

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE
PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT – 31.03.2022)

NATIONAL INSURANCE COMPANY LTD.

a. Name of TPA – Medsave Health Insurance TPA Ltd.
Validity of Agreement with the TPA: 01.09.2020 to 31.08.2022

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

Description	Individual	Group	Government
No of policies serviced	59489	30	0
No of lives serviced	131034	20896	0

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

Name of State	Name of District
KARNATAKA	BANGALORE
MADHYA PRADESH	INDORE
CHANDIGARH UT	CHANDIGARH
WEST BENGAL	KOLKATA
MAHARASTRA	MUMBAI

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	No. of claims repudiated during the year	No. of claims outstanding at the end of the year
1414	17472	16051	1669	1166

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	71.73%	55.70%	71.28%	54.28%
2	Within 1-2 Hours	22.48%	29.67%	23.90%	34.44%
3	Within 2-6 Hours	4.16%	14.39%	4.19%	11.28%
4	Within 6-12 Hours	0.09%	0.09%	0.00%	0.00%
5	Within 12-24 Hours	0.82%	0.06%	0.21%	0.00%
6	>24 Hours	0.73%	0.08%	0.42%	0.00%
Total		100.00%	100.00%	100.00%	100.00%

*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	15127	94.12%	1550	94.05%	0	0	16677	94.11%
Between 1-3 Months	742	4.62%	68	4.13%	0	0	810	4.57%
Between 3-6 Months	109	0.68%	17	1.03%	0	0	126	0.71%
More than 6 Months	94	0.58%	13	0.79%	0	0	107	0.60%
Total	16072	100.00%	1648	100.00%	0	0	17720	100.00%

*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	14
3	Grievances resolved during the year	14
4	Grievances outstanding at the end of the year	0

Place:

Date:

Chairman cum Managing Director
National Insurance Company Ltd.