

**MDIndia Health Insurance TPA Pvt. Ltd.  
THE ORIENTAL INSURANCE COMPANY LIMITED  
FOR THE FINANCIAL YEAR 2020-21**

Information as at 31/03/2020

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

b.

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

| Description             | Individual | Group  | Government | Total   |
|-------------------------|------------|--------|------------|---------|
| No of policies serviced | 468081     | 261    | 0          | 468342  |
| No of lives serviced    | 1101396    | 714577 | 0          | 1815973 |

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MDindia Health Insurance TPA Pvt. Ltd.  
 FOR THE FINANCIAL YEAR 2020-21

Disclosures on quantitative and qualitative Parameters of Health services rendered

Geographical Area of services Rendered 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       | Haryana         | Hisar            | 1                        | 3                     |
| 2       | Haryana         | Kurukshetra      | 115                      | 370                   |
| 3       | Haryana         | Panipat          | 2                        | 3                     |
| 4       | Haryana         | Rohatak          | 5                        | 12                    |
| 5       | Haryana         | Sonapat          | 9                        | 12                    |
| 6       | Haryana         | Jind             | 1                        | 2                     |
| 7       | Haryana         | Kathal           | 1                        | 1                     |
| 8       | Haryana         | Shimla           | 1                        | 2                     |
| 9       | Jammu & Kashmir | Jammu            | 4                        | 7                     |
| 10      | Tamil Nadu      | Kanyakumari      | 1                        | 5                     |
| 11      | Tamil Nadu      | Namakkal         | 27                       | 63                    |
| 12      | Tamil Nadu      | Pudukkottai      | 234                      | 433                   |
| 13      | Tamil Nadu      | Thanjavur        | 5                        | 49                    |
| 14      | Tamil Nadu      | Toothukudi       | 1                        | 4                     |
| 15      | Tamil Nadu      | Erode            | 2                        | 3                     |
| 16      | Uttar Pradesh   | Bijnor           | 3                        | 1134                  |
| 17      | Andhra Pradesh  | Guntur           | 12                       | 35                    |
| 18      | Bihar           | Araria           | 1                        | 3                     |
| 19      | Bihar           | Aurangabad       | 7                        | 14                    |
| 20      | Bihar           | Gaya             | 137                      | 396                   |
| 21      | Bihar           | Munger           | 60                       | 169                   |
| 22      | Bihar           | Muzaffarpur      | 2654                     | 6684                  |
| 23      | Bihar           | Patna            | 83                       | 213                   |
| 24      | Bihar           | Vaishali         | 3                        | 2825                  |
| 25      | Chandigarh      | Chandigarh       | 327                      | 450                   |
| 26      | Chattisgarh     | Raipur           | 1                        | 1                     |
| 27      | Chattisgarh     | Korba            | 12                       | 12                    |
| 28      | Chattisgarh     | Bilaspur         | 1                        | 4                     |
| 29      | Chattisgarh     | Dhamtari         | 8                        | 10                    |
| 30      | Chattisgarh     | Durg             | 1                        | 1                     |
| 31      | Chattisgarh     | Gariaband        | 3                        | 73                    |
| 32      | Chattisgarh     | Raigarh          | 14652                    | 67317                 |
| 33      | Delhi           | Central Delhi    | 2297                     | 7635                  |
| 34      | Delhi           | North Delhi      | 650                      | 1813                  |
| 35      | Delhi           | South Delhi      | 1                        | 4                     |
| 36      | Delhi           | South West Delhi | 8131                     | 23866                 |
| 37      | Delhi           | West Delhi       | 8691                     | 18030                 |
| 38      | Goa             | South Goa        | 52555                    | 139097                |
| 39      | Gujarat         | Ahmedabad        | 2                        | 2361                  |
| 40      | Gujarat         | Bharuch          | 755                      | 1454                  |
| 41      | Gujarat         | Bhavnagar        | 685                      | 2073                  |
| 42      | Gujarat         | Gandhi Nagar     | 2688                     | 6008                  |
| 43      | Gujarat         | Jamnagar         | 7867                     | 17934                 |
| 44      | Gujarat         | Junagadh         | 2                        | 350                   |
| 45      | Gujarat         | Kheda            | 10051                    | 28267                 |
| 46      | Gujarat         | Mahesana         | 2                        | 3168                  |
| 47      | Gujarat         | Navsari          | 25491                    | 59333                 |
| 48      | Gujarat         | Rajkot           | 8320                     | 23144                 |
| 49      | Gujarat         | Sabarkantha      | 68                       | 203                   |
| 50      | Gujarat         | Surat            | 1823                     | 7054                  |
| 51      | Gujarat         | Vadodra          | 5                        | 4521                  |
| 52      | Gujarat         | Valsad           | 572                      | 1960                  |
| 53      | Haryana         | Gurgaon          | 132                      | 299                   |
| 54      | Jharkhand       | Dhanbad          | 30                       | 59                    |
| 55      | Jharkhand       | East Singhbhum   | 28                       | 44                    |
| 56      | Jharkhand       | Hazaribagh       |                          |                       |



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|    |                |                |       |        |
|----|----------------|----------------|-------|--------|
| 57 | Jharkhand      | Koderna        | 1     | 452080 |
| 58 | Jharkhand      | Lohardaga      | 26    | 3239   |
| 59 | Jharkhand      | Palamu         | 1283  | 14877  |
| 60 | Jharkhand      | Ranchi         | 1     | 9069   |
| 61 | Karnataka      | Bangalore      | 0     | 10976  |
| 62 | Karnataka      | Mysore         | 12567 | 1700   |
| 63 | Kerala         | Ernakulam      | 3     | 16651  |
| 64 | Kerala         | Idukki         | 2     | 1436   |
| 65 | Kerala         | Kannur         | 4570  | 309    |
| 66 | Kerala         | Kollam         | 630   | 47166  |
| 67 | Kerala         | Kottayam       | 3     | 13     |
| 68 | Kerala         | Kozhikode      | 16    | 7      |
| 69 | Kerala         | Palakkad       | 364   | 10     |
| 70 | Kerala         | Pathanamthitta | 2     | 93     |
| 71 | Kerala         | Malappuram     | 796   | 9      |
| 72 | Kerala         | Trichur        | 34    | 32     |
| 73 | Kerala         | Trivandrum     | 865   | 86     |
| 74 | Kerala         | Alleppey       | 3     | 12     |
| 75 | Kerala         | Wayanad        | 675   | 86     |
| 76 | Madhya Pradesh | Bhopal         | 6     | 4381   |
| 77 | Madhya Pradesh | Burhanpur      | 38    | 86     |
| 78 | Madhya Pradesh | Chhindwara     | 2231  | 10     |
| 79 | Madhya Pradesh | Indore         | 19    | 9      |
| 80 | Madhya Pradesh | Jabalpur       | 4     | 32     |
| 81 | Madhya Pradesh | Morena         | 60    | 93     |
| 82 | Madhya Pradesh | Neemuch        | 3     | 10     |
| 83 | Madhya Pradesh | Sagar          | 4     | 7      |
| 84 | Madhya Pradesh | Satna          | 6     | 13     |
| 85 | Madhya Pradesh | Ujjain         | 21063 | 47166  |
| 86 | Maharashtra    | Ahmed Nagar    | 128   | 309    |
| 87 | Maharashtra    | Akola          | 701   | 1436   |
| 88 | Maharashtra    | Amravati       | 6138  | 16651  |
| 89 | Maharashtra    | Aurangabad     | 783   | 1700   |
| 90 | Maharashtra    | Chandrapur     | 4585  | 10976  |
| 91 | Maharashtra    | Dhule          | 3508  | 9069   |
| 92 | Maharashtra    | Jalgaon        | 7185  | 14877  |
| 93 | Maharashtra    | Kolhapur       | 1646  | 3239   |
| 94 | Maharashtra    | Latur          | 89266 | 452080 |
| 95 | Maharashtra    | Mumbai         |       |        |

MDIndia Health Insurance TPA Pvt. Ltd.  
 FOR THE FINANCIAL YEAR 2020-21  
 Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
 Information as at 31/03/2020

|         |        |                   |               |       |
|---------|--------|-------------------|---------------|-------|
| 8293    | 3826   | Nagpur            | Maharashtra   | 96    |
| 21279   | 6724   | Nanded            | Maharashtra   | 97    |
| 57413   | 24487  | Nashik            | Maharashtra   | 98    |
| 393178  | 33282  | Pune              | Maharashtra   | 99    |
| 3132    | 371    | Raigarh(Mh)       | Maharashtra   | 100   |
| 17777   | 7863   | Sangli            | Maharashtra   | 101   |
| 5588    | 2743   | Satara            | Maharashtra   | 102   |
| 1343    | 708    | Sindhudurg        | Maharashtra   | 103   |
| 63166   | 19806  | Thane             | Maharashtra   | 104   |
| 844     | 4      | Mohali            | Maharashtra   | 105   |
| 16617   | 3390   | Punjab            | Maharashtra   | 106   |
| 29429   | 3054   | Chennai           | Tamil Nadu    | 107   |
| 206     | 19     | Coimbatore        | Tamil Nadu    | 108   |
| 23      | 13     | Cuddalore         | Tamil Nadu    | 109   |
| 3       | 1      | Kanchipuram       | Tamil Nadu    | 110   |
| 1226    | 500    | Krishnagiri       | Tamil Nadu    | 111   |
| 6       | 2      | Madurai           | Tamil Nadu    | 112   |
| 68      | 25     | Tenkasi           | Tamil Nadu    | 113   |
| 12      | 6      | Theni             | Tamil Nadu    | 114   |
| 9       | 4      | Tiruchirappalli   | Tamil Nadu    | 115   |
| 221     | 86     | Tiruvallur        | Tamil Nadu    | 116   |
| 934     | 353    | Vellore           | Tamil Nadu    | 117   |
| 4987    | 15     | Virudhunagar      | Tamil Nadu    | 118   |
| 4       | 1      | Hyderabad         | Telangana     | 119   |
| 6       | 3      | Karim Nagar       | Telangana     | 120   |
| 614     | 604    | Muzaffarnagar     | Uttar Pradesh | 121   |
| 5       | 2      | Bareilly          | Uttar Pradesh | 122   |
| 135     | 49     | Basti             | Uttar Pradesh | 123   |
| 109     | 109    | Faizabad          | Uttar Pradesh | 124   |
| 53973   | 12989  | Fatehpur          | Uttar Pradesh | 125   |
| 1       | 1      | Ghazabad          | Uttar Pradesh | 126   |
| 5       | 5      | Hardoi            | Uttar Pradesh | 127   |
| 1       | 1      | Jalaun            | Uttar Pradesh | 128   |
| 2853    | 14     | Kanpur            | Uttar Pradesh | 129   |
| 5913    | 662    | Kanpur Dehat      | Uttar Pradesh | 130   |
| 10935   | 4012   | Lucknow           | Uttar Pradesh | 131   |
| 21      | 18     | Meerut            | Uttar Pradesh | 132   |
| 3535    | 821    | Prayagraj         | Uttar Pradesh | 133   |
| 24      | 6      | Saharanpur        | Uttar Pradesh | 134   |
| 2       | 2      | Shahjahanpur      | Uttar Pradesh | 135   |
| 518     | 483    | Unnao             | Uttar Pradesh | 136   |
| 1       | 1      | Varanasi          | Uttar Pradesh | 137   |
| 1258    | 600    | Udhm Singh Nagar  | Uttarakhand   | 138   |
| 11      | 5      | Dehradun          | Uttarakhand   | 139   |
| 30      | 16     | Burdwan           | West Bengal   | 140   |
| 6377    | 2378   | Bardhaman         | West Bengal   | 141   |
| 25      | 14     | Darjiling         | West Bengal   | 142   |
| 30049   | 16916  | Howrah            | West Bengal   | 143   |
| 4922    | 2088   | Kolkata           | West Bengal   | 144   |
| 29829   | 10821  | Malda             | West Bengal   | 145   |
| 6       | 1      | North 24 Parganas | West Bengal   | 146   |
| 1815973 | 468342 | Purba Medinipur   | West Bengal   | Total |

5741781

Chief Executive Officer  
 5741781



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**MDIndia Health Insurance TPA Pvt. Ltd.  
The Oriental Insurance Co. Ltd.  
For the Financial Year 2020-21**

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

e.

| 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. | 5662   | 108052                                 | 83859                              | 73.75%              | 17687                                    | 15.59%               | 12168  |

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     | 48.21%                     | 31.32%               | 46.58%                | 35.52%               |
| 2            | Within 1-2 Hours   | 47.85%                     | 63.22%               | 51.33%                | 59.15%               |
| 3            | Within 2-6 Hours   | 3.94%                      | 5.45%                | 2.10%                 | 5.32%                |
| 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%                |
| <b>Total</b> |                    | <b>100.00%</b>             | <b>100.00%</b>       | <b>100.00%</b>        | <b>100.00%</b>       |

\*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

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**MDIndia Health Insurance TPA Pvt. Ltd.**  
**The Oriental Insurance Co. Ltd.**  
**For the Financial Year 2020-21**

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

4. 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  | 55210         | 91.05%         | 31779         | 92.30%         | 0             | 0.00%          | 92989         | 91.57%         |
| Between 1 – 3 Months  | 4901          | 7.10%          | 2535          | 6.19%          | 0             | 0.00%          | 6836          | 6.73%          |
| Between 3 to 6 Months   | 1105          | 1.82%          | 608           | 1.49%          | 0             | 0.00%          | 1713          | 1.69%          |
| More than 6 months  | 0             | 0.00%          | 8             | 0.02%          | 0             | 0.00%          | 8             | 0.01%          |
| <b>Total</b>  | <b>60616</b>  | <b>100.00%</b> | <b>40930</b>  | <b>100.00%</b> | <b>0</b>      | <b>0.00%</b>   | <b>101546</b> | <b>100.00%</b> |

\* Percentage shall be calculated on total of respective column

5. 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             | 45                |
| 3       | Grievances resolved during the year             | 45                |
| 4       | Grievances outstanding at the end of the year   | 0                 |

Mr. Suresh Karandikar

Chief Executive Officer

Note :- There are 8 claims belongs to OIC Punjab Government Employees and Pensioners Health Insurance Scheme (PGEPHIS) having settlement TAT above 6 months



C N P

**अंजन डे / ANJAN DEY**  
 अध्यक्ष एवं प्रबंध निदेशक  
 Chairman cum Managing Director  
 दि ओरिएण्टल इन्शुरन्स  
 The Oriental Insurance  
 प्रमुख कार्यालय  
 Head Office  
 ए-25/27, आसफ अली रोड, नए देहली-110002