



## Escalation Matrix for SAINIK SEVA SAMITI Members as on 01-02-2024

### Escalation Matrix For Endorsement:

Level	Name	Email ID	Contact Number
Enrolment ID	Generic ID	<a href="mailto:enrollmentmumbai@prudentbrokers.com">enrollmentmumbai@prudentbrokers.com</a>	
SPOC	Anand Gundla	<a href="mailto:anand.gundla1@prudentbrokers.com">anand.gundla1@prudentbrokers.com</a>	8657552761

### Escalation Matrix For Claims and Cashless

Level	Name	Email ID	Contact Number
Cashless	Jagdish Mogaveera	<a href="mailto:cashless@prudentbrokers.com">cashless@prudentbrokers.com</a>	8069225414
Reimbursement	Prenesh Kunath	<a href="mailto:mumbaiclaims@prudentbrokers.com">mumbaiclaims@prudentbrokers.com</a>	8069225454
Claims/Cashless Escalation	Dr. Aarti Bhosle	<a href="mailto:aarti.bhosale@prudentbrokers.com">aarti.bhosale@prudentbrokers.com</a>	8657491774
Escalation 1	Amit Hegde	<a href="mailto:amit.hegde@prudentbrokers.com">amit.hegde@prudentbrokers.com</a>	8657065168
Escalation 2	Amit Durgakar	<a href="mailto:amit.durgakar@prudentbrokers.com">amit.durgakar@prudentbrokers.com</a>	8657491750
Final Escalations for all Queries	Burjiz Mukerji	<a href="mailto:burjiz.mukerji@prudentbrokers.com">burjiz.mukerji@prudentbrokers.com</a>	9820128500

**Raksha TPA Escalation Matrix- ( for additional Reference only, Prudent will be first point of contact for all queries )**

Service	Account Manager SPOC	LEVEL - 1 Escalation	LEVEL - 2 Escalation
<b>Raksha Health Insurance TPA Pvt Ltd</b>			
Name	Rahul Kawar	Rajan Nadar	Jyoti Pawar
Email ID	<a href="mailto:rahulk@rakshatpa.com">rahulk@rakshatpa.com</a>	<a href="mailto:rajan.nadar@rakshatpa.com">rajan.nadar@rakshatpa.com</a>	<a href="mailto:jyoti.pawar@rakshatpa.com">jyoti.pawar@rakshatpa.com</a>
Phone	8657725175	8657487882	9619971555

**SSS (Sainik Seva Samiti) Website :- [www.ssamiti.org](http://www.ssamiti.org)**

<b>SAINIK SEVA SAMITI</b>			
Service provider	LEVEL - 1 Escalation	LEVEL - 2 Escalation	Level 3 Escalation
Name	Mrs. Pooja Dwivedi	COL. S Muralidharan	CDR. Sudhir Dua
Email ID	<a href="mailto:Helpdesksss16@gmail.com">Helpdesksss16@gmail.com</a>	<a href="mailto:colmurali@gmail.com">colmurali@gmail.com</a>	<a href="mailto:Secretary.afhws@gmail.com">Secretary.afhws@gmail.com</a>
Phone Number	8850029271/9321254480	-	-

Nature of queries members should forward to Prudent :	Nature of queries members should forward to Prudent :
Claim Intimation/ Claim Submission	Claim Grievance
Claim Status	Correction- Name, D.O.B. Age, Sum Insured Change
Claim Query	Addition or deletion of Name
Cashless Request	
Network Hospital Empanelment status	
E card Request	
Query reply to Documentation	

**In-case of any emergency: -**

In an emergency arising at night, member needs to visit hospital, pay deposit amount, and get hospitalized. If the hospital is in TPA Network, please contact the above numbers and we shall assist you in getting the case converted to Cashless.

## **New membership applications for sss will commence on 02 Feb 2024 for Following categories**

- A. Primary members for Armed forces officers serving and veteran or their spouse
- B. Associate membership for children of defence service officers above 25 years
- C. Linked associate membership for parents and in laws of armed forces officers

Renewal of previous membership will be announced later around 09 FEB 2024

Insurance plan for 2024-25 wef 15 march 2024 to 14 march 2025 is under negotiations and will be shared on groups asap

Members who became members in first 2 yr but did not renew membership in 2023 will need to register as new members

Linked associate membership can be availed only if primary member has registered and paid rs 1500 for his membership this year as a new member

For new membership registration pls use 'join us' on sss website [www.ssamiti.org](http://www.ssamiti.org)

Raksha whatsapp mobile to Download E-card and other details ( valid Till 15<sup>th</sup> March 2024- Revised process will be shared with you after Program renewal )

Missed call on 9029070051

Response on your SSS registered no on whatsapp.

Welcome to 4U Fast Track 24\*7 service from Raksha Health Insurance TPA. Type HELP to get support. Type STOP to stop support.

Action by member –

type – HELP

Response – Hello I am your assistant

Please choose a valid option from the given menu.

Type 1 – E-card (ID Card)

Type 2 – Coverage Details

Type 3 – Network Hospitals

Type 4 – Cashless Status

Type 5 – Claim Status

Type 6 – Office Detail

Type 7 – Claim Form

Type 8 – Claim Intimation

Type 9 – Live Chat

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