

CENTRAL OFFICE: HUMAN CAPITAL MANAGEMENT - INDUSTRIAL RELATION & POLICY DEPARTMENT

केन्द्रीय कार्यालय : मानव सम्पदा प्रबंधन - औद्योगिक संबंध एवं नीति विभाग

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ALL BRANCHES/OFFICES
**PROCEDURE FOR AVAILING CASHLESS AND REIMBURSEMENT FACILITIES
UNDER RETIREES GHIS POLICY YEAR 2025-26.**

Retirees Group Health Insurance Policy for the year 2025-26 has been renewed w.e.f. 01.11.2025 with National Insurance Co. Ltd. However, underwriting of the policy and issuance of health card to individual member are still under process due to GST litigation.

As many of the retirees are facing difficulties in availing cashless and reimbursement facilities and the Department has been receiving several requests from retirees seeking temporary arrangements to avoid difficulties during hospitalization or claim settlement.

To ensure that retirees do not encounter any inconvenience during this interim period, National Insurance Co. Ltd (NICL) has made a provisional arrangement to facilitate the issuance and download of Health Cards for retirees until the final policy is issued upon completion of the ongoing GST matter.

Retirees may use the following temporary Policy Numbers to download their health cards:

Base Policy No. : 251100/50/25/40000dummy

Top-up Policy No.: 251100/50/25/50000dummy

The e-card may be downloaded through the following methods:

Mode	URL/Mobile Number
Health Assist Insurance TPA App	http://www.safewaytpa.in/frmmobile.aspx
Chatbot (Whatsapp)	9650795079
Website	https://www.healthassisttpa.com/iba.aspx

A User Flow Chart is also attached for guidance on downloading the health card.



In case of any difficulties Retirees may contact the below Health Assist TPA Executives for assistance:

1. Mr. Vinayak +91-9319748102

2. Mr Sandesh +91-9319748103

3. Ms. Megha +91-9289324483

4. Ms Sanpreet +91-9319748106

This provisional arrangement shall remain valid until issuance of the final policy from NICL.



(POPPY SHARMA)

CHIEF GENERAL MANAGER, HR



- Enclosure:-**
- 1) Escalation matrix.
 - 2) Health Assist Insurance TPA - Branches Details
 - 3) All India Network Hospital List
 - 4) Claim reimbursement form (Part A & B)
 - 5) Check list
 - 6) Details SPOCS at ROs & ZOs
 - 7) Flowchart for Mobile App
 - 8) Flowchart for BOT.
 - 9) Retiree login PPT