



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 UCO Bank, 3rd Floor, 13/22, Kempegowda Road, Bangalore-560009. Website: urakar.com

UBRA-KAR/CIR/056/2023- 26

Date: 28.06.2026

Dear Comrades,

Sub: IBA Health Insurance – Cashless Hospitalisation-Approvals from TPA.

Of late, we have been receiving complaints regarding delayed or no response from the TPA, viz., Health Assist TPA.

During last week, one of our members was to undergo an operation. The hospital had sent an email for approval. Neither was there any return email communication from the TPA for two days, nor did anybody from the TPA office respond to the telephone calls. Consequently, the hospital refused admission.

In another case, even after the treatment, the TPA has not released/ approved the amount, which has inordinately delayed the discharge from the hospital.

We have taken up these matters with our Federation to ensure that the TPA responds within the stipulated time. In order to have a quick follow-up from our end, members who face such issues are requested to furnish the following details to us well in advance:

1. Name with PF no.
2. Name of the patient
3. Name and Address of the Hospital
4. Nature of Treatment
5. Approximate amount
6. Expected date of Admission & Discharge.
7. A copy of the email sent by the Hospital to the T P A.

The details are to be sent to the following persons in the same order of priority:

1. Com. S. L. Dixit; 97484 22475; 2.Com. R. Ganeshan; 88794 57444; 3. Com. B. Lakshminarayana; 9845443998

B. Lakshminarayana, Hon. Secretary-

All Correspondence to:

B.Lakshminarayana, No.1317, 5th Floor, 11th Main,
5th A Cross, Srinivasanagar II Phase,B.S.K. III Stage,
BANGALORE – 560 050.
Mob No: 9845443998; Email ID:balana56@gmail.com