

Circular No.489-2016-BC-PD-72-SWD

Date: 25-11-2016

PERMANENT UTILITY

IBA MEDICAL INSURANCE SCHEME FOR EMPLOYEES- UPDATION OF EMPLOYEE DETAILS, ACCOUNT DETAILS, DOWN LOADING OF E-CARD AND VERIFICATION OF CLAIM SUBMITTED STATUS

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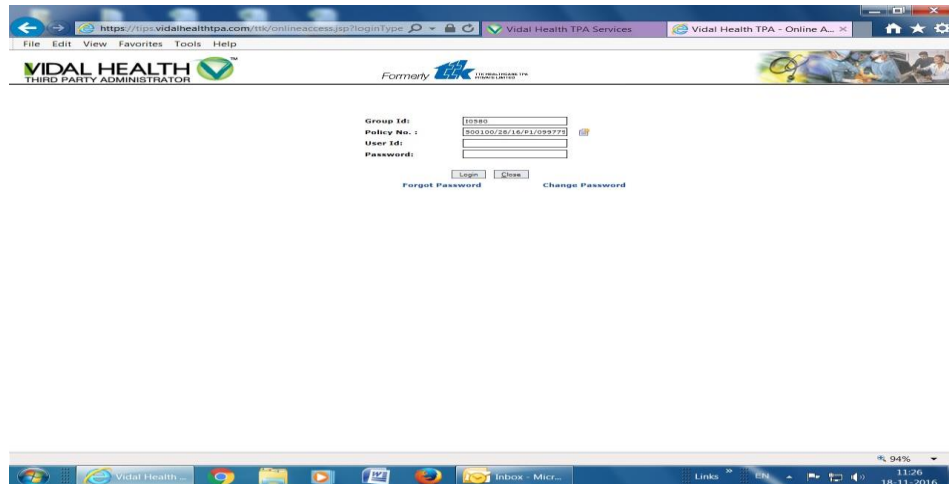
Kind attention is drawn to circulars No. 260-2015-BC dated 26.06.2015, 261-2015-BC dated 26.06.2015 ,461-2015-BC dated 11.11.2015 and 307-2016-BC dated 04.08.2016 wherein among other things, the details of the new IBA Health Insurance Scheme Policy issued for reimbursement of medical expenses for employees is furnished. The New Medical Insurance Scheme covers the hospitalization/domiciliary treatment expenses of employees and their dependents as defined in the scheme. Further clarification is given below:

Since the **new Policy No.5001002816P109977904** has been issued by United India Insurance Co. Ltd. the Insurer -for the period from 01.10.2016 to 30.09.2017, in the Vidal website new Policy Number only will be displayed and for login to that site the old passwords will not work. As such the following procedure is to be followed for the first time.

Use Internet Explorer only (with pop-up enabled).

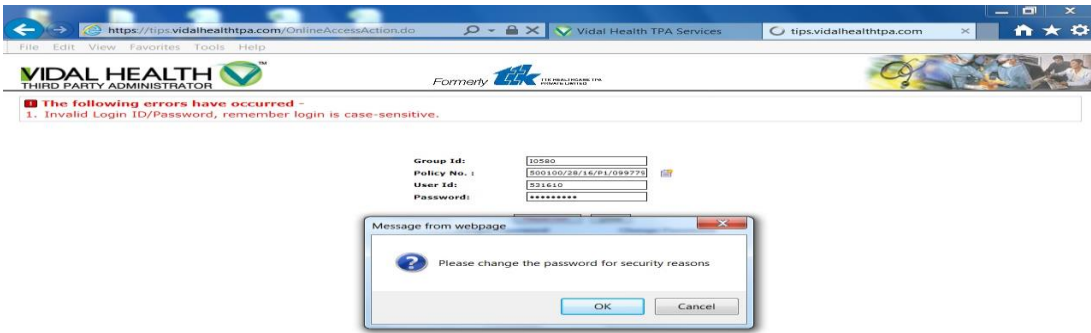
PERSONAL DETAILS SHOULD BE UPDATED FIRST

1. www.vidalhealthtpa.com. (Login>Employee Login> the below screen will come.

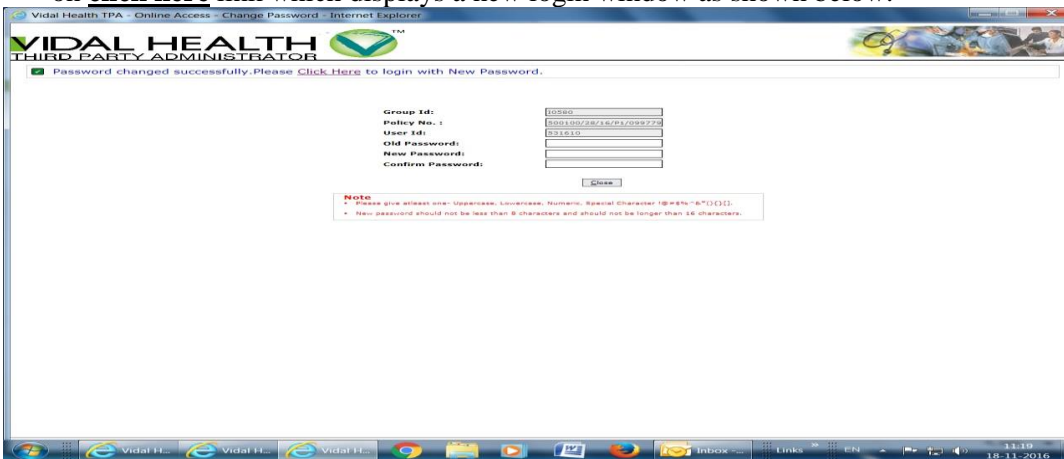


Group ID I0580-for Staff and I0588- for Ex-Staff, Policy No. by drop box and user ID as Emp. No. and password for first time Emp. No., then click login.

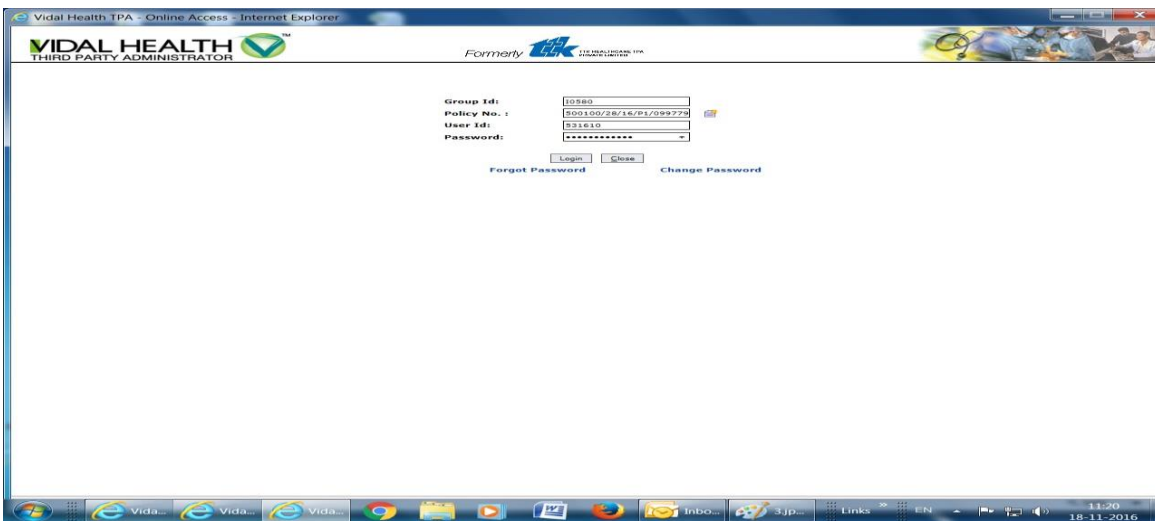
2. After entering the above details the following screen will appear for the password change. Click OK.



3. Now change the password i.e., old password with the new password the system displays a message –“Password changed successfully please **click here** to login with the new password”. Then click on **click here** link which displays a new login window as shown below:

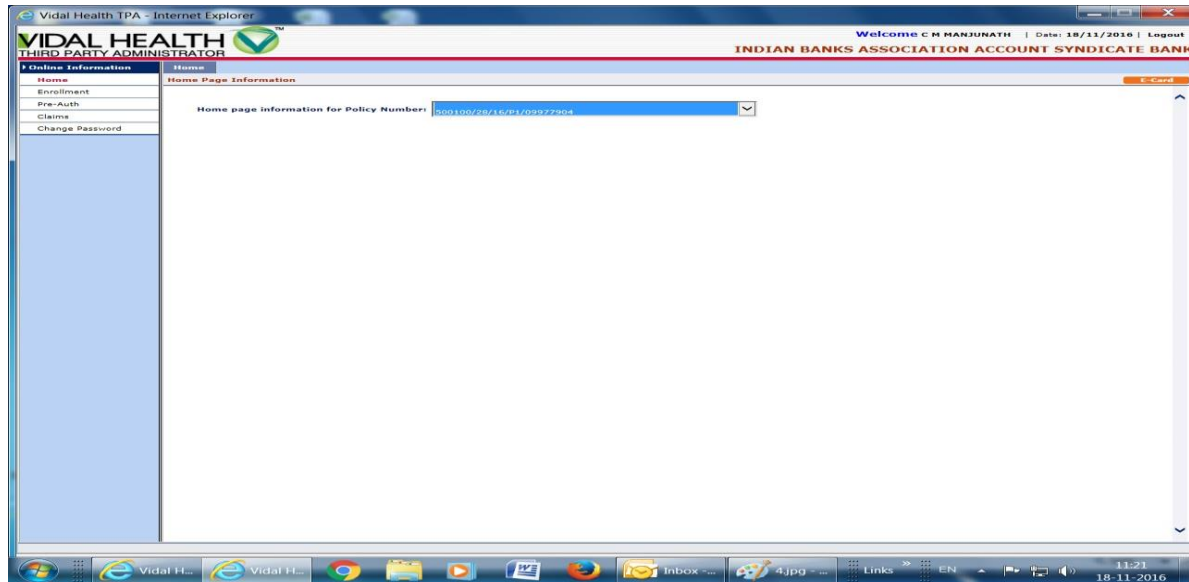


4. Enter the Group ID Policy No. drop box and user ID as Emp.No. and login with new changed password. Click on login then it will login to the Vidal website.

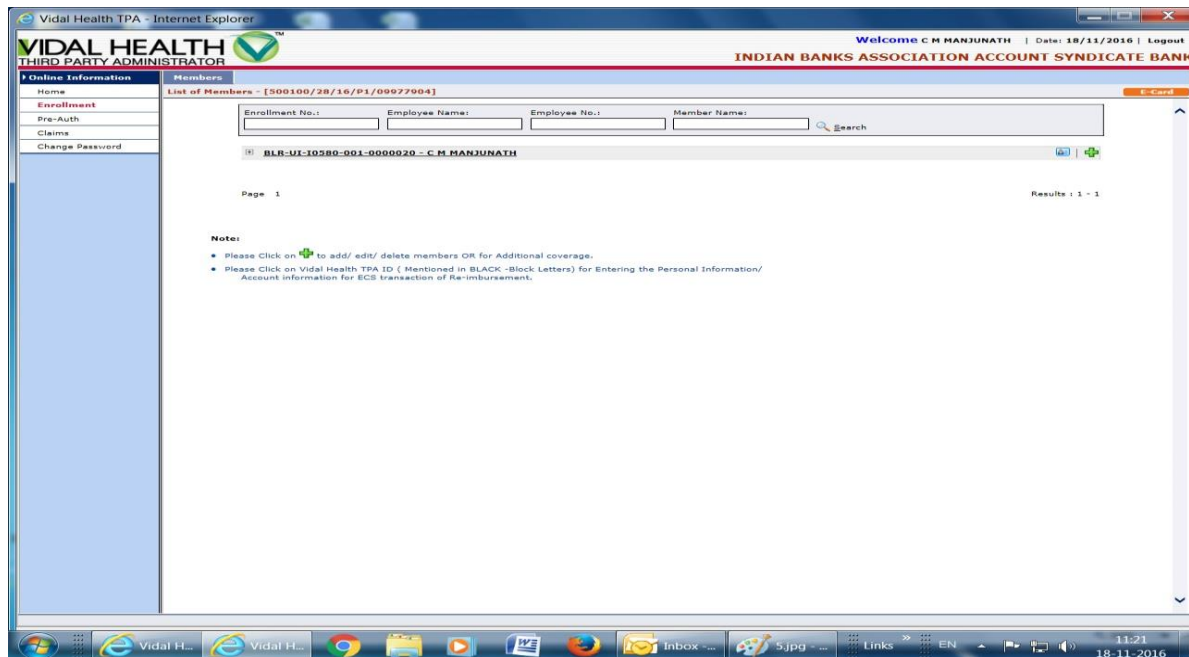


- After login to Vidal screen it displays - Home, Enrolment, Pre-Auth, Claims, Change password Icons on top right corner and –E-Card Icon on top left corner. On clicking the **E-Card icon**, E-card will be displayed which can be down loaded for taking a print.

To enter the personal details one has to click on the **Enrolment icon**.



- The system will now display the employee's name who is covered under the scheme with TPA Card No. Click on the TPA Card No. appearing in the screen in bold black letters which leads to a new window.



7. In this screen please enter Address details, Mobile No., e-mail ID, Bank Account details and in place of MICR code please enter the IFSC Code (11 digit) and save the details.

The staff can check their claim status by using the user manual file kept in <http://172.18.200.162/SyndLibrary/> HO SWD GENERAL Option. Status of claims submitted before 30.09.2016 is to be enquired from HO: SWD.

For immediate use, employees can use the E-card made available to them.

For checking the Claim Status in respect of claims submitted to Vidal TPA, please login to Vidal website (as per above procedure). After login click on claims, right side will show the list of employee and dependents who are enrolled and in case of claim submitted it will show Yes. If you click on that link it will show details of claim/s settled by Vidal and if any shortfall is there/ or if claim is not approved then immediately check the shortfall and send the required documents original/attested copy by speed post/courier to VIDAL HEALTH Bengaluru and scanned copy of the same to the following e-mail addresses along with POD details for immediate action E-mail to be sent to blrshortfall@vidalhealthtpa.com, obaiah.m@vidalhealthtpa.com and CC to hoswd@syndicatebank.co.in

For Enabling of User ID: When User ID is disabled the system will display –User Disabled Contact Administrator. The screen shot is to be saved and forwarded by e-mail to software@vidalhealthtpa.com, along with Group ID and User ID. Then an Autoreply with ticket no. in the following format- Ticket#2016111910000833- will be received by e-mail, which has to be quoted at the subject line (of e-mail) and forwarded once again to software@vidalhealthtpa.com along with screen shot attachment, Group ID and User ID. Within a short period e-mail confirmation for enabling of the USER ID will be received from VIDAL TEAM.

For Resetting of the Pass Word: When Pass word is to be reset send email request with Employee No. to hoswd@syndicatebank.co.in. The reset pass word will be sent by e-mail.

For resolution of any issues/clarifications Branches/Offices may contact **HO: PD: SWD** at node No.[10.56.47.229](tel:10.56.47.229)/190, or Phone No.0820-2572086.

(GOPINATH T IYER)
GENERAL MANAGER (P)

NJATA:YRTOM:YRUNO
Check Word