

**SUB: IBA GROUP MEDICAL INSURANCE SCHEME - GUIDELINES FOR SUBMISSION OF DOMICILIARY TREATMENT CLAIMS - RETIREES AND SPOUSES OF THE DECEASED RETIREES**

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Attention of all the Retirees & Spouses of the deceased retirees who are enrolled under IBA Group Medical Insurance Policy is invited on the subject matter. The guidelines for claiming domiciliary treatment are received from the Insurance Company and the details are as under:

1. Claim form prescribed for claiming Hospitalization expenses may be used for claiming Domiciliary Treatment expenses also. In the subject matter, HO Cir 644/2016 dated 24.11.2016 shall be referred.
2. The eligible retirees / spouses of the deceased retirees who have opted for domiciliary treatment shall submit their claims under Domiciliary treatment on monthly basis. The domiciliary expenses for a particular month shall be claimed on or before 15<sup>th</sup> of the succeeding month.
3. Retirees shall submit their claims to the TPA i.e. M/s. Medi Assist India TPA Pvt. Ltd., at the following address:  
  
**M/s Medi Assist India TPA Pvt. Ltd.**  
**Tower D, 4th Floor, IBC Knowledge Park**  
**4/1 Bannerghatta Road**  
**Bengaluru - 560 029**  
**e-mail: [ibacare@mediassistindia.com](mailto:ibacare@mediassistindia.com).**  
**Toll free Number: 1800 4255 2222**
4. All Domiciliary claims (Bills) are to be supported with original prescriptions.
5. The prescriptions must specify the name of the disease / diagnosis. If the same is not mentioned in the prescription, a separate Doctor certificate is essential which consist of name of the disease/diagnosis along with details of the medicines prescribed for the disease/diagnosis.
6. The validity of the prescriptions where time limits are not stated will be 90 days from the date of issuance of prescription and in case of prescriptions where the time limit is more than twelve months and for lifelong medicines, revalidation shall be made once in 12 months from the date of its issue.
7. The original prescription shall submitted in the first month and subsequent claims shall accompany self attested photo copies of prescriptions along with original bills. However, the prescription shall be within the time limit mentioned above. There shall invariably be a mention of the month of submission of original prescription in the subsequent claims for smooth processing of the claim by the TPA.

All the Retirees / spouses of the Retirees are advised to strictly adhere to the above guidelines while submitting the domiciliary claims to avoid delay in sanction of the domiciliary claims.

The contents of this circular shall be brought to the notice of all retired employees / spouses of the deceased employees who have opted for the scheme by placing the same on the Notice Board of the Branches.

**C P GIRI**  
**GENERAL MANAGER**

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**TO ALL BRANCHES/OFFICES OF THE BANK**