



## Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2021

Name of Insurance Company: **The New India Assurance Co. Ltd.**

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
<b>MEDI ASSIST INSURANCE TPA PVT. LTD</b>		01/11/2019	31/10/2022

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

Description	Individual	Group	Government
No of policies serviced	3,08,783	4,150	0
No of lives serviced	7,02,105	88,67,448	0

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Gujarat	Ahmedabad	12	5,555
2	Karnataka	Bangalore	48,417	18,32,152
3	Gujarat	Baroda	15	13,087
4	Madhya Pradesh	Bhopal	16	53
5	Odisha	Bhubaneshwar	15	31,014
6	Chandigarh	Chandigarh	3	676
7	Tamil Nadu	Chennai	18,188	2,34,811
8	Tamil Nadu	Chennai	34	10,38,180
9	Tamil Nadu	Coimbatore	7,018	49,151
10	Uttarakhand	Dehradun	43	53,467



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
11	Delhi	Delhi	17	42,142
12	Delhi	Delhi	26	45,612
13	Delhi	Delhi	11	64,776
14	Kerala	Ernakulum	53,119	1,80,929
15	Assam	Guwahati	3	2,720
16	Karnataka	Hubli	6,028	15,698
17	Telangana	Hyderabad	69	58,961
18	Telangana	Hyderabad	32	45,047
19	Uttar Pradesh	Kanpur	34	96,648
20	West Bengal	Kolkata	15	26,594
21	West Bengal	Kolkata	6	14,235
22	Punjab	Ludhiana	2	3,235
23	Tamil Nadu	Madurai	5,145	44,548
24	Maharashtra	Mumbai	8,350	19,065
25	Maharashtra	Mumbai	77	1,96,763
26	Maharashtra	Mumbai	74,231	5,67,425
27	Maharashtra	Mumbai	2,222	24,71,572
28	Maharashtra	Mumbai	105	1,97,053
29	Maharashtra	Mumbai	60	2,03,507
30	Maharashtra	Mumbai	207	13,91,823
31	Maharashtra	Mumbai	38	10,411
32	Maharashtra	Nagpur	2	113
33	Bihar	Patna	1,103	4,728
34	Maharashtra	Pune	88,196	4,90,881
35	Maharashtra	Pune	55	1,00,536
36	Chhattisgarh	Raipur	6	1,641
37	Gujarat	Surat	1	1,055
38	Andhra Pradesh	Vizag	12	13,689



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 Pvt Ltd	73,013	20,49,092	17,21,705	81%	2,69,130	13%	1,31,270

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sl. 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	90.3%	78.6%	88.7%	74.0%
2	Within 1-2 Hours	8.3%	17.8%	9.4%	21.2%
3	Within 2-6 Hours	1.3%	3.5%	1.8%	4.7%
4	Within 6-12 Hours	0.1%	0.1%	0.2%	0.1%
5	Within 12-24 Hours	0.0%	0.0%	0.0%	0.0%
6	>24 Hours				
	<b>Total</b>	100.0%	100.0%	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 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	52306	95%	190188 4	98%			195419 0	98%
Between 1 – 3 Months	2437	4%	29981	2%			32418	2%
Between 3 to 6 Months	188	0%	3079	0%			3267	0%
More than 6 months	26	0%	934	0%			960	0%
<b>Total</b>	54957	100%	193587 8	100%	0		199083 5	100%

\* Percentage shall be calculated on total of respective column.



g. Data of grievances received against the TPA:

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	2252
3	Grievances resolved during the year	2251
4	Grievances outstanding at the end of the year	1

Place: Mumbai  
Date: 31<sup>st</sup> July 2021

Signature of CEO/ Whole Time Director ✓  
Name of the Insurer: The New India Assurance Company Ltd.

**सत्यजीत त्रिपाठी**  
**Satyajit Tripathy**  
निदेशक एवं महाप्रबंधक  
Director & General Manager