



# carē advantage

**Customer Information Sheet**

## Customer Information Sheet

This document provides key information about your policy. You are also advised to go through your policy document.

Title	Description (Please refer to the applicable Policy Clause number in next column)	Policy Clause Number
<b>Name of the Insurance Product/Policy</b>	<b>Care Advantage</b>	
<b>Policy Number</b>		
<b>Type of the Insurance Product/Policy</b>	<b>Both Indemnity and Benefit</b>	
<b>Sum Insured (Basis)</b> (Along with amount)	<ul style="list-style-type: none"> <li>- <b>Individual Sum Insured</b> (each member has a separate sum insured under the policy).</li> <li>- <b>Floater Sum Insured</b> : : 1A1C / 1A2C / 1A3C / 1A4C / 2A / 2A1C / 2A2C / 2A3C / 2A4C (all members under the policy have a single sum insured limit which may be utilized by any or all members)</li> <li>- <b>Sum Insured</b> : 25 L/ 50 L/ 75 L/ 100 L/ 200 L/ 300 L/ 600 L</li> </ul>	
<b>Policy Coverage (What the policy covers?)</b>  (Policy Clause Number/s)	<b>Expenses in respect of :</b>  <b>BASE BENEFITS</b>  <b>1. Hospitalization Expenses:</b> <b>In-patient Care</b> - Admission in hospital beyond 24 hrs., covered up to Sum insured.  <b>Day-Care Treatments</b> - Specified / Listed procedures requiring less than 24 hours of hospitalization (day care), covered up to Sum insured.  <b>Advance Technology Methods</b> - Specified methods taken during Hospitalization, covered up to Sum insured.	3.1.1
	<b>2. Pre-hospitalization Medical Expenses and Post-hospitalization Medical Expenses –</b>  <b>Pre-hospitalization</b> - treatment prior to admission in hospital) of 30 days, covered up to Sum insured.  <b>Post-hospitalization</b> - treatment after discharge from hospital within 60 days from date of discharge, covered up to Sum insured.	3.1.2
	<b>3. Ambulance Cover</b> - Ambulance service offered by the hospital or any service provider, in an emergency situation, covered up to Sum insured.	3.1.3
	<b>4. Organ Donor cover</b> - Medical expenses incurred in respect of donor, for organ transplant surgery, covered up to Sum Insured.	3.1.4

	<p><b>5. No Claims Bonus (NCB)</b> - Increase in 10% of Sum Insured for every claim free year, maximum up to 50% of Sum Insured and will reduce by 10% in case of claim (decrease is only in Sum Insured accrued as NCB)</p>	3.1.5
	<p><b>6. Automatic Recharge</b> – The base Sum Insured is reinstated, only once during the Policy Year. Available for unrelated or same illness.</p>	3.1.6
	<p><b>7. Ayush Treatment</b> - In-patient Care/ Day Care Treatment taken for Ayurveda, Sidha , Unani and Homeopathy, covered up to Sum Insured.</p>	3.1.7
	<p><b>8. Health services :</b></p> <p><b>Health Portal-</b> Doctor on chat, Healthy tips reminder, etc.  <b>Discount Connect</b> – Discounts on services such as consultations, diagnostics, maternity etc. at our network.</p>	3.1.8
<b>OPTIONAL BENEFITS</b>		
	<p><b>1. No Claim Bonus Super</b> : Increase in 50% of Sum Insured for every claim free year, maximum up to 100% of Sum Insured and will reduce by 50% in case of claim (decrease is only in Sum Insured accrued as NCB)</p>	3.2.1
	<p><b>2. Air Ambulance Cover:</b> Air Ambulance transportation charges (during medical emergency) offered by a hospital/any service provider (in India) are covered Up to Rs. 5 Lacs per Policy Year.</p>	3.2.2
	<p><b>3. Deductible Option:</b> Deductible amount (as opted) shall bear by Insured before any benefits are payable by the Company and is on aggregate basis for all claims in a policy year.</p>	3.2.3
	<p><b>4. Smart Select:</b> Reduction on the premium for Treatment taken at listed smart select hospitals, 20% Co-pay shall be applicable if treatment taken other than smart select hospitals.</p>	3.2.4
	<p><b>5. Reduction in PED Wait Period:</b> PED Wait Period gets reduced to 2 years.</p>	3.2.5
	<p><b>6. Co-Payment Option:</b> Co-payment % (as opted) of the admissible claim amount shall bear by the Insured .</p>	3.2.6
	<p><b>7. Annual health Check-up:</b> Health check-up is arranged (for listed tests) at Network Provider/ other empanelled Service Providers, Once every Policy year for all insured members, on cashless basis.</p>	3.2.7
	<p><b>8. Room Rent modification:</b> Room Rent / Room Category limit gets modified to Single Private Room.</p>	3.2.8
	<p><b>9. Daily allowance:</b> A fixed amount (as opted) is payable per day; Max. 30 days in a Policy Year. For ICU, twice of the above amount is payable. (Valid only for In-patient Care Hospitalization for Insured Person only.)</p>	3.2.9

	<p><b>10. Additional Sum Insured for Accidental Hospitalization :</b> If Insured is admitted under In-patient Care due to an accident , additional 100 % of Sum Insured is payable.</p>	3.2.10
	<p><b>11. Unlimited Automatic Recharge</b> - The base Sum Insured is reinstated unlimited times during the Policy Year. Available for unrelated or same illness.</p>	3.2.11
	<p><b>12. Unlimited E-Consultations</b> – E-consultations with qualified General Physicians at Company's Network (within India) during the Policy Year through any mode of online communication (Voice/Video Call /Chat /Email Chat/etc.) available unlimited times in a Policy year.</p>	3.2.12
	<p><b>13. Pre-Post Hospitalization Expenses Modification</b> — The period for Pre-Hospitalization Medical Expenses and Post Hospitalization Medical Expenses under this Policy shall be modified to number of days as opted.</p>	3.2.13
<p><b>Exclusions</b>  (What the policy does not cover)</p>	<p><b>Permanent Exclusions:</b></p>	
	<p>Any Claim in respect of any Insured Person for, arising out of or directly or indirectly due to any of the following shall not be admissible unless expressly stated to the contrary elsewhere in the Policy Terms and conditions.</p> <ol style="list-style-type: none"> <li>1. Investigation &amp; Evaluation</li> <li>2. Rest Cure, rehabilitation and respite care</li> <li>3. Obesity/ Weight Control</li> <li>4. Change-of-Gender treatments</li> <li>5. Cosmetic or plastic Surgery</li> <li>6. Hazardous or Adventure sports</li> <li>7. Breach of law</li> <li>8. Excluded Providers</li> <li>9. Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof.</li> <li>10. Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons.</li> <li>11. Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure</li> <li>12. Refractive Error</li> <li>13. Unproven Treatments</li> <li>14. Sterility and Infertility</li> <li>15. Maternity</li> </ol>	4.1(b)
	<p><b>Specific Exclusions:</b></p>	
	<ol style="list-style-type: none"> <li>1. Any item or condition or treatment specified in List of Non-Medical Items (Annexure – II to Policy Terms &amp; Conditions).</li> </ol>	4.2

	<ol style="list-style-type: none"> <li>2. Taking part or is supposed to participate in a naval, military, air force operation or aviation in a professional or semi-professional nature.</li> <li>3. Treatment taken from anyone who is not a Medical Practitioner or from a Medical Practitioner who is practicing outside the discipline for which he is licensed or any kind of self-medication.</li> <li>4. Charges incurred in connection with routine eye examinations and ear examinations, dentures, artificial teeth and all other similar external appliances and / or devices whether for diagnosis or treatment</li> <li>5. Any expenses incurred on external prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, walkers, glucometer, crutches, ambulatory devices, instruments used in treatment of sleep apnea syndrome and oxygen concentrator for asthmatic condition, cost of cochlear implants and related surgery.</li> <li>6. Alopecia wigs and/or toupee and all hair or hair fall treatment and products.</li> <li>7. Screening, counseling or treatment of any external Congenital Anomaly, Illness or defects or anomalies or treatment relating to external birth defects.</li> <li>8. Treatment of mental retardation, arrested or incomplete development of mind of a person, subnormal intelligence or mental intellectual disability.</li> <li>9. Circumcision unless necessary for treatment of an Illness or as may be necessitated due to an Accident.</li> <li>10. All preventive care (except eligible and entitled for Optional Cover – 7: Annual Health Check-up), Vaccination including Inoculation and Immunizations (except in case of post-bite treatment) and tonics.</li> <li>11. Expenses incurred for Artificial life maintenance, including life support machine use, post confirmation of vegetative state or brain dead by treating medical practitioner where such treatment will not result in recovery or restoration of the previous state of health under any circumstances.</li> <li>12. Non-Allopathic Treatment or treatment related to any unrecognized systems of medicine.</li> <li>13. War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.</li> <li>14. Act of self-destruction or self-inflicted Injury, attempted suicide or suicide while sane or insane or Illness or Injury attributable to consumption, use, misuse or abuse of intoxicating drugs, alcohol or hallucinogens.</li> </ol>	4.2
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15. Any charges incurred to procure documents related to treatment or Illness pertaining to any period of Hospitalization or Illness.
16. Personal comfort and convenience items or services including but not limited to T.V. (wherever specifically charged separately), charges for access to cosmetics, hygiene articles, body care products and bath additives, as well as similar incidental services and supplies.
17. Expenses related to any kind of RMO charges, Service charge, Surcharge, night charges levied by the hospital under whatever head or transportation charges by visiting consultant.
18. Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:
  - a. Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any Illness, incapacitating disablement or death.
  - b. Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any Illness, incapacitating disablement or death.
  - c. Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any Illness, incapacitating disablement or death.
19. Impairment of an Insured Person's intellectual faculties by abuse of stimulants or depressants unless prescribed by a medical practitioner.
20. Any treatment taken in a clinic, rest home, convalescent home for the addicted, detoxification center, sanatorium, home for the aged, remodeling clinic or similar institutions.
21. Remicade, Avastin or similar injectable treatment which is undergone other than as a part of In-Patient Care Hospitalisation or Day Care Hospitalisation is excluded.
22. Expenses related to any kind of Advance Technology Methods other than mentioned in the Clause 3.1.1(iv).
23. Hormone replacement therapy.
24. Any other exclusion as specified in the Policy Schedule.

<p><b>Waiting Period</b></p> <ul style="list-style-type: none"> <li>· Time period during which specified diseases/ treatments are not covered</li> <li>· It is counted from the beginning of the policy coverage.</li> </ul>	<p><b>Initial waiting Period</b> : 30 days for all illnesses (not applicable in case of continuous renewal or accidents)</p> <p><b>Specific Waiting periods (Not applicable for claims arising due to an accident)</b> : 24 months for listed Named Ailments</p> <p><b>Pre-existing diseases</b> : Covered after 48 months (covered after 24 months on opting for Optional Cover 'Reduction in PED Wait Period')</p>	4.1(a)
<p><b>Financial limits of coverage</b></p> <p>i. Sub-limit (It is a pre-defined limit and the insurance company will not pay any amount in excess of this limit )</p> <p>ii. Co-payment (It is a specified amount / percentage of the admissible claim amount to be paid by policyholder/ insured)</p> <p>iii. Deductible (It is a specified amount :</p> <ul style="list-style-type: none"> <li>- up to which an insurance company will not pay any claim , and</li> <li>- which will be deducted from total claim amount is more than the specified amount )</li> </ul> <p>iv. Any other limit (as applicable)</p>	<p>In case of a claim , this policy requires you to share the following costs(Expenses exceeding the following <b>Sub-limits</b> ) :</p> <ul style="list-style-type: none"> <li>- <b>Room charges</b>: No limit</li> <li>- <b>ICU</b>: No limit</li> <li>(Option to modify the room category as Single Private Room under Optional Benefit - <b>Room Rent Modification</b> )</li> </ul>	3.1.1.(iii)
	<ul style="list-style-type: none"> <li>- Option to bear specified Co-payment percentage (as opted) applicable on each claim</li> </ul>	3.2.6
	<ul style="list-style-type: none"> <li>- Deductible amount (as opted) applicable on aggregate basis for all claims in a policy year.</li> </ul>	3.2.3
<p><b>Claims/ Claims Procedure</b></p>	<p>Details of procedure can be followed for cashless service as well as for reimbursement of claim including pre and post hospitalization.</p> <p><b>For Cashless service:</b> The Company extends Cashless Facility as a mode to indemnify the medical expenses incurred by the Insured Person at our Network Provider. For Network Provider list, Insured Person may please log on to the Company's website</p> <p><b>For Reimbursement service:</b> Under Reimbursement Facility, all the information and documentation specified in Policy Terms &amp; Conditions shall be submitted to the Company at Insured Person's own expense, immediately and in any event within 30 days of Insured Person's discharge from Hospital</p> <p><b>Claim intimation:</b> If any Illness is diagnosed or discovered or any Injury is suffered or any other contingency occurs which has resulted in a Claim or may result in a Claim under the Policy, the Company shall be notified with full particulars within 48 hours (emergency hospitalization) and 48 hours prior to planned date of admission (Planned hospitalization) from the date of occurrence of event.</p>	6.1

	<p><b>Turn Around Time (TAT)</b> for claims settlement :</p> <p>i. TAT for preauthorization of cashless facility: 4 hours  ii. TAT for cashless final bill authorization : 6 hours</p> <p>Web link (<a href="https://www.careinsurance.com/other-downloads.html">https://www.careinsurance.com/other-downloads.html</a>) for following :</p> <p>i. Network hospital details  ii. Helpline number  iii. Hospitals which are blacklisted or from where no claims will be accepted by insurer  iv. Downloading/getting claim form</p>	
<b>Policy Servicing</b>	<p>I. Call center number of the insurer - whatsapp number: 8860402452</p> <p>ii. Details of Company officials - Customer Service  Care Health Insurance Limited ,  Vipul Tech Square, Tower C, 3rd Floor, Golf Course Road, Sector- 43, Gurugram – 122009</p>	5.1.16
<b>Grievances/Complaints</b>	<p>In case of any grievance the Insured Person may contact the Company through  Website/link: <a href="https://www.careinsurance.com/customer-grievance-redressal.html">https://www.careinsurance.com/customer-grievance-redressal.html</a>  Mobile App : Care Health- Customer App  Toll free (whatsapp number): 8860402452  Courier: Any of Company's Branch Office or corporate office</p> <p>If Insured Person is not satisfied with the redressal of grievance through above methods, the Insured Person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a>  Grievance may also be lodged at IRDAI integrated Grievance Management System - <a href="https://bimabharosa.irdai.gov.in/">https://bimabharosa.irdai.gov.in/</a></p>	5.1.16
<b>Things to remember</b>	<p><b>Free Look cancellation:</b> You may cancel the insurance policy if you do not want it, within 15 days (30 days in case of distance marketing) from the beginning of the policy.</p> <p>For free look cancellation process reach us:</p> <ul style="list-style-type: none"> <li>· Care Health- Customer App</li> <li>· WhatsApp number – 8860402452</li> <li>· Self Help Portal - <a href="https://www.careinsurance.com/self-help-portal.html">https://www.careinsurance.com/self-help-portal.html</a></li> <li>· Submit Your Queries/ Requests - <a href="https://www.careinsurance.com/contact-us.html">https://www.careinsurance.com/contact-us.html</a></li> </ul>	5.1.15
	<p><b>Policy renewal:</b> Except on grounds of fraud, moral hazard or misrepresentation or non-cooperation, renewal of the policy shall not be denied, provided the policy is not withdrawn.</p>	5.1.10
	<p><b>Migration and Portability:</b> When your policy is due for renewal, you may migrate to another policy with us or port your policy to another insurer.</p>	5.1.8 and 5.1.9



	<p>For migration and portability process, reach us:</p> <ul style="list-style-type: none"> <li>· Care Health- Customer App</li> <li>· WhatsApp number – 8860402452</li> <li>· Self Help Portal - <a href="https://www.careinsurance.com/self-help-portal.html">https://www.careinsurance.com/self-help-portal.html</a></li> <li>· Submit Your Queries/ Requests - <a href="https://www.careinsurance.com/contact-us.html">https://www.careinsurance.com/contact-us.html</a></li> <li>· For Detailed Guidelines on Migration and Portability, kindly refer the link: <a href="https://www.careinsurance.com/other-disclosures.html">https://www.careinsurance.com/other-disclosures.html</a> , <a href="https://www.careinsurance.com/health-insurance-portability.html">https://www.careinsurance.com/health-insurance-portability.html</a></li> </ul>	
	<p><b>Change in Sum Insured:</b> Sum Insured can be changed (increased/ decreased) only at the time of renewal or at any time, subject to underwriting by the company. For increase in SI, the waiting period if any shall start afresh <b>only for the enhanced portion of the sum insured.</b></p>	5.2.7
	<p><b>Moratorium Period:</b> After completion of eight continuous years under the policy, no look back to be applied. This period of eight years is called the moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of eight continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits.</p> <p>After the expiry of Moratorium Period no health insurance policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract.</p>	5.1.12
<b>Your Obligations</b>	<p>Please disclose all pre-existing disease/s or condition/s before buying a policy. Non-disclosure may affect the claim settlement. Disclosure of other material information during the policy period.</p> <p><b>Disclosure of Information</b> - Misrepresentation, mis-description or non-disclosure of any material particulars or any material information having been withheld, or if a Claim is fraudulently made by the Policyholder, the Insured Person or any one acting on his or their behalf, the Company shall have no liability to make payment of any Claims and the premium paid shall be forfeited to the Company on cancellation of the Policy or the Company may adjust the scope of cover and / or the premium paid or payable, accordingly.</p>	5.1.1
	<p><b>Material Change:</b> Policyholder/ Insured Person shall immediately notify the Company in writing of any material change in the risk on account of change in occupation or business of any Insured Person. The Company may adjust the scope of cover and / or the premium paid or payable, accordingly</p>	5.2.1

Note:

- i. For the product terms and conditions and other documents, including CIS, please refer the web link : <https://www.careinsurance.com/rhicl/login/register>
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail and please refer the Policy Schedule for the applicable benefits.



**Care Health Insurance Limited**

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CIN: U66000DL2007PLC161503 UIN: CHIHLIP24183V032324

IRDAI Registration Number - 148

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Care Health-  
Customer App



WhatsApp  
8860402452

**Self Help Portal:**

[www.careinsurance.com/self-help-portal.html](http://www.careinsurance.com/self-help-portal.html)

**Submit Your Queries/Requests:**

[www.careinsurance.com/contact-us.html](http://www.careinsurance.com/contact-us.html)