



## UCOBANK RETIREES' ASSOCIATION KARNATAKA (Regd)

(Regd as S.No: 699/97-98 Dated 20/01/1998 with the  
Registrar of Societies, Karnataka)

Regd Office: C/o UCOBank, 3rd Floor, 13/22, K.G Road, Bangalore-560009

Website:www.urakar.com



UBRA-KAR/CIR/84/2014-2017

10/12/2016

To All Members of our Unit.

Dear Comrades,

**Sub: Pending Settlement of health Insurance Claims**

**Ref: Our Federation Circular No 95 dated 10/12/2016**

Please find our Federation Circular No 95/2015-18 dated 10/12/2016. being a letter written by our Federation to General Manager PSD, Head Office with regard to the slow settlement of claims of members from various units. Our Unit has separately taken up the issues of our Comrades through our contacts who is visiting the TPA regularly.

Yours faithfully,

Ravindra Krishna  
Honorary Secretary



### All India Uco Bank Pensioners' Federation (Affiliated to All India Bank Pensioners' & retirees confederation & All India Uco Bank Officers' Federation)

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Mobile No 09784405801 Phone no 0141-2595622 e mail id-rampaljp@gmail.com



No.cir.95/2015-2018

Dated 10th December,2016

To All units,

Dear comrades,

#### **Re. Non sanctioning of Insurance claims**

We reproduce hereunder full text of our letter no.1608 /2015-18 dated 9th December,2016 written to General Manager(PSD), Uco Bank Head office, Kolkata for your information.

Yours comradely,

(RAM PAL)

GENERAL SECRETARY

QUOTE

"We wish to inform you that Heritage Health TPA has not been sanctioning insurance claims of our members in different states. Even after submission of reply for queries raised, the claims have been kept pending for months together. We are facing embarrassing position and not in a position to satisfy our members for their genuine claims. We mention hereunder particulars of pending claims and health ID card related matters. In these cases the TPA has neither given proper response on phone calls by claimants nor sanctioned the bills as yet. Two claims with Vidal Health TPA are also pending.



A Unit of All India UCOBank Pensioners' Federation, Kolkata  
Affiliated to All India Banks' Pensioners' and Retirees' Confederation



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**Card related matters-( Heritage Health)**

1. Mr. Arun Kumar Singh-PFM no.39500- Name & photo of wife Mrs.Kiran Devi 56 years does not appear.
2. Mr.Rajendra Pal PFM no.30286- Name & photo of wife does not appear.
3. Mr. Ghanshyam Jetwani PFM no.27861 Name & photo of wife does not appear.
4. Medclaim cards of following members not sent by TPA-(I)Mrs.Asha Shukla(widow) W/o of Late Sh.B.S.Shukla PFM no.8129.(II) Mrs.Bimla Devi(Widow0 w/o Late Sh.Ram Das PFM no.13097 and (III) Mr. Subhash saxena PFM no.23176.

**Claim related matters-( Heritage Health)**

1. Mr. S.P.Gikwad PFM 26334 Three/four queries raised. Despite satisfactory reply claim was rejected.
2. Dattaram V. Sankhalar PFM 19774 He undergone eye operation by laser on 4.4.2016.Prior to operation intimation was sent. Two queries raised by TPA, was replied satisfactorily. Even then claim has been rejected.
3. Sapna Bijlani PFM 21578 She submitted first claim for her husband for Rs.400613/- Cashless advance amount Rs.300000/- was sent By TPA. Second claim was for Rs.313685/-.She also has Top up policy of Rs.300000/;. No sanction released for difference amount.
4. Mr. M.M.B.Prasad - PF-24234 1<sup>st</sup> hospitalisation claim of Rs.626801/- was settled- Rs.300000/-.  
2<sup>nd</sup> hospitalisation claim for Rs.44947/- pending against Top up policy.
5. Mr.Mr. Anirudh Mishra PFM 18074 His claim is pending with TPA.
6. Mr.S.K.Dutta PFM16554 Heritage health TPA rejected his claim under flimsy grounds that treatment was not given in hospital. Whereas he was suffering from high fever and subsequently hospitalised.
7. Mr. Arun Kumar Singh PFM 39500 While he was in service, his mother Late Mrs.Tuna Devi was hospitalised and got treatment before retirement. Claim is still pending.
8. Mr.Raghubir chand PFM 38052 Claim for Rs.330904/- submitted to TPA with original bills. One more set of papers submitted through Z.O.Shimla. Claim is still pending.
9. Mr. Satya Narain Negi PFM 18931 Claim for Rs.23925/- submitted through Z.O.Shimla is pending
10. Mr. Harjit Singh Chhabra PFM 21677 His claim no.HH871700675 is pending.
11. Mr.T.K.Gupta PFM 6034 His claims for Rs.8229/- and Rs.5150/- are pending since May,2016.
12. Mr.R.C.Saini PFM 16827 Claim for Rs.39182/- pending since May,2016.
13. Mr. G.N.Shrivastava PFM 1625 Claim for Rs.55404/- was received by representative of Heritage health TPA on 3.5.2016 acknowledgement given to ZO Bhopal but later on reported not received by TPA.
14. Shri VK Jain PF7117 Shri VK jain had sent medical claim for Rs.17375/- for the hospitalisation of his wife Smt Vijaykanta Jain on 01/06 2016 alongwith original documents through Zonal Office Jabalpur(Since closed). As usual TPA sent query letter on 05/07/2016 without specifying the point of query. To the utter surprise TPA changed the name of patient as vijay kumar jain in place of Mrs Vijay kanta jain.Shri jain sent reply of TPA letter on 24th August & 31st oct 2016 asking TPA to correct the name of patient and settle the claim. But tpa did not reply anymore and claim is still pending.

**Claims pending with Vidal Health TPA-**

1. Mr.S.S.Sood PFM 7068His claim for Rs.43385/-with Vidal Health TPA is still pending since Dec.2015
2. Mr.A.K.Purohit PFM no.14168 Claim for Rs.133740/- pending as yet for settlement. Whereas Satisfactory reply for all the queries has been submitted.

We request you to please take up the matter with United India Insurance co. as well as Heritage Health TPA P.ltd./ Vidal Health TPA and get the insurance claims settled.

Yours faithfully,

Sd/-

( RAMPAL )

General Secretary”