

Date: 30th June 2020

To,

Mr. Satish Kumar,
Chief Manager,
Health Insurance Deptt.,
The Oriental Insurance Co. Ltd.
Head Office, New Delhi - 110 002.

Dear Sir/Madam,

Subject: Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

With reference to your mail dated 17th June 2020, we are submitting herewith below mentioned formats of Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

Enclosures:

- a. TPA License Details
- b. Number of policies and lives serviced in respect of which public disclosure is made
- c. Geographical Area of services Rendered in respect of which public disclosure is made
- d. Data of number of claims processed
- e. Geographical Area of services Rendered in respect of which public disclosure is made
- f. Turn Around Time (TAT) in respect of payment/ repudiation of claims
- g. Data of grievances received against the TPA

Kindly acknowledge receipt of the same.

Thanking You.

Yours Faithfully,

For MDIndia Health Insurance TPA Pvt. Ltd.


Mr. Suresh Karandikar
Chief Executive Officer



CIN : U72900PN2000PTC015558

IRDA License No. : 005

MDIndia Health Insurance TPA Private Limited

(Formerly Known as MDIndia Healthcare Services (TPA) Pvt. Ltd.)

ISO 9001 : 2000 & 27001 : 2005

General & Claim Enquiry Helpline
Tel. No. : 1860 - 233 - 4446
Fax No. : 1860 - 233 - 4447
Toll Free : 1800 - 233 - 1166
Email : customercare@mdindia.com

Head Office :
Sr. No. - 46/1, E-space, A2 Bldg., 3rd floor,
Pune - Nagar Road, Vadgaon Sheri,
Pune - 411 014, Maharashtra, India
Website : www.mdindiaonline.com

Cashless Enquiry Helpline
Tel. No. : 1860 - 233 - 4448
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Toll Free : 1800 - 233 - 4505
Email : authorisation@mdindia.com

**MDINDIA HEALTH INSURANCE TPA PVT. LTD.
THE ORIENTAL INSURANCE COMPANY LIMITED
FOR THE FINANCIAL YEAR 2019-20**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

Name of TPA	License number	Valid From DD/MM/YYYY	Valid To DD/MM/YYYY
MDIndia Health Insurance TPA Pvt. Ltd.	005	21/03/17 21/03/20	20/03/20 20/03/23

a.

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

Description	Individual	Group	Government	Total
No of policies serviced	197129	212	0	197341
No of lives serviced	567892	551033	0	1118925
Total	765021	551245	0	1316266



MDINDIA HEALTH INSURANCE TPA PVT. LTD.
THE ORIENTAL INSURANCE COMPANY LIMITED
FOR THE FINANCIAL YEAR 2019-20

c. Geographical Area of services Renderd in respect of which public disclosure is made :

Information as at 31/03/2020

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	ANDHRA PRADESH	GUNTUR	4	1479
2	BIHAR	BHOJPUR	27	70
3	BIHAR	BUXAR	4	13
4	BIHAR	CHAMPARAN	6	20
5	BIHAR	DARBHANGA	5	14
6	BIHAR	MADHUBANI	9	25
7	BIHAR	MUZAFFARPUR	57	182
8	BIHAR	NALANDA	1	2
9	BIHAR	PATNA	2165	6015
10	BIHAR	SARAN	3	10
11	BIHAR	SITAMARHI	10	29
12	BIHAR	SIWAN	5	18
13	BIHAR	VAISHALI	45	133
14	CHANDIGARH	CHANDIGARH	2	181
15	DAMAN & DIU	DAMAN	1	3
16	DELHI	CENTRAL DELHI	2884	31557
17	DELHI	NORTH DELHI	2	9
18	DELHI	SOUTH DELHI	906	2630
19	DELHI	WEST DELHI	8725	26444
20	GOA	NORTH GOA	66	174
21	GOA	SOUTH GOA	1670	4698
22	GUJARAT	AHMEDABAD	22168	69924
23	GUJARAT	ANAND	9	18
24	GUJARAT	BANASKANTHA	3695	12754
25	GUJARAT	BHAVNAGAR	43	87
26	GUJARAT	DAHOD	252	851
27	GUJARAT	GANDHI NAGAR	4	11
28	GUJARAT	JAMNAGAR	311	849
29	GUJARAT	JUNAGADH	257	711
30	GUJARAT	KACHCHH	705	2032
31	GUJARAT	KHEDA	6	14
32	GUJARAT	MAHESANA	3715	11443
33	GUJARAT	NAVSARI	2	2796
34	GUJARAT	PANCH MAHALS	3469	10882
35	GUJARAT	PATAN	201	687
36	GUJARAT	PORBANDAR	486	1323
37	GUJARAT	RAJKOT	1208	3813
38	GUJARAT	SABARKANTHA	4843	16984
39	GUJARAT	SURAT	343	1034
40	GUJARAT	VADODARA	19841	58440
41	GUJARAT	VALSAD	5	1419
42	HARYANA	GURGAON	163	631
43	JHARKHAND	EAST SINGHBHUM	1	4
44	JHARKHAND	RANCHI	1	4
45	KARNATAKA	BELGAUM	1	4
46	KARNATAKA	DHARWARD	1	4
47	KARNATAKA	MYSORE	1	4260
48	KERALA	ALAPPUZHA	339	985
49	KERALA	ERNAKULAM	4781	14241



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FOR THE FINANCIAL YEAR 2019-20

c. Geographical Area of services Renderd in respect of which public disclosure is made :

Information as at 31/03/2020

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
50	KERALA	IDUKKI	2	2
51	KERALA	KANNUR	6	6
52	KERALA	KASARGOD	1	1
53	KERALA	KOLLAM	1146	3453
54	KERALA	KOTTAYAM	464	1452
55	KERALA	PALAKKAD	4	10
56	KERALA	PATHANAMTHITTA	453	1179
57	KERALA	THIRUVANANTHAPURAM	4	2714
58	KERALA	THRISSUR	795	2223
59	MADHYA PRADESH	BHOPAL	1	753
60	MAHARASHTRA	AHMED NAGAR	2208	9767
61	MAHARASHTRA	AHMEDNAGAR	75	251
62	MAHARASHTRA	AKOLA	23	70
63	MAHARASHTRA	AMRAVATI	5	14
64	MAHARASHTRA	AURANGABAD	2313	7230
65	MAHARASHTRA	BEED	73	241
66	MAHARASHTRA	BULDHANA	1	5
67	MAHARASHTRA	CHANDRAPUR	264	781
68	MAHARASHTRA	DHULE	1742	6083
69	MAHARASHTRA	GONDIA	23	55
70	MAHARASHTRA	HINGOLI	13	52
71	MAHARASHTRA	JALGAON	1948	6091
72	MAHARASHTRA	JALNA	1097	3269
73	MAHARASHTRA	KOLHAPUR	1238	5996
74	MAHARASHTRA	LATUR	69	181
75	MAHARASHTRA	MUMBAI	12238	148557
76	MAHARASHTRA	NAGPUR	100	4197
77	MAHARASHTRA	NANDED	1411	4032
78	MAHARASHTRA	NASHIK	10961	32351
79	MAHARASHTRA	PARBHANI	411	1267
80	MAHARASHTRA	PUNE	11771	365285
81	MAHARASHTRA	RAIGARH(MH)	39	1395
82	MAHARASHTRA	RATNAGIRI	184	488
83	MAHARASHTRA	SANGLI	7	23
84	MAHARASHTRA	SATARA	1	4
85	MAHARASHTRA	SINDHUDURG	192	594
86	MAHARASHTRA	THANE	12879	39921
87	MAHARASHTRA	WARDHA	2	6
88	MAHARASHTRA	WASHIM	8	25
89	MAHARASHTRA	YAVATMAL	1	2
90	PUNJAB	MOHALI	1	1075
91	TAMIL NADU	CHENNAI	8177	29338
92	TAMIL NADU	COIMBATORE	739	4966
93	TAMIL NADU	DHARMAPURI	1	1
94	TAMIL NADU	DINDIGUL	124	319
95	TAMIL NADU	KARUR	40	107
96	TAMIL NADU	MADURAI	927	2681
97	TAMIL NADU	NILGIRIS	1	2
98	TAMIL NADU	SIVAGANGA	58	117



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FOR THE FINANCIAL YEAR 2019-20**

c. Geographical Area of services Renderd in respect of which public disclosure is made :

Information as at 31/03/2020

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
99	TAMIL NADU	THENI	28	72
100	TAMIL NADU	TIRUCHIRAPPALLI	5	8
101	TAMIL NADU	TIRUVALLUR	29	83
102	TAMIL NADU	TIRUVANNAMALAI	81	137
103	TAMIL NADU	VELLORE	190	563
104	TAMIL NADU	VIRUDHUNAGAR	99	307
105	TELANGANA	HYDERABAD	138	3607
106	TELANGANA	KARIM NAGAR	1	4
107	UTTAR PRADESH	BAGPAT	30	112
108	UTTAR PRADESH	BAHRAICH	4	12
109	UTTAR PRADESH	BULANDSHAHR	1	4
110	UTTAR PRADESH	FAIZABAD	5	12
111	UTTAR PRADESH	GHAZIABAD	9694	48227
112	UTTAR PRADESH	GONDA	14	35
113	UTTAR PRADESH	HAPUR	1194	4005
114	UTTAR PRADESH	JAUNPUR	1	1
115	UTTAR PRADESH	LUCKNOW	1	5742
116	UTTAR PRADESH	MEERUT	3744	12280
117	UTTAR PRADESH	SAHARANPUR	414	2713
118	UTTAR PRADESH	VARANASI	4	4
119	UTTARAKHAND	DEHRADUN	385	1047
120	WEST BENGAL	BANKURA	9	21
121	WEST BENGAL	COOCH BEHAR	189	480
122	WEST BENGAL	DARJILING	1523	4159
123	WEST BENGAL	JALPAIGURI	772	2030
124	WEST BENGAL	KOLKATA	8347	20816
125	WEST BENGAL	MALDA	212	577
126	WEST BENGAL	MURSHIDABAD	303	801
127	WEST BENGAL	NADIA	1336	3639
128	WEST BENGAL	NORTH 24 PARGANAS	9172	25132
129	WEST BENGAL	NORTH DINAJPUR	1689	3674
130	WEST BENGAL	SOUTH DINAJPUR	38	78
Total			197341	1118925



**MDINDIA HEALTH INSURANCE TPA PVT. LTD.
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FOR THE FINANCIAL YEAR 2019-20**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

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
MDindia Health Insurance TPA Pvt. Ltd.	5502	122533	99849	77.99%	22524	17.59%	5662

e. Geographical Area of services Rendered in respect of which public disclosure is made :

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	53.49%	39.20%	50.91%	35.07%
2	Within 1-2 Hours	41.70%	55.62%	42.61%	59.51%
3	Within 2-6 Hours	4.82%	5.18%	6.48%	5.42%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		100.00%	100.00%	100.00%	100.00%

*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 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	54162	93.29%	59322	92.24%	0	0.00%	113484	92.74%
Between 1 – 3 Months	3437	5.92%	4364	6.79%	0	0.00%	7801	6.37%
Between 3 to 6 Months	311	0.54%	405	0.63%	0	0.00%	716	0.59%
More than 6 months	147	0.25%	225	0.35%	0	0.00%	372	0.30%
Total	58057	100.00%	64316	100.00%	0	0.00%	122373	100.00%

*Percentage shall be calculated on total of respective column



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FOR THE FINANCIAL YEAR 2019-20**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

8. 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	9
3	Grievances resolved during the year	9
4	Grievances outstanding at the end of the year	0



[Handwritten Signature]
Chief Executive Officer