

# TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME Med Save Health Care.  
Validity of agreement From 01/04/2021 To 31/03/2024

## b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	58306	6462	0
No. of Lives Covered	135252	114234	0

## 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:	7232	NA
ii Number of claims received during the year	40132	NA
iii Number of claims paid during the year: (Number & Percentage)	40015	84.48%
iv Number of Claims repudiated during the year: (Number & Percentage)	4839	10.22%
v Number of claims outstanding at the end of the year:	2510	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	78.47%	57.49%	77.55%	63.39%
2 Within 1-2 hours	16.88%	33.49%	17.16%	29.38%
3 Within 2-6 hours	4.65%	9.02%	3.29%	7.09%
4 Within 6-12 hours	0.00%	0.00%	2.00%	0.14%
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	920142929	92.39%	751367795	90.49%	0	0.00%	1671510724	91.53%
Between 1-3 months	57664548	5.79%	44671884	5.38%	0	0.00%	102336432	5.60%
Between 3-6 months	14640222	1.47%	19097645	2.30%	0	0.00%	33737867	1.85%
More than 6 months	3485767	0.35%	15195083	1.83%	0	0.00%	18680850	1.02%
Total	995933466	100.00%	830332407.4	100.00%	0	0.00%	1826265873	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	0
2 Grievances received during 2019-20	311
3 Grievances resolved during 2019-20	311
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 : Medsave Health Insurance TPA Ltd****Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	ALL DIST
2	TELANGANA	HYDERABAD
3	CHANDIGARH	CHANDIGARH
4	CHHATISHGARH	RAIPUR
5	DELHI	DELHI
6	GUJRAT	AHMEDABAD
7	GUJRAT	VADODARA
8	KARNATAKA	BANGALORE
9	KARNATAKA	HUBLI
10	MADHYA PRADESH	BHOPAL
11	MAHARASTRA	PUNE
12	PONDICHERRY	PONDICHERRY
13	PUNJAB	LUDHIANA
14	TAMIL NADU	CHENNAI