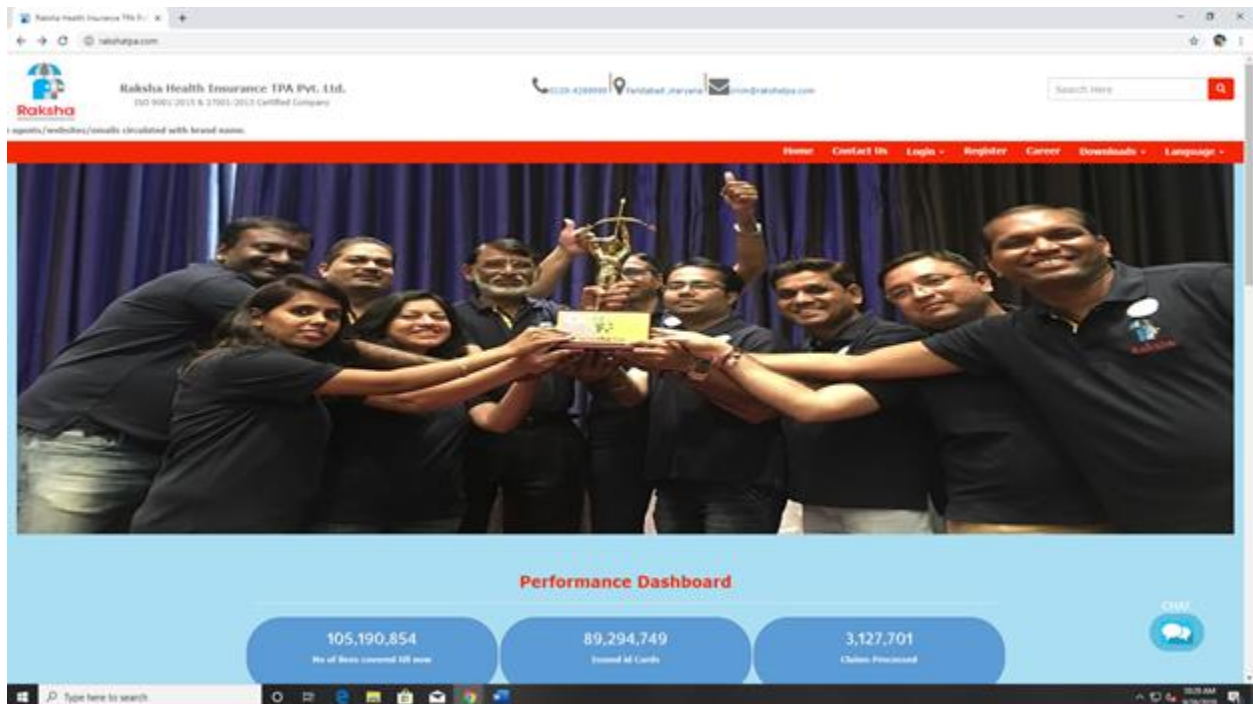


# Medical Insurance e- card fetching process for AY 2020-21


1. Login to Raksha Health Insurance TPA website, visit [www. https://www.rakshatpa.com](https://www.rakshatpa.com) .
2. Click on picture E- Cards or download E-Card from the option (please refer to screenshot).
3. Enter your Member Id card number & Click on submit button your Medical Insurance Card
4. Click on Get - Record
5. Verify User by entering your e-mail ID and Phone no.
6. After verifying the user you will get a 4 digit one time password
7. Please enter a one time password and download your e card
8. Member Id Card numbers of all students are mentioned in the attached excel sheet
9. Take printout of the same and use it as and when required

The E-Card number of the student is mentioned name wise in the attached excel sheet. You can download the card by feeding the Member Id on the Raksha Health Insurance TPA website.

Screenshot attached for your ready reference:




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**Picture E-cards**

Provide you the Picture Identity Card with all information about Policy & card with member ID of Insurance member. Card will identify you as the insured to access all network hospital.




**Claim Intimation**

As per the policy terms & conditions, intimation of claim is compulsory for all hospitalizations. We can be done online from either some authorized system, will provide claim transfer.




**Bank Details Update**

We provide facility to update your Bank Details online. This information is generally shared for all your future claim payments. This is mandatory requirements for claim payments.




**Online Grievance Redressal**

Online Grievance Redressal will help you to raise your queries and grievances and if you find any difficulty somewhere in our site or system in any process, please feel free to share with us.




**24x7 customer care**

Our highly dedicated team and strong operational processes, call center, DND, dedicated account managers provide 24x7 support and excellent level, integrated web portal and insurance app.




**Fraud and Abuse**

We are working on industry best technologies to provide the best available data with high security. The Artificial Intelligence based investigation helps help us to detect & abuse control.



**Auto Claim Adjudication**

Artificial Intelligence enabled system to process claims on your defined policy guidelines, less work of investigators, real time management reports and Low Staff Source.



**Join Our Network**

We are introduced with get more insured in India and have already 13.14 hospital/ Lab on our network, we have been permitted to handle claims for 1000s of new cover & associated package rates.

**24 Hours Customer Care**

- Faridabad 0129-4289999, 1800-180-1800, 1800-1800
- Mumbai 022-47676666, 1800-225-4766
- Bangalore 080-42020000, 1800-420-8000
- E-mail: [crmc@rakshatpa.com](mailto:crmc@rakshatpa.com)
- For Cashless: [cashless@rakshatpa.com](mailto:cashless@rakshatpa.com)

**Real Time Status**

- Get Claim Status
- Get Cashless Status
- Download E-card
- Get Coverage Status

**Important Links**

- Update Contact
- Claim Intimation
- Bank Details Update
- Feedback
- 24x7 Hospital
- Network Hospital

**Downloads**

- Claim Form(Invoice)
- Claim Form(Hospital)
- Cashless Request Form
- 2024 Annual Report 17
- 2024 Annual Report 18

**Health Tools**

1800-180-1800

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### E-Card

Get Your E-Card Details with: Member ID:  Employee Number:  Policy Number:

Member ID:

**24 Hours Customer Care**

- Faridabad 0129-4289999, 1800-180-1800
- Mumbai 022-47676666, 1800-225-4766
- Bangalore 080-42020000, 1800-420-8000

**Real Time Status**

- Get Claim Status
- Get Cashless Status
- Download E-card

**Important Links**

- Update Contact
- Claim Intimation
- Bank Details Update

**Downloads**

- Claim Form(Invoice)
- Claim Form(Hospital)
- Cashless Request Form

**SHARM**

Health Tools

1800-180-1800

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### Verify User

Email ID:

Phone No:

N90170002052IITIND

Member Id

N90170002052IITIND

4204073420050000001

Policy Number

4204073420050000001

Fetch Details

1800-180-1800