

## **FAQ's**

### **Portability of Health Insurance**

#### **What is Portability?**

Ans Under Portability the health insurance customer can switch from one insurer to another insurer, the credit on continuity of the coverage would be passed on from the previous insurance policy to the new insurance policy

#### **Is portability applicable for all the health products?**

Ans Continuity can be passed on from products with similar risk covered, for e:g Portability can be opted from Hospitalisation policies popularly known as mediclaim policies to mediclaim policies

#### **Is there any age criterion to be eligible for portability?**

**Ans:** The entry age depends on the new policy terms & conditions & guidelines\

#### **What continuity do I get under portability?**

Ans: After the UW process if the proposal is accepted continuity would be given for all the waiting periods under the policy , including the waiting period for pre-existing illnesses

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The continuity would also be given on the time bound exclusions, for e:g most of the policies exclude the joint replacement surgeries for a period of 3-4 years, with portability the continuity would be considered for these conditions also

#### **Under what conditions I should port my health policy?**

**Ans:**

- ✓ Study your existing health insurance policy & also the company records
- ✓ If you are not satisfied with the services / coverage's, think of porting the policy
- ✓ You will have to initiate the process at least 2 – 3 months prior to the policy expiry date.

#### **What is the recommended process for portability?**

Ans:

- ✓ Once you have decided to port the policy, look at the various insurance products
- ✓ Visit the web sites & study the various policies
- ✓ Understand your requirement & compare the products

- ✓ Check the waiting periods, capping, co-payments & exclusions under the policy
- ✓ Select the product which meets your requirements
- ✓ Approach the insurance company at least 45 days prior to the policy expiry date
- ✓ Collect all the details from the agent
- ✓ Fill the proposal form completely without leaving any field blank
- ✓ Disclose all the information correctly on the proposal form
- ✓ Submit the proposal form with the insurance company
- ✓ If any further information is required from the previous insurer the new insurer will request for the same on the IRDA portal
- ✓ On receipt of data from the previous insurer the new insurer will process the proposal further & inform the decision to the customer within working 15 days.
- ✓ If you agree with the proposed terms & conditions of the new insurer premium should be paid without any further delay
- ✓ On receipt of the premium from the client the policy would be issued with continuity & dispatched
- ✓ Please check for all the details on the policy schedule

**Now you are successfully enrolled with the new insurer under portability**

**Will I need to undergo medicals again?**

Ans. This depends on the Underwriting guidelines of the new insurer, if so the insurer will inform you accordingly

Please ensure the tests are conducted within the given time frame.

**If I want to port my policy to your company what documents I need to submit?**

Ans The documents required are

- a) Previous policies (The no. of years continuity will be subject to the policies submitted)
- b) Claim experience in detail
- c) Proposal form
- d) Age proof
- e) If any positive declarations – discharge card, investigation reports, latest prescriptions & the clinical condition

**Will I get Cumulative Bonus under portability?**

Ans : The cumulative bonus will be clubbed with the SI, & premium has to be paid for the SI + CB. Continuity will be given on SI +CB

For E:g:

The insured has applied for renewal from XYZ Company with SI 2 lacs & has earned 25% Cumulative Bonus. The Total limit of indemnity under the expiring policy is

Rs250, 000/- (SI +CB), he can apply for SI 3 lacs with us as the option of SI 2.5 lacs is not available in our products. The premium would be collected for SI 3lacs, if the proposal is accepted the continuity would be given for SI 2.5 lacs only.

**After the medicals are conducted by the new insurer, there is a positive finding in the medical reports, what would be the decision of the new insurer?**

**Ans:**The new insurer would take the decision as per the UW guidelines decided by the company, if the proposal is accepted the terms & conditions would be informed to the customer. If the illness is not pre-existing exclusion would not be applicable. However the insurer has the discretion to either accept or reject the proposal.

**What is the status of cheque bounce cases after acceptance of portability applied after 45 days and do not pay back?**

**Ans:** The policy will be null & void for Cheque bounce cases

**Will the portability offered along with granting of all exclusions/Renewal discounts as in the ex-Insurer because we do not have discount concept now?**

**Ans:** The terms, conditions, guidelines of the new insurer will be applicable. If the new insurer is not providing any discount the same would not be applicable

**What about the portability offered for policies which are on selective basis in the ex-Insurer.Eg: Female married >35 who took for self only earlier but if we offer portability that will be deviation to our HG guideline?**

**Ans:** All the std HG product guidelines will be applicable

**Whilst refusing portability, whether detailed reasoning for refusal will have to be Provided?**

**Ans:** If any proposal is declined either under portability or for a new customer a proper Justification would be provided.

**Why medical test is required at least for proposal with insurance policy of 4yrs and above as we are covering pre-existing diseases after 4 yrs?**

**Ans:** This is as per the std UW guidelines decided by our company for portability cases

**Whether any fresh condition /exclusion may be put for proposers with insurance cover of more than 2/ 4 yrs?**

**Ans:** This will be decided as per the details of the proposal & medical test reports

**Will there be any loading on premium in case of any adverse history?**

**Ans:** In case of adverse medical history loading may be applied as per std guidelines of the product ( filed with the IRDA)

**In case of GMC, how many yrs continuity Cover will be given in case if policies are not continuously with one insurer? What is going to be modality?**

**Ans:** Portability can be given for Own GMC to own retail policies only. Continuity would be given for the period of coverage with our GMC policy.

**When portability is given then why medical tests mandatory for age 45 yrs & above? Otherwise what is the meaning of Portability**

**Ans:** Medical tests are recommended to assess the current health status of the client

**What about the Portability with regard to individual floater policy?**

**Ans:** Portability is applicable from Individual to Floater policy & Vice versa

**What about the Banca products in case of portability?**

**Ans:** Portability is applicable for banca products also, circulated in the product guidelines

**If client does not declare the claims in the proposal form which incurred with existing insurer and we get a clean chit from existing insurer. Later when there is claim reported which mentions about the pre-existing illness? What is our stand in such case.**

**Ans:** In this case the non-disclosure clause would be applicable, as the policy is issued based on the proposal form declarations, the client has to provide all the details of the illness/ diseases/ injury prior to our policy.

**If the insured is covered with Insurer A in GMC for 10 years and now covered with retail policy of Insurer A in 11<sup>th</sup> year.**

**a) Will Pre-existing be covered? (PED is covered after 4 years of continuous policy in insurer A retail product)?**

**b) If in the 12<sup>th</sup> year, he is covered with Insurer B, will pre-existing be covered? (PED is covered after 4 years of continuous policy in insurer B retail product)**

**Ans:**

- a) If the proposal is accepted, continuity would be given for 4 yrs waiting period of pre-existing diseases also
- b) After 1 year coverage under retail policy of the same insurer, he can approach a new insurer, if the proposal is accepted by the new insurer he will get the continuity of 12 years

**Can I change my Sum Insured while changing the insurance company?**

**Ans:** Yes you can apply for revised SI with the new insurer, however acceptance would be at the discretion of the new insurer

**Do I have to undergo tests again? While buying the previous insurance policy I had undergone tests.**

**Ans:** It would be as per the UW guidelines of the new insurer

**In the existing mediclaim policy of my company, maternity benefit is offered. Do I get maternity cover under my new individual policy?**

**Ans:** All the coverage's of the new insurer would be applicable; you cannot carry forward the previous policy coverage's

**Can customer get the portability benefit in the retail policy of other insurer at the time of resignation / mid term during the employment period?**

**Ans:** From GMC to retail health policy, Portability can be applied with the same insurer only

**After portability coming into picture, are we looking for any unique identity no,(For e.g. Pan No.) for each individual which will help us to trace the other insurance details of each customer?**

**Ans:** For all portability proposals PAN card number is mandatory

**The circular does not mention anything about non-disclosure of illness. Should we assume that the medical underwriting would take care of this? If not, how to go about if any illness or history is recorded at claims stage?**

**Ans:** The client has to provide all the information in the PF & the portability annexure, if not non-disclosure would be applicable

**Are we making any provision in our system for ready availability of underwriting documents and details at the time of claims, including previous claim history with some other insurer?**

**Ans:** All the documents collected at the time of UW will be available in the scrutiny number of the respective policy

**If an insured has an earlier policy from 1-Jan- 11 until 31-Dec-12, Can he port from 1-Mar-11, i.e. can he port midyear?**

**Ans:** Portability can be applied at the renewal only, he cannot apply for portability mid term of the policy

**Can employee migrate from the employee GMC policy to a retail policy?**

**Ans:** Yes, as per the portability guidelines circulated

**Can the top-up policy be migrated into a retail policy while the employee is still in service?**

**Ans:** Yes, std UW guidelines would be applicable

**After issuing provisional one-month's policy, will the same policy number continued for another 12 months if porting to other insurer canceled by insured?**

**Ans:** The renewals where in the insured had applied for Portability with other insurers & he/She further decides to continue the policy with us would be considered for renewal maximum up to 30 days, subject to providing the letter stating the name of the company where the portability was applied & reason for not opting the policy with the new insurer.

**How would the existing Insurance Company would transfer the Medical history of a patient to another Insurance company? Who will make sure about the authenticity of the report?**

**Ans:** The transfer of data would happen through IRDA portal, we will have to accept the data given by the insurer & the insured.

**How would companies tackle the problem of waiting period for a particular disease, as in if the waiting period for a disease is 4 years in the new company and 2 years in the previous company, how would the new insurance company help the customers and vice-versa?**

**Ans:** All the terms, conditions, guidelines, definitions, exclusions & waiting periods of the new policy would be applicable

**In the absence of standardization of products in India, how would a customer stay away from the confusion created by portability?**

**Ans:** He has to obtain complete information about the new insurer/product prior to applying for portability.

Every insurer has published the relevant information on the web sites; he can call the call centre/ approach the office. Contact the IMD etc.

**Who would be responsible if the sales manager does not explain the nitty- gritty of the policy as in the previous policy the policyholders may be covered with 5-6 diseases and in the new policy he might be covered only for 4-5 diseases?**

**Ans:** As replied in the above query

**If client will opt for portability in the middle of the term, then how would he get the remaining premium or balance premium from old company. Would the balance premium will be transferred to new company by old company or client will pay the full premium to new company and get the refund of remaining premium from old company.**

**Ans:** Mid term portability cannot be applied

**On what base the premium will be calculated, will it depend on the new company's pricing or it will be same as the existing insurer.**

All the terms, conditions, guidelines, definitions, exclusions, premiums, loadings & waiting periods of the new policy would be applicable

**Is the portability applicable for all our products?**

**Ans:** Product Guidelines circulated on All\_Gen where in portability is applicable

**What would be our stand in cases where there are declarations?**

**Ans:** Medical tests may be advised; else the proposal may be rejected also. It would be as per our UW guidelines

**What happens to the cases where the age is above 45 years, would they be undergoing medicals?**

**Ans:** As per our std product guidelines