



**Public Disclosures on quantitative and qualitative Parameters
of Health services rendered.**

Name of Insurance Company: **The New India Assurance Company Ltd.**

Information as at 31/03/2020

a.

NAME OF TPA	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDSAVE TPA	01.11.2019	31.10.2022

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

Description	Individual	Group	Government	Total
No of policies serviced	17121	188	0	17309
No of lives serviced	48831	116254	0	165085

**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	DELHI	DELHI	25	28772
2	ANDHRA PRADESH	HYDERABAD	1	396
3	CHANDIGARH	CHANDIGARH	1430	15593
4	GUJARAT	AHMEDABAD	100	13000
5	KARNATKA	BANGALORE	6	6816
6	MADHYA PRADESH	BHOPAL	223	6070
7	MAHARASHTRA	MUMBAI	969	13308
8	MAHARASHTRA	PUNE	14553	80375





9	RAJSTHAN	JAIPUR	1	250
10	TAMILNADU	CHENNAI	1	505
		Total	17309	165085

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
MEDSAVE HEALTH INSURANCE TPA LTD.	1078	11932	10557	81.15%	1549	11.91%	904

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

Sl. 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	36.06%	34.98%	53.49%	41.01%
2	Within 1-2 Hours	34.08%	33.44%	29.54%	34.29%
3	Within 2-6 Hours	27.04%	31.27%	13.02%	24.21%
4	Within 6-12 Hours	1.13%	0.00%	0.37%	0.09%
5	Within 12-24 Hours	1.69%	0.31%	1.50%	0.26%
6	>24 Hours	0.00%	0.00%	2.10%	0.14%
	Total	100.00%	100.00%	100.00%	100.00%





- * 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	456	97.64%	10600	91.07%	NA	NA	11056	91.33%
Between 1 – 3 Months	11	2.36%	964	8.28%	NA	NA	975	8.05%
Between 3 to 6 Months	0	0.00%	53	0.46%	NA	NA	53	0.44%
More than 6 months	0	0.00%	22	0.19%	NA	NA	22	0.18%
Total	467	100.00%	11639	100.00%	NA	NA	12106	100.00%

* Percentage shall be calculated on total.





g. Data of Grievances received against the TPA.

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	33
3	Grievances resolved during the year	33
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Date :16 June, 2021



Signature of CEO/ Whole Time Director

Name of the Insurer: The New India Assurance Company Ltd.

डॉ. बल्ला स्वामी
DR. BALLA SWAMY
निदेशक और महा प्रबंधक
Director & General Manager

