

Medi assist Insurance TPA Private Limited
Public Disclosures on Quantitative and Qualitative Parameters of health services
rendered (Information as at 31 March 2023)

Name of Company :- Bajaj Allianz General Insurance Company Limited

1. Name of TPA With whom insurer has entered into Service Level Agreement

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Medi assist Insurance TPA Private Limited	003	11/09/2022	10/09/2025

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies serviced	0	64	0	64
No of lives serviced	0	662772	0	662772

3. 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	Karnataka	-	25	505436
2	Maharashtra	-	24	146459
3	Andhra Pradesh	-	13	6200

4. Data of number of claims processed:

TPA	No. of claims outstandin g at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settle ment ratio(%)	No. of claims repudiated during the year	Claims repudia tion %	No. of claims outstanding at the end of the year
Medi assist Insurance TPA Pvt Ltd	19401	183446	178000	84%	26586	12%	8261

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

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	89%	81%
2	Within 1-2 Hours	0	0	9%	15%
3	Within 2-6 Hours	0	0	2%	4%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100.0%

*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-authorization is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

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

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)
Within 1 Month	0	0	1,09,246	85%	0	0%	1,09,246	85%
Between 1-3 Months	0	0	10,939	9%	0	0%	10,939	9%
Between 3-6 Months	0	0	5,065	4%	0	0%	5,065	4%
More than 6 Months	0	0	2,563	2%	0	0	2,563	2%
Total	0	0	1,27,813	100%	0	0%	1,27,813	100%

*Percentage is calculated on total of the respective column

7. 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	22
3	Grievances resolved during the year	22
4	Grievances outstanding at the end of the year	0

Place: Pune

Date: 22 June 2023

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj Allianz General Insurance Company Limited