



MEDICAL CLAIMS REQUIREMENTS

OUTPATIENT (Consultation, Laboratory or Diagnostic) CLAIM:

Basic Requirements:

- **Medical Certificate**
 - In lieu of a Medical Certificate, you may submit:
 - Any document indicating the final diagnosis signed by a Licensed Physician; or,
 - Clinical abstract indicating the final diagnosis
- **Accomplished Claim Form**
 - Via GenConnect mobile app; or,
 - Via [Teams Online Form](#) in case you have no access to the GenConnect mobile app
- [Accomplished Auto – Credit Arrangement \(ACA\) Form](#)

Additional Requirements:

- If Consultation:
 - **Original Official Receipt (OR) with BIR ATP and TIN**
- If Outpatient Medicines:
 - **Original Official Receipt (OR) with BIR Number; and,**
 - **Valid Prescription Form**
- If Outpatient Laboratory and Diagnostic Procedures
 - **Original Official Receipt (OR) with BIR ATP and TIN; and,**
 - **Valid Doctor's Request**

INPATIENT (CONFINEMENT) CLAIM:

Basic Requirements:

- **Original Official Receipts (OR) with BIR ATP and TIN, for Hospital Bill and Professional Fee/s**
- **Detailed Statement of Account from the Hospital**
- [Accomplished Claim Form](#)
- [Accomplished ACA Form](#)

Additional Requirements:

- If Surgical Case:
 - **Surgical records or Operative report**
 - **Original Official Receipt (OR) with BIR ATP and BIR Number**
- For Medicines bought outside of hospital during confinement period:
 - **Certification of medicine/s non-availability from the hospital**

