

MDIndia Health Insurance TPA Pvt. Ltd

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2026)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
MDIndia Health Insurance TPA Pvt. Ltd	005	21-Mar-2026	20-Mar-2027

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	3	0	3
No of lives serviced	0	1738	0	1738

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr.No	Name of the State	Name of District
1	Maharashtra	Mumbai
2	Maharashtra	Palghar
3	Karnataka	Bangaluru

4. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	18
ii.	Number of claims received during the year	433
iii.	Number of claims paid during the year (specify % also in brackets)	374 (82.93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	66 (14.63%)
v.	Number of claims outstanding at the end of the year	11

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

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	81.55%	63.64%
2	Within 1-2 Hours	0	0	13.59%	26.57%
3	Within 2-6 Hours	0	0	4.90%	9.79%
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	0	0.00%	0.00%
Total		0	0	100%	100.00%

*percentage to be calculated on total of respective column.

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	334	76%	0	0	334	76%
Between 1-3 Months	0	0	81	18%	0	0	81	18%
Between 3-6 Months	0	0	21	5%	0	0	21	5%
More than 6 Months	0	0	4	0.9%	0	0	4	0.9%
Total	0	0	440	100.00%	0	0	440	100.00%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj General Insurance Limited