

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2021

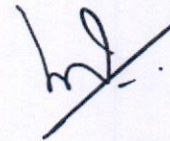
a.	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	MEDI ASSIST INSURANCE TPA PRIVATE LIMITED		01-Mar-21	28-Feb-23

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

Description	Individual	Group	Government
No of policies serviced	4,23,758	791	0
No of lives serviced	8,64,873	19,34,199	0

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	OIC Ahmedabad RO		22077	69024
2	OIC Ambala RO		16	54
3	OIC Bangalore RO		5713	191886
4	OIC Bhubaneswar RO		2953	9092
5	OIC Chandigarh RO		7	4321
6	OIC Chennai RO		45046	290902
7	OIC Cochin RO		39297	94538
8	OIC Coimbatore RO		21245	112124
9	OIC Corporate Branch Mumbai		1	16333
10	OIC Delhi RO I		14715	87976
11	OIC Ghaziabad RO		10	36
12	OIC Guwahati RO		1336	3197
13	OIC Hubli RO		228	568
14	OIC Hyderabad RO		32348	342145
15	OIC Indore RO		6268	16843
16	OIC Jaipur RO		1385	1443
17	OIC Kolkata RO		38547	98410
18	OIC Lucknow RO		834	1080
19	OIC Madurai RO		135	371
20	OIC Mumbai RO I		22148	213082
21	OIC Mumbai RO II		21884	690003
22	OIC Mumbai RO III		13437	38333



Medi Assist Insurance TPA Private Limited

CIN - U85199KA1999PTC025676

Registered Office : Tower "D", 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru – 560 029

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23	OIC Nagpur RO		2318	6246
24	OIC New Delhi RO Corporate Branch		18185	164425
25	OIC NewDelhi RO II		31062	83223
26	OIC Patna RO		4231	76806
27	OIC Pune RO		27369	66244
28	OIC Raipur RO		4732	13261
29	OIC Vadodara RO		7407	20186
30	OIC Visakhapatnam RO		39615	86920

**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 P LTD	15007	181545	159662	81%	18035	9%	18855

**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	93%	79%	87%	70%
2	Within 1-2 Hours	6%	17%	11%	22%
3	Within 2-6 Hours	1%	3%	3%	7%
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		100%	100%	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

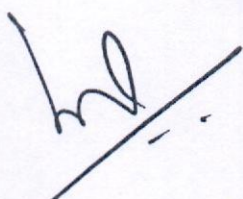
**Turn Around Time (TAT) in respect of payment/ repudiation of claims:**

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	50590	93%	116927	95%		0%	167517	94%
Between 1-3 Months	2834	5%	5396	4%		0%	8230	5%
Between 3-6 Months	506	1%	633	1%		0%	1139	1%
More than 6 Months	181	0%	434	0%	196	100%	811	0%
	54111	100%	123390	100%	196	100%	177697	100%

\*Percentage shall be calculated on total of respective column

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	869
3	Grievances resolved during the year	869
4	Grievances outstanding at the end of the year	0

FOR MEDI ASSIST INSURANCE TPA PRIVATE LIMITED




SATISH V N GIDUGU  
DIRECTOR  
DIN: 06643677



अंजन डे/ANJAN DEY  
अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director  
दि ओरिएण्टल इश्योरेंस कम्पनी लि.  
The Oriental Insurance Co. Ltd.  
प्रधान कार्यालय : ओरिएण्टल हाऊस  
Head Office : Oriental House  
ए-25/27, आसफ अली रोड, नई दिल्ली-110002  
A-25/27, Asaf Ali Road, New Delhi-110002