



Dear Members,

Please note and save all the information we are providing re our GHIP 2024-25 very carefully.

We also advise you to share this information with your family members and your caregivers.

Also, in addition we are sharing the claim form along with the process flow and document checklist.

IN CASE OF ANY EMERGENCY PLEASE FIRST CONTACT OUR TPA - HEALTHINDIA. THE MOST IMPORTANT PERSONS ARE OUR SPECIFICALLY DESIGNATED ACCOUNT MANAGERS.

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

Ms. Shraddha Daware
Sr. Mgr., Corporate Relations

Mob: 8976964944

Email : shraddha.daware@healthindiatpa.com

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

Kind Attn Ms Shraddha Daware
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.

Escalation Matrix chart is as follows:

Please contact **ONLY THESE SPECIFIC TEAM MEMBERS TO GET PROPER INFORMATION**. Contacting other general and toll free numbers is not advisable as they may not have access to the complete and specific information regarding our GHIP.

Account Manager	Mumbai	Shraddha Daware	shraddha.daware@healthindiatpa.com	8976964944
Second level of escalation	Mumbai	Umesh Kalgaonkar	umesh.k@healthindiatpa.com	7718897750
Final level of escalation	Mumbai	Pravin Pawar	pravin.pawar@healthindiatpa.com	8828405223

HOSPITAL LISTS

Most commonly used hospitals already feature on this list. All PSU Insurance Companies like Oriental, use negotiated rates called GIPSA PPN . 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 lists 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 and make prior arrangements in cases of planned surgery.

Hospitals which are not on the list can also be used for cashless. However prior permissions and arrangements are required to be made by TPA. Any hospital can be used on reimbursement basis but it is always advisable to opt for cashless as far as possible.

All hospitals require an initial deposit as per their own policies despite providing proof of insurance cover.

ALWAYS CARRY THE AADHAR CARD OF THE PATIENT AS PROOF OF IDENTITY.

INSURANCE CARDS AND POLICY 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 24. 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.

KINDLY ONCE AGAIN READ THE SPECIFIC TERMS AND CONDITIONS ATTACHED BELOW WHICH APPLY TO OUR POLICY.

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 Sawjiyani - 9321424099
Shubhada Mundul - 9833241028
Anand Bajpai - 9833515543
Kashmira Sepoy - 9930059678
Meher Shastri - 8080082666
Jolly Patel - 9699898373
Nilufer Bhatnagar - 9821447342
Rashmi Gupte - 9820528672
Dilshad Gogia - 9702958128

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