

## [HIS Contact Matrix](#)

For **Cashless Hospitalisation Queries**, please contact: Toll free number in India - 1800-208-1033

For Cashless Pre-Authorization request/queries, please write to [cashless@mediassistindia.com](mailto:cashless@mediassistindia.com)  
(Applicable only for hospitals)

For **Hospitalisation/ Domiciliary Reimbursement Queries**, please contact HIS Branch SPOC  
as per the below Matrix

Contact numbers are operational during Monday to Friday 9:00 AM to 6:30 PM on all working days.

Location	Email ID	Contact Number
Ahmedabad, Gandhinagar & Vadodara	mumbai.his@tcs.com	022-67791891/ 67791890
Bangalore	bangalore.his@tcs.com	080-67258916/ 67243233/ 9731322992
Chennai & Coimbatore	chennai.his@tcs.com	09380411499/ 09380109338
Delhi, Noida, Gurgaon & Lucknow	delhi.his@tcs.com	9313101330
Hyderabad	tcs.hyd@mediassistindia.com	09392437756/ 040-67899444
Kochi	kochi.his@tcs.com	0484-6187221/ 6187231
Kolkata, Bhubaneswar, Patna, Jamshedpu & Guwahati	kolkata.his@tcs.com	033-66369155
Mumbai, Goa, Nagpur, Bhopal & Overseas	mumbai.his@tcs.com	022-67791891/ 67791890
Pune	pune.his@tcs.com	020-67945740/ 67945741
Trivandrum	tvm.his@tcs.com	0471-6629400/Extn-2222/ 9539348008/ 9387734840

To help us serve you better please ensure that you follow these guidelines while corresponding to us via email:

- Mention your **Employee ID/Claim Reference Number** and **Query** in the subject line of your email.  
Sample subject line: Employee ID/ **Claim Reference Number**\_Query.  
For example: 123456\_ HIS Policy or D0104160123456A001\_Claim Payments and so on.
- For queries regarding **Claim status, Claim processing** or **other details** of raised claims, **write to the Branch SPOC** of the location to whom you have submitted the hard copies of the claim. Refer to the **HIS Branch SPOC Contact Details table mentioned above**. Mention your **Employee ID** and **Claim number** in the subject line.
- For any queries related to **HIS Policies, Beneficiary Enrolments/ Name/DOB Updation, Payment Status, Pharmacy Benefits, Periodic Health Screening** and so on, except those related to claims, write to Corporate HIS team at [corporate.his@tcs.com](mailto:corporate.his@tcs.com).
- You will receive a response to your request or query within **2 working days**, unless it requires intervention from other branch SPOCs. Avoid sending reminders, as the system will be updated with the date and time of the latest email received from you and the SLA will be recalculated based on the new date. Emails received during the weekend will be responded to in the following week.
- In case of an **Emergency Pre Auth/Cashless approvals**, write to Corporate HIS team at [corporate.his@tcs.com](mailto:corporate.his@tcs.com) with subject line as **'Emergency Cashless - Emp ID'** and a clear description of the exigent scenario. Such cases will be addressed on priority.
- In case of an **Escalation** or if you do not get a response from the Branch SPOC, write to Corporate HIS team at [corporate.his@tcs.com](mailto:corporate.his@tcs.com) with subject line as **'Escalation - Emp ID'** and a clear description of the exigent scenario.

## Address for Claim Documents Submission

The respective location address to send claim documents is as follows:

<b><u>AHMEDABAD, GANDHINAGAR &amp; VADODARA</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., 5 <sup>TH</sup> Floor, Infotower 1, Infocity, Airport Road, Gandhinagar – 382009.  HIS Helpdesk Tata Consultancy Services, Ground, 1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> Floor, Rameshwar Building, Om Business Park, Ellora Park, Subhanpura, Vadodara - 390023. Email ID: <a href="mailto:mumbai.his@tcs.com">mumbai.his@tcs.com</a>	<b><u>DELHI, NOIDA, GURGAON &amp; LUCKNOW</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., Ground to 8 <sup>th</sup> Floor, Building No 1 & 2 Sky view Corporate Park, Sector-74A, NH-8, Gurgaon - 122004.  HIS Helpdesk Tata Consultancy Services Ltd., Plot No. 61 A, Block A, Sector 63, Phase III, Noida, UP - 201304. Email ID: <a href="mailto:delhi.his@tcs.com">delhi.his@tcs.com</a>
<b><u>BANGALORE</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., Dispatch section, Medi Assist Team, Unit IV, #96 EPIP Industrial Area, Abhilash, Whitefield Road, Bangalore - 560066. Email ID: <a href="mailto:bangalore.his@tcs.com">bangalore.his@tcs.com</a>	<b><u>CHENNAI &amp; COIMBATORE</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., 185/188, Lloyds Road, Chennai - 600086. Email ID: <a href="mailto:chennai.his@tcs.com">chennai.his@tcs.com</a>
<b><u>KOLKATA, BHUBANESWAR, PATNA, JAMSHEDPUR, GUWAHATI</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., 1W-16, 1st Floor, Delta Park Eden, Salt Lake Electronics Complex, Kolkata - 700091. Email ID: <a href="mailto:kolkata.his@tcs.com">kolkata.his@tcs.com</a>	<b><u>HYDERABAD</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., 3rd Floor, Zone- 01, ODC-4, Synergy Park Phase-III, Premises No. 2- 56/1/36. Survey No.26. Gachibowli, Seri Lingampally Mandal, R.R District, Hyderabad - 500019. Email ID: <a href="mailto:tcs.hyd@mediassistindia.com">tcs.hyd@mediassistindia.com</a>
<b><u>MUMBAI, GOA, NAGPUR, BHOPAL &amp; OVERSEAS</u></b>  HIS Helpdesk (Desk No.18/23) Tata Consultancy Services Ltd., Ground Floor, Prafullit Niwas, Road No.13, MIDC, Andheri (E). Mumbai - 400093. Email ID: <a href="mailto:mumbai.his@tcs.com">mumbai.his@tcs.com</a>	<b><u>PUNE</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., Sahyadri Park, Plot No. 2, 3, Rajeev Gandhi Infotech Park, Phase III, Hinjewadi, Pune - 411057. Email ID: <a href="mailto:pune.his@tcs.com">pune.his@tcs.com</a>
<b><u>KOCHI</u></b>  HIS Helpdesk Tata Consultancy Services, TCS Centre-SEZ, Ground Floor, Infopark Special Economic Zone, Kakkanad, Kusumagiri Post, Kochi - 682030. Email ID: <a href="mailto:kochi.his@tcs.com">kochi.his@tcs.com</a>	<b><u>TRIVANDRUM</u></b>  HIS Helpdesk Tata Consultancy Services Ltd., Technopark Campus, Kariyavattom P.O. Trivandrum - 695581. Email ID: <a href="mailto:tvm.his@tcs.com">tvm.his@tcs.com</a>

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