

## **Terms and Conditions for Medical Insurance Claim**

This medical insurance coverage is designed for customers who undergo medical or surgical treatment due to accidental bodily injury or sickness and OPD checkups (*terms and conditions apply*). The insurance is provided by Everest Insurance and insurance payout will be in accordance with the terms & conditions as specified by Everest Insurance (full insurance policy, table of benefits and claim form can be found in the following URL: <https://www.laxmibank.com/terms-and-conditions/>).

The following outlines the terms of the medical insurance provided by Everest Insurance Company Ltd.:

- ❖ The maximum amount insured to one customer is NPR 100,000 for one year, beginning from the date of account opening or date of account conversion to Orange Plus.
- ❖ NPR 80,000 for hospitalization:
  - Non-surgical treatment requires at least a 1-day stay in the hospital/clinic
  - Surgical operations (cutting operation, not lancing operations or injections) or operations reducing fractures and/or dislocations performed by registered medical practitioner does not require a full night stay at the hospital/clinic
  - Only expenses incurred during hospitalization are claimable. Previous or follow-up visits/treatments are excluded
- ❖ NPR 20,000 for OPD (Domiciliary Treatment):
  - Does not require a 24-hour hospital stay
  - Only expenses incurred during OPD visit are claimable
- ❖ Excess of 10% or NPR 100, whichever is higher, is taken by the insurance company

The following outlines the prerequisites for customers to uphold to be eligible for medical insurance coverage:

- ❖ The customer's must open/covert to an Orange Savings Plus account
  - The account must maintain a minimum balance of NPR 25,000
- ❖ The customer must be under the age of 65 years
- ❖ The customer's expenses incurred for any sickness/injury must be 30 days after the customer has opened/converted to an Orange Savings Plus account
- ❖ Submission of insurance claim and supporting documents must be made within 30 days from the date of occurrence by the customer to the bank. Claims submitted after 30 days can be rejected by the Insurance Company
- ❖ The customer's sickness/injury is covered by the insurance policy (*exclusions can be found in the full insurance policy and exclusion list*)

## **Required Documents for Insurance Claim**

The following documents are required by the Insurance Company to process a valid insurance claim in hospitalization/surgery cases. Failure to provide all the documents listed will result in an unqualified claim (please be informed that scanned copies of all but the bills can be handed over):

- ❖ Discharge summary/report
  - Document presented as the discharge summary/report that are not named as such on the document may be rejected by the Insurance Company
- ❖ Original Medical Bills
  - *Some hospitals have been known to hand out original bills citing "Copy of the Original" or "Customer Copy". Be advised that any bills which are cited as a "copy" will not be considered*
  - *Bills dated before and after the Admission and Discharge dates will not be considered*
  - *Receipts of payments will not be considered as proof of payment*
  - *Deposit slips or advance payments will not be considered*
  - *Bills paid through credit will not be considered*
- ❖ All Investigation Reports taken during hospitalization
- ❖ Medical advice/prescription of medicines or medical supplies purchased

The following documents are required by the Insurance Company to process a valid insurance claim in OPD cases. Failure to provide all the documents listed will result in an unqualified claim (please be informed that scanned copies of all but the bills can be handed over):

- ❖ OPD book
  - OPD book must provide the date of checkup along with the reason for visit, any investigation taken and any medicines or medical supplies prescribed by the doctor
- ❖ Original Medical Bills
  - *Some hospitals have been known to hand out original bills citing "Copy of the Original" or "Customer Copy". Be advised that any bills which are cited as a "copy" will not be considered*
  - *Receipts of payments will not be considered as proof of payment*
  - *Deposit slips or advance payments will not be considered*
  - *Bills paid through credit will not be considered*
- ❖ All Investigation Reports taken during hospitalization