

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** Med Save Health Care.  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	81267	20211	0
No. of Lives Covered	202740	307990	0

**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:	9215	NA
ii Number of claims received during the year	90678	NA
iii Number of claims paid during the year: (Number & Percentage)	83682	83.77%
iv Number of Claims repudiated during the year:(Number & Percentage)	8979	8.99%
v Number of claims outstanding at the end of the year:	7232	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	49.25%	35.42%	55.91%	38.47%
2 Within 1-2 hours	29.79%	34.35%	29.67%	38.00%
3 Within 2-6 hours	17.70%	29.43%	11.87%	22.93%
4 Within 6-12 hours	0.39%	0.37%	0.26%	0.16%
5 Within 12-24 hours	1.79%	0.32%	1.06%	0.30%
6 >24 hours	1.07%	11.00%	1.24%	0.15%
Total	99.99%	110.89%	100.01%	100.01%

\*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	21389	84.70%	57304	85.14%	0	0.00%	78693
Between 1-3 months	3626	14.36%	7568	11.24%	0	0.00%	11194	12.09%
Between 3-6 months	196	0.78%	2095	3.11%	0	0.00%	2291	2.48%
More than 6 months	42	0.17%	342	0.51%	0	0.11%	384	0.41%
Total	25253	100.00%	67309	100.00%	0	0.11%	92562	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	2411
3 Grievances resolved during 2019-20	2411
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 : **Medsave Health Insurance TPA Ltd****Geographical Area in which services are rendered by the TPA**

Sr. No.	Name of State	Name of District
1	GUJARAT	AHMEDABAD
2	GUJARAT	VADODARA
3	KARNATAKA	BANGALORE
4	MADHYA PRADESH	BHOPAL
5	CHANDIGARH UT	CHANDIGARH
6	TAMIL NADU	CHENNAI
7	TAMIL NADU	PONDICHERRY
8	UTTARAKHAND	DEHRADUN
9	DELHI	DELHI
10	KARNATAKA	HUBLI
11	TELANGANA	HYDERABAD
12	KERALA	KOCHI
13	MAHARASTRA	MUMBAI
14	MAHARASTRA	PUNE
15	PUNJAB	LUDHIANA
16	PUNJAB	LUDHIANA
17	CHHATISHGARH	RAIPUR