

Travel Insurance Claim Process

Re-imburement Claim Process

1. You can register your claim online by scanning & uploading the claim documents at the Care Health Insurance 'Self-Help Portal' Link - <https://www.careinsurance.com/self-help-portal.html> or download the Care Health-Customer App to be able to do the same.
2. As per the product you are insured with, download the re-imburement claim form & submit online- <https://www.careinsurance.com/health-insurance-claim-forms.html> or download the Care Health-Customer App to be able to do the same.
3. Upload a personalized name printed cancelled cheque in name of employee for corporate policy and in name of proposer for individual policy.
4. In event of employee's/proposer's demise – cancelled personalized cheque (name printed) of nominee, ID proof of nominee & legal heir certificate.
5. You are requested to scan & upload the required documents received from your hospital/ any other entity.

Frequently Asked Questions

Q1. HOW DO I FILE MY CLAIMS AND CHECK THE STATUS OF MY CLAIM?

You can intimate, file and submit your claims using our online customer interface 'Claim Genie' through the web or mobile phone platform.

Visit- <https://www.careinsurance.com>

- Go to "Already A Customer" option & click on "Claim Genie"
 - Enter 'Policy number' & Captcha, then press Submit
 - Enter employee ID/member ID
 - Click on the given tabs for required information

To register your claim online just download the Care Health-Customer App by clicking <https://bit.ly/3iI2ZfJ>.

Q2. WHAT IS THE TIME DURATION IN WHICH YOU CAN EXPECT RESPONSE ON YOUR CLAIM REQUEST?

We will constantly update you at every stage of claim process through SMS/Whatsapp and email.

For reimbursement claims, you will hear from us within 7 days of registration of Claim.

Alternatively you can also check your claim status online on <https://www.careinsurance.com> and on the Care Health-Customer Mobile App. Click here to download <https://bit.ly/3iI2ZfJ>.

Q3. WHERE SHOULD I CONTACT IN CASE OF A MEDICAL EMERGENCY OR IF I REQUIRE ADDITIONAL INFORMATION?

REACH US @

WhatsApp:
8860402452

Self Help Portal:
www.careinsurance.com/self-help-portal.html

Submit Your Queries/Requests:
www.careinsurance.com/contact-us.html