Process Guidelines for

Chhattisgarh State Power Company Contributory Cashless Health Scheme (CSPCHS)

Pre-authorization Process

1. Member has to submit the Vidal Health ID card and Aadhar card to the Insurance desk / Billing counter.
2. **Pre-authorization form** need to be filled by the member (Name of the Patient, Age, Sex, Mobile Number etc)
3. Treating Doctor will update the Diagnosis and Line of treatment. Hospital will send mail to **VHpreauth@vidalhealth.com**
4. Once the Mail is received at Vidal health, the Processing doctor will process the pre-Auth and initial approval will be shared to hospital by Mail.
5. While processing the Pre-Auth, If the Processing Doctor requires some more information on the Line of Treatment/ Diagnosis, processing doctor will raise query to the hospital. Once the hospital responds to the query the initial approval will be processed.
6. At the time of Discharge, For Final Approval, Hospital has to share the Final Bill and Discharge summary on mail to VHpreauth@vidalhealth.com

Claim Submission Process

1. Please Submit/Courier the original invoices/Bills and Original Discharge Summary papers to below Address:

   Vidal Health-CSPC Helpdesk for Cashless
   CSEB campus, Dangania, Raipur - 492013
   Chhattisgarh

Contact Details	
Mail for Pre-Authorisation Request	vhpreauth@vidalhealth.com
CSEB Contact number	9399074531
Vidal SPOC Mob.- S.Sibish	9981211034
Address For Claim Submission	Vidal Health-CSPC Helpdesk for Cashless, CSEB campus, Dangania, Raipur - 493013 Chhattisgarh