

Public Disclosures on quantative and qualitative Parameters of Health services rendered

Information as at 31/03/2023

Name of the Insurance Company: National 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.		18-Jun-2022	17-Jun-2024

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

Description	Individual	Group	Government
No of policies serviced	94,798	558	1
No of lives serviced	2,27,347	30,79,960	74,21,299

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

0	Name of State	Name of District	No. of policies serviced	No. of lives serviced
Group & Retail				
1	GUJARAT	NIC Ahmedabad RO	7,011	16,040
2	KARNATAKA	NIC Bengaluru RO	14,860	18,43,467
3	ODISHA	NIC Bhubaneswar RO	3,107	76,506
4	TAMIL NADU	NIC Chennai RO	25	1,23,194
5	TAMIL NADU	NIC Coimbatore RO	5,990	36,678
6	UTTARAKHAND	NIC Dehradun RO	3	6,565
7	DELHI	NIC Delhi RO II	5	71,476
8	KARNATAKA	NIC Hubli RO	4,087	19,640
9	TELANGANA	NIC Hyderabad RO	43	76,401
10	MADHYA PRADESH	NIC Indore RO	1	2
11	KERALA	NIC Kochi RO	23	5,074
12	WEST BENGAL	NIC Kolkata RO I	9	1,08,102
13	WEST BENGAL	NIC Kolkata RO II	19,144	79,537
14	UTTAR PRADESH	NIC Lucknow RO	1	3
15	PUNJAB	NIC Ludhiana RO	1	359
16	TAMIL NADU	NIC Madurai RO	3,420	27,328
17	MAHARASHTRA	NIC Mumbai RO B	2	1,491
18	MAHARASHTRA	NIC Mumbai RO I	70	3,36,197
19	MAHARASHTRA	NIC Mumbai RO II	-	50
20	DELHI	NIC New Delhi RO I	12	1,66,092
21	DELHI	NIC New Delhi RO IV	33	1,92,495
22	MAHARASHTRA	NIC Pune RO	37,504	1,14,245

23	JHARKHAND	NIC Ranchi RO	4	5,455
24	ANDHRA PRADESH	NIC Vishakapatnam RO	1	910
Government Business				
1	JHARKHAND	DUMKA	1	11,78,565
2		GIRIDIH		22,13,570
3		GUMLA		8,72,354
4		JAMTARA		7,48,435
5		PAKUR		8,19,768
6		SAHEBGANJ		10,02,665
7		SIMDEGA		5,85,942

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	62,140	4,36,199	4,10,419	82%	43,494	9%	44,426

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	88.8%	75.9%	92.2%	77.3%
2	Within 1-2 Hours	9.3%	19.7%	6.3%	17.8%
3	Within 2-6 Hours	1.7%	4.1%	1.3%	4.6%
4	Within 6-12 Hours	0.0%	0.2%	0.1%	0.3%
5	Within 12-24 Hours	0.1%	0.1%	0.0%	0.0%
6	>24 Hours	0.0%	0.0%	0.0%	0.0%
Total		100.0%	100.0%	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 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	25,250	93%	3,01,882	94%	47,643	46%	3,74,775	83%
Between 1-3 Months	1,540	6%	17,567	5%	30,133	29%	49,240	11%
Between 3-6 Months	245	1%	2,699	1%	17,467	17%	20,411	4%
More than 6 Months	52	0%	707	0%	8,728	8%	9,487	2%
	27,087	100%	3,22,855	100%	1,03,971	100%	4,53,913	100%

*Percentage shall be calculated on total of respective column

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

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	26,678	98%	3,16,793	98%	94,779	91%	4,38,250	97%
Between 1-3 Months	318	1%	5,615	2%	2,132	2%	8,065	2%
Between 3-6 Months	70	0%	403	0%	1,024	1%	1,497	0%
More than 6 Months	21	0%	44	0%	6,036	6%	6,101	1%
	27,087	100%	3,22,855	100%	1,03,971	100%	4,53,913	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	591
3	Grievances resolved during the year	591
4	Grievances outstanding at the end of the year	0



National Insurance Company LTD.

