

FORM NO. NL-48



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
MAGMA GENERAL INSURANCE LIMITED
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)**

IRDAI Registration No. 149 dated May 22, 2012

IRDAI Registration No. 149 dated 22nd May, 2012

Information as at March 31, 2026

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

Name of the TPA (If services rendered by TPA) - MD INDIA Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: **from** 19/09/2024 to 18/09/2027

(Data shall be 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 serviced	0	145	0
Number of lives serviced	0	85016	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	Visakhapatnam
Andhra Pradesh	Vijayawada
Arunachal Pradesh	Nirjuli
Assam	Guwahati
Bihar	Patna
Chhatisgarh	Raipur
Chhatisgarh	Bhilai
Goa	Panjim
Gujarat	Gandhinagar
Gujarat	Ahmedabad
Gujarat	Surat
Gujarat	Baroda
Jammu & Kashmir	Jammu
Jammu & Kashmir	Srinagar
Jharkhand	Bokaro
Jharkhand	Dhanbad
Jharkhand	Ranchi
Karnataka	Bhadrawati
Karnataka	Bengaluru
Kerala	Kochi
Madhya Pradesh	Indore
Madhya Pradesh	Bhopal

Maharashtra	Pune
Maharashtra	Mumbai
Maharashtra	Raigad
Maharashtra	Amravati
Maharashtra	Dhule
Maharashtra	Nagpur
Maharashtra	Gadchiroli
Maharashtra	Nanded
Maharashtra	Satara
Maharashtra	Latur
Maharashtra	Beed
Maharashtra	Osmanabad
Maharashtra	Jalna
Maharashtra	Bhandara
Maharashtra	Gondia
Maharashtra	Nandurbar
Maharashtra	Ahmednagar
Maharashtra	Ratnagiri
Maharashtra	Sindhudurg
Maharashtra	Washim
Maharashtra	Akola
Maharashtra	Kolhapur
Maharashtra	Nashik
New Delhi	Delhi
Odisha	Rourkela
Punjab	Ludhiana
Punjab	Mohali
Rajasthan	Jaipur
Rajasthan	Ajmer
Rajasthan	Sirohi
Rajasthan	Jaor
Rajasthan	Bhilwara
Rajasthan	Rajsamand
Rajasthan	Barmer
Rajasthan	Jodhpur
Rajasthan	Pali
Tamil Nadu	Ariyalur
Tamil Nadu	Perambalur
Tamil Nadu	Villupuram
Tamil Nadu	Salem
Tamil Nadu	Cuddalore
Tamil Nadu	Thiruvallur
Tamil Nadu	Pudukkottai
Tamil Nadu	Thanjavur
Tamil Nadu	Nagapattanam
Tamil Nadu	Krishnagiri
Tamil Nadu	Erode
Tamil Nadu	Dharmapuri
Tamil Nadu	Nilgiri
Tamil Nadu	Kanyakumari
Tamil Nadu	Madurai
Tamil Nadu	Ramanathapuram
Tamil Nadu	Tirunelveli
Tamil Nadu	Tuticorin
Tamil Nadu	Virudhunagar
Tamil Nadu	Tirupur
Tamil Nadu	Sivagangai
Tamil Nadu	Dindigul
Tamil Nadu	Trichy
Tamil Nadu	Karur
Tamil Nadu	Tiruvallur
Tamil Nadu	Kanchipuram
Tamil Nadu	Namakkal
Tamil Nadu	Theni
Tamil Nadu	Chengalpattu
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Telangana	Hyderabad
Uttar Pradesh	Lucknow
Uttar Pradesh	Noida
Uttar Pradesh	Badaun
Uttar Pradesh	Gonda
Uttar Pradesh	Kheri
Uttar Pradesh	Rae Bareilly
Uttar Pradesh	Shahjahanpur
Uttar Pradesh	Shrawasti
Uttar Pradesh	Sitapur
Uttar Pradesh	Unnao
Uttar Pradesh	Balrampur
Uttar Pradesh	Pilibhit
Uttar Pradesh	Bahraich
Uttar Pradesh	Bareilly
Uttar Pradesh	Hardoi
Uttarakhand	Dehradun
West Bengal	Asansol
West Bengal	Durgapur
West Bengal	Siliguri
West Bengal	Kolkata

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	415
ii.	Number of claims received during the year	7468
iii.	Number of claims paid during the year (specify % also in brackets)	6756(93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	516(7%)
v.	Number of claims outstanding at the end of the year	611

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%	80%	74%
2	Within 1-2 hours	0%	0%	14%	18%
3	Within 2-6 hours	0%	0%	6%	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 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 of claims:

Payment

Description (to be 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	0	0	6754	99.97%	0	0	6754	99.97%
Between 1-3 months	0	0	2	0.03%	0	0	2	0.03%
Between 3 to 6 months	0	0	0	0.00%	0	0	0	0.00%
More than 6 months	0	0	0	0.00%	0	0	0	0.00%
Total	0	0	6756	100.00%	0	0	6756	100.00%

f (a). Turn Around Time in case of repudiation of claims:

Repudiation

Description (to be 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	0	0	513	99.42%	0	0	513	99.42%
Between 1-3 months	0	0	3	0.58%	0	0	3	0.58%
Between 3 to 6 months	0	0	0	0.00%	0	0	0	0.00%
More than 6 months	0	0	0	0.00%	0	0	0	0.00%
Total	0	0	516	100.00%	0	0	516	100.00%

Percentage shall be 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	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL

Refer Health TPA Regulations , as amended from time to time