

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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P.LTD		01-Jan-20	01-Jan-22

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

Description	Individual	Group	Government
No of policies serviced	54,686	635	
No of lives serviced	86,587	1,36,969	

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	Pan India	Pan India	55,321	2,23,556
2				
3				
4				

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
MEDI ASSIST INSURANCE TPA P.LTD	577	7512	6316	78%	661	8%	1112

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	67.9%	34.1%	87.0%	55.1%
2	Within 1-2 Hours	17.1%	36.1%	9.1%	30.1%
3	Within 2-6 Hours	13.8%	27.7%	3.6%	14.3%
4	Within 6-12 Hours	1.1%	2.2%	0.3%	0.5%
5	Within 12-24 Hours	0.0%	0.0%	0.0%	0.1%
6	>24 Hours	0.0%	0.0%	0.0%	0.0%
Total		100.0%	100.0%	100.0%	100.0%

*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	1808	91%	4730	95%			6538	94%
Between 1-3 Months	134	7%	197	4%			331	5%
Between 3-6 Months	37	2%	59	1%			96	1%
More than 6 Months	5	0%	7	0%			12	0%
	1984	100%	4993	100%	0	0	6977	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	0
2	Grievances received during the year	10
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	0