## Public Disclosures on quantative 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
MEDSAVE HEALTH INSURANCE TPA LIMITED	019	14/05/2020	13/05/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	. 0	43	0	43
No of lives serviced	0	39036	0	39036

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	
	MAHARASHTRA	MUMBAI RO I	6	6563	
2	MAHARASHTRA	MUMBAI RO III	2	818	
3	MAHARASHTRA	PUNE RO	7	1119	
4	DELHI	DELHII	7	6946	
5	DELHI	DELHI II	6	5656	
6	UTTARAKHAND	DEHRADUN RO	1 3	1851	
7	DELHI	DELHI CBRO	3	7614	
8	CHANDIGARH	CHANDIGARH RO	<del>-   -  </del>	1091	
9	TAMIL NADU	CHENNAI RO			
10	KARNATAKA	BANGALORE RO	+	1947	
11	TELANGANA	HYDERBAD RO		2377 3054	

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 LIMITED	1066	4177	4089	89.62%	610	11 6294	544	

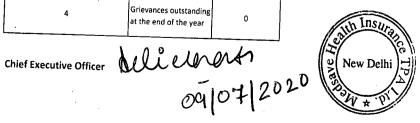
Turn Around Time (TAT) for cashless claims (in respect of number of claims):

		Individual P	olicies (in %)	Group Policies (in %)		
Sr. No.	Description	TAT for pre- auth**	TAT for discherge***	TAT for pre- auth**	TAT for discherge***	
1	Within <1 Hour	0.00%	0.00%	80.94%	74.28%	
2	Within 1-2 Hours	0.00%	0.00%	15.83%		
3	Within 2-6 Hours	0.00%	0.00%		21.68%	
4	Within 6-12 Hours		7	3.23%	4.04%	
5		0.00%	0.00%	0.00%	0.00%	
	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%	
6	>24 Hours	0.00%	0.00%			
Total					0.00%	
Total		0.00%	0.00%	0.00%	100	

Turn Around Time (TAT) in respect of payment/ repudiation of clams:

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Description (to reckoned from the date of receipt of last	Indiv	idual	. Group		Government		Total	
necessary document)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0.00%	3378	74 8004				
Between 1-3 Months	0	0.00%		71.89%	0	0.00%	3378	71.89%
Between 3-6 Months	0		1019	21.69%	0	0.00%	1019	21.69%
More than 6 Months	· 0	0.00%	266	5.66%	0	0.00%	266	5.66%
Total		0.00%	36	0.77%	0	0.00%	36	
<u></u>	0	0.00%	4699	100.00%	0	0.00%		0.77%
*Percentage shall be calculated on tot	tal of respective colum	in.				0.00%	4699	100.00%

Sr. No.	Description	No. of Grievances		
1	Grievances outstanding at the beginning of year	0		
2	Grievances received during the year	55		
3	Grievances resolved during the year	55		
4	Grievances outstanding at the end of the year	0		



<sup>\*</sup>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)

<sup>\*\*\*</sup>Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA