

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

a. Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd	IN-KA680309875	11 September 2019	10 September 2022

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	None	65	1
No of lives serviced	None	3,15,501	48,37,318

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Pan India	Pan India	66	51,52,819

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
Medi Assist Insurance TPA Pvt Ltd	6,004	1,16,624	1,12,569	92%	3,629	3%	6,430

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. 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			82%	73%
2	Within 1-2 Hours			13%	19%
3	Within 2-6 Hours			4%	8%
4	Within 6-12 Hours			0%	0%
5	Within 12-24 Hours				
6	>24 Hours				
Total				100%	100%

*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)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	50,920	95%	14,823	24%	65,743	57%
Between 1-3 Month	0	0	2,378	4%	47,517	76%	49,895	43%
Between 3-6 Month	0	0	181	0%	322	1%	503	0%
More than 6 Months	0	0	55	0%	2	0%	57	0%
Total	0	0%	53,534	100%	62,664	100%	1,16,198	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	8
3	Grievances resolved during the year	8
4	Grievances outstanding at the end of the year	0

sd/-
MD & CEO
Bajaj Allianz General Insurance Co.Ltd