

## Mahajan, Vinay

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**From:** Enrollment <Enrollment@fhpl.net>  
**Sent:** Monday, January 6, 2020 6:55 PM  
**To:** Mahajan, Vinay  
**Subject:** Reopening Enrollment Window - GMC

### Group Health Insurance – Welcome Kit

Dear Vinay Mahajan,

Greetings from Family Health Plan Insurance TPA Limited.

**The enrolment window for adding or modifying your dependent details** has been **re-opened**. In case you **have not updated** your dependent details and **there is a claim**, the same will **not be considered**.

Please **ensure** you click the '**confirm**' button on the portal to finish enrollment, if you **close** your **browser** window **without** clicking on '**confirm**', the **changes** will **not be saved**.

Incase you have **already completed** the enrollment, please **ignore this email**.

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

**Please follow the below mentioned steps to review your dependents along with the coverage amount. For domestic partner declaration, please follow the steps outlined in the attached 'Domestic Partner Enrollment' guide.**

**Please Note: Enrollment to the Base Policy and Top-up plan is done simultaneously. Once you click confirm, you will not be able to edit details or select top-up. Please refer the attached details for top up plan.**

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

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

Username : 40006550

Password : fhvi41an

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

Step 6 – 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 7 – Once you Confirm an auto acknowledgment mail will be sent to your official mail id with dependent details declared

**Your Online enrolment & validation** window is open till 20 January, 2020.

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

For any issues or concerns regarding correction of ecard, please write to [enrollment.mumbai@fhpl.net](mailto:enrollment.mumbai@fhpl.net) or contact us on 022-62401599

**Note:**

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.**

**Cashless claims:**

- For Mumbai: Email: [mumbaipreauth@fhpl.net](mailto:mumbaipreauth@fhpl.net); Phone: 9223329005
- For Hyderabad: Email [preauthfax@fhpl.net](mailto:preauthfax@fhpl.net), Phone 9951255501

**Reimbursement:**

- General Queries -Toll Free No:- 18004254033
- Email: [vishal.gaikwad@fhpl.net](mailto:vishal.gaikwad@fhpl.net) - Phone 022- 62401605/1500

**Contacts and Escalation:**

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	Ajay Mehra	<a href="mailto:ajay.mehra@fhpl.net">ajay.mehra@fhpl.net</a>	+91 9223329008
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With warm regards,

Team FHPL

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

**Family Health Plan Insurance TPA Limited**

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