

FORM NO.NL - 48

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of the Insurance Company: **The Oriental Insurance Co. Ltd.**

a. Specify whether In-house Claim settlement or Services rendered by TPA: TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		01-Mar-21	28-Feb-23

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

Description	Individual	Group	Government
No of policies serviced	1,55,951	945	-
No of lives serviced	5,55,462	28,52,850	-

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	GUJARAT	OIC Ahmedabad RO	21,660	77,012
2	HARYANA	OIC Ambala RO	39	65
3	KARNATAKA	OIC Bangalore RO	2,149	3,20,105
4	ODISHA	OIC Bhubaneswar RO	1,175	9,327
5	CHANDIGARH	OIC Chandigarh RO	5,948	36,233
6	TAMIL NADU	OIC Chennai RO	4,555	3,32,239
7	KERALA	OIC Cochin RO	8,158	93,803
8	TAMIL NADU	OIC Coimbatore RO	6,068	1,44,023
9	DELHI	OIC Delhi RO I	8,197	66,978
10	UTTAR PRADESH	OIC Ghaziabad RO	1,211	3,216
11	ASSAM	OIC Guwahati RO	229	617
12	KARNATAKA	OIC Hubli RO	71	167
13	TELANGANA	OIC Hyderabad RO	12,680	3,92,972
14	MADHYA PRADESH	OIC Indore RO	2,165	5,765
15	RAJASTAN	OIC Jaipur RO	414	1,070
16	WEST BENGAL	OIC Kolkata RO	17,330	51,372
17	UTTAR PRADESH	OIC Lucknow RO	2,200	8,263
18	TAMIL NADU	OIC Madurai RO	70	837
19	MAHARASHTRA	OIC Mumbai RO I	151	3,05,147
20	MAHARASHTRA	OIC Mumbai RO II	24,253	8,15,639
21	MAHARASHTRA	OIC Mumbai RO III	3,862	27,182
22	MAHARASHTRA	OIC Nagpur RO	845	2,278
23	DELHI	OIC New Delhi RO Corporate Branch	83	2,36,546
24	DELHI	OIC New Delhi RO II	12,506	63,687
25	BIHAR	OIC Patna RO	1,314	5,566
26	MAHARASHTRA	OIC Pune RO	2,783	3,73,448
27	CHHATTISGARH	OIC Raipur RO	1,273	4,442
28	GUJARAT	OIC Vadodara RO	5,815	19,541
29	ANDRA PRADESH	OIC Visakhapatnam RO	8,408	47,248
30	UTTARAKHAND	Oriental-Dehradun - RO	1,283	3,524

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 P LTD	18855	310535	285824	87%	23168	7%	20398

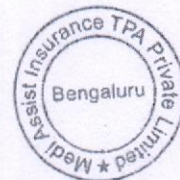
e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

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	90.7%	78.5%	90.9%	80.9%
2	Within 1-2 Hours	7.3%	18.1%	7.2%	15.6%
3	Within 2-6 Hours	1.8%	3.3%	1.7%	3.3%
4	Within 6-12 Hours	0.1%	0.1%	0.2%	0.2%
5	Within 12-24 Hours	0.0%	0.0%	0.0%	0.0%
6	>24 Hours				
Total		100.0%	100.0%	100.0%	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 auth is issued in the hospital)

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



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Medi Assist Insurance TPA Private Limited

CIN - U85199KA1999PTC025676

Registered Office : Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029

Phone : +91-80-4969 8000 Email : info@mediassist.in

Web : www.mediassisttpa.in



अंजन डे/ANJAN DEY
अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इश्योरंस कम्पनी लि.
The Oriental Insurance Co. Ltd.
मुख्यालय : ओरिएण्टल हाउस

f. 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 (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	76203	95%	215686	94%		#DIV/0!	291889	94%
Between 1-3 Months	3392	4%	11136	5%		#DIV/0!	14528	5%
Between 3-6 Months	661	1%	1476	1%		#DIV/0!	2137	1%
More than 6 Months	108	0%	330	0%		#DIV/0!	438	0%
	80364	100%	228628	100%	0	#DIV/0!	308992	100%

*Percentage shall be calculated on total of respective column

Processing TAT (TAT Recv-App/DRW/Denied):

Description (to 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	78072	97%	225272	99%		#DIV/0!	303344	98%
Between 1-3 Months	1937	2%	2925	1%		#DIV/0!	4862	2%
Between 3-6 Months	306	0%	336	0%		#DIV/0!	642	0%
More than 6 Months	49	0%	95	0%		#DIV/0!	144	0%
	80364	100%	228628	100%	0	#DIV/0!	308992	100%

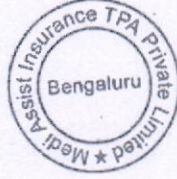
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g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	1247
3	Grievances resolved during the year	1247
4	Grievances outstanding at the end of the year	0

For Medi Assist Insurance TPA P Ltd

Surendra Tiwari
Chief Administrative Officer



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अंजन डे/ANJAN DEY
 अध्यक्ष एवं प्रबंध निदेशक
 Chairman cum Managing Director
 दि ओरिएण्टल इश्योरेंस कम्पनी लि.
 The Oriental Insurance Co. Ltd.
 प्रधान कार्यालय : ओरिएण्टल हाऊस
 Head Office : Oriental House
 ए-25/27, आसफ अली रोड, नई दिल्ली-110002
 A-25/27, Asaf Ali Road, New Delhi-110002

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