

Mediassist India Pvt Ltd
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Mediassist India Pvt Ltd		01-07-2017	30-06-2020

*Note: IRDA License number is provide in license number Details

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

Description	Individual	Group	Government	Total
No of policies serviced	-	108	-	108
No of lives serviced	-	35,583	-	35,583

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	ANDHRA PRADESH	Vishakapatnam	1	417
2	DELHI	Delhi	0	8
3	GUJARAT	Hyd Somajiguda	1	196
4	GUJARAT	Baroda	2	622
5	GUJARAT	Ahmedabad	1	45
6	HARYANA	Delhi	0	78
7	HARYANA	Nehru	1	519
8	JHARKHAND	Jamshedpur	2	145
9	KARNATAKA	Chennai Commercial	1	354
10	KARNATAKA	BGL Wilson Garden	14	1,361
11	KARNATAKA	Delhi	1	283
12	KARNATAKA	Mumbai RO (Powai Comm)	1	1,572
13	KARNATAKA	Davanagere	1	29
14	KARNATAKA	Tumkur	1	445
15	KARNATAKA	BGL Rajaji Nagar	1	249
16	KARNATAKA	BGL Marthahalli	1	134
17	KARNATAKA	Hosur	0	-19
18	KERALA	Chennai Commercial	0	11
19	KERALA	Cochin	2	172
20	KERALA	Chennai T-Nagar	0	0
21	MAHARASTHRA	Mumbai RO (Powai Comm)	0	25
22	MAHARASTHRA	Pune	2	821
23	MAHARASTHRA	Chennai T-Nagar	1	144
24	PUDUCHERRY	Chennai T-Nagar	1	66
25	TAMIL NADU	Chennai Commercial	12	4,770
26	TAMIL NADU	Coimbatore	16	14,351
27	TAMIL NADU	Tirunelveli	1	67
28	TAMIL NADU	Velacherry branch	0	6
29	TAMIL NADU	Chennai T-Nagar	23	2,466
30	TAMIL NADU	Trichy	2	684
31	TAMIL NADU	Chennai Tambaram	1	103
32	TAMIL NADU	Corporate	1	22
33	TELANGANA	Coimbatore	1	971
34	TELANGANA	Hyd Somajiguda	10	1,872
35	TELANGANA	Hyd Himayat Nagar	1	-43
36	UTTAR PRADESH	Delhi	1	226
37	UTTAR PRADESH	Nehru	0	-11
38	WEST BENGAL	Kolkata	4	2,422

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
Mediassist India Pvt Ltd	289	2174	2015	89%	240	11%	208

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	0%	0%	84%	95%
2	Within 1-2 Hours	0%	0%	15%	4%
3	Within 2-6 Hours	0%	0%	0.9%	0.5%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	2255	100%	0	0	2255	100%
Between 1-3 Months	0	0	0	0%	0	0	0	0%
Between 3-6 Months	0	0	0	0	0	0	0	0
More than 6 Months	0	0	0	0	0	0	0	0
Total	0	0	2255	100%	0	0	2255	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0