

PERIODIC DISCLOSURES
FORM NO. NL 48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Registration No. 141 and Date of Registration with the IRDA-11th December 2008
 CIN No. U66030MH2007PLC173129

Insurer: RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED



Information as at March, 31st 2022

Date: 31st March, 2022

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

Name of the TPA (If services rendered by TPA) - **Mediassist TPA**

Validity of agreement with the TPA: **from 27/06/2021 to 24/06/2024**

(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	4491	42	0
Number of lives serviced	6005	5811	0

Note: Number of Policies and lives serviced does not include the count where insurer is follower

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
Geographical area wise data Attached-Annexure A	

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	29
ii.	Number of claims received during the year	636
iii.	Number of claims paid during the year (specify % also in brackets)	358 (58%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	261(42%)
v.	Number of claims outstanding at the end of the year	46

Note: Number of Claims does not include the count where insurer is follower

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	65%	73%	62%	50%
2	Within 1-2 hours	26%	23%	34%	41%
3	Within 2-6 hours	9%	1%	4%	9%
4	Within 6-12 hours	0%	0%	0.00%	0.00%
5	Within 12-24 hours	0%	0%	0.00%	0.00%
6	>24 hours	0%	3%	0.00%	0.00%
	Total	100%	100%	100.00%	100.00%

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 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	152	96.82%	172	98.29%	0	0	324	97.59%
Between 1-3 months	4	2.55%	3	1.71%	0	0	7	2.11%
Between 3 to 6 months	1	0.64%	0	0.00%	0	0	1	0.30%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	157	100.00%	175	100.00%	0	0	332	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	15
3	Grievances resolved during the year	15
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

PERIODIC DISCLOSURES			
FORM NO. NL 48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED			
Registration No. 141 and Date of Registration with the IRDA - 11th December 2009			
Insurer: RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED			
CIN No. U66030MH2007PLC173129			
Date: 31st March, 2022			
Information as at March, 31st 2022			
Medi Assist Insurance TPA Private Limited:			
State	District	Total	TPA
Andhra Pradesh	Adilabad	1	Mediasist TPA
	Amalapuram	1	Mediasist TPA
	Anakapalli	1	Mediasist TPA
	Anantapur	20	Mediasist TPA
	Ananthapur	2	Mediasist TPA
	Anaparthi	1	Mediasist TPA
	Armoor	2	Mediasist TPA
	Bhimavaram	6	Mediasist TPA
	Chilakaluripet	2	Mediasist TPA
	Chilukaluripet	1	Mediasist TPA
	Chimakurthi	1	Mediasist TPA
	Chittoor	6	Mediasist TPA
	Cuddapah	2	Mediasist TPA
	Darsi	3	Mediasist TPA
	Godavari East	1	Mediasist TPA
	Godavari West	2	Mediasist TPA
	Gudur	1	Mediasist TPA
	Guntur	93	Mediasist TPA
	Hydrabad	1	Mediasist TPA
	Jangamreddygudem	1	Mediasist TPA
	Karimnagar	28	Mediasist TPA
	Kadapa	1	Mediasist TPA
	Kakinada	17	Mediasist TPA
	Kanali	2	Mediasist TPA
	Krishna	3	Mediasist TPA
	Kurthugudi	36	Mediasist TPA
	Machilipatnam	2	Mediasist TPA
	Machilipatnam	1	Mediasist TPA
	Maddur	2	Mediasist TPA
	Mandavada	1	Mediasist TPA
	Nandipati	1	Mediasist TPA
	Nandigama	1	Mediasist TPA
	Nandyal	8	Mediasist TPA
	Narasimhapeta	3	Mediasist TPA
	Nellore	31	Mediasist TPA
	Nimral	1	Mediasist TPA
	Ongole	31	Mediasist TPA
	Pakhal	5	Mediasist TPA
	PRODDATUR	10	Mediasist TPA
	Rajahmundry	20	Mediasist TPA
	Rajahmundry	1	Mediasist TPA
	Srikalahasti	11	Mediasist TPA
	Suryapet	2	Mediasist TPA
	Tadipatri	1	Mediasist TPA
	Tandur	5	Mediasist TPA
	Tenali	3	Mediasist TPA
	Tingali	41	Mediasist TPA
	Tuni	1	Mediasist TPA
	Vijayawada	76	Mediasist TPA
	Vishakhapatnam	67	Mediasist TPA
	Vishakhapatnam	3	Mediasist TPA
	Vizianagaram	8	Mediasist TPA
	West Godavari	12	Mediasist TPA
	Andhra Pradesh Total	583	Mediasist TPA
Assam	Dibrugarh	5	Mediasist TPA
	Goalpara	22	Mediasist TPA
	Jorhat	3	Mediasist TPA
	Lakhimpur	1	Mediasist TPA
	Nulbari	1	Mediasist TPA
	Sivasagar	1	Mediasist TPA
	Tiruchir	2	Mediasist TPA
	Tirupur	1	Mediasist TPA
	Tinsukia	3	Mediasist TPA
	Assam Total	39	Mediasist TPA
Bihar	Bagmati	5	Mediasist TPA
	Bhagalpur	2	Mediasist TPA
	Bhujpur	1	Mediasist TPA
	Darbhanga	1	Mediasist TPA
	East Champaran	1	Mediasist TPA
	Gaya	2	Mediasist TPA
	Jaipur	2	Mediasist TPA
	Muzaffarpur	1	Mediasist TPA
	Muzaffarpur	9	Mediasist TPA
	Patna	81	Mediasist TPA
	Purnia	1	Mediasist TPA
	Saranam	2	Mediasist TPA
	Sitamarhi	1	Mediasist TPA
	Varanasi	3	Mediasist TPA
	Bihar Total	117	Mediasist TPA
Chattisgarh	Amkulpur	1	Mediasist TPA
	Bilaspur	9	Mediasist TPA
	Bilaspur	11	Mediasist TPA
	Chhattisgarh	1	Mediasist TPA
	Durg	2	Mediasist TPA
	Rourkela	4	Mediasist TPA
	Mahamand	1	Mediasist TPA
	Baigun	4	Mediasist TPA
	Raipur	30	Mediasist TPA
	Chattisgarh Total	63	Mediasist TPA
Dadra and Nagar Haveli	Silvassa	3	Mediasist TPA
	Dadra and Nagar Haveli Total	3	Mediasist TPA
Delhi	Delhi	6	Mediasist TPA
	Narela	1	Mediasist TPA
	New Delhi	256	Mediasist TPA
	Rajkot	2	Mediasist TPA
	Delhi Total	267	Mediasist TPA
Goa	Chicalim	1	Mediasist TPA
	Goa	4	Mediasist TPA
	Margao	1	Mediasist TPA
	Margao	5	Mediasist TPA
	Panaji	3	Mediasist TPA
	Panaji	1	Mediasist TPA
	PONDA	3	Mediasist TPA
	Tiswadi	1	Mediasist TPA
	Vasco	1	Mediasist TPA
	Goa Total	20	Mediasist TPA
Gujarat	Adipur	2	Mediasist TPA
	Ahmedabad	193	Mediasist TPA
	Anand	10	Mediasist TPA
	Anjar	1	Mediasist TPA
	Ankleshwar	18	Mediasist TPA
	Banjar	2	Mediasist TPA
	Bardi	1	Mediasist TPA
	Becharaji	2	Mediasist TPA
	Bharuch	25	Mediasist TPA
	Bhavnagar	6	Mediasist TPA
	Bhuj	5	Mediasist TPA
	Bodli	1	Mediasist TPA
	Borsad	1	Mediasist TPA
	Chalis	1	Mediasist TPA
	Dahod	1	Mediasist TPA
	Daman	1	Mediasist TPA
	Gandhinagar	9	Mediasist TPA
	Gandhinagar	2	Mediasist TPA
	Godhra	1	Mediasist TPA
	Halol	2	Mediasist TPA
	Himmatnagar	4	Mediasist TPA
	Idar	1	Mediasist TPA
	Jambhavar	1	Mediasist TPA
	Jamnagar	10	Mediasist TPA
	Jamnagar	1	Mediasist TPA
	Kadi	9	Mediasist TPA
	Kadi	4	Mediasist TPA
	Kanpur	1	Mediasist TPA
	Kutch	3	Mediasist TPA
	Mahina	1	Mediasist TPA
	Mahina	10	Mediasist TPA
	Modasa	1	Mediasist TPA
	Morbi	1	Mediasist TPA
	Mundra	3	Mediasist TPA
	Nadiad	8	Mediasist TPA
	Nandoli	1	Mediasist TPA
	Nasir	4	Mediasist TPA
	Padra	1	Mediasist TPA
	Palanpur	3	Mediasist TPA
	Patli	2	Mediasist TPA
	Rajkot	14	Mediasist TPA
	Sanand	2	Mediasist TPA
	Sardar	1	Mediasist TPA
	Shirpur	1	Mediasist TPA
	Surat	88	Mediasist TPA
	Vadodra	123	Mediasist TPA
	Vadodra	2	Mediasist TPA
	Vapi	9	Mediasist TPA
	Varnaj	4	Mediasist TPA
	Vapi	1	Mediasist TPA
	Gujarat Total	601	Mediasist TPA
Haryana	Amkula	12	Mediasist TPA
	Amkula Gatti	5	Mediasist TPA
	Bahadurgarh	4	Mediasist TPA
	BALLABHAGARH	5	Mediasist TPA
	Bawal	1	Mediasist TPA
	Bhawan	4	Mediasist TPA
	Chandigarh	2	Mediasist TPA
	Chandigarh	15	Mediasist TPA
	Faridabad	57	Mediasist TPA
	Faridabad	1	Mediasist TPA
	Gurgaon	10	Mediasist TPA
	Hisar	21	Mediasist TPA
	Hissar	1	Mediasist TPA
	Jagadhri	3	Mediasist TPA
	Jhajjar	4	Mediasist TPA
	Jind	4	Mediasist TPA
	Kaithal	1	Mediasist TPA
	Kalka	1	Mediasist TPA
	Karnal	21	Mediasist TPA
	Kurukshetra	6	Mediasist TPA
	Narnala	2	Mediasist TPA
	Palsi	13	Mediasist TPA



PERIODIC DISCLOSURES

FORM NO. NL 48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Registration No. 141 and Date of Registration with the IRDA-11th December 2008

CIN No. U66030MH2007PLC173129

Insurer: RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED



Information as at March,31st 2022

Date: 31st March, 2022

	Lakanpur	1	Mediassist TPA
	Lucknow	41	Mediassist TPA
	Mathura	6	Mediassist TPA
	Mau	1	Mediassist TPA
	Meerut	20	Mediassist TPA
	Mirzapur	1	Mediassist TPA
	Moradabad	10	Mediassist TPA
	Muzaffarnagar	5	Mediassist TPA
	Noida	38	Mediassist TPA
	Raebareli	1	Mediassist TPA
	Rampur	1	Mediassist TPA
	Saharanpur	5	Mediassist TPA
	Shahjahanpur	1	Mediassist TPA
	Shamli	1	Mediassist TPA
	Sikandrabad	1	Mediassist TPA
	Sitapur	1	Mediassist TPA
	Sonebhadra	2	Mediassist TPA
	Thakurganj	1	Mediassist TPA
	Unnao	1	Mediassist TPA
	Varanasi	41	Mediassist TPA
	Vrindavan	1	Mediassist TPA
Uttar Pradesh Total		375	Mediassist TPA
Uttarakhand	Almora	1	Mediassist TPA
	Dehradun	12	Mediassist TPA
	Haldwani	12	Mediassist TPA
	Haridwar	2	Mediassist TPA
	Kashipur	3	Mediassist TPA
	Khatima	2	Mediassist TPA
	Kotdwara	1	Mediassist TPA
	Ramnagar	1	Mediassist TPA
	Roorkee	4	Mediassist TPA
	Rudrapur	7	Mediassist TPA
	UDHAM SINGH NAGAR	1	Mediassist TPA
Uttarakhand Total		46	Mediassist TPA
West Bengal	24 Parganas	1	Mediassist TPA
	Alipurduar	1	Mediassist TPA
	Arambag	2	Mediassist TPA
	Asansol	7	Mediassist TPA
	Bally	1	Mediassist TPA
	Bandel	1	Mediassist TPA
	Bankura	9	Mediassist TPA
	BARASAT	4	Mediassist TPA
	Bardhaman	2	Mediassist TPA
	BARRACKPORE	5	Mediassist TPA
	BARUIPUR	1	Mediassist TPA
	Berhampore	2	Mediassist TPA
	Birbhum	1	Mediassist TPA
	Bolpur	3	Mediassist TPA
	Budge	1	Mediassist TPA
	Burdwan	19	Mediassist TPA
	Chinsurah	1	Mediassist TPA
	Cooch Behar	2	Mediassist TPA
	Dankuni	2	Mediassist TPA
	DURGAPUR	14	Mediassist TPA
	HABRA	2	Mediassist TPA
	Haldia	5	Mediassist TPA
	Hooghly	17	Mediassist TPA
	Howrah	18	Mediassist TPA
	Jalpaiguri	2	Mediassist TPA
	Kalyani	3	Mediassist TPA
	Kharagpur	1	Mediassist TPA
	Kolkata	157	Mediassist TPA
	Konnagar	2	Mediassist TPA
	Krishnanagar	1	Mediassist TPA
	Madhyamgram	2	Mediassist TPA
	Malda	4	Mediassist TPA
	Medinipur	2	Mediassist TPA
	Midnapore	4	Mediassist TPA
	Murshidabad	6	Mediassist TPA
	Nadia	3	Mediassist TPA
	NAIHATI	2	Mediassist TPA
	North 24 Parganas	1	Mediassist TPA
	Paschim Medinipur	9	Mediassist TPA
	PURBA MEDINIPUR	7	Mediassist TPA
	Purulia	1	Mediassist TPA
	Ranaghat	1	Mediassist TPA
	Raniganj	1	Mediassist TPA
	Raniganj (Burdwan)	1	Mediassist TPA
	Serampur	2	Mediassist TPA
	Siliguri	29	Mediassist TPA
	South 24 Parganas	3	Mediassist TPA
	Suri	1	Mediassist TPA
	TAMLUK	3	Mediassist TPA
	Uluberia	2	Mediassist TPA
	Uttar Dinajpur	1	Mediassist TPA
West Bengal Total		372	Mediassist TPA
Grand Total		8095	Mediassist TPA