

# ONLINE INTIMATION & ONLINE CLAIM SUBMISSION



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BENEFIT OF  
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IMPORTANT  
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For internal circulation only.


# ONLINE INTIMATION PROCESS

Click On :- <https://www.careinsurance.com/rhicl/claim/login>



Travel Insurance ▾ Health Insurance ▾ Super Medclaim ▾ Fixed Benefit Insurance ▾

Portability Renew ClaimGenie Helpdesk Login



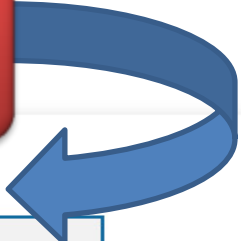
HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH **Claim Genie**




- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR C

Please Enter Your Policy Details  
Start your claim journey by filling following details

Enter Policy Number



### Claim Journey

-  **Claim Intimation**  
Initiate your claim with few details
-  **Upload Documents**  
Upload all documents in seconds
-  **Claim Tracking**  
Track your claim status / Know your claim status

Next

# STEP -2



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

Please  
Start your

Enter your  
Employee id  
or customer id/ Customer ID  
and click on  
"Submit" button

## Claim Journey



**Claim Intimation**  
Initiate your claim with few details



**Upload Documents**  
Upload all documents in seconds



**Claim Tracking**  
Track your claim status / Know your claim status



10755569



My Employee ID\*

OR



My Customer ID\*

Submit

# STEP -3



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

Select the member name who is going to admit and click on "Submit" button

Select the Member

Member to initiate the claim journey

	ID	Relation	Age	
<input type="checkbox"/>	SANJAY KHANNA .	56512342	MEMBER	33
<input type="checkbox"/>	SONAM KHANNA .	56512343	SPOUSE	32
<input type="checkbox"/>	BABY2 OF SONAM KHANNA .	56512344	SON	4
<input type="checkbox"/>	TRISHA KHANNA .	57265513	DAUGHTER	6

# STEP -4



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER

SELECT PROCESS



Select Claim Type

Please select a claim type



IPD



OPD



Hospicash

Click any one option

# STEP -5



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER    SELECT PROCESS    SELECT SERVICES

Click on  
Claim Intimation

Please select icon to continue



Claim Intimation



Upload Your Documents



Claim Tracking

# STEP -6

SELECT MEMBER    SELECT PROCESS

Select claim Type

Select claim type and fill details

Select reimbursement and after that click on "Next" button



Cashless



Reimbursement

Next



# STEP -7



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER    SELECT PROCESS

Please select hospital state, city, and name



 Hospital State

 Hospital City

 Hospital Name

Next

Enter Hospital details as asked and click on "Next" button

# STEP -8



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH




- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER    SELECT PROCESS

Please provide your admitted ward



Select Room type  
taken in hospital  
and click on  
"Next " button

 Room Type\*

Next

# STEP -9



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH




- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM


SELECT MEMBER    SELECT PROCESS

Please provide your admission and discharge dates



 Date of Admission

OR

 Date of Death

&

 Date of Discharge

Next

Enter date of Admission and expected date of Discharge and click on "Next" button

# STEP -10

Make health insurance your shield against **CORONAVIRUS** & Save Tax  
RHI is now CHI with the promise of Health ki Guarantee

Mobile Number

GET QUOTE >



Travel Insurance ▾ Health Insurance ▾ Super Mediclaim ▾ Fixed Benefit Insurance ▾



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH





- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER    SELECT PROCESS

Please provide your initial diagnosis and expected amount



 Initial Diagnosis

 Expected Amount In Rs.

Next

Enter initial  
Diagnosis and  
Expected Claim  
Amount

# STEP -11



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER

SELECT PROCESS

Please provide your mobile number and email id



Submit

Preview

Enter Alternate  
Mobile number  
and  
Email id and click  
on submit button

# STEP -12



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER

SELECT PROCESS



Thank You

**your  
intimation  
has been done**

Your reference number is CPR1409202003512



[Download Intimation Form](#)

Feedback

# STEP -13



Thank You

Click on yes button to upload the documents for claim processing

Your reference number is CPR1409202003512



Download Intimation Form

Please provide documents ([List of Documents](#)) at our [nearest branch](#) of Care Health Insurance or Correspondence Address (Care Health Insurance Company Limited, Unit no 604-607, 6th Floor, Tower C, Unitech Cyber Park, Sector 39, Gurgaon – 122001).

Track the status of your Claim [Click here](#) after submitting physical copies of the Original documents If You have any query please write to us at [claims@careinsurance.com](mailto:claims@careinsurance.com)

Do you want to upload the documents

Yes

No

# STEP -14



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER

SELECT PROCESS

FILL E-CLAIM FORM

CHANGE EXISTING E-CLAIM FORM

## Upload Your Documents

Select Your Documents

Select Document type

Bank Details
Discharge Summary (*)
Final Bill - Detailed (*)
Pre-Auth Form/Claim Form (*)
Address Proof

Upload or Drag Document (Only .pdf, .jpg, .jpeg, .png, .bmp files are supported)

Drag Files to Upload

Or

Select appropriate document type, upload the documents as per mentioned tab and click on "Submit" button



# STEP -15



HASSLE\_FREE CLAIM PROCESSING  
AT YOUR FINGERTIPS!

WITH



- INTIMATE YOUR CLAIM
- UPLOAD DOCUMENTS
- TRACK STATUS OF YOUR CLAIM

SELECT MEMBER    SELECT PROCESS



Thank You

Your reference number is CPR1409202003512

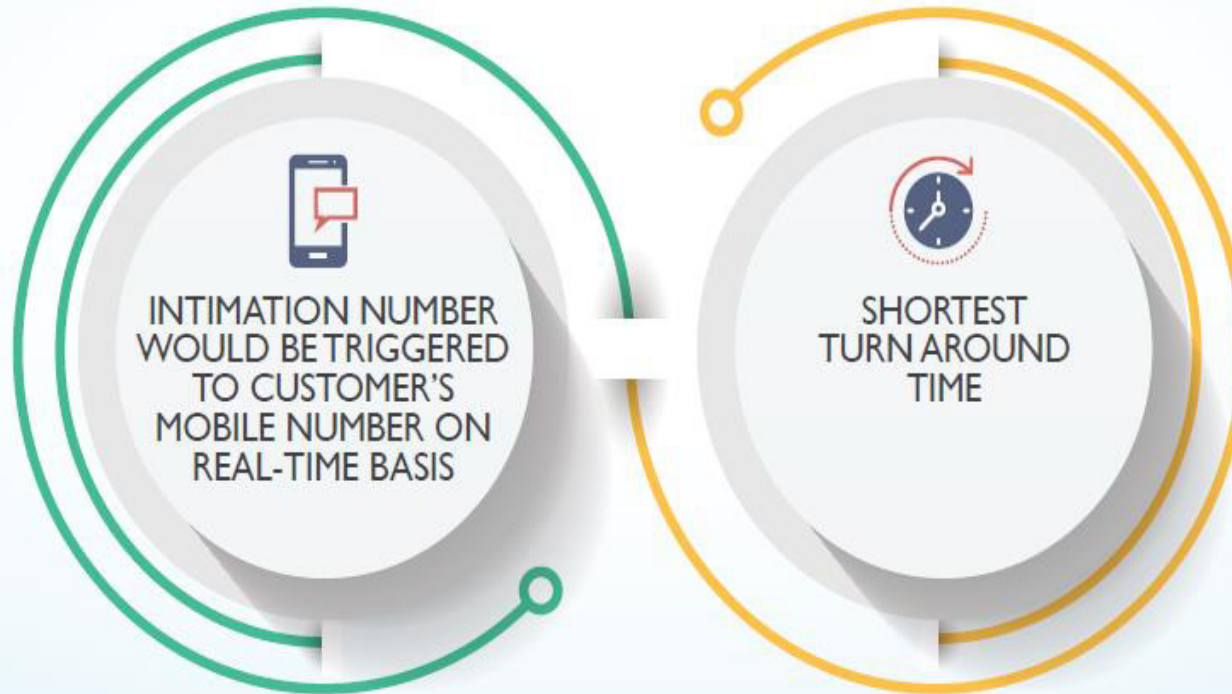


Please provide original documents ( [List of Documents](#) ) at our Head office (Care Health Insurance Limited (formerly known as Religare Health Insurance Company Limited) , Unit no 604-607, 6th Floor, Tower C, Unitech Cyber Park, Sector 39, Gurgaon – 122001) or nearest branch of Care Health Insurance.

Track the status of your Claim [Click here](#) after submitting physical copies of the Original documents If You have any query please write to us at [claims@careinsurance.com](mailto:claims@careinsurance.com)

Your Documents have been submitted to us

# BENEFIT OF ONLINE INTIMATION



For internal circulation only.

# BENEFIT OF ONLINE CLAIM SUBMISSION

- Claim processing on the basis of uploaded documents.
- Option to upload query documents, if any query being asked.
- All the communication would be triggered via SMS and Mail.
- If all uploaded documents are complete, instant claim processing with very less turnaround time.
- Real time status is available over claim tracking tab.



# IMPORTANT POINTS

- ✓ Intimation number need to be generate before uploading the documents.
- ✓ Please select correct member name for intimation.
- ✓ Please scan your documents in below parts:-
  - Claim form | Discharge summary | Final bill | Investigation reports
  - Doctor consultation papers | Sticker/Invoice- For Implant | Others
- ✓ Please scan documents properly and clear.



**THANK  
YOU**

For internal circulation only.