

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** MDIndia Health Insurance TPA Pvt Ltd
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	139628	1380	2
No. of Lives Covered	353161	4385158	13276333

c Geographical Area in which services are rendered by the TPA (As per Annexure A)

d Data of number of claims processed:

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	123896	NA
ii Number of claims received during the year	725859	NA
iii Number of claims paid during the year: (Number & Percentage)	630351	74.18%
iv Number of Claims repudiated during the year:(Number & Percentage)	131573	15.48%
v Number of claims outstanding at the end of the year:	87831	NA

e Turn Around Time *

TAT for cashless claims (in respect of number of claims):

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	51.36%	35.33%	50.57%	31.42%
2 Within 1-2 hours	44.11%	59.93%	43.38%	63.15%
3 Within 2-6 hours	4.54%	4.73%	6.05%	5.43%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	0.00%	0.00%	0.00%	0.00%

*Percentage to be calculated on total of the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f TAT in case 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	No. of Claims	Percentage	No. of Claims	Percentage
	Within 1 Month	46655	92.00%	400825	89.99%	242348	99.59%	689828
Between 1-3 months	3469	6.84%	27691	6.22%	202	0.08%	31362	4.24%
Between 3-6 months	456	0.90%	11211	2.52%	5	0.00%	11672	1.58%
More than 6 months	132	0.26%	5693	1.28%	799	0.33%	6624	0.90%
Total	50712	100.00%	445420	100.00%	243353	100.00%	739485	100.00%

*Percentage to be calculated on total of the respective column

g Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2019	1
2 Grievances received during 2019-20	613
3 Grievances resolved during 2019-20	609
4 Grievance outstanding as on 31/03/2020	5

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd



Annexure A

TPA Name : MDIndia Health Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr. No.	Name of State	Name of District	Sr. No.	Name of State	Name of District
1	CHATTISGARH	DURG	44	MAHARASHTRA	NASHIK
2	CHATTISGARH	RAIPUR	45	MAHARASHTRA	OSMANABAD
3	DELHI	CENTRAL DELHI	46	MAHARASHTRA	PUNE
4	DELHI	EAST DELHI	47	MAHARASHTRA	RAIGARH(MH)
5	DELHI	WEST DELHI	48	MAHARASHTRA	RATNAGIRI
6	GUJARAT	AHMEDABAD	49	MAHARASHTRA	SANGLI
7	GUJARAT	BHARUCH	50	MAHARASHTRA	SATARA
8	GUJARAT	SURAT	51	MAHARASHTRA	SOLAPUR
9	GUJARAT	VADODARA	52	MAHARASHTRA	THANE
10	GUJARAT	VALSAD	53	MAHARASHTRA	WARDHA
11	KARNATAKA	BAGALKOT	54	MAHARASHTRA	WASHIM
12	KARNATAKA	BANGALORE	55	MAHARASHTRA	YAVATMAL
13	KARNATAKA	BELGAUM	56	PONDICHERRY	PONDICHERRY
14	KARNATAKA	BELLARY	57	PUNJAB	JALANDHAR
15	KARNATAKA	GULBARGA	58	PUNJAB	KAPURTHALA
16	KERALA	ALAPPUZHA	59	PUNJAB	LUDHIANA
17	KERALA	ERNAKULAM	60	RAJASTHAN	BHILWARA
18	KERALA	IDUKKI	61	SIKKIM	EAST SIKKIM
19	KERALA	KANNUR	62	TAMIL NADU	CHENNAI
20	KERALA	KOLLAM	63	TAMIL NADU	COIMBATORE
21	KERALA	PATHANAMTHITTA	64	TAMIL NADU	DHARMAPURI
22	KERALA	THIRUVANANTHAPURAM	65	TAMIL NADU	DINDIGUL
23	KERALA	THRISSUR	66	TAMIL NADU	KANCHEEPURAM
24	MADHYA PRADESH	BHOPAL	67	TAMIL NADU	KANCHIPURAM
25	MADHYA PRADESH	DEWAS	68	TAMIL NADU	KARUR
26	MADHYA PRADESH	DHAR	69	TAMIL NADU	KRISHNAGIRI
27	MADHYA PRADESH	INDORE	70	TAMIL NADU	NAMAKKAL
28	MADHYA PRADESH	JHABUA	71	TAMIL NADU	NILGIRIS
29	MAHARASHTRA	AHMED NAGAR	72	TAMIL NADU	SALEM
30	MAHARASHTRA	AKOLA	73	TAMIL NADU	SIVAGANGAI
31	MAHARASHTRA	AMRAVATI	74	TAMIL NADU	THENI
32	MAHARASHTRA	AURANGABAD	75	TAMIL NADU	TIRUCHIRAPALLI
33	MAHARASHTRA	BEED	76	TAMIL NADU	TIRUVALLUR
34	MAHARASHTRA	BHANDARA	77	TAMIL NADU	VELLORE
35	MAHARASHTRA	BULDHANA	78	TAMIL NADU	VILLUPURAM
36	MAHARASHTRA	CHANDRAPUR	79	TAMIL NADU	VIRUDHUNAGAR
37	MAHARASHTRA	DHULE	80	TELANGANA	HYDERABAD
38	MAHARASHTRA	GONDIA	81	UTTAR PRADESH	GAUTAM BUDDHA NAGAR
39	MAHARASHTRA	JALGAON	82	UTTARAKHAND	DEHRADUN
40	MAHARASHTRA	KOLHAPUR	83	WEST BENGAL	BANKURA
41	MAHARASHTRA	LATUR	84	WEST BENGAL	COOCH BEHAR
42	MAHARASHTRA	MUMBAI	85	WEST BENGAL	DARJILING
43	MAHARASHTRA	NAGPUR	86	WEST BENGAL	JALPAIGURI