

Discussion with M/s United India Insurance Co. Ltd.,(UIICL) on GHIS issues, on 23rd Feb, 2017.

Members Present:

UIICL Divisional Office, Richmond Road:

Mr. P B Nanda, Senior Divisional Manager.

Mr. Rahul Agarwal, Deputy Manager.

M/s MediAssist TPA:

Ms. Anitha

HALE

Mr. B S Viswanatha Rao,

Hon. Gen. Secretary

Mr. A Naushad

Hon. Joint Secretary

The issues relating to GHIS discussed are as follows.

- 1) **Basic Policy renewal:** Renewed for one year from 01-02-2017 to 31-01-2018.
- 2) **GHIS TOP-UP:** Finalised list of Top-Up Members forwarded to Medi Assist by UIICL. Total members opted for Top-Up is about 2500. Information to the individual members confirming Top-up will be sent by Medi Assist through SMS, by end February 2017, followed by individual letters with Receipt and Income Tax Rebate Certificate.
- 3) **Documents for submission along with Claim form for OPD/other Reimbursements:**

Xerox copy of (a) MAID ID & (b) **Xerox copy** of related cancelled bank cheque leaf, are mandatory to ensure hassle free and speedy processing of claims and credit of claims submitted. A communication to this effect to HALE will follow from Medi Assist.
- 4) **Contact Persons for GHIS related issues/queries:** Mr. Rahul Agarwal from UIICL, Phone No: 080-22291329 and Ms. Anitha from Medi Assist, Mob:7899371222 will be the contact points for GHIS related queries/issues.
- 5) **Normal Time frame for processing OPD Claims:** 15 working days or 3 weeks from date of submission of claims will be the normal time frame, provided all procedural documents submitted are in order. Payments are made from UIICL head office at Chennai for all GHIS claims. Medi Assist TPA will only be the claim processing /recommending agency.
- 6) **Causes for Delay in Processing of Claims:** Delay is mostly due to bank remittance bounce cases of employees with the bank mentioning "name not found against the Account No. Indicated". Approximately 250 cases exist as of now. This list will be forwarded to HALE for perusal. If remittance bounce occurs, another 30 days would be required for rectification & remittance. Hence documents as suggested at Sl. No. 3 above are made mandatory for speedy disposal of claims.
- 7) This is for the information of EC members, and will be hosted on HALE website.

B S Viswanatha Rao & A Naushad.