

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE  
PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT – 31.03.2021)

NATIONAL INSURANCE COMPANY LTD.

a. Name of TPA – Medi Assist Insurance TPA Private Limited

Validity of agreement with the TPA: 20/06/2020 to 19/06/2022

b. Number of policies and lives serviced in respect of which public disclosures are made:

| Description             | Individual | Group     | Government |
|-------------------------|------------|-----------|------------|
| No of policies serviced | 109,968    | 504       | 1          |
| No of lives serviced    | 260,495    | 2,028,453 | 7021330    |

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

| Sr. No. | Name of State | Name of District     |
|---------|---------------|----------------------|
| 1       | Gujarat       | NIC Ahmedabad RO     |
| 2       | Gujarat       | NIC Baroda RO        |
| 3       | Karnataka     | NIC Bengaluru RO     |
| 4       | Odisha        | NIC Bhubaneshwar RO  |
| 5       | Chandigarh    | NIC Chandigarh RO II |
| 6       | Tamilnadu     | NIC Chennai RO       |
| 7       | Tamilnadu     | NIC Coimbatore RO    |
| 8       | Uttarakhand   | NIC Dehradun RO      |
| 9       | Delhi         | NIC Delhi RO II      |
| 10      | Karnataka     | NIC Hubli RO         |
| 11      | Telangana     | NIC Hyderabad RO     |
| 12      | Rajasthan     | NIC Jaipur RO        |
| 13      | Kerala        | NIC Kochi RO         |
| 14      | West Bengal   | NIC Kolkata RO I     |
| 15      | West Bengal   | NIC Kolkata RO II    |
| 16      | Punjab        | NIC Ludhiana RO      |
| 17      | Tamilnadu     | NIC Madurai RO       |
| 18      | Maharashtra   | NIC Mumbai RO 3      |
| 19      | Maharashtra   | NIC Mumbai RO I      |
| 20      | Maharashtra   | NIC Mumbai RO II     |
| 21      | Delhi         | NIC New Delhi RO I   |
| 22      | Delhi         | NIC New Delhi RO IV  |
| 23      | Bihar         | NIC Patna RO         |
| 24      | Maharashtra   | NIC Pune RO          |

|    |                |                      |
|----|----------------|----------------------|
| 25 | Jharkhand      | NIC Ranchi RO        |
| 26 | Andhra Pradesh | NIC Vishakapatnam RO |

d. Data of number of claims processed –

| 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 |
|--|--|------------------------------------|---------------------|--|----------------------|--|
| 55124  | 298088                                 | 286409                             | 81%                 | 24725                                    | 7%                   | 42078  |

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%                      | 82.6%                | 94.8%                 | 85.9%                |
| 2       | Within 1-2 Hours   | 5.4%                       | 15.4%                | 4.2%                  | 11.7%                |
| 3       | Within 2-6 Hours   | 0.6%                       | 1.8%                 | 0.8%                  | 2.4%                 |
| 4       | Within 6-12 Hours  | 0.1%                       | 0.1%                 | 0.2%                  | 0.1%                 |
| 5       | Within 12-24 Hours | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
| 6       | >24 Hours          |                            |                      |                       |                      |
| 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 Insurer

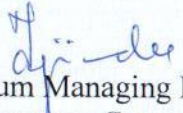
f. Turn Around Time (TAT) in case of payment / repudiation of claims :

| 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  | 22966         | 94%            | 140351        | 96%            | 135447        | 96%            | 298764        | 96%            |
| Between 1-3 Months  | 1224          | 5%             | 4801          | 3%             | 3405          | 2%             | 9430          | 3%             |
| Between 3-6 Months  | 282           | 1%             | 720           | 0%             | 1235          | 1%             | 2237          | 1%             |
| More than 6 Months  | 38            | 0%             | 62            | 0%             | 603           | 0%             | 703           | 0%             |
|   | 24510         | 100%           | 145934        | 100%           | 140690        | 100%           | 311134        | 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             | 360               |
| 3       | Grievances resolved during the year             | 360               |
| 4       | Grievances outstanding at the end of the year   | 0                 |

  
Chairman cum Managing Director  
National Insurance Company Ltd.

