



Andhra Bank Retired Employees Association (ABREA)
#215, Kubera Towers, Narayanaguda, Hyderabad – 500029
Mobile Nos.9490213002 Email ID abreahyd@gmail.com

A.Rajendra Prasad, President

NSN Reddy, General Secretary

5th December 2020

The Manager
M/s.Paramount Health Services Limited
No. 1-8-303/48/9, 1st Floor
Tirumala Chambers, PG Road
Behind Chutneys Restaurant
Begumpet, Hyderabad - 500 016

Dear Sir,

Reg: Inordinate Delay in processing / Reimbursement of Claims.

In the pandemic covid environment, many of our members were denied cashless treatment at Networked Hospitals and they compelled to avail hospitalisation services by payment of cash only. In view of the urgency, our retired colleagues have paid substantial amounts to the hospitals for treatment and subsequently submitted their bills to your office for reimbursement.

In this context, we have been receiving many complaints and concerns against Networked Hospitals / TPAs / United India Insurance Company as our members are facing innumerable hardships in availment of cashless treatment from the networked hospitals and also for sanction of claims (reimbursement) from your office. The experience being faced by the policyholders in this regard is highly deplorable as they are moving from pillar to post for submission of claim papers as well as to get the genuine bills processed and sanctioned.

Further, it is noticed that the claim process is taking undue long period on flimsy grounds causing anxiety, unwarranted inconvenience and financial loss to the policyholders for no fault of them. We furnish the details of few pending claims beyond 60 days here under for your immediate reference and action.

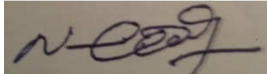
Name	CCN	Date	Hospital	Claim Amt
G P Mishra	4723678	03.09.2020	LV Prasad	Rs.53100
P K Rajeshwar Rao	4755486	03.10.2020	KIMS Addanki	Rs.259301
Marraju Kottapalli	4732512	14.10.2020	Andhra Hospitals	Rs.305469
K Alivelu Manga Devi	4732521	14.10.2020	Andhra Hospitals	Rs.507003
Y Koteswar Rao	4737280	16.09.2020	Sravani Hospital	Rs.120000
Y Tirupatamma	4735983	16.09.2020	Sravani Hospital	Rs.60000
KSL Kanta Rao	4489037		Srikara Hospital	Rs.42000
P V Krishna Reddy	4751962	14.10.2020	Sri Maruthi Speci	Rs.189000
P Aruna	4751949	14.10.2020	Sri Maruthi Speci	Rs.192000
M Shankaraiah	4739793	12.09.2020	New Amma Hosp	Rs.501000

You are requested to appreciate the fact that the senior citizens can't afford to pay the huge medical bills from their meagre pension/limited source of income. Therefore, they are forced to resort for borrowings to meet the medical emergencies. The delay on your part in settlement of claims is aggravating their financial situation further which is to be addressed forthwith.

In view of the above, we earnestly request your good offices to look in to the matter on priority and expedite sanction of the pending claims without any further delay.

A line of positive reply is highly appreciated.

Yours faithfully,

A rectangular box containing a handwritten signature in dark ink, which appears to be 'N S N Reddy'.

(N S N Reddy)
General Secretary

Copy to Staff Welfare Dept., UBI, Saifabad, Hyderabad