

Procedure for Downloading of E-cards i.r.o. Members Insured Under the Group Medical Insurance Policy for the Retired Employees of WBSEDCL (2020-21) and Contact Details of TPA

Step 1: Log on to <https://portal.medibuddy.in>

Step 2: In the field marked "Username", input your complete **PPO No.** as follows:-

- a) In case of Pensioners the Username will be their own entire PPO no. ending with / for e.g. 12345/12345/
- b) In case of Family pensioners the Username will be their own entire PPO no. for e.g. 12345/12345/12345
- c) For Non-Pensioners the Username will be their own entire PF No. for e.g. 12345

Step 3: In the field marked "Password", input the word "Welcome" as this is the default password provided.

Step 4: After first login, kindly change the default password with a new password of your own. The new password should have a minimum length of **eight characters and comprise of at least one capital letter, one numeric character, one special character.**

For e.g. Xyz@12345

Step 5: After changing the password, repeat Steps 1 to 3 **using the new password** and log in to the portal. The e-card section will now be visible for downloading under the "Menu" section.

Step 6: Download e-card and take print out for future use and reference.

Contact Details of TPA:

MediAssist Insurance TPA Pvt. Ltd.
Thapar House, 8th Floor,
25, Brabourne Road, Kolkata – 700001.

Emergency Helpline No with escalation matrix:

- 1) 91 85488 10123 / email id: kolkatainfo@mediassistindia.com
- 2) 91 85850 07583 / email id: sourav.prakash@mediassist.in
- 3) Toll Free No: 1800 425 9449

Keeping in mind the current pandemic scenario all retired employees are requested to download the e-medicaid card for cashless treatment (In preferred /network hospitals of TPA). In case of any other hospital the insured has to opt for reimbursement treatment and in that case the insured person shall have to intimate to the TPA representative (email id: sourav.prakash@mediassist.in, Contact No: 8585007583) mentioning his/her PPO/PF No. within 45 days from the date of admission.

For any e-card assistance in case of emergency treatment kindly mail to sourav.prakash@mediassist.in

MS
10/2020