

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME MDIndia Health Insurance TPA Pvt Ltd
Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	135697	410	2
No. of Lives Covered	314614	3872118	48070459

c Geographical Area in which services are rendered by the TPA (As per Annexure A)

d Data of number of claims processed:

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	96831	NA
ii Number of claims received during the year	1244614	NA
iii Number of claims paid during the year: (Number & Percentage)	1077368	80.31%
iv Number of Claims repudiated during the year: (Number & Percentage)	56585	4.22%
v Number of claims outstanding at the end of the year:	208091	NA

e Turn Around Time *

TAT for cashless claims (in respect of number of claims):

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	53.22%	37.21%	52.24%	34.38%
2 Within 1-2 hours	42.29%	58.73%	44.21%	62.15%
3 Within 2-6 hours	4.49%	4.06%	3.55%	3.47%
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 the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals
#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f TAT in case 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	1397331307	91.35%	3571449476	92.96%	11316272626	93.03%	16285053409	92.87%
Between 1-3 months	110746346	7.24%	163665822	4.26%	755391304	6.21%	1029803472	5.87%
Between 3-6 months	21568004	1.41%	66465228	1.73%	58387734	0.48%	146420966	0.83%
More than 6 months	0	0.00%	40340167	1.05%	34059511	0.28%	74399678	0.42%
Total	1529645656	100.00%	3841920693	100.00%	12164111174	100.00%	17535677524	100.00%

*Percentage to be calculated on total of the respective column

g Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2019	5
2 Grievances received during 2019-20	62
3 Grievances resolved during 2019-20	67
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 20/09/2021

Signature of CEO
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2020-2021

Annexure A

TPA Name : MDIndia Health Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	CHATTISGARH	DURG	35	MAHARASHTRA	PUNE
2	CHATTISGARH	RAIPUR	36	MAHARASHTRA	RAIGAD
3	DELHI	CENTRAL DELHI	37	MAHARASHTRA	SANGLI
4	DELHI	WEST DELHI	38	MAHARASHTRA	SATARA
5	GUJARAT	AHMEDABAD	39	MAHARASHTRA	SOLAPUR
6	GUJARAT	GANDHI NAGAR	40	MAHARASHTRA	THANE
7	GUJARAT	SURAT	41	PUNJAB	JALANDHAR
8	GUJARAT	VALSAD	42	PUNJAB	LUDHIANA
9	KARNATAKA	BANGALORE	43	TAMIL NADU	CHENNAI
10	KERALA	ALAPPUZHA	44	TAMIL NADU	COIMBATORE
11	KERALA	ERNAKULAM	45	TAMIL NADU	CUDDALORE
12	KERALA	KOLLAM	46	TAMIL NADU	DINDIGUL
13	KERALA	PATHANAMTHITTA	47	TAMIL NADU	KANCHEEPURAM
14	KERALA	THIRUVANANTHAPURAM	48	TAMIL NADU	KARUR
15	KERALA	THRISSUR	49	TAMIL NADU	KRISHNAGIRI
16	MADHYA PRADESH	BHOPAL	50	TAMIL NADU	NAMAKKAL
17	MADHYA PRADESH	INDORE	51	TAMIL NADU	NILGIRIS
18	MAHARASHTRA	AHMED NAGAR	52	TAMIL NADU	PONDICHERRY
19	MAHARASHTRA	AMRAVATI	53	TAMIL NADU	SALEM
20	MAHARASHTRA	AURANGABAD	54	TAMIL NADU	SIVAGANGAI
21	MAHARASHTRA	BEED	55	TAMIL NADU	THENI
22	MAHARASHTRA	DHULE	56	TAMIL NADU	TIRUCHIRAPALLI
23	MAHARASHTRA	GADCHIROLI	57	TAMIL NADU	TIRUVALLUR
24	MAHARASHTRA	HINGOLI	58	TAMIL NADU	VELLORE
25	MAHARASHTRA	JALGAON	59	TAMIL NADU	VIRUDHUNAGAR
26	MAHARASHTRA	JALNA	60	TELANGANA	HYDERABAD
27	MAHARASHTRA	KOLHAPUR	61	TELANGANA	KARIM NAGAR
28	MAHARASHTRA	LATUR	62	UTTAR PRADESH	GAUTAM BUDDHA NAGAR
29	MAHARASHTRA	MUMBAI	63	UTTARAKHAND	DEHRADUN
30	MAHARASHTRA	NAGPUR	64	WEST BENGAL	BANKURA
31	MAHARASHTRA	NANDED	65	WEST BENGAL	DARJILING
32	MAHARASHTRA	NASHIK	66	WEST BENGAL	JALPAIGURI
33	MAHARASHTRA	OSMANABAD	67	WEST BENGAL	KOLKATA
34	MAHARASHTRA	PARBHANI			