

**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 – Medvantage Insurance TPA Pvt. Ltd. (Formerly known as United Healthcare Parekh Insurance TPA Private Limited)

Validity of Agreement with the TPA: 27.06.2020 to 26.06.2022

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

Description	Individual	Group	Government
No. of policies serviced		102	
No. of lives serviced		375115	

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

Name of State	Name of District
Karnataka	Bangalore
Tamil Nadu	Chennai

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
3,652	49,762	40,549	7,975	4,890

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%	71%	67%
2	Within 1-2 Hours	0%	0%	22%	25%
3	Within 2-6 Hours	0%	0%	7%	8%
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 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	Percent age (%)	No. of claims	Percent age (%)	No. of claims	Percent age (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	34,714	85.61 %	0	0%	34,714	85.61 %
Between 1-3 Months	0	0%	5,515	13.60 %	0	0%	5,515	13.60 %
Between 3-6 Months	0	0%	254	0.63%	0	0%	254	0.63%
More than 6 Months	0	0%	66	0.16%	0	0%	66	0.16%
Total	0	0%	40,549	100.00 %	0	0%	40,549	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	153
3	Grievances resolved during the year	153
4	Grievances outstanding at the end of the year	0

Place:

Date:

Chairman cum Managing Director
National Insurance Company Ltd.