

# Get access to cashless treatment anytime, anywhere!

AKNA Cardholders can now avail cashless treatment and quality healthcare even at a non-network hospital of AKNA.

Focus on your recovery while we take care of the rest.

## **Process to follow to avail cashless facility at a non-network hospital of AKNA:**

1. Intimate AKNA 72 hours prior to admission along with hospital details in case of planned admission along with hospital details & all relevant information relating to claim including plan of treatment, policy number etc.
2. Intimation shall reach AKNA within 24 hours in case of an emergency admission along with hospital details & all relevant information relating to claim including plan of treatment, policy number etc.
3. The request shall be sent via an email to AKNA at [cashlesseverywhere@aknatpa.com](mailto:cashlesseverywhere@aknatpa.com)
4. Intimation request (as defined in point 1 and 2) can also be sent at this address: **AKNA Health Insurance TPA Pvt. Ltd., Corporate Office, W-86/C-33 Anupam Gardens, Sainik Farms, New Delhi 110068**
5. Cashless facility will depend on acceptance by the respective hospital / healthcare provider.
6. Cashless request will not be processed in case the hospital is part of the excluded hospital list by Insurers.
7. If Cashless facility is denied, the Customer may submit the papers on completion of treatment, and admissibility of the claim would be subject to the terms/conditions of the Policy.
8. **Mandatory details need to be provided as mentioned below:**
  - a. Hospital Name
  - b. Hospital Address
  - c. PIN Code
  - d. City
  - e. State
  - f. Hospital's Contact Person
  - g. Hospital Contact No.
  - h. Email ID