

## Mahajan, Vinay

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**From:** Enrollment <enrollment@fhpl.net>  
**Sent:** Wednesday, June 3, 2020 10:40 PM  
**To:** Mahajan, Vinay  
**Subject:** Novartis Online Enrollment for GMC 2020-2021

### Group Health Insurance – Welcome Kit

Dear Vinay Mahajan,

Greetings from Family Health Plan Insurance TPA Limited.

Family Health Plan Insurance TPA Limited (FHPL) is your Third Party Provider and will help you with all operational related activities and requirements. With reference to the renewal of the Novartis Group medical benefits plan for the year 2020 - 2021, please note the following:

#### **It is important for ALL ASSOCIATES to complete this validation to ensure seamless coverage**

**Please Note: Enrollment to the Base Policy, Voluntary Parents Plan and Medical Top-up plan (in case you missed to opt for Top up Plan earlier) is done simultaneously. Once you click confirm, you will not be able to edit details.**

Steps to follow for Online registration (*it is important for ALL ASSOCIATES to complete this validation to ensure seamless coverage*):

Step 1 – Registration – click on URL : <https://www.fhpl.net/NovartisHealthcare/>

Username : 40006550  
Password : fhan42vi

Step 2 – Login with Username & Password (same as above) and check all your dependent details are listed and their corresponding details to ensure Name, DOB, Gender, Age and relationship are captured correctly

Step 3 – If incorrect, click on 'Modify' or 'Delete' to update the correct/ delete information. Once again click on 'Modify' to save the corrected information

Step 4 – To add a dependent, click on 'Add' to update the correct information.

Step 5 – If you wish to enroll for Top up plan, kindly select 'yes' or else 'No' to opt out of the Top up plan ( the option yes will be freezed, in case you have already opted for the top up policy this year)

Step 6 - Please save and Click Continue to confirm the details

Step 7 – If you wish to enrol for Voluntary parental / Parental in-laws plan, kindly select 'yes' & Please do update all the required information.

Step 8 – Click on the Confirm tag after the data is entered and checked. The data will be set and you can't edit. (Logoff tag is only if you don't require any changes)

Step 9 – Once you Confirm an auto acknowledgment mail will be sent to your official mail id with dependent details declared

**Your Online enrolment & validation** window will open from 03<sup>rd</sup> June2020 to 12<sup>th</sup> June 2020

You will receive your new e- cards for the policy year 2020-21, by first week of July 2020.

For Mediclaim if you fail to validate your details, we will pick up the same dependent details as available and no changes possible once we close the window

For current Mediclaim voluntary top up policy holders – will send a separate mailer on the next step

***Please ensure that all your dependent details are updated in all HR Core Portal to avoid any issues or errors.***

#### **Please Note:**

- Premium will be collected from Employee by deducting the premium amount from his / her salary in 3 installments starting July 2020 till September 2020

- **For Parental enrolment -**

- ✓ Mother and Father is Set 1
- ✓ Mother in law and Father in law is Set 2

**If you cover 1 parent each from either of the sets, you have to pay the complete premium for both the sets**

For any concerns you may please write to [majedali.shah@fhpl.net](mailto:majedali.shah@fhpl.net)

The list of network and preferred hospitals, the claim form and checklist can be downloaded from [www.fhpl.net](http://www.fhpl.net).

**In the interim for any emergencies, please reach out to the following contacts.**

**Contacts and Escalation – Mumbai Location**

Level	Name	Email	Phone
Toll free No.	General Queries	Cashless / Reimbursement	18004254033
Claim Related Queries	Vishal Gaikwad	<a href="mailto:vishal.gaikwad@fhpl.net">vishal.gaikwad@fhpl.net</a>	022-62401605/1500
Account Manager	Geeta Virkar	<a href="mailto:geeta@fhpl.net">geeta@fhpl.net</a>	+91 9223329009
Point of Escalation 1	Ajay Mehra	<a href="mailto:ajay.mehra@fhpl.net">ajay.mehra@fhpl.net</a>	+91 9223329008
Point of Escalation 2	Rupesh Kulkarni	<a href="mailto:kulkarni@fhpl.net">kulkarni@fhpl.net</a>	

**Contacts and Escalation – Hyderabad Location**

Level	Name	Email	Phone
Toll free No.	General Queries	Cashless / Reimbursement	18004254033
Claim Related Queries	Hari Tulasi	<a href="mailto:tpahelpdesk@fhpl.net">tpahelpdesk@fhpl.net</a>	040 23555353 Ext 575
Spoc	Rizwan Ahmed	<a href="mailto:tpahelpdesk@fhpl.net">tpahelpdesk@fhpl.net</a>	9705927555
Point of Escalation 1	T Shiva Narayan	<a href="mailto:shivanarayan.rao@fhpl.net">shivanarayan.rao@fhpl.net</a>	9246202748
Point of Escalation 2	Kavitha Mallavarapu	<a href="mailto:kavitha.mallavarapu@fhpl.net">kavitha.mallavarapu@fhpl.net</a>	

With warm regards,

Team FHPL

**Assuring you best of services at all times**

**Family Health Plan Insurance TPA Limited**

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