

GROUP HOSPITAL & SURGICAL CLAIM PROCEDURES

PRIVATE HOSPITAL

1. Upon admission, Patient signs the Medisave Authorisation form and pays a deposit as requested by the hospital
2. Patient must request the attending doctor/surgeon to complete Part III of this form. Expenses incurred for the completion of Part III will not be reimbursed
3. Upon discharge from the hospital, Patient has to submit:
 - a) This form with all 3 parts fully completed
 - b) Original hospital detailed final bills/outpatient bills & receipts

GOVERNMENT / RESTRUCTURED HOSPITAL

If the claim amount does not exceed S\$1,000, Patient has to submit :

- a) This form with only Parts I & II completed
- b) Original hospital detailed final bills/outpatient bills & receipts
- c) A photocopy of the Hospital Admission Summary (if any)
- d) The Discharge Summary form

If the claim amount exceeds S\$1,000, Patient has to submit :

- a) Original hospital detailed final bills/outpatient bills & receipts
 - b) This form with all 3 parts fully completed
- The Employer/Patient must complete Part I & II of this form respectively
 - Then submit the form to the Medical Records Section of the hospital for the completion of Part III. The medical report fee will be charged.
 - If the claim is payable, AIA will reimburse **\$80**, subject to the maximum of "Other Hospital Services" benefit as stated in the policy schedule.

Hospital

Medical Report fee

(Subject to changes from the hospitals)

Singapore General Hospital	\$89.24
Tan Tock Seng Hospital	\$80.25
National University Hospital	\$80.25
K.K. Women's & Children's Hospital	\$80.25
Changi General Hospital	\$80.00
Alexandra Hospital	\$76.40
Khoo Teck Puat Hospital	\$80.00

Important notes:

1. *To enable the claim to be processed on a timely basis, please duly complete all the questions in the claim form and attach all the required documents.*
2. *The claim will be returned if the required documents are not provided together with this form.*



**AIA SINGAPORE
GROUP HOSPITAL & SURGICAL INSURANCE CLAIM FORM**

Corporate Solutions

3 Tampines Grande, AIA Tampines #07-00, Singapore 528799 Fax: 6538 5603 Email: sg.eb.claims@aia.com

Part I (To be completed by the Employer)

Name of Employer: Policy No:
 Name of Employee: Nric/PP No:
 Date of Birth:mm/.....dd/.....yy Sex : M / F Plan Type: Room & Board:
 Date of Employment:mm/.....dd/.....yy Designation:
 Employee's email: Marital Status: Single / Married
 Employee's Commencement Date of Insurance Cover:mm/.....dd/.....yy

.....
 Company's stamp Employer's name/Telephone No. Employer's signature Date

Part II (To be completed by the Patient)

Name of Patient: NRIC/PP No: Sex: M / F
 Relationship to employee: Occupation: Date of birth:mm/.....dd/.....yy

1. If hospitalisation is due to sickness :

Diagnosis/symptoms: Type of operation:

2. If hospitalisation is due to accident, please provide:

Date:mm/.....dd/.....yy Time: Place of accident:

This accident work related – Yes / No

Briefly describe what happened and state the extent of the injury:

3. Are you making a claim from other insurance companies? Yes /No

If yes, name of insurance company..... policy number

(Please submit a copy of the other insurance company's claim settlement letter/payment voucher)

4. To whom should the claims amount be payable: -

Giro - Employee's Bank A/C: Bank: Branch: Account no.:

Cheque - Employee's / Employer's Name.....

5. Authorisation (to be signed by the Patient/Guardian)

I, hereby irrevocably authorise any hospital, doctor or other person who has attended to me or any member of my family to furnish AIA Singapore Private Limited (AIA Singapore)((Reg. No. 201106386R) or its representatives any and all information with respect to any sickness or injury, medical history, consultation, prescriptions or treatment and copies of all hospital or medical records.

That AIA may and is hereby authorised to use and disclose any information collected or held (contained in this application or otherwise attached) to enable AIA, its associated individuals/organisations or independent third parties, within or outside Singapore, with regard to any matters pertaining to the Application/Policy including but not limited to processing this application and providing subsequent services to the Policyholder/Applicant/Insured Member/Dependent and to provide advice or information concerning products or services which AIA believes it may be of interest to the Policyholder/Applicant/Insured Member/Dependent or to communicate with any one of them for any purpose. The Policyholder/Applicant shall and shall procure that the Insured Member and Dependent shall, provide their respective consent for AIA to carry out all such disclosures and hereby specifically waives their respective right to bring a claim of any nature against AIA in respect of any abovementioned disclosure or any disclosure in the nature of disclosure described above.

I agree that a photocopy of this authorisation shall be considered as effective and valid as the original.

.....
 Signature of Patient/Guardian & Employee number Date



G5110000

Part III (To be completed by the Attending Doctor/Surgeon)

1. Name of Patient :

2. Admission date : Discharge date:

3. Name of hospital:

4. Period of medical leave: From to

5. Date of first consultation:

6. Presenting symptoms :

7. Primary diagnosis: ICD Code:

8. Date of diagnosis:

9. a) Date of surgery: Surgical Code:

b) Surgical procedure:

c) If excision was performed, please indicate the measurements of the lesion/tumor

d) Were the above surgical procedures approached through the same incision/orifice? Yes No

e) Was surgery performed for cosmetic purposes? Yes No

10. a) How long had the patient been troubled by symptoms prior to the diagnosis?

b) In your medical opinion, how long do you think the illness existed prior to your diagnosis?

11. Has the patient had any prior treatment for this condition Yes No

If "Yes", state the date of treatment, name & address of doctor who treated the patient
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12. Was the patient referred by another doctor? Yes No

If "Yes", please furnish the name and address of the referral doctor.

13. Was the above condition discovered during your investigation of his/her infertility condition? Yes No

14. Was the condition of patient due to or related to :

a) Congenital anomaly? Yes No

b) Psychological, mental or emotional disorder? Yes No

c) Dental/gum treatment or oral mucosal? Yes No

d) Pregnancy, childbirth, sub-fertility or infertility? (Date of last menstrual period _____) Yes No

Name of doctor :

Name & address of clinic :

Signature of doctor :

Date :