

Escalation Matrix for Employees/Retirees

Dear Sir/Madam,

Health Assist Insurance TPA takes pleasure in welcoming you on board as a privileged member. Our benefits and administration services as Third Party Administrators come to you on behalf of your insurer. We assure you of quality service under the referred health insurance cover. To get more information download the Safeway TPA app available both in Play Store & Appstore.

SPOC DETAILS

Name	DESIGNATION	Contact no.	Mail Id
MR. VINAYAK	LOCAL SPOC	9319748102	cbi.support@healthassisttpa.com
MR. SUNNY VISHWAKARMA	HELPDESK	8169674738	cbi.crm@healthassisttpa.com
MS. SANPREET KAUR	CRM HO (SERVING)	9319748106	cbi@healthassisttpa.com
MS. MEGHA	CRM HO (RETIREE)	9289324483	cbi.retiree@healthassisttpa.com

Website: - www.healthassisttpa.com

E-card

Link to download e-cards:- [https:// www.healthassisttpa.com/iba.aspx](https://www.healthassisttpa.com/iba.aspx)

NETWORK HOSPITALS

To check network hospitals:- [http:// www.healthassisttpa.com/NetworkHospital.aspx](http://www.healthassisttpa.com/NetworkHospital.aspx)

The list of hospital is dynamic and keeps on updating on daily base. Please recheck the current status by clicking on link.

EMPLOYEE LOGIN DETAILS

Link for employee login:-

https://www.healthassisttpa.com/login_iba.aspx

User Id for employee login: Your Employee code (Eg. E01234)

Password: Employee code + DOB (Eg. E0123404021984)

SAFEWAY TPA APP

Link to download Mobile app:- <http://www.safewaytpa.in/frmmobile.aspx>

User Id for employee login: Your Employee code (Eg. E01234)

Password: Employee code + DOB (Eg. E0123404021984)

BOT chat number 9650795079

E-Card download, Claim status, list of hospitals, download claim form

Mail IDs for Communication:-

For Intimation of claim	intimation@healthassisttpa.com
Cashless Hospitalization Request	info@ healthassisttpa.com
Grievance	grievanceiba@healthassisttpa.com
For Escalation (Level1)	ibacrm@healthassisttpa.com
For Escalation (Level2)	iba@healthassisttpa.com

Please find the attachment of the Reimbursement claim form and check list which is mandatory at the time of submission of the claim documents.

❖ Please ensure written communication for better reverts and narrations as well as for records.

Wishing you a healthy life and prompt support in case of medical emergency needing Hospitalization.

Thanks & Regards

Health Assist Insurance TPA Pvt. Ltd.