

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)

MAGMA GENERAL INSURANCE LIMITED
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)
IRDA Registration No. 149 dated 22nd May, 2012

Information as at March 31, 2025

Date: March 31, 2025

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA : East-West Assist Insurance TPA

Validity of agreement with the TPA: from 19/01/2025 to 18/01/2028

(Data is consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

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

Description	Individual	Group	Government
Number of policies	0	90	0
Number of lives serviced	0	65787	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Andhra Pradesh	Hyderabad
Goa	Goa
Gujarat	Surat
Karnataka	Bengaluru
Maharashtra	Mumbai
Maharashtra	Pune
New Delhi	Delhi
Punjab	Chandigarh
Rajasthan	Jaipur
Rajasthan	Indore
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
West Bengal	Kolkata

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	234
ii.	Number of claims received during the year	4937
iii.	Number of claims paid during the year (specify % also in brackets)	4462 (86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	417 (8%)
v.	Number of claims outstanding at the end of the year	292

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

S. 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	69%	58%
2	Within 1-2 hours	0	0	25%	32%
3	Within 2-6 hours	0	0	6%	9%
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 the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	4,861	99.63%	-	-	4,861	99.63%
Between 1-3 months	-	-	18	0.37%	-	-	18	0.37%
Between 3 to 6 months	-	-	-	0.00%	-	-	-	0.00%
More than 6 months	-	-	-	0.00%	-	-	-	0.00%
Total	-	-	4,879	100.00%	-	-	4,879	100.00%

Percentage is calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

RAMCHANDRA VIJAYKUMAR PANDIT
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