

a) MD INDIA Health Insurance TPA Pvt Ltd

i) Validity of Agreement with the TPA: 20/09/2021 to 19/09/2024

b) Number of Policies and lives serviced in respect of which public disclosures are made

Description	Individual	Group	Government
Number of policies serviced	0	141	0
Number of Lives serviced	0	39298	0

c) Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.

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	Bhadravati
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	Jalor
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	Nagapattinam
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

	Individual	Group
i) Outstanding number of claims at the beginning of the year: -	0	56
ii) Number of claims received during the year: -	0	1994
iii) Number of claims paid during the year (also % in bracket)	0	1537 (75%)
iv) Number of claims repudiated during the year (also % in bracket)	0	250 (12%)
v) Number of claims outstanding at the end of the year	0	263

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%	68%	63%
2	within 1 to 2 hours	0%	0%	25%	29%
3	within 2 to 6 hours	0%	0%	7%	8%
4	within 6 to 12 hours	0%	0%	0%	0%
5	within 12 to 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 documents is received by the insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospital

*** Reckoned as final discharge summary send to hospital from the time discharge bills 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 necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 month	0	0	1700	95%	0	0	1700	95%
Between 1 - 3 Months	0	0	87	5%	0	0	87	5%
Between 3 to 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	1787	100	0	0	1787	100

Percentage shall be calculated on total of the respective column

g) Data of the grievances received against the TPA

Sr. No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the period	0
3	Grievance Resolved during the period	0
4	Grievance outstanding at the end of the year	0

Refer Health TPA Regulations, as amended from time to time

RAJIVE
KUMARASWAMI
Digitally signed by
RAJIVE KUMARASWAMI
Date: 2024.06.21
11:19:43 +05'30'

Place: Mumbai

Signature of CEO /Whole Time Director

Date: 14/06/2024

Name: Rajive Kumaraswami

Designation: MD and CEO

Name of the Insurer: Magma HDI General Insurance Company Limited