

**Internship
at
E-Meditek TPA Services Private Limited,
Mumbai**

**Submitted By
Rekharani J Sharma**

**Post Graduate Diploma in Hospital & Health Management
2012-2014**



**Institute of Health Management Research,
Jaipur
2014**

Internship

E-Meditek, Mumbai

Vision:

The vision of the organization is to be the industry leader in TPA industry by building Customer Satisfaction through quality service, fairness, transparency, ethical business practices, high integrity and quick response.

Mission:

As a responsible customer focused health benefit TPA, the organization wants to strive to understand the needs of insurers in its endeavor to provide quality service that can win the trust of policy holders and translates into portfolio growth for the insurer.

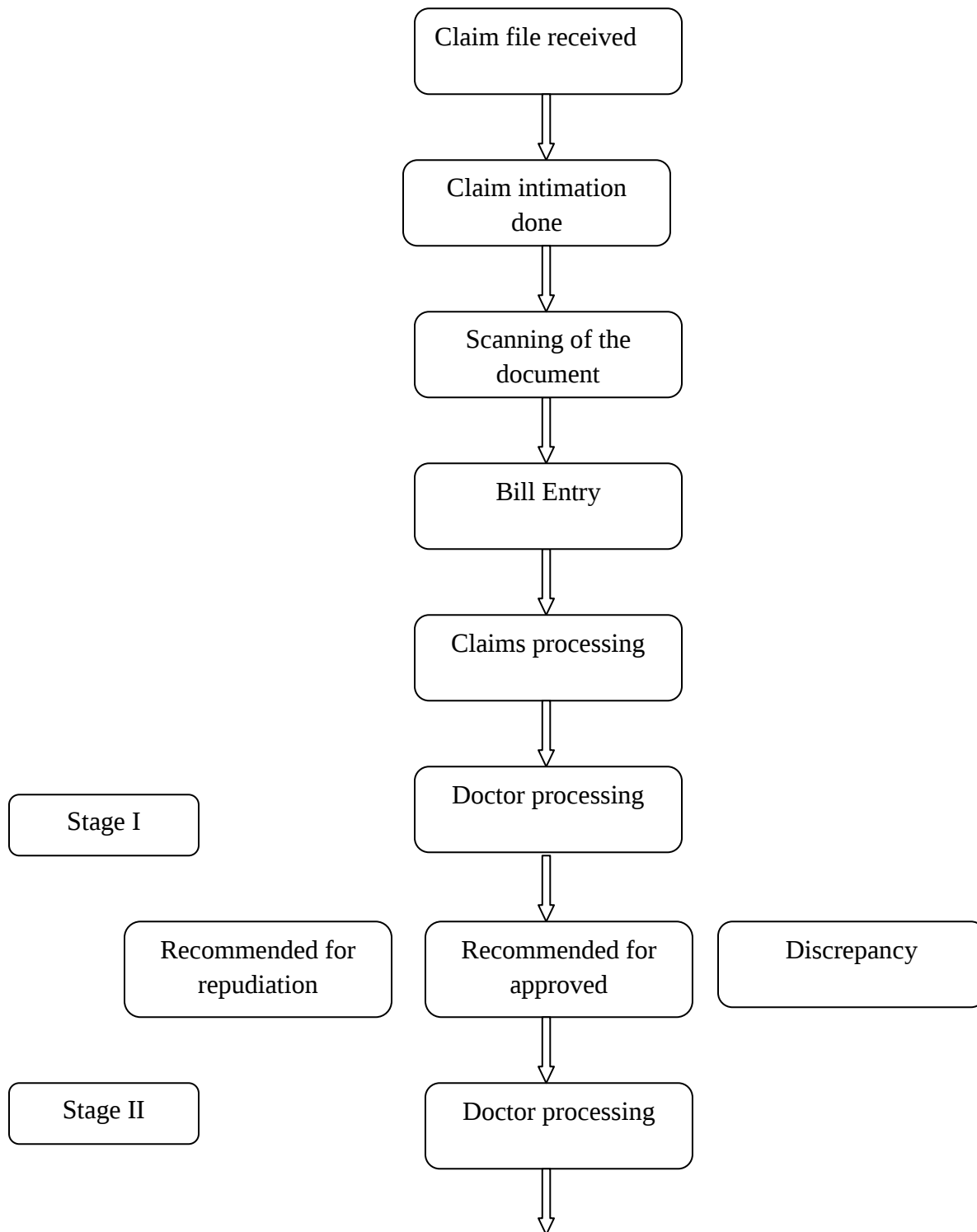
About the organization

E-Meditek TPA Services as India's leading Third Party Administrator (TPA) have been blending the art of health benefit administration with technology, innovations and best practices in their constant endeavor to deliver the very best to over 7 million registered members. The organization has strong relationship with over 24 insurers, 10000+ health providers and host of other partners and international alliances which makes it possible for it to attain excellence in every activity that they undertake as a TPA. In addition, the extensive interface with Mass schemes, Pre-insurance Health Screening and International Travel insurance management signify their commitment to provide end to end solutions to the valued Principals and customers.

The core competencies of the organization lies in reducing claims cost while ensuring quality care for valued customers, checking fraud & abuse, promoting preventive care & wellness programs, advanced analytics and predictive modeling. This is made possible by the use of robust technology platform that helps to support wide spectrum of services to growing volumes of customers with ever growing demands and wide range of health insurance products. E-meditek was the first TPA to introduce E Card, SMS Alerts, Auto mailers in the TPA industry and are constantly upgrading service delivery for ease and convenience of all stake holders, including system integration with insurers and providers. The biggest asset of the organization are the skilled and trained manpower and internal processes like concurrent audit, fraud alerts, Gatekeeper negotiations/case management, verification & investigation of suspect cases, tariff arrangements and discounts with hospitals etc. are unmatched in the industry, resulting in one of the lowest claims cost.

Claims processing

The process of claims processing takes place in following manner:



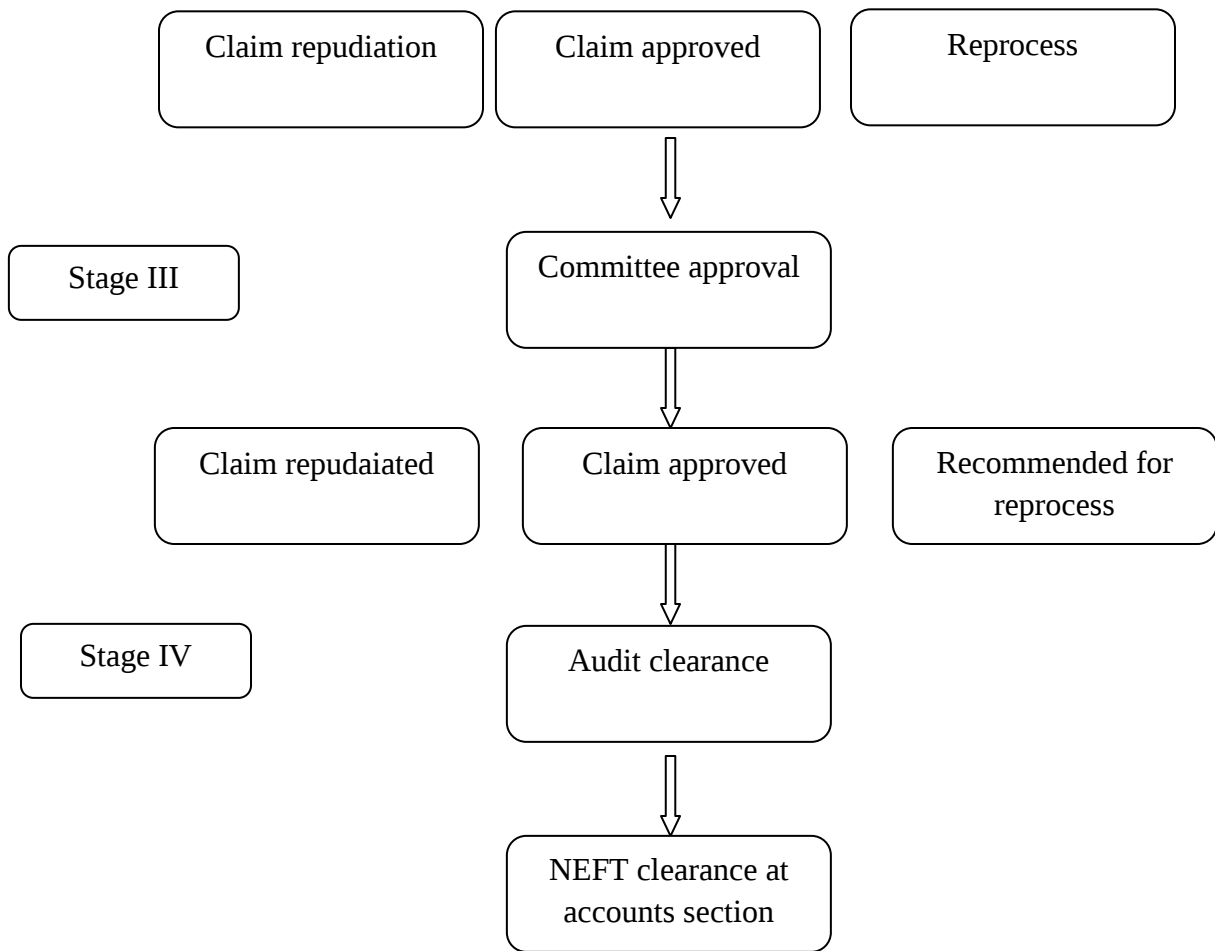


Fig1. Flowchart depicting Claims processing in the organization