



FEDERAL BANK RETIRED OFFICERS' FORUM (FBROF)

Registered under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act 1955 (1) No. ER. 702/2009
(An Organizational Wing of Federal Bank Officers' Association)
(Affiliated to All India Bank Pensioners and Retirees Confederation - AIBPARC)
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FBROF/E - Cir 38 / 2021-23

1st November 2022

Medical Insurance Scheme Change in Third Party Administrator

To All members

As announced vide our E Circular No. 34 dated 30 September 2022 the renewal of the Group Medical Insurance Policy for Retirees of the Bank for 2022-23 has taken place and the policy is effective from 01 November 2022 onwards. Now it is communicated by HR Department that **M/S. SAFEWAY INSURANCE TPA LTD.** shall be the new **TPA** for servicing the policy, replacing Heritage Health Insurance TPA Ltd. We hereunder append the detailed circular issued by the Bank for the information and guidance of all our members.

HR - Employee Relations & Operations



"Retired Employees' Medical Insurance Scheme- Policy Period 01.11.2022 to 31.10.2023

Retired Employees' Medical Insurance Scheme as applicable to the Bank has been renewed for one year effective from 01st November, 2022 in association with **National Insurance Company Ltd. Safeway Insurance TPA** shall be the new TPA for servicing the policy, replacing Heritage Health Insurance TPA. All types of claims in respect of Retired Employees' Medical Insurance Policy for the period from 01st November 2022 will be serviced by Safeway TPA.

Cashless and Reimbursement Facilities

Cashless facility can be availed by the beneficiaries from the Hospitals coming under the network of Safeway TPA. The list of Network Hospitals, where cashless facility can be availed of, is available in the Website of Safeway Insurance TPA (www.safewaytpa.in). The link for downloading e-card, escalation matrix of the TPA and the login credentials for Mobile App/Web Login etc. will be communicated in due course. In the meantime, for availing cashless facility, beneficiaries may provide the Employee Number and other details at the Insurance Desk of the Hospital and seek their assistance to forward the request to Safeway TPA, for availing cashless facility.

In case Cashless facility is not available, beneficiaries are advised to intimate the details of hospitalisation to the TPA through the e-mail ID - **federal@safewaytpa.in /intimation@safewaytpa.in** within 48 hours from the time of admission. For claiming reimbursement, employees shall submit the duly filled Claim Format along with relevant Documents/Reports, GST Bills/Prescription etc. in original and forward the same to the TPA in the address as given below. Beneficiaries may retain a copy of the claim documents for future reference.

Safeway Insurance TPA, 3rd Floor, Govardhan Building, Chittoor Road, Ernakulam -682035, Ph. No. 0484-4869980"

UNQUOTE

The procedure to generate E-card etc. may get delayed as the data of policy members has been furnished to the new TPA lately only. In case any of our members may need urgent hospitalisation, he/she may inform HR over phone / email; medicare@federalbank.co.in or in Nos. 0484- 2634138/2634017/2634062

Thomachan K T
General Secretary