

Date: 05th May 2023

To,

Reliance General Insurance,
Reliance Centre, South Wing, 4th Floor,
Off Western Express Highway, Santacruz (East)
Mumbai - 400055

Dear Sir/Madam,

Subject: Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

With reference to your mail dated 07th April 2022, we are submitting herewith below mentioned formats of Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

Enclosures:

- a. TPA License Details
- b. Number of policies and lives serviced in respect of which public disclosure is made
- c. Geographical Area of services Rendered in respect of which public disclosure is made
- d. Data of number of claims processed
- e. Geographical Area of services Rendered in respect of which public disclosure is made
- f. Turn Around Time (TAT) in respect of payment/ repudiation of claims
- g. Data of grievances received against the TPA

Kindly acknowledge receipt of the same.

Thanking You.

Yours Faithfully,

For MDIndia Health Insurance TPA Pvt. Ltd.


Mr. Suresh Karandikar

Chief Executive Officer



MDIndia Health Insurance TPA Pvt. Ltd.
Reliance General Insurance Co. Ltd.
For the financial year 2022-23

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2023

Name of TPA	License number	Valid From		To	
		DD/MM/YYYY	DD/MM/YYYY	DD/MM/YYYY	DD/MM/YYYY
MDIndia	005	21/03/2020	20/03/2023		
		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	-	-	-	-

For MDIndia Health Insurance TPA Pvt. Ltd.


Mr. Suresh Karandikar
Chief Executive Officer



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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

For MDIndia Health Insurance TPA Pvt. Ltd.


 Mr. Suresh Karandikar
 Chief Executive Officer



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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 (%)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

For MDIndia Health Insurance TPA Pvt. Ltd.



(Signature)
Mr. Suresh Karandkar
Chief Executive Officer