

FORM NO. NL - 48

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at: 31/03/2023

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	30-Apr-23

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

Description	Individual	Group	Government
No of policies serviced	1,26,591	873	-
No of lives serviced	3,33,702	28,19,553	-

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	ANDHRA PRADESH	OIC Visakhapatnam RO	4,457	43,748
2	ASSAM	OIC Guwahati RO	163	949
3	BIHAR	OIC Patna RO	32	2,251
4	CHANDIGARH	OIC Chandigarh RO	8,864	36,940
5	CHATTISGARH	OIC Raipur RO	164	3,239
6	GUJARAT	OIC Ahmedabad RO	24,063	84,532
7	GUJARAT	OIC Vadodara RO	2,275	10,681
8	KARNATAKA	OIC Bangalore RO	10,451	3,07,642
9	KARNATAKA	OIC Hubli RO	1	2
10	KERALA	OIC Cochin RO	4,616	71,372
11	MADHYA PRADESH	OIC Indore RO	48	98
12	MAHARASHTRA	OIC Mumbai RO I	164	2,19,088
13	MAHARASHTRA	OIC Mumbai RO II	24,641	9,91,706
14	MAHARASHTRA	OIC Mumbai RO III	161	23,116
15	MAHARASHTRA	OIC Nagpur RO	19	44
16	MAHARASHTRA	OIC Pune RO	2,146	3,66,554
17	NEW DELHI	OIC Delhi RO I	3,307	26,115
18	NEW DELHI	OIC New Delhi RO Corporate Branch	76	2,26,955
19	NEW DELHI	OIC New Delhi RO II	1,292	22,670
20	ODISHA	OIC Bhubaneswar RO	588	7,811
21	PUNJAB	OIC Ambala RO	39	52
22	RAJASTHAN	OIC Jaipur RO	519	1,421
23	TAMIL NADU	OIC Chennai RO	2,536	1,57,780
24	TAMIL NADU	OIC Coimbatore RO	4,865	75,496
25	TAMIL NADU	OIC Madurai RO	763	8,870
26	TELANGANA	OIC Hyderabad RO	6,293	3,86,825
27	UTTAR PRADESH	OIC Lucknow RO	2,775	16,346
28	UTTRAKHAND	Oriental-Dehradun - RO	3,557	9,426
29	WEST BENGAL	OIC Kolkata RO	18,589	51,526

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	20,398	3,14,887	2,83,079	84%	25,517	8%	26,689

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	91.8%	77.9%	92.1%	79.2%
2	Within 1-2 Hours	6.5%	17.4%	6.0%	15.6%
3	Within 2-6 Hours	1.5%	4.3%	1.6%	4.8%
4	Within 6-12 Hours	0.1%	0.2%	0.1%	0.3%
5	Within 12-24 Hours	0.1%	0.1%	0.1%	0.1%
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)

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

x

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Medi Assist Insurance TPA Private Limited

CIN - U85199KA1999PTC025676

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

Web : www.mediassisttpa.in



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

Description (to be 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	48,058	96%	2,43,380	94%			2,91,438	94%
Between 1-3 Months	1,722	3%	12,492	5%			14,214	5%
Between 3-6 Months	357	1%	2,073	1%			2,430	1%
More than 6 Months	127	0%	387	0%			514	0%
	50,264	100%	2,58,332	100%			3,08,596	100%

*Percentage shall be calculated on total of respective column

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

Description (to be 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	48,990	97%	2,53,888	98%			3,02,878	98%
Between 1-3 Months	1,080	2%	3,903	2%			4,983	2%
Between 3-6 Months	160	0%	499	0%			659	0%
More than 6 Months	34	0%	42	0%			76	0%
	50,264	100%	2,58,332	100%			3,08,596	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	0
2	Grievances received during the year	1,257
3	Grievances resolved during the year	1,257
4	Grievances outstanding at the end of the year	0

For Medi Assist Insurance TPA P Ltd

SURENDRA TIWARI
CHIEF ADMINISTRATIVE OFFICER



R.R. Singh

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आर.आर. सिंह
अध्यक्ष एवं प्रबंध निदेशक
R.R. SINGH
Chairman Cum Managing Director

Medi Assist Insurance TPA Private Limited

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