

Date: 18th May 2024

To,

Reliance General Insurance Company Limited
Reliance Centre, South Wing, 4th Floor,
Off Western Express Highway, Santacruz (East)
Mumbai - 400055

Dear Sir/Madam,

Subject: Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

With reference to your mail dated 15th April 2024, we are submitting herewith below mentioned formats of Public Disclosures on qualitative and quantitative Parameters of Health services rendered to policyholders.

Enclosures:

- a. TPA License Details
- b. Number of policies and lives serviced in respect of which public disclosure is made
- c. Geographical Area of services Rendered in respect of which public disclosure is made
- d. Data of number of claims processed
- e. Turn Around Time (TAT) for cashless claims (in respect of number of claims)
- f. Turn Around Time (TAT) in respect of payment/ repudiation of claims
- g. Data of grievances received against the TPA

Kindly acknowledge receipt of the same.

Thanking You.

Yours Faithfully,

For MDIndia Health Insurance TPA Pvt. Ltd.


R. Soundarajan

Chief Executive Officer



CIN : U72900PN2000PTC015558

IRDAI Registration No. : 005



MDIndia Health Insurance TPA Private Limited
(Formerly Known as MDIndia Healthcare Services (TPA) Pvt. Ltd.)

General & Claim Enquiry Helpline
Fax No. : 1860 - 233 - 4449
Toll Free : 1800 - 209 - 7777
Email : customercare@mdindia.com

Head Office :
Sr. No. - 46/1, E-space, A2 Bldg., 3rd floor,
Pune - Nagar Road, Vadgaon Sheri,
Pune - 411 014, Maharashtra, India
Website : www.mdindiaonline.com

Cashless Enquiry Helpline
Fax No. : 1860 - 233 - 4449
Toll Free : 1800 - 209 - 7800
Email : authorisation@mdindia.com

MDIndia Health Insurance TPA Pvt. Ltd.
Reliance General Insurance Company Limited
For the financial year 2023-24

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2024

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia Health Insurance TPA Pvt. Ltd.	005	21/03/2023	20/03/2026


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

Description	Individual	Group	Government	Total
No of policies serviced	-	1	-	1
No of lives serviced	-	9,705	-	9,705

c. Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
Nil	Andhra Pradesh	Cuddapah	1	9,705

For MDIndia Health Insurance TPA Pvt. Ltd.


R. Soundarajan
Chief Executive Officer





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
MDIndia	0	2,570	2,256	87.78%	159	6.19%	155

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

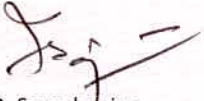
Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	95.70%	93.42%
2	Within 1-2 Hours	-	-	4.30%	6.58%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	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

For MDIndia Health Insurance TPA Pvt. Ltd.


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Chief Executive Officer





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

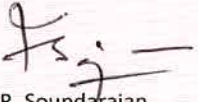
Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	-	1,229	95.49%	0	0.00%	1,229	95.49%
Between 1-3 Months	0	-	57	4.43%	0	0.00%	57	4.43%
Between 3-6 Months	0	-	1	0.08%	0	0.00%	1	0.08%
More than 6 Months	0	-	0	0.00%	0	0.00%	0	0%
Total	0	-	1,287	100%	0	0%	1,287	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

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

For MDIndia Health Insurance TPA Pvt. Ltd.


R. Soundarajan
Chief Executive Officer



