

TPA Name:- Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)  
Period:- FY 2022-23

**Public Disclosures on quantative and qualitative Parameters of Health services rendered**

Information as at 31/03/2023

For Insurer - National Insurance Co. Ltd.

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)	NA	18/06/2022	17-06-2024

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

Description	Individual	Group	Government
No. of policies serviced	-	-	-
No. of lives serviced	-	-	-

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
1			-	-

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
Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited)	4,890	12,363	14,041	81%	2,966	17%	246

**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	0%	0%	83%	84%
2	Within 1-2 Hours	0%	0%	15%	12%
3	Within 2-6 Hours	0%	0%	2%	2%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	1%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	100%	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

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	0.00%	13,440	95.72%	0	0.00%	13,440	95.72%
Between 1-3 Months	0	0.00%	382	2.72%	0	0.00%	382	2.72%
Between 3-6 Months	0	0.00%	110	0.78%	0	0.00%	110	0.78%
More than 6 Months	0	0.00%	109	0.78%	0	0.00%	109	0.78%
Total	0	0.00%	14,041	100.00%	0	0.00%	14,041	100.00%

\*Percentage shall be calculated on total of respective column

**g.Data of grievances received against the TPA**

Sl. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the year	-
2	Grievances received during the year	35
3	Grievances resolved during the year	35
4	Grievances outstanding at the end of the year	-

  
National Insurance Company LTD.