

HUMAN RESOURCES DEPARTMENT EMPLOYEE BENEFITS DIVISION

239, Vidhan Bhavan Marg, Nariman Point, Mumbai 400 021

STAFF CIRCULAR NO. 7211

June 15, 2020

To: All Branches/Offices,

Subject- Medical Insurance Scheme: Submission of documents on online portal of TPA

- 1. As per guidelines mentioned in Staff Circular 6263 dated 29.10.2015, the existing and retired employees of the Bank submit their medical claim documents in originals to the respective branches/ Offices respectively for onward submission to concerned RO from where the same are collected by Paramount TPA representative. Also, the original documents are couriered to Paramount TPA's Head Office at Thane.
- 2. The documents thus collected/received are scanned at Paramount office and uploaded on their portals for further scrutiny and processing.
- 3. Since the inception of lockdown, Paramount TPA implemented "Work from Home" policy for all their representatives and the Thane Office was temporarily closed. As such there was no document collection carried out by them either by way of physical visit to ROs or by way of post/mails.
- 4. As this was increasing the pendency of claim, Bank asked them to work out an alternative to ensure that Bank employees and retired staff members can continue to claim for reimbursement of medical bills without delay.
- 5. Paramount TPA has now shared a new portal with us which will allow all employees/retired staff members to upload their documents directly into the portal, in pdf format.
- 6. After the documents are uploaded on the portal, Paramount TPA starts with the processing of claim. In case of any deficiency, the same is shared with the concerned. The processed claims are sent to Insurance Company for payment on the basis of uploaded documents.



- 7. The complete procedure is attached in Annexure I.
- 8. However, as informed by UIIC, the original hard copies are to be submitted to Paramount TPA/UIIC, at a later date, but within this policy period. The courier services has resumed in few parts of the country. The original documents are to be sent through courier to Paramount TPA's Thane Office in the following address:

Paramount Health Services & Insurance TPA Pvt. Ltd Plot No.A-442, Road No-28, Wagle Estate, Ram Nagar, Thane West - 400604, Maharashtra

- 9. Before submission of original hard copies, the same should be numbered and stapled properly. Employees/Retirees to ensure that a copy of claim documents is maintained with them for record and future reference.
- 10. Deficiency with regards to **delay submission**, as and when raised by the TPA, will be condoned as per present practice.

CHIEF GENERAL MANAGER (HR)

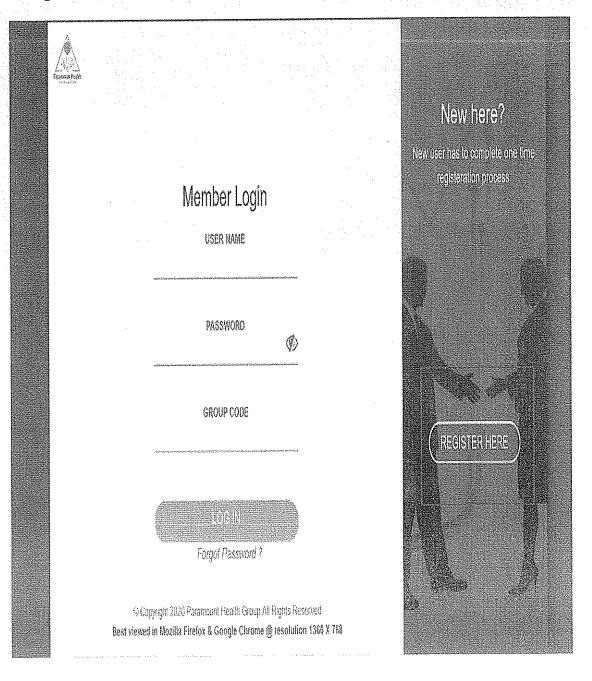


Uploading Documents using Member Login

Member login/Registration URL: https://member.paramounttpa.com/Login.aspx

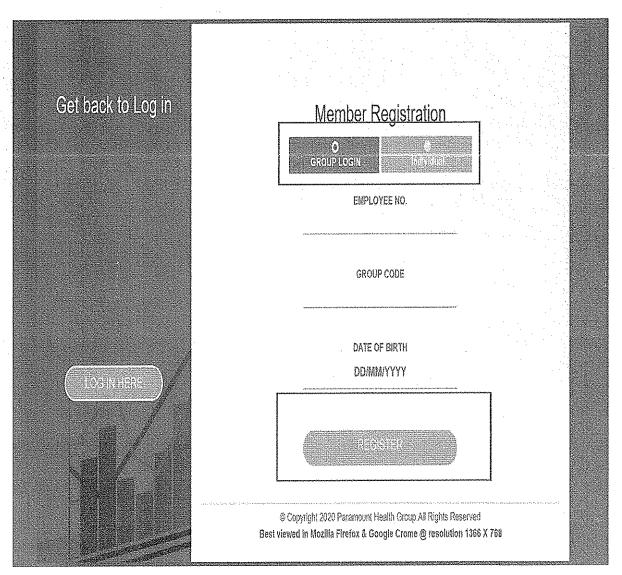
If user has already registered in **Member login** then that user can directly login by using his/her login credentials. If the user is **New to member login** page then user has to first register himself/herself.

For registration, user has to select Register here option from Member Login page highlighted below.





Upon clicking on Register here option user will be directed to Member Registration page. Where user will find two options - Group Login and Individual Login. The user has to invariably & exclusively opt for Group Login option and provide the require details like Employee no, Group code and Date of Birth. Once the user fills the required detail then he/she has to click on Register button.



Once the user click's on Register button then the user will get the credential details on his/ her registered Mobile no. and email id. The user has to save the credential for further reference. The Registration process is now completed.

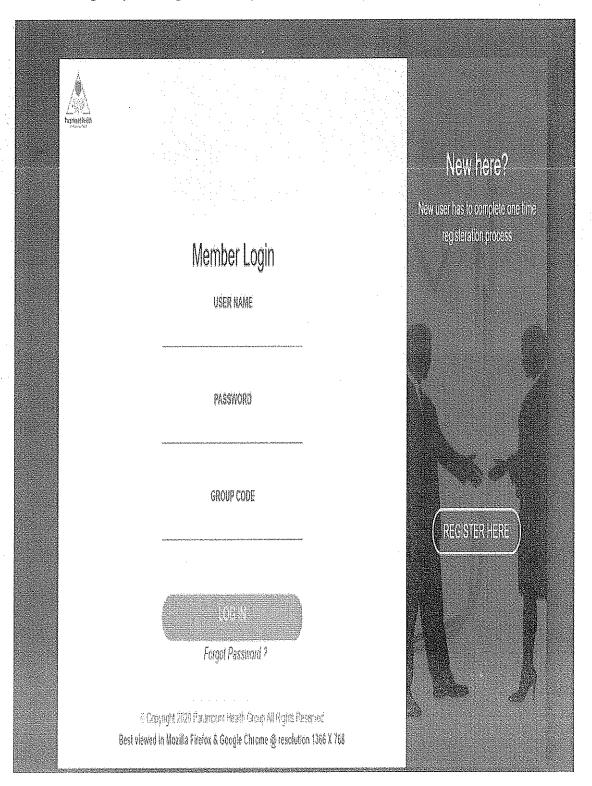
The credential's that have been received on registered Mobile no. or email ID can be used at the time of **Member Login**.

Note: The registration and login details will be accepted only of Insured and not his/her dependents. Hence provide only Main Insured details for Login /registration.



For Login:

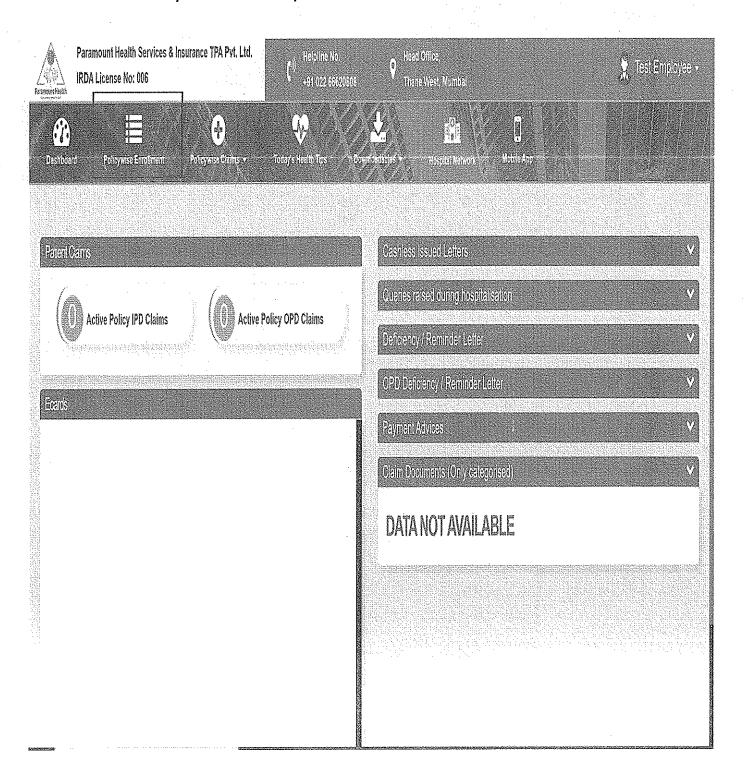
1. Log in by entering username, password and group code.





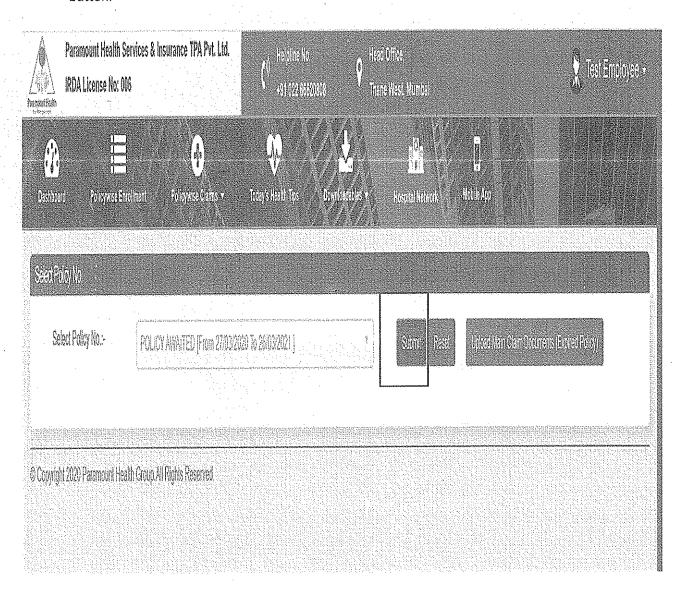
1. Once you have logged in, you will see multiple options like Dashboard, Policy Enrollment, Policy-wise claims, today's health tips, Downloadable, Hospital Network and Mobile App.

Select Policy-wise Enrollment option



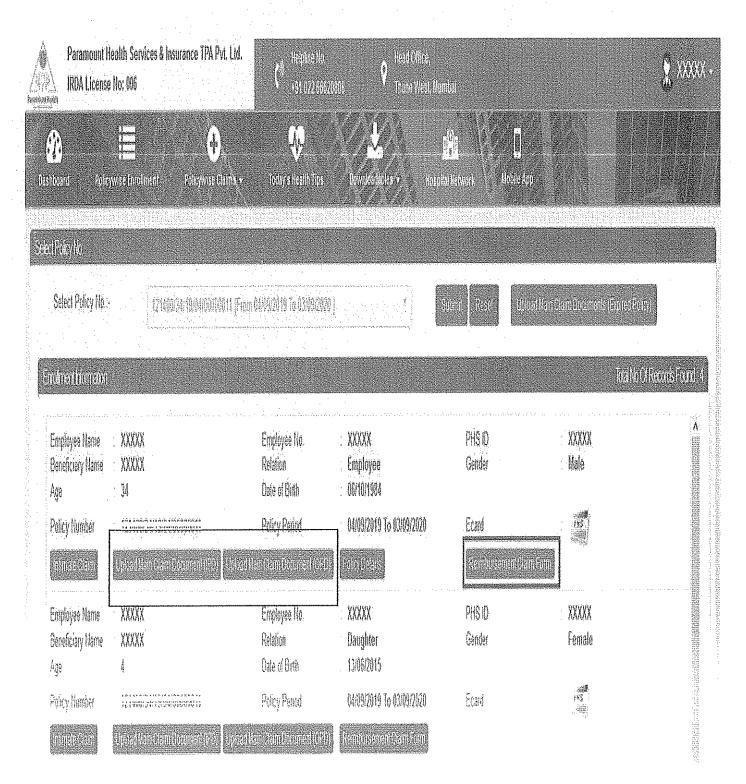


2. Once you have selected the Policy wise Enrollment option then "Select Policy No "page will appear as shown below, where Policy no. is already filled you simply need to click the submit button.





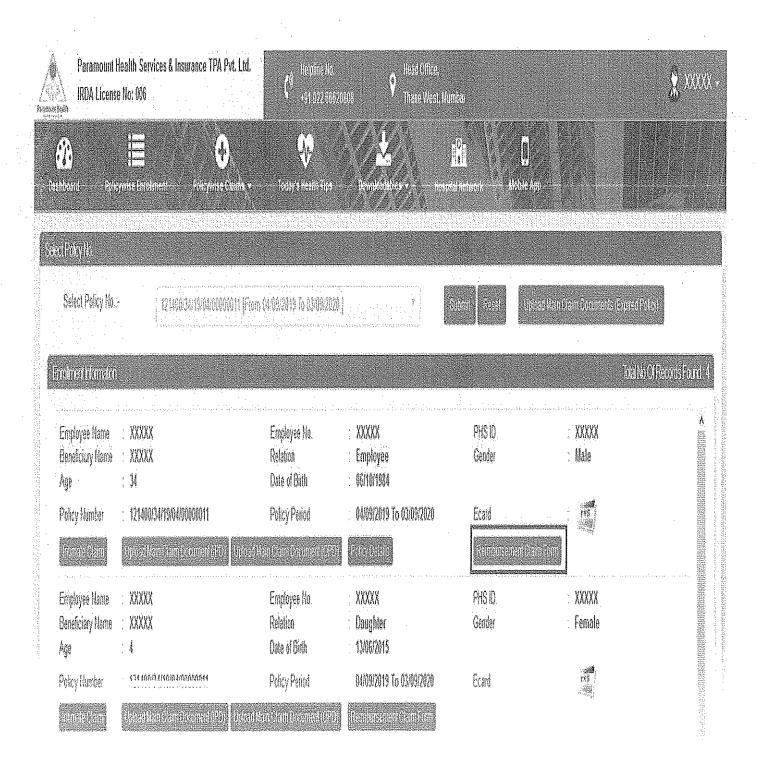
 Post clicking on the submit button, Enrollment Information Page will appear with options like Upload main claim document (IPD) / Upload main claim document (OPD) and Reimbursement claim form highlighted below.





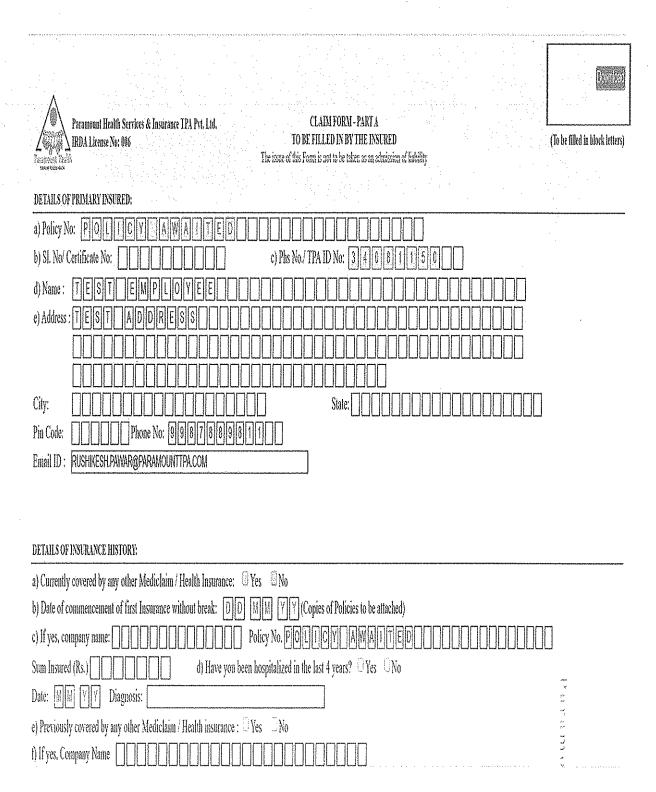
To download pre filled claim form

1. From enrollment information page you have to select option Reimbursement claim form.





2. Upon clicking Reimbursement claim form then claim form page will appear. Please note that the Claim Form Part A is partially filled. You have to check and fill the blank field details and select the download option on the upper right hand side of the form highlighted below.





3. Once you have downloaded the form, it will appear as a PDF file, you will find save and print option on the upper right hand corner of the pdf File. Save the file for further reference.

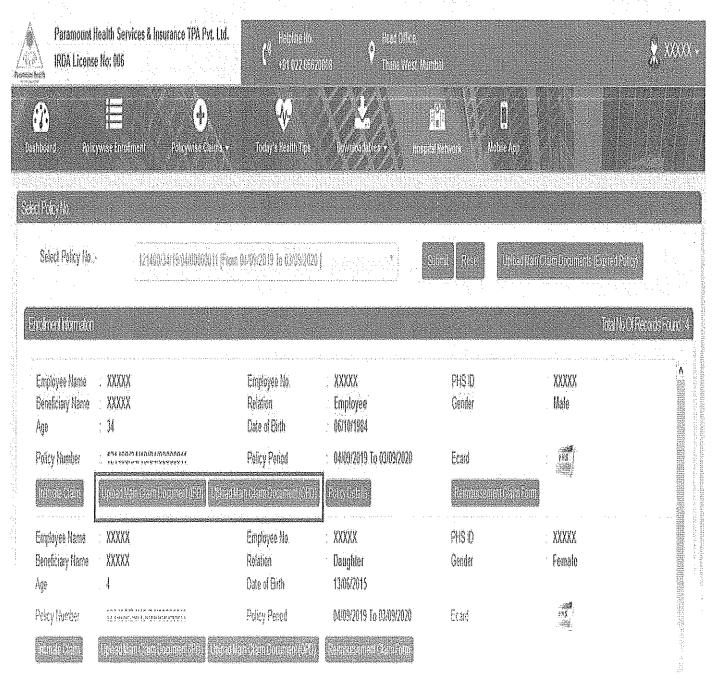
Paramount Health Services & Insurance TPA PvI. Ltd. 174	(1 5
Paramount Health Services & Insurance TPA PM. Ltd. CLAIM FORM. PART A LIRDA License No. 606 TO BE FILLED IN BY THE INSURED. Original Peals The Liste of this form is not to be taken as an some some states of Tubility DETAILS OF PRIMARY INSURED:	
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Emall D: RUSIDXESILPANAR@PARANCUNTIPACON	
DETAILS OF INSURANCE HISTORY;	
a) Contently covered by any other Medictainn / Health Linswaries: 「EYes 「No	
b) Date of commensement of first Insurance without break: [7] [7] [8] [7] [7] (Copies of Policies to be attached)	
c) If yes, company none:	
Sum Insured (Rs.)	
Date: Date: Diagnosis:	
e) Previously covered by any other Mediclaim (Thealth insurance: T Yes T No	



TO UPLOAD MAIN CLAIM DOCUMENT (IPD/OPD)

 From enrollment information page if you select option Upload main claim document (IPD) / Upload main claim document (OPD)

Note: OPD Claim document upload button visible when OPD coverage is available.

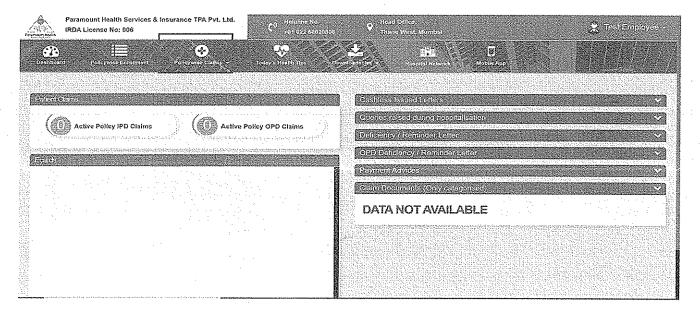


2. Once you click on "Upload main claim document (IPD/OPD)", User will be redirected to DMS document upload page.



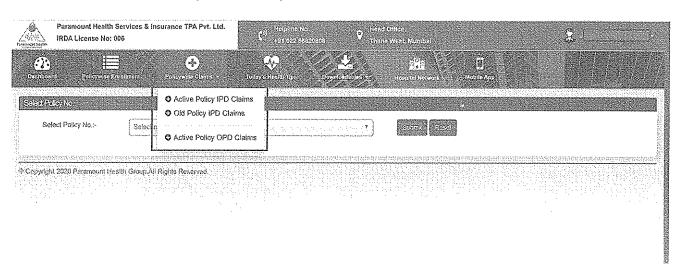
TO UPLOAD DEFICIENCY CLAIM DOCUMENT (IPD/OPD)

1. Post Member login you have to select second option Policy-wise claims to upload deficiency claim documents (IPD/OPD) highlighted below.



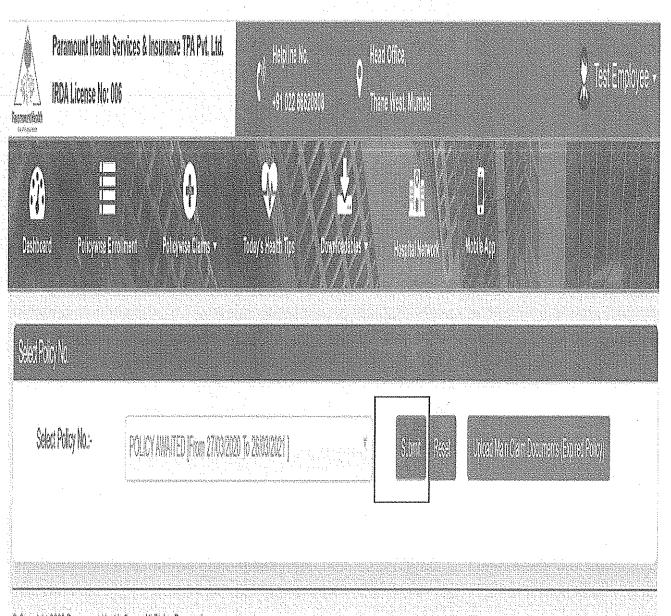
2. Once you have selected the Policy-wise Claim option then you will find three option Active Policy IPD Claims, Old Policy IPD Claims and Active Policy OPD Claims. If you want to upload documents against any of the option highlighted below then select that option.

E:g – Suppose you want to upload documents against Active Policy IPD claims then select Active Policy IPD claims option or if you want to upload documents against Old Policy IPD Claims then select Old Policy IPD Claims option.





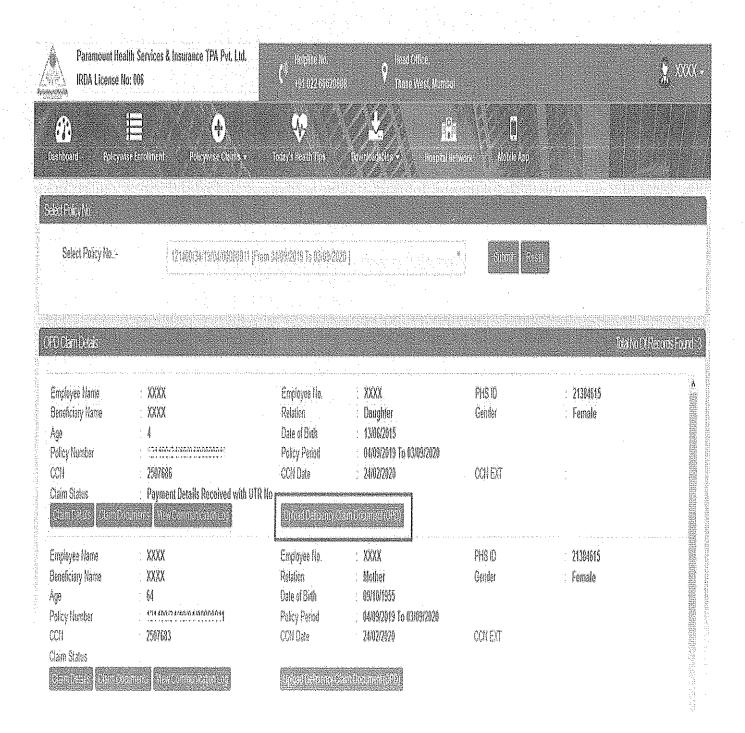
3. Upon clicking on any of these options **Active Policy IPD Claims**, **Old Policy IPD Claims** or **Active Policy OPD Claims** then "Select Policy No" page will appear as shown below, where Policy no. is already filled you simply need to click the submit button.



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4. Post clicking on the submit button, IPD/OPD Claim Details Page will appear where you will find options Upload Deficiency Claim Document (IPD) / Upload Deficiency Claim Document (OPD) highlighted below. Once you click on "Upload Deficiency Claim Document (IPD/OPD)", User will be redirected to DMS document upload page (For DMS refer page no 10)





DMS

 Once user clicks on "Upload main claim document (IPD/OPD) and Upload Deficiency claim document (IPD/OPD)", he/she will be redirected to DMS document upload page where user will see self declaration page. User needs to read the self declaration in detail and click on "Agree" button for uploading documents.

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Please do not upload scanned documents page by page. Select all scanned documents and upload at once in pdf format. Click Here to see how to browse and upload scanned documents. File Type: Main Deficiency	To, Paramount Heelth Services & Insurance Pvt Ltd. (Branch) Declaration I do hereby solemnly affirm and declare as under that: I RISITA DAS hereby undertake that I am a Policyholder of United India Insurance Company Ltd. Insurance company, bearing Insurance Policy vide No. 500100/28/19/P1/11090512. I hereby declare that I shall not produce or claim the physical copy of the electronically submitted claim documents submitted to Paramount Health Services & Insurance TPA Pvt Ltd (attached herewith) at any other Insurer/ TPA for whatsoever reason except in case where Sum
®PHM ID ©Employee No	Insured available (incl. bonus) in present insurance policy is not sufficient to cover claim amount fully and I have other insurance policy lies to
PHS ID ????67000	cover balance claim amount from either same or different Insurer wherein certified copy of same claim documents will be produced without any malafide intent to claim the amount twice. I shall ensure that the hard copy of claimed hospitalization documents shall be retained for the period of one year from the date of the Claim submitted in the secured and intact manner.
Physical file —SELECT BRANCH T Submission Branch	I undertake that I shall produce/submit these retained claim files to Paramount Health Services & Insurance TPA Pvt Ltd as and when asked for. I further assure that I shall reimburse or indemnify Insurance Company for the claim amount in case of fraudulent, duplicate, forged and manipulated claim submission or if this self declaration found untrue and dishonest. Sincerely,
Date of admission	Name & Signature of the Claimant
Date of Sischarge	Place :- Date :-
Process	Note: 1 This declaration for scanned claim documents submission is Valid till 3rd May 2020 or till the lock down is lifted, whichever is taler. 2. All claim documents shall be self attested and to be submitted along with the signed declaration and self attested Identity Proof.

Note: If you have clicked on **Upload Main Claim Document (IPD/OPD)**, File Type will be auto-selected as **'Main'**.

If you have clicked on **Upload Deficiency Claim Document (IPD/OPD)**, File type will be auto-selected as **'Deficiency'**.



2. Upload Main Claim Document (IPD/OPD). User can upload documents by either entering PHS ID or Employee number. Enter the appropriate PHS ID or employee id along with other details like Physical file submission branch, Date of admission and Date of discharge and then click on Proceed button.

Please do not upload scanned documents page by page. Select all scanned documents and upload at once in pdf format. Click Here to see how to browse and upload scanned documents.	Paramount Health Services & Insurance Pvt Ltd. (Granch) Declaration I do hereby selemnly affirm and declare as under that:
File Type: Main Deficiency	 I. RISITA DAS hereby undertake that I am a Policyholder of United India Insurance Company Ltd. Insurance company, bearing Insurance Policy vide No. 500100/28/19/P1/1090512. I hereby declare that I shall not produce or claim the physical copy of the electronically submitted datm documents submitted to Paramouni
*PHM ID Employee No	Health Services & Insurance TPA Pvt Ltd (altached herewith) at any other Insurent TPA for wholsoever reason except in case where Sum Insured available (nict, bonus) in present Insurance policy is not sufficient to cover claim amount fully and I have other insurance policy lies to
PHS ID 20677888 bus no amenican consequence of the	cover balance daim amount from either same or different insurer wherein certified copy of same claim documents will be produced without any malables intent to claim the amount twice. I shall ensure that the hard copy of claimed hospitalization documents shall be retained for the period of one year from the date of the Claim submitted in the secured and infact manner.
Physical file submission Branch	 I undertake that I shall produce/submit these retained claim tiles to Paramount Health Services & Insurance TPA Pvt Ltd as and when asked for. I Auritier assure that I shall reinburse or indemnity insurance Company for the claim amount in case of fraudulent, duplicate, forged and manipulated claim submission or if this self declaration found untrue and dishonest.
Date of 21/04/2020 admission	Sincerely. Name & Signature of the Claimant
Date of 22/04/2020 Discharge	Place:- Date:-
	Note: 1 This declaration for scanned claim documents submission is Valid fill 3rd May 2020 or till the lock down is filled, whichever is later. 2. All claim documents shall be self altested and to be submitted along with the signed declaration and self attested identity Proof.
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3. Upload Deficiency Claim Document (IPD/OPD). TPA Claim No. or TPA Claim EXT will be pre filled. User need to fill the require details like Physical file submission branch, Date of admission and Date of discharge and click on Proceed button.

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Please do not upload scanned documents page by page. Select all scanned documents and upload at once in pdf format. Click Here to see how to browse and upload scanned documents.	To, Paramount Health Services & Insurance Pvt Ltd. (Branch) Queclaration I do hereby solamniy affirm and declare as under that:
File Type : Main * Deficiency	1, M SUGUNA KUMARI hereby undertake that I am a Policyholder of United India Insurance Company Ltd. Insurance company, bearing Insurance Policy vide No. 121200/48/13/41/00002449. I hereby declare that I shall not produce or claim the physical copy of the electronically submitted claim documents submitted to Paramount Health Services & Insurance TPA Pvt Ltd (attached herewith) at any other Insurar/TPA for whatsoever reason except in case where Sum
TPA Claim No. 2316998	insured available (incl. bonus) in present insurance policy is not sufficient to cover claim amount fully and I have other insurance policy ries to cover balance claim amount from either same or different Insurer wherein certified copy of some claim documents will be produced without
TPA Claim EXT :	any matafide intent to claim the amount twice. I shall ensure that the hard copy of claimed hospitalization documents shall be retained for the period of one year from the date of the Claim submitted in the secured and intact manner.
Physical file submission Branch	I undertake that I shall produce/submit these retained claim files to Paramount Health Services & Insurance TPA Pvi Ltd as and when asked for. I further assure that I shall reimburse or indemnify insurance Company for the claim amount in case of fraudulent, duplicate, forged and manipulated claim submission or if this self declaration found untrue and dishonest. Sincerely.
Date of admission	Name & Signature of the Claimant
Date of Discharge	Place :- Dafe :-
	Note :- 1 This declaration for scanned claim documents submission is Valid till 3rd May,2020 or till the lock down is lifted, whichever is later, 2. All claim documents shall be self attested and to be submitted along with the signed declaration and self attested Identify Proof.
Rivoran	ering Forces



- 4. After clicking on the Proceed button, user will be able to see information of the Insured and Policy. Click on the radio button now.
 - · Please do not upload scanned documents page by page.
 - Select all scanned documents and upload at once in pdf format.
 - <u>Click Here</u> to see how to browse and upload scanned documents.

File Type :	Main Deficiency	
PHM ID	imployee No	
PHS ID	540.670.88 Leven 2 1 2 2 2 2	
Physical file submission Branch	Almedabad ▼	
Date of admission	21/04/2020	
Date of Discharge	22/04/2020	





5. Upon clicking on the Radio button, you will get the pop up window where user need to select document type and exact number of documents (PDF files) to be uploaded

Select Document Type: All documents are original How many documents (PDF Files) you want to upload 7 Security (Files)



6. Once user enter the number of documents to be uploaded, then user will get the option to Browse files. Browse exact number of PDF documents.

Note: The system will only accept more than 5 (PDF) document.

\$	Please do	i not u	pload	scanned	documents	page	þy	page.
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- · Select all scanned documents and upload at once in pdf
- Click Here to see how to browse and upload scanned

documents.	
File Type	Main Deficiency
PHM ID SE	imployee No
PHS ID	73067088
Physical file submission Branch	Ahmedabad v
Date of admission	21/04/2020
Date of	22/04/2020

Upload pdf format documents only

Discharge

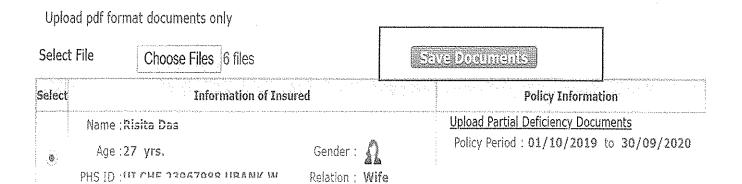
Select File

Choose Files No file chosen Select Information of Insured Policy Information Upload Partial Deficiency Documents Name :Risita Dus Policy Period: 01/10/2019 to 30/09/2020 Age:27 yrs. (i) PHS ID :UI CHE 23967988 UBANK W Relation: Wife



- 7. Once user upload the document then click on save Documents button as highlighted below.
- Please do not upload scanned documents page by page.
- Select all scanned documents and upload at once in pdf format.
- <u>Click Here</u> to see how to browse and upload scanned documents.

File Type:	Main Deficiency					
PHM ID	Employee No	:				
PHS ID	23067088					
Physical file submission Branch	Ahmedabad	¥				
	e Algerta					
Date of admission	21/04/2020					
Date of	22/04/2020					





8. Upon clicking on Save document button, **Inward number** will be generated which will appear on your screen that can be used for further processes.

You are uploading Main documents against Admission date: 21/04/2020 and Discharge Date: 22/04/2020

	t upload scanned documents page by page. Inned documents and upload at once in pdf							
• <u>Click Here</u> to documents.	see how to browse and upload scanned							
File Type :	Main Deficiency							
PHM ID ©E	nployee No							
PHS ID	22067028							
Physical file submission Branch	Ahmedabad y							
Date of admission	21/04/2020							
Date of Discharge	22/04/2020							
		Documents ha	s been up	loaded successful	lly!andIn	ward no Is	3901	635

This completes our process of uploading documents using Member Login.