

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

a.

Name of TPA	License number	Valid From	To
		DD/MM/YYYY	DD/MM/YYYY
MDIndia	005	21-03-2017	20-03-2020
		21-03-2020	20-03-2023

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	-	100	-	100
No of lives serviced	-	11807	-	11807

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	Visakhapatnam	1	13
2	Daman & Diu	Daman	3	952
3	Delhi	Central Delhi	1	187
4	Delhi	Delhi	5	234
5	Delhi	East Delhi	3	122
6	Delhi	New Delhi	4	98
7	Delhi	North Delhi	1	20
8	Delhi	South Delhi	7	248
9	Delhi	West Delhi	2	129
10	Gujarat	Panch Mahals	1	201
11	Gujarat	Surat	1	770
12	Haryana	Faridabad	6	243
13	Haryana	Gurgaon	16	1517
14	Haryana	Rewari	1	38
15	Madhya Pradesh	Indore	1	1389
16	Madhya Pradesh	Satna	1	877
17	Maharashtra	Mumbai	11	1836
18	Maharashtra	Pune	10	958
19	Maharashtra	Sangli	2	145
20	Maharashtra	Satara	1	82
21	Tamil Nadu	Chennai	1	24
22	Telangana	Hyderabad	5	730
23	Uttar Pradesh	Gautam Buddha Nagar	12	857
24	Uttar Pradesh	Ghaziabad	2	92
25	Uttar Pradesh	Noida	1	0
26	West Bengal	Howrah	1	45

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
MDIndia	24	449	349	73.78%	73	15.43%	51

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	54%	41%
2	Within 1-2 Hours	-	-	40%	54%
3	Within 2-6 Hours	-	-	6%	5%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	>24 Hours	-	-	0%	0%
Total		-	-	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	-	-	393	93.13%	-	-	393	93.13%
Between 1-3 Months	-	-	29	6.87%	-	-	29	6.87%
Between 3-6 Months	-	-	0	0.00%	-	-	0	0.00%
More than 6 Months	-	-	0	0%	-	-	0	0%
Total	-	-	422	100%	-	-	422	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL

Chief Executive Officer