

Process for cashless hospitalization and claims

How to avail cashless services at an empaneled or network hospital	
In case of hospitalisation at Network/ empaneled hospital, the member employee is required to intimate the Su-Swastha Yojna by sending pre auth form prior to admission in case of planned hospitalization or within 24 hours in case of emergency hospitalisation. The following flow chart will explain the process.	Su Swastha Facilitation Center 1st Floor Old STNM Hospital, Hospital Dara, Gangtok, Sikkim - 737101 Tel: 9800347944 9121610621 Email: preauth@suswasthasikkim.com claims@suswasthasikkim.com
NETWORK HOSPITAL PROCESS FOR PLANNED OR EMERGENCY CARE	
Planned Hospitalization	Emergency Hospitalization
Steps of process-	Steps of process-
Choose a hospital from list of hospitals- www.suswasthasikkim.com/find-a-hospital	Member beneficiary gets admitted in the emergency of a network hospital
Member beneficiary informs Su-Swastha Facilitation Center in advance by emailing at preauth@suswasthasikkim.com OR calling at 9800347944 Hospital submits pre authorization form- preauth@suswasthasikkim.com - this form is downloadable from www.suswasthasikkim.com/downloads	Member beneficiary informs Su-Swastha Facilitation Center within 24 hours by emailing at preauth@suswasthasikkim.com OR calling at 9800347944 Hospital submits pre authorization form- soft copy via email at preauth@suswasthasikkim.com - this form is downloadable from www.suswasthasikkim.com/downloads
Su-Swastha Facilitation Center processes and approves the PAL- pre authorization letter with approval for cashless treatment	Su-Swastha Facilitation Center processes and approves the PAL- pre authorization letter with approval for cashless treatment
Member beneficiary gets admitted and completes treatment.	Member beneficiary completes treatment & is discharged.
Hospital files a claim directly with Su-Swastha Yojna	Hospital files a claim directly with Su-Swastha Yojna
SSY approves claim as per Govt of Sikkim's terms and conditions H&FW Govt of Sikkim processes payment.	SSY approves claim as per Govt of Sikkim's terms and conditions H&FW Govt of Sikkim processes payment.



+91-98003-47944



info@suswasthasikkim.com
www.suswasthasikkim.com



Su Swastha Yojna Office, Old STNM Hospital
MG Marg Gangtok, Sikkim - 737 101