

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered for Reliance General Insurance Company LTD**

Information as at 31/03/2020

a	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
.	MDIndia	005	3/21/2017	3/20/2020
			3/21/2020	3/20/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	-	1	-	1
No of lives serviced	-	4147	-	4147

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	Kerala	Kottayam	1	4147

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
MDIndia	299	538	405	48.39%	61	7.29%	371

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	-	-	68.32%	45.34%
2	Within 1-2 Hours	-	-	29.19%	52.17%
3	Within 2-6 Hours	-	-	2.48%	2.48%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	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	-	-	455	97.64%	0	0.00%	455	97.64%
Between 1-3 Months	-	-	5	1.07%	0	0.00%	5	1.07%
Between 3-6 Months	-	-	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	-	-	6	1.29%	0	0.00%	6	1%
Total	-	-	466	100%	0	0%	466	100%

\*Percentage shall be calculated on total of respective column

g Data of grievances received  
against the TPA:

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL

On behalf of Reliance General Insurance Company Limited

Rakesh Jain  
ED & Chief Executive Officer