

Claims Notification | Procedure

Intimating a Claim



Call us on our 24X7 helpline-
1800-258-4242



Write to us on -
Support.HealthClaims@godigit.com



Log on to Digit Website -
www.godigit.com/health-insurance/file-a-claim



Message us on WhatsApp -
+91 - 7026061234

Documents Required for Cashless - Indemnity

- Preauth Request form with Diagnosis, estimate and line of treatment
- Govt valid ID proof (PAN, Voter ID, Driver's License, Passport)
- COVID-19 Positive test report from ICMR authorized labs (in case of COVID claims)
- Doctors advise for hospitalisation
- Consultation Papers
- Hospital Details

Documents Required for Reimbursement – Indemnity*

- Discharge summary
- Payment receipts for all the bills and the payments done
- All test reports and Supporting Consultation papers, Medicines purchased, or tests done
- Bank Details (Cancelled Cheque/ NEFT details)
- Valid Govt ID proof (PAN, Voter ID, Driver's License, Passport)
- All Original bills (Final bill, break up, Pharmacy and test bills, etc)
- Original Hospital final bill
- COVID-19 Positive test report from Govt/ICMR authorized labs (in case of COVID claim)

*All the original bills are to be self attested with a note 'submitted to DIGIT for Mediclaim purposes'

Claims Journey | Reimbursement Process for Indemnity, Death and Disability claims



1. Intimation

- Employee registers the claim from any of the modes mentioned for claim intimation
- Digit registers the claim and triggers a link for document upload

Realtime



2. Document Upload

- Employee uploads all the relevant documents using SSL link or WhatsApp link
- Claims team assesses the documents and approves/ denies the claim

Employee Dependent



3. Settlement

- Claims team checks if any additional document is required
- Claim amount transferred to Employee's bank account

Settlement TAT – 3 Days

You can apply for reimbursement of your bills within 15 days of discharge.