

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**  
Information as at 31/03/2020

Name of TPA	Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd	No. 003	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
No of policies serviced		10	
No of lives serviced		2,060	

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

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Delhi	NEW DELHI	0	0	0	0	0	0
2	Delhi	SOUTH WEST	0	0	0	0	0	0
3	Karnataka	BANGALORE	0	0	0	0	0	0
4	Karnataka	MYSORE	0	0	0	0	0	0
5	Maharashtra	MUMBAI	0	0	10	2,060	0	0
6	Maharashtra	PUNE	0	0	0	0	0	0
7	Maharashtra	THANE	0	0	0	0	0	0
8	Punjab	SAS NAGAR (MOHALI)	0	0	0	0	0	0
9	Rajasthan	JAIPUR	0	0	0	0	0	0
10	Tamil Nadu	CHENNAI	0	0	0	0	0	0
11	Telangana	HYDERABAD	0	0	0	0	0	0
12	West Bengal	Howrah	0	0	0	0	0	0
13	West Bengal	KOLKATA	0	0	0	0	0	0
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>10</b>	<b>2,060</b>	<b>0</b>	<b>0</b>

**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	Claims repudiation %	No. of claims outstanding at the end
Medi Assist Insurance TPA Pvt Ltd	0	42	26	74%	5	12%	11

**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			48%	41%
2	Within 1-2 Hours			35%	44%
3	Within 2-6 Hours			17%	15%
4	Within 6-12 Hours				
5	Within 12-24 Hours				
6	>24 Hours				
<b>Total</b>				<b>100%</b>	<b>100%</b>

\*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			31	100.00%			31	100.00%
Between 1-3 Months				0.00%				0.00%
Between 3-6 Months				0.00%				0.00%
More than 6 Months				0.00%				0.00%
<b>Total</b>	<b>0</b>		<b>31</b>		<b>0</b>		<b>31</b>	

\*Percentage shall be calculated on total of respective column

**g. Data of grievances received against the TPA**

Sl. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Date: 08.10.2020

Name: Shubhdarshini Ghosh

Place: Mumbai

Designation: Executive Director & CEO