



बैंक ऑफ बड़ौदा **Bank of Baroda**

HO: BR: 111: 429

10.01.2019

NOTICE FOR RETIRED EMPLOYEES

Dear Sir / Madam,

Re: Renewal of Group Health Insurance Policy for Retired Employees for 2018-19.

We are pleased to inform that Bank has renewed the Group Health Insurance Policy with United India Insurance Company for the Retired Employees for the period 1st Nov; 2018 to 31st Oct; 2019.

Mediassist India Ltd as TPA have been allotted by UIIC to service the Retired Employees Policy for period 2018-19

GROUP POLICY	TPA	E-MAIL ADDRESS
RETIRED EMPLOYEES	MEDIASSIST INDIA LTD	bob_baroda@mediassistindia.com

Sr. No	Policy No	Policy Coverage
1	5001002818P111515547	Retirees Policy without Domiciliary
2	5001002818P111520761	Retirees Super Top Up Policy
3	5001002818P111517362	Retirees Policy with Domiciliary

TOLL FREE NO AT HO: 1800 233 2707 (from 10 am to 5 pm)

Escalation on email ID: medicalinsurance.ho@bankofbaroda.com

For any emergency please contact Regional HR functionary who will in turn contact the HO functionaries.

Bank has a team which shall co-ordinate / facilitate the Policy implementation.

Retired employees are advised to correspond by email / phone ONLY with the Bank / TPA at the above email address / phone and not to approach IBA / UIIC directly or to any other source.

We advise Retired Employees to refrain from sharing their User ID / Password of the portals of TPA as it is a security risk.

We also advise Retired Employees not to post any details regarding claims in Social media.

प्रधान कार्यालय, मानव संसाधन विभाग, बरौडा भवन, आर.एस नं 576, आर.सी दत्त रोड, अलकापुरी, बरौडा-390007, भारत
Head Office, HRM Deptt, Baroda Bhawan , R S No 576, R C Dutt Road, Alkapuri , Baroda - 390 007, INDIA
फोन / Tel. : 91 265 2316625

Email: medicalinsurance.ho@bankofbaroda.com



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Further, we receive so many calls and queries regarding different routine matters / claim status. We wish to inform that, you can see replies to many queries online through Medibuddy portal and App.

We give below the relevant details of portal:

- 1) The new website address is : <https://portal.medibuddy.in>
- 2) User ID and default password are kept same as BOB<Employee code>
 - i) Login ID is BOBXXXX (XXXX is Employee Code No eg. BOB12345)
 - ii) Default Password is BOBXXXX (XXXX is Employee Code No eg. BOB12345)
 - iii) Login ID and Password for App "Medi Buddy" on smart phone will also be same as on portal.
 - iv) After log in you will be asked to change the password.
 - v) New password must contain minimum of -8- alphanumeric characters with at least one lowercase and uppercase character.
 - vi) In case you forget new password, same can be reset by using option of reset password on Home page of the website.

The Medibuddy App is user friendly and can be downloaded in smart phones using Android / IOS operating system.

We request you to note the following

- a) Medical claims to be sent in separate envelope addressed to Medical Insurance Dept only and not with other papers. All Bills, Reports should be sent in Original to HO, Baroda only.
- b) Query reply should be sent in hard copy only to HO, Baroda with EC no and not any office of TPA or UIIC. Scanned copy will not be accepted.
- c) HO will send SMS to the registered mobile number as soon as the claims received are handed over to the TPA.
- d) Status of claim will be available by log in to portal and APP of Medibuddy.
- e) Claim related inquiry to be made on Bank's Toll free No of HO 1800 2332 707 only (10.00 am to 5.00 pm)
- e) The following Email IDs should be used regarding claims:
 - For Claim Inquiry = bob_baroda@mediassistindia.com
 - For Complaints = grievance@mediassistindia.com
- f) No mails to be sent to Bank's email Ids – HRCPC, HRM, Medicalinsurance – for inquiry of medical claims.
- g) For cashless facilities the Hospitals are advised to send cashless request to Mediassist only on cashless@mediassistindia.com
- h) Bank Account details is not allowed to be changed during the Policy period
- i) Whenever the account is "ported" from one branch to another, send email to bob_baroda@mediassistindia.com for making necessary changes in the Insurance Company data along with cancelled cheque with copy to medicalinsurance.ho@bankofbaroda.com

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- j) For escalation purpose emails be sent to medicalinsurance.ho@bankofbaroda.com
- k) Medical Insurance Premium paid certificate for the purpose of Income Tax should be collected from Branch, where the account debited is serviced.
- l) During Policy updation Cashless facility will be available to all eligible Retirees by showing their earlier Mediassist ID card, Pan Card copy and cashless request from respective Hospital.
- m) Mediassist TPA is shortly sending ID Card to Retirees on their Residential address
- n) Last date of Claim submission under Retiree Policy 2017-18 is 15.02.2019
- o) Submission of KYC documents i.e. photocopy ID proof of PAN/Adhar is compulsory for Medical claim amount of Rs. 1 Lakh and above as per IRDA norms.
- p) If query reply documents not received in time then the claim will be denied by TPA/ UIIC.
- q) Medical claims should be submitted with in -30- days.
- r) Intimation of Hospitalization is compulsory within -7- days.

Please bring the contents of the notice to the knowledge of all Retired Employees and display a copy on the notice board.

Yours faithfully



(C Malolan)

Dy. Gen. Manager & NODAL OFFICER,

BOB, HRM Deptt,

Baroda Bhavan,

HO, Baroda

10.01.2019


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