

## Instructions to Hospitals

1. Pre auth Intimation to be raised for all the admissions on the same day itself in application.
2. Delay due to Internet or Application issues or any other genuine reason to be intimated to the TPA immediately by e- mail (msby\_ukh\_preauth@mdindia.com) or via telephone to our respective District Coordinators.
3. Preauth will not be processed without sufficient documents required as per the case.
4. **Patient not bringing necessary documents** – Preauth should be intimated without documents and should upload the same within timeline for further processing
5. Hospitals are required to maintain all ICP's , TPR charts, Doctor notes, Investigation reports, Consent letter (**for surgeries**) and mandatory to be submitted/upload by hospital to get claim approved.
6. Additional Document Required by TPA to be submitted by hospital prior to patient discharge. 7. Non submission of documents within timeline will not be processed or considered. Hence will stand rejected thereafter.
7. Hospital should provide the documents requested by TPA to the concerned Dist Coordinators or Investigators
8. No money to be collected by the hospital from beneficiary towards treatment.
9. **Beneficiary contact details** – Hospital should provide correct phone number of beneficiary otherwise if no phone number should provide correct residential address
10. Admission for any procedure not listed in the package master – should sent separate mail to (msby\_ukh\_preauth@mdindia.com) with beneficiary details and supporting documents
11. Hospital should block correct package and enter proper diagnosis details while raising intimation
12. Any grievance or issues on application to be addressed to the TPA by e- mail (msby\_ukh\_grievance@mdindia.com) or via telephone to our respective District Coordinators