

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	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		30-Sep-22	29-Sep-25

b. Number of policies and lives serviced in respect of which public disclosure is made:			
Description	Individual	Group	Government
No of policies serviced	1	73	-
No of lives serviced	4	1,19,579	-

c. 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	Pan India		74	1,19,583	
2	-	-	-	-	
3	-	-	-	-	
4	-	-	-	-	
5	-	-	-	-	
6	-	-	-	-	
7	-	-	-	-	
8	-	-	-	-	
9	-	-	-	-	
10	-	-	-	-	
11	-	-	-	-	

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	1195	12945	11288	80%	1268	9%	1584

Overall Disposal Rate net of claims in UTR Awaited status and claims pending for Denial Concurrence : 94%

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			89.4%	82.4%
2	Within 1-2 Hours			8.4%	14.2%
3	Within 2-6 Hours			2.0%	3.1%
4	Within 6-12 Hours			0.2%	0.3%
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 be 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	3	100%	11174	89%			11177	89%
Between 1-3 Months		0%	943	8%			943	8%
Between 3-6 Months		0%	355	3%			355	3%
More than 6 Months		0%	81	1%			81	1%
	3	100%	12553	100%	0		12556	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	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	0

Place : Bengaluru
Date 24-Apr-23

Place : Mumbai
Date: 30th June'23


Satish Gidugu
Chief Administrative Officer
Name of the TPA: Medi Assist Insurance TPA Pvt Ltd

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