

The Insurance Backed Cashless Medical Scheme for the period 29-07-2019 to 28-07-2020 shall be operated through **M/s. Oriental Insurance Company Ltd.** with Paramount Health Services & Insurance TPA Private Limited (service provider) for the same

### **Online Services of Paramount Health Services & Insurance TPA Private Limited**

[www.paramounttpa.com](http://www.paramounttpa.com)

- Download Claim form (documents check list attach with it).
- Download your e-cards.
- Updated list of networked Hospitals which provides cashless treatment.
- Cashless process.
- Reimbursement process.
- IRDA Non-admissible expense details under mediclaim policy.
- Status of any pending claims submitted to TPA
- Value added sheet.
- Network of Hospitals

#### **Steps to view and Print E-cards:**

Step 1 - Log on to our website <https://www.paramounttpa.com>

Step 2 - Go to the View E-card on the top of the Home Page

Step 3 - Select Insurance co. **(The Oriental Insurance company limited.)**

Step 4 - Click PHS ID/Employee ID

Step 5 - If selection criteria is Employee ID, type Group Code as **DSID** and Employee Number

Step 6 - Enter Mobile no. to receive OTP

Step 7 - Click on Get OTP button. One time password (OTP) will be sent on entered number for further authentication

Step 8 - Enter OTP and click on Submit button to view E-cards

E-card/s attached herewith, kindly take the printout of the said E card and retain it with you.

### **Mobile Application:**

The mobile app can be downloaded on your Smartphone to view e-cards, cashless and reimbursement claim status. Kindly go to Play Store / Paramount TPA and install the app.

1. To download the app goes to play store for android, ITunes, for IOS (Apple) on your mobile.
2. Search for “mWise - Paramount App” in app store.
3. Click on Install.
4. Allow mWise-Paramount TPA to access and files on your mobile and click on open.
5. Choose employee login.
6. Click on sign up.
7. Enter your employee code,
8. Enter Group code as DSID
9. Select DOB
10. Enter your mobile number.
11. Click on sign up.
12. Enter your employee code-group code and received o6 digits Mpin numbers which you received update mobile number.
13. Click on login.

### **Process of cashless claim: -**

At the time of hospitalization at a network hospital, kindly produce below documents at hospital TPA desk.

1. Patient PHS card/e-card.
2. Patient ID proof (Driving license, Voter ID, Adhar card)
3. Pan card of Employee.
4. Doctor prescription (emergency card or casualty card) for admission
5. Any investigation/s report/s supporting of the diagnosis/injury/illness.

**Process for reimbursement of claim: -**

For hospitalization in non-network hospitals:-

1. Hospital has qualified nursing staff under its employment round-the-clock;
2. Hospital has at least 10 in-patient beds, in those towns having a population of less than 10,00,000 and 15 in-patient beds in all other places;
3. Hospital has qualified medical practitioner (s) in charge round-the-clock;
4. Hospital has a fully equipped operation theatre of its own where surgical procedures are carried out
5. Hospital maintains daily records of patients and will make these accessible to the company's authorized personnel.

For hospitalization in non-network hospitals, a prior intimation is must within 48 hours from the admission through the email at [claim.intimation@paramounttpa.com](mailto:claim.intimation@paramounttpa.com) and the acknowledgement received by you is to be mentioned at claim form or attached the print at the time of claim submission.

**Intimation format:-**

Corporate name	DELHI STATE INDUSTRIAL & INFRASTRUCTURE DEVELOPMENT CORPORATION LTD.
Emp Code	
Employee name	
Patient name	
Relation with employee	
PHS ID No	
Disease:	
Date of Hospitalization:	Date of Admission and Tentative Date of Discharge:
Hospital Name:	
Hospital Address:	
Estimate expense:	
Contact no/Email Id	

**Process of documents submission-** Kindly submit the below documents in original within 7 days after date of discharge from Hospital.

- Claim Form part A
- Claim form Part B duly fill-up by hospital with hospital signed and stamped.
- Patient PHS ID card.
- Patient ID proof (Driving license, Voter ID, Adhar card
- Employee Pan Card.
- Original cancel cheque leaf.
- Doctor prescription (emergency card or casualty card) for admission
- Hospital final bill with bill number signed and stamped by hospital.
- Item wise bill break up with amount with signed and stamped by hospital.
- Original payments receipt/s with receipt number against final bill amount.
- Original Discharge Summary / Card.
- Original All Investigation Reports and films, if applicable
- Bills & Receipts for investigations done outside hospital. Doctors Prescription.
- Bills of medicines and surgical appliances if purchased by you.
- All Investigation reports in original with the prescriptions prior to hospitalization.
- Sticker/invoice (IOL/stent), if any.

### **Pre+Post Claim procedure**

The claim for Pre hospitalization and post hospitalization expenses can be submitted within one week of completion of treatment or completion of 60 days period whichever takes place earlier).

1. IRDA Claim Form part "A" filled-up by employee.
2. Xerox copy of Aadhar card and pan card of employee and Adhar card of Patient.
3. Original Bills with all supporting doctor prescriptions, investigation reports and
4. Film/.if any.

You can reach to TPA/DSIIDC SPOC for any query under the program.

For claim intimation purpose			
<a href="mailto:claim.intimation@paramounttpa.com">claim.intimation@paramounttpa.com</a>			
For Cashless Claims/Reimbursement (TPA Contact Matrix)			
Level	Service CRM	Contact No.	Email ID
Level 1	Ms. Jyoti Maurya	9136935990	<a href="mailto:jyoti.maurya@paramounttpa.com">jyoti.maurya@paramounttpa.com</a>
Level 2	Mr. Dev Kumar Pandit	7042391024	<a href="mailto:devkumar.pandit@paramounttpa.com">devkumar.pandit@paramounttpa.com</a>
Level 3	Mr. Safeek Ahmad	7042391036	<a href="mailto:Safeek.ahmad@paramounttpa.com">Safeek.ahmad@paramounttpa.com</a>
Level 4	Mr. Sunil Kumar	9013741213	<a href="mailto:dsiidcmedicalhelpdesk@gmail.com">dsiidcmedicalhelpdesk@gmail.com</a>
Escalation	Ms. Anjali Tyagi	011-23314231 Ext:162/163	<a href="mailto:dsiidcmedicalhelpdesk@gmail.com">dsiidcmedicalhelpdesk@gmail.com</a>

Kindly Note:-TPA representative is available on weekly basis (Friday) from 14:00 to 17:00” at DSIID head office

In case of any assistance regarding the Planned / Emergency Hospitalization benefit, You can also contact :

24 X 7 Helpline Number – 022 – 66620 808

Toll Free:-1800 226 655 (Admission Preferably)

**Important Points to be noted:**

1. Claim must be intimated to us within 48 hours from the date of admission.
2. The documents towards all the claims must be submitted to us within 7 days from the date of discharge.
3. IRDA Claim Form part A is to be filled up by insured and claim form part B is to be filled up by hospital with signed and stamped.

**Address:-**

Paramount Health Services & Insurance TPA Private Limited.  
D-39, Okhla Industrial Area, Phase-1, New Delhi-110020 near Honda Courtesy.