TPA Name:-

Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)

Period:-

FY 2021-22

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

a.	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY	
	Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)	NA	1-Mar-21	28-Feb-23-(Sent for Insurer's signature)	

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

Description	Individual	Group	Government
No of policies serviced		88	
No of lives serviced		1,35,615	

raphical Area of services Renderd 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	Delhi	7	16,860	
2	Karnataka	Bangalore	70	1,08,449	
3	Maharashtra	Mumbai	5	6,644	
4	Tamil Nadu	Chennai	4	2,525	
5	Telangana	Hydrabad	2	1,137	

ТРА	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
Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Brigate Limited)	1,422	14,084	13,400	86%	831	5%	1,275

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

		Individual	Policies (in %)	Group Policies (in %)		
Sr. No.	Description	TAT for pre-auth**	TAT for Discharge***	TAT for pre-auth**	TAT for Discharge***	
1	Within <1 Hour	0%	0%	75%	89%	
2	Within 1-2 Hours	0%	0%	18%	5%	
3	Within 2-6 Hours	0%	0%	7%	6%	
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%	

*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 clams:

Description (to reckoned from the date of receipt	Individual		Group		Government		Total	
of last necessary document)	No. of claims	Percentage (%)						
Within 1 Month	0	0.00%	13,213	98.60%	0	0.00%	13,213	98.60%
Between 1-3 Months	0	0.00%	137	1.02%	0	0.00%	137	1.02%
Between 3-6 Months	0	0.00%	48	0.36%	0	0.00%	48	0.36%
More than 6 Months	0	0.00%	2	0.01%	0	0.00%	2	0.01%
Total	0	0.00%	13,400	100.00%	0	0.00%	13,400	100.00%

^{*}Percentage shall be calculated on total of respective column

Data of grievances received against the TPA

SI. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	0
2	Grievances received during the year	33
3	Grievances resolved during the year	33
4	Grievances outstanding at the end of the year	

AMARE



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