



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
MEDSAVE HEALTH INSURANCE TPA LTD.		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	50702	163	0
No of lives serviced	130350	82138	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	CHANDIGARH	CHANDIGARH	2	3657
2	CHHATISHGARH	RAIPUR	1	1200
3	DELHI	DELHI	7	4253
4	GUJRAT	AHMEDABAD	96	7348
5	HARYANA	HISSAR, KAITHAL, KARNAL, PANIPAT & SIRSA	3956	11656
6	HIMACHAL PRADESH	SHIMLA & HAMIRPUR	7	57
7	KARNATAKA	BANGALORE & HUBBALLI	12	9017
8	MADHYA PRADESH	BHOPAL & INDORE	678	7617
9	MAHARASTRA	NASIK, AHMEDNAGAR, PUNE & MUMBAI	46091	153974
10	TAMIL NADU	CHENNAI	4	3315



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
11	TELANGANA	HYDERABAD	5	1672
12	UTTAR PRADESH	NIA LUCKNOW	5	8096
13	WEST BENGAL	KOLKATA	1	626

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
MEDSAVE HEALTH INSURANCE TPA LTD.	904	14380	12626	82.61%	1294	8.47%	1364

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	74.15%	39.71%	66.85%	46.66%
2	Within 1-2 Hours	20.34%	47.12%	20.82%	41.73%
3	Within 2-6 Hours	3.04%	12.92%	6.44%	11.36%
4	Within 6-12 Hours	0.17%	0.13%	0.36%	0.06%
5	Within 12-24 Hours	1.07%	0.09%	3.18%	0.19%
6	>24 Hours	1.24%	0.04%	2.34%	0.00%
	Total	100.00%	100.00%	100.00%	100.00%

* 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	7053	95.11 %	6018	92.53 %	NA	NA	13071	93.90 %
Between 1 - 3 Months	341	4.60%	392	6.03%	NA	NA	733	5.27%
Between 3 to 6 Months	21	0.28%	75	1.15%	NA	NA	96	0.69%
More than 6 months	1	0.01%	19	0.29%	NA	NA	20	0.14%
Total	7416	100.00 %	6504	100.00 %	NA	NA	13920	100.00 %

* 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	85
3	Grievances resolved during the year	85
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date: 31st 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