

# Important Points Regarding COVID-19 Hospitalization

- COVID-19 test reports & Aadhar card copy must be kept handy when getting touch with the Medi Assist helpline team, as it is required to seek admission to the hospital for a COVID-19 case.
- Turnaround time for a response to get admission in a hospital will be based on the requirement and external conditions. It could range from 2-6 hours.
- In the case of a new admission or a request for change of bed/hospital, the Medi Assist team will work with the associate to get a confirmation as quickly as possible.  
Preference will be given to senior citizens at hospitals considering the current situation.
- Certain hospitals may prefer immediate payments and may not support cashless hospitalisations during this time. In this case, a reimbursement claim can be made at a later stage by the employee. Or, allow the Medi Assist team to look for another network hospital with a cashless facility.
- Shifting of patients from Government to Private hospitals is regulated and It is under discretion of local governing authorities.
- All Standalone tests for COVID-19 positive are payable with a valid doctor's prescription within 30 days from pre or post hospitalization claims.
- Cost of COVID testing of Patient attendants (apart from Spouse & children) is not admissible.
- Ambulance charges of upto INR 2,500 are reimbursable from any point, to hospital in case of emergency followed by Hospitalisation. It is covered as pre-hospitalisation and it will be reimbursed.
- COVID-19 positive coverage claim will be paid up to policy Sum Insurance Limit.