

HUMAN CAPITAL MANAGEMENT - INDUSTRIAL RELATIONS & POLICY DEPARTMENT

मानव संपदा प्रबंधन -- औद्योगिक संबंध एवं नीति विभाग

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ALL BRANCHES/OFFICES

MEDICAL INSURANCE POLICY FOR RETIREES FOR THE PERIOD 01.11.2024 TO 31.10.2025

Group Health Insurance Policy for Retirees has been renewed w.e.f. 01.11.2024 with National Insurance Co. Ltd. The TPA for serving employees was conveyed vide circular letter no. 1674 dated 04.11.2024. **As informed by National Insurance Co. Ltd., the TPA for Retirees shall also be the same i.e. SAFEWAY INSURANCE TPA PRIVATE LIMITED.**

Policy Number for Base Policy- 251100502410000237
Policy Number for Top-up Policy- 251100502410000238

In order to address queries and provide timely assistance to our Retirees, the new TPA viz. Safeway Insurance TPA has provided an escalation matrix. The following documents are enclosed herewith for ready reference of our retirees:-

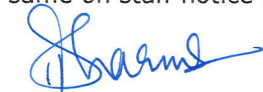
Sr. No.	Details	Annexure
1	Escalation Matrix & Details of Contact personnel	Annexure-1
2	Office Addresses of Safeway Insurance TPA	Annexure-2
3	All India Network Hospital List (as of Nov-2024)	Annexure-3
4	IRDA Claim reimbursement form (Part A & B)	Annexure-4
5	Checklist of Documents	Annexure-5
6	Details of SPOCs at ROs & ZO's	Annexure-6
7	Mobile App Process Flow	Annexure-7
8	Flow Chart for BOT	Annexure-8

Retirees can send reimbursement forms to any of the office addresses as detailed in Annexure-2 above. Alternatively, retirees can also submit reimbursement forms to the nearest Regional/Zonal Office.

Further, please note that the list of hospitals under Cashless facility is updated frequently by the TPA due to additions/deletions/blacklisting of hospitals. As such, retirees are requested to check and download the latest list from **TPA website www.safewaytpa.in**.

Copy of Policy wordings (Base & Top-up) shall be uploaded on our bank's website under Retirees tab upon receipt of the same from National Insurance Company. The same can be accessed using the URL <https://centralbankofindia.co.in/en/retirees>

Kindly bring the contents of this circular to the notice of all concerned besides displaying a copy of the same on staff notice board for information.



(POPPY SHARMA)
GENERAL MANAGER-HCM

Encl: As stated above

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