

Public Disclosures on Quantitive and Qualitative Parameters of Health services rendered

-Info as on 31st March,2021

Insurer: Reliance General Insurance Company Limited

a)

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD	003	1-Oct-19	30-Sep-22

b) No of policies and lives served

Description	Individual	Group	Government
Number of policies serviced		46	
Number of lives serviced		142,520	

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	Pan India	46	142,520

d) Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received 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	415	9388	85%	587	6%	865

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 pre-auth**	TAT for discharge***
1	Within <1 Hour		96.9%	94.1%
2	Within 1-2 Hours		2.2%	4.6%
3	Within 2-6 Hours		0.8%	1.1%
4	Within 6-12 Hours		0.2%	0.2%
5	Within 12-24 Hours			
6	>24 Hours			
Total		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

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 (%)	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	2	100%	96%			8577	96%
Between 1-3 Months		0%	4%			339	4%
Between 3-6 Months		0%	0%			21	0%
More than 6 Months		0%	0%			1	0%
	2	100%	100%	0		8938	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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

From Reliance General Insurance Company Limited

Chief Executive Officer