

Advisory for GIPSA Employees and Retirees covered under Group Mediclaim Policy

Greetings from HI TPA.

1. Contact our Tollfree numbers to reach HI TPA **24*7*365** for any support:
[1800 180 3600](tel:18001803600) / [1800 102 3600](tel:18001023600)
2. Mobile Helpline (8 am to 8 pm Monday – Saturday) and email id for each company

Insurance Company Employee	Email id for correspondence	Mobile Helpline Number
National Insurance	Nationalgipsa@hitpa.co.in	8448998791
New India Assurance	Newindiagipsa@hitpa.co.in	8448998792
Oriental Insurance	Orientalgipsa@hitpa.co.in	8448998793
United India Insurance	Unitedindiagipsa@hitpa.co.in	8448998794
GICRe	Gicre@hitpa.co.in	9599922517

3. For availing cashless treatment, kindly check 'Network Hospital' section on HI TPA website <https://www.hitpa.co.in/> for empanelled hospitals. However, if need be, cashless facility can also be organised at any hospital (not listed on website) which meets IRDAI/policy criteria and where members were availing cashless through previous TPA. The member/hospital should send Pre-authorisation to Cashless@hitpa.co.in and it would be attended to in all cases.
4. In case of hospitalization, employees may use their existing TPA cards as proof of being insured under the policy till new cards are issued by HI TPA as Member data is being organised from previous TPA. In case of non-availability of TPA cards from previous TPA, employee ID card for self and Aadhar card/government issued valid identity proof of other members will be accepted.
5. Documents for reimbursement claims can be directly submitted/couriered to

Health Insurance TPA of India Ltd,
2nd Floor, Majestic Omnia Building,
A-110, Sector 4, Noida,
Uttar Pradesh – 201301.

Documents can also be submitted at our branches in Mumbai, Chennai, Kolkata, Bengaluru, Hyderabad and Ahmedabad at below addresses:

Working Hours: Monday to Friday (10 AM to 6 PM)

S.No	HO/Branches	Address
1	Corporate office and Central Processing Centre Delhi/NCR	Health Insurance TPA of India Ltd. 2nd Floor, Majestic Omnia Building, A-110, Sector 4 Noida, Uttar Pradesh – 201301.
2	Ahmedabad Branch	Health Insurance TPA of India Ltd. 1st Floor, Jeevan Sadan, Opposite Sanyas Ashram, Ellis Bridge, Ashram Road, Ahmedabad, Gujarat - 380009
3	Chennai Branch	Health Insurance TPA of India Ltd. Dwaraka Tower, New No. 79, 2nd Floor, Uthamar Gandhi Salai (Nungambakkam High Road), Nungambakkam, Chennai - 600034.
4	Hyderabad Branch	Health Insurance TPA of India Ltd. 1st Floor, United India Towers, Door Number, 3-5-817 & 818, Basheer Bagh, Hyderabad - 500029
5	Kolkata Branch	Health Insurance TPA of India Ltd. 3rd Floor, Inside Re-insurance Accounts Department, National Insurance Building 8, India Exchange Place, Kolkata – 700001
6	Mumbai Branch	Health Insurance TPA of India Ltd. 5th Floor, Sterling Cinema Building, 65, Murzban Street, Fort, Mumbai- 400 001.
7	Bengaluru Branch	Health Insurance TPA of India Ltd. "Jeevan Sampige Building" (LIC), 2nd floor,#1/1, 2nd Main Road, Malleshwaram,Bengaluru – 560003.

6. Following are contact details of zonal resources for Emergency Purpose:

Insurers Regional Offices	HI TPA Zone Mapping	Contact Person	Mob no
Ambala, Chandigarh, Bhopal, Dehradun, Delhi NCR, Jaipur, Jodhpur, Indore, KANPUR, LUDHIANA, LUCKNOW.	Delhi NCR	Shatrunjay Mishra	8448491426
MUMBAI	Mumbai	Dr Arun Gadekar	9599689729
CHENNAI, Pondicherry,	Chennai	Aswin Kumar	8448491425
BHUBANESHWAR, GUWAHATI, KOLKATA, PATNA, Raipur.	Kolkata	Ratul Bhattacharya	9958861914
HYDERABAD, VISAKHAPATNAM,	Hyderabad	Pradeep Reddy	8800662181
Ahmedabad, Baroda, Surat	Ahmedabad	Dr Meera	7042009028
BANGALORE, HUBLI	Bangalore	Dr Raghavendra	9717082795
NAGPUR, Pune	Pune	Dr Arun Gadekar	9599689729
Kochi, Madurai, COIMBATORE	Kochi	E Mathivanan	9599770901

List of frequently raised queries by members and answers to same:

1. When would cards be issued, whether photos are required to be submitted by members

Presently we are examining the data received from previous TPAs, whether complete in all respects to issue and despatch cards.

Wherever the member photos are available linked with UHID, we shall be in position to issue photo cards.

Once data is enrolled, all E-cards (non-photo format) can also be downloaded from our website www.hitpa.co.in.

2. Can cashless treatment be availed based on old cards

Yes, in case of hospitalisation, existing employees as well as retirees may use their existing TPA cards as proof of being insured under the policy till new cards are issued by HI TPA.

3. What if particular hospital where treatment is to be taken is not listed in HI TPA network.

Cashless facility can be organised at any hospital (not listed on HI TPA website) which meets IRDAI/policy criteria and where members were availing cashless through previous TPA. The member/hospital should send Pre-authorisation to Cashless@hitpa.co.in and it would be attended to in all cases.

4. Which forms can be used for Pre-authorization and reimbursement claims

Pre-Authorization and Claim Forms are available on our website www.hitpa.co.in same can be downloaded/used for claim purpose.

5. What are the policy terms and conditions and exclusions?

Policy terms and conditions and exclusions are the same as last year and can be checked from respective HR department of the company, a copy of policy and Amendment's is also available in Download section on our website www.hitpa.co.in

6. What is the premium chargeable

Kindly check with your respective HR department for the same.

7. Where reimbursement claim documents are to be submitted

Reimbursement claim documents can be submitted in offices as listed at Sl.No.5.

8. Where pre-post expense claim of treatment taken prior to 1st April 2018 are to be submitted for reimbursement

Pre-Post Claim documents for which main hospitalisation admission dates are prior to 1st April 2018 needs to be submitted in the previous TPA.

9. Whether HI TPA mobile App can be used to access and interact with HI TPA

HITPA Mobile application is coming soon.

10. Who is to be contacted for any emergency

We have provided Helpline numbers for each company, refer Sl No.2, also you can reach us on Toll free numbers 18001023600/18001803600 which is available 24*7*365.

11. What is the process for reporting grievance

Please send us email on grievance@hitpa.co.in

12. What is the process for knowing deduction details and appeal against the same

You may write to us at company specific email id as mentioned at Sl.No.2

We assure our best services to valued employees and their dependents.

