

Dear Members,

Please note and save all the information we are providing re our new HEALTHINDIA INSURANCE TPA, (HIITPA) very carefully.

We also advise you to share this information with your family members or any other caretakers

Also, in addition we are sharing the claim form along with the process flow, document checklist & HealthieU App guide.

Our new account manager and most important single point of contact will now be

Ms Gopi Dhanrajani

Sr Mgr., Corporate Relations

M: 8655795167 email gopi.dhanrajani@healthindiatpa.com

ADDITIONAL CONTACT FOR ASSISTANCE

Ms Sayali Dhansal

Sr. Mgr., Corporate Relations

M. 8454020435 email sayali.dhansal@healthindiatpa.com

Address for forwarding correspondence, documents and claims is as follows:

Kind Attn Gopi Ms Dhanrajani/Sayali Dhansal

HealthIndia Insurance TPA Services Pvt. Ltd.

Office Number 406-412, 4th Floor

Neelkanth Corporate IT Park, Kiroli Road/ Village,

Vidyavihar Society, Vidyavihar (West), Mumbai – 400086.

Maharashtra, India.

WEBSITE

www.healthindiatpa.com

Escalation Matrix chart is as follows:

RELATIONSHIP ESCALATION MATRIX				
24 X 7 Call Center (Customer Care) 1800 2201 02 / 022-40881000			SR. CITIZEN Number: 1800 2269 70	
First level of escalation	Mumbai Call Center Team	022-40881000/ 022-661311990	24*7 toll free no - 1800 2201 02 /	customersupport@healthindiatpa.com
CLAIM INTIMATION				
FIRST LEVEL	MS ASHWINI GAWLI		022 66867680	frd@healthindiatpa.com
CASHLESS CLAIMS				

FIRST LEVEL	Mr. PRASHANT		022 66867545	crm@healthindiatpa.com
ESCALATION MATRIX	NAME	Designation	Mobile no.	Email id
First Level (SPOC)	Ms. Gopi Dhanrajani	Sr Executive	8655795167	gopi.dhanrajani@healthindiatpa.com
Second Level	Ms. Sayali Dhasal	Sr Executive	8454020435	sayali.dhasal@healthindiatpa.com
Final Escalation Level	Pravin Pawar	Manager	8828405223	pravin.pawar@healthindiatpa.com
Dedicated doctor only for Broker	Dr Mridu Mishra	Senior Doctor	8976945992	mridu.mishra@healthindiatpa.com

HOSPITAL LIST

Most commonly used hospitals already feature on this list. All PSU Insurance Companies like Oriental, have negotiated rates called GIPSA PPN with them. Please specify that you are entitled to these special rates at the time of availing cashless facility at these hospitals.

The list consists of 3 attachments, a consolidated hospital list one for Delhi NCR and one for Mumbai and Navi Mumbai.

Although we are sharing the current hospital list where cashless treatment can be availed, please note that such lists are by nature dynamic and hence it is always advisable to check with the TPA. Hospitals which are not on the list can also be used but on reimbursement basis. All hospitals require an initial deposit as per their own policies despite providing proof of insurance cover.

INSURANCE CARDS AND CERTIFICATES

Initially soft copies will be prepared and provided for Insurance cards. Certificates of Insurance/Premium Receipts will also be provided a bit later.

FOR THOSE MEMBERS WHO ARE CONTINUING THEIR EXISTING POLICY WITHOUT A BREAK THE POLICY IS EFFECTIVE FROM DAY 1, WHICH IS 08 SEP 23, ALREADY OUR MEMBERS HAVE STARTED USING THE POLICY FROM DAY 1.

FOR NEW MEMBERS AND THOSE REJOINING AFTER AVAILING A BREAK, THERE IS A COOLING PERIOD OF 60 DAYS.

THE POLICY COPY WILL ALSO BE PROVIDED LATER AS A SOFT COPY.

ALL IMPORTANT AND RELEVANT DOCUMENTS PERTAINING TO OUR POLICY WILL ALSO BE AVAILABLE ON OUR WEBSITE.

THE MANAGING COMMITTEE, AILREA – MUMBAI

Veera Khambatta - 9820829843
Shanaz Gomes - 9820829971
Jitendra Sawjany - 9321424099
Shubhada Mundul - 9833241028
Dilshad Gogia - 9702958128
Anand Bajpai - 9833515543
Kashmira Sepoy - 9930059678

Meher Shastri - 8080082666

Girish Vyas - 9757123424

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