (OR) --

Specialization *

Fortis Memorial Research Institute - Gurgaon
Address: Sector-44, Opposite Huda City Metro Station,
City: Gurgaon ,District: Gurgaon ,State: HARYANA, 122002
Contact Person: Dr. Fahim Ahmed
Phone No: 0124-4386666
Email ID : tpa.fmrni@fortishealthcare.com
Common Email ID : tpa.fmrni@fortishealthcare.com

Download Forms & Document Submission Check list

Claims Live x +

healthserve.universalsompo.com/ClaimsLive/EnrollManagement/DownloadForms?Type=Corporate

Universal Sampo General Insurance Suraksha, Hamesha Aapke Saath

Corporate Employee

Home
Download Forms

Home	Claim Check List	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>
Provider Search	Claim Form	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>
Intimate Claim	Cashless Request Form	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>
Track Claim	NEFT RTGS Form	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>
	Non-Payable Items List	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>
	KYC Form	Download	<input type="text" value="Email"/>	<input type="button" value="Send"/>

Document Submission Checklist

For speedy processing for your claim, please ensure the submission of all required documents within specified time.

- ✓ Claim form duly filled in and signed along with Xerox of Health Serve Card & Valid Photo ID proof of patient.
- ✓ Original bills and receipts or prescriptions in support of any amount claimed.
- ✓ Original medical reports, Investigation reports, treatment papers, doctor reference slips
- ✓ Original Discharge summary
- ✓ Original Hospital Bill giving detailed break up of all expense heads mentioned in the bill.
- ✓ Original Advance or final receipts
- ✓ NEFT Form along with Cancelled cheque for disbursement of payments through ECS
- ✓ For accident Cases: MLC (Medico Legal Certificate) / FIR (First Information report) if available

Points to remember:

- Please retain copies of all the documents submitted to us for your future reference.
- The above list of documents is indicative. In case of any further document requirement, Our Health Serve team will contact you on receipt of your claim documents by us.

Thank You



Universal Sampo General Insurance Company Ltd
IRDAI Registration Number – 134
CIN # U66010MH2007PLC166770

Registered and Corporate Office:
Universal Sampo General Insurance Co Ltd
Office No 103, First Floor, Ackruti Star,
MIDC Central Road, Andheri (East),
Mumbai-400093.
Board Line – 022 – 41659800/41659900

Insurance is the subject matter of solicitation