

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Medi Assist India TPA Pvt Ltd
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	72580	8655	7
No. of Lives Covered	176007	1528932	13801959

c Geographical Area in which services are rendered by the TPA (As per Annexure A)

d Data of number of claims processed:

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	105100	NA
ii Number of claims received during the year	776230	NA
iii Number of claims paid during the year: (Number & Percentage)	702087	79.66%
iv Number of Claims repudiated during the year: (Number & Percentage)	108677	12.33%
v Number of claims outstanding at the end of the year:	70566	NA

e Turn Around Time *

TAT for cashless claims (in respect of number of claims):

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	72.57%	55.42%	78.97%	69.82%
2 Within 1-2 hours	19.73%	29.77%	16.51%	23.41%
3 Within 2-6 hours	7.21%	13.95%	4.19%	6.48%
4 Within 6-12 hours	0.30%	0.65%	0.27%	0.23%
5 Within 12-24 hours	0.19%	0.20%	0.07%	0.06%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	100.00%	100.00%

*Percentage to be calculated on total of the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f TAT in case of Payment /Repudiation of Claims

Description (to be 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	19713	93.92%	491941	92.93%	259547	99.72%	771201
Between 1-3 months	1097	5.22%	32715	6.18%	717	0.28%	34529	4.26%
Between 3-6 months	55	0.26%	2800	0.53%	0	0.00%	2855	0.35%
More than 6 months	125	0.60%	1904	0.36%	0	0.00%	2029	0.25%
Total	20990	100.00%	529360	100.00%	260264	100.00%	810614	100.00%

*Percentage to be calculated on total of the respective column

g Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2019	1
2 Grievances received during 2019-20	1142
3 Grievances resolved during 2019-20	1143
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd


