

FORM NO.NL – 48
Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023
Name of the Insurance Company: Reliance General Insurance Co. Ltd.

a. Validity of the SLA with the TPA			
Name of TPA	License number	Valid From DD/MM/YY	To DD/MM/YYYY
MDIndia	005	21-03-2023	20-03-2026

b. 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

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
Nil	-	-	-	-

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	5	0	5	100.00%	0	0.00%	0

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	-	-	0.00%	0.00%
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		-	-	0.00%	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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	-	-	5	100.00%	0	0.00%	5	100.00%
Between 1-3 Months	-	-	0	0.00%	0	0.00%	0	0.00%
Between 3-6 Months	-	-	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	-	-	0	0.00%	0	0.00%	0	0%
Total	-	-	5	100%	0	0%	5	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	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

Place : Pune
Date 05-May-23

Place : Mumbai
Date: 30th June'23


Mr. Suresh Karandikar
Chief Executive Officer

Name of the TPA: MDIndia Healthcare Services TPA Private Limited

Signature of CEO/Whole Time Director
Name of the Insurer: Reliance General Insurance Company Limited