



Oil and Natural Gas Corporation Limited
Head Corporate Administration
Green Hills A Wing Ground Floor
Tel Bhavan, Dehradun

No. ONGC/Corp Admn/Medical claims/ 2023-24

Dated: 21.11.2023

Circular

The medical reimbursement process for active and retired employees have been digitized and in place through WEBICE and BANDHAN. The general guidelines that are to be adhered with, while creating the claims in respective portal are as below:

a. General guidelines for online OPD claims

- Proper bills/receipt/invoices towards medical expenditure only, are to be submitted.
- Bills must be accompanied with valid prescription, not more than **3 months** old.
- Original bill documents should be scanned properly and must be legible.
- Single claim is restricted to **15 line items**.
- Bill documents as single **.pdf** attachment should be created and arranged in sequence of uploaded line items.
- Proper node/category from dropdown must be selected before submission of claims.
- The amount related to inadmissible items must be deducted before creating and submitting bills.
- Beneficiaries are requested to go through the undertaking before submitting their claims.
- Dental, Allopathy, Ayurveda & Homeopathy claims shall be submitted through separate nodes i.e. the claims shall not be made together.
- The beneficiaries shall write & sign with date the following undertaking on the front page of each bill before scanning and submitting the claim :

"Bill is being claimed for the first time"

b. Dental Treatment claim

- Consolidated bills must be submitted with details of different procedures/consultation/investigations after completion of dental procedure. No part payment will be allowed.
- In case of high cost treatment (More than Rs.20,000/- per claim) a Pre & Post dental OPG is mandatory for reimbursement.

c. Homeopathy & Ayurveda treatment Claim:


- Proper Pharmacy receipt Doctor's prescription/ receipt indicating duration of period of availed treatment (if medicines are dispensed from their clinic) is to be submitted.

- Proper Homeopathy pharmacy bills are to be submitted for patented medicines supported with doctor's prescription.
- Claims for allopathic medicines prescribed by Ayurveda/Homeopathy doctors would be liable for complete rejection.
- The claims for Ayurveda medicines generated by pharmacy shops shall preferably mention the main composition against the brand name. This would enable the medical section of ONGC to understand better & clear the claims with much convenience.
- Prior permission from ONGC Medical Section for availing Ayurveda treatment is mandatory & it is to be ensured that no other mode of treatment i.e. allopathy/homeopathy etc. is availed simultaneously for the same ailment.

d. Physiotherapy Claims:

- Physiotherapy receipt with detailed break-up of treatment taken indicating the duration of service availed, along with the advice of Authorized medical practitioner is to be submitted.
- Consultation charges & medicines prescribed by the physiotherapist are not allowed.

The above instructions may please be adhered to and circulated for information and awareness on submitting medical claims online.


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