



# **MDIndia Health Insurance TPA Pvt. Ltd**

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Quality Is Not Just Goal, It Is Our  
Basic Organizational DNA.

## **MINERAL EXPLORATION AND CONSULTANCY LIMITED. (MECL)**

Group Mediclaim Policy For  
Retried Employees &  
Dependent 2024-25



Founded in November 2000, MDIndia is one of India's largest IRDA Licensed Third-party Administrator (TPA), currently servicing more than 16 Crore members & an INR 4400 + Cr premium. We work with a network of 10700+ healthcare providers, 6200+ professionals which include more than 590 doctors

# MDIndia > Overview



**22 States | 37+ Branch | 120+ Project Offices**

Footprint across length and breadth of Indian Peninsula

**6200+ employees | 590+ doctors**

Largest medical team in TPA industry

**4400+ cr Premium | 10.76+ Lakh Clients**

Commercial Medclaim

**10700+ Hospitals | 3000+ Diagnostic Centers**

Provider Network

- 500+ doctors on board
- Legal Compliance Cell
- Quality Control Cell

Professional Expertise



- 3 Tier Architecture Software solution
- OPD & IPD claims Adjudication Software

IATROS



- Harmonization of Standards thru ICD & PCS
- Automated Emails/SMS for deficient docs

High End Claims Management



- Portfolio Analysis
- BI for Actuarial
- Pricing, STGs, EBM
- Web based reports

Business Intelligence



- Strict Vigilance Adjudication
- Equitable Cost Sharing thru FACC
- Medical Case Management

Cost Containment



- Customer call center with IVR facility
- Transition Team
- Key Account Manager

24/7 Help at hand



- Employee/HR self online enrollment
- Photo E card for self & dependents

Online Enrollment



- Tie ups hospitals, gyms, spas
- Health talks
- Medical camps: DM, Mother Infant Health

Value Adds





# MDIndia > Claim Checklist

## IRDAI Claim Form – Part A & B

Completed Claim form with Signature, Cancelled Cheque with Signature.

Hospital bills in original (with bill no; signed and stamped by the hospital) with all charges itemized and the original receipts

Discharge Report (original)

Attending doctors' bills and receipts and certificate regarding diagnosis (if separate from hospital bill)

Original reports or attested copies of Bills and Receipts for Medicines, Investigations along with Doctors prescription in Original and Laboratory, Stickers in case of Implants E.g.: Lens (Cataract), Stents (Heart Surgery) etc.

Follow-up advice or letter for line of treatment after discharge from hospital, from Doctor.

Provide Break up details including Pharmacy items, Materials, Investigations even though it is there in the main bill

In case the hospital is not registered, please get a letter on the Hospital letterhead mentioning the number of beds and availability of doctors and nurses round the clock.

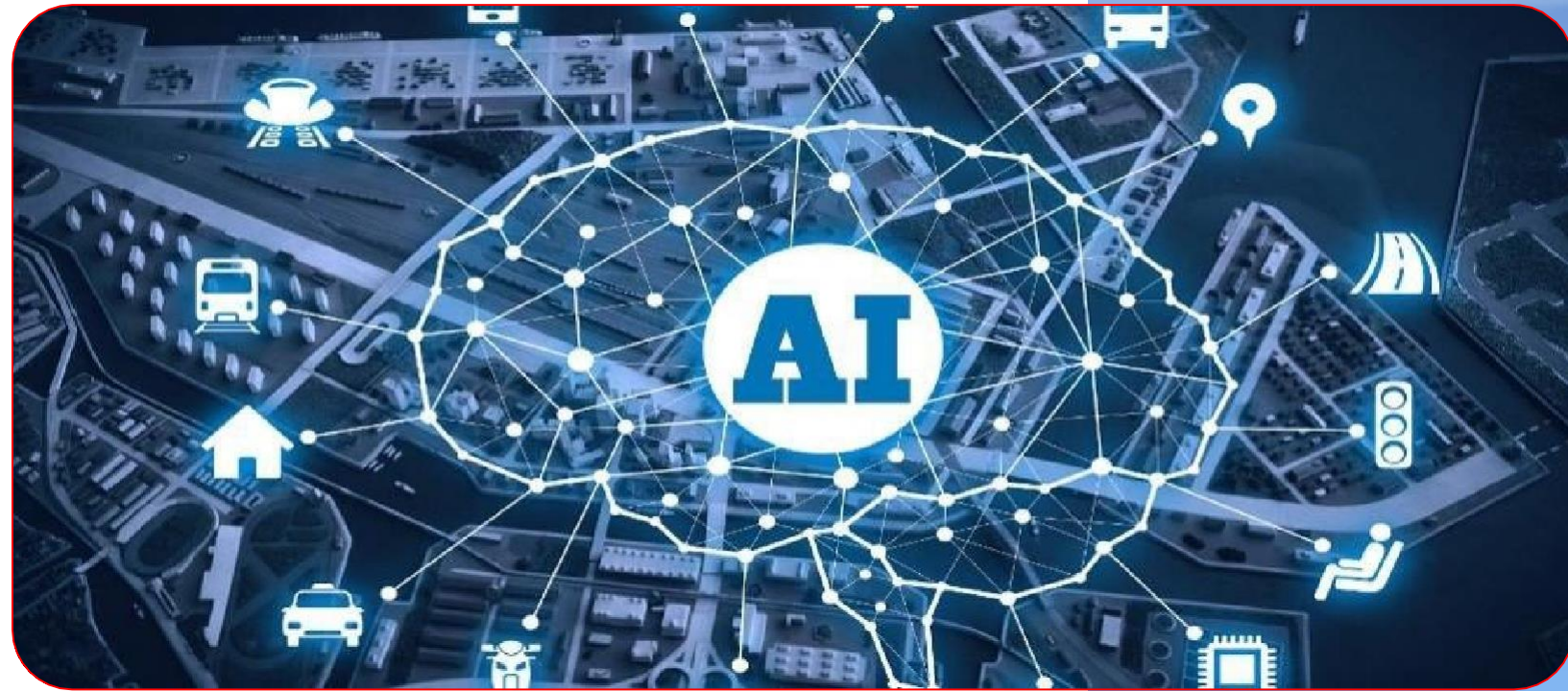
In non-network hospital, you may have to get the hospital and doctor's registration number in Hospital letterhead and get the same signed and stamped by the hospital, if required.

*Please retain photocopies of all documents submitted*

*\* Please note that the TAT for settlement of claim shall be considered from the date of submission all documents..*

# MDIndia > Chat Bot - Pepper

Your next Artificial Medical Assistant



Your next Artificial Medical Assistant:

<http://mdichatbot.mdindia.com/mdichat/mdichat.aspx>

- No Login required
- Can be used on Desktop or Mobile
- Documents download available
- Chatbots do not get tired or bored. 24/7 Service
- Live Claim status, Hospital Search, Intimation etc



## How to Generate MECL Retd. Employees Mediclaim E- Card?

### Step 1

Click on: <http://mdichatbot.mdindia.com/mdichat/mdichat.aspx>

### Step 2

Select: "Health ID E- Card"

### Step 3

Choose: Policy No - 461100482025133

### Step 4

Choose "The Oriental Insurance Company Limited"

### Step 5

Enter Policy No. 461100482025133

### Step 6

Choose: Employee Code/Employee Name

### Step 7

Enter 10 Digit Mobile Number

### Step 8

Enter OTP received at your mobile number.

### Step 9

Download your "Health ID E-Card"





# MDIndia > Chat Bot - Pepper

Your next Artificial Medical Assistant

## Health ID Card

mdichatbot.mdindia.com

Pepper MDI Virtual Assistant

Hi! I'm **Pepper** - your MDIndia personal chatbot. How can I help you today? Choose from the menu to get started.

- Health ID E-Card
- Claim Status
- Claim Intimations
- Branches
- Network Hospital
- Download
- FAQ's
- My Policy Benefit
- Quick link

Type your message...

2/3/2023

Pepper MDI Virtual Assistant

Hi! I'm **Pepper** - your MDIndia personal chatbot. How can I help you today? Choose from the menu to get started.

Health ID E-Card

In order to get the TPA health ID card Please choose from the following option

- Policy Number
- MD-ID Card Number
- Employee Code
- CitiBank - CustCode Number
- SAIL - Min Number

Pepper MDI Virtual Assistant

In order to get the IPA health ID card Please choose from the following option

Policy Number

Please choose Insurance Company from the following options

- Aditya Birla Health Insurance Company
- Tata Aig General Insurance Company Limited
- APOLLO MUNICH HEALTH INSURANCE COMPANY LIMITED
- Bajaj Allianz
- ICICI Lombard General Insurance Company
- Birla Sun Life
- Edelweiss General Insurance Company Limited
- Future Generali India Insurance Company Limited
- HDFC ERGO General Insurance Co.

Pepper MDI Virtual Assistant

In order to get the TPA health ID card Please choose from the following option

Policy Number

Please choose Insurance Company from the following options

The New India Assurance Company Limited

Please enter your policy number

05/0000000

Please choose from the following option

- Employee Code
- Employee Name

Type your message...

5

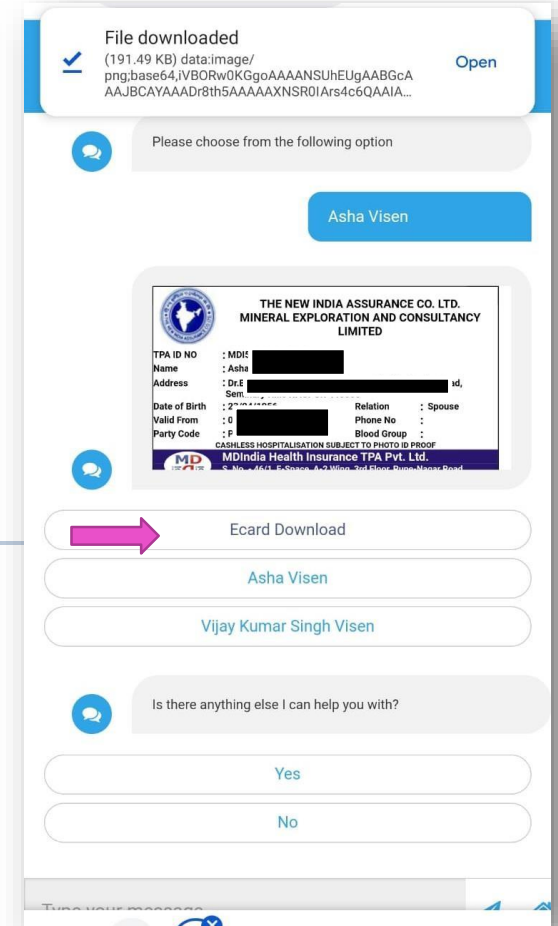
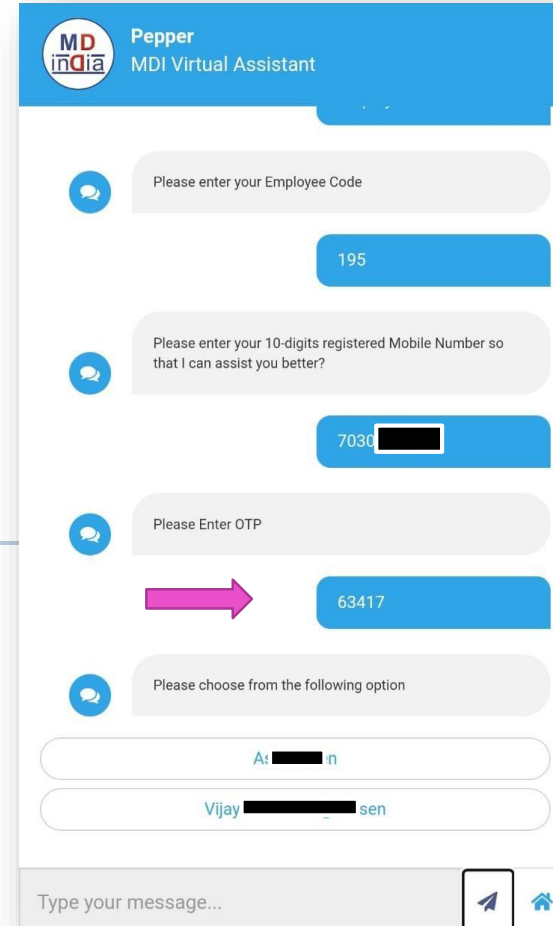
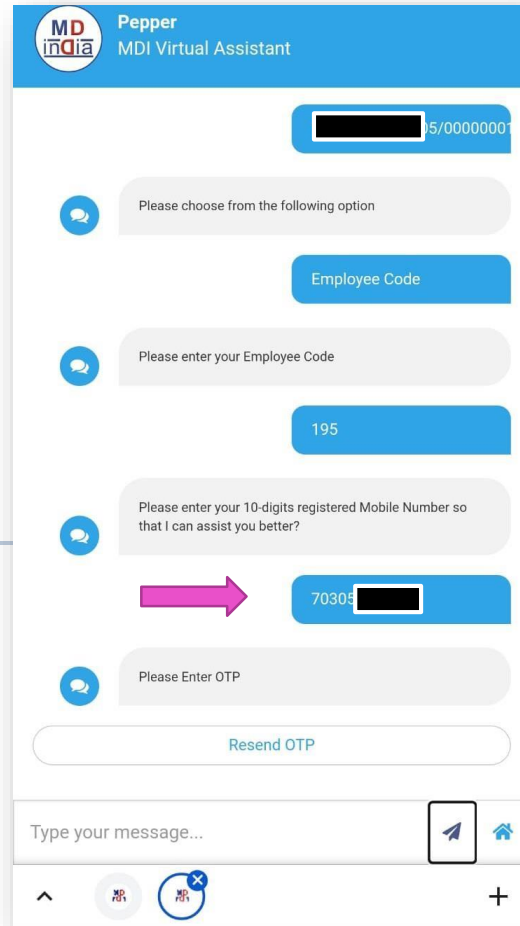
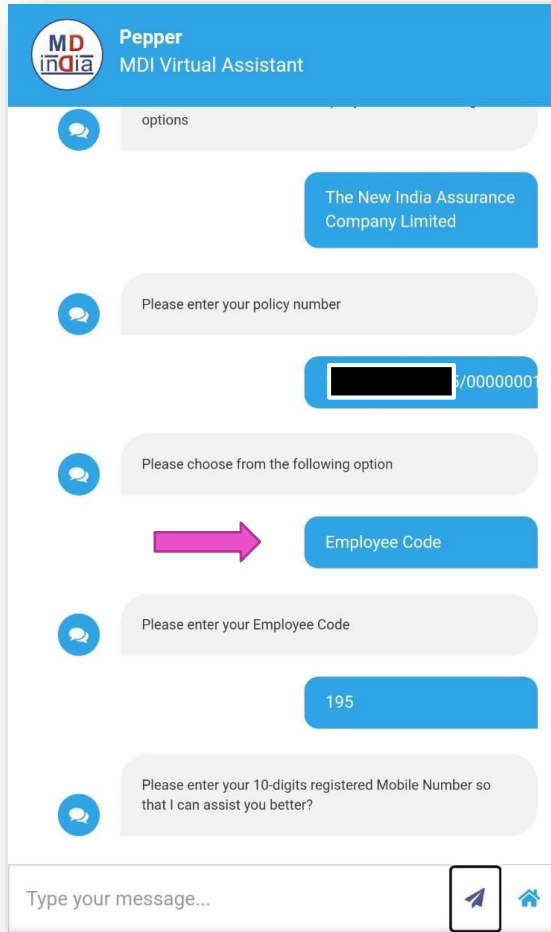




# MDIndia > Chat Bot - Pepper

Your next Artificial Medical Assistant

## Health ID Card



# How to Check MECL Retd. Employees Mediclaim Status?

## Step 1

Click on: <http://mdichatbot.mdindia.com/mdichat/mdichat.aspx>

## Step 2

Select: “Claim Status”

## Step 3

Choose: Policy No - 461100482025133

## Step 4

Choose “The Oriental Insurance Company Limited”

## Step 5

Enter Policy No. “461100482025133”

## Step 6

Choose: Employee Code/Employee Name

## Step 7

Enter 10 Digit Mobile Number

## Step 8

Enter **OTP** received at your mobile number.

## Step 9

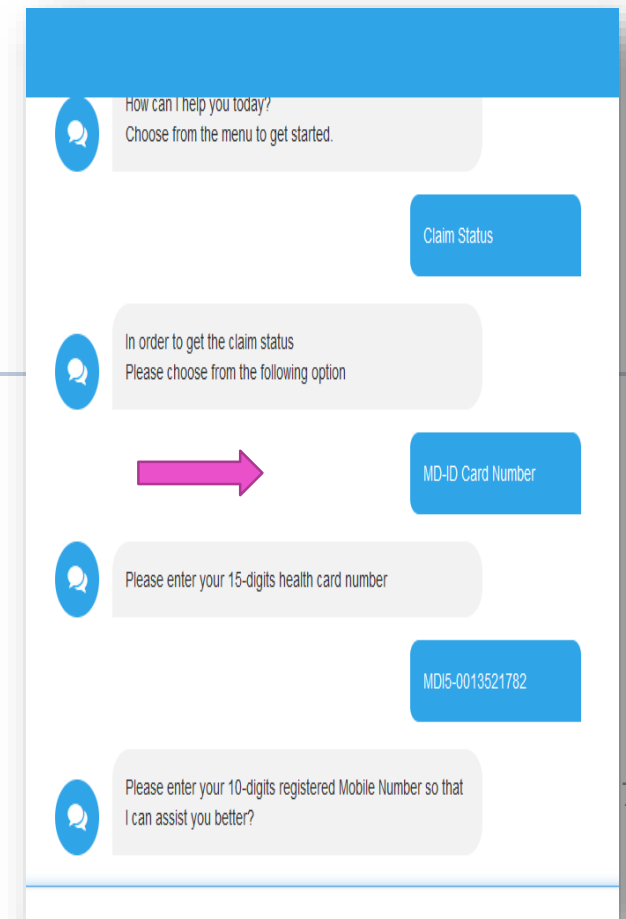
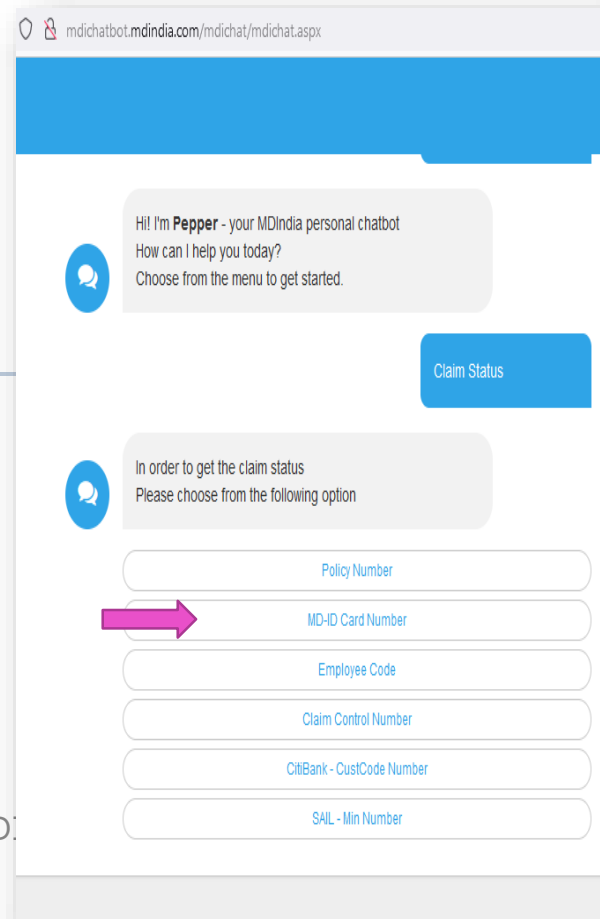
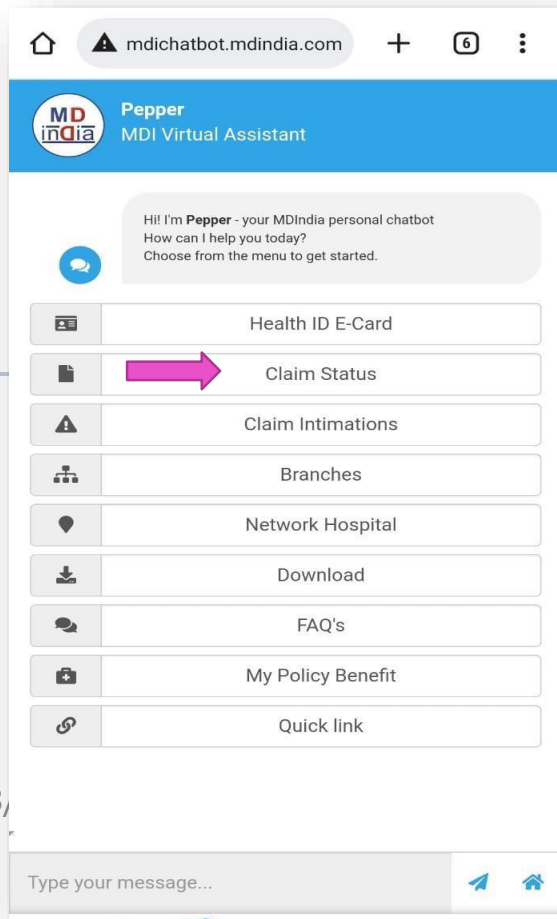
Check your “Claim Status” also Download the PDF.



# MDIndia > Chat Bot - Pepper

Your next Artificial Medical Assistant

## Claim Status



# MDIndia > Chat Bot - Pepper

Your next Artificial Medical Assistant

## Claim Status

MD-ID Card Number

Please enter your 15-digits health card number

MDI5-0013521782

Please enter your 10-digits registered Mobile Number so that I can assist you better?

7030546466

Please Enter OTP

Resend OTP

Please Enter OTP

62408

Please choose from the following option

- MDI7446107
- MDI7446107
- MDI7446107
- MDI7490919
- MDI7490919
- MDI7490919
- MDI7532439

Please choose from the following option

MDI7532439

Policy Details:

Insured Name : Firoz Khetani  
Employee Name : Firoz Khetani  
Employee Code : 0  
Policy Number : 160301/34/22/95/00000039  
MDID Number : MDI5-0013521782  
Policy Period : Jul 16 2022 TO Jul 15 2023  
Sum Insured : 800000.00

Hospitalisation Details:

Hospital Details : Alexis Multispeciality Hospital Pvt Ltd - Nagpur

**Thank You**  
**MD India TPA**



**We are the Best TPA in Industry**

**WE ARE A CLASS APART.....CHOOSE US!**