विजया बैंक VIJAYA BANK	
प्र.का.-बेंगलूर HO – BANGALORE	
CIRCULAR LETTER NO.	17192
DATE	20.06.2017
DEPARTMENT	PERSONNEL DEPARTMENT (PA&PD)
SUBJECT	IBA'S MEDICAL INSURANCE SCHEME FOR SERVING & RETIRED EMPLOYEES.
SUMMARY	CHANGE OF TPA TO M/S MEDI ASSIST INDIA TPA PVT. LTD.
EARLIER REFERENCE	HOC 15136 & 15137 DATED 01.07.2015. HOCL 15190 DATED 04.07.2015 HOC 15252 DATED 17.10.2015 HOC 15282 DATED 09.12.2015 HOCL 17025 DATED 21.01.2017 HOCL 17026 DATED 21.01.2017

In terms of IBA's Medical Insurance scheme, M/s. United India Insurance Co. Ltd.(UIICL) had appointed M/s Vidal Health TPA Pvt. Ltd. as Third Party Administrator(TPA) for our Bank to administer the settlement of claims for serving and retired employees of our Bank.

Due to inordinate delay in settlement of claims, bank had requested M/s. UIICL for change of TPA. Accordingly M/s. UIICL has appointed **M/s. Medi Assist India TPA Pvt. Ltd.** as our new TPA in place of M/s Vidal Health PA Pvt. Ltd with effect from 16.06.2017.

Further clarifications as informed by M/s. UIICL and M/s Medi Assist India TPA Pvt. Ltd are furnished below:

1. **Unclaimed bills/pending/under process claims at M/s Vidal Health Pvt. Ltd.**

   Henceforth, all the unclaimed bills/pending claims/under process claims at M/s Vidal Health Pvt. Ltd. will be taken over by M/s Medi Assist India TPA Pvt. Ltd. subject to the claim pertaining to the current years policy i.e., policy period starts from 01.10.2016 and 01.11.2016 for serving employees and retirees respectively.

2. **Presently in Hospital and waiting for discharge :**

   Employee/ex-employee or their dependents who are presently hospitalised may send cashless request to M/s Medi Assist India TPA Pvt. Ltd.

   If case of preauth request already approved by M/s Vidal Health TPA Pvt. Ltd. Final approval for cashless will be made by M/s Medi Assist India TPA Pvt. Ltd. This may be brought to the knowledge of insurance desk at hospital.

3. **List containing e-card number of employee/dependent:** is attached as Annexure I

4. **Cashless Hospitalisation:**

   a. **Planned Hospitalisation:** Employee/ex-employee may intimate the hospital 48hrs prior the hospitalisation through their mobile app "**MediBuddy**" or **MediBuddy portal** (https://portal.medibuddy.in/Home.aspx)

   All employees/ex-employees may download the above app for seamless cashless hospitalisation, to track the status of submitted claim and also to view the submitted claim documents.

   Procedure for cashless hospitalisation is attached as
   - Annexure II – e-cashless process
   - Annexure III – Muddy Buddy Tutorial
   - Annexure IV – cashless guidelines

   b. **Unplanned hospitalisation:** Employee/ex-employee can avail the cashless hospitalisation by showing the TPA ID card at the insurance desk at hospitals.

5. **Member Claims and Domiciliary Claims:**

   a. **In case of Online Submission:** Employees/Ex-employees may submit the **claims online through MediBuddy portal**. On submission of the claim online, claim form will be generated. Employee/ex-employee should sign on the claim form and send it to the below mentioned address along with the check list(as in Page 12 Annexure III) and all relevant original documents

   <div align="center">

   Vijaya Bank,
   Desk - M/s Medi Assist India TPA Pvt. Ltd.
   Head Office
   #41/2, Trinity circle, M G Road
   Bengaluru -560 001

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   b. **In case of manual submission of claims:**

      - **Domiciliary claims**: Employee/ex-employee should fill the domiciliary claim form (as attached in Annexure V) and send it to the address as mentioned above along with original bills.

      - **Member claims:** Employee/ex-employee should fill the Reimbursement claim form (as attached in Annexure VI) and send it to the address as mentioned above along with original bills.

Controlling authority at Branches/Offices should send the claims of all the employees of the Branch/Office along with the covering letter as in Annexure VII(excel format).

It is advised to send claim wise documents in separate covers along with Annexure VII in a single cover ex. 4 claims in 4 separate covers + Annexure VII, together in single cover to M/s Medi Assist India TPA Desk at our Head office.

6. **List of Network Hospitals :** As attached in annexure VIII and same is readily available in Medi Buddy app/portal.

In case of any queries branches/offices may contact the aforesaid TPA through
   • Medi Assist Desk at our H.O. - 080-25584066(Extn 273) or 080 – 25011273
   • Toll Free Number of 1800 4255 2222
   • send   mail   to   ibacare@mediassistindia.com   and   for   escalations leenad@mediassistindia.com

Controlling authorities at Branch/Office are advised to encourage the download of **MediBuddy app** by all the concerned staff members for easy use of required medical facilities.

All branches/offices are advised to bring the contents of the circular to the notice of all the serving and retired employees. A copy of this circular should also be displayed in the Bank's notice board.

(NARENDRA R BHAT)
DEPUTY GENERAL MANAGER

Encl. : a/a