

Human Resources Department, Central Office

#239, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai-400021

STAFF CIRCULAR NO.7576

December 27, 2021

To: All Branches/Offices,

**Subject- Group Medical Insurance Policy for Retired Employees;  
Last date for submission of claim documents/ deficiency documents for expired  
policy year 2020-21: 31<sup>st</sup> January, 2022**

1. The Group Medical Insurance Policy for retired employees/ family pensioners has been renewed for the policy year 2021-22, with “National Insurance Company Ltd”. M/s Health Insurance TPA (HI TPA) continues to provide services as the ‘third party administrator’, for the policy year 2021-22.
2. The Group Medical Insurance Policy pertaining to retired employees (retirees), for the policy year 2020-21 has expired on 31.10.2021 and the Insurance Company is in the process of winding up the claims pertaining to the previous policy year i.e. 2020-21. The timelines, as communicated by ‘National Insurance Company’ regarding submission of claim documents/ deficiency or query documents, for the Group Medical Insurance Policy - 2020-21, pertaining to retired employees are reproduced below verbatim:
  - i) Last date for receipt of intimation of a claim arising under the policy period of 01.11.2020 to 31.10.2021, is 31<sup>st</sup> December, 2021.
  - ii) Last date for receipt of documents and query replies, is 31<sup>st</sup> January, 2022.
3. In view of the timelines communicated, the retired employees are required to submit all domiciliary {OPD} claims, hospitalization {IPD} claims and pending deficiency documents/ query documents, where the date of treatment/ hospitalization is between the period of 01.11.2020 to 31.10.2021, to Health Insurance TPA (HI TPA), on or before 31<sup>st</sup> January, 2022, without fail. It is to be noted that, the claim documents &/ or deficiency/ query documents must reach Health Insurance TPA, by 31<sup>st</sup> January, 2022, mandatorily.

4. **Deficient Claims:** For claims pending for settlement due to want of deficiency/ query documents, the required documents/ deficiency documents should be submitted immediately to Health Insurance TPA. In case, **deficiency documents** are not submitted by **31.01.2022**, the claims will be closed, not to be re-opened again. No further communication will be entertained by the Insurance Company in this regard.
5. It is also hereby mentioned that, in case claim documents have been submitted by any retired employee to respective regional office and the claim documents are available pending/ lying at Regional Office level, such claim documents/ deficiency documents must be submitted to Health Insurance TPA (HI TPA), immediately. The documents should invariably reach the TPA's office by 31<sup>st</sup> January, 2022 and it would be the sole responsibility of the HR official to ensure that the documents reach the TPA's office within the set timeline i.e. 31<sup>st</sup> January, 2022.
6. For detailed information on various methods for 'claim intimation', 'claim forms' and location-wise address of Health Insurance TPA (HI TPA) offices, retired employee may please refer to Staff Circular No. 7287 dated 07.11.2020 which is available on Bank's corporate web-site under the following path:

About Us >> HR >> Information for Retired Staff

7. The contact details of representatives of 'Health Insurance - HI TPA' team are provided below for ready reference:

S.No	Name	Mobile Number	E-mail ID
01	Shri Himanshu Somani	7303099263	<a href="mailto:himanshu.somani@hitpa.co.in">himanshu.somani@hitpa.co.in</a>
02	Ms Kanchan Thombre	9319297309	<a href="mailto:kanchan.thombaretemp@hitpa.co.in">kanchan.thombaretemp@hitpa.co.in</a>
03	Shri Kuldeep Singh	9773981488	<a href="mailto:kuldeep.singh1@hitpa.co.in">kuldeep.singh1@hitpa.co.in</a>
04	Shri Karan Deep	9560298341	
05	Escalation: Dr. Kiran Baragade	9810226983	<a href="mailto:kiran.baragade@hitpa.co.in">kiran.baragade@hitpa.co.in</a>

8. All concerned are requested to take a careful note of the above.

Sd/-  
General Manager (HR)