

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 DD/MM/YYYY	To DD/MM/YY YY
Mediassist Insurance TPA Pvt Ltd	3	14-Mar-19	13-Mar-22

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

Description	Individual	Group	Government	Total
No of policies serviced	0	44	0	44
No of lives serviced	0	1,11,515	0	1,11,515

c. Geographical Area of services Renderd 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	Maharashtra	MUMBAI	0	0	44	1,11,515	0	0
TOTAL			0	0	44	1,11,515	0	0

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
Mediassist Insurance TPA Pvt Ltd	11	2770	2362	85%	174	6%	245

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	0%	0%	83.60	63.2
2	Within 1-2 Hours	0%	0%	14	30
3	Within 2-6 Hours	0%	0%	2.1	6.2
4	Within 6-12 Hours	0%	0%	0.3	0.6
5	Within 12-24 Hour	0%	0%	0	0
6	>24 Hours	0%	0%	0	0
Total		0%	0%	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	0	0%	2495	98%			2495	98%
Between 1-3 Months	0	0%	38	1%			38	1%
Between 3-6 Months	0	0%	3	0%			3	0%
More than 6 Months	0	0%	0	0%			0	0%
Total	0	0%	2536	100%			2536	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Date: 28.06.2021

Name: Shubhdarshini Ghosh

Place: Mumbai

Designation: Executive Director & CEO