



Welcome to the

digit
Family



Cashless Process for Super Top-Up Policy

Claim Process



Choose a Hospital from our Network Hospital List. Also, customer can choose from our TPA Network Hospital List from the same link. to avail cashless facility after exhaustion of Base Sum Insured or deductible of 3 Lakhs.



Mandatory Documents to be shared at TPA desk:

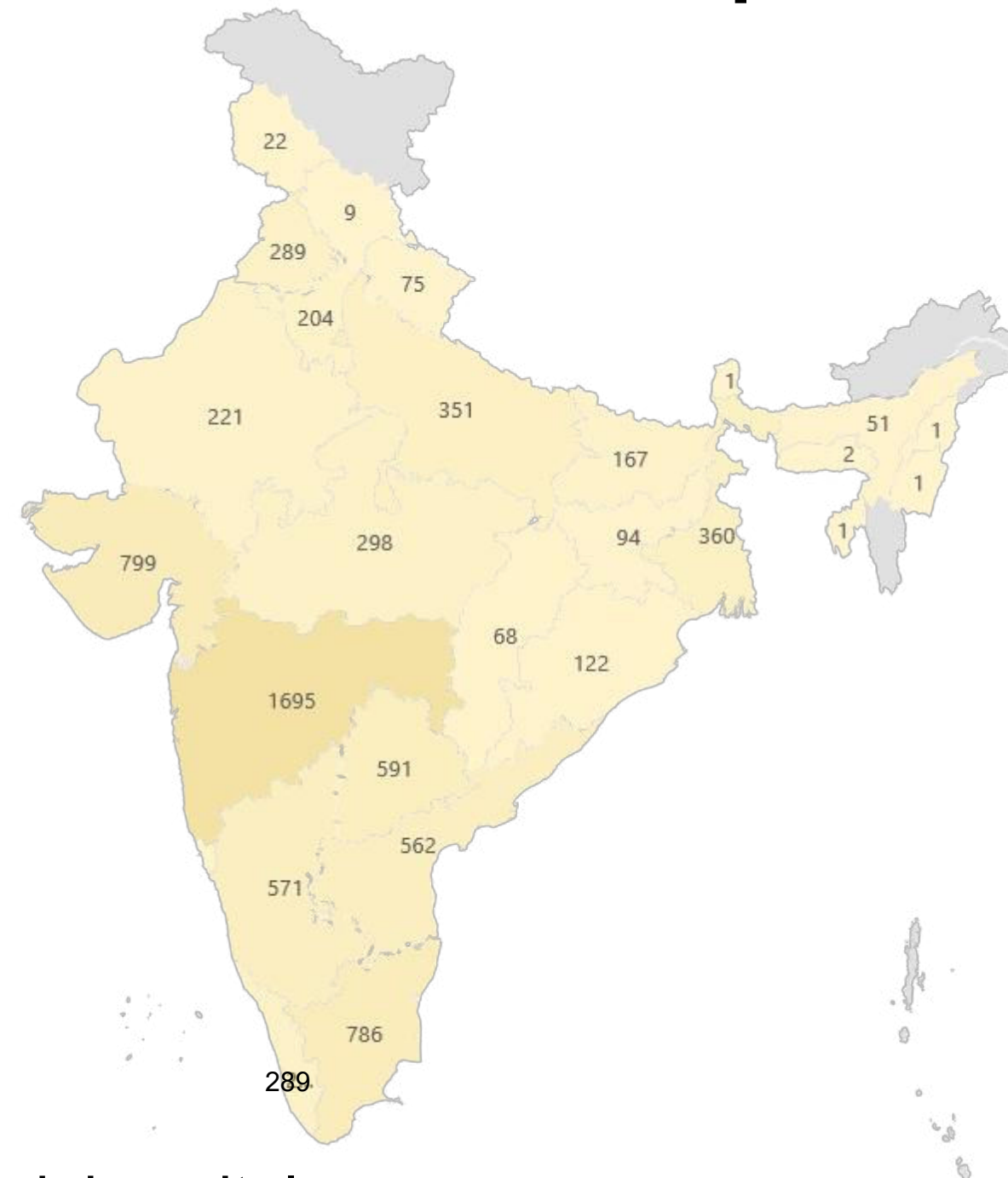
1. E-card & Pensioner Card
2. Base Policy Approval Letter
3. KYC ID card



Hospital will coordinate with Digit via the portal and keep you updated.

- ▶ [Click here](#) to utilize cashless outside our network hospitals
- ▶ [Click here](#) for the list of Excluded Hospitals where we don't approve claims
- ▶ [Click here](#) to check the claim status

Network Hospitals



Reimbursement Email Claim Registration Process

Email the policy no and other required details with mandatory documents attached to support.healthclaims@godigit.com

Documents size less than 10mb each

Is the information sufficient?

No

Query mail will be raised.

Yes

Call Verification

Call Not connected

Try call two more times, and then mail the customer if it is still not connected

Call Connected

Registration will be completed and claim number will be shared on mail

List of Mandatory Documents (Soft copy)

1. E-card & Pensioner's card
2. Hospital Final Bill
3. Discharge Summary
4. Diagnostic Bill
5. Medical Bills
6. All Test Reports
7. All Test/ Pharmacy Bills
8. Payment Receipts
9. Summary of Expenses
10. Settlement Letter of Base Policy from last insurer
11. Summary of Expenses

Insured's/ Proposer's

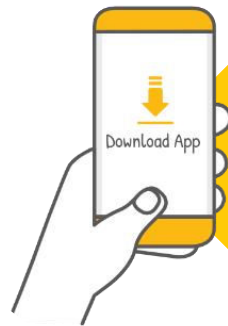
1. Personalised Cancelled Cheque/ Passbook copy
2. KYC Document



Digit.EastClaims@godigit.com &
Support.HealthClaims@godigit.com

Digital Reimbursement Claim Registration Process

For hassle-free and faster claim processing, you can also register the claim online.



Register a claim online by clicking on
Website or WhatsApp.



Fill the details and upload the documents
as per the List of required documents.

[Click here](#) to check
the claim status



Claim will be processed as per terms
(Refer List of payables and non payables),
and amount will be transferred

Note: Documents size should be less than 10mb.

Self Service Platforms

Insurance is now simpler and more accessible, Right at your fingertips.
Skip the queues! Get the work done instantly!

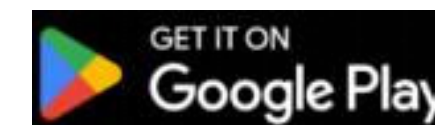
Website

- Check the list of network and excluded hospitals
- Register a claim
- Check claim Status
- Support and Feedback

[Click here to visit the website](#)

Mobile App

- View Health-card
- Register a claim
- Check claim Status
- Employee Wellness Benefits



WhatsApp

- View Health-card
- File a claim
- Check claim Status
- Change personal information



[Chat with us on Whatsapp](#)

Digit Plus

- Ticket generation
- Learning modules
- check claim status
- support and feedback

[Click here to visit Digit Plus](#)

Only for Partners

Helpline/ General Queries

For General Queries:
Connect with your **Health Mates! (KMD)**

Sr. No.	Location	SPOC	Contact No.	Email ID
1	Mumbai	Gautam Tambe	8657933261	retiree.mediclaim@kmdastur.com
		SurajTrivedi	8957718282	
2	Chennai	Rajagopalan V S	9551734358	rajagopalan.vs@kmdastur.com
3	Ahmedabad	Bhiku Solanki	6351555321	bhikhu.solanki@kmdastur.com
		R B Diwankar	9099998737	ramesh.diwankar@kmdastur.com
4	Baroda (Vadodara)	Arpita Patel	9712517498	arpita.patel@kmdastur.com
		Dr. Milap Vyas	9825623183	milap.vyas@kmdastur.com
5	Chandigarh	Ravinder Kumar Bahl	9815913373	rkbahl@kmdastur.com
6	Kochi	Mr. Binu Paul	9947203762	binu.paul@kmdastur.com
7	Kolkata	Tapas Chakraborty	9432366110	tapas.chakraborty@kmdastur.com
8	Gurgaon	Abhijit Aditya	9717110059	abhijit.aditya@kmdastur.com
		Amitesh Ahir	9899523556	amitesh.ahir@kmdastur.com
9	Gurgaon (New)	Rajan Kumar	9643816992	rajan.kumar@kmdastur.com
		Dinesh	8882167078	dinesh@kmdastur.com
		Sanjay Kumar	8920882350	sanjay.kumar@kmdastur.com
10	Indore	Mayur Agarwal	9827220466	mayur.agarwal@kmdastur.com
		Mr. Deepak Dusija	9424873483	deepak.dusija@kmdastur.com
11	New Delhi	Bhupinder	8800750074	bhupinder.singh@kmdastur.com

Sr. No.	Location	SPOC	ContactNo.	Email ID
12	Pune	Sanjay Gaikwad	9175068359	
		Amarsinh Bhapkar	9823971714	amar.bhapkar@kmdastur.com
		Amod Deshpande	9422500672	amod.deshpande@kmdastur.com
13	Thiruvananthapuram	Rejnish V S	9387657000	rejanish.vs@kmdastur.com
		S Sandhya	9961062277	sandhya.s@kmdastur.com
14	Vijayawada	Mr. J Raghu Anirudh Gupta	9115555518	anirudh.gupta@kmdastur.com
		Mr Madhav Rao	9000165166	madhavarao@kmdastur.com
15	Vishakapatnam	Mr. Pudipeddi Narasimha Murty	9949657906	pn.murty@kmdastur.com
		Mr. K. Prasad	7045242961	Prasad.kintada@kmdastur.com
		Mr. A Sriram	9246614099	sriram@kmdastur.com
16	Bangalore	R Shylaja	8657941358	r.shylaja@kmdastur.com
		Prashant	8424046414	kc.prashanth@kmdastur.com
		Jose	9886723259	jose.pj@kmdastur.com
17	Hyderabad	Ashish Kumar	9985809090	ashishk.singh@kmdastur.com
		Sowjanya	8125909504	sowjanya.k@kmdastur.com
18	Nagpur	B L Sonkar	7506345242	bl.sonkar@kmdastur.com
19	Noida	Pulkit Saxena	8130376884	pulkit.saxena@kmdastur.com
20	Patna	Mr. Md Imran	9334330817	Md.Imran@kmdastur.com
21	Lucknow	Pawan Singh	7007996899	pawan.singh@kmdastur.com
22	Guwhati	Asish Chakraborty	9674447702	asish.chakraborty@kmdastur.com
22	Raipur	Prableen Chhatwal	7974419316	prableen.chhatwal@kmdastur.com

Helpline/ General Queries

For General Queries (24*7):
Connect with your **Health Mates!** (Digit)

Claim Type	Portal (For Quick Response)	Contact Number
Cashless	TPA Helpdesk at the hospital	7709996079
Reimbursement	Website WhatsApp at 7026061234 Mobile App	18002584242

Claim Support for Pensioners

This helpdesk is only for Claim-Related Queries.

Location	Mobile No.	Email Id
All Locations	8855833599	Digit.EastClaims@godigit.com
Timings: Mon-Sat, 8 am – 8 pm Sun, 10 am – 8 pm		

Few Important Links:

- ▶ [Check your claim status](#)
- ▶ [Register a claim via our website](#)