

Sr. No.	FAQs	Answer
1	I require my E-card	First Check your email, you have received your ID password from Noreply.FGH@futuregenerali.in, If not please email to Group Insurance ID
2	I have not received any email regarding my e-card	Please email to FG.Health@futuregenerali.in for ID password and e-card, If response not received email to Group Insurance ID
3	I want to know about my insurance coverage	As per Band 0 to 2B (4,20,000), Band 3to4 (6,00,000), Band 5 and above 9,00,000
4	I am in village how to avail cashless treatment	If hospital is in network you can avail cashless treatment or else need to go for reimbursement
5	Need to know about cashless treatment	Please refer PPT
6	Need to know the reimbursement process of my insurance claim	Please refer PPT
7	My family members admitted in hospital 25days ago how to get my claim	Please process for reimbursement
8	My family members name missing in my health insurance	You can add them time of renewal / Mid tern addition is not possible/ its only applicable in case of newly married and newly born baby within 30days
9	My family members DOB is wrong	Please email to Group Insurance id or your BB spoc for correction
10	Gender Details is wrong	Please email to Group Insurance id or your BB spoc for correction
11	I want to know my sum-insured limit, How much is remain?	Please email to Group Insurance id
12	IS OPD is covered in our GMC policy?	No, Its only applicable in Day care like cataract
13	I have fever and I want to admit in hospital, will my claim will passed or not?	Its depends / If claim is admissible as per doctor's advice you can
14	My cashless approval is not received yet, It almost completed 3hrs	First check in hospital, Is they sent for claim to insurance company/ There is TAT of 3hrs for cashless claim if all documents is completed
15	Toll Free numbers in not working	Please try both the toll free numbers / or you can also email to FGH.health@futuregenerali.in
16	No one answer on email	Please email to group insurance id
17	How much limit for Maternity claim	Normal 50K and C-section 60K
18	In maternity claim will claim for pre and post claim	No all include in limit
19	I want to add my new born baby in insurance	Email to group insurance id
20	I have deduction in my claim	First Please check is this a non-medical item / If not please email to FG.Health@futuregenerali.in

21	There is high deduction in claim, How insurance company can deduct such amount	May be possible its Non medical item / For any query please email to group insurance id and FGH.health@futuregenerali.in
22	My sum insured limit is exhausted require guidance for top-up	Please connect to Paresh Mepal and Amita Shukla
23	Where I can submit my reimbursement documents	Please refer PPT
24	I want add my third child in Insurance policy	Mid-term addition is only applicable in case of Newly Married and Newly born babu within 30days, For more info please connect to Paresh Mepal
25	My father is covered under GMC policy, I want add my mother in law	Not Possible / Cross combination is not allowed in our policy
26	I want my insurance policy copy	This is GMC policy we can not share insurance policy to employees / For more info Please connect to Paresh Mepal
27	What is my room limit in my insurance	For Normal 2 % and ICU 3% of your Sum-Insured
28	In maternity can I claim for sonography report	No
29	I want to change my email id /mobile number in my insurance policy	Please email to FG.Health@futuregenerali.in for ID and Group Insurance ID
30	What is TAT for newly married spouse and new born baby addition	30days
31	I forgot to add my child /parents in insurance policy, can I add now ?	No, Mid tern addition is not possible/ its only applicable in case of newly married and newly born baby within 30days
32	Can I add my brother / sister in my insurance policy?	NO
33	How much limit for cataract claim	No Limit
34	I done MRI report, How to claim ?	Its depends / If after report admitted in hospital for 24hrs you can claim / If only diagnostic purpose done the report you can not claim.