



बीमा विनियामक और विकास प्राधिकरण  
**INSURANCE REGULATORY AND  
DEVELOPMENT AUTHORITY**

023/IRDA/HI-TPA/CIR/Nov-08

25<sup>th</sup> November, 2008

**CIRCULAR**

Re: **Constitution of Committee for Evaluation of the Performance of the Third Party Administrators-Health Services (TPAs).**

In accordance with Sub-Regulation 23 of the IRDA (Third Party Administrators-Health Services) Regulations, 2001, the Authority has constituted a Committee comprising of the following members for "Evaluation of the Performance of the Third Party Administrators-Health Services (TPAs)":-

S.No.	Name	Designation
1.	Sri S. B. Mathur, Secretary General, Life Insurance Council	Chairman
2.	Sri S. L. Mohan, Secretary General, General Insurance Council	Member
3.	Sri G Srinivasan, CMD, United India Ins. Co. Ltd.	Member
4.	Sri Sandeep Bakshi, CEO, ICICI Lombard Gen. Ins. Co. Ltd.	Member
5.	Sri V Jagannathan, CEO, Star Health & Allied Ins. Co. Ltd.	Member
6.	Sri S Krishnamurthy, CEO, TTK Healthcare TPA Pvt. Ltd.	Member
7.	Sri Suresh V Karanadikar, CEO, MD India Healthcare Services (TPA) Pvt. Ltd.	Member
8.	Representative of Apollo Hospitals Group	Member
9.	Representative of Wockhardt Hospital Group	Member
10.	Ms. Pushpa Girimaji, Consumer Activist	Member
11.	Sri Suresh Mathur, Joint Director, IRDA	Member
12.	Dr. Somil Nagpal, Special Officer-Health Ins., IRDA	Member-Convener

The Committee will go into the various aspects of the performance of TPAs as per the Terms of Reference given below:-

1. To examine the role of TPAs in the current health insurance market scenario and to make suitable recommendations clarifying their utility to the future growth of the health insurance industry.
2. To evaluate the performance of the TPA system till date, with particular reference to the objectives behind the introduction of the TPA system and specifically with regards to the provision of Cashless facilities, data management, timely settlement of claims and reducing claim ratios.



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3. To suggest standards of best practices for TPAs.
4. To devise customer service benchmarks for TPAs (including TAT for ID Cards, settlement of claims, etc.) with optimum and maximum time lines for different processes.
5. To suggest minimum skill sets for the TPA personnel, including training in ICD-10 coding, claim and pre-authorization processing, medical and insurance knowledge etc.
6. To suggest any regulatory changes needed in pursuit of the objectives of a robust health insurance system in the country.
7. To deliberate on any other matter as the committee may consider relevant in the best interests of the future growth of the health insurance market, the insurers and the insuring public.

The Committee shall submit its Report to the Authority by 30<sup>th</sup> April, 2009.

  
**( J Hari Narayan )  
Chairman**