

## MANIPALCIGNA PROHEALTH PRIME

Plans: Protect | Advantage

### Policy Contract

#### B. Preamble

This is a legal contract between You and Us subject to the receipt of full premium, Disclosure to Information Norm including the information provided by You in the Proposal Form and the terms, conditions and exclusions of this Policy.

If any Claim arising as a result of a Disease/Illness or Injury that occurred during the Policy Period becomes payable, then We shall pay the benefits in accordance with terms, conditions and exclusions of the Policy subject to availability of Sum Insured and Cumulative Bonus (if any). All limits mentioned in the Policy Schedule are applicable for each Policy Year of coverage.

#### C Definitions

##### C.I Standard Definitions

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 45 days from the date of last consultation with the Hospital/Nursing Home where the treatment was taken.
3. **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 the following criterion:
  - i. having qualified registered AYUSH Medical Practitioner(s) in charge;
  - ii. having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
  - iii. maintaining daily record of the patients and making them accessible to the insurance company's authorized representative.
4. **AYUSH Hospital** is a healthcare facility wherein medical/ surgical/ para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising any of the following:
  1. Central or State Government AYUSH Hospital; or
  2. Teaching hospitals attached to AYUSH College recognized by the Central Government/ Central Council of Indian Medicine/Central Council for Homeopathy; or
  3. 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:
    - i) Having at least five In-patient beds;
    - ii) Having qualified AYUSH Medical Practitioner in charge round the clock;
    - iii) Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
    - iv) Maintaining daily record of the patients and making them accessible to the insurance company's authorized representative.
5. **AYUSH Treatment** refers to the medical and / or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems.
6. **Break in policy** means the period of gap that occurs at the end of the existing policy term/installment premium due date, when the premium due for renewal on a given policy or installment premium due is not paid on or before the premium renewal date or grace period.
7. **Cashless Facility** means a facility extended by the insurer to the insured where the payments, of the costs of treatment undergone by the insured in accordance with the Policy terms and conditions, are directly made to the network provider or common empanelled Hospital/healthcare providers by the insurer to the extent pre-authorization approved.
8. **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 claim amount. A co-payment does not reduce the Sum Insured.

9. **Condition Precedent** means a policy term or condition upon which the Insurer's Liability under the Policy is conditional upon.

10. **Congenital Anomaly** refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.

**a. Internal Congenital Anomaly** - Congenital anomaly which is not in the visible and accessible parts of the body.

**b. External Congenital Anomaly** - Congenital Anomaly which is in the visible and accessible parts of the body.

11. **Critical Illness** means the following:

**a) Cancer of Specified Severity**

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

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;

**b) 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 this will 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.

II The following are excluded:

- i. Other acute Coronary Syndromes
- ii. Any type of angina pectoris.
- iii. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.

**c) 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.

II The following are excluded:

- a. Angioplasty and/or any other intra-arterial procedures

**d) Open Heart Replacement or Repair of Heart Valves**

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.

**e) Coma of Specified Severity**

1. 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.
2. The condition has to be confirmed by a specialist medical practitioner. Coma resulting directly from alcohol or drug abuse is excluded.

#### **f) 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 (hemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

#### **g) Stroke Resulting in Permanent Symptoms**

Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, hemorrhage and embolization from an extra cranial 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.

The following are excluded:

1. Transient ischemic attacks (TIA)
2. Traumatic injury of the brain
3. Vascular disease affecting only the eye or optic nerve or vestibular functions.

#### **h) Major Organ/Bone Marrow Transplant**

The actual undergoing of a transplant of:

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

The following are excluded:

- i. Other stem-cell transplants
- ii. Where only islets of langerhans are transplanted

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

#### **j) Motor Neuron Disease with Permanent Symptoms**

Motor neuron disease diagnosed by a specialist medical practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 months.

#### **k) 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. Other causes of neurological damage such as SLE is excluded.

12. **Cumulative Bonus** means any increase in the Sum Insured granted by the insurer without an associated increase in premium.

13. **Day Care Centre** means any institution established for day care treatment of illness and/or injuries or a medical set-up 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:-

- a. has qualified nursing staff under its employment
- b. has qualified medical practitioner (s) in charge
- c. has a fully equipped operation theatre of its own where surgical procedures are carried out
- d. maintains daily records of patients and will make these accessible to the Insurance Company's

authorized personnel.

**14. Day Care Treatment** means medical treatment, and/or surgical procedure which is:

- i) Undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hours because of technological advancement, and
- ii) Which would have otherwise required a Hospitalization of more than 24 hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition.

**15. Deductible** means a cost-sharing requirement under a health insurance policy that provides that the Insurer will not be liable for a specified rupee amount in case of indemnity policies, which will apply before any benefits are payable by the insurer. A deductible does not reduce the sum insured.

**16. Dental Treatment** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery excluding any form of cosmetic surgery/implants.

**17. Disclosure to Information Norm** means the Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

**18. 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 taken while confined at home under any of the following circumstances:

- a) the condition of the patient is such that he/she is not in a condition to be removed to a hospital, or
- b) the patient takes treatment at home on account of non-availability of room in a hospital.

**19. Emergency Care** means management for a severe 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.

**20. Grace Period** Grace Period means the specified period of time, immediately following the premium due date during which premium payment can be made to renew or continue a policy in force without

loss of continuity benefits pertaining to waiting periods and coverage of pre-existing diseases. Coverage need not be available during the period for which no premium is received. The grace period for payment of the premium for all types of insurance policies shall be: fifteen days where premium payment mode is monthly and thirty days in all other cases. Provided the coverage will be offered during the grace period, if the premium is paid in instalments during the policy period

**21. Hospital** means any institution established for In-patient care and day care treatment of illness and/or 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 the Schedule of Section 56 (1) of the said Act OR complies with all minimum criteria as under:

- i. has qualified nursing staff under its employment round the clock;
- ii. has at least 10 In-patient beds, in towns having a population of less than 10,00,000 and at least 15 In-patient beds in all other places;
- iii. has qualified medical practitioner (s) in charge round the clock;
- iv. has a fully equipped operation theatre of its own where surgical procedures are carried out
- v. maintains daily records of patients and makes these accessible to the Insurance company's authorized personnel.

**22. Hospitalization or Hospitalized** means admission in a hospital for a minimum period of 24 consecutive In-patient Care hours except for specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.

**23. Illness** means a sickness or disease or pathological condition leading to the impairment of normal physiological function and requires medical treatment.

**a) Acute condition-** Acute condition is 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

**b) Chronic condition-** A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics:

1. it needs ongoing or long-term monitoring through consultations, examinations, check-



ups, and /or tests

2. it needs ongoing or long-term control or relief of symptoms
3. it requires rehabilitation for the patient or for the patient to be specially trained to cope with it
4. it continues indefinitely
5. 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 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. Maternity expenses means:**

- i. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during Hospitalization);
- ii. Expenses towards lawful medical termination of pregnancy during the Policy Period.

**29. Medical Advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow-up prescription.

**30. 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.

**31. Medically Necessary Treatment or Medically Necessary** means any treatment, tests, medication, or stay in Hospital or part of a stay in Hospital which

- i. Is required for the medical management of the Illness or injury suffered by the Insured;
- ii. Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration or intensity.
- iii. Must have been prescribed by a Medical Practitioner.
- iv. Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

**32. 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 Government of India or a State Government and is and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.

**33. New Born Baby** means baby born during the Policy Period and is Aged up to 90 days

**34. Network Provider** means hospitals or health care provider enlisted by an insurer, TPA or jointly by an insurer and TPA to provide medical services to an insured by a cashless facility.

**35. Non- Network Provider** means any hospital, day care centre or other provider that is not part of the network.

**36. Notification of Claim** means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication.

**37. Migration** means a facility provided to policyholders (including all members under family cover and group policies), to transfer the credits gained for pre-existing disease and specific waiting periods from one health insurance policy to another with the same insurer.

**38. OPD Treatment** means the one 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)** 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, or received from, a physician, not more than 36 months prior to the date of commencement of the policy.

#### **40. Pre-hospitalization Medical Expenses**

Pre-hospitalization Medical Expenses means medical expenses incurred during predefined 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

#### **41. Post-hospitalization Medical Expenses**

Post-hospitalization Medical Expenses means medical expenses incurred during predefined number of days immediately after the insured person is discharged from the hospital provided that:

- i. Such Medical Expenses are for the same condition for which the insured person's Hospitalization was required, and
- ii. The In-patient Hospitalization claim for such Hospitalization is admissible by the insurance company.

**42. 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.

**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. Reasonable and Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved.

**45. 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.

**46. Room Rent** means the amount charged by a Hospital towards Room and Boarding expenses and shall include the associated medical expenses.

**47. 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 from suffering and prolongation of life, performed in a hospital or day care centre by a medical practitioner

**48. Unproven/Experimental treatment** means the treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.

### **C.II Specific Definitions**

1. **Age or Aged** is the age at last birthday, and which means completed years as at the date of Inception of the Policy.
2. **Ambulance** means a road vehicle operated by a licensed/authorized service provider and equipped for the transport and paramedical treatment of the person requiring medical attention.
3. **Annexure** means a document attached and marked as Annexure to this Policy
4. **Associated Medical Expenses.** shall include nursing charges, operation theatre charges, fees of Medical Practitioner/surgeon/anesthetist/Specialist, excluding cost of pharmacy and consumables, cost of implants and medical devices, cost of diagnostics conducted within the same Hospital where the Insured Person has been admitted. It shall not be

- applicable for Hospitalization in ICU. Associated Medical Expenses shall be applicable for covered expenses, incurred in Hospitals which follow differential billing based on the room category.
5. **Inception Date** means the Inception date of this Policy as specified in the Policy Schedule
  6. **Cosmetic Surgery** means Surgery or Medical Treatment that modifies, improves, restores or maintains normal appearance of a physical feature, irregularity, or defect.
  7. **Covered Relationships** shall include legally married spouse, children, brother and sister of the Policyholder who are children of same parents, father, mother, grandparents, grandchildren, parent in laws, son in law, daughter in law, uncle, aunt, niece and nephew.
  8. **Dependent Child** refers to a child (natural or legally adopted), who is financially dependent on the Policy Holder, does not have his / her independent source of income, is up to the age of 25 years.
  9. **Emergency** shall mean a serious medical condition or symptom resulting from injury or sickness which arises suddenly and unexpectedly, and requires immediate care and treatment by a medical practitioner, generally received within 24 hours of onset to avoid jeopardy to life or serious long term impairment of the insured person's health, until stabilization at which time this medical condition or symptom is not considered an emergency anymore.
  10. **Family Floater** means a Policy described as such in the Policy Schedule where under You and Your Dependents named in the Policy Schedule are insured under this Policy as at the Inception Date. The Sum Insured for a Family Floater means the sum shown in the Policy Schedule which represents Our maximum liability for any and all claims made by You and/or all of Your Dependents during each Policy Period.
  11. **High Dependency Unit/ ward** is a specially staffed and equipped area of a hospital that provides a level of care intermediate between intensive care and the general ward care
  12. **Indian Resident** - An individual will be considered to be resident of India, if he is in India for a period or periods amounting in all to one hundred and eighty-two days or more, in the immediate preceding 365 days.
  13. **In-patient** means an Insured Person who is admitted to hospital and stays for at least 24 consecutive hours for the sole purpose of receiving treatment.
  14. **Insured Person** means the person(s) named in the Policy Schedule, who is/are covered under this Policy, for whom the insurance is proposed and the appropriate premium paid.
  15. **IUI**-Intrauterine insemination (IUI) is a fertility treatment where sperm are placed directly into a woman's uterus
  16. **IVF** - In vitro fertilization (IVF) is a type of assistive reproductive technology (ART). It involves retrieving eggs from a woman's ovaries and fertilizing them with sperm.
  17. **Maternity Sum Insured** means the sum specified in the Policy Schedule against the benefit
  18. **Policy** means this Terms & Conditions document, the Proposal Form, Policy Schedule, Add-On Benefit Details (if applicable) and Annexures which form part of the Policy contract including endorsements, as amended from time to time which form part of the Policy Contract and shall be read together.
  19. **Policy Period** means the period between the inception date and the expiry date of the policy as specified in the Policy Schedule or the date of cancellation of this policy, whichever is earlier.
  20. **Policy Year** means a period of 12 consecutive months within the Policy Period commencing from the Policy Anniversary/Commencement Date.
  21. **Policy Schedule** means Schedule attached to and forming part of this Policy mentioning the details of the Policy Holder, Insured Persons, the Sum Insured, the period and the limits to which benefits under the Policy are subject to, Premium Paid (including taxes), including any annexures and/or endorsements, made to or on it from time to time, and if more than one, then the latest in time.

**22. Restored Sum Insured** means the amount restored in accordance with Section D.I.8 of this Policy

**23. Single Private AC Room** means a single Hospital room with any rating and of most economical category available at the time of hospitalization with/without air-conditioning facility where a single patient is accommodated and which has an attached toilet (lavatory and bath). The room should have the provision for accommodating an attendant. This excludes a suite or higher category

**24. Specific Waiting Period** means a period up to 24 months from the commencement of a health insurance policy during which period specified diseases/treatments (except due to an accident) are not covered. On completion of the period, diseases/treatments shall be covered provided the policy has been continuously renewed without any break.

**25. Sum Insured** means, subject to terms, conditions and exclusions of this Policy, the amount representing Our maximum liability for any or all claims during the Policy Period specified in the Policy Schedule separately in respect of that Insured Person.

- i. In case where the Policy Period is 2/3 years, the Sum Insured specified on the Policy is the limit for the first Policy Year. These limits will lapse at the end of the first year and the fresh limits up to the full Sum Insured as opted will be available for the second/third year.
- ii. In the event of a claim being admitted under this Policy, the Sum Insured for the remaining Policy Period shall stand correspondingly reduced by the amount of claim paid (including 'taxes') or admitted and shall be reckoned accordingly.

**26. Third Party Administrator (TPA)** means a company registered with the Authority, and engaged by Us, for a fee or, by whatever name called and as may be mentioned in the health services agreement, for providing health services as mentioned under TPA Regulations.

**27. We/Our/Us/Insurer** means ManipalCigna Health Insurance Company Limited

**28. You/Your/Policy Holder** means the person named in the Policy Schedule as the policyholder and who has concluded this Policy with Us.

## **D Benefits covered under the policy**

### **D.I Basic covers**

#### **D.I.1 In-patient Hospitalization**

We will cover Medical Expenses of an Insured Person in case of Medically Necessary Hospitalization arising from a Disease/Illness or Injury provided such Medically Necessary Hospitalization is for more than 24 consecutive hours provided that the admission date of the Hospitalization due to Disease/Illness or Injury is within the Policy Year. We will pay Medical Expenses as shown in the Policy Schedule for:

- a. Reasonable and Customary Charges for Room Rent for accommodation in Hospital room up to Category as specified in the Policy Schedule.
- b. Intensive Care Unit charges for accommodation in ICU ,
- c. Operation theatre charges,
- d. Fees of Medical Practitioner/ Surgeon ,
- e. Anesthetist,
- f. Qualified Nurses,
- g. Specialists,
- h. Cost of diagnostic tests,
- i. Medicines,
- j. Drugs and consumables, blood, oxygen, surgical appliances and prosthetic devices recommended by the attending Medical Practitioner and that are used intra operatively during a Surgical Procedure.

Room category coverage under each plan will be covered up to Single Private AC Room or as specified in the Policy Schedule, subject to maximum of Sum Insured Opted. For ICU accommodation, we will cover up to Sum Insured opted or as specified in the Policy Schedule.

If the Insured Person is admitted in a room category that is higher than the one that is specified in the Policy Schedule, then the Policyholder/Insured Person shall bear a ratable proportion of the total Associated Medical Expenses (including surcharge or taxes thereon) in the proportion of the difference between the room rent of the entitled room category to the room rent actually incurred.

Under In-patient Hospitalization expenses, when availed under In-patient care, we will cover the expenses towards artificial life maintenance, including life support machine use, even where such treatment will not result in recovery or restoration of the previous state of health under any circumstances unless in a vegetative state, as certified by the treating Medical Practitioner.



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 as per the plan and sum insured opted and as specified in the Policy Schedule in a Policy Year.:

- Uterine Artery Embolization and HIFU (High intensity focused ultrasound)
- Balloon Sinuplasty
- Deep Brain stimulation
- Oral chemotherapy
- Immunotherapy - Monoclonal Antibody to be given as injection
- Intra vitreal injections
- Robotic surgeries
- Stereotactic radio surgeries
- Bronchial Thermoplasty
- Vaporization of the prostate (Green laser treatment or holmium laser treatment)
- IONM - (Intra Operative Neuro Monitoring)
- Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for hematological conditions to be covered.

Medical Expenses incurred for the Medically Necessary Treatment of the Insured Person for In-patient Hospitalization arising from or associated with Human Immunodeficiency Virus (HIV) or HIV related illnesses, including Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC) and/or any mutant derivative or variations thereof, sexually transmitted diseases (STD), will be covered up to the Sum Insured opted and as specified in the Policy Schedule in a Policy Year. This coverage is provided in accordance with the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention and Control) Act, 2017 as amended from time to time. The necessity of the Hospitalization is to be certified by an authorized Medical Practitioner.

Medical Expenses incurred for the Medically Necessary treatment taken of the Insured Person for in-patient Hospitalization, arising from or associated with a Mental illness or a medical condition impacting mental health will be covered up to sum insured opted and as specified in the Policy Schedule in a Policy Year. This coverage is provided in accordance with The Mental Health Care Act, 2017 as amended from time to time. For the below mentioned ICD Codes, the Insured Person should have been continuously covered under this Policy for at least 24 months before availing this benefit.

ICD 10 CODES	DISEASES
F05	Delirium due to known physiological condition
F06	Other mental disorders due to known physiological condition
F07	Personality and behavioural disorders due to known physiological condition
F10	Alcohol related disorders
F20	Schizophrenia
F23	Brief psychotic disorders
F25	Schizoaffective disorders
F29	Unspecified psychosis not due to a substance or known physiological condition
F31	Bipolar disorder
F32	Depressive episode
F39	Unspecified mood [affective] disorder
F40	Phobic Anxiety disorders
F41	Other Anxiety disorders
F42	Obsessive-compulsive disorder
F44	Dissociative and conversion disorders
F45	Somatoform disorders
F48	Other nonpsychotic mental disorders
F60	Specific personality disorders
F84	Pervasive developmental disorders
F90	Attention-deficit hyperactivity disorders
F99	Mental disorder, not otherwise specified

All Claims under this benefit can be made as per the process defined under Section G.I.4 and G.I.5.

### D.I.2 Pre-hospitalization

We will, on a reimbursement basis cover Medical Expenses of an Insured Person which are incurred due to a Disease/ Illness or Injury that occurs during the Policy Year immediately prior to the Insured Person's date of Hospitalization up to the limits as specified in the Policy Schedule, provided that a Claim has been admitted under In-patient benefit under Section D.I.1 and is related to the same illness/condition.

All Claims under this benefit can be made as per the process defined under Section G.I.5 and G.I.9.

### D.I.3 Post-hospitalization

We will, on a reimbursement basis cover Medical Expenses of an Insured Person which are incurred due to a Disease/ Illness or Injury that occurs during

the Policy Year immediately post discharge of the Insured Person from the Hospital up to the limits as specified in the Policy Schedule, provided that a Claim has been admitted under In-patient benefit under Section D.I.1 and is related to the same illness/condition.

All Claims under this benefit can be made as per the process defined under Section G.I.5 and G.I.9.

#### D.I.4 Day Care Treatment

We will cover payment of Medical Expenses of an Insured Person in case of Medically Necessary Day Care Treatment or Surgery that requires less than 24 hours of Hospitalization due to advancement in technology and which is undertaken in a Hospital/ Nursing Home/ Day Care Centre on the recommendation of a Medical Practitioner, up to the Sum Insured as specified in the Policy Schedule, provided that:

- a. The Day Care Treatment is Medically Necessary and follows the written advice of a Medical Practitioner.
- b. The Medical Expenses incurred are Reasonable and Customary Charges for any procedure where such procedure is undertaken by an Insured Person as Day Care Treatment.
- c. We will not cover any OPD Treatment and Diagnostic Service under this benefit.

Coverage will also include pre-post hospitalization expenses as per the limits applicable and specified under the Plan opted.

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

#### D.I.5 Domiciliary Hospitalization

We will cover Medical Expenses of an Insured Person, up to limits specified as per the opted plan, which are towards a Disease/Illness or Injury which in the normal course would otherwise have been covered for Hospitalization under the policy but is taken at home on the advice of the attending Medical Practitioner, under the following circumstances:

- i. The condition of the Insured Person does not allow a Hospital transfer; or
- ii. A Hospital bed was unavailable;

Provided that, the treatment of the Insured Person continues for at least 3 days, in which case the reasonable cost of any Medically Necessary treatment for the entire period shall be payable.

- a) We will pay for Pre-hospitalization, Post-hospitalization Medical Expenses up to 30 days each.

- b) Restoration of Sum Insured shall not be available under this benefit

- c) We shall not be liable under this Policy for any Claim in connection with or in respect of the following:

- i. Asthma, COPD, bronchitis, tonsillitis and upper and lower respiratory tract infection including laryngitis and pharyngitis, cough and cold, influenza,
- ii. Arthritis, gout and rheumatism including the rheumatism of bones, joints and also rheumatic heart disease,
- iii. Chronic nephritis and nephritic syndrome,
- iv. All types of Diarrhea and dysenteries, including gastroenteritis,
- v. Diabetes mellitus and Diabetes Insipidus,
- vi. Epilepsy / Seizure disorder,
- vii. Hypertension,
- viii. Pyrexia of unknown origin.

All Claims under this benefit can be made as per the process defined under Section G.I.5.

#### D.I.6 Road Ambulance

We will provide for reimbursement of Reasonable and Customary expenses up to Sum Insured as specified in the Policy Schedule that are incurred towards road transportation of an Insured Person by a registered Healthcare or Ambulance Service Provider to a nearest Hospital for treatment of an Illness or Injury covered under the Policy in case of an Emergency, necessitating the Insured Person's admission to the nearest Hospital. The necessity of use of an Ambulance must be certified by the treating Medical Practitioner.

- a. Reasonable and Customary expenses shall include:

- (i) Costs towards transferring the Insured Person from one Hospital to another Hospital or diagnostic centre for advanced diagnostic treatment where such facility is not available at the existing Hospital; or
- (ii) When the Insured Person requires to be moved to a better Hospital facility due to lack of super specialty treatment in the existing Hospital.

- b. Payment under this cover is subject to a claim being admissible under Section D.I.1 'In-patient Hospitalization', for the same Illness/Injury;

All Claims under this benefit can be made as per the process defined under Section G.I.5.

### D.I.7 Donor Expenses

We will cover In-patient Hospitalization Medical Expenses towards the donor for harvesting the organ up to the Sum Insured as specified in the Policy Schedule, subject to the below mentioned conditions:

- a. The organ donor is any person in accordance with the Transplantation of Human Organs Act 1994 (amended) and other applicable laws and rules, provided that the organ donated is for the use of the Insured Person who has been medically advised to undergo an organ transplant.
- b. We have admitted a claim under Section D.I.1 - towards In-patient Hospitalization
- c. We will also cover expenses towards the Donor in respect of:
  - i. Any Pre or Post-hospitalization Medical Expenses, up to 30 days each
  - ii. The Cost of donor screening for organ transplant surgery, provided that the organ transplant surgery is successful.
  - iii. This benefit shall be payable once in the Policy Year.
  - iv. Any complication in respect of the donor, consequent to harvesting, which arise during Hospitalization or up to 30 days from the date of discharge of the donor, up to the limits specified in the Policy Schedule of this Policy. This benefit shall be over and above the Sum Insured.

We will not cover expenses for the Donor associated with the acquisition of the organ.

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

### D.I.8 Restoration of Sum Insured

We will provide for a 100% restoration of the Sum Insured for any number of times in a Policy Year whether the illness/condition is unrelated or same, provided that:

- a. The Sum Insured inclusive of earned Cumulative Bonus (if any) or Cumulative Bonus Booster (if opted & earned) is insufficient as a result of previous claims in that Policy Year.
- b. The Restored Sum Insured will be available only for claims made by Insured Persons in respect of future claims that become payable under Section D of the Policy and shall not apply to the first claim in the Policy Year. Restoration of the Sum Insured will only be provided for coverage under Section D.I.1 'In-patient Hospitalization', Section

D.I.2 'Pre-Hospitalization', Section D.I.3 'Post-Hospitalization', Section D.I.4 'Day Care Treatment', Section D.I.6 'Road Ambulance', Section D.I.7 'Donor Expenses', Section D.I.9 'AYUSH Treatment (In-patient Hospitalization)' Section D.IV.1 'Non-Medical Items'.

- c. The Restored Sum Insured will not be considered while calculating the Cumulative Bonus/ Cumulative Bonus Booster.
- d. Such restoration of Sum Insured will be available for any number of times, during a Policy Year to each insured in case of an Individual Policy and can be utilized by Insured Persons who stand covered under the Policy before the Sum Insured was exhausted.
- e. If the Policy is issued on a floater basis, the Restored Sum Insured will also be available on a floater basis.
- f. If the Restored Sum Insured is not utilized in a Policy Year, it shall not be carried forward to subsequent Policy Year.
- g. For any single claim during a Policy Year the maximum Claim amount payable shall be sum of:
  - i. The Sum Insured
  - ii. Cumulative Bonus (if earned) or Cumulative Bonus Booster (if opted & earned)
  - iii. Restored Sum Insured

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

### D.I.9 AYUSH Treatment

We will pay the Medical Expenses incurred during the Policy Year, up to the Sum Insured as specified in the Policy Schedule, of an Insured Person in case of Medically Necessary Treatment taken during In-patient Hospitalization/Day Care Treatment for AYUSH Treatment for an Illness or Injury that occurs during the Policy Year, provided that:

The Insured Person has undergone treatment in an AYUSH Hospital/ AYUSH Day Care Centre.

The following exclusions will be applicable in addition to the other Policy exclusions:

Facilities and services availed for pleasure or rejuvenation or as a preventive aid, like beauty treatments, Panchakarma, purification, detoxification and rejuvenation.

All claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

### D.I.10 Air Ambulance Cover

We will reimburse the Reasonable and Customary

expenses incurred towards transportation of an Insured Person, to the nearest Hospital or to move the Insured Person to and from healthcare facilities within India, by an Air Ambulance, provided that:

- i. Air Ambulance is used in case of an Emergency life threatening health condition of the Insured Person which requires immediate and rapid ambulance transportation to the hospital or a medical centre which ground transportation cannot provide;
- ii. The Illness/ Injury, causing Emergency, is covered under the Section D.I.1 In-patient Hospitalization;
- iii. The transportation should be provided by medically equipped aircraft which can provide medical care in flight and should have medical equipment to monitor vitals and treat the Insured Person suffering from an Illness/Injury such as but not limited to ventilators, ECG's, monitoring units, CPR equipment and stretchers;
- iv. Restoration of Sum Insured shall not be available under this benefit.
- v. Air Ambulance service is offered by a Registered Ambulance service provider;
- vi. The treating Medical Practitioner certifies in writing that the severity and nature of the Insured Person's Illness/Injury warrants the Insured Person's requirement for Air Ambulance;
- vii. Payment under this cover is subject to a claim being admissible under Section D.I.1 'In-patient Hospitalization' or under Section D.I.4 'Day Care Treatment', for the same Illness/Injury;

Benefit under this cover is payable Up to the limits as specified in the Policy Schedule subject to maximum up to ₹ 10 Lacs in a policy year and this is over and above the Sum Insured.

What is not covered: Expenses incurred in return transportation to Insured Person's home by air ambulance is excluded.

All Claims under this benefit can be made as per the process defined under Section G.I.5.

#### D.I.11 Bariatric Surgery Cover

We will cover the Medical Expenses incurred towards Medically Necessary Hospitalization of the Insured Person for Bariatric Surgery and its complications, up to Sum Insured and as specified in Policy Schedule subject to maximum of ₹ 5 Lacs.

The cover is available subject to below conditions:

- i. Surgery is Medically Necessary and is certified by an authorized Medical Practitioner;
- ii. Hospitalization is within the Policy Year.

iii. The Insured Person satisfies following criteria as devised by NIH (National Institute of Health):

- a. The BMI should be greater than 37.5 without any co-morbidity; or greater than 32 with co-morbidity and
- b. Is unable to lose weight through traditional methods like diet and exercise.

iv. This cover is available after a Waiting Period of 36 months from the inception of this Policy with Us, with respect to the Insured Person.

v. Restoration of Sum Insured shall not be available under this benefit

vi. Exclusion E.I.6 shall not apply up to the extent of this benefit

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5

#### D.I.12 Outpatient Expenses

We will cover the Reasonable and Customary Charges for below mentioned expenses incurred by the Insured Person as an Outpatient when treatment is taken from a Network Medical Practitioner to the extent of the Outpatient Sum Insured opted and as specified in Policy Schedule for this benefit.

- i. Consultation and Diagnostic tests including Dental and Vision consultations and diagnostics, wherever prescribed by the Network Medical Practitioner, up to the Outpatient Sum Insured as specified in the Policy Schedule.
- ii. Expenses incurred on drugs and medicines prescribed by the Network Medical Practitioner up to 20% of the Outpatient Sum Insured and as specified in the Policy Schedule.

Overall payout in a Policy Year should not exceed 100% of the applicable Outpatient Sum Insured.

Any medical aids such as spectacles and contact lenses, hearing aids, crutches, wheel chair, walker, walking stick, lumbo-sacral belt shall not be covered under this benefit.

We shall not cover any treatment and/or procedure under this benefit related to Dental and Vision

Any unutilized amount under this benefit shall not be carried forward to subsequent Policy Year.

This benefit shall be available only on Cashless basis from the MCHI Network. All Diagnostics and Pharmacy requirements would need to be prescribed by the Network Medical Practitioner in order to make them eligible under this benefit.

Restoration of Sum Insured shall not be available under this benefit.

All Claims under this benefit can be made as per the process defined under Section G.I.4. and G.I.12



### D.I.13 Daily Cash for Shared Accommodation

We will pay a daily cash amount as specified in the Policy Schedule for the Insured Person for each continuous and completed period of 24 hours of Hospitalization provided that,

- We have accepted claim under Section D.I.1 In-patient Hospitalization during the Policy Year
- The Insured Person has occupied a shared room accommodation during such Hospitalization
- The Insured Person has been admitted in a Hospital for a minimum period of 48 hours continuously.

What is not covered:

This benefit will not be payable if the Insured Person stays in an Intensive Care Unit or High Dependency Units / wards.

All Claims under this benefit can be made as per the process defined under Section G.I.5

## D.II Value added covers

### D.II.1 Health Check Up

- If the Insured Person, covered as adult (excluding dependent children in floater Policy) and has completed 18 years of age, the Insured Person may avail a comprehensive health check-up with Our Network Provider as per the eligibility details mentioned in the table below.
- In case of individual policy where more than 1 member are covered under the same Individual Policy, upon attainment of 18 years of age, the Insured member shall be eligible for health check-up with Our Network Provider as per the eligibility details mentioned in the table below.
- Health Check Ups will be arranged by Us and conducted at Our Network Providers. Alternatively, the Insured member may choose to undergo Health Check Ups as per Insured member's choice on Cashless basis with Our Network Provider, subject to the maximum limits as specified against the applicable Sum Insured.
- This benefit is available once in a policy year including the first policy year. And all the tests must have been done on the same date.
- Copies of all reports will be provided to You.
- We shall cover Health Check Up only on cashless basis.
- All eligible Insured members under the Policy shall either follow "Basis A" or "Basis B" while availing Health Check Up cover, within MCHI Network.
- This benefit will not be available during the free look period of the Policy.

Health Check Up					
Package	Sum Insured	Age group	Basis – A		Basis - B
			List of tests – Cash-less		Limits for tests of Insured member's choice on Cash-less basis
			Compul-sory Tests	Optional Tests (Any one)	
1	₹ 3 Lacs, ₹ 4 Lacs, ₹ 5 Lacs	Up to 40 Years	CBC-ESR, FBS, Lipid Profile, Sr. Creatinine	B1 - Heart monitoring – ECG or B2 - Liver screening - SGOT and SGPT	₹ 1,000 per adult Insured member
		Above 40 years	CBC-ESR, FBS, Lipid Profile, Sr. Creatinine	B1 - Heart monitoring – ECG or B2 - Liver screening - SGOT and SGPT or B3 - Thyroid Screening - Thyroid profile B4 - Diabetes screening - HbA1c	
2	₹ 7.5 Lacs, ₹ 10 Lacs,	Up to 40 Years	ECG, FBS, Lipid Profile, Sr. Creatinine, CBC-ESR, SGOT, SGPT, GGT, TSH, USG - Abdomen & pelvis		₹ 2,500 per adult Insured member
		Above 40 years	ECG, FBS, Lipid Profile, Sr. Creatinine, CBC-ESR, SGOT, SGPT, GGT, TSH, HbA1c, USG Abdomen & Pelvis, PSA (for Males), Mammogram/ PAP Smear (for females)		

3	> ₹ 10 Lacs	Up to 40 Years	FBS, Kidney Profile, ECG, CBC-ESR, Lipid Profile, Liver Profile, Thyroid Profile, 2D-Echo, USG Abdomen & Pelvis, Vitamin D3, Vitamin B12	₹ 5,000 per adult Insured member
		Above 40 years	FBS, ECG, HbA1c, Kidney Profile, CBC-ESR, Lipid Profile, Liver Profile, Thyroid Profile, 2D-Echo, PSA (for Males)/ Mammogram/ PAP Smear (for females), USG Abdomen & Pelvis, Vitamin D3, Vitamin B12,	

### Full explanation of Tests is provided here: FBS

– Fasting Blood Sugar, ECG – Electrocardiogram, CBC-ESR – Complete Blood Count-Erythrocyte Sedimentation Rate, Sr. Creatinine – Serum Creatinine, HbA1c – Glycosylated Hemoglobin, SGOT – Serum Glutamate oxaloacetate transaminase, SGPT – Serum Glutamate Pyruvate Transaminase, GGT – Gamma Glutamyl Transferase, TMT – Tread Mill Test, PSA – Prostate Specific Antigen, USG – Ultrasound Sonography, TSH – Thyroid Stimulating Hormone, CBC – Complete Blood Count

- This cover is available up to the limits as per Sum Insured opted and as specified in the Policy Schedule.
- This benefit shall be over and above the Sum Insured.
- Restoration of Sum Insured shall not be available under this benefit
- All Claims under this benefit can be made as per the process defined under Section G.I.14

### D.II.2 Domestic Second Opinion

You may choose to secure a second opinion from Our Network of Medical Practitioners in India, if an Insured Person is diagnosed with/ advised a treatment listed and defined under Critical Illness during the Policy Year. The expert opinion would be directly sent to the Insured Person.

You understand and agree that You can exercise the option to secure an expert opinion, provided:

- We have received a request from You to exercise this option.
- That the expert opinion will be based only on the information and documentation provided by the Insured Person that will be shared with the Medical Practitioner
- This benefit is only a value added service provided by Us and does not deem to substitute

the Insured Person's visit or consultation to an independent Medical Practitioner.

- The Insured Person is free to choose whether or not to obtain the expert opinion, and if obtained then whether or not to act on it.
- We shall not, in any event be responsible for any actual or alleged errors or representations made by any Medical Practitioner or in any expert opinion or for any consequence of actions taken or not taken in reliance thereon.
- The expert opinion under this Policy shall be limited to covered Critical Illnesses and not be valid for any medico legal purposes.
- We do not assume any liability towards any loss or damage arising out of or in relation to any opinion, advice, prescription, actual or alleged errors, omissions and representations made by the Medical Practitioner.
- This benefit can be availed by each Insured Person only once during a Policy Year for one Critical Illness. However, one can avail this benefit for multiple critical illnesses in a year.
- For the purpose of this benefit covered Critical Illnesses shall include –

### 1. Cancer of Specified Severity

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

The following are excluded –

- 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.
- Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
- Malignant melanoma that has not caused invasion beyond the epidermis;
- 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
- All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- 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;

## 2. 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 this will 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.
- II The following are excluded:
  1. Other acute Coronary Syndromes
  2. Any type of angina pectoris.
  3. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.

## 3. 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.
- II The following are excluded:
  - a. Angioplasty and/or any other intra-arterial procedures

## 4. Open Heart Replacement or Repair of Heart Valves

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.

## 5. Coma of Specified Severity

1. 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.
2. The condition has to be confirmed by a specialist medical practitioner. Coma resulting directly from alcohol or drug abuse is excluded.

## 6. 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 (hemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

## 7. Stroke Resulting in Permanent Symptoms

Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, hemorrhage and embolization from an extra cranial 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.

The following are excluded:

1. Transient ischemic attacks (TIA)
2. Traumatic injury of the brain
3. Vascular disease affecting only the eye or optic nerve or vestibular functions.

## 8. Major Organ/Bone Marrow Transplant

The actual undergoing of a transplant of:

1. One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ, or
2. Human bone marrow using hematopoietic stem cells. The undergoing of a transplant has to be

confirmed by a specialist medical practitioner.

The following are excluded:

- i. Other stem-cell transplants
- ii. Where only islets of langerhans are transplanted

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

## 10. Motor Neuron Disease with Permanent Symptoms

Motor neuron disease diagnosed by a specialist medical practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 months.

## 11. 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;
  - 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, and
- II. Other causes of neurological damage such as SLE is excluded.

## 12. Primary (Idiopathic) Pulmonary Hypertension

- I. An unequivocal diagnosis of Primary (Idiopathic) Pulmonary Hypertension by a Cardiologist or specialist in respiratory medicine with evidence of right ventricular enlargement and the pulmonary artery pressure above 30 mm of Hg on Cardiac Catheterization. There must be permanent irreversible physical impairment to the degree of at least Class IV of the New York Heart Association Classification of cardiac impairment.
- II. The NYHA Classification of Cardiac Impairment are as follows:
  - i. Class III: Marked limitation of physical activity.

Comfortable at rest, but less than ordinary activity causes symptoms.

- ii. Class IV: Unable to engage in any physical activity without discomfort. Symptoms may be present even at rest.
- III. Pulmonary hypertension associated with lung disease, chronic hypoventilation, pulmonary thromboembolic disease, drugs and toxins, diseases of the left side of the heart, congenital heart disease and any secondary cause are specifically excluded.

## 13. Aorta Graft Surgery

The actual undergoing of major Surgery to repair or correct aneurysm, narrowing, obstruction or dissection of the Aorta through surgical opening of the chest or abdomen.

For the purpose of this benefit, Aorta means the thoracic and abdominal aorta but not its branches.

You understand and agree that We will not cover:

- a. Surgery performed using only minimally invasive or intra-arterial techniques.
- b. Angioplasty and all other intra-arterial, catheter based techniques, "keyhole" or laser procedures.
- c. Congenital narrowing of the aorta and traumatic injury of the aorta are specifically excluded.

## 14. 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 90 decibels across all frequencies of hearing" in both ears.

## 15. Blindness

- I. Total, permanent and irreversible loss of all vision in both eyes as a result of illness or accident.
- II. The Blindness is evidenced by:
  - i. corrected visual acuity being 3/60 or less in both eyes or ;
  - ii. the field of vision being less than 10 degrees in both eyes.
- III. The diagnosis of blindness must be confirmed and must not be correctable by aids or surgical procedure.

## 16. Aplastic Anemia

Chronic persistent bone marrow failure which results



in anemia, neutropenia and thrombocytopenia requiring treatment with at least one of the following:

- Blood product transfusion;
- Marrow stimulating agents;
- Immunosuppressive agents; or
- Bone marrow transplantation.

The diagnosis must be confirmed by a hematologist Medical Practitioner using relevant laboratory investigations including Bone Marrow Biopsy resulting in bone marrow cellularity of less than 25% which is evidenced by any two of the following:

- Absolute neutrophil count of less than  $500/\text{mm}^3$  or less;
- Platelets count less than  $20,000/\text{mm}^3$  or less;
- Reticulocyte count of less than  $20,000/\text{mm}^3$  or less.

We will not cover temporary or reversible Aplastic Anemia under this Section.

### 17. Coronary Artery Disease

The first evidence of narrowing of the lumen of at least one coronary artery by a minimum of 75% and of two others by a minimum of 60%, regardless of whether or not any form of coronary artery Surgery has been performed. Coronary arteries herein refer to left main stem, left anterior descending circumflex and right coronary artery and not its branches which is evidenced by the following

- evidence of ischemia on Stress ECG (NYHA Class III symptoms)
- coronary arteriography (Hearth Cath)

### 18. End Stage Lung Failure

End Stage Lung Disease, causing chronic respiratory failure, as confirmed and evidenced by all of the following:

- FEV1 test results consistently less than 1 liter measured on 3 occasions 3 months apart; and
- Requiring continuous and permanent supplementary oxygen therapy for hypoxemia; and
- Arterial blood gas analysis with partial oxygen pressure of 55mmHg or less ( $\text{PaO}_2 < 55 \text{ mm Hg}$ ); and
- Dyspnea at rest.

### 19. End Stage Liver Failure

Permanent and irreversible failure of liver function that has resulted in all three of the following:

- Permanent jaundice;

b. Ascites; and

c. Hepatic Encephalopathy.

Liver failure secondary to drug or alcohol abuse is excluded.

### 20. 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.

### 21. Fulminant Hepatitis

A sub-massive to massive necrosis of the liver by the Hepatitis virus, leading precipitously to liver failure. This diagnosis must be supported by all of the following:

- Rapid decreasing of liver size;
- Necrosis involving entire lobules, leaving only a collapsed reticular framework;
- Rapid deterioration of liver function tests;
- Deepening jaundice; and
- Hepatic encephalopathy.

Acute Hepatitis infection or carrier status alone does not meet the diagnostic criteria.

### 22. Alzheimer's Disease

Alzheimer's disease is a progressive degenerative illness of the brain, characterized by diffuse atrophy throughout the cerebral cortex with distinctive histopathological changes. Deterioration or loss of intellectual capacity, as confirmed by clinical evaluation and imaging tests, arising from Alzheimer's disease, resulting in progressive significant reduction in mental and social functioning, requiring the continuous supervision of the Insured Person. The diagnosis must be supported by the clinical confirmation of a Neurologist Medical Practitioner and supported by Our appointed Medical Practitioner.

The following conditions are however not covered:

- non-organic diseases;
- alcohol related brain damage; and
- any other type of irreversible organic disorder dementia.

### 23. Bacterial Meningitis

Bacterial infection resulting in severe inflammation of the membranes of the brain or spinal cord resulting in significant, irreversible and permanent neurological deficit. The neurological deficit must

persist for at least 6 weeks. This diagnosis must be confirmed by:

- a. The presence of bacterial infection in cerebrospinal fluid by lumbar puncture; and
- b. A consultant neurologist Medical Practitioner.

## 24. Benign Brain Tumor

- a. 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.
- b. 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.

The following conditions are however not covered by Us:

- a. cysts;
- b. granulomas;
- c. malformations in the arteries or veins of the brain;
- d. hematoma;
- e. Abscesses
- f. Pituitary Tumors
- g. tumors of skull bones and
- h. tumors of the spinal cord

## 25. Apallic Syndrome

Universal necrosis of the brain cortex with the brainstem remaining intact. The diagnosis must be confirmed by a Neurologist Medical Practitioner acceptable to Us and the condition must be documented by such Medical Practitioner for at least one month.

## 26. Parkinson's Disease

The unequivocal diagnosis of progressive, degenerative idiopathic Parkinson's disease by a Neurologist Medical Practitioner acceptable to Us.

The diagnosis must be supported by all of the following conditions:

- a. the disease cannot be controlled with medication;
- b. signs of progressive impairment; and
- c. inability of the Insured Person to perform at least 3 of the 6 activities of daily living as listed below

(either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons) for a continuous period of at least 6 months:

Activities of daily living:

- i. Washing: the ability to wash in the bath or shower (including getting into and out of the shower) or wash satisfactorily by other means and maintain an adequate level of cleanliness and personal hygiene;
- ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- iii. Transferring: The ability to move from a lying position in a bed to a sitting position in an upright chair or wheel chair and vice versa;
- iv. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- v. Feeding: the ability to feed oneself, food from a plate or bowl to the mouth once food has been prepared and made available.
- vi. Mobility: The ability to move indoors from room to room on level surfaces at the normal place of residence.

We will not cover Parkinson's disease secondary to drug and/or alcohol abuse under this Section.

## 27. Medullary Cystic Disease

A progressive hereditary disease of the kidneys characterised by the presence of cysts in the medulla, tubular atrophy and interstitial fibrosis with the clinical manifestations of anaemia, polyuria and renal loss of sodium, progressing to chronic renal failure. The diagnosis must be supported by renal biopsy.

## 28. Muscular Dystrophy

A group of hereditary degenerative diseases of muscle characterized by progressive and permanent weakness and atrophy of certain muscle groups. The diagnosis of muscular dystrophy must be unequivocal and made by a Neurologist Medical Practitioner acceptable to Us, with confirmation of at least 3 of the following 4 conditions:

- a. Family history of muscular dystrophy;
- b. Clinical presentation including absence of sensory disturbance, normal cerebrospinal fluid and mild tendon reflex reduction;
- c. Characteristic electromyogram;

d. Clinical suspicion confirmed by muscle biopsy.

The condition must result in the inability of the Insured Person to perform at least 3 of the 6 activities of daily living as listed below (either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons) for a continuous period of at least 6 months:

Activities of daily living:

- i. Washing: the ability to wash in the bath or shower (including getting into and out of the shower) or wash satisfactorily by other means and maintain an adequate level of cleanliness and personal hygiene;
- ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- iii. Transferring: The ability to move from a lying position in a bed to a sitting position in an upright chair or wheel chair and vice versa;
- iv. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- v. Feeding: the ability to feed oneself, food from a plate or bowl to the mouth once food has been prepared and made available;
- vi. Mobility: The ability to move indoors from room to room on level surfaces at the normal place of residence.

## 29. Loss of Speech

- a. 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.

## 30. Systemic Lupus Erythematosus

A multi-system, multifactorial, autoimmune disorder characterized by the development of auto-antibodies directed against various self-antigens. Only those forms of systemic lupus erythematosus which involve the kidneys (Class III to Class V lupus nephritis, established by renal biopsy, and in accordance with the World Health Organization (WHO) classification) will be covered by Us under this Section. The final diagnosis must be confirmed by a registered Medical Practitioner specializing in Rheumatology and Immunology acceptable to Us. Other forms of systemic lupus erythematosus, discoid lupus and those forms with only hematological and

joint involvement are however not covered:

The WHO lupus classification is as follows:

- Class I: Minimal change – Negative, normal urine.
- Class II: Mesangial – Moderate proteinuria, active sediment.
- Class III: Focal Segmental – Proteinuria, active sediment.
- Class IV: Diffuse – Acute nephritis with active sediment and/or nephritic syndrome.
- Class V: Membranous – Nephrotic Syndrome or severe proteinuria.

## 31. Loss of Limbs

- a. The physical separation of two or more limbs, at or above the wrist or ankle level limbs as a result of injury or disease. This will include medically necessary amputation necessitated by injury or disease. The separation has to be permanent without any chance of surgical correction. Loss of Limbs resulting directly or indirectly from self inflicted injury, alcohol or drug abuse is excluded.

## 32. Major Head Trauma

- a. Accidental head injury resulting in permanent Neurological deficit to be assessed no sooner than 3 months from the date of the accident. This diagnosis must be supported by unequivocal findings on Magnetic Resonance Imaging, Computerized Tomography, or other reliable imaging techniques. The accident must be caused solely and directly by accidental, violent, external and visible means and independently of all other causes.
- b. The Accidental Head injury must result in an inability to perform at least three (3) of the following Activities of Daily Living either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons. For the purpose of this benefit, the word “permanent” shall mean beyond the scope of recovery with current medical knowledge and technology.
- c. The Activities of Daily Living are:
  - i. Washing: the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means;
  - ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
  - iii. Transferring: the ability to move from a bed to an upright chair or wheelchair and vice versa;
  - iv. Mobility: the ability to move indoors from room to

room on level surfaces;

- v. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
  - vi. Feeding: the ability to feed oneself once food has been prepared and made available.
- d. The following are excluded:
- a) Spinal cord injury

### 33. Brain Surgery

The actual undergoing of surgery to the brain, under general anesthesia, during which a Craniotomy is performed. Burr hole and brain surgery as a result of an accident is excluded. The procedure must be considered necessary by a qualified specialist and the benefit shall only be payable once corrective surgery has been carried out.

### 34. Cardiomyopathy

The unequivocal diagnosis by a consultant cardiologist of Cardiomyopathy causing impaired ventricular function suspected by ECG abnormalities and confirmed by cardiac echo of variable etiology and resulting in permanent physical impairments to the degree of at least Class IV of the New York Association (NYHA) Classification of cardiac impairment.

The NYHA Classification of Cardiac Impairment (Source: "Current Medical Diagnosis and Treatment-39th Edition"):

- a. Class I: No limitation of physical activity. Ordinary physical activity does not cause undue fatigue, dyspnoea, or angina pain.
- b. Class II: Slight limitation of physical activity. Ordinary physical activity results in symptoms.
- c. Class III: Marked limitation of physical activity. Comfortable at rest, but less than ordinary activity causes symptoms.
- d. Class IV: Unable to engage in any physical activity without discomfort. Symptoms may be present even at rest.

We will not cover Cardiomyopathy related to alcohol abuse under this Section.

### 35. Creutzfeldt-Jacob Disease (CJD)

A Diagnosis of Creutzfeldt-Jakob disease must be made by a Specialist Medical Practitioner (Neurologist). There must be permanent clinical loss of the ability in mental and social functioning for a minimum period of 30 days to the extent that permanent supervision or assistance by a third

party is required.

Social functioning is defined as the ability of the individual to interact in the normal or usual way in society.

Mental functioning would mean functions /processes which we can do with our minds.

### 36. Terminal Illness

An Insured Person shall be regarded as terminally ill only if he/ she is diagnosed as suffering from a condition which, in the opinion of two appropriate independent Medical Practitioners, is highly likely to lead to death within 12 months from the date of the diagnosis and the Insured Person is not receiving any active treatment for the terminal illness, other than that of the pain relief. The terminal illness must be diagnosed and confirmed by Medical Practitioners registered with the Indian Medical Association and approved by Us.

All Claims under this benefit can be made as per the process defined under Section G.I.13.

#### D.II.3 Tele-Consultation

Insured Person may avail tele-consultations with our Medical Practitioner(s) through our network in India. These consultations would be available through tele/chat mode.

All Claims under this benefit can be made as per the process defined under Section G.I.14

#### D.II.4 Cumulative Bonus

##### a) On Sum Insured

We will increase Your Sum Insured by 25% as specified under Policy Schedule at the end of the Policy Year if the Policy is renewed with Us without any break:

- a) No Cumulative Bonus will be added if the Policy is not renewed with Us by the end of the Grace Period.
- b) The Cumulative Bonus will not be accumulated in excess of 200% of the Sum Insured under the current Policy with Us under any circumstances.
- c) Any Cumulative Bonus that has accrued for a Policy Year will be credited at the end of that Policy Year if the policy is renewed with us within grace period and will be available for any claims made in the subsequent Policy Year.
- d) Merging of policies: If the Insured Persons in the expiring Policy are covered under multiple policies and such expiring Policy has been Renewed with Us on a Family Floater basis then the Cumulative Bonus to be carried forward for



- credit in such Renewed Policy shall be the lowest percentage of Cumulative Bonus applicable on the lowest Sum Insured of the last policy year amongst all the expiring policies being merged.
- e) Splitting of policies: If the Insured Persons in the expiring Policy are covered on a Family Floater basis and such Insured Persons Renew their expiring Policy with Us by splitting the Sum Insured in to two or more Family Floater/ Individual policies then the Cumulative Bonus shall be apportioned to such Renewed Policies in the proportion of the Sum Insured of each Renewed Policy.
  - f) Reduction in Sum Insured: If the Sum Insured has been reduced at the time of Renewal, the applicable Cumulative Bonus shall be calculated on the revised Sum Insured on pro-rata basis.
  - g) Increase in Sum Insured: If the Sum Insured under the Policy has been increased at the time of Renewal, the Cumulative Bonus shall be calculated on the Sum Insured of the last completed Policy Year.
  - h) Cumulative bonus shall not be available for claims made under Value added cover (Section D.II) and also for D.III.1.i Maternity & New Born Hospitalization Expenses, D.III.3.i Maternity & New Born Hospitalization Expenses, D.III.1.iii Health Maintenance Benefit, D.I.10 Air Ambulance Cover, D.I.12 Outpatient Expenses, D.I.13 Daily Cash for Shared Accommodation and D.IV.3 Infertility Treatment.
  - i) This clause does not alter Our right to decline a Renewal or cancellation of the Policy for reasons as mentioned under Section F.I.6
- a. Premium discount shall be calculated on a pro-rata basis the number of days the policy has been switched off on a per day basis and this discount shall be adjusted in the renewal premium falling due immediately after the expiring Policy Period.
  - b. In a Floater Policy, Switch Off Benefit can be availed only if all the Insured Persons travel outside India. However, in case of an Multi-Individual Policy if any one or more Insured Person(s) travel outside India, you can avail this benefit and the premium discount shall be calculated based on the applicable premium for that/those particular individual(s).
  - c. This benefit shall not be available in the first Policy Year.
  - d. This benefit cannot be availed in the last 90 days of the Policy Year.
  - e. During the Switch-off period, Your cover will be limited only to Section D.IV.4 Personal Accident Cover, Section D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover and Section D.V.1 ManipalCigna Critical Illness Add-on Cover, if opted. Any claim under the floater policy, arising during the switch off period other than claim under Section D.IV.4 Personal Accident Cover, Section D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover and Section D.V.1 ManipalCigna Critical Illness Add-on Cover, shall not be payable. In case of Multi-Individual policies where members are covered on individual basis, the switch off period shall apply only to the respective member for which the request to switch off the coverage is placed with the Insurer. The coverage shall start once the cover is switched on either upon the expiry of the Switch Off period or 30 days from the Switch Off date, whichever is earlier
  - f. The date of travel to abroad for all the Insured Members should be same in case of a floater policy in order to be eligible to utilize this cover.
  - g. In a Floater Policy, Switch Off Benefit can be availed only if all the Insured Persons travel outside India at the same time. The date of travel to abroad and return to India for all the Insured Members should be same to be eligible to utilize this cover.
  - h. In case of a Multi-Individual Policy, You can Switch Off the Policy for one or more members provided that the date of travel to abroad and return to India for those Insured Members is same to be eligible to utilize this cover.
  - i. This benefit can be utilized only once in a Policy Year irrespective of Policy type (Floater or

## D.II.5 Switch Off Benefit

In the event of your travel outside India after the first policy year, you may switch off your insurance cover for a maximum continuous period of 30 days in a policy year and earn a premium discount in the form of pro-rated premium, based on the total number of days up to which the cover has been switched off. Such pro-rated premium can be utilized in the form of premium discount at the time of policy renewal. When the insurance cover is in Switch Off mode, only the following cover(s) if opted in the policy, shall remain active:

- I. Section D.IV.4 Personal Accident Cover
- II. Section D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover under Freedom optional package
- III. Section D.V.1 ManipalCigna Critical Illness Add-on Cover

Individual/ Multi-Individual) .

- j. You need to intimate Us at least 72 hours prior to the date of travel to switch off the policy as per process mentioned in G.I.17. We would require the following details:
  - a. Date and time of leaving India
  - b. Date and time of your return to India
- k. In case You arrive back to India earlier than the date informed to Us, then You need to intimate us at least 24 hours prior to the return travel to India in order to Switch On the Policy. If out of all members who travelled, only one or few members return to India earlier than the date informed to Us, then the Policy shall be switched on from the earliest date of return to India for all the members.
- l. Your coverage shall be switched off and reactivated as per the details provided in clause (j) above subject to a maximum switch off period of 30 days. If the return to India is later than 30 days from the date of Switch off, the coverage shall be reactivated immediately after 30 days irrespective of your return.
- m. We may require the following documents to record the date of your travel in order to Switch-Off and Switch-on the policy for You
  - a. Flight tickets of the Insured members travelling to abroad
  - b. Flight tickets of the Insured members travelling back to India
- n. Your Policy coverage will be automatically activated based on the information pertaining to date of return provided to us or 30 days from the Switch Off date, whichever is earlier. In case of policy term of 2 years and 3 years, you can avail this benefit each year and the discount shall be accumulated during the policy period which can be redeemed at the time of policy renewal as per the below
  - a. If the policy is renewed with the same policy term or higher, then 100% of the earned discount shall be adjusted in the renewal premium as 'Discount in renewal premium'.
  - b. If the policy is renewed with a reduced policy term, then the earned discount shall be adjusted on a proportionate basis in the ratio as specified below:

<b>Discount to be Adjusted</b>	<b>Renewal Policy Term</b>
<b>=</b>	<b>X</b>
<b>Earned Discount</b>	<b>Previous Policy Term</b>

**Illustration:**

**Previous Policy Term = 3 years; Switch Off**

### Discount Earned over 3 years = ₹ 1,800

If Re-newed Policy Term is	Renewal Premium (Excluding optional covers, Rider and taxes)	Switch Off discount utilized	Renewal Premium Payable after adjusting Switch Off discount
1 Year	13,000	600 (1,800*1/3 as Insured is renewing from 3 Year Policy Term to 1 Year Policy Term)	12,400
2 Years	27,000	1,200 (1,800*2/3 as Insured is renewing from 3 Year Policy Term to 2 Year Policy Term)	25,800
3 Years	42,000	1,800 (Insured is renewing with the same Policy Term of 3 years)	40,200

### Illustration 2: Switch Off Period

Travel Period	From: 15/ 01/ 2022	To: 20/ 01/ 2022
	Time: 16:00 hrs.	Time: 15:00 hrs.
Requested Date of Switch Off	15/ 01/ 2022	
Requested Date of Switch On	20/ 01/ 2022	
In this case, Switch Off shall happen on 15/01/2022 at 23:59:59 hrs and Switch On shall happen on 20/01/2022 at 00:00:00 hrs.		

For the purpose of this benefit,

Switch Off - means to deactivate all the covers in the Policy, except coverage under Section D.IV.4 Personal Accident Cover and Section D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover Section D.V.1 ManipalCigna Critical Illness Add-on Cover, from the requested Switch Off date.

### D.II.6. Wellness Program

You can earn reward points by opting for Our Healthy Life Management Program wherein you need to complete number of steps per day as per

the table given below, that will help You in improving Your well-being.

Healthy Life Management Program - Rewards Structure				
No. of days in a Policy Year	No. of steps			
	10,000 steps and above per day	8,000 - 9,999 steps per day	6,000 - 7,999 steps per day	Less than 6,000 steps per day
240 days and above	20%	15%	10%	Nil
180 - 239 days	15%	10%	5%	Nil
120 - 179 days	10%	5%	Nil	Nil

Conditions under this benefit:

- The number of days specified in the table above should fall under the first 9 (nine) months of every Policy Year. The activities undertaken towards this benefit during the last 3 (three) months of the Policy Year shall not be considered for reward calculation.
- This wellness program is available only for the adult members with age 18 years and above. However, in a Floater policy, this program shall be available only to the independent adult members and shall not be available to dependent children.
- In an Individual Policy with one or more members, earning of reward points will be at member level wherein each member can earn Up to 20% of his/her respective expiring base premium as per the applicable terms and conditions but in a floater policy, earning of reward points will be at policy level wherein all eligible members cumulatively can earn a maximum Up to 20% of the expiring base premium as per the applicable terms and conditions.
- In a floater policy the above reward percentage would be divided as per the number of eligible Adult Insured members as per the below illustration.

In a floater policy, the reward percentage would be divided as per the number of eligible Adults covered.

#### For Example

In a 2A+2C policy, the Healthy Life Management Program shall be applicable for 2A only. Assuming Adult 1 attains a score of 10,000 steps per day for a period of 240 days and Adult 2 attains a score of 6000 steps per day for a period of 240 days.

The reward points shall be calculated as per the below:

Adult 1:  $20\% / 2 = 10\%$

Adult 2:  $10\% / 2 = 5\%$

Hence, the total earned reward points would be  $10\% + 5\% = 15\%$  of the existing Policy premium (Excluding optional cover/ Rider and taxes).

- No reward points will be allocated for any count of steps per day, for a period of less than 120 days.
- Maximum reward points that can be earned in a single Policy Year will be limited to 20% of the premium paid (excluding premium for Optional covers, Riders and taxes) in the existing Policy. In case of 2 or 3 year policies, maximum reward points that can be earned shall not exceed 20% of the total premium paid (excluding premium for Optional covers, Riders and taxes) for 2 years or 3 years as applicable.
- Each earned reward point will be valued at 1 Rupee. Accrued rewards can be redeemed against payable premium (excluding premium for Optional covers, Riders and Taxes) from 1st Renewal of the Policy.
- The earned reward points can be utilized as Discount in the renewal premium falling due immediately after the accrual. Carry forward of earned reward points shall not be allowed.
- Redemption against renewal premium will be available only at the time such renewal is due. Any earned rewards will lapse at the end of the grace period if the policy is not renewed with us.

Refer Annexure- A below on the Illustration of Reward Points.

### Annexure - A - Illustration of Healthy Life Management Program Rewards

Reduction of Renewal Policy Year	<b>Policy Term - 3 years</b> (Premium indicated here is just for illustration purposes in case of 1 Adult policy and may not be the actual premium.) Each earned reward point will be valued at 1 Rupee					
	Year	Premium (Excluding optional covers/ Rider and taxes)	Activity	No. of Days	Reward %	Reward Points Earned
	Year 1	10000	10,000 and above steps/day	240 days and above	20%	2000
	Year 2	11000	8,000 - 9,999 steps/day	240 days and above	15%	1650
	Year 3	12000	6,000 - 7,999 steps/day	240 days and above	10%	1200
	Total	33000				4850
	The earned reward points could be redeemed as discount as per the below process to pay a portion of the renewal premium					
	Renewal of Policy as per below table					
	If Renewed Policy Term is	Renewal Premium (Excluding optional covers, Rider and taxes)	Reward discount utilized		Renewal Premium Payable after adjusting Reward discount	
	1 Year Policy	13000	1617 (4850*1/3 as Insured is renewing 3 Year policy to 1 Year Policy)		11383	
2 Years Policy	27000	3233 (4850*2/3 as Insured renewing 3 Year policy to 2 Year Policy)		23767		
3 Years Policy	42000	4850 (Insured renewing to the same policy tenure of 3 years)		37150		

Increase of Renewal Policy Year	<b>Policy Term - 1 years</b> (Premium indicated here is just for illustration purposes and may not be the actual premium.) Each earned reward point will be valued at 1 Rupee					
	Year	Premium paid (Excluding optional cover, Rider and taxes)	Activity	No. of Days	Rewards %	Points Earned
	Year 1	10000	6,000 - 7,999 steps / day	180 - 239 days	5%	500
	Total	10000				500
	The earned reward points could be redeemed as discount as per the below process to pay a portion of the renewal premium					
	Renewal of Policy as per below table					
	If Renewed Policy Term is	Renewal Premium (Excluding optional cover, Rider and taxes)	Rewards discount utilized		Renewal Premium Payable after adjusting Rewards discount	
	1 Year Policy	11000	500 (as Insured is renewing 1 Year policy to 1 Year Policy)		10500	
	2 Year Policy	21000	500 (as Insured is renewing 1 Year policy to 2 Year Policy)		20500	
	3 Year Policy	33000	500 (as Insured is renewing 1 Year policy to 3 Year Policy)		32500	



The notifications related to wellness program will be communicated via SMS, email and the program specific phone/web application. Details about reward points will be available on the program app (if any) or would be shared through SMS and/or Renewal Notice which would be sent to customers.

#### D.II.7 Discount from Network Providers

The Insured Person can avail discounts on Diagnostics, Pharmacy and Health Supplements offered through our Network Providers.

#### D.II.8 Premium Waiver Benefit

In case, the Policyholder who is also an Insured Person under the Policy suffers Death due to an injury caused by an Accident within 365 days from the date of the event or he/she is diagnosed with a Critical Illness, listed under this section, We will pay the next one full Policy Year's Renewal Premium (including Optional covers, Riders and Taxes) of the Policy, for a policy tenure of 1 year. The premium shall be paid towards existing Insured Persons covered under the same policy, with benefits same as the expiring Policy.

In case of any change in Policy benefits, complete premium will be paid by the Policyholder.

The cover is available subject to below conditions:

- If only one person is covered under the Policy, policy will not be renewed in case of death of the Policyholder.
- The Policyholder is not added in the Policy in the middle of the Policy Year. There is no change in covers, Sum Insured, benefit structure, limits and conditions applicable under the Policy, at the time of renewal.
- No new member is being added under the renewed Policy.
- In case of a policy with existing tenure of 2 or 3 years, it will be renewed only for one year, provided all the terms and conditions, benefits and policy limits remain same.

For the purpose of this benefit, Critical Illnesses shall include –

- a) Cancer of Specified Severity
- b) Myocardial Infarction (First Heart Attack of Specific Severity)
- c) Open Chest CABG
- d) Open Heart Replacement or Repair of Heart Valves
- e) Coma of Specified Severity
- f) Kidney Failure Requiring Regular Dialysis
- g) Stroke Resulting in Permanent Symptoms

h) Major Organ/Bone Marrow Transplant

i) Permanent Paralysis of Limbs

j) Motor Neuron Disease with Permanent Symptoms

k) Multiple Sclerosis with Persisting Symptoms

Once a claim has been accepted and paid under this benefit, this cover will automatically terminate in respect of that Insured Person.

#### D.III. Optional Packages

These optional packages shall be available to all eligible Insured Persons covered under the Policy. Selection of this package is allowed at Policy level only.

The limits specified under below optional package shall override the applicable limits mentioned as part of base cover for the respective coverages.

The Insured Person can opt for any one of the below packages.

##### D.III.1 Enhance Plus

(Applicable for Protect Plan)

##### D.III.1.i Maternity & New Born Hospitalization Expenses

###### A. Maternity Expenses

We will cover Maternity Expenses up to Maternity Sum insured and as per Plan opted and as specified in the Policy Schedule for the delivery of a child and/ or Maternity Expenses incurred during the Policy Year, related to a Medically Necessary and lawful termination of pregnancy up to maximum 2 deliveries or terminations during the lifetime of an Insured Person.

You understand and agree that:

- (a) Our maximum liability per delivery or termination is subject to the Maternity Sum Insured specified in the Policy Schedule.
- (b) The female adult Insured Person should have been continuously covered under this Policy for at least 36 months before availing this benefit.
- (c) The payment towards any admitted claim under this benefit for any complication arising out of or as a consequence of maternity or child birth will be restricted to Maternity Sum Insured specified in the Policy Schedule however any restored amount will not be available for coverage under this section.
- (d) Pre or post natal Maternity Expenses will be covered within the Maternity Sum Insured under this benefit however; any Pre or Post-hospitalization Expenses under Section D.I.2

and D.I.3, above will not be applicable for this benefit.

- (e) Maternity Sum Insured available under Maternity Expenses will be in addition to Sum Insured.
- (f) Applicable Deductible under the applicable plan shall also apply to this benefit.
- (g) We will not cover the following expenses under Maternity Benefit:
  - i) Medical Expenses in respect of the harvesting and storage of stem cells when carried out as a preventive measure against possible future illnesses.
  - ii) Medical Expenses for ectopic pregnancy. However, these expenses will be covered under the In-patient Hospitalization under Section D.I.1.
- (h) Exclusion E.I.18 shall not apply to this cover subject to terms and conditions under this benefit.

## B. New Born Baby Expenses:

Subject to a claim being admitted under Maternity Expenses under Section D.III.1.i.A, We will cover.

- (a) Medical Expenses towards treatment of the New Born Baby while the Insured Person is hospitalized as an In-patient for delivery.
- (b) The Reasonable and Customary Charges incurred on the New Born Baby during and post birth up to 90 days from the date of delivery, within the limits specified in the Policy Schedule under Maternity Expenses without payment of any additional premium.
- (c) Any restored Sum Insured will not be available for coverage under this section.
- (d) Subject to the underwriting and to the terms and conditions of the Policy, We will cover the New Born Baby beyond 90 days on payment of requisite premium for the New Born Baby into the Policy by way of an endorsement or at the next Renewal, whichever is earlier.

Applicable Deductible under the applicable plan shall also apply to this benefit.

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

## C. First Year Vaccinations

We will cover Reasonable and Customary charges for vaccination expenses for the New Born Baby as per National Immunization Scheme (India) listed below, till the baby completes 1 year (12 months) within the limits specified in the Policy Schedule under Maternity Expenses without payment of any additional premium. In case the Policy ends

before the New Born Baby has completed 1 year (12 months), the coverage under this benefit shall continue subject to the Policy being renewed in the subsequent year. Any restored Sum Insured will not be available for coverage under this section.

Time Interval	Vaccinations to be done (Age)	Frequency
0 – 3 months	BCG (Birth to 2 weeks)	1
	OPV (0,6,10 weeks) OR OPV + IPV1 (6,10 weeks)	3 OR 4
	DPT (6 & 10 week)	2
	Hepatitis-B (0 & 6 week)	2
	Hib (6 & 10 week)	2
3 – 6 months	OPV (14 week) OR OPV + IPV2	1 or 2
	DPT (14 week)	1
	Hepatitis-B (14 week)	1
	Hib (14 week)	1
9 months	Measles (+9 months)	1
12 months	Chicken Pox (12 months)	1

All Claims under this benefit can be made as per the process defined under Section G.I.5.

## D.III.1.ii Room Accommodation Upgrade

We will upgrade the Room category coverage under Section D.I.1 In-patient hospitalization up to 'Any Room Category' subject to maximum of Sum Insured Opted and as specified in the Policy Schedule.

## D.III.1.iii Health Maintenance Benefit

We will cover, up to limits specified in the Policy Schedule, by way of reimbursement of the Reasonable and Customary Charges for below mentioned expenses incurred by the Insured Person for Medically Necessary charges incurred during the Policy Year on an Out Patient basis.

- i. Consultation with Medical Practitioner, Diagnostic tests, preventive tests, drugs, prosthetics, medical aids (spectacles and contact lenses, hearing aids, crutches, wheel chair, walker, walking stick, lumbo-sacral belt), prescribed by the specialist Medical Practitioner up to the limits specified in the Policy Schedule.
- ii. Towards Dental Treatments and AYUSH forms of Medicines wherever prescribed by a Medical Practitioner.

Insured can use Our application or contact Us for

scheduling an appointment for availing services covered under this benefit at our Network provider.

Any unutilised Health Maintenance Benefit limit shall lapse at the end of the Policy Year. Fresh limits will be available as specified in the Policy Schedule for the new Policy Year.

All Waiting Periods and Permanent Exclusions including Co-pay's applicable on the Policy under Section E shall not apply to this section.

All Claims under this benefit can be made as per the process defined under Sections G.I.14 and G.I.18. Further, all claims under this benefit will be subject to the any one claim limits specified under Section G.I.18 of the Policy.

### D.III.2 Assure

(Applicable for Sum Insured ₹ 3Lacs, ₹ 4 Lacs and ₹ 5 Lacs under Protect Plan)

#### D.III.2.i Room Accommodation Limit

We will limit the Room category coverage under Section D.I.1 In-patient hospitalization up to 1% of the opted Sum Insured per day and as specified in the Policy Schedule. For ICU accommodation, we will cover up to 2% of the opted Sum Insured per day and as specified in the Policy Schedule.

If the Insured Person is admitted in a room category/limit that is higher than the one that is specified in the Policy Schedule, then the Policyholder/Insured Person shall bear a ratable proportion of the total Associated Medical Expenses (including surcharge or taxes thereon) in the proportion of the difference between the room rent of the entitled room category to the room rent actually incurred.

#### D.III.2.ii Disease Specific Sub-limits

We will indemnify the Medical Expenses under Section D.I.1 In-patient hospitalization incurred by an Insured Person in respect of the below listed ailments / procedures (refer the table below) up to the limits specified against each and every ailment / procedure for the applicable Sum Insured options:

Sum Insured (in ₹ )	₹ 3 & ₹ 4 Lacs	₹ 5 Lacs
Treatment for each Ailment / Procedure mentioned below: 1. Surgery for treatment of all types of Hernia 2. Hysterectomy 3. Surgeries for benign Prostate Hypertrophy 4. Surgical treatment of stones of renal system	₹ 50,000	₹ 65,000
Treatment of Cataract (Per Eye)	₹ 20,000	₹ 30,000
Treatment of Total Knee replacement (Per knee)	₹ 80,000	₹ 1,00,000
Treatment for breakage of bones	₹ 2,00,000	₹ 2,50,000

Wherever the above mentioned sub-limits are applied, co-payment for the treatment taken at higher zone as mentioned under section F.II.9 shall also apply.

All Claims under this benefit can be made as per the process defined under Section G.I.4 and G.I.5.

#### D.III.2.iii Modern and Advanced Treatments

We will cover the following procedures (wherever medically indicated) either as In-patient or as part of Day Care Treatment in a hospital up to 10% of the Sum Insured as specified in the Policy Schedule, during the Policy Year:

- Uterine Artery Embolization and HIFU (High intensity focused ultrasound)
- Balloon Sinuplasty
- Deep Brain stimulation
- Oral chemotherapy
- Immunotherapy - Monoclonal Antibody to be given as injection
- Intra vitreal injections
- Robotic surgeries
- Stereotactic radio surgeries
- Bronchial Thermoplasty
- Vaporization of the prostate (Green laser treatment or holmium laser treatment)
- IONM - (Intra Operative Neuro Monitoring)
- Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for hematological conditions to be covered.

All Claims under this benefit can be made as per the process defined under Section G.I.4 and G.I.5.

### D.III.3 Enhance

(Applicable for Advantage Plan)

#### D.III.3.i Maternity & New Born Hospitalization Expenses

##### A. Maternity Expenses

We will cover Maternity Expenses up to Maternity Sum insured and as per Plan opted and as specified in the Policy Schedule for the delivery of a child and/or Maternity Expenses incurred during the Policy Year, related to a Medically Necessary and lawful termination of pregnancy up to maximum 2 deliveries or terminations during the lifetime of an Insured Person.

You understand and agree that:

- Our maximum liability per delivery or termination is subject to the Maternity Sum Insured specified in the Policy Schedule.
- The female adult Insured Person should have been continuously covered under this Policy for at least 36 months before availing this benefit.
- The payment towards any admitted claim under this benefit for any complication arising out of or as a consequence of maternity or child birth will be restricted to Maternity Sum Insured specified in the Policy Schedule however any restored amount will not be available for coverage under this section.
- Pre or post-natal Maternity Expenses will be covered within the Maternity Sum Insured under this benefit however; any Pre or Post-hospitalization Expenses under Section D.I.2 and D.I.3, above will not be applicable for this benefit.
- Maternity Sum Insured available under Maternity Expenses will be in addition to Sum Insured.
- Applicable Deductible under the applicable plan shall also apply to this benefit.
- We will not cover the following expenses under Maternity Benefit:
  - Medical Expenses in respect of the harvesting and storage of stem cells when carried out as a preventive measure against possible future illnesses.
  - Medical Expenses for ectopic pregnancy. However, these expenses will be covered under the In-patient Hospitalization under Section D.I.1.
- Exclusion E.I.18 shall not apply to this cover subject to terms and conditions under this benefit

##### B. New Born Baby Expenses

Subject to a claim being admitted under Maternity Expenses under Section D.III.3.i.A, We will cover.

- Medical Expenses towards treatment of the New Born Baby while the Insured Person is hospitalized as an In-patient for delivery.
- The Reasonable and Customary Charges incurred on the New Born Baby during and post birth up to 90 days from the date of delivery, within the limits specified in the Policy Schedule under Maternity Expenses without payment of any additional premium.
- Any restored Sum Insured will not be available for coverage under this section
- Subject to the underwriting and to the terms and conditions of the Policy, We will cover the New Born Baby beyond 90 days on payment of requisite premium for the New Born Baby into the Policy by way of an endorsement or at the next Renewal, whichever is earlier.

Applicable Deductible under the applicable plan shall also apply to this benefit.

All Claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

##### C. First Year Vaccinations

We will cover Reasonable and Customary charges for vaccination expenses for the New Born Baby as per National Immunization Scheme (India) listed below, till the baby completes 1 year (12 months) within the limits specified in the Policy Schedule under Maternity Expenses without payment of any additional premium. In case the Policy ends before the New Born Baby has completed 1 year (12 months), the coverage under this benefit shall continue subject to the Policy being renewed in the subsequent year. Any restored Sum Insured will not be available for coverage under this section.

Time Interval	Vaccinations to be done (Age)	Frequency
0 – 3 months	BCG (Birth to 2 weeks)	1
	OPV (0,6,10 weeks) OR OPV + IPV1 (6,10 weeks)	3 OR 4
	DPT (6 & 10 week)	2
	Hepatitis-B (0 & 6 week)	2
	Hib (6 & 10 week)	2
3 – 6 months	OPV (14 week) OR OPV + IPV2	1 or 2
	DPT (14 week)	1
	Hepatitis-B (14 week)	1
	Hib (14 week)	1



9 months	Measles (+9 months)	1
12 months	Chicken Pox (12 months)	1

All Claims under this benefit can be made as per the process defined under Section G.I.5.

### D.III.3.ii Room Accommodation Upgrade

We will upgrade the Room category coverage under Section D.I.1 In-patient hospitalization up to 'Any Room Category' subject to maximum of Sum Insured Opted and as specified in the Policy Schedule.

### D.III.4 Freedom

(Applicable for Protect and Advantage Plans)

This package is available to all Insured Persons provided they are Indian resident at inception of the Policy and at subsequent renewals of this policy.

### D.III.4.i Room Accommodation Upgrade

We will upgrade the Room category coverage under Section D.I.1 In-patient hospitalization up to 'Any Room Category' subject to maximum of Sum Insured Opted and as specified in the Policy Schedule.

### D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover

We will cover Medical Expenses incurred during the Policy Year, for Emergency In-patient Hospitalization Treatments or Emergency Outpatient Treatment of the Insured Person incurred outside India, covered up to Sum Insured as specified in the Policy Schedule, provided that:

- The treatment is Medically Necessary and has been certified as an Emergency by a Medical Practitioner, where such treatment cannot be postponed until the Insured Person has returned to India and is payable under Section D.I.1 'In-patient Hospitalization' and/or D.I.12 'Outpatient Expenses' of the Policy.
- The Medical Expenses payable shall be limited to Emergency In-patient Hospitalization and Emergency Outpatient only.
- Any payment under this benefit will only be made in India, in Indian rupees on a reimbursement basis and subject to maximum of Sum Insured. Insured Person can contact Us at the numbers provided on the Health Card for any claim assistance. In case where Cumulative Bonus accumulated is used for payment of claim under this benefit, the maximum liability under

a single Policy year shall not exceed the Opted Sum Insured including Cumulative Bonus or Cumulative Bonus Booster as applicable.

- The payment of any claim under this benefit will be based on the rate of exchange as on the date of payment to the Hospital published by Reserve Bank of India (RBI) and shall be used for conversion of foreign currency into Indian rupees for payment of claim. You further understand and agree that where on the date of discharge, if RBI rates are not published, the exchange rate next published by RBI shall be considered for conversion.
- You have given Us, intimation of such hospitalization within 48 hours of admission.
- Any claim made under this benefit will be as per the claims procedure provided under Clause G.1.5 and G.I.15 of this Policy.
- Any claim payable under this benefit is over and above the Sum Insured.
- Restoration of Sum Insured shall not be available under this benefit.

### D.IV Optional covers

The following optional covers shall apply under the Policy for an Insured Person if specifically mentioned on the Policy Schedule and shall apply to all Insured Persons under a single policy without any individual selection.

#### D.IV.1 Non-Medical Items

We will cover the cost of Non-Medical items, listed under Annexure III List 1 of the Policy, incurred towards Medically Necessary Hospitalization of the insured person, arising out of Disease/Illness or Injury.

The cover is available subject to the claim being admissible under Section D.I.1 'In-patient Hospitalization' and/ or Section D.I.4 Day Care

Treatment cover under this policy and the expenses on Non-medical items are related to the same Illness/ Injury.

Exclusion E.II.18 shall not be applicable for this benefit.

Any claim made under this optional benefit will reduce the Sum Insured.

All claims under this benefit can be made as per the process defined under Section G.I.4 & G.I.5.

#### D.IV.2 Deductible

You can opt for a Deductible of ₹ 10,000 or ₹ 25,000 in the Policy. Wherever a Deductible is selected

such amount will be applied for each Policy Year on the aggregate of all Claims in that Policy Year other than for claims under fixed benefit covers and Health Check Ups. Deductibles shall apply to all sections other than D.IV.4 Personal Accident Cover, D.I.13 Daily Cash for Shared Accommodation, D.I.12 Outpatient Expenses, D.II. Value added covers and Add On Riders if opted.

For the purpose of calculating the deductible and assessment of admissibility all claims must be submitted in accordance with Section G.I.16 of Claims Process.

For Deductible of ₹10,000, the cover can be opted either at inception or can be opted or removed at the time of Policy Renewal. For Deductible of ₹25,000, the cover can be opted either at inception or at the time of Policy Renewal. However once opted, the Insured Person can remove the Deductible of ₹25,000 only at the time of renewal falling immediately due after 4 continuous Policy Years or any subsequent renewals thereon, from the year of opting ₹25,000 Deductible

If the insured opts out from deductible at any renewal, a fresh waiting period will be applied for this enhanced limit from the effective date of such enhancement.

This benefit shall not be available if D.III.2 Assure optional package is opted.

All other terms, conditions, waiting periods and exclusions shall apply.

#### D.IV.3 Infertility Treatment

We will cover the Medical Expenses of the eligible adult female Insured Person if hospitalized on the advice of the Medical Practitioner for Infertility Treatments up to maximum of ₹ 2.5 lacs as per Sum Insured opted and as specified in Policy Schedule provided that,

- D.III.1 'Enhance Plus' or D.III.3 'Enhance' Optional Package is opted and Sum Insured opted under the Policy and mentioned in Policy Schedule is ₹ 7.5 lacs and above.
- This cover is limited to IVF and/or IUI treatments.
- The eligible Insured Person should have been continuously covered under this Policy for at least 36 months before availing this benefit.
- The benefit shall be restricted to two successful procedures leading to conception during the lifetime of the eligible Insured Person and the coverage shall terminate thereafter
- Sum Insured available under this section will be in addition to Maternity Sum Insured under Section

D.III.1.i Maternity & New Born Hospitalization Expenses or D.III.3.i Maternity & New Born Hospitalization Expenses

- Restoration of Sum Insured shall not be available under this benefit.
- Exclusion E.I.17 shall not apply to this cover subject to terms and conditions under this benefit
- The cover shall automatically cease upon the eligible Insured Person attaining 60 years of age.

All Claims under this benefit can be made as per the process defined under Section G.I.5.

#### D.IV.4 Personal Accident Cover

We will pay two times of the Sum Insured opted subject to maximum of ₹ 50 Lacs, as specified in the Policy Schedule, in case the Insured Person suffers an Injury solely and directly due to an Accident that occurs during the Policy Period and such Injury solely and directly results in the Insured Person's Death or Permanent Total Disablement which is of the nature specified below within 365 days of the Accident.

Table of Benefits	Percentage of the Sum Insured payable
Type of Permanent Total Disablement	
i) Total and irrecoverable loss of sight of both eyes	100%
ii) Loss by physical separation or total and permanent loss of use of both hands or both feet	100%
iii) Loss by physical separation or total and permanent loss of use of one hand and one foot	100%
iv) Total and irrecoverable loss of sight of one eye and loss of a Limb	100%
v) Total and irrecoverable loss of hearing of both ears and loss of one Limb/ loss of sight of one eye	100%
vi) Total and irrecoverable loss of hearing of both ears and loss of speech	100%
vii) Total and irrecoverable loss of speech and loss of one Limb/loss of sight of one eye	100%

viii) Permanent total and absolute disablement (not falling under the above) disabling the Insured Person from engaging in any employment or occupation or business for remuneration or profit, of any description whatsoever which results in "Loss of Independent Living"	100%
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For the purpose of this benefit,

- **Limb** means a hand at or above the wrist or a foot above the ankle;
- **Physical separation of one hand or foot** means separation at or above wrist and/or at or above ankle, respectively.

The benefits as specified above will be payable provided that:

- a. The Permanent Total Disablement is proved to Our satisfaction; and a disability certificate issued by a Civil Surgeon or the equivalent appointed by the District/State or Government Board; and
- b. The Permanent Total Disablement continues for a period of at least 180 days from the commencement of the Permanent Total Disablement; provided that We must be satisfied at the expiry of the 180 days that there is no reasonable medical hope of improvement.
- c. If We have admitted a claim for Permanent Total Disablement in accordance with this benefit, then We shall not be liable to make any payment under this benefit on the death of the Insured Person, if the Insured Person subsequently dies.
- d. Once a claim has been accepted and paid under this benefit in case of Death then cover under this Policy shall immediately and automatically cease in respect of that Insured Person.
- e. Restoration of Sum Insured shall not be available under this benefit.

All Claims under this benefit can be made as per the process defined under Section G.I.5

#### D.IV.5 Cumulative Bonus Booster

We will provide an option to increase the Sum Insured by 50% for each policy year up to a maximum of 200% of Sum Insured provided that the Policy is renewed with Us without a break.

- a. No cumulative bonus will be added if the Policy is not renewed with Us by the end of the Grace

Period. The Cumulative Bonus will not be accumulated in excess of 200% of the Sum Insured under the current Policy with Us.

- b. Any earned Cumulative Bonus will not be reduced for claims made in the future, wherever the earned Cumulative Bonus is used for payment of a claim during a particular Policy Year.
- c. In case of opting for Cumulative Bonus Booster, the Cumulative Bonus under section D.II.4 shall not be available, however all terms and conditions of the said section shall apply.
- d. This Cumulative bonus shall not be available for claims made for Value added cover (Section D.II) and also for D.III.1.i Maternity & New Born Hospitalization Expenses, D.III.3.i Maternity & New Born Hospitalization Expenses, D.III.1.iii Health Maintenance Benefit, D.I.10 Air Ambulance Cover, D.I.12 Outpatient Expenses, D.I.13 Daily Cash for Shared Accommodation and D.IV.3 Infertility Treatment

#### D.V Add on Cover

**D.V.1 ManipalCigna Critical Illness Add-on cover** Along with this Product You can also avail the ManipalCigna Critical Illness Add On Cover (UIN: MCIHLIP21128V022021) or its subsequent revisions. Please ask for the Terms & Conditions and Proposal Form of the same at the time of purchase. All waiting periods, exclusions and terms and conditions of applicable rider including medical check-up requirement will apply.

For the purpose of this Benefit, Critical Illness will be as listed under the ManipalCigna Critical Illness Add on Cover Policy documents.

#### D.V.2 ManipalCigna Prime Plus

Along with this Product You can also avail the ManipalCigna Prime Plus (UIN: MCIHLIA25005V012425) - Add On Cover or its subsequent revisions. Please ask for the Terms & Conditions and Proposal Form of the same at the time of purchase. All waiting periods, exclusions and terms and conditions of the applicable rider including medical check-up requirement will apply.

1. **Room Rent Modification:** The Insured Person shall be eligible to modify the room type category eligibility under the Policy as follows:
  - a. Option 1: Any room; ICU Up to Sum Insured
  - b. Option 2: Twin Sharing AC room; ICU Up to Sum Insured

- 2. Surplus Benefit:** Additional 100% of Sum Insured, available from day 1 for 1st claim only, in each policy year.
- 3. Supreme Bonus:** Guaranteed Cumulative Bonus of 100% of Base Sum Insured each policy year; subject to a maximum of 800% of the Base Sum Insured.
- 4. Premium Management Cover:** Once opted below benefits shall not be available in Base product
  - a. Air Ambulance Cover
  - b. Bariatric Surgery Cover
  - c. Daily Cash for Shared Accommodation
  - d. Health Check Up
  - e. Domestic Second Opinion
  - f. Tele Consultation
  - g. Premium Waiver Benefit
- 5. Women Care:** Coverage for Mammography, Cervical Cancer screening and PCOS/PCOD diagnostic tests on cashless basis from MCHI network for women aged 18 years and above. The limit for the same is `10,000 per female insured.
- 6. Deductible:** Option to opt from Rs.50,000, Rs.1,00,000, Rs.2,00,000, Rs.3,00,000, Rs.4,00,000 and Rs.5,00,000 on aggregate basis.

## E. Exclusions

We shall not be liable to make any payment under this Policy caused by, based on, arising out of or howsoever attributable to any of the following unless otherwise covered or specified under the Policy or any Cover opted under the Policy All the waiting period shall be applicable individually for each Insured Person and claims shall be assessed accordingly.

### E.I Standard Exclusions

#### E.I.1 Pre-existing Disease - Code- Excl. 01

- a. Expenses related to the treatment of a Pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of the applicable waiting period
  - a. 24 months of continuous coverage from the date of commencement of coverage for Sum Insured ₹ 7.5 Lacs and above
  - b. 36 months of continuous coverage from the date of commencement of coverage for Sum Insured

Up to ₹ 5 Lacs.

- 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 (Health Insurance) Regulations then waiting period for the same would be reduced to the extent of prior coverage.
- d. Coverage under the policy after the expiry of Pre-existing disease waiting period for any pre-existing disease is subject to the same being declared at the time of application and accepted by us.

#### E.I.2 Specified disease/procedure Waiting Period - Code- Excl. 02

- a. Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first policy with us. 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 as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- f. List of specific diseases/procedures:
  - i. Cataract, Hysterectomy for Menorrhagia or Fibromyoma or prolapse of Uterus or myomectomy for fibroids unless necessitated by malignancy,
  - ii. Knee Replacement Surgery (other than caused by an Accident), Non-infectious Arthritis, Gout, Rheumatism, Osteoarthritis and Osteoporosis, Joint Replacement Surgery (other than caused by Accident), Prolapse of Intervertebral discs(other than caused by Accident), all Vertebrae Disorders, including but not limited to Spondylitis, Spondylosis, Spondylolisthesis, Congenital Internal,
  - iii. Varicose Veins and Varicose Ulcers,



- iv. Stones in the urinary uro-genital and biliary systems including calculus diseases and complications thereof,
- v. Benign Prostate Hypertrophy, all types of Hydrocele,
- vi. Fissure, Fistula in anus, Piles, all types of Hernia, Pilonidal sinus, Hemorrhoids and any abscess related to the anal region.
- vii. Chronic Suppurative Otitis Media (CSOM), Deviated Nasal Septum, Sinusitis and related disorders, Surgery on tonsils/ Adenoids, Tympanoplasty and any other benign ear, nose and throat disorder or surgery.
- viii. gastric and duodenal ulcer, any type of Cysts/ Nodules/Polyps/internal tumors/skin tumors, and any type of Breast lumps(unless malignant), Polycystic Ovarian Diseases,
- ix. Any surgery of the genito-urinary system unless necessitated by malignancy.

If these diseases are pre-existing at the time of proposal or subsequently found to be pre-existing the pre-existing waiting periods as mentioned in the Policy Schedule shall apply.

#### **E.I.3 30 days Waiting Period - Code- Excl. 03**

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

#### **E.I.4 Investigation & Evaluation- Code- Excl 04**

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

#### **E.I.5 Rest Cure, rehabilitation and respite care- Code- Excl 05**

- 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.

#### **E.I.6 Obesity/ Weight Control: Code- Excl 06**

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 comorbidities 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

#### **E.I.7 Change-of-Gender treatments: Code- Excl 07**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex are excluded, except for sex reassignment surgery for transgender persons.

#### **E.I.8 Cosmetic or Plastic Surgery: Code- Excl 08**

Expenses for cosmetic or plasticsurgery 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

#### **E.I.9 Hazardous or Adventure sports: Code- Excl 09**

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.

#### **E.I.10 Breach of law: Code- Excl 10**

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

#### **E.I.11 Excluded Providers: Code- Excl 11**

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.

**E.I.12.** Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof **Code- Excl 12**

**E.I.13** 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- Excl 13**

**E.I.14** 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- Excl 14**

#### **E.I.15 Refractive Error: Code- Excl 15**

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

#### **E.I.16 Unproven Treatments: Code- Excl 16**

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.

#### **E.I.17 Sterility and Infertility: Code- Excl 17**

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

#### **E.I.18 Maternity: Code Excl 18**

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

### **E.II Specific Exclusions**

#### **E.II.1 Maternity Waiting Period**

Any treatment arising from or traceable to pregnancy, childbirth including caesarean section until 36 months of continuous coverage has elapsed for the particular Insured Person since the inception of the first Policy with Us. However, this exclusion/waiting period will not apply to Ectopic Pregnancy proved by diagnostic means and certified to be life threatening by the attending Medical Practitioner.

#### **E.II.2 Personal Waiting period:**

A special Waiting Period not exceeding 36 months, may be applied to individual Insured Persons for the list of acceptable Medical Ailments listed under the Underwriting Manual of the Product, depending upon declarations on the proposal form and existing health conditions. Such waiting periods shall be specifically stated in the Schedule and will be applied only after receiving Your specific consent.

#### **E.II.3 90 day waiting period for ManipalCigna Critical Illness Add On Cover (if opted)**

Any critical illness contracted and/or the disease incepts or manifests during the first 90 days from the Inception Date of the policy will not be covered under the critical illness benefit wherever opted.

#### **E.II.4 Mental Illness Cover Waiting Period**

Any treatment arising out of a condition caused by or associated to a Mental illness or a medical condition under below mentioned ICD Codes impacting mental health, shall not be covered until 24 months of continuous coverage has elapsed for the particular Insured Person since the inception of the first Policy with Us.

ICD 10 CODES	DISEASES
F05	Delirium due to known physiological condition
F06	Other mental disorders due to known physiological condition
F07	Personality and behavioural disorders due to known physiological condition
F10	Alcohol related disorders
F20	Schizophrenia
F23	Brief psychotic disorders
F25	Schizoaffective disorders
F29	Unspecified psychosis not due to a substance or known physiological condition
F31	Bipolar disorder
F32	Depressive episode
F39	Unspecified mood [affective] disorder
F40	Phobic Anxiety disorders
F41	Other Anxiety disorders
F42	Obsessive-compulsive disorder
F44	Dissociative and conversion disorders
F45	Somatoform disorders
F48	Other nonpsychotic mental disorders
F60	Specific personality disorders
F84	Pervasive developmental disorders
F90	Attention-deficit hyperactivity disorders
F99	Mental disorder, not otherwise specified

#### E.II.5 Bariatric Surgery Waiting Period

Bariatric Surgery shall not be covered until 36 months of continuous coverage has elapsed for the particular Insured Person since the inception of the first Policy with Us

#### E.II.6 Infertility Treatment Waiting Period

Any treatment taken for Infertility Treatment until 36 months of continuous coverage has elapsed for the particular Insured Person since the selection of the Optional cover D.IV.3 Infertility Treatment.

**E.II.7** Dental Treatment, orthodontic treatment, dentures or Surgery of any kind unless necessitated due to an Accident and requiring minimum 24 hours Hospitalization. Treatment related to gum disease or tooth disease or damage unless related to irreversible bone disease involving the jaw which cannot be treated in any other way, unless specifically covered under the Policy.

**E.II.8** Circumcision unless necessary for treatment of a disease, illness or injury not excluded hereunder or due to an accident.

**E.II.9** Instrument used in treatment of Sleep Apnea Syndrome (C.P.A.P.) and Continuous Peritoneal Ambulatory Dialysis (C.P.A.D.) and Oxygen Concentrator for Bronchial Asthmatic condition, Infusion pump or any other external devices used during or after treatment.

**E.II.10** External Congenital Anomaly or defects or any complications or conditions arising therefrom.

**E.II.11** Prostheses, corrective devices and medical appliances, which are not required intra operatively for the disease/illness/injury for which the Insured Person was Hospitalized.

**E.II.12** Any stay in Hospital without undertaking any treatment or any other purpose other than for receiving eligible treatment of a type that normally requires a stay in the hospital

**E.II.13** Treatment received outside India other than for coverage under D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover under Freedom optional package if opted.

**E.II.14** Costs of donor screening or costs incurred in an organ transplant surgery involving organs not harvested from a human body subject to conditions mentioned in D.I.7 'Organ Donor'.

**E.II.15** Any form of Non-Allopathic treatment (except AYUSH Treatment), Hydrotherapy, Acupuncture, Reflexology, Chiropractic treatment or any other form of indigenous system of medicine.

**E.II.16** All Illness/expenses caused by ionizing radiation or contamination by radioactivity from any nuclear fuel (explosive or hazardous form) or from any nuclear waste from the combustion of nuclear fuel nuclear, chemical or biological attack or in any other sequence to the loss.

**E.II.17** All expenses caused by or arising from or attributable to 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), participation in any naval, military or air-force operation, civil war, public defense, rebellion, revolution, insurrection, military or usurped power, active participation in riots, confiscation or nationalization or requisition of or destruction of or damage to property by or under the order of any government or local authority.

**E.II.18** All non-medical expenses including convenience items for personal comfort not consistent with or incidental to the diagnosis and treatment of the disease/illness/injury for which the Insured Person was hospitalized- belts, collars, splints, slings, braces, stockings of any kind, diabetic footwear, thermometer and any medical equipment that is subsequently used at home except when they form part of room expenses, procedure charges and cost of treatment. For complete list of Non-medical expenses, please refer to the Annexure III List – I “Items for which Coverage is not available in the Policy”

**E.II.19** Any deductible amount or percentage of admissible claim under co-pay if applicable and as specified in the Policy Schedule.

**E.II.20** Pre-existing condition disclosed by the Insured Person will be reviewed according to the company’s underwriting policy.

**E.II.21** Expenses incurred towards the use of multi-focal lenses and Femto Laser-assisted surgeries for the treatment of cataract.

#### Note:

- Femto laser surgeries refer to advanced medical procedures utilizing femtosecond laser technology for precision-based treatment, commonly used in ophthalmic surgeries such as Lasik or cataract removal.
- Multi-focal lenses include intraocular lenses designed to provide vision correction at multiple distances, such as bifocal, trifocal, and progressive lenses with a seamless transition between distances or any other type of premium intraocular lenses.

### E.III. Exclusion which can be opted for cover by payment of additional premium

#### E.III.1. Sterility and Infertility: Code- Excl 17

Expenses related to sterility and infertility. This includes:

- 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
- (Benefits covered upon payment of additional premium under the said exclusion shall be limited upto the extent specified under the corresponding section defined under section D.IV.3 of the Policy and limits as specified in the Policy Schedule)

#### E.III.2. Maternity: Code Excl 18

- Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
  - Expense towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.
- (Benefits covered upon payment of additional premium under the said exclusion shall be limited upto the extent specified under the corresponding section defined under section D.III.1.i or D.III.3.i as the case may be, of the Policy and limits as specified in the Policy Schedule)

**E.III.3.** All non-medical expenses including convenience items for personal comfort not consistent with or incidental to the diagnosis and treatment of the disease/illness/injury for which the Insured Person was hospitalized- belts, collars, splints, slings, braces, stockings of any kind, diabetic footwear, thermometer and any medical equipment that is subsequently used at home except when they form part of room expenses, procedure charges and cost of treatment. For complete list of Non-medical expenses, please refer to the Annexure III List – I “Items for which Coverage is not available in the Policy”

(Benefits covered upon payment of additional premium under the said exclusion shall be limited upto the extent specified under the corresponding section defined under section D.IV.1 of the Policy and limits as specified in the Policy Schedule)

### F. General Terms and Clauses

#### F.I Standard General Terms and Clauses

##### F.I.1 Disclosure of Information

- The Policy shall be null and void, and all premium paid thereon shall be forfeited to the Company in the



event of any misrepresentation or mis-description of any material fact by the policyholder.’

- b. The Policy shall be null and void, and all premium paid thereon shall be forfeited to the Company in the event of non-disclosure of any material fact by the policyholder.

(“Material facts” for the purpose of this Policy shall mean all relevant information sought by the Company in the Proposal Form and other connected documents to enable it to take informed decision in the context of underwriting the risk)

### **F.I.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.

### **F.I.3 Claim Settlement (provision for Penal Interest)**

- i. The Company shall settle or reject the claim, as the case may be, within 15 days (other than cashless) from date of submission of necessary claim documents.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from date of submission of necessary claim documents to the date of payment of claim at a rate 2% above the bank rate.

### **F.I.4 Complete Discharge**

Any payment to the policyholder, insured person or his/her nominees or his/her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

### **F.I.5 Multiple Policies**

Where an Insured Person has policies from more than one Insurer to cover the same risk on an indemnity basis, the Insured Person shall only be indemnified for the treatment costs in accordance with the terms and conditions of the chosen policy.

In case of multiple indemnity policies taken by an Insured Person during a period from one or more Insurers, the Insured Person shall have the right to require settlement of his/her claim under any of his/her policies, subject to proper disclosure of information about their multiple indemnity policies to chosen Insurer, either at policy inception, at

renewal, or at the time of claim intimation.

Upon a claim, the Insurer chosen by the Insured for claim settlement shall be treated as the Primary Insurer and shall be obligated to settle the claim within the limits and terms of the chosen policy. If the available coverage under the chosen policy is less than the admissible claim amount, the Primary Insurer shall co-ordinate with other Insurer to ensure settlement of the balance amount as per the policy contract.

### **F.I.6 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 shall be forfeited.

Any amount already paid against claims made under this policy which are found fraudulent later shall be repaid by all recipients(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 grounds 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 such material fact are within the knowledge of the Insurer.

### **F.I.7. Cancellation**

- i. The policyholder may cancel this policy by giving 7 days written notice at any time during the term and in such an event, the Company shall refund

premium for the unexpired policy period as detailed below.

#### A. Policy Tenure of 1 Year:

1. 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 the cancellation request will be considered as the expiry date of coverage.
2. If a claim has been made during the Policy period, no refund will be given to the Policyholder.

#### Illustration:

1. Where Policyholder has not made any claim during the Policy Year.

Policy Start Date	01-07-2023
Policy End Date	30-06-2024
Tenure (in Year)	1
Latest Claim Date	NA
Cancellation Request Date	19-09-2023
Premium Collected	100.00
Unexpired Period (in Days)	285
Premium Refund	77.87 (100*285/365)

2. Where the Policyholder has made a **claim** during the Policy Year

Policy Start Date	01-07-2023
Policy End Date	30-06-2024
Tenure (in Year)	1
Latest Claim Date	11-05-2024
Cancellation Request Date	11-06-2024
Premium Collected	100.00
Unexpired Period (in Days)	19
Premium Refund	-

No refund would be given to Policyholder as he had made a claim during the Policy Period.

#### B. If Policy Tenure is more than 1 years:

1. If no claim has been made in the policy year, a proportionate refund of the premium on cancellation will be issued based on the number of unexpired days. The date of the cancellation will be considered as the expiry date of coverage.
2. If a claim has been made in the current policy year, the premium for the remaining complete policy year(s) will be refunded on cancellation.
3. If a claim has been made in active policy but in previous policy year, a proportionate refund of the premium on cancellation will be issued based on the number of unexpired days. The date of the cancellation will be considered as the

expiry date of coverage.

#### Illustration:

1. Where Policyholder has not made any claim during the Policy Year.

Policy Start Date	01-07-2023
Policy End Date	30-06-2025
Tenure (in Year)	2
Latest Claim Date	NA
Cancellation Request Date	19-09-2023
Premium Collected	100.00
Unexpired Period (in Days)	650
Premium Refund	88.92 (100*650/731)

2. Where the Policyholder has made a **claim** during the Policy Period.

Policy Start Date	01-07-2023
Policy End Date	30-06-2025
Tenure (in Year)	2
Latest Claim Date	11-05-2024
Cancellation Request Date	11-06-2025
Premium Collected	100.00
Unexpired Period (in Days)	19
Premium Refund	2.60 (100*19/731)

- ii. The Company may cancel the policy at any time on grounds of misrepresentation, non-disclosure of material facts, fraud by the insured person subject to moratorium clause by giving 15 days written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

#### F.I.8. Migration

The Insured Person will have the option to migrate the Policy to other health insurance products/plans offered by the company by applying for migration of the policy 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, to the extent of the Sum Insured, No Claim Bonus, Specific Waiting periods, waiting period for pre-existing diseases, Moratorium period etc. as per IRDAI guidelines on migration.

#### F.I.9. Portability

The insured person will have the option to port the

policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, 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 to the extent of the Sum Insured, No Claim Bonus, specific waiting periods, waiting period for pre-existing disease, moratorium period etc. as per IRDAI guidelines on portability.

#### **F.I.10. Renewal of Policy**

The policy shall ordinarily be renewable except on grounds of established fraud, misrepresentation, non-disclosure by the insured person.

- i. The Company shall give notice for renewal at least 30 days in advance from the Policy due date.
- ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days, to maintain continuity of benefits without break in policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

#### **F.I.11. Withdrawal of Policy**

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- ii. Insured person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period, as per IRDAI guidelines, provided the policy has been maintained without a break.

#### **F.I.12. Moratorium Period**

After completion of 60 continuous months of coverage (including Portability and Migration) in health insurance policy, no Policy and claim

shall be contestable by the Insurer on grounds of non-disclosure, misrepresentation, except on grounds of established fraud. This period of 60 continuous months is called as moratorium period. The moratorium would be applicable for the Sums Insured of the first Policy and subsequently completion of 60 continuous months would be applicable from date of enhancement of Sums Insured only on the enhanced limits. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

#### **F.I.13. Premium Payment in Instalments (Wherever applicable)**

If the insured person has opted for Payment of Premium on an Instalment basis i.e. Half Yearly, Quarterly or Monthly, as mentioned in the Policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- i. Grace Period of 30 days would be given for Half-yearly and Quarterly mode of payment and grace period of 15 days for monthly mode of payment would be given to pay the instalment premium due for the Policy.
- ii. If the premium is paid in instalments during the Policy Period, coverage will be available during such Grace Period.
- iii. Instalment facility shall not be available for the Policy Tenure more than 1 year.
- iv. 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.
- v. No interest will be charged if the instalment premium is not paid on due date.
- vi. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- vii. In the event of a claim, all subsequent premium instalments shall immediately become due and payable.
- viii. The company has the right to recover and deduct all the pending instalments from the claim amount due under the policy.

#### **F.I.14. Possibility of Revision of Terms of the Policy Including the Premium Rates**

The Company 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 effected.

#### F.I.15. 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 a free look period of 30 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 a refund of the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses, if any, incurred by the insurer on medical examination of the proposer and stamp duty charges.

Free look cancellation & refund will be made within 7 days from the date of receipt of request.

In case of any delay in refund, the insurer shall refund such amounts along with interest at the bank rate plus 2 percent on the refundable amount, from the date of receipt of the request for free look cancellation till the date of refund.

#### F.I.16. Redressal of Grievance

If you have a grievance that you wish us to redress, you may contact us with the details of the grievance through Our website: [www.manipalcigna.com](http://www.manipalcigna.com)

**Email:** [customercare@manipalcigna.com](mailto:customercare@manipalcigna.com),

Senior Citizens may write to us at: [seniorcitizensupport@manipalcignacom](mailto:seniorcitizensupport@manipalcignacom)

**Toll Free:** 1800-102-4462

**Contact No.:** + 91 22 71781300

**Courier:** Any of Our Branch office or corporate office during business hours. Insured Person may also approach the grievance cell at any of company's branches with the details of the grievance.

If Insured Person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at, 'The Grievance Cell,

ManipalCigna Health Insurance Company Limited,  
Techweb center 2nd Floor New Link Rd, Anand Nagar, Jogeshwari West, Mumbai, Maharashtra 400102, India

or

Email: [headcustomercare@manipalcigna.com](mailto:headcustomercare@manipalcigna.com).

For updated details of grievance officer, kindly refer

link -

<https://www.manipalcigna.com/grievance-redressal>

If Insured person is not satisfied with the redressal of grievance through above methods, the Insured Person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. The contact details of Ombudsman offices attached as Annexure I to this Policy document.

Grievance may also be lodged at IRDAI complaints management system: <https://bimabharosa.irdai.gov.in/>

You may also approach the Insurance Ombudsman if your complaint is open for more than 30 days from the date of filing the complaint.

The office Name and address details applicable for your state can be obtained from - <https://www.cioins.co.in/Ombudsman>

#### F.I.17. 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.

### F.II. Specific Terms and Clauses

#### F.II.1. Material Change

Material information to be disclosed includes every matter that You are aware of, that relates to questions in the Proposal Form and which is relevant to Us in order to accept the risk of insurance and if so on what terms. You must exercise the same duty to disclose those matters to Us before the Renewal, extension, variation, endorsement or reinstatement of the contract.

#### F.II.2. Alterations in the Policy

This Policy constitutes the complete contract of insurance. No change or alteration will be effective or valid unless approved in writing which will be evidenced by a written endorsement, signed and



stamped by Us.

### F.II.3. Change of Policyholder

The policyholder may be changed only at the time of Renewal of the Policy. The new policyholder must be a member of the Insured Person's immediate family. Such change would be solely subject to Our discretion and payment of premium by You. The renewed Policy shall be treated as having been renewed without break.

The policyholder may be changed upon request in case of his demise, his moving out of India or in case of divorce during the Policy Period.

### F.II.4. No Constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder/Insured Person which is in Our possession and not specifically informed by the Policyholder/Insured Person shall not be held to bind or prejudicially affect Us notwithstanding subsequent acceptance of any premium.

### F.II.5. Geography

The geographical scope of this policy applies to events within India other than for D.III.4.ii Worldwide Emergency Hospitalization with Outpatient Cover under Freedom optional package (if opted) and which are specifically covered in the Policy Schedule. However all admitted or payable claims shall be settled in India in Indian rupees.

### F.II.6. Records to be maintained

You or the Insured Person, as the case may be shall keep an accurate record containing all medical records pertaining to claim and shall allow Us or our representative (s) to inspect such records. You or the Insured Person as the case may be, shall furnish such information as may be required by Us under this Policy at any time during the Policy Period and up to three years after the Policy expiration, or until final adjustment (if any) and resolution of all Claims under this Policy.

### F.II.7. Grace Period

The Policy may be renewed by mutual consent and in such event the Renewal premium should be paid to Us on or before the date of expiry of the Policy and in no case later than the Grace Period of 30 days from the expiry of the Policy. We will not be liable to pay for any claim arising out of an Injury/ Accident/ Condition that occurred during the

Grace Period. The provisions of Section 64VB of the Insurance Act shall be applicable. All policies Renewed within the Grace Period shall be eligible for continuity of cover.

### F.II.8. Renewal Terms

- a. The Policy is ordinarily renewable on mutual consent for life, subject to application of Renewal and realization of Renewal premium. The Policy with Freedom optional package shall be renewed subject to the Insured Person being an Indian resident at the time of renewal.
- b. We shall not be liable for any claim arising out of an ailment suffered or Hospitalization commencing or disease/illness/condition contracted during the period between the expiry of previous policy and date of inception of subsequent policy.
- c. Renewals will not be denied except on grounds of misrepresentation, established fraud, non-disclosure of material facts by You.
- d. Where We have discontinued or withdrawn this product/plan You will have the option to renewal under the nearest substitute Policy being issued by Us, provided however benefits payable shall be subject to the terms contained in such other policy.
- e. Insured Person shall disclose to Us in writing of any material change in the health condition at the time of seeking Renewal of this Policy, irrespective of any claim arising or made. The terms and condition of the existing policy will not be altered.
- f. We may, revise the Renewal premium payable under the Policy or the terms of cover, provided that all such changes are in accordance with the IRDAI rules and regulations as applicable from time to time. Renewal premium will not alter based on individual claims experience. We will intimate You of any such changes at least 90 days prior to date of such revision or modification.
- g. Alterations like increase/ decrease in Sum Insured or Change in Plan/Product, addition/deletion of members, addition/deletion of optional covers/riders addition/deletion of Medical Condition existing prior to policy inception will be allowed at the time of Renewal of the Policy. You can submit a request for the changes by filling the proposal form before the expiry of the Policy. We reserve Our right to carry out underwriting in relation to acceptance of request for change of Sum Insured on renewal. The terms and conditions of the existing policy will not be altered.
- h. Any enhanced Sum Insured during any policy renewals will not be available for an illness, disease, injury already contracted under the preceding Policy

Periods. All waiting periods as mentioned below shall apply afres for this enhanced limit from the effective date of such enhancement.

- i. Wherever the Sum Insured is reduced on any Policy Renewals, the waiting periods as mentioned below shall be waived only up to the lowest Sum Insured of the last 36/ 24 consecutive months as applicable to the relevant waiting periods of the Plan opted.
- j. Where an Insured Person is added to this Policy, either by way of endorsement or at the time of renewal, all waiting periods under Section E.I.1 to E.I.3 and E.II.1 and E.II.6 will be applicable considering such Policy Year as the first year of Policy with the Company.
- k. Applicable Cumulative Bonus shall be accrued on each renewal as per eligibility under the plan opted.
- l. In case of floater policies, children attaining 26 years at the time of renewal will be moved out of the floater into an individual cover, however all continuity benefits on the policy will remain intact. Cumulative Bonus earned on the Policy will stay with the floater cover.

### III. You may pay the premium through National Automated Clearing House (NACH)/ Standing Instruction (SI) provided that

- i. NACH/Standing Instruction Mandate form is completely filled & signed by You.
- ii. The Premium amount which would be auto debited & frequency of instalment is duly filled in the mandate form.
- iii. New Mandate Form is required to be filled in case of any change in the Policy Terms and Conditions whether or not leading to change in Premium.
- iv. You need to inform us at least 15 days prior to the due date of instalment premium if You wish to discontinue with the NACH/ Standing Instruction facility.

Non-payment of premium on due date as opted by You in the mandate form subject to an additional renewal/ revival period will lead to termination of the policy.

#### F.II.9. Premium calculation

Premium will be calculated based on the Sum Insured opted, Age, gender, risk classification and Zone of Cover. Default zone of cover will be based on Proposer's city-location pin code as mentioned in KYC document

For premium calculation of floater policies, Age of eldest member would be considered.

Premium towards D.III.1.i Maternity & New born baby Hospitalization Expenses, D.III.3.i Maternity & New born baby Hospitalization Expenses and D.IV.3 Infertility Treatment shall be applied to female Insured Members covered as adult in the Policy.

Premium can be paid on Single, Half yearly, Quarterly and Monthly basis. Premium payment mode can only be selected at the inception of the Policy or at the renewal of the Policy.

In case of premium payment modes other than Single, a loading will be applied on the premium.

Loading grid applicable for Half-yearly, Quarterly and Monthly payment mode.

Premium payment mode	% Loading on premium
Monthly	5.50
Quarterly	3.50
Half yearly	2.50

#### Zone Classification

##### **Zone I: Delhi & NCR.**

Districts in Gujarat: Ahmedabad, Gandhinagar, Surat, Vadodara.

Districts in Maharashtra: Mumbai, Thane, Navi Mumbai.

Districts in Andhra Pradesh /Telangana: Hyderabad, Khammam, Kothagudem, Hanamkonda, Warangal.

Districts in Uttar Pradesh: Mathura, Jyotiba Fule Nagar (Amroha), Aligarh.

Districts in Punjab: Amritsar, Gurdaspur.

Others: Kolkata, Rewari, Jind, Jhunjhunu, Patna

**Zone II:** Rest of the Bihar State Districts in Andhra Pradesh / Telangana: Ananthapur, Bapatla, Gadwal, Guntur, Jagtial, Kamareddy, Karimnagar, Kurnool, Mahabubnagar, Mancherial, Medak, Nalgonda, Nellore, Nizamabad, Peddapalli, Rangareddy, Suryapet, Wanaparthy.

Districts in Punjab: Rupnagar (Ropar), Ludhiana, Fatehgarh Sahib, Mohali, Patiala.

Districts in Maharashtra: Ahmednagar, Akola, Beed, Buldhana, Jalna, Latur, Nashik, Palghar, Pune, Raigad.

Districts in Uttar Pradesh: Banda, Fatehpur, Kanpur.

Others: Chennai, Bangalore, Wayanad, Chandigarh, Panchkula, Bokaro, Dhanbad.

**Zonelll:** Rest of India excluding the locations mentioned under Zone I & Zone II

(Note - Some areas (pin-codes) that are in the immediate vicinity of the districts

mentioned in the zone definition above are classified in the respective zones of those districts)

- (a) Persons paying Zone I premium can avail treatment all over India without any Co-pay.
- (b) Persons paying Zone II premium
  - i) Can avail treatment in Zone II and Zone III without any Co-pay.
  - ii) Availing treatment in Zone I will have to bear 10% of each and every claim.
- (c) Person paying Zone III premium
  - i) Can avail treatment in Zone III, without any Co-pay.
  - ii) Availing treatment in Zone II will have to bear 10% of each and every claim.
  - iii) Availing treatment in Zone I will have to bear 20% of each and every claim.

\*\*\*Option to select Zone 1 if the actual Zone is Zone 2 or Zone 3, and would be available on payment of applicable premium at the time of buying the First Policy and on subsequent renewals. Aforesaid Co-payments for claims occurring outside of the Zone will not apply in case of Hospitalization due to Accident.

#### F.II.10. Discounts under the Policy

You can avail of the following discounts on the premium on Your policy.

##### i. Lifetime Discounts

- a. **Employee Discount:** 10% discount on the premium
- b. **Standing Instruction Discount:** 3% discount on the renewal premium, if the renewal premium is received through standing instruction.
- c. **Long Term policy discount** - Long term discount of 7.5% for selecting a 2 year policy and 10% for selecting a 3 year policy. This discount is available only with 'Single' Premium Payment mode
- d. **Family discount:** (Applicable only with cover on individual basis) 20% discount on the premium is applicable for covering 2 or more members under the same individual Policy.
- e. **No Claim Discount** – The insured shall be eligible for 1% discount on the renewal premium if no claim has been made during the expiring policy tenure, subject to the following conditions:
  - (i) For the purpose of determining eligibility for No Claim Discount, the utilization of following benefits shall not be considered as a claim:
    - a. D.II.1 - Health Check

- b. D.II.2 - Domestic Second Opinion,
- c. D.II.3 – Tele Consultation,
- d. D.II.5 – Switch-off Benefit
- e. D.II.6 - Wellness Program, and
- f. D.II.7 - Discount from Network Providers

(ii) The No Claim Discount shall be applicable on the renewal premium, including premium of all optional covers/riders and any applicable loading, except for the ManipalCigna Critical Illness Add-on.

(iii) For floater policy, the discount shall be applied at the policy level and for individual/multi-individual policies, the No Claim Discount shall be applied individually at the insured person level.

##### ii. Short Term Discounts

- a. **ManipalCigna Existing Customer Discount:** 5% discount will be applicable to customers of ManipalCigna Insurance who are already covered under Group/Retail Products. Discount would be applicable once, only at inception and shall not be offered to Portability/Migration related proposals.
- b. **Worksite Marketing Discount** – A discount of 10% will be available on policies which are sourced through worksite marketing channel. Discount would be applicable once only at inception of the Policy.

Discount under F.II.10.i (d) is applicable only to individual policies. All other discounts mentioned above are available to both individual as well as floater policies. Maximum discount in a single policy shall not exceed 40%.

Family Discount, Long Term Discount and Worksite Marketing Discount is applied on the total Policy premium which is sum total of individual premium for Family policies.

#### F.II.11 Loadings & Special Conditions

We may apply a risk loading on the premium payable (excluding Statutory Levies and Taxes) or Special Conditions on the Policy based upon the health status of the persons proposed for insurance and declarations made in the Proposal Form. These loadings will be applied from inception date of the first Policy including subsequent Renewal(s) with Us. There will be no loadings based on individual claims experience.

We may apply a specific sub-limit on a medical condition/ailment depending on the past history and declarations or additional waiting periods (a maximum of 36 months from the date of inception

of first policy) on pre-existing diseases as part of the special conditions on the Policy.

We shall inform You about the applicable risk loading or special condition through a counter offer letter or through an electronic mode, as the case may be and You would need to revert with consent and premium, within the duration specified in the counter offer letter.

#### **F.II.12. Communications & Notices**

Any communication or notice or instruction under this Policy shall be in writing and will be sent to:

- a. The policyholder's, at the address as specified in Policy Schedule
- b. To Us, at the address specified in the Policy Schedule.
- c. No insurance agents, brokers, other person or entity is authorised to receive any notice on the behalf of Us unless explicitly stated in writing by Us.
- d. Notice and instructions will be deemed served 10 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

#### **F.II.13. Electronic Transactions**

You agree to comply with all the terms, conditions as We shall prescribe from time to time, and confirms that all transactions effected facilities for conducting remote transactions such as the internet, World Wide Web, electronic data interchange, call centres, tele-service operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, in respect of this Policy, or Our other products and services, shall constitute legally binding when done in compliance with Our terms for such facilities.

Sales through such electronic transactions shall ensure that all conditions of Section 41 of the Insurance Act, 1938 prescribed for the proposal form and all necessary disclosures on terms and conditions and exclusions are made known to You. A voice recording in case of tele-sales or other evidence for sales through the World Wide Web shall be maintained and such consent will be subsequently validated/confirmed by You.

All terms and conditions in respect of Electronic Transactions shall be within the approved Terms and Conditions of the Policy.

#### **F.II.14. Limitation of Liability**

If a claim is rejected or partially settled and is not the subject of any pending suit or other proceeding or arbitration, as the case may be, within twelve months from the date of such rejection or settlement, the claim shall be deemed to have been abandoned and Our liability shall be extinguished and shall not be recoverable thereafter.

#### **F.II.15. 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.

#### **F.II.16. Dispute Resolution**

Any and all disputes or differences under or in relation to this Policy shall be determined by the Indian Courts and subject to Indian law without reference to any principle which would result in the application of the law of any other jurisdiction.

### **G. Other terms and conditions**

#### **G.I. Claim process & management**

##### **G.I.1. Condition Preceding**

The fulfilment of the terms and conditions of this Policy (including the realization of premium by their respective due dates) in so far as they relate to anything to be done or complied with by You or any Insured Person, including complying with the following steps, shall be the condition precedent to the admissibility of the claim.

Completed claim forms and processing documents must be furnished to Us within the stipulated timelines for all reimbursement claims. Failure to furnish this documentation within the time required shall not invalidate nor reduce any claim.

The due intimation, submission of documents and compliance with requirements as provided under the Claims Process under this Section, by You shall be essential failing which We shall not be bound to accept a claim.

Cashless and Reimbursement Claim processing and access to network hospitals is through our service partner/TPA, details of the same will be available on the Health Card issued by Us as well as on our website: <https://www.manipalcigna.com/our-tpas> For the latest list of network hospitals you can log on to our website. Wherever a TPA is used, the TPA will only work to facilitate claim processing. All customer contact points will be with Us including claim intimation, submission, settlement and dispute resolutions.



### **G.I.2. Policy Holder's / Insured Persons Duty at the time of Claim**

You are required to check the applicable list of Network Providers, at Our website or call center before availing the Cashless services.

On occurrence of an event which may lead to a Claim under this Policy, You shall:

- (a)Forthwith intimate, file and submit the Claim in accordance to the Claim Procedure defined under Section G.I.3, G.I.4, and G.I.5 as mentioned below.
- (b)If so requested by Us, You or the Insured Person must submit himself/herself for a medical examination by Our nominated Medical Practitioner as often as We consider reasonable and necessary. The cost of such examination will be borne by Us.
- (c)Allow the Medical Practitioner or any of Our representatives to inspect the medical and Hospitalization records, investigate the facts and examine the Insured Person.
- (d)Assist and not hinder or prevent Our representatives in pursuance of their duties for ascertaining the admissibility of the claim, its circumstances and its quantum under the provisions of the Policy.

### **G.I.3. Claim Intimation**

Upon the discovery or occurrence of any Illness/ Injury that may give rise to a Claim under this Policy, You/Insured Person shall under take the following:

In the event of any Illness or Injury or occurrence of any other contingency which has resulted in a Claim or may result in a claim covered under the Policy, You/the Insured Person, must notify Us either at the call center or in writing, in the event of:

- Planned Hospitalization, You/the Insured Person will intimate such admission at least 48 hours prior to the planned date of admission.
- Emergency Hospitalization, You /the Insured Person will intimate such admission within 24 hours of such admission.

The following details are to be provided to Us at the time of intimation of Claim:

- Policy Number
- Name of the Policyholder
- Name of the Insured Person in whose relation the Claim is being lodged
- Nature of Illness / Injury
- Name and address of the attending Medical

Practitioner and Hospital

- Date of Admission
- Any other information as requested by Us

### **G.I.4. Cashless Facility**

Cashless facility is available only at our Network Hospital or Common empanelment of hospital/ healthcare providers as specified by Insurance Council. The Insured Person can avail Cashless facility at the time of admission into any Network Hospital or Common empanelment of hospital healthcare providers as specified by Insurance Council, by presenting the health card as provided by Us with this Policy, along with a valid photo identification proof (Voter ID card/Driving License/ Passport/PAN Card/any other identity proof as approved by Us).

#### **(a) For Planned Hospitalization:**

- i. The Insured Person should at least 48 hours prior to admission to the Hospital approach the Network Provider for Hospitalization for medical treatment.
- ii. The Network Provider or common empanelment of hospital/healthcare providers will issue the request for authorization letter for Hospitalization in the pre-authorization form prescribed by the IRDA.
- iii. The Network Provider or Common empanelment of hospital/healthcare providers shall electronically send the pre-authorization form along with all the relevant details to the 24 (twenty four) hour authorization/cashless department along with contact details of the treating Medical Practitioner and the Insured Person.
- iv. Upon receiving the pre-authorization form and all related medical information from the Network Provider or common empanelment of hospital/ healthcare providers, We will verify the eligibility of cover under the Policy.
- v. Wherever the information provided in the request is sufficient to ascertain the authorization We shall issue the authorization Letter to the Network Provider or common empanelment of hospital/ healthcare providers. Wherever additional information or documents are required We will call for the same from the Network provider or common empanelment of hospital/healthcare providers and upon satisfactory receipt of last necessary documents the authorization will be issued. All authorizations will be issued within a period of 1 hours from the receipt of request.
- vi. The Authorization letter will include details of

sanctioned amount, any specific limitation on the claim, any co-pays or deductibles and non-payable items if applicable.

- vii. The authorization letter shall be valid only for a period of 15 days from the date of issuance of authorization.

In the event that the cost of Hospitalization exceeds the authorized limit as mentioned in the authorization letter:

- i. The Network Provider shall request Us for an enhancement of authorization limit as described under Section G.I.4 (a) including details of the specific circumstances which have led to the need for increase in the previously authorized limit.
- ii. We will verify the eligibility and evaluate the request for enhancement on the availability of further limits.
- iii. We shall accept or decline such additional expenses within 1 (one) hours of receiving the request for enhancement from You.

In the event of a change in the treatment during Hospitalization to the Insured Person, the Network Provider shall obtain a fresh authorization letter from Us in accordance with the process described under G.I.4 (a) above.

At the time of discharge:

- i. The Network Provider or common empanelment of hospital/healthcare providers may forward a final request for authorization for any residual amount to us along with the discharge summary and the billing format in accordance with the process described at G.I.4.(a) above.
- ii. We shall accept or decline such additional expenses within 3 (Three) hours of receiving the request for final discharge from Network provider or Common empanelment of hospital/healthcare providers.
- iii. Upon receipt of the final authorization letter from us, You may be discharged by the Network Provider.

#### **(b) In case of Emergency Hospitalization**

- i. The Insured Person may approach the Network Provider or common empanelment of hospital/healthcare providers for Hospitalization for medical treatment.
- ii. The Network Provider or common empanelment of hospital/healthcare providers shall forward the request for authorization within 24 hours of admission to the Hospital as per the process under Section G.I.4 (a).
- iii. It is agreed and understood that we may continue

to discuss the Insured Person's condition with the treating Medical Practitioner till Our recommendations on eligibility of coverage for the Insured Person are finalized.

- iv. In the interim, the Network Provider or common empanelment of hospital/healthcare providers may either consider treating the Insured Person by taking a token deposit or treating him as per their norms in the event of any life saving, limb saving, sight saving, Emergency medical attention requiring situation.
- v. The Network Provider or common empanelment of hospital/healthcare providers shall refund the deposit amount to You barring a token amount to take care of non-covered expenses once the pre-authorization is issued.

Note: Cashless facility for Hospitalization Expenses shall be limited exclusively to Medical Expenses incurred for treatment undertaken in a Network Hospital or common empanelment of hospital/healthcare providers as specified by Insurance Council for Illness or Injury which are covered under the Policy and shall not be available to the Insured Person for coverage under Daily Cash for Shared Accommodation (Section D.1.13), Worldwide Emergency with Outpatient Cover under Freedom optional package (Section D.III.4.ii). For all Cashless authorizations, You will, in any event, be required to settle all non-admissible expenses, Co-payment and / or Deductibles (if applicable), directly with the Hospital.

The Network Provider or Common empanelment of hospital/healthcare providers will send the claim documents along with the invoice and discharge voucher, duly signed by the Insured Person directly to us. The following claim documents should be submitted to Us within 15 days from the date of discharge from Hospital –

- Claim Form Duly Filled and Signed
- Original pre-authorization request
- Copy of pre-authorization approval letter (s)
- Copy of Photo ID of Patient Verified by the Hospital
- Original Discharge/Death Summary
- Operation Theatre Notes(if any)
- Original Hospital Main Bill and break up Bill
- Original Investigation Reports, X Ray, MRI, CT Films, HPE
- Doctors Reference Slips for Investigations/ Pharmacy
- Original Pharmacy Bills
- MLC/FIR Report/Post Mortem Report (if applicable and conducted)

We may call for any additional documents as required based on the circumstances of the claim. There can be instances where We may deny Cashless facility for Hospitalization due to insufficient Sum Insured or insufficient information to determine admissibility in which case You/Insured Person may be required to pay for the treatment and submit the claim for reimbursement to Us which will be considered subject to the Policy Terms & Conditions.

We in our sole discretion, reserves the right to modify, add or restrict any Network Hospital for Cashless services available under the Policy. Before availing the Cashless service, the Policyholder/Insured Person is required to check the applicable/latest list of Network Hospital on the Company's website or by calling our call centre.

### G.I.5. Claim Reimbursement Process

#### (a) Collection of Claim Documents

- i. Wherever You have opted for a reimbursement of expenses, You may submit the following documents for reimbursement of the claim to Our branch or head office at your own expense not later than 15 days from the date of discharge from the Hospital. You can obtain a Claim Form from any of our Branch Offices or download a copy from our website <https://www.manipalcigna.com/downloads/claims>
- ii. List of necessary claim documents to be submitted for reimbursement are as following:

#### a. Common claim documents required for all claims:

- Claim form duly signed
- Copy of photo ID of patient
- KYC documents (Photo ID proof, address proof, recent passport size photograph)
- Cancelled cheque for NEFT payment
- Payment receipt

#### b. Additional Claim documents required for below benefits:

S. No.	Name of Benefit	Name of Document
1	In-patient Hospitalization	<ul style="list-style-type: none"> <li>• Hospital Discharge summary</li> <li>• Operation Theatre notes/ ICP papers</li> <li>• Hospital Main Bill</li> <li>• Hospital Break up bill</li> <li>• Investigation reports</li> <li>• Original investigation reports, X Ray, MRI, CT films, HPE, ECG etc.</li> <li>• Doctors reference slip for investigation</li> <li>• Pharmacy bills, prescription and invoices</li> <li>• Copy of FIR/Panchnama / Police Inquest Report (if conducted) duly attested by the concerned Police Station in case of Accident.</li> </ul>
2	Day Care Treatment	
3	Donor Expenses	
4	AYUSH Treatment	
5	Bariatric Surgery cover	
6	Worldwide Emergency Hospitalization with Outpatient Cover	<ul style="list-style-type: none"> <li>• Pharmacy Bills</li> <li>• Diagnostic tests reports in relation to admitted hospitalization expenses</li> <li>• Prescription in support of Pharmacy, Investigations</li> </ul>
7	Pre – hospitalization	
8	Post – hospitalization	<ul style="list-style-type: none"> <li>• Certificate from treating Medical Practitioner that condition of the Insured Person does not allow a Hospital transfer; or</li> <li>• Evidence that hospital bed was unavailable in nearest hospitals.</li> <li>• Final Bill and invoice</li> <li>• Nursing chart/TPR chart</li> <li>• Investigation reports</li> <li>• Original investigation reports, X Ray, MRI, CT films, HPE, ECG etc.</li> <li>• Doctors reference slip for investigation Pharmacy bills, prescription and invoices</li> </ul>
9	Domiciliary Hospitalization	
10	Road Ambulance	<ul style="list-style-type: none"> <li>• Original Bill as provided by Healthcare or Ambulance Service Provider</li> <li>• Certification of Medical Practitioner for necessity to use Ambulance</li> </ul>

11	Air Ambulance cover	<ul style="list-style-type: none"> <li>• Original Bill as provided by Registered Ambulance Service Provider</li> <li>• Medical Practitioner certifies in writing that the severity and nature of the Insured Person's Illness/ Injury warrants the Insured Person's requirement for Air Ambulance</li> </ul>
12	Maternity & New Born Hospitalization Expenses	<ul style="list-style-type: none"> <li>• We may call for any additional documents/ information as required based on the circumstances of the claim.</li> </ul>
13	Health Maintenance Benefit	<ul style="list-style-type: none"> <li>• Invoice/Hospital Bill</li> <li>• Investigation reports</li> <li>• Doctors reference slip for investigation</li> <li>• Pharmacy bills, prescription and invoices</li> </ul>
14	Infertility Treatment	Same as in-patient hospitalization

15	Personal Accident Cover	<p>In case of Accidental Death (AD)</p> <ul style="list-style-type: none"> <li>• Original treating Medical Practitioner's certificate describing the disablement;</li> <li>• MLC/ FIR report, Post Mortem Report if applicable and conducted</li> <li>• Original Death certificate issued by the office Registrar of Birth &amp; Deaths</li> <li>• Death summary issued by a Hospital</li> <li>• Identity proof of Nominee or Original Succession Certificate/Original Legal Heir Certificate or any other proof to Our satisfaction for the purpose of a valid discharge in case nomination is not filed by deceased</li> </ul> <p>In case of Permanent Total Disablement (PTD)</p> <ul style="list-style-type: none"> <li>• MLC/FIR if applicable</li> <li>• Original treating Medical Practitioner's certificate describing the disablement;</li> <li>• Original Discharge summary from the Hospital;</li> <li>• Photograph of the Insured Person reflecting the disablement;</li> <li>• Prescriptions and consultation papers of the treatment;</li> <li>• Disability certificate issued by civil surgeon or equivalent appointed by the District/State or Government Board.</li> <li>• Any other medical, investigation reports, inpatient or consultation treatment papers, as applicable.</li> </ul>
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We may call for any additional documents/ information as required based on the circumstances of the claim.

- iii. Our branch offices shall give due acknowledgement of collected documents to You.

In case You/ Insured Person delay submission of claim documents as specified in G.I.5.(a) above, then in addition to the documents mentioned in G.I.5.(a) above, You are also required to provide Us the reason for such delay in writing. In case You delay submission of claim documents, then in



addition to the documents mentioned above, You are also required to provide Us the reason for such delay in writing. We will accept such requests for delay from the stipulated time for such submission. We will condone delay on merit for delayed Claims where the delay has been proved to be for reasons beyond Your/Insured Persons control.

#### **G.I.6. Scrutiny of Claim Documents**

- a. We shall scrutinize the claim and accompanying documents, and notify the relevant stakeholders (such as Network Provider or Common empanelment of hospital/ healthcare providers of any document deficiencies. We will contact the relevant stakeholders on your behalf to collect the required documents.
- b. We shall settle the claim payable amount arrived post scrutinizing the claim documents.
- c. In case a reimbursement claim is received when a Pre-Authorization letter has been issued, before approving such claim a check will be made with the provider whether the Pre-authorization has been utilized as well as whether the Policyholder has settled all the dues with the provider. Once such check and declaration is received from the Provider, the case will be processed.

#### **G.I.7. Claim Assessment**

We will assess all admissible claims under the Policy in the following progressive order -

##### (a) For Plans without Deductible Option

- i) Where a room accommodation is opted for higher than the eligible room category under the plan, the room rent for the applicable accommodation will be apportioned on pro rata basis. Such apportioned amount will apply to all "Associated Medical Expenses". [(a). Cost of Pharmacy & consumables, (b). Cost of implant and medical device, (c). Cost of diagnostic test, will not be part of Associated Medical Expenses)]
- ii) Any Sub-limits or Zonal Co-payment shall be applicable on the amount payable after applying the Section G.I.7 a (i)

##### (b) For Plans with Deductible Option

- i) Where a room accommodation is opted for higher than the eligible room category under the plan, the room rent for the applicable accommodation will be apportioned on pro rata basis. Such apportioned amount will apply to all "Associated Medical Expenses". [(a). Cost of Pharmacy & consumables, (b). Cost of implant and medical device, (c). Cost

of diagnostic test, will not be part of associated medical expenses)]

- ii) Arrived payable claim amount will be assessed against the deductible.
- iii) Any Sub-limits or Zonal Co-payment shall be applicable on the amount payable after applying the Section G.I.7 b (i), (ii)
- (c) The Claim amount assessed under Section G.I.7 a) and b) will be deducted from the following amounts in the following progressive order –
  - i) Deductible (if opted)
  - ii) Zonal Co-payment (if applicable)
  - iii) Sum Insured
  - iv) Cumulative Bonus or Cumulative Bonus Booster
  - v) Restored Sum Insured

#### **Claim Assessment for Benefit Plans:**

We will pay fixed benefit amounts as specified in the Policy Schedule in accordance with the terms of this Policy. We are not liable to make any reimbursements of Medical Expenses or pay any other amounts not specified in the Policy.

#### **Claim assessment for policies with Monthly, Quarterly and Half-Yearly Premium Payment Mode:**

In case of a claim (Cashless/Re-imbursement), an amount equivalent to the balance of the instalment premiums payable, in that policy year, would be recoverable from the admissible claim amount payable in respect of the Insured person.

#### **G.I.8. Claims Investigation**

We may, at Our discretion, depending upon the facts of the case, investigate and determine the validity of claims. Such investigation shall be conducted on case to case basis and will be concluded accordingly. Any verification or investigation will be carried out by individuals or entities authorized by Us, and the cost of such verification/investigation will be borne by Us.

#### **G.I.9. Pre and Post-hospitalization claims**

You should submit the Post-hospitalization claim documents at Your own expense within 15 days of completion of Post-hospitalization treatment or eligible post hospitalization period of cover, whichever is earlier.

We shall receive Pre and Post-hospitalization claim documents either along with the inpatient Hospitalization papers or separately and process the same based on merit of the claim subject to

Policy terms and conditions, derived on the basis of documents received.

This benefit shall be settled on Cashless Basis only as mentioned in G.I.4

#### **G.I.10. Representation against Rejection:**

Where a rejection is communicated by Us, You may if so desired within 15 days represent to Us for reconsideration of the decision.

#### **G.I.11 Payment Terms**

The Sum Insured opted under the Plan shall be reduced by the amount payable / paid under the benefit(s) and the balance shall be available as the Sum Insured for the unexpired Policy Year.

If You/ Insured Person suffers a relapse within 45 days of the date of discharge from the Hospital for which a claim has been made, then such relapse shall be deemed to be part of the same claim and all the limits for "Any One Illness" under this Policy shall be applied as if they were under a single claim.

We shall have no liability to make payment of a claim under the Policy in respect of an Insured Person once the Sum Insured, Cumulative Bonus under section D.II.4 or Cumulative Bonus Booster under section D.IV.5 and Restoration of Sum Insured under section D.I.8 for that Insured Person is exhausted.

All claims will be payable in India and in Indian rupees.

For Cashless Claims, the payment shall be made to the Network Hospital or common empanelment of hospital/healthcare providers whose discharge would be complete and final.

For Reimbursement Claims, the payment will be made to you. In the unfortunate event of Your death, We will pay the nominee (as named in the Policy Schedule) and in case of no nominee to the Legal Heir who holds a succession certificate or Indemnity Bond to that effect, whichever is available and whose discharge shall be treated as full and final discharge of Our liability under the Policy.

#### **Claim process Applicable to the following Sections:**

#### **G.I.12 Outpatient Expenses**

##### **(a)Assessment of Claim Documents**

We shall assess the claim documents and assess the admissibility of claim subject to terms and conditions of the Policy.

##### **(b)Settlement & Repudiation of a claim**

We shall settle claims, including its rejection, within 5 (five) working days of the receipt of the document.

#### **G.I.13 Domestic Second Opinion**

##### **(a)Receive Request for Expert Opinion on Critical Illness**

You can submit Your request for an expert opinion by calling Our call centre or register request through email.

##### **(b)Facilitating the Process**

We will schedule an appointment or facilitate delivery of Medical Records of the Insured Person to a Medical Practitioner in India. The expert opinion is available only in the event of the Insured Person being diagnosed with covered Critical Illness.

#### **G.I.14 Health Check up and Tele-Consultation**

##### **(a) You or The Insured Person shall seek appointment by calling Our call centre.**

##### **(b) We will facilitate Your appointment and We will guide You to the nearest Network Provider for conducting the medical examination.**

##### **(c) Reports of the Medical Tests can be collected directly from the centre.**

#### **G.I.15 Worldwide Emergency Hospitalization with Outpatient Cover**

##### **a) In an unlikely event of You or the Insured Person requiresEmergency medical treatment outside India, You or Insured Person, must notify Us either at Our call centre or in writing within 48 hours of such admission.**

##### **b) You shall file a claim for reimbursement in accordance with Section G.I.5 of the Policy.**

#### **G.I.16 Deductible**

##### **a) Any claim towards hospitalization during the Policy Period must be submitted to Us for assessment in accordance with the claim process laid down under Section G.I.4 and Section G.I.5 towards cashless or reimbursement respectively in order to assess and determine the applicability of the Deductible on such claim. Once the claim has been assessed, if any amount becomes payable after applying the deductible, We will assess and pay such claim in accordance with Section G.I.6. and G.I.7.**

##### **b) Wherever such hospitalization claims as stated under G.I.16. a) above is being covered under another Policy held by You, We will assess the claim on available photocopies duly attested by Your Insurer/TPA as the case may be.**

### G.I.17 Switch Off and On Benefit

To Switch Off/On the Policy and other related documentation, You can e-mail to - [customercare@manipalcigna.com](mailto:customercare@manipalcigna.com) and/or contact our customer care centre at 1800-102-4462 as mentioned in Your Policy Schedule.

### G.I.18 Health Maintenance Benefit

#### (a) Submission of claim

You can send the Health Maintenance Benefit claim form along with the invoices, treating Medical Practitioner's prescription, reports, duly signed by You/Insured Person as the case may be, to Our branch office or Head Office at your own expense. The Health Maintenance Benefit under D.III.1 'Enhance Plus' optional package can be claimed only once during the Policy Period up to the extent of limit under this benefit.

#### (b) Assessment of Claim Documents

We shall assess the claim documents and assess the admissibility of claim subject to terms and conditions of the Policy

#### (c) Settlement & Repudiation of a claim

We shall settle claims, including its rejection, within 5 (five) working days of the receipt of the document but not later than 15 days.

### G.I.19 Application of Multiple policies clause

In case this clause is invoked in accordance to the terms and conditions as provided under this Policy, the Claim will be adjudicated as under:

#### a) Retail policy of the Company & any other Policy from other insurers:

i) **Cashless hospitalization:** In case the Insured avail Cashless Facility for Hospitalization then Insured or Network Provider or common empanelment of hospital/healthcare providers will intimate us of the admission through a pre-authorization request with all details & estimated amount for the Hospitalization. The policyholder having multiple policies shall also have the right to prefer claims from other policy/policies for the amounts disallowed under the earlier chosen policy/policies., even if the sum insured is not exhausted. Then the Insurer(s) shall settle the claim subject to the terms and conditions of the other policy/policies so chosen. The Policyholder with multiple policies has the right to claim amounts disallowed under the initial chosen policy from other policies.

ii) **Reimbursement claim:** In case the Insured gets

admitted & pays the entire bill & then files for reimbursement claim then he will have to intimate us of the admission 48 hours before admission for planned admissions & within 24 hours post hospitalization for emergency hospitalization but in no case later than discharge from the Hospital. Post discharge, the Insured will send all original documents, bills, and claims forms to one Insurer and if the available coverage under the chosen policy is less than the admissible claim amount, the Primary Insurer shall seek the details of other available policies of the policyholders and shall co-ordinate with other Insurer to ensure settlement of the balance amount as per the policy contract.

#### b) Retail policy & group policy from the Company:

i). **Cashless process:** In case the insured needs to utilize cashless facility for hospitalization then the insured/hospital will intimate the Company about the hospitalization through pre-authorization process. The policyholder having multiple policies shall also have the right to prefer claims from other policy/policies for the amounts disallowed under the earlier chosen policy/policies, even if the sum insured is not exhausted. Then the Insurer(s) shall settle the claim subject to the terms and conditions of the other policy/policies so chosen.

Post discharge hospital will send as many separate claims as no. of policies with the Company with attached authorization letters & original documents with the 1st claim & copy of documents with the other claims for settlement to the Company. The Company will settle all the claims as per policy terms & conditions & authorization letter issued.

ii). **Reimbursement Claim process:** In case the Insured gets admitted & pays the entire bill & then files for reimbursement claim then he will have to intimate the Company of the admission 48 hours before admission for planned admissions & within 24 hours post hospitalization for emergency hospitalization along with all the policy numbers.

Post discharge insured will send all original documents & bills along with duly filled claim form. The policyholder having multiple policies shall also have the right to prefer claims from other policy/policies for the amounts disallowed under the earlier chosen policy/policies, even if the sum insured is not exhausted. Then the

Insurer(s) shall settle the claim subject to the terms and conditions of the other policy/policies so chosen.

## G.II . Annexure – I:

### Ombudsman

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

Name of the Office of Insurance Ombudsman	State-wise Area of Jurisdiction
<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 <b>Email:</b> bimalokpal.ahmedabad@cioins.co.in	State of Gujarat and Union Territories of Dadra and Nagar Haveli and Daman and Diu.
<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 <b>Email:</b> bimalokpal.bengaluru@cioins.co.in	State of Karnataka.
<b>BHOPAL</b> Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal – 462 011 Tel.: 0755 - 2769201 / 2769202 / 2769203 <b>Email:-</b> bimalokpal.bhopal@cioins.co.in	States of Madhya Pradesh and Chhattisgarh.
<b>BHUBANESWAR</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubaneshwar – 751 009. Tel.: - 0674-2596461/ 2596455/ 2596429/ 2596003 <b>Email:-</b> bimalokpal.bhubaneswar@cioins.co.in	State of Orissa.
<b>CHANDIGARH</b> Office of the Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh – 160 017 Tel.: - 0172 - 2706468 <b>Email:-</b> bimalokpal.chandigarh@cioins.co.in	States of Punjab, Haryana, (excluding 4 districts viz Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh and Chandigarh.
<b>CHENNAI</b> Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: - 044 - 24333668 / 24333678 <b>Email:</b> bimalokpal.chennai@cioins.co.in	State of Tamil Nadu and Union Territories - Puducherry Town and Karaikal (which are part of Union Territory of Puducherry).
<b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: - 011 - 46013992/ 23213504/ 23232481 <b>Email:-</b> bimalokpal.delhi@cioins.co.in	Delhi, 4 Districts of Haryana viz. Gurugram, Faridabad, Sonapat and Bahadurgarh



<b>GUWAHATI</b> Office of the Insurance Ombudsman, 'Jeevan Nivesh', 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: - 0361-2132204/2132205/2631307 <b>Email:-</b> bimalokpal.guwahati@cioins.co.in	States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
<b>HYDERABAD</b> Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court" Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: - 040 – 23312122 / 23376991 / 23376599 / 23328709 / 23325325 <b>Email:-</b> bimalokpal.hyderabad@cioins.co.in	State of Andhra Pradesh, Telangana and Yanam - a part of Territory of Puducherry.
<b>JAIPUR</b> Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141- 2740363 <b>Email:-</b> bimalokpal.jaipur@cioins.co.in	State of Rajasthan.
<b>KOCHI</b> Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G.Road, Kochi - 682 011. Tel.: 0484 - 2358759 <b>Email:</b> bimalokpal.ernakulam@cioins.co.in	States of Kerala and Union Territory of (a) Lakshadweep (b) Mahe-a part of Union Territory of Puducherry.
<b>KOLKATA</b> Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. TEL : 033 - 22124339 / 22124341 <b>Email:</b> bimalokpal.kolkata@cioins.co.in	States of West Bengal, Sikkim, and Union Territories of Andaman and Nicobar Islands.
<b>LUCKNOW</b> Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow-226 001. Tel.: - 0522 - 4002082 / 3500613 <b>Email:</b> bimalokpal.lucknow@cioins.co.in	<u>Districts of Uttar Pradesh</u> Lalitpur, 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, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorakhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharthnagar.
<b>MUMBAI</b> Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: - 022 - 69038800/27/29/31/32/33 <b>Email:</b> bimalokpal.mumbai@cioins.co.in	Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N , S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai

<b>NOIDA</b> Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 <b>Email:</b> bimalokpal.noida@cioins.co.in	State of Uttarakhand and the districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farukkabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
<b>PATNA</b> Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 <b>Email:</b> bimalokpal.patna@cioins.co.in	States of Bihar and Jharkhand.
<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.: 020-24471175 <b>Email:</b> bimalokpal.pune@cioins.co.in	State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region
<b>THANE</b> Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West)- 400604 Tel.: 022-20812868/69 <b>Email:</b> bimalokpal.thane@cioins.co.in	Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T.

### G.III. Annexure - II:

Title	Description Please refer to the Plan and Sum Insured you have opted to understand the available benefits under your plan in brief		
Your Coverage Details:	Identify your Plan	Protect	Advantage
<b>Basic Cover</b>  This section lists the Basic benefits available on your plan	Identify your Opted Sum Insured (in ₹)	₹3 Lacs, ₹4 Lacs, ₹5 Lacs, ₹7.5 Lacs, ₹10 Lacs, ₹12.5 Lacs, ₹15 Lacs, ₹20 Lacs, ₹25 Lacs, ₹30 Lacs, ₹40 Lacs, ₹50 Lacs, ₹100 Lacs	₹5 Lacs, ₹7.5 Lacs, ₹10 Lacs, ₹12.5 Lacs, ₹15 Lacs, ₹20 Lacs, ₹25 Lacs, ₹30 Lacs, ₹40 Lacs, ₹50 Lacs, ₹100 Lacs
	Inpatient Hospitalization (When you are hospitalized)	Room Rent: Covered up to Single Private A/C Room For ICU - Covered up to Sum Insured This benefit shall also offer the below covers up to the limits mentioned: a. Listed Modern and Advanced Treatments: For Sum Insured <₹ 5 Lacs: Up to 50% of Sum Insured For Sum Insured ≥₹ 5 Lacs: Up to Sum Insured b. HIV/AIDS & STD: Up to Sum Insured c. Mental Illness Up to Sum Insured For ICD Codes mentioned below: Waiting Period of 24 months shall apply	
		<b>ICD 10 CODES</b>	<b>DISEASES</b>
		F05	Delirium due to known physiological condition
		F06	Other mental disorders due to known physiological condition
		F07	Personality and behavioural disorders due to known physiological condition
		F10	Alcohol related disorders
		F20	Schizophrenia
		F23	Brief psychotic disorders
		F25	Schizoaffective disorders
		F29	Unspecified psychosis not due to a substance or known physiological condition
		F31	Bipolar disorder
		F32	Depressive episode
		F39	Unspecified mood [affective] disorder
		F40	Phobic Anxiety disorders
		F41	Other Anxiety disorders
		F42	Obsessive-compulsive disorder
		F44	Dissociative and conversion disorders
		F45	Somatoform disorders
		F48	Other nonpsychotic mental disorders
		F60	Specific personality disorders
		F84	Pervasive developmental disorders
		F90	Attention-deficit hyperactivity disorders
		F99	Mental disorder, not otherwise specified
	Pre-hospitalization	Medical Expenses Covered up to 60 days before the date of hospitalization; Covered Up to the Sum Insured	
	Post-hospitalization	Medical Expenses Covered up to 180 days post discharge from the hospital; Covered Up to the Sum Insured	

Day Care Treatment	Covered up to the Sum Insured	
Domiciliary Hospitalization (Treatment at Home)	Covered up to 10% of the Sum Insured Pre and Post Hospitalization Expenses: 30 days each	
Road Ambulance (Reimbursement of Ambulance Expenses)	Covered up to the Sum Insured	
Donor Expenses (Hospitalization Expenses of the donor providing the organ)	Covered up to the Sum Insured <ul style="list-style-type: none"> <li>• Pre &amp; Post Hospitalization expenses (Up to 30 days each) of the donor</li> <li>• Cost towards donor screening once in a Policy year for successful transplant</li> <li>• Complications arising during hospitalization or up to 30 days from date of discharge - Covered up to 25% of SI subject to maximum of Rs,2 Lacs, Over and above Sum Insured.</li> </ul> We will not cover expenses towards the Donor in respect of cost associated to the acquisition of the organ.	
Restoration of Sum Insured (When opted Sum Insured is insufficient due to claims)	Multiple Restoration is available in a Policy Year for all illnesses, whether unrelated or same, in addition to the Sum Insured Applicable for below covers only <ol style="list-style-type: none"> <li>1. D.I.1 - In-patient Hospitalization (Except for Bariatric Surgery)</li> <li>2. D.I.2 - Pre - hospitalization</li> <li>3. D.I.3 - Post - hospitalization</li> <li>4. D.I.4 - Day Care Treatment</li> <li>5. D.I.6 - Road Ambulance</li> <li>6. D.I.7 - Donor Expenses</li> <li>7. D.I.9 - AYUSH Treatment</li> <li>8. D.IV.1 - Non-Medical Items</li> </ol> Restoration shall not get triggered for the 1 <sup>st</sup> claim The maximum liability under a single claim shall not be more than Base Sum Insured + Cumulative Bonus + Restored Sum Insured	
AYUSH Treatment	Covered up to the Sum Insured	
Air Ambulance Cover	Covered up to sum insured subject to maximum of ₹ 10 Lacs in addition to the Sum Insured for expenses incurred on Air Ambulance	
Bariatric Surgery Cover	Covered up to the Sum Insured opted subject to maximum of ₹ 5 Lacs Waiting Period of 36 months shall apply for Bariatric Surgery	
Outpatient Expenses	Not Available	Option to choose from - ₹ 20,000, ₹ 30,000, ₹ 50,000 Per policy Year Can be used to pay for Consultations and Diagnostics including Dental and Vision: Up to 100% of the Sum Insured opted for Outpatient benefit. Up to 20% of the Outpatient Limit can be used for Pharmacy (Drugs and Medicines prescribed by Medical Practitioners). This benefit is available only on cashless basis from the Network providers of ManipalCigna Health Insurance Company Limited. Any unutilized amount under this benefit shall not be carried forward to subsequent Policy Year.



	Daily Cash for Shared Accommodation	<p>Daily Cash benefit for occupying shared accommodation while hospitalized, shall be covered as below:-</p> <ol style="list-style-type: none"> <li>For Sum Insured up to ₹ 10Lacs: ₹ 800 per day up to maximum of ₹ 5,600</li> <li>For Sum Insured above ₹ 10Lacs: ₹ 1,000 per day up to maximum of ₹ 7,000</li> </ol> <p>Payable for each continuous and completed 24 Hours of Hospitalization during the Policy Year</p> <p>This benefit gets triggered post 48 hours of In-patient hospitalization and shall be payable from 1st day onwards.</p>
<p><b>Value Added Covers</b></p> <p>This section lists the additional value added benefits that are available along with your plan</p>	Health Check Up	<p>Available each policy year (including the first year), to all Adult insured persons who have completed 18 years of Age.</p> <ul style="list-style-type: none"> <li>For Sum Insured Up to ₹ 5 lacs: Package 1 subject to a maximum of Up to ₹ 1000 per adult member</li> <li>For Sum Insured above ₹ 5 lacs and Up to ₹ 10 lacs: Package 2 subject to a maximum of Up to ₹ 2500 per adult member</li> <li>For Sum Insured above ₹ 10 lacs: Package 3 subject to maximum of Up to ₹ 5000 per adult member</li> </ul> <p>Annually from 1st year onwards. This benefit will not be available during the free look period of the Policy.</p> <p>The packages shall be offered on cashless basis only. However, the eligible insured may avail any health check from the MCHI Network of Health Check Up Center Up to the limit specified</p>
	Domestic Second Opinion	Available for 36 listed Critical Illnesses
	Tele-Consultation	Unlimited Tele-consultation during the Policy Year
	Cumulative Bonus	A guaranteed bonus of 25% of Sum Insured for every completed Policy Year, subject to a maximum accumulation up to 200% of the Sum Insured.
	Switch Off Benefit	<p>The Policy can be Switched Off, after one year, any time during the Policy Year except for Personal Accident Cover, Worldwide Emergency Hospitalization with Outpatient Cover under Freedom optional package and ManipalCigna Critical Illness Add-On cover, if opted, in case you/ Insured Person travel out of India, for a period maximum up to 30 days.</p> <p>This benefit shall not be available for the last 90 days of the Policy Year.</p> <p>Premium discount shall be calculated on pro-rated basis if Policy is switched off due to Insured Person (in individual policy) or all Insured Persons (under floater policy) travelling out of India and this discount shall be adjusted in the renewal premium falling due immediately after the expiring Policy Period.</p> <p>The Policy will reactivate the cover Switch-On on the requested date of Switch On as intimated to Us by You/ Insured Person.</p> <p>The option to Switch Off the cover shall be available only once in a policy year and Up to a maximum of 30 days at a stretch. This shall not deactivate the following cover, if opted:</p> <ol style="list-style-type: none"> <li>Worldwide Emergency Hospitalization with Outpatient Cover under Freedom optional package</li> <li>Personal Accident Cover</li> <li>ManipalCigna Critical Illness Add-on Cover</li> </ol>
	Wellness Program	<p>Rewards can be earned by completing activities specified under Our Healthy Life Management Program up to maximum of 20% of expiring base Premium (excluding Premium for optional covers, Rider and taxes).</p> <p>These earned Reward Points can be used against payable Renewal premium (excluding Premium for optional covers, Rider and taxes) as discount from 1<sup>st</sup> Renewal of the Policy.</p> <p>Carry forward of earned Reward Points shall not be allowed.</p>
	Discount from Network Provider	Discount on Pharmacy, Diagnostics and Health Supplements, offered by the Network Providers of ManipalCigna Health Insurance Company Limited
	Premium Waiver Benefit	Waives off one year Policy Premium (including optional covers, rider and taxes) upon occurrence of any of the listed contingencies (Accidental death/ listed Critical Illnesses) to the Policyholder who is also an Insured Person in the Policy

<p><b>Optional Packages</b></p> <p>This section lists the available optional packages under your plan and the limits under each of these options. The limits specified under these optional packages shall override the applicable limits mentioned as part of base cover for the respective coverages.</p>	<p>Enhance Plus</p>	<ol style="list-style-type: none"> <li>1. Maternity &amp; New Born Hospitalization Expenses               <ol style="list-style-type: none"> <li>a. Maternity Cover (up to maximum 2 deliveries or terminations) - Covered up to 10% of Sum Insured Opted subject to a maximum of ₹1 Lac in addition to the Sum Insured opted</li> <li>b. New Born Baby - Coverage for the In-patient hospitalization expenses of a new born up to the limit provided under Maternity Expenses</li> <li>c. First Year Vaccination Covered as per national immunization program, up to the limit provided under Maternity Expenses</li> </ol> </li> <li>2. Room Accommodation upgrade The Insured Person shall be eligible to upgrade the room type category eligibility under the Policy to “Any Room Category” in a Hospital.</li> <li>3. Health Maintenance Benefit Up to ₹ 3000 per Policy Year. Reimbursement of the Reasonable and Customary Charges incurred by the Insured Person for Medically Necessary charges incurred during the Policy Year on an Out Patient basis for:               <ol style="list-style-type: none"> <li>i. Consultation with Medical Practitioner, Diagnostic tests, preventive tests, drugs, prosthetics, medical aids (spectacles and contact lenses, hearing aids, crutches, wheel chair, walker, walking stick, lumbo-sacral belt), prescribed by the specialist Medical Practitioner.</li> <li>ii. Towards Dental Treatments and AYUSH forms of Medicines wherever prescribed by a Medical Practitioner.</li> </ol> </li> </ol>	<p>Not Available</p>
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	Freedom (Applicable to Indian Residents only)	<p>1. Room Accommodation upgrade The Insured Person shall be eligible to upgrade the room type category eligibility under the Policy to "Any Room Category" in a Hospital.</p> <p>2. Worldwide Emergency Hospitalization with Outpatient Cover Covered up to Sum Insured opted for Emergency In-patient Hospitalization or Emergency Outpatient outside India. Any claim payable under this benefit is over and above the Sum Insured.</p>	
<b>Optional Covers</b>  This section lists the available optional covers under your plan and the limits under each of these options	Non-Medical Items	Non-Medical items covered up to Sum Insured opted in case of In-patient Hospitalization and/or Day Care Treatment	
	Deductible	<p>Deductible of Rs.10,000 or Rs 25,000 can be opted at the inception or during any Renewal of the Policy. For Deductible of Rs 10,000, the cover can be removed at the time of Policy Renewal. For Deductible of Rs. 25,000, the Insured Person can remove the deductible of Rs 25,000 only at the time of renewal falling immediately due after 4 continuous Policy Years or any subsequent renewals thereon, from the year of opting Rs 25,000 deductible.</p> <p>If the insured opts out from deductible at any renewal, a fresh waiting period will be applied for this enhanced limit from the effective date of such enhancement.</p> <p>This benefit will not be available if 'Assure' optional package is opted .</p>	Not Available
	Infertility Treatment	<p>Infertility Cover (Available if D.III.1 'Enhance Plus' or D.III.3 'Enhance' optional package is opted and for ₹7.5 Lacs and above Sum Insured options) Covered for Infertility Expenses up to ₹2.5 Lacs in addition to Maternity Sum Insured under Maternity Cover. Waiting period of 36 months shall apply for this cover. Maximum upto 2 successful procedures shall be covered during the lifetime of the eligible Insured Person and the coverage shall terminate thereafter. The cover shall automatically cease upon the eligible Insured Person attaining 60 years of age.</p>	
	Personal Accident Cover	Lump sum benefit equal to two times of Sum Insured subject to a maximum of ₹50 Lacs in case of Accidental Death or Permanent Total Disablement of Insured Member due to accident.	
	Cumulative Bonus booster	<p>A guaranteed bonus of 50% increase in Sum Insured per Policy Year irrespective of claims, subject to a maximum accumulation up to 200% of the Sum Insured. This benefit is applicable for Sum Insured opted for ₹5 lacs and above. Opting for this Benefit will replace the Cumulative Bonus in the Base Cover.</p>	



<b>Add on cover (Rider)</b>  This section lists the Add on cover available under your plan	ManipalCigna Critical Illness Add On Cover	Lump sum payment of an additional 100% of Sum Insured Opted.	
		ManipalCigna Prime Plus	
1	Room rent Medication	The Insured Person shall be eligible to modify the room type category eligibility under the Policy as follows: Option 1: Any room; ICU Up to Sum Insured Option 2: Twin Sharing AC room; ICU Up to Sum Insured	
2	Surplus Benefit (Applicable for Sum Insured Rs.5 Lacs and above)	Additional 100% of Sum Insured, available from day 1 for 1st claim only, in each policy year.	
3	Supreme Bonus** (Applicable for Sum Insured Rs.5 Lacs and above up to Rs.50 Lacs)	Guaranteed Cumulative Bonus of 100% of Base Sum Insured each policy year; subject to a maximum of 800% of the Base Sum Insured	
4	Premium Management Cover	Once opted below benefits shall not be available in Base product 1. Air Ambulance Cover 2. Bariatric Surgery Cover 3. Daily Cash for Shared Accommodation 4. Health Check Up 5. Domestic Second Opinion 6. Tele Consultation 7. Premium Waiver Benefit	
5	Women Care	Coverage for Mammography, Cervical Cancer screening and PCOS/PCOD diagnostic tests on cashless basis from MCHI network for women aged 18 years and above. The limit for the same is Rs.10,000 per female insured.	Not Available
6	Deductible	Option to opt from Rs.50,000, Rs.1,00,000, Rs.2,00,000, Rs.3,00,000, Rs.4,00,000 and Rs.5,00,000 on aggregate basis.	Not Available

\*\* Supreme Bonus can be opted only when Cumulative Bonus Booster optional cover is not opted.

You are advised to refer to the attached Customer Information Sheet (CIS) for summary of benefits available in the Policy Wordings.

#### G.IV. Annexure - III

##### 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 I 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

Sl. 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 I 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 I ADMINISTRATIVE EXPENSES
30.	DISCHARGE PROCEDURE CHARGES
31.	DAILY CHART CHARGES
32.	ENTRANCE PASS I VISITORS PASS CHARGES
33.	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34.	FILE OPENING CHARGES
35.	INCIDENTAL EXPENSES I MISC. CHARGES (NOT EXPLAINED)
36.	PATIENT IDENTIFICATION BAND I NAME TAG
37.	PULSEOXYMETER CHARGES

**List III - Items that are to be subsumed into Procedure Charges**

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**

Sl. 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 / CAPO 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 ISTERILLIUM
17.	GLUCOMETER & STRIPS
18.	URINE BAG