

**Minutes of online Pre-Bid meeting with Representatives of Third Party Administrator/  
Implementation Support Agency (TPA/ISA)**

**In the Chair – Dr. Bijoy E, Joint Director- Operations, SHA, Kerala**

**Date : 30th December 2020**

Participants

1. Mr. S. Harikumar, JD, Finance, SHA
2. Mr. Suresh K, Manager, HR and Admin, SHA
3. Mr. Anikrishna K, Manager, GRME, SHA
4. Mr. Vivek Krishnan, Manager, IT, SHA
5. Mr. Jince V John, Manager PFO, SHA
6. Dr. Vimal, Manager, HNQA, SHA
7. Mr. Latheef C, Manager IEC & Capacity Building, SHA
8. Dr. Abdul Aziz, Medical Auditor, SHA
9. Mr. Praveen Yadav, CAO, MDIndia Health Insurance TPA Private Limited
10. Mr. Sreejith Rajan, State Head, MDIndia Health Insurance TPA Private Limited
11. Mr. Naresh Kumar Sureka, Director, Medsave Health Insurance TPA Limited
12. Mr Srihari Kumaran, Kerala Head, Raksha Health Insurance TPA
13. Dr Shakthi, Head Office, Raksha Health Insurance TPA
14. Mr. Anik Choudhury, AGM - Govt Business, Vidal Health Insurance TPA PVT LTD
15. Dr Sanjay Kanth, AGM -RISK & AUDIT, Vidal Health Insurance TPA PVT LTD
16. Mr. BC Alex, Sr. Vice President, Health India Insurance TPA Pvt LTD

Meeting started at 11.00 am.

Agenda: To discuss on queries raised by Representatives of Third Party Administrator/ Implementation Support Agency (TPA/ISA) for Processing of Public Hospital Claims.

Dr. Bijoy E, Joint Director- Operations, SHA, Kerala, invited all the participants to the meeting and explained the agenda. Chair invited Mr. Suresh K, Manager, HR and Admin, SHA for proceeding further. Mr. Suresh K informed that all the relevant information regarding the tender is

already available in the official website. In addition, those who require further clarification , SHA team is ready to answer all the queries arising in the discussion along with queries communicated through mail by TPAs.. Mr. Suresh K requested Mr. Anikrishna K, Manager, GRME, SHA to address each company representative's queries. Mr. Anikrishna K requested to raise the queries from representatives.

**MDIndia Health Insurance TPA Private Limited**

Mr. Sreejith Rajan, State Head, MDIndia Health Insurance TPA Private Limited, requested following details:-

- Details of district wise Public hospital claims and month wise number of claims lodged for last one year and total count of pending claims.
  - All the requested data will be published in the website. It is informed that the pending claims till Nov/Dec 2020 will be processed by SHA. However, TPA can expect claims pending from 1st December 2020. The majority of the claims, around 80 %, are from public hospitals and an average of 2500 claims/day can be expected for TPAs to process.
- The major difference between private and public hospital claim processing and any previous learning from TPA for Private hospitals which already in place.
  - For Government EHCPs, pre auth will be auto approved and TPA team has to help in MIS part to analyse the claim rejection reason and intimate the SHA for any capacity building required for the EHCP. . In addition to claim processing team, an audit team also required to serve district wise auditing as per the contract. Initially TPA for private hospital claims were raising more number of queries and that added more claim pendency's to the TPA
- "Whether TPA has to provide any services for BIS: on field or for approval".
  - No.
- "Whether TPA has to appoint Arogyamitra?"
  - No
- "Whether TPA has to provide any services related to call center ?"
  - No
- "What is requirement of staff at District level".
  - District level office is not mandatory, but as per the contract ,a dedicated project office and a project co-ordinator need to be set up at Thiruvanthapuram. TPA has to decide the strength of the staff in order to process the claim as per requirement
- "Whether both BoQ and Format specified as Form Fin-1 needs to be uploaded together"
  - Website will have the provisions to upload the details and need to be uploaded.

**Vidal Health Insurance TPA PVT LTD**

Dr Sanjay Kanth, AGM -RISK & AUDIT, Vidal Health Insurance TPA PVT LTD raised the query as follows:-

- The requirement of capacity building from TPA.
  - TPA has to address capacity building of TPA processing team and need to communicate the relevant documents to MEDCO. TPA has to provide MIS data on claim rejection analysis in order to solve the claim rejection problems.

**Raksha Health Insurance TPA**

Mr Srihari Kumaran, Kerala Head, Raksha Health Insurance TPA addressed and informed that

majority of the queries were addressed in the discussion and remaining queries will be communicated through mail. Dr Shakthi, Head Office, Raksha Health Insurance TPA, enquired as follows,

- “Is there any responsibility of setting of IT infrastructure by TPA?”
  - All the necessary IT infrastructure will be procured by EHCPs.
- “In addition to the Trivandrum Project Office whether Claim processing doctors also to be located at Project Office?”
  - TPA can decide on the subject.
- District level staff requirement.
  - For medical audit or field level audit, district level staff may be required and for all the auditing has to be done through the TMS.SHA will intimate the auditing requirement.

**Medsave Health Insurance TPA Limited**

Mr. Naresh Kumar Sureka, Director, Medsave Health Insurance TPA Limited, enquired the queries which are already raised through the mail..

**Health India Insurance TPA Pvt LTD**

Mr. BC Alex, Sr.Vice President, Health India Insurance TPA Pvt LTD informed that the queries are already discussed and will be communicated through mail if required.

**Conclusion**

Mr. Suresh K, Manager, HR and Admin, SHA assured that all the queries will be addressed and will be published in the website. Meanwhile if any queries still remaining, TPA can communicate through mail and SHA will address the queries.

The meeting adjourned at 11.30 pm.

Dr. Bijoy E,

Joint Director- Operations,

State Health Agency, Kerala