



PASCHIM BANGA GRAMIN BANK

HEAD OFFICE: NATABAR PAUL ROAD, CHATTERJEE PARA MORE TIKIAPARA, HOWRAH, PIN 711 101

Circular No. PBGB/HO/PAD 139/2021-22

Date: 11-06-2021

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ALL BRANCHES/OFFICES

Sub: Escalation Matrix and Ecard download procedure pertaining to Medical Insurance Scheme for Retired Employees including PTSW

We invite reference to our circular no. PBGB/HO/PAD/24/2021-22 dated 07.05.2021 wherein Consent Letter for Medical Insurance Scheme for all eligible Retirees including PTSW was sought for joining the scheme.

Bank has renewed the Medical Insurance Policy w.e.f 01.06.2021 for further one year i.e. up to 31.05.2022 for all eligible retirees including PTSW who has sent the Consent letter within stipulated date and whereas premium has been deducted from their respective accounts, with "The New India Assurance Co. Ltd." as Insurer and "Heritage Health Insurance TPA Pvt. Ltd." as TPA.

All the eligible retirees including PTSW of the Bank who have sent the Consent letters within the stipulated date and the premiums have been deducted from their accounts are eligible to cover under the scheme. Insurance Policy will cover Medical Expenses of all retirees including PTSW and his/her dependent[s] as per existing terms and conditions mentioned in the earlier Circular No. PBGB/HO/PAD/06/2017-18 dated 24.04.2017.

Important information regarding the Insurance scheme are as follows:

Policy Number	51210034210400000002
The Policy is effective from	01.06.2021 to 31.05.2022
Name & Address of Insurance Company	THE NEW INDIA ASSURANCE CO. LTD DURGAPUR DO NACHAN RD., BHIRINGI DURGAPUR 713213
Contact Number of Insurance Company	03432582092
Name & Address of the TPA	Heritage Health Insurance TPA Pvt. Ltd. 5th Floor, Nicco House, 2 Hare St, B.B.D. Bagh Kolkata, West Bengal 700001
Contact Number of TPA	Toll free number - 1800 345 3477 Available - 24 X 7

Please find attached hand out as received from insurance company


General Manager

Bank for U-Banking for all

Heritage Health Insurance TPA Pvt. Ltd.

GMC POLICY OF Paschim Banga Gramin Bank POLICY WITH The New India Assurance Co. Ltd. - DUGRAPUR

Policy period: 01/06/21 to 31/05/2022

LOG IN FOR CLAIM STATUS:

- Visit our website www.heritagehealthtpa.info

Print E-Card

- Website - www.heritagehealthtpa.info

E CARD DOWNLOAD

- SELECT INSURANCE COM LTD - The New India Assurance Co. Ltd
- CORPOTAE NAME - Paschim Banga Gramin Bank
- YEAR - 2021 - 2022
- EMPLOYEE ID -

CLAIM STATUS

- CREATE LOGIN ID

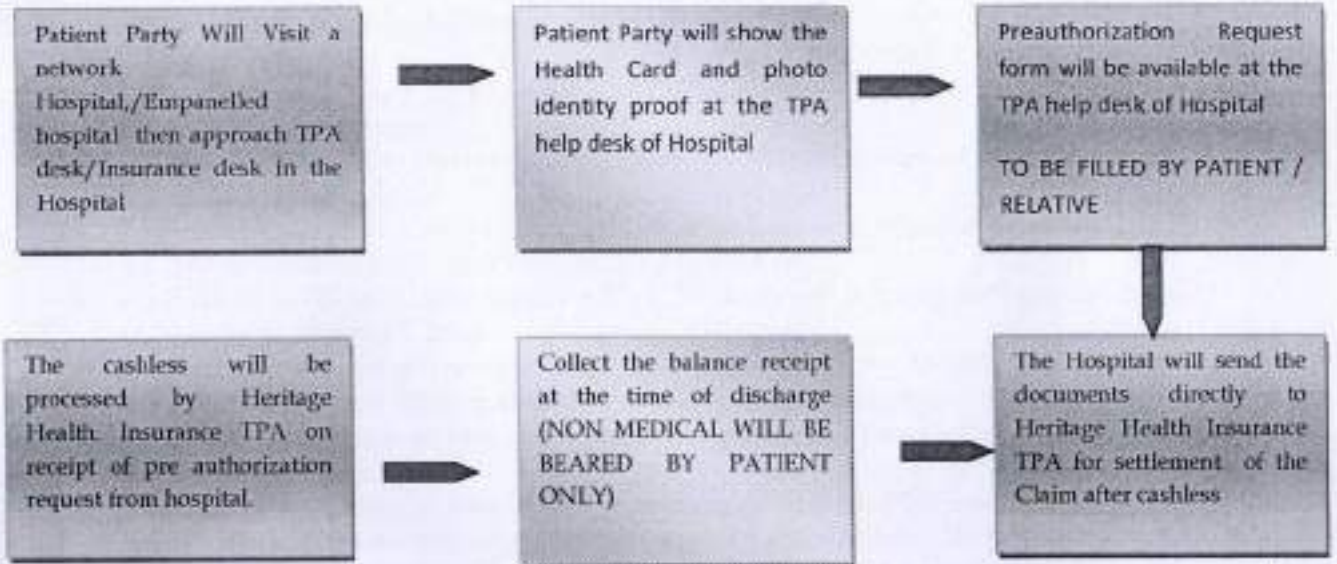
Mobile Application

TO BE DOWNLOADED FROM GOOGLE PLAY STORE

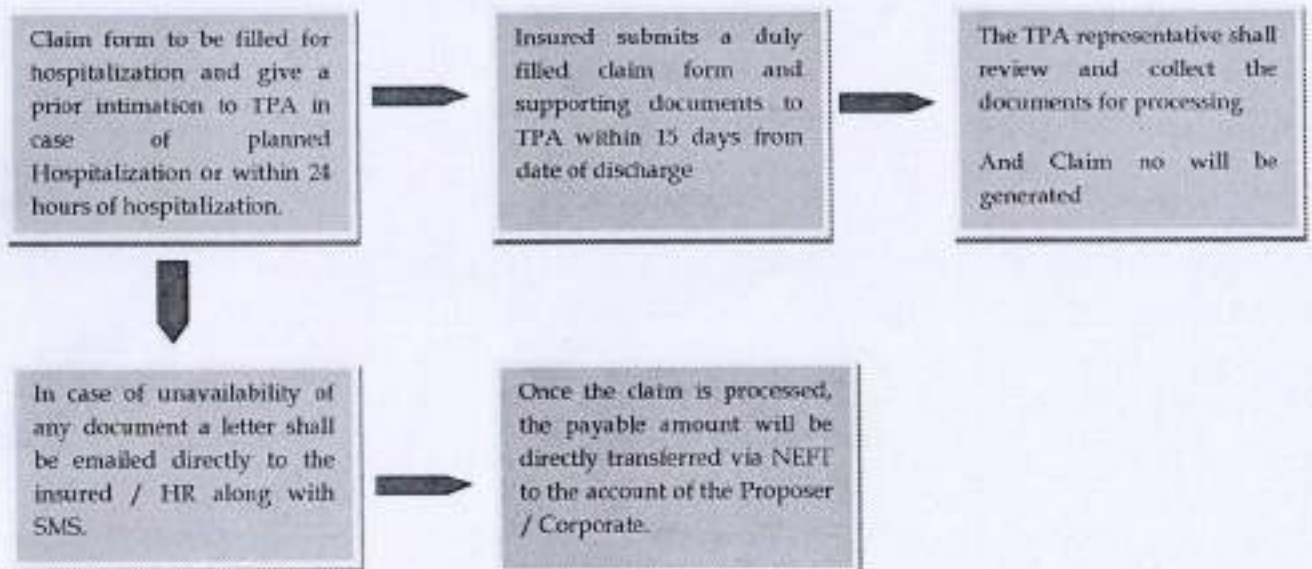
HERITAGE HEALTH INSURANCE TPA PVT LTD (BLUE LOGO)

FOR ALL ASSISTANCE / HEALTH QUERY

Cashless Procedure:



Reimbursement Procedure:



Document Check List for Reimbursement Claim

1. Claim Intimation Copy duly received by Policy Issuing Office/TPA within 48 Hrs. from Date of Admission
2. Reason for Delay in submission of documents /intimation copy, if not submitted timely as per Policy T/C
3. Duly filled in IRDAI Claim Form PART A, with Claimant Signature mentioning Exact Claim Amount, Contact Details, E - Mail ID etc.
4. Duly filled in IRDAI Claim Form PART B, With Hospital stamp & Signature in case of Re-reimbursement Claim.
5. Hospital Discharge Certificate in original with Date & Time, Details of Treatment
6. All the Prescriptions, Money Receipts/Cash Memo, Investigations Reports, Hospital requisitions and other supporting documents in original along with original x ray plates for accidental cases.
7. PPN Declaration form in case of Reimbursement claim for PPN network hospital.
8. Advice for Admission and First Prescription with clinical notes, in original
9. Hospital Bill with detailed break up (Medicines bill should be with Batch no. and expiry) date along with Money Receipts in original
10. In case of Implant - Sticker & Tax Invoice with money receipt in original (For Cataract, Patient Lens Identification Card Mandatory)
11. In accidental cases - Self Statement/FIR/Medico Legal Report if done / x ray plate
12. KYC of Claimant along with Bank details of Proposer.
13. Any other relevant documents pertaining to claim.

N.B. — Photocopies & Scanned Copies not acceptable. All original documents required.

Heritage Health Insurance TPA Pvt. Ltd.

Dedicated Team M/s Paschim Banga Gramin Bank

CONTACT DETAILS - 24 x 7

Our Toll Free No - 1800 345 3477 - (24 hrs)

Emergency No. 033- 40145200 / 5100

[Website - www.heritagehealthtpa.info]

Email Id.

For Any Info. & Complaint : skumar@bajoria.in

For Cashless Claim Related Issues: 033 4055 - 7600

Mr. Debanjan Chatterjee - 8013459043: cashlesskolkata@heritagehealthtpa.co.in

For Enrollment Related Issues : Mr. Rajat Ghosh: 9475066448: rghosh@bajoria.in

Mr. Sandip Srivastava : 9831056476 : ssrivastava@bajoria.in

Durgapur Representative

Mr. Sanjay Chatterjee - 7318821969

Mr. Ajay Kumar - 9749190184

Escalations

Level - 1

Ms Suparna Singha Roy - 9073600307 : sroy@bajoria.in

Mr Sougata Bhattacharya - 6292250010 : heritage.kolkata1@bajoria.in

Escalations

Level - 2

Mr. Shuvamoy Ghosh - 9836158504: sghosh@bajoria.in

Mr. Sudipto Nayak - 9831054437: heritagetpa_niakolkata@bajoria.in

Final Escalations

Mr. Sanjeev Kumar - 9477445055: skumar@bajoria.in