

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

Information as at 31/03/2020

Name of TPA	Service level Agreement number	Valid From DD/MM/Y YYY	To DD/MM/Y YYY
Medi Assist Insurance TPA P Ltd	003	9/15/2019	9/14/2022

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

Description	Individual	Group	Government
No of policies serviced		27	
No of lives serviced		103,456	

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
1	All India	All India	27	103,456

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	541	8,278	7,642	87%	762	9%	415

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			82%	72%
2	Within 1-2 Hours			13%	20%
3	Within 2-6 Hours			4%	8%
4	Within 6-12 Hours			0%	0%
5	Within 12-24 Hours			0%	0%

6	>24 Hours			0%	0%
Total				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

**Turn Around Time (TAT) in respect of payment/
repudiation of claims:**

Payment/Denial TAT

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	11	100%	8,262	98%			8,273	98%
Between 1-3 Months		0%	122	1%			122	1%
Between 3-6 Months		0%	4	0%			4	0%
More than 6 Months		0%	5	0%			5	0%
Total	11	100%	8,393	100%	0		8,404	100%

*Percentage shall be calculated on total of respective column

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

On behalf of Reliance General Insurance Company Limited

Rakesh Jain
ED & Chief Executive Officer