

Be Smart Insure Smarter

# SMART Health Pro



Health Insurance

The Health Insurance Specialist

### **Smart Health Pro**

Unique Identification No.: SHAHLIP23172V012223

**Smart Health Pro** – An exclusive indemnity policy that can be obtained only through online channels. It provides coverage for medical costs resulting from hospitalization due to illnesses or accidents. Additionally, the policy includes a selection of five optional covers, allowing policyholders to tailor the policy in accordance with their preferences.

#### ★ Entry Age

#### a. Floater Sum Insured

- For Adults Minimum 18 years & Maximum Up to 50 years.
- For Dependent Children Minimum 91 days & Maximum Up to 25 years.

#### b. Individual Sum Insured

- · Minimum 18 years and Maximum upto 50 years.
- ★ Under Floater Sum Insured, Family means Self + Spouse / Live-in Partner / Same Sex Partner + Dependent Children.
- ★ Maximum Family Size Covered under Floater Sum Insured: 2 Adults + 3 Children.
- ★ Policy Term: One year / Two year / Three year: For policies more than one year, the Sum Insured is for each year, without any carry over benefit thereof.
  - **Note:** Where the policy is issued for more than 1 year, the Sum Insured including sub-limits are without any carry over benefit thereof. The said benefits / covers available for the  $2^{nd}$  year or  $3^{nd}$  year cannot be utilized in the 1st year itself.
- ★ Long term discount: If the policy term opted is 2 years, 10% discount is available on 2<sup>rd</sup> year premium and if policy term opted is 3 years, 12.5% discount is available on 3<sup>rd</sup> year premium.
- ★ Type of Policy: Individual sum insured and Floater sum insured.
- ★ Sum Insured Options: Rs.5,00,000/-, Rs.10,00,000/-, Rs.15,00,000/-, Rs.20,00,000/-, Rs.25,00,000/-, Rs.5,00,000/-, Rs.75,00,000/- and Rs.1,00,00,000/-.
- ☆ Pre-Policy Medical check-up Not required: Based on declared medical history, company may subject the applicant/s to undergo pre-policy medical check-up. 100% cost of such medical examination is borne by the company.
- ★ Co-Pay Not Applicable under this policy.
- Midterm Inclusion Facility: Is available on payment of proportionate premium for Newly Wedded spouse, New born baby and Legally adopted child subject to the following Intimation about the new born baby should be given within 45 days from the date of birth.

#### Conditions

- . Midterm Inclusion of New born baby and Legally adopted child is available only under Floater Policies.
- Waiting periods as stated in the policy will be applicable from the date of inclusion of such newly wedded spouse, new born baby, legally adopted child.
- c. Such midterm inclusion will be subject to underwriter's approval.
- ★ Upfront Discount: We will provide upfront discount of 5% on the premium if the questions related to lifestyle and habits are answered by the insured at the time of purchasing this policy.

#### Note

- This discount will be available only on the base policy premium not on Optional/Add-on covers.
- This discount will be available only once, that is at the time of first purchase of this policy.
- The discount will be given only if all the Adult Members proposed for Insurance answered the questions.

#### ★ Coverage

- Room (Private Single A/c Room), Boarding and Nursing Expenses as provided by the Hospital / Nursing Home
   Note: Associated Medical expenses which vary based on the room occupied by the insured person will be
   considered in proportion to the room rent stated in the policy schedule or actuals whichever is less. Proportionate
   deductions are not applied in respect of the hospitals which do not follow differential billing or for those expenses
   in respect of which differential billing is not adopted based on the room rent.
- 2. Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialist Fees.
- 3. Anesthesia, blood, oxygen, operation theatre charges, ICU charges, surgical appliances, medicines and drugs, diagnostic materials and X-ray, diagnostic imaging modalities, dialysis, chemotherapy, radiotherapy, cost of pacemaker, stent and similar expenses. With regard to coronary stenting, medicines, Implants and such other similar items the Company will pay cost of stent as per the Drug Price Control Order (DPCO) / National Pharmaceuticals Pricing Authority (NPPA) Capping.
- 4. All day care procedures are covered.
- Road Ambulance: Subject to an admissible hospitalization claim, road ambulance expenses incurred for the following are payable;
  - for transportation of the insured person by private ambulance service to go to hospital when this is needed for medical reasons,



- for transportation of the insured person by private ambulance service from one hospital to another hospital for better medical treatment,
  - or
- iii. for transportation of the insured person from the hospital where treatment is taken to their place of residence (if it is in same city), provided the requirement of an ambulance to the residence is certified by the medical practitioner.
- 6. Air Ambulance: Air ambulance expenses are payable subject to an admissible hospitalization claim, the Insured Person(s) is/are eligible for reimbursement of expenses incurred towards the cost of air ambulance service up to 10% of sum insured per policy year, provided that;
  - a) It is for emergency care of the insured person which requires immediate and rapid ambulance transportation to the hospital/medical centre that ground transportation cannot be provided.
  - b) Necessary medical treatment not being available at the location where the Insured Person is situated at the time of Emergency.
  - c) It is prescribed by a Medical Practitioner and is Medically Necessary.
  - f) The insured person is in India and the treatment is in India only.
  - Such Air ambulance should have been duly licensed to operate as such by Competent Authorities of the Government/s.
- Pre-Hospitalization Expenses: Medical expenses incurred up to 60 days immediately before the insured person is hospitalized.
- 8. Post Hospitalization Expenses: Medical expenses incurred up to 180 days immediately after the insured person is discharged from the hospital.
- 9. Domiciliary Hospitalization: Coverage for medical treatment (Including AYUSH) for a period exceeding three days, for an illness/disease/injury, which in the normal course, would require care and treatment at a Hospital but, on the advice of the attending Medical Practitioner, is taken whilst confined at home under any of the following circumstances.
  - 1. The condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or
  - 2. The patient takes treatment at home on account of non-availability of room in a hospital.

However, this benefit shall not cover Asthma, Bronchitis, Chronic Nephritis and Nephritic Syndrome, Diarrhoea and all types of Dysenteries including Gastro-enteritis, Diabetes Mellitus and Insipidus, Epilepsy, Hypertension, Influenza, Cough and Cold, all Psychiatric or Psychosomatic Disorders, Pyrexia of unknown origin for less than 10 days, Tonsillitis and Upper Respiratory Tract infection including Laryngitis and Pharyngitis, Arthritis, Gout and Rheumatism.

10. Annual Health Checkup: Expenses incurred towards cost of health check-up up to the limits mentioned in the table given below for each policy year (irrespective of claim) which can be availed at any time during the policy year.

Complement (Da.)	Limit U	lpto (Rs.)		
Sum Insured (Rs.)	Individual SI	Floater SI		
500000	1500	2500		
1000000	2000	5000		
1500000	4000	8000		
2000000	5000	10000		
2500000	5000	10000		
5000000	5000	10000		
7500000	8000	15000		
10000000	8000	15000		

**Note:** Payment of any claim under this benefit shall not be construed as a waiver of Company's right to repudiate any claim on grounds of non disclosure of material fact or pre-existing disease, for hospitalization expenses under hospitalization provisions of the policy contract.

- 11. Home Care Treatment: Payable up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year, for treatment availed by the Insured Person at home, only for the specified conditions mentioned below, which in normal course would require care and treatment at a hospital but is actually taken at home provided that;
  - a) The Medical practitioner advises the Insured person to undergo treatment at home.
  - There is a continuous active line of treatment with monitoring of the health status by a medical practitioner for each day through the duration of the home care treatment.
  - c) Daily monitoring chart including records of treatment administered duly signed by the treating doctor is
  - Insured can avail "Home Care Treatment" service on cashless / reimbursement basis, if availed from the list of our Network service providers given in our website "www.starhealth.in".

#### List of Conditions covered under Home care treatment

- Fever and Infectious diseases which can be managed as Inpatient.
- 2. Uncomplicated Urinary tract infections but needing Parenteral Antibiotics.



- Asthma and COPD -Mild Exacerbations needing Home Nebulization.
- Acute Gastritis/Gastroenteritis.
- I.V. Chemotherapy [Where advised by the doctor].
- Palliative Cancer care requiring medical assistance.
- Acute Vertigo.
- 8. Diabetic foot and Cellulitis.
- 9 IVDP [Cervical and Lumbar disc diseases].
- Major Surgeries/Arthroplasties needing IV Antibiotics Post Discharge.
- Care for Brain and Spinal Injury Cases Post Discharge.
- 12. Post CVA Care at Home after Discharge.
- 12. Hospitalization expenses for treatment of New Born Baby: Hospitalization Expenses incurred in a hospital/ nursing home on treatment of the New born for any disease, illness (including any congenital disorders) or accidental injuries are payable from Day 1 of its birth till the expiry date of the policy, up to 10% of the sum insured and maximum upto Rs. 2 lakhs. This sub-limit will not apply for treatment related to congenital internal disease / defects for the new born.

#### Conditions applicable for this section

- This cover is available only if Mother is covered under this (Smart Health Pro) policy for a continuous period of 12 months without break
- Intimation about the birth of the New Born should be given to the company and the coverage will be given to the New Born from the first day of its birth.
- Exclusion no.1, (Code-Excl 01), Exclusion no.2 (Code-Excl 02), Exclusion no.3 (Code-Excl 03) and Exclusion no.20 (Code-Excl 20) as stated under this policy shall not apply for the New Born
- In the subsequent year if the policy holder opts the coverage for New Born and pays the premium. the New Born Baby will be covered up to the Sum Insured (without any underwriting and the entry age criteria).
- e. Enhancement of sum insured is subject to underwriters approval.
- 13. AYUSH Treatment: Medical expenses for Inpatient Hospitalization incurred on treatment under Ayurveda, Unani, Siddha and Homeopathy systems of medicines in a AYUSH Hospital is payable up to

Note: Yoga and Naturopathy systems of treatments are excluded from the scope of coverage under AYUSH treatment.

- 14. Coverage for Modern Treatment: The following procedures will be covered (wherever medically indicated) either as in patient or as part of day care treatment in a hospital upto sum insured (including Pre and Post hospitalization expenses) during the policy period;
  - Uterine artery Embolization and HIFU.
  - Balloon Sinuplasty. b)
  - Deep Brain Stimulation.
  - Oral Chemotherapy.
  - Immunotherapy- Monoclonal Antibody to be given as injection.
  - Intra Vitreal injections.
  - Robotic surgeries.
  - Stereotactic radio surgeries.
  - Bronchical Thermoplasty.
  - Vaporisation of the prostate (Green laser treatment or holmium laser treatment).
  - IONM-(Intra Operative Neuro Monitoring).
  - Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions
- 15. Cumulative Bonus: The insured person will be eligible for Cumulative bonus calculated at 50% of sum insured for each claim free year and maximum up to 100% of the sum insured.

#### Conditions

- The Cumulative bonus will be calculated on the expiring Sum Insured.
- If the insured opts to reduce the Sum Insured at the subsequent renewal, the limit of indemnity by way of such Cumulative bonus shall not exceed such reduced sum insured.
- Cumulative Bonus will not be reduced unless the same is utilized in the event of claim.
- During Renewal, Cumulative Bonus will be reduced only to the extent of utilized portion and the unutilized Cumulative Bonus will be carried forward to the next policy year.
- 16. Automatic Restoration of Sum Insured: There shall be automatic restoration of the Sum Insured once by 100% subject to the following;
  - 1. The automatic restoration shall be immediately upon partial/full utilization of the limit of coverage.
  - Such Restored Sum Insured can be utilized for all claims for subsequent hospitalization during the policy period.
  - The maximum liability of the Company in a Single claim under a policy year shall not exceed the limit of coverage
  - The unutilized restored sum insured cannot be carried forward to the next policy year.

17. Star Wellness Program: This program intends to promote, incentivize and to reward the Insured Persons' healthy life style through various wellness activities. The wellness activities as mentioned below are designed to help the Insured person to earn wellness reward points which will be tracked and monitored by the Company. The wellness points earned by the Insured Person(s) under the wellness program, can be utilized to get discount in premium during the renewal.

This Wellness Program is enabled and administered online through Star Health Mobile Applications.

Note: The Wellness Activities mentioned in the table below (from Serial Number 1 to 6) are applicable for the Insured person(s) aged 18 years and above only. The following table shows the discount on premium available under the Wellness Program;

Wellness Points Earned	Discount in Premium
200 to 350	4%
351 to 600	10%
601 to 750	14%
751 and above	20%

Please refer website www.starhealth.in for more details.

#### 18. Value Added Services

a. Star Tele-health Services	b. Medical Concierge Services	c. Digital Health Vault
d. Wellness Content	e. Post Operative Care	f. Discounts from Network Providers

#### Terms and conditions applicable for value added services

- For services that are provided through empanelled service provider, Star Health is only acting as a facilitator; hence would not be liable for any incremental costs or the services.
- All medical services are being provided by empanelled health care service provider. We ensure full due diligence before empanelment. However insured should consult his/her doctor before availing/taking the medical advices/services. The decision to utilize these advices/services is solely at Insured person's discretion.
- Star Health, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, are not responsible or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses which a Member claims to have suffered, sustained or incurred, by way of and / or on account of the Wellness Program.
- Services offered are subject to guidelines issued by IRDAI from time to time.
- Optional Covers: The following Optional Covers are available on payment of additional premium / reduction in premium as shown in the policy schedule.
  - 1. Cumulative Bonus Booster: The insured person will be eliqible for additional Cumulative bonus calculated at 50% of sum insured for each claim free year and maximum up to 600% of the sum insured.

#### Conditions applicable for Cumulative Bonus Booster

- 1. The Cumulative bonus will be calculated on the expiring Sum Insured.
- If the insured opts to reduce the Sum Insured at the subsequent renewal, the limit of indemnity by way of such Cumulative bonus will be calculated as per the reduced sum insured.
- Cumulative Bonus will not be reduced unless the same is utilized in the event of claim.
- During Renewal, Cumulative Bonus will be reduced only to the extent of utilized portion and the unutilized Cumulative Bonus will be carried forward to the next policy year.

#### Note

- This optional cover can be opted by insured having Sum Insured of Rs. 10 lakhs and above.
- During renewal, if insured reduces the Sum Insured to below Rs. 10 lakhs, this optional cover will not
- 2. Modification of Room Category: Through this optional cover, Insured person can enhance/reduce the room category from Private Single A/c Room to Any Room / Shared Accommodation.

- Enhancement of room category to Any Room can be opted by insured having Sum Insured of Rs. 10 lakhs and above only.
- During renewal, if insured reduces the Sum Insured to below Rs. 10 lakhs, this enhancement of room category will not be available
- Reduction of Pre-Existing Diseases Waiting Period: The Insured Person can reduce the Pre-Existing Disease/s waiting period from 48 months to 36/24/12 months. This option is available only for the first purchase of this Smart Health Pro and also only upto Sum Insured chosen at that time. This option is not available for renewal / ported / migrated policies. Offering reduction of Pre-Existing Diseases waiting period is subject to Underwriter's approval.
  - Note: If the Pre-Existing Disease/s falls under the list of specific disease waiting period (Exclusion No. 2 -Code Excl 02), the longer among the Pre-Existing Disease and specific disease waiting period shall apply.
- Coverage for Non-medical Items (Consumables): Items as per List I will become payable If there is an admissible claim under the policy for inpatient / day care treatment. (Exclusion No. 32 - Code Excl 37) as stated under this policy shall not apply if insured opts this coverage. For List-I, please refer website:
- Unlimited Automatic Restoration of Sum Insured: The policy provides automatic restoration of sum insured subject to the following condition;
  - Sum Insured will be restored unlimited number of times and maximum up to 100% each time, which can be utilized for a subsequent hospitalization.



- The restoration will trigger immediately upon partial/ full utilization of the sum insured, which can be utilized for a subsequent hospitalization.
- · On partial utilization of the Sum Insured, it will be restored up to extent of utilization.
- On full utilization of the Sum Insured, it will be restored to 100%.
- The Restored Sum Insured can be used for all claims including for modern treatment, but for a subsequent hospitalization.
- The maximum payable amount for a single claim under restoration benefit shall not be more than the Sum Insured.

#### Unlimited Restoration – Illustration

If there are 2 insured members with Sum Insured of Rs.10,00,000/- each, lets understand how restoration benefit will apply to each under different circumstances.

		Insured 1	Insured 2	
	Sum Insured	Rs.10,00,000	Rs.10,00,000	
	No Claim Bonus (NCB)	0	Rs.5,00,000	
	Total Available amount	Rs.10,00,000	Rs.15,00,000 (SI 10 Lac + NCB 5 Lac)	
	1st Claim	Rs.5,00,000	Rs.5,00,000	
1st	Claim paid amount	Rs.5,00,000	Rs.5,00,000	
Claim	Will the restoration kick in? Yes, Why - Since there is partial utilization of Sum Insured.	Rs.5,00,000 (Restored Sum Insured)	Rs.5,00,000 (Restored Sum Insured)	
,	Available amount for next claim	Rs.10,00,000 (Restored SI 5 Lac + Balance SI 5 Lac)	Rs.15,00,000 (Restored SI 5 Lac + Balance SI 5 Lac+ NCB 5 Lac)	
	2nd Claim (For Same / different illness)	Rs.15,00,000	Rs.15,00,000	
2nd	Claim paid amount	Rs.10,00,000	Rs.15,00,000	
Claim	Will the restoration kick in? Yes, Why - Since there is full utilization of Sum Insured.	Rs.10,00,000 (Restored Sum Insured)	Rs.10,00,000 (Restored Sum Insured)	
1	Available amount for next claim	Rs.10,00,000 (SI is Restored up to 100%)	Rs.10,00,000 (SI is Restored up to 100%)	
	3rd Claim (For Same / different illness)	Rs.11,00,000	Rs.11,00,000	
3rd	Claim paid amount	Rs.10,00,000	Rs.10,00,000	
Claim	Will the restoration kick in? Yes, Why - Since there is full utilization of Sum Insured.	Rs.10,00,000 (Restored Sum Insured)	Rs.10,00,000 (Restored Sum Insured)	

#### Conditions applicable for Optional Covers

- 1. The above mentioned optional covers can be opted by the insured only at the time of inception
- 2. Once opted, the insured cannot opt out of the optional covers during renewal.

#### ★ Exclusions

#### Standard Exclusions

#### 1. Pre-Existing Diseases - Code Excl 01

- A. Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 48 months of continuous coverage after the date of inception of the first policy with insurer.
- B. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- C. If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
- D. Coverage under the policy after the expiry of 48 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by Insurer.

#### 2. Specified disease/procedure waiting period - Code Excl 02

- A. Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first policy with us. This exclusion shall not be applicable for claims arising due to an accident.
- B. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- C. If any of the specified disease/procedure falls under the waiting period specified for pre-existing diseases, then the longer of the two waiting periods shall apply.

- D. The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- E. If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- F. List of specific diseases/procedures.
  - Treatment of Cataract and diseases of the anterior and posterior chamber of the Eye, Diseases of ENT, Diseases related to Thyroid, Benign diseases of the breast.
  - Subcutaneous Benign Lumps, Sebaceous cyst, Dermoid cyst, Mucous cyst lip / cheek, Carpal Tunnel Syndrome, Trigger Finger, Lipoma, Neurofibroma, Fibroadenoma, Ganglion and similar pathology.
  - All treatments (Conservative, Operative treatment) and all types of intervention for Diseases related to Tendon, Ligament, Fascia, Bones and Joint Including Arthroscopy and Arthroplasty / Joint Replacement [other than caused by accident].
  - All types of treatment for Degenerative disc and Vertebral diseases including Replacement
    of bones and joints and Degenerative diseases of the Musculo-skeletal system, Prolapse of
    Intervertebral Disc (other than caused by accident).
  - All treatments (conservative, interventional, laparoscopic and open) related to Hepatopancreato-biliary diseases including Gall bladder and Pancreatic calculi. All types of management for Kidney calculi and Genitourinary tract calculi.
  - 6. All types of Hernia.
  - 7. DesmoidTumor, Umbilical Granuloma, Umbilical Sinus, Umbilical Fistula.
  - All treatments (conservative, interventional, laparoscopic and open) related to all Diseases of Cervix, Uterus, Fallopian tubes, Ovaries, Uterine Bleeding, Pelvic Inflammatory Diseases.
  - 9. All Diseases of Prostate, Stricture Urethra, all Obstructive Uropathies.
  - 10. Benign Tumours of Epididymis, Spermatocele, Varicocele, Hydrocele.
  - 11. Fistula, Fissure in Ano, Hemorrhoids, Pilonidal Sinus and Fistula, Rectal Prolapse, Stress Incontinence.
  - 12. Varicose veins and Varicose ulcers.
  - 13. All types of transplant and related surgeries.
  - Congenital Internal disease / defect (except for New Born in Coverage Hospitalization expenses for treatment of New Born Baby).

#### 3. 30-day waiting period - Code Excl 03

- A. Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- B. This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months
- C. The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

#### 4. Investigation & Evaluation - Code Excl 04

- A. Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded
- Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded
- Rest Cure, rehabilitation and respite care Code Excl 05: Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
  - Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
  - Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.
- Obesity/ Weight Control Code Excl 06: Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions;
  - A. Surgery to be conducted is upon the advice of the Doctor.
  - B. The surgery/Procedure conducted should be supported by clinical protocols.
  - C. The member has to be 18 years of age or older and,
  - Body Mass Index(BMI);
    - 1. greater than or equal to 40 or,
    - greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
      - a. Obesity-related cardiomyopathy.
      - b. Coronary heart disease.
      - Severe Sleep Apnea.
      - d. Uncontrolled Type2 Diabetes.





- Change-of-Gender treatments Code Excl 07: Expenses related to any treatment, including surgical
  management, to change characteristics of the body to those of the opposite sex.
- 8. Cosmetic or plastic Surgery Code Excl 08: Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.
- Hazardous or Adventure sports Code Excl09: Expenses related to any treatment necessitated due
  to participation as a professional in hazardous or adventure sports, including but not limited to,
  para—jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand
  aliding, sky diving, deep-sea diving.
- Breach of law Code Excl 10: Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.
- 11. Excluded Providers Code Excl 11: Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.
- 12. Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof-Code Excl 12
- 13. 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 Code Excl 13.
- 14. 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 - Code Excl 14.
- 15. Refractive Error Code Excl 15: Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptres.
- 16. Unproven Treatments Code Excl 16: Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.
- 17. Sterility and Infertility Code Excl 17: Expenses related to sterility and infertility. This includes;
  - a. Any type of contraception, sterilization.
  - Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI.
  - c. Gestational Surrogacy.
  - d. Reversal of sterilization.

#### 18. Maternity - Code Excl 18

- Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy.
- Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

#### Specific Exclusions

- Circumcision (unless necessary for treatment of a disease not excluded under this policy or necessitated due to an accident), Preputioplasty, Frenuloplasty, Preputial Dilatation and Removal of SMEGMA - Code Excl 19.
- Congenital External Condition / Defects / Anomalies(except to the extent covered under Coverage -Hospitalization expenses for treatment of New Born Baby) - Code Excl 20.
- 21. Convalescence, general debility, run-down condition, Nutritional deficiency states Code Excl 21.
- 22. Intentional self-injury Code Excl 22.
- Injury/disease caused by or arising from or attributable to war, invasion, act of foreign enemy, warlike operations (whether war be declared or not) - Code Excl 24.
- 24. Injury or disease caused by or contributed to by nuclear weapons / materials Code Excl 25.
- 25. Expenses incurred on Enhanced External Counter Pulsation Therapy and related therapies, Chelation therapy, Hyperbaric Oxygen Therapy, Rotational Field Quantum Magnetic Resonance Therapy, VAX-D, Low level laser therapy, Photodynamic therapy and such other therapies similar to those mentioned herein under this exclusion Code Excl 26.
- 26. Unconventional, Untested, Experimental therapies Code Excl 27.
- Autologous derived Stromal vascular fraction, Chondrocyte Implantation, Procedures using Platelet Rich plasma and Intra articular injection therapy - Code Excl 28.
- 28. Biologicals, except when administered as an in-patient, when clinically indicated and hospitalization warranted Code Excl 29.
- Inoculation or Vaccination (except for post-bite treatment and for medical treatment for therapeutic reasons)-Code Excl 31.

- Cost of spectacles and contact lens, hearing aids, Cochlear implants and procedures, walkers and crutches, wheel chairs, CPAP, BIPAP, Continuous Ambulatory Peritoneal Dialysis, infusion pump and such other similar aids - Code Excl 35.
- 31. Any hospitalization which are not medically necessary / does not warrant hospitalization Code Excl 36.
- Other Excluded Expenses as detailed in List I (68 items) of this policy and in the website
  www.starhealth.in (except to those who opted for Optional Cover Coverage for Non-medical Items
  (Consumables)) Code Excl 37.
- Existing disease/s, disclosed by the insured and mentioned in the policy schedule (based on insured's
  consent), for specified ICD codes Code Excl 38.
- ★ Moratorium Period: After completion of eight continuous years under the policy no look back to be applied. This period of eight years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of 8 continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

#### ☆ Provision for Penal Interest

- The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- ii) In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii) However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv) In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.
- v) "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.
- ★ Disclosure of information: The Policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis-description or non-disclosure of any material fact by the Policy Holder.

#### ★ Cancellation

 The policyholder may cancel this policy by giving 15 days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below;

Company shall refund premium for the unexpired policy period as detailed below;									
Cancellation table applical	Cancellation table applicable for Policy Term 1 Year								
Period on risk Rate of premium to be retained									
Up to 1 mth	25% of the policy premium								
Exceeding 1 mth up to 3 mths	37.5% of the policy premium								
Exceeding 3 mths up to 6 mths	57.5% of the policy premium								
Exceeding 6 mths up to 9 mths	80% of the policy premium								
Exceeding 9 mths	100% of the policy premium								
Cancellation table applical	ble for Policy Term 2 Year								
Period on risk	Rate of premium to be retained								
Up to 1 Mth	20% of the policy premium								
Exceeding 1 mth up to 3 mths	27.5% of the policy premium								







Cancellation table applicable for Policy Term 3 Year						
Period on risk	Rate of premium to be retained					
Up to 1 Mth	20% of the policy premium					
Exceeding 1 mth up to 3 mths	25% of the policy premium					
Exceeding 3 mths up to 6 mths	30% of the policy premium					
Exceeding 6 mths up to 9 mths	37.5% of the policy premium					
Exceeding 9 mths up to 12 mths	45% of the policy premium					
Exceeding 12 mths up to 15 mths	52.5% of the policy premium					
Exceeding 15 mths up to 18 mths	57.5% of the policy premium					
Exceeding 18 mths up to 21 mths	65% of the policy premium					
Exceeding 21 mths up to 24 mths	72.5% of the policy premium					
Exceeding 24 mths up to 27 mths	80% of the policy premium					
Exceeding 27 mths up to 30 mths	85% of the policy premium					
Exceeding 30 mths up to 33 mths	92.5% of the policy premium					
Exceeding 33 mths	100% of the policy premium					

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy.

- ii. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.
- ★ Automatic Termination: The insurance under this policy with respect to each relevant Insured Person policy shall expire immediately on the earlier of the following events.
  - Upon the death of the Insured Person. This means that, the cover for the surviving members of the family will continue, subject to other terms of the policy.
- ★ Migration: The insured person will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the Policy atleast 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

#### For Detailed Guidelines on migration, kindly refer the link

https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines\_Layout.aspx?page=PageNo3987

☆ Portability: The insured person will have the option to port the policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability.

#### For Detailed Guidelines on portability, kindly refer the link

https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines\_Layout.aspx?page=PageNo3987

- ★ Renewal of Policy: The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the Insured Person.
  - The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
  - Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
  - Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
  - At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days to maintain continuity of benefits without break in policy.
  - v. Coverage is not available during the grace period.
  - vi. No loading shall apply on renewals based on individual claims experience.
- Possibility of Revision of Terms of the Policy including the Premium Rates: The Company, with prior approval of IRDAI, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified three months before the changes are effected.

★ Free Look Period: The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The insured person shall be allowed free look period of fifteen days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to;

- i. a refund of the premium paid less any expenses incurred by the Company on medical examination of the insured person and the stamp duty charges or,
- ii. where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or,
- iii. where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period.
- \* Medical Underwriting Loading: Company may apply a risk loading on the premium payable (based upon the declarations made in the proposal form and the health status of the persons proposed for insurance).
  - The maximum risk loading applicable for an individual shall not exceed above 125% per diagnosis / medical condition and an overall risk loading upto 200% per insured person.
  - This loading is applied from the Commencement Date of the Policy including subsequent renewal(s) with the Company.
  - Company will inform about the applicable risk loading or exclusion or both as the case may be through a counter offer.
  - The Insured need to revert to the Company with consent and additional premium (if any), within 7 days of the receipt of such counter offer.
  - In case, the Insured neither accept the counter offer nor revert to the Company within 7 days, the Company shall cancel the Insured's proposal and refund the premium.
  - The Company will issue Policy only after getting Insured's consent and additional premium (if any).
- ★ Revision of Sum Insured: Reduction or enhancement of Sum Insured is permissible only at the time of renewal. The acceptance for enhancement and the amount of enhancement will be at the discretion of the Company and subject to Exclusion Code Excl 01, Exclusion Code Excl 02 and Exclusion Code Excl 03.

#### ★ Withdrawal of policy

- In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. as per IRDAI guidelines, provided the policy has been maintained without a break.
- ★ The Company: Star Health and Allied Insurance Co. Ltd., commenced its operations in 2006 as India's first Standalone Health Insurance provider. As an exclusive Health Insurer, the Company is providing sterling services in Health, Personal Accident & Overseas Travel Insurance and is committed to setting international benchmarks in service and personal caring.

#### ★ Star Advantages

- No Third Party Administrator, direct in-house claims settlement.
- Faster and hassle free claim settlement.
- Cashless hospitalization.

#### Claims Procedure

- For assistance call 24 hours help-line 044-69006900 or Toll Free No. 1800 425 2255, Senior Citizens may call at 044-40020888.
- · In case of planned hospitalization, inform 24 hours prior to admission in the hospital.
- In case of emergency hospitalization information to be given within 24 hours after hospitalization.
- Cashless facility wherever possible in network hospital.
- In non-network hospitals payment must be made up-front and then reimbursement will be effected on submission of documents.
- · KYC (Identity proof with Address) of the proposer, as per AML Guidelines.
- ★ Tax Benefits: Payment of premium by any mode other than cash for this insurance is eligible for relief under Section 80D of the Income Tax Act 1961.
- ★ Taxes are subject to Changes in Tax Laws
- Prohibition of rebates: (Section 41 of Insurance Act 1938): No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer. Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakhs rupees.





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A ma/CI	1 Adult Premium Chart for 1 year policy term (Excluding GST) (in Rs.)									
Age/SI	5,00,000	10,00,000	15,00,000	20,00,000	25,00,000	50,00,000	75,00,000	1,00,00,000		
18-25	<b>18-25</b> 5,098 6,284 7,661		8,655	9,439	10,733	12,386	13,275			
26-30	5,634 6,944 8,439		9,527	10,398	11,836	13,621	14,609			
31-35	6,247	7,698	9,329	10,524	11,495	13,097	15,033	16,135		
36-40	6,984	8,604	10,398	11,721	12,812	14,612	16,730	17,967		
41-45	8,631	10,631	12,790	14,400	15,758	18,000	20,525	22,066		
46-50	11,685 14,387 17,221		17,221	19,363	21,218	24,279	27,557	29,661		
51-55	55 14,241 17,531 20,931		20,931	23,519	25,789	25,789 29,535		36,019		
56-60	18,133	22,318	26,580	29,846	32,748	37,539	42,408	45,700		
61-65	24,749	30,455	36,182	40,600	44,578	51,142	57,645	62,156		
66-70	28,420	34,971	41,511	46,569	51,143	58,692	66,101	71,289		
71-75	31,798	39,126	46,414	52,060	57,183	65,638	73,880	79,691		
76-80	34,951	43,004	50,990	57,184	62,820	72,121	81,141	87,532		
Above 80	37,725	46,416	55,016	61,694	67,781	77,826	87,531	94,433		
Child/SI			Child P	remium (For I	Floater Sum I	nsured)				
Child/SI	5,00,000	10,00,000	15,00,000	20,00,000	25,00,000	50,00,000	75,00,000	1,00,00,000		
First Child	2,631	3,236	3,818	4,277	4,704	5,410	6,059	6,544		
Second Child	2,310	2,841	3,352	3,755	4,130	4,749	5,319	5,745		
Third Child	2,236	2,751	3,246	3,635	3,999	4,598	5,150	5,562		

#### Note

- Under Floater Cover, 20% floater discount is applicable on Individual premium for each adult and this floater discount is not
  applicable on Child Premium
- Medical Underwriting loading is applied separately for each individual (Adult or Child)

Premium loading and discount for choosing Optional Covers							
Name of the Cover	% of Discount/Loading						
Cumulative Bonus Booster	5% Loading						
		10011					
Modification of Room Category	Any Room	10% Loading					
Modification of Room Category	Shared Accommodation	7.5 % Discount					
	Change in waiting period	Loading (applicable only one time)					
	Change in waiting period	Loading (applicable only one time)					
Reduction of Pre-Existing Diseases	48 months to 36 months	15%					
Reduction of Pre-Existing Diseases waiting period							
	48 months to 36 months	15%					
waiting period	48 months to 36 months 48 months to 24 months 48 months to 12 months	15% 35% 50%					
	48 months to 36 months 48 months to 24 months 48 months to 12 months	15% 35%					
waiting period	48 months to 36 months 48 months to 24 months 48 months to 12 months 7.5%	15% 35% 50%					

The information provided in this brochure is only indicative. For more details on the risk factors, terms and conditions, please read the policy wordings before concluding sale

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Visit our website www.starhealth.in

#### **Smart Health Pro**

Unique Identification No.: SHAHLIP23172V012223

IRDAI is Not Involved in Activities Like Selling Insurance Policies, Announcing Bonus or Investment of Premiums. Public Receiving Such Phone Calls are Requested to Lodge a Police Complaint Buy this
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Online at
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and avail 10 %
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Customer Care Number: 044 69006900 | Toll free: 1800 425 2255

Chat: +91 9597652225 | sms: STAR to 56677 | Email: support@starhealth.in

CIN: L66010TN2005PLC056649 | IRDAI Regn. No: 129

## **Smart Health Pro**

Unique Identification No.: SHAHLIP23172V012223

	Table of Benefits										
S.No.	Sum Insured (INR)	5 lacs	10 lacs	15 lacs	20 lacs	25 lacs	50 lacs	75 lacs	1 Crore		
1	Room, Boarding and Nursing charges	Private Single A/c Room									
2	ICU / Operation Theatre Charges	Up to sum insured									
3	Road Ambulance Charges (per policy period)	Up to sum insured									
4	Air Ambulance (per policy year)	Up to 10% of sum insured									
5	Pre Hospitalisation Expenses incurred	Up to 60 days									
6	Post Hospitalisation Expenses incurred	Up to 180 days									
7	Domiciliary Hospitalization	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)	Coverage for medical treatment (Including AYUSH) (for a period exceeding three days)		
8	Annual Health Checkup Individual Sum Insured(up to)	1500/-	2000/-	4000/-	5000/-	5000/-	5000/-	8000/-	8000/-		
9	Annual Health Checkup Floater Sum Insured (up to)	2500/-	5000/-	8000/-	10000/-	10000/-	10000/-	15000/-	15000/-		
10	Home care treatment	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year	Up to 10% of the sum insured subject to maximum of Rs.5 lakhs in a policy year		
11	Hospitalization expenses for treatment of New Born Baby (per policy period)	50,000/-	1,00,000/-	1,50,000/-	2,00,000/-	2,00,000/-	2,00,000/-	2,00,000/-	2,00,000/-		
12	AYUSH Treatment	Up to sum insured									
13	Coverage for Modern Treatment	Up to sum insured									
14	Cumulative Bonus	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured	50% of sum insured for each claim free year subject to a maximum upto 100% of the sum insured		
15	Automatic Restoration of Sum Insured	Once by 100%									
16	Wellness Discount	Available									
17	Day Care Treatments	Up to sum insured									
				Option	al Covers						
1	Cumulative Bonus Booster	Not Applicable		50% of su	m insured for each claim	free year subject to a maxi	mum upto 600% of the su	ım insured			
2	Modification of Room Category	Shared Accommodation			From Private Single A/0	Room to Any Room / Sh	nared Accommodation				
3	Reduction of Pre-Existing Diseases waiting period				From 48 months to	36 / 24 / 12 months					
4	Coverage for Non-medical Items (Consumables)				Avai	lable					
5	Unlimited Automatic Restoration of Sum Insured			Each time up to	100% of sum insured and	unlimited number of times	s in a policy year				

	Benefit Illustration in respect of policies offered on individual and family floater basis									
	covering eac	separately	Coverage opted on individual basis covering multiple members of the family under a single policy (Sum Insured is available for each member of the family)			Coverage opted on family floater basis with overall Sum Insured (Only one Sum Insured is available for the entire family)				
Age of the Members insured (in yrs)	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount, if any	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater discount, if any	Premium after discount (Rs.)	Sum Insured (Rs.)
					Illustration 1					
41	10,631	10,00,000	10,631	Nil	10,631	10,00,000	19,235	3,847	15,388	10.00.000
37	8,604	10,00,000	8,604	1411	8,604	10,00,000	13,230	0,047	10,000	10,00,000
each member is co	Total Premium for all members of the family is <b>Rs.19,235/-</b> when each member is covered separately. Sum Insured available for each individual is <b>Rs.10,00,000/-</b>		Total Premium for all members of the family is <b>Rs.19,235/-</b> when they are covered under a single policy. Sum Insured available for each family member is <b>Rs.10,00,000/-</b>			Total Premium when policy is opted on floater basis is <b>Rs.15,388/-</b> . Sum Insured <b>Rs.10,00,000/-</b> .  Is available for the entire family <b>(2A)</b>			il Sum Insured of	
					Illustration 2					
49	14,387	10,00,000	14,387		14,387	10,00,000				
45	10,631	10,00,000	10,631		10,631	10,00,000				
23	6,284	10,00,000	6,284	Nil	6,284	10,00,000	43,870	15,028*	28,842	10,00,000
21	6,284	10,00,000	6,284		6,284	10,00,000				
19	6,284	10,00,000	6,284		6,284	10,00,000				
Total Premium for all members of the family is <b>Rs.43,870/-</b> , when each member is covered separately. Sum Insured available for each individual is <b>Rs.10,00,000/-</b>			Total Premium for all a single policy. S	ium Insured available fo	is <b>Rs.43,870/-</b> , when th or each family member i	s <b>Rs</b> .10,00,000/-		Rs.10,0 Is available for the e	pater basis is Rs.28,842 10,000/ Intire family (2A+3C)	2/- Sum Insured of

Note: Premium rates specified in the above illustration are standard premium rates without considering any loading. Also, the premium rates are exclusive of taxes applicable.

\* Family discount shown here is difference between Premium applicable for Individual Sum Insured and Floater Sum Insured