

FORM NO.NL – 48

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of the Insurance Company: Edelweiss General Insurance Co. Ltd.

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		14--Mar-22	13-Mar-25

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

Description	Individual	Group	Government
No of policies serviced	-	253	-
No of lives serviced	-	79,974	-

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	253	79,974
2				
3				
4				
5				
6				
7				
8				
9				
10				

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	245	4048	3876	90%	299	7%	118

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			90.5%	72.0%
2	Within 1-2 Hours			7.8%	25.1%
3	Within 2-6 Hours			1.6%	2.8%
4	Within 6-12 Hours			0.1%	0.1%
5	Within 12-24 Hours				
6	>24 Hours				
Total		0.0%	0.0%	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			4070	97%			4070	97%
Between 1-3 Months			97	2%			97	2%
Between 3-6 Months			8	0%			8	0%
More than 6 Months				0%			0	0%
	0	0%	4175	100%	0	0%	4175	100%

*Percentage shall be calculated on total of respective column

Processing TAT (TAT Recv-App/DRW/Denied):

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			4119	99%			4119	99%
Between 1-3 Months			54	1%			54	1%
Between 3-6 Months			2	0%			2	0%
More than 6 Months				0%			0	0%
	0	0%	4175	100%	0	0%	4175	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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0