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Ask THE EXPERT

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GENERAL INSURANCE

If room rent exceeds specified limit, co-pay will apply

I recently underwent surgery and applied for reimbursement of the bill from my insurance company. My policy has a room-rent cap. The room I was in was higher than the room rent my policy allows. But the hospital bill stated that charges are fixed irrespective of room rent. In this case my insurance company should pay me the entire money, but they are saying they will deduct 33%. Is this correct? PARAS KHILACHAND

The admissibility of claim amount depends on your policy terms and conditions. Hence, it's always advisable to carefully go through and understand your policy document, so you are not caught unaware at the time of claim. In your case, the situation seems to be that, policy covers hospitalisation expenses up to certain pre-approved limits of room rent. Wherein, if the policy has specifically mentioned that other expenses are in accordance with the room rent and in case of room rent exceeding the specific limit, a co-pay would apply in percentage of the exceeding limit. This co-payment, however, won't apply on consumables/medicines. Alternately, if the hospital in which you underwent the surgery has no differentiation of expenses basis on the room rent, you can take a letter from them to that extent and approach your insurance company for review of your claim.

I am going for USA for higher studies and have taken student travel insurance. If I travel to another country will it be valid? SIYA TRIVEDI

Student travel insurance is generally issued for a year and is accepted throughout the world. Any travel exigency during the period of insurance gets covered under the same. Although, you need to be vigilant of the geographical coverage opted for insurance and the country of travel. If the geographical coverage opted for is worldwide including USA & Canada, travel to any country is covered barring countries that stand on the decline list of the insurance company. In case the geographical coverage of insurance differs from the country of travel, you can buy the cover from your current insurer for the travel to another country.

My home insurance is coming up for renewal. Will the sum assured change when I renew it assuming property value has gone up? If so how is it calculated? BHASKAR RAMACHANDRAN

Sum Insured for home insurance is the cost of rebuilding from scratch excluding the cost of land. The cost of rebuilding may vary from year to year depending on the cost of material and labour. Considering the inflation, it is advisable to increase the sum insured accordingly. Inadequate sum insured may lead to under insurance and would then affect you at the time claim. There is no specific rule to arrive at the exact sum insured. The best possible thing is to keep track of the inflation, and accordingly revise the sum insured.