

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	To DD/MM/YYYY
MEDSAVE HEALTH INSURANCE TPA LIMITED	019	14/05/2020	13/05/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	0	43	0	43
No of lives serviced	0	39036	0	39036

c. Geographical 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	MAHARASHTRA	MUMBAI RO I	6	6563
2	MAHARASHTRA	MUMBAI RO III	2	818
3	MAHARASHTRA	PUNE RO	2	1119
4	DELHI	DELHI I	7	6946
5	DELHI	DELHI II	6	5656
6	UTTARAKHAND	DEHRADUN RO	3	1851
7	DELHI	DELHI CBRO	8	7614
8	CHANDIGARH	CHANDIGARH RO	1	1091
9	TAMIL NADU	CHENNAI RO	1	1947
10	KARNATAKA	BANGALORE RO	5	2377
11	TELANGANA	HYDERBAD RO	2	3054

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
MEDSAVE HEALTH INSURANCE TPA LIMITED	1066	4177	4089	89.62%	610	11.63%	544

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	0.00%	0.00%	80.94%	74.28%
2	Within 1-2 Hours	0.00%	0.00%	15.83%	21.68%
3	Within 2-6 Hours	0.00%	0.00%	3.23%	4.04%
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		0.00%	0.00%	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	0	0.00%	3378	71.89%	0	0.00%	3378	71.89%
Between 1-3 Months	0	0.00%	1019	21.69%	0	0.00%	1019	21.69%
Between 3-6 Months	0	0.00%	266	5.66%	0	0.00%	266	5.66%
More than 6 Months	0	0.00%	36	0.77%	0	0.00%	36	0.77%
Total	0	0.00%	4699	100.00%	0	0.00%	4699	100.00%

*Percentage shall be calculated on total of respective column

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	55
3	Grievances resolved during the year	55
4	Grievances outstanding at the end of the year	0

Chief Executive Officer

delicent

09/07/2020

