

**Emergency- Help line with Escalation Matrix**

**Level 1 and Helpdesk and Emergency Support:**

Level 2: Mr. Arnab Roy, Dy. Manager email: [arnabray@fhpl.net](mailto:arnabray@fhpl.net) Mobile: 09231001008

Level 3 Dr Medha Ghugre, Asst. General Manager email: [drmedha@fhpl.net](mailto:drmedha@fhpl.net)

**Cashless Help line:** 09231001004 (24 X 7) email id: [preauthkol@fhpl.net](mailto:preauthkol@fhpl.net) Fax: 033-24659377

**Claims help line Contact Details:**

- Mrs. Satadrita Bose, email: [satadrita.bose@fhpl.net](mailto:satadrita.bose@fhpl.net) Phone: 033-65503901

**Family Health Plan TPA Ltd**

16/2, Lakeview Road,

Kolkata-700029

Phone: 033-65503901

Fax: 033-24659377

Website: [www.fhpl.net](http://www.fhpl.net)

Toll Free: 18004254033 (24 X 7)

**N.B.: In case of any assistance until cards are issued or even after issuance of the cards the member can contact on the above nos for any cashless assistance**