VIDAL HEALTH™
TRUST US TO KEEP YOU HEALTHY

End-to-End

Superior Healthcare Management

CHAIRMAN COUNCIL OF WARDENS IIT MADRAS

About Us…

Vidal Health TPA Pvt. Ltd.

Established in April 2002
Handle more than 38 million lives
Largest Hospital Network in India
6206 + hospitals in 813 locations
1500+ DC's network
India's 1st TPA to have **ISO 9001:2008 &ISO 22301:2012**
Among few companies to have **ISO 27001:2013**

Vidal Healthcare Services Pvt. Ltd. is the holding company of *Vidal Health TPA Pvt. Ltd. (Formerly ttk Healthcare TPA Pvt. Ltd.)* Vidal Healthcare Services has established itself as a preferred provider of integrated health and wellness solutions that include workplace wellness programs and worksite clinics to the corporate sector in India.

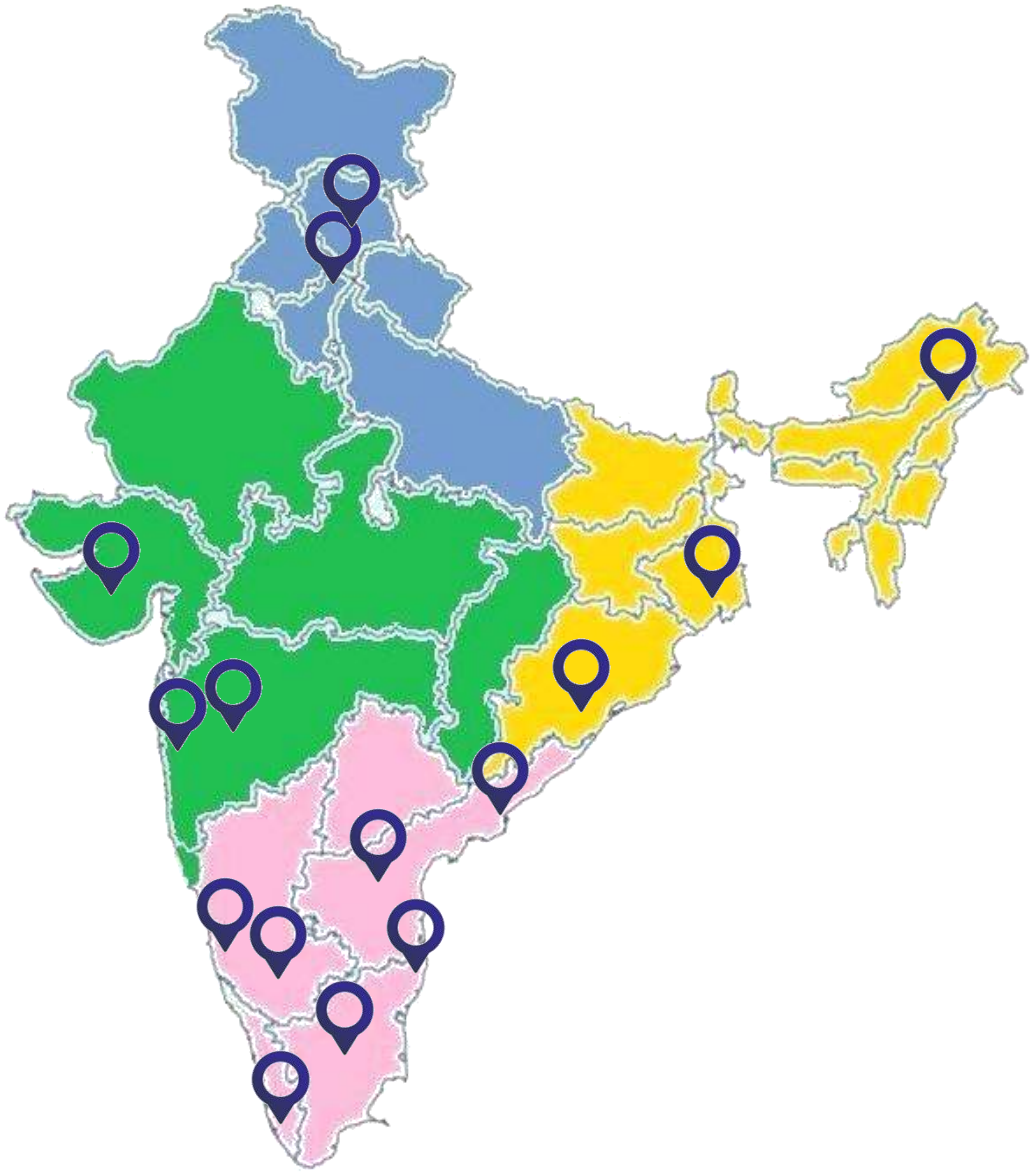
Global Presence

Global presence providing cashless facility in more than **25K cities around the world.**

Globally managing
38M+ lives

Offices across the Globe:
Qatar, UAE, India

Vidal Offices – PAN India



We have PAN India presence covering almost all the states

Apart from these locations, we have more than 25+ offices across India to take care of Govt Medical Scheme

VIDAL HEALTH™
INSURANCE THIRD PARTY ADMINISTRATOR

Sign up!

Username

Password

Log in

Forgot Password? **Click Here**

We have made tracking your preauth/ claim Status hassle free. Just type your enrolment id or preauth no or claim no or mobile number or Email ID & get real time progress of your preauth/claim status.

Status Enquiry

TRACK NOW

Download Ecard

Oats Help Fight Cholesterol

Soluble fiber can reduce the absorption of cholesterol into your bloodstream. Oatmeal contains soluble fiber, which reduces your low-density lipoprotein (LDL), the bad cholesterol. So have oats regularly to maintain healthy cholesterol levels.

Eat Mushrooms

Mushrooms are low in calories – 2 Cal / mushroom. They are high in fiber, protein, iron, potassium, and vitamins A, C & B6. Eat them steamed, roasted or in salads.

Run Injury-Free

Consider cutting your weekly training mileage and frequency in half once in every six weeks. This will give your body a better chance to recover, and help you avoid permanent, nagging injuries.

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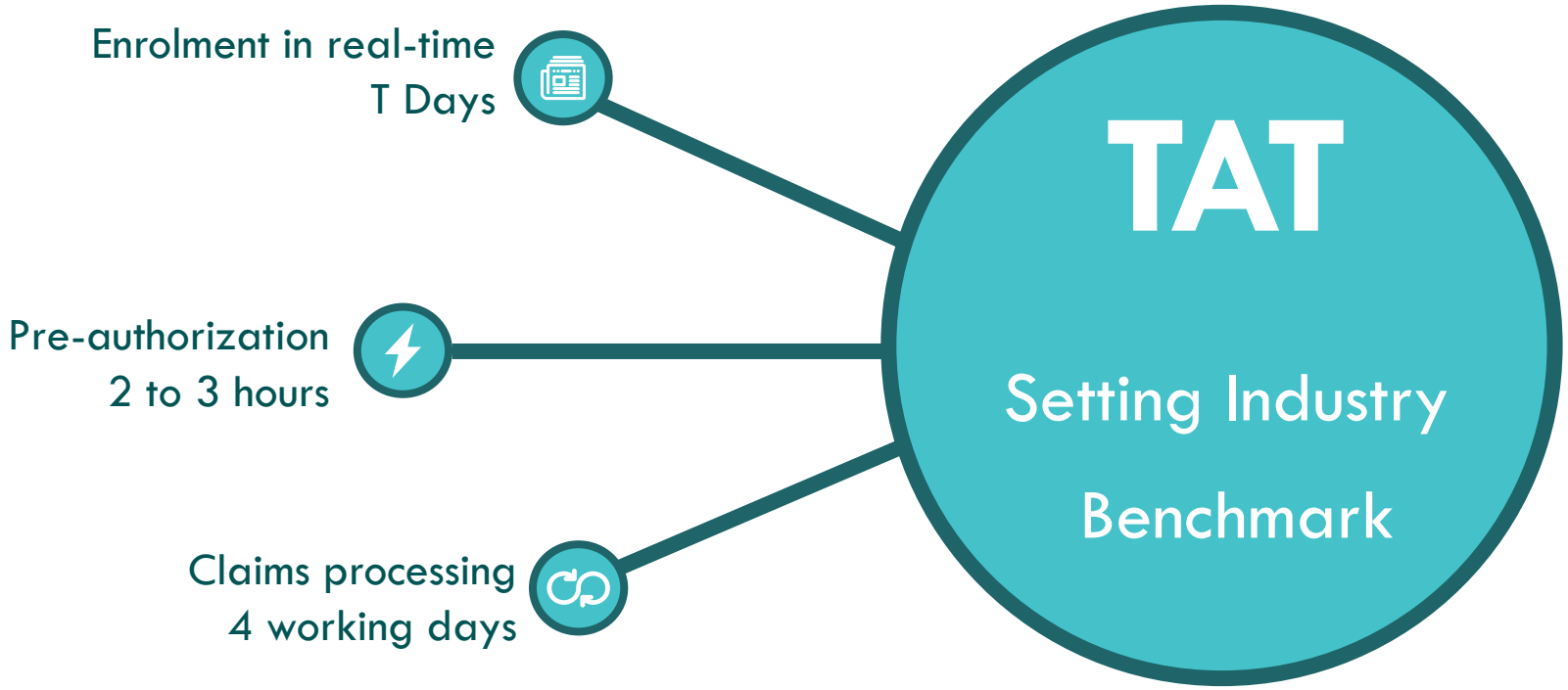
2017 | India's Best Health Ins. TPA Services Company, 2017

2016 | Pharma leaders. Most promising TPA of the year

2014-15 | Indian Insurance awards TPA of the year

Operation Excellence - Administration



CHAIRMAN COUNCIL OF WARDENS IIT MADRAS

VIDAL HEALTH
INSURANCE THIRD PARTY ADMINISTRATOR

Policy Period	01/07/2019 to 30/06/2020
Insurance Co.	THE NEW INDIA ASSURANCE CO. LTD
Family Size	Student – Self Only for Married Students (Self + Spouse, 2 minor children)
Family Sum Insured – Base Sum insured	Students – Self only – Rs.1,00,000/- & Married Students – Rs.1,50,000/-
Room Rent / ICU charges	3% of Sum Insured for Normal and 4% of Sum Insured for ICU
Proportionate clause	Not Applicable
First 30 days	WAIVED
Pre-existing Diseases	WAIVED
1st year Exclusion	Waiver of first, second year and fourth Year exclusion
Maternity Limit with 9 months waiting period	WAIVED Rs 30,000/- for Normal & Rs.50,000/- C section - 9 month waiting period waived
New Born Baby	From day 1 covered
Ambulance Charges for emergency	INR 3,000, Per Claim
Pre & Post expenses covered	PRE HOSPITALISATION :30 Days & POST HOSPITALISATION : 60 Days From Date of Discharge
Day Care Procedures	Covered
OPD Cover	limit of Rs.10,000/- per student
Reimbursement claim	To be submitted within 30 days from the date of discharge
Other conditions	Psychiatric disorder is covered but not for counselling or for observation purpose , Dental treatment or surgery due to accidents are covered except those requiring hospitalisation. The cost of spectacles, contact lens and hearing aids are excluded

Escalation and Desk Details

Levels	Name	Contact No	Email id
1	Thangaraj	9962576055	chennaicrm11@vidalhealthtpa.com
2	Vaithiyanathan	9884094544	kvn@vidalhealthtpa.com
3	Vidhya	8939891108	vidhya.c@vidalhealthtpa.com

Desk Details :- Mr.Thangaraj will attend the Helpdesk on every Tuesday & Thursday from 2pm to 5 pm at IIT Madras

Cashless Process

- If it is a **Pre planned treatment,** the cashless request should be sent before 4 days (thru Mobile App & Portal)

- Insurance coordinator in the Network hospital will give assistance & he is the only point of contact in hospital for insurance.

- Fill the Pre-Authorization Form, available with the Network Hospitals upon showing VIDAL Health Card.

- Submit the Pre-Authorization Form at network hospital 4 days in advance

- If your cashless is authorized, then ensure you pay for non-medical expenses and before getting discharge, the final bill should be sent to VIDAL before 3 hours time.

- Sign the relevant documents before leaving the hospital/ getting discharged

- In case of **emergency hospitalization,** the process remains the same provided treatment will be initiated followed by mentioned process

Reimbursement Process

Claim form Part A & Part B (Available in www.vidalhealthtpa.com)
Part A to be filled by the employee and Part B to be filled by hospital

DISCHARGE **S**UMMARY**:**

Discharge summary (Detailed) in Original With Hospital Seal & Treating consultant's sign (Should be in Hospital Letter head)

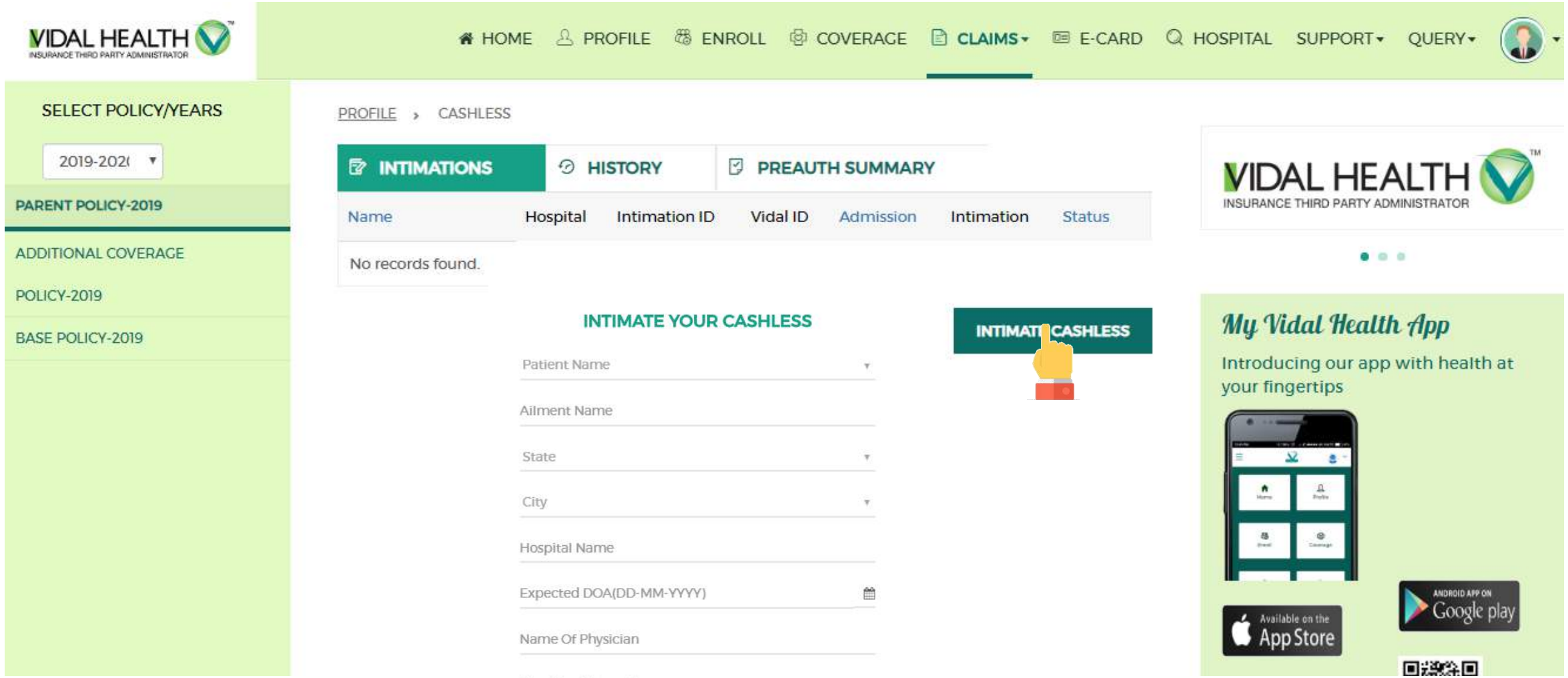
- Date of admission & Discharge with time
- Detailed explanation about the treatment undergone
- Duration of the ailment
- Advice On discharge (which contains prescription)
- Brief description about the investigation undergone

IN **C**ASE **O**F **M**ATERNITY: Obstetric Score/History (Number of live children) should be mentioned in the Discharge summary

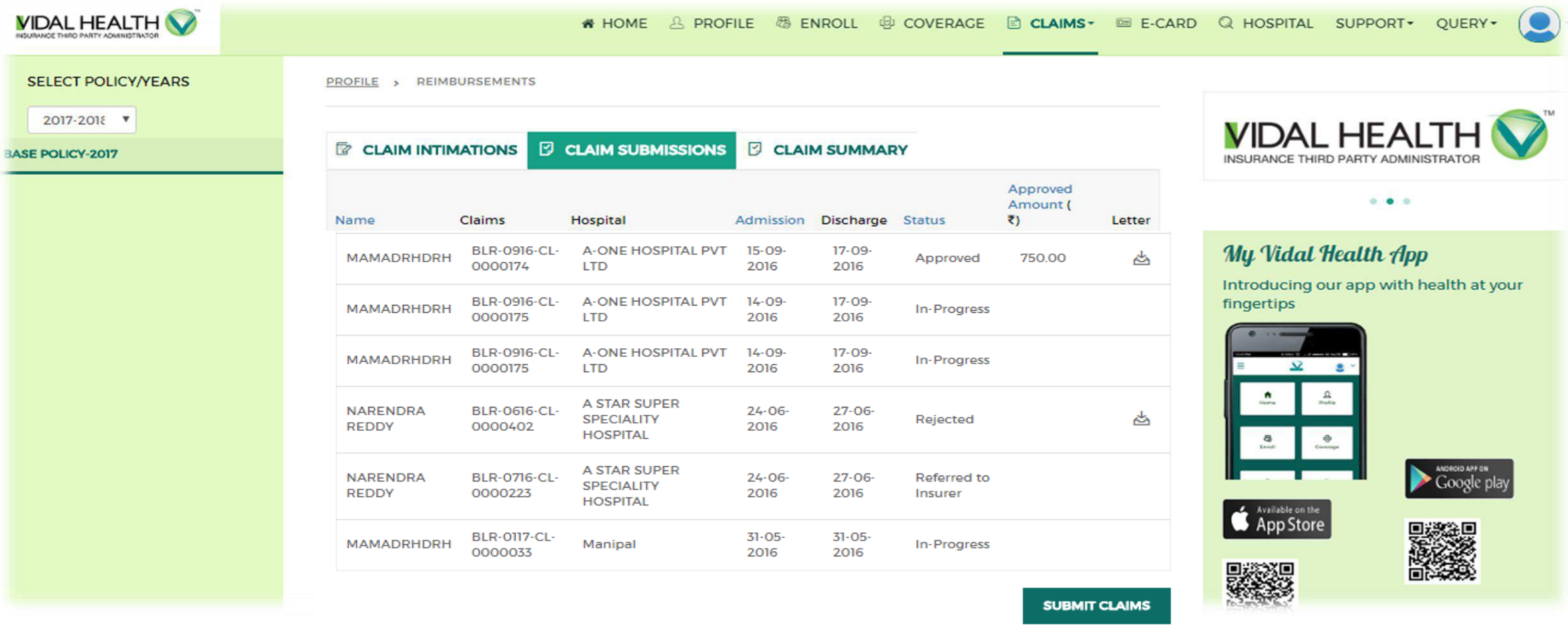
- Lab Reports in Original with Dr. Prescription
- Lab bills (If not mentioned in Main Bill)
- IN CASE OF FRACTURE : X-Ray report with Film
- IN CASE OF ACCIDENT : FIR Copy/MLC/AR Entry, [MLC: Medical Legal Certificate, AR :Accident Registration Entry]
- Consolidated Main bill with detailed breakup
- Numbered Payment Receipt
- Pharmacy bills with prescription

Technology – Claims Page

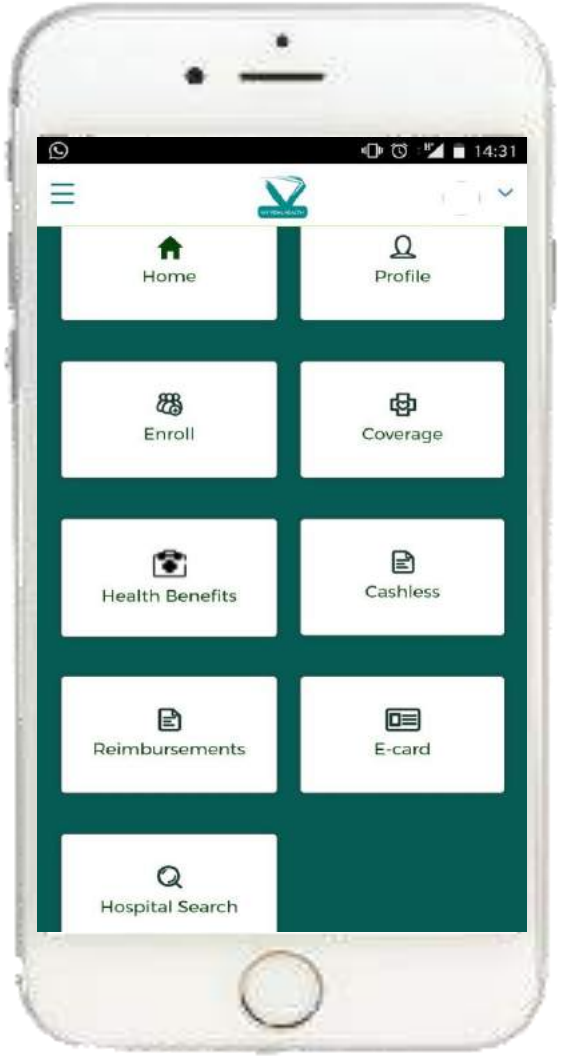
https://tips.vidalhealthtpa.com/vidalhealth/



Technology – Claims Page (Contd)



Technology – Mobile App - Vidal health tpa



Access Vidal Health Insurance TPA services from your mobile device, anytime, anywhere

Login

Employee

Enroll &E-card

View, share & save health card

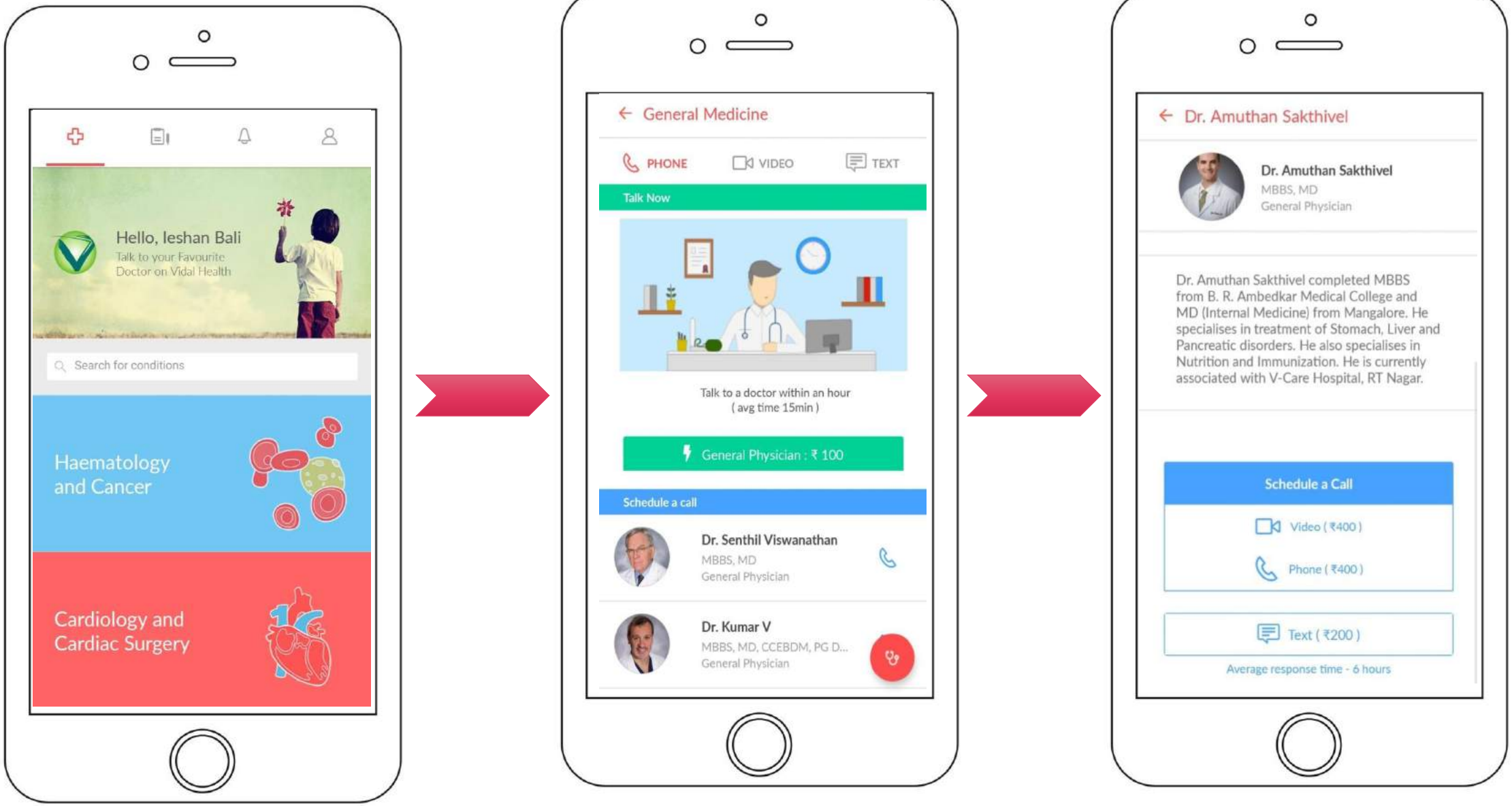
Health Corner

Daily health tip, Doc round the clock, Ask expert

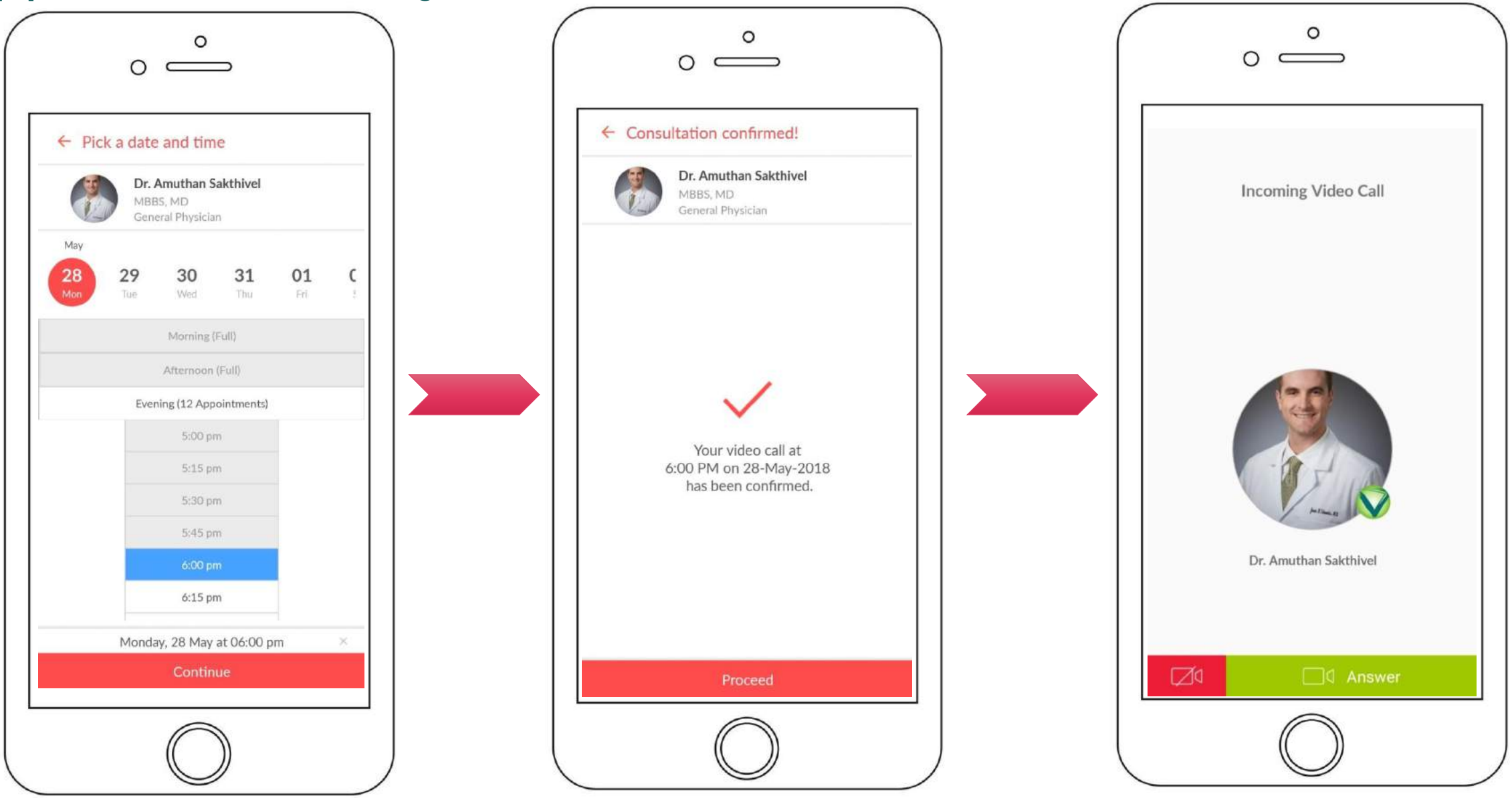
Claims

Intimate claims & Get pre-auth/claim status

Tele Consultation Flow



Appointment Booking Flow



Thank You!