

TPA Name - Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)
 Period - FY 2022-23

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
 Information as at 31/03/2023 For Insurer - The Oriental Insurance Co. Ltd.

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	01/03/2023	30-04-2023

b. Number of policies and lives serviced in respect of which public disclosure is made:			
Description	Individual	Group	Government
No of policies serviced	-	30	-
No of lives serviced	-	36,148	-

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			30	36,148

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
Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)	1,275	5,046	4,933	78%	603	10%	785

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	0%	0%	82%	79%
2	Within 1-2 Hours	0%	0%	11%	17%
3	Within 2-6 Hours	0%	0%	8%	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%

*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

f. Turn Around Time [TAT] in respect of payment/ repudiation of claims:								
Description (to reckon 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	0	0.00%	4,684	94.95%	0	0.00%	4,684	94.95%
Between 1-3 Months	0	0.00%	171	3.47%	0	0.00%	171	3.47%
Between 3-6 Months	0	0.00%	55	1.11%	0	0.00%	55	1.11%
More than 6 Months	0	0.00%	23	0.47%	0	0.00%	23	0.47%
Total	0	0.00%	4,933	100.00%	0	0.00%	4,933	100.00%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA		
Sl. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	-
2	Grievances received during the year	23
3	Grievances resolved during the year	23
4	Grievances outstanding at the end of the year	-

Belavadi
 Srikantaiya
 Shivakumar

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 Shivakumar
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R.R. Singh

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