

FORM NO.NL – 48

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

Name of the Insurance Company:

Reliance General Insurance Co.Ltd

**a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		30-Sep-22	29-Sep-25

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

Description	Individual	Group	Government
No of policies serviced	3	115	-
No of lives serviced	9	2,87,571	-

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Pan India		118	2,87,580
2				
3				
4				
5				

**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
MEDI ASSIST INSURANCE TPA P LTD	1584	33881	29776	84%	2236	6%	3453

**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			93.8%	86.8%	
2	Within 1-2 Hours			4.7%	9.7%	
3	Within 2-6 Hours			1.2%	3.1%	
4	Within 6-12 Hours			0.2%	0.4%	
5	Within 12-24 Hours			0.1%	0.2%	
6	>24 Hours					
Total			0.0%	0.0%	100.0%	100.0%

\*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

**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			29328	92%			29328	92%
Between 1-3 Months			2067	6%			2067	6%
Between 3-6 Months			418	1%			418	1%
More than 6 Months			199	1%			199	1%
	0		32012	100%	0		32012	100%

\*Percentage shall be calculated on total of respective column

**Processing TAT (TAT Recv-App/DRW/Denied):**

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			31423	98%			31423	98%
Between 1-3 Months			568	2%			568	2%
Between 3-6 Months			19	0%			19	0%
More than 6 Months			2	0%			2	0%
	0		32012	100%	0		32012	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	0
2	Grievances received during the year	7
3	Grievances resolved during the year	7
4	Grievances outstanding at the end of the year	0

*M. Madhav*  
CAO  
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**Medi Assist Insurance TPA Private Limited**

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