



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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd			

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

Description	Individual	Group	Government
No of policies serviced	1,50,874	574	
No of lives serviced	3,97,134	14,94,766	

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	Ahmedabad RO	Ahmedabad RO	10430	36477
2	Ambala RO	Ambala RO	2	5
3	Bangalore RO	Bangalore RO	5455	146083
4	Bhubaneswar RO	Bhubaneswar RO	2581	8776
5	Chandigarh RO	Chandigarh RO	3	3081
6	Chennai RO	Chennai RO	3430	136195
7	Cochin RO	Cochin RO	2797	28604
8	Coimbatore RO	Coimbatore RO	5033	53353
9	Corporate Branch RO	Corporate Branch RO Chennai		1359
10	Corporate Branch RO	Corporate Branch RO Mumbai	40	212367
11	Delhi RO I	Delhi RO I	9914	36476
12	Ghaziabad RO	Ghaziabad RO	72	287
13	Guwahati RO	Guwahati RO	1575	4376
14	Hubli RO	Hubli RO	97	439
15	Hyderabad RO	Hyderabad RO	8348	239928
16	Indore RO	Indore RO	6424	19418
17	Jaipur RO	Jaipur RO	4	11
18	Kolkata RO	Kolkata RO	22630	76405
19	Lucknow RO	Lucknow RO	45	107
20	Madurai RO	Madurai RO	331	1535
21	Mumbai RO I	Mumbai RO I	72	109351
22	Mumbai RO II	Mumbai RO II	4903	387428
23	Mumbai RO III	Mumbai RO III	13339	36887
24	Nagpur RO	Nagpur RO	2195	6010
25	New Delhi RO Corporate	New Delhi RO Corporate Branch	40	119022
26	New Delhi RO II	New Delhi RO II	33530	97811
27	Patna RO	Patna RO	4329	57731
28	Pune RO	Pune RO	3141	21115
29	Raipur RO	Raipur RO	700	7000
30	Vadodara RO	Vadodara RO	5990	14730
31	Visakhapatnam RO	Visakhapatnam RO	3998	29533



**Medi Assist Insurance TPA Private Limited**

(Formerly known as Medi Assist India TPA Private Limited)

CIN - U85199KA1999PTC025676

Regd Off : Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029

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

Web : www.mediassist.in

ISO CERTIFIED BY:

Intertek





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
Medi Assist Insurance TPA Pvt Ltd	15,091	1,78,946	1,56,501	92%	22,529	12%	15,007

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	69.3%	63.8%	73.4%	63.6%
2	Within 1-2 Hours	18.1%	22.3%	20.7%	27.8%
3	Within 2-6 Hours	11.2%	12.9%	5.3%	8.2%
4	Within 6-12 Hours	0.9%	0.6%	0.3%	0.2%
5	Within 12-24 Hours	0.2%	0.1%	0.1%	0.1%
6	>24 Hours	0.3%	0.2%	0.1%	0.0%
Total					

\*percentage to be calculated on total of respective column. # TAT inclusive of time taken for investigation

\*\*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 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	56,682	97.5%	1,18,231	98.0%	155	62.2%	1,75,068	97.8%
Between 1-3 Months	1,276	2.2%	2,083	1.7%	94	37.8%	3,453	1.9%
Between 3-6 Months	147	0.3%	205	0.2%	0	0.0%	352	0.2%
More than 6 Months	25	0.0%	132	0.1%	0	0.0%	157	0.1%
Total	58,130		1,20,651		249		1,79,030	

\*Percentage shall be calculated on total of respective column # TAT inclusive of time taken for investigation

g. Data of Grievances received against the TPA

Sl. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	1
2	Grievances received during the year	521
3	Grievances resolved during the year	522
4	Grievances outstanding at the end of the year	0



**Medi Assist Insurance TPA Private Limited**

(Formerly known as Medi Assist India TPA Private Limited)

CIN - U85199KA1999PTC025676

Regd Off : Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029

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

Web : www.mediassist.in

ISO CERTIFIED BY:

Intertek

