



हैल्थ इन्श्योरेंस टीपीए ऑफ इन्डिया लिमिटेड
HEALTH INSURANCE TPA OF INDIA LTD.

- **Advisory for GIPSA Employees and Retirees covered under Group Mediclaim Policy**

1. Contact our Toll free numbers to reach HI TPA 24*7*365 for any support:
1800 180 3600 / 1800 102 3600
2. Mobile Helpline (8 am to 8 pm Monday – Saturday) and Claim Intimation ID for GIPSA Employees and Retirees

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

Email us - : customerservice@hitpa.co.in

Dedicated email ID for Retiree - : seniorcitizens@hitpa.co.in

*** HITPA Corporate office and Central Processing Centre *(For
Submission of Claim Documents and Customer Service Support)**

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

Registered office

Health Insurance TPA of India Ltd.
NBCC Centre, Office No. 301,
MaaAnand Mai Marg,
Okhla Phase - 1, New Delhi - 110020.

Ahmedabad Branch

Health Insurance TPA of India Ltd.
1st Floor, Jeevan Sadan,
Opposite Sanyas Ashram, Ellis Bridge, Ashram Road,
Ahmedabad, Gujarat - 380009
Contact Numbers:- Sumit Manani - +91 9650397623

Chennai Branch

Health Insurance TPA of India Ltd.
Dwaraka Tower, New No. 79,
2nd Floor, Uthamar Gandhi Salai (Nungambakkam High Road),
Nungambakkam, Chennai - 600034.
Contact Numbers:- C SasiKumar +91 9599689731
Office Landline No. +91 9043004214
Working Hours : 10 AM to 6 PM (Monday to Friday)

Hyderabad Branch

Health Insurance TPA of India Ltd.
1st Floor, United India Towers,
Door Number, 3-5-817 & 818,
Basheer Bagh, Hyderabad - 500029
Contact No:- Pradeep Reddy Eleti +91 8800662181
Office Landline No +91 40 23232144
Working Hours : 10 AM to 6 PM (Monday to Friday)

Kolkata Branch

Health Insurance TPA of India Ltd.
3rd Floor, Inside Re-insurance Accounts Department,
National Insurance Building
8, India Exchange Place, Kolkata - 700001
Office Landline No +91 33 22108955

Mumbai Branch

Health Insurance TPA of India Ltd.
5th Floor, Sterling Cinema Building,
65, Murzban Street, Fort,
Mumbai- 400 001.
Contact Numbers:- Arun Gadekar +91 9599689729, Akash Verma +91
9560450854

Bengaluru Branch

Health Insurance TPA of India Ltd.
"Jeevan Sampige Building" (LIC),
2nd floor,#1/1, 2nd Main Road,
Malleshwaram,Bengaluru – 560003.
Landmark: Between sampige theatre and Mantri Mall
Contact No.:-Dr. Raghavendra Babu +91 9717082795

Cochin Branch

Health Insurance TPA of India Ltd.
First Floor, RukiyaBagh,MG Road, Ravipuram,
Cochin – 682 016
Land Mark : Near Kanoos Theatre (former Deepa Theatre)
Contact No: Smitha Sajan 08448183894

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.

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.

While the exercise of delivering physical cards for GIPSA employees has started, it is expected that there would be additions/deletions/changes which are not reflected in cards because our enrolment is based on previous TPA's data. The employees can notify the changes, based on which we will issue new cards immediately.

GIPSA Card correction Email Id- cardsgipsa@hitpa.co.in

Following are 2 contact person details of zonal resources for Emergency Purpose:

HITPA PAN INDIA CONTACT MATRIX FOR GIPSA & GIC Re STAFF MEDICLAIM POLICY			
Insurers Regional Offices	Contact Person	Mob no	Email Id
NOIDA	Ardhendu Shekhar	8448491426	ardhendu.shekhartemp@hitpa.co.in
MUMBAI	Harshada Chalke	8448483119	harshada.chalke@hitpa.co.in
MUMBAI	Sanjay Kalvankar	9819973925	sanjay.kalvankartemp@hitpa.co.in
CHENNAI	Aswin Kumar	8448491425	aswin.kumar@hitpa.co.in
CHENNAI	E Mathivanan	9599770901	e.mathivanan@hitpa.co.in
KOLKATA	Ratul Bhattacharya	9958861914	ratul.bhattacharya@hitpa.co.in
KOLKATA	Dr.Shouvik Dutta	9599689730	shouvik.dutta@hitpa.co.in
AMBALA	Beetu Singh	8448381206	beetu.singhtemp@hitpa.co.in
CHANDIGARH	Beetu Singh	8448381206	beetu.singhtemp@hitpa.co.in
JAIPUR	Kanwar Pal Singh	8448481071	kanwarpal.singhtemp@hitpa.co.in
JAIPUR	GD Sharma	8448183893	gd.sharmatemp@hitpa.co.in
PATNA	Kumar Uttsav	8448488337	kumar.uttsavtemp@hitpa.co.in
BHUBANESHWAR	Uday Shankar Dash	8130500593	udayshanker.dashtemp@hitpa.co.in
GUWAHATI	Tapash Nandi	8586884630	tapash.nandi@hitpa.co.in
GUWAHATI	Jayanta Burman	9365435296	jayanta.barmantemp@hitpa.co.in
INDORE	Pravin Soni	8448381205	komal.sharmatemp@hitpa.co.in
RAIPUR	Chetan Sharma	8448481072	chetan.sharmatemp@hitpa.co.in
LUCKNOW	DigVijay Mishra	8448381208	digvijay.mishratemp@hitpa.co.in
DEHRADUN	Amit Kumar	8448481067	amit.kumartemp2@hitpa.co.in
DEHRADUN	Ravi Kumar	9667188773	ravi.kumartemp@hitpa.co.in
NAGPUR	Rahul Wahurwagh	8448481068	rahul.wahurwaghtemp@hitpa.co.in
PUNE	Apurva Gondhalekar	848183899	apurva.gondhalekar@hitpa.co.in
PUNE	Arvind Shidam	8448488336	arvind.shidam@hitpa.co.in
BANGALORE	ChandraShekhar	8448488338	chandra.shekhartemp@hitpa.co.in
BANGALORE	Dr.Raghvendra Babu	9717082795	raghavendra.babu@hitpa.co.in
HUBLI	ManjunathBailwad	8448481069	manjunath.bailwadtemp@hitpa.co.in
HYDERABAD	Manoj Kokkiralala	8448183896	manoj.kokkiralatemp@hitpa.co.in
HYDERABAD	Pradeep Reddy Eleti	8800662181	pradeep.reddyeleti@hitpa.co.in
KOCHI	Sarin Sunny	8826318100	sarin.sunny@hitpa.co.in
KOCHI	Smitha Sajan	8448183894	smitha.sajan@hitpa.co.in
MADURAI	Santosh Rajan	9487031947	santhoshrajan.thiagarajan@hitpa.co.in
COIMBATORE	Balaguru Muthusamy	8826305900	balaguru.muthusamy@hitpa.co.in
AHMEDABAD	Viral Patel	8448183891	viral.patel@hitpa.co.in
VADODARA	NishantKanse	8448481070	nishant.kanse@hitpa.co.in
		8448183895	
VISHAKHAPATNAM	Suseel		suseel.kumartemp@hitpa.co.in
VISHAKHAPATNAM	Narayan Raju	8448183896	narayana.ranjakamtemp@hitpa.co.in
KANPUR	Rana Vijay	8448381207	rana.vijaytemp@hitpa.co.in
BHOPAL	Siddharth Dubey	8448481066	siddharth.dubeytemp@hitpa.co.in
SURAT	Ghanshyam Doshi	8448183892	ghanshyam.joshi@hitpa.co.in
RANCHI	Kumar Uttsav	8448488337	kumar.uttsavtemp@hitpa.co.in
LUDHIANA	Simranjeet Singh	7307909069	simran.singhtemp@hitpa.co.in

JODHPUR	Mahesh Verma	8448381204	mahesh.vermatemp@hitpa.co.in	
PONDICHERRY	Aswin Kumar	8448491425	aswin.kumar@hitpa.co.in	

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?

We would like to inform you that we have started delivery of staff Mediclaim TPA cards to respective HO/RO locations with individual envelopes for each employee and his/her family members. Please note that the first lot of cards has been issued based on enrolment data received from previous TPAs. Subsequently we shall also reconcile the data with latest data received from respective companies, all of which is still not received and issue second lot of TPA cards. In the meantime, if an employee/retiree would like to make correction/changes, he/she can inform the same through specific email id of HI TPA for each company and we shall issue new card after cross checking with company provided data/HR.

E-cards (non-photo format) can also be downloaded from our website www.hitpa.co.in.

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

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

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