

Important Communication on Group Hospitalization Insurance Policy – 2013

Last Date for Claim Submission: January 31, 2014

Dear IBMer,

With 2013 coming to a close, it is time to submit hard copies for any hospitalization expenses you may have incurred during the year as per the timelines indicated below. **Any claim received beyond the deadline indicated will not be considered for processing. Kindly adhere to the timeline as there will be no exception to this.**

Nature of Claims	Claim to reach TTK on or before
Hospitalization claims for all admissions till December 31, 2013	January 31, 2014
Domiciliary claims till December 31, 2013	
Pre hospitalization claims till December 31, 2013	
Post hospitalization claims pertaining to the admissions till December 31, 2013*	March 15, 2014

*To claim Post hospitalization expenses, employees are requested to send intimation to TTK before December 31, 2013.

Email Intimation of the claim should be sent to TTK on ibmintimation2013@ttkhealthcareservices.com against which your claim would be registered and you would receive an auto trigger / acknowledgement with a ticket number. While submitting the post hospitalization claim, you are advised to attach the TTK acknowledgement along with the claim documents.

Kindly use the below Intimation Format while sending the email to TTK:

Claim Type - Hospitalization / Domiciliary / Pre and Post Claim	
Employee ID	
Employee Name	
TTK ID Number	
Claimant Name	
Date of Admission	
Date of Discharge	
Hospital Name	
Claimed Amount	
Remarks (If any)	

Prior to submitting your claims:

1. Please go through the **Group Hospitalization Insurance Policy available on W3 portal**. Policy to familiarize yourself with the policy terms, conditions and processes related to Group Hospitalization Insurance.
2. Please learn the Hospitalization Reimbursement Claim Procedure by referring the hyperlink **The Reimbursement process communication**.

How to submit claims:

1. Log on to the [TTK Website](https://weblogin.ttkhealthcareservices.com/index.htm) (hyperlink - <https://weblogin.ttkhealthcareservices.com/index.htm>) using your user id and password
2. Choose "Corporate Login" and Click on "GO"
3. Login with User ID and password
4. On the Home page, scroll below to download claim form from the [List of References](#)
5. Please refer Instructions available on the Claim Form.
6. You can submit the Claim to the Helpdesk at respective location **or** courier the documents to the below mentioned TTK address. Ensure the documents reach TTK on or before deadline indicated in the above table.

NOTE: In case of any shortfall documents request raised by TTK against your claim submission, kindly ensure to submit the shortfall documents on or before the specified timeline communicated by TTK. **In case, one does not submit the documents within three shortfall reminders, the claim will be closed and then cannot be processed further.**

TTK Address:

TTK Health Care TPA Pvt Ltd
SJR I Park,
1st Floor, Tower 2,
EPIP Zone, Whitefield Road,
Opp. Sathya Sai Hospital,
Bangalore- 560066.

IBM Exclusive Help line number: 080-40539789

Website: <https://weblogin.ttkhealthcareservices.com>

All Managers are requested to cascade this important communication to your functional or direct reports especially if the employee is working from a Client location, at Onsite, on LOA or long leave etc.

Please send your queries to ibmcare@ttkhealthcareservices.com or call the exclusive help line number 080-40539789 (for IBM employees).