Internship Report

Submitted

The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

By

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2024

Objectives of Internship

To evaluate the current grievance resolution processes implemented by insurance companies.
To study the responses of the company.
To study a few case studies to understand the way company catered to the need of their customers.

Organizational Profile

Care Health Insurance is the second largest standalone health insurance company in India, known for its extensive range of products and consumer-centric approach. The company offers health insurance, top-up coverage, personal accident, maternity, international travel, and critical illness insurance for individuals, as well as group health and personal accident insurance for corporates. It also provides affordable micro insurance for the rural market and comprehensive wellness services.
Leveraging technology for efficient customer service, Care Health Insurance has earned numerous awards, including 'Best Health Insurance Company of the Year' at the India Insurance Summit & Awards 2023 and 'Best Health Insurance Product' at the Insurance Alertss Awards 2021. Its commitment to innovation and customer satisfaction has established it as a trusted leader in the industry.

Services Provided by Organization

1. Health Insurance Plans:
    a. Individual Health Insurance: Comprehensive coverage for medical expenses, hospitalization, and treatment costs.
    b. Family Health Insurance: Plans that cover the entire family under a single policy, ensuring health protection for all members.
    c. Senior Citizen Health Insurance: Tailored plans for senior citizens with benefits such as higher sum insured, no co-payment, and coverage for pre-existing diseases.
    d. Critical Illness Insurance: Coverage for specific serious illnesses, providing a lump sum benefit upon diagnosis.
    e. Top-up Health Insurance: Additional coverage that supplements existing health insurance plans, offering higher coverage at lower premiums.
    f. Maternity Insurance: Coverage for maternity-related expenses, including prenatal and postnatal care, delivery costs, and newborn baby cover.
2. Personal Accident Insurance:
    a. Financial protection in case of accidental death, permanent or temporary disability, and accidental medical expenses.
3. Travel Insurance:

    a. International Travel Insurance: Health coverage for international travelers, including medical emergencies, trip cancellations, loss of baggage, and other travel-related contingencies.
4. Group Insurance Plans:
    a. Group Health Insurance: Customized health insurance solutions for corporate employees, covering medical expenses, hospitalization, and wellness benefits.
    b. Group Personal Accident Insurance: Protection for employees against accidents, covering accidental death, disability, and medical expenses.
5. Micro Insurance Products:
    a. Affordable health insurance solutions designed for the rural population, providing essential health coverage at low premiums.
6. Wellness Services:
    a. Preventive Healthcare: Services aimed at promoting health and preventing diseases through regular health check-ups, screenings, and vaccinations.
    b. Health and Wellness Programs: Initiatives and programs focused on fitness, nutrition, mental health, and overall well-being.
    c. Chronic Disease Management: Support and management programs for individuals with chronic conditions, ensuring better health outcomes and quality of life.
    d. Telemedicine Services: Access to medical consultations and healthcare services through telecommunication technologies, providing convenience and timely medical advice.

Projects Undertaken Other than Dissertation

I worked as a full-time employee in the Claim Department and Fraud Investigation Unit at Care Health Insurance. In this role, I was responsible for handling and processing insurance claims, ensuring that each claim was evaluated and settled accurately and efficiently. My duties also involved investigating potential fraud cases to prevent and detect fraudulent activities, thereby safeguarding the company’s interests and maintaining the integrity of the claims process. This experience allowed me to develop strong analytical skills, attention to detail, and a deep understanding of the health insurance industry.

Key Learnings from Internship

In my role as a full-time employee in the Claim Department and Fraud Investigation Unit at Care Health Insurance, I gained invaluable experience in handling and processing insurance claims, ensuring each claim was evaluated and settled accurately and efficiently. A key learning from this role was the importance of meticulous attention to detail and analytical thinking in identifying potential fraud cases. This position enhanced my ability to critically assess information, maintain the integrity of the claims process, and contribute to safeguarding the company’s interests. Additionally, I developed a comprehensive understanding of the health insurance industry and strengthened my problem-solving and investigative skills.