

Changes in Medclaim Renewal Policy from last year (2023-24):

Until last year BSL was **not required to**

- Update old and obsolete mobile nos. of medicalim members.
- No requirement was there to update email ids for receiving OTP
- No queries were there regarding issues in payment portal as it was done smoothly through SBICollect using Min no. and mobile no. directly uploaded by applicant.
- Now there are huge issues related to
 - a. problem in payment portal ,
 - b. problem in uploading of documents on site rolled out by SAIL Corporate Office
 - c. problem in downloading the receipt after payment
 - d. problem in downloading the e-medclaim card .
- Now the Date of birth difference is cropping up as there is mismatch in BSL records and Aadhar/ Pan card which was not there earlier.
- Earlier the Mobile nos. were being updated by MD India the insurance party and by applicant now all has to be done by HR executive/ by TPA after approval from HR-FSC.
- Approx no. of Ex-Employees affected by the change is 30,000-35000 for BSL, and it is impossible to handle the calls together with the large no. of ex-employees visiting Final settlement cell personally.

Important Points to Note for filing Renewal cases :

1. Member has to login to <https://sailenrollment.mdindia.com> in web browser.
2. User ID will be Min no. and Password will be Date of birth in the format DDMMYYYY (Date of Birth as per BSL records/Last renewal records)
3. Login using OTP sent on Registered Mobile no.:..... one can change their mobile no. and email id by
 - Visiting at Maitri Bhawan Sec- 4 where MD India representatives will do the needful
 - Can call on 06542-240273 during office hrs or mail on mediclaimgsl@gmail.com
 - Can call on 7391824055/ 7391800063 or mail on sail_bokaro@mdindia.com
4. Either Aadhar or Pan card is to be uploaded for employee and /or spouse (one of the document only not both) .

GENERAL PROBLEMS BEING FACED WITH SOLUTIONS

- Problem:** Date of Birth as per BSL records not matching with Aadhar /PAN

Solution: Have to continue as per BSL records, upload documents(even with different date of Birth) and proceed for payment. The renewal will be completed.
- Problem:** Login Locked

Solution: Automatically unlocks after 30 minutes.
Please check that Date of Birth being entered is as per last renewal or BSL records.
- Problem:** In case of Date of Birth Mismatch of spouse, premium will be payable as per which Date Of Birth

Solution: Premium is to be paid as per Date of birth in BSL records.
- Problem:** Payment done but unable to download e-medicaidcard

Solution: In many cases of renewal, members are able to download after trying 2-3 times. However it is requested to save payment receipt for future reference.
- Problem:** Member and spouse had mediclaim last year now one of them is not alive

Solution: Login using ex- employee's details i.e min no. and date of birth. Then edit details and delete the member not alive .
- Problem:** Only spouse had renewed mediclaim last year .

Solution: Login using spouse min no . and DOB and do the needful process.
- Problem:** While paying through debit card etc.

Solution: Payment being processed smoothly through credit card, UPI, Rupaya debit card mode.
- Problem:** If spouse date of birth is same in BSL records aadhar and pan but is different in mediclaim ..how to fill the renewal

Solution: Have to give application to SR.Mgr FSC explaining the details with supporting documents ...will be sent to corporate office for rectification.

For any other issue please mail on

mediclaimbsl@gmail.com | sail_bokaro@mdindia.com
or contact on

7391824055/ 7391800063 / 06542-240273