



# PARAMOUNT HEALTH SERVICES & INSURANCE (TPA) PVT. LTD.

R.O. : D-39, Okhla Industrial Area Phase-I, Near D. D. Motors, New Delhi-110 020  
Ph. : 41637594 (6 Lines), Fax : 41637592 Website : [www.paramounttpa.com](http://www.paramounttpa.com)

**Rites Limited,**

## **(A) TPA Help Desk**

The TPA (Service provider), Paramount Health Services & Insurance TPA Pvt Ltd can be contacted on the following numbers for all medical claims related queries/clarification:

### **Name, Phone No. and Mail IDs**

Mr. Shambhu Sinha 9560019539 [shambhu.sinha@paramounttpa.com](mailto:shambhu.sinha@paramounttpa.com)  
Ms. Gurpreet Kaur 9560053551 [gurpreet.kaur@paramounttpa.com](mailto:gurpreet.kaur@paramounttpa.com)  
Mr. Safeek Ahamd 7042391036 [safeek.ahmad@paramounttpa.com](mailto:safeek.ahmad@paramounttpa.com)  
Mr. Amresh singh 9312920200 [amresh.singh@paramounttpa.com](mailto:amresh.singh@paramounttpa.com)

Kindly Note: - Mr. Shambhu Sinha (Paramount's employee) is the person holding the helpdesk at Rites's Gurgaon office from Monday to Friday from 10:00 to 17:00.

### **(B) Toll free no. and TPA's Address.**

24 hours working, +91 022 66620808-1800 2266 55  
PH:-011-41637592, 41637594 / 95 / 96 /  
42890921 / 42890927  
[contact.phs@paramounttpa.com](mailto:contact.phs@paramounttpa.com)

Paramount Health Services & Insurance TPA Pvt Ltd  
D - 39, Okhla Industrial Area, Phase - I, New Delhi - 110020  
Near DD Motors/DLF Prime Tower.

### **(C) For claim intimation of a claim.**

Please send the below information for claim intimation of reimbursement within 48 hours of hospitalization at [delhi.ci@paramounttpa.com](mailto:delhi.ci@paramounttpa.com) or may send the SMS at 9560019539.

PHS ID:-  
Employee Name:-  
Patient Name:-  
Date of admission:-  
Date of discharge (expected):-  
Hospital name and address:-  
Diagnosis/Ailment:-  
Estimated expenses:-  
Contact number:-  
Email ID, if any:-

NOTE – Intimation to the TPA is mandatory at the time of hospitalization.

**(D) Documents check list for reimbursement claim.**

- 1) Claim Intimation number,
- 2) Duly filled & signed claim form by the Insured with Claim amount and part B from hospital with signed and stamped.
- 3) Original Discharge Card/Discharge Summary/Narrative Summary.
- 4) Main hospital bill with breakup of charges in the final bill.
- 5) Payment receipt/s with receipt/s no. against final bill amount.
- 6) Adhar card and Pan Card required of employee and Adhar card of patient.
- 7) Original medicine bills (with the Insured's name, date) with supporting prescriptions.
- 8) Original investigation reports with bills, receipts & prescriptions.
- 9) Original X-Ray, CT and USG films required if any.
- 10) Original leaf of cancel cheque required with Name printed on it for NEFT purpose.
- 11) Any other supporting document which may be Important to the hospitalization.
- 12) Maintain a copy of all documents before claim submission to TPA.
- 13) Invoice of implant/sticker, stent if any.

**(E) Cashless procedure:-**

Cashless facility is available at network hospital and you can see network hospital as per below steps.

Step 1. Login [www.paramounttpa.com](http://www.paramounttpa.com)

Step 2. Click on network provider

Step 3. Hospital network

Step 4. Select state, City, Insurance Company (national insurance company), policy type group and group code RLTD.

Step-You can export from excel as well.

**(E-1) Produce the below documents to hospital to avail cashless facility:-**

1. Adhar card/Pan card of employee.
2. Adhar card of patient.
3. Paramount card-soft of physical.
4. Doctor prescription/note/emergency card for admission.
5. Any investigation report/s/ related to disease/illness/injury.

**(F) How to download the E-card.**

Step 1. Login [www.paramounttpa.com](http://www.paramounttpa.com)

Step 2. Click on view E-card

Step 3. Select insurance Company (national insurance company), select through PHS ID or employee ID, Put group code RLTD and employee ID

You can download claim form, claim status, online claim intimation etc and many more details from our website that is "[www.paramounttpa.com](http://www.paramounttpa.com)"

**(D) Rites Limited medical help desk**

All employees are informed to note the above details. In case of any difficulty/inconvenience, you may contact above listed officials of the TPA or below the personnel Division, HQ.

**Telephone Nos. :** Mr. Puran Chandra-9810038601

**E-mail:** [puran@rites.com](mailto:puran@rites.com)

Please note:-For clarifications/queries/ help the Rotes Medical desk can be reached during office hours.

