

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME Medi Assist India TPA Pvt Ltd
 Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	76099	4359	8
No. of Lives Covered	181652	1388710	51270889

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:	70566	NA
ii Number of claims received during the year	1453810	NA
iii Number of claims paid during the year: (Number & Percentage)	1350718	88.61%
iv Number of Claims repudiated during the year: (Number & Percentage)	43055	2.82%
v Number of claims outstanding at the end of the year:	130603	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	93.50%	78.20%	92.50%	83.60%
2 Within 1-2 hours	5.40%	18.40%	5.80%	13.40%
3 Within 2-6 hours	1.00%	3.40%	1.50%	2.80%
4 Within 6-12 hours	0.10%	0.10%	0.20%	0.20%
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	100.00%	100.10%	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	699286842	96.00%	9319215799	96.00%	1030648875	98.00%	11049151516	96.18%
Between 1-3 months	29136952	4.00%	388300658	4.00%	21033651	2.00%	438471261	3.82%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	728423794	100.00%	9707516458	100.00%	1051682526	100.00%	11487622777	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	0
2 Grievances received during 2019-20	1179
3 Grievances resolved during 2019-20	1179
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
 Date: 20/09/2021


 Signature of CEO
 United India Insurance Co Ltd

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Annexure A

TPA Name : Medi Assist India TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

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