

MedSave Health Insurance Tpa LTd
Royal Sundaram General Insurance company

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

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MedSave Health Insurance Tpa LTd		21-11-2018	20-11-2020

*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	-	15	-	15
No of lives serviced	-	7,083	-	7,083

c. 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
1	CHANDIGARH	Delhi	0	22
2	DELHI	Delhi	2	1,129
3	GUJARAT	Baroda	1	184
4	HARYANA	Delhi	2	2,542
5	MADHYA PRADESH	Bhopal	2	594
6	MAHARASTHRA	Pune	3	382
7	RAJASTHAN	Jaipur	3	1,079
8	TELANGANA	Hyd Somajiguda	0	52
9	UTTAR PRADESH	Delhi	2	1,099

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	49	499	449	93%	32	7%	67

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%	55%	42%
2	Within 1-2 Hours	0%	0%	32%	35%
3	Within 2-6 Hours	0%	0%	12.0%	22.9%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	1%	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	481	100%	0	0	481	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	481	100%	0	0	481	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