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Dated: 25-02-2020

NOTICE IN CONNECTION WITH TPA ALLOCATION / RE-ALLOCATION

Further to our notice dated 10th December, 2019 to keep transparency and information of all the stakeholders, a list of allocation of existing and fresh TPAs done by the Committee of General Managers was uploaded on portal and kept in public domain for any representation, observation, grievance and objection for redressal by specially constituted Appellate Committee for the same.

We would like to inform all the stakeholders that the Appellate Committee has examined all the reference received and after the final report of the Appellate Committee, we append below a list of final allocation done by the Committee of General Managers for existing and fresh TPAs to the Regional Offices:

LIST OF REVISED FINAL ALLOCATION OF EXISTING AND FRESH TPAs FOR REGIONAL OFFICES W.E.F. 01.04. 2020.

Sl. No.	REGIONAL OFFICE	NAME OF TPA's						
		1	2	3	4	5	6	7
1	MRO-I	PARK	HITPA	VIPUL	RAKSHA	VIDAL	ERICSSON	NA
2	MRO-II	GOOD HEALTH	PARK	VIPUL	MEDIASSIST	MD INDIA	PARAMOUNT	HITPA
3	MRO-III	HERITAGE	HITPA	RAKSHA	GOOD HEALTH	MD INDIA	ERICSSON	NA
4	AHMEDABAD	HERITAGE	MD INDIA	MEDIASSIST	HITPA	VIPUL	MEDSAVE	NA
5	INDORE	HERITAGE	VIPUL	MD INDIA	RAKSHA	VIDAL	GRAND	HITPA
6	PUNE	MD INDIA	HERITAGE	VIDAL	MEDIASSIST	GOOD HEALTH	PARAMOUNT	HITPA
7	VADODARA	HITPA						
8	NAGPUR	HEALTH INDIA	MD INDIA	FHPL	HERITAGE	PARK	ERICSSON	HITPA
9	RAIPUR	HERITAGE	RAKSHA	MD INDIA	MEDIASSIST	VIPUL	MEDSAVE	HITPA
10	DRO-I	MD INDIA	RAKSHA	HITPA	HERITAGE	MEDIASSIST	ERICSSON	NA
11	LUCKNOW	MD INDIA	RAKSHA	MEDIASSIST	GOOD HEALTH	VIDAL	EAST WEST	HITPA
12	CHANDIGARH	VIPUL	RAKSHA	PARK	SAFEWAY	GOOD HEALTH	ERICSSON	HITPA
13	JAIPUR	VIPUL	RAKSHA	PARK	MEDIASSIST	GOOD HEALTH	GRAND	HITPA
14	DEHRADUN	MD INDIA	RAKSHA	SAFEWAY	PARK	VIDAL	MEDSAVE	HITPA
15	AMBALA	VIPUL	MEDIASSIST	PARK	MD INDIA	RAKSHA	EAST WEST	HITPA
16	DRO-II	HITPA	PARK	VIPUL	RAKSHA	MEDIASSIST	PARAMOUNT	NA
17	KOLKATA	VIPUL	HERITAGE	MD INDIA	MEDIASSIST	HITPA	E-VISION	NA
18	GUWAHATI	HITPA	RAKSHA	MEDIASSIST	PARK	GOOD HEALTH	E-VISION	NA
19	PATNA	MD INDIA	VIDAL	HITPA	PARK	RAKSHA	ROTHSHILED	NA
20	BHUBANESWAR	VIDAL	HERITAGE	VIPUL	MEDIASSIST	FHPL	PARAMOUNT	HITPA
21	CHENNAI	RAKSHA	VIPUL	MEDIASSIST	HITPA	MD INDIA	MEDSAVE	NA
22	BANGALORE	GOOD HEALTH	RAKSHA	VIPUL	HERITAGE	VIDAL	PARAMOUNT	HITPA
23	HYDERABAD	HERITAGE	HITPA	SAFEWAY	FHPL	GOOD HEALTH	MEDIASSIST	NA
24	COCHIN	MD INDIA	MEDIASSIST	VIDAL	HITPA	SAFEWAY	ROTHSH'LED	NA
25	COIMBATORE	HERITAGE	MD INDIA	VIDAL	MEDIASSIST	FHPL	ERICSSON	HITPA
26	VIZAG	GOOD HEALTH	MEDIASSIST	HERITAGE	FHPL	SAFEWAY	MEDSAVE	HITPA
27	HUBLI	RAKSHA	HEALTH INDIA	VIPUL	PARK	VIDAL	PARAMOUNT	HITPA
28	MADURAI	FHPL	VIDAL	HEALTH INDIA	MD INDIA	SAFEWAY	MEDSAVE	HITPA
29	CBRO DELHI	PARK	HITPA	SAFEWAY	MEDIASSIST	RAKSHA	ERICSSON	NA

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The allocation of existing and fresh TPAs will be effective from **1st April, 2020**.

As per Insurance Regulatory and Development Authority of India (Third Party Administrators – Health Services) (Amendment) Regulations, 2019 dated 03-12-2019 the policyholder can choose a TPA of their choice from amongst the TPAs engaged by the insurer, where services of TPAs are engaged by the insurer. Accordingly, TPAs allotted to Regional Offices will now be available for services to all the Operating Offices coming under the jurisdiction of respective Regional Office.

TPA Allocation / Reallocation shall be applicable for new policies/renewals issued after effective date i.e. 1st April, 2020 and selection/ change of TPA will be done only after obtaining written and signed confirmation by the proposer/Insured not by an agent / intermediary.

If a same TPA is reallocated to the office under new guidelines effective from 1st April, 2020 renewals to be done under same TPA until and unless insured opts for a change and give in writing for change of TPA. Where allocation of existing TPA is changed due to any reason then all allotted TPAs to that Regional Office will be offered as a choice to the policyholders.

Final allocation / reallocation of TPAs is applicable for new policies and for renewals w.e.f 1st April, 2020. All policies prior to that will run as it is till their expiry.


No TPA shall be changed Mid-term in any policy.

All operational offices should display the list of all TPAs allocated to them at prominent place in the office, out of which the customer can choose the TPA themselves.

A mail with regard to revised final allocation of existing and fresh TPAs is also being sent to Regional Incharges, Regional Manager (Health) and concerned TPAs.

The allocation of existing and fresh TPAs will be implemented in our IT system w.e.f 1st April, 2020.

For any assistance on the subject, you may contact Mr. Satish Kumar, Chief Manager, (Health) Head Office at phone number 011-42827205.


(Deputy General Manager)
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