

# HIS Contact Matrix



For queries related to Cashless Hospitalization and Reimbursements, please call on our **Toll-Free number - 1800 208 1033**.

For Cashless Pre-Authorization request/queries, Hospitals can write to [cashless@mediassistindia.com](mailto:cashless@mediassistindia.com)

For enrolment related queries and escalations, please write to [corporate.his@TCS.com](mailto:corporate.his@TCS.com)

For all other queries please write to [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

**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.

For example: Emp ID - 123456\_D0104160123456A001 / HIS Policy / Name/ DOB Change/ 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 can expect a response to your mail/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.

In case of an Escalation or if you do not get a response from the Branch SPOC within 48 hours, 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:

### **AHMEDABAD, GANDHINAGAR & VADODARA**

#### **HIS Helpdesk**

Tata Consultancy Services Limited,  
GARIMA PARK,IT/ITES SEZ,PLOT #  
41,Gandhinagar - 382007,Gujarat

#### **HIS Helpdesk**

Tata Consultancy Services,  
Ground, 1st, 2nd & 3rd Floor,  
Rameshwar Building,  
Om Business Park, Ellora Park, Subhanpura,  
Vadodara - 390023.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

### **DELHI, NOIDA, GURGAON & LUCKNOW**

#### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
Ground to 8th Floor, Building No 1 & 2  
Sky view Corporate Park, Sector-74A, NH-8,  
Gurgaon - 122004.

#### **HIS Helpdesk**

HIS Helpdesk  
Tata Consultancy Services Ltd.,  
C - 56, Phase-II,,  
Noida - 201305 (Uttar Pradesh)  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **BANGALORE**

### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
Dispatch section, Medi Assist Team,  
Unit IV, #96 EPIP Industrial Area,  
Abhilash, Whitefield Road,  
Bangalore - 560066.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **CHENNAI & COIMBATORE**

### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
185/188, Lloyds Road,  
Chennai - 600086.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **KOLKATA, BHUBANESWAR, PATNA, JAMSHEDPUR, GUWAHATI**

### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
1W-16, 1st Floor, Delta Park Eden,  
Salt Lake Electronics Complex,  
Kolkata - 700091.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **HYDERABAD**

### **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: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **MUMBAI, GOA, NAGPUR, BHOPAL & OVERSEAS**

### **HIS Helpdesk**

Tata Consultancy Services (Olympus)  
Rodas Enclave,  
Park Lane, Hiranandani Estate,  
Thane West, Thane - 400607  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **PUNE**

### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
Sahyadri Park, Plot No. 2, 3,  
Rajeev Gandhi Infotech Park, Phase III, Hinjewadi,  
Pune - 411057.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **KOCHI**

### **HIS Helpdesk**

Tata Consultancy Services,  
TCS Centre-SEZ, Ground Floor,  
Infopark Special Economic Zone,  
Kakkanad, Kusumagiri Post,  
Kochi - 682030.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)

## **TRIVANDRUM**

### **HIS Helpdesk**

Tata Consultancy Services Ltd.,  
Technopark Campus, Kariyavattom P.O.  
Trivandrum - 695581.  
Email ID: [tcs.his@mediassistindia.com](mailto:tcs.his@mediassistindia.com)