

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: Reliance 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		01-Oct-19	30-Sep-22

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

Description	Individual	Group	Government
No of policies serviced	-	57	-
No of lives serviced	-	1,28,685	-

**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	57	1,28,685
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	865	14206	12646	84%	1230	8%	1195

**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			92.7%	86.2%
2	Within 1-2 Hours			6.1%	11.8%
3	Within 2-6 Hours			1.1%	1.9%
4	Within 6-12 Hours			0.1%	0.0%
5	Within 12-24 Hours			0.0%	0.0%
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	2	100%	13068	94%			13070	94%
Between 1-3 Months		0%	713	5%			713	5%
Between 3-6 Months		0%	80	1%			80	1%
More than 6 Months		0%	13	0%			13	0%
	2	100%	13874	100%	0	0%	13876	100%

\*Percentage shall be calculated on total of respective column



**Medi Assist Insurance TPA Private Limited**

CIN - U85199KA1999PTC025676

Registered Office : Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru – 560 029

Phone : +91-80-4969 8000 Email : info@mediassist.in

Web : www.mediassisttpa.in

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	2	100%	13553	98%			13555	98%
Between 1-3 Months		0%	316	2%			316	2%
Between 3-6 Months		0%	4	0%			4	0%
More than 6 Months		0%	1	0%			1	0%
	2	100%	13874	100%	0	0%	13875	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	10
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	0

For Medi Assist Insurance TPA Private Limited

  
Satish Gidugu  
Director



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