

Letter to All Branches/Offices in India

Dear Sir/Madam,

Re: Reimbursement of Claims for Hospitalization / Medical Expenses

This has reference to Head office Circular No. HO:BR:114:236 dated 29/10/2022, wherein necessary guidelines were provided for claiming reimbursement of medical bills. It has been observed that the medical insurance department is receiving many mails related to E-card generation and follow up for pending claims. For convenience of the employees, we reiterate the guidelines for downloading of E-Card and address common queries being received by HO.

1. Employees are advised to download, if not done so far, e-card through Portal / Whatsapp Chatbot and keep a print out of it thereof with themselves and also keep a copy of the same with their family. You are advised to check the details mentioned therein such as name, date of birth and dependent details etc. In case of any discrepancy observed, the same may be brought to the notice of the Medical Insurance Department through the HRM department of the concerned Region/Zone. Please note that request for generation of e-card will not be entertained by Head Office any more.

2. Many calls and queries are received regarding claim status/ different routine matters connected with medical claims, which can be viewed by the employees himself. The employees may himself view/track the claim status online through any of the below mentioned modes:

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| a. Mobile Application | - FHPL Sparrow (available both in iOS / Android) |
| b. Portal | - FHPLUS (URL link: https://m.fhpl.net/) |
| c. WhatsApp Chatbot | - FHPL WhatsApp Chatbot No. 9154039276. |
| d. Mobile Application | - "FHPL Sparrow" is user friendly and can be downloaded in iOS/Android operating system smart phones / devices. |

3. In spite of having nodal offices at Delhi, Lucknow, Bengaluru, Mumbai and Kolkata, it is observed that employees are continuing to send their medical claims to Head Office, Vadodara only. Kindly note that, duly filled-in claim forms must be sent only to Medical Nodal Help Desk of respective Zone and not to Head office, as conveyed vide above mentioned circular.

4. Further, employees are advised to adhere to the following points while submitting medical claim:

- ❖ The claimant must invariably mention his/ her EC No. on the **right upper** portion of all documents & details of Mobile number and Email ID currently in usage by them.
- ❖ The replies to the queries raised must be submitted with original hard copy along with respective query letters/ claim number/ employee code.
- ❖ Individual claim should be sent separately for self and dependents as the case may be.

Wishing all Barodians & their family good health.

Regards


(Swapna Bandopadhyaya)
General Manager - HRM