

Medsave Health Insurance TPA Ltd.
Royal Sundaram General Insurance Co. Limited

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2023



a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Medsave Health Insurance TPA Ltd.	019	15-05-2020	14-05-2023

*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	-	15	-	15
	No. of Lives	-	7,672	-	7,672

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	DERABAD,MAHBOOB NAG	2	479
	2	KARNATAKA	BANGALORE	1	1,317
	3	MADHYA PRADESH	BHOPAL, RAIGARH	4	1,195
	4	MAHARASHTRA	MUMBAI	2	2,764
	5	RAJASTHAN	JAIPUR	6	1,917
	Total			15	7,672

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
Medsave Health Insurance TPA Ltd.	19	220	193	81%	33	14%	13

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%	50%	34%	
2	Within 1-2 Hours	0%	0%	25%	38%	
3	Within 2-6 Hours	0%	0%	17%	28%	
4	Within 6-12 Hours	0%	0%	0%	0%	
5	Within 12-24 Hours	0%	0%	4%	0%	
6	>24 Hours	0%	0%	4%	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	213	94%	0	0	213	94%
Between 1-3 Months	0	0	8	4%	0	0	8	4%
Between 3-6 Months	0	0	5	2%	0	0	5	2%
More than 6 Months	0	0	0	0	0	0	0	0
Total	0	0	226	100%	0	0	226	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