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## **Group Health Insurance Policy** **Policy Wording**

### **1. SCHEDULE**

### **2. PREAMBLE**

This policy is a contract of insurance between You and Universal Sampo General Insurance Company (hereinafter called the 'Company') and contains all the details of the cover that we provide.

Your policy comprises:

- The preamble [the current part] which introduces the policy document, describes the structure of the document and sets the general rules;
- The policy wording which lists and details the available coverage, benefits, claims and grievance redressal procedure, exclusions and other terms and conditions of cover;
- The proposal, which is the information You provide to us and which forms the basis for this insurance cover;
- The policy schedule - a separate document customized for you showing the cover details opted for by You and offered by Us to You. It is to be noted that the schedule may amend the policy and only those Parts shown as covered in your schedule are insured;
- Any other written alteration otherwise issued by us in writing (such as an endorsement) that varies or modifies the above documents.

### **3. Group and Membership**

Eligibility for a 'Group' and for 'Membership' thereof [Policy-holder and Beneficiary in Employer-Employee cases and Policy-holder and Insured-Beneficiary in Non-Employer-Employee cases] shall be basis the IRDAI Circular. "Group" shall mean a group of Members who assemble together with a purpose of engaging in a common economic activity and not formed with the main purpose of availing insurance cover.

### **4. Policy Period**

The policy period shall normally be an annual period [of 12 months] starting from the date of commencement of policy.

## 5. Payment of Premium

- i. Premium for the policy must be paid in full in advance. We will assume risk and the cover will incept not earlier than the date of payment of full premium.
- ii. The policy-holder will have the option of premium payment in instalments as mentioned in the Policy Schedule / Certificate of Insurance in which case the chargeable premium will be loaded as per our instalment premium payment rules basis the frequency chosen by the policy-holder.

## 6. Operative Clause

If during the policy period insured person is required to be **hospitalized** for treatment of an Illness or Injury at a Hospital/ Day Care Centre following Medical Advice of a duly qualified Medical Practitioner, the Company shall indemnify medically necessary expenses towards the Coverage mentioned in the policy schedule.

Provided further that, any amount payable under the policy shall be subject to the terms of coverage (including any co-pay, sub limits), exclusions, conditions and definitions contained herein. Maximum liability of the Company under all such Claims during each Policy Year shall be the Sum Insured (Individual or Floater) opted specified in the Schedule.

## 7. Definitions:

### 7.a. Standard Definitions:

Definitions of **all the covers** along with those of key associated terms are given below. When used in this Policy, the Policy Schedule, and Endorsements, they will always carry **such specific meanings** as in the following definitions.

Where **the context so requires**, references to the singular shall also include references to the plural and references to any gender shall include references to all genders.

1. **Accident** means a sudden, unforeseen, and involuntary event caused by external, visible and violent means.
2. **Any One Illness** means continuous period of illness and it includes relapse within forty five days from the date of last consultation with the hospital where treatment has been taken.
3. **AYUSH Treatment** refers to the medical and / or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems
4. **AYUSH Day Care Centre** means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health centre which is

registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion:

- Having qualified registered AYUSH Medical Practitioner(s) in charge;
  - Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
  - Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
5. **Break in Policy** means the period of gap that occurs at the end of the existing policy term, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof
  6. **Cashless Facility** means a facility extended by the insurer to the insured where the payments, of the costs of treatment undergone by the insured person in accordance with the Policy terms and conditions, are directly made to the network provider by the insurer to the extent pre-authorization is approved.
  7. **Condition Precedent** means a Policy term or condition upon which the Company's liability under the Policy is conditional upon.
  8. **Cancer of Specified Severity**  
A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukemia, lymphoma and sarcoma.  
b. The following are excluded:
    - i. All Tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN-2 and CIN-3;
    - ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
    - iii. Malignant melanoma that has not caused invasion beyond the epidermis;
    - iv. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0;
    - v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
    - vi. Chronic lymphocytic leukemia less than RAI stage 3;
    - vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification.
    - viii. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs.
  9. **Congenital Anomaly** refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.

**Internal Congenital Anomaly**

Congenital anomaly which is not in the visible and accessible parts of the body.

**External Congenital Anomaly**

Congenital anomaly which is in the visible and accessible parts of the body.

10. **Co-payment** means a cost sharing requirement under a health insurance policy that provides that the policyholder/insured will bear a specified percentage of the admissible claims amount. A co-payment does not reduce the Sum Insured.
11. **Day Care Centre** means any institution established for day care treatment of disease/injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:
  - has qualified nursing staff under its employment;
  - has qualified medical practitioner (s) in charge;
  - has a fully equipped operation theatre of its own where surgical procedures are carried out
  - maintains daily records of patients and shall make these accessible to the Company's authorized personnel.
12. **Day Care Treatment** means medical treatment, and/or surgical procedure which is:
  - undertaken under general or local anesthesia in a hospital/day care centre in less than twenty four hours because of technological advancement, and
  - which would have otherwise required a hospitalization of more than twenty four hours. [Treatment taken on an out-patient basis is not included in the scope of this definition.]
13. **Dental Treatment** means a treatment carried out by a dental practitioner including examinations, fillings (where appropriate), crowns, extractions and surgery.
14. **Disclosure to information norm:** The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact.
15. **Domiciliary Hospitalization** means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually undertaken while confined at home under medical advice and under any of the following compelling circumstances;  
The condition of the patient is such that he/she is not in a condition to be removed to a hospital.  
or  
The patient takes treatment at home on account of non-availability of room in a hospital.
16. **Emergency Care:** Emergency care means management for an illness or injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the insured person's health.
17. **Family** means, the Family that consists of the proposer and any one or more of the family members as mentioned below:  
Legally wedded spouse, Parents and Parents-in-law, Dependent Children (i.e. natural or legally adopted) between the age 3 months to no max limit.  
(If the child above 18 years of age is financially independent, he or she shall be ineligible for coverage in the subsequent renewals)

Brother, Sister and Live in Partner.

18. **Grace Period** means the time granted by the insurer from the due date of payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy. The grace period for payment of the premium for all types of life insurance policies shall be fifteen days, where the policyholder pays the premium on a monthly basis and 30 days in all other cases.
19. **Hospital** means any institution established for in-patient care and day care treatment of disease/ 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 Schedule of Section 56(1) of the said Act, OR complies with all minimum criteria as under:
  - has qualified nursing staff under its employment round the clock;
  - has at least ten inpatient beds, in those towns having a population of less than ten lakhs and fifteen inpatient beds in all other places;
  - has qualified medical practitioner (s) in charge round the clock;
  - has a fully equipped operation theatre of its own where surgical procedures are carried out maintains daily records of patients and shall make these accessible to the Company's authorized personnel.
20. **Hospitalization** means admission in a hospital for a minimum period of twenty four (24) consecutive 'In-patient care' hours except for specified procedures/ treatments, where such admission could be for a period of less than twenty four (24) consecutive hours.
21. **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.
22. **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.
23. **Chronic Condition** means a disease, illness, or injury that has one or more of the following characteristics it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests
  - it needs ongoing or long-term control or relief of symptoms
  - it requires rehabilitation for the patient or for the patient to be special trained to cope with it
  - it continues indefinitely
  - it recurs or is likely to recur
24. **Injury** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a medical practitioner.
25. **In-Patient Care** means treatment for which the insured person has to stay in a hospital for more than 24 hours for a covered event.
26. **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.

27. **ICU (Intensive Care Unit) Charges** means the amount charged by a Hospital towards ICU expenses on a per day basis which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
28. **Medical Advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow up prescription.
29. **Medical Expenses** means those expenses that an insured person has necessarily and actually incurred for medical treatment on account of illness or accident on the advice of a medical practitioner, as long as these are no more than would have been payable if the insured person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.
30. **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 license.
31. **Medically Necessary Treatment** means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which is required for the medical management of illness or injury suffered by the insured;  
must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;  
must have been prescribed by a medical practitioner;  
must conform to the professional standards widely accepted in international medical practice or by the medical community in India.
32. **Migration** means a facility provided to policyholders (including all members under family cover and group policies), to transfer the credits gained for pre-existing diseases and specific waiting periods from one health insurance policy to another with the same insurer.
33. **Maternity expenses** means:  
Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization.  
Expenses towards lawful medical termination of pregnancy during the policy period.
34. **New Born Baby** means baby born during the Policy Period and is aged up to 90 days.
35. **Network Provider** means hospitals enlisted by insurer, TPA or jointly by an insurer and TPA to provide medical services to an insured by a cashless facility.
36. **Non- Network Provider** means any hospital that is not part of the network.
37. **Notification of Claim** means the process of intimating a claim to the Insurer or TPA through any of the recognized modes of communication.
38. **Out-Patient (OPD) Treatment** means treatment in which the insured visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment

based on the advice of a medical practitioner. The insured is not admitted as a day care or in-patient.

39. **Pre-Existing Disease (PED):** Pre-existing disease means any condition, ailment, injury or disease:
- a) that is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or
  - b) for which medical advice or treatment was recommended by, or received from, a physician, not more than 36 months prior to the date of commencement of the policy.
40. **Portability** means a facility provided to the health insurance policyholders (including all members under family cover), to transfer the credits gained for, pre-existing diseases and specific waiting periods from one insurer to another insurer.
41. **Pre-hospitalization Medical Expenses** means medical expenses incurred during pre-defined number of days preceding the hospitalization of the Insured Person, provided that:
- Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and
  - The In-patient Hospitalization claim for such. Hospitalization is admissible by the Insurance Company.
42. **Post-hospitalization Medical Expenses** means medical expenses incurred during pre-defined number of days immediately after the insured person is discharged from the hospital provided that:
- Such Medical Expenses are for the same condition for which the insured person's hospitalization was required, and
  - The inpatient hospitalization claim for such hospitalization is admissible by the Insurance Company.
43. **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.
44. **Renewal:** Renewal means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods.
45. **Room Rent** means the amount charged by a hospital towards Room and Boarding expenses and shall include the associated medical expenses.
46. **Surgery or Surgical Procedure** 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 and prolongation of life, performed in a hospital or day care centre by a medical practitioner.

#### **7.b. Specific Definitions:**

1. **Age** means age of the Insured person on last birthday as on date of commencement of the Policy.

2. An **AYUSH Hospital** is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:
  3. Central or State Government AYUSH Hospital or
  4. Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
  5. AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
    - a. Having at least 5 in-patient beds;
    - b. Having qualified AYUSH Medical Practitioner in charge round the clock;
    - c. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
    - d. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
6. **Insured Person** means person(s) named in the schedule of the Policy.
7. **Non-Ambulatory condition** means a condition in which Insured person is physically or mentally unable to walk or traverse a normal path to safety without the physical assistance of any other person/caretaker.
8. **Policy** means these Policy wordings, the Policy Schedule and any applicable endorsements or extensions attaching to or forming part thereof. The Policy contains details of the extent of cover available to the Insured person, what is excluded from the cover and the terms & conditions on which the Policy is issued to The Insured person.
9. **Policy period** means period of one policy year as mentioned in the schedule for which the Policy is issued.
10. **Policy Schedule** means the Policy Schedule attached to and forming part of Policy
11. **Policy year means** a period of twelve months beginning from the date of commencement of the policy period and ending on the last day of such twelve-month period. For the purpose of subsequent years, policy year shall mean a period of twelve months commencing from the end of the previous policy year and lapsing on the last day of such twelve-month period, till the policy period, as mentioned in the schedule
12. **Sub-limit** means a cost sharing requirement under a health insurance policy in which an insurer would not be liable to pay any amount in excess of the pre-defined limit.
13. **Sum Insured** means the pre-defined limit specified in the Policy Schedule. Sum Insured represents the maximum, total and cumulative liability for any and all claims made under the Policy, in respect of that Insured Person (on Individual basis) or all Insured Persons (on Floater basis) during the Policy Year.
14. **Third Party Administrator (TPA)** means a Company registered with the Authority, and engaged by an insurer, for a fee or by whatever name called and as may be mentioned in the health services agreement, for providing health services.
15. **Waiting Period** means a period from the inception of this Policy during which specified diseases/treatments are not covered. On completion of the period,

diseases/treatments shall be covered provided the Policy has been continuously renewed without any break.

16. **We/Us/Company** means Universal Sampo General Insurance Company

## 8. Base Covers:

- I. The option to allow the covers and vary the available benefits lies with the Insurer.
- II. The expenses that are not covered in this policy are placed under **List-I of Annexure-A**. The list of expenses that are to be subsumed into room charges, or procedure charges or costs of treatment are placed under **List-II, List-III and List-IV** of Annexure-A respectively.
- III. Opting any of 1 base cover under the Policy is Mandatory

### 8.a. Hospitalization

The Company shall indemnify medical expenses incurred for Hospitalization of the Insured Person during the Policy year, up to the Sum Insured specified in the policy schedule, for,

- i. Room Rent, Boarding, Nursing Expenses as provided by the Hospital / Nursing Home.
- ii. Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses.
- iii. Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialist Fees whether paid directly to the treating doctor / surgeon or to the hospital.
- iv. Anesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, costs towards diagnostics, diagnostic imaging modalities and such similar other expenses.
- v. Expenses incurred on Road [including expenses incurred by rescuers of accident victims on ambulances and hired transportation like cabs] subject to 2% of sum insured or a maximum of Rs. 10000
- vi. Mental illness - We shall indemnify the Hospital or the Insured the Medical Expenses (including Pre and Post Hospitalisation Expenses) related to following and they are covered after a waiting period of <<>> months with a sub-limit up to <<>> per policy period as mentioned under Policy Schedule / Certificate of Insurance.

Treatment of any Injury due to Suicidality shall not be covered.

### Special Provisions

- a) The Company shall indemnify medical expenses incurred for inpatient care treatment under the **AYUSH** systems of medicines during each Policy Year up to the limit of sum insured in any AYUSH Hospital.  
[Payable as per AYUSH guidelines on procedure charges]

- b) Expenses of Hospitalization for a minimum period of 24 consecutive hours as in-patient only shall be admissible. The in-patient requirement shall stand waived in case of **Domiciliary Hospitalization**. The time limit of 24-consecutive-hours-hospitalization shall stand waived in case of **Day Care Procedures**.
- c) Limit under any specific cover 8.a. (i) to 8.a.(v) if any is as mentioned in the Policy Schedule / Certificate of Insurance.

#### **8.a.1. Domiciliary Hospitalization / Treatment**

The company shall indemnify the Medical Expenses incurred on the Domiciliary Hospitalization / Treatment of an Insured Person during the Coverage Period which would otherwise have been covered under Section 8.a provided that if a claim has been accepted under this section, a consolidated claim post full recovery, shall be considered and no separate post-hospitalization medical expenses shall be payable.

#### **8.a.2. Day Care Procedures**

The day care procedures [listed later and forming part of this document as **Day Care Procedures Annexure I**] will be covered (Where medically indicated subject to other specific or permanent exclusion mentioned in policy) as part of day care treatment in a hospital up to the limit of SI.

#### **8.a.3. Pre-Hospitalization**

The company shall indemnify pre-hospitalization medical expenses incurred, related to an admissible hospitalization requiring inpatient care, for a fixed period as opted for by the insured and as mentioned in policy schedule prior to the date of admissible hospitalization covered under the policy.

#### **8.a.4. Post-Hospitalization**

The company shall indemnify post-hospitalization medical expenses incurred, related to an admissible hospitalization requiring inpatient care, for a fixed period from the date of discharge from the hospital as opted for by the insured and as mentioned in policy schedule, following an admissible hospitalization covered under the policy.

#### **8.a.5. Coverage for Modern Treatments Or Procedures**

The following procedures will be covered (wherever medically indicated) either as in patient or as part of day care treatment in a hospital up to the limit specified in the Policy Schedule / Certificate of Insurance against each procedure during the policy period.

- 1 Oral Chemotherapy
- 2 Immunotherapy – Monoclonal Antibody to be given as injection
- 3 Intra vitreal injections
- 4 Uterine Artery Embolization and HIFU

- 5 Balloon Sinuplasty
- 6 Deep Brain stimulation
- 7 Robotic Surgeries
- 8 Stereotactic radio surgeries
- 9 Bronchial Thermoplasty
- 10 Vaporisation of the prostate (Green Laser treatment or holmium laser treatment)
- 11 IONM – (Intra Operative Neuro Monitoring)
- 12 Stem Cell Therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered

### **8.b. Top Up Cover**

The Company hereby agrees subject to the terms, conditions and exclusions herein contained or otherwise expressed to pay the Medical Expenses in excess of deductible stated in the Policy Schedule on per admissible claim basis.

However, the total liability of the Company under this Policy for payment of any admissible claim during the Policy Period shall not exceed the Sum Insured as stated in the Policy Schedule / Certificate of Insurance.

Plans available under the cover are mentioned under ‘SUM INSURED FOR TOP UP & SUPER TOP UP COVER ANNEXURE II’.

### **8.c. Super Top Up Cover**

The Company hereby agrees subject to the terms, conditions and exclusions herein contained or otherwise expressed to pay the Medical Expenses in excess of deductible stated in the Policy Schedule on per year basis.

However, the total liability of the Company under this Policy for payment of any and all admissible Claims in aggregate during the Policy Period shall not exceed the Sum Insured as stated in the Policy Schedule.

Plans available under the add-on cover are mentioned under ‘SUM INSURED FOR TOP UP & SUPER TOP UP COVER ANNEXURE III’.

## **9. Extensions:**

Unless otherwise specified or restricted, the Company’s liability under these Extensions shall be part of the limit of liability under Section **8.a.**

### **9.1. Pre-Existing Disease Waiting Period Waiver**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, waiting period applicable to all Pre-

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Existing Diseases for each Insured Person before benefits are payable under the Policy is waived off.

For the purpose of this extension, Exclusion Code 01 shall not be applicable.

The extent of reimbursement of hospitalization expenses arising out of this waiver and chosen by the insured shall be as mentioned in the policy schedule.

### **9.2. Specific Waiting Period Waiver**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, specific waiting period applicable for any claims in relation to listed conditions, surgeries/treatments as mentioned under Exclusion Code 02:

- a) Is waived off
- Or
- b) Is modified to 12 months.

The Insured will have the choice of choosing between 9.2.[a] and 9.2.[b].

### **9.3. Initial Waiting Period for Hospitalization Waiver**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, 30 days waiting period applicable for any claims in relation to a Hospitalization of the Insured Person including any Medical Expenses incurred there of:

- a) Is waived off
- Or,
- b) Is modified to 15 days.

The Insured will have the choice of choosing between 9.3.[a] and 9.3.[b].

### **9.4. Obesity/ Weight Control Expenses Extension**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Exclusion Code 06 is deleted.

For the purpose of this extension, expenses related to the surgical treatment of obesity are included under the scope of cover up to the limit specified in Policy Schedule.

### **9.5. Change-of-Gender Treatments Expenses Extension**

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Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Exclusion Code 07 stands deleted.

For the purpose of this extension, expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex are included under the scope of cover up to the limit specified in Policy Schedule.

#### **9.6. Cosmetic or Plastic Surgery Expenses Extension**

Notwithstanding anything to the contrary in the Policy it is hereby declared and agreed that, on payment of additional premium, Exclusion Code 08 stands deleted.

For the purpose of this extension, expenses for cosmetic or plastic surgery or any treatment to change appearance other than for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured are included under the scope of cover up to the limit specified in Policy Schedule.

#### **9.7. Hazardous or Adventure Sports Expenses Extension**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Exclusion Code 09 stands deleted.

For the purpose of this extension, expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving, are included under the scope of cover up to the limit specified in Policy Schedule.

#### **9.8. Sterility and Infertility Treatment Expenses Extension**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Exclusion Code 17 stands deleted.

For the purpose of this extension expenses related to sterility and infertility which include:

- Any type of contraception, sterilization
- Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
- Gestational Surrogacy
- Reversal of sterilization

are included under the scope of cover up to the limit specified in Policy Schedule.

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### 9.9. Maternity Expenses Extension with Baby-Day-One Cover

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Exclusion Serial No 2.E.15 / Exclusion Code 18 stands deleted.

a) Without waiting period

Or,

b) With waiting period of 9 months.

The Insured will have the choice of choosing between 9.9.[a] and 9.9.[b].

For the purpose of this extension,

- i Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
- ii Expenses towards miscarriage and the related lawful medical termination of pregnancy during the policy period.

are included under the scope of cover up to the limit specified in Policy Schedule.

In-patient Medical Expenses incurred towards the Hospitalization of an Insured Person's New - Born Baby which is born during the policy period are also covered under this extension provided that:

- i Only those Medical Expenses which are incurred for the New-Born Baby during birth or post birth up to 90 days from the date of delivery shall be covered up to limit mentioned in Policy Schedule.
- ii Subsequent [to 'i' above] coverage of such New Born Baby will be available till expiry of the Policy subject to addition of the New Born Baby into the Policy by way of an endorsement on payment of the requisite premium.

### 9.10. OPD Expenses Extension

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Specific Exclusion (E.2.1) stand deleted.

For the purpose of this extension, medical expenses [excluding expenses related to pregnancy and child-birth] incurred by the Insured as an Outpatient are included under the scope of cover up to the limit specified in Policy Schedule.

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Outpatient means an insured who visits a clinic / hospital or associated facility like a consultation room for diagnosis (including Pharmacy) and treatment based on the advice of a Medical Practitioner.

#### **9.11. Maternity OPD Expenses Extension**

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Specific Exclusion (E.2.1) stands deleted.

For the purpose of this extension, maternity-related medical expenses incurred by the Insured as an Outpatient are included under the scope of cover up to the limit specified in Policy Schedule subject to the Insured opting for Cover 9.9. Maternity Expenses Extension with Baby-Day-One Cover.

Outpatient means an insured who visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner.

#### **9.12. Global Coverage**

The Company will reimburse for Medical Expenses of the Insured Person incurred outside India for not more than 180 consecutive days up to the sum insured, provided that

a] the diagnosis was made in India and referred by Medical Practitioner for which the insured member(s) travels abroad for treatment and

b] prior approval from the Company is taken before travelling abroad for treatment. The Medical Expenses payable shall be limited to Inpatient and day care Hospitalization. Insured member(s) can contact us for any claim assistance. The payment of any claim under this benefit will be in Indian Rupees based on the rate of exchange as on the date of invoice, published by Reserve Bank of India (RBI) and shall be used for conversion of foreign currency into Indian Rupees for claims payment. If these rates are not published on the date of invoice, the exchange rate next published by RBI shall be considered for conversion. Only sum insured can be used for this and not the restored sum insured.

For the purpose of this extension, Specific exclusion number 2 shall not be applicable.

Subject to terms and conditions of the policy.

#### **9.13. Non-medical Expenses Cover**

Notwithstanding anything to the contrary contained in the Policy, it is hereby declared and agreed that, on payment of additional premium, expenses otherwise not payable as specified under List-I of Annexure A mentioned shall be considered and paid by the Company.

Subject to terms and conditions of the policy.

#### 9.14. Restoration Condition Waiver

Notwithstanding anything to the contrary in the Policy, it is hereby declared and agreed that, on payment of additional premium, Restoration of Sum Insured (10.6) - stands modified to

“The restored Sum Insured can only be used for all future claims within the same policy year, related to the illness/disease/injury for which a claim has been paid in that policy year for the same Insured member(s)”

#### 10. Add-Ons:

Unless otherwise specified, the liability under these add-on sections shall be over and above the limit of liability under 8. Base Cover.

##### 10.1. Critical Illness

On payment of additional premium, We will pay the Critical Illness [CI] Sum Insured for the chosen CI Plan [Gold, Silver, Platinum and Diamond as listed below] as a lump sum in addition to pay-out under this Policy provided that:

- a) The Insured Person is first diagnosed as suffering from a Critical Illness during the Policy Period, and the Insured Person survives at-least 30 days following such diagnosis,
- b) This benefit is payable once during the Policy Period and would terminate on the occurrence of the first Critical Illness. The Insured Person shall receive the sum insured as per applicable guidelines post which the benefit will cease and coverage under this benefit would not be renewed any further. However the other insured members (if any) will continue to be covered under this benefit if opted.
- c) This benefit is offered only on Individual Sum Insured basis.

The combinations the insured can choose from are as per the following Plan Table:

SI No	Particulars	Silver	Gold	Platinum	Diamond
1	Cancer of Specified Severity	Yes	Yes	Yes	Yes
2	Kidney Failure requiring regular dialysis	Yes	Yes	Yes	Yes
3	Multiple Sclerosis with Persisting Symptoms	Yes	Yes	Yes	Yes
4	Major Organ/ Bone Marrow Transplant	Yes	Yes	Yes	Yes
5	Open Heart Replacement	Yes	Yes	Yes	Yes
6	Coronary Artery Bypass Graft	Yes	Yes	Yes	Yes
7	Permanent Paralysis of Limbs	Yes	Yes	Yes	Yes
8	First Heart Attack of Specified Severity	Yes	Yes	Yes	Yes
9	Stroke resulting in Permanent Symptoms	Yes	Yes	Yes	Yes
10	Benign Brain Tumor	No	Yes	Yes	Yes
11	Parkinson's Disease	No	Yes	Yes	Yes
12	Coma of Specified Severity	No	Yes	Yes	Yes
13	End Stage Liver Disease	No	No	Yes	Yes
14	Alzheimer's Disease	No	No	Yes	Yes
15	Surgery of Aorta	No	No	Yes	Yes
16	Major Burns	No	No	No	Yes
17	Deafness	No	No	No	Yes
18	Loss of Speech	No	No	No	Yes

### Definitions:

**Critical Illness** means any one of the following illnesses or conditions that occurs or manifests itself during the Policy Period as a first incidence and the insured survives the defined survival period.

#### (i) Cancer of Specified Severity

I. A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukemia, lymphoma and sarcoma.

II. The following are excluded –

- i. All tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.
- ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;

- iii. Malignant melanoma that has not caused invasion beyond the epidermis;
- iv. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
- v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- vi. Chronic lymphocytic leukaemia less than RAI stage 3
- vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
- viii. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;

**(ii) Myocardial Infarction** (First Heart Attack of specific severity)

- I. The first occurrence of heart attack or myocardial infarction, which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be evidenced by all of the following criteria:
  - i. A history of typical clinical symptoms consistent with the diagnosis of acute myocardial infarction (For e.g. typical chest pain)
  - ii. New characteristic electrocardiogram changes
  - iii. Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.

**(iii) Open Chest CABG**

- I. The actual undergoing of heart surgery to correct blockage or narrowing in one or more coronary artery(s), by coronary artery bypass grafting done via a sternotomy (cutting through the breast bone) or minimally invasive keyhole coronary artery bypass procedures. The diagnosis must be supported by a coronary angiography and the realization of surgery has to be confirmed by a cardiologist.

**(iv) Open Heart Replacement or Repair of Heart Valves**

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The actual undergoing of open-heart valve surgery is to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease affected cardiac valve(s). The diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist medical practitioner. Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.

**(v) Coma of Specified Severity**

- I. A state of unconsciousness with no reaction or response to external stimuli or internal needs. This diagnosis must be supported by evidence of all of the following:
  - i. no response to external stimuli continuously for at least 96 hours;
  - ii. life support measures are necessary to sustain life; and
  - iii. permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.

**(vi) Kidney Failure Requiring Regular Dialysis**

End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

**(vii) Stroke Resulting in Permanent Symptoms**

- I. Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source. Diagnosis has to be confirmed by a specialist medical practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence of permanent neurological deficit lasting for at least 3 months has to be produced.

**(viii) Major Organ /Bone Marrow Transplant**

- I. The actual undergoing of a transplant of:
  - i. One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ, or
  - ii. Human bone marrow using haematopoietic stem cells. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.

**(ix) Permanent Paralysis of Limbs**

Total and irreversible loss of use of two or more limbs as a result of injury or disease of the brain or spinal cord. A specialist medical practitioner must be of the opinion

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that the paralysis will be permanent with no hope of recovery and must be present for more than 3 months.

**(x) Multiple Sclerosis with Persisting Symptoms**

I. The unequivocal diagnosis of Definite Multiple Sclerosis confirmed and evidenced by all of the following:

- i. investigations including typical MRI findings which unequivocally confirm the diagnosis to be multiple sclerosis and
- ii. there must be current clinical impairment of motor or sensory function, which must have persisted for a continuous period of at least 6 months.

II. Neurological damage due to SLE is excluded.

**(xi) Benign Brain Tumor**

- I. Benign brain tumor is defined as a life threatening, non-cancerous tumor in the brain, cranial nerves or meninges within the skull. The presence of the underlying tumor must be confirmed by imaging studies such as CT scan or MRI.
- II. This brain tumor must result in at least one of the following and must be confirmed by the relevant medical specialist.
  - i. Permanent Neurological deficit with persisting clinical symptoms for a continuous period of at least 90 consecutive days or
  - ii. Undergone surgical resection or radiation therapy to treat the brain tumor.

**(xii) Deafness**

Total and irreversible loss of hearing in both ears as a result of illness or accident. This diagnosis must be supported by pure tone audiogram test and certified by an Ear, Nose and Throat (ENT) specialist. Total means “the loss of hearing to the extent that the loss is greater than 90decibels across all frequencies of hearing” in both ears.

**(xiii) End Stage Liver Failure**

- I. Permanent and irreversible failure of liver function that has resulted in all three of the following:
  - i. Permanent jaundice; and
  - ii. Ascites; and
  - iii. Hepatic encephalopathy.

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#### **(xiv) Loss of Speech**

- I. Total and irrecoverable loss of the ability to speak as a result of injury or disease to the vocal cords. The inability to speak must be established for a continuous period of 12 months. This diagnosis must be supported by medical evidence furnished by an Ear, Nose, Throat (ENT) specialist.

#### **(xv) Third Degree Burns**

There must be third-degree burns with scarring that cover at least 20% of the body's surface area. The diagnosis must confirm the total area involved using standardized, clinically accepted, body surface area charts covering 20% of the body surface area.

#### **(xvi) Parkinson's Disease**

The occurrence of Parkinson's disease where there is an associated neurological deficit that results in permanent inability to perform independently at least three of the activities of daily living as defined below.

- i. Transfer: Getting in and out of bed without requiring external physical assistance
- ii. Mobility: The ability to move from one room to another without requiring any external physical assistance
- iii. Dressing: Putting on and taking of all necessary items of clothing without requiring any external physical assistance
- iv. Bathing/Washing: The ability to wash in the bath or shower (including getting in and out of the bath or shower) or wash by other means
- v. Eating: All tasks of getting food into the body once it has been prepared

#### **(xvii) Alzheimer's Disease**

Clinically established diagnosis of Alzheimer's Disease (presenile dementia) resulting in a permanent inability to perform independently three or more activities of daily living- bathing, dressing/undressing, getting to and using the toilet, transferring from bed to chair or chair to bed, continence, eating/drinking and taking medication- or resulting in need of supervision and permanent presence of care staff due to the disease. These conditions have to be medically documented for at least 3 months

#### **(xviii) Surgery of Aorta**

The actual undergoing of medically necessary Surgery for a disease of the aorta needing excision and surgical replacement of the diseased aorta with a graft. For the purpose of this definition aorta shall mean the thoracic and abdominal aorta but not its branches.

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## 10.2. Additional Ambulance Charges

The company will pay the ambulance expenses incurred for Ambulance Expenses up to the maximum amount as specified in Policy Schedule per valid hospitalization claim for transferring the Insured member(s) to the nearest Hospital with adequate facilities, if a claim is accepted under In-patient hospitalization.

This coverage will be in addition to the limit mentioned under Section 8.a.V.

## 10.3. Corporate Buffer

The Company will provide additional Sum Insured specified in the Policy Schedule available to the Insured Members of the Policy who have exhausted their Sum Insured for the Policy Year. This Sum Insured will be available at the Group level on a Floater basis as per the conditions specified in the Policy Schedule, provided that:

- a) Any Benefit accrued under this cover cannot be carried forward to the subsequent Coverage Period.
- b) All other terms, exclusions and conditions contained in the Policy or endorsed thereon remains unchanged.

## 10.4. Organ Donor Expenses

The Company will pay the in-patient Hospitalization Medical Expenses for a successful organ transplant including pre-transplant medical tests for legitimate donor and for harvesting the organ up to the sum insured mentioned in policy schedule, provided that:

- i. The organ donor is any person whose organ has been made available in compliance with The Transplantation of Human Organ Act 1994, The Transplantation of Human Organs Act (Amendment) 2011(or any amendments thereafter); and other applicable Central / State Rules / Regulations, as applicable, in respect of transplantation of human organs.
- ii. The organ donated is for the use of the Insured Person who has been medically advised to undergo organ transplant, and
- iii. The Company has accepted an In-patient Hospitalization claim for the Insured member under medical expenses.
- iv. The policy will not cover expenses towards the donor in respect of:
  - (a) Any Pre-Hospitalization Medical Expenses or Post Hospitalization Medical Expenses other than pre-transplant medical test for legitimate organ donor and cost of organ harvesting;
  - (b) Costs directly or indirectly associated to the acquisition of the organ/ or cost of organ.
  - (c) Any other medical treatment or complication in respect of the donor, consequent to harvesting.

- (d) Claims which have NOT been admitted under in-patient Hospitalization Medical Expenses for the insured

### 10.5. Daily Cash Cover

If an Insured Person requires Hospitalization due to an Illness or Injury, as specified in the Policy Schedule, suffered or contracted during the Coverage Period, then We will pay the daily benefit amount subject to deductible, specified against this Benefit in the Policy Schedule, for each continuous and completed period of 24 hours of Hospitalization to cover incidental expenses related to hospitalization like [but not restricted to] attendants' accommodation, food and transport

This benefit will be payable provided that:

- a) Our liability to make any payment under this benefit shall commence only after a continuous and completed 24 hours of Hospitalization of the Insured Person for each claim.
- b) This Benefit shall not be payable in respect of the Insured Person for more than the maximum number of days specified in the Policy Schedule for each Coverage Period.

### 10.6. Restoration of Sum Insured

The Company will provide a 100% restoration of Sum Insured opted by the Insured once in a policy year, if the opted Sum Insured is exhausted or rendered insufficient as a result of previous claims in that policy year, provided that:

- a) Restoration of Sum Insured will be in addition to opted Sum Insured.
- b) The restored Sum Insured can only be used for all future claims within the same policy year, not related to the illness/disease/injury for which a claim has been paid in that policy year for the same Insured member(s)
- c) The claim will be admissible under the restored Sum Insured only if the claim is admissible under section "Base Cover – Hospitalisation (8.a)"
- d) Restoration will not trigger for the first claim.
- e) For individual policies, restored Sum Insured will be available on individual basis whereas for floater policies, it will be available on floater basis
- f) Any unutilized restored Sum Insured will not be carried forward to subsequent policy year
- g) Automatic restoration of Sum Insured will be available only once during a Policy year to each insured in case of individual policy and can be utilized by insured persons who stand covered under the Policy before the Sum Insured was exhausted.

### 10.7. Wellness Benefits

The Company covers below listed benefits to help the Insured person(s) maintain his/her health and wellness by offering services and incentivizing with rewards.

#### 1. Everyday Care

The insured person can avail discounts on outpatient consultation, pharmaceuticals and diagnostics tests through our empanelled Network providers. The list of such network providers will be updated from time to time and can be obtained from Our website, mobile application or by calling our call centre. *The Company will* assist in scheduling appointments for consultation and diagnostic test as per time convenience of the insured person. Alternatively, the insured person may also schedule his/her own appointment themselves by contacting the Network Provider or through the mobile application. The insured person(s) can avail these facilities as many number of time as he/she wishes to avail.

- i. **OPD Consultation:** The Company offers family/general physician as well as special consultations at discounted rates from the Network Providers. The insured person(s) can also store the prescription letters and bills in the electronic health portal system provided by the Company.
- ii. **Diagnostic Services:** The Company offers diagnostic facilities at discounted rates from the Network Providers. The insured person(s) can also store these medical test reports and bills in the electronic health portal system provided by the Company.
- iii. **Pharmacies:** If the insured person(s) want to obtain medicines and consumables prescribed by a medical practitioner, he/she can avail the same at discounted rates subject to a valid prescription from the Network providers. The medicines can be also ordered through the Mobile App or our Web portal.

## 2. Complete Wellness & Healthcare

The Company offers a comprehensive program to maintain the health and overall wellbeing of the insured person. The insured person is provided with an individual access to web based Health portal at Company's website and/or a Wellness mobile application by the Company where he/she can perform various healthcare activities as listed below.

- i. **Health Risk Assessment (HRA):** HRA is process of health risk assessment with the help of a questionnaire, by collecting the information from the insured in a systematic manner and evaluate their health risks. The Health Risk Assessment generates a statistical estimate of insured person's overall health risk status and quality of lifestyle. The HRA shall be self-performed by the insured person. We will aid the insured person to complete the HRA whenever required.
- ii. **Electronic Health Records:** the Insured person can store the medical test reports, prescriptions and other consultation papers in the personalized portal which gets digitized to help create a complete health profile of the insured person. The medical test reports along with HRA as specified above will provide a health score to depict the health status of the insured person.
- iii. **Health Screening:** Basis the health score of the insured person, the insured person shall be categorized as Healthy, in which case there will be no trigger for medical screening. If the score depicts unhealthy status, medical screening is advised to the insured person along with a "Health Goal" which is identified post identification of risk factors for improving insured person's overall well-being.

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“Health Goal”, which basically takes a deep dive in the identified risk areas to establish the focus points in that particular risk area.

### **3. Health Coach**

The insured person will be assigned a dedicated Health Coach who will take care of the complete wellbeing of the Insured Person(s). The service will offer immediate and complete assistance to the Insured Person looking after his/her day-to-day health care. Post the complete health profile building of the Insured Person, Health Coach will interact with the Insured Person as per Health requirement.

### **4. AI Powered Wellness Services:**

The insured will be offered the below mentioned AI based Health monitoring wellness services designed to enhance the overall health and wellness experience for insured's by offering personalized and data-driven insights.

1. Health Monitoring: Tracks vital signs (heart rate, SpO2, BP, etc.) using face scan technology in under 40 seconds.
2. AI-Generated Health Score: Provides actionable health insights based on facial analysis.
3. Dietary Assistant: Offers personalized dietary recommendations using meal photos or voice inputs for accurate nutrient tracking. - Nutrition Calculator: Calculates nutritional values of meals from uploaded images.
4. Digital Health Coach: Design's diet and health plans tailored to user profiles, health goals, and cultural preferences.
5. Recipe AI Tool: Suggests customized recipes based on ingredients and health objectives.
6. AI-Based X-Ray Scan Reader: Detects abnormalities in X-rays, aiding quick and precise diagnostics.
7. Recovery Support: A 90-day program using AI algorithms to help patients recover post-discharge and prevent readmissions.
8. Any other diagnostic/wellness related services which would be available on AI platform.

### **5. Teleconsultation**

The company offers the consultations with general practitioner conducted remotely via video, audio, or text, focusing on preventive care, health education, and early detection of potential health risks.

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## 6. Elderly care

### I. Elder App

Access to the Elder Care App of our service provider available for seniors, providing them with a platform to manage their health and wellness needs. Through the app, they can book health check-ups, order medicines, arrange for nurses or attendant support, and access a 24/7 emergency helpline. Additionally, the app offers ambulance support to ensure timely medical assistance in emergencies. The app ensures convenience and reliable access to essential healthcare services, all tailored to promote overall well-being.

### II. Assistance

**Dedicated Daughters:** Providing personalized telephonic assistance focused on health and well-being, addressing clinical needs, offering guidance, and acting as a care coordinator with a compassionate approach.

### III. Emergency Coordination

**a) 24 X 7 Emergency Coordination:** Our dedicated team is available around the clock to triage emergencies online, ensuring prompt and efficient support for elders.

**b) Doctor on Call:** Instantly connect with a doctor for teleconsultations during medical emergencies, ensuring peace of mind and immediate care for elders (one emergency cover included)

**c) Ambulance Cover:** Swiftly schedule an ambulance to the nearest hospital during medical emergencies, guaranteeing rapid and reliable transport for elders. Enjoy peace of mind (one emergency cover included)

### IV. Elder Helpdesk

**Elder Concierge Service:** Access our online helpdesk for seamless support with everything from medicine delivery and lab tests to hospital visits, everything you need for overall well being, all in one place.

**Emoha Companion** is a support for elders for their needs, like going to hospital along with them. (3 hr visit)

Special Discounts -

1. upto 18% off on medicine orders
2. upto 25% off on diagnostic services
3. upto 10% off on physiotherapy sessions
4. upto 10% off on nursing services - first 30 days

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## **V. Elder Healthcare**

### **Electronic Health Records**

**I. Elder Health Profile** - Bring all your personal doctors, hospital registrations and health insurance details online in one place

**II. Digital Health Records** - Store all diagnostics, lab reports & vitals online

### **Assisted Living Care**

Elders will get a priority in waitlist in case they need to secure a room at one of the Epoch Centres

### **Geriatric Teleconsultations**

Get tailored teleconsultations from specialists to expertly manage chronic conditions and enhance your health, right from the comfort of home.

### **Nursing/Attendants at home**

Enjoy compassionate, professional care with our skilled nurses and attendants, providing personalized post-hospitalization support right at home, tailored specifically for seniors. (12 hr visit)

### **Annual Body Check-up**

One annual Body Check-up containing a list of 70 tests

### **Physiotherapist Sessions**

Physiotherapist sessions in case of doctor recommended post hospitalization only

### **Doctor Home Visits**

Physical Doctor home visits for at home consultations

### **Psychologist Sessions**

Receive expert mental health counselling tailored for elders dealing with dementia, Parkinson's, and other conditions, providing compassionate support to enhance well-being and quality of life.

### **Wearable Device**

Elders get a wearable to regularly monitor important vitals

## **7. Vision Care**

The company will provide Charges incurred towards vision tests and related expenses for the Medical Expenses listed below, in respect of the Insured Person, if specified under the Policy Schedule/ Certificate of Insurance:

- A single examination of the eyes by an optometrist or ophthalmologist per Policy Year;
- Expenses for lens, eyeglass frames, prescription sunglasses to correct vision.

This Benefit will exclude:

- sunglasses, unless medically prescribed by a Medical Practitioner.
- Medical Treatment or Surgical Treatment of the eye/s;
- lenses which are not a medical necessity and are not prescribed by an optometrist or ophthalmologist or frames for such lenses. The cover is available up to Sum Insured/ limit specified under the Policy Schedule/ Certificate of Insurance.

### 10.8. Emergency Assistance Services

The company will provide the below services which will be available when the Insured/Insured member(s) is/are more than 150 kilometers away from their residential address as provided in the Proposal Form. The services would be provided by the company or through an appointed Service provider, with prior intimation and acceptance by the Company.

- a) Medical Consultation, Evaluation and Referral-** In case of any emergency situation, The Company/our Service Provider will evaluate, troubleshoot and make immediate recommendations including referrals to qualified doctors and/or hospitals.
- b) Medical Monitoring and Case Management- A team of doctors, nurses, and other medically trained personnel** would be in regular communication with the attending physician and hospital, monitors appropriate levels of care and relay necessary and legally permissible information to the members of the Family / employer.
- c) Emergency Medical Evacuation** - If the Insured / Insured member/s becomes ill or injured in an area where appropriate care is not available, the Company /via Service Provider will intervene and use available transportation, equipment and personnel necessary to evacuate the Individual safely to the nearest facility for medical care. This shall also include Air Ambulance services if required.
- d) Medical Repatriation (Transportation):** When medically necessary, as determined by Company and the consulting Medical Practitioner, transportation under medical supervision shall be provided in respect of the Insured Person to the residential address as mentioned in the Schedule, provided that the Insured Person is medically cleared for travel via commercial carrier, and provided further that the transportation can be accomplished without compromising the Insured Person's medical condition.
- e) Compassionate Visit:** When an Insured Person/s is/are hospitalized for more than seven (7) consecutive days, The Company/ Service Provider will arrange for a family member or a personal friend to travel to visit the Insured Person/s, by providing an appropriate means of transportation.
- f) Care of Minor Child (ren):** One-way economy common carrier transportation with attendants, if required, will be provided to the place of residence of minor child(ren) when they are left unattended as a result of medical emergency or death of an eligible participant.

- g) Return of Mortal Remains:** In case of an Eligible Participant's death, we will arrange and pay for the return of Mortal Remains to an authorized funeral home proximate to the Eligible Participant's legal residence.
- h) Foreign Hospital Admission Assistance:** We shall assist in either issuing a prompt financial guarantee to facilitate admittance to a foreign medical facility and/ or validate Eligible Participant's medical Insurance; provided that the eligible medical participant commits in writing to repay all funds within 45 days.
- i) Prescription Assistance:** If an eligible participant needs replacement prescription medicine while travelling, we shall help with replacing the prescription when possible and legally permissible.
- j) Interpreter & Legal Referrals:** Upon request provide referrals to interpreters, counsellors or legal personnel.
- k) Lost Luggage & Document Assistance:** Helps eligible participant locate lost luggage, document, personal belongings or assist with the replacement of travel tickets.
- l) Pre-trip Information:** Helps Eligible Participants web-based and app-based country profiles that include visa requirements, immunization and inoculation recommendations, embassy, and consulate information, country specific details and security advisories as well as other patient information for travel destinations.
- m) Mobile App Services:** Offers Mobile App services including embassy and consulate locator, tap to call feature service descriptions, electronic identification cards and Assist alerts.

### 10.9. Accident Benefit Cover

If during the period of insurance an insured person sustains any bodily injury or affliction because of **Accident**, which solely and directly causes any of the contingencies opted for as cover from amongst the sub-sections listed under 10.9 [a] to 10.9.[d], We would pay the benefit as specified in the attached Schedule in accordance with terms, conditions and exclusions of the Policy.

- i. Choosing **at least one** out of Death/Disappearance , Permanent Total Disablement and Permanent Partial Disablement (10.9.[a] / 10.9.[b] and 10.9.[c]) covers is compulsory.
- ii. The option to allow the covers and vary the available benefits lies with the Insurer.
  - 'What we cover' is given under the heading 'Contingency Description'.

- The benefits of the cover available are captured in the ‘Limit/Extension of Benefit’ column. The column indicates the amount recoverable [**the limit of liability** under a particular cover during the policy period].
- The special conditions, if any, pertaining to each cover, are also mentioned.

#### 10.9.[a]

Contingency Description	Limit/Extent of Benefit
Death/Disappearance	Capital Sum Insured [CSI]

**Death** means cessation of blood circulation and breathing – the two criteria necessary to sustain life in a human being

**Disappearance** means the un-traceability of the insured person for a continuous period of 365 days following disappearance, sinking or wreckage of the conveyance he was provably travelling in, leading to a case of declared-death-in-absentia or legal presumption of death

#### Special Conditions for the Cover

- I. If payment has been already made under Permanent Total Disablement, then no benefit/claim shall be due under this cover.
- II. If payment has been already made under Permanent Partial Disablement [PPD], then benefit recoverable under this cover will be reduced by the amount paid under PPD.
- III. Once a claim has been accepted and paid under this Benefit, this Policy will immediately and automatically cease in respect of that Insured Person. Benefits under covers linked to the Death cover, if opted and payable, will be paid along with the above.
- IV. The Disappearance Benefit will be payable provided that:
  - i. The legal heirs/representatives of the Insured Person’s estate provide Us with a signed agreement stating that if it transpires later that the Insured Person did not die, or did not die due to an Accident during the Policy Period, the amount paid will be reimbursed to Us immediately and without any deductions.
  - ii. The Insured Person’s legal representative must intimate such disappearance to Us immediately upon happening of the event and shall carry the onus of proof of the claimed disappearance.

#### 10.9.[b]

Contingency Description	Limit/Extent of Benefit
Permanent Total Disablement [PTD]	As opted for by the Insured at inception of policy

	Percentage of CSI [100%/125%/150%/175%/200%] as stated in the Schedule
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**Permanent Total Disablement** means any of the following happening within 365 days of the accident:

- a) Total Paralysis
  - b) Total and irrecoverable loss of sight of both eyes
  - c) Total and irrecoverable physical separation of or the loss of ability to use two Limbs (both hands or both feet or one hand and one foot)
  - d) Total and irrecoverable loss of sight of one eye and physical separation of or the loss of ability to use a limb (either one hand or one foot)
  - e) Total and irrecoverable loss of speech
  - f) Loss/Removal of lower jaw
  - g) Third degree burn injury to 10% or more of the head surface area / 25% or more of the surface area of body other than the head
  - h) Compound fracture of the skull with damage to brain tissues
  - i) Permanent and incurable insanity
  - j) Total 'brain dead' cases - the permanent total loss of the central nervous system
  - k) Permanent total loss of thoracic or abdominal organs rendering the insured completely incapable to carry out daily living activities without full-time assistance
  - l) Total and permanent loss of vocation/employment caused by any one or more of the above or by any combination of permanent partial disabilities
- For the purpose of this definition,

- a. **Total Paralysis** means complete and irreversible loss of motor function leading to the total loss of function of the entire body from neck down due to an accidental injury to the spinal cord.
- b. **Limb** means a hand at or above the wrist or foot above the ankle.
- c. **Loss of Limb** means the physical separation of or the loss of ability to use a limb above the wrist and/or ankle respectively.

#### Special Conditions for the Cover

- I. The Permanent Total Disablement is liable to be proved and a disability certificate issued by a civil surgeon or equivalent appointed by the District, State or Government Board is made available to us.
- II. If the Insured Person suffers death before a claim has been admitted under this Benefit, then no amount will be payable under this Benefit; however benefit under accidental Death shall become payable, if opted.

- III.** Once a claim has been accepted and paid under this Benefit, this Policy will immediately and automatically cease in respect of that Insured Person. Benefits under covers linked to the PTD cover, if opted and payable, will be paid along with the above.
- IV.** If the Insured Member suffers Accidental Injuries resulting in more than one of the Permanent Total Disablement, then Our maximum, total and cumulative liability under this Benefit shall be limited to the Sum assured mentioned in the policy schedule against this coverage.

**10.9.[c]**

Cover Description	Limit/Extent of Benefit
Permanent Partial Disablement [PPD]	As in the following Table

Nature of Injury	% of Capital Sum Insured
<b>a.</b> Permanent and total loss of hearing	75
<b>b.</b> Loss of sight of one eye	50
<b>c.</b> Loss of one limb	50
<b>d.</b> Loss of toes-all	20
<b>e.</b> Great-both phalanges	5
<b>f.</b> Great-one phalanx	2
<b>g.</b> Other than great, for each of the others	1
<b>h.</b> Non-union of fractured leg or knee-cap	10%
<b>i.</b> Shortening of the leg by at least 2 inches	7.5%
<b>j.</b> Stiffening of elbow, hip or knee joints due to rigidity/fusion of bones	20
<b>k.</b> Loss of hearing – one ear	15
<b>l.</b> Loss of four fingers and thumb of one hand	40
<b>m.</b> Loss of four fingers	35
<b>n.</b> Loss of thumb-both phalanges	25
<b>o.</b> Loss of thumb-one phalanx	10
<b>p.</b> Loss of index finger	
i. Three phalanges	10
ii. Two phalanges	8
iii. One phalanx	4
<b>q.</b> Loss of middle finger	
i. Three phalanges	6
ii. Two phalanges	4
iii. One phalanx	2
<b>r.</b> Loss of ring finger	
i. Three phalanges	5
ii. Two phalanges	4
iii. One phalanx	2
<b>s.</b> Loss of little finger	

i. Three phalanges	4
ii. Two phalanges	3
iii. One phalanx	2
t. Any other permanent partial disablement [including disablement caused by the elements]	As assessed by Medical Practitioner appointed by us and not exceeding 75%

**Permanent Partial Disability** means the bodily Injury that results in total, irrevocable, absolute and continuous loss or impairment of a body part or sensory organ as elaborately specified above.

#### Special Conditions for the Cover

- I. The PPD is liable to be proved and a disability certificate issued by a civil surgeon or equivalent appointed by the District, State or Government Board is made available to us.
- II. If the Insured Person suffers death before a claim has been admitted under this Benefit, then no amount will be payable under this Benefit; however benefit under accidental Death shall become payable, if opted.
- III. If the Insured Member suffers accidental Injuries resulting in more than one of the Permanent Disablements, then Our maximum, total and cumulative liability under this Benefit shall be limited to the Capital Sum Insured mentioned in the policy schedule.

#### 10.9.[d]

Contingency Description	Limit/Extent of Benefit
Temporary Total Disablement [TTD]	Per week benefit not exceeding the Capital Sum Insured as mentioned in the Schedule

**Temporary Total Disablement** means the bodily Injury or affliction that prevents you from engaging in your occupation as certified by Medical Practitioner and attested by employer, if any.

#### Special Conditions for the Cover

- I. The Temporary Total Disablement is liable to be certified by a Medical Practitioner and Employer, if any. Submission of supporting documents/reports is a pre-requisite for consideration of any claim under this cover.
- II. We will stop making payments when We are satisfied that You can engage in Your occupation again or when We have made payments for number of weeks mentioned in the Policy Schedule for any one injury calculated from the date of commencement

- the temporary total disablement as certified by the treating Medical Practitioner, whichever is earlier.
- III. We shall not be liable to make any payment under this Benefit in respect of the Insured Person for more than the Total Number of weeks mentioned in the Policy Schedule for any and all claims arising within the Policy Period.
  - IV. The benefit shall not be paid for the Time Excess mentioned in the Policy Schedule i.e. for the number of days mentioned in the Policy Schedule calculated from the date of commencement of TTD.
  - V. In case of any dispute with respect to the duration of Temporary Total Disablement, the duration shall be finally determined by a Doctor/Medical Practitioner mutually appointed by You and Us.

#### **10.10. Dental Treatment Cover**

The Company will reimburse the medical expenses related to dental treatment and cost of denture incurred by the Insured during the Policy Period. This benefit shall be limited to maximum amount as mentioned in Policy Schedule. The 24-hour hospitalization requirement under the policy will stand waived for this cover.

Subject otherwise to the terms and conditions of the policy.

#### **10.11. Medically Advised Support Devices**

The Company will reimburse the charges incurred by Insured during the Policy Period on account of procuring medically necessary prosthetic or artificial devices or any other medical device prescribed by the Registered Medical Practitioner as arising due to admission claim under '8. Base Cover'. This benefit shall be limited to maximum amount as mentioned in Policy Schedule.

Subject to terms and conditions of the policy.

#### **10.12. Benefit Cover for Pandemic/Epidemic Diseases (including COVID-19)**

The Company will pay the Sum Insured as a lump sum amount mentioned in the Policy Schedule in case the Insured Person is diagnosed as suffering from the Pandemic / Epidemic diseases provided it occurs or manifests itself during the policy period as a first incidence.

The benefit will be payable after waiting period as mentioned in the Policy Schedule.

Subject to terms and conditions of the policy.

For the purpose of above optional coverage:

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**Pandemic / Epidemic Disease** means infectious disease that can greatly increase morbidity and mortality over a wide geographic area and cause significant economic, social, and political disruption. (As declared by World Health Organization / Government of India)

#### **10.13. External Congenital Ailment Cover**

The Company will indemnify the medical expenses incurred by the Insured Person for External Congenital Disease or Defects or anomalies up to the maximum amount as mentioned in Policy Schedule.

The waiting period of pre-existing diseases – if not waived off by availing section 9.1. Extensions – PED Waiting Period waiver - will be applicable for payment of benefits under this optional coverage.

Subject to terms and conditions of the policy.

#### **10.14. Cost of Health Check up**

The Company will reimburse the expenses incurred for the preventive health check-ups for Insured Person specified in the Policy Schedule / Certificate of Insurance.

#### **10.15. Hospital Cash to Parents**

The Company will pay In case of Hospitalization of Children up to Age 12 years, Cash allowance of per day subject to a maximum limit as specified in Policy Schedule, will be given to Parent Insured Person.

The overall limit under the Policy shall be Specified per Policy period and forms part of Sum Insured under the Policy

#### **10.16. Funeral Expenses**

The Company will pay In case of death of any of the insured persons following hospitalization with valid claim under the Policy, Funeral expenses of upto Sum Insured will be paid under the Policy. This amount will be over and above base Sum Insured under the Policy.

#### **10.17. No Claim Bonus**

##### **a) Enhancement In Sum Insured**

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The company will increase the Base Annual Sum Insured by 10% at the end of the Policy Year if the Policy is renewed with Us provided that:

>No claim has been made under the Policy, including for the optional benefits, and the Policy is renewed with the Company without any break. The maximum Cumulative Bonus shall not exceed 50% of the Base Annual Sum Insured under the Policy

>In case of a Family floater the Cumulative Bonus so applied will only be available in respect of claims made by those Insured Members(s) who were Insured Member(s) in the immediate preceding claim free Policy Year and continue to be Insured Member(s) in the subsequent Policy Year.

>If a Cumulative Bonus has been applied and a claim is made, then in the subsequent Policy Year We will automatically decrease the Cumulative Bonus by 10% of the Base Annual Sum Insured in that following Policy Year. There will be no impact on the Base Annual Sum Insured

#### **b) Discount in Premium**

No Claim Discount will be offered to an Insured Person at the renewal, in the event of no claim made in the policy year. This discount will be offered as per the defined grid mentioned below for every renewal where there is no claim, this will be available for maximum up to 5 years.

If a claim is made in any particular year, the discount accrued shall be reduced at the same rate at which it has accrued.

#### **10.18. Second Opinion**

The Company will reimburse expenses incurred by Insured Person towards a second opinion from Network Medical Practitioner if an Insured Person is diagnosed with the below mentioned Illnesses during the Policy Period.

The expert opinion would be directly sent to the Insured Person.

1. First Heart Attack - Of Specified Severity
2. Cancer of specified severity
3. Open Chest CABG
4. Open Heart Replacement Or Repair Of Heart Valves
5. Coma Of Specified Severity
6. Kidney Failure requiring regular dialysis
7. Major Organ /Bone Marrow Transplant
8. Stroke resulting in permanent symptoms
9. Kidney Failure requiring regular dialysis
10. Permanent Paralysis Of Limbs

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## 11. Motor Neurone Disease With Permanent Symptoms

This benefit can be availed by an Insured Person once during a Policy Year & can be claimed under this benefit only.

### **10.19. Home Care Treatment**

The Company will reimburse the cost incurred towards Home Care Treatment up to the sum insured mentioned in the Policy Schedule. For the purpose of this benefit, Home Care Treatment means a treatment availed by the Insured Person at home which in normal course would require care and treatment at a Hospital, but it is actually taken at home, provided that:

Applicability: Only for Pandemic Disease.

- a. The Medical Practitioner advises the Insured Person to undergo Treatment at Home;
- b. There is a continuous active line of treatment with monitoring of the Health status by a Medical Practitioner for each day through the duration of the Home Care Treatment.
- c. Daily monitoring chart including records of treatment administered duly signed by the treating Doctor is maintained.

### **10.20. Loss of Income**

The Company will pay to an Insured Person for loss of Income if they cannot engage in their primary occupation and lose their source of income due to an Illness or Injury during the Policy Period and amount as specified in the Policy Schedule / Certificate of Insurance.

### **10.21. EMI Protection**

The Company will pay an amount as specified in the Policy Schedule / Certificate of insurance, equal to the EMI Amount which is due on the Insured's outstanding Loan in the number of months immediately following the date of such occurrence where Insured Person undergoes Medically Necessary hospitalization during the Policy Period. This benefit can be paid once in a Policy Year for the Maximum number of EMI's Specified in the Policy Schedule / Certificate of Insurance.

### **10.22. Errors & Omissions**

The Company will consider number of lives as specified and subject to conditions mentioned in Policy Schedule / Certificate of Insurance to add in Mid Term of the Policy on account of Error & Omissions, Subject to availability of the Premium.

### **10.23. Global coverage including Travelling Cost, Boarding and Lodging for treatment outside India**

The company will reimburse the cost of medical treatment along with the travelling cost and cost pertaining to boarding and lodging attendant in a country outside India for not more than 180 consecutive days up to the sum insured, provided that:

- a] the diagnosis was made in India and referred by Medical Practitioner for which the insured member(s) travels abroad for treatment and
- b] prior approval from the Company is taken before travelling abroad for treatment. The Medical Expenses payable shall be limited to Inpatient and day care Hospitalization. Insured member(s) can contact us for any claim assistance. The payment of any claim under this benefit will be in Indian Rupees based on the rate of exchange as on the date of invoice, published by Reserve Bank of India (RBI) and shall be used for conversion of foreign currency into Indian Rupees for claims payment. If these rates are not published on the date of invoice, the exchange rate next published by RBI shall be considered for conversion. Only sum insured can be used for this and not the restored sum insured.
- c] If the insured has opted for “Global Coverage” section 9.9.12 then the above cover shall not be applicable. Insured person has an option to opt any one of the benefits from “Global Coverage” section 9.9.12 or “Global coverage including Travelling cost, Boarding and Lodging for treatment outside of India” section 10.10.23.
- d] The applicability of this cover should be limited to the insured person travelling abroad for the treatment and only one person accompanying the insured person.

#### **10.24. Annual cancer screening for Cancer diagnosed patients**

The company will reimburse the Medical Expenses incurred up to the limit specified in the Policy Schedule for an Annual Screening Package for the Insured Person(s) subject to below mentioned conditions:

- i. Insured must be a diagnosed with “Cancer of Specified Severity” as defined in Section 7.a.8 (Definitions). This diagnosis must be evidenced by histological evidence of malignancy and confirmed by a pathologist.
- ii. The add on will only cover medically prescribed diagnostics used to monitor vitals or to evaluate the risk of recurrence of the patients.
- iii. Expenses can be claimed under this Optional Cover on a reimbursement basis only.

#### **10.25 Preferred Hospital Coverage**

If this Optional Benefit is opted, then Policyholder is entitled for a reduction in the total premium (which includes premium of Base Benefits, Optional Benefits payable as specified in the Policy Schedule, subject to following conditions:

- (i) If the Insured Person takes Medical Treatment in hospitals other than those listed in Annexure – III to the Policy Terms and Conditions, then the Policyholder/Insured Person shall bear a Co-

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Payment of 10% on each and every Claim, which will be in addition to any other co-payment (if any) applicable in the Policy.

(ii) However, no such additional co-payment shall be applicable if treatment is availed in the hospitals listed in Annexure III to the Policy Terms and Conditions.

### **10.26 Addition of Critical Illness**

On payment of additional premium, We will pay the Critical Illness [CI] Sum Insured as a lump sum in addition to pay-out under this Policy provided that:

- a)** The Insured Person is first diagnosed as suffering from a Critical Illness during the Policy Period, and the Insured Person survives at-least 30 days following such diagnosis,
- b)** This benefit is payable once during the Policy Period and would terminate on the occurrence of the first Critical Illness. The Insured Person shall receive the sum insured as per applicable guidelines post which the benefit will cease and coverage under this benefit would not be renewed any further. However the other insured members (if any) will continue to be covered under this benefit if opted.
- c)** This benefit is offered only on Individual Sum Insured basis.
- d)** The insured person has an option to opt any one out of two covers “Critical Illness” section 10.10.1 or “Addition of Critical Illness” section 10.10.26.

List of Critical Illnesses		
Sr No	Particulars	Major
1	Cancer and blood disorders	Cancer of Specified severity(Major Cancer)
2		Bone Marrow Transplant
3		Aplastic Anaemia
4		Primary Myelofibrosis
5	Heart and Blood Vessel	Refractory Heart Failure
6		Myocardial Infarction (First Heart Attack - Of Specified Severity)
7		Cardiomyopathy of specified severity
8		Open Chest CABG
9		Open Heart Replacement Or Repair Of Heart Valves
10		Surgery Of Aorta
11		Primary (Idiopathic) Pulmonary Hypertension
12	Major Organs	Systemic Lupus Erythematosus With Renal Involvement
13		Scleroderma
14		Good Pastures Syndrome With Lung or Renal Involvement
15		Myasthenia Gravis
16		End Stage Lung Failure
17		Kidney Failure Requiring Regular Dialysis
18		Medullary Cystic Kidney Disease
19		Fulminant Hepatitis
20		End Stage Liver Failure
21		Major Organ transplant
22		Chronic Relapsing Pancreatitis
23	Nervous System	Stroke Resulting in Permanent Symptoms
24		Permanent Paralysis of Limbs
25		Motor Neuron Disease With Permanent Symptoms
26		Parkinson's Disease
27		Benign Brain Tumor
28		Alzheimer's Disease
29		Multiple Sclerosis with Persisting Symptoms
30		Creutzfeldt-Jakob Disease
31		Muscular Dystrophy
32		Coma of Specified Severity
33		Apallic Syndrome
34		Major Head Trauma
35		Deafness
36		Loss Of Speech
37		Blindness
38		Poliomyelitis
39		Tuberculosis Meningitis
40	Others	loss of independent existence
41		loss of limbs
42		Third Degree Burns

### **10.27 E consultation Services**

The Company will offer e-consultations with qualified General Physicians at our network during the Policy Year through any mode of communication (Voice/Video Call /Chat /Email Chat/etc.)

The Limits for the same will be as mentioned in the policy schedule.

### **10.28 Bereavement Cover**

1) 100% of the claim amount up to the Sum Insured will be paid to the legal heir of the employee in case of death during Hospitalization.

2) There should not be any deductions in the claim amount due to Non-medical expenses, Co Payment, and any deductible if applicable.

3) This benefit is only applicable to an employee covered under the group employer-employee relationship and shall not be applicable to the dependent family members covered under the policy.

4) The maximum liability under this benefit would be restricted up to the Sum Insured of the employee as mentioned in the Policy Schedule.

### **10.29 Snake Bite Cover**

We will cover the medical expenses for Outpatient treatment (OPD) and vaccinations related to the snake bite up to the Sum Insured limit as mentioned in the policy schedule.

### **10.30 Caretaker Charges**

The company will cover the caretaker charges for Post Hospitalization related expenses if the insured person is in a non-ambulatory condition. This add on can only be utilized in case of Post Hospitalization only and limits for this coverage cannot exceed the base Sum Insured.

The limits for the same will be as mentioned in the policy Schedule.

## **11. BENEFIT RESTRICTION OPTIONS**

### **11.1. Only Accidental Hospitalization Cover**

Notwithstanding anything herein to the contrary, the operative clause of the policy and, consequently, coverage under Sections 8.a as well as the related Extensions and Add-ons will be available **only for injury** [as per definition by IRDAI] during the policy period. The Company

will pay reasonable and customary charges that are medically necessary and incurred by you in respect of an admissible claims as per the policy terms and conditions.

Hospitalization **for illness** [as per definition by IRDAI] shall stand excluded from cover.

Subject to limits, terms and conditions of the policy.

### 11.2. Only Illness Hospitalization Cover

Notwithstanding anything herein to the contrary, the operative clause of the policy and, consequently, coverage under Sections 8.a. as well as the related Extensions and Add-ons will be available **only for illness** [as per definition IRDAI] during the policy period. The Company will pay reasonable and customary charges that are medically necessary and incurred by you in respect of an admissible claims as per the policy terms and conditions.

Hospitalization **for injury** [as per definition IRDAI] shall stand excluded from cover.

Subject to limits, terms and conditions of the policy.

### 11.3. Limited Hospitalization Cover

Notwithstanding anything contained herein to the contrary, clauses i] and ii] of Section 8.a. shall be modified to read as under:

- i. Room Rent, Boarding, Nursing Expenses as provided by the Hospital / Nursing Home – With a per day limit of 0.50% / 1% / 2% of Sum Insured
- ii. Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses - With a per day limit of 1% / 2% / 4% of Sum Insured

All other terms and conditions of the policy shall remain unaltered.

### 11.4. Restricted Contingency Cover

Notwithstanding anything herein to the contrary, the operative clause of the policy and, consequently, coverage under Sections 8.a as well as the related Extensions and Add-ons will be available **only for the named illness** during the policy period. The Company will pay reasonable and customary charges that are medically necessary and incurred by you in respect of an admissible claim as per the policy terms and conditions.

Hospitalization **for injury** [as per definition IRDAI] and **illness other than the one named** shall stand excluded from cover.

The named illness and restricted contingency can be any of the following:

#### 11.4.i – Pandemics/Epidemics

**Pandemic / Epidemic Disease** shall mean infectious disease [including Covid-19] that can greatly increase morbidity and mortality over a wide geographic area and cause significant economic, social, and political disruption. (As declared by World Health Organization / Government of India)

**11.4.ii – Infectious Diseases - Vector-borne Vector-borne diseases** shall mean human illnesses caused by parasites, viruses and bacteria that are transmitted by vectors as listed below:

Vector		Disease caused	Type of pathogen
Mosquito	Aedes	Chikungunya	Virus
		Dengue	Virus
		Lymphatic filariasis	Parasite
		Rift Valley fever	Virus
		Yellow Fever	Virus
		Zika	Virus
	Anopheles	Lymphatic filariasis	Parasite
		Malaria	Parasite
	Culex	Japanese encephalitis	Virus
		Lymphatic filariasis	Parasite
	West Nile fever	Virus	
Aquatic snails		Schistosomiasis (bilharziasis)	Parasite
Blackflies		Onchocerciasis (river blindness)	Parasite
Fleas	Plague (transmitted from rats to humans)		Bacteria
	Tungiasis		Ecto parasite
Lice	Typhus		Bacteria
	Louse-borne relapsing fever		Bacteria
Sandflies	Leishmaniasis		Bacteria
	Sandfly fever (phlebotomus fever)		Virus
Ticks	Crimean-Congo haemorrhagic fever		Virus
	Lyme disease		Bacteria
	Relapsing fever (borreliosis)		Bacteria
	Rickettsial diseases (eg: spotted fever and Q fever)		Bacteria
	Tick-borne encephalitis		Virus
	Tularaemia		Bacteria
Triatome bugs		Chagas disease (American trypanosomiasis)	Parasite
Tsetse flies		Sleeping sickness (African trypanosomiasis)	Parasite

#### 11.4.iii – Infectious Diseases – Other Than Vector-borne

This category would include diseases caused by infectious pathogens – bacteria, viruses, fungi, parasites and prions – and propagated by means other than vectors.

#### 11.4.iv – Critical Illness Combos

**Critical Illness** shall mean the illness listed below and defined as per ‘**Definition Section**’.

The insured shall have the option to choose any of the combo plans listed below:

Sl No	Particulars	Silver	Gold	Platinum	Diamond
1	Cancer of Specified Severity	Yes	Yes	Yes	Yes
2	Kidney Failure requiring regular dialysis	Yes	Yes	Yes	Yes
3	Multiple Sclerosis with Persisting Symptoms	Yes	Yes	Yes	Yes
4	Major Organ/ Bone Marrow Transplant	Yes	Yes	Yes	Yes
5	Open Heart Replacement	Yes	Yes	Yes	Yes
6	Coronary Artery Bypass Graft	Yes	Yes	Yes	Yes
7	Permanent Paralysis of Limbs	Yes	Yes	Yes	Yes
8	First Heart Attack of Specified Severity	Yes	Yes	Yes	Yes
9	Stroke resulting in Permanent Symptoms	Yes	Yes	Yes	Yes
10	Benign Brain Tumor	No	Yes	Yes	Yes
11	Parkinson’s Disease	No	Yes	Yes	Yes
12	Coma of Specified Severity	No	Yes	Yes	Yes
13	End Stage Liver Disease	No	No	Yes	Yes
14	Alzheimer’s Disease	No	No	Yes	Yes
15	Surgery of Aorta	No	No	Yes	Yes
16	Major Burns	No	No	No	Yes
17	Deafness	No	No	No	Yes
18	Loss of Speech	No	No	No	Yes

#### 11.4.v – Cancer

**Cancer** shall mean the group of diseases involving malignancy and uncontrolled growth of abnormal cells in the human body.

#### 11.4.vi – Named Surgeries Cover

**Named Surgeries** would include Heart Surgeries [Aortic surgery, Aortic valve surgery, Arrhythmia surgery, CABG, Heart Transplant, Surgical Ventricular Restoration, Myectomy, Transmyocardial Revascularization, Valvular Surgery and the like], Neurosurgeries [surgeries of the Brain and Spine] and Orthopedic Surgery [surgery concerned with disorders of the musculo-skeletal system – spines, joints and their repair].

Subject to limits, terms and conditions of the policy.

#### 11.4.vii – Eye Disorders

**Eye Disorders** shall mean diseases and disorders of eye and vision including [but not limited to] Refractive Errors, Age-Related Macular Degeneration, Cataract, Diabetic Retinopathy, Glaucoma, Amblyopia and Strabismus.

#### **11.4.viii – Named Illness**

The Company shall specify the covered illness as mentioned in the Policy Schedule towards 8.a. Hospitalisation Cover.

#### **11.4.IX - Specified Named Illness**

The Company shall specify the named illness & surgeries as mentioned in the Policy Schedule on benefit basis towards 8.a. Hospitalisation Cover.

### **11.5. Capped Compensation Cover**

It is hereby declared and agreed that illness claims under Section 8.a of the Policy shall be subject to the disease-wise agreed capped percentage or maximum amount [whichever is less] as specified in Annexure - III.

Subject otherwise to the terms and conditions of the Policy.

### **11.6. Co-payment**

It is hereby declared and agreed that each and every claim under the Policy shall be subject to an agreed Co-payment of \_\_\_% [as specified in the schedule] applicable to claim amount admissible and payable as per the terms and conditions of the Policy. The amount payable shall be after deduction of the co-payment.

### **11.7. Voluntary Excess**

It is hereby declared and agreed that the Insured/Claimant shall bear the first Rs..... of each and every claim under sections 8.a for which the Insured is to be indemnified by this policy

The voluntary excess shall apply per event per insured person.

### **11.8. Reimbursement Only Cover**

It is hereby declared and agreed that payment of hospitalization claims under the policy shall be through the reimbursement mode and cashless facility shall neither be sought nor extended.

## **12. Exclusions:**

### **a. Standard Exclusions:**

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## Waiting Period

The Company shall not be liable to make any payment under the policy in connection with or in respect of following expenses till the expiry of waiting period mentioned below:

### 1. Pre-Existing Diseases (Code- Excl01)

- a) Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 36 months of continuous coverage after the date of inception of the first policy with us.
- b) In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- c) If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Insurance Product) regulations, 2024 then waiting period for the same would be reduced to the extent of prior coverage.
- d) Coverage under the policy after the expiry of 36 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by us.

### 2. Specific Waiting Period: (Code- Excl02)

- a) Expenses related to the treatment of the following listed conditions, surgeries/treatments shall be excluded until the expiry of 24/36 months of continuous coverage, as may be the case after the date of inception of the first policy with the insurer. This exclusion shall not be applicable for claims arising due to an accident.
- b) In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- c) If any of the specified disease/procedure falls under the waiting period specified for pre-existing diseases, then the longer of the two waiting periods shall apply.
- d) The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- e) If the Insured Person is continuously covered without any break under the policy, then waiting period for the same would be reduced to the extent of prior coverage.

#### i 24 Months waiting period

- 1. Benign ENT disorders
- 2. Tonsillectomy
- 3. Adenoidectomy
- 4. Mastoidectomy
- 5. Tympanoplasty
- 6. Hysterectomy
- 7. All internal and external benign tumours, cysts, polyps of any kind, including benign breast lumps
- 8. Benign prostate hypertrophy
- 9. Cataract and age related eye ailments
- 10. Gastric/ Duodenal Ulcer
- 11. Gout and Rheumatism

12. Hernia of all types
13. Hydrocele
14. Non Infective Arthritis
15. Piles, Fissures and Fistula in anus
16. Pilonidal sinus, Sinusitis and related disorders
17. Prolapse inter Vertebral Disc and Spinal Diseases unless arising from accident
18. Calculi in urinary system, Gall Bladder and Bile duct, excluding malignancy.
19. Varicose Veins and Varicose Ulcers

**ii 36 Months waiting period**

1. Treatment for joint replacement unless arising from accident
2. Age-related Osteoarthritis & Osteoporosis
3. Age-related Macular Degeneration (ARMD),
4. All Neuro degenerative disorders

**3. First Thirty Days Waiting Period (Code- Excl03)**

- i Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- ii This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- iii The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

**1. Investigation & Evaluation(Code- Excl04)**

- a) Expenses related to any admission primarily for diagnostics and evaluation purposes.
- b) Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment

**2. Rest Cure, Rehabilitation and Respite Care (Code- Excl05)**

- a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - i Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - ii Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

**3. Obesity/ Weight Control(Code- Excl06)**

Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:

- 1) Surgery to be conducted is upon the advice of the Doctor
- 2) The surgery/Procedure conducted should be supported by clinical protocols
- 3) The member has to be 18 years of age or older and
- 4) Body Mass Index (BMI);
  - a) greater than or equal to 40 or
  - b) greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
    - i. Obesity-related cardiomyopathy
    - ii. Coronary heart disease
    - iii. Severe Sleep Apnea
    - iv. Uncontrolled Type2 Diabetes

**4. Change-of-Gender Treatments: (Code- Excl07)**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

**5. Cosmetic or plastic Surgery: (Code- Excl08)**

Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.

**6. Hazardous or Adventure sports: (Code- Excl09)**

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

**7. Breach of law: (Code- Excl10)**

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

**8. Excluded Providers: (Code-Excl11)**

Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.

9. Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. **(Code- Excl12)**

10. Treatments received in health spas, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. **(Code- Excl13)**

**11. Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure (Code- Excl14)**

**12. Refractive Error:(Code- Excl15)**

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.

**13. Unproven Treatments:(Code- Excl16)**

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

**14. Sterility and Infertility: (Code- Excl17)**

Expenses related to sterility and infertility. This includes:

- (i) Any type of contraception, sterilization
- (ii) Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
- (iii) Gestational Surrogacy
- (iv) Reversal of sterilization

**15. Maternity Expenses (Code – Excl 18):**

- i Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
- ii Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

**E.2. Specific Exclusions:**

1. Any expenses incurred on OPD treatment.
2. Treatment taken outside the geographical limits of India.
3. In respect of the existing diseases, disclosed by the insured and mentioned in the policy schedule (based on insured's consent), policyholder is not entitled to get the coverage for specified ICD codes.
4. All tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN-2 and CIN-3.

5. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
6. Malignant melanoma that has not caused invasion beyond the epidermis;
7. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
8. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
9. Chronic lymphocytic leukaemia less than RAI stage 3
10. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
11. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;
12. Other acute Coronary Syndromes
13. Any type of angina pectoris
14. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.
15. Angioplasty and/or any other intra-arterial procedures
16. Transient ischemic attacks (TIA)
17. Traumatic injury of the brain
18. Vascular disease affecting only the eye or optic nerve or vestibular functions.
19. Other stem-cell transplants
20. Where only islets of langerhans are transplanted
21. The condition has to be confirmed by a specialist medical practitioner. Coma resulting directly from alcohol or drug abuse.
22. Other causes of neurological damage such as SLE.
23. Cysts, Granulomas, malformations in the arteries or veins of the brain, hematomas, abscesses, pituitary tumors, tumors of skull bones and tumors of the spinal cord.
24. Traumatic Injury of the aorta.

25. Parkinson's disease secondary to drug and/or alcohol abuse.

26. Any kind of Psychological counselling, cognitive / family / group / behaviour / palliative therapy, or other kinds of psychotherapy for which Hospitalisation is not necessary shall not be covered.

27. War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.

28. Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:

- a) Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any illness, incapacitating disablement or death.
- b) Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any illness, incapacitating disablement or death.
- c) Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or' biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any illness, incapacitating disablement or death.

#### **Exclusions Applicable to All Sub-sections of 10.9.d**

We shall not be liable to make any payment for any claim under any of the Cover/ Benefits under the Policy in respect of any Insured Person, directly or indirectly caused by or arising from or in any way attributable to, any of the following:

- I. Disease, illness, sickness, ill-health, infection and ailment of all kinds unless proximately caused by accident
- II. Suicide or attempted Suicide, intentional self-inflicted injury, acts of self-destruction whether the Insured Person is medically sane or insane.
- III. Any **Pre-existing** condition or any complication arising from the same.
- IV. Pregnancy or childbirth or any consequence thereof.
- V. Consequential losses of any kind or actual or alleged legal liability
- VI. Certification by a Medical Practitioner who shares the same residence as the Insured Person or who is a member of the Insured Person's Family.
- VII. Foreign invasion, act of foreign enemies, hostilities, warlike operations (whether war be declared or not or while performing duties in the armed forces of any country during war or at peace time), participation in any naval, military or air-

- force operation, civil war, public defense, rebellion, revolution, insurrection, military or usurped power.
- VIII. Medical or surgical treatment except as necessary solely and directly as a result of an Accident.
- IX. Any change of profession after inception of the Policy which results in the enhancement of Our risk under the Policy, if not accepted and endorsed by Us.
- X. The Insured Person committing any breach of law or participating in an actual or attempted felony, riot, crime, misdemeanour or civil commotion with criminal intent.
- XI. Use, abuse or a consequence or influence of an abuse of any substance, intoxicant, drug, alcohol or hallucinogen.
- XII. Insured Persons whilst engaging in any Adventure Sports and activities unless otherwise specifically modified by the Policy.
- XIII. Ionizing radiation or contamination by radioactivity from any nuclear fuel (explosive or hazardous form) or resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense from any nuclear waste from the combustion of nuclear fuel, nuclear, chemical or biological attack.
- a) Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any illness, incapacitating disablement or death.
- b) Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) microorganisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any illness, incapacitating disablement or death.

## **F. General Terms and Conditions:**

### **F.1. Standard Terms and Conditions:**

#### **1. Disclosure of Information**

The Policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact by the policy holder.

#### **2. Condition Precedent to Admission of Liability**

The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

#### **3 . Complete Discharge**

Any payment to the Insured Person or his/ her nominees or his/ her legal representative or to the Hospital/Nursing Home or Assignee, as the case may be, for any benefit under the Policy shall in all cases be a full, valid and an effectual discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

#### **4. Fraud**

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy and the premium paid shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the insured person or by his agent or the hospital/doctor/any other party acting on behalf of the insured person, with intent to deceive the insurer or to induce the insurer to issue an insurance policy:

- a) the suggestion, as a fact of that which is not true and which the insured person does not believe to be true;
- b) the active concealment of a fact by the insured person having knowledge or belief of the fact;
- c) any other act fitted to deceive; and
- d) any such act or omission as the law specially declares to be fraudulent

The Company shall not repudiate the claim and / or forfeit the policy benefits on the ground of Fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer.

#### **5. Cancellation**

The Insured may cancel this Policy by giving 7 days' written notice, and in such an event, the Company shall refund premium for the unexpired Policy Period as per the rates detailed below.

- a) If no claim has been made during the policy period, a proportionate refund of the premium will be issued based on the number of unexpired days. The date of cancellation request will be considered as expiry date of coverage

b) If the claim has been made in the current policy year, the premium for the remaining policy year(s) will be refunded on cancellation

## **6. Migration:**

The Insured Person will have the option to migrate the Policy to other health insurance products/plans offered by the company as per the IRDAI guidelines on Migration at least 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration. The insurer may underwrite the proposal in case of migration, if the insured is not continuously covered for 36 months.

## **7. Portability**

The insured person will have the option to port the policy to other insurers as per IRDAI guidelines related to portability at least 30 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability.

## **8. Renewal of Policy**

This Policy may be renewed by mutual consent every year and in such event, the Renewal premium shall be paid to the Company on or before the date of expiry of the Policy. However, the Company shall not be bound to give notice that such Renewal premium is due. Also, Company may exercise option of not renewing the Policy on grounds of fraud, misrepresentation, or suppression of any Material Fact either at the time of taking the Policy or any time during the currency of the Policy.

A Grace Period of thirty (30) days is allowed for Renewal of the policy. This will be counted from the next day following the expiry date, during which a payment can be made to renew the Group Health Policy without loss of continuity benefits such as waiting periods and coverage of Pre-Existing Diseases. Coverage is not available for the period for which no premium is received and Insurer has no liability for the claims arising during this period.

## **9. Premium Payment in Instalments**

If the insured person has opted for Payment of Premium on an instalment basis, as mentioned in the policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- i. The grace period of fifteen days (where premium is paid on a monthly instalments) and thirty days (where premium is paid in quarterly/half-yearly/annual instalments) is available on the premium due date, to pay the
- ii. If the premium is paid in instalments during the policy period, coverage will be available during such Grace period.
- iii. The insured person will get the accrued continuity benefit in respect of the “Waiting Periods”, “Specific Waiting Periods” in the event of payment of premium within the stipulated grace Period.
- iv. No interest will be charged If the instalment premium is not paid on due date.
- v. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- vi. In the event of a claim, all subsequent premium instalments shall immediately become due and payable.
- vii. The company has the right to recover and deduct all the pending installments from the claim amount due under the policy.

#### **10. Possibility of Revision of Terms of the Policy Including the Premium Rates**

The Company, with prior approval of IRDAI, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified three months before the changes are affected.

#### **11. Nomination:**

The policyholder is 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 of the policyholder. 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 the event of death of the policyholder, the Company will pay the nominee {as named in the Policy Schedule/Policy Certificate/Endorsement (if any)} and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

#### **12. Moratorium**

After completion of Sixty continuous months under this policy no look back would be applied. This period of Sixty months is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of Sixty continuous months would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no claim under this policy shall be contestable except for proven fraud and permanent

exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments as per the policy contract.

### 13. Free Look Period

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy. The insured person shall be allowed free look period of thirty days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable. If the insured has not made any claim during the Free Look Period, the insured 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 of cover or
- iii. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period

### 14. Redressal of Grievance:

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, you can address Your grievance as follows:

#### Step 1: Contact us

##### Write us at:

**Customer Service Universal Sampo  
General Insurance Co. Ltd.**  
Unit No. 601 & 602, 6<sup>th</sup> Floor, Reliable  
Tech Park, Thane- Belapur Road, Airoli,  
Navi Mumbai, Maharashtra – 400708

##### E- mail Address

[contactus@universalsompo.com](mailto:contactus@universalsompo.com)

##### For more details:

[www.universalsompo.com](http://www.universalsompo.com)

**Toll Free Numbers: 1800-22-4030 or  
1800-200-4030**

**Senior Citizen toll free number: 1800-267-  
4030**

#### Step 2: Grievance Cell

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 two weeks from the date of receipt of your complaint on this email id.

##### Customer Service Universal Sampo General Insurance Co. Ltd.

Unit No. 601 & 602, 6<sup>th</sup> Floor, Reliable  
Tech Park, Thane- Belapur Road, Airoli,

##### E- mail Address:

[grievance@universalsompo.com](mailto:grievance@universalsompo.com)

##### For more details:

**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 Immediately
- Seek and obtain further details, if any, from the complainant (permitted only once) Within one week
- Within 2 weeks of receiving your grievance, we will respond to you with the best solution.
- We shall regard the complaint as closed in case on non-receipt of reply from the complainant Within 8 weeks from the date of registration of the grievance

### **Step 3: Chief Grievance Redressal Officer**

In case, you are not satisfied with the decision/resolution of the above office or have not received any response within 15 working days, you may write or email to:

**Customer Service Universal Sampo General Insurance Co. Ltd.**

Unit No. 601 & 602, 6<sup>th</sup> Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra – 400708

**E- mail Address:**

[gro@universalsompo.com](mailto:gro@universalsompo.com)

**For more details:**

[www.universalsompo.com](http://www.universalsompo.com)

For updated details of grievance officer, kindly refer the link

<https://www.universalsompo.com/resource-grievance-redressal>

### **Step 4: Insurance Ombudsman**

**Bima Bharosa Portal link:** <https://bimabharosa.irdai.gov.in/>

You can approach the Insurance Ombudsman depending on the nature of grievance and financial implication, if any.

Information about Insurance Ombudsmen, their jurisdiction and powers is available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at [www.irdai.gov.in](http://www.irdai.gov.in), or of the General Insurance Council at <https://www.gicouncil.in/>, the Consumer Education Website of the IRDAI at <http://www.policyholder.gov.in>, or from any of Our Offices.

The updated contact details of the Insurance Ombudsman offices can be referred by clicking on the Insurance ombudsman official site: <https://www.cioins.co.in/Ombudsman>.

**Note:** Grievance may also be lodged at IRDAI- <https://bimabharosa.irdai.gov.in/>.

## 15. Change in Sum Insured

Sum Insured can be changed (increased/decreased) only at the time of renewal or at any time, subject to underwriting by the company. For increase in SI, the waiting period if any shall start afresh only for the enhanced portion of the sum insured.

### F.2. Specific Terms and Conditions:

#### 1. Records to be Maintained

The Insured Person shall keep an accurate record containing all relevant medical records and shall allow the Company or its representatives to inspect such records. The Policyholder or Insured Person shall furnish such information as the Company may require for settlement of any claim under the Policy, within reasonable time limit and within the time limit specified in the Policy.

#### 2. Terms and conditions of the Policy

The terms and conditions contained herein and in the Policy Schedule shall be deemed to form part of the Policy and shall be read together as one document.

#### 3. Material Change

The Insured shall notify the Company in writing of any material change in the risk in relation to the declaration made in the proposal form or medical examination report at each Renewal and the Company may, adjust the scope of cover and / or premium, if necessary, accordingly.

#### 4. Notice & Communication

- i Any notice, direction, instruction or any other communication related to the Policy should be made in writing.
- ii Such communication shall be sent to the address of the Company or through any other electronic modes specified in the Policy Schedule.
- iii The Company shall communicate to the Insured at the address or through any other electronic mode mentioned in the schedule.

#### 5. Territorial Limit

All medical treatment for the purpose of this insurance will have to be taken in India only (except in case of Global cover).

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## 6. Territorial Jurisdiction

All disputes or differences under or in relation to the interpretation of the terms, conditions, validity, construct, limitations and/or exclusions contained in the Policy shall be determined by the Indian court and according to Indian law.

## 7. Arbitration

- i. If any dispute or difference shall arise as to the quantum to be paid by 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 here to or if they cannot agree upon a single arbitrator within thirty days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising 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 and in accordance with the provisions of the Arbitration and Conciliation Act 1996, as amended by Arbitration and Conciliation (Amendment) Act, 2015 (No. 3 of 2016).
- ii It is clearly agreed and understood that no difference or dispute shall be preferable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of the policy.

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

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## G. Claims Procedure

### 1. Procedure for Cashless claims:

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

**Step I:** Locate nearest Hospital by visiting our website or web portal or call our Health Helpline 1800 200 4030.

**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 to Universal Sampo

**Step V:** Universal Sampo Health team will review and judge the admissibility of the Cashless Request as per Policy Terms & Conditions and the same will be communicated to Insured and Hospital with in 60 mins for Initial Cashless request & 3 hrs for discharge request on their registered mobile number & Email ID respectively.

### Cashless Anywhere

You can now avail cashless facility from non-network hospitals.

To avail the treatment under cashless from non-network hospitals, please find the below steps.

Prior Intimation is required for processing cashless from non-network hospitals:

- Inform us (Toll Free Helpline – 1800 200 4030) minimum 48 hours before admission for planned hospitalization and with 24 hours of admission for emergency hospitalization across India.
- Mail us at [healthserve@universalsompo.com](mailto:healthserve@universalsompo.com)

## 2. Procedure for reimbursement of claims:

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

**Step I:** Visit our Web Portal to register claim or Call our Health Helpline 1800 200 4030 or email us at [healthserve@universalsompo.com](mailto:healthserve@universalsompo.com) and inform about your claim.

**Step II:** Visit hospital and undergo your treatment. Settle your hospitalization bill and collect all the documents after discharge from the 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 C-56- A/13,  
Block- C Sector- 62,  
Noida,  
Uttar Pradesh, Pincode: 201309

**Step IV:** On receipt of document your claim will processed as per Terms & Conditions of policy and the same will be communicated over SMS & Email.

**Step V:** Outcome of the claim will be communicated within 15 days from date of Submission of claim.

### 3. Notification of Claim

Notice with full particulars shall be sent to the Company as under:

- ii Within 24 hours from the date of emergency hospitalization required or before the Insured Person's discharge from Hospital, whichever is earlier.
- iii At least 48 hours prior to admission in Hospital in case of a planned Hospitalization.

### 4. Documents to be submitted:

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

- I. Claim form duly filled and signed by the Insured
- II. Certificate from attending medical practitioner mentioning the first symptoms and date of occurrence of ailment.
- III. All treatment papers of current ailment including previous treatment papers if any.
- IV. Original Discharge Card from the hospital, Indoor Case Papers.
- V. All original medical Investigation reports (viz. X-ray, ECG, Blood test etc).
- VI. Original hospital bill and receipts.
- VII. Original bills of chemist, medical practitioner, medical investigation, etc. supported by the doctor's prescription.
- VIII. NEFT details and Personalized cancelled cheque/ Passbook copy in the name of proposer for electronic fund transfer.
- IX. Valid Photo ID Proof of the patient.
- X. For accident Cases: MLC (Medico Legal Certificate) / FIR (First Information report).
- XI. Copy of latest valid address proof of proposer like electricity bill, water bill or telephone bill or updated bank statement along with copy of PAN card & Aadhaar Card as per AML/KYC Norms.

The above list of documents is indicative. In case of any further document requirement, our team shall contact you on receipt of your claim documents by us.

**Note:**

1. Documentation consistent with Telemedicine Practice Guidelines [2020] circulated by the Medical Council of India shall also be allowed under this policy along with the ones involving standard, in-person consultation with a medical practitioner.
2. The company shall only accept bills/invoices/medical treatment related documents only in the Insured Person's name for whom the claim is submitted
3. In the event of a claim lodged under the Policy and the original documents having been submitted to any other insurer, the Company shall accept the copy of the documents and claim settlement advice, duly certified by the other insurer subject to satisfaction of the Company
4. Any delay in notification or submission may be condoned on merit where delay is proved to be for reasons beyond the control of the Insured Person

**5. Claim Settlement (provision for Penal Interest)**

- i The Company shall settle or reject a claim, as the case may be, within 15 days from the date of submission of the claim.
- ii In the case of delay in the payment of a claim, the Company shall be liable to pay interest from the date of receipt date of receipt of intimation to till the date of payment.
- iii However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest in any case not later than 15 days from the date of submission of claim.
- iv In case of delay beyond stipulated 15 days the company shall be liable to pay interest at a rate 2% above the bank rate from the date of receipt of intimation to till the date of payment.

**6. Payment of Claim**

All claims under the policy shall be payable in Indian currency only.

**Annexure-A**

List I — Items for which coverage is not available in the policy

Sl No	Item
1	BABY FOOD
2	BABY UTILITIES CHARGES
3	BEAUTY SERVICES
4	BELTS/ BRACES
5	BUDS

6	COLD PACK/HOT PACK
7	CARRY BAGS
8	EMAIL / INTERNET CHARGES
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)
10	LEGGINGS
11	LAUNDRY CHARGES
12	MINERAL WATER
13	SANITARY PAD
14	TELEPHONE CHARGES
15	GUEST SERVICES
16	CREPE BANDAGE
17	DIAPER OF ANY TYPE
18	EYELET COLLAR
19	SLINGS
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22	Television Charges
23	SURCHARGES
24	ATTENDANT CHARGES
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)
26	BIRTH CERTIFICATE
27	CERTIFICATE CHARGES
28	COURIER CHARGES
29	CONVEYANCE CHARGES
30	MEDICAL CERTIFICATE
31	MEDICAL RECORDS
32	PHOTOCOPIES CHARGES
33	MORTUARY CHARGES
34	WALKING AIDS CHARGES
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)
36	SPACER
37	SPIROMETRE
38	NEBULIZER KIT
39	STEAM INHALER
40	ARMSLING

41	THERMOMETER
42	CERVICAL COLLAR
43	SPLINT
44	DIABETIC FOOT WEAR
45	KNEE BRACES (LONG/ SHORT/ HINGED)
46	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER
47	LUMBO SACRAL BELT
48	NIMBUS BED OR WATER OR AIR BED CHARGES
49	AMBULANCE COLLAR
50	AMBULANCE EQUIPMENT
51	ABDOMINAL BINDER
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES
53	SUGAR FREE Tablets
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
55	ECG ELECTRODES
56	GLOVES
57	NEBULISATION KIT
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]
59	KIDNEY TRAY
60	MASK
61	OUNCE GLASS
62	OXYGEN MASK
63	PELVIC TRACTION BELT
64	PAN CAN
65	TROLLY COVER
66	UROMETER, URINE JUG
67	AMBULANCE
68	VASOFIX SAFETY

List II — Items that are to be subsumed into Room Charges

SI No	Item
1	BABY CHARGES (UNLESS SPECIFIED/INDICATED)
2	HAND WASH

3	SHOE COVER
4	CAPS
5	CRADLE CHARGES
6	COMB
7	EAU-DE-COLOGNE / ROOM FRESHNERS
8	FOOT COVER
9	GOWN
10	SLIPPERS
11	TISSUE PAPER
12	TOOTH PASTE
13	TOOTH BRUSH
14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET/WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS / VISITORS PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)
36	PATIENT IDENTIFICATION BAND / NAME TAG
37	PULSEOXYMETER CHARGES

List III — Items that are to be subsumed into Procedure Charges

SI No.	Item
1	HAIR REMOVAL CREAM
2	DISPOSABLES RAZORS CHARGES (for site preparations)
3	EYE PAD
4	EYE SHEILD
5	CAMERA COVER
6	DVD, CD CHARGES
7	GAUSE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS
11	MICROSCOPE COVER
12	SURGICAL BLADES, HARMONICSCALPEL,SHAVER
13	SURGICAL DRILL
14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPARATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL TAPE
21	APRON
22	TORNIQUET
23	ORTHOBUNDLE, GYNAEC BUNDLE

List IV — Items that are to be subsumed into costs of treatment

SI No.	Item
1	ADMISSION/REGISTRATION CHARGES
2	HOSPITALIZATION FOR EVALUATION/ DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAP/ CAPD EQUIPMENTS

7	INFUSION PUMP— COST
8	HYDROGEN PEROXIDE\SPIRIT\ DISINFECTANTS ETC
9	NUTRITION PLANNING CHARGES – DIETICIAN CHARGES- DIET CHARGES
10	HIV KIT
11	ANTISEPTIC MOUTHWASH
12	LOZENGES
13	MOUTH PAINT
14	VACCINATION CHARGES
15	ALCOHOL SWABES
16	SCRUB SOLUTION/STERILLIUM
17	Glucometer& Strips
18	URINE BAG

### **Annexure-B**

The contact details of the Insurance Ombudsman offices are as below-

<b>Areas of Jurisdiction</b>	<b>Office of the Insurance Ombudsman</b>
<b>Gujarat, Dadra &amp; Nagar Haveli, Daman and Diu.</b>	<b>AHMEDABAD</b> Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">bimalokpal.ahmedabad@ecoi.co.in</a>
<b>Karnataka.</b>	<b>BENGALURU</b> Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: <a href="mailto:bimalokpal.bengaluru@ecoi.co.in">bimalokpal.bengaluru@ecoi.co.in</a>
<b>Madhya Pradesh Chattisgarh.</b>	<b>BHOPAL</b> Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: <a href="mailto:bimalokpal.bhopal@ecoi.co.in">bimalokpal.bhopal@ecoi.co.in</a>
<b>Orissa.</b>	<b>BHUBANESHWAR</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">bimalokpal.bhubaneswar@ecoi.co.in</a>

<p><b>Punjab, Haryana, Himachal Pradesh, Jammu &amp; Kashmir, Chandigarh.</b></p>	<p><b>CHANDIGARH</b> Office of the Insurance Ombudsman, S.C.O. No. 101, 102 &amp; 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">bimalokpal.chandigarh@ecoi.co.in</a></p>
<p><b>Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).</b></p>	<p><b>CHENNAI</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: <a href="mailto:bimalokpal.chennai@ecoi.co.in">bimalokpal.chennai@ecoi.co.in</a></p>
<p><b>Delhi.</b></p>	<p><b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: <a href="mailto:bimalokpal.delhi@ecoi.co.in">bimalokpal.delhi@ecoi.co.in</a></p>
<p><b>Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.</b></p>	<p><b>GUWAHATI</b> Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(Assam). Tel.: 0361 - 2632204 / 2602205 Email: <a href="mailto:bimalokpal.guwahati@ecoi.co.in">bimalokpal.guwahati@ecoi.co.in</a></p>
<p><b>Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.</b></p>	<p><b>HYDERABAD</b> Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599 Email: <a href="mailto:bimalokpal.hyderabad@ecoi.co.in">bimalokpal.hyderabad@ecoi.co.in</a></p>
<p><b>Rajasthan.</b></p>	<p><b>JAIPUR</b> Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: <a href="mailto:Bimalokpal.jaipur@ecoi.co.in">Bimalokpal.jaipur@ecoi.co.in</a></p>
<p><b>Kerala, Lakshadweep, Mahe-a part of Pondicherry.</b></p>	<p><b>ERNAKULAM</b> Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: <a href="mailto:bimalokpal.ernakulam@ecoi.co.in">bimalokpal.ernakulam@ecoi.co.in</a></p>
<p><b>West Bengal, Sikkim, Andaman &amp; Nicobar Islands.</b></p>	<p><b>KOLKATA</b> Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072. Tel.: 033 - 22124339 / 22124340, Fax : 033 - 22124341 Email: <a href="mailto:bimalokpal.kolkata@ecoi.co.in">bimalokpal.kolkata@ecoi.co.in</a></p>

<p><b>Districts of Uttar Pradesh :</b>  <b>Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.</b></p>	<p style="text-align: center;"><b>LUCKNOW</b></p> <p>Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.          Tel.: 0522 - 2231330 / 2231331, Fax: 0522 - 2231310          Email: <a href="mailto:bimalokpal.lucknow@ecoi.co.in">bimalokpal.lucknow@ecoi.co.in</a></p>
<p><b>Goa, Mumbai Metropolitan Region excluding Navi Mumbai &amp; Thane.</b></p>	<p style="text-align: center;"><b>MUMBAI</b></p> <p>Office of the Insurance Ombudsman, 3<sup>rd</sup> Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.          Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052          Email: <a href="mailto:bimalokpal.mumbai@ecoi.co.in">bimalokpal.mumbai@ecoi.co.in</a></p>
<p><b>State of Uttaranchal and the following Districts of Uttar Pradesh:</b>  <b>Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit,</b></p>	<p style="text-align: center;"><b>NOIDA</b></p> <p>Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301.          Tel.: 0120-2514250 / 2514252 / 2514253          Email: <a href="mailto:bimalokpal.noida@ecoi.co.in">bimalokpal.noida@ecoi.co.in</a></p>

<p><b>Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</b></p>	
<p><b>Bihar, Jharkhand.</b></p>	<p><b>PATNA</b> Office of the Insurance Ombudsman, 1<sup>st</sup> Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: <a href="mailto:bimalokpal.patna@ecoi.co.in">bimalokpal.patna@ecoi.co.in</a></p>
<p><b>Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.</b></p>	<p><b>PUNE</b> Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: <a href="mailto:bimalokpal.pune@ecoi.co.in">bimalokpal.pune@ecoi.co.in</a></p>

### Day Care Procedures Annexure III

#### A. Cardiology:

1. Coronary Angiography

#### B. Critical Care:

1. Insert Non - Tunnel CV Cath
2. Insert PICC CATH (Peripherally Inserted Central Catheter )
3. Replace PICC CATH (Peripherally Inserted Central Catheter)
4. Insertion Catheter, Intra Anterior
5. Insertion of Portacath

#### C. Dental :

1. Suturing Lacerated Lip
2. Suturing Oral Mucosa
3. Oral Biopsy In Case Of Abnormal Tissue Presentation

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4. FNAC

**D. ENT :**

1. Bronchical Thermoplasty for Asthma
2. Myringotomy With Grommet Insertion
3. Tympanoplasty (closure Of An Eardrum Perforation reconstruction Of The Auditory Ossicles)
4. Removal Of A Tympanic Drain
5. Keratosis Removal Under GA
6. Operations On The Turbinates (nasal Concha)
7. Removal Of Keratosis Obturans
8. Stapedotomy To Treat Various Lesions In Middle Ear
9. Revision Of A Stapedectomy
10. Other Operations On The Auditory Ossicles
11. Myringoplasty (post-aura/endaural Approach As Well As Simple Type-I Tympanoplasty)
12. Fenestration Of The Inner Ear
13. Revision Of A Fenestration Of The Inner Ear
14. Palatoplasty
15. Transoral Incision And Drainage Of A Pharyngeal Abscess
16. Tonsillectomy Without Adenoidectomy
17. Tonsillectomy With Adenoidectomy
18. Excision And Destruction Of A Lingual Tonsil
19. Revision Of A Tympanoplasty
20. Other Microsurgical Operations On The Middle Ear
21. Incision Of The Mastoid Process And Middle Ear
22. Mastoidectomy Reconstruction Of The Middle Ear
23. Other Excisions Of The Middle And Inner Ear
24. Incision (opening) And Destruction (elimination) Of The Inner Ear
25. Other Operations On The Middle And Inner Ear
26. Excision And Destruction Of Diseased Tissue Of The Nose
27. Other Operations On The Nose
28. Nasal Sinus Aspiration
29. Foreign Body Removal From Nose
30. Other Operations On The Tonsils And Adenoids
31. Adenoidectomy
32. Labyrinthectomy For Severe Vertigo
33. Stapedectomy Under GA
34. Stapedectomy Under LA

35. Tympanoplasty (type IV)
36. Endolymphatic Sac Surgery For Meniere's Disease
37. Turbinectomy
38. Endoscopic Stapedectomy
39. Incision And Drainage Of Perichondritis
40. Septoplasty
41. Vestibular Nerve Section
42. Thyroplasty Type I
43. Pseudocyst Of The Pinna - Excision
44. Incision And Drainage - Haematoma Auricle
45. Tympanoplasty (Type II)
46. Reduction Of Fracture Of Nasal Bone
47. Thyroplasty Type II
48. Tracheostomy
49. Excision Of Angioma Septum
50. Turbinoplasty
51. Incision & Drainage Of Retro Pharyngeal Abscess
52. Uvulo Palato Pharyngo Plasty
53. Adenoidectomy With Grommet Insertion
54. Adenoidectomy Without Grommet Insertion
55. Vocal Cord Lateralisation Procedure
56. Incision & Drainage Of Para Pharyngeal Abscess
57. Tracheoplasty
58. Total excision of Pinna
59. Middle ear polypectomy
60. Nasal septum cauterisation (and bilateral)
61. Excision of lesion of Internal nose
62. Balloon Sinuplasty

#### **E. Gastroenterology :**

1. Cholecystectomy And Choledocho-jejunosotomy/Duodenostomy / Gastrostomy / Exploration Common Bile Duct
2. Esophagoscopy, Gastroscopy, Duodenoscopy With Polypectomy/Removal Of Foreign Body/diathermy Of Bleeding Lesions
3. Pancreatic Pseudocyst Eus & Drainage
4. RF Ablation For Barrett's Oesophagus
5. ERCP And Papillotomy
6. Esophagoscope And Sclerosant Injection

7. EUS + Submucosal Resection
8. Construction Of Gastrostomy Tube
9. EUS + Aspiration Pancreatic Cyst
10. Small Bowel Endoscopy (therapeutic)
11. Colonoscopy, Lesion Removal
12. ERCP
13. Colonoscopy Stenting Of Stricture
14. Percutaneous Endoscopic Gastrostomy
15. EUS And Pancreatic Pseudo Cyst Drainage
16. ERCP And Choledochoscopy
17. Proctosigmoidoscopy Volvulus Detorsion
18. ERCP And Sphincterotomy
19. Esophageal Stent Placement
20. ERCP + Placement Of Biliary Stents
21. Sigmoidoscopy W / Stent
22. EUS + Coeliac Node Biopsy
23. UGI Scopy And Injection Of Adrenaline, Sclerosants Bleeding Ulcers

#### **F. General Surgery:**

1. Robotic surgeries
2. Incision Of A Pilonidal Sinus / Abscess
3. Fissure In Ano Sphincterotomy
4. Surgical Treatment Of A Varicocele And A Hydrocele Of the Spermatic Cord
5. Orchidopexy
6. Abdominal Exploration In Cryptorchidism
7. Surgical Treatment Of Anal Fistulas
8. Division Of The Anal Sphincter (sphincterotomy)
9. Epididymectomy
10. Incision Of The Breast Abscess
11. Operations On The Nipple
12. Excision Of Single Breast Lump
13. Incision And Excision Of Tissue In The Perianal Region
14. Surgical Treatment Of Hemorrhoids
15. Other Operations On The Anus
16. Ultrasound Guided Aspirations
17. Sclerotherapy, Etc.
18. Laparotomy For Grading Lymphoma With Splenectomy / liver/ lymph Node Biopsy
19. Therapeutic Laparoscopy With Laser
20. Appendicectomy With/without Drainage

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21. Infected Keloid Excision
  22. Axillary Lymphadenectomy
  23. Wound Debridement And Cover
  24. Abscess-decompression
  25. Cervical Lymphadenectomy
  26. Infected Sebaceous Cyst
  27. Inguinal Lymphadenectomy
  28. Incision And Drainage Of Abscess
  29. Suturing Of Lacerations
  30. Scalp Suturing
  31. Infected Lipoma Excision
  32. Maximal Anal Dilatation
  33. Piles a. Injection Sclerotherapy b. Piles Banding
  34. Liver Abscess- Catheter Drainage
  35. Fissure In Ano-Fissurectomy
  36. Fibroadenoma Breast Excision
  37. Oesophageal Varices Sclerotherapy
  38. ERCP - Pancreatic Duct Stone Removal
  39. Perianal Abscess I&d
  40. Perianal Hematoma Evacuation
  41. UGI Scopy And Polypectomy Oesophagus
  42. Breast Abscess I& D
  43. Feeding Gastrostomy
  44. Oesophagoscopy And Biopsy Of Growth Oesophagus
  45. ERCP - Bile Duct Stone Removal
  46. Ileostomy Closure
  47. Colonoscopy
  48. Polypectomy Colon
  49. Splenic Abscesses Laparoscopic Drainage
  50. UGI Scopy And Polypectomy Stomach
  51. Rigid Oesophagoscopy For FB Removal
  52. Feeding Jejunostomy
  53. Colostomy
  54. Ileostomy
  55. Colostomy Closure
  56. Submandibular Salivary Duct Stone Removal
  57. Pneumatic Reduction Of Intussusception
  58. Varicose Veins Legs - Injection Sclerotherapy
  59. Rigid Oesophagoscopy For Plummer Vinson Syndrome
  60. Pancreatic Pseudocysts Endoscopic Drainage
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61. Zadek's Nail Bed Excision
62. Subcutaneous Mastectomy
63. Excision Of Ranula Under GA
64. Rigid Oesophagoscopy For Dilation Of Benign Strictures
65. Eversion Of Sac -unilateral -bilateral
66. Lord's Plication
67. Jaboulay's Procedure
68. Scrotoplasty
69. Circumcision For Trauma
70. Meatoplasty
71. Intersphincteric Abscess Incision And Drainage
72. PSOAS Abscess Incision And Drainage
73. Thyroid Abscess Incision And Drainage
74. Tips Procedure For Portal Hypertension
75. Esophageal Growth Stent
76. Pair Procedure Of Hydatid Cyst Liver
77. Tru Cut Liver Biopsy
78. Photodynamic Therapy Or Esophageal Tumour And Lung Tumour
79. Excision Of Cervical Rib
80. Laparoscopic Reduction Of Intussusception
81. Microdochectomy Breast
82. Surgery For Fracture Penis
83. Sentinel Node Biopsy
84. Parastomal Hernia
85. Revision Colostomy
86. Prolapsed Colostomy- Correction
87. Testicular Biopsy
88. Laparoscopic Cardiomyotomy( Hellers)
89. Sentinel Node Biopsy Malignant Melanoma
90. Laparoscopic Pyloromyotomy( Ramstedt)

**G. Gynecology:**

1. Operations On Bartholin's Glands (cyst)
2. Incision Of The Ovary
3. Insufflations Of The Fallopian Tubes
4. Other Operations On The Fallopian Tube
5. Dilatation Of The Cervical Canal
6. Conisation Of The Uterine Cervix
7. Therapeutic Curettage With Colposcopy / Biopsy /Diathermy / Cryosurgery

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8. Laser Therapy Of Cervix For Various Lesions Of Uterus
  9. Other Operations On The Uterine Cervix
  10. Incision Of The Uterus (hysterectomy)
  11. Local Excision And Destruction Of Diseased Tissue Of The Vagina And The Pouch Of Douglas
  12. Incision Of Vagina
  13. Incision Of Vulva
  14. Culdotomy
  15. Salpingo-oophorectomy Via Laparotomy
  16. Endoscopic Polypectomy
  17. Hysteroscopic Removal Of Myoma
  18. D&c
  19. Hysteroscopic Resection Of Septum
  20. Thermal Cauterisation Of Cervix
  21. Mirena Insertion
  22. Hysteroscopic Adhesiolysis
  23. Leep
  24. Cryocauterisation Of Cervix
  25. Polypectomy Endometrium
  26. Hysteroscopic Resection Of Fibroid
  27. LLETZ
  28. Conization
  29. Polypectomy Cervix
  30. Hysteroscopic Resection Of Endometrial Polyp
  31. Vulval Wart Excision
  32. Laparoscopic Paraovarian Cyst Excision
  33. Uterine Artery Embolization
  34. Laparoscopic Cystectomy
  35. Hymenectomy( Imperforate Hymen)
  36. Endometrial Ablation
  37. Vaginal Wall Cyst Excision
  38. Vulval Cyst Excision
  39. Laparoscopic Paratubal Cyst Excision
  40. Repair Of Vagina ( Vaginal Atresia )
  41. Hysteroscopy, Removal Of Myoma
  42. TURBT
  43. Ureterocele Repair - Congenital Internal
  44. Vaginal Mesh For POP
  45. Laparoscopic Myomectomy
  46. Surgery For SUI
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47. Repair Recto- Vagina Fistula
48. Pelvic Floor Repair( Excluding Fistula Repair)
49. URS + LL
50. Laparoscopic Oophorectomy
51. Normal Vaginal Delivery And Variants
52. Excision of lesion of vulva
53. Amputation of cervix uteri

#### **H. Neurology :**

1. IONM – (Intra Operative Neuro Monitoring)
2. Facial Nerve Glycerol Rhizotomy
3. Spinal Cord Stimulation
4. Motor Cortex Stimulation
5. Stereotactic Radiosurgery
6. Percutaneous Cordotomy
7. Intrathecal Baclofen Therapy
8. Entrapment Neuropathy Release
9. Diagnostic Cerebral Angiography
10. VP Shunt
11. Ventriculoatrial Shunt
12. Deep Brain stimulation

#### **I. Oncology :**

1. Radiotherapy For Cancer
2. Cancer Chemotherapy
3. IV Push Chemotherapy
4. HBI-hemibody Radiotherapy
5. Infusional Targeted Therapy
6. SRT-stereotactic ARC Therapy
7. SC Administration Of Growth Factors
8. Continuous Infusional Chemotherapy
9. Infusional Chemotherapy
10. CCRT-concurrent Chemo + RT
11. D Radiotherapy
12. D Conformal Radiotherapy
13. IGRT- Image Guided Radiotherapy
14. IMRT- Step & Shoot
15. Infusional Bisphosphonates
16. IMRT- DMLC

17. Rotational Arc Therapy
18. Tele Gamma Therapy
19. FSRT-fractionated SRT
20. VMAT-volumetric Modulated Arc Therapy
21. SBRT-stereotactic Body Radiotherapy
22. Helical Tomotherapy
23. SRS-stereotactic Radiosurgery
24. X-knife SRS
25. Gammaknife SRS
26. TBI- Total Body Radiotherapy
27. Intraluminal Brachytherapy
28. Electron Therapy
29. TSET-total Electron Skin Therapy
30. Extracorporeal Irradiation Of Blood Products
31. Telecobalt Therapy
32. Telecesium Therapy
33. External Mould Brachytherapy
34. Interstitial Brachytherapy
35. Intracavity Brachytherapy
36. D Brachytherapy
37. Implant Brachytherapy
38. Intravesical Brachytherapy
39. Adjuvant Radiotherapy
40. Afterloading Catheter Brachytherapy
41. Conditioning Radiotherapy For BMT
42. Nerve Biopsy
43. Muscle Biopsy
44. Epidural Steroid Injection
45. Extracorporeal Irradiation To The Homologous Bone Grafts
46. Radical Chemotherapy
47. Neoadjuvant Radiotherapy
48. LDR Brachytherapy
49. Palliative Radiotherapy
50. Radical Radiotherapy
51. Palliative Chemotherapy
52. Template Brachytherapy
53. Neoadjuvant Chemotherapy
54. Adjuvant Chemotherapy
55. Induction Chemotherapy
56. Consolidation Chemotherapy

57. Maintenance Chemotherapy
58. HDR Brachytherapy
59. Immunotherapy - Monoclonal Antibody to be given as injection
60. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for hematological conditions

#### **J. Salivary Glands & Salivary Ducts:**

1. Incision And Lancing Of A Salivary Gland And A Salivary Duct
2. Excision Of Diseased Tissue Of A Salivary Gland And A Salivary Duct
3. Resection Of A Salivary Gland
4. Reconstruction Of A Salivary Gland And A Salivary Duct
5. Other Operations On The Salivary Glands And Salivary Ducts
6. Open extraction of calculus from parotid duct

#### **K. Skin & Subcutaneous Tissues:**

1. Other Incisions Of The Skin And Subcutaneous Tissues
2. Surgical Wound Toilet (wound Debridement) And Removal Of Diseased Tissue Of The Skin And Subcutaneous Tissues
3. Local Excision Of Diseased Tissue Of The Skin And Subcutaneous Tissues
4. Other Excisions Of The Skin And Subcutaneous Tissues
5. Simple Restoration Of Surface Continuity Of The Skin And Subcutaneous Tissues
6. Free Skin Transplantation, Donor Site
7. Free Skin Transplantation, Recipient Site
8. Revision Of Skin Plasty
9. Other Restoration And Reconstruction Of The Skin And Subcutaneous Tissues.
10. Chemosurgery To The Skin.
11. Destruction Of Diseased Tissue In The Skin And Subcutaneous Tissues
12. Reconstruction Of Deformity/defect In Nail Bed
13. Excision Of Bursitis
14. Tennis Elbow Release

#### **L. Tongue:**

1. Incision, Excision And Destruction Of Diseased Tissue Of The Tongue
2. Partial Glossectomy
3. Glossectomy
4. Reconstruction Of The Tongue
5. Other Operations On The Tongue

#### **M. Ophthalmology :**

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1. Surgery For Cataract
2. Incision Of Tear Glands
3. Other Operations On The Tear Ducts
4. Incision Of Diseased Eyelids
5. Excision And Destruction Of Diseased Tissue Of The Eyelid
6. Operations On The Canthus And Epicanthus
7. Corrective Surgery For Entropion And Ectropion
8. Corrective Surgery For Blepharoptosis
9. Removal Of A Foreign Body From The Conjunctiva
10. Removal Of A Foreign Body From The Cornea
11. Incision Of The Cornea
12. Operations For Pterygium
13. Other Operations On The Cornea
14. Removal Of A Foreign Body From The Lens Of The Eye
15. Removal Of A Foreign Body From The Posterior Chamber Of The Eye
16. Removal Of A Foreign Body From The Orbit And Eyeball
17. Correction Of Eyelid Ptosis By Levator Palpebrae Superioris Resection (bilateral)
18. Correction Of Eyelid Ptosis By Fascia Lata Graft (bilateral)
19. Diathermy/cryotherapy To Treat Retinal Tear
20. Anterior Chamber Paracentesis / Cyclodiathermy /Cyclocryotherapy / Goniotomy  
Trabeculotomy And Filtering And Allied Operations To Treat Glaucoma
21. Enucleation Of Eye Without Implant
22. Dacryocystorhinostomy For Various Lesions Of Lacrimal Gland
23. Laser Photocoagulation To Treat Retinal Tear
24. Biopsy Of Tear Gland
25. Treatment Of Retinal Lesion
26. Curettage/cryotherapy of lesion of eyelid
27. Intra vitreal injections

#### **N. Orthopedics :**

1. Surgery For Meniscus Tear
2. Incision On Bone, Septic And Aseptic
3. Closed Reduction On Fracture, Luxation Or Epiphyseolysis With Osteosynthesis
4. Suture And Other Operations On Tendons And Tendon Sheath
5. Reduction Of Dislocation Under GA
6. Arthroscopic Knee Aspiration
7. Surgery For Ligament Tear
8. Surgery For Hemoarthrosis/pyoarthrosis
9. Removal Of Fracture Pins/nails

10. Removal Of Metal Wire
11. Closed Reduction On Fracture, Luxation
12. Reduction Of Dislocation Under GA
13. Epiphyseolysis With Osteosynthesis
14. Excision Of Various Lesions In Coccyx
15. Arthroscopic Repair Of Acl Tear Knee
16. Closed Reduction Of Minor Fractures
17. Arthroscopic Repair Of PCL Tear Knee
18. Tendon Shortening
19. Arthroscopic Meniscectomy - Knee
20. Treatment Of Clavicle Dislocation
21. Haemarthrosis Knee- Lavage
22. Abscess Knee Joint Drainage
23. Carpal Tunnel Release
24. Closed Reduction Of Minor Dislocation
25. Repair Of Knee Cap Tendon
26. ORIF With K Wire Fixation- Small Bones
27. Release Of Midfoot Joint
28. ORIF With Plating- Small Long Bones
29. Implant Removal Minor
30. K Wire Removal
31. Closed Reduction And External Fixation
32. Arthrotomy Hip Joint
33. Syme's Amputation
34. Arthroplasty
35. Partial Removal Of Rib
36. Treatment Of Sesamoid Bone Fracture
37. Shoulder Arthroscopy / Surgery
38. Elbow Arthroscopy Amputation Of Metacarpal Bone
39. Release Of Thumb Contracture
40. Incision Of Foot Fascia
41. Partial Removal Of Metatarsal
42. Repair / Graft Of Foot Tendon
43. Revision/removal Of Knee Cap
44. Amputation Follow-up Surgery
45. Exploration Of Ankle Joint
46. Remove/graft Leg Bone Lesion
47. Repair/graft Achilles Tendon
48. Remove Of Tissue Expander
49. Biopsy Elbow Joint Lining

50. Removal Of Wrist Prosthesis
51. Biopsy Finger Joint Lining
52. Tendon Lengthening
53. Treatment Of Shoulder Dislocation
54. Lengthening Of Hand Tendon
55. Removal Of Elbow Bursa
56. Fixation Of Knee Joint
57. Treatment Of Foot Dislocation
58. Surgery Of Bunion
59. Tendon Transfer Procedure
60. Removal Of Knee Cap Bursa
61. Treatment Of Fracture Of Ulna
62. Treatment Of Scapula Fracture
63. Removal Of Tumor Of Arm/ Elbow Under RA/GA
64. Repair Of Ruptured Tendon
65. Decompress Forearm Space
66. Revision Of Neck Muscle (torticollis Release )
67. Lengthening Of Thigh Tendons
68. Treatment Fracture Of Radius & Ulna
69. Repair Of Knee Joint

#### **O. Mouth & Face:**

1. External Incision And Drainage In The Region Of The Mouth, Jaw And Face
2. Incision Of The Hard And Soft Palate
3. Excision And Destruction Of Diseased Hard And Soft Palate
4. Incision, Excision And Destruction In The Mouth
5. Other Operations In The Mouth
6. Operations on uvula

#### **P. Pediatric Surgery :**

1. Excision Of Fistula-in-ano
2. Excision Juvenile Polyps Rectum
3. Vaginoplasty
4. Dilatation Of Accidenta L Caustic Stricture Oesophageal
5. Presacral Teratomas Excision
6. Removal Of Vesical Stone
7. Excision Sigmoid Polyp
8. Sternomastoid Tenotomy
9. Infantile Hypertrophic Pyloric Stenosis Pyloromyotomy

10. Excision Of Soft Tissue Rhabdomyosarcoma
11. Mediastinal Lymph Node Biopsy
12. High Orchidectomy For Testis Tumours
13. Excision Of Cervical Teratoma
14. Rectal-myomectomy
15. Rectal Prolapse (delorme's Procedure)
16. Detorsion Of Torsion Testis
17. EUA + Biopsy Multiple Fistula In Ano

**Q. Plastic Surgery :**

1. Construction Skin Pedicle Flap
2. Gluteal Pressure Ulcer-excision
3. Muscle-skin Graft, Leg
4. Removal Of Bone For Graft
5. Muscle-skin Graft Duct Fistula
6. Removal Cartilage Graft
7. Myocutaneous Flap
8. Fibro Myocutaneous Flap
9. Breast Reconstruction Surgery After Mastectomy
10. Sling Operation For Facial Palsy
11. Split Skin Grafting Under RA
12. Wolfe Skin Graft
13. Plastic Surgery To The Floor Of The Mouth Under GA

**R. Thoracic Surgery :**

1. Thoracoscopy And Lung Biopsy
2. Excision Of Cervical Sympathetic Chain Thoracoscopic
3. Laser Ablation Of Barrett's Oesophagus
4. Pleurodesis
5. Thoracoscopy And Pleural Biopsy
6. EBUS + Biopsy
7. Thoracoscopy Ligation Thoracic Duct
8. Thoracoscopy Assisted Empyaema Drainage
9. Operations for drainage of pleural cavity

**S. Urology :**

1. Vaporisation of the prostate (Green laser treatment or holmium laser treatment)
2. Haemodialysis
3. Lithotripsy/nephrolithotomy For Renal Calculus

4. Excision Of Renal Cyst
5. Drainage Of Pyonephrosis/perinephric Abscess
6. Incision Of The Prostate
7. Transurethral Excision And Destruction Of Prostate Tissue
8. Transurethral And Percutaneous Destruction Of Prostate Tissue
9. Open Surgical Excision And Destruction Of Prostate Tissue
10. Radical Prostatovesiculectomy
11. Other Excision And Destruction Of Prostate Tissue
12. Operations On The Seminal Vesicles
13. Incision And Excision Of Periprostatic Tissue
14. Other Operations On The Prostate
15. Incision Of The Scrotum And Tunica Vaginalis Testis
16. Operation On A Testicular Hydrocele
17. Excision And Destruction Of Diseased Scrotal Tissue
18. Other Operations On The Scrotum And Tunica Vaginalis Testis
19. Incision Of The Testes
20. Excision And Destruction Of Diseased Tissue Of The Testes
21. Unilateral Orchiectomy
22. Bilateral Orchiectomy
23. Surgical Repositioning Of An Abdominal Testis
24. Reconstruction Of The Testis
25. Implantation, Exchange And Removal Of A Testicular Prosthesis
26. Other Operations On The Testis
27. Excision In The Area Of The Epididymis
28. Operations On The Foreskin
29. Local Excision And Destruction Of Diseased Tissue Of The Penis
30. Amputation Of The Penis
31. Other Operations On The Penis
32. Cystoscopic Removal Of Stones
33. Lithotripsy
34. Biopsy Of Temporal Artery For Various Lesions
35. External Arterio-venous Shunt
36. AV Fistula - Wrist
37. URSL With Stenting
38. URSL With Lithotripsy
39. Cystoscopic Litholapaxy
40. ESWL
41. Bladder Neck Incision
42. Cystoscopy & Biopsy
43. Cystoscopy And Removal Of Polyp

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44. Suprapubic Cystostomy
  45. Percutaneous Nephrostomy
  46. Cystoscopy And "SLING" Procedure.
  47. TUNA- Prostate
  48. Excision Of Urethral Diverticulum
  49. Removal Of Urethral Stone
  50. Excision Of Urethral Prolapse
  51. Mega-ureter Reconstruction
  52. Kidney Renoscopy And Biopsy
  53. Ureter Endoscopy And Treatment
  54. Vesico Ureteric Reflux Correction
  55. Surgery For Pelvi Ureteric Junction Obstruction
  56. Anderson Hynes Operation
  57. Kidney Endoscopy And Biopsy
  58. Paraphimosis Surgery
  59. Injury Prepuce- Circumcision
  60. Frenular Tear Repair
  61. Meatotomy For Meatal Stenosis
  62. Surgery For Fournier's Gangrene Scrotum
  63. Surgery Filarial Scrotum
  64. Surgery For Watering Can Perineum
  65. Repair Of Penile Torsion
  66. Drainage Of Prostate Abscess
  67. Orchiectomy
  68. Cystoscopy And Removal Of FB
  69. Endoscopic anti-reflux procedure (and bilateral)
  70. Excision of urethral caruncle
  71. Dilatation of urethra (including cystoscopy)

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**SUM INSURED FOR TOP UP & SUPER TOP UP COVER ANNEXURE IV**

<b>Deductible</b>	<b>50,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>75,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>1,00,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>1,25,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>1,50,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>1,75,000</b>												
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<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000
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<b>Deductible</b>	<b>2,00,000</b>												
<b>Sum Insured</b>	50,000	75,000	1,00,000	1,25,000	1,50,000	1,75,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000

<b>Deductible</b>	<b>2,50,000</b>													
<b>Sum Insured</b>	1,00,000	1,50,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000	6,00,000	7,00,000	8,00,000	9,00,000	10,00,000

<b>Deductible</b>	<b>3,00,000</b>													
<b>Sum Insured</b>	1,00,000	1,50,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000	6,00,000	7,00,000	8,00,000	9,00,000	10,00,000

<b>Deductible</b>	<b>3,00,000</b>		
<b>Sum Insured</b>	12,00,000	15,00,000	20,00,000

<b>Deductible</b>	<b>4,00,000</b>													
<b>Sum Insured</b>	1,00,000	1,50,000	2,00,000	2,50,000	3,00,000	3,50,000	4,00,000	4,50,000	5,00,000	6,00,000	7,00,000	8,00,000	9,00,000	10,00,000

<b>Deductible</b>	<b>4,00,000</b>		
<b>Sum Insured</b>	12,00,000	15,00,000	20,00,000

<b>Deductible</b>	<b>5,00,000</b>												
<b>Sum Insured</b>	2,50,000	5,00,000	7,50,000	10,00,000	15,00,000	20,00,000	25,00,000	30,00,000	45,00,000	50,00,000	75,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>6,00,000</b>										
<b>Sum Insured</b>	2,50,000	5,00,000	7,50,000	10,00,000	15,00,000	20,00,000	25,00,000	45,00,000	75,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>7,00,000</b>										
<b>Sum Insured</b>	2,50,000	5,00,000	7,50,000	10,00,000	15,00,000	20,00,000	25,00,000	45,00,000	75,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>8,00,000</b>										
<b>Sum Insured</b>	2,50,000	5,00,000	7,50,000	10,00,000	15,00,000	20,00,000	25,00,000	45,00,000	75,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>9,00,000</b>										
<b>Sum Insured</b>	<b>2,50,000</b>	5,00,000	<b>7,50,000</b>	10,00,000	15,00,000	20,00,000	25,00,000	45,00,000	75,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>10,00,000</b>											
<b>Sum Insured</b>	5,00,000	10,00,000	15,00,000	20,00,000	25,00,000	30,00,000	40,00,000	50,00,000	75,00,000	90,00,000	95,00,000	1,00,00,000

<b>Deductible</b>	<b>15,00,000</b>											
<b>Sum Insured</b>	5,00,000	<b>7,50,000</b>	10,00,000	15,00,000	20,00,000	25,00,000	30,00,000	35,00,000	50,00,000	75,00,000	85,00,000	1,00,00,000

<b>Deductible</b>	<b>20,00,000</b>							
<b>Sum Insured</b>	5,00,000	10,00,000	20,00,000	25,00,000	30,00,000	50,00,000	80,00,000	1,00,00,000

<b>Deductible</b>	<b>25,00,000</b>
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Sum Insured	10,00,000	15,00,000	20,00,000	25,00,000	50,00,000	75,00,000	1,00,00,000
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Deductible	30,00,000					
Sum Insured	15,00,000	20,00,000	25,00,000	50,00,000	70,00,000	1,00,00,000

Deductible	40,00,000				
Sum Insured	20,00,000	25,00,000	50,00,000	60,00,000	1,00,00,000

Deductible	50,00,000				
Sum Insured	20,00,000	25,00,000	50,00,000	75,00,000	1,00,00,000

#### ANNEXURE V

Diseases / Major Surgical Procedure	<<Up to % of Sum Insured >>	Maximum Up To [INR]
Cataract	<<50%>>	<<50,000>>
Hysterectomy	<<75%>>	<<75,000>>
Removal of Gall-bladder & Stones	<<60%>>	<<60,000>>

Surgery for Piles	<<40%>>	<<40,000>>
Surgery for Fissure, Fistula and Sinus	<<45%>>	<<45,000>>
Surgery for Nasal Septum Correction/ Deviated Nasal Septum Surgery	<<50%>>	<<50,000>>
Angioplasty	<<25%>>	<<25,000>>
PTCA (Single Stent)	<<75%>>	<<75,000>>
Appendectomy	<<50%>>	<<45,000>>
D & C	<<30%>>	<<30,000>>
Hernia	<<60%>>	<<60,000>>
Surgery for Renal Stone/Genito Urinary Calculous	<<60%>>	<<60,000>>
Prostate Surgery TURP	<<75%>>	<<75,000>>
CABG	<<80%>>	<<3,00,000>>
Total Knee / Hip Replacement	<<75%>>	<<1,50,000>>
Cardio Vascular Diseases	<<80%>>	<<3,50,000>>
Cerebro Vascular Accident	<<80%>>	<<3,00,000>>
Cancer	<<80%>>	<<3,00,000>>
Treatment of Breakage of Bone	<<75%>>	<<3,00,000>>
Renal Complications like Nephrectomy / Renal cyst excision	<<80%>>	<<3,00,000>>
Dialysis per cycle up to 10,000	<<50%>>	<<1,50,000>>
Anemia	<<25%>>	<<40,000>>
Radiotherapy	<<50%>>	<<2,00,000>>
Chemotherapy	<<50%>>	<<1,00,000>>
Myomectomy	<<50%>>	<<50,000>>
Spinal Surgeries / Prolapse Disc	<<75%>>	<<2,50,000>>
Neuro-surgery / Brain-surgery	<<80%>>	<<3,50,000>>

Any Other Illness Not Defined Above

<<up to 75% of SI>>

**MODERN TREATMENT OR PROCEDURES ANNEXURE VI**

Treatment	Limit
1. Oral Chemotherapy	As mentioned in Policy Schedule / Certificate of Insurance
2 Immunotherapy – Monoclonal Antibody to be given as injection	
3 Intra vitreal injections	
4 Uterine Artery Embolization and HIFU	
5 Balloon Sinuplasty	
6 Deep Brain stimulation	
7 Robotic Surgeries	
8 Stereotactic radio surgeries	
9 Bronchial Thermoplasty	
10 Vaporisation of the prostate (Green Laser treatment or holmium laser treatment)	
11 IONM – (Intra Operative Neuro Monitoring)	
12 Stem Cell Therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered	

Registered & Corp Office: Universal Sompo General Insurance Company Ltd. 8th Floor & 9th Floor (South Side), Commerz International Business Park, Oberoi Garden City, Off Western Express Highway, Goregaon East, Mumbai 400063, Toll free no: 1800-22-4030/1800-200-4030, IRDAI Reg no: 134, CIN# U66010MH2007PLC166770 E-mail: [contactus@universalsompo.com](mailto:contactus@universalsompo.com), website link [www.universalsompo.com](http://www.universalsompo.com)

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