

Date: 25th August 2020

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 18th August 2020, 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



CIN : U72900PN2000PTC015558

IRDAI Registration No. : 005

MDIndia Health Insurance TPA Private Limited
(Formerly Known as MDIndia Healthcare Services (TPA) Pvt. Ltd.)

General & Claim Enquiry Helpline
Tel. No. : 1860 - 233 - 4446
Fax No. : 1860 - 233 - 4447
Toll Free : 1800 - 233 - 1166
Email : customercare@mdindia.com

Head Office :
Sr. No. - 46/1, E-space, A2 Bldg., 3rd floor,
Pune - Nagar Road, Vadgaon Sheri,
Pune - 411 014, Maharashtra, India
Website : www.mdindiaonline.com

Cashless Enquiry Helpline
Tel. No. : 1860 - 233 - 4448
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MDINDIA HEALTH INSURANCE TPA PVT LTD
RELIANCE GENERAL INSURANCE
FOR THE FINICAL YEAR 2019-20

Public Disclosures on quantative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia	005	21/03/2017	20/03/2020
		21/03/2020	20/03/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	-	1	-	1
No of lives serviced	-	4147	-	4147

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	Kerala	Kottayam	1	4147

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of	No. of claims received during the	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the	Claims repudiation %	No. of claims outstanding at the end of the
MDIndia	299	538	405	48.39%	61	7.29%	371

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	-	-	68.32%	45.34%
2	Within 1-2 Hours	-	-	29.19%	52.17%
3	Within 2-6 Hours	-	-	2.48%	2.48%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hour	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	100%

*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



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FOR THE FINICAL YEAR 2019-20

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f. Turn Around Time (TAT) in respect of payment/ repudiation of clams:

Description (to reckon 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	-	-	454	98.91%	0	0.00%	454	97.42%
Between 1-3 Months	-	-	5	1.09%	0	0.00%	5	1.07%
Between 3-6 Months	-	-	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	-	-	0	0.00%	7	100.00%	7	2%
Total	-	-	459	100%	7	100%	466	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


Chief Executive Officer

