

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Medi Assist India 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	72580	8655	7
No. of Lives Covered	176007	1528932	13801959

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:	105100	NA
ii Number of claims received during the year	776230	NA
iii Number of claims paid during the year: (Number & Percentage)	702087	79.66%
iv Number of Claims repudiated during the year: (Number & Percentage)	108677	12.33%
v Number of claims outstanding at the end of the year:	70566	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	72.57%	55.42%	78.97%	69.82%
2 Within 1-2 hours	19.73%	29.77%	16.51%	23.41%
3 Within 2-6 hours	7.21%	13.95%	4.19%	6.48%
4 Within 6-12 hours	0.30%	0.65%	0.27%	0.23%
5 Within 12-24 hours	0.19%	0.20%	0.07%	0.06%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	100.00%	100.00%

*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	19713	93.92%	491941	92.93%	259547	99.72%	771201
Between 1-3 months	1097	5.22%	32715	6.18%	717	0.28%	34529	4.26%
Between 3-6 months	55	0.26%	2800	0.53%	0	0.00%	2855	0.35%
More than 6 months	125	0.60%	1904	0.36%	0	0.00%	2029	0.25%
Total	20990	100.00%	529360	100.00%	260264	100.00%	810614	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	1142
3 Grievances resolved during 2019-20	1143
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd



Annexure A

TPA Name : Medi Assist India TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sr. No.	Name of State	Name of District
1	Gujarat	AHMEDABAD
2	Karnataka	BANGALORE
3	Karnataka	BANGALORE
4	Madhya Pradesh	BHOPAL
5	Odisha	BHUBANESWAR
6	Chandigarh	CHANDIGARH
7	Tamil Nadu	CHENNAI
8	Tamil Nadu	CHENNAI
9	Tamil Nadu	COIMBATORE
10	Uttarakhand	DEHRADUN
11	Delhi	DELHI 1
12	Delhi	DELHI 2
13	Assam	GUWAHATI
14	Karnataka	HUBLI
15	Telangana	HYDERABAD
16	Telangana	HYDERABAD
17	Rajasatan	JAIPUR
18	Kerala	KOCHI
19	West Bengal	KOLKATA
20	West Bengal	KOLKATTA
21	Kerala	KOZHIKODE
22	Uttar Pradesh	LUCKNOW
23	Punjab	LUDHIANA
24	Tamil Nadu	MADURAI
25	Maharashtra	MUMBAI
26	Maharashtra	MUMBAI 1
27	Maharashtra	MUMBAI 2
28	Gujarat	NADIAD
29	Maharashtra	NAGPUR
30	Delhi	NEW DELHI
31	Bihar	PATNA
32	Pondicherry	PONDICHERRY
33	Maharashtra	PUNE
34	Maharashtra	PUNE
35	Chattisgarh	RAIPUR
36	Gujarat	VADODARA
37	Andhra Pradesh	VISAKHAPATNAM