

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) -

Medi Assist Insurance TPA Private Limited

Validity of agreement with the TPA: **from** 18/09/2024 to 17/09/2027

(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	1213	0
Number of lives serviced	0	349503	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
Assam	Guwahati
Bihar	Patna
Chandigarh	Chandigarh
Goa	Goa
Gujarat	Ahmedabad
Gujarat	Surat
Gujarat	Vadodara
Jharkhand	Jamshedpur
Karnataka	Bengaluru
Karnataka	Hubli
Karnataka	Magalore
Kerala	Kochi
Kerala	Thrissur
Kerala	Trivandrum
Maharashtra	Mumbai
Maharashtra	Pune
New Delhi	Delhi
Odisha	Bhubaneswar
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Madurai
Telangana	Hyderabad
Uttar Pradesh	Lucknow
West Bengal	Kolkata
West Bengal	Siliguri

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1638
ii.	Number of claims received during the year	40105
iii.	Number of claims paid during the year (specify % also in brackets)	35181(90%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	3969(10%)
v.	Number of claims outstanding at the end of the year	2593

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%	97%	61%
2	Within 1-2 hours	0%	0%	3%	31%
3	Within 2-6 hours	0%	0%	0%	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	35107	99,79%	0	0	35107	99,79%
Between 1-3 months	0	0	74	0,21%	0	0	74	0,21%
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	35181	100,00%	0	0	35181	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	3856	97,15%	0	0	3,856	97,18%
Between 1-3 months	0	0	111	2,80%	0	0	111	2,80%
Between 3 to 6 months	0	0	1	0,03%	0	0	1	0,03%
More than 6 months	0	0	1	0,03%	0	0	0	0,00%
Total	0	0	3969	100,00%	0	0	3,968	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	0
2	Grievances received during the year	16
3	Grievances resolved during the year	16
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time