

MDIndia Health Insurance TPA Pvt. Ltd.
Reliance General Insurance
For the financial year 2020-21

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia	005	21/03/2017	20/03/2020
		21/03/2020	20/03/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	-	0	-	0
No of lives serviced	-	0	-	0

Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
Nil	-	-	-	-

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	371	26	101	25.44%	288	72.54%	8

जुविकोरीका

MDIndia Health Insurance TPA Pvt. Ltd.
Reliance General Insurance
For the financial year 2020-21

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	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
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

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	-	-	380	97.69%	0	0.00%	380	97.69%
Between 1-3 Months	-	-	2	0.51%	0	0.00%	2	0.51%
Between 3-6 Months	-	-	5	1.29%	0	0.00%	5	1.29%
More than 6 Months	-	-	2	0.51%	0	0.00%	2	0.51%
Total	-	-	389	100%	0	0%	389	100%

*Percentage shall be calculated on total of respective column

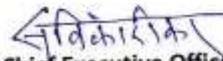
जाकिर

**MDIndia Health Insurance TPA Pvt. Ltd.
Reliance General Insurance
For the financial year 2020-21**

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
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

Mr. Suresh Karandikar


Chief Executive Officer



On behalf of Reliance General Insurance Company Limited