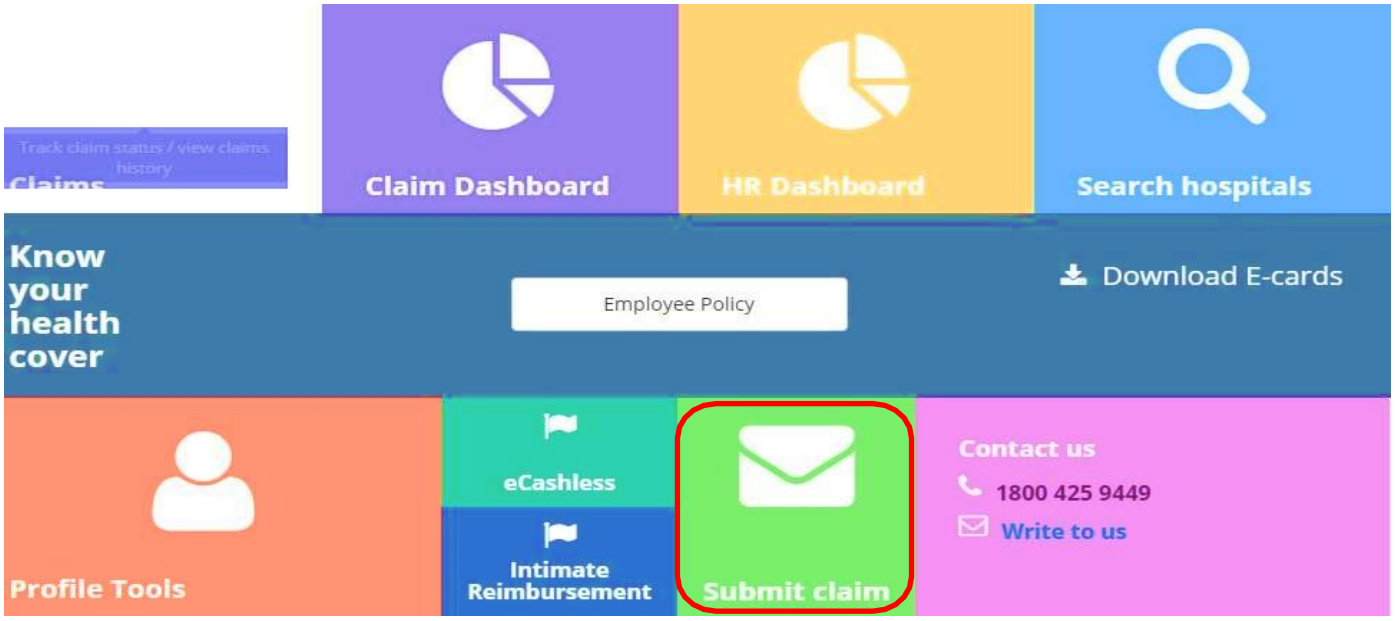
Online Claim Submission Process Flow

(Step By Step Guide)

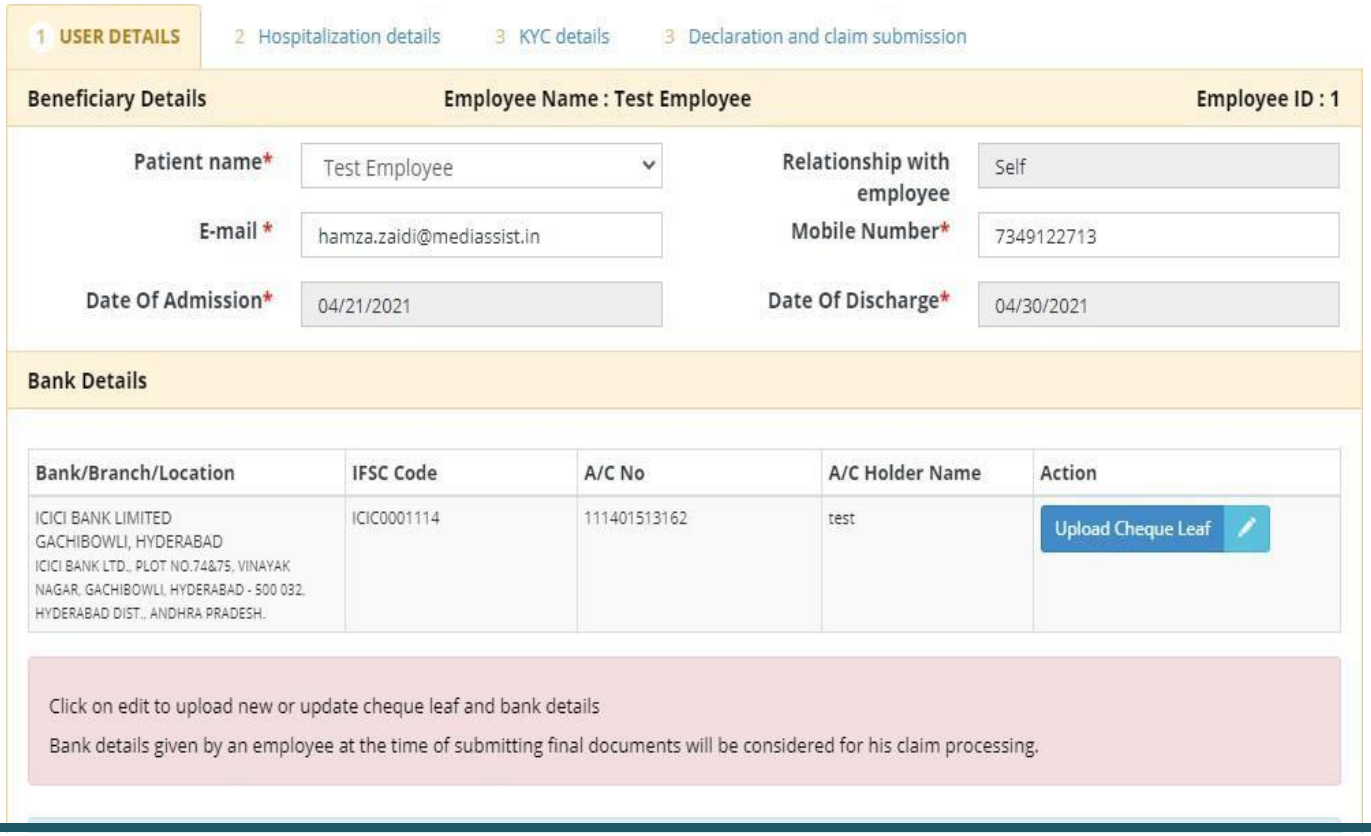
- Log on to Url - https://portal.mediassist.in - MediAssist Employee portal.

  (Your username will be as <application_id>@NATIONALTRUST.Com and password will be your date of Birth of Beneficiary e.g. DD-MM-YYYY)

- You can also download the **Mediassist App** from Android/Apple/Window store in a phone [*Username - <application_id>@NATIONALTRUST.Com and password will be DD-MM-YYYY (Date of Birth of the Beneficiary*]



- Click on Submit claim option as highlighted in above screen shot.
- On 1st Page, fill the details to generate the claim form.



Details to be filled on "1.USER DETAILS" are...

- Select Name of the patient.
- Relationship will auto populate based on the name of the patient.
- Official Email ID and phone to be filled
- Select date of admission and date of discharge. (In case of OPD, Domiciliary claims, mention the bill generated date in both columns)
- Update your account details
- Then click on "Save and Next".
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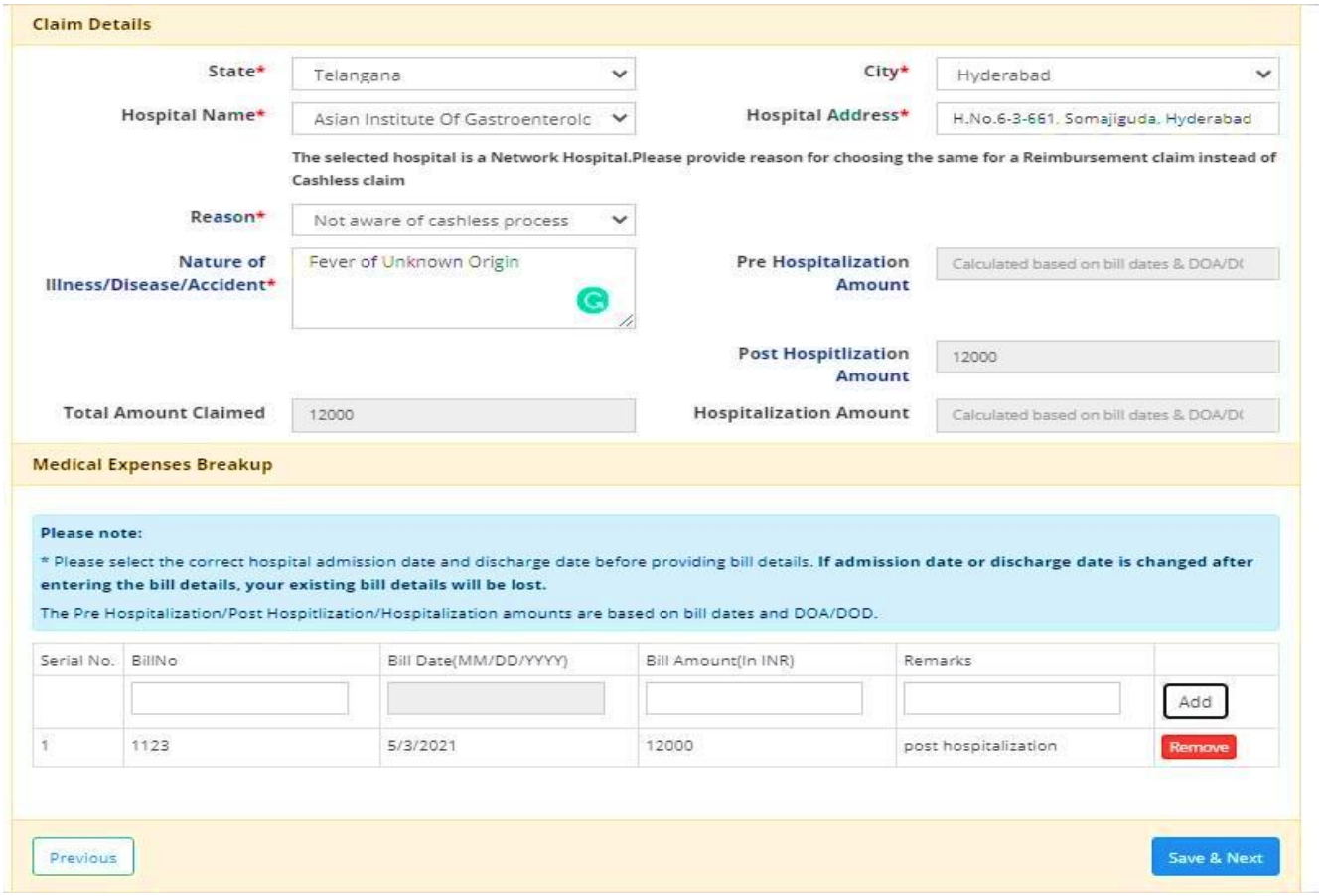
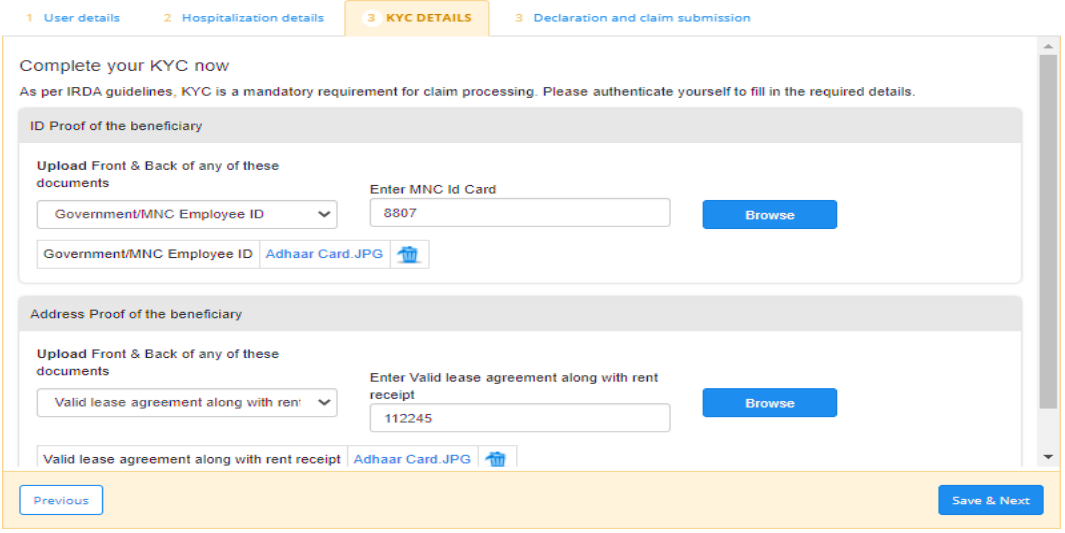
- **On 2nd page you need to update**
  1. For hospitalization & pre-post reimbursements – Hospital details
  2. OPD - hospital/clinic/ test centre details
  3. Domiciliary – Institute/clinic/tele consultation name



Click on **"Save and Next"** once all the details are filled.
On 3rd Page, employee KYC documents are to be updated (one time activity)



You will have to upload:

- Photo ID Proof of the Employee
- Address Proof of the Employee

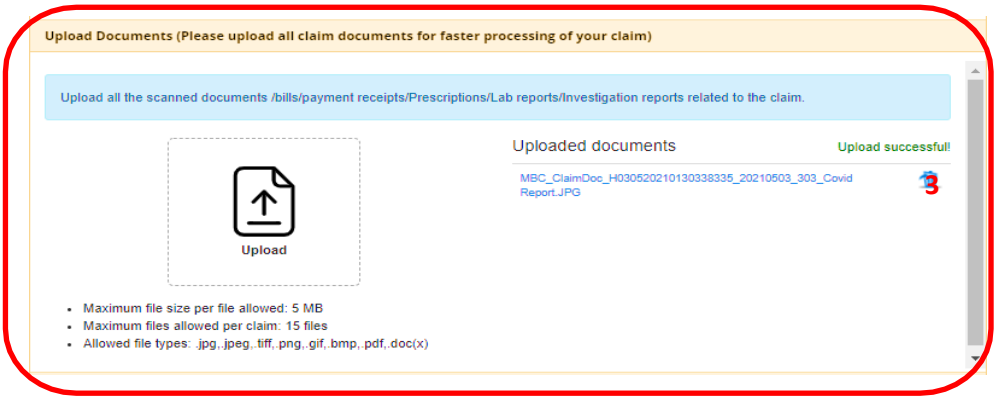
- After Moving to the final Page ”Declaration and Claim Submission”

1. You will have to Select the ailment type.

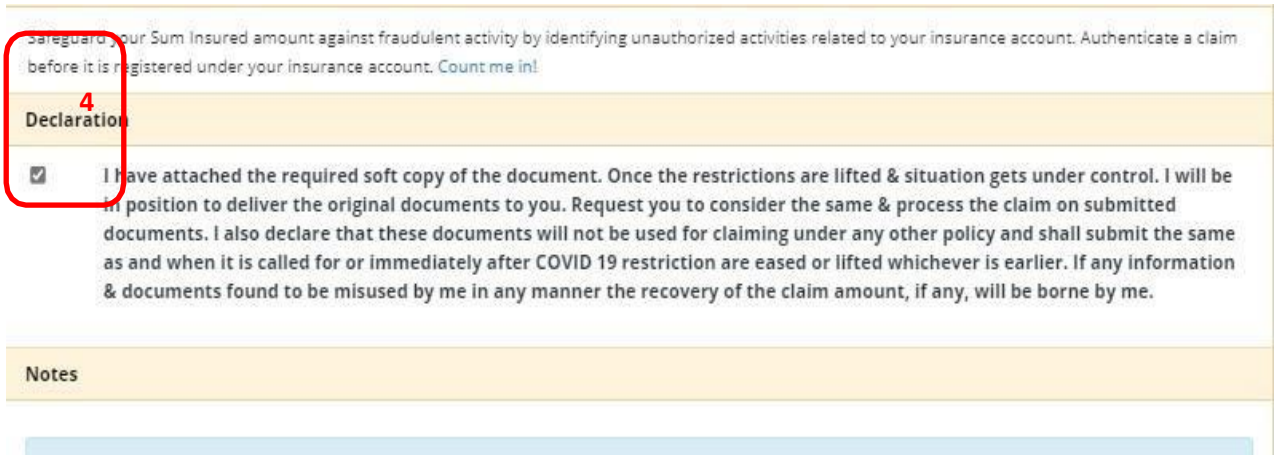
2. Click on the documents that you will be uploading.

****Online Claim form will be auto-generated based on the details filled in previous pages**

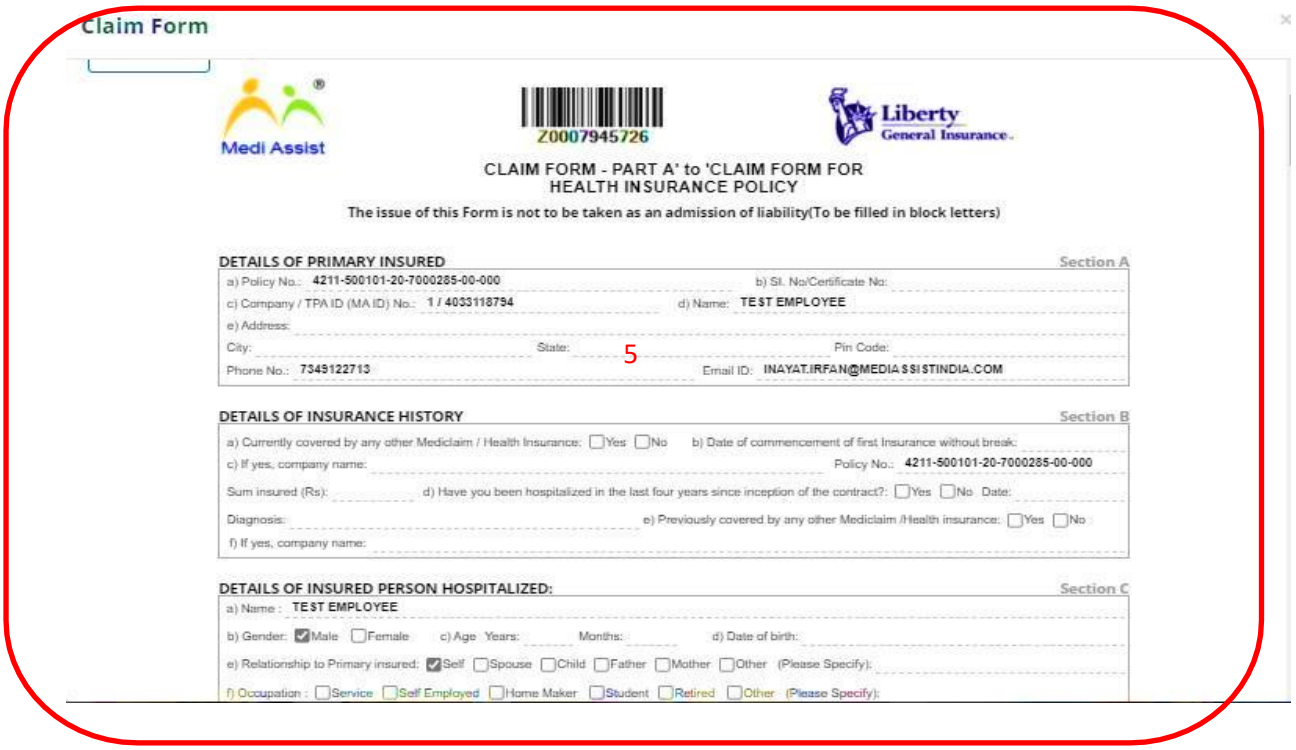
3. Upload the softcopy of the documents.



4. Acknowledge the declaration of submitting the physical documents will not be used for claiming from any other policy.



- Click **submit** to successfully generate the claim form.



An Auto-generated mail will be triggered to your registered Email ID containing the claim form.

Thank you