

HUMAN RESOURCES DEPARTMENT
EMPLOYEE BENEFITS DIVISION

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

STAFF CIRCULAR NO. 6879

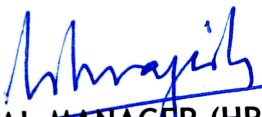
November 14, 2018

To: All Branches/Offices,

Subject- Medical Insurance Scheme for Retired Employees/Family Pensioners
Last Date for Submission of IPD/OPD Claims for the policy expired on 31.10.2018

1. Attention is invited to Staff Circular No. 6758 dated 01.03.2018 providing the details of Medical Insurance Policy for the tenure of 01.11.2017 to 31.10.2018. The Insurance Policy has already expired on 31.10.2018. It is observed that retired employees/family pensioners covered under the Medical Insurance Policy are still in the process of submission of reimbursement claims (IPD/OPD) for the previous policy i.e. claims prior to the date of 31.10.2018.
2. As the new policy tenure has already commenced, Insurance Company is in the process of winding up the claims pertaining to the previous policy. However keeping in view of the hardship being faced by the retirees, they have given one more opportunity to submit the claim documents pertaining to the policy expired on 31.10.2018. They have informed that all the claim documents pertaining to the policy period 2017-18 **should be received by the TPA** as per the following timeline.
 - I. On or before 25/12/2018 OR*
 - II. 30 days from the date of discharge OR*
 - III. 30 days from the date of post-hospitalisation, whichever falls later.*
3. **Special Note:** Claims occurred from the **date of commencement of coverage in the respective policies** (with and without domiciliary) only to be submitted to the Insurance Company. Claims prior to date of coverage will not be entertained by the Insurance Company.
4. **Delay Submission Reason:** They have informed that while submitting the old claim, detailed letter stating the reasons for delayed submission should also be submitted.

5. Insurance Company has also informed that accepting claims beyond this date will be extremely inconvenient and difficult for them. Hence, the insured is required to ensure that claim documents are dispatched well in time so as to reach M/s Paramount TPA on/ before 25.12.2018. Please also note that any delay, in submission of claim documents beyond 25.12.2018 may lead to rejection of claims.
6. For claims pending for settlement due to want of documents, the required documents should be submitted immediately to TPA. In case deficiency documents are not submitted till 25.12.2018, the claims may be closed followed by rejection of the same.
7. All concerned are requested to take a careful note of the above.


GENERAL MANAGER (HR)
