

## **PREAMBLE**

Whereas the Insured Person designated in the Schedule hereto has by a proposal and declaration dated as stated in the schedule which shall be the basis of this Contract and is deemed to be incorporated herein, has applied to Generali Central Insurance Company Ltd. (herein after called the Company) for the insurance herein after set forth in respect of Employees/ Members (including their eligible Family Members) named in the schedule hereto (herein after called the Insured Person) and has paid premium as consideration for such insurance.

The Insured Person is eligible to be covered under this policy from birth (as a dependent child) up to the age of 80 years with lifelong renewability subject to continuous renewal of the Advantage Top-Up – Group policy. This Policy records the agreement between the Company and the Insured Person and sets out the terms of insurance and the obligations of each party.

## **A. DEFINITIONS**

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and to the female wherever the context so permits:

### **i. Standard Definitions**

1. **Accident** is a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Any one Illness** means continuous period of illness and includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment was taken.
3. **AYUSH Hospital:**  
An AYUSH Hospital is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:
  - a) Central or State Government AYUSH Hospital; or
  - b) Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
  - c) 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 5 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 records of the patients and making them accessible to the insurance company's authorized representative.
4. **AYUSH Day Care Centre:**  
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 all 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 records 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. **Cashless facility** 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 by the insurer to the extent pre-authorization is approved.
7. **Condition Precedent** shall mean a **Policy** term or condition upon which the **Insurer's** liability under the **Policy** is conditional upon.
8. **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.
9. **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 claims amount. A co-payment does not reduce the Sum Insured.
10. **Day care centre** means any institution established for day care treatment of illness and/or injuries or a medical setup with a hospital and which has been registered with the local authorities, wherever applicable, and is under supervision of a registered and qualified medical practitioner and must comply with all minimum criterion as under -
  - a. has qualified nursing staff under its employment;
  - b. has qualified medical practitioner/s in charge;
  - c. has 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.
11. **Day care treatment** means medical treatment, and/or surgical procedure which is:
  - a. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and
  - b. which would have otherwise required hospitalization of more than 24 hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition.
12. **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 and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the Sum Insured.  
**Note:** Deductible shall apply on aggregate of all the admissible claims under the Policy including claims related to any one illness.
13. **Dental Treatment** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.
14. **Disclosure to information norm:**  
 The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of

misrepresentation, mis description or non-disclosure of any material fact.

15. **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:
- i) the condition of the patient is such that he/she is not in a condition to be removed to a hospital, or
  - ii) the patient takes treatment at home on account of non-availability of room in a hospital.
16. **Emergency care** means management for an 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.
17. **Hospital:** A 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 Clinical Establishments (Registration and Regulation) Act 2010 or under enactments specified under the Schedule of Section 56(1) and 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;
18. **Hospitalization** 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.
19. **Illness** means a sickness or a 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:
    - (i) it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests
    - (ii) it needs ongoing or long-term control or relief of symptoms
    - (iii) it requires rehabilitation for the patient or for the patient to be specially trained to cope with it
    - (iv) it continues indefinitely
    - (v) it recurs or is likely to recur
20. **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.
21. **Inpatient Care** means treatment for which the insured person has to stay in a **Hospital** for more than 24 hours for a covered event.
22. **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.
23. **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.

**24. Maternity expense** means:

- a. medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization);
- b. expenses towards lawful medical termination of pregnancy during the policy period.

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

**26. 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.

**27. 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 the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within its scope and jurisdiction of license. The registered practitioner should not be the insured or close Family members.

**28. Medically Necessary Treatment** 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.

**29. Migration** means, the right accorded to health insurance policyholders (including all members under family cover and members of group Health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same insurer

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

**31. New Born baby** means baby born during the Policy Period and is aged upto 90 days.

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

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

**34. 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.

**35. Portability** means the right accorded to an individual health insurance policyholders (including all members under family cover), to transfer the credit gained for pre-existing conditions and time bound exclusions, from one insurer to another insurer.

**36. Pre-existing Disease** means any condition, ailment, injury or disease:

- a) That is/are diagnosed by a physician within 36 months prior to the effective date of the policy issued

by the insurer or its reinstatement.

b) For which medical advice or treatment was recommended by, or received from, a physician within 36 months prior to the effective date of the policy issued by the insurer or its reinstatement.

**37. Pre-hospitalization Medical Expenses** means medical expenses incurred during predefined number of days preceding the hospitalization of the Insured Person, provided that:

- i. Such Medical Expenses are incurred 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.

**38. 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 inpatient hospitalization claim for such hospitalization is admissible by the insurance company.

**39. 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.

**40. 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.

**41. 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.

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

**43. 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.

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

## ii. Specific Definitions

**45. <sup>1</sup>Alternative/AYUSH Treatment** refers to the medical and / or hospitalization treatments given under 'Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems.

**46. Bank Rate** means Bank rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.

**47. Dependent Child** refers to a child (natural or legally adopted), who is financially dependent on the primary insured or proposer and does not have his/ her independent sources of income.

**48. Diagnostic Centre** means the diagnostic centers which have been empanelled by Us as per the latest version of the Schedule of diagnostic centers maintained by Us, which is available to You on request.

**49. Family** means and includes You, Your Spouse, Your dependent children up to the age of 25 years and two dependent parents.

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<sup>1</sup> Alternative Treatment modified to include "Yoga and Naturopathy



50. **Family Floater** means a Policy described as such in the Schedule where under You and Your Dependents named in the Schedule are insured under this Policy as at the Commencement Date. The Sum Insured for a Family Floater means the sum shown in the Schedule which represents our maximum liability for any and all claims made by You and/ or all of Your Dependents during the Policy Period. Deductible under Family Floater will be applicable on aggregate basis.
51. **Hazardous Activities** mean recreational or occupational activities which pose high risk of injury.
52. **Insured Person** means the persons covered under this Policy and named in the Schedule.
53. **Policy** means the complete documents consisting of the Proposal, Policy wording, Schedule and Endorsements and attachments if any.
54. **Policy Period** means the period commencing with the start date mentioned in the Schedule till the end date mentioned in the Schedule.
55. **Policy Year** means every annual period within the Policy Period starting with the commencement date.
56. **Primary Insurer** means the insurer with whom the Insured Person first lodges his claim for Hospitalization expenses.
57. **Proposal form** means a form to be filled in by the prospect in written or electronic or any other format as approved by the Authority, for furnishing all material information as required by the insurer in respect of a risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.
58. **Schedule** means that portion of the **Policy** which sets out **Your** personal details, the type of insurance cover in force, the **period** and the sum insured. Any Annexure or Endorsement to the **Schedule** shall also be a part of the **Schedule**.
59. **Schedule of Benefits** means that portion of the Policy which sets out the benefits available to You/Insured Person that may be opted by You in accordance with the terms of the Policy.
60. **Sum Insured** means the amount specified in the Schedule which is Our maximum, total and cumulative liability under this Policy for any and all claims arising under this Policy in a Policy Year in respect of the Insured Person(s).
61. **We, Our, Us, Insurer** means Generali Central Insurance Company Limited.
62. **You, Your, Yourself** means the Policyholder.

Please Note:

- a) Insect and mosquito bites is not included in the scope of definition of **Accident**.
- b) **Medical Expenses** would include both medical treatment and/ or surgical treatment

## **B. SCOPE OF COVER**

1. If an **Insured Person** suffers an **Illness** or **Accident** during the **Policy Period** which requires the Insured Person's Hospitalization for Inpatient Care/ Emergency Care or for any Day Care Treatment listed in Annexure I, which is undertaken at any **Hospital** in India, during the **Policy Period**, We will reimburse the **Medical Expenses** incurred in respect of the Insured Person provided that these **Medical Expenses** are Reasonable and Customary Charges which are medically necessary and incurred on Medical advice.

Our liability to make payment for claims shall be in excess of the Deductible as stated in the Schedule

which shall apply in aggregate to all admissible claims arising under the Policy in respect to Hospitalisation(s) of **Insured Person** (on Individual basis in case of Individual Policy and on Family Floater basis in case of Family Floater Policy) in a Policy Year.

Our maximum, total and cumulative liability for any and all claims in respect of all **Insured Persons** shall not exceed the Sum Insured.

In the event of any claims becoming admissible under the **Policy**, **We** will pay to **You** or the Nominee as under:

**a) In-patient treatment: the Medical Expenses for:**

- i. Room Rent, ICU Charges and nursing expenses as provided by the Hospital/ nursing home charges.
- ii. Surgeon, anaesthetist, Medical Practitioner, consultants, specialist's fees.
- iii. Anaesthesia, blood, oxygen, operation theatre charges, surgical appliances
- iv. Medicines and drugs
- v. Diagnostic materials and X-ray
- vi. Cost of pacemaker, prosthesis/ internal implants and any Medical Expenses incurred which is an integral part of the Surgery.

**b) Day Care Treatment Expenses**

The **Medical Expenses** for a day care procedure mentioned in Annexure I of the **Policy**, where the treatment taken by the **Insured Person** on advanced technological Surgical Procedures requiring less than 24 hours of Hospitalization.

**c) Pre-hospitalisation Medical Expenses**

The **Medical Expenses** incurred within 60 days prior to hospitalisation due to Illness/ Injury sustained provided that **We** have accepted a claim for In-Patient hospitalisation claim under Section B 1. a).

**d) Post-hospitalisation Medical Expenses**

The **Medical Expenses** incurred within 90 days immediately after the date of discharge from the **Hospital** provided that **We** have accepted a claim for In-Patient hospitalisation claim under Section B 1. a).

**e) Alternative Treatment**

<sup>2</sup>The **Medical Expenses** incurred under Alternative Treatment with respect to You for Hospitalization under Ayurveda, Yoga and Naturopathy, Unani, Siddha or Homeopathy provided that the Treatment has been undergone in a government Hospital or in any institute recognized by government and/or accredited by Quality Council of India/ National Accreditation Board on Health for that Alternative Treatment.

**Special Conditions applicable for Section B. 1 e, Alternative Treatment**

- i. All preventive and rejuvenation treatments (non-curative in nature) including without limitation, treatments that are not **Medically Necessary** Treatments are excluded.

**f) Organ Donor Expenses**

The **Medical Expenses** incurred for an organ donor's treatment for the harvesting of the organ donated provided that:

- i. The organ donor is any person whose organ has been made available in accordance and in compliance with THE TRANSPLANTATION OF HUMAN ORGANS (AMENDMENT) BILL, 2011 and the organ donated is for the use of the Insured Person, and
- ii. We will not pay the donor's screening expenses or pre and post hospitalisation expenses or for any other medical treatment for the donor consequent on the harvesting

<sup>2</sup> Alternative Treatment modified to include "Yoga and Naturopathy", 24 months waiting period clause is removed to cover Alternative/AYUSH related medical expenses without the waiting period

- iii. We have accepted claim under hospitalisation for the Insured Person and the Insured Person has been Medically Advised to undergo an organ transplant;
- iv. Costs directly or indirectly associated with the acquisition of the donor's organ will not be covered.
- v. These expenses shall be covered under the recipient's policy.

g) **Emergency Ambulance**

We will reimburse the ambulance charges up to a maximum of the amount specified in the Schedule, per **Hospitalisation** from Home to Hospital or between Hospitals or Hospital to Home, if necessary. **We** will reimburse payments under this benefit only in respect of ambulance services of a **Hospital** or a registered service provider and only upon **You** producing the bills in original.

2. Types of plans available:

a) **Supreme Plan**

The Supreme Plan includes cover for all ailments including Heart related conditions and Cancer.

The deductible under this plan shall include the claims related to all ailments including Heart related conditions and Cancer.

b) **Elite Plan**

The Elite Plan includes cover for Cancer and ailments related to Heart, as defined below. A discount of 30% shall be available on the premium payable for the **Insured Person**.

The deductible under this plan shall include the claims related to Cancer and ailments related to Heart only.

Heart related ailments include following diseases/ conditions:

- i. Acute rheumatic heart diseases
- ii. Chronic rheumatic heart diseases
- iii. Hypertensive diseases
- iv. Ischaemic Heart Diseases
- v. Pulmonary heart disease and diseases of pulmonary circulation
- vi. Diseases of arteries, arterioles and capillaries

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

II. 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
- ii. but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.
- iii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
- iv. Malignant melanoma that has not caused invasion beyond the epidermis;
- v. 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
- vi. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- vii. Chronic lymphocytic leukaemia less than RAI stage 3
- viii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
- ix. 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;

3. Deductible shall apply on aggregate of all the admissible claims under the Policy including claims related to any one illness.



4. It is clarified that for the purpose of calculation of the Deductible, the **Medical Expenses** incurred on Room Rent, nursing expenses, ICU Charges, surgeon's, anaesthetist's, Medical Practitioner's, consultant's and specialist's fees, anaesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, diagnostic materials and X-ray, cost of pacemaker and similar expenses, Pre-hospitalisation Medical Expenses, Post-hospitalisation Medical Expenses and Ambulance charges will be taken into account. Further, the non-payable items are not considered for the calculation of the Deductible.

For the purpose of calculation of claim amount we will consider eligible Medical Expenses incurred less the Deductible amount.

## **C. EXCLUSIONS**

### **i. Waiting Periods**

All **Illnesses** and treatments shall be covered subject to the waiting periods specified below:

#### **1. Pre-Existing Disease- Excl 01**

- i. Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first policy with us.
- ii. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- iii. 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.
- iv. Coverage under the policy after the expiry of 24 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by us.

#### **2. Specified disease/procedure waiting period- Code- Excl02**

- i. 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.
- ii. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- iii. 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.
- iv. The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- v. 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.
- vi. List of specific diseases/procedures:
  - i. <sup>3</sup>**24 months waiting period:**
    - a. Benign Prostatic Hypertrophy
    - b. Dysfunctional Uterine Bleeding
    - c. Fibromyoma
    - d. Endometriosis
    - e. Hysterectomy
    - f. All internal or external tumors/ cysts/ nodules/ polyps of any kind including breast lumps with exception of malignant tumor or growth
    - g. Surgery for prolapsed inter vertebral disc unless arising from Accident
    - h. Any types of gastric or duodenal Ulcers
    - i. Stones in the Urinary and Biliary systems
    - j. Surgery on ears

<sup>3</sup> Alternative Treatment is removed from the (i) list of specific diseases/procedures

- k. Organ transplant
- l. Organ donor expenses
- m. Rheumatoid Arthritis, Gout, Joint replacement **Surgery** due to Degenerative condition,
- n. Age related Osteoarthritis and Osteoporosis unless such joint replacement Surgery is necessitated by Accidental Bodily Injury

**ii. 30 days waiting period Excl -03**

- a. Expenses related to the treatment of any illness within 30 days 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.

**ii. Standard Exclusions**

**We** will not pay for any expenses incurred by **You** in respect of claims arising out of or howsoever related to any of the following:

**a) Investigation & Evaluation- Code- Excl04**

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

**b) Rest Cure, rehabilitation and respite care- Code- Excl05**

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 medical, physical, social, emotional and spiritual needs.

**c) Obesity/ Weight Control: Code- Excl06**

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 co-morbidities 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

**d) Change-of-Gender treatments: Code- Excl07**

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

**e) Cosmetic or Plastic Surgery: Code- Excl08**

Expenses for cosmetic or plastic surgery 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 medically

necessity, it must be certified by the attending Medical Practitioner.

**f) Hazardous or Adventure sports: Code- Excl09**

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.

**g) Breach of law: Code- Excl10**

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

**h) Excluded Providers: Code- Excl11**

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.

**i) Code- Excl12** Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof.

**j) Code- Excl13**

Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or a Hospital where the Hospital has effectively become the Insured Person's home or permanent abode or where admission is arranged wholly or partly for domestic reasons.

**k) Code- Excl14**

Dietary supplements and substances which are available naturally and 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 hospitalisation claim or day care procedures.

**l) Refractive Error: Code- Excl15**

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

**m) Unproven Treatments: Code- Excl16**

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.

**n) Birth control, Sterility and Infertility: Code- Excl17**

Expenses related to Birth Control, 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

**o) Maternity : Code Excl 18**

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

**iii. Specific Exclusions**

**We** will not pay for any expenses incurred by **You** in respect of claims arising out of or howsoever

related to any of the following:

- p) Outpatient Diagnostic, Medical and Surgical Procedures or OPD treatments
- q) Hormone replacement therapy
- r) Dental treatment or Surgery of any kind unless requiring Hospitalisation as a result of accidental Bodily Injury
- s) Medical Practitioner's home visit charges during pre and post Hospitalisation period, Attendant Nursing charges.
- t) Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an Accident.
- u) Vaccination/ inoculation (except as post bite treatment)
- v) Charges incurred in connection with cost of spectacles and contact lenses, hearing aids, durable medical equipment (including but not limited to cost of instrument used in the treatment of Sleep Apnea Syndrome (C.P.A.P), Continuous Peritoneal Ambulatory Dialysis (C.P.A.D) and Oxygen concentrator for Asthmatic condition, wheel chair, crutches, artificial limbs, belts, braces, stocking, Glucometer), namely that equipment used externally for the human body which can withstand repeated use; is not designed to be disposable; is used to serve a medical purpose, such cost of all appliances/devices whether for diagnosis or treatment after discharge from the Hospital.
- y) Non-prescribed drugs and medical supplies
- z) Intentional self-Injury
- aa) Venereal/ Sexually Transmitted disease other than HIV/AIDS
- bb) Congenital External Illness/ disease/ defect anomaly.
- cc) Stem cell storage.
- dd) Expenses related to donor screening, treatment, excluding Surgery to remove organs from the donor in case of a transplant Surgery. We will also not pay donor's pre and post Hospitalisation expenses or any other medical treatment for the donor consequent to Surgery.
- ee) Domiciliary hospitalisation/ treatment.
- ff) Injury or Disease directly or indirectly caused by or arising from or attributable to War, Invasion, Act of Foreign Enemy, War like operations (whether war be declared or not).
- gg) Injury or Disease directly or indirectly caused by or contributed to by nuclear weapons/ materials.
- hh) Personal comfort and convenience items or services such as television, telephone, barber or guest service and similar incidental services and supplies.
- ii) Treatment received outside India.
- jj) Standard list of excluded items as mentioned in Annexure 2 and on our website <https://generalcentralinsurance.com/non-medical-expenses>
- kk) Any specific exclusion(s) applied by Us, specified in the Schedule and accepted by the insured.

## **D. GENERAL TERMS & CLAUSES**

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

#### **(i) Disclosure to information norm:**

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder.

(Explanation: "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)

#### **(ii) 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.

#### **(iii) 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 in waiting periods as per IRDAI guidelines on migration.

For Detailed Guidelines on migration, kindly refer the link  
<https://generalcentralinsurance.com/portability-and-migration>

**(iv) 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.

**(v) Multiple Policies**

- a) In case of multiple policies taken by an insured person during a period from one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
- b) Insured person having multiple policies shall also have the right to prefer
- c) claims under this policy for the amounts disallowed under any other policy / policies even if the sum insured is not exhausted. Then the insurer shall independently settle the claim subject to the terms and conditions of this policy.
- d) If the amount to be claimed exceeds the sum insured under a single policy, the insured person shall have the right to choose insurer from whom he/she wants to claim the balance amount.
- e) Where an insured person has policies from more than one insurer to cover the same risk on indemnity basis, the insured person shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

**(vi) 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 and the premium paid shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(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 ground 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 material fact are within the knowledge of the insurer.

**(vii) Cancellation**

- a) The policyholder may cancel this policy by giving 7 days written notice and in such an event, the Company shall refund premium for the unexpired policy period on prorated basis, where no claims are reported under the Policy.



- b) In case the **Policy Period** exceeds one year, We shall refund premium on a pro-rata basis for the unexpired policy period, where no claims are reported under the Policy
- c) Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy.
- d) The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 da's' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-dis
- e) closure of material facts or fraud.

(viii) **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.

(ix) **Arbitration Clause**

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy.

Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

(x) **Redressal of Grievance**

In case of any grievance the insured person may contact the company through

Website: <https://generalicentralinsurance.com>

Toll Free: 1800-220-233 / 1860-500-3333 / 022-67837800

Email: [gcicare@generalicentral.com](mailto:gcicare@generalicentral.com)

Courier: Grievance Redressal Cell, Generali Central Insurance Company Ltd.

Lodha I –Think Techno Campus, B Wing –2<sup>nd</sup> Floor, Pokhran Road –2, Off Eastern Express Highway Behind TCS, Thane West – 400607

Insured person may also approach the grievance cell at any of the company's branches with the details of 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 [gcigro@generalicentral.com](mailto:gcigro@generalicentral.com) or call at: 7900197777.

For updated details of grievance officer, kindly refer the link <https://generalicentralinsurance.com/customer-service/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. Kindly refer the annexure on Grievance Redressal Procedures.

Grievance may also be lodged at IRDAI Bima Bharosa (an Integrated Grievance Management System) - <https://bimabharosa.irdai.gov.in/>

## II. **Specific General Terms and Clauses**

### 1. **Conditions applicable during the contract**

#### (i) **Due Care**

Where this **Policy** requires **You** to do or not to do something, then the complete satisfaction of that requirement by **You** or someone claiming on **Your** behalf is a precondition to any obligation under this

**Policy.** If **You** or someone claiming on **Your** behalf fails to completely satisfy that requirement, then **We** may refuse to consider **Your** claim. **You** will cooperate with **Us** at all times.

(ii) **Insured Persons**

Only those persons named, as the Insured in the **Schedule** shall be covered under this **Policy**. The details of the Insured are as provided by **You**. A person may be added as an insured during the **Policy Period** after his application has been accepted by **Us**, an additional premium has been paid and **Our** agreement to extend cover has been indicated by it issuing an endorsement confirming the addition of such person as an Insured Person.

(iii) **Communications**

- a) Any communications, notifications or declarations meant for **Us** must be in writing and delivered to **Our** address specified in the **Schedule**.
- b) Any communication meant for **You** will be sent by **Us** to **Your** address shown in the **Schedule**. **You** must notify **Us** immediately of any change in **Your** address.
- c) **Our** agents are not authorized to receive communications, notices or declarations on **Our** behalf.

(iv) **Policy Period**

- a) The **Policy** can be issued for tenure of 1 year.
- b) In case of Credit Linked Policies, the **Policy** can be issued for a maximum tenure of 5 years or up to the loan period, whichever is less.

(v) **Territorial Limits and Law**

- a) **We** cover Accidental Bodily **Injury** or sickness sustained by the Insured Person during the **Policy Period** anywhere in India.
- b) All medical/ surgical treatments including investigations under this policy shall have to be taken in India and admissible claims thereof shall be payable in Indian currency (Indian Rupees).
- c) The construction, interpretation and meaning of the provisions of this **Policy** shall be determined in accordance with Indian Law.
- d) The **Policy** constitutes the complete contract of insurance. No change or alteration shall be valid or effective unless approved in writing by **Us**, which approval shall be evidenced by an endorsement on the **Schedule**.

(vi) **Compliance with Policy Provisions**

Failure by **You** or the **Insured Person** to comply with any of the provisions in this **Policy** may invalidate all claims hereunder.

(vii) **Examination of Records**

**We** may examine **Insured Person's** records relating to the insurance 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**

(viii) **Special Conditions Applicable for Policies Issued for covering Cancer and Heart related Ailments only.**

If **You** have opted for covering ailments related to Heart and Cancer only, then a discount of 30% shall be applicable on the premium payable.

2. **Conditions when a claim arises**

A. **Claims Procedure**

If **You** meet with any accidental Bodily Injury or suffer an Illness that may result in a claim, then as a condition precedent to **Our** liability, **You** must comply with the following:

- a) Cashless treatment is only available at a Network Provider. In order to avail cashless treatment, the following procedure must be followed by Insured Person:
  - (i) For availing **cashless** at a **Network Provider**, **We** must be called at **Our** call centre and a request for pre-authorisation must be made by way of the written form prescribed by **Us**.

- (ii) After considering the request and obtaining any further information or documentation that **We** have sought, **We** may, if satisfied, send the **Network Provider** an authorisation letter. Such pre-authorization shall be issued by **Us** within 24 hours of receiving the complete information.
  - (iii) The authorisation letter, the ID card issued to **You** along with this Policy and any other information or documentation that **We** have specified must be produced to the Network Provider identified in the pre-authorization letter at the time of the Insured Person's admission to the **Hospital**.
  - (iv) If the above procedure is followed, **You** will not be required to directly pay for those Medical Expenses to the Network Provider that **We** are liable to indemnify under this **Policy**. The original bills and evidence of treatment in respect of the same shall be left with the Network Provider. Pre-authorization does not guarantee that all costs and expenses that are incurred will be covered. **We** reserve the right to review each claim for **Medical Expenses** incurred and accordingly coverage will be determined according to the terms, conditions and exclusions of this Policy. All other costs and expenses that are not covered under this Policy must be settled directly with the **Network Provider** and **We** shall have no liability in this regard.
- b) If pre-authorization as above is denied by **Us** or if treatment is taken in a **Hospital** which is Non-Network or if **You** do not wish to avail cashless facility, then:
- (i) **We** must be given Notification of Claim in writing immediately and in any event within 48 hours of the commencement of the Illness or Injury. **You** must immediately consult a Medical Practitioner and follow the advice and treatment that he/she recommends. **You** must take reasonable steps or measures in good faith to minimise the quantum of any claim that may be made under this **Policy**.
  - (ii) **You** must have **Yourself** examined by **Our** medical advisors if **We** ask, the cost for which will be borne by **Us**.
  - (iii) **You** or someone claiming on **Your** behalf must promptly and in any event within 15 days of discharge from a **Hospital** give **Us** the necessary documents, including written details of the quantum of any claim along with all original supporting documentation, including but not limited to the following, and other information **We** ask for, to investigate the claim for **Our** obligation to make payment for it:
    - a. the claim form specified by **Us** duly completed and signed by the claimant or a family member;
    - b. first consultation letter;
    - c. first prescription from the Medical Practitioner;
    - d. original vouchers;
    - e. original Hospital bills giving a detailed break up of all expense heads mentioned in the bill;
    - f. Money receipt duly signed with a revenue stamp;
    - g. birth/death certificate (as applicable);
    - h. the original Hospital discharge card;
    - i. all original laboratory and diagnostic test Reports such as X-Ray, E.C.G, USG, MRI Scan, Haemogram etc;
    - j. If medicines have been purchased in cash and if this has not been reflected in the Hospital bill, please enclose a prescription from the Medical Practitioner and the supporting medicine bill from the chemist;
    - k. If diagnostic or radiology tests have been paid for in cash and it has not been reflected in the Hospital bill, please enclose a prescription from the Medical Practitioner advising the tests, the actual test reports and the bill from the diagnostic centre for the tests.
  - (iv) In the event of **Your/Insured Person's** death, **You/Insured Person's** nominee/legal heir claiming on his/her behalf must inform **Us** in writing immediately and send **Us** a copy of the post mortem report (if any) within 14 days.
  - (v) If **We** are not given notice/ documentation within the time frames set out above, then **We** may accept the claim notice/ documentation if it is demonstrated to **Us** that the delay was for reasons beyond the control of the claimant.
  - (vi) The periods for intimation as stipulated under 2. A. b (i), or submission of any documents as stipulated under 2. A. b (i), (iii) and (iv) will be waived in case of any hardships being faced by the insured or his representative which is supported by some documentation.

\*Note: Waiver of conditions 2. A. b) (i), (iii) and (iv) may be considered where it is proved to **Our** satisfaction that under the circumstances in which the **Insured Person** was placed it was not possible from him/her or any other person to give notice or file a claim within the prescribed time limit. This would also be considered in case of every claim where the **Insured Person** may have intimated the **Primary Insurer** only, as he/she may not know initially that his/her claim will cross the **Deductible** limit.

(vii) In case the original documents are required by the **Primary Insurer**, We would return the original documents to the **Primary Insurer** after stamping the documents for the amount we have settled under the **Policy**. In case of settlement of claim by any other existing insurance **policy**, the proof of the settlement of claim along with the attested claim document has to be provided at the time of claim to **Us**.

#### c) **Claim Settlement**

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 15 days from the date of receipt of last necessary document- In such cases, the Company
- iv. shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- v. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.  
(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due)
- vi. In case of 'Pending claims', We will ask for submission of incomplete documents.
- vii. 'Rejected' claims will be informed to the Insured Person in writing with reason for rejection.

### B. **Basis of claims payment**

#### a) **Claims related to Any One Illness**

Deductible shall apply on aggregate of all the admissible claims under the **Policy** including claims related to any one illness.

#### b) **Claims for Day Care Treatment**

The Day Care Treatments listed are subject to the exclusions, terms and conditions of the **Policy** and will not be treated as independent coverage under the **Policy**.

#### c) **Application of Deductible**

**Our** liability to make payment for claims shall be in excess of the **Deductible** stated in the **Schedule** which shall apply in the aggregate to all the admissible claims arising under the **Policy** in respect of all **Insured Persons** in a **Policy Year**. The **Deductible** stated in the **Schedule** shall be borne by **You** for all admissible **Medical Expenses** which are cumulatively incurred within the **Policy Year**, in respect of any **Insured Persons**, either individually or in the aggregate. It is clarified that for the purpose of calculation of the **Deductible**, any **Medical Expenses** incurred on Room Rent, ICU Charges, nursing expenses, surgeon's, anaesthetist's, **Medical Practitioner's**, consultant's and specialist's fees, anaesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, diagnostic materials and X-ray, cost of pacemaker and similar expenses, **Pre-hospitalisation** Medical Expenses, **Post-hospitalization** Medical Expenses and Ambulance charges will be taken into account. Further, the non-payable items are not considered for the calculation of the **Deductible**.

### C. **Reimbursement Claims**

For reimbursement claims, the payment will be made to **You**. In the event of **Your** death, **We** will pay the nominee (as named in the **Schedule**) and in case the nominee is deceased or untraceable, payment

to Your legal heir who holds a succession certificate or indemnity bond to that effect, whichever is available and where discharge shall be treated as full and final discharge of Our liability under the **Policy**.

#### D. Policy Currency

We shall make payment in Indian Rupees only.

#### E. Dispute Resolution

Any and all disputes or differences under or in relation to this Policy shall be subject to the exclusive jurisdiction of the Indian Courts and subject to Indian law.

### 3. Conditions for renewal of the contract

#### (i) Renewal

- a) This **Policy** may be renewed by mutual consent and in such event; the **renewal** premium, as per our renewal quote, shall be paid to us on or before the date of expiry of the Policy or of the subsequent **renewal** thereof.
- b) The Policyholder, shall throughout the period of insurance keep and maintain a record containing the names of all the insured persons. The Policyholder shall declare to the company any additions in the number of insured persons as and when arising during the period of insurance and shall pay the additional premium as agreed
- c) It is hereby agreed and understood that, this insurance being a group policy availed by the Insured covering members, the benefit thereof would not be available to members who cease to be part of the group for any reason whatsoever.  
Such members may obtain further individual insurance directly from the Company and any claims shall be governed by the terms thereof.
- d) The premium rates or loadings for the product would not be changed without approval from Authority. However the performance of the product will be reviewed annually and further pricing will be done on experience basis.

#### (ii) Addition and Deletion of members

- i. The new members of the Group Insurance Policy can be added at periodic intervals. However the insurance coverage for every member of the group insurance policy shall not exceed the maximum policy term.
- ii. The Company may issue multiple group insurance policies in tranches to the Group Organizer, subject to minimum group size and maximum policy term, for providing insurance coverage to the new members on an ongoing basis.
- iii. All members of the group will be issued a Certificate of Insurance giving the details of the benefits, important conditions and exclusions

### E. SCHEDULE OF BENEFITS

| Advantage Top-Up – Group |                                  |     |   |     |     |     |     |      |      |      |      |      |      |      |     |  |
|--------------------------|----------------------------------|-----|---|-----|-----|-----|-----|------|------|------|------|------|------|------|-----|--|
| Options                  | Individual/ Family Floater Basis |     |   |     |     |     |     |      |      |      |      |      |      |      |     |  |
| Features                 | Policy Term                      |     | a) 1Year<br>b) In case of Credit Linked Policies, the Policy can be issued for a maximum tenure of 5 years or up to the loan period, whichever is less. |     |     |     |     |      |      |      |      |      |      |      |     |  |
|                          | Minimum age of entry             |     | Day 1   |     |     |     |     |      |      |      |      |      |      |      |     |  |
|                          | Maximum age of entry             |     | 80 years  |     |     |     |     |      |      |      |      |      |      |      |     |  |
|                          | Renewal                          |     | Renewability is subject to continuous renewal of the group policy   |     |     |     |     |      |      |      |      |      |      |      |     |  |
| Sum Insured              | 0.5                              | 1 L | 1.5   | 2 L | 3 L | 5 L | 7.5 | 10 L | 15 L | 20 L | 25 L | 30 L | 40 L | 50 L | 100 |  |



| (₹)                                       | L   |           | L     |               |                   |                           | L                    |                           |                                |                                     |                                     |                              |                                   |                                   | L                                 |
|---|---|-----------|-------|---------------|-------------------|---------------------------|----------------------|---------------------------|--------------------------------|-------------------------------------|-------------------------------------|------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <b>Deductible (₹)</b>                     | 0.5 L   | 0.5 L, 1L | 0.5 L | 0.5 L, 1L, 2L | 0.5 L, 1L, 2L, 3L | 0.5 L, 1L, 2L, 3L, 4L, 5L | 2L, 3L, 4L, 5L, 7.5L | 2L, 3L, 4L, 5L, 7.5L, 10L | 2L, 3L, 4L, 5L, 7.5L, 10L, 15L | 2L, 3L, 4L, 5L, 7.5L, 10L, 15L, 20L | 2L, 3L, 4L, 5L, 7.5L, 10L, 15L, 20L | 5L, 7.5L, 10L, 15L, 20L, 30L | 5L, 7.5L, 10L, 15L, 20L, 30L, 40L | 5L, 7.5L, 10L, 15L, 20L, 30L, 40L | 5L, 7.5L, 10L, 15L, 20L, 30L, 40L |
| <b>Plans</b>                              | Supreme Plan, Elite Plan  |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Coverage</b>                           | a) Supreme Plan – includes cover for all ailments including Heart related conditions and Cancer<br>b) Elite Plan – includes cover for Cancer and ailments related to Heart  |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Inpatient Hospitalization</b>          | Covered   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Pre-Hospitalisation</b>                | 60 days   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Post-Hospitalisation</b>               | 90 days   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Day care Procedures</b>                | Covered   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b><sup>4</sup>Alternative treatments</b> | Ayurveda, Yoga and Naturopathy, Unani, Siddha, Homeopathy is covered.   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Organ Donor</b>                        | Only hospitalisation expenses are covered after 2 years (excluding donor screening charges and pre and post hospitalisation)  |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>30 Days Waiting Period</b>             | Applicable  |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>2 Years Waiting Period</b>             | Applicable for specific illness or procedures:<br><br>Benign Prostatic Hypertrophy, dysfunctional uterine bleeding, Fibromyoma, Endometriosis, Hysterectomy, all internal or external tumors/ cysts/ nodules/ polyps of any kind including breast lumps with exception of malignant tumor or growth, Surgery for prolapsed inter vertebral disc unless arising from Accident, any types of gastric or duodenal ulcers, stones in the urinary and biliary systems, Surgery on ears.<br>Organ transplant, Rheumatoid Arthritis, Gout, joint replacement Surgery due to degenerative condition, Age related Osteoarthritis and Osteoporosis unless such joint replacement Surgery is medically necessary due to Injury |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Pre-existing Waiting Period</b>        | 2 years   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Emergency Ambulance</b>                | Covered - up to Rs. 2000 per hospitalisation  |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |
| <b>Pre-insurance medical examination</b>  | On the basis of adverse medical declarations in the proposal form, age of member, Sum Insured and deductible opted, through empaneled Diagnostic centres only with the validity of 30 days from the date of test conducted.<br>100% reimbursement of pre-insurance medical tests charges, subject to policy issuance and 64 VB compliance.<br>Underwriting loading of premium will be applicable on the particular Insured's premium in case of Individual policy and Family Floater policy   |           |       |               |                   |                           |                      |                           |                                |                                     |                                     |                              |                                   |                                   |                                   |

## F. Annexure I DAY CARE LIST

In addition to Day Care list, **We** would also cover any other surgeries/ procedures agreed by **Us** in a

<sup>4</sup> Alternative Treatment is modified to include "Yoga and Naturopathy" without a the waiting period.

**Hospital** or a **Day care centre** which require less than 24 hours **Hospitalisation** for inpatient care due to subsequent advancement in technology.

#### **I. Cardiology Related:**

1. Coronary Angiography

#### **II. ENT Related:**

2. Myringotomy With Grommet Insertion
3. Tympanoplasty (closure Of An Eardrum Perforation reconstruction Of The Auditory Ossicles)
4. Removal Of A Tympanic Drain
5. Operations On The Turbinates (nasal Concha)
6. Stapedotomy To Treat Various Lesions In Middle Ear
7. Revision Of A Stapedectomy
8. Other Operations On The Auditory Ossicles
9. Myringoplasty (post-aura/endaural Approach As Well As Simple Type-I Tympanoplasty)
10. Fenestration Of The Inner Ear
11. Revision Of A Fenestration Of The Inner Ear
12. Palatoplasty
13. Transoral Incision And Drainage Of A Pharyngeal Abscess
14. Tonsillectomy Without Adenoidectomy
15. Tonsillectomy With Adenoidectomy
16. Excision And Destruction Of A Lingual Tonsil
17. Revision Of A Tympanoplasty
18. Other Microsurgical Operations On The Middle Ear
19. Incision Of The Mastoid Process And Middle Ear
20. Mastoidectomy
21. Reconstruction Of The Middle Ear
22. Other Excisions Of The Middle And Inner Ear
23. Other Operations On The Middle And Inner Ear
24. Excision And Destruction Of Diseased Tissue Of The Nose
25. Nasal Sinus Aspiration
26. Foreign Body Removal From Nose
27. Adenoidectomy
28. Stapedectomy Under GA
29. Stapedectomy Under LA
30. Tympanoplasty (type IV)
31. Turbinectomy
32. Endoscopic Stapedectomy
33. Incision And Drainage Of Perichondritis
34. Septoplasty
35. Thyroplasty Type I
36. Pseudocyst Of The Pinna - Excision

37. Incision And Drainage - Haematoma Auricle

38. Reduction Of Fracture Of Nasal Bone
39. Excision Of Angioma Septum
40. Turbinoplasty
41. Incision & Drainage Of Retro Pharyngeal Abscess
42. Uvulo Palato Pharyngo Plasty
43. Adenoidectomy With Grommet Insertion
44. Adenoidectomy Without Grommet Insertion
45. Incision & Drainage Of Para Pharyngeal Abscess

#### **III. Gastroenterology Related:**

46. Pancreatic Pseudocyst Eus & Drainage
47. RF Ablation For Barrett's Oesophagus
48. EUS + Aspiration Pancreatic Cyst
49. Small Bowel Endoscopy (therapeutic)
50. Colonoscopy, Lesion Removal
51. ERCP
52. Colonoscopy Stenting Of Stricture
53. Percutaneous Endoscopic Gastrostomy
54. EUS And Pancreatic Pseudo Cyst Drainage
55. ERCP And Choledochoscopy
56. Proctosigmoidoscopy Volvulus Detorsion
57. ERCP And Sphincterotomy
58. Esophageal Stent Placement
59. ERCP + Placement Of Biliary Stents
60. Sigmoidoscopy W / Stent
61. EUS + Coeliac Node Biopsy

#### **IV. General Surgery Related:**

62. Incision Of A Pilonidal Sinus / Abscess
63. Fissure In Ano Sphincterotomy
64. Piles Banding
65. Surgery for Hernia
66. Surgical Treatment Of Anal Fistulas
67. Division Of The Anal Sphincter (sphincterotomy)
68. Epididymectomy
69. Incision Of The Breast Abscess
70. Operations On The Nipple
71. Excision Of Single Breast Lump
72. Incision And Excision Of Tissue In The Perianal Region
73. Surgical Treatment Of Hemorrhoids
74. Sclerotherapy
75. Wound Debridement And Cover
76. Abscess-decompression
77. Infected Sebaceous Cyst
78. Incision And Drainage Of Abscess

79. Suturing Of Lacerations
80. Scalp Suturing
81. Infected Lipoma Excision
82. Maximal Anal Dilatation
83. Piles Sclerotherapy
84. Liver Abscess- Catheter Drainage
85. Fissure In Ano- Fissurectomy
86. Fibroadenoma Breast Excision
87. Oesophageal Varices Sclerotherapy
88. ERCP - Pancreatic Duct Stone Removal
89. Perianal Abscess I & D
90. Perianal Hematoma Evacuation
91. UGI Scopy And Polypectomy Oesophagus
92. Breast Abscess I & D
93. Oesophagoscopy And Biopsy Of Growth Oesophagus
94. ERCP - Bile Duct Stone Removal
95. Splenic Abscesses Laparoscopic Drainage
96. UGI Scopy And Polypectomy Stomach
97. Feeding Jejunostomy
98. Varicose Veins Legs - Injection Sclerotherapy
99. Pancreatic Pseudocysts Endoscopic Drainage
100. Zadek's Nail Bed Excision
101. Rigid Oesophagoscopy For Dilation Of Benign Strictures
102. Lord's Plication
103. Jaboulay's Procedure
104. Scrotoplasty
105. Circumcision For Trauma
106. Meatoplasty
107. Intersphincteric Abscess Incision And Drainage
108. PSOAS Abscess Incision And Drainage
109. Thyroid Abscess Incision And Drainage
110. Tips Procedure For Portal Hypertension
111. Esophageal Growth Stent
112. Pair Procedure Of Hydatid Cyst Liver
113. Tru Cut Liver Biopsy
114. Laparoscopic Reduction Of Intussusception
115. Microdocheotomy Breast
116. Sentinel Node Biopsy
117. Testicular Biopsy
118. Sentinel Node Biopsy Malignant Melanoma
119. TURBT
120. URS + LL

#### **V. Gynaecology Related:**

121. Conization Of The Uterine Cervix

122. Local Excision And Destruction Of Diseased Tissue Of The Vagina And The Pouch Of Douglas
123. Incision Of Vulva
124. Salpingo-oophorectomy Via Laparotomy
125. Endoscopic Polypectomy
126. Hysteroscopic Removal Of Myoma
127. D & C
128. Hysteroscopic Resection Of Septum
129. Thermal Cauterisation Of Cervix
130. Mirena Insertion
131. Hysteroscopic Adhesiolysis
132. LEEP (Loop Electrosurgical Excision Procedure)
133. Cryocauterisation Of Cervix
134. Polypectomy Endometrium
135. Hysteroscopic Resection Of Fibroid
136. LLETZ (large loop excision of the transformation zone)
137. Conization
138. Polypectomy Cervix
139. Hysteroscopic Resection Of Endometrial Polyp
140. Vulval Wart Excision
141. Laparoscopic Paraovarian Cyst Excision
142. Uterine Artery Embolization
143. Laparoscopic Cystectomy
144. Hymenectomy (Imperforate Hymen)
145. Vaginal Wall Cyst Excision
146. Vulval Cyst Excision
147. Laparoscopic Paratubal Cyst Excision
148. Vaginal Mesh For POP
149. Laparoscopic Myomectomy
150. Repair Recto- Vagina Fistula
151. Pelvic Floor Repair (Excluding Fistula Repair)
152. Laparoscopic Oophorectomy

#### **VI. Neurology Related:**

153. Facial Nerve Glycerol Rhizotomy
154. Stereotactic Radiosurgery
155. Percutaneous Cordotomy
156. Diagnostic Cerebral Angiography
157. VP Shunt
158. Ventriculoatrial Shunt

#### **VII. Oncology Related:**

159. Radiotherapy For Cancer
160. Cancer Chemotherapy
161. IV Push Chemotherapy
162. HBI-hemibody Radiotherapy
163. Infusional Targeted Therapy
164. SRT-stereotactic ARC Therapy

- 165.SC Administration Of Growth Factors
- 166.Continuous Infusional Chemotherapy
- 167.Infusional Chemotherapy
- 168.CCRT-concurrent Chemo + RT
- 169.2D Radiotherapy
- 170.3D Conformal Radiotherapy
- 171.IGRT- Image Guided Radiotherapy
- 172.IMRT- Step & Shoot
- 173.Infusional Bisphosphonates
- 174.IMRT- DMLC
- 175.Rotational Arc Therapy
- 176.Tele Gamma Therapy
- 177.FSRT-fractionated SRT
- 178.VMAT-volumetric Modulated Arc Therapy
- 179.SBRT-stereotactic Body Radiotherapy
- 180.Helical Tomotherapy
- 181.SRS-stereotactic Radiosurgery
- 182.X-knife SRS
- 183.Gammaknife SRS
- 184.TBI- Total Body Radiotherapy
- 185.Intraluminal Brachytherapy
- 186.Electron Therapy
- 187.TSET-total Electron Skin Therapy
- 188.Extracorporeal Irradiation Of Blood Products
- 189.Telecobalt Therapy
- 190.Telecesium Therapy
- 191.External Mould Brachytherapy
- 192.Interstitial Brachytherapy
- 193.Intracavity Brachytherapy
- 194.3D Brachytherapy
- 195.Implant Brachytherapy
- 196.Intravesical Brachytherapy
- 197.Adjuvant Radiotherapy
- 198.Afterloading Catheter Brachytherapy
- 199.Conditioning Radiotherapy For BMT
- 200.Nerve Biopsy
- 201.Muscle Biopsy
- 202.Epidural Steroid Injection
- 203.Extracorporeal Irradiation To The Homologous Bone Grafts
- 204.Radical Chemotherapy
- 205.Neoadjuvant Radiotherapy
- 206.LDR Brachytherapy
- 207.Palliative Radiotherapy
- 208.Radical Radiotherapy
- 209.Palliative Chemotherapy
- 210.Template Brachytherapy
- 211.Neoadjuvant Chemotherapy
- 212.Adjuvant Chemotherapy
- 213.Induction Chemotherapy
- 214.Consolidation Chemotherapy
- 215.Maintenance Chemotherapy

216.HDR Brachytherapy

#### **VIII. Operations On The Salivary Glands & Salivary Ducts:**

- 217.Incision And Lancing Of A Salivary Gland And A Salivary Duct
- 218.Excision Of Diseased Tissue Of A Salivary Gland And A Salivary Duct
- 219.Resection Of A Salivary Gland
- 220.Reconstruction Of A Salivary Gland And A Salivary Duct

#### **IX. Operations On The Skin & Subcutaneous Tissues:**

- 221.Surgical Wound Toilet (wound Debridement) And Removal Of Diseased Tissue Of The Skin And Subcutaneous Tissues
- 222.Local Excision Of Diseased Tissue Of The Skin And Subcutaneous Tissues
- 223.Simple Restoration Of Surface Continuity Of The Skin And Subcutaneous Tissues
- 224.Free Skin Transplantation, Donor Site
- 225.Free Skin Transplantation, Recipient Site
- 226.Revision Of Skin Plasty
- 227.Chemosurgery To The Skin.
- 228.Destruction Of Diseased Tissue In The Skin And Subcutaneous Tissues
- 229.Reconstruction Of Deformity/defect In Nail Bed
- 230.Excision Of Bursitis
- 231.Tennis Elbow Release

#### **X. Operations On The Tongue:**

- 232.Incision, Excision And Destruction Of Diseased Tissue Of The Tongue
- 233.Partial Glossectomy
- 234.Glossectomy
- 235.Reconstruction Of The Tongue

#### **XI. Ophthalmology Related**

- 236.Surgery For Cataract
- 237.Incision Of Tear Glands
- 238.Incision Of Diseased Eyelids
- 239.Excision And Destruction Of Diseased Tissue Of The Eyelid
- 240.Operations On The Canthus And Epicanthus
- 241.Corrective Surgery For Entropion And Ectropion
- 242.Corrective Surgery For Blepharoptosis
- 243.Removal Of A Foreign Body From The Conjunctiva



- 244. Removal Of A Foreign Body From The Cornea
- 245. Incision Of The Cornea
- 246. Operations For Pterygium
- 247. Removal Of A Foreign Body From The Lens Of The Eye
- 248. Removal Of A Foreign Body From The Posterior Chamber Of The Eye
- 249. Removal Of A Foreign Body From The Orbit And Eyeball
- 250. Correction Of Eyelid Ptosis By Levator Palpebrae Superioris Resection (bilateral)
- 251. Correction Of Eyelid Ptosis By Fascia Lata Graft (bilateral)
- 252. Diathermy/cryotherapy To Treat Retinal Tear
- 253. Anterior Chamber Paracentesis/ Cyclodiathermy/ Cyclocryotherapy/ Goniotomy Trabeculotomy And Filtering And Allied Operations To Treat Glaucoma
- 254. Enucleation Of Eye Without Implant
- 255. Dacryocystorhinostomy For Various Lesions Of Lacrimal Gland
- 256. Laser Photocoagulation To Treat Retinal Tear
- 257. Biopsy Of Tear Gland

## **XII. Orthopedics Related:**

- 258. Incision On Bone, Septic And Aseptic
- 259. Closed Reduction On Fracture, Luxation Or Epiphyseolysis With Osteosynthesis
- 260. Suture And Other Operations On Tendons And Tendon Sheath
- 261. Reduction Of Dislocation Under GA
- 262. Arthroscopic Knee Aspiration
- 263. Surgery For Ligament Tear
- 264. Surgery For Hemoarthrosis/pyoarthrosis
- 265. Removal Of Fracture Pins/nails
- 266. Removal Of Metal Wire
- 267. Closed Reduction On Fracture, Luxation
- 268. Reduction Of Dislocation Under GA
- 269. Epiphyseolysis With Osteosynthesis
- 270. Excision Of Various Lesions In Coccyx
- 271. Arthroscopic Repair Of Acl Tear Knee
- 272. Closed Reduction Of Minor Fractures
- 273. Arthroscopic Repair Of PCL Tear Knee
- 274. Tendon Shortening
- 275. Arthroscopic Meniscectomy - Knee
- 276. Treatment Of Clavicle Dislocation
- 277. Haemarthrosis Knee- Lavage
- 278. Abscess Knee Joint Drainage
- 279. Carpal Tunnel Release
- 280. Closed Reduction Of Minor Dislocation

- 281. Repair Of Knee Cap Tendon
- 282. ORIF With K Wire Fixation- Small Bones
- 283. Release Of Midfoot Joint
- 284. ORIF With Plating- Small Long Bones
- 285. Implant Removal Minor
- 286. K Wire Removal
- 287. Closed Reduction And External Fixation
- 288. Arthrotomy Hip Joint
- 289. Syme's Amputation
- 290. Arthroplasty
- 291. Partial Removal Of Rib
- 292. Treatment Of Sesamoid Bone Fracture
- 293. Shoulder Arthroscopy / Surgery
- 294. Elbow Arthroscopy
- 295. Amputation Of Metacarpal Bone
- 296. Release Of Thumb Contracture
- 297. Incision Of Foot Fascia
- 298. Partial Removal Of Metatarsal
- 299. Repair / Graft Of Foot Tendon
- 300. Amputation Follow-up Surgery
- 301. Exploration Of Ankle Joint
- 302. Remove/graft Leg Bone Lesion
- 303. Repair/graft Achilles Tendon
- 304. Remove Of Tissue Expander
- 305. Biopsy Elbow Joint Lining
- 306. Removal Of Wrist Prosthesis
- 307. Biopsy Finger Joint Lining
- 308. Tendon Lengthening
- 309. Treatment Of Shoulder Dislocation
- 310. Lengthening Of Hand Tendon
- 311. Removal Of Elbow Bursa
- 312. Fixation Of Knee Joint
- 313. Treatment Of Foot Dislocation
- 314. Surgery Of Bunion
- 315. Tendon Transfer Procedure
- 316. Removal Of Knee Cap Bursa
- 317. Treatment Of Fracture Of Ulna
- 318. Treatment Of Scapula Fracture
- 319. Removal Of Tumor Of Arm/ Elbow Under RA/GA
- 320. Repair Of Ruptured Tendon
- 321. Decompress Forearm Space
- 322. Revision Of Neck Muscle (torticollis Release)
- 323. Lengthening Of Thigh Tendons
- 324. Treatment Fracture Of Radius & Ulna

## **XIII. Other Operations On The Mouth & Face:**

- 325. External Incision And Drainage In The Region Of The Mouth, Jaw And Face
- 326. Incision Of The Hard And Soft Palate
- 327. Excision And Destruction Of Diseased Hard And Soft Palate



#### **XIV. Pediatric Surgery Related:**

- 328. Excision Of Fistula-in-ano
- 329. Excision Juvenile Polyps Rectum
- 330. Vaginoplasty
- 331. Dilatation Of Accidental Caustic Stricture Oesophageal
- 332. Presacral Teratomas Excision
- 333. Removal Of Vesical Stone
- 334. Excision Sigmoid Polyp
- 335. Sternomastoid Tenotomy
- 336. Infantile Hypertrophic Pyloric Stenosis Pyloromyotomy
- 337. Excision Of Soft Tissue Rhabdomyosarcoma
- 338. Mediastinal Lymph Node Biopsy
- 339. High Orchidectomy For Testis Tumours
- 340. Excision Of Cervical Teratoma
- 341. Rectal-myomectomy
- 342. Rectal Prolapse (delorme's Procedure)
- 343. Detorsion Of Torsion Testis

#### **XV. Thoracic Surgery Related:**

- 344. Thoracoscopy And Lung Biopsy
- 345. Excision Of Cervical Sympathetic Chain Thoracoscopic
- 346. Laser Ablation Of Barrett's Oesophagus
- 347. Pleurodesis
- 348. Thoracoscopy And Pleural Biopsy
- 349. EBUS + Biopsy
- 350. Thoracoscopy Ligation Thoracic Duct
- 351. Thoracoscopy Assisted Empyema Drainage

#### **XVI. Urology Related:**

- 352. Haemodialysis
- 353. Lithotripsy/nephrolithotomy For Renal Calculus
- 354. Excision Of Renal Cyst
- 355. Drainage Of Pyonephrosis/perinephric Abscess
- 356. Incision Of The Prostate
- 357. Transurethral Excision And Destruction Of Prostate Tissue
- 358. Transurethral And Percutaneous Destruction Of Prostate Tissue
- 359. Open Surgical Excision And Destruction Of Prostate Tissue
- 360. Operations On The Seminal Vesicles
- 361. Other Operations On The Prostate
- 362. Incision Of The Scrotum And Tunica Vaginalis Testis
- 363. Operation On A Testicular Hydrocele

- 364. Other Operations On The Scrotum And Tunica Vaginalis Testis
- 365. Incision Of The Testes
- 366. Excision And Destruction Of Diseased Tissue Of The Testes
- 367. Unilateral Orchidectomy
- 368. Bilateral Orchidectomy
- 369. Surgical Repositioning Of An Abdominal Testis
- 370. Reconstruction Of The Testis
- 371. Other Operations On The Testis
- 372. Excision In The Area Of The Epididymis
- 373. Operations On The Foreskin
- 374. Local Excision And Destruction Of Diseased Tissue Of The Penis
- 375. Other Operations On The Penis
- 376. Cystoscopic Removal Of Stones
- 377. Lithotripsy
- 378. Biopsy Of Temporal Artery For Various Lesions
- 379. External Arterio-venous Shunt
- 380. AV Fistula - Wrist
- 381. URSL With Stenting
- 382. URSL With Lithotripsy
- 383. Cystoscopic Litholapaxy
- 384. ESWL
- 385. Cystoscopy & Biopsy
- 386. Cystoscopy And Removal Of Polyp
- 387. Suprapubic Cystostomy
- 388. Percutaneous Nephrostomy
- 389. Cystoscopy And "SLING" Procedure
- 390. TUNA- Prostate
- 391. Excision Of Urethral Diverticulum
- 392. Excision Of Urethral Prolapse
- 393. Mega-ureter Reconstruction
- 394. Kidney Renoscopy And Biopsy
- 395. Ureter Endoscopy And Treatment
- 396. Surgery For Pelvi Ureteric Junction Obstruction
- 397. Anderson Hynes Operation
- 398. Kidney Endoscopy And Biopsy
- 399. Paraphimosis Surgery
- 400. Surgery For Stress Urinary Incontinence
- 401. Injury Prepuce- Circumcision
- 402. Frenular Tear Repair
- 403. Meatotomy For Meatal Stenosis
- 404. Surgery For Fournier's Gangrene Scrotum
- 405. Surgery Filarial Scrotum
- 406. Surgery For Watering Can Perineum
- 407. Repair Of Penile Torsion
- 408. Drainage Of Prostate Abscess
- 409. Orchiectomy

Note: The standard exclusions and waiting periods are applicable to all of the above procedures depending on the medical condition/ disease under treatment. Only 24 hours **Hospitalisation** is not mandatory.

**In case of any claims contact**

**Claims Department**

**Generali Central Health (GCH)**

**Generali Central Insurance Co. Ltd.**

Qubix Business Park, Building No. Block IT – 1, Ground Floor, Plot No. 2, Blueridge Township, Near Rajiv Gandhi Infotech Park, Phase – 1, Village Hinjawadi, Taluka Mulshi, Pune, Maharashtra - 411057.

**Email: [gch@generalicentral.com](mailto:gch@generalicentral.com)**

## G. Annexure 2

### List I – Items for which coverage is not available in the Policy

| Sl No. | Item  |
|--------|---|
| 1.     | BABY FOOD   |
| 2.     | BABY UTILITES CHARGES   |
| 3.     | BEAUTY SERVICES   |
| 4.     | BELTS/ BRACES   |
| 5.     | BUDS  |
| 6.     | COLD PACK/HOT PACK  |
| 7.     | CARRY BAGS  |
| 8.     | EMAIL / 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.    | CONVENYANCE 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. | 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 / 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 / ADMINISTRATIVE EXPENSES     |
| 30. | DISCHARGE PROCEDURE CHARGES                         |
| 31. | DAILY CHART CHARGES                                 |
| 32. | ENTRANCE PASS / VISITORS PASS CHARGES               |
| 33. | EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE       |
| 34. | FILE OPENING CHARGES                                |
| 35. | INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED) |
| 36. | PATIENT IDENTIFICATION BAND / NAME TAG              |
| 37. | PULSEOXYMER CHARGES                                 |



List III – Items that are to be subsumed into Procedure Charges

| Sl No. | Item  |
|--------|---|
| 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 & ENDOSCOPY INSTRUMENTS                 |
| 11.    | MICROSCOPE COVER                                    |
| 12.    | SURGICAL BLADES,HARMONIC SCALPEL,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 cost of treatment

| Sl No. | Item   |
|--------|--|
| 1.     | ADMISSION/REGISTRATION CHARGES                               |
| 2.     | HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE           |
| 3.     | URINE CONTAINER  |
| 4.     | BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES     |
| 5.     | BIPAP MACHINE  |
| 6.     | CPAP/ CAPD 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/STERILLIUM                                    |
| 17.    | GLUCOMETER & STRIPS  |
| 18.    | URINE BAG  |



**Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)** | Registered Office: Unit No. 801 & 802, 8<sup>th</sup> Floor, Tower C, Embassy 247 Park, LBS Marg, Vikhroli (West), Mumbai – 400083 | IRDAI Regn. No.: 132  
| CIN: U66030MH2006PLC165287 |  
Website: [www.generalicentralinsurance.com](http://www.generalicentralinsurance.com) |  
Email ID: [gcicare@generalicentral.com](mailto:gcicare@generalicentral.com) |  
Toll-free Phone: 1800 220 233 / 1860 500 3333/ 022 6783 7800  
ISO No: GCH/HP/FAT/PWG/001

# GRIEVANCE REDRESSAL PROCEDURE

Dear Customer,

At Generali Central Insurance, we continuously strive for service excellence to give you exceptional customer experience. This helps us build trust and long-term relationship with you.

We request you to read the policy document including the terms and conditions carefully. This will help you understand your plan and drive maximum benefits. We want to ensure the plan is working for you and welcome your feedback.

## What is a grievance?

"Complaint" or "Grievance" means written expression (includes communication in the form of electronic mail or voice based electronic scripts), of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy or related services by insurer and /or by distribution channel.

"Complainant" means a policyholder or prospect or any beneficiary of an insurance policy who has led a complaint or grievance against an insurer or a distribution channel.

We are always here for your help. You may use any of the following channels to reach us-

| Helpline   | Website                        | Email   | Branch GRO                                       | Complaint Form                           |
|--|--------------------------------|---|--|--|
| <b>Call us on</b><br><b>1800 220 233/ 1860 500 3333/</b><br><b>022-67837800</b><br>Senior citizens can avail priority support by choosing the senior citizen option from the helpline menu | <b>Click here to know more</b> | <b>Write to us at</b><br><b>GCIcare@generalicentral.com</b><br>Senior citizens can avail priority support by writing to<br><b>care.assure@generalicentral.com</b> | <b>Click here</b><br>to know your nearest branch | <b>Click here</b><br>to raise complaint. |

## By when will my grievance be resolved?

- ▶ You will receive grievance acknowledgement from us immediately for your complaint.
- ▶ Final resolution will be shared with you within 2 weeks of receiving your complaint.
- ▶ Your complaint will be considered as closed if we do not receive any reply from you within 8 weeks from the date of receipt of response.

## How do I escalate my complaint if I don't receive a response on time?

- ▶ You may write to our Grievance Redressal Officer at **GCIgro@generalicentral.com**
- ▶ You may send a physical letter to our Grievance Redressal Cell, Head Office at the below address:  
**GENERALI CENTRAL INSURANCE COMPANY LIMITED (Formerly known as Future Generali India Insurance Company Limited)**

## GRIEVANCE REDRESSAL PROCEDURE

Lodha I – Think Techno Campus, B Wing – 2nd Floor, Pokhran Road – 2, Off Eastern Express Highway  
Behind TCS, Thane West – 400607

### What if I am not able to register my grievance?

You can comfortably raise a grievance via any of the above-mentioned avenues. If you face any challenge, you may write to the provided email IDs for help.

If you still face any challenge, you may use any of the below options to raise a complaint with the Insurance Regulatory and Development Authority of India (IRDAI).

- ▶ Call on toll-free number: **155255**
- ▶ **Click here** to register complaint online

### Is there any special provision for senior citizen to raise grievance?

We understand our customers and their needs. Thus, have a separate channel to address the grievances of senior citizens. The concerns will be addressed to the senior citizen's channel (**[care.assure@generalicentral.com](mailto:care.assure@generalicentral.com)**) as complaints for faster attention or speedy disposal of grievance, if any.

### Insurance Ombudsman:

If you are still dissatisfied with the grievance redressal, you may approach the Office of the Insurance Ombudsman located in your vicinity, provided the same is under their purview. The guidelines for taking up a complaint with the Insurance Ombudsman, are available on the website a (**<https://www.cioins.co.in/About>**) of the Insurance Ombudsman. **Click here** to access the list of insurance Ombudsman offices.

You can also lodge an online complaint through the website of the Council for Insurance Ombudsmen (CIO): **<https://www.cioins.co.in/>**