

## Employee & Parental Mediclaim Team Contact Matrix

**Insurer:** The New India Assurance Co. Ltd.

**TPA:** Volo Health Insurance TPA Pvt. Ltd. (Formerly known as East West Assist TPA)

In case query is related to claims /cashless, call on Toll free No. 011-4722 2690. However, for any further support, write to Volo TPA (wns@volohealthtpa.com) with a copy to Marsh (wns@marsh.com).

### Contact Matrix for Cashless and Reimbursement Claim related queries

Contact Matrix	Co.	Name	Email ID	Mobile No.
Toll Free No.				011-4722 2690
1st Level	Volo	Mukesh Patani	wns@volohealthtpa.com	+91 91524 42141
2nd Level	Volo	Shivani Dosar	sdosar@volohealthtpa.com	+91 74004 62674
3rd Level	Marsh	Tushar Rupwate	wns@marsh.com	+91 70458 29693
4th Level	WNS	Raju Awaradi	raju.awaradi@wns.com	+91 86574 25093

You can login to Volo portal via WNS Intranet: whats-up > eSpace > Go To “VOLO (EWA) TPA Portal”

**Network hospitals:** List can be viewed under the Hospital Network on the TPA portal

### Claim assistance also available on TPA WhatsApp Chat bot No. – 9560684484

Please follow the below process to access the chat bot:

**Step 1:** Send “Hi” to 9560684484 on WhatsApp or Scan the QR Code

**Step 2:**

- If your WhatsApp number is already linked to your EWA profile, no registration is required.
- If your WhatsApp number is not linked:
  - ✓ WhatsApp bot will prompt you to register, type 1 for Yes
  - ✓ Bot will ask for Employee ID – Enter employee ID (without “u”)
  - ✓ Bot will ask for date of birth – Enter DOB in DD-MM-YYYY format
- Once registered, bot will greet you by name in a welcome message

**Step 3:** Type “Hi” every time you wish to initiate a chat and select the desired option.

**Registered user get convenient and seamless access to:**

- ✓ Download E-card
- ✓ Cashless Support
- ✓ Reimbursement Support
- ✓ Network Hospitals
- ✓ Anywhere Cashless