

Change of Third Party Administrator for Medical Claims Frequently Asked Questions (FAQ)

1. What is a Third-Party Administrator for medical claims?

A Third-Party Administrator for medical claims is a company which Zurich General Insurance Malaysia Berhad (ZGIMB) engages to manage Insured's Individual / Group Medical claims.

2. Who is Zurich General Insurance Malaysia Berhad's new Third-Party Administrator?

Integrated Health Plans (Malaysia) Sdn Bhd (IHP) is ZGIMB's new Third-Party Administrator for medical claims.

The TPA will, when authorised by ZGIMB, issue a guarantee letter and pay for the Insured's medical expenses incurred during hospitalisation according to the terms and conditions in the policy.

3. Will there be any changes to my coverage?

There will be no changes to Insured's coverage.

4. When will the engagement of the new Third-Party Administrator for medical claims take effect?

IHP will manage ZGIMB's medical and personal accident policies with effect from 15 September 2020.

5. Will the members receive a new medical card?

Yes, the Insured will receive a new medical card. However, it can only be used from 15 September 2020 onwards.

6. I forgot to bring my medical card. Can my claim still be processed?

Yes, medical card is not compulsory for processing of a medical claim. Your National Registration Identity Card (NRIC) is a sufficient document for cashless admissions or reimbursement of medical claims.

7. Who can I contact if I have more questions?

You may reach out to your servicing agent or Zurich Call Centre at 1-300-888-622. For hospitalisation assistance, you may contact IHP's toll-free hotline at 1800-82-6100 or drop an email to zurichmedical@ihpmy.com.