

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia	005	01/12/2016	30/11/2019
		21/03/2020	20/03/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	-	8	1	1
No of lives serviced	-	5589	2976780	2982369

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	Delhi	New Delhi	0	86
2	Gujarat	Vadodara	0	250
3	Karnataka	Bangalore	0	130
4	Kerala	Thrissur	0	1031
5	Maharashtra	Pune	0	4092
6	Jammu & Kashmir	Udhampur	1	2976780

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
MDIndia	3152	70166	53800	73.38%	4793	6.54%	14725

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	-	-	55.24%	46.83%
2	Within 1-2 Hours	-	-	38.80%	46.18%
3	Within 2-6 Hours	-	-	5.95%	6.99%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	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

Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	-	-	3997	93.32%	51549	94.92%	55546	94.80%
Between 1-3 Months	-	-	281	6.56%	2029	3.74%	2310	3.94%
Between 3-6 Months	-	-	2	0.05%	586	1.08%	588	1.00%
More than 6 Months	-	-	3	0.07%	146	0.27%	149	0.25%
Total	-	-	4283	100%	54310	100%	58593	100%

*Percentage shall be calculated on total of respective column

Data of grievances received against the TPA:

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

Sd/-
MD & CEO
Bajaj Allianz General Insurance Company Ltd.